

Online Register **Help and Guidance**

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Introduction

The Public Register of Social Landlords

The Housing (Scotland) Act 2001 requires Scottish Ministers to maintain a register of the details of all Registered Social Landlords (RSLs) which is available to the public, this role has been delegated to the Scottish Housing Regulator.

The Statutory Public Register files contain details of a social landlord's board members, copies of the social landlord's accounts, its governing instrument and registration documents.

How do I view the Statutory Public Register?

The Register of Social Landlords is held in the Scottish Housing Regulator's office at Highlander House, 58 Waterloo Street, Glasgow, G2 7DA and is open for public inspection (in person, by letter or by telephone) between the hours of 9.30 am and 4.30 pm, Monday to Friday, except public holidays.

This website has been set up in order to improve access to this public information.

Instructions on how to use the website along with a glossary of terms used in the register can be found in the rest of this document.

Registration Statistics at July 2009

Housing Association Type	Count of RSLs
Mainstream	156
Small	6
Co-ownership	1
Management Only	29
Abbeyfield Society	23
Total	215

Constitution	Count of RSLs
Charitable	151
Community Based	5
Fully Mutual Co-operative	11
Co-operative	4
General Letting	15
Limited	10
LHO	19
Total	215

Guidance

Facilities available in the Website

There are three search facilities on the website which will help you find an RSL on the register. If you know the name or part of the name for the RSL, this can be typed into the [“Find an RSL”](#) text box. The [RSL A-Z search](#) can be used to search by the initial letter of the RSL name or by the Local Authority area(s) where it operates. And the [Advanced Search](#) can be used to search for an RSL by Type, Peer Group and/or Constitution Type.

A full extract from the register can be downloaded in PDF format through the [RSL Directory](#) (which shows Chief Executive, the general contact, email address, correspondence address, telephone number and fax number) or the [RSL Registration Details](#) (which shows full registration information, address and contact details) options.

You can download a list of RSLs that have transferred to another RSL or that have de-registered through the [Transferred RSLs](#) option.

You can produce a mailing list (in Excel format) or mailing labels (to be printed) for a defined set of RSLs through the [Mailing List/Labels](#) option.

You can also search for published documents relating to specific RSLs under the [“Search for”](#) heading. Documents are available for Accounts, Allocation Policy, Annual Performance and Statistical Returns, Inspection Reports, Performance Profile and Rules/Memoranda. Definitions on what these documents are can be found on the website or in the [Descriptions](#) section of this help guide.



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The Public Register of Social Landlords

Registered Social Landlords (RSLs) are independent housing organisations registered with the Scottish Housing Regulator under the Housing (Scotland) Act 2001.

This public register provides information on RSLs including their registered address, contact details, legal status, associated organisations and the local authority areas in which they operate. Entries on the register can be searched for by RSL name, type and local authority area(s) of operation.

The online register provides access to the published Annual Accounts, Allocation Policies, Annual Performance and Statistical Returns, Inspection Reports, Performance Profiles and Rules/Memoranda for RSLs. There are also facilities to produce address labels, mailing lists and obtain extracts from the directory.

Definitions of information held and guidance on how to use the facilities of the register are available [here](#).

Please use the links on the left to navigate through the register.

RSLs can obtain an administration login to update information held relating to their address and contact details online. To obtain a username and password OR if your existing password has been lost please [contact us](#).

The details in the online register are updated on a regular basis, either as we are informed of changes or by RSLs updating certain information online. Please [contact us](#) if you notice any errors so that we can, if necessary, correct the entry.

[Contact us](#)
[RSL Directory](#)
[RSL Registration Details](#)
[Transferred RSLs](#)
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How to use the website

Find an RSL

This is the quickest way to find an RSL on the register. If you know the name or part of the name for the RSL you want to find then type it into the text box under the “Find an RSL” heading. A list will appear automatically below the text box with a list of RSL names that match what has been typed. For example typing “SOUTH” in the search box will list “Paisley South Housing Association Ltd”, “South West Housing Association Limited” and “Southside Housing Association Ltd”.

Select the RSL you want to view and hit the button.

The register entry for your selected RSL will appear. Access to its published documents are also available through the menu on the right of the page.

RSL A-Z search

You can search for an RSL by name, local authority area(s) of operation or by type:

Name: If you know the name of the RSL you can select its initial, ignoring words such as ‘The’, and then select it from the list that appears. You cannot select Abbeyfield Societies under this option – a list can be found by selecting Abbeyfield under the Type option.

Local authority: If you are looking for an RSL which operates in a specific local authority, or want to know which RSLs operate in a specific area, this option will give you a list of all the RSLs operating in the selected local authority area.

Type: Select the type of landlord you wish to find.

You will be presented with the range of RSLs that meet your criteria and an option to view the register details and published documents for each RSL.

There are also options to produce an extract in PDF format of the listed RSLs showing the RSL Registration Details, RSL Directory or to generate a mailing list/labels.

Advanced search

Under this option you can search for RSLs by any combination of the following categories:

RSL Type	(definitions of these categories can be found on the website or in the Definitions section of this help guide)
Peer Group	
Constitution Type	

Select all the relevant categories and click Search. You will be presented with the range of RSLs that meet your criteria and an option to view the register details and published documents for each RSL.

There are also options to produce an extract in PDF format of the listed RSLs showing the RSL Registration Details, RSL Directory or to generate a Mailing List/Labels.

Administration login

RSLs with an administration login can update information held relating to their address and contact details online. To obtain a username and password, or if your existing password has been lost please contact us.

Search for

You can search for published documents relating to specified RSLs.

Choose the relevant published document you want to find from the “Search for” menu on the left of the page. You can search published documents for Accounts, Allocation Policy, Annual Performance and Statistical Returns, Inspection Reports, Performance Profiles and Rules/Memoranda. Definitions on what these documents are can be found on the website or in the [Descriptions](#) section of this help guide.

Choose the RSL from the list on the search page and press to move the RSL to the Selected RSLs list. You can press to remove names added to the Selected RSLs list in error.

The search will run automatically to find the relevant published documents.

Options to view other available published documents for the selected RSLs are displayed at the bottom of the page.

RSL Directory

You can print the directory for all RSLs (PDF format) by selecting the RSL Directory link on the right of the homepage, or for a defined list of RSLs through the [RSL A-Z Search](#) and [Advanced Search](#) options.

The extract will show, where available, Chief Executive, the general contact, email address, correspondence address, telephone number and fax number for all registered RSLs.

RSL Registration Details

You can print an extract (PDF format) of all RSL entries on the register by selecting the RSL Registration Details link on the right of the homepage, or for a defined list of RSLs through the [RSL A-Z Search](#) and [Advanced Search](#) options.

The document will show full registration information, address and contact details.

Transferred RSLs

You can print a list of RSLs (PDF format) that have transferred to another RSL or that have de-registered by selecting the Transferred RSLs link on the right of the homepage.

Mailing List/Labels

You can produce an export (Microsoft Excel format) for use in a Mail Merge, or print an extract (PDF format) for producing labels. Both the mailing list and labels can be produced for all RSL entries on the register by selecting the Mailing List/Labels link on the right of the homepage, or for a defined list of RSLs through the [RSL A-Z Search](#) and [Advanced Search](#) options.

The excel document shows RSL type, Chief Executive, address, telephone, fax, email address and web address.

The pdf document has only the correspondence address for producing mailing labels.

Definitions of terms used in the Register

Registration No.:

This is the Scottish Housing Regulator registration number. When a Social Landlord is entered onto the Register, it is allocated a registration number, these are purely sequential numbers.

Date registered:

Date the RSL was entered onto the register.

Financial Services Authority (FSA) or company number:

All Industrial & Provident Societies have to be registered with the Financial Services Authority – this applies to all RSLs except those limited by guarantee.

Charitable registration number:

RSLs which are registered charities with the Charity Commission will have their charitable registration number shown.

RSL type:

An RSL can be categorised under one of the following types:

Abbeyfield Societies – provide older people with their own home within the security and companionship of small households. Abbeyfield Scotland Ltd acts as an umbrella organisation that supports member and affiliated societies across Scotland, it is categorised as a small RSL.

Small RSLs – those with less than 250 units and do not intend to develop further in the future.

Mainstream RSLs – those with more than 250 units and are not co-ownership societies or management only RSLs, and those with less than 250 units that are developing property.

Co-ownership Societies – those that provide housing for occupation exclusively by members of the association.

Management Only RSLs – organisations set up to principally to manage houses on behalf of another RSL. They do not intend to own their own houses but will focus on service provision to tenants and residents.

Peer Group:

An RSL can be categorised under one of the 7 peer groups:

1. Specialist RSLs – most stock classed as supported accommodation, for older people, or other specialist or adapted provision.

2. Rural RSLs – most stock classed as general needs and mostly in remote towns or rural areas.

3. Urban RSLs with less than 500 units – less than 500 units, mostly classed as general needs and in urban areas or accessible towns.

4. Urban RSLs with between 500 to a 1,000 units – 500 to 1,000 units, mostly classed as general needs and in urban areas or accessible towns.

5. Urban RSLs with more than 1,000 units – more than 1,000 units, mostly classed as general needs and in urban areas or accessible towns.

6. Stock transfer RSLs with less than 1,000 units – less than 1,000 units, mostly classed as general needs and acquired by transfer from public sector.

7. Stock transfer RSLs with more than 1,000 units – more than 1,000 units, mostly classed as general needs and acquired by transfer from public sector.

Constitution type:

RSLs may be either charitable/non-charitable organisations or companies limited by guarantee. Most are charities or charitable organisations. All housing co-operatives and co-ownership societies are non-charitable.

Tenant's choice:

If shown as 'YES' this indicates that the RSL was previously given the right to acquire tenanted public sector housing under the Housing (Scotland) Act 1988.

Addresses:

RSLs may have a different registered address from their correspondence address. The main address to be used when contacting an RSL should be their correspondence address. Where an organisation has supplied details of email contact addresses and web-site addresses these will be shown.

Contacts:

Where an RSL has supplied details of the following these will be displayed:

- general contact – name and role (agent, chairperson, vice-chairperson, most senior member of staff, secretary or treasurer).
- finance contact – name and employment status (member of staff or agent).

Stock profile:

Stock profile information is taken from the RSL's Annual Performance and Statistical Return to the Scottish Housing Regulator which is submitted annually with information as at 31 March.

Self-contained units:

Self contained dwelling units wholly owned by an RSL. A unit is self-contained if it has the exclusive use of a bath/shower, inside WC and cooking facilities.

Non self-contained units:

Housing for people with some form of special need which may require special design or adapted features. The accommodation is not self contained except that sometimes there might be separate WCs or bathroom. Generally, cooking and dining will be communal and there will be a common room. There will also usually be a full-time warden.

Stock profile by Local Authority area:

This lists the Local Authority areas in which the RSL operates.

Stock profile by Provision Type:

RSL stock is categorised by type of provision as follows:

General – stock with no specific alteration to features of layout, fixtures, fittings, or location to accommodate people with special needs. This definition includes housing occupied by single parent families and barrier-free accommodation.

Sheltered housing – stock where the design is based on the standards for general housing but with the addition of the following features:

- (i) The housing should be provided at ground or first floor level or, in blocks over two storeys high, served by at least one lift.
- (ii) Space standards should be the same as for one or two people in general needs houses.
- (iii) Handrails should be provided on both sides of all common access stairs and on at least one side of all common access areas and passages.
- (iv) Bathroom doors should be either sliding or capable of opening outwards, and fitted with locks that can be operated from the outside.
- (v) Bathroom floors should have a non-slip finish.
- (vi) Handrails should be fitted beside the WC and the bath/shower.

- (vii) A space heating system must be provided which is capable of maintaining a temperature of 21° C when the outside temperature is -1° C in the following parts of the house: living area, sleeping area, kitchen, bathroom, hallway.
- (viii) Light switches should be arranged to line up horizontally with door handles.
- (ix) Socket outlets should be fixed at a height of at least 500 mm above the floor.
- (x) A warden service should be provided.
- (xi) An emergency call service should be provided connecting each house to a warden system.

Very sheltered housing – sometimes known as 'care' and 'extra care' housing, generally has all the features listed for sheltered housing but will usually have special bathroom facilities as well. There will also be a greater level of care and support offered to tenants through the service of extra wardens, full-time carers or domiciliary assistance and the provision of at least one meal a day.

Medium dependency housing – includes

- (i) amenity housing, where the design is based on the standards of general needs housing but with the addition of the features listed in (i) to (ix) of the above sheltered housing definition.
- (ii) other dwellings fitted with a community alarm system where a system of alarms in more than one special needs house is linked to a central point. This system is either staffed or temporarily supervised, or connected to a telephone link up through which a response to a distress call can be guaranteed.

Wheelchair housing – dwellings for people confined to wheelchairs. It is built or adapted to give extra floor area, whole house heating, special features in the bathroom and kitchen, and other adaptations to assist the tenant.

Ambulant disabled housing – dwellings for people who have disabilities but are not confined to wheelchairs. It is built to general needs housing standards but with a level or a ramped approach, a WC and bathroom at entrance level, and other special features.

Other specially adapted housing – dwellings with other adaptations, for example the installation of renal dialysis equipment.

Associated Organisations:

Some RSLs have formal or informal links with other organisations where they may be part of a group structure where one RSL may be in control and known as the parent. Other members of the group are known as subsidiaries. Should the organisation you are viewing be part of a group structure the link will take you to these details.

Descriptions of published documents available in the Register

Accounts:

The audited accounts are available covering the last five years, where appropriate, and show detailed information on an RSL's income & expenditure, balance sheet, cashflow and operating costs.

Allocations:

The Allocation Policy details how an RSL lets its housing stock, administers its housing list and its application assessment process.

APSR:

The Annual Performance and Statistical Return (APSR) shows a detailed report of an RSL's performance in year and key statistical data such as information about stock owned.

Inspection Report:

The Inspection Report details the findings of the most recent inspection carried out and the grade awarded to an RSL (for those where inspections have taken place).

Performance Profile:

The Performance Profile shows statistics on an RSL's lettings and voids, rents and arrears, housing stock and management costs since 2006-07.

Rules/Memoranda:

The certified rules/memoranda shows detail on how an RSL operates and carries out its business.