

STATISTICAL RELEASE

Statistical Data Return 2011-12

August 2012

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1.0 Summary

Key data points

- Private Registered Providers of Social Housing (PRPs) reported 2,586,115 units/bedspaces owned, a 2.4% increase on the total for 2011.
- PRPs reported a total of 2,655,742 units/bedspaces managed (including management of properties owned by themselves or other PRPs), a 1% increase on the total for 2011.
- 91% (2,282,792 units/bedspaces) of the PRP social housing stock is owned by 20% (255) of PRPs, whereas 55% (679) of the PRPs owned <1% (18,643 units/bedspaces) of total social housing stock.
- The English region with the highest volume of PRP social housing stock is the North West (19.7% of total), with East Midlands having the least (5.6%).
- 1.4% (26,156 units/bedspaces) of General Needs stock was vacant. This is a slight reduction from the 2011 figure of 1.5%. Vacant Supported Housing and Housing for Older People stock reduced from 5.1% in 2011 to 4.4% in 2012.
- In 2011/12, 34,907 new units/bedspaces were built and 6,332 were purchased by large PRPs.
- A total of 4,114 units/bedspaces were sold to tenants, 3,989 were demolished and 3,463 were disposed of for non-social housing use by large PRPs¹.
- The average² net rent for General Needs stock owned by large PRPs was £83.20 per week at 31 March 2012. This represented a 6.3% increase from 2011. The average gross rent (including any service charges eligible for housing benefit) was £86.27 per week.
- At 31 March 2012, 1.9% of social rental stock owned by PRPs did not meet the Decent Homes Standard. This was a reduction from the previous year, where 2.4% did not meet the standard.

¹ Note: these figures do not represent the total inflow/outflow for the sector (see Section 5.0: Stock flow for more details).

² All averages relating to rents in this statistical release are fully weighted averages for the appropriate geography and/or sub-group.

2.0 Introduction

- 2.1 This statistical release covers the data from the 2011/12 Statistical Data Return (SDR), an annual online survey completed by all English Private Registered Providers of Social Housing (PRPs). It collects data on stock size, location and types, rents, and sales and acquisitions, over the period 1 April 2011 to 31 March 2012. For the 2011/12 SDR, an overall response rate of 81%³ of PRPs, equating to a coverage of 97% of PRP social housing stock, was recorded.
- 2.2 Unless otherwise stated, all figures in this document refer to stock located in England.
- 2.3 For common definitions used throughout the document, please refer to the Glossary of Terms, located at the end of the document.
- 2.4 This publication is available from the HCA website at:
<http://www.homesandcommunities.co.uk/ourwork/publications>
- 2.5 Alongside this note, the SDR dataset has been published. The full dataset for SDR 2011/12 is released as an Excel spreadsheet, allowing easier and more flexible access to the data. This may also be accessed at:
<http://www.homesandcommunities.co.uk/ourwork/publications>
- 2.6 Important note: The focus of this statistical release is on social housing that is owned and managed by PRPs only. They provide data to the social housing regulator by virtue of their obligations under the Governance and Financial Viability standard in the HCA's Regulatory Framework. The HCA also regulates local authorities (LAs) who own and manage social housing stock. The Governance and Financial Viability standard does not apply to these providers.
- 2.7 Information on LA data sources, which are quoted in this analysis for contextual purposes only, can be found on the Department for Communities and Local Government website www.communities.gov.uk (see also Related statistics).
- 2.8 For further information, please contact the HCA Referrals and Regulatory Enquiries Team on 0300 1234 500 or email enquiries@hca.gsi.gov.uk.

³ A more detailed breakdown of response rates is given in **Table 19**.

3.0 Total stock

Owned stock, by provision type

3.1 It should be noted that due to changes in data classification, direct comparisons between several elements 2010/11 and 2011/12 data should be treated with caution. These changes are detailed in the Methodology and data quality section, and include:

- Definition of 'ownership'
- Definition of Intermediate Rent
- Addition of Affordable Rent
- Inclusion of Small PRPs in Non-social housing figures

3.2 **Table 1** shows the stock owned by PRPs from 2005-2012, by type of provision. Total stock has increased by 2.4% (59,476 units/bedspaces) since 2011. There have been increases in all types of housing except for Housing for Older People (HOP) and non-social rented housing, which decreased by 20,905 units/bedspaces (6.5%) and 8,802 units/bedspaces (15.5%) respectively. The largest percentage increase was for non-social leased housing, which increased by 870.8% (26,604 units/bedspaces); this increase is discussed in paragraph 3.3.

Table 1 Owned stock, 2005-2012

All PRPs							Units/bedspaces
Year	General Needs	Supported Housing	Housing for Older People	Social leased ³	Non-social rented ^{1,2}	Non-social leased ^{1,2}	Total
2005 ^{3,4}	1,523,318	101,053	257,592	94,705	34,631	2,086	2,013,385
2006 ^{3,4}	1,547,390	99,355	293,615	100,402	36,573	2,180	2,079,515
2007	1,620,476	98,773	306,303	112,024	38,562	2,085	2,178,223
2008	1,713,124	98,994	316,557	126,108	40,767	818	2,296,368
2009	1,776,095	99,368	320,662	135,218	45,208	3,177	2,379,728
2010	1,825,510	101,742	316,188	139,733	50,318	3,514	2,437,005
2011	1,896,253	103,207	320,846	146,618	56,683	3,032	2,526,639
2012 ^{5,6}	1,949,565	109,021	299,941	150,271	47,881	29,436 ⁷	2,586,115

1. From 2007-2011 inclusive non-social housing was not collected for small PRPs.
2. May include units outside of England (expected to be <0.1% of total based on total GN/SH/HOP stock reported outside of England)
3. Before 2007 the definition of small PRPs was owning/managing less than 250 units/bedspaces. From 2007 onwards the threshold has been increased to 1000 units/bedspaces.
4. Amended figures due to removal of invalid data returns
5. Prior to 2012, Intermediate Rent was classified as non-social stock. In 2012, this changed to General Needs.
6. Prior to 2012, non-English stock held by English-based PRPs was included in the figures; for 2012 non-English stock has been filtered out unless otherwise stated.
7. 2012 figure includes units where the purchaser has acquired 100% of the equity

- 3.3 A notable feature from the data is the increase in the number of non-social leased units reported between 2011 and 2012. There are several identified contributory factors to this trend, of which the dominant one is the inability to separate non-social leased properties where the purchaser has acquired 100% of the equity, from those where the purchaser has not acquired 100% of the equity. This drives the discrepancy, as previous to 2012 properties were not counted as 'owned' by the PRP where the purchaser had acquired 100% of the equity. If we include those where 100% equity was owned by the purchaser in 2011 the comparison figure would be 17,557 units of non-social leased housing, thus representing a 68% increase between 2011 and 2012 totals.
- 3.4 An additional contributory factor is the addition of small PRPs⁴ into this category. However, it can be seen that this accounts for only a small portion of the increase (see Table 2 below).

Table 2 Non-social leased stock by PRP size

All PRPs		Units / bedspaces	
PRP Size	No. Non-social leased	% of Total	
Large	27,557	94	
Small	1,879	6	

- 3.5 A breakdown of owned stock by English region is provided in the Housing stock by region section below. In addition, further contextual information on the age, quality, and location of PRP owned social housing stock compared to private and local authority owned stock is collected by the Department for Communities and Local Government (see Related statistics – England).

Managed stock, by provision type

- 3.6 In addition to ownership, PRPs also manage their own stock or that owned by others. Data relating to managed stock is shown in Table 3. It should be noted that, in contrast to data presented in previous years, the figures shown here include all stock managed by PRPs, whether the stock is owned by themselves, another PRP or a local authority.
- 3.7 There has been a slight increase in the total number of units/bedspaces managed (1%, 27,268 units/bedspaces). Exceptions are Housing for Older People and non-social rented housing, which declined by 6.8% (21,850 units/bedspaces) and 12.9% (8,470 units/bedspaces) respectively. The slowing of the overall rate of increase is likely to be attributable, at least in part, by the change in the definition of ownership (see Data changes from previous surveys in Section 9: Methodology and Data Quality).

⁴ Defined as PRPs who own less than 1000 units or bedspaces – see Glossary of Terms.

Table 3 Total managed stock, 2005-2012

All PRPs ¹							Units/bedspaces
Year	General Needs	Supported Housing	Housing for Older People	Social leased ²	Non-social rented ²	Non-social leased ^{2,3}	Total
2005	1,583,629	76,638	254,556	93,180	45,280	8,738	2,062,021
2006	1,607,938	75,663	291,390	98,765	46,767	8,165	2,128,688
2007	1,673,045	75,673	306,151	111,090	47,621	9,416	2,222,996
2008	1,748,813	75,226	312,056	122,330	55,183	10,122	2,323,730
2009	1,809,470	75,742	317,834	130,023	58,503	14,553	2,406,125
2010	1,870,946	78,950	315,170	135,647	61,768	16,071	2,478,552
2011	2,001,585	81,541	319,130	142,136	65,408	18,674	2,628,474
2012	2,027,577	90,962	297,280	147,403	56,938	35,582	2,655,742

1. May include some units not in England
2. From 2007-2011 inclusive non-social housing was not collected for small PRPs.
3. Includes units where the purchaser has acquired 100% of the equity

Owned affordable rent stock

3.8 **Table 4** shows the breakdown of Affordable Rent stock between the categories of social housing

Table 4 Affordable rent units/bedspaces owned

All PRPs			Units/bedspaces
Year	General Needs	Supported Housing & Housing for Older People ¹	Total
2012	7,407	482	7,889

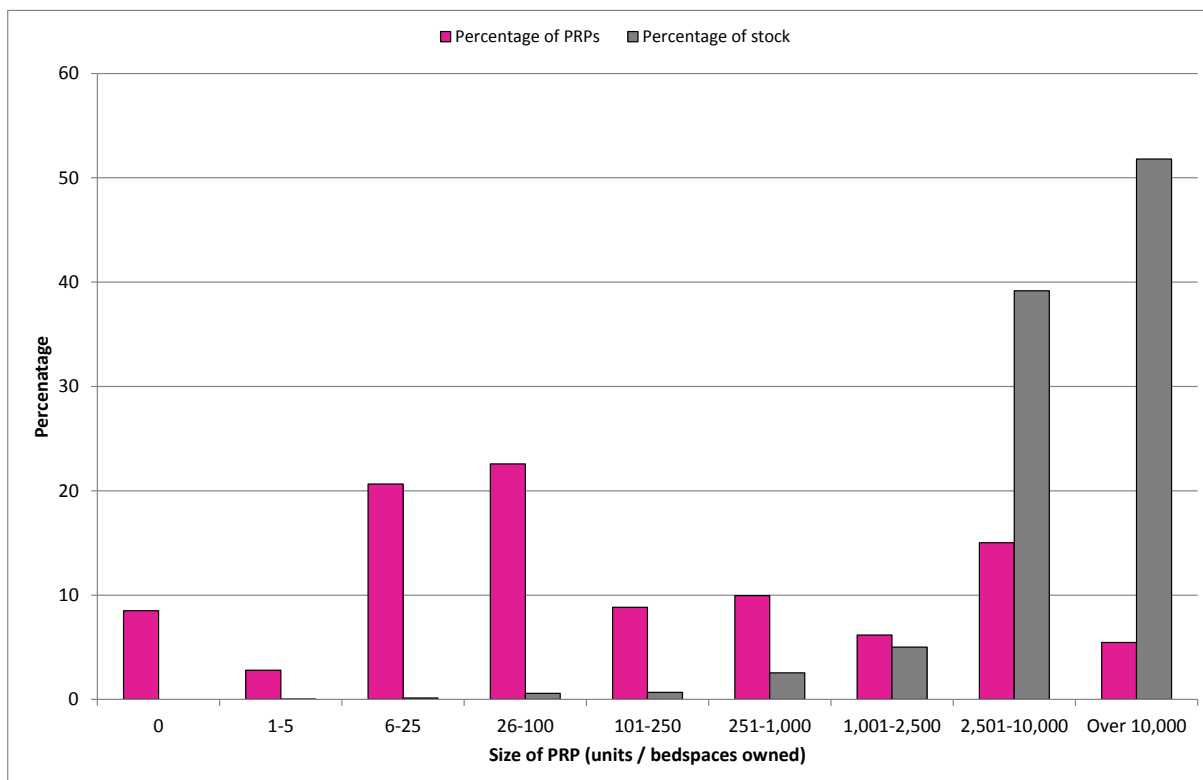
1. Separate figures for Supported Housing and Housing for Older People affordable rents cannot be generated by this survey

3.9 A more detailed examination of Affordable Rents is provided in the Affordable Rents section, and a definition of the Affordable Rent scheme can be found in the Glossary of Terms.

Size of PRPs and stock distribution

3.10 **Figure 1** shows how the social housing stock is distributed among PRPs. As can be seen, the majority of PRPs are small, owning under 1000 units/bedspaces, but there are a small number of very large PRPs who own the majority of the social housing stock. As an illustration, ~91% (2,282,792 units/bedspaces) of the social housing stock is owned by ~20% (255) of PRPs, whereas ~55% (679) of the PRPs owned <1% (18,643 units/bedspaces) of total PRP social housing stock.

Figure 1 Percentage of social housing stock owned vs. PRP size¹



1. Non-asset owning parents are required to complete the SDR survey, but do not own any units of social housing

3.11 These figures are based upon returns provided in the SDR. Of large and small PRPs, the response rates were 100% and 74% of providers respectively. In total 81% of PRPs completed the SDR, with details on 97% of social housing stock held by PRPs in England being provided.

Housing stock by region

3.12 **Table 5** shows the social housing stock owned by PRPs⁵, social housing stock owned by local authorities⁶ and private stock owned by private landlords⁶ broken down by Government Office Region (region). It should be noted that PRP stock is listed by units and bedspaces (including non-self-contained), whereas LA and private landlord data show the number of units or dwellings⁷, as well as the differing time periods for PRP data (2011/12) compared to LA and private landlord data (2010-11).

⁵ Produced from SDR 2011-12.

⁶ Produced from Local Authority Housing Statistics 2010-11, Live Table 100, as updated 30th November 2011; see Related statistics – England for further details.

⁷ Properties where bathrooms, toilets etc. are shared between tenants are counted as a single unit. LA and private landlord data are therefore expected to show a comparatively lower total compared to the PRP data.

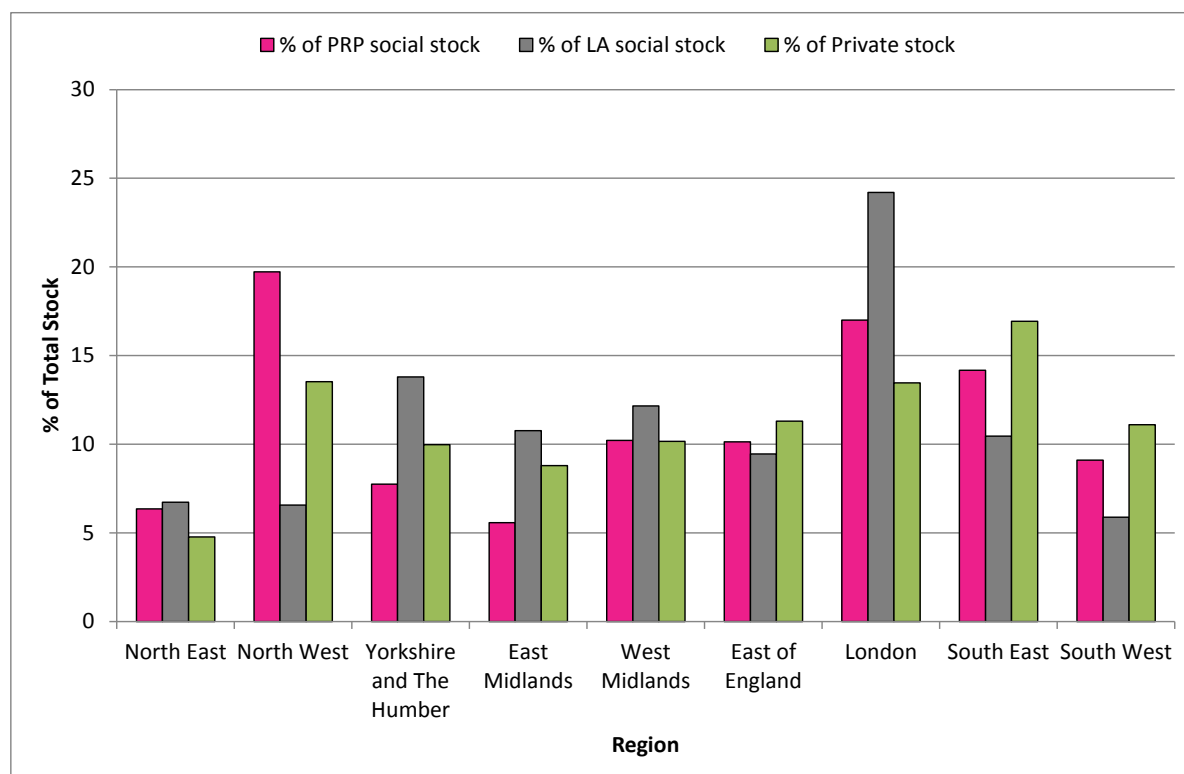
Table 5 Social housing stock by region

Region	Units/bedspaces					
	PRP Social Stock 2011/12 units/bedspaces ^{1,2}	% of PRP total	LA Social Stock 2010-11 units ^{3,4}	% of LA total	Privately Owned 2010-11 units ⁴	% of Private total
East Midlands	139,759	5.6	185,713	10.8	1,643,300	8.8
East of England	253,923	10.1	162,988	9.4	2,114,000	11.3
London	426,165	17.0	417,715	24.2	2,517,400	13.5
North East	158,991	6.3	116,196	6.7	891,100	4.8
North West	494,300	19.7	113,388	6.6	2,530,600	13.5
South East	355,076	14.2	180,499	10.5	3,168,200	16.9
South West	227,965	9.1	101,546	5.9	2,075,400	11.1
West Midlands	255,846	10.2	209,822	12.2	1,899,900	10.2
Yorkshire and The Humber	194,021	7.7	238,038	13.8	1,865,600	10.0
England	2,506,046	100	1,725,905	100	18,705,000⁵	100

1. Social leased housing owned by small PRPs is not collected on a geographical basis meaning that figures here do not match totals in **Table 1**.
2. Gathered from SDR 2011/12
3. Shows dwellings owned in each LA area, either by the host LA itself or by another LA
4. Gathered from Local Authority Housing Statistics 2010-11, Live Table 100, as updated 30th November 2011. Includes imputations where data not available, and estimates for privately owned units. See Related statistics – England for further details
5. Total privately owned units for England do not match the sum of the regional totals due to the rounding process used in the production of the figures – see Local Authority Housing Statistics 2010-11, Live Table 100.

3.13 These data are shown in **Figure 2** below.

Figure 2 Housing stock by region



3.14 As a further comparison, the population⁸ in each region vs. the PRP social housing stock is given in **Table 6** below. It can be seen that the highest ratio of units/bedspaces per head of population is in the North West (71.3 units/bedspaces per 1,000 people), and the lowest in the East Midlands (31.2 units/bedspaces per 1,000 people).

Table 6 Social stock vs. population by region, 2011/12

All PRPs

Region	PRP Social Stock 2011/12 units/ bedspaces ¹	% of PRP total	Population (000's) ²	% of population total	Number of PRP social stock per 1,000 head of population
East Midlands	139,759	5.6	4,481.4	8.6	31.2
East of England	253,923	10.1	5,831.8	11.2	43.5
London	426,165	17	7,825.2	15.0	54.5
North East	158,991	6.3	2,606.6	5.0	61.0
North West	494,300	19.7	6,935.7	13.3	71.3
South East	355,076	14.2	8,523.1	16.3	41.7
South West	227,965	9.1	5,273.7	10.1	43.2
West Midlands	255,846	10.2	5,455.2	10.4	46.9
Yorkshire and The Humber	194,021	7.7	5,301.3	10.1	36.6
England	2,506,046	100	52,234.0	100	48.0

1. Social leased housing owned by small PRPs is not collected on a geographical basis meaning that figures here do not match totals in **Table 1**.
2. Population data relates to 2010, as reported by the Office for National Statistics; see footnote 8

⁸ As published by the Office for National Statistics, Region and Country Profiles, Population and Migration - October 2011, <http://www.ons.gov.uk/ons/publications/re-reference-tables.html?edition=tcm%3A77-226813>

4.0 Vacancies

4.1 **Table 7** shows the total vacancies at 31 March each year for General Needs (GN) and Supported Housing/Housing for Older People. General Needs vacancies as a percentage of stock have decreased over time.

4.2 Supported Housing (SH) and Housing for Older People vacancies have reduced in 2012 and are now at a similar percentage of stock as in 2005. It should be noted that the 2012 figures include stock for large PRPs only, as separate General Needs, Supported Housing and Housing for Older People vacancy data is not collected for small PRPs.

Table 7 Vacant stock at 31 March, 2005-2012

All PRPs				Units/bedspaces		
General Needs ¹				Supported Housing and Housing for Older People ¹		
Year	Stock	Vacancies	Vacancies %	Stock	Vacancies	Vacancies %
2005	1,523,318 ²	36,312	2.4	358,645	16,518	4.6
2006	1,547,390 ²	32,491	2.1	392,970	17,896	4.6
2007	1,620,476	33,875	2.1	405,076	19,294	4.8
2008	1,713,124	31,935	1.9	415,551	21,145	5.1
2009	1,776,095	35,242	2.0	420,030	22,296	5.3
2010	1,825,510	29,044	1.6	417,930	22,077	5.3
2011	1,896,253	28,372	1.5	424,053	21,594	5.1
2012 ³	1,896,360	26,156	1.4	374,202	16,613	4.4

1. May include units outside of England
2. Amended figures due to removal of invalid data returns
3. 2012 figures include data from Large PRPs only

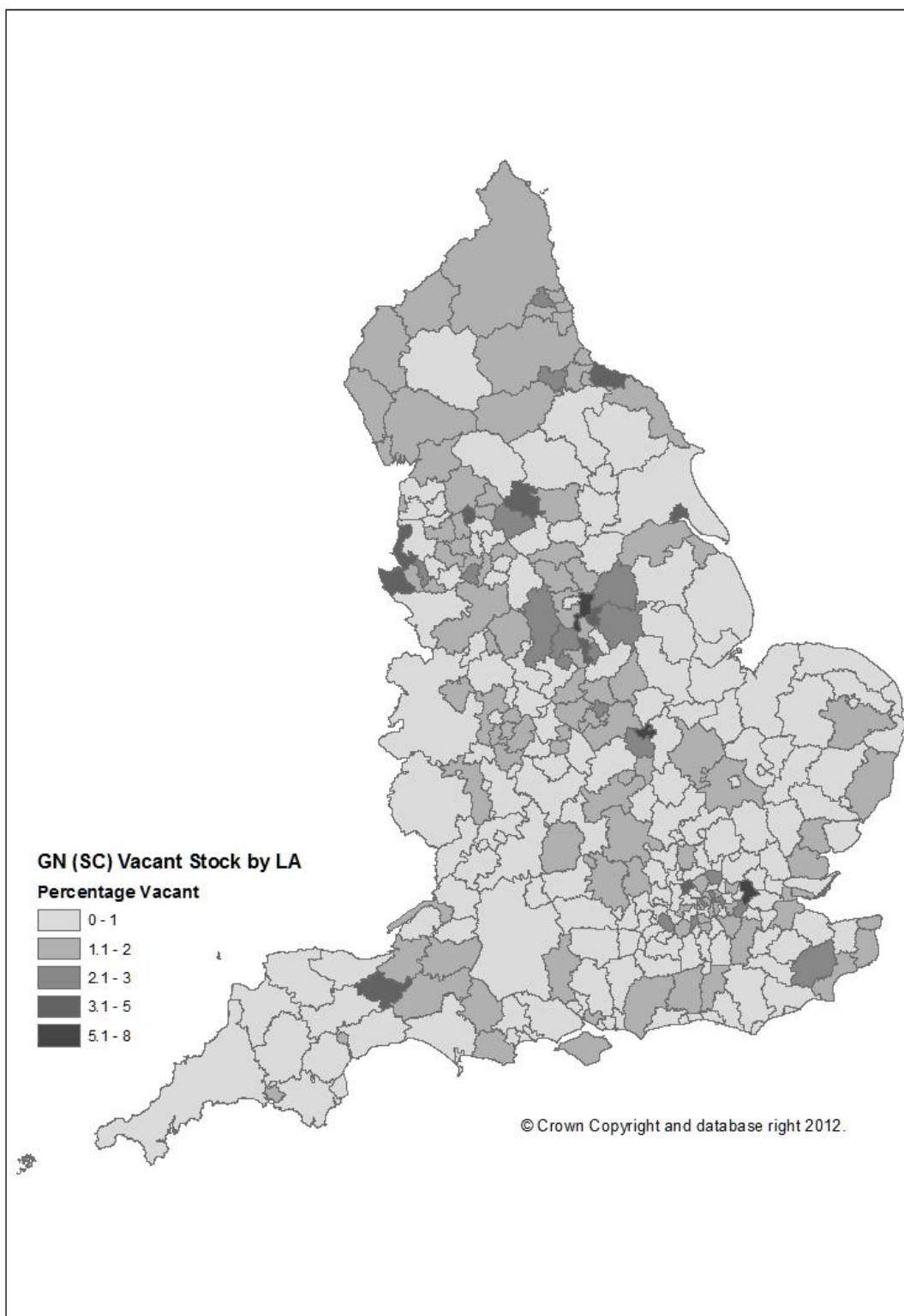
4.3 The number of vacant self-contained General Needs units in England was broadly similar in each region. Whilst London and the North West had higher total vacancies than other regions, as a proportion of total stock the North East and Yorkshire and the Humber had the highest vacancy rate (1.8%). The lowest was recorded in East of England, with 0.7% of self-contained General Needs units reported vacant.

Table 8 Vacant Self-Contained General Needs per regions at 31 March

Region	Large PRPs			Units	
	Total GN SC Stock	Vacant and available for letting	Vacant and not available for letting	Total GN SC Vacancies	% of Total Vacant
East Midlands	94,352	822	726	1,548	1.6
East of England	192,945	739	641	1,380	0.7
London	310,056	2,098	2,963	5,061	1.6
North East	127,685	983	1,266	2,249	1.8
North West	396,077	2,445	3,962	6,407	1.6
South East	259,467	1,331	967	2,298	0.9
South West	165,161	808	813	1,621	1.0
West Midlands	195,579	1,066	1,155	2,221	1.1
Yorkshire and The Humber	150,026	1,243	1,502	2,745	1.8
England	1,891,348	11,535	13,995	25,530	1.3

4.4 These data are illustrated for individual LAs in **Figure 3**

Figure 3 Percentage of self-contained GN stock vacant by LA, 2011/12



5.0 Stock flow

- 5.1 Large PRPs are required to report on new stock and acquisitions, sales and disposals during the year in the SDR.
- 5.2 **Table 9** shows a summary of these transactions in the large PRP sector during the year. It should be noted that transfers of social housing stock have been separated from the main data set and reported in **Table 10**. This is due to an inability of the survey to distinguish between stock transferred internally between PRPs and that transferred to/from LAs and other bodies. In addition, the number of unique units transferred in the year, as opposed to the number of transfers (which may include multiple transfers of the same unit), cannot be accurately determined.
- 5.3 As such, the data presented should not be expected to match the net inflow/outflow of social housing stock in the sector. In addition, these data cannot be filtered to exclude stock outside of England; however, as this represents <0.1% of the stock reported in the SDR the expected effect is minimal.

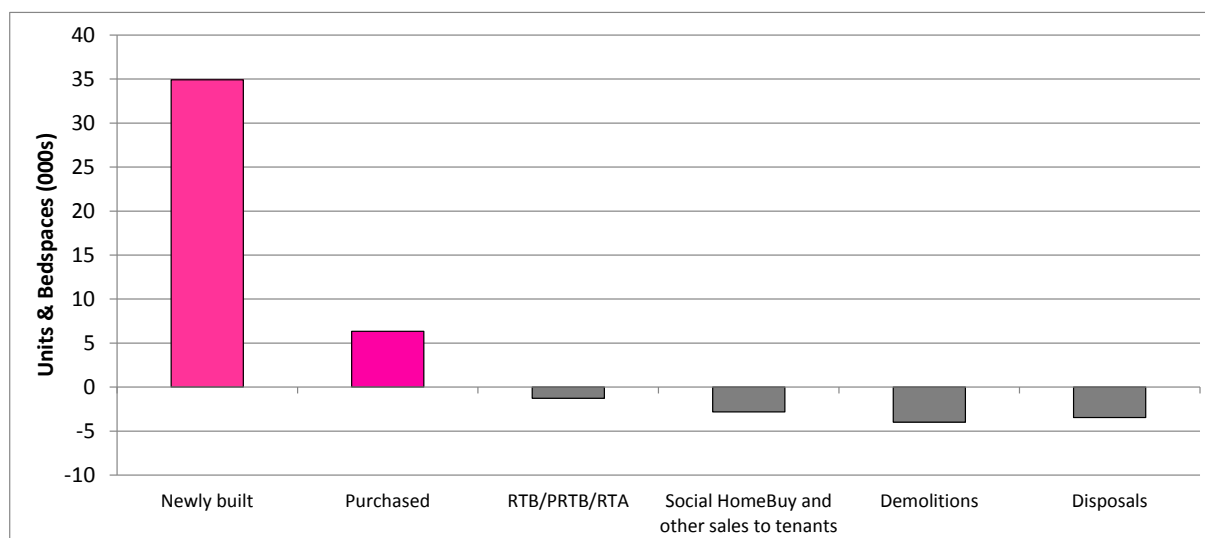
Table 9 Addition and loss of rental stock for large PRPs, 2010/11 - 2011/12

Large PRPs			Units/bedspaces		
Acquired PRP rental stock¹			Lost PRP rental stock¹		
	2010/11	2011/12		2010/11	2011/12
Newly built	32,346	34,907	Stock sold to tenants:		
Purchased	16,696 ²	6,332	RTB/PRTB/RTA ³	1,186	1,279
			Social HomeBuy and other sales to tenants ⁴	1,705	2,835
			Demolitions	4,584	3,989
			Disposals ⁵	4,226	3,463
Total	49,042	41,239	Total	11,701	11,566

1. May include units outside of England
2. Through record cross-checking, it is believed that 10,529 units were erroneously reported in this category in 2010/11. These units are currently still included in the figure, as an official correction has not yet been made by the PRP concerned.
3. Includes both freehold and leasehold sales.
4. Includes staircasing to 100% from social leased housing.
5. Disposals to other PRPs, the private sector, and other organisations for non-social housing use.

- 5.4 These data are illustrated in **Figure 4**

Figure 4 Addition and loss of rental stock for large PRPs, 2011/12



5.5 The number of transfers occurring within the sector are shown below in [Table 10](#). In 2010/11, 71% of transfers were into the PRP sector from external sources and 29% internal transfers within the sector.

Table 10 Transfers of social rented stock, 2010/11 - 2011/12

Large PRPs	No. Transfers	
Transfer Category	2010/11 ¹	2011/12 ¹
Total transfers	59,970	44,049
Of which transfers into PRP sector from external sources	42,584	...

1. May include units outside of England
2. "..." indicates data not available

6.0 Rents

General needs

6.1 **Table 11** shows the average rent and service charge for General Needs⁹ stock owned by large PRPs in each region of England. There is a clear divide between rents in the north and south. London, the South East and East of England show the highest rents, ranging between £87.63 and £103.62 per week. The North East, North West and Yorkshire and The Humber regions show the lowest rents, ranging between £70.50 and £72.87 per week. Service charges are roughly equivalent across the country, with the exception of London at £9.38 per week (95% higher than the average service charge in the rest of England).

Table 11 General Needs rents per region, 2011/12

Large PRPs				£ per week	
Region	Net Rent	Service Charge ^{1,2}	Gross Rent ¹	Target Rent	
East Midlands	76.24	4.54	78.76	77.14	
East of England	87.63	4.96	89.69	89.37	
London	103.62	9.38	110.07	109.55	
North East	71.08	4.67	72.89	72.15	
North West	72.87	4.57	74.79	73.77	
South East	94.74	5.26	97.73	94.34	
South West	80.05	4.08	82.37	79.04	
West Midlands	77.07	4.93	80.27	77.68	
Yorkshire and The Humber	70.50	5.50	73.41	72.83	
England	83.20	5.77	86.27	84.81	

1. The average service charge relates only to the stock which has a service charge (i.e., zero service charges are not included). However, gross rent does include stock with no service charge and thus the sum of the net rent and service charge presented in this table does not equal the gross rent.
2. Service charges ineligible for housing benefit are not included in this table.
3. Includes assured and secured stock

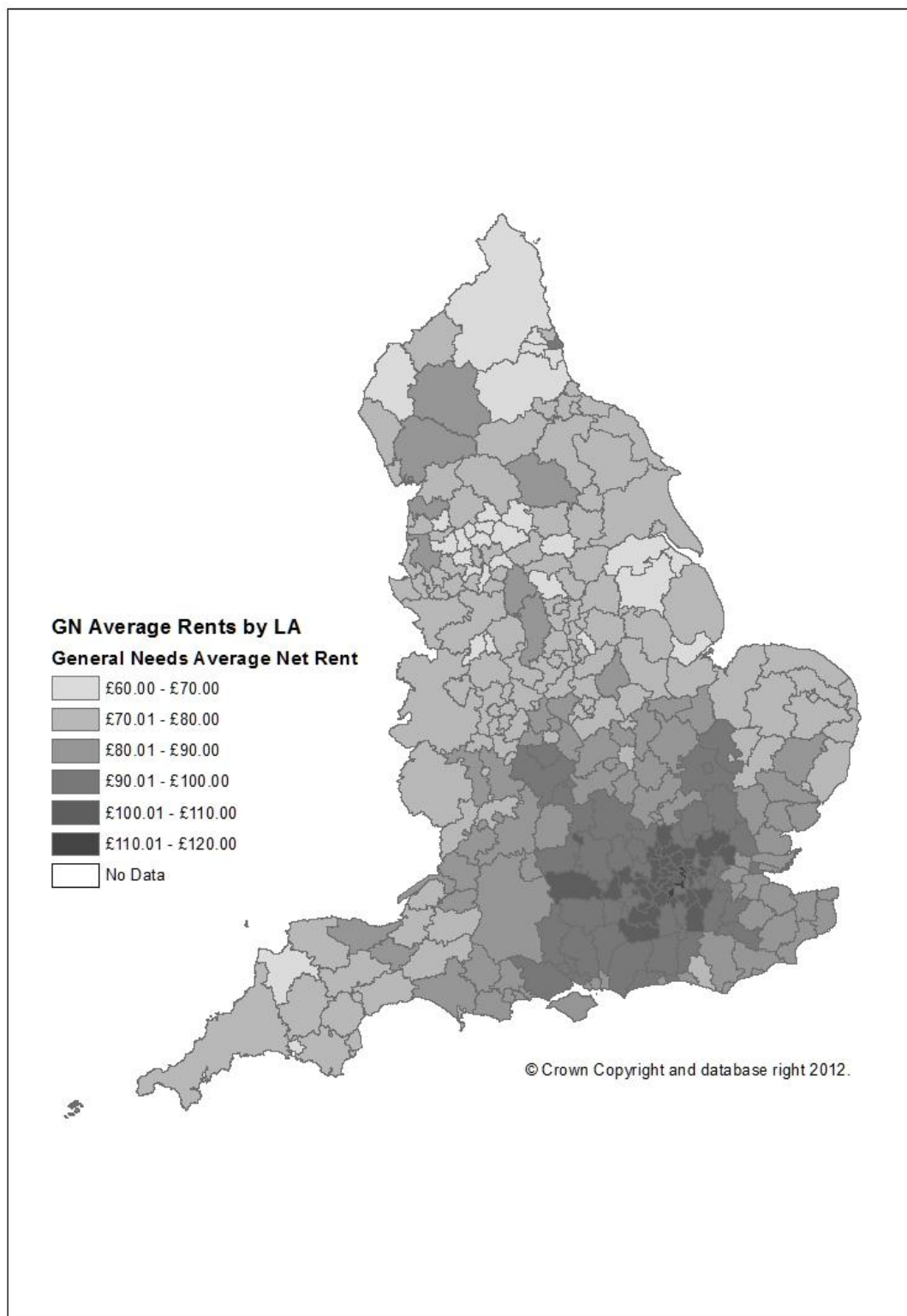
⁹ It should be noted that Intermediate Rent stock is now classified as General Needs; see Methodology and data quality section.

6.2 Average net rents increased by a similar amount in most regions of England. The largest material (but not percentage) increase, £6.25, was in London and the smallest (in terms of both material and percentage difference), £4.02, was in the South West. The largest percentage increase was seen in the North East, at 8.1%.

Table 12 Year-on-year change in General Needs net rents per region

Large PRPs				£ per week	
Region	2010/11	2011/12	Change £	Change %	
East Midlands	72.08	76.24	4.16	5.8	
East of England	81.86	87.63	5.77	7.0	
London	97.37	103.62	6.25	6.4	
North East	65.78	71.08	5.30	8.1	
North West	68.65	72.87	4.22	6.1	
South East	89.92	94.74	4.82	5.4	
South West	76.03	80.05	4.02	5.3	
West Midlands	72.47	77.07	4.60	6.3	
Yorkshire and The Humber	66.19	70.50	4.31	6.5	
England	78.27	83.20	4.93	6.3	

Figure 5 Average net rent for two bedroom General Needs stock owned by large PRPs, by local authority area



Supported Housing / Housing for Older People

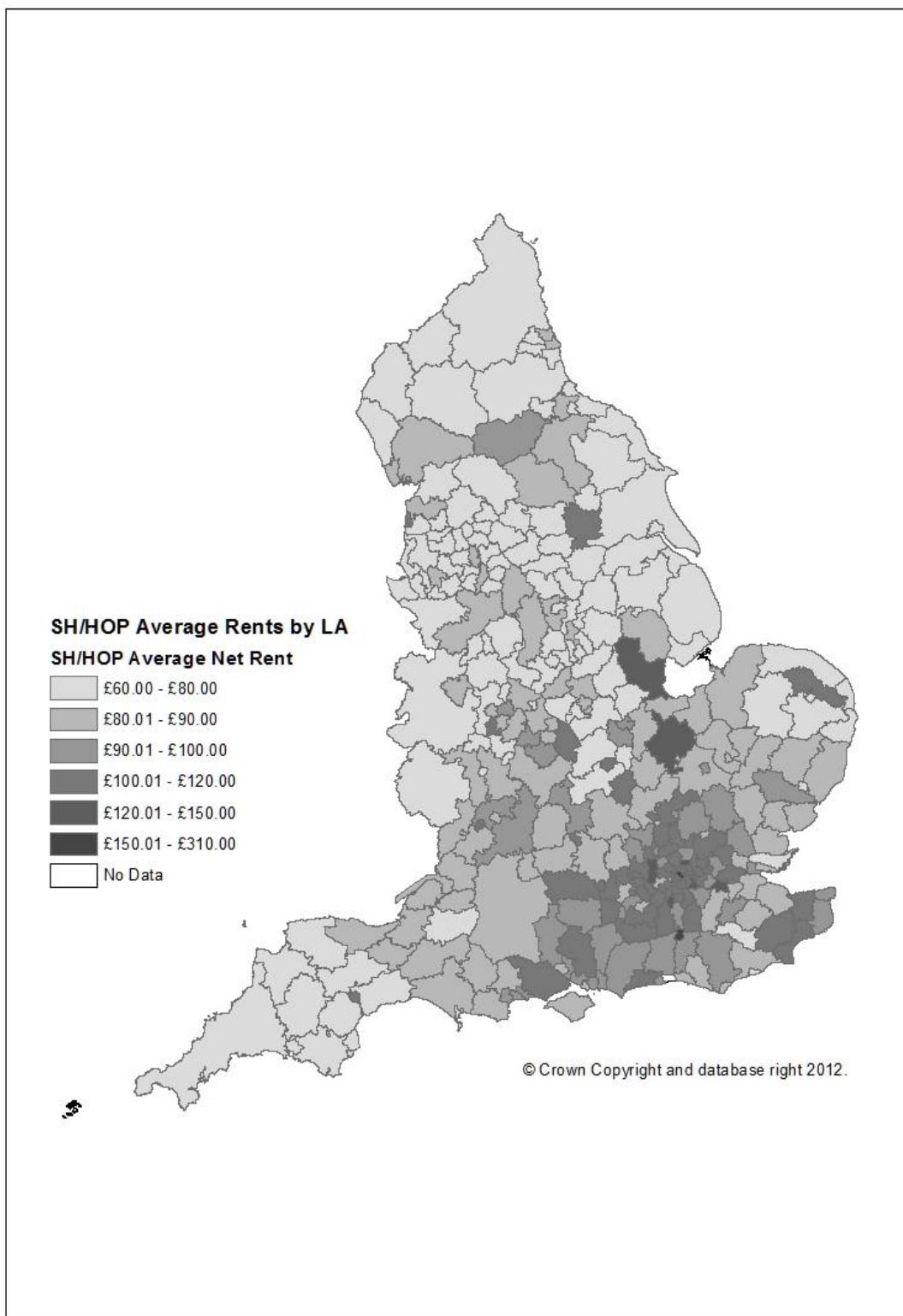
- 6.3 Rents for Supported Housing and Housing for Older People stock are presented in **Table 13**. Because the stock profile is different from General Needs stock (Supported Housing and Housing for Older People tend to have fewer bedrooms), these rents are not directly comparable with the General Needs rents presented in **Table 11**.
- 6.4 It can be seen that, as with General Needs stock, weekly rents are highest in London, the South East and East of England, ranging between £78.37 and £95.14. Rents are lowest in the North East, at £68.80. The service charge is highest in London, at £39.35 per week (57% higher than the average service charge in the rest of England), but there is more variation across the country than with General Needs stock.
- 6.5 Average net rents were higher than average target rents in all regions of England. The largest material difference was in the North West where average net rents were £2.68 higher than average target rents; the largest percentage difference was in Yorkshire and The Humber, where average net rents were 4.5% higher than target rents. It should be noted that the rent restructuring regime is still in effect for Supported Housing and Housing for Older People.

Table 13 Supported Housing/Housing for Older People rents per region, 2011/12

Region	Net Rent	Service Charge ^{1 2}	Gross Rent ¹	Target Rent
East Midlands	71.60	23.49	91.79	70.20
East of England	78.37	27.51	102.66	77.87
London	95.14	39.35	130.54	94.72
North East	68.80	29.48	91.10	67.47
North West	70.19	22.96	90.09	67.51
South East	80.57	25.28	103.10	79.19
South West	73.19	21.24	93.07	70.97
West Midlands	72.86	25.65	97.05	72.43
Yorkshire and The Humber	69.78	24.64	93.44	66.78
England	76.03	26.43	99.58	74.46

1. The average service charge relates only to the stock which has a service charge (i.e., zero service charges are not included). However, gross rent does include stock with no service charge and thus the sum of the net rent and service charge presented in this table does not equal the gross rent.
2. Service charges ineligible for housing benefit are not included in this table.

Figure 6 Average net rent for two bedroom Supported Housing/Housing for Older People stock owned by large PRPs, by local authority area



6.6 Average net rents increased by a similar amount in most regions of England. The largest material and percentage increase, £8.15 or 9.4%, was in London and the smallest material and percentage change, £3.79 or 5.5%, was in the West Midlands.

Table 14 Year-on-year change in Supported Housing/Housing for Older People net rents per region

Large PRPs				£ per week	
Region	2010/11	2011/12	Change £	Change %	
East Midlands	67.05	71.60	4.55	6.8	
East of England	73.05	78.37	5.32	7.3	
London	86.99	95.14	8.15	9.4	
North East	64.17	68.80	4.63	7.2	
North West	65.24	70.19	4.95	7.6	
South East	76.00	80.57	4.57	6.0	
South West	68.65	73.19	4.54	6.6	
West Midlands	69.07	72.86	3.79	5.5	
Yorkshire and The Humber	65.11	69.78	4.67	7.2	
England	70.92	76.03	5.11	7.2	

Comparisons with local authority rents data

6.7 **Table 15** provides a comparison between PRP average weekly net rents and local authority rents. It should be noted that the local authority rents data for the 2011/12 financial year is considered provisional at this stage. Additionally, local authority rents data does not separate General Needs stock from Supported Housing & Housing for Older People stock.

Table 15 Comparisons with local authority rents data

LAs and Large PRPs			£ per week	
Region	GN Net Rent ¹	SH/HOP Net Rent ¹	LA Net Rent ^{2,3}	
East Midlands	76.24	71.60	62.94	
East of England	87.63	78.37	75.26	
London	103.62	95.14	89.17	
North East	71.08	68.80	59.38	
North West	72.87	70.19	62.63	
South East	94.74	80.57	78.70	
South West	80.05	73.19	67.06	
West Midlands	77.07	72.86	67.40	
Yorkshire and The Humber	70.50	69.78	60.55	
England	83.20	76.03	72.30	

1. Data for GN and SH/HOP average net rents is for large PRPs only.
2. Local authority average net rents sourced from DCLG Live Table 701. Data covers 2011/12 financial year and is provisional.
3. DCLG Local authority rents data does not separate GN and SH/HOP stock.

7.0 Affordable Rents

- 7.1 188 Private Registered Providers reported holding a total of 7,889 Affordable Rent units on March 31, 2012, of which 7407 were General Needs and the remainder Supported Housing & Housing for Older People (see [Table 4](#)).
- 7.2 [Table 16](#) lists the average rents for General Needs and Supported Housing/Housing for Older People units let under Affordable Rent. The highest average net rent for Affordable Rent General Needs units was £142.21 in London and the lowest, £82.01, was in the North East.
- 7.3 For Supported Housing/Housing for Older People, the highest average net rent was in the South East at £128.48, and the lowest, £66.57, was in the North East.
- 7.4 No Supported Housing & Housing for Older People units were recorded in the East Midlands as let under Affordable Rent at March 31, 2012.

Table 16 Affordable Rents General Needs and Affordable Rents Supported Housing/Housing for Older People rents per region, 2011/12

All PRPs	£ per week					
	General Needs			Supported Housing / Housing for Older People ¹		
	Net Rent	Service Charge ^{2,3}	Gross Rent ²	Net Rent	Service Charge ^{2,3}	Gross Rent ²
East Midlands	87.60	4.25	90.34
East of England	108.84	3.59	110.32	105.93	1.41	106.64
London	142.21	10.46	144.83	90.56	15.64	106.09
North East	82.01	3.10	83.84	66.57	2.64	69.21
North West	93.34	6.44	95.89	89.28	...	89.28
South East	126.58	5.11	128.44	128.48	72.76	199.25
South West	105.81	4.44	107.69	114.77	38.29	137.83
West Midlands	97.57	3.58	98.55	77.56	47.99	110.55
Yorkshire and The Humber	87.87	5.05	90.41	78.77	5.70	83.36
England	109.11	5.60	111.30	104.29	37.92	136.30

1. Separate figures for Supported rented and Housing for Older People affordable rents cannot be generated by this survey
2. The average service charge relates only to the stock which has a service charge (i.e., zero service charges are not included). However, gross rent does include stock with no service charge and thus the sum of the net rent and service charge presented in this table does not equal the gross rent.
3. Service charges ineligible for housing benefit are not included in this table.
4. "..." indicates data not available.

8.0 Decent Homes

8.1 At 31 March 2012, 45,312 units/bedspaces (1.9%) of social rental stock owned by PRPs did not meet the Decent Homes Standard. This was a reduction from the previous year's figure of 2.4%.

8.2 Data on the number of units which have not been upgraded to the Decent Homes Standard because the tenants have requested that the works not be undertaken were not collected.

Table 17 Decent Homes Standard failures, 2004-2012

LAs and All PRPs						Units/bedspaces		
Year	PRP Social Rental Stock			PRP %		LA Stock owned ¹		LA % ¹
	Total owned	Not meeting DHS	No upgrade due to tenant refusal ²	Not meeting DHS	No upgrade due to tenant refusal ²	Total owned ('000s)	Not meeting DHS ('000s)	Not meeting DHS
2005	1,881,963	343,747	...	18.3	...	2,156	889	41.2
2006	1,940,360	296,816	14,480	15.3	0.7	2,058	746	36.2
2007	2,025,552	254,263	17,349	12.6	0.9	1,974	618	31.3
2008	2,128,675	224,585	22,947	10.6	1.1	1,861	492	26.4
2009	2,196,125	182,463	24,806	8.3	1.1	1,804	397	22.0
2010	2,243,440	120,185	24,826	5.4	1.1	1,780	292	16.4
2011	2,320,306	54,813	31,487	2.4	1.3	1,721	217	12.6
2012	2,358,527	45,312	...	1.9

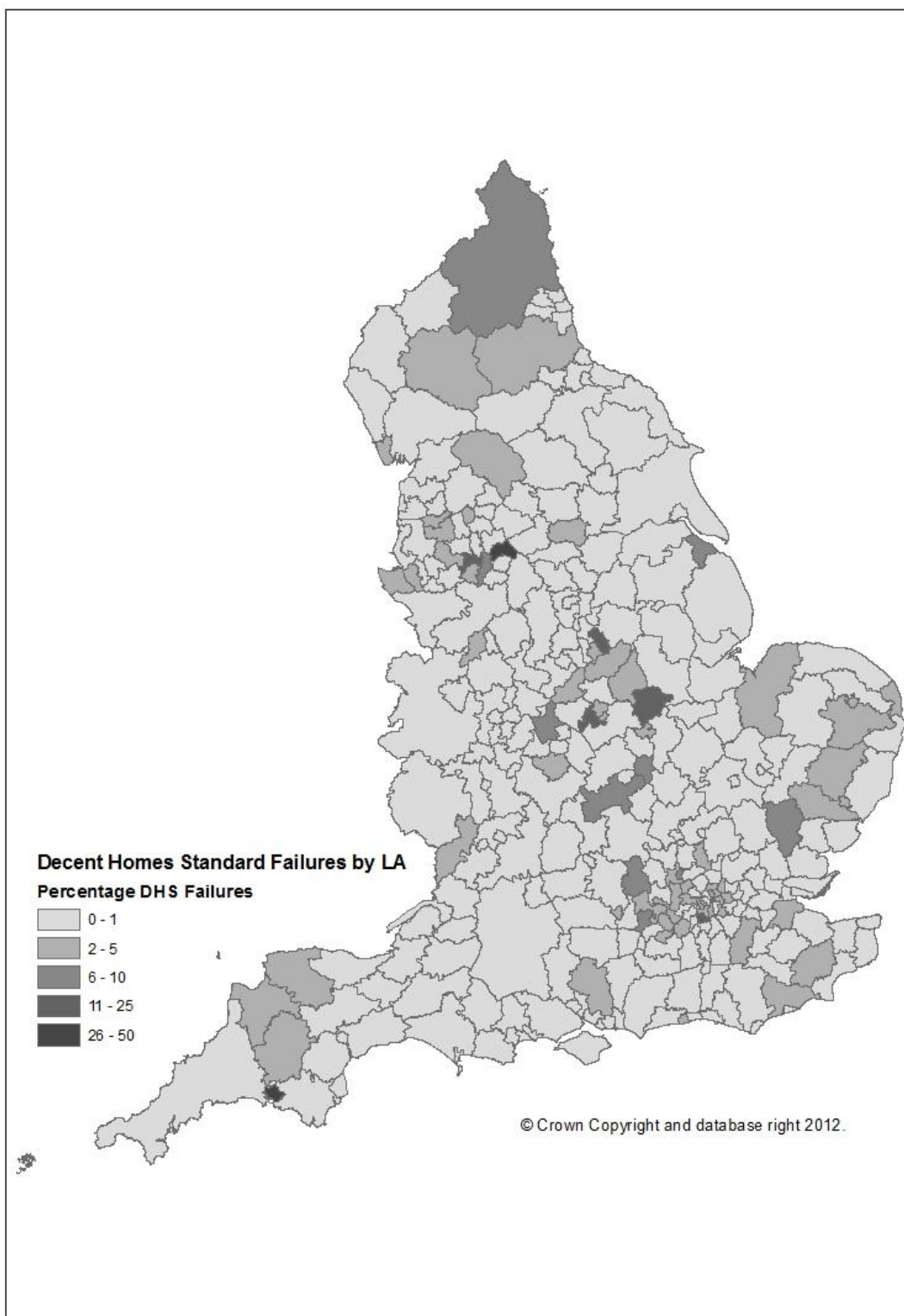
1. LA Data is sourced from the DCLG Business Plan Statistical Index 2004 to 2011, where it is presented as a rounded figure to the nearest 1,000 units.
2. Tenant refusals collected from 2006 and to 2011 inclusive.
3. "..." indicates data not available.

8.3 These data are shown for English region in [Table 18](#) below. It can be seen that the region with the highest failure rate is the North West, with 4.1% of stock not meeting the DHS. The region with the lowest is the West Midlands, with 0.3% of stock not meeting the DHS.

Table 18 Decent Homes Standard failures by English region, 2011/12

All PRPs			Units/bedspaces	
Region	PRP Social Rental Stock Owned	Units not meeting DHS	% not meeting DHS	
East Midlands	129,720	2,761	2.1	
East of England	237,978	2,157	0.9	
London	384,999	7,062	1.8	
North East	155,987	2,365	1.5	
North West	481,105	19,669	4.1	
South East	322,997	2,464	0.8	
South West	214,678	6,231	2.9	
West Midlands	242,796	788	0.3	
Yorkshire and The Humber	188,267	1,815	1.0	
England	2,358,527	45,312	1.9	

Figure 7 Percentage of Units Failing the Decent Homes Standard by LA Area



9.0 Methodology and data quality

Data collection methodology

- 9.1 The Statistical Data Return (SDR) collection is carried out electronically, using a web-based system (NROSH+), with individual PRPs completing their own entries. Data is captured covering the period 1st April 2011 to 31st March 2012.
- 9.2 There are extensive automatic validations built into the system which check that, for example, total stock matches between questions, rents are within a reasonable range and comparable to last year's figures.
- 9.3 Following submission, manual consistency checks are also carried out and anomalous figures and results (e.g. unexpectedly high service charges) queried with individual PRPs and amended as required.
- 9.4 For large PRPs, all data queries were followed up and a definitive answer obtained from the provider. For small PRPs, as many queries as possible were followed up in the timescale of the survey; where a reply to a query could not be attained in this timescale, an internal assessment of the likely accuracy of the data was conducted based upon population averages, data provided by comparable providers and data submitted in RSR 2010/11.
- 9.5 Any data which could not be reconciled with these measures were excluded from the final dataset, as were any question sets which required only voluntary responses and therefore gave an incomplete survey of the sector (namely data on Mutual Exchanges and Evictions).
- 9.6 Upon production of the final data set internal consistency checks were conducted, including:
- Row / column-total checks
 - Comparison of frequency distributions for the population to identify outliers
 - Inter-year checks on rent and stock levels
 - Detailed spot-checks on individual PRP information

Data quality

- 9.7 The SDR is designed to be a complete census of Private Registered Providers of social housing, and therefore no sampling errors should be present in the final dataset. However, there is inevitably a degree of inaccuracy in, driven primarily by non-responses and reporting errors by individual providers.
- 9.8 Measurement of the first source of error is relatively straightforward. There was an overall response rate of 81% (1245 returns, see [Table 19](#) below for a breakdown of response rates).

Table 19 PRP response rates

All PRPs	
PRP Size¹	Response Rate
Large	100%
Small	74%
Total	81%

1. Size classification based upon categorisation within NROSH+ system.

9.9 Based on data comparing the total amount of social housing stock held by large vs. small providers (**Figure 1**), this equates to a coverage of 97% of the social housing stock held by all PRPs.

9.10 There are no clear measures for mis-reporting, however anecdotal evidence suggests that fewer than 5 PRPs have self-corrected information following requests that all PRPs re-check the data in their submissions following automatic and manual checks, indicating a low mis-reporting rate.

Data changes from previous surveys

9.11 There are several changes to the data collected in SDR 2011/12 compared to that in RSR 2010/11, both in terms of what is collected and in the classification of individual data items. A list of these changes is provided below in **Table 20**, with details of affected data items and the expected effect of the change on any numerical comparisons between the data sets.

Table 20 SDR 2012 data and definition changes

Data Change	RSR 2011 Definition / Data	SDR 2012 Definition / Data	SDR 2012 Affected Data Items	Expected Effect between RSR 11 / SDR 12
Definition of ownership	Units held freehold or on a lease of 21 years or more (original term). Units on a shorter term recorded as Managed	Units held freehold or on a lease of any duration	No. units Owned	Increase in Owned units
			No. units Managed	Decrease in Managed units
Definition of Intermediate Rent	Non-social stock	Social stock (General Needs)	No. GN units	Increase in reported GN units
			GN rents	Increase in GN rents
Addition of Affordable Rent category	No analogous data	Homes made available by PRPs to households that are eligible for social rented housing at a rent level of no more than 80% of local market rents	No. Non-social units	Decrease in reported non-social units
			No. Affordable rent units	Addition of AR data
Removal of Tenant Satisfaction data	Large PRPs required to carry out a tenant satisfaction survey once in every three year period, using the STATUS methodology, and report these results through the RSR form	No analogous data due to change in regulatory framework	None	
Removal of Evictions, Mutual Exchanges and Anti-Social Behaviour data	Number of mutual exchanges and evictions classified by underlying cause (arrears, anti-social behaviour etc.) carried out by all Large PRPs	Data excluded, due to question being made voluntary and subsequent decreased sample size	None	
Removal of tenant refusal of Decent Homes Standard works	Data gathered on the number of social housing units failing to meet the Decent Homes Standard due to tenant refusal to carry out the necessary works	No data gathered	No. units failing to meet the DHS	No visibility of units failing to meet the DHS because of tenant choice as opposed to PRP inaction

Statistical Release

Removal of Staff data	Data gathered on number, gender, ethnicity and employment type of paid staff	No data gathered	None	
Removal of Capital Investment data	Data gathered on projected and actual capital expenditure	No data gathered	None	No visibility of PRP capital investment
Removal of breakdown on Non-social housing by category	Data gathered on non-social housing by keyworker, student, asylum seeker, specialist, market rented and other non-social accommodation	Total non-social housing units, broken down by leased and rented	None	No visibility of breakdown of non-social housing
Removal of non-social housing as proportion of gross turnover and employed capital data	Data gathered on the percentage of gross PRP income derived from, and capital employed on, non-social housing	No data	None	No visibility of the exposure of PRPs to non-social housing in terms of turnover / capital expended
Removal of mortgage / secured loan data	Data gathered on mortgages and secured loans provided by the PRP	No data	None	No visibility of the exposure of PRPs to mortgage / secured loan markets
Removal of accessible general housing or wheelchair-user conversions	Data on the number of units converted to meet accessible general housing or wheelchair-user conversions	No data	None	No visibility of number of units meeting these standards
Removal of Supported Housing / Housing for Older People client data	Data gathered on the client groups using Support housing/Housing for Older People	Total Supported Housing / Housing for Older People units	None	No visibility of breakdown of Supported Housing / Housing for Older People client groups
Removal of Repossessions and Arrears data	Shared ownership repossessions, rent and service charge arrears	None	None	No visibility of PRP exposure to arrears and repossessions

Revisions policy

- 9.12 This policy has been developed in accordance with the National Statistician's Guidance on the UK Statistics Authority Code of Practice (January 2009, Edition 1.0).
- 9.13 In the case of a significant error, i.e. one which materially changes the data presented, a correction notice to the Statistical Release and accompanying dataset will be issued.
- 9.14 Errors reported by Private Registered Providers on their submitted figures after the survey has closed, including late submissions, will be validated and added to the internal dataset. However, these values will not be externally published until the following year's Statistical release and accompanying dataset are released, where the updated values will be incorporated with an explanatory note detailing where and how values have changed from previously published material. Revisions will normally only be made to one year prior to the year that is being published.

Rents methodology

Coverage

- 9.15 General Needs, Supported Housing and Housing for Older People rental figures in this release are calculated using data supplied by large PRPs only, as small providers are not required to submit detailed rental data. All registered parent organisations of groups are classed as large providers irrespective of the number of units owned. Rental data submitted by large PRPs covers 94.1% of social rental stock held by PRPs in England.
- 9.16 All PRPs with Affordable Rent stock are required to submit rental information for that stock regardless of the total number of units owned.

Submission methodology

- 9.17 Large PRPs are required to submit the following information for each size category of home in every English local authority area that they operate in:
- Total number of homes
 - Average weekly rent
 - Number of homes with service charges eligible for housing benefit
 - Average service charge eligible for housing benefit
 - Number of homes with service charges not eligible for housing benefit
 - Average service charge not eligible for housing benefit
 - Total number of homes for which target rents are applicable. (Not applicable to Affordable Rent or Intermediate Rent submissions).
 - Average target rent calculated as per guidance in the Rent Standard. (Not applicable to Affordable Rent or Intermediate Rent submissions).

9.18 The size categories collected are as follows:

Table 21 Unit sizes for which rent data are collected

General Needs and Affordable Rent	Supported Housing / Housing for Older People
Bedspaces/Non-Self Contained	Bedspaces/Non-Self Contained
Bedsit	Bedsit
One bedroom	One bedroom
Two bedrooms	Two bedrooms
Three bedrooms	Three bedrooms
Four bedrooms	Four or more bedrooms
Five bedrooms	
Six or more bedrooms	

Calculation of target rents

9.19 PRPs are required to follow the guidance set out in 'The Regulatory Framework for Social Housing in England from April 2012 Annex A: Rent Standard Guidance' when calculating target rents. The guidance can be found at:
<http://www.homesandcommunities.co.uk/ourwork/regulatory-framework>

9.20 Target rents are not applicable to homes let under the Affordable Rent program or Intermediate Rent properties.

Calculation of averages

9.21 All averages relating to rents in this statistical release are fully weighted averages for the appropriate geography and/or sub-group.

Average Service Charges and Gross Rents

9.22 The average service charges presented in **Table 11**, **Table 13** and **Table 16** relate only to the stock where there is a housing benefit eligible service charge present. Therefore, zero service charges are excluded from this calculation.

9.23 However, gross rents presented in these tables do include stock without a service charge. Because of this, the sum of the average net rent and average service charge will not equal the average gross rent.

10.0 Related statistics

- 10.1 A selection of complimentary data sets to the SDR, gathered and maintained by external organisations to the HCA, are presented below.

Related statistics – England

- 10.2 The Department for Communities and Local Government publishes annual surveys of social housing, rents and lettings held by local authorities in the form of the Housing Strategy Statistical Appendix (HSSA) and the Business Plan Statistical Appendix (BPSA)¹⁰.
<http://www.communities.gov.uk/publications/corporate/statistics/lahousing201011>
- 10.3 In addition, the English Housing Survey (EHS) provides information on the quality and quantity of both social and non-social stock in England based upon a sample of households. The 2010-11 report can be found at:
<http://www.communities.gov.uk/publications/housing/ehs201011headlinereport>

Related statistics – Scotland, Wales, Northern Ireland

- 10.4 Information on social housing in the rest of the UK is available from the respective devolved administrations. It should be noted that, due to differences in collecting period, methodology and terminology, direct comparisons should be made with care. Details of the data collected and methodologies used can be obtained from the following sources:

- **Northern Ireland.** Northern Ireland Housing Statistics (includes both social and non-social housing), produced by the Department for Social Development. The latest figures, for 2010-11, can be found at:
http://www.dsdni.gov.uk/index/stats_and_research/stats-publications/stats-housing-publications/housing_stats/housing_statistics_2010-11.htm
- **Scotland.** Housing Statistics for Scotland (includes both social and non-social housing), produced by the Scottish Government. Key Trend Summary for 2011 (revised Feb 2012) can be found at:
<http://www.scotland.gov.uk/Publications/2011/08/30084023/0>
- **Wales.** Multiple publications, produced by the Welsh Assembly, the Department for Communities and Local Government and others. Data for 2011 can be found at: <http://wales.gov.uk/topics/statistics/headlines/housing2011/?lang=en>

¹⁰ These surveys have subsequently been amalgamated into the Local Authority Housing Statistics release.

11.0 Further Information

- 11.1 This publication and other statistical publications from the SDR survey are available from the HCA website at:
<http://www.homesandcommunities.co.uk/ourwork/publications>
- 11.2 In addition, the current and previous RSR forms and guidance notes, and the full dataset for recent years of the survey, are available for free download at:
<http://www.tenantservicesauthority.org/rsr>
- 11.3 For further information please contact the HCA Referrals and Regulatory Enquiries Team on 0300 1234 500 or email at enquiries@hca.gsi.gov.uk.
- 11.4 Important note: The focus of this statistical release is on social housing that is owned and managed by Private Registered Providers (PRPs) only. They provide data to the social housing regulator by virtue of their obligations under the Governance and Financial Viability standard in the HCA's Regulatory Framework. We also regulate local authorities who own and manage social housing stock. The Governance and Financial Viability standard does not apply to these providers. Information on LA data sources, which are quoted in this analysis for contextual purposes only, can be found on the Department for Communities and Local Government website www.communities.gov.uk (see also Related statistics).

12.0 Glossary of Terms

12.1 Social Housing

Social housing is defined in the Housing and Regeneration Act 2008 sections 68-77. The term covers low cost rented housing, low cost home ownership housing and 'legacy' stock owned by social landlords that were registered prior to 1 April 2010.

12.2 Private Registered Providers (PRPs)

PRPs refer in this document to Private Registered Providers of social housing in England that are registered with the social housing regulator (for the data year in this analysis, this was the Tenant Services Authority. On 1st April 2012 regulatory functions transferred to the HCA's Regulation Committee). This term excludes local authority registered providers.

12.3 Stock figures

Stock figures are reported as at 31 March each year. Some sections of the SDR cover activities and flows over the year: these are from 1 April to 31 March, and referred to as 2009/10, 2010/11 etc.

Stock figures do not include leased housing where the purchaser owns 100% of the equity, care homes, or staff accommodation unless otherwise stated.

All stock figures are represented in terms of the number of self-contained units plus the number of individually let hostel/shared housing bedspaces. This represents the number of tenancies.

12.4 Owned stock

Stock which is held freehold or on a lease of any duration, and where 100% of the equity is held by the PRP; in earlier data collections, a minimum period of lease (21 years) was stated. Stock held on shorter leases will have been counted as managed stock in these earlier collections.

12.5 Managed stock

Refers to properties that the PRP manages on behalf of another owning organisation.

12.6 Large PRPs

Providers that complete the 'long SDR form'. These are PRPs that are registered parents of group structures, and/or own at least 1000 units/bedspaces (note: PRPs owning almost 1000 properties may be classified as Large on a case by case basis).

12.7 Small PRPs

Providers that complete the 'short SDR form', which contains fewer questions and thus some data are only available for large PRPs. These are PRPs that own less than 1000 units/bedspaces.

12.8 General Needs Housing

The bulk of housing stock for rent. It includes both self-contained and hostel/shared housing units and bedspaces. This is stock that is not designated for specific client groups requiring support or does not have the special design features that are specific to Housing for Older People and Supported Housing (see glossary definitions below).

12.9 **Supported Housing**

Applies to purpose designed or designated Supported Housing. The delivery of support under the Supporting People framework does not necessarily result in the categorisation of housing as supported if the property is not purpose designed or designated for a particular client group; in the absence of either of these two conditions, housing is General Needs. The fact that a tenant receives support services in their home does not make it Supported Housing.

12.10 **Housing for Older People**

Defined as stock intended for older people (regardless of the actual characteristics of each tenant) and it either incorporates a range of basic facilities and special design features or is specially designated Supported Housing for Older People.

12.11 **Intermediate Rent**

Intermediate rent is social housing provided to tenants at rent levels which are above Social Rent (target) levels and below market rent levels. This housing may have been funded with or without Social Housing Grant (SHG), or other public subsidy, and includes (but is not restricted to) key worker accommodation and the Intermediate Rent housing funded by the HCA and its predecessor bodies. Typically levels of rent for these properties are set at no more than 80% of the comparative market level and therefore the rent setting aspects of target rent and rent caps do not apply.

12.12 **Affordable Rent**

Affordable Rent is the main type of new housing supply. Affordable Rent homes are made available by providers to households that are eligible for social rented housing at a rent level of no more than 80% of local market rents. Affordable Rent homes cover both newly built (with or without grant input) and conversions from existing social rented homes to Affordable Rent homes, but only where this forms part of a new supply agreement with the Homes and Communities Agency.

Affordable Rent homes may be for General Needs, Supported Housing or Housing for Older People.

Homes let on Affordable Rent terms fall within the definition of social housing, but are exempt from the full requirements of rent restructuring. Additional details on the requirements which apply are provided in the Rent standard and associated guidance in the HCA's Regulatory Framework.

12.13 **Decent Home Standard**

The Guidance on the Decent Homes Standard is set out in A Decent Home: Definition and Guidance for Implementation, published by the Department for Communities and Local Government in June 2006, and any guidance issued by the department or its successors, in relation to that document:

<http://www.communities.gov.uk/publications/housing/decenthome>

The standard applies to all low cost rental social housing, but not to low cost leasehold and shared ownership properties. It therefore includes General Needs, sheltered housing, non-self-contained, Supported Housing and Housing for Older People (the standard does not apply to care homes.) In summary, a decent home is one that meets the following four criteria:

1. It meets the current statutory minimum standard for housing
2. It is in a reasonable state of repair
3. It has reasonably modern facilities and services
4. It provides a reasonable degree of thermal comfort

12.14 Low cost home ownership (social leased housing)

Low cost home ownership accommodation is defined in the Housing and Regeneration Act 2008 as being that occupied or made available for occupation in accordance with shared ownership arrangements, equity percentage arrangements, or shared ownership trusts; and it is made available to people whose needs are not adequately served by the commercial housing market.

The landlord retains the freehold interest in the property where the purchaser has not acquired 100% of the equity in the property. The purchaser may have the right to staircase their ownership of equity over time but has not yet staircased to 100%.

12.15 Non-social housing

Stock to which the definition of social housing does not apply.

12.16 Vacancies

Defined as social housing (General Needs and/or Supported Housing and/or Housing for Older People) which is either not occupied, but available for letting; or not occupied and not available for letting. In this document, totals include both categories. Vacancies are recorded on a snapshot basis as at 31 March 2012. General Needs vacancies in stock owned by large PRPs are recorded by duration, which ranges from 3 weeks or less to over a year. This level of breakdown is not available for Supported Housing or Housing for Older People.

12.17 Groups

For the purpose of this return, providers are defined as being members of a group structure under the terms of Section 271 of the Housing and Regeneration Act 2008.

12.18 Parent bodies

Defined where the provider (the parent) owns more than half the nominal value of the share capital in another organisation, or has the power to appoint or remove all or some of the Board Members of the Governing Body of another organisation.

12.19 Subsidiaries

Defined where more than half of the nominal value of the organisation's share capital is owned by another (parent) organisation or another organisation has the power to appoint or remove all or some of the Board Members of its Governing Body.

12.20 **LSVTs**

Large Scale Voluntary Transfers apply where a local authority transfers whole or part of its housing stock to an independent Private Registered Provider. An LSVT can only take place after tenants in the housing stock to be transferred have voted on the proposal to transfer the stock. All tenants have a right to vote and the result of the vote is decided on the preference of the majority of tenants that exercise their right to vote.

12.21 **ALMOs**

Arm's Length Management Organisations apply where a local authority has established a fully owned and controlled organisation to manage a function or operation for which the local authority retains responsibility. In terms of housing ALMOs deliver the landlord functions under a management contract with the local authority, and in the majority of cases are not the landlord, the local authority being the landlord of the stock to which the management contract applies. However, any ALMOs which are also registered landlords, i.e. are registered with the HCA as a PRP, will be included within the SDR.

12.22 **Rent Restructuring or the Rent Influencing Regime**

Introduced in 2001 following the publication of the Social Rent Guidance by Government. A key part of this regime was the introduction of a formula to calculate target rents for properties let at social rents and a requirement for rents to be no greater than 5% above target level by 31 March 2012.

The target is based upon relative earnings, property valuation and number of bedrooms and it is intended that similarly sized properties in the same area of the country should have similar rent levels. A variation of the formula exists for Supported Housing such that their rents should be no more than 10% above target by 31 March 2013.

A number of exemptions and exclusions exist, most notably the recent introduction of affordable rents which may have rent levels up to 80% of market rent levels. The rent restructuring regime and guidance has now been subsumed into the Rent standard and its associated guidance, which form part of the HCA's Regulatory Framework.

12.23 **Service charges**

Most service charges are covered by Housing Benefit, but only if payment is a condition of occupying the accommodation rather than an optional extra. The Housing Benefit (General) Regulations 2006 (S.I.2006/2013) and amendments provide general guidance on what costs are eligible and ineligible for Housing Benefit.

In the SDR, service charges are divided into those which are eligible for Housing Benefit (e.g. the provision of services such as cleaning) and those that are not. Most service charges are eligible, with the exception of heating and hot water charges which are personal service charges and therefore not eligible for Housing Benefit. For a home let furnished, where the PRP can separate out the cost for use of the furniture from basic rent, this cost is included as a service charge (eligible for Housing Benefit) but is excluded if the furniture becomes the tenant's property.

homesandcommunities.co.uk
mail@homesandcommunities.co.uk
0300 1234 500



Homes and Communities Agency
7th Floor
Maple House
149 Tottenham Court Road
London W1T 7BN
mail@homesandcommunities.co.uk

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