

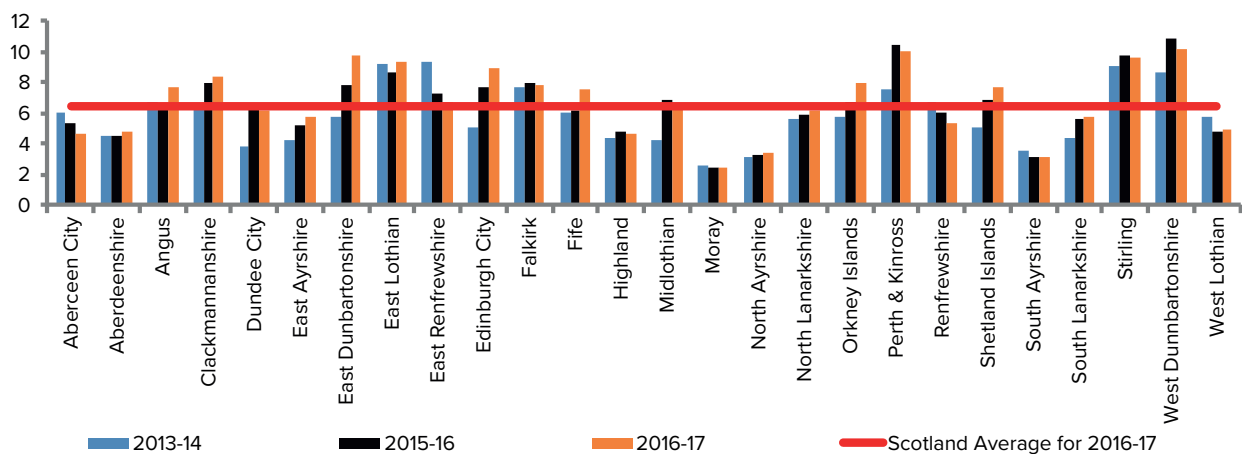
# Housing

The housing information within the benchmarking framework covers housing management, housing conditions and energy efficiency. Only those councils who have responsibility for the provision of housing services are included here.

## Rent Arrears and Voids

The average Scottish tenants' arrears as a percentage of rent due has increased year-on-year from 5.6% in 2013/14 to 6.5% in 2016/17. In 2013/14, the definition and methodology for this measure changed, therefore it is not possible to provide a direct comparison with previous years. In 2016/17, the percentage of arrears range from 2.5% to 10.1% across councils which indicates a widening variation since 2013/14. However, analysis indicates variation is not systematically related to levels of deprivation, rurality or size of authority area.

### Gross Rent Arrears at a Proportion of Rent Due (%)

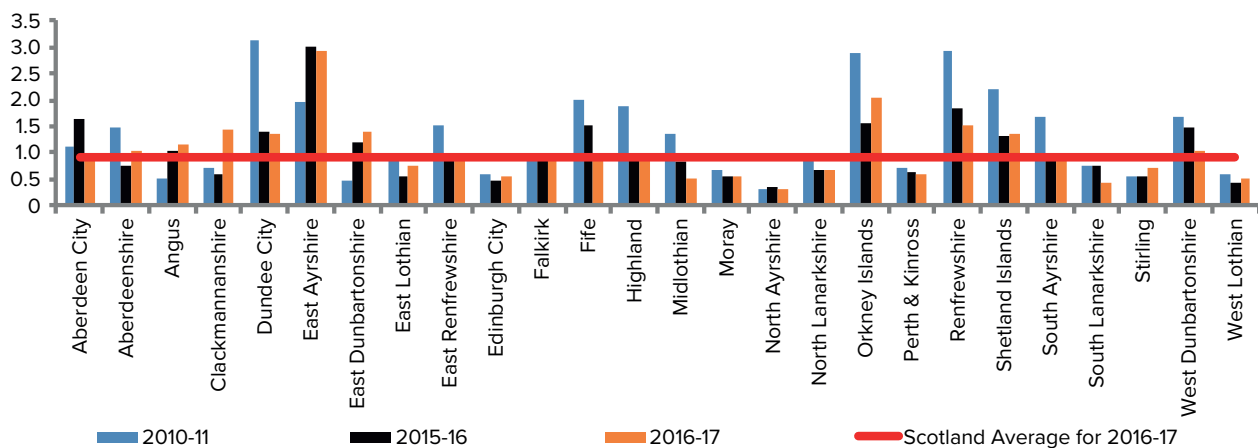


Source: Annual Return on the Charter (ARC), Scottish Housing Regulator (SHR)

Note: Missing values represent the six councils who do not provide housing services (RSL transfer)

Meanwhile, the rent lost due to voids has reduced from 1.3% in 2010/11 to 0.9% in 2016/17. Again, figures vary across authorities, from 0.3% to 2.9%, however the level of variation has reduced since the base year. Neither the urban/rural nature of the council nor the size have a systematic impact here.

### Percentage of Rent Due in the Year that was Lost Due to Voids



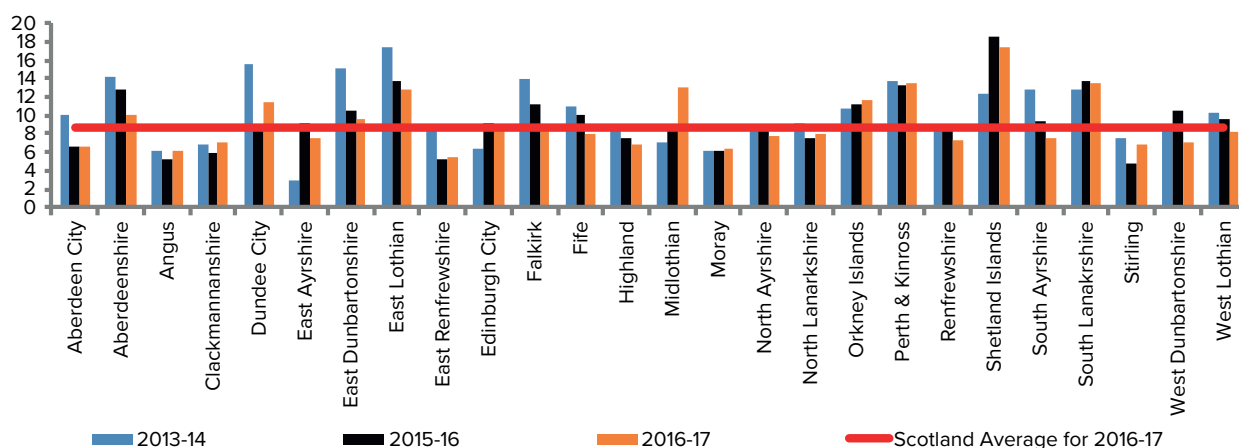
Source: Annual Return on the Charter (ARC), Scottish Housing Regulator (SHR)

The average length of time taken to complete non-emergency repairs has reduced by 14.2% over the period, from 10.2 days in 2013/14 to 8.7 days in 2016/17. As with rent arrears, the definition and methodology for this measure changed in 2013/14, therefore it is not possible to provide a direct comparison with previous years.

There is significant variation across councils although this has narrowed slightly since the base year. In 2016/17, length of time ranged from 5.4 days to 17.5 days, with rural councils reporting longer times (11.7) compared to urban councils (8.3).

Overall, these figures suggest the councils continue to manage their stock well in the face of mounting pressures.

### Average Time Taken to Complete Non-Emergency Repairs (days)



Source: Annual Return on the Charter (ARC), Scottish Housing Regulator (SHR)

## Housing Quality

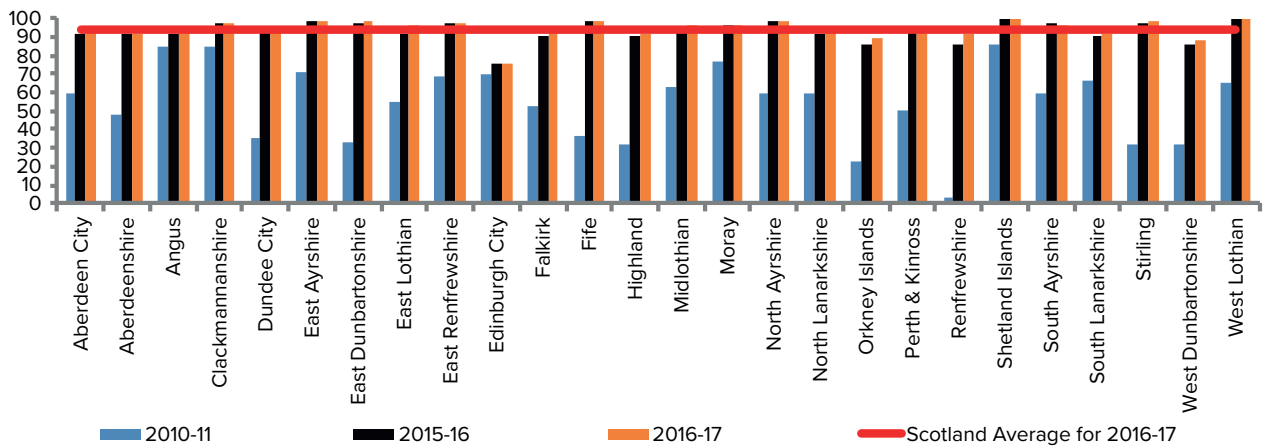
In terms of housing quality, there have been significant improvements over the past seven years in terms of dwellings meeting Scottish Housing Quality Standards (SHQS) and energy efficiency standards.<sup>30</sup> In 2016/17, 93.6% of council dwellings met the SHQS, an increase of 40 percentage points from 2010/11. The range across councils varies significantly from 75.7% to 99.9%, although this range has narrowed since 2010/11.

In 2016/17, 96.6% of council dwellings were energy efficient, an increase from 74.9% in 2010/11. Councils range from 82.8% to 100% with rural councils on average reporting lower levels of energy efficiency.

Year	% council dwellings meeting SHQS	Percentage of council dwellings that are energy efficient
2010/11	53.6	74.9
2011/12	66.1	81.2
2012/13	76.6	88.8
2013/14	83.7	94.0
2014/15	90.4	96.5
2015/16	92.5	96.2
2016/17	93.6	96.6

<sup>30</sup> Percentage of properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings

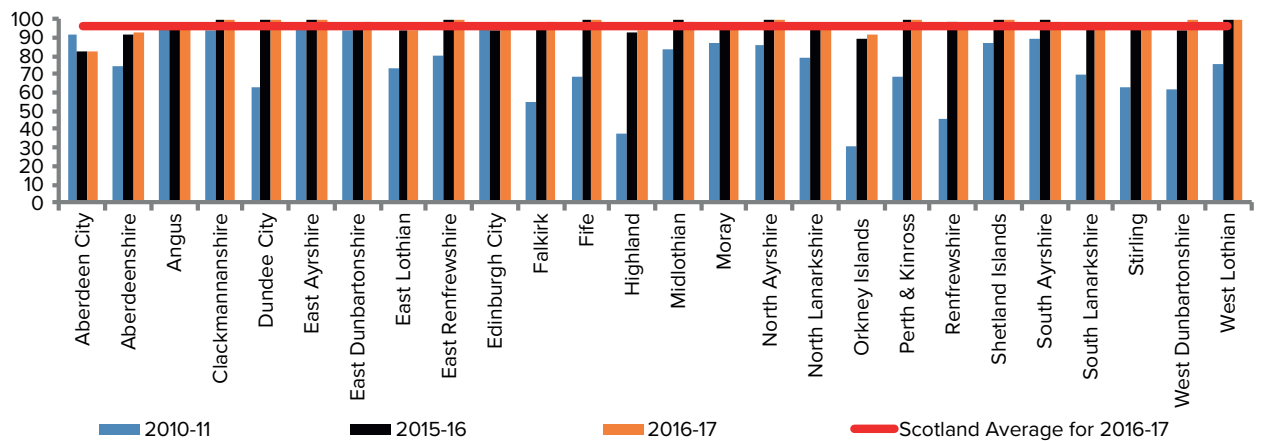
### Properties Meeting SHQS (%)



Source: Annual Return on the Charter (ARC), Scottish Housing Regulator (SHR)

Note: Missing values represent the six councils who do not provide housing services

### Percentage of Council Dwellings that are Energy Efficient



It is important to note that the sources used within this publication are not based on the Scottish Government data sources (Housing Revenue Account statistics and Scottish Housing Condition Survey) rather they are based on data collected by the Scottish Housing Regulator. There will be differences between the two sets of data. For example, the data published here reports only on council provision rather than provision by all registered social landlords. Additionally, there are differences in the SHQS methodology between SHR and SHCS.