

Annex A: The Shadow RSR

The Shadow Regulatory and Statistical Return For 31st March 2000

This return should be completed as at 31st March 2000.

Please complete and send back the return and the evaluation form by 30th June 2000.

Please refer to the accompanying guidance notes when completing this return.

Name and address of Registered Social Landlord

<input type="text"/>	
<input type="text"/>	
<input type="text"/>	
<input type="text"/>	
<input type="text"/>	
<input type="text"/>	<input type="text" value="Postcode"/>

HC registration number

Lead HC region

Period covered by return

RSL contact name

RSL contact telephone number



Please return to:
Miss Dawn Marshall
Property Research Unit
Department of Land Economy
University of Cambridge
19 Silver Street
Cambridge
CB3 9EP

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Part A - Social Housing Stock: Owned or managed on behalf of others at 31st March 2000

Part A provides an overall picture of activity related to owned stock to which the Social Housing Standards apply or managed stock which is Social Housing Stock. Stock reported in columns A to E can be carried forward to other Parts of this form from Parts C to P.

* Include stock as general needs throughout Parts C to P ** Include stock as supported housing throughout Parts C to P

All Stock to which Social Housing
Include Stock owned by you on a term).

Activity / stock type		Stock owned and directly managed	Stock owned by RSL
		Column A	Column B
General needs rented housing			
Self contained units	1 Total		
Shared bedspaces	2 Total		
Sheltered rented housing ⁶			
Self contained units	3 Standard*		
	4 With support**		
	5 RCH Part I**		
	6 Total self contained units		
Shared bedspaces	7 Standard*		
	8 With support**		
	9 RCH Part I**		
	10 Total shared bedspaces		
Supported rented housing ⁷⁻⁸			
Self contained units	11 RCH Part I		
	12 Unregistered		
	13 Floating support		
	14 Total self contained units		
Shared bedspaces	15 RCH Part I		
	16 Unregistered		
	17 Floating support		
	18 Total shared bedspaces		
Total general needs and supported rented stock ⁹			
	19 Total General Needs Housing (Total E1+E2+E3+E7)		
	20 Total Supported Housing (Total E4+E5+E8+E9+E14 & E18)		
Other rented housing ¹⁰			
	21 Self contained units		
	22 Shared bedspaces		
Leased housing ¹¹			
Include all dwellings in lines 23 to 25 where the purchaser has not yet acquired 100% of			
	23 LSE		
	24 Shared ownership		
	25 Other		
	26 Total leased (<100%)		
Include all dwellings in lines 27 to 29 where the purchaser has acquired 100% of equity ¹³			
	27 LSE		
	28 Shared ownership		
	29 Other		
	30 Total leased (100%)		

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Standards apply:¹⁻²
freehold basis or lease of 21 years or more (original

Other managed stock:³⁻⁵
Include stock that you do not own but is managed by you under agreement or on a lease of less than 21 years (original term).

you but managed by others

Total stock in ownership

Stock managed on behalf of others

Total stock managed on behalf of others

LA

Other

Cols A+B+C+D

RSL

LA

Other

Cols F+G+H

Column C

Column D

Column E

Column F

Column G

Column H

Column I

equity ¹²

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Part B - Other Housing Stock: owned or managed on behalf of others at 31st March 2000

Part B completes the picture of overall housing activity. This data is mainly contextual. It is important that this stock is included here so that the researchers can compare the Shadow RSR to the current RSR 2000 to assess the effectiveness of changes. Only include the stock reported in Part B in Parts C, G3, L, M, N and O.

All stock to which Social Housing Stan-
Include stock owned by you on a freehold more (original term), regardless of how it

Activity / stock type	Stock owned and directly managed by you	Stock owned by you but man-	
		RSL	LA

	Column A	Column B	Column C
Sub-market rented self contained units ⁶⁻⁷			
1 General housing			
2 Sheltered			
3 RCH Part I			
4 Other specialist housing			
5 Housing with floating support			
6 Staff accommodation			
7 Total sub-market self contained units (lines 1 to 6)			
Sub-market rented hostel and shared bedspaces ⁶⁻⁷			
8 General housing			
9 Sheltered			
10 RCH Part I			
11 Other specialist housing			
12 Housing with floating support			
13 Staff accommodation			
14 Total sub market hostel / shared housing bedspaces (lines 8 to 13)			
Other Rented Housing			
15 PFI units			
16 Units provided for asylum seekers			
17 Student accommodation			
18 Keyworker accommodation			
19 Other sub market rented units			
20 Total other sub market rented (lines 15 to 19)			
21 Market rented units ⁸			
22 Other non-SHS units			

NB Parts A and B are mutually exclusive. There should be no duplication. Please record all units owned and managed in **either** Parts A or B

Part C - Additional information about the stock reported in Parts A and B.

Question C: Did you own or manage any self contained or shared housing at 31st March 2000 that you have reported in Parts A or B?

- Yes** Please cross and complete Part C
- No** Please cross and go to Part D

C1 Total self contained units owned on 31st March 2000 to which the Social Housing Standards apply – Please provide a breakdown by number of bedrooms. ¹⁻² (From Part A, column E)

		Number of bedrooms					
		Bedsit	1 Bed	2 Bed	3 Bed	4 or more	Total
		Column A	Column B	Column C	Column D	Column E	Column F
1	Owned stock to which Social Housing Standards apply: (Part A, column E1 + E6 + E14)						

C2 Total self contained units owned on 31st March 2000 to which the Social Housing Standards did not apply – Please provide a breakdown by number of bedrooms. ¹⁻² (From Part B, column E)

		Number of bedrooms					
		Bedsit	1 Bed	2 Bed	3 Bed	4 or more	Total
		Column A	Column B	Column C	Column F	Column E	Column F
2	Owned self contained stock to which Social Housing Standards do not apply: (Part B, column E7 + E20 + E21 + E22 (self contained))						

C3 How many of the rented units or bedspaces managed on behalf of others are properties of the sort listed below? (From Part A, column I and Part B, column I) ³

	General needs		Supported housing	
	Self contained units	Shared housing bedspaces	Self contained units	Shared housing bedspaces
3 HAMA / HAL properties ⁴				
4 Temporary market rent housing / 'HAMA Plus' properties ⁵				
5 'Private Sector Lease' (PSL) properties ⁶				
6 Temporary social housing / shortlife properties ⁷				
7 Other temporary accommodation				

C4 Did you manage any of the units reported in Parts A and B within a Group structure? ⁸

- Yes**
- No**

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C5 Are any of the units reported in Parts A and B column I (managed on behalf of others), managed pending an agreed transfer of those units into your ownership in the future? ⁹

- Yes** Please cross and complete questions C6 and C7.
- No** Please cross and go to question D

C6 Stock included in another RSL's RSR that is not owned by you but is managed pending transfer into your ownership in the future: **Social Housing Rental Stock Managed**

Please record the number of units from Part A, column I that are managed as owned pending transfer, who these units will be transferred from and the number of FTE paid equivalent staff posts dedicated to the management of these units.

Managed on behalf of:	Units managed by you on behalf of others pending transfer into your ownership: by property type		Total FTE paid staff dedicated to these units
	HC code of the owning organisation	General Needs Units	
Total number of general needs units			
Total number of Supported Housing Units			
Total number of FTE paid staff			

C7 Stock included in another RSL's RSR that is not owned by you but is managed pending transfer into your ownership in the future: **Other Managed Rental Stock**

Please record the number of units from Part B, column I that are managed as owned pending transfer, who these units will be transferred from and the number of FTE paid equivalent staff posts dedicated to the management of these units.

Managed on behalf of:	Units managed by you on behalf of others pending transfer into your ownership	Total FTE paid staff dedicated to these units
HC code of the owning organisation	Total units	
Total number of units		
Total number of FTE paid staff		

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Part E - General needs stock in ownership

– stock to which the Social Housing Standards apply: self contained units and hostel/ shared housing bedspaces

Question E: Did you OWN any GENERAL NEEDS RENTAL HOUSING STOCK to which the SOCIAL HOUSING STANDARDS apply on 31st March 2000? (From Part A, column E, line 19)

- Yes** Please cross and complete Part E
- No** Please cross and go to question F

E1 Total self contained units owned on 31st March 2000 – Please provide a breakdown by number of bedrooms

	Number of bedrooms ¹					
	Bedsit	1 Bed	2 Bed	3 Bed	4 or more	Total
	Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
1 Owned stock to which Social Housing Standards apply: (Part A, column E1 + E3)						

E2 Total shared housing bedspaces owned on 31st March 2000

2 Owned stock to which Social Housing Standards apply: (Part A, column E2 + E7)	Total shared bedspaces
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E3 Vacant self contained units. Only report on units that have been included in line 1 column. 6 above.

Units available for letting (Including those to be let after minor repairs) but vacant on 31st March 2000 ²	3 weeks or less	Over 3 weeks to 6 weeks	Over 6 weeks to 6 months	Over 6 months to 1 year	Over 1 year	Total units
	Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
3 First let and ready for immediate occupation						
4 Re-let and ready for immediate occupation						
5 To be let or re-let after minor repairs						
6 Total vacant but available (lines 3 to 5)						
Units not available for letting on 31st March 2000 ³						
7 Awaiting improvement, conversion, repair or other works						
8 Undergoing improvement, conversion, repair or other works. ⁴						
9 Awaiting sale						
10 Unlicensed occupation						
11 Other						
12 Total vacant but unavailable (lines 7 to 11)						
13 Total number of vacant units (lines 6 + 12)						

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E4 Vacant hostel / shared housing bedspaces ⁵ (Only report on those units that have been included in line 2 above).

	Total shared bedspaces
14 Total vacant on 31st March 2000 and available for letting	
15 Total vacant on 31st March 2000 and not available for letting	
16 Total number of vacant bedspaces on 31st March 2000	

E5 How many units in lines 1 and 2 were designed or modified to accessible general housing or wheelchair user standards? ⁶

	Total self contained units	Total shared bedspaces
	Column 1	Column 2
17 Accessible general housing		
18 Wheelchair user standards		

Part F - Supported housing in ownership

Self contained units and hostel/ shared bedspaces to which the Social Housing Standards apply

Question F: Did you OWN any SUPPORTED HOUSING RENTAL HOUSING STOCK on 31st March 2000? ¹
(From Part A, column E, line 20)

- Yes** Please cross and complete Part F
- No** Please cross and go to question G

F1 Total self contained units owned on 31st March 2000 – Please provide a breakdown by number of bedrooms

	Number of bedrooms ²					Total
	Bedsit	1 Bed	2 Bed	3 Bed	4 or more	
	Column 1	Column 2	Column 3	Column 4	Column 5	
1 Owned stock to which Social Housing Standards apply: (Part A, column E4 + E5 + E14)						

F2 Total shared housing bedspaces owned on 31st March 2000

	Total shared bedspaces
2 Owned stock to which Social Housing Standards apply: (Part A, column E8 + E9 + E18.)	

F3 Occupied self contained units and shared housing bedspaces on 31st March 2000 ³ (lines 1 + 2 above)

	Total self contained units	Total shared bedspaces
3 Total number of units and bedspaces occupied		

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F4 Vacant self contained units and shared housing bedspaces ⁴ (lines 1 + 2 above)

	Total self contained units	Total shared bedspaces
4 Total vacant on 31st March 2000 and available for letting		
5 Total vacant on 31st March 2000 and not available for letting		
6 Total number vacant on 31st March 2000		

F5 How many units in lines 1 and 2 were designed or modified to accessible housing or wheelchair user standards? ⁵

	Total self contained units	Total shared bedspaces
	Column 1	Column 2
7 Accessible housing		
8 Wheelchair user standards		

F6 Supported housing client groups ⁶⁻¹⁰ – supported housing units owned and managed (from Part A).

Please record the number of units / bedspaces which on 31st March 2000 were intended for tenants / households predominantly defined by the following user groups ¹¹⁻¹⁴

	Total owned	Of those owned by you, how many do you manage?	Total units owned by another body and managed by you
	From Part A column E20	From Part A column A20	From Part A column I20
	Column 1	Column 2	Column 3
9 Older people with support needs			
10 People with drug / alcohol related problems			
11 People with mental health problems			
12 People with learning difficulties			
13 Ex-offenders and those at risk of offending			
14 People with physical difficulties			
15 Refugees			
16 Vulnerable women with children			
17 Women at risk of domestic violence			
18 People with HIV or AIDS			
19 Young people at risk or leaving care			
20 Single homeless people			
21 Other, Please specify:			
22			
23			
24 Total managed by you			
25 Total owned by you			

Part G - Lettings

Question G: Did you let any of the general needs or supported housing units owned by you (recorded in Parts E and F) to tenants in the year ending 31st March 2000 (EXCLUDING shared ownership and LSE)?

- Yes** Please cross and complete Part G
- No** Please cross and go to question G2

G1 Please provide a breakdown of all general needs and supported housing lettings in the year 1st April 1999 to 31st March 2000 ¹⁻³ (Include all lettings made on the housing stock in Part E1 and 2 and Part F1 and 2).

	Number of lettings					
	General needs housing		Supported housing		Total	
	Self contained units Column 1	Shared housing bedspaces Column 2	Self contained units Column 3	Shared housing bedspaces Column 4	Self contained units Column 5	Shared housing bedspaces Column 6
1 First / new lets						
2 Re-lets						
3 Total number of lettings (lines 1 + 2)						

G2 Local lettings policies (from Part E1.)

4 At 31st March 2000, how many tenancies in your general needs self contained housing stock were covered by 'local Lettings policies' approved by your governing body under the provisions in Section 2 of the Annex to Standard F of the Performance Standards

G3 Evictions (all stock owned, self contained and shared in Parts A and B. column E.) ⁴⁻⁵

5 How many tenants or licensees of your general needs or supported housing were evicted during the year to 31st March 2000

Part H - Rent and service charges - general needs and supported housing

Question H: Did YOU OR ANOTHER AGENCY charge rents and service charges on general needs and supported housing for both self contained units and shared housing bedspaces, (from Part E1 and 2 and F1 and 2) which you owned on 31st March 2000, (including voids, regardless of whether the rent was actually collected)?

- Yes** Please cross and complete Part H
- No** Please cross and go to question I

H1 Please give total self contained and shared stock owned together with average weekly net rents and service charges as at 31st March 2000:1-5 (from Part E1 and E2).

Assured tenancies (General needs) As at 31st March 2000	Total stock	Average weekly net rent		Stock with service charges eligible for housing benefit	Average service charge eligible for housing benefit		Stock with service charges not eligible for housing benefit	Average service charge not eligible for housing benefit	
		£	p		£	p		£	p
		Column 1	Column 2		Column 3	Column 4		Column 5	Column 6
1 Bedsit 4A									
2 One bedroom 4A									
3 Two bedroom 4A									
4 Three bedrooms 4A									
5 Four or more 4A									
6 Total self contained / weighted average 4B									
7 Shared bedspaces 4B (Total / average)									

Secure rent tenancies (General needs) As at 31st March 2000	Total stock	Average weekly net rent		Stock with service charges eligible for housing benefit	Average service charge eligible for housing benefit		Stock with service charges not eligible for housing benefit	Average service charge not eligible for housing benefit	
		£	p		£	p		£	p
		Column 1	Column 2		Column 3	Column 4		Column 5	Column 6
8 Bedsit									
9 One bedroom									
10 Two bedroom									
11 Three bedrooms									
12 Four or more									
13 Total self contained / weighted average									
14 Shared bedspaces (Total / average)									

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Part H - Rent and service charges - general needs and supported housing continued

Assured and secure rent tenancies (General needs) As at 31st March 2000	Total stock	Average weekly net rent		Stock with service charges eligible for housing benefit	Average service charge eligible for housing benefit		Weighted average assured and secure rents including service charges eligible for housing benefit	
		£	p		£	p	£	p
	Column 1	Column 2	Column 3	Column 4	Column 5			
15 Total self contained / weighted average ⁵								

Estate Renewal Challenge Fund (Assured tenancies) As at 31st March 2000	Total stock	Average weekly net rent		Stock with service charges eligible for housing benefit	Average service charge eligible for housing benefit		Stock with service charges not eligible for housing benefit	Average service charge not eligible for housing benefit	
		£	p		£	p		£	p
	Column 1	Column 2	Column 3	Column 4	Column 5	Column 6			
16 Stock from the Estate Renewal Challenge Fund (total/average) ³									

TOTAL SELF CONTAINED UNITS / BEDSPACES OWNED

	General needs
17 Total self contained stock (column 1, lines 6 + 13)	
18 Total shared bedspaces (column 1, lines 7 + 14)	

H2 General needs stock (assured and secure rent tenancies) at 31st March 2000 ⁶

19 What was the percentage increase in your weighted average 'assured and secure' rents (including service charges eligible for housing benefit) for your self contained units between 1st April 1999 and 31st March 2000 (please use the weighted average provided in line 15 for this calculation).	%
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H3 Reconciliation of average assured and secure rents charged on existing properties (general needs) ⁷

	Total stock	Average weekly net rent	
		£	p
20 Total closing self contained stock (as at 31.3.00) From column 1, line 15			
21 New additions to self contained stock (1.4.99 To 31.3.00) ⁸			

H4 General needs stock (assured and secure rent tenancies) at 31st March 2000 excluding new additions ⁹

22 What was the percentage increase in your weighted average 'assured and secure' rents (including service charges eligible for housing benefit) for your self contained units between 1st April 1999 and 31st March 2000 when any new additions to the stock in line 21 have been extracted?	%
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H5 Supported housing rent and service charges (from Part F1 + F2) ¹⁰⁻¹⁴

Supported housing As at 31.3.00	Total stock	Average weekly net rent	Stock with HB-eligible service charges for General Counselling & Support (GC&S)	Average weekly HB-eligible service charges for GC&S	Stock with other HB-eligible service charges	Average weekly other HB-eligible service charges	Stock with service charges not eligible for housing benefit	Average weekly service charges not eligible for housing benefit
	Column 1	£ p Column 2	Column 3	£ p Column 4	Column 5	£ p Column 6	Column 7	£ p Column 8
23 Supported Housing								

24 What was the average increase in your rents (including service charges eligible for housing benefit) for the supported housing units in column 1 during the year ending 31st March 2000? %

Part I - Assured and secure average weekly net rents and service charges (excluding supported housing)

Question I: Did you own any self contained GENERAL NEEDS housing stock for rent (Recorded in Part H1, line 15) on 31st March 2000?

Yes Please cross and complete Part I **No** Please cross and go on to Part J

I1 Please give the total self contained stock owned for each local authority area in which you operate together with overall average weekly net rents and service charges as at 31st March 2000. ¹⁻²

All information provided in Part I should be on a snapshot basis as at 31st March 2000

The sum total number of self contained general needs stock included in Part I should be equal to the number of stock in Part H, line 15.

1. Please use the Housing Corporation local authority codes (LA Code) shown in the guidance notes
2. For guidance on what properties to include, please refer to Part H, notes 1 and 6
3. Please calculate each average/weighted average on a snapshot basis at 31st March 2000. An example of how to calculate a weighted average is given in Part H, note 4b. Please record the weekly net rent and service charge at 31st March 2000 based on 52 weekly payments per annum. An example of converting to 52 weekly rents is also shown in Part H, note 4a.

Local authority	Stock	Average weekly net rent	Stock with service charges eligible for housing benefit	Average service charge eligible for housing benefit	Stock with service charges not eligible for housing benefit	Average service charge not eligible for housing benefit
General needs ³ Assured and Secure Rents only As at 31.3.00		£ p		£ p		£ p
	Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
1 Bedsit						
2 One bedroom						
3 Two bedroom						
4 Three bedrooms						
5 Four or more						
6 Total/weighted average ⁴						
7 Warden staff units ⁵						

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Local authority						LA code ²	
General needs ³ Assured and Secure Rents only As at 31.3.00	Stock	Average weekly net rent	Stock with service charges eligible for housing benefit	Average service charge eligible for housing benefit	Stock with service charges not eligible for housing benefit	Average service charge not eligible for housing benefit	
		£ p		£ p		£ p	
	Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	
1 Bedsit							
2 One bedroom							
3 Two bedroom							
4 Three bedrooms							
5 Four or more							
6 Total/weighted average ⁴							
7 Warden staff units ⁵							

Local authority						LA code ²	
General needs ³ Assured and Secure Rents only As at 31.3.00	Stock	Average weekly net rent	Stock with service charges eligible for housing benefit	Average service charge eligible for housing benefit	Stock with service charges not eligible for housing benefit	Average service charge not eligible for housing benefit	
		£ p		£ p		£ p	
	Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	
1 Bedsit							
2 One bedroom							
3 Two bedroom							
4 Three bedrooms							
5 Four or more							
6 Total/weighted average ⁴							
7 Warden staff units ⁵							

Local authority						LA code ²	
General needs ³ Assured and Secure Rents only As at 31.3.00	Stock	Average weekly net rent	Stock with service charges eligible for housing benefit	Average service charge eligible for housing benefit	Stock with service charges not eligible for housing benefit	Average service charge not eligible for housing benefit	
		£ p		£ p		£ p	
	Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	
1 Bedsit							
2 One bedroom							
3 Two bedroom							
4 Three bedrooms							
5 Four or more							
6 Total/weighted average ⁴							
7 Warden staff units ⁵							

Part J - Ownership and management of shared ownership dwellings and freehold interests

Question J: Did you still own part of the equity on SHARED OWNERSHIP (Including DIYSO) or LEASEHOLD SCHEMES FOR THE ELDERLY on 31st March 2000 (including all shared ownership and leasehold schemes for the elderly sales to date) or have you retained the FREEHOLD on any properties?

- Yes** Please cross and complete Part J
- No** Please cross and go to question K

J1 Joint ownership of shared equity at 31st March 2000.¹

Include only dwellings sold under arrangements where the purchaser has not yet acquired 100% of the equity (from Part A, column E line 26).

	Shared ownership	LSE	Other
1 SHG/HAG funded units jointly owned by the registered social landlord			
2 Non-SHG/HAG funded units jointly owned by the registered social landlord			
3 Total units under joint ownership (lines 1+2)			

J2 Residual freehold responsibilities

Please include all properties sold under leasehold agreements of 99 years or more on which the freehold interest has been retained whether sold through shared ownership arrangements or outright sale.²

4 Please provide the total number of any units on which you have retained a freehold interest after disposing of them fully on long leases of 99 years or more	
--	--

J3 Shared ownership repossessions, rent and service charge arrears³⁻⁵

5 How many properties were repossessed by the mortgagee in the year ending 31st March 2000 (SHG/HAG funded units only)?	
6 How many properties were repossessed by the registered social landlord in the year ending 31st March 2000 (SHG/HAG funded units only)?	
7 Total number of leaseholders in shared ownership dwellings	
8 How many of the leaseholders in line 7 are in rent / service charge arrears?	
9 How many leaseholders in line 8 have been in arrears for more than three months?	
10 What was the policy rise applied to rents and service charges during the year ending 31st March 2000? ⁶ (Please attempt to answer this question. It is optional in the current RSR 2000 but will be mandatory in 2001)	%

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Part K - Services to tenants and leaseholders

This part seeks information about all the stock that you are responsible for managing on a day to day basis, whether owned by you or not

K1 Do you set targets for the completion of repairs on properties owned or managed by you?

- Yes** Please cross and answer question K2
- No** Please cross and go to K3 below

K2 Please set out below the targets you have set for the completion of repairs on properties owned or managed by you and the percentage of the repairs notified in the year ending 31st March 2000 which were COMPLETED within their targets.¹⁻⁹

See repairs in the glossary for definitions of an emergency, urgent and routine repair

	Repairs notified (No.)	Target (Calendar days or fractions)	Repairs completed within target (%)
1 Emergencies			
2 Urgent			
3 Routine			
4 Other, please specify <input type="text"/>			
5 Total number of repairs			

K3 Do you operate a repairs appointment system for tenants?

- Yes** Please cross and answer question K4
- No** Please cross and go to K5 below

K4 How many appointments for repairs were made and kept by you during 1999/00? ¹⁰⁻¹¹

6 How many appointments for repair work were made during 1999/00?	<input type="text"/>
7 How many of those appointments (line 6) did you keep during 1999/00?	<input type="text"/>

CONSULTING AND INFORMING TENANTS AND LEASEHOLDERS

K5 Have you at any time during the last three years ending 31st March 2000 used a structured mechanism to obtain feedback from tenants or leaseholders on their satisfaction with your housing management performance? ¹²

- Yes** Please cross and answer question K6
- No** Please cross and go to question K7

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K6 Please indicate the main areas covered (cross all that apply):¹³⁻¹⁴

	Yes	No
8 Courtesy of staff and contractors	<input type="checkbox"/>	<input type="checkbox"/>
9 Accessibility of offices, staff information etc.	<input type="checkbox"/>	<input type="checkbox"/>
10 Standard of tenants accommodation	<input type="checkbox"/>	<input type="checkbox"/>
11 Quality of repair service	<input type="checkbox"/>	<input type="checkbox"/>

K7 How many recognised residents' associations or groups did you have on 31st March 2000 (e.g. Tenants', residents' or leaseholders associations or groups)?

COMPLAINTS AND REDRESS FOR TENANTS, LICENSEES, LEASEHOLDERS AND APPLICANT

K8 How many formal complaints were made by your tenants, licencees, leaseholders and applicants during the year ending 31st March 2000? ¹⁵⁻¹⁸

Of these complaints, how many were upheld and given some form of redress:

12 By the governing body or delegated sub-committee?	<input type="text"/>
13 By the Independent Housing Ombudsman Service?	<input type="text"/>

K9 How many leaseholders, tenants or licencees of your general needs, supported or leasehold housing have made use of your nuisance or harassment procedures during the year to 31st March 2000?

Part L - Sales, transfers and demolitions

L Question L: Did you sell any residential property or demolish any of your housing stock in the year ended 31st March 2000? ¹

Yes Please cross and complete Part L **No** Please cross and go to question M

L1 Sale of housing to secure or assured tenants under the Right to Buy provision or Right to Acquire regulations. (Include rent to mortgage preserved RTB sales) ²

1 Total sales completed

L2 Voluntary sales ³⁻⁵

2 How many properties did you sell to sitting tenants? (Exclude sales under the Voluntary Purchase Grant Scheme which is grant funded and any shared ownership sales)	<input type="text"/>
3 How many properties did you sell under the Voluntary Purchase Grant Scheme	<input type="text"/>
4 Total voluntary sales (line 2 + line 3)	<input type="text"/>

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L3 Shared ownership sales ⁶⁻⁸

	Sales of initial shares		100% disposals	
	SHG	Non SHG	SHG	Non SHG
	Column 1	Column 2	Column 3	Column 4
5 How many shared ownership sales (include sales under the DIYSO programme but exclude sales under the leasehold scheme or shared ownership for the elderly programme) have you completed during the year? (Only record the first sales)				
6 How many units did you complete under the shared ownership or leasehold for the elderly programme? (Only include initial sales)				
7 Total (line 5 + line 6)				
8 How many leaseholders staircased to the maximum share? (Enter figure for all programmes)				

9 What equity multiplier did you use in setting rents for lettings after sale of initial share during the year ending 31st March 2000?⁹ **(Please attempt to answer this question. It is optional in the RSR 2000 because this is the first year that the question has been included. It will, however, be mandatory in 2001)**

	%
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L4 Outright sale programmes ¹⁰

	SHG	Non SHG
10 How many properties were sold outright?		

L5 Time taken to sell properties ¹¹

	Months
11 What was the average time taken (from practical completion) to complete initial sales? (Refers to total in L3 and L4)	

L6 Demolition ¹²

12 How many self contained properties and/or hostel/shared housing bedspaces did you demolish during the year? (Refer to all properties irrespective of funding)	
--	--

L7 Units transferred ¹³

13 How many units did you transfer to another RSL?	
14 How many units did you transfer to your subsidiary or parent RSL?	
15 Total (line 13 + line 14)	

Shadow Regulatory and Statistical Return

For 31st March 2000

Part M - Acquisitions and developments

Question M: Were any of the self contained units or hostel/shared housing bedspaces in Part A and B acquired or developed during the year ending 31st March 2000? ¹

- Yes** Please cross and complete Part M
- No** Please cross and go to question N

M1 Newly built dwellings for rent in the year ending 31st March 2000 ²⁻⁴

	Self contained units	Hostel / shared housing bedspaces
	Column 1	Column 2
1 Newly built by or for the Registered Social Landlord		

M2 Purchased during the year ending 31st March 2000 ²⁻⁴

2 Purchased by the social landlord in satisfactory condition		
3 Purchased by the social landlord and rehabilitated		
4 Total number of dwellings (line 2 + line 3)		
5 Purchased by the social landlord, but not yet rehabilitated		

M3 Transferred during the year ending 31st March 2000 ³⁻⁴

6 Acquired through voluntary transfers from local authorities or Housing Action Trusts		
7 Transferred from other social landlords during the year		
8 Total number of dwellings transferred (line 6 + line 7)		
9 Total number of dwellings acquired during the year (line 1 + line 4 + line 5 + line 8)		

M4 Energy efficiency of general needs new build schemes completed in 1999/00 ⁵

10 What percentage of all new general needs schemes meet or exceed the recommended relevant Standard Assessment Procedure (SAP) score?	%
--	---

M5 Do you work in any local authority areas where the police force currently operate a 'Secured by Design' initiative?

- Yes** Please cross and answer question M6
- No** Please cross and go to Part N

M6 General needs dwellings completed in 1999/00 which meet 'Secured by Design' standards ⁶

11 What percentage of all new general needs dwellings (built in local authority areas where the police force currently operate a 'Secured by Design' initiative only) meet the 'Secured by Design' standards recommended by the relevant police force?	%
--	---

Part N - Housing stock acquired or rehabilitated (re-improved) without any public subsidy

N Question N: Were any:

- Self contained units (Part B) or
- Hostel/shared housing bedspaces (Part B) or
- Units for sale (Parts L and O).

Built, acquired or rehabilitated (re-improved) WITHOUT any public subsidy, i.e. SHG/HAG, LASHG/HAG or other public subsidy during the year ending 31st March 2000? ¹⁻³

- Yes** Please cross and complete Part N
- No** Please cross and go to question O

N1 Additions to stock for rent

	Self contained units	Hostel / shared housing bedspaces
	From Part B	From Part B
	Column 1	Column 2
1 Newly built by or for the social landlord		
2 Purchased by the social landlord		
3 Total stock acquired without public subsidy (line 1 + line 2)		

N2 Rehabilitated (re-improved) stock for rent ⁴⁻⁵

4 Existing properties in RSLs ownership, rehabilitated as well as properties acquired and rehabilitated during the year (self contained or shared stock included in Part B)	
---	--

N3 Development of units for sale (included in Parts L3, L4 and O)

	Self contained units (Part L and O)	
	Sold during 1999/00	Not sold by 31.3.00
5 Improvement for outright sale		
6 Leasehold or shared ownership schemes for the elderly		
7 Shared ownership – new build and rehabilitation		
8 Shared ownership – off the shelf or existing satisfactory		
9 Total stock developed without any public subsidy (lines 5 to 8)		

Shadow Regulatory and Statistical Return

For 31st March 2000

N4 Stock let at sub-market and market rents ⁶

	Let at sub - market rents		Let at market rents	
	Self contained units	Hostel/shared bedspaces	Self contained units	Hostel/shared bedspaces
10 Stock included in line 1 (newly built)				
11 Stock included in line 2 (purchased stock)				
12 Stock included in lines 6 to 8 (stock for sale)				
13 Stock included in line 4 (rehabilitated/re-improved stock)				

Part O - Self contained unsold developments

Question O: Did you own any units which had been DEVELOPED FOR SALE but were NOT YET SOLD by 31st March 2000? (Including any units developed in previous years) ¹⁻²

- Yes** Please cross and complete Part O
- No** Please cross and go to Part P

01 Units which had been developed for sale but were not yet sold

	Ready for sale for:			
	Less than 3 months	3-6 months	6 months or more	Total Column 1+2+3
	Column 1	Column 2	Column 3	Column 4
1 Improved for outright sale				
Shared ownership				
2 Leasehold or shared ownership schemes for the elderly				
3 Other shared ownership				
4 Total units unsold (lines 1 to 3)				

Shadow Regulatory and Statistical Return

For 31st March 2000

Part Q - Paid staff and governing body members

Question Q: Did you employ staff on 31st March 2000? 1-4

Yes Please cross and complete Part Q1, Q2 and Q3

No Please cross and go to Part Q3

Q1 How many paid staff did you employ (at 31st March 2000)? 5-10

	Full-time equivalent staff posts
1 Staff engaged in managing or maintaining housing stock 5	
2 Staff engaged in developing or selling housing stock 6	
3 Staff providing central administrative services 7	
4 Staff providing care 8	
5 Staff providing other housing service 9	
6 Staff providing other services (not housing or care services)10	
7 Total full-time equivalent paid staff (lines 1 to 6)	

Q2 Numbers of paid staff in post: ethnic origin (at 31st March 2000) 11

	Number of paid staff
8 Black: Asian/SE Asian	
9 Black: African/Caribbean	
10 Black: British/European/Other	
11 White: British/European/Other	
12 White: Irish	
13 Mixed	
14 Other	
15 Not known	
16 Total number of paid staff (lines 8 to 15)	

Q3 Equal opportunities: Governing body members. Please complete the following for governing body members (including co-optees) at 31st March 2000 11

	Number of members
17 Black: Asian/SE Asian	
18 Black: African/Caribbean	
19 Black: British/European/Other	
20 White: British/European/Other	
21 White: Irish	
22 Mixed	
23 Other	
24 Not known	
25 Total number of governing body members (lines 17 to 24)	

Supplementary question - Leases with Section 9 consent

This supplementary question has been included to allow the researchers to explore an alternative definition of ownership in which RSL stock is deemed to be owned when it is on a LEASE OF ANY LENGTH.

Consent procedures under Section 9 of the Housing Act 1996 apply to all transfers of RSL owned properties by lease, regardless of the length or terms of the lease. Where Section 9 consent has been obtained either as a result of the General Consent procedure or via application directly to the Housing Corporation, the ownership of the property in question is deemed to be transferred including liability for that property in regulatory terms.

S1 Have you transferred any units to another RSL by lease with the Housing Corporation's Section 9 consent? ¹

- Yes** Please cross & complete question S2
- No** Please cross and go to question S5
- Don't Know**

S2 From your current information systems, can you identify the units that have been transferred to another RSL on lease with the Housing Corporation's Section 9 consent? ²

- Yes** Please cross & complete question S3 & S4
- No** Please cross and go to question S5
- Don't Know**

S3 How many self contained units and shared housing bedspaces have your RSL transferred to another RSL on lease with Section 9 consent?

Self contained units

Shared housing bedspaces

S4 Did you include any of the transferred units recorded in S3 above as owned in Part A of the Shadow RSR in line with the definition of ownership? ³

Self contained units **Yes**

No

Shared housing bedspaces **Yes**

No

S5 Have you received any units that have been transferred to you from another RSL on a lease with the Housing Corporation's Section 9 consent? ¹

- Yes** Please cross & complete question S6
- No**
- Don't Know**

Shadow Regulatory and Statistical Return

For 31st March 2000

S6 From your current information systems can you identify the units that have been transferred to you on lease from another RSL with the Housing Corporation's Section 9 consent? ²

<input type="checkbox"/>	Yes	Please cross & complete questions S7 & S8
<input type="checkbox"/>	No	
<input type="checkbox"/>	Don't Know	

S7 How many self contained units and shared housing bedspaces have been transferred to you by another RSL on a lease with the Housing Corporation's Section 9 consent?

Self contained units	<input type="text"/>
Shared housing bedspaces	<input type="text"/>

S8 Did you include any of the units recorded in S7 above as owned in Part A of the Shadow RSR in line with the definition of ownership? ⁴

Self contained units	<input type="checkbox"/>	Yes
	<input type="checkbox"/>	No
Shared housing bedspaces	<input type="checkbox"/>	Yes
	<input type="checkbox"/>	No

Annex B. The Evaluation Form

EVALUATION FORM

Once you have completed the Shadow RSR, please answer the questions in this evaluation form and return to Dawn Marshall with your Shadow RSR by 30 June 2000.

Please attempt to answer all questions. Please circle your answer. Any additional information about why you have responded in a particular way will be extremely useful to the researchers when interpreting the final results.

If there are any additional comments that you would like to make please continue in the additional comments section provided and on a separate sheet if necessary.

All of the information provided in this form will assist the researchers in their evaluation of the Shadow RSR.

RSL Name: _____

RSL Registration Code: _____

Contact Name: _____

Contact Telephone Number: _____

Contact Email: _____

A CHANGE IN THE DEFINITION OF OWNERSHIP

Our recommendation for changes to the definition of ownership in the RSR was a drop in the qualifying lease length from 30 years to 21 years.

- 1 Do you think that the change in the lease term in the definition of ownership results in a definition which provides a better reflection of the transfer of ownership responsibilities with leases?

YES / NO / NO DIFFERENCE / DON'T KNOW

Comments:

.....

.....

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2 Did the reduction in the lease term from 30 years (original term) to 21 years (original term) in the definition of ownership cause any additional difficulties in determining what stock you own for the purposes of the Shadow RSR?

YES / NO

Please give details:

.....
.....
.....
.....

3 a. Did you experience any difficulty determining whether stock in your management should be included in the Shadow RSR as owned or managed?

YES / NO / DON'T KNOW

Please give details of this stock:

.....
.....
.....
.....

b. Did you have the same difficulty when completing the current RSR 2000?

YES / NO / DON'T KNOW

The Supplementary Question in the Shadow RSR asks questions about stock transferred on leases with Section 9 consent. This is to allow us to explore an alternative definition of ownership in which RSL owned stock is deemed to be owned on a lease of ANY length if transferred with the Housing Corporation's Section 9 consent.

4 Do you think adopting this approach would help clarify the difference between short leases and management arrangements held between RSLs?

YES / NO / DON'T KNOW

Comments:

.....
.....
.....
.....

Questions C6 and C7 were recommended to allow RSLs that have full control over properties that they do not actually own to reflect this level of responsibility and contextualise information provided elsewhere in the form.

- 5 a. Do you manage any stock pending transfer into your ownership in the future?

YES / NO / DON'T KNOW
- b. Does another RSL manage any stock currently owned by you but pending transfer into their ownership in the future?

YES / NO
- c. If you answered **YES** to either parts a or b of this question, please indicate whether you feel that questions C6 and C7 will be sufficient to indicate the operational realities of these management arrangements.

YES / NO / DON'T KNOW

Comments:

.....
.....
.....
.....

B CHANGE IN THE BASIS OF REPORTING

We recommended that the basis of reporting in the RSR should be changed from self contained and shared housing to general needs and supported housing although the Shadow RSR continues to request data on the basis of self contained and shared housing to enable the comparison of the two forms to take place.

- 6 Do you own any stock to which the Social Housing Standards apply that you had difficulty categorising as either general needs or supported housing?

YES / NO / DON'T KNOW

Please give details:

.....
.....
.....
.....

- 7 Please indicate what implications the change to general needs and supported housing will cause when retrieving of data, the quality of the data and the level of resources required to complete the Shadow RSR:

a Retrieval of data.

i. Short term MORE DIFFICULT / NO CHANGE / LESS DIFFICULT

ii. Long term MORE DIFFICULT / NO CHANGE / LESS DIFFICULT

.....
.....
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.....
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b Quality of data

i. Short term MORE ACCURATE / NO CHANGE / LESS ACCURATE

ii. Long term MORE ACCURATE / NO CHANGE / LESS ACCURATE

c Resource levels required

i. Short term MORE / NO CHANGE / LESS

ii. Long term MORE / NO CHANGE / LESS

8. The change in the basis of recording was recommended to facilitate internal use of the data produced for the RSR. Do you think that the change of reporting to general needs and supported housing will allow you to use the RSR data more easily for internal reporting requirements?

YES / NO CHANGE / NO / DON'T KNOW

Comments:

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C CHANGE IN THE STRUCTURE OF THE FORM

We recommended that Parts A, B and D should be included to provide an overall picture of an RSL's activities. Parts A and B were also recommended to improve the flow of information through the form, supported by a re-ordering of the Parts.

9. In Parts A and B we ask you to account for all of the housing stock that you own and manage that is either Social Housing Standard stock or not. Did this breakdown up-front in the form make it clearer to understand what stock should be included in other Parts?

YES / NO / NO DIFFERENCE / DON'T KNOW

Comments:

.....
.....
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10. Do you think that the change in the structure of this questionnaire and the implied change in the flow of information are an improvement on the RSR 2000 in its current format?

YES / NO / DON'T KNOW

Comments:

.....
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.....

11. Do you feel that this format to data collection and the change in the basis of reporting:

a) reflects the scale of your RSL's activity more fully

YES / NO / NO DIFFERENCE / DON'T KNOW

b) is likely to produce more accurate data

YES / NO / NO DIFFERENCE / DON'T KNOW

c) more closely reflects your RSL's internal data management

YES / NO / NO DIFFERENCE / DON'T KNOW

12. Did you include any units in the Shadow RSR that were not included in the current RSR 2000?

YES / NO / DON'T KNOW

Please give details:

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.....
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.....

13. Were there any units that you had difficulty including in the Shadow RSR or which became more problematic to include than in the current RSR 2000?

YES / NO / DON'T KNOW

Please give details:

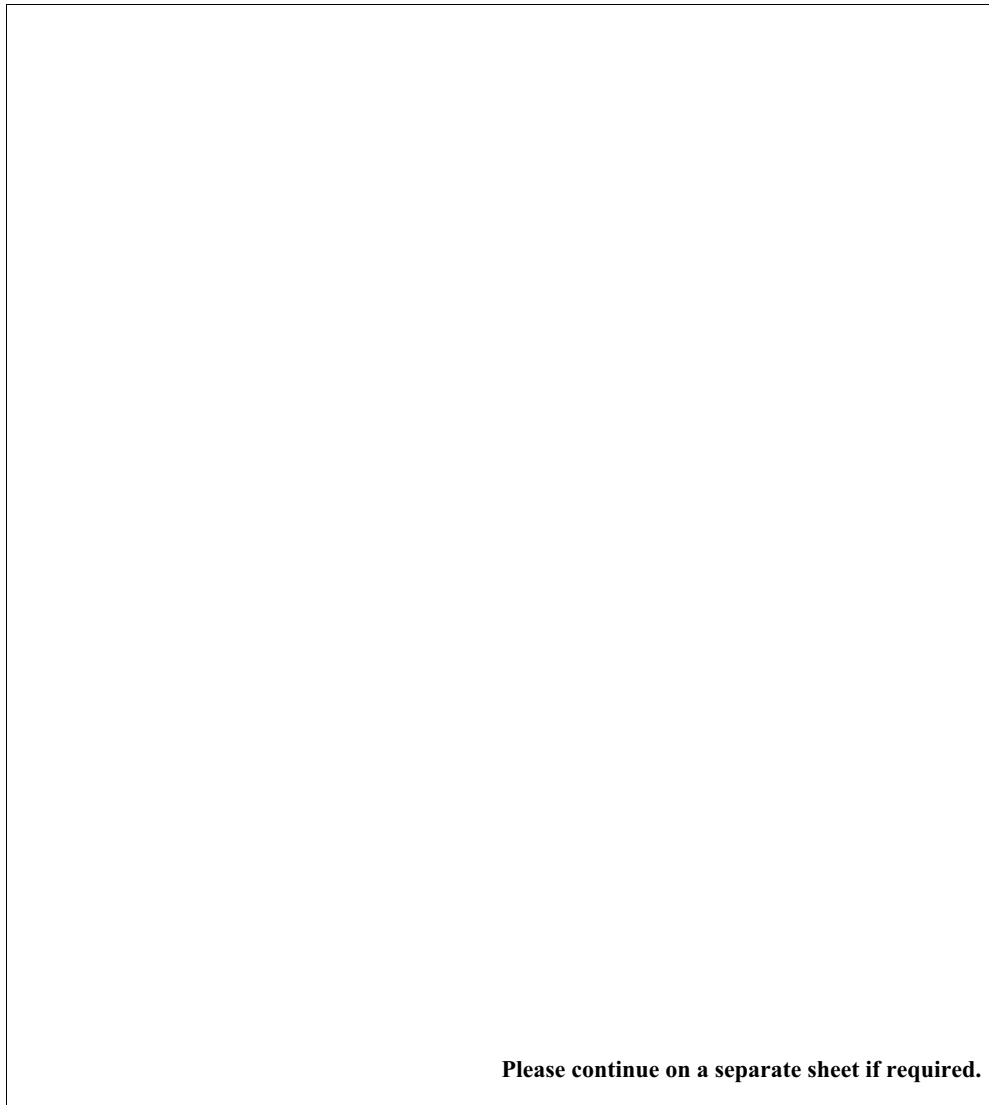
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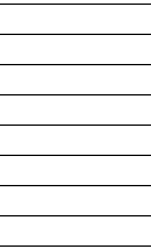
D ADDITIONAL COMMENTS

Please use the remaining space to provide us with any additional views or comments that you would like to make about the Shadow RSR.

We are particularly interested to receive any comments you may have on specific Parts of the Shadow RSR, especially if you experienced any difficulties completing them.



Please continue on a separate sheet if required.



Annex C. Interview outline: semi-structured

A. YOUR STOCK AND THE SHADOW RSR

- 1 Did the change in the definition of ownership result in a different number of owned units in the Shadow RSR compared with the current RSR form for:
 - a General needs stock: lowered lease term from 30 years to 21 years in duration
 - b Supported housing: increased lease term from 2 years to 21 years in duration.

Refer to the RSL's completed Shadow RSR form and work through changes in numbers.

- 2 Where there are discrepancies in numbers between the current and Shadow RSR. Do these differences result from the fact that:
 - a the two forms are asking for different information,
 - b the RSL has misunderstood the question or instructions, or
 - c some other reason i.e. unavailable data, incorrect data from source etc?

Work through all discrepancies between the two forms. Some information will overlap with question one.

- 3 Did you have any difficulties defining stock into Social Housing Standard and Non-Social Housing Standard?
 If NO—was this by virtue of the definitions included in the Guidance Notes, internal definitions or other reason?
 If YES—why?

Work through Part A lines 21 and 22 'other rented housing' to find out what has been included there (if anything).

Work through Part B to establish what stock has been included there within each category.

- 4 Was it easy for you to decide what categories to include your stock within in Parts A and B?

Find out what categories they think are missing/alternatives

- 5 Where the RSL has reported stock owned but managed by another RSL or that they manage stock owned by another RSL—ask the RSL to disaggregate the management relationships within these figures i.e. how many RSLs and if they have ticked that they are part of a group structure, how does this impact on these relationships.
- 6 Are there any management or other relationships that you have with other organisations, including other RSLs, that are not reflected in the Shadow RSR? Details. Do you think it is important to show these in the RSR exercise?
- 7 There are a number of new questions in the Shadow RSR that do not feature in the current RSR form (C6&7: Stock managed pending transfer and H4: Percentage increase in rents excluding new additions), what were your experiences of these questions?
- 8 Did the Shadow RSR
 - a Resolve any problems that you experienced with the current RSR form?
 - b Create any new problems that were not experienced with the current RSR form?

B. THE SHADOW RSR

- 9 The Shadow RSR asked you to categorise your stock into General Needs and Supported Housing rather than Self Contained and Shared Housing (although the self contained / shared distinction remained for the purposes of the research project):
 - a Do you think this is a better basis for collecting data? Reasons?
 - b Did the subsection of Sheltered Housing in Part A make the distinction easier?
- 10 Part D in the Shadow RSR is a new Part that asks for information on other activities that account for more than 5% of annual turnover or capital employed in line with 'Regulating a diverse sector'. What is your opinion of the effectiveness of this Part to indicate the

diversity of the RSL's non-social housing activities?

- 11 The physical structure of the Shadow RSR is different to the current RSR form in three respects:
- Inclusion of the ownership and management matrices in Parts A and B,
 - Re-ordering of the Parts into Ownership, rents, development, sales and staff, and,
 - Restructuring of the Parts e.g. including all lettings questions in one Part, all rents in one part, etc.

The primary aim of these changes was to improve the flow of information throughout the form.

In comparison with the current RSR, do you think the changes (matrices, re-ordering, restructuring) had a positive or negative impact on your experience of completing the form?

Please ask this for each of the changes.

- 12 Is there any other restructuring that could take place or inclusion of additional Parts that you think it would be beneficial to incorporate into the return? Reasons?
- 13 The actual formatting of the Shadow RSR remained basically the same to that of the current RSR to reflect the fact that the basic data requested is the same but recorded in a different way in some places. Do you think that this approach is the correct one? i.e. did this cause any confusion? Suggestions if the respondent thinks this is not the correct approach.
- 14 The Guidance Notes to the Shadow RSR were largely the same as those used in the current RSR except for the impact of the change in definition of ownership and change to a SHS/ NSHS approach:
- Are there any specific areas of the Guidance Notes that require clarification?
 - Is there any additional guidance that you would like to see incorporated into the notes?

- Is there anything so fundamental (both instructions and definitions) that you feel should be included in the body of the form as well as in the Guidance Notes?

- 15 I have a copy of the Evaluation Form returned with your completed RSR form. I would like to chat through some of your responses.

Work through all relevant responses on the form that have not been answered in any of the questions above. Where the RSL did not return a completed Evaluation Form, quickly run through the questions.

C. ADDITIONAL INFORMATION

- 16 Can you tell me what you consider the strengths and weaknesses are of:
- The current RSR form?
 - The Shadow RSR form?

- 17 If we accept for the moment that all of the information currently requested in the RSR form is vital, how do you think the collection of this information could be improved whilst maintaining the accuracy of the data?

- 18 If some of the information requested in the RSR form could be dropped, which information would you choose to leave out and why?

Is the answer given driven by difficulties in obtaining/constructing the data or does the RSL feel that the information is not important or relevant?

- 19 Would you like to add anything else?

Thankyou

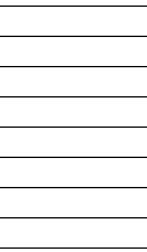
Annex D. Results of the database comparisons

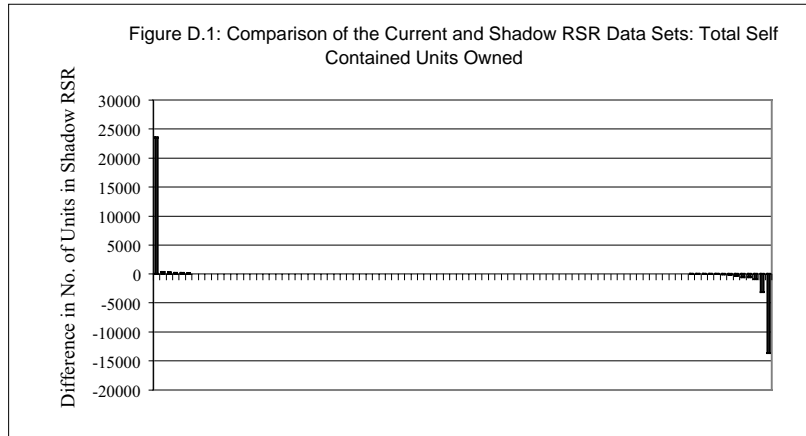
THE CURRENT VERSUS THE SHADOW RSR

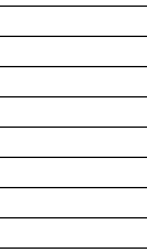
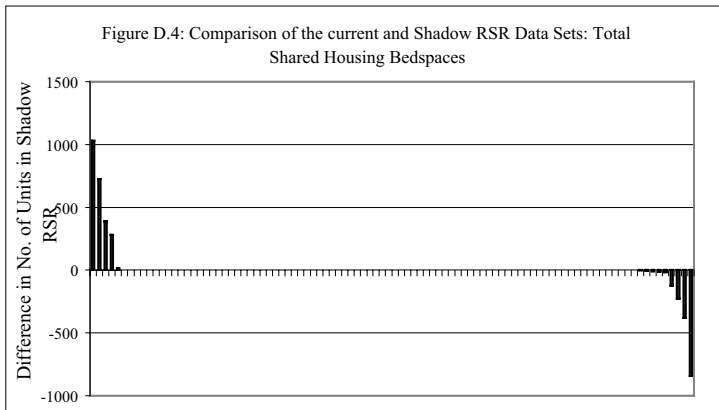
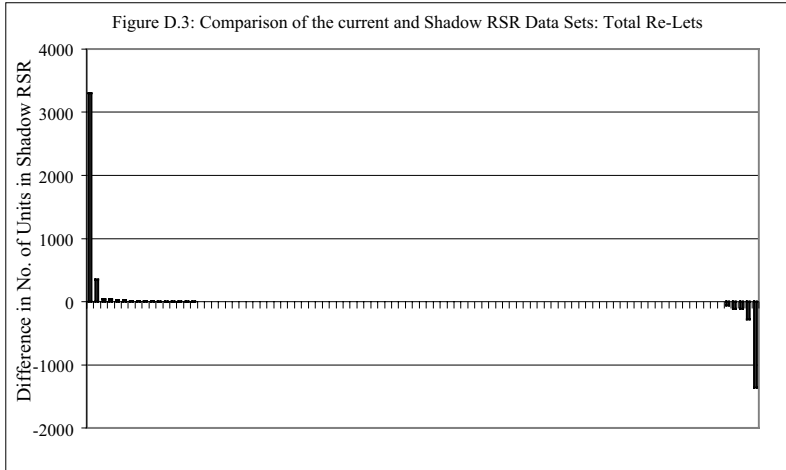
Annex D contains a series of figures which show the results of the comparisons made between the Shadow RSR and the current RSR datasets for the sample of RSLs that participated in the Shadow RSR survey.

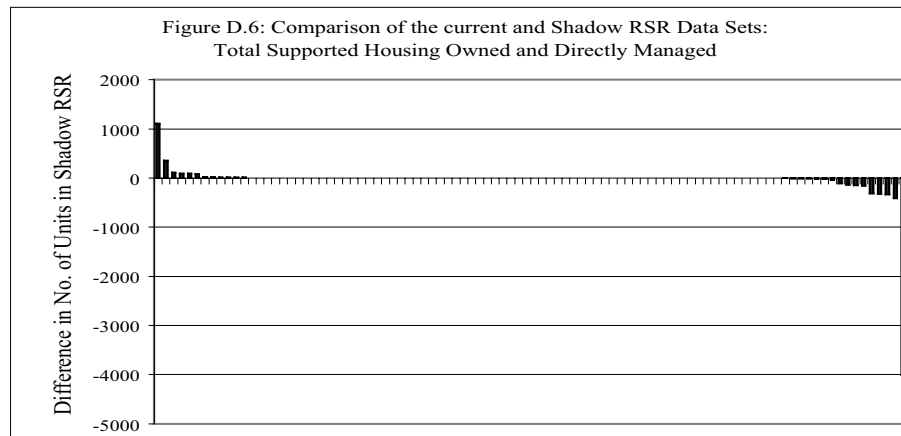
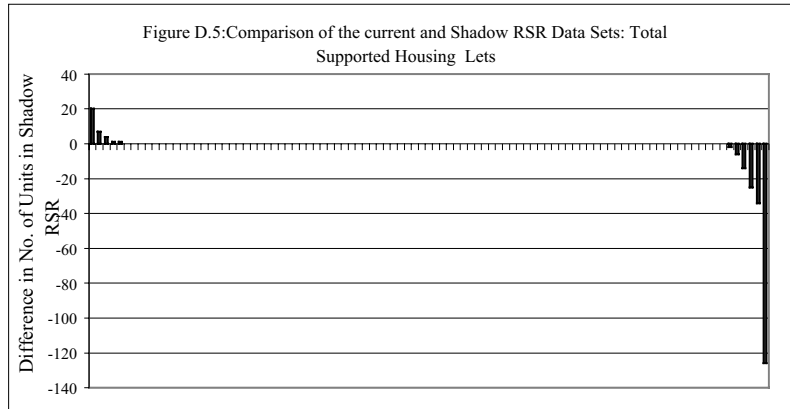
Results of the closer inspections of discrepancies are discussed in the report. Typically results show flaws in the completion of both the current and shadow RSRs both in completion of the form at source and data inputting error. On closer analysis many of the discrepancies highlighted were not valid and the figures were in fact the same in both forms. This, in many cases was simply because the totals boxes were not completed from where the data for analysis had been taken.

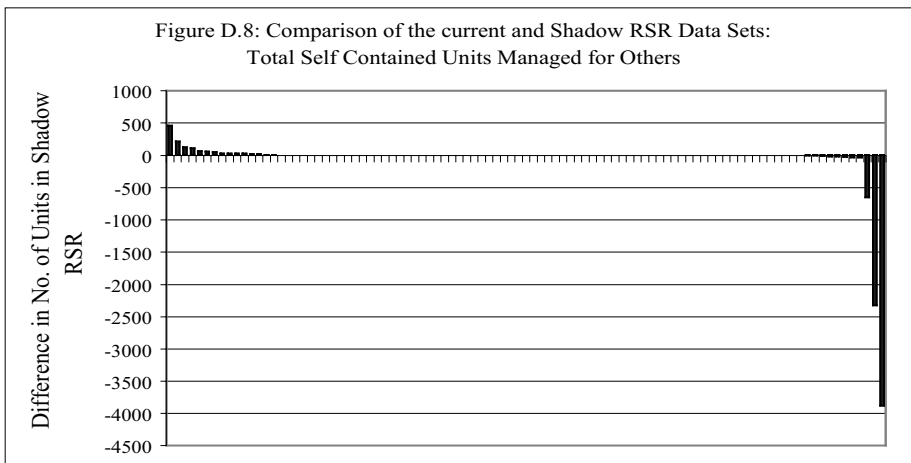
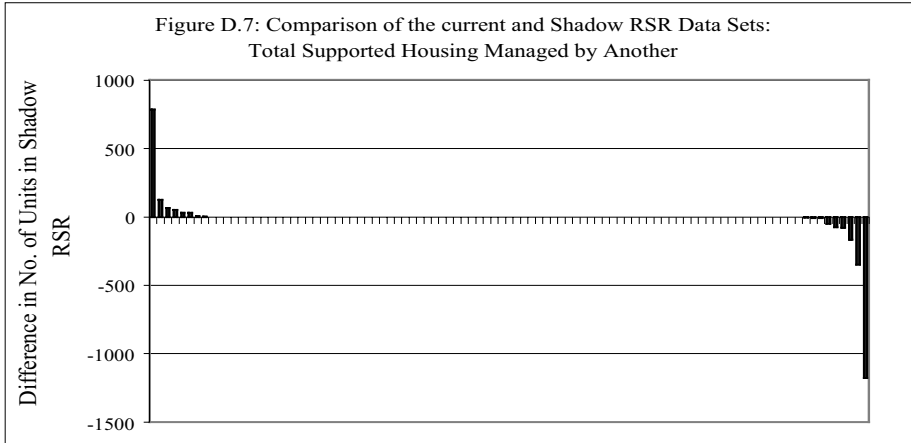
The figures within this annex have had all data inputting errors removed and the results shown here are the direct result of changes made to the RSR form.

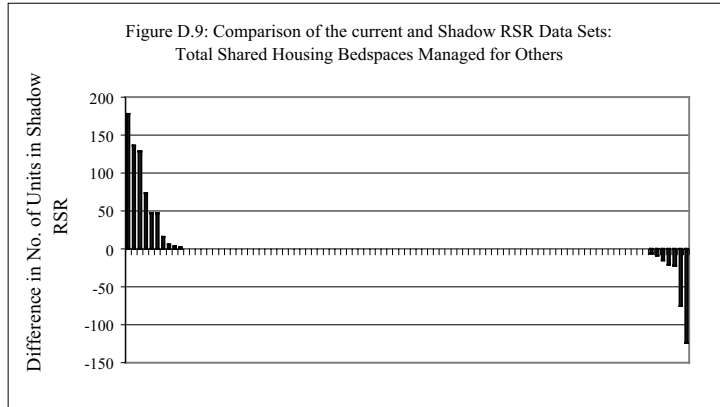


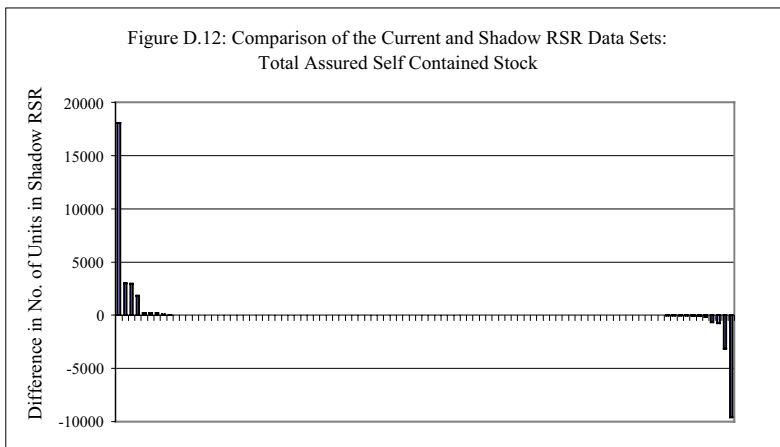
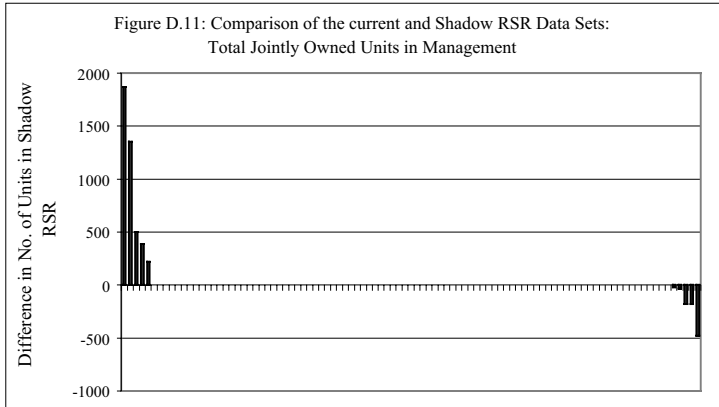












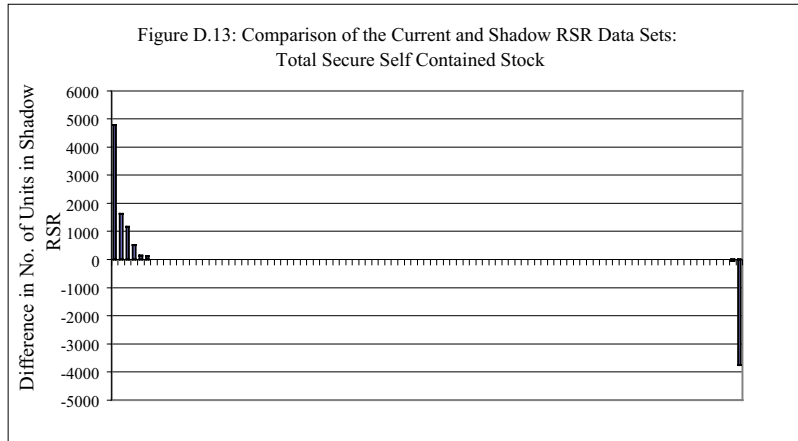


Figure D.15: Current RSR Assured and Secure Rents Figures: Self Contained Only Compared with Self Contained and Shared Housing Bedspaces Combined

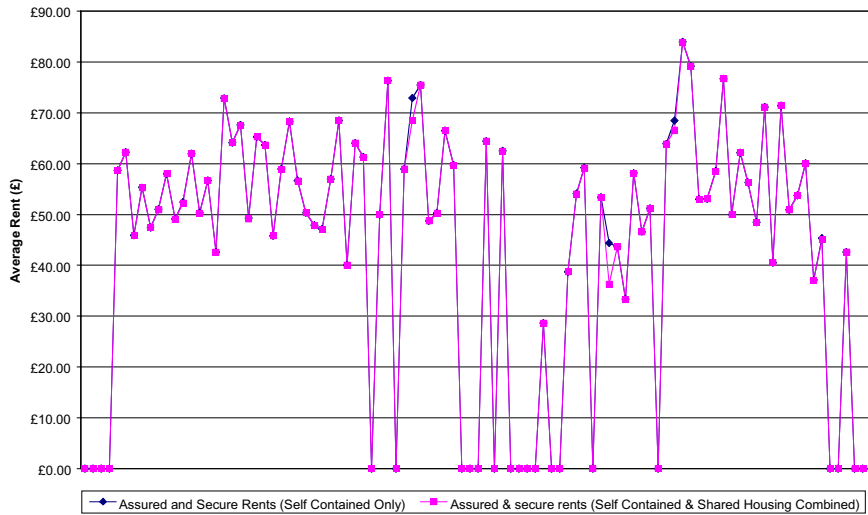


Figure D.16: Comparison of the current and Shadow RSR Data Sets: Total Supported Housing Owned

