

Our regulation of social housing in Scotland

Consultation questions

We welcome your general feedback on our proposals as well as answers to the specific questions we have raised. You can read our consultation 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 **15 December 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

Shire Housing Association

Address

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Postcode KA18 3DB	Phone 01290 421130	Email info@shirehousing.com

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 checked="" type="checkbox"/>
Please publish my response, but not my name	<input type="checkbox"/>

1. Do you agree with our proposed approach on specific assurance in Annual Assurance Statements?

No-SHR should avoid reacting to specific policy agenda issues. Greater emphasis should be placed on working with SFHA, GWSF, COSLA and ALACHO to highlight the relevance of existing Regulatory Standards, and statute to emerging issues. The AAS should not become a barometer of the political agenda which risks creating lengthy and prescriptive statements.

2. Do you agree with our proposal to initiate a comprehensive review of the Annual Return on the Charter which we will consult on next year?

Yes- as our previous consultation highlighted, there are several weak metrics within the current ARC that have little value. SHR must ensure that there is a clear purpose for collecting any additional data and provide sufficient notice if software reporting systems require to be revised.

3. Do you agree with our proposed amendments to strengthen the emphasis on landlords listening to tenants and service users to include a requirement that landlords:

- a. provide tenants, residents and service users with appropriate ways to provide feedback and raise concerns, and
- b. ensure that they consider such information and provide quick and effective responses?

The Regulatory Framework is already clear about the requirement to engage with tenants and does not require to be made any clearer. We are unclear what is being proposed, that does not already exist.

The key issue is the quality of the engagement, with the ARC already including an indicator on satisfaction with the opportunity to participate in landlord's decision-making.

4. Do you agree with our proposed approach to Notifiable Events?

Yes- the current process does not require significant change.

5. Do you agree with our proposed approach to regulatory status?

Yes- organisational status needs to be clear.

6. Do you agree with our proposed approach to Significant Performance failures?

Yes-Clarity on Significant Performance Failures is essential, aligning guidance with SPSO Guidance on complaints' outcomes. SHR must ensure that any change does not result in tenants trying to circumvent robust RSL Complaints' Policies and Procedures. .

7. Do you agree with our proposed changes to the guidance on *Annual Assurance Statements*?

See Question 1 comments.

8. Do you agree with our proposed changes to the guidance on *Consultation where the Regulator is directing a transfer of assets*?

Yes.

9. Do you agree with our proposal to maintain *the Determination* at this time?

Agree.

10. Do you agree with our proposed changes to the guidance on *Determination of what is meant by a step to enforce a security over an RSL's land?*

Agree.

11. Do you agree with our proposal to maintain the guidance on *Financial viability of RSLs?*

Agree.

12. Do you agree with our proposed changes to the guidance on *Group structures?*

Yes.

13. Do you agree with our proposed changes to the guidance on *How to request an appeal of a regulatory decision?*

Yes.

14. Do you agree with our proposal to maintain the guidance on *How to request a review of a regulatory decision?*

Yes.

15. Do you agree with our proposed changes to the guidance on *Notifiable events?*

Yes-minimal change required.

16. Do you agree with our proposed changes to the guidance on *Preparation of financial statements?*

Yes.

17. Do you agree with our proposal to maintain the guidance on *Section 72 reporting events of material significance?*

Yes

18. Do you agree with our proposed changes to the guidance on *Tenant consultation and approval?*

Yes-largely reflect statutory and best practice around equalities' requirements.

19. Would you like to give feedback on any aspect of our impact assessments? Are there other potential impacts that we should consider?

No