



Scottish Housing
Regulator

Review of factoring services in Scotland

Our summary findings

November 2017

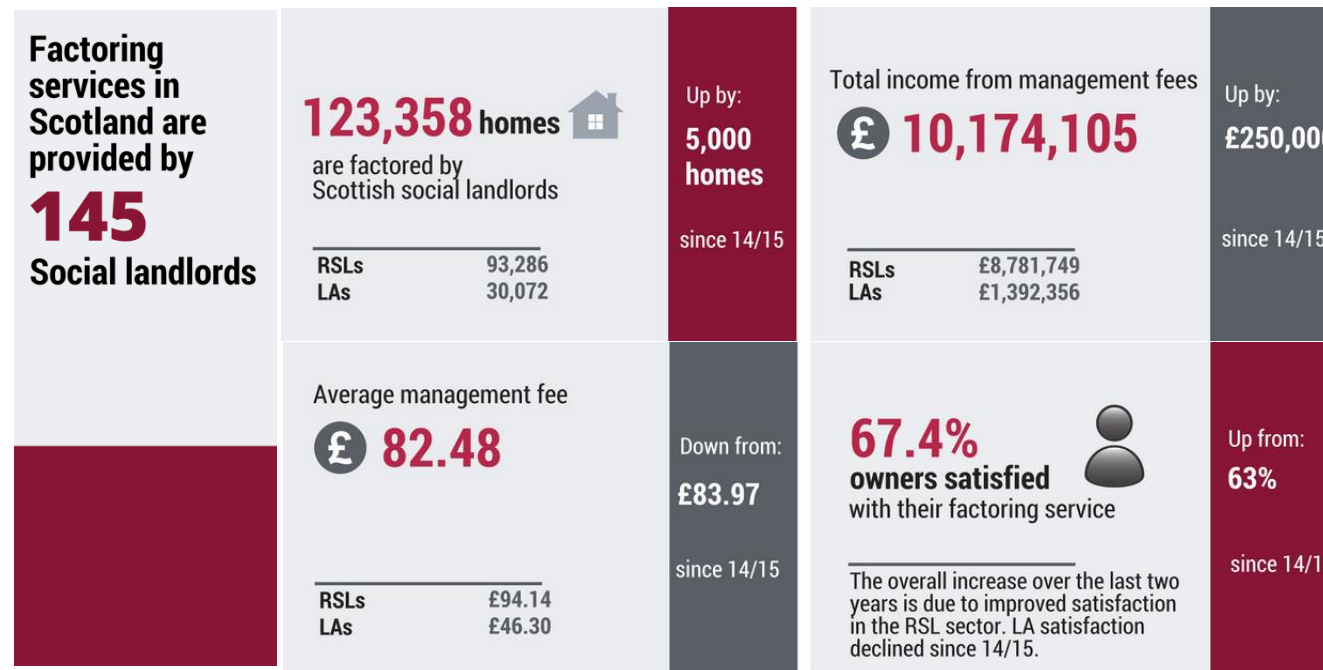


Introduction

In our thematic inquiry report '[Factoring services in Scotland](#)' we highlighted the need for landlords to provide value for money to their owners, ensure they meet their legal obligations and the standards and outcomes of the Scottish Social Housing Charter.

We recently surveyed all 145 social landlords in Scotland that provide factoring services to find out more about the action taken since we published our report. This short booklet gives a summary of what we found.

What we found



Source: [Social landlords Annual Return on the Charter 16/17](#)

Social landlords must:

Consider whether or not they are property factors as defined in the:

[Property Factors \(Scotland\) Act 2011](#)

Meet the minimum requirements set out in the:

[Code of Conduct for Property Factors](#)

Meet the standards & outcomes of the:

[Scottish Social Housing Charter](#)

What landlords told us about improvements

Since we published our report on factoring services in Scotland, **85** landlords told us they had reviewed their factoring service. Below is a summary of the improvements they told they have made.

 <p>Introduced newsletters</p>	 <p>Provided more detailed information on invoices</p>	 <p>Prepared a business case for the introduction of a management fee</p>	 <p>Reviewed the actual time spend on factoring to benchmark budget assumptions</p>
 <p>Placed noticeboards in closes</p>	 <p>Carried out an Owners Survey</p>	 <p>Increased estate management visits</p>	
 <p>Improved website information</p>	 <p>Created an Owners' Forum</p>	 <p>Carried out an internal audit on factoring advice</p>	 <p>Introduced a new website specifically for factored owners</p>
 <p>Carried out a full stock condition survey with a view to providing owners with a 5 year planned and cyclical maintenance programme</p>	 <p>Introduced debit and credit card payment facilities</p>	 <p>Introduced an owners' scrutiny group to allow owners feedback on service provision</p>	

The Charter outcomes



Social landlords manage all aspects of their business so that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

Scottish Social Housing Charter Outcome 13: Value for money

Social landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

Scottish Social Housing Charter Outcome 2: Communication

Social landlords manage their businesses so that tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

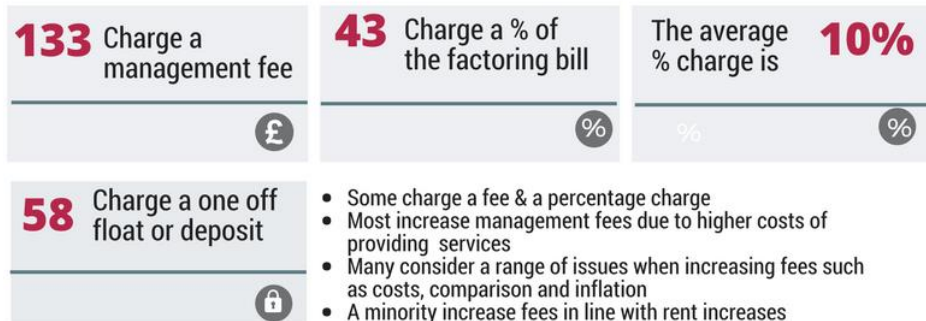


Scottish Social Housing Charter Outcome 3: Participation

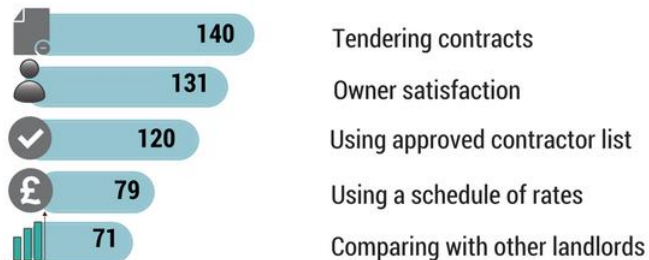
Our survey: summary findings

We asked **145** factors a range of questions about their services. Below is a summary of how they responded.

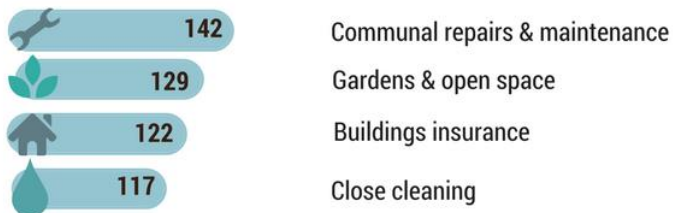
Value for money (VFM) £



Factors told us they assess VFM by:

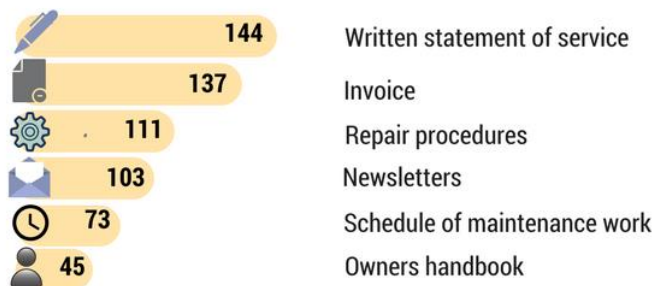


Services factors provide

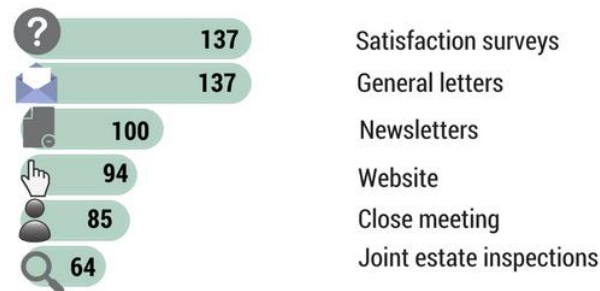


Communication & participation

Information factors provide:



How factors consult



The key areas owners can influence are:



Social landlords who provide a factoring service need to:

- ensure they recover all charges associated with the provision of factoring services;
- be clear and transparent about setting and increasing management fees;
- demonstrate that owners are receiving a value for money service;
- provide good quality information to owners;
- give detailed information on charges;
- regularly consult owners and understand and take action on their needs and priorities;
- promote participation; and
- take action following satisfaction surveys and consultation work.

Find out more:



Read:

[‘Factoring services in Scotland’](#)



Visit our website

www.scottishhousingregulator.gov.uk

