

# Our regulation of social housing in Scotland

## Discussion questions

We welcome your general feedback on our proposals as well as answers to the specific questions we have raised. You can read our discussion paper on our website at [www.housingregulator.gov.scot](http://www.housingregulator.gov.scot)  
Please do not feel you have to answer every question unless you wish to do so.

Send your completed questionnaire to us by 11 August 2023.

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

Or post to: Scottish Housing Regulator  
2<sup>nd</sup> floor , George House  
36 North Hanover Street, G1 2AD

### Name/organisation name

SHARE

### Address

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### 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  No

### 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	<input type="checkbox"/>
Please publish my response, but not my name	<input type="checkbox"/>

1. We believe that our regulatory priorities should be:
  - listening and responding effectively to tenants and service users
  - providing good quality and safe homes
  - keeping homes as affordable as possible
  - doing all they can to reduce the number of people who are experiencing homelessness

We are keen to hear your feedback on these priorities. Are they the right ones?

SHARE would like to see education, training, learning and development becoming a key aspect for everyone delivering housing services. By updating the Annual Assurance Statement to clarify the knowledge and skills expected of senior officers a priority could then be ensuring these requirements are being met.

2. What are your views on amending the Statutory Guidance on Annual Assurance Statements to include provisions on specific assurance?

As we have mentioned above, updating the Annual Assurance Statement to clarify the knowledge and skills expected of senior officers

3. Do you think that we need to change any of the indicators in the ARC or add to these?

To collect more robust data the ARC could be updated to gather the number of practitioners with recognised and relevant housing qualifications. Ideally leading to those who are also undertaking CPD (or an equivalent) and the number of hours logged annually.

4. Are the proposed areas of focus for tenant and resident safety indicators the right ones, and what should those indicators be?

SHARE have no views on the current indicators. However, should any new indicators be introduced SHARE ask the regulator ensure enough time is afforded for landlords to ensure they and their staff are aware of the requirements and implications and sufficient training can be given.

5. What do you think would be the most effective and appropriate way to monitor the effectiveness of landlords' approach to managing reports and instances of mould and dampness?

N/A

6. What are your views on strengthening the Framework further on landlords listening to tenants and service users?

N/A

7. How do you think we could streamline the requirements for landlords in the Notifiable Events statutory guidance?

N/A

8. *Do you think there is value in using more direct language in the working towards compliance status, or in introducing an intermediary regulatory status between compliant and working towards compliance?*

N/A

9. Are there any changes we should make to the Significant Performance Failures approach, including how we define these?

N/A

10. Are there any other changes to the Regulatory Framework and associated guidance that you would suggest?

N/A

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