

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

Please publish my response, but not my name

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?

The council believes that the priorities listed above are correct and appropriate to meet the needs and demands of our service users.

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

We welcome the proposal to include provisions on specific assurances within the annual assurance statement.
In order to promote consistency and clarity across the sector, it would be helpful if a standardised format were developed to accompany this development

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

In line with previous rounds of engagement the council would welcome consideration of the following indicators

Indicator 23 : Homelessness (LAs only) – the percentage of households referred to RSL's under section 5. South Lanarkshire Council, in common with other Local Authorities, operate a common housing register and agree targets with our HomeFinder partners. The Council believes that a more appropriate indicator would be - "Percentage of lets to Homeless Households".

Indicator 12 - Time to complete non-emergency repairs. This is of limited value as tenants often request a repair by appointment at a time convenient for them; therefore, the time taken is not always controlled by the landlord.

Indicator 17 - Satisfaction with managing neighbourhood. One point which has routinely been raised in relation to this indicator is that views expressed by tenants take account of a wide range of factors many of which are outwith the control of social landlords. The outcome states, "Social landlords in partnership with other agencies help to ensure that: tenants and other customers live in well maintained neighbourhoods where they feel safe", therefore, it would be appropriate to revise or reword the indicator to focus on the areas within our control or to regulate with partner agencies.

Indicator 20 - End of Tenancy. This indicator currently includes all tenancy end reasons, however, not all tenancy ends are negative or influenced by the landlord. Consider updating the indicators to exclude positive reasons and bereavements.

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

The council believes that the indicators in relation to tenant and resident safety are relevant and appropriate.

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?

The council currently monitors incidences of mould and dampness via repairs monitoring and performance management framework. It will be important that revisions to regulatory focus in relation to this area provide for the flexibility required to reflect the different scale and operating contexts of local authorities and RSLs.

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

We feel it is important that the role of the SHR in communicating directly with tenants is considered alongside that of individual landlords. Fundamentally individual social landlords are responsible for engaging with tenants and tenant representatives and the council has a well established process in place to address this.

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

No comment as this applies solely to RSL's .

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?*

The council considers the approach to the language used (compliant and working towards compliance) to be fair and appropriate.

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

No.

The council considers the approach to the significant performance failures to be fair and appropriate.

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

We acknowledge the need for the Technical Guidance and believe it would be beneficial to develop these on an ongoing basis e.g. update with frequently asked questions and issue well in advance of new indicators being introduced.

The Council has on number of occasions highlighted the view that there continues to be scope for regulatory bodies to scrutinise some areas on a cross cutting fashion - particularly Homelessness and Anti-Social Behaviour (ASB).

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