

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
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

Or post to: Scottish Housing Regulator
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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?

In principle yes.

Maybe there should be recognition about the often conflicting demands/pressures between keeping rents affordable and delivering improved or new services. More and more RSLs are delivering vital additional services in the community that were traditionally provided by other organisations.

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

In principle we agree with this.

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

Overall, we are happy with the indicators currently included within the ARC. That said, there could be scope for additional reporting on landlord safety indicators. There are two indicators that we feel do not easily lend for like-for-like comparison, therefore difficult to benchmark against - ASB & Medical Adaptations. Landlords have different timescales for dealing with ASB, and Medical Adaptations are very dependent on funding and a tenant's needs.

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

Yes, agree that there should be a focus on reporting on tenant & resident safety indicators and we are happy with the areas of focus referred to in the consultation document.

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?

By developing a set of indicators for damp and mould e.g. the number of instances of damp/mould identified, timescales for resolving, and if possibly grading the severity of the mould/dampness. Would need to be clear on definitions within the supporting Technical Guidance.

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

We agree with the proposed approach. However, we feel that there is a need to acknowledge that not all tenants want to engage with their landlord in a formal way.

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

Notifiable Events should focus on material risks and critical events.

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?*

Yes. Developing more specific categories that reflect the true extent of a landlord's compliance could be more practical and transparent.

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

No.

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

No.

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