

## Consultation on the future of our regulatory approach in response to the COVID-19 pandemic: Consultation questions

We welcome your general feedback on our proposals as well as answers to the specific questions we have raised. Please do not feel you have to answer every question unless you wish to do so.

Send your completed questionnaire to us by **14 August 2020**.

By email @: [shr@shr.gov.scot](mailto:shr@shr.gov.scot)

Or post to: Scottish Housing Regulator  
Buchanan House  
58 Port Dundas Road, Glasgow, G4 0HF

### Name/organisation name

Tenants Information Service (collective response from a survey of members)

### Address

Clockwise

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Phone 0141 248 1242

Email [info@tis.org.uk](mailto:info@tis.org.uk)

### How you would like your response to be handled

To help make this a transparent process we intend to publish on our website the responses we receive, as we receive them. Please let us know how you would like us to handle your response. If you are responding as an individual, we will not publish your contact details.

### Are you happy for your response to be published on our website?

Yes

### If you are responding as an individual ...

Please tell us how you would like your response to be published.

**Pick 1**

Publish my full response, including my name



Please publish my response, but not my name



### 1. Are our proposals for the Annual Assurance Statement right?

While the majority of members that contributed to this response suggested that the proposals were right (54%), there was a sizeable percentage of respondents who didn't agree, or who weren't sure about the approach being taken.

## **2. Should we publish advisory guidance to assist landlords to adapt their approach to the submission of the AAS?**

89% of members responding indicated that advisory guidance should be published – further comments indicated that this would need to be concise and informative to provide clarity to landlords and tenants alike.

## **3. Would you like to make any other comments or suggestions about our approach to getting Annual Assurance Statements?**

A number of respondents suggested that the deadline should be extended further and that local restrictions that affected services, particularly customer services should be taken into account – allowing for deadlines to be negotiated individually. Not all organisations have been able to respond in the same way.

## **4. Are our proposals for the publication of Charter performance right?**

While the majority of members that contributed to this response suggested that the proposals were right (57%), there was a sizeable percentage of respondents who didn't agree, or who weren't sure about the approach being taken.

## **5: Would you like to make any other comments or suggestions about our approach to the publication of Charter performance?**

While a few respondents felt the publication should remain in October, there was recognition that tenants who have been shielding and remain reluctant to leave their homes would not see engaging in consultations and other events as a priority at this time.

The shift to the end of December raises some concerns amongst our members, namely that information will get lost amongst festive post. In order to avoid the important discussions around performance being overlooked and clashing with rent consultations, the deadline should be extended further into 2021.

## **6: Are our proposals for the publication of Engagement Plans and regulatory status right?**

80% of respondents indicated that the proposals around publication of engagement plans and regulatory status are right and that these reflect the flexibility that is required to respond to the issues created by the pandemic.

## **7: Would you like to make any other comments or suggestions about our approach to the publication of Engagement Plans and regulatory status?**

More might usefully be done to raise awareness of the SHR, Annual Assurance Statements and Engagement Plans to make sure more tenants know about their role and responsibilities.

**Thank you for taking the time to give us your feedback!**