

# 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  
2<sup>nd</sup> floor , George House  
36 North Hanover Street, G1 2AD

### Name/organisation name

Drumchapel Housing Co-operative Limited

### Address

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Drumchapel

Glasgow

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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?

We agree with the priorities suggested.

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

We agree with provisions on specific assurance.

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

It is not clear how the medical adaptation indicator is measured across the sector as there are varying amounts of funding received by RSLs and adaptations depend on tenant needs and the adaptations tenants require. There can be simple adaptations for example handrails fitted or more complex adaptations for example through the floor lifts.

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

Yes.

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?

Having a standard set of categories for mould and dampness for the sector.

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

Many tenants prefer not to become involved in feedback/consultations, instead want a good service with issues resolved timeously.

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

The current guidance is clear.

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?*

Yes

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

No

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!