



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.

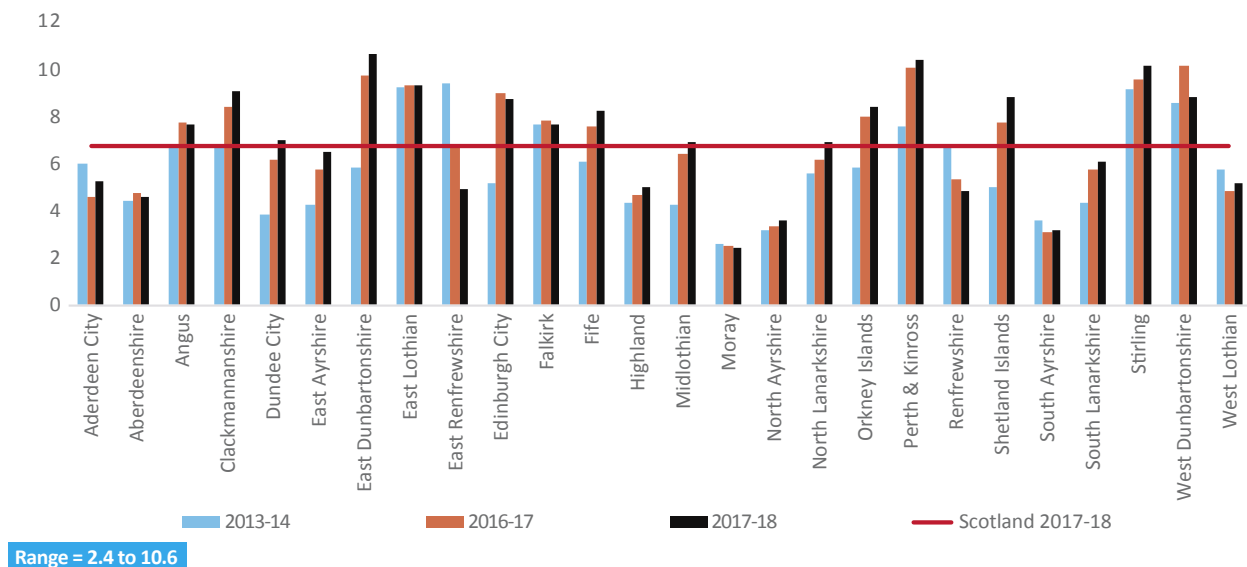
Rent arrears

The average Scottish tenants' arrears as a percentage of rent due has increased year on year from 5.6% in 2013/14 to 6.7% in 2017/18. This reflects an increase in gross rent arrears during this time of 24.7%, which is an increase of £15 million from £61.0 million in 2013/14 to £76.0 million in 2017/18.

Welfare reform and Universal Credit roll out may create further pressure on this trend and it will be important to monitor this. Where evidence is available from Universal Credit pilot councils, there was a significant increase in rent arrears following the introduction of Universal Credit Full Service. Beyond the immediate impact on some individuals and families, an increase in arrears will result in the loss of rental income for councils and potentially affect the ability to build affordable housing.

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 2017/18, the percentage of arrears range from 2.4% to 10.6% across councils which indicates a widening variation since 2013/14. Analysis indicates variation is not systematically related to levels of deprivation within a council, rurality or size of authority area.

Gross rent arrears (all tenants) as at 31 march each year as a percentage of rent due for the reporting year



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

Note: Missing values represent the six councils who do not provide housing services following transfer to Registered Social Landlords

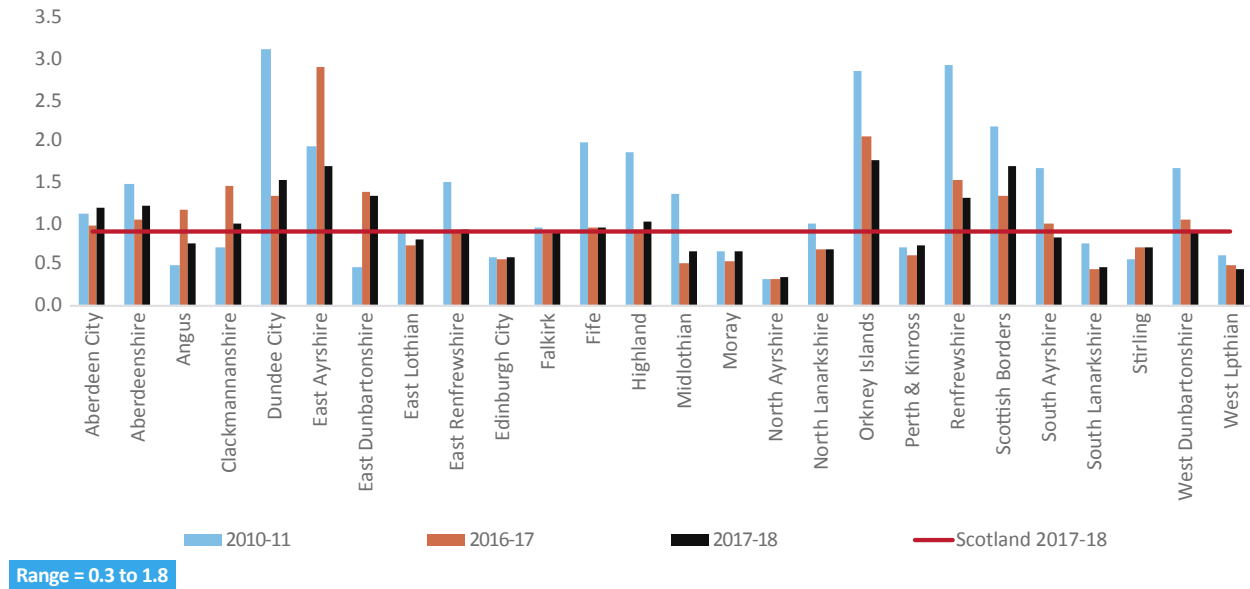
Rent lost due to voids

Meanwhile, the rent lost due to voids has reduced from 1.3% in 2010/11 to 0.9% in 2017/18. Again,



figures vary across authorities, from 0.3% to 1.8%, however the level of variation has reduced since the base year. Rural and less densely populated authorities tend to report higher rates of rent loss than urban and semi-rural areas.

Percentage of rent due in the year that was lost due to voids



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

Housing repairs

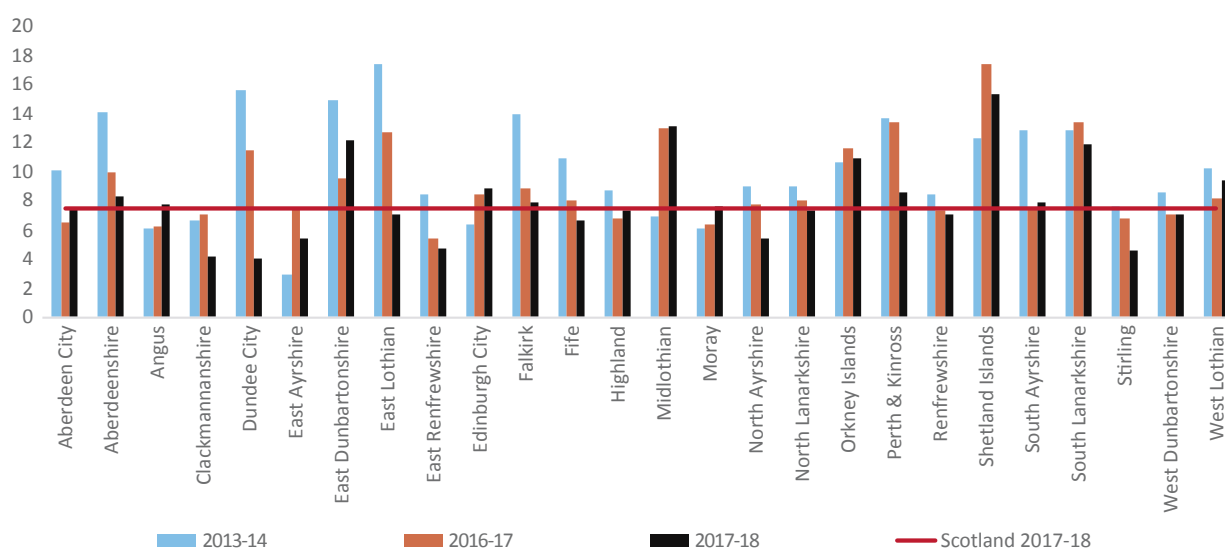
The average length of time taken to complete non-emergency repairs has reduced by 26.2% over the period, from 10.2 days in 2013/14 to 7.5 days in 2017/18. As with Rent arrears, the definition and methodology for this measure changed in 2013/14, therefore it is not possible to provide a direct comparison with previous years.

There is significant variation across councils although this has narrowed slightly since the base year. In 2017/18, length of time ranged from 4.1 days to 15.4 days, with no systematic effects of rurality, deprivation or size of council.

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 (no. of days)



Range = 4.1 to 15.4

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 8 years in terms of dwellings meeting Scottish Housing Quality Standards (SHQS) and energy efficiency standards.³⁴ In 2017/18, 93.9% of council dwellings met the SHQS, an increase of 40 percentage points from 2010/11. The range across councils varies from 80.8% to 99.9%, although this range has narrowed significantly since 2010/11.

In 2017/18, 97.2% of council dwellings were energy efficient, an increase from 74.9% in 2010/11. Councils range from 75.3% to 100%.

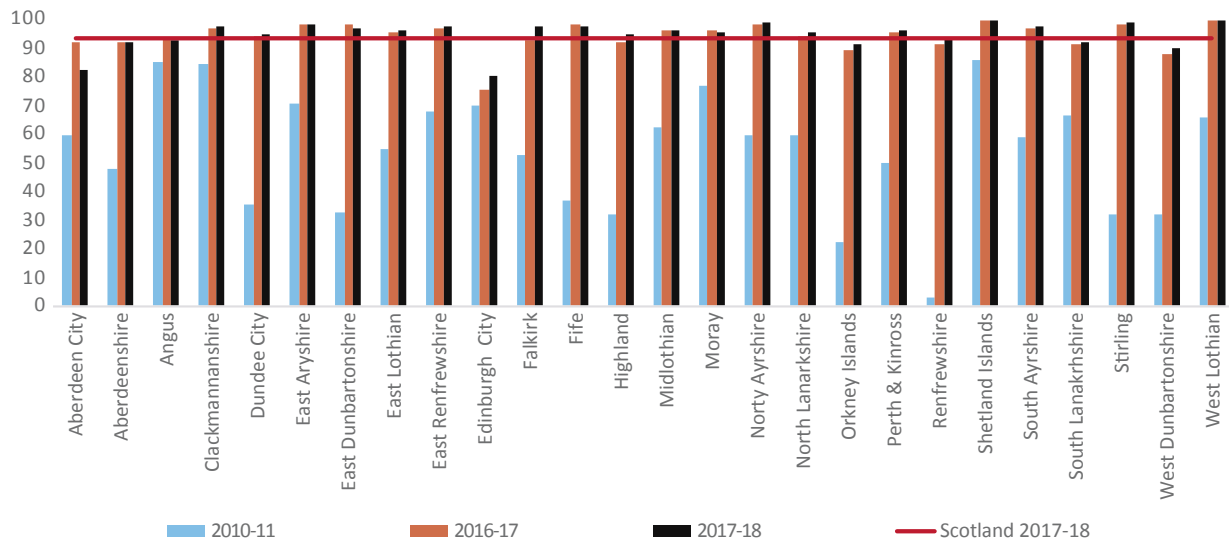
Housing quality and energy efficiency (%)

	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	Change 2016-17 to 2017-18	Change 2010-11 to 2017-18
% dwellings meeting SHQS	53.6	66.1	76.6	83.7	90.4	92.5	93.6	93.9	0.3%	40.3%
% dwellings that are energy efficient	74.9	81.2	88.8	93.0	96.6	96.2	96.6	97.2	0.6%	22.3%

³⁴ % of properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings. This is just one criterion of the Energy Efficiency element of the SHQS (there are other criteria relating to loft and wall insulation, heating systems, etc.). Landlords were expected to be in compliance with SHQS as from 2015 (with some valid exemptions and abeyances). Attention is now switching to progress towards the Energy Efficiency Standard in Social Housing (EESH), which raises the minimum EPC requirements from SHQS. Landlords are required to meet EESH by 2020.

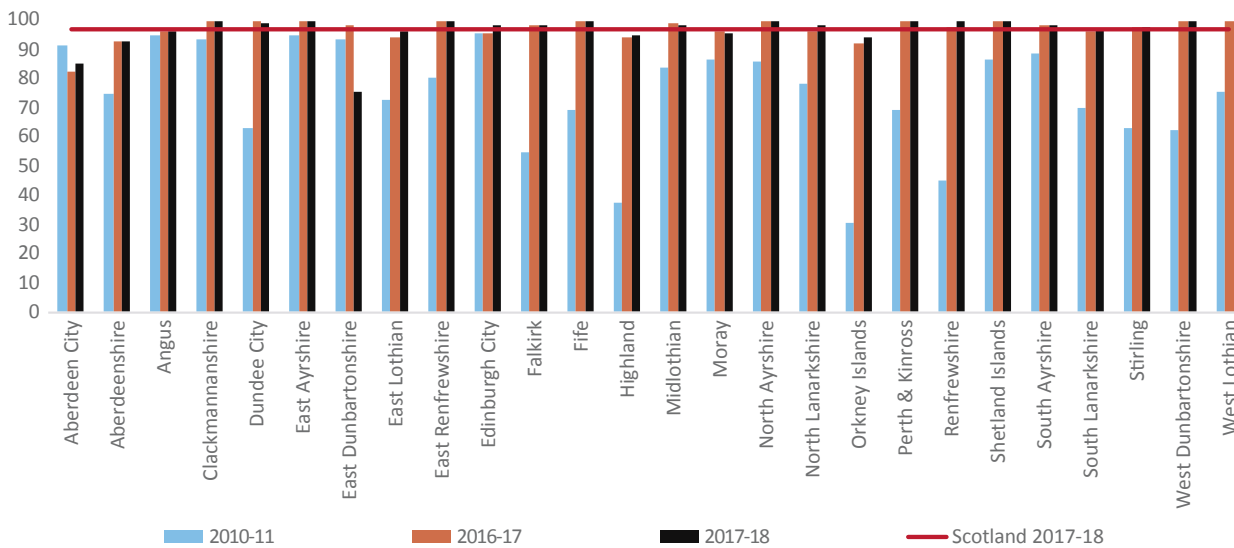


Properties meeting SHQS (%)



Range = 80.3 to 99.9

Percentage of council dwellings that are energy efficient



Range 75.3 to 100

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

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.