

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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36 North Hanover Street, G1 2AD

Name/organisation name

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Email admin@thenuehousing.co.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 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?

We agree with the priorities outlined and share these as an organisation. We recognise the importance of keeping homes as affordable as possible and deliver significant support to our tenants to aid tenancy sustainment as well as understanding the need to deliver quality and efficient services that represent value for money. Having tenants views and engagement in our decision making is central to our approach.

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

We are supportive of this amendment in principle.

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

We don't see the need for significant change in the indicators but recognise that further assurance in key tenant safety areas would be the main area of change. Clarity on the method of measurement and the resource requirement to produce should be considerations.

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

Yes, as these are key safety compliance areas.

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?

We believe that there should be further discussion with landlords to achieve a level of consistency. For some this may require investment or set up within IT systems which should be built into the roll out and achieve the best feedback. Indicators could include, number of reports, inspections completed in time, works completed in time and a final follow up inspection.

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

We work alongside a number of other landlords who all share a strong commitment to listening to tenants and service users. Strengthening the framework in this area should be based on evidence, but we are open to amendments if it make it simpler for tenants to raise concerns,

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

The guidance is clear and is supported by our SHR Manager if needed.

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 use of more direct language would be useful. It would provide clarity particularly where there is a shift to non-compliant or where a landlord is working towards full compliance.

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

None

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

Lessons learnt and case study examples built more into the guidance

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