

## How our star ratings work



**elha.com**  
east lothian housing association



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## How our star ratings work

We grade all of our homes between 1★ and 5★, to give you an idea of their quality and popularity. We will improve all our homes through time to reach at least 4★ standard. We aim to have no 1★ or 2★ homes.

All our 3★ homes will be upgraded through our improvement programmes over the next few years. Every home should be at least 4★ by 2020 at the latest. Any home graded 3★ or above meets the Scottish Housing Quality Standard (SHQS), and any home graded 4★ or 5★ meets the Energy Efficiency Standard for Social Housing (ESSH).



Any home rated below 3★ will be improved. 2★ homes will be prioritised for improvement, either through existing improvement programmes or through one-off improvements, and work will normally be completed within one year. 1★ homes will be improved as a matter of urgency, normally through a one-off improvement.

## Quality Rating

The table below shows how properties are rated. A property must meet all of the criteria to qualify for that star rating.

Grading	Meets SHQS*	Meets ESSH*	Kitchen & heating	Doors & Windows	EER*	Demand Effect (see opposite)
★★★★★	✓	✓	under 20 years old	Secured by design standard*	A or B	★★★★★+
★★★★★	✓	✓	under 20 years old	Secured by design standard*	C or D	★★★★★- ★★★★+
★★★★	✓	✗	under 20 years old	under 30 years old	E or F	★★★★-
★★★	✗	✗	over 20 years old	over 30 years old	G	n/a
★	✗	✗	BTS*	BTS*	H	n/a

\* Notes: **ESSH** – Energy Efficiency Standard for Social Housing  
**SHQS** – Scottish Housing Quality Standard  
**EER** – Energy Efficiency Rating  
**Secured by Design** – the official Police standard for home security and designing out crime

## Demand Effect

A 3★, 4★ or 5★ home can be rated in the star category above or below its quality rating based on demand as follows:

Demand Effect	Change	Criteria
★★★★★-	5★ to 4★	5★ property with anticipated demand of under 30 applicants
★★★★+	4★ to 5★	4★ property with anticipated demand of over 100 applicants
★★★★-	4★ to 3★	4★ property with anticipated demand of under 30 applicants
★★★+	3★ to 4★	3★ property with anticipated demand of over 100 applicants

Anticipated demand is the number of applications we expect to get when the property is advertised for rent. This is based on our experience and previous demand for similar properties in that area.

1★ and 2★ properties are not given a demand weighting since we aim to have all of our homes reach 3★ standard as a minimum. Because of the difference in quality between a 3★ and a 2★ home, 3★ properties are not moved down to 2★ even if demand is low.



## Using the Star Grades

The star grade we give is intended only to give a general indication of the quality and likely demand for that house. The grading is not linked to the rental charge for the property, and the information we give is accurate to the best of our knowledge. The rating may be based on a similar property in the same area rather than an assessment of the individual property, therefore we cannot guarantee that any particular house meets all of the criteria we have set out.

**BTS** – Below Tolerable Standard – the Tolerable Standard sets out basic minimum standards for housing which all our homes must meet

For more details on the ESSH, SHQS, Energy Efficiency Ratings, Tolerable Standard and Secured by Design, visit our website, [elha.com](http://elha.com).