

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

Dundee City Council

Address

5 City Square		
Dundee		
Postcode DD1 3BA	Phone 01382 434538	Email elaine.zwirlein@dundeecity.gov.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 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?

Yes.

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

There needs to be adequate notice and guidance shared with Landlords regarding specific areas of assurance to give sufficient time to review and prepare for their return.

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

No.

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

Yes - subject to clear guidance being circulated timely with sufficient notice re implementation for areas that are not already in place. There needs to be a distinction between damp/mould as structural and landlord responsibility and condensation. Indicators could include repeated cases of damp and mould repairs in a property of where there have been multiple, the number of inspections could give an indication, aligned with improved SAP rating on EESSH measures.

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?

This is a challenging indicator to measure as there can be several reasons for the reporting of dampness and mould as well as several treatments/remedies to rectify. Indicators could include the total spend on this specific issue.

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

Yes, in principle this is supported subject to further detail.

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

Full review of the statutory guidance and a clean simple process to upload via the portal.

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?*

RSL – N/A.

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

The focus is maybe more about engaging with Tenants Organisations such as TIS or TPAS and Tenants Groups to raise awareness and understanding rather than changing? Should this be further consulted directly with tenants to understand why there is reduced reporting? if not being used consider what is deemed a significant fail and how is this measured? Also need to consider the other routes that customers can go e.g. ombudsman.

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!