



UNIVERSITY
of
GLASGOW

The John Martin Partnership

12 Royal Terrace
Glasgow
G3 7NY
Tel: 0141-333 0363
Fax: 0141-333 9494
E: info@johnmartinpartnership.com

CONDITION SURVEY
OF OLDER PRIVATE HOUSES

REPORT
FOR
GLASGOW CITY COUNCIL

	<u>SECTION</u>	<u>PAGE Nr.</u>
1.0	CHAPTER 1 - EXECUTIVE SUMMARY	1
	CHAPTER 2 - INTRODUCTION	
2.0	THE BRIEF.....	4
3.0	INTRODUCTION.....	5
4.0	STRATIFICATION AND SAMPLING.....	6
5.0	SURVEY METHODOLOGY.....	10
6.0	SURVEY RESULTS.....	11
	CHAPTER 3 – HOUSE CONDITIONS REPORT	
7.0	HOUSEHOLD TYPE AND TENURE	12
8.0	PROPERTY ATTRIBUTES.....	16
9.0	CONDITION AND REPAIRS.....	19
10.0	TOLERABLE STANDARD.....	24
11.0	SCOTTISH HOUSING QUALITY STANDARD.....	27
	CHAPTER 4 – REPAIR COSTS	
12.0	REPAIR COSTS.....	31
	CHAPTER 5 – HOUSEHOLDERS AND THEIR HOUSE	
13.0	SATISFACTION.....	35
14.0	HOUSEHOLD CHARACTERISTICS	49
	CHAPTER 6 – LIMITATIONS AND EXCLUSIONS	
15.0	LIMITATIONS.....	51

APPENDICES

Appendix A: Reweighting procedure

Appendix B: List of Tabular Outputs

Appendix C: Survey Questionnaire (available separately)

Appendix D: Access Letter and Householder Information Leaflet

Appendix E: Surveyor Briefing Pack

Appendix F: Scottish Housing Quality Standard (SHQS) Definition

Appendix G: Energy Efficiency Assessment

1.0 EXECUTIVE SUMMARY

The purpose of this Executive Summary is to highlight some of the principal findings of the study and their relevance to the Council. The summary also identifies the ongoing analysis that is being carried out on the survey data.

1.1 SCOPE AND METHODS OF THE SURVEY

The survey covered a random sample of 6,801 houses drawn from among the 73,780 pre-1945 private houses shown in the Glasgow Council Tax register. This was 9.2% - almost one in ten - of the older private stock. The surveyors achieved 3,988 completed surveys, a response rate of 59% or 5.4% of this stock. Special roof surveys involving a second visit with access to the loft space were obtained in 417 cases. A separate boost sample of 170 houses was surveyed in Govanhill for Govanhill Housing Association. The results for this boost will be reported separately.

The results are reported for 8 areas of the city: Drumchapel & West, West End, North/North West, East, Centre/East Centre, South West, South and South East. These areas correspond to Area Management Committee areas, although in four cases these have had to be split or combined in order to produce meaningful results.

Results for physical survey items have been reweighted to compensate for non-response bias (Appendix A), and in most cases grossed-up to show estimated city totals. Results for household characteristics are presented for sampled households only, on a non-reweighted basis.

1.2 HOUSEHOLD CHARACTERISTICS

Household composition

Childless, non-pensioner singles and couples make up more than half (55%) the households in this stock (T7.2). Pensioner households were a maximum of 14%. This is important in terms of the Council's approach to promotion of repair/improvement, and need for Care and Repair.

Childless, non-pensioner singles and couples are particularly predominant in City/E.Centre (70.5%), South (60.2%), W.End (59.4%) and NNW (58.4%). Single pensioners were over-represented in Drumchapel/W, E, SW and SE (T7.3).

Ethnicity

Total BME households are 8.2% in this stock (T14.1). This is between 2 and 3 times the city level. South Asian alone are 6.7%.

Employment Status

Unemployed are 10.4% of economically active households which is slightly above the city average (T14.2). Unemployment is particularly high (15.7%) in this type of housing in the South area.

Sole or Main Residence

The estimate of 2,536 households for whom the house was not sole or main residence (T7.6) is high compared to the Census estimate of second homes. This could be related to the prevalence of students.

1.3 DISREPAIR

Internal Disrepair

Internal disrepair levels are low, but slightly more noticeable in WE and S. Windows, kitchen units and flat entrance doors were the most problematic items. (T9.1)

Internal Common Areas

Disrepair to internal common areas is also low, although closes in the WE had some problems. Close entrance doors and windows are the most problematic item (T9.2).

External Wall Finish

Disrepair was non-existent except for WE and to a very small extent south (T9.3). The assessment criteria for disrepair is based on physical evidence of disrepair to finish and not the structure.

Roofs

The condition of all roof elements was bad right across the city, but particularly in the East and City/E. Centre areas (T9.4). For most roof items, the percentages requiring over 20% repair ranged from one fifth to two fifths. Worst elements were rooflights, rainwater goods, flashings and chimneys.

1.4 DAMPNES, CONDENSATION AND ENERGY EFFICIENCY

NHER average score was below the SHQS standard of 5.0 only in East (4.4); no area was above 6.0(Appendix G).

Hot water tank was uninsulated in 6.5% of dwellings, cold water tank in 27.4%.

1.5 THE TOLERABLE STANDARD

The Tolerable Standard in this survey is as defined prior to the Housing (Scotland) Act 2006. Overall failure is approximately 9.3%, an estimated 6,848 dwellings.

South (11.6%), East (7.7%) and West End (6.8%) were the worst, all others below city average (February report).

Reasons for failure are 1 (joint). Heating, lighting and ventilation (3,012 dwellings); 1 (joint). Dampness (3,008 dwellings); 3. Structural instability (1,156 dwellings) (T10.1). The present treatment brings our findings more closely into line with the SHCS which had HLV as the leading reason for failure. The identification of 1,200 unstable dwellings fits with GCC officer perceptions and is a key finding as it is potentially a big problem and cost.

The household type most affected by BTS is large family, followed by small adult and large adult (T10.2).

1.6 SHQS

The rate of failure is very high indeed at 84.4% overall (T11.1). This is much higher than the citywide average for all stock (73% - Newhaven report). Failure rate ranges from low of 74% in NNW non-tenements to 96.4% in E. tenements. For technical reasons the assessment of SHQS failure does not currently include the requirement for NHER 5 or SAP 50 but this is unlikely to make much difference.

Older smaller households and single parents and have the highest rate of failure, although differences between household types are fairly small (T11.2).

Health, safety and security is the predominant failure, followed by modern facilities (T11.5) These items are defined in Appendix F.

1.7 REPAIR & IMPROVEMENT COSTS

The biggest costs relate to SHQS other than BTS and disrepair (£44.5m), followed by disrepair (£30.8m), then BTS (£15.7m) (T12.1-12.7). Within SHQS the largest item is healthy, safe and secure, followed by modern facilities and services.

1.8 HOUSEHOLDER VIEWS AND INTENTIONS

About 86% of householders were satisfied or very satisfied with their home (T13.1). This is almost the same as the city average in the SHCS (85%).

Satisfaction with neighbourhood was lower (82%) (T13.2).

Lone parents are less satisfied with their home than the average (79%) but more satisfied with their neighbourhood (85%). (T13.3, T13.4).

Location was a particularly popular feature, relating to good public transport, shops and amenities. (T13.5-13.7).

Windows and to a lesser extent kitchens were a particular source of dissatisfaction (T13.6)

Parking, dirt, youths and vandalism were particular sources of dissatisfaction with neighbourhood (T13.8).

Windows and to a lesser extent heating were the main defects which bothered householders (T13.9).

Of the estimated 33,870 owner occupier householders with defects, only 15,000 (44.3%) intended to remedy them, while one third (33.8%) said they could not afford it and 4.3% intended to sell or move (T13.10).

Windows dominated the list of householders' required improvements to tenements (T13.11). This contrasts with the surveyors' finding that roofs were the worst. Among non-tenements, roofs dominated, followed by windows and kitchens.

Very few householders intend to make improvements (T13.12).

Adaptations

Very few adaptations are currently provided (T13.13).

Very few adaptations are required (T13.14).

Movement Intentions

11.0% of householders intend to move within 2 years, which is not particularly high. (T7.7). Intention to move was highest in the West End/Centre and lowest in the East.

1.9 FURTHER ANALYSIS

Significant additional analysis is being carried out on the survey data to provide further interpretation of the findings. Further reweighting of the data is being undertaken to enable tabulations to include more detailed analysis by socio-economic dataset. This will include assessment of the key survey outputs by tenure and household ethnic grouping. Tenure (owner occupier or private tenant) as reported by the householder is also being cross-checked against the Council Tax register prior to production of separate analysis by tenure. It is also hoped to produce more detailed analysis of the distribution of NHER scores as well as averages, with appropriate estimates of sampling reliability.

This additional analysis and reweighting may result in some of the figures within this report being adjusted. This will not alter the main conclusions drawn here.

2.0 THE BRIEF

- 2.1 The city of Glasgow is unique in Scotland in terms of its size and diversity of housing types, the population profile and the apparent need for investment in both the public and private sector housing areas. Recent years has seen an enormous investment in the commercial sectors and new build private sector housing and property prices in pockets of the city have continued to rise in advance of inflation.
- 2.2 The need to establish the level of disrepair of the older private sector houses within the city has been identified as a priority for supporting Policy and Strategy development and as a means of informing investment programmes.
- 2.3 Glasgow City Council (GCC) appointed The John Martin Partnership (JMP) as Project Manager to co-ordinate and manage a survey of older (pre 1945) privately owned dwellings within the city.
- 2.4 The purpose of the survey is to establish the current condition of the houses and determine the scope and nature of tolerable standard failures and repair work required, together with associated costs.
- 2.5 JMP was responsible for managing the survey, development and provision of the survey template and analysis of the collected survey data.
- 2.6 The survey fieldwork was the subject of a separate commission and was carried out by David Adamson and Partners. The validity and accuracy of the collected property data is their responsibility.
- 2.7 Dr Alex McConnachie of the Robertson Centre for Biostatistics, University of Glasgow, is the survey's adviser on statistical issues including sampling and reweighting of the results.
- 2.8 The survey was made up of two distinct parts:
- **Main survey** – this included an internal and external survey of each individual sampled dwelling
 - **Roof survey** – a separate roof survey was carried out where access was gained to roof spaces on a smaller sample of dwellings already included in the main survey.

3.0 INTRODUCTION

- 3.1 The housing stock subject to survey is located within the boundaries of Glasgow City Council and is made up of 73,780 dwellings across 79 council wards. These wards are allocated to 8 management committee areas which are the basis upon which the sample was drawn and the results produced. A breakdown of these areas by ward is shown in table 4.3 in the following section.
- 3.2 The main purpose of the survey was to identify the level of disrepair within the target housing group as well as the level of “Below Tolerable Standard” housing. The introduction of the Scottish Housing Quality Standard (SHQS) at the start of the survey process resulted in its introduction into the survey template as well.
- 3.3 In order to link the levels of disrepair to socio-economic factors, the survey also included a range of questions designed to collect specific household characteristics and attitudes that would allow identification of relationships between household profile and levels of disrepair.

4.0 STRATIFICATION AND SAMPLING

4.1 The sample consists of 4,000 older (pre-1945) private (owner occupied or privately rented) dwellings selected from all parts of Glasgow. Data from the Council Tax Valuation List were provided by Financial Services, relating to all pre-1945 age classes:

Table 4.1 – Property Class

CLASS	AGE	DESCRIPTION
6	pre 1870	Oldest tenements and other buildings
5	1870-1900	Standard grey sandstone dwellings
5P	1870-1900	Larger superior houses, mostly in affluent areas
4	1900-1918	Standard, mostly red sandstone, mainly in areas annexed at the turn of the 20th century.
4P	1900-1918	Superior red sandstone dwellings, including mansion houses in areas such as Maxwell Park and Newlands
2B	1918-1945	Good quality interwar housing, mostly built for sale
2BP	1918-1945	Superior interwar housing, often stone faced
3B	1918-1945	Mass produced interwar housing mostly built for letting; eg Western Heritable types. Tenements are mostly LA 3 storey blocks.

4.2 Also provided from this source is a description of house type:

Table 4.2 – Property Type

DET	Detached	
SDT	Semi-detached	
MT*	Mid terrace	Final letter indicates access; e.g. R exclusive rear access, S shared, N no rear access.
ET*	End terrace	Final letter as above.
FFG	Flatted ground	4 in block
FFU	Flatted upper	4 in block
TG*	Tenement ground	Final letter indicates position. R ground flat with close access; M main door flat; O mid floor; T top floor.
TA*	Tenement first	
TB*	Tenement second	
TC*	Tenement third	
TBM	Tenement basement	

4.3 Because the Valuation List is very actively maintained, as required by Section 84, Local Government Finance Act 1992, and is therefore up to date, it was used as the primary source of information in compiling the sample.

4.4 However, it could not provide adequate information on tenure, and for this purpose the GCC’s Corporate Property Database (CPD) was used. This indicates whether a dwelling is GCC/GHA-owned, other social rented, or private. For a year after the sale of a GCC/GHA house, the CPD records it as a sold council house, but after that it is listed as private.

4.5 The survey does not include ex-GCC housing because information on the condition of this stock was collected as part of the stock transfer process. The list of sold GCC/GHA housing

maintained by the GHA Business Unit was used as a source of information on earlier right to buy.

- 4.6 The data sets were imported into Access. A new field was created in the CPD dataset and all social rented and ex-GCC housing was indicated. The Universal Property Reference Number (UPRN), common to the CPD and the Business Unit data, made this a straightforward process.
- 4.7 The remaining private addresses were linked to the Council Tax Valuation Roll data using the street and street number, as the Valuation Roll does not use the UPRN.
- 4.8 A separate Excel spreadsheet was created for the addresses in each ward. Wards are identified in the CT data. This now showed the addresses of private housing constructed pre-1945, not including council house sales.
- 4.9 The ward spreadsheets were then assembled into the geographical areas used in the survey. It was intended to make the survey compatible, as far as possible, with previous surveys, but changes in ward boundaries make it impossible to use exactly the same geography. The city was therefore divided into 8 sectors each comprising one or two Area Committee Areas. These, with a few exceptions, follow ward boundaries, and they are used in the Area Development Framework planning process. The 8 sectors are shown below:

<i>Table 4.3 - Older Private Housing Sample Areas</i>		
Sample area	Area Management Committee(s)	Wards
Area 1	Drumchapel & West	01, 02, 03, 04, 05, 06, 07, 10, 11
Area 2	West End; Centre (part)	08, 09, 12, 13, 14, 15, 16, 17
Area 3	North; North West	18, 19, 20, 21, 22, 23, 24, 25, 26, 28, 29, 30, 31, 32 (part), 38
Area 4	East	40, 41, 42, 43, 44 (part), 45, 46, 47, 48, 49, 50
Area 5	Centre (part); East Centre	27, 32 (part), 33, 34, 35, 36, 37, 39, 44 (part)
Area 6	South West	51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61
Area 7	South	62, 63, 64, 65, 66, 67, 68, 71
Area 8	South East	69, 70, 72, 73, 74, 75, 76, 77, 78, 79

- 4.10 Under this arrangement wards 32 and 44 are split. The addresses in these wards were assigned to the appropriate areas using the GCC Access to Online Mapping (ATOM), available on the GCC Intranet at <http://arcims1/website/atom/>, which provides the AMC for every city address.
- 4.11 In this way Excel spreadsheets were created for the 8 survey sectors. Each was then split into two separate sheets, for tenements and other housing, the agreed property type

categories for the survey. “Tenements” include a very few other properties, in particular the inter-war multi storey block at Kelvin Court; but other flats, i.e. 4 in block and house conversions, are in the non-tenemental category.

4.12 The number of addresses required to obtain the sample of 4,000 from an equal percentage of each of the 16 spreadsheets (8 areas x 2 property types) was then calculated. A new field was then created and populated with a random number for each address, using the Excel RAND() function, and then cut/paste. The records were then arranged in ascending order according to that random number, and the number of addresses required for the survey (the A sample) was drawn from the top of the data set. The same procedure was later followed for the B and C samples, which were provided to cover no access cases. In total, 6,801 addresses were issued to the surveyors.

Table 4.4 – Area Samples

Area	House type	A	B	C	Not in sample	Total
DW	T	149	30	75	2,499	2,753
	NT	123	25	61	2,052	2,261
	Total	272	55	136	4,551	5,014
WE	T	630	158	283	10,541	11,612
	NT	303	76	136	5,072	5,587
	Total	933	234	419	15,613	17,199
NNW	T	274	55	137	4,583	5,049
	NT	70	14	35	1,181	1,300
	Total	344	69	172	5,764	6,349
E	T	71	14	36	1,193	1,314
	NT	193	39	97	3,231	3,560
	Total	264	53	133	4,424	4,874
CEC	T	312	62	156	5,233	5,763
	NT	19	4	9	314	346
	Total	331	66	165	5,547	6,109
SW	T	182	36	91	3,041	3,350
	NT	233	47	116	3,894	4,290
	Total	415	83	207	6,935	7,640
S	T	455	91	227	7,613	8,386
	NT	131	25	65	2,190	2,411
	Total	586	116	292	9,803	10,797
SE	T	407	81	204	6,822	7,514
	NT	449	90	225	7,520	8,284
	Total	856	171	429	14,342	15,798
All areas	T	2,480	527	1,209	41,525	45,741
	NT	1,521	320	744	25,454	28,039
	Total	4,001	847	1,953	66,979	73,780

Table 4.5 – Actual Survey Numbers Achieved

Area	Strata	Response	Strata	Response	Grand Total	Response
	T	%	NT	%		%
DW	125	51	126	60	251	55
WE	627	59	291	57	918	58
NNW	234	50	50	42	284	49
E	56	46	195	59	251	56
CEC	330	62	11	34	341	60
SW	169	55	235	59	404	57
S	586	76	116	52	702	71
SE	417	60	420	55	837	57
Grand Total	2544	60	1444	56	3988	59

- 4.13 A further “boost” sample was provided at the request of Govanhill Housing Association. A definition of the area was obtained from the Association; it comprises the whole of ward 67 plus the part of ward 68 bounded by Dixon Avenue, Annette Street, Calder Street and Victoria Road. ATOM was consulted to obtain the addresses in this area, they were copied into a separate spreadsheet, the records put in order of the random number, and a further 170 addresses were selected using the same procedure as for the A, B and C samples. This boost sample consists of tenements only. Results from the boost are not included here. They will be reported separately.

Table 4.6 – Govanhill Boost Sample

A	B	C	Boost	Not in survey	Total
127	28	58	170	1,745	2,128

- 4.14 The convention for describing flat position in the Valuation Roll is different from that generally used by housing providers and familiar to postal workers. Where GHA records show, for example, 1/1 for 1 up left, the CT records have F0101. All these were translated into the more familiar version for the benefit of the surveyors and postal workers. This was required because Financial Services was unable to provide residents’ surnames on grounds of confidentiality, and written communication with residents was addressed to the “Occupier” at each address and flat position.
- 4.15 The sample drawn for the main survey was also used as the basis for the roof survey sample. This ensured the same random basis of selection using the area and strata identifiers as a defining criterion.

5.0 SURVEY METHODOLOGY

- 5.1 The survey was carried out using both electronic handheld data capture methods and paper based survey templates. The field surveyors opted to transfer from the electronic data capture in order to release further surveyors into the field. The paper based templates were manually input with the surveyors head office to ensure a continuity of complete survey data. The number of surveys completed by each method were:
- Electronic data capture: 1,400
 - Paper based data capture: 2,600
- 5.2 In order to ensure that the field surveyors were familiar with the survey template and the survey hardware, a two day training seminar was held in Glasgow, attended by all members of the field survey team as well as representatives from GCC. The seminar involved a detailed run through of the survey template followed by a pilot survey of two void properties provided by GCC. The survey results from these properties were reviewed overnight and a debriefing session followed the next day to discuss inconsistencies and interpretation issues. The Briefing Pack given to the surveyors is reproduced as Appendix E.
- 5.3 Following on from the training seminar, all field surveyors were equipped with appropriate hardware and software to allow data capture until completion of the field work.
- 5.4 The number of field surveyors active at any one time varied throughout the survey duration and if any new surveyors were brought on to the project they were given a full briefing by the field survey manager prior to commencing data capture. In all there were a total of 51 surveyors utilised throughout the survey. The sample addresses were split into individual wards and these wards allocated across a range of surveyors to ensure no single area suffered from surveyor bias. After an initial attempt by the surveyors to obtain access, the remaining sample addresses were collated and then reissued to different surveyors thus ensuring a further spread of surveyor response.

6.0 SURVEY RESULTS

- 6.1 The results of the survey have been presented in three ways. All the survey results are shown by area and by property type (tenemental or non-tenemental). Results have also been shown by household type, a full description of which can be found in section 7.0
- 6.2 In order to present results on a whole stock basis, rather than only those dwellings within the survey, it has been necessary to gross-up the results to reflect the properties not surveyed. The procedure followed is set out in Appendix A.
- 6.3 Where results are presented on a household type basis, they are only shown by actual number of surveys achieved. Reweighted results by household type will be produced in due course.

7.0 HOUSEHOLD TYPE AND TENURE

7.1 In order to further classify the survey respondents, they were grouped into a number of distinct household types. The types used are based on the standard household groupings used by Communities Scotland in the Scottish Household Survey and are summarised in table 7.1 below:

Table 7.1 – Summary of household types

Household Type	Definition
1	Single Adult Household: Non Pensionable Age: No Children
2	Single Parent Household: One Adult Any Age: Children
3	Single Pensioner Household: No Children
4	Small Family Household: 2 Adults Any Age: 1 or 2 Children
5	Older, Smaller Household: 2 Adults Any Age: No Children
6	Large Adult Household: 3 or More Adults: No Children
7	Small Adult Household: 2 Adults Non Pensionable Age: No Children
8	Large Family Household: 2 Adults Any Age: 3 or More Children or 3 or More Adults of Any Age and 1 or More Children

7.2 Analysis by household type is only possible for those properties where a survey was carried out and where responses were received to the socio-economic questions within the survey. The breakdown of surveys by household type is shown in table 7.2

Table 7.2 – Household Types – Surveyed

Household Type	Definition	Number Surveyed	% of Sample Surveyed
1	Single Adult Household: Non Pensionable Age: No Children	973	27%
2	Single Parent Household: One Adult Any Age: Children	271	8%
3	Single Pensioner Household: No Children	403	11%
4	Small Family Household: 2 Adults Any Age: 1 or 2 Children	331	9%
5	Older, Smaller Household: 2 Adults Any Age: No Children	116	3%
6	Large Adult Household: 3 or More Adults: No Children	347	10%
7	Small Adult Household: 2 Adults Non Pensionable Age: No Children	995	28%
8	Large Family Household: 2 Adults Any Age: 3 or More Children or 3 or More Adults of Any Age and 1 or More Children	122	3%
Total		3558	100%

7.3 Table 7.3 indicates the spread of household types within each of the eight geographic areas:

Table 7.3 – Household types – by area

Area	Household Type								Total
	Single adult	Lone parent	Single pensioner	Small family	Older smaller	Large adult	Small adult	Large family	
DW	46	25	42	27	8	13	52	4	216
WE	218	47	68	49	18	129	267	21	816
NNW	67	15	28	9	7	44	83	6	257
E	43	27	42	32	21	13	41	7	226
CEC	123	22	30	17	6	14	94	3	308
SW	71	21	49	50	23	38	99	12	362
S	194	40	60	61	10	39	176	37	615
SE	210	74	84	86	23	57	182	32	746
Total	972	271	403	331	116	347	994	122	3,546

7.4 All properties included within the study are privately owned and either sub-let or owner occupied. The study has specifically excluded properties bought under the Right to Buy legislation and also properties owned by Registered Social Landlords. There were however a small number of dwellings that were identified during the survey as potentially falling into these two categories. For the purposes of the survey analysis, these dwellings have been left in as their significance on the results as a whole is negligible.

7.5 Table 7.4 below identifies the principal breakdown of reported property tenure of the achieved surveys:

Table 7.4 – Property tenure – by Area

Tenure	AREA								Total
	DW	WE	NNW	E	CEC	SW	S	SE	
Owned- commercial company			3		2	1	1	6	13
Owner; Bought under RTB	1			4					5
Owner; Owned outright	62	148	16	48	3	1	59	73	410
Owner; Under mortgage or loan	149	548	193	188	274	345	469	656	2,822
Tenant; Owned by commercial company	1	27	3				12	10	53
Tenant; Owned by Private Individual	15	76	12	8			36	26	173
Tenant; Provided by Employer		2					2		4
Tenant; Social Landlord	4	2					4		10
No response	19	115	57	3	62	57	119	66	498

Table 7.5 – Property tenure – by Household type

Tenure	Household Type								Total
	Single adult	Lone parent	Single pensioner	Small family	Older smaller	Large adult	Small adult	Large family	
Owned- commercial company	4	2	3				1		10
Owner; Bought under RTB	2		1			1			4
Owner; Owned outright	64	5	127	15	43	27	66	13	360
Owner; Under mortgage or loan	726	214	235	282	69	244	725	109	2,604
Shared	2								2
Tenant; Owned by commercial company	14	4	11			5	14		48
Tenant; Owned by Private Individual	44	20	12	7	2	17	54		156
Tenant; Provided by Employer	1	1				3			5
Tenant; Social Landlord	5	2		1		1	3		12
Grand Total	862	248	389	305	114	298	863	122	3,201

7.6 Householders were also asked whether the dwelling was their principal, sole residence or not and the results are shown in table 7.6 below:

Table 7.6 - Is dwelling your sole residence?

Area	Strata	No	Yes	Total
DW	Ten	1	114	115
	Non-ten		126	126
WE	Ten	34	565	599
	Non-ten	9	271	280
NNW	Ten	34	195	229
	Non-ten	2	47	49
E	Ten	6	52	58
	Non-ten	2	191	193
CEC	Ten	10	305	315
	Non-ten		11	11
SW	Ten	5	151	156
	Non-ten	4	230	234
S	Ten	15	547	562
	Non-ten	1	111	112
SE	Ten	6	391	397
	Non-ten	3	406	409
Total		132	3713	3845

7.7 In order to assess the future intentions of the householder, they were asked whether they intended to move property within the next two years. The results are shown in table 7.7 below

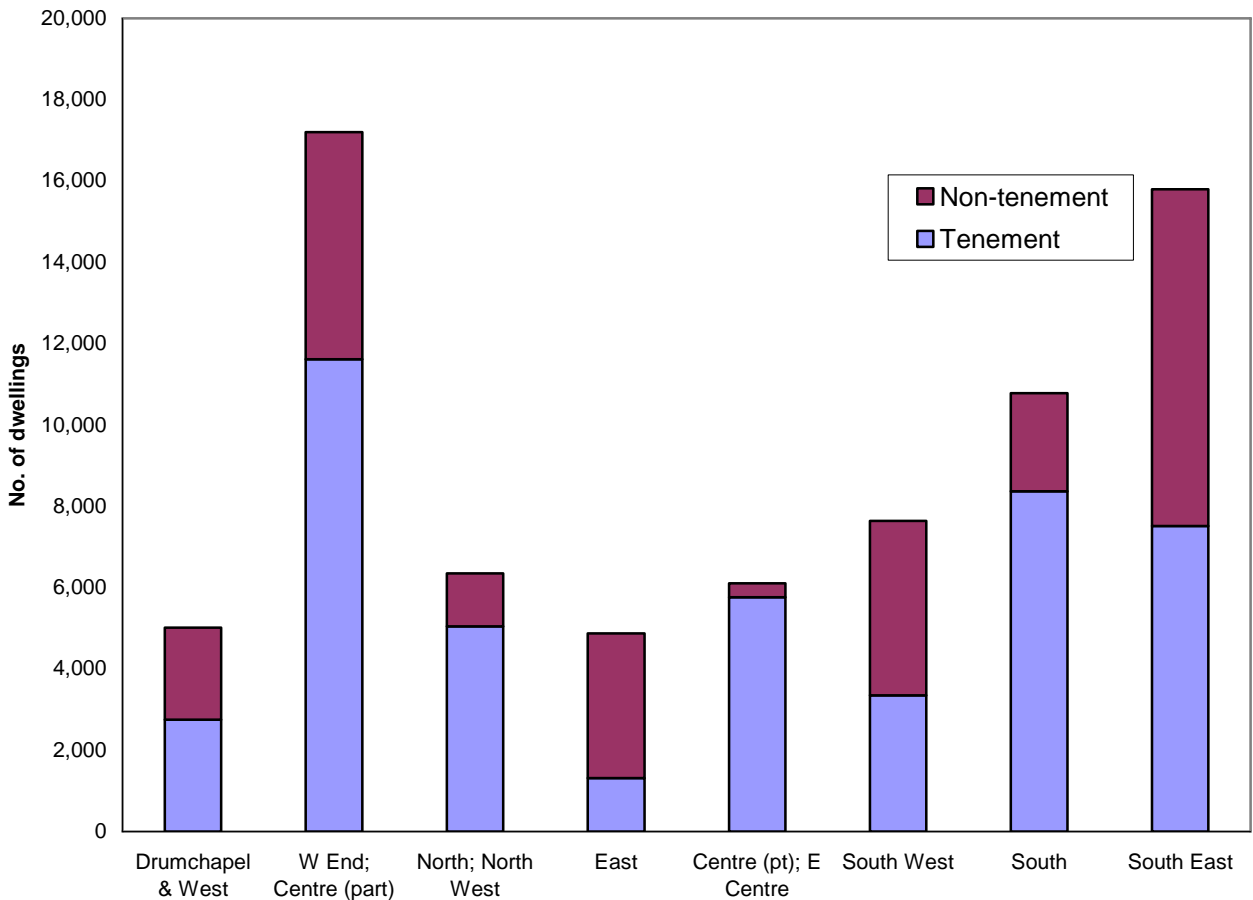
Table 7.7 - Do you intend to stay at least 2 years?

Strata	Area	no	undecided	yes	no response	Grand Total
Tenemental	Drumchapel & West	18	9	89	9	116
	West End; Centre (part)	125	95	359	48	579
	North; North West	35	38	157	4	230
	East	3	2	49	2	54
	Centre (part); East Centre	34	45	221	30	300
	South West	17	22	94	36	133
	South	60	54	429	43	543
	South East	56	48	284	29	388
Tenemental Total		348	313	1682	201	2343
Non-Tenemental	Drumchapel & West	4	3	117	2	124
	West End; Centre (part)	32	20	229	10	281
	North; North West	2	2	42	4	46
	East	7	3	182	3	192
	Centre (part); East Centre	1	1	6	3	8
	South West	15	7	178	35	200
	South	9	4	92	11	105
	South East	22	12	353	33	387
Non-Tenemental Total		92	52	1199	101	1343
Grand Total		440	365	2881	302	3686
By % of households						
	Area	No	Un-decided	Yes	No response	Total
Tenemental	Drumchapel & West	14.4	7.2	71.2	7.2	100
	West End; Centre (part)	19.9	15.1	57.3	7.7	100
	North; North West	15	16.2	67.1	1.7	100
	East	5.3	3.6	87.5	3.6	100
	Centre (part); East Centre	10.3	13.6	67	9.1	100
	South West	10.1	13	55.6	21.3	100
	South	10.2	9.2	73.2	7.3	100
	South East	13.4	11.5	68.1	7	100
Ten Total		13.9	12.4	65.9	7.9	100
Non-Tenemental	Drumchapel & West	3.2	2.4	92.9	1.6	100
	West End; Centre (part)	11	6.9	78.7	3.4	100
	North; North West	4	4	84	8	100
	East	3.6	1.5	93.3	1.5	100
	Centre (part); East Centre	9	9	54.6	27.2	100
	South West	6.4	3	75.7	14.9	100
	South	7.8	3.4	79.3	9.5	100
	South East	4.8	2.6	76.5	16.2	100
Non-Ten Total		6.3	3.6	80.6	9.6	100
Total		11	9.1	71.5	8.5	100

8.0 Property Attributes

- 8.1 This part of the survey looks at the physical make-up of the dwellings, their construction type, property type and age as well as some basic component descriptions.
- 8.2 Information relating to the condition of these property attributes is contained in Section 9.0 Condition and Repair.
- 8.3 The first part of this assessment looks at the basic dwelling information:
- Property type
 - Date of construction
 - Construction types
- 8.4 The survey categorised the properties into two distinct types, tenement and non-tenement. This was the basis upon which the stock was originally sampled. The breakdown can be seen in table 4.4 above and is summarised in chart 8.1 below: Tenements predominate except in South East and Centre/East Centre.

Chart 8.1: Property Types

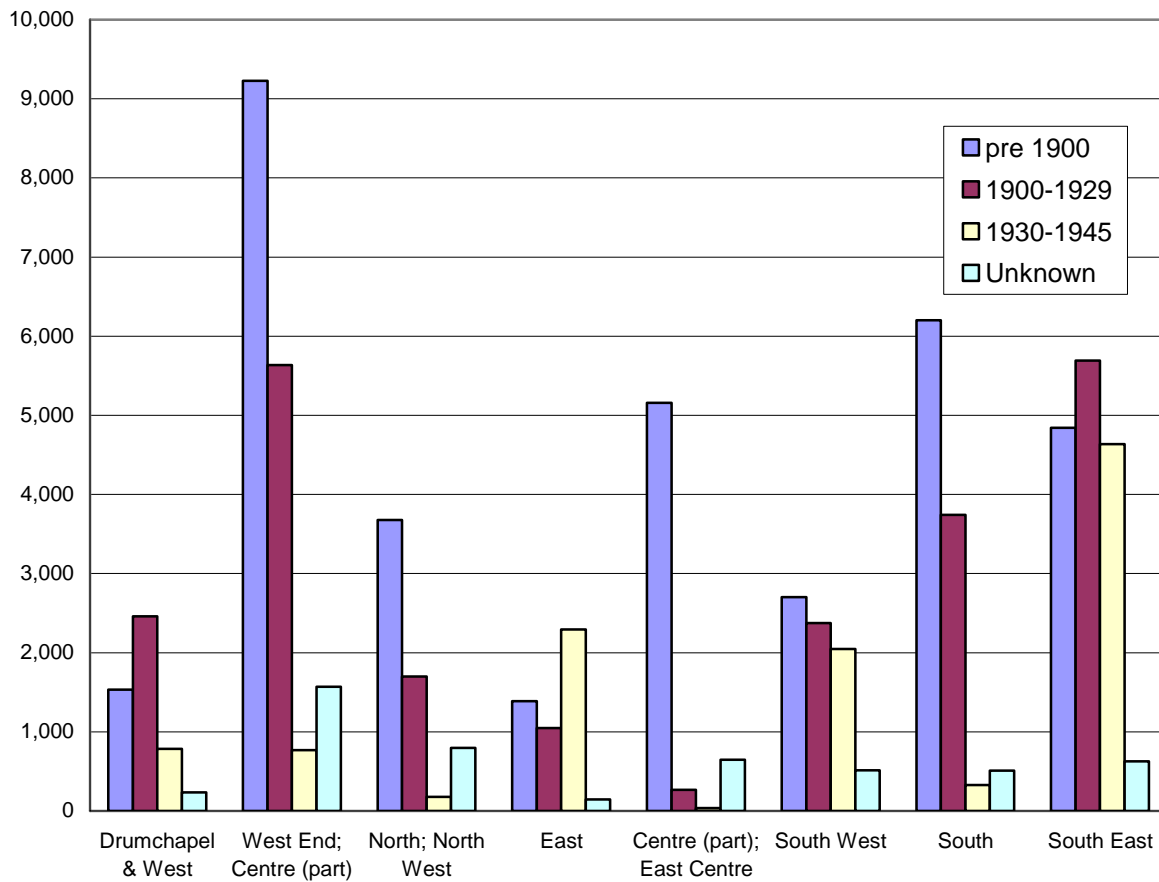


8.5 Date of construction was based on a range of age bands:

- Pre 1900
- 1900-1929
- 1930- 1945

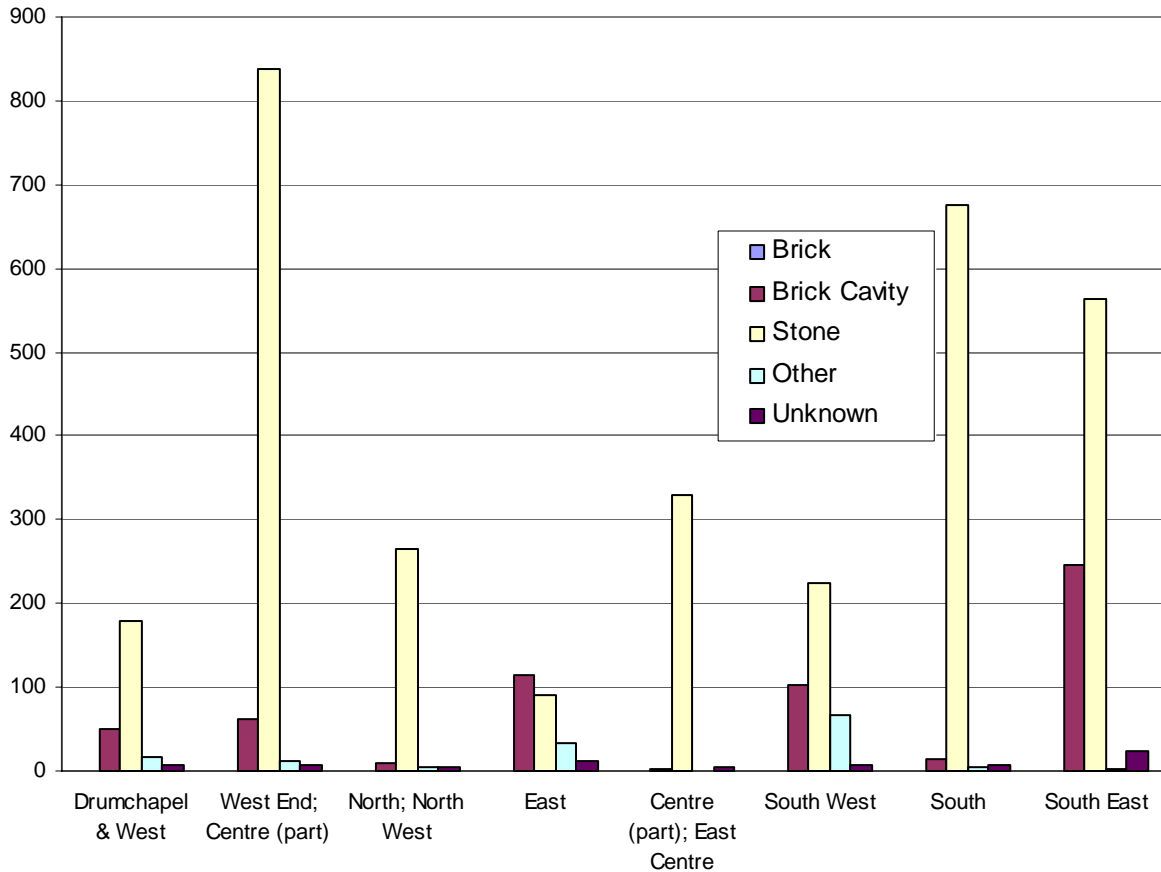
8.6 The spread of age bands are shown in chart 8.2 below. Pre 1900 buildings predominate except in Drumchapel/West, East and South East.

Chart 8.2 Age Bandings



8.7 The third of the three basic attribute criteria was construction type. Given the age profile of the housing stock, the majority of dwellings built within Glasgow at that time were of solid masonry construction. There were also a number of more modern cavity built dwellings and chart 8.3 below illustrates the spread:

Chart 8.3 - Construction Type (ungrossed sample)



9.0 Condition and Repairs

- 9.1 In order to assess the degree of disrepair evident within the stock, it is necessary to first identify the individual component parts of each dwelling. Once these have been identified and categorised, it is then possible to identify the condition of each particular component.
- 9.2 The condition of each component is assessed in a number of stages that will allow its current condition to be identified as well as its potential for future disrepair and replacement. Through the survey, the same set of questions were asked for each major component:
- **Is a catch-up repair required?** – this is defined as being an identified repair that; once completed; would allow the component the continuance of it's normal expected lifespan,
 - **What is the extent of the catch-up repair?** – this is assessed as a percentage of the total replacement of the component,
 - **What is the remaining life of the component?** – expressed in numbers of years,
 - **What is the cost of replacing the component?** – the cost is taken form a standard schedule of rates embedded within the survey questionnaire.
- 9.3 Using these assessments we can identify the current level of disrepair and the anticipated future renewal dates. These two assessment criteria are linked to the assessments required to establish compliance with the Scottish Housing Quality Standard (SHQS) and as such, the catch-up percentages have been linked to the threshold disrepair percentage for SHQS failure (defined in Appendix F).
- 9.4 The components have been grouped into three categories:
- Internal
 - Internal communal
 - External
 - Roofs
- 9.5 The levels of disrepair evident within these categories have been classified by a % repair and are indicated in the following tables. It should be noted that when considering the level of disrepair to external wall finishes, the identified disrepair relates to the finish rather than the structure of the wall. In this case, with the significant proportion of masonry dwellings, the finish would only relate to the parts of the dwelling that have an applied render finish.

Table 9.1 – Internal Components Disrepair – by Area and Property Type

Element	% Repair	W End; Centre (pt)		South		Drumchapel & W		Other areas		Total	
		Units	%	Units	%	Units	%	Units	%	Units	%
Bath	0-20%	15	1.8	1	0.2		0.0	0	0.0	16	0.4
	21-50%	2	0.2	1	0.2		0.0	0	0.0	3	0.1
	51%+	0	0.0		0.0		0.0	0	0.0	0	0.0
	No repair	805	97.9	630	99.7	240	100.0	1,960	100.0	3,635	99.5
	Total	822		632		240		1,960		3,654	
WC	0-20%	12	1.3		0.0		0.0	0	0.0	12	0.3
	21-50%	1	0.1	0	0.0		0.0	0	0.0	1	0.0
	51%+		0.0		0.0		0.0	0	0.0	0	0.0
	No repair	880	98.5	676	100.0	247	100.0	2,076	100.0	3,879	99.7
	Total	893		676		247		2,076		3,892	
WHB	0-20%	13	1.5		0.0		0.0	0	0.0	13	0.3
	21-50%		0.0		0.0		0.0	0	0.0	0	0.0
	51%+	2	0.2	1	0.1		0.0	0	0.0	3	0.1
	No repair	874	98.3	672	99.9	247	100.0	2,078	100.0	3,871	99.6
	Total	889		673		247		2,078		3,887	
Flat entrance doors	0-20%	36	6.1	3	0.6	1	0.8	0	0.0	40	1.7
	21-50%	1	0.2	0	0.0		0.0	0	0.0	1	0.0
	51%+		0.0		0.0		0.0	0	0.0	0	0.0
	No repair	558	93.8	479	99.4	124	99.2	1,159	100.0	2,320	98.3
	Total	595		482		125		1,159		2,361	
House front entrance doors	0-20%	7	3.7	2	2.1		0.0	0	0.0	9	0.8
	21-50%	1	0.5	0	0.0	1	0.9	0	0.0	2	0.2
	51%+		0.0		0.0		0.0	0	0.0	0	0.0
	No repair	182	95.8	92	97.9	116	99.1	686	100.0	1,076	99.0
	Total	190		94		117		686		1,087	
House rear entrance doors	0-20%	16	9.4	2	2.0		0.0	0	0.0	18	1.9
	21-50%	1	0.6	1	1.0		0.0	0	0.0	2	0.2
	51%+		0.0		0.0		0.0	0	0.0	0	0.0
	No repair	153	90.0	99	97.1	112	100.0	548	100.0	912	97.9
	Total	170		102		112		548		932	
Kitchen units	0-20%	33	3.6	10	1.5	1	0.4	0	0.0	44	1.1
	21-50%	18	2.0	5	0.7	1	0.4	0	0.0	24	0.6
	51%+	5	0.6	6	0.9	0	0.0	0	0.0	11	0.3
	No repair	837	92.2	661	96.5	245	99.2	2,094	100.0	3,837	97.5
	Total	908		685		247		2,094		3,934	
Lighting & Power	0-20%	3	0.3	0	0.0		0.0	0	0.0	3	0.1
	21-50%	4	0.4	5	0.7		0.0	0	0.0	9	0.2
	51%+	3	0.3	0	0.0		0.0	0	0.0	3	0.1
	No repair	882	98.2	672	99.3	242	99.2	2,082	100.0	3,878	99.4
	Total	898		677		244		2,082		3,901	
Mains	0-20%	6	0.7		0.0		0.0	0	0.0	6	0.2
	21-50%	1	0.1		0.0		0.0	0	0.0	1	0.0
	51%+	2	0.2	0	0.0		0.0	0	0.0	2	0.1
	No repair	882	98.8	672	99.4	244	100.0	2,073	100.0	3,871	99.6
	Total	893		676		244		2,073		3,886	

Windows	0-20%	84	8.3		0.0		0.0	0	0.0	84	1.9
	21-50%	18	1.8	4	0.5		0.0	0	0.0	22	0.5
	51%+	2	0.2		0.0		0.0	0	0.0	2	0.0
	No repair	899	88.5	747	95.0	272	98.2	2,413	100.0	4,331	96.4
	Total	1,016		786		277		2,413		4,492	
Heating	0-20%	7	0.8	1	0.2		0.0	0	0.0	8	0.2
	21-50%	2	0.2	0	0.0		0.0	0	0.0	2	0.1
	51%+		0.0	4	0.6		0.0	0	0.0	4	0.1
	No repair	887	98.4	650	99.2	244	100.0	2,018	100.0	3,799	99.5
	Total	901		655		244		2,018		3,818	

Table 9.2 – Internal Common Areas Disrepair – by Area and Property Type

Element	% Repair	W End; Centre (pt)		South		Drumchapel & W		Other areas		Total	
		Units	%	Units	%	Units	%	Units	%	Units	%
Close Entrance Doors	0-20%	42	6.3	4	0.7	1	1.0	0	0.0	48	3.2
	21-50%	3	0.5		0.0		0.0	0	0.0	3	0.2
	51%+		0.0	3	0.5		0.0	0	0.0	3	0.1
	No repair	621	93.2	560	98.8	102	99.0	1,149	100.0	2,432	96.5
	Total	666		567		103		1,149		2,485	
Close Windows	0-20%	36	7.6	5	1.2		0.0	0	0.0	41	3.5
	21-50%	13	2.8	8	1.8		0.0	0	0.0	21	1.2
	51%+	2	0.4	1	0.2		0.0	0	0.0	3	0.2
	No repair	420	89.2	420	96.8	80	100.0	1,022	100.0	1,942	94.9
	Total	471		434		80		1,022		2,007	
Cold water tank	0-20%	4	1.1		0.0		0.0	0	0.0	4	0.6
	21-50%	3	0.8		0.0		0.0	0	0.0	3	0.4
	51%+	0	0.0		0.0		0.0	0	0.0	0	0.0
	No repair	352	98.1	203	100.0	40	100.0	682	100.0	1,277	99.0
	Total	359		203		40		682		1,284	
Common close lighting	0-20%	16	2.3	2	0.4		0.0	0	0.0	18	1.1
	21-50%	6	0.9	1	0.2		0.0	0	0.0	7	0.4
	51%+	0	0.0	1	0.2		0.0	0	0.0	1	0.0
	No repair	674	96.8	551	99.3	118	100.0	1,178	100.0	2,521	98.4
	Total	696		555		118		1,178		2,547	
Door entry	0-20%	24	3.6	3	0.6		0.0	0	0.0	27	1.8
	21-50%	3	0.5	2	0.4		0.0	0	0.0	5	0.3
	51%+	0	0.0	3	0.6	0	0.0	0	0.0	3	0.1
	No repair	634	95.9	512	98.5	109	100.0	1,130	100.0	2,385	97.9
	Total	661		520		109		1,130		2,420	

Table 9.3 – External Wall Finish Disrepair – by Area and Property Type

% Repair	West End; Centre (part)		Drumchapel & West		South		Other areas		Total	
	Units	%	Units	%	Units	%	Units	%	Units	%
0-20%	91	10.3	9	1.3	4	1.7	0	0.0	104	3
21-25%	8	0.9	3	0.4	0	0.0	0	0.0	11	0.3
21-50%	16	1.8	3	0.4	0	0.0	0	0.0	19	0
51%+	3	0.3	0	0.0	0	0.0	0	0.0	3	0
No repair	771	87.5	661	98.2	236	98.3	2,063	100.0	3,731	96.7
Total	881		673		240		2,063		3,857	

Table 9.4 - Roof Disrepair - by Area

Area	Component	No repair	%	0-20%	%	21-50%	%	51%+	Total
DW	Chimneys	21	45.7	3	6.5	22	47.8	0	46
	Cold water tanks	36	78.3	6	13.0	4	8.7	0	46
	Flashings	27	58.7	3	6.5	16	34.8	0	46
	Principal rainwater goods	17	37.0	10	21.7	19	41.3	0	46
	Principal roof coverings	21	45.7	6	13.0	19	41.3	0	46
	Rooflights	27	58.7	1	2.2	16	34.8	2	46
	Secondary rainwater goods	18	39.1	14	30.4	14	30.4	0	46
	Secondary roof coverings	34	73.9	1	2.2	11	23.9	0	46
WE	Chimneys	5	5.2	60	62.5	29	30.2	2	96
	Cold water tanks	27	28.1	41	42.7	28	29.2	0	96
	Flashings	5	5.2	56	58.3	35	36.5	0	96
	Principal rainwater goods	2	2.1	54	56.3	40	41.7	0	96
	Principal roof coverings	21	21.9	57	59.4	17	17.7	1	96
	Rooflights	18	18.8	16	16.7	28	29.2	34	96
	Secondary rainwater goods	41	42.7	36	37.5	18	18.8	1	96
	Secondary roof coverings	78	81.3	13	13.5	5	5.2	0	96
NNW	Chimneys	14	66.7	0	0.0	7	33.3	0	21
	Cold water tanks	17	81.0	0	0.0	4	19.0	0	21
	Flashings	14	66.7	0	0.0	6	28.6	1	21
	Principal rainwater goods	13	61.9	3	14.3	5	23.8	0	21
	Principal roof coverings	16	76.2	0	0.0	5	23.8	0	21
	Rooflights	15	71.4	1	4.8	4	19.0	1	21
	Secondary rainwater goods	14	66.7	0	0.0	7	33.3	0	21
	Secondary roof coverings	21	100.0	0	0.0	0	0.0	0	21
E	Chimneys	2	7.7	19	73.1	5	19.2	0	26
	Cold water tanks	2	7.7	17	65.4	7	26.9	0	26
	Flashings	2	7.7	14	53.8	10	38.5	0	26
	Principal rainwater goods	0	0.0	19	73.1	7	26.9	0	26
	Principal roof coverings	0	0.0	21	80.8	5	19.2	0	26
	Rooflights	0	0.0	7	26.9	12	46.2	7	26

	Secondary rainwater goods	4	15.4	17	65.4	5	19.2	0	26
	Secondary roof coverings	22	84.6	0	0.0	3	11.5	1	26
CEC	Chimneys	0	0.0	26	78.8	7	21.2	0	33
	Cold water tanks	2	6.1	22	66.7	9	27.3	0	33
	Flashings	0	0.0	26	78.8	7	21.2	0	33
	Principal rainwater goods	0	0.0	24	72.7	9	27.3	0	33
	Principal roof coverings	0	0.0	27	81.8	6	18.2	0	33
	Rooflights	2	6.1	5	15.2	11	33.3	15	33
	Secondary rainwater goods	16	48.5	11	33.3	6	18.2	0	33
	Secondary roof coverings	13	39.4	18	54.5	2	6.1	0	33
SW	Chimneys	1	2.4	32	78.0	8	19.5	0	41
	Cold water tanks	4	9.8	24	58.5	12	29.3	1	41
	Flashings	8	19.5	23	56.1	10	24.4	0	41
	Principal rainwater goods	0	0.0	28	68.3	13	31.7	0	41
	Principal roof coverings	2	4.9	37	90.2	2	4.9	0	41
	Rooflights	1	2.4	15	36.6	13	31.7	12	41
	Secondary rainwater goods	10	24.4	19	46.3	12	29.3	0	41
	Secondary roof coverings	30	73.2	3	7.3	8	19.5	0	41
S	Chimneys	16	26.2	39	63.9	6	9.8	0	61
	Cold water tanks	27	44.3	24	39.3	9	14.8	1	61
	Flashings	21	34.4	30	49.2	10	16.4	0	61
	Principal rainwater goods	1	1.6	43	70.5	17	27.9	0	61
	Principal roof coverings	21	34.4	29	47.5	11	18.0	0	61
	Rooflights	17	27.9	13	21.3	14	23.0	17	61
	Secondary rainwater goods	17	27.9	32	52.5	12	19.7	0	61
	Secondary roof coverings	54	88.5	4	6.6	2	3.3	1	61
SE	Chimneys	31	33.7	32	34.8	29	31.5	0	92
	Cold water tanks	46	50.0	24	26.1	21	22.8	1	92
	Flashings	24	26.1	36	39.1	31	33.7	1	92
	Principal rainwater goods	26	28.3	38	41.3	27	29.3	1	92
	Principal roof coverings	37	40.2	35	38.0	20	21.7	0	92
	Rooflights	34	37.0	31	33.7	23	25.0	4	92
	Secondary rainwater goods	36	39.1	41	44.6	15	16.3	0	92
	Secondary roof coverings	83	90.2	9	9.8	0	0.0	0	92

10.0 TOLERABLE STANDARD

- 10.1 The level of compliance with the Tolerable Standard is clearly one of the key aspects to this report and the following tables identify the number of dwellings currently considered to be BTS within each area as well as the causes of failure.
- 10.2 The definition of the Tolerable Standard is extremely important to ensure a consistent approach when assessing compliance or not. During early discussions with the Council, it was agreed that all surveyors would follow a standard assessment protocol that would follow the guidelines in **Technical Annex 7 of the SHCS 2002** with the following exceptions:
- In relation to all aspects of the Tolerable Standard, the overriding question should be: Whether the living conditions in the house in relation to each item are such as could reasonably be expected to be tolerated by the occupants on a long term basis? If the answer is “No”, the house is sub-tolerable.
 - The specific SHCS guidelines on rising and penetrating damp and associated mould should be disregarded. Instead the question should be asked: “Taking into account all aspects of the dampness problem including matters such as extent, smell, appearance, damage to contents, perceived risk to health etc. is this a problem which the occupants could reasonably be expected to live with on a long-term basis?” If the answer is “No” the house is sub-tolerable.
 - Surveyors should take into account their own professional judgement about the extent and nature of problems and any evidence that there is a recurrent problem not visible on the day of survey. They should not confine themselves purely to the visible evidence on the day.
 - Problems which are clearly transitory, e.g. dampness due to a single flooding incident which has been or is being addressed, should be disregarded in the BTS assessment.
- 10.3 The Tolerable Standard in this survey is as defined prior to the Housing (Scotland) Act 2006.
- A house is defined as meeting the Tolerable Standard if it:***
- is structurally stable
 - is substantially free from rising or penetrating damp
 - has satisfactory provision for natural and artificial lighting, for ventilation and for heating;
 - has an adequate piped supply of wholesome water available within the house
 - has a sink provided with a satisfactory supply of both hot and cold water within the house;
 - has a water closet available for the exclusive use of the occupants of the house and suitably located within the house.
 - has a fixed bath or shower and a wash-hand basin; each provided with a satisfactory supply of both hot and cold water, suitably located within the house.
 - has an effective system for the drainage and disposal of foul and surface water
 - has satisfactory facilities for the cooking of food within the house; and
 - has satisfactory access to all external doors and outbuildings.
- 10.4 It should be noted that an important aspect of the Tolerable Standard is the provision of satisfactory lighting, ventilation and heating. In a significant number of cases, a flat in a tenemental block may have a WC or bathroom that vents onto the common stair. In these circumstances, the dwelling is considered to fail the Tolerable Standard due to a lack of satisfactory ventilation.

Table 10.1 – Tolerable Standard Failures – by Area and Property Type

Criteria	Area and Property Type																Total		
	DW		WE		NNW		E		CEC		SW		S		SE		Ten	Non-ten	All
	Ten	Non-ten	Ten	Non-ten	Ten	Non-ten	Ten	Non-ten	Ten	Non-ten	Ten	Non-ten	Ten	Non-ten					
Access to all external doors?	0	0	37	58	0	0	23	18	70	0	59	18	29	0	36	0	254	94	348
Adequate nat & art lighting?	66	0	723	96	173	26	23	18	262	0	436	146	614	21	252	158	2,548	464	3,012
Adequate wholesome water?	0	0	19	77	22	0	0	0	87	0	139	18	43	0	36	0	345	95	440
Are cooking facilities available	110	0	56	58	0	0	0	37	210	0	178	18	57	0	72	20	683	132	815
Free from Rising or Penetrating Damp?	0	18	444	173	194	26	47	91	122	0	198	73	728	457	198	237	1,933	1,075	3,008
Is adequate drainage available?	0	0	19	38	0	0	0	0	35	0	139	0	0	21	54	0	246	59	305
Is sink available?	0	0	56	38	22	0	0	0	157	0	159	18	14	0	72	20	479	76	555
Is the house structurally stable?	0	0	296	0	151	0	23	18	140	0	139	55	57	21	216	39	1,023	133	1,156
Is WC available?	0	0	56	58	0	0	0	0	122	0	139	18	14	0	54	0	385	76	461
Total	176	18	1,315	403	432	52	117	128	629	0	555	201	1,371	499	559	394	5,153	1,695	6,848
% failing	6.4%	0.8%	11.3%	7.2%	8.5%	4.0%	8.9%	3.6%	10.9%	0.0%	16.6%	4.7%	16.4%	20.7%	7.4%	4.8%	11.3%	6.0%	9.3%

Table 10.2 – Tolerable Standard Failures – by Household Type

Criteria	HOUSEHOLD TYPE								Nr. Of Failures
	Single adult	Lone parent	Single pensioner	Small family	Older smaller	Large adult	Small adult	Large family	
Access to all external doors?	5		2	2		4	1	1	15
Adequate nat & art lighting?	34	9	13	12	5	21	58	7	159
Adequate wholesome water?	3	1	2	2		3	2	1	14
Are cooking facilities available?	11		4	2		4	3	1	25
Free from Rising or Penetrating Damp?	27	11	16	12	3	14	46	9	138
Is adequate drainage available?	2		1	1		3	1	1	9
Is sink available?	7	1	3	1		3	1	1	17
Is the house structurally stable?	10	2	6	7	2	12	12	4	55
Is WC available?	3		3	2		3	2	1	14
Total Nr. Of failed Criteria	102	24	50	41	10	67	126	26	446
Count of Properties Failing	82	19	36	24	10	37	119	22	349
% Failures of HH Types Surveyed	8.4%	7.0%	8.9%	7.3%	8.6%	10.7%	12.0%	18.0%	9.8%

11.0 SCOTTISH HOUSING QUALITY STANDARD

11.1 The Scottish Executive introduced guidance on the assessment of the Scottish Housing Quality Standard (SHQS) in February 2004 after the initial commissioning of this survey. Amendments were introduced into the survey template to allow an assessment to be made of the stock under the SHQS headings of:

- Compliant with the Tolerable Standard
- Free from serious disrepair
- Energy efficient
- Provision of satisfactory facilities and amenities
- Healthy, safe and secure

The detailed definition of the SHQS is in Appendix F.

11.2 The dwellings are assessed as to their current level of compliance with the SHQS. Social landlords are also required to assess the predicted future failures of their housing stock up to 2015 should there be no investment on capital repairs and improvements. This survey does not seek to identify future failures as the responsibility for carrying out repairs and improvements on these dwellings lie with the individual owners.

11.3 Much of the disrepair identified under the failures above relate to components and items covered elsewhere within this report and we must therefore be careful not to duplicate the information already provided. Disrepair for SHQS purposes is only considered sufficient for failure if a number of criteria are fulfilled:

- **The disrepair is in excess of 20% of the component or, in the case of kitchens and bathrooms, 25%,**
- **In the case of Primary Elements, single element disrepair would lead to an overall failure assessment,**
- **In the case of Secondary Elements, where a dwelling passes the Primary Element criteria, it must exhibit significant disrepair on 2 or more Secondary Elements.**

11.4 Energy efficiency data was measured to NHER Level 0 and as such does not allow detailed analysis to individual dwelling level. Average ratings have been calculated across the stock and these are reported in Appendix G. It should be noted that the SHQS assessments listed below do not include a measure as to whether they achieve NHER 5 or not. However, given that the average NHER rating for each of the eight areas varies from 4.4 to 6.0, it does not appear that poor energy efficiency ratings are a prime factor for a property failing the SHQS.

11.5 The following tables illustrate the level of SHQS failures across the stock on all aspects other than the energy efficiency rating.

Area	Property Type	Overall Pass or Fail			
		Fail	Pass	Total	% Fail
Dchpl & W	Ten	116	9	125	92.80%
	Non-Ten	113	13	126	89.68%
	All	229	22	251	91.24%
W End; Centre (pt)	Ten	541	86	627	86.28%
	Non-Ten	225	66	291	77.32%
	All	766	152	918	83.44%
N; NW	Ten	193	41	234	82.48%
	Non-Ten	37	13	50	74.00%
	All	230	54	284	80.99%
E	Ten	54	2	56	96.43%
	Non-Ten	181	14	195	92.82%
	All	235	16	251	93.63%
Centre (pt); EC	Ten	283	47	330	85.76%
	Non-Ten	9	2	11	81.82%
	All	292	49	341	85.63%
SW	Ten	148	21	169	87.57%
	Non-Ten	213	22	235	90.64%
	All	361	43	404	89.36%
S	Ten	472	114	586	80.55%
	Non-Ten	103	13	116	88.79%
	All	575	127	702	81.91%
SE	Ten	379	38	417	90.89%
	Non-Ten	361	59	420	85.95%
	All	740	97	837	88.41%
Total	Ten	2,186	358	2,544	85.93%
	Non-Ten	1,242	202	1,444	86.01%
	All	3,428	560	3,988	85.96%

HH Type	Overall Pass or Fail					
	Fail	Pass	Total	Fail	Pass	Total
Single Adult	823	143	966	85.2%	14.8%	100.0%
Single Parent	240	30	270	88.9%	11.1%	100.0%
Single Pensioner	346	56	402	86.1%	13.9%	100.0%
Small Family	283	46	329	86.0%	14.0%	100.0%
Older, Smaller	104	12	116	89.7%	10.3%	100.0%
Large Adult	296	49	345	85.8%	14.2%	100.0%
Small Adult	860	134	994	86.5%	13.5%	100.0%
Large Family	102	20	122	83.6%	16.4%	100.0%
Total	3,054	490	3,544	86.2%	13.8%	100.0%

Table 11.3 – Single & Multiple Failures by Area & Strata

Area	Property type	Number of Failed Categories						Total
		0	1	2	3	4	5	
Drumchapel & West	Ten	9	48	52	14	2		125
	Non ten	13	69	42	2			126
West End; Centre (part)	Ten	86	276	188	61	15	1	627
	Non ten	66	153	58	11	3		291
North; North West	Ten	41	120	55	14	3	1	234
	Non ten	13	25	10	2			50
East	Ten	2	27	18	5	4		56
	Non ten	14	111	56	13	1		195
Centre (part); East Centre	Ten	47	169	73	32	9		330
	Non ten	2	8	1				11
South West	Ten	21	98	32	14	3	1	169
	Non ten	22	138	64	8	2	1	235
South	Ten	114	248	146	60	16	2	586
	Non ten	13	54	35	9	5		116
South East	Ten	38	206	129	28	16		417
	Non ten	59	198	136	23	4		420
Total	Ten	358	1,192	693	228	68	5	2,544
	Non ten	202	756	402	68	15	1	1,444

Table 11.4 – Single & Multiple Failures – by Household Type

HH Type	Number of Failed Categories						Total
	0	1	2	3	4	5	
Single Adult	143	438	280	79	24	2	966
Single Parent	30	149	72	17	1	1	270
Single Pensioner	56	218	90	32	6		402
Small Family	46	177	83	18	5		329
Older, Smaller	12	55	42	6	1		116
Large Adult	49	171	93	25	7		345
Small Adult	134	482	277	72	26	3	994
Large Family	20	53	32	15	2		122
Total	490	1743	969	264	72	6	3544

Table 11.5– Criteria Failure – by Area and Property Type

Area	Property Type	SHQS Failures					Total
		Tolerable Standard	Disrepair	Energy Efficient	Modern Facilities	Healthy, Safe & Secure	
Drumchapel & West	Ten	11	9	6	62	114	116
	Non-Ten	2	3	0	47	107	113
West End; Centre (pt)	Ten	67	83	45	214	491	541
	Non-Ten	21	19	2	84	188	225
North; North West	Ten	22	32	10	43	182	193
	Non-Ten	5	4	2	7	33	37
East	Ten	3	7	10	23	51	54
	Non-Ten	11	18	7	56	174	181
Centre (part); East Centre	Ten	33	38	24	80	272	283
	Non-Ten	0	0	0	1	9	9
South West	Ten	14	21	8	39	139	148
	Non-Ten	21	26	7	50	199	213
South	Ten	94	70	41	157	432	472
	Non-Ten	20	17	3	38	93	103
South East	Ten	29	55	37	123	368	379
	Non-Ten	30	44	14	115	352	361
Total	Ten	273	315	181	741	2,049	2,186
	Non-Ten	110	131	35	398	1,155	1,242

Table 11.6 – Criteria Failure – by Household Type

HH Type	Tolerable Standard	Disrepair	Energy Efficient	Modern Facilities	Healthy, Safe & Secure	Total
Single Adult	82	112	70	296	781	823
Single Parent	19	17	12	82	223	240
Single Pensioner	36	39	17	99	327	346
Small Family	24	33	6	90	264	283
Older, Smaller	10	14	4	34	99	104
Large Adult	37	44	17	92	270	296
Small Adult	119	124	64	266	798	860
Large Family	22	16	5	37	90	102
Total	349	399	195	996	2,852	3,054

12.0 REPAIR COSTS

- 12.1 Repair costs are very hard to predict in private sector housing due to the extremely wide variety of property types, ages and occupier profile. Specification of components can vary widely depending on the owner's financial status, the maintenance history of the dwellings, the awareness of the occupier as to the importance of property maintenance and upkeep, and changing fashions and trends in component provision.
- 12.2 For the purposes of this report we have had to standardise the costs used for repair and improvement works to allow some cost modelling to be carried out. Clearly this cannot take into account every owner's personal preferences and financial means and as such the figures presented here are for guidance purposes only.
- 12.3 The typical standard of specification used is that which would be expected in modern social housing development and is not considered to be unduly high or unacceptably low. All figures quoted are inclusive of all sundry items such as preliminaries, contingencies and fees but are exclusive of VAT.
- 12.4 It has been assumed that the repair and improvement works identified would be carried out on a "one off" basis or in small batches of work. The economies of scale that can be achieved through large scale procurement and implementation have not been incorporated in the figures presented
- 12.5 Cost projections have been grouped into a number of headings as follows:
- Component Disrepair
 - BTS Repairs
 - SHQS Compliance
- 12.6 All costs are for repair work identified at the time of the survey and any improvement works deemed necessary to comply with either the Tolerable Standard or the Scottish Housing Quality Standard. This report does not seek to identify costs for possible future repairs or improvements as a result of the ongoing deterioration of the dwellings and their various components. **It should be noted that the costs included within the report are repair costs based on the percentage of disrepair of a component identified by the field surveyors. They are not based on complete replacement of individual components unless specified by the surveyor, nor are they intended to reflect the cost of complete upgrade or improvement works to a complete tenemental block.**
- 12.7 All costs are current at 3rd Quarter 2005 and are exclusive of Preliminaries, Contingencies, Fees and VAT.

Table 12.1 – Internal Disrepair Costs

Element	Total £
Bath	£ 748,007
Flat entrance doors	£ 86,993
House front entrance doors	£ 36,114
House rear entrance doors	£ 66,494
Kitchen units	£ 4,588,129
Lighting & Power	£ 1,716,542
Mains	£ 530,339
WC	£ 328,784
WHB	£ 310,745
Windows	£ 4,415,445
Heating	£ 2,097,313
Total	£ 14,924,905

Table 12.2 – Internal Common Areas Disrepair Costs

Element	Total £
Close Entrance Doors	£ 38,379
Close Windows	£ 127,808
Cold water tank	£ 21,188
Common close lighting	£ 13,349
Door entry	£ 60,358
Total	£ 261,081

Table 12.3 – External Wall Finish Disrepair Costs

Element	Total £
Principal Wall Finish	£ 513,798
Total	£ 513,798

Table 12.4 – Roof Disrepair Costs	
Element	Total
Chimneys	£ 1,528,997
Cold water tanks	£ 1,187,013
Flashings	£ 961,651
Principal rainwater goods	£ 1,288,589
Principal roof coverings	£ 8,311,245
Rooflights	£ 1,149,469
Secondary rainwater goods	£ 417,593
Secondary roof coverings	£ 222,277
Total	£ 15,066,833

Table 12.5- Tolerable Standard Repair Costs (All areas)	
Item	£
Structurally Unstable	£ 5,800,000
Free from Rising or Penetrating Damp	£ 3,100,000
Insufficient light, vent or heating	£ 3,100,000
Inadequate supply of water	£ 400,000
No sink with h&c water	£ 500,000
WC for exclusive use	£ 1,400,000
Ineffective drainage system	£ 300,000
Unsatisfactory cooking facilities	£ 700,000
Unsatisfactory access	£ 400,000
Total	£ 15,700,000

Table 12.6 - SHQS Compliance Costs (All areas)	
Item	£
Tolerable Standard	<i>incl.</i>
Free from Serious Disrepair	<i>incl.</i>
Energy Efficient	£ 3,700,000
Modern Facilities & Services	£ 15,500,000
Healthy, Safe and Secure	£ 25,300,000
Total	£ 44,500,000

12.8 It should be noted that a number of the costs associated with compliance with the Scottish Housing Quality Standard also fall into other categories of cost, listed above. For the avoidance of double counting, the costs noted in table 12.6 above are only those elements not already accounted for in other tables. The total cost associated with complying with SHQS is therefore more than the total noted in table 12.6 above. Costs noted in tables 12.1 to 12.4 are for all recorded repairs from minor to full replacement. SQHS related costs would only be where the level of disrepair is considered to be above the 20% threshold and where, in the case of secondary elements, two or more components are considered to fail within a single dwelling.

Table 12.7 – Repair Cost Summary (All areas)	
Item	£ (rounded)
Internal Components Disrepair	£ 14,925,000
Internal Communal Areas Disrepair	£ 265,000
External Wall Finish Disrepair	£ 550,000
Roof Disrepair	£ 15,100,000
Tolerable Standard Repairs	£ 15,700,000
SHQS Repairs	£ 44,500,000
Total	£ 91,040,000

13.0 SATISFACTION

13.1 Householders were asked to identify what aspects of their house and neighbourhood they were satisfied with and what aspects they were dissatisfied with. The responses were categorised into a number of different criteria and the responses are shown in the following tables:

Table 13.1 – Level of Satisfaction with Property : by area										
Satisfaction	Area								Total	%
	DW	WE	NNW	E	CEC	SW	S	SE		
Very dissatisfied		5					1		6	0.2%
Dissatisfied	3	19	4	4	17	17	17	14	95	3.9%
Neither satisfied nor dissatisfied	2	68	14	7	28	39	58	25	241	9.9%
Satisfied	29	249	121	39	167	206	283	219	1,313	54.1%
Very Satisfied	1	242	70	59	62	62	89	185	770	31.8%
Total	35	583	209	109	274	324	448	443	2,425	100.0%

Table 13.2 – Level of Satisfaction with Neighbourhood : by area										
Satisfaction	Area								Total	%
	DW	WE	NNW	E	CEC	SW	S	SE		
Very dissatisfied		1					1		2	0.1%
Dissatisfied	1	25	1	4	20	25	25	6	107	4.3%
Neither satisfied nor dissatisfied	6	75	17	12	43	63	74	40	330	13.4%
Satisfied	27	223	131	36	164	181	271	232	1,265	51.4%
Very Satisfied	2	274	56	56	65	50	72	184	759	30.8%
Total	36	598	205	108	292	319	443	462	2,463	100.0%

13.2 We can also look at these two satisfaction criteria by household type and by reasons for satisfaction or dissatisfaction:

Table 13.3 – Level of Satisfaction with Property : by household type

Satisfaction	Household Types								Total	%
	Single adult	Lone parent	Single pens	Small family	Older smaller	Large adult	Small adult	Large family		
Very dissatisfied	1	1					3	1	6	0.2%
Dissatisfied	27	12	6	12	3	9	21	5	95	3.9%
Neither satisfied nor dissatisfied	80	18	15	12		32	73	11	241	9.9%
Satisfied	375	80	133	123	40	118	403	41	1,313	54.1%
Very Satisfied	186	37	95	79	31	89	213	40	770	31.8%
Total	669	148	249	226	74	248	713	98	2,425	100.0%

Table 13.4 – Level of Satisfaction with neighbourhood : by household type

Satisfaction	Household Types								Total	%
	Single adult	Lone parent	Single pens	Small family	Older smaller	Large adult	Small adult	Large family		
Very dissatisfied						1	1		2	0.1%
Dissatisfied	33	8	7	11	3	12	28	5	107	4.3%
Neither satisfied nor dissatisfied	104	15	20	24	2	41	112	12	330	13.4%
Satisfied	357	75	137	112	40	108	390	46	1,265	51.4%
Very Satisfied	176	52	88	80	28	99	205	31	759	30.8%
Total	670	150	252	227	73	261	736	94	2,463	100.0%

Table 13.5 – Satisfaction with house : by category

Feature	Area									
	Drumchapel & West	W End; Centre (part)	North; North West	East	Centre (pt); E Centre	South West	South	South East	Total	%
Size of house	40.6%	28.3%	30.6%	23.9%	28.1%	37.6%	35.2%	31.7%	1,267	31.8%
Size of rooms	40.2%	28.2%	28.5%	11.6%	30.5%	37.8%	26.3%	28.4%	1,147	28.8%
Style / character / design	48.2%	33.4%	23.6%	10.4%	21.6%	23.9%	24.8%	26.9%	1,089	27.3%
Condition	5.2%	7.5%	9.5%	4.0%	15.7%	19.2%	7.0%	15.4%	427	10.7%
Location	55.4%	61.9%	64.4%	45.8%	43.8%	52.0%	54.6%	53.2%	2,191	55.0%
Rent / mortgage level	7.2%	7.9%	9.2%	3.6%	18.9%	23.1%	8.7%	12.4%	448	11.3%
Running costs	4.4%	7.2%	5.3%	5.2%	18.9%	22.4%	5.4%	12.2%	399	10.0%
Security	7.2%	12.3%	15.1%	4.8%	26.6%	25.1%	16.1%	13.1%	600	15.1%
Internal facilities	23.5%	11.0%	8.1%	6.0%	18.6%	15.2%	13.8%	13.7%	534	13.4%
Kitchen	0.8%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3	0.1%
Ceiling height	29.9%	20.0%	20.1%	6.4%	23.4%	23.9%	12.4%	20.1%	762	19.1%
Warmth	6.4%	10.2%	11.3%	5.6%	31.1%	34.3%	21.5%	16.1%	685	17.2%
Windows	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	1	0.0%
Garden	14.3%	9.1%	6.7%	12.0%	11.2%	18.7%	10.7%	19.0%	516	13.0%
Neighbours	10.0%	8.3%	14.1%	7.6%	17.8%	26.4%	9.7%	14.1%	512	12.9%
Views	4.0%	7.6%	8.8%	3.6%	11.2%	13.2%	2.9%	12.4%	329	8.3%
Nothing	7.6%	8.3%	13.0%	12.0%	16.0%	12.4%	5.4%	14.9%	429	10.8%

Table 13.6 – Dissatisfaction with house : by category

Feature	Area									Total	%
	Drumchapel & West	W End; Centre (part)	North; North West	East	Centre (pt); E Centre	South West	South	South East			
Poor windows	10.8%	18.3%	18.0%	13.6%	25.2%	15.4%	24.5%	19.0%	758	19.0%	
Inadequate kitchen	17.9%	10.2%	6.3%	10.0%	12.7%	13.4%	9.3%	10.3%	430	10.8%	
No sound proofing	11.6%	9.4%	3.9%	4.8%	14.5%	15.9%	3.1%	9.8%	355	8.9%	
Inadequate or no heating	8.0%	7.4%	9.9%	8.0%	8.6%	10.2%	8.0%	7.3%	323	8.1%	
Poor state of repair	12.8%	6.6%	7.8%	7.6%	9.2%	11.0%	5.4%	9.0%	322	8.1%	
Poor roof	8.0%	6.1%	4.9%	9.6%	3.9%	21.1%	2.0%	9.7%	307	7.7%	
Repairs not done properly	9.2%	5.9%	6.7%	6.4%	9.5%	10.0%	4.7%	8.0%	284	7.1%	
Inadequate bathroom	4.4%	6.5%	5.3%	8.4%	8.6%	8.0%	7.4%	6.6%	275	6.9%	
Needs rewiring	0.4%	4.7%	3.5%	10.0%	8.0%	14.4%	5.4%	7.1%	261	6.6%	
Dampness	2.8%	5.0%	7.8%	3.6%	5.9%	11.9%	5.0%	5.7%	235	5.9%	
Poor floorboards	4.0%	4.8%	4.6%	3.2%	7.1%	7.0%	4.7%	5.1%	203	5.1%	
Dislike décor / furnishings	4.0%	3.7%	7.4%	6.4%	9.5%	7.7%	1.7%	3.7%	187	4.7%	
Poor doors	0.4%	2.2%	2.5%	1.2%	5.6%	6.7%	5.6%	2.4%	136	3.4%	
Common areas	0.0%	0.3%	0.4%	0.0%	0.0%	0.0%	1.1%	0.1%	13	0.3%	
Inadequate storage	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1	0.0%	
Noise	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1	0.0%	
Nothing	11.6%	7.3%	1.4%	13.2%	0.3%	0.0%	11.8%	6.2%	269	6.8%	

Table 13.7 – Satisfaction with neighbourhood : by category

Feature	Area									
	Drumchapel & West	W End; Centre (part)	North; North West	East	Centre (pt); E Centre	South West	South	South East	Total	%
Good public transport	45.0%	33.5%	28.2%	9.2%	34.3%	46.8%	38.0%	33.5%	1,374	34.5%
Convenient shops / amenities	4.8%	25.5%	38.4%	10.8%	48.2%	40.3%	28.3%	25.0%	1,114	28.0%
Good local shops	15.9%	21.9%	22.2%	7.2%	41.7%	27.9%	44.8%	23.7%	1,087	27.3%
Friendly people	24.7%	19.7%	21.1%	15.9%	30.8%	28.1%	23.8%	22.0%	911	22.9%
Quiet / peaceful	30.7%	23.9%	21.5%	17.1%	17.2%	18.7%	24.1%	24.0%	904	22.7%
Area well maintained	19.1%	14.0%	8.8%	10.0%	14.5%	11.9%	22.7%	16.4%	620	15.6%
Good neighbours	9.6%	8.9%	14.1%	13.9%	19.8%	20.9%	12.8%	14.8%	546	13.7%
Safe / low crime	23.1%	14.9%	9.5%	8.4%	15.7%	13.7%	6.1%	15.7%	525	13.2%
Open spaces / landscape	25.5%	12.2%	10.2%	8.8%	8.6%	8.2%	7.6%	10.3%	428	10.8%
Good leisure facilities	5.6%	7.5%	16.2%	6.0%	22.5%	18.7%	8.3%	8.6%	425	10.7%
Outlook / view	9.2%	12.7%	12.0%	7.2%	10.7%	9.0%	8.6%	11.2%	418	10.5%
Good local schools	8.8%	7.5%	6.3%	8.0%	13.3%	18.4%	6.1%	9.4%	370	9.3%
No / little traffic	6.4%	6.2%	10.6%	7.6%	9.2%	11.9%	5.7%	6.2%	293	7.4%
Good facilities for children	1.6%	4.9%	6.0%	5.6%	11.8%	13.2%	4.1%	6.5%	256	6.4%
Safe / slow traffic	1.2%	5.8%	8.8%	5.6%	11.2%	9.5%	4.6%	5.4%	248	6.2%
Nothing	9.2%	10.2%	8.5%	15.5%	13.0%	17.7%	5.9%	16.7%	476	12.0%

Table 13.8 – Dissatisfaction with neighbourhood : by category

Feature	Area									
	Drumchapel & West	W End; Centre (part)	North; North West	East	Centre (pt); E Centre	South West	South	South East	Total	%
Inadequate parking	15.9%	19.8%	19.4%	2.8%	25.4%	20.2%	15.6%	22.0%	744	18.7%
Rubbish / dirt / fouling	10.4%	11.1%	18.7%	7.2%	24.3%	22.9%	18.5%	8.7%	576	14.5%
Young people	16.3%	7.3%	12.0%	13.6%	21.0%	18.4%	21.5%	12.2%	574	14.4%
Vandalism	9.2%	6.4%	17.3%	6.0%	26.3%	22.9%	12.6%	8.0%	482	12.1%
Problem neighbours	6.4%	9.0%	7.8%	4.8%	9.2%	12.9%	6.7%	6.8%	320	8.0%
Noise	15.9%	6.6%	7.8%	7.6%	7.1%	9.0%	5.4%	4.7%	279	7.0%
Too much traffic	4.8%	3.7%	3.9%	2.4%	12.1%	9.0%	9.3%	6.5%	259	6.5%
Fast / speeding traffic	10.8%	5.2%	4.6%	6.4%	8.0%	6.2%	5.1%	7.3%	253	6.4%
Area run down	3.6%	4.0%	7.4%	1.6%	9.2%	10.7%	7.4%	3.1%	223	5.6%
Alcohol abuse	11.6%	2.8%	4.2%	2.8%	8.9%	7.7%	8.4%	2.6%	216	5.4%
Unsafe / high crime	3.6%	1.9%	4.6%	2.4%	10.7%	9.2%	8.0%	2.5%	195	4.9%
Problem dogs	7.2%	2.8%	2.5%	2.0%	6.8%	7.2%	1.9%	1.8%	136	3.4%
Nowhere to play	0.8%	1.1%	1.8%	1.6%	2.7%	6.5%	1.3%	2.6%	87	2.2%
Poor outlook / view	1.2%	0.9%	4.2%	0.8%	2.7%	4.7%	0.3%	1.1%	64	1.6%
Too remote	0.4%	1.1%	2.1%	0.4%	3.0%	4.5%	0.9%	1.1%	61	1.5%
Poor public transport	0.4%	1.3%	2.5%	0.4%	3.0%	4.5%	0.4%	0.8%	59	1.5%
Common areas	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1	0.0%
Nothing	37.5%	43.0%	52.1%	46.2%	31.7%	34.1%	41.9%	2.6%	1,313	33.0%

13.3 Householders were also asked about the kind of defects in their property that bothered them and whether they intended to carry out any necessary repair works themselves. They were also asked about improvements that they would like to see to their properties and again, whether they intended carrying out the works themselves. The following tables illustrate the responses.

Table 13.9 – Defects which bother the householder

Defect	Area & Property Type															
	DW		WE		NNW		E		CEC		SW		S		SE	
	T	NT	T	NT	T	NT	T	NT	T	NT	T	NT	T	NT	T	NT
Bathroom	132	108	889	230	388	78	70	274	880	0	377	219	614	208	505	533
Common Area	352	54	907	154	669	78	164	128	1,443	63	634	274	700	62	523	631
Damp/Condensation	132	179	778	403	561	182	70	237	1,232	0	436	566	400	104	685	927
Decoration	242	72	556	250	432	26	70	310	915	0	317	256	414	83	396	454
External Walls	220	215	389	538	216	52	47	274	528	0	218	493	171	83	180	592
Roofs	264	610	611	883	302	208	23	822	457	0	416	1,314	171	208	180	1,913
Windows	617	305	2,778	1,056	1,230	286	258	438	2,393	31	852	675	2,513	748	2,144	1,460
Heating	308	162	982	365	475	156	117	237	1,443	0	377	329	1,114	104	775	769
Kitchens	396	377	1,149	480	518	130	164	347	1,759	0	317	529	885	333	775	907
Doors	22	54	333	96	237	52	23	91	774	0	278	219	328	42	198	375
Security	88	0	444	38	302	26	141	18	880	0	377	256	243	0	396	79
Wiring	0	0	19	77	22	0	0	0	0	0	0	0	157	0	0	276
Sound Insulation	22	0	74	0	0	0	0	18	0	0	0	0	0	0	0	375
Other	0	18	113	95	0	0	0	36	0	0	0	0	0	0	72	40
None	1,167	1,005	4,315	2,688	2,287	494	657	1,643	4,469	126	892	1,260	2,299	873	3,117	2,998

13.4 The tables above shows the defects which bother the householders. The householders were then asked whether it was their intention to remedy any of these defects themselves and if not, why? Table 13.10 shows the results.

<i>Table 13.10 – Will the householder remedy the defects?</i>																	
Answer	Area/Strata																Grand Total
	DW		WE		NNW		E		CEC		SW		S		SE		
	T	NT	T	NT	T	NT	T	NT	T	NT	T	NT	T	NT	T	NT	
No	176	90	815	365	496	104	141	237	349	31	456	694	600	62	649	533	5798
Yes	463	843	1593	1709	928	390	258	566	1030	94	416	694	1214	769	1586	2446	14998
No Can't Afford	352	269	1556	576	496	182	235	767	524	31	476	1333	1457	561	829	1795	11438
No Defects	1145	915	2111	1747	1338	364	563	1625	1484	63	496	968	2071	520	2451	2604	20463
No Landlord's Responsibility	286	18	3667	326	1359	130	23	37	1764	31	614	164	2113	62	1135	276	12008
No Intend to Move/Sell	88	90	426	19	129	0	23	73	17	0	59	37	143	42	234	79	1460
No Common Responsibility	0	0	56	0	0	0	0	0	0	0	0	0	14	0	18	0	88
No Too Much Upset	22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	22
No Conservation Area	0	0	19	0	0	0	0	0	0	0	0	0	29	0	0	0	47
No Factored	0	0	19	0	0	0	0	0	0	0	0	0	0	0	0	0	19

13.5 Householders were asked what they felt needed improving in their property and whether it was their intention to carry out any improvements themselves. Tables 13.11 and 13.12 below illustrate:

Table 13.11 - What does the householder feel needs improving? Percent response.

Improvement	Drumchapel & West		West End; Centre (part)		North; North West		East		Centre (pt); E Centre		South West		South		South East		Total	
	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten
Windows	26.4	17.5	30.8	18.6	36.8	30.0	17.9	14.9	26.4	9.1	23.7	17.9	36.7	36.2	30.5	18.1	31.1	19.5
Heating	10.4	8.7	9.4	8.2	13.2	16.0	14.3	11.8	13.6		13.6	8.5	15.0	4.3	9.4	9.5	12.0	9.1
Kitchen	16.0	21.4	9.7	8.9	11.1	20.0	19.6	12.8	16.4		12.4	17.4	10.8	13.8	11.5	12.4	11.9	13.6
Common Areas	15.2	1.6	8.6	3.4	18.8	6.0	10.7	2.6	14.5	18.2	21.3	6.4	10.2	1.7	7.2	9.3	11.7	5.4
Bathroom	7.2	9.5	6.7	5.8	9.8	10.0	8.9	11.3	10.3		11.2	7.7	8.5	15.5	8.2	9.3	8.5	9.1
Decoration	8.8	4.0	5.4	5.8	8.5	6.0	7.1	7.7	9.7	9.1	11.8	6.8	6.0	6.0	6.0	6.4	7.1	6.3
Damp/Condensation	5.6	7.1	5.6	5.8	9.0	16.0		9.7	8.8	9.1	11.2	10.2	3.6	4.3	6.7	8.3	6.3	8.2
Security	4.8	0.8	3.8	1.0	7.7	6.0	8.9	0.5	8.8		13.0	5.5	4.1	0.9	6.5	1.7	6.1	2.0
Doors	0.8		2.4	3.1	6.0	6.0		3.1	5.5		10.7	6.4	4.3	0.9	3.4	6.4	4.1	4.2
Roof	4.8	20.6	4.1	18.9	3.4	14.0		15.9	4.8	18.2	11.2	37.0	1.7	10.3	1.7	25.0	3.6	22.5
External Walls	9.6	9.5	1.4	6.9	0.4	4.0	1.8	3.1					0.2		0.2	3.8	1.0	3.9
Electrics		3.2	0.3	1.7	0.4			1.0					1.9			2.9	0.6	1.6
Sound Insulation	0.8	0.8	0.8					1.0								6.0	0.2	1.9
Floors			0.2					0.5						0.9	0.5		0.1	0.1
Layout Alterations					0.9		1.8										0.1	0.0
Bedroom			0.2	0.3													0.0	0.1
Draught Excluders			0.2														0.0	0.0
Ventilation							1.8										0.0	0.0
No Factor															0.2		0.0	0.0
External Storage				0.3	0.4												0.0	0.1
Asbestos Removal																0.2	0.0	0.1
Garden				0.7													0.0	0.1
Drainage		0.8		0.3													0.0	0.1
Driveway				0.3													0.0	0.1

Extension								1.0									0.0	0.1
Fascia/Soffits														0.9			0.0	0.1
Fixtures				0.3													0.0	0.1
Loft Insulation		0.8															0.0	0.1
Loft Conversion								0.5									0.0	0.1
Plumbing																0.2	0.0	0.1
Size of House				0.3													0.0	0.1
Nothing	35.2	31.7	10.5	21.0	3.0	12.0	32.1	26.2	0.3				7.0	12.1	15.1	11.9	9.4	15.4
Sample size	125	126	627	291	234	50	56	195	330	11	169	235	586	116	417	420	2,544	1,444

Table 13.12 - Does the householder intend making any improvements? Percent response.

Intention	Drumchapel & West		West End; Centre (part)		North; North West		East		Centre (pt); E Centre		South West		South		South East		Total	
	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten
No	20.8	10.3	7.7	11.3	11.5	14.0	17.9	13.3	0.6		0.6	0.4	12.1	14.7	14.4	15.7	9.6	11.3
Yes	18.4	32.5	7.0	24.1	3.4	2.0	8.9	13.8	0.6				6.7	13.8	4.3	10.2	5.5	13.7
No Landlords Responsibility	2.4		7.7	2.7									2.4	0.9			2.6	0.6
No Can't Afford	3.2	7.9	4.5	4.1									2.6	3.4		0.2	1.8	1.9
No Intend to Sell/Move	1.6	2.4	2.7	2.1									0.5	0.9			0.9	0.7
No Nothing Required	4.8	12.7	1.0	2.1									0.2				0.5	1.5
Yes but require financial assistance																0.2	0.0	0.1
No Can't get Agreement			0.5														0.1	0.0
No Too Much Upset	0.8																0.0	0.0
No Factored			0.2														0.0	0.0
No Need Trustworthy Roofer				0.3													0.0	0.1
No Conservation Area		0.8															0.0	0.1
Yes Renew heating system								0.5									0.0	0.1
Nothing needed	30.4	15.1	5.6	8.2	2.6	10.0	30.4	24.1	0.3				6.1	11.2	14.1	11.0	7.5	10.7
Sample size	125	126	627	291	234	50	56	195	330	11	169	235	586	116	417	420	2,544	1,444

13.6 The presence or otherwise of special adaptations was noted during the survey and the householders were also asked whether they felt they had a need for additional provision not currently provided. The results are shown in the following tables

Table 13.13 – What special adaptations are currently provided? Percent response.

Adaptation	Drumchapel & West		West End; Centre (part)		North; North West		East		Centre (pt); E Centre		South West		South		South East		Total	
	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten
Door Entry Phone			1.8		3.0				2.7			0.4		0.9			1.1	0.1
Grab Rails		0.8	0.8	0.3	0.4			1.5	1.2			1.3	1.9	0.9		1.7	0.8	1.1
Shower		0.8	0.5	0.3	0.4			1.0	0.6			0.4	0.9			0.7	0.4	0.6
Adapted WC			0.3	0.3	0.4			0.5	0.6			0.4	0.3	1.7		0.7	0.3	0.6
Special Furniture			0.2	0.3					0.3				0.2			0.5	0.1	0.2
Relocated Socket/Switches			0.2		0.4				0.3							0.2	0.1	0.1
Bath Lift					0.9												0.1	0.0
D/K									0.3						0.2	0.7	0.1	0.2
Through Floor Lift		0.8	0.2						0.3							0.2	0.1	0.1
Extension					0.4				0.3								0.1	0.0
Stair Lift			0.2					0.5	0.3			0.4				0.2	0.1	0.2
Adapted Kitchen									0.3							0.2	0.0	0.1
Don't Know			0.2													0.2	0.0	0.1
Door Widened								0.5	0.3							0.2	0.0	0.1
Individual Alarm Provided									0.3								0.0	0.0
Ramped Access				0.3				0.5	0.3			0.4		0.9		0.2	0.0	0.3
Handrail for Stairs														0.9			0.0	0.1
Rubber Door Handles														0.9			0.0	0.1
None	3.2	7.9	9.9	5.2	8.5	18.0	10.7	2.1	14.8	9.1		2.1	13.5	2.6	5.5	10.7	9.6	6.4
Sample size	125	126	627	291	234	50	56	195	330	11	169	235	586	116	417	420	2,544	1,444

Table 13.14 – What special adaptations are required? Percent response.

Adaptation	Drumchapel & West		W End; Centre (pt)		North; North West		East		Centre (pt); E Centre		South West		South		South East		Total	
	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten	Ten	Non-Ten
Shower	0.8	1.6	0.2	0.7	0.9	2.0	7.1	0.5	2.4			2.1	1.2		0.5	1.0	1.0	1.0
Grab Rails	0.8	1.6		0.3	0.9			0.5	1.2			0.9	1.2		0.5	0.5	0.6	0.6
Adapted Kitchen	0.8	1.6	0.2						1.5				0.2		0.5	0.7	0.4	0.3
Relocated Sockets/Switches	0.8	0.8							1.2			0.4	0.3		0.5	0.5	0.4	0.3
Adapted WC		0.8			0.4				0.9			0.4	0.3		0.5	0.2	0.3	0.2
Individual Alarm	1.6		0.2		0.4				0.9						0.2	0.7	0.3	0.2
Stair Lift		2.4	0.2	0.3	0.4			0.5	1.2						0.2	1.0	0.3	0.6
Door Entry Phone									0.9				0.2			0.5	0.2	0.1
Special Furniture					0.4				0.6		0.6					0.2	0.2	0.1
Don't Know			0.3										0.2			0.2	0.1	0.1
Door Widening									0.6						0.2		0.1	0.0
Ramped Access									0.6				0.2			0.5	0.1	0.1
Don't Know									0.3						0.2	0.7	0.1	0.2
Extension								0.5	0.3				0.2				0.1	0.1
Through Floor Lift									0.6								0.1	0.0
Adapted Bathroom					0.4												0.0	0.0
Lighting for Partially Sighted	0.8																0.0	0.0
Stair Handrail													0.9				0.0	0.1
None	1.6	4.8	12.0	5.2	10.3	16.0	5.4	1.5	17.3	9.1		1.7	13.1	2.6	5.8	10.5	10.3	5.8
Sample size	125	126	627	291	234	50	56	195	330	11	169	235	586	116	417	420	2,544	1,444

14.0 HOUSEHOLD CHARACTERISTICS

- 14.1 The make-up of the individual households was assessed in terms of the household types identified in table 7.1 above but also by ethnic group and employment status. These findings have not been reweighted or grossed up.

Table 14.1 – Ethnic Group

What is Ethnic Group of Household?	Area								Total
	Drumchapel & West	W End; Centre (part)	North; North West	East	Centre (pt); E Centre	South West	South	South East	
White Scottish	219	668	219	247	272	332	467	732	3,156
White Other British	5	84	25	4	15	11	19	25	188
White Irish	2	25	9		6	1	8	5	56
Other White	3	40	13	4	13	2	12	9	96
Asian Scottish	2	11	1			7	71	15	107
Pakistani	2	9	3	1	1	5	29	13	63
Chinese	1	12	4		1	1	5	1	25
Other Asian		12	11		4	13	42	5	87
Black	3	9			3	2	5	4	26
Mixed	1	6						1	8
All others		3			3	1	5	1	13
Don't know	1	2		1			1	1	6
Refused		2			2	3	1		8
Total	239	883	285	257	320	378	665	812	3,839

Table 14.2 – Employment Status

Area	Employment Status	Nr. of people in household					Total
		1	2	3	4	5	
DW	Employed full time (>30 hours)	77	52	2	1		132
	Employed part time	27		1			28
	Self employed (>16 yrs)	19	4	1			24
	Unemployed	13					13
WE	Employed full time (>30 hours)	260	170	16	5		451
	Employed part time	49	8				57
	Self employed (>16 yrs)	65	22	1	1		89
	Unemployed	37	3		1		41
NNW	Employed full time (>30 hours)	75	46	6	2		129
	Employed part time	16	3				19
	Self employed (>16 yrs)	29	6				35
	Unemployed	28	2				30
E	Employed full time (>30 hours)	89	43	6	2		140
	Employed part time	28					28
	Self employed (>16 yrs)	13	1				14
	Unemployed	17	3				20
CEC	Employed full time (>30 hours)	105	53	3	1	1	163
	Employed part time	22	2				24
	Self employed (>16 yrs)	18	13				31
	Unemployed	32	4				36
SW	Employed full time (>30 hours)	101	90	5	3		199
	Employed part time	30	2	1			33
	Self employed (>16 yrs)	31	13		1		45
	Unemployed	25	6				31
S	Employed full time (>30 hours)	224	156	9	3		392
	Employed part time	42	8	2			52
	Self employed (>16 yrs)	32	5	4			41
	Unemployed	62	24	3	1		90
SE	Employed full time (>30 hours)	280	207	20	6	1	514
	Employed part time	65	6	1			72
	Self employed (>16 yrs)	39	17	1			57
	Unemployed	54	7		1		62
Total		2004	976	82	28	2	3092

15.0 LIMITATIONS

- 15.1 The surveys were undertaken by a visual inspection only. We were not able to report upon areas that were unexposed or inaccessible at the time of our survey and accordingly we were unable to report that such areas are free from defect
- 15.2 Our Survey Report is designed to meet the primary objectives of the brief and any amendments agreed with the client during the course of the project. We do not, however, accept liability for use of our findings in a context different from that which was originally intended.
- 15.3 Some elements of the stock cannot be easily inspected but may incur cost within the next 30 years. Examples are flues, underground drainage or pipework, wall ties etc. As no visual evidence of defect is usually available prior to failure, accurate prediction of such defects is impossible, particularly in the absence of maintenance histories of these components. Accordingly we would propose to add a contingency element to the overall costs in the form of appropriate percentages so that financial provision is made for these unknown repairs.
- 15.4 The survey does not include for carrying out detailed inspections to identify the presence of dry or wet rot or other timber infestations.
- 15.5 The survey does not include for specialist investigations as to the presence of asbestos or other hazardous materials.
- 15.6 The survey does not include for specialist structural investigations.
- 15.7 The survey does not include for any other specialist sampling, testing or surveying other than that specifically stated within our proposal.

APPENDIX A REWEIGHTING PROCEDURE

1. Each property characteristic will be reported for the survey sample as a whole and in subgroups defined by the sampling area (Drumchapel & West, West End, North West, East & Bishops Wood, East Centre, South West, South or South East) and/or property type (tenemental or non-tenemental).
2. Since these figures represent the survey sample and not the population of properties from which the sample was drawn, it will be necessary to “gross-up”, or reweight the results. There will almost certainly be differential response rates across the sampling areas and property types, and so the reweighting factors in each stratum will depend on the achieved response in that area/type.
3. To reweight the survey results, it must be assumed that in each area and property type stratum, the results obtained for any property characteristic are representative of the total population of eligible properties in that stratum. The extent to which this is true is not testable without obtaining some information regarding those properties that were sampled but did not participate in the survey.
4. To reweight the results, taking t_i as the total number of eligible properties sampled in the i^{th} stratum, p_i as the number participating in the survey (and providing data), let k_i represent the number of properties having the characteristic being considered. The estimate of K_i , the total number of properties in the i^{th} stratum with the characteristic, is then

$$K_i = \frac{T_i k_i}{p_i}.$$

5. This can be viewed as the proportion of surveyed properties with the characteristic, scaled up to the estimated total population size, or as the number of properties with the characteristic within the survey, divided by the proportion of the total population that were surveyed. The number of properties with the characteristic in the population as a whole can then be estimated as the sum of these estimates over all areas and property types,

$$K = \sum_i K_i = \sum_i T_i \frac{k_i}{p_i},$$

so that the proportion of properties in the population as a whole is a weighted mean of the proportions in each stratum, with weights equal to the stratum population sizes:

$$\frac{K}{T} = \frac{\sum_i T_i \frac{k_i}{p_i}}{\sum_i T_i}$$

6. For property characteristics that are represented on a continuous scale, and summarised by an average value, the population average can be similarly expressed. If x_i is the average value in the i^{th} stratum, then x , the population average, is estimated by

$$x = \frac{X}{T} = \frac{\sum_i T_i x_i}{\sum_i T_i},$$

i.e. a weighted mean of the averages in each stratum, with weights equal to the stratum population sizes.

7. Such reweighted estimates of property characteristics will be presented for the population as a whole and in subgroups defined by sampling area and/or property type.

APPENDIX B
LIST OF TABULAR OUTPUTS
As at February 2006

Table Nr	Description
8.1.1	Construction Type by Area and Strata
8.1.2	Chimney Repair by Area and Material
8.1.3	Chimney Renewal by Area and Material
8.1.4	Cold Water Tanks Repairs by Area and Material
8.1.5	Cold Water Tanks Renewal by Area and Material
8.1.6	Flashing Repairs by Area and Material
8.1.7	Flashing Renewal by Area and Material
8.1.8	Roof Cover Repair by Area and Material
8.1.9	Roof cover Renewal by Area and Material
8.1.10	Rainwater Goods Repair by Area and Material
8.1.11	Rainwater Goods Renewal by Area and Material
8.1.12	Rooflights Repair by Area and Material
8.1.13	Rooflights Renewals by Area and Material
8.1.14	Secondary Rainwater Goods Repair by Area and Material
8.1.15	Secondary Rainwater Goods Renewal by Area and Material
8.1.16	Secondary Roof Coverings Repair by Area and Material
8.1.17	Secondary Roof Coverings Renewal by Area and Material
8.1.18	Insulation Measures - SHQS
8.1.19	Insulation Summary - SHQS
8.1.20	SHQS - Kitchen & Bathroom Disrepair - Area 1
8.1.21	SHQS - Kitchen & Bathroom Disrepair - Area 2
8.1.22	SHQS - Kitchen & Bathroom Disrepair - Area 3
8.1.23	SHQS - Kitchen & Bathroom Disrepair - Area 4
8.1.24	SHQS - Kitchen & Bathroom Disrepair - Area 5
8.1.25	SHQS - Kitchen & Bathroom Disrepair - Area 6
8.1.26	SHQS - Kitchen & Bathroom Disrepair - Area 7
8.1.27	SHQS - Kitchen & Bathroom Disrepair - Area 8
8.1.28	SHQS - Kitchen & Bathroom Disrepair - Summary
8.1.29	SHQS - Secondary Element Disrepair - Area 1
8.1.30	SHQS - Secondary Element Disrepair - Area 2
8.1.31	SHQS - Secondary Element Disrepair - Area 3
8.1.32	SHQS - Secondary Element Disrepair - Area 4
8.1.33	SHQS - Secondary Element Disrepair - Area 5
8.1.34	SHQS - Secondary Element Disrepair - Area 6
8.1.35	SHQS - Secondary Element Disrepair - Area 7
8.1.36	SHQS - Secondary Element Disrepair - Area 8
8.1.37	SHQS - Secondary Element Disrepair - Summary
8.1.38	SHQS - Kitchen Facilities
8.1.39	SHQS - Healthy
8.1.40	SHQS - Safe
8.1.41	SHQS - Secure
8.2.1	Tolerable Standard - Access by Household Type
8.2.2	Tolerable Standard - Cooking by Household Type
8.2.3	Tolerable Standard - Damp by Household Type

8.2.4	Tolerable Standard - Drainage by Household Type
8.2.5	Tolerable Standard - Lighting & Ventilation by Household Type
8.2.6	Tolerable Standard - Sink by Household Type
8.2.7	Tolerable Standard - Structure by Household Type
8.2.8	Tolerable Standard - WC by Household Type
8.2.9	Tolerable Standard - Wholesome Water by Household Type
8.2.10	Disrepair Bath by Household Type
8.2.11	Disrepair Doors by Household Type
8.2.12	Disrepair Heating by Household Type
8.2.13	Disrepair Kitchens by Household Type
8.2.14	Disrepair Lighting & Power by Household Type
8.2.15	Disrepair Mains by Household Type
8.2.16	Disrepair Wall Finish by Household Type
8.2.17	Disrepair Roof Finish by Household Type
8.2.18	Disrepair Roof Structure by Household Type
8.2.19	Disrepair Wall Structure by Household Type
8.2.20	Disrepair WC by Household Type
8.2.21	Disrepair WHB by Household Type
8.2.22	Disrepair Windows by Household Type
8.2.23	Reasons for NOT Making Good Defects by Household Type
8.2.24	Does Heating Keep You Warm Enough by Household Type
8.3.1	Socio/Economic - Adaptions Provided
8.3.2	Socio/Economic - Adaptions Required
8.3.3	Socio/Economic - Cultural Make-Up
8.3.4	Socio/Economic - Defects that Bother Tenants
8.3.5	Socio/Economic - Defects that Bother Tenants - Combinations
8.3.6	Socio/Economic - Intension to Make Good Defects - Area 1
8.3.7	Socio/Economic - Intension to Make Good Defects - Area 2
8.3.8	Socio/Economic - Intension to Make Good Defects - Area 3
8.3.9	Socio/Economic - Intension to Make Good Defects - Area 4
8.3.10	Socio/Economic - Intension to Make Good Defects - Area 5
8.3.11	Socio/Economic - Intension to Make Good Defects - Area 6
8.3.12	Socio/Economic - Intension to Make Good Defects - Area 7
8.3.13	Socio/Economic - Intension to Make Good Defects - Area 8
8.3.14	Socio/Economic - What Tenant Feels Needs Improved - Combinations
8.3.15	Socio/Economic - Improvements Tenant WILL Make
8.3.16	Socio/Economic - Improvements Tenant WILL Make - Combinations
8.3.17	Socio/Economic - Does Tenant Need Special Adaptions
8.3.18	Socio/Economic - Employment Status - Area 1
8.3.19	Socio/Economic - Employment Status - Area 2
8.3.20	Socio/Economic - Employment Status - Area 3
8.3.21	Socio/Economic - Employment Status - Area 4
8.3.22	Socio/Economic - Employment Status - Area 5
8.3.23	Socio/Economic - Employment Status - Area 6
8.3.24	Socio/Economic - Employment Status - Area 7
8.3.25	Socio/Economic - Employment Status - Area 8
8.3.26	Socio/Economic - Household Make-Up - Area 1
8.3.27	Socio/Economic - Household Make-Up - Area 2
8.3.28	Socio/Economic - Household Make-Up - Area 3
8.3.29	Socio/Economic - Household Make-Up - Area 4

8.3.30	Socio/Economic - Household Make-Up - Area 5
8.3.31	Socio/Economic - Household Make-Up - Area 6
8.3.32	Socio/Economic - Household Make-Up - Area 7
8.3.33	Socio/Economic - Household Make-Up - Area 8
8.3.34	Socio/Economic - Household Make-Up - Summary
8.3.35	Socio/Economic - Neighbourhood Dissatisfaction
8.3.36	Socio/Economic - Neighbourhood Satisfaction
8.3.37	Socio/Economic - House Dissatisfaction
8.3.38	Socio/Economic - House Satisfaction

APPENDIX C
SURVEY QUESTIONNAIRE

(available separately)

APPENDIX D

ACCESS LETTER AND HOUSEHOLDER INFORMATION LEAFLET

The Rt Hon The Lord Provost of Glasgow
Councillor Liz Cameron MA

PS/BP Ext 78541

Dear Householder and Fellow Glaswegian

SURVEY OF OLDER PRIVATE HOUSING IN GLASGOW

The City needs your help! We would like your permission to carry out a short building survey of your home.

Glasgow City Council has the opportunity to bid to the Scottish Executive for money to help repair and improve older private houses in the city over the next few years. Many older properties, perhaps your own, would benefit as a result of a successful bid.

To make the strongest possible case, we must demonstrate an accurate knowledge of the condition of the housing stock. To achieve this we have commissioned professional consultants to undertake a sample survey of 4,000 properties, selected at random from the 90,000 older private houses in the city.

My reason for writing to you is that your property has been selected for the sample. It is important that we obtain a survey for every selected property in order to make sure that the results are as reliable as possible. I would therefore ask for your co-operation by allowing access to our surveyor when he or she calls. Alternatively, if you would prefer to make an appointment or if you do not wish a surveyor to call you can contact our consultants on the free phone number **0800 056 1051**.

If our surveyor calls and you are not available or it is inconvenient, a reply-paid card will be left with a phone number to enable you to arrange an appointment that suits, or to make any special arrangements. Please make sure that anyone seeking access to your home provides you with official identification. If in any doubt, please phone 0141 287 8541 to speak to one of my officers who will confirm the authenticity of the surveyor.

Finally, I would urge you to participate in the survey as it will provide information crucial to the future of the City and provide much needed support to householders such as yourself. I would like to take this opportunity to thank you in anticipation for your assistance in this vitally important exercise.

Yours sincerely

Councillor Liz Cameron
The Right Honourable Lord Provost.



Survey of Older Private Housing in Glasgow 2004

Glasgow City Council is carrying out a survey of older private housing in the city.

There are about 70,000 pre-1945 private houses in Glasgow, accounting for about one quarter of the total city stock of 286,000 in 2002.

Why a survey?

Responsibility for development funding for Registered Social Landlords (RSLs) and private developers was transferred to the Council from Communities Scotland in September 2003. Glasgow City Council is now responsible for all types of public grant aid for improvement and repair of private housing in the city. The Council bids for funding to the Scottish Executive on the basis of a detailed analysis of the problems, and decides on the award of grants or loans to householders and developers. The Housing (Scotland) Act 2001 has extended the Council's power to make improvement grants to the additional items of unsafe electrical wiring, mains-powered smoke detectors, adequate heating systems and thermal insulation, fire-retardant entry doors and main door entry-phones. As a result of the report of the Scottish Executive's Housing Improvement Task Force published in 2003, it is likely that the Council will become responsible for administering a range of new policies aimed at improving conditions in private housing.

Consequently the Council needs to have accurate, up to date information about conditions in the older private housing stock. While many older private houses are in excellent condition, they are often prone to disrepair, dampness and energy inefficiency, structural instability, lead in pipework, and problems in drainage, common access areas and external paths, bin stores etc.

The Council formally approved the survey on 2 October 2002.

The survey's objectives

The objectives of the survey are:

- (i) To obtain an accurate picture of the condition of older private housing in Glasgow, including a good estimate of failures of the Tolerable Standard and inadequacies in terms of the Scottish Executive's Housing Quality Standard (published in February 2004).
- (ii) To provide reliable estimates of the cost of repairing and improving the older private stock, and the extent of required grant aid.
- (iii) So far as possible, to provide reliable estimates of the extent of work required to bring Houses in Multiple Occupation up to the Council's standards.
- (iv) To throw light on the effectiveness of different policy options for addressing the condition of the older private stock.
- (v) To aid the Council in administering the strategic housing budget following transfer of development funding from Communities Scotland.

Survey methods

The survey is expected to include some 4,000 properties drawn at random from the Council Tax Register. Each house will be inspected by a trained surveyor and the householder will also be asked a short set of questions about the occupants of the house. ***To obtain accurate information, it is important to inspect all the properties selected whatever the condition of the individual house.***

Fieldwork will be carried out between February and May 2004, across the whole of the city.

The survey is likely to cost up to £250,000.

Survey contractors

Glasgow City Council is working with outside experts in order to deliver the survey effectively. They are:

Project managers:

The John Martin Partnership
12 Royal Terrace
Glasgow G3 7NY

Survey fieldforce:

David Adamson & Partners Ltd
32 Rutland Square
Edinburgh EH1 2BW

Statistician:

Dr Alex McConnachie
Robertson Centre for Biostatistics
University of Glasgow
Glasgow G12 8QQ

Contacts

**Contact number for calls concerning surveyor visit arrangements:
Freephone 0800 056 1051**

**Contact number for general enquiries about the survey:
0141-287 8541**



**Development & Regeneration Services
Glasgow City Council
229 George Street
Glasgow G1 1QU**

APPENDIX E

SURVEYOR BRIEFING PACK

1.0 PROJECT

The project involves the stock condition survey of privately owned, pre second world war dwellings in Glasgow.

There are a total of approximately 74,000 units divided into 8 Nr. areas. Each area consists of a variety of both tenemental and non-tenemental housing stock. The survey will involve inspecting 4,000 of the properties both internally and externally. The survey findings will be recorded on Dell Axim or Psion Workabout handheld computers using the "Powersurvey" software.

The 8 Nr. areas are located within community areas listed below:

- Area 1 – Drumchapel and West
- Area 2 – West End
- Area 3 – North West
- Area 4 – East
- Area 5 – East (Centre)
- Area 6 – South West
- Area 7 – South
- Area 8 – South East

2.0 TIMESCALES

The survey work is due to start on 5 April 2004 and is programmed to be completed within 12 weeks.

Surveyors will be restricted to working between the hours of 9:00am and 9:00pm, Monday to Friday and 10:00am to 5:30pm Saturday. Other working hours may be arranged with prior approval.

3.0 METHODOLOGY

As mentioned previously, the survey will be carried out using Dell Axim PDA's or Psion Workabouts loaded with "Powersurvey" software. All Surveyors will receive a days training in the use of this system and guidance on the specific questions requiring responses.

All properties have received a letter in advance of the survey to advise the householders that the survey is being carried out.

The stock has been divided into "strata" types defined by tenemental and non-tenemental. Within each of these strata types, a minimum number of surveys is required. The number of surveys for each strata type within each area is listed in the Appendices.

The survey also includes the collection of NHER level 0 data, Scottish Housing Quality Standard data and a socio-economic survey of the householder or occupants.

4.0 SURVEY

The Survey form is made up of a series of multi-choice questions that lead the Surveyor down a description of a particular component. The Surveyor is then required to make an assessment of the level of catch-up repairs required, whether that component requires replacing over the next 30 years and the quantity of the component. The handheld contains a schedule of rates linked to the various component descriptions which, when multiplied by the inputted quantity, arrives at a total cost for replacement of that particular component.

There are also a number of questions that do not require these assessments to be made but simply require a yes/no type answer.

It is very important that where possible the Surveyor keeps to the format and descriptions contained within the form. Any deviation from the standard questions and answers will not allow future analysis of results.

A detailed description of the form follows:

1. SURVEY DETAILS

This information is completed for every survey and must be worked through sequentially. The programme will not allow the Surveyor to progress onto the next question until the previous one has been answered. This is general information about the property and does not have a schedule of rates attached to it.

- 1.1 **Survey reference** : this is the unique reference that will be found on the address list and is referred to as the **Property ID** and it is **imperative that it is entered correctly**. It forms the basis for all future analysis of the results. .
- 1.2 **Area** : this is the community area that the address is in and will be found on the individual Surveyors address list.
- 1.3 **Surveyor Number** : each Surveyor will be given a number.
- 1.4 **Survey start time** : this is automatically set at the current time and should be accepted by the Surveyor.
- 1.5 **Construction type** : this leads the Surveyor through a series of choices to arrive a description of the construction type (i.e. traditional/non traditional) This information can be found from the address list.
- 1.6 **Property type** : the Surveyor has a number of choices from Multi-storey, house, 4-in-a-block etc.
- 1.7 **Flats per block** : if a flat has been selected, the Surveyor is required to input the number of flats in the block that is being surveyed.
- 1.8 **No. of storeys** : with the exception of bungalows, the Surveyor enters here the number of storeys.
- 1.9 **Isolation** : this relates to whether the property is detached, semi-detached, end terrace or mid terrace.

2.0 MAIN SECTION

This is where the Surveyor starts to record specific details relating to the individual building components. There are eight choices on the opening screen entitled CHOOSE SECTION. The Surveyor can choose from Internals, Internals (Common), Externals, Summary, NHER Survey, Tolerable Standard, Social Survey and Exit Survey. The Surveyor can work

through each of these sections in any order but he **must make sure he has completed all of the sections before selecting Exit Survey.**

For every component selected, the Surveyor is asked the same series of questions as follows:

- a) Original/Renewed? – has the component been renewed during the life of the building or is it original?
- b) Catch-up repair? – is a catch-up repair required yes/no.
- c) Percentage of total cost? – if yes is selected, the Surveyor can estimate the amount of work to be done by selecting from a range of percentages of the total replacement cost.
- d) Catch-up repair timing – the Surveyor selects from a range of years when the catch-up repair should be carried out.
- e) Replacement within 30 years? – will the component require replacing within the next 30 years? yes/no.
- f) Remaining life (years) – if yes selected, how many years will the existing component last before it requires to be replaced. A schedule of typical component life spans has been included in the appendices and Surveyors should use this as guidance when completing this section.
- g) Unit quantity – the Surveyor inputs the quantity of the component. ***N.B. care must be taken to ensure the correct unit of quantity is used – in some cases the quantity is per dwelling (1No. kitchen) and in some cases it is per No. or M² (200M² of roof tiles, 5No. windows) The unit of quantity is stated against the relevant item below.*** A schedule of typical quantities has been included in the Appendices and Surveyors may use this as guidance for completing this section. The quantities relate to typical property types and sizes and Surveyors should make any necessary adjustments to take account of specific dwellings.
- h) Rate adjust – this is default set to 100% and unless there are exceptional circumstances where the Surveyor feels this should be amended, the default should be accepted.
- i) Spot price – this is the result of the quantity multiplied by the rate from the schedule of rates. The Surveyor may overwrite this with a different figure, ***but only in exceptional circumstances.***

Internals (this covers the internal components and fabric of individual properties)

- 2.1 **Windows** : the surveyor selects from a list of material types followed by a choice of window type. The selection 'fire escape window above ground floor', only requires a yes/no answer. *Unit – per window.*
- 2.2 **Doors** : the surveyor selects from a choice of door type (flat entrance, house entrance etc.) followed by a choice of specification . On selecting 'internal pass doors', the Surveyor is only required to make a selection from a range of door conditions. *Unit – per door.*
- 2.3 **Kitchens** : the first section under this heading is for kitchen units and gives the Surveyor a range of kitchen sizes to select from. *Unit – per kitchen.* The next selection is wall tiles and the Surveyor has a range of options to choose from. *Unit – per kitchen.* The next choice is ventilation and requires the Surveyor to assess condition of extract fans. *Unit – per fan.* Finally there is a section entitled 'socket provision' and gives the Surveyor a range of choices. *No unit.*
- 2.4 **Bathrooms** : the Surveyor selects each bathroom component and is offered specification choices for baths, WC's WHB's and showers. *Unit – per item.* Wall tiles are selected on the same basis as Kitchens. *Unit – per bathroom.* Ventilation is also treated on the same basis as kitchens. *Unit - per fan.* The final choice under this

- heading is 'sanitary ware colour', this requires a selection from the options shown. *No unit.*
- 2.5 **Hot water tank** : there are two options available to the Surveyor. One where the tank is visible and one where the tank is covered up and can not be seen. Where the tank cannot be seen the Surveyor is required to make an assumption on the likely spec of the tank. This is required to ensure the analysis of the results are correct. *Unit – per tank.*
- 2.6 **Cold water tank** : as with the hot water tank there are two options and should the tank be unseen the Surveyor is required to input an assumption of the likely spec. *Unit – per tank.*
- 2.6 **Heat source** : heat source covers both the source and the distribution system. The first selection will be gas, electric, solid fuel or oil. The Surveyor will then be required to select the type of appliance. *Unit – per appliance.* In the case of electric, the Surveyor has a choice of a range of numbers of heaters to select from. *Unit – per property.* Under this section there is also a heading of radiators, this only applies to wet systems and the choice is similar to electric heaters with a range of numbers of heaters to choose from. *Unit – per property.*
- 2.7 **Electrics** : electrics covers power, lighting and mains supplies and asks whether each element is outdated or modern. *Unit – per property.*
- 2.8 **Fire safety** : fire safety includes smoke detectors, fire extinguishers and fire alarms with a series of choices to be made regarding each one. *Unit – per appliance.*
- 2.9 **Security** : if the property has a burglar alarm installed the Surveyor should enter it's details here. *Unit – per property.*
- 2.10 **Sheltered** : this section is for properties within a sheltered housing scheme that contain facilities such as warden call. *Unit – per property.*
- 2.11 **General condition** : these are a series of questions that do not relate to a schedule of rates but require the Surveyor to assess the repair condition of the properties walls, floors and ceilings along with statements on the presence of artex, asbestos, storage provision and services. *No unit.*
- 2.12 **Adaptions** : this section covers properties that have been specially adapted for wheelchair or disabled use. Stair lift, yes/no. *No unit.* Hoist, yes/no. *No unit.* Grab rails. *Unit – per rail.* Wheelchair kitchen is where a specially adapted kitchen has been installed for wheelchair use. *Unit – per kitchen.* Remote door opening allows the Surveyor to input data should the property be fitted with a special remote or automatic door opening system. *Unit – per door.*
- 2.13 **Exit** : on completion of this section, the Surveyor should choose Exit and this will bring him back to the CHOOSE SECTION menu.

Internals (Common) (this is for flatted developments or blocks with common or shared access and relates to those items found within these common areas such as close entrance doors, stairs and landing finish etc.)

- 2.14 **Close windows** : this item is the same as the previous window item but relates only to those windows found within the common close. *Unit – per window.*
- 2.15 **Door entry** : this section covers controlled door entry systems and the Surveyor can select from a number of options. *Unit – per flat served by system.*
- 2.16 **Close lighting** : this covers both standard lighting and emergency lighting and the Surveyor can select from a number of options relating to the number of storeys in the close. *Unit – per close.*
- 2.17 **Cold water tank (flats)** : this is dealt with in the same way as the cold tanks to the houses where the Surveyor is given two options of seen and unseen. As with the houses, the surveyor is required to make an assumption if the tank is unseen. *Unit – per tank.*

- 2.18 **Close entrance doors** : the Surveyor first chooses the material for the door and then the particular spec for both the front and rear doors. *Unit – per door.*
- 2.19 **Communal floor finish** : this section covers both ground floors and stairs and landings and requires an assessment of quantity as well as condition. *Unit – per M².*
- 2.20 **Balustrades** : balustrades covers balusters and handrails to closes and the Surveyor is given a number of possible options to choose from. *Unit – per M.*
- 2.21 **Special Services** : These are items specifically found in residential or group homes and this section should only be completed if the property being inspected falls into this category. *Unit – per person or per component.*
- 2.22 **Multi-storeys** : due to their nature, multi storeys have a separate section to cover lifts and bin chutes. There are a number of other items relative to multis, which will be the subject of a separate exercise. Lift options include car replacement and lift motor replacement. *Unit – per lift.* Bin chutes covers the doors only and not the shafts. *Unit – per door.*
- 2.23 **General condition (common)** : this section does not relate to a schedule of rates but requires the Surveyor to make an assessment on the condition of walls and soffits of stairs and landings as well as commenting on the presence of graffiti. *No unit.*
- 2.24 **Exit**: on completion of this section, the Surveyor should choose Exit and this will bring him back to the CHOOSE SECTION menu.

Externals (this section includes the external fabric of the building and the landscaping directly associated with the block or house. Surveyors should note that when inputting quantities for blocks of flats, quantities should relate to the **whole** block for every survey carried out. An adjustment is made at a later date to put the cost on a per flat basis)

2.25 **Roofs :**

Principal roof finish : the surveyor is given a choice of various roof coverings for the main part of the roof, he is asked whether it is flat or pitched and then the assessment of condition, age and cost. *Unit – per M².*

Secondary roof finish : as above but for the secondary finish if applicable. *Unit – per M².*

Fascias and soffits : the surveyor can select from a number of options relating to the spec for fascias and soffits. *Unit – per M.*

Flashings : flashings are described by their complexity on the roof and their material. *Unit – per roof.*

Principal gutters : this covers the principal gutter type to the building. *Unit – per M.*

Secondary gutters : where there is more than one type of gutter on the building, the Surveyor can input the details here. *Unit – per M.*

Principal downpipes : assessed in the same manner as the gutters. *Unit – per M.*

Secondary downpipes : assessed in the same manner as the gutters. *Unit – per M.*

Chimneys : the work to chimneys is based on the size of the chimney from a range of vents and the work required to them. *Unit – per chimney.*

Rooflights : this section gives the Surveyor a choice of cast iron or velux type rooflights followed by a range of sizes. *Unit – per rooflight.*

2.26 **External walls:**

Principal wall finish : where the Surveyor feels there is work required to the external wall finish, a full range of options is available to choose from. Work relating to multi storeys and PRC non-traditional stock should not be inputted . *Unit – per M².*

Secondary wall finish : if there is a secondary finish to the external wall, the Surveyor can input the details here in the same manner as the principal wall finish. *Unit – per M².*

DPC : this does not relate to the schedule of rates but requires the Surveyor to comment on the presence of DPC. *No unit.*

Balconies : the Surveyor is given the option of recommending repair work to concrete balconies and balustrades. *Unit – per balcony.*

2.27 **Landscaping:**

Walls : walls covers, boundary, division and retaining walls and the Surveyor can choose the specification and wall height. *Unit – per M.*

Fences : fences are described in a similar way to fences with height categories and specification description. *Unit – per M.*

Clothes poles : the surveyor can choose from metal poles, gallows poles and rotary driers. *Unit – per pole.*

Principal hard landscaping : hard landscaping includes paviers, paving slabs, tarmac etc.,. *Unit – per M².*

Secondary hard landscaping : where there is more than one form of hard landscaping, the Surveyor can input details here. *Unit – per M².*

Soft landscaping : this section does not relate to the schedule of rates but requires the Surveyor to classify the extent of garden. *No unit.*

Bin stores : the Surveyor has a choice of timber, brick or concrete bin stores followed by the number of bays. *Unit – per bin store.*

Garages : where a garage is directly related to an individual property either stand alone or integral, the Surveyor can assess the condition in this section. *Unit – per garage.*

Sheds/outhouses : sheds and outhouses are assessed in a similar fashion to garages where they are directly related to an individual property. This excludes timber sheds erected by tenants. *Unit – per shed/outhouse.*

No. of steps to front door : this does not relate to the schedule of rates but requires the Surveyor to state the number of steps to the front door from a range. *No unit.*

Step condition : this requires the Surveyor to categorise the number of steps and then give recommendations on replacements. *Unit – per flight.*

Lighting : this does not relate to the schedule of rates but requires the Surveyor to state the level of external lighting available. *No unit.*

2.28 **Exit:** on completion of this section, the Surveyor should choose Exit and this will bring him back to the CHOOSE SECTION menu.

Summary (this summarises the main problems identified in the property and allows the Surveyor to recommend improvements. This section does not relate to the schedule of rates. The Surveyor should involve the tenant in this section by asking them to identify any problems or improvements that may not be apparent to the Surveyor)

2.29 **Structural problems** : the Surveyor is required to state whether further structural investigation is required or not. *No unit.*

2.30 **Main problems** : the Surveyor is required to identify the main problems with property. This should be done in discussions with the tenant and their comments should be included in the Surveyors input. The Surveyor can list up to five items. *No unit.*

2.31 **Recommended Improvements** : the Surveyor is required to identify any improvements they would recommend. The tenant should also be asked what improvements they would like to see to their property and their comments should be noted. The Surveyor can list up to five items. *No unit.*

2.32 **Exit:** on completion of this section, the Surveyor should choose Exit and this will bring him back to the CHOOSE SECTION menu.

Tolerable Standard – The tolerable standard is required as an essential part of the Scottish Housing Quality Standard and the section is split into the main headings of the Tolerable Standard. Surveyors are required to enter each section and record a yes/no response to each

of the questions posed before selecting exit from the main Tolerable Standard menu to return to CHOOSE SECTION.

NHER Survey – Like the tolerable standard, the NHER survey is an intrinsic part of the Scottish Housing Quality Standard. The section is split into six sub-sections relating to the built form, the size, the window type and the various heating methods within the dwelling. The Surveyor is required to enter each section and select the response that matches the specifics of the property being inspected. Some of the data requirements appear to duplicate previous responses under other sections, this is due to the isolated nature in which the NHER data is held and as such any duplication is necessary. On completion of all sections under this heading, the Surveyor should select Exit to return to the CHOOSE SECTION menu.

Social Survey – The social survey is designed to collect key data relative to the household make up, employment status, satisfaction with the property and future intentions. The surveyor must engage with the householder and work through each section of the questionnaire recording the householders response. None of the questions within the survey contain what would generally be considered as sensitive data but the Surveyors should be aware of the householders right to privacy and treat their concerns and comments with diplomacy and understanding.

Exit – The Surveyor will be asked whether he wishes to Exit the Survey and upon answering yes, will be asked again before bringing the Surveyor back to the opening screen to start the next survey.

5.0 CONDUCT

The Surveyors are reminded that they are entering people's homes and as such we expect them to remain courteous at all times and sensitive to the individual householder's privacy. Disruption should be kept to a minimum and the length of time spent in the property should be only enough required to gather the required information.

Surveyors will carry photographic ID cards and a letter from Glasgow City Council explaining who they are and what they are doing. Should a householder refuse a Surveyor access to their property then the Surveyor should respect their wishes but record that access was not possible due to householder refusal.

APPENDICES TO THE SURVEYOR BRIEFING PACK

- I – Survey questionnaire structure
- II – Schedule of typical quantities
- III – Major component typical lifespans
- IV – NHER Level 0 survey data form
- V – Technical Annexe 7 from SHCS 2002 (Guidance and Interpretation of the Tolerable Standard)
- VI – GCC Tolerable Standard comments (Outlined in 10.2 of Report)

APPENDIX F
SCOTTISH HOUSING QUALITY STANDARD (SHQS) DEFINITION

Housing Quality Criteria	Criteria Definition	Criteria Elements	Failure Assessed by:
Compliant With The Tolerable Standard	The Tolerable Standard	<ul style="list-style-type: none"> ▪ Below Tolerable Standard 	Single Primary Failure
Free From Serious Disrepair	Primary Building Elements	<ul style="list-style-type: none"> ▪ Wall Structures ▪ Internal Floor Structures ▪ Foundations ▪ Roof Structure 	<p>Single Primary Element Failure</p> <p>An element fails where it requires repair or replacement of more than 20%</p>
	Secondary Building Elements	<ul style="list-style-type: none"> ▪ Roof Coverings ▪ Chimney Stacks ▪ Flashings ▪ Rainwater Goods ▪ External Wall Finishes ▪ Access Decks/Balustrades ▪ Common Access stairs/landings, pathways within the curtilage of the dwelling ▪ Individual dwelling balconies/verandas ▪ Individual dwelling attached garages, internal stairs ▪ Damp Proof Course ▪ Windows/doors ▪ Common windows/roof lights ▪ Underground drainage 	<p>Failure by two or more elements.</p> <p>An element fails where it requires repair or replacement of more than 20%</p>
Energy Efficiency	Effective Insulation	<ul style="list-style-type: none"> ▪ Cavity insulation where technically feasible and appropriate (19) ▪ 100mm loft insulation where appropriate (20) ▪ Insulation of hot water tanks and pipes (and cold water tanks as an ancillary measure) 	Single Element Failure
	Efficient Heating	<ul style="list-style-type: none"> ▪ A full house central heating system that has an acceptable efficiency rating (21), or similarly efficient heating system that is developed in the future 	Single Element Failure

	Additional Energy Efficiency Measures	<ul style="list-style-type: none"> Additional energy efficiency measures, where technically feasible (22), necessary to achieving a minimum NHER rating of 5 or SAP rating of 50 	Single Element Failure where a necessary practical measure has not been implemented
Modern Facilities And Services	Bathroom Condition	<ul style="list-style-type: none"> Bathroom amenities should include a WC, bath or shower and wash hand basin in good and usable condition 	Single Element Failure An element fails where it requires repair or replacement of more than 25%
	Kitchen Condition	<ul style="list-style-type: none"> Kitchen fittings in good and usable condition 	Single Element Failure An item fails where it requires repair or replacement of more than 25%
	Kitchen Facilities	<ul style="list-style-type: none"> Adequate kitchen storage to current building standards where practical (1m³ within or adjacent to the kitchen; space for a cooker and related space in front of it to allow safe use) Safe kitchen working arrangements, including worktop space on at least one side of, and at least the same width as, the cooker Sufficient power outlets (6 or more sockets) 	Single Element Failure
Healthy, Safe and Secure	Healthy	<ul style="list-style-type: none"> Internal pipe work lead-free Mechanical ventilation in the kitchen and bathroom where it is required to tackle persistent problems of condensation, dampness and mould growth Adequate noise insulation where there are problems with external noise eg from traffic or factories 	Single Element Failure Persistent problem categorised by condensation or mould on more than 5% of the wall and ceiling area of bathroom or kitchen

	Safe	<ul style="list-style-type: none"> ▪ A smoke detector present in the home (24) ▪ Safe electrical systems ▪ Safe gas and oil systems and appliances ▪ Common stairwells, lifts, lobbies, courts, laundry and drying areas, refuse chutes and bin stores, where provided, in good and safe order ▪ Adequate lighting in common internal and external areas within the curtilage of the house 	Single Element Failure
	Secure	<ul style="list-style-type: none"> ▪ Secure front and rear access doors ▪ Front door entry systems and secure rear access to enclosed common areas 	Single Element Failure

- (19) In some types of housing, it is not possible to install cavity wall insulation; in other cases installation may be prohibited by building regulations because cavity wall insulation would lead to other problems such as water penetration and dampness.
- (20) 100mm is the minimum existing insulation, which will meet the standard, but where insulation is being installed it must meet the standard required by the building regulations.
- (21) An inefficient central heating system is defined here as being:
- a solid fuel boiler with an annual seasonal efficiency of 55% or less
 - a natural gas boiler with an annual seasonal efficiency of 55% or less
 - an oil-fired boiler with an annual seasonal efficiency of 65% or less
 - a gravity or semi-gravity heating system more than 20 years old
- An inefficient electric storage heating system is defined here as being:
- free-standing large volume storage heaters more than 20 years old
 - free standing compact storage heaters more than 20 years old
 - electric fan-assisted storage warm air heating more than 20 years old
 - electric wired underfloor heating, set in solid floors, more than 20 years old
 - electric ceiling heating more than 20 years old.
- (22) Such measures might include coated double or even triple glazing. It is recognised that it will not always be technically feasible, without disproportionate costs, to bring certain houses up to the minimum thermal efficiency standard. Building Standards may be relaxed if it is not reasonably practical to meet the minimum standards.
- (23) In most cases, the insulation will be provided through double or triple glazing.
- (24) Existing smoke detectors may be hard wired or battery powered; new installations must be hard wired.

**APPENDIX G
ENERGY EFFICIENCY ASSESSMENT**

**RICKABY
THOMPSON
ASSOCIATES
ARCHITECTS+
ENERGY
CONSULTANTS**

The John Martin Partnership

**SUMMARY OF INITIAL RESULTS FOR PRIVATE SECTOR HOUSING
STOCK ENERGY EFFICIENCY ANALYSIS,
GLASGOW CITY COUNCIL**

JMY 0.9, February 2005

Area	No of records	No of records processed	NHER	SAP	BEPI	Annual CO₂ emissions (T/yr)	Annual fuel costs (£/yr.)
1	251	149	5.6	53	58	7.8	835.00
2	765	308	5.9	57	60	6.2	695.00
3	238	187	5.7	55	56	5.9	670.00
4	251	215	4.4	45	54	8.6	880.00
5	341	132	6.0	59	61	5.1	595.00
6	404	245	5.2	50	56	7.5	802.00
7	702	465	5.8	56	58	6.3	702.00
8	834	608	5.5	54	58	6.5	700.00

Summary table of results

An analysis of the energy efficiency of the private sector stock in the Glasgow City Council area has been requested by The John Martin Partnership. The objective of the analysis is to inform the City Council of current energy efficiency of the stock and how improvements can be made to achieve an improved standard of energy efficiency.

The analyses reported here have been made by means of the NHER Automatic Evaluator version 4.1 computer software, which is one of the suite of programs associated with the National Home Energy Rating (NHER) scheme. This software analyses the energy efficiency of dwellings in terms of annual fuel cost per square metre of floorspace, under standard occupancy conditions (9 hours per day during the week and 16 hours per day at weekends), taking into account the use of fuel for space heating, water heating, cooking, lighting and the use of domestic appliances. The results of the analyses include 'energy ratings' expressed on the NHER scale of 0 (inefficient) to 10 (efficient) and the Standard Assessment Procedure (SAP) energy rating scale of 1 (inefficient) to 120 (efficient). (The scale was extended following revisions to the Building Regulations in England and Wales in 2002).

The NHER Automatic Evaluator software is designed to estimate the NHER of a dwelling at a variety of levels of precision, depending on the availability of data. The analyses reported here are based on data to NHER 'Level 0' precision, provided by the City Council following an earlier stock condition survey.

NHER Level 0 assessments are low precision analyses, which predict the energy ratings of dwellings with a standard error of approximately 1 on the NHER scale (0 to 10), using a minimum data set. This means that the predicted energy ratings of up to 5% of dwellings may be in error by up to two integer points on the NHER scale. However, when large numbers of dwellings are assessed the errors cancel out, and provided that the analysis involves at least one hundred dwellings (or a statistically representative sample of the stock containing at least one hundred dwellings) the procedure will predict the average NHER of the stock to an accuracy of 0.1 on the NHER scale.

At NHER Level 0 precision, each dwelling type is described by fifteen data items (eighteen for flats):

- Age (in bands)
- Built form
- Number of storeys
- Number of rooms
- Wall insulation thickness (added since construction)
- Roof insulation thickness (total)
- Floor insulation thickness (total)
- Window frame type
- Glazing type
- Heating system type
- Heating fuel
- Heating appliance type
- Secondary heating type
- Water heating system type
- Water heating fuel

The additional data items for flats are the flat type and the wall, roof and floor exposures. These data enable ground-floor, mid-floor, first-floor, corner, end- and mid-terrace flats to be distinguished.

The analysis of the stock was based on data for approximately 4,000 properties, supplied to Rickaby Thompson Associates in machine-readable form. The *NHER Automatic Evaluator* software was used to make an analysis of the energy efficiency of each dwelling in its existing state. These analyses provided estimates of the NHER, the SAP¹ energy rating, and the Building Energy Performance Index (BEPI)² of each dwelling; of the total annual fuel use and fuel cost associated with each dwelling (under standard occupancy); and of the annual carbon dioxide emissions associated with the use of fuel in each dwelling.

-
- 1 The SAP energy rating of a dwelling is based annual fuel cost per unit of floorspace, for space heating and water heating only, under standard occupancy; the results are expressed on the SAP scale of 1 (inefficient) to 120 (efficient).
 - 2 The BEPI of a dwelling is a measure of the thermal quality of the building fabric expressed on a scale where a dwelling with the minimum levels of insulation and maximum glazed areas prescribed in Part L of the Building Regulations 1990 would have a BEPI of 100. A better-insulated dwelling would have a BEPI greater than 100.