

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
2nd floor, George House
36 North Hanover Street, G1 2AD

Name/organisation name

Hebridean Housing Partnership

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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 X 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 x	<input type="checkbox"/>
Please publish my response, but not my name	<input checked="" 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 the current economic climate, the inclusion of ensuring there is sound financial planning might be another area of priority.

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

Okay as long as there is plenty of advance notice.

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

What would be useful is some overall organisation health indicators so that we tie together the operational performance with our borrowing and our annual financial statements. Looking back, looking forward and taking an overview at the same time of the whole business.

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

Yes and it would be useful to ensure they pick up on areas where an RSL has done everything it has the powers to do and tenants are being let down by other statutory services e.g. mental health and addiction services

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?

Include an indicator, number of reports of dampness received and resolved, number of reports received where advice was not followed, number of reports of dampness that are directly related to the tenant's ability to afford to heat their home. If information systems allow it – a link to the heating type.

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

Okay as long as there is no duplication with complaints process.

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

The use of Microsoft Forms might make it easier to report

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?*

Clarity and reassurance are critical for customers, Board and partners.

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

Is there something that could be built into our Internal Audit process that could catch any issues earlier?

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!