

# 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  
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36 North Hanover Street, G1 2AD

### Name/organisation name

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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?

Agree that these are the correct priorities

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

Explicit assurance on particular areas is a welcome idea.

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

Perhaps having a specific landlord/tenant safety section as part of the ARC. One that would focus on mould, gas, electrical, water, fire, asbestos, lift and other height (eg windows at height) safety. Still considering approach to indicators

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

They are the right ones,

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?

Record and report on each instance as we do with complaints, number reported – re-reported – timescales taken – with no of cases per 100 properties an example to help gauge how issues are for an RSL

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

Supportive of further strengthening framework on how RSLs listen to tenants and service users

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

No suggestions at present

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?*

We feel the current wording is reasonable but having an intermediary status is supported

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

Content with present approach.

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

No changes at this stage. Current framework is robust and working.

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