



# GUIDANCE MANUAL 2010/11

A manual for the SCORE system:  
continuous recording of new lettings by housing associations,  
local authorities and co-operatives in Scotland

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## INTRODUCTION

This is the new SCORE Guidance Manual which should be used for all lettings made from 1 April 2010 onwards, and replaces the previous manual which was issued in 2009. It details how the SCORE system works, and when and how participating local authorities, housing associations and co-operatives should complete a SCORE lettings log.

You can download additional copies of the manual by visiting the SCORE website [www.scoreonline.org.uk](http://www.scoreonline.org.uk)

## CHANGES TO SCORE FOR 2010/11

- In order to provide clear and concise guidance on which **successions** should be recorded in SCORE, the definition has been updated as follows:
  - If a succession occurs which **leads to a new tenancy being created** i.e. the tenant signs a new tenancy agreement, then **you should complete a SCORE lettings log.**
  - If the succession leads to the **amendment of an existing tenancy agreement**, then a **SCORE log should not be completed.**

This has led to the one amendment to the log, in **Q13a** option 6, which previously read 'previous tenant died (no succession)'. The text in brackets for option 6 has been removed so the option now simply reads 'previous tenant died'.

- The SFHA have recommended using a 35 hour working week as defining a full-time worker rather than 16 hours i.e. 35+ hours per week would be classified full-time, <35 hours per week would be part-time. As SCORE uses the SFHA affordability measure, we will use this guidance from 1st April 2010.

## 1. HOW SCORE WORKS

### 1.1 TYPE OF DATA COLLECTED

SCORE stands for Scottish Continuous Recording system, and is designed to collect information from RSLs, about the new lets they are making in any given year. The data gathered concerns many different aspects of the lets being made including:

- the demographic characteristics of the households being let to;
- the path by which a household has become a RSL tenant;
- the financial profile of the households being let to;
- the type and condition of the property being let,
- the financial aspects of the let being made, including how affordable the let is.

### 1.2 METHOD OF DATA COLLECTION

SCORE data is collected through the use of the SCORE lettings log, a copy of which is completed by RSL staff for each new letting made (see section 2.2 for details of what types of letting are included/excluded). The lettings log design means that much of the property data can be compiled from your records, however, other data will need to be completed by organisation staff together with the tenant being housed. This can usually be done at the lettings interview.

The lettings log utilises coding and tick-boxes on most questions, and therefore is quite simple to complete and can be filled in with a minimum of effort and time.

### 1.3 DATA PROCESSING & ANALYSIS

Completed lettings logs can be entered onto the online system in batches at the end of each month, or continually throughout the month, for export to CHR, where they are entered into a central database and validated. The validation process involves checking the logs for missing data and/or errors, and if needs be the CHR will contact RSLs to query incomplete or inconsistent lettings logs. Validated logs are then analysed to produce statistical information and reports, for use by the RSL providing the data, as well as the Scottish Government.

### 1.4 DATA SUBMISSION METHODS

**Submitting online is now the only way to submit your SCORE logs.**

Over the last few years, we have seen a dramatic increase in the number of users submitting through our Online Submission System. Due to the small number of logs which were being submitted via paper, it is no longer viable for us to produce the in-house facilities required for the processing of paper logs.

#### SCORE Online

From the main SCORE website; [www.scoreonline.org.uk](http://www.scoreonline.org.uk), click on the link 'SCORE Online Submission System (SOS)' and you can enter your logs online, without the need for additional software to be installed. The system has built in validation to assist you in completing the logs, and the transfer of completed logs to CHR happens instantaneously.

You require a Login and Password to access the Online System: please email Nathalie Ferguson, [nf11@st-andrews.ac.uk](mailto:nf11@st-andrews.ac.uk) with the name, telephone number and email address of any staff member who will be using the system.

### 1.5 DATA PROTECTION REQUIREMENTS

Please note that the lettings log includes no address data, so once it reaches CHR it cannot be traced to any individual or household, (i.e. the data is anonymous). This means that no special measures are needed under the Data Protection Act 1998.

## 2. WHEN TO COMPLETE A SCORE LETTINGS LOG

### 2.1 TYPE OF ORGANISATION PARTICIPATING

In order to participate in SCORE, an organisation must fulfill the criteria:

- be registered as an RSL with The Scottish Housing Regulator;
- or, be an LA who still owns housing stock;
- have one or more housing units in management.

In addition, SCORE does not record information from self-build associations or co-ownership societies.

### 2.2 TYPE OF LETTING COVERED

The basic rule of thumb for submitting a SCORE log is, that whenever a new tenancy agreement is signed as part of a letting, then that letting should be recorded. This rule applies regardless of whether the let is furnished or unfurnished, in self-contained or shared housing, and so on. However, please note the following qualifiers:

#### Lets which are specifically included:

- Permanent lettings including Mutual Exchanges;
- Lettings on an insecure basis (e.g. Short SSTs) in the expectation that the tenancy will be subsequently made secure in the same dwelling;
- Lettings to incoming key workers (whether on SSSTs or SSTs);
- SSSTs given to tenants being rehoused into houses leased from private owners (other than as temporary accommodation for homeless households) and where the lease agreement outlaws the granting of secure tenancies;
- Occupancy agreements to cover non-temporary shared tenancies, for example involving 'interim accommodation' for homeless households (as defined in the Housing (Scotland) Act 2001);
- Mortgage to Rent tenancies should be recorded as a letting.
- Successions and assignments where a new tenancy is created.

#### Lets which are specifically excluded:

- Stock transfers from Communities Scotland, local councils or new towns, at the point of transfer. Subsequent (new) lettings should of course be recorded;
- Temporary lettings to homeless households in social landlords' own stock (or in houses leased from private owners). Thus, for LA landlords it is important to note that temporary lettings to homeless households in LA housing stock should not be recorded;
- Temporary Decants - no new tenancy is created;
- Conversions from SSSTs to SSTs in the same dwelling;
- Occupancy agreements to cover very short stay lettings e.g. in overnight hostel-style accommodation.
- Successions and assignments where no new tenancy is created.

### 2.3 SPECIAL AGREEMENTS

When a local authority, housing association or co-operative has a special agreement with another organisation with regards to some/all of its property, SCORE records this information as follows:

#### Management Agreements

- if your organisation has a management agreement with another organisation, but the tenants still have tenancy agreements with your organisation, then **a log should be completed;**

#### Leases From Other Organisations

- If your organisation leases property from another organisation (whether or not this is another local authority, housing association and co-operative) and manages it, letting tenancies rather than occupancy agreements, **a log should be completed;**

## Leases To Other Organisations

- If your organisation leases its own property to another organisation, and takes no part in letting tenancies then **a log should not be completed.**

### 2.4 COVERAGE

SCORE monitors the circumstances of households, not individuals. A lettings log should therefore record the details of the household being let to, rather than the details of the individual/s signing the tenancy or the individuals living in the property being let.

A household is defined as “a single person or group of people who have the address of their tenancy as their only or main residence and who either share one meal a day or share a common living or sitting room”. This does include students in full-time education living at home.

**For shared tenancies, a separate lettings log should be completed for each individual offered a tenancy in the property, as they each constitute a separate household.**

## 3. HOW TO COMPLETE A SCORE LETTINGS LOG

### 3.1 STANDARD RULES OF COMPLETION

When completing a SCORE lettings log, there are several points that you should keep in mind. These hold true unless indicated elsewhere in this Manual or on the lettings log itself. The SCORE lettings log should be completed in the presence of the household being let to, where possible.

#### For text-box questions:

- Please fill in any text-box questions (e.g. organisation code, letting code etc) from left to right, always starting with the left-hand box.;

#### For coded questions:

- Only one code should be supplied;
- If no code on the list is appropriate to describe the particular circumstances in question, then a code of 99 should be entered to indicate ‘other’ circumstances.

#### For Financial questions:

- Precise figures should be supplied where possible (i.e. to the penny). Where precise figures are unknown, then an estimate should be supplied in preference to no information at all.

### 3.2 ADMINISTRATIVE DETAILS

The first section of the lettings log relates to basic administrative details about the let being made.

#### Organisation Code (Text-box question)

The organisation code is the standard registration code for a local authority, housing association or co-operative, as used/provided by The Scottish Housing Regulator. **The organisation code should contain numbers only.** Please do not enter any regional office code or other variation on the standard registration code. Other sections of the lettings log allow your organisation to identify individual offices/regions. **Do not leave blank.**

### Letting Code (Text-box question)

The Letting Code is a code used by an organisation to identify the particular letting/tenant/dwelling recorded on the lettings log. This code should preferably take the form of the unique property reference number. However, if this is unknown your organisation can choose any code, as long as it does not contain any information that might enable a particular household to be identified. The Letting Code allows CHR to contact organisations to query information on a particular lettings log, whilst guaranteeing the anonymity of the data. **Do not leave blank.**

### Scheme Code – Management Arrangement (Coded question)

1 - Scheme – this code should be used where the let relates to a tenancy managed and allocated by your organisation, in a property owned by your organisation;

2 - Management agreement – this code should be used where the let relates to a tenancy in a property owned by your organisation, but managed by another organisation. It should also be used to cover lease agreements with other bodies;

3 - Owned by another body - this code should be used where the let relates to a tenancy managed and allocated by your organisation, in a property owned by another (including other local authorities, housing associations or co-operatives).

**Do not leave blank.**

### Office Area Code (Text-box question)

The Office Area Code is a 3-figure code relating to the local authority within which the organisation's office making the let is situated (the full list of these codes is provided in appendix 6.1 on p24). **This is not the code for the location of the property being let** – this information is recorded elsewhere on the lettings log.

**Do not leave blank.**

### Type of Tenancy (Coded question)

1 – SST - should be used where the let relates to a Scottish Secure Tenancy;

2 – Short SST - should be used where the let relates to a Short Scottish Secure Tenancy;

3 – Occupancy - should be used where an occupancy agreement has been given to the household instead of a tenancy, due to the fact that a statutory tenancy cannot be given, on a permanent basis. Occupancy agreements given for a very short period should not be recorded at all.

**Do not leave blank.**

### Tenancy Status (Coded question)

1 – Sole - should be used where the tenancy agreement is only in the tenant's name. Sole tenancies are generally only granted to individual households.

2 – Shared - should be used where the tenancy agreement has more than one name on it and is granted to individuals from separate households sharing the same property (e.g. students).

3 – Joint - should be used where the tenancy agreement has more than one name on it and is granted to an individual household (e.g. tenant and partner are both on the tenancy agreement).

**Do not leave blank.**

### Tenancy Start Date (Text-box question)

Enter the date of the start of the tenancy agreement. This is the date shown on the tenancy agreement signed by the tenant(s), and is the date that the tenant(s) become legally responsible for the property.

It does not necessarily refer to the date at which the tenant actually moves into their new home, the date the letting interview was carried out or to the date the new tenant's rent account becomes live.

**Do not leave blank.**

## Landlord/Letting Details (Tick-box)

Tick the relevant box - if the let is a housing association general needs or supported let, or, if it is a local authority general needs or supported let. A supported let involves houses within schemes or clusters where ongoing support is provided as standard to all the houses in the scheme or cluster. Lettings not meeting this criteria would be defined as 'general needs' lettings. **Do not leave blank.**

### 3.3 PART A: HOUSEHOLD DETAILS

The second section of the lettings log relates to specific information regarding the household's current and previous living circumstances.

If the tenant cannot be interviewed or refuses to be interviewed, please tick the appropriate box. In such cases, the lettings log should be completed as fully as possible from existing data about the tenant.

**Ticking 'interview refused' or 'unable to interview' only allows for Q1 – 11 to be missed or partially completed. Q12 onwards relates to the property details of the property being let, and should always be completed.**

#### Question 1: Household Characteristics

##### Age (text-box question)

Enter the age of each household member in years. Use whole numbers for the ages of children. **For those aged under 12 months enter '0' in the box (do not record unborn children).**

##### Sex (coded question)

The sex of each member of the household should be recorded as 1 for male or 2 for female.

##### Relationship to Person 1 (coded question)

The relationship to Person 1 of any person/s entered in P2 to P6.

P – Partner – the individual is the partner of the tenant;

C – Child (eligible for benefit, under 16 or under 20 in full-time education) – the individual is child or young person, under 16 or under 20 in full-time education;

X – Other Adult – the individual is another adult, who does not fall into the other categories.

##### Economic Status (coded question)

1 – Work F/T (35+ hrs) – the individual is in full-time paid employment and is working (on average) 35 or more hours a week;

2 – Work P/T (<35 hrs) – the individual is in part-time paid employment and is working (on average) less than 35 hours a week;

3 – Training – the individual is on a government funded training scheme e.g. youth training or is employed within the New Deal Programme;

4 – Unemployed – receiving Job Seeker's Allowance, actively seeking/available for work;

5 – Retired – the individual has retired from employment (note that an individual does not need to be receiving a pension in order to be coded as retired);

6 – At home – those caring for small children or other dependants; those choosing to remain at home and so not available for work, and would not be registered as unemployed/job seeker;

7 – Student – aged 16 or more and still in full-time education at school, college, etc. Part-time students in further education should only be recorded in this category when they do not fall into any other category;

8 – Disabled/Long-term sick – Unable to work because of long-term illness or disability. Retired individuals suffering from a disablement or long-term illness should be recorded under this code if they are under pensionable age, but as retired if they are pensionable age or older;

9 – Child under 16 – child aged less than 16 years, even if they fall into another category, and live full-time (4 or more days per week) in the household;

10 – Child (custody) – child aged under 16 years and subject to a custodial arrangement, whereby they are resident in the household for less than 4 days in any week (i.e. it is their secondary parental home). Children subject to custodial arrangements who spend the majority of their time (4 or more days a week) within the household should be recorded as Code 9 (see above) as they are counted as being in their primary parental home.

99 – Other – this code should be used if no other code is suitable.

### Average Hours Worked (text-box question)

These boxes should be completed when members of the household are employed either full or part-time i.e. economic status equals 1 or 2. Record the average number of hours worked per week in the corresponding box.

### Persons in Household (text-box question)

This refers to the total number of persons in the household, not in the property. For shared tenancies, therefore, in most cases the total number of persons would be '1'. Unborn children should not be recorded as part of this total.

## Question 2: Ethnic Origin

### Question 2a. Ethnicity of Tenant (coded question)

The question asks for the ethnic group of Person 1 as defined by the tenant. The tenant should be shown the ethnic codes (see appendix 6.2 on p25 or the back of the Log Completion Guide) and asked to classify his or her ethnic group accordingly. You should not answer this question without asking the tenant, either at the lettings interview or earlier in the application process. If the tenant refuses to answer this question, please mark as 'Refused' at the bottom of the question.

The codes used relate to the ethnic status codes which will be used in the 2011 Scottish Census.

- 1      White Scottish
- 2      White English
- 3      White Welsh
- 4      White Northern Irish
- 5      White British
- 6      White Irish
- 7      Gypsy/Traveller
- 8      Polish
- 9      Other White background
- 10     Any Mixed background

#### **Asian, Asian Scottish or Asian British**

- 11     Pakistani
- 12     Indian
- 13     Bangladeshi
- 14     Chinese
- 15     Any other Asian background

#### **Black, Black Scottish or Black British**

- 16     African
- 17     Caribbean
- 18     Black
- 19     Other Black background

#### **Other ethnic background**

- 20     Arab
- 99     Any other background

## Question 2b. Are There Any Members Of The Household That Are Of A Different Ethnic Group?

This records whether the tenant (person 1) considers that any other member of the household is of a different ethnic group to themselves.

1 – Yes

2 – No

## Ethnic Refused

1 – Refused

2 – Not Known

These codes should be used when the tenant does not wish to answer the complete question, or if they are unsure of their ethnicity.

## Question 3: Homeless Status (coded question)

The homeless status question records whether or not the household was homeless (statutorily or otherwise), immediately prior to the letting being made.

1 – Statutorily Homeless - the household **has been assessed by a local authority as in priority need and unintentionally homeless**. Documentary proof of this status should be available.

2 – Other Homeless - the household **has not been assessed as in priority need by a local authority, but is considered to be homeless by the letting landlord**. Immediately prior to this letting the household was not owed a homelessness duty by a local authority but was nevertheless considered by the housing provider to be homeless or likely to become homeless.

3 – Not Homeless - this code should be used when a household was not homeless.

## Question 4: Previous Living Circumstances of Tenant (coded question)

The previous living circumstances question records the **tenant's living arrangements immediately prior to the letting being made**.

1 – Renting from this LA/HA – the person was an existing tenant of your organisation. Applies to tenants transferring or exchanging accommodation within your housing stock, or moving back to decant accommodation (but not to successions which should be recorded as a code 99 'other');

2 – Renting: (other) LA – previously a tenant with a local authority (or another local authority if this is an LA let);

3 – Renting: (other) HA/Co-op – previously a tenant of another housing association or co-operative;

4 – Renting Privately – previously a tenant of a private landlord (individual or organisation);

5 – Renting with job – the person's employer provided their previous accommodation (i.e. tied accommodation);

6 – Owning/buying – the person was either in the process of buying their property (e.g. through a mortgage, shared ownership, shared equity, etc) or owned their property outright;

7 – Immediate Family – sharing accommodation owned or rented by their immediate family (i.e. parents and/or siblings) on a long-term basis. This includes those leaving the parental home for the first time. However, if they were a joint tenant/buyer/owner, then record them under the appropriate codes;

8 – Friends/Relatives – sharing accommodation owned or rented by their friends or non-immediate family on a long-term basis. However, if they were a joint tenant/buyer/owner, then record them under the appropriate codes. Do not include persons living with friends/relatives on an occasional/temporary basis (code these as 14 see below);

9 – Partner – sharing accommodation owned or rented by their partner on a long-term basis. However, if they were a joint tenant/buyer/owner, then record them under the appropriate codes;

10 – In B&B/Temp Accommodation – living in a bed & breakfast, hostel, women's aid refuge or other form of short-term emergency accommodation that is not covered by another code in this list. Note: households provided with interim accommodation whilst being assessed for support need should be coded as 10;

11 – Institution – living in an institution. For example a prison, a nursing home, a Local Authority foster home, or a long-stay hospital;

12 – Supported Accommodation – living in housing specifically designed/modified for support to be provided, or designated/funded as supported housing;

13 – Caravan – living in caravan accommodation, either on a temporary or permanent basis;

14 – Roofless/NFA – was living without a fixed abode (e.g. living on the streets, squatting, living with friends/family on a occasional or temporary basis).

99 – Other

#### Question 4b: If Question 4a's answer = 10 (text-box question)

If the tenant was living in temporary accommodation prior to the letting, this question records the household's living arrangements immediately prior to this stay in temporary accommodation. These codes are the same as those used in question 4a.

1 – Renting from this LA/HA – the person was an existing tenant of your organisation;

2 – Renting: (other) LA – previously a tenant with a local authority (or another local authority if this is an LA let);

3 – Renting: (other) HA/Co-op – previously a tenant of another housing association or co-operative;

4 – Renting Privately – previously a tenant of a private landlord (individual or organisation);

5 – Renting with job – the person's employer provided their previous accommodation (i.e. tied accommodation);

6 – Owning/buying – the person was either in the process of buying their property (e.g. through a mortgage, shared ownership, shared equity, etc) or owned their property outright;

7 – Immediate Family – sharing accommodation owned or rented by their immediate family (i.e. parents and/or siblings) on a long-term basis. This includes those leaving the parental home for the first time. However, if they were a joint tenant/buyer/owner, then record them under the appropriate codes;

8 – Friends/Relatives – sharing accommodation owned or rented by their friends or non-immediate family on a long-term basis. However, if they were a joint tenant/buyer/owner, then record them under the appropriate codes. Do not include persons living with friends/relatives on an occasional/temporary basis (code these as 14 see below);

9 – Partner – sharing accommodation owned or rented by their partner on a long-term basis. However, if they were a joint tenant/buyer/owner, then record them under the appropriate codes;

11 – Institution – living in an institution. For example a prison, a nursing home, a Local Authority foster home, or a long-stay hospital;

12 – Supported Accommodation – living in housing specifically designed / modified for support to be provided, or designated/funded as supported housing;

13 – Caravan – living in caravan accommodation, either on a temporary or permanent basis;

14 – Roofless/NFA – was living without a fixed abode (e.g. living on the streets, squatting, living with friends/family on a occasional or temporary basis).

99 – Other

#### Question 5: Previous Location of Tenant (text-box question)

Enter the council code of the local authority in which the household lived immediately before this letting. If the household is a newly forming household then enter the previous location of Person 1 as defined in question 1. Enter the relevant three digit council code in the boxes provided using the codes given in appendix 6.1 on p24.

Please also provide the previous location postcode of the household's last known address (if you only know part of the postcode please supply this). If you only have the address, please logon to [www.postcodefinder.co.uk](http://www.postcodefinder.co.uk) and search for the postcode.

## Question 6: Source of Referral to housing list/transfer list/CHR (coded question)

1 – Internal transfer – the tenant is being re-housed from another home owned by your organisation;

2 – Direct application – where the household made an application for housing directly to your organisation;

3 – (HA lettings only) Section 5 Referral – where the housing department of a local authority made a statutory referral of a homeless household (under section 5 of the Housing (Scotland) Act 2001), to your organisation, for the household to be housed;

4 – (HA lettings only) Nominated by Council – where the housing department of a local authority nominated a household to be housed by your organisation. This code should be used even if the household was also on your waiting list;

5 – Other statutory agency – where the household was referred by a central or local government agency, including the social work department of a local authority. This code should be used to record the referral source for Mortgage to Rent lettings;

6 – Voluntary agency – where the household was referred by a non-governmental agency (e.g. Women's Aid, SACRO, etc);

7 – Nominated under Mobility scheme – where the household was referred through a statutory mobility scheme for relocating households in new areas;

8 – Mutual exchange – where the household was involved in exchanging accommodation with some of the local authority, housing association and co-operative's existing tenants;

9 – Succession – where the household has succeeded to the tenancy of a family member;

10 – Other HA/LA – where the household was referred by another organisation, but not through a mobility scheme (which should be coded 7);

99 – Other

N.B. Whether a new tenant re-housed by a housing association is defined as a local authority nominee depends on the 'ownership' of the prioritisation system used to select that applicant. Therefore, a 'nominee' is an applicant selected using the council's allocation policy (including instances where this is a set of priorities commonly agreed with HAs).

## Question 7: What was the main immediate reason why the household left their last settled home? (coded question)

This question records the main reason why the household left their last settled home (this should be from the tenant's perspective, rather than why your organisation decided to allocate a property to this household).

### **Problems with the existing dwelling**

1 – Poor housing conditions – the household was in need of re-housing because they were living in Below Tolerable Standard or otherwise physically unacceptable housing. This code does not relate to unsuitable housing as other codes are used to record such circumstances;

2 – Overcrowding – the household was in need of re-housing because they were living in overcrowded housing (i.e. persons of the opposite sex over the age of ten years sharing a bedroom);

3 – Underoccupancy – the household was in need of re-housing because they were living in housing too big for their needs (i.e. there were <0.75 persons per habitable room - not including kitchen and bathroom);

### **Tenant Landlord issues (including insecurity)**

4 – Temporary accommodation – the household was in need of re-housing because they were living in accommodation that could not be classed as their primary or sole home. Examples of these households include those in interim accommodation, or living with friends or relatives; women living in domestic violence refuges; households in caravans; households in hostels or other property where they have a temporary (under 6 month) occupancy agreement;

5 – Tied Accommodation – the household was in need of re-housing because they lost their previous tied accommodation due to redundancy, retirement or otherwise ceasing to hold the necessary employment post;

6 – Notice to Quit – the household was in need of re-housing because they were served a Notice to Quit. This also includes situations where a NTQ has not been served, but the household's tenure nevertheless was insecure (but not mortgage repossessions which are covered by code 18 see below);

### **Relationship or personal issues**

7 – Need for Personal/Social Support – the household was in need of re-housing because they were in need of support, whether or not such support is to be provided by your organisation;

8 – Required Independent Living – the household was in need of re-housing because they had a desire to live in a home of their own (e.g. 'dependent' children wanting to leave the parental home). This does not include disabled individuals, who are covered by code 14 (see below);

9 – Leaving Institutional Care - the household was in need of re-housing because they have just left institutional care, (e.g. ex-offenders leaving prison, ex-patients leaving long-term hospital care, etc);

10 – Medical/Health Reasons - the household was in need of re-housing because their previous dwelling was creating or exacerbating health problems (i.e. they were re-housed to help alleviate medical/health problems);

11 – Relationship Breakdown/Bereavement - the household was in need of re-housing because they were seeking new housing following separation/divorce from, or the death of, their partner;

12 – To move nearer Family/Friends/School - the household was in need of re-housing because they wanted or needed to move to an area to be near family/friends;

13 – Harassment/Violence - the household was in need of re-housing because they were being subjected to domestic abuse, or because they were being harassed/intimidated by their landlord or neighbours;

14 – Disability - the household was in need of re-housing to provide accommodation with a location/design/layout that would enable those individual/s with disabilities to live as independent a life as possible;

15 – Domestic Abuse - where the household has experienced physical abuse, sexual abuse and mental and emotional abuse.

### **Financial issues**

16 – Job Reasons - the household was in need of re-housing because they wanted or needed to move to an area closer to where they work, or could find work;

17 – Financial Difficulties - the household was in need of re-housing because they were experiencing difficulty paying the rent/mortgage/bills or other finances in their previous property. This includes situations where the household's rent was too high, as well as where the household has become unemployed or otherwise lost earnings;

18 – Mortgage Repossession - the household was in need of re-housing because they lost their previous home in a mortgage repossession;

### **Other**

19 – Succession/Assignment - where the household has succeeded to the tenancy of a family member, or where the tenancy has otherwise been assigned to them;

20 – Section 5 Referral - the household was in need of re-housing following the statutory referral of a homeless household by the Local Authority, made under section 5 of the Housing (Scotland) Act 2001.

21 – Waiting Time/Length of Residence – the household was in need of re-housing because under some choice based lettings systems an important factor in determining an applicant's priority is time on the list.

99 – Other

### 3.4 PART B: INCOME & BENEFIT DETAILS

This section of the log relates to specific information regarding the household's current financial status, and is **used to estimate Housing Benefit eligibility and to calculate affordability statistics**.

If the tenant(s) refuse, or are unsure of their income figures, please tick the appropriate box. In such cases, Q8 – 11 should be completed as fully as possible from existing data about the tenant.

**Ticking 'Refused', 'Not known' or 'Not Applicable' only allows for Q8 – 11 to be missed or partially completed. Q12 onwards relates to the property details of the property being let, and should always be completed.**

Note that 'household' income for the purposes of SCORE includes:

- The income of the sole/joint tenants;
- The income of any immediate family living with the tenant/s;
- The income of non-dependants such as elderly parents, lodgers and over 16s, **only where they make a direct contribution to the household income** (e.g. paying 'digs' money). Any other income received by these individuals is counted as their own income, not that of the household, and so should not be recorded on the SCORE lettings log.

**The data in this section is essential if the CHR is to calculate Affordability information for your organisation.**

Please note that all financial questions in this section should be answered using **net weekly amounts** (e.g. after tax, pension, NI and other deductions). The figure recorded refers to an estimated weekly average from the last four weeks.

#### Question 8: Weekly Income

##### Income Support/Income Based Jobseekers Allowance (tick-box question)

This question records whether or not the household receives either Income Support or Income Based Jobseekers Allowance.

##### How is Weekly Income Made Up? (financial questions)

Ask the tenant for this information, explain that the details are needed for general analysis, and assure them that their specific income figures will remain confidential.

#### Employment/Training

Earnings – wages earned in paid employment, including Statutory Sick Pay and Maternity/Paternity Pay;

Other income from employment/training – non-wage income from employment and money earned through training schemes;

Jobseekers Allowance (contribution-based) – relates to Contribution Based JSA payments.

Working Tax Credit – WTC is paid to the person who is **working 16 hours or more** a week.

#### Family Benefits

Child Benefit – the total amount of Child Benefit paid to the household. Households with custodial children may not be receiving Child Benefit as it can only be claimed by one parent/guardian, and is usually claimed by the 'principal' parent/guardian;

Child Tax Credit – Child Tax Credit is for people who are responsible for at least one child or qualifying young person. Child Tax Credit is paid direct to the person who is mainly responsible for caring for the child or children.

#### Retirement Benefits

State Retirement Pension – income from any state pension claimed. Note that an individual can only claim a state pension if they are above the ages of 65 (male) and 60 (female), even if they are retired;

Work/Private Pension – income from any other pension fund.

Pensioner Tax Credit - income which is a guarantee credit, to ensure a minimum level of income for those claimants aged 60 and over.

### **Sickness/Incapacity Benefit/ESA**

Incapacity Benefit/ESA – Incapacity Benefit/Employment and Support Allowance payments.

### **Other Income**

Income Support/JSA income-based – income from IS or IJSA payments;

Other state benefits/pensions – income from any other regular benefits sources;

Any other income – relates to income from any other regular source. This includes regular contributions from non-dependants, child maintenance payments, interest from savings etc. (**Note that income from Disability Living Allowance or Attendance Allowance should not be recorded, as these benefits are covered in Q9 on the lettings log**).

### **Total Weekly Household Income**

This question records the total net weekly household income from all sources. This should be recorded even where it is an estimate, and even if no other income details are recorded. Note also that the figure entered in this 'Total' does not have to match the sum of all the other income figures provided, as the household may not know how their total income is broken down.

### **Question 9: Disability Benefits** (tick-box question)

Tick the appropriate boxes to record whether or not specific members of the household (Tenant, Partner and Child) receive, Disability Benefits.

#### **Disability Living Allowance (Care)**

Higher – tick if receiving a higher rate of Disability Living Allowance (Care).

Middle – tick if receiving a middle rate of Disability Living Allowance (Care).

Lower – tick if receiving a lower rate of Disability Living Allowance (Care).

#### **Disability Living Allowance (Mobility)**

Tick if receiving Disability Living Allowance (Mobility)

#### **Attendance Allowance**

Tick if receiving Attendance Allowance.

### **Question 10: Total Household Savings and Capital** (coded question)

Show the tenant the savings code card (see appendix 6.3) and ask them to choose the appropriate code, not to indicate an exact figure. This should help to make the question feel less intrusive.

A household in the process of selling a property should include an estimate of the likely surplus remaining after a sale, minus any legal fees and other expenses related to the move.

1 – Nil

2 – Under £3000

3 – £3000 - £6000

4 – £6001 - £8000

5 – £8001 - £16000

6 – Over £16000

If the tenant does not wish to answer or their total savings is unknown, the codes below should be used and entered into the second text-box;

1 – Refused

2 – Not known

### **Question 11: Additional Questions Affecting Premiums and Disregards**

(tick-box questions).

Records whether or not the household have additional circumstances that may affect their HB eligibility.

Childcare costs – benefits paid to assist with the cost of paying for a registered childminder;  
Carer's Allowance – in receipt of Carers Allowance, in order to help care for a member of the household.

Registered Blind – whether anyone in the household is registered blind.

### 3.5 PART C: ACCOMMODATION DETAILS

This section of the lettings log relates to specific information regarding the type and condition of the property being let, and financial details about the let itself. This information should be held on your housing management system, and **you should complete this section as fully as possible.**

#### Council Area Code of Property (text-box question)

The council area code is a 3-figure code relating to the local authority within which the property being let is situated (the full list of these codes is provided in appendix 6.1). **Do not leave blank.**

#### Postcode (text-box question)

The postcode of the property being let should be provided in full. **Do not leave blank.**

The postcode enables CHR to analyse information by location, and is particularly important for developing neighbourhood-level statistics for your organisation and for the Scottish Government. If you have the address but no postcode, please log on to [www.postcodefinder.co.uk](http://www.postcodefinder.co.uk)

#### Floor Level (coded question)

The floor level relates to the level on which the front door of the property is situated.

B – Basement;

G – Ground;

1 – 1st floor;

2 – 2nd floor etc.

### Question 12: Type of Property

#### Question 12a) Dwelling type (coded question)

1 – Flat/maisonette – multi-storey block – a flat or maisonette, in a building with other similar dwellings, where the building has 5 or more storeys and a lift;

2 – Flat - 4-in-a-block – where the flat is in a building containing four flats, each with their own access;

3 – Flat – tenement and other - a flat or maisonette, in a building with other similar dwellings, where the building has two or more floors containing two or more dwellings with shared access;

4 – House - where the property being let is a self-contained detached/semi-detached/terraced dwelling and it has more than one level;

5 – Bungalow - where the property being let is a self-contained detached/semi-detached/terraced dwelling with one level;

6 – Other - this code should be used when the property does not fit any of the other categories.

#### Question 12b) Apartment Size (text-box question)

This question records the number of habitable rooms in the property being let i.e. number of bedrooms plus the living room (and any other habitable rooms excluding the kitchen and bathroom). As such a bedsit would be recorded as having an apartment size of 1.

#### Question 12c) No of bedspaces/persons (text-box question)

This question is for housing associations and co-operatives only and it records the number of bedspaces the property is designed to hold, as defined under Building Standard Regulations. This does not refer to the number of actual bedspaces fitted within the property (i.e. may have a single bed in a double-bedroom or vice-versa).

### Question 12d) Scottish Housing Quality Standard (coded question)

- 1 – Yes - where the property being let meets standard;  
2 – No - where the property fails to meet the standard (select a code from the list below to indicate why the property fails);  
3 - Don't Know - where there is uncertainty as to whether the property meets the standard.

### If Question 12d) Scottish Housing Quality Standard = No (coded question)

If the property does not meet the Scottish Housing Quality Standard, then select one of the options below:

- 1 – below tolerable standard  
2 – in serious disrepair  
3 – energy inefficient  
4 – lacking modern facilities/services  
5 – health/safety/security considerations

### Question 12e) Design type (coded question)

- 1 – Amenity/Alarm - the property being let has been designed for older people, and meets the Scottish Government definition of amenity housing (e.g. as sheltered housing but without the warden service); or the property has not been adapted but it has a community alarm.  
2 – Sheltered/Warden - the property being let has been designed for older people, and meets the Scottish Government's definition of sheltered housing (e.g. warden service provided);  
3 – General purposes - the property being let has not been designed for any specific housing group;  
4- Shared Living - the property being let has been designed to be shared by one or more households.  
99 – Other

### Question 12f) Wheelchair Standard (coded question)

Whether or not the property being let meets the needs of wheelchair users. This means that the property should be a completely step-free environment, with space for a wheelchair to circulate and access all rooms. It should also have a kitchen and bathroom that suits that occupant's particular needs, as well as fittings and services that are within reach and easy to use.

- 1 – Yes - where the property being let meets the wheelchair standard definition;  
2 – No - where the property being let does not meet the wheelchair standard definition.

## Question 13: Type of Letting

### Question 13a) Reason for Vacancy (coded question)

- 1 – New let – the landlord is letting the unit for the first time following construction, conversion or acquisition, including Mortgage to Rent properties.  
2 – Relet - internal transfer – the previous tenant moved to another dwelling owned by your organisation.  
3 – Relet - previous tenant moved to (other) LA – tick this in the following instances:  
• **LA letting:** previous tenant moved to a home owned by another LA.  
• **HA letting:** previous tenant moved to a dwelling owned by an LA.  
4 – Relet - previous tenant moved to (other) RSL – tick this in the following instances:  
• **LA letting:** previous tenant moved to a home owned by an HA.  
• **HA letting:** previous tenant moved to a dwelling owned by another HA.  
5 – Relet - move to private sector or other accomm. – void created by former tenant moving:  
• to the private rented sector.  
• to buy a property.  
• to move into an existing household (irrespective of tenure) e.g. where a single person moves to join a partner who already owns a home or has a tenancy  
• into institutional accommodation e.g. catering for older people  
• out of the country – emigration.

6 – Relet - previous tenant died (no succession) – void created by the death of a tenant where there is no statutory right to succession.

7 – Relet - property abandoned by previous tenant – void created by abandonment of tenancy, where the former tenant left without notice. A situation where a property was vacated without notice but where eviction proceedings were already under way should be classified as abandonment, if the former tenant left before an application for a bailiff warrant was made. If the property was not vacated until after a bailiff warrant application was made, the reason for vacancy should be coded as an eviction.

8 – Relet - previous tenant evicted – void created by eviction of previous tenant.

### Question 13b) Furnished letting (coded question)

1 – Yes – the household is provided with furniture as part of their let;

2 – No – the household is not provided with furniture as part of their let.

### Question 13c) Was the vacancy let under a Choice Based Lettings approach, or through a Common Housing Register? (coded question)

#### **CBL**

Under a choice-based lettings scheme, available vacancies are advertised through media such as local newspapers, a website, or through targeted direct mail. Households registered with the scheme are able to actively apply (i.e. “bid”) for specific properties that match their assessed requirements. Applications for each property are ranked according to the applicant prioritisation criteria published, and the property offered to the applicant with the highest priority.

A choice-based lettings scheme may be run by one or more local authorities, a housing association or group of housing associations, or one or more local authorities in partnership with housing associations.

#### **CHR**

A Common Housing Register is where LAs and HAs set up a single waiting list to receive and process housing applications. Common administrative procedures apply, and applicant details will usually be entered on a database to which all partners have access.

Registers and waiting lists are held by each participating landlord and merged into a common list. Landlords may or may not adopt a common approach to the prioritisation of applicants, or to determining the eligibility or suitability of applicants for particular types of vacancy.

### Question 14: Void History

#### Question 14a): Void date (text-box question)

**For newly built properties being let for the first time**, enter the practical completion date. This is the date on which ownership of the property or its legal title is transferred to the landlord i.e. the date that someone can legally take up residence in the property.

**For newly acquired properties being let for the first time**, enter the date on which the landlord took ownership of the property (i.e. the legal ‘completion date’).

**For existing homes being relet**, enter the date the property became legally void with the ending of the tenancy of the previous occupier. This should be the same date as the termination date of the former tenant’s rent account. This may vary in the following circumstances:

- **Stock transfers** – where a property is void at the time a stock transfer takes place and is subsequently let, the date on which the stock was transferred should be entered as the void date. The organisation taking ownership of the property is not responsible for the void period prior to the transfer.

- **Temporary lettings or decants** – if a property has been used for temporary lettings or decants, the void date entered when a new ‘permanent’ letting is recorded in SCORE should be the date on which the most recent temporary tenancy or decant ended.

**For mutual exchanges, and other lets where there is no real void between tenancies**, please enter the same date for void as you have entered for Tenancy Start date.

Please only enter figures in these boxes, e.g. 13 05 2010 or 13 05 10, for 13th May 2010.

**Do not leave blank.**

**Question 14b): Major repairs completion date** (text-box question)

**Major repairs are works which could not reasonably be carried out with a tenant in occupation**, and which need to be carried out in a property while it is vacant. They involve remedial works that are necessary for the property to remain habitable; they would include structural repairs, site works and service installations. If a tenant has been permanently decanted in order for works to be carried out, then these are major repairs for the purposes of SCORE.

Where major repairs were carried out during the void period enter the date these works were completed i.e. the date the property was handed over by the contractor or works department. This may be marked by, for example, the transfer of keys to the housing management team and/or the property being designated as ‘available for letting’.

**Works are only defined as Major Repairs if they are carried out to properties that have previously been let;** where rehabilitation work to newly acquired properties has been carried out, the date of completion of this rehabilitation work should be entered under ‘Void (or new build handover) date’ and ‘Major Repairs completion date’ should be left blank.

**If no repairs took place, or if the work carried out does not meet the definition of major repairs, this date should be left blank.**

Please only enter figures in these boxes, e.g. 13 05 2010 or 13 05 10, for 13th May 2010.

**Question 14c): Number of instances property has been refused**

(text-box question)

This question records the number of times the property has been offered for let by your organisation and been refused, immediately prior to the recorded (successful) let being made. **If the property was not refused before the recorded let, then you should enter 0 in the box provided.**

**Question 15: Rent and Other Housing Costs**

**Question 15a): Rent Period** (coded question)

- 1 – Weekly – rent for the property is collected every week;
- 2 – Fortnightly – rent for the property is collected every two weeks;
- 3 – Four weekly – rent for the property is collected every four weeks;
- 4 – Calendar month – rent for the property is collected by calendar month.
- 99 – Other – another rent collection period is used.

**Rent Year** (coded question)

- 1 – 48 week year – rent for the property is paid over 48 weeks;
- 2 – 52 week year – rent for the property is paid over 52 weeks;
- 3 – 50 week year – rent for the property is paid over 50 weeks.
- 99 – Other – rent for the property is paid over another period.

**Question 15b): Basic Rent** (financial question)

Enter the basic rent exclusive of any service charge or other charges for the unit (for the period shown in question 15a above). For shared tenancies, only the proportion of the rent paid by the household on the lettings log should be recorded.

**Question 15c): Service charges (eligible for HB)** (financial question)

Enter service charge, if any, which is eligible for housing benefit (e.g. the provision of services such as cleaning). Most service charges are eligible, with the exception of heating and hot water charges, which should be shown in (d).

Guidance on which charges are likely to be eligible for Housing Benefit is included in the Housing Benefit and Council Tax Benefit manual available from the Department for Work and Pensions.

**Question 15d): Other charges (not eligible for HB)** (financial question)

Enter any other charges payable. These should include all other service charges that are ineligible for housing benefit. For example, charges for prepared food, sports facilities, personal laundry or personal care.

**Question 15e): Total Housing Costs** (financial question)

Enter the sum of all the above elements. This total should equal the basic rent plus service charges plus other charges.

## 4. SCORE INFORMATION SERVICES

Organisations participating in the SCORE system are able to take advantage of the numerous information services provided by CHR.

### 4.1 ANNUAL TABLES

The Annual Tables are produced for each participating organisation, and provide statistics on your lets in any given year.

CHR produces Annual Tables for each local authority, housing association or co-operative returning any lets in a year. The Annual Tables produced are listed in appendix 6.5.

### 4.2 ANNUAL DIGEST

The Annual Digest is produced each autumn, and covers lets made during the previous financial year. The Annual Digest provides national and regional level statistics for participating organisations to compare against their own returns.

### 4.3 AD-HOC ANALYSIS OF SCORE DATA

Any organisation that participates in the SCORE system can contact CHR (see section 5) to request specific data analysis and tables. These requests can cover an organisation's own lets, and lets made within a Local Authority area, Regional Area or within Scotland as a whole.

They cannot cover the lets made specifically by another local authority, housing association or co-operative, unless this local authority, housing association or co-operative's permission has been obtained in writing at the time of the request to CHR.

A charge may be made for these requests, depending on the level of work involved and the time it will take to provide the information requested.

If you wish to make a data request please email Norman Stewart: [score@st-andrews.ac.uk](mailto:score@st-andrews.ac.uk)

### 4.4 SCORE ONLINE

SCORE Online is the CHR's SCORE website, which provides all the information you will need to know about the SCORE system in one location.

Check the website regularly for news on current and future developments [www.scoreonline.org.uk](http://www.scoreonline.org.uk)

## 5. SCORE CONTACT DETAILS

Please help CHR to help you, and contact the appropriate member of the SCORE Team:

- For IT related enquiries and advice on the operation of SCORE Online, please contact:  
[Yvonne Walden](#)  
Tel: 01334 467292  
Email: [scorehelp@st-andrews.ac.uk](mailto:scorehelp@st-andrews.ac.uk)
- For general enquiries on completing and submitting your SCORE logs, please contact:  
[Nathalie Ferguson](#)  
Tel: 01334 467289  
Email: [nf11@st-andrews.ac.uk](mailto:nf11@st-andrews.ac.uk)
- For ad hoc analysis of SCORE data, enquiries on SCORE Annual Tables, Annual Digests and mid-year reports and all other queries, please contact:  
[Norman Stewart](#)  
Tel: 01334 467287  
Email: [score@st-andrews.ac.uk](mailto:score@st-andrews.ac.uk)

For paper log submission and all other correspondence:

**SCORE Office**  
**Centre for Housing Research**  
**The Observatory**  
**University of St Andrews**  
**Buchanan Gardens**  
**St Andrews**  
**Fife**  
**KY16 9LZ**

## 6. APPENDICES

## 6.1 Local Authority Code List

| Local Authority      | Code |
|----------------------|------|
| Aberdeen             | 100  |
| Aberdeenshire        | 110  |
| Angus                | 120  |
| Argyll & Bute        | 130  |
| Borders              | 140  |
| Clackmannan          | 150  |
| Dumfries & Galloway  | 170  |
| Dundee               | 180  |
| East Ayrshire        | 190  |
| East Dunbartonshire  | 200  |
| East Lothian         | 210  |
| East Renfrewshire    | 220  |
| Edinburgh            | 230  |
| Falkirk              | 240  |
| Fife                 | 250  |
| Glasgow              | 260  |
| Highland             | 270  |
| Inverclyde           | 280  |
| Midlothian           | 290  |
| Moray                | 300  |
| North Ayrshire       | 310  |
| North Lanarkshire    | 320  |
| Orkney Isles         | 330  |
| Perthshire & Kinross | 340  |
| Renfrewshire         | 350  |
| Shetland Isles       | 360  |
| South Ayrshire       | 370  |
| South Lanarkshire    | 380  |
| Stirling             | 390  |
| West Dunbartonshire  | 160  |
| West Lothian         | 400  |
| Western Isles        | 410  |
| UK - Not Scotland    | 500  |
| Outside UK           | 999  |

## 6.2 Ethnic Status Code Card

The list of ethnic codes provided on the card below is in line with the categories to be used in the 2011 Scottish Census. Please examine these categories and indicate which would best describe your ethnic origin.

| Ethnic Group                                  | Code |
|---|------|
| <b>WHITE</b>                                  |      |
| Scottish                                      | 1    |
| English                                       | 2    |
| Welsh   | 3    |
| Northern Irish                                | 4    |
| British                                       | 5    |
| Irish   | 6    |
| Gypsy/Traveller                               | 7    |
| Polish  | 8    |
| Other White background                        | 9    |
| <b>MIXED</b>                                  |      |
| Any Mixed background                          | 10   |
| <b>ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH</b> |      |
| Pakistani                                     | 11   |
| Indian  | 12   |
| Bangladeshi                                   | 13   |
| Chinese                                       | 14   |
| Other Asian background                        | 15   |
| <b>BLACK, BLACK SCOTTISH OR BLACK BRITISH</b> |      |
| African                                       | 16   |
| Caribbean                                     | 17   |
| Black   | 18   |
| Other Black background                        | 19   |
| <b>OTHER ETHNIC BACKGROUND</b>                |      |
| Arab  | 20   |
| Any other background                          | 99   |

### 6.3 Savings Code Card

The information you provide about your level of savings and capital is entirely confidential. Please examine the categories on the card below and indicate which would best describe the total savings and capital level of your household.

| Savings Level  | Code |
|----------------|------|
| Nil            | 1    |
| Under £3000    | 2    |
| £3000 - £6000  | 3    |
| £6001 - £8000  | 4    |
| £8001 - £16000 | 5    |
| Over £16000    | 6    |

## 6.4 Content of Annual Tables

The standard set of tables which are currently supplied comprise:

1. Household Type
2. Ethnic Status of Tenant
3. Economic Status of Household
4. Previous Tenure
5. Source of Referral
- 5a. Source of Referral (Excluding Internal Transfers etc.)
6. Reasons for Moving
7. Dwelling Type
8. Homelessness Category
9. Average Weekly Income by Household Type
10. Average Net Rent (calculated over 52 weeks) by Tenancy Type
11. Housing Benefit Eligibility – All Households
12. Affordability Failure Rate for All Working Households
13. Affordability Failure Rate for F/T Working Households Only

6.5 INFORMATION REQUEST ORDER FORM

|                                       |                     |
|---------------------------------------|---------------------|
| Name of Contact Person:               |                     |
|                                       |                     |
| Address:                              |                     |
| Telephone:                            | Email:              |
| Date:                                 |                     |
| Please supply the following data:     | For Office Use Only |
|                                       | Sub Total :         |
|                                       | VAT:                |
|                                       | TOTAL :             |
|                                       |                     |
| Purpose for which data is to be used: |                     |
|                                       |                     |

DECLARATION OF USE:

I / We understand that the information itemised above is supplied by the CHR for my/our sole use. We undertake not to pass on this information or allow it to be copied in part or in full by a third party without written permission from the Centre for Housing Research.

Signed ..... Date .....

Job Title .....

AN INVOICE WILL BE ISSUED FOR PAYMENT

**RETURN TO:**

**Norman Stewart, SCORE Office, CHR, The Observatory,  
University of St Andrews, Buchanan Gardens, St Andrews, Fife, KY16 9LZ**