

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
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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

Please publish my response, but not my name

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

We agree with the approach on specific assurance in Annual Assurance Statements and the amendment to the guidance to allow the inclusion of explicit assurance on a particular issue or issues.

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?

We agree with proposal to review the Annual Return on the Charter including the working groups to properly consider and consult in the key areas such as tenant safety, damp and mould and EESSH.

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

We support this approach as listening to tenants and service users is central to our approach, but also feel that there is already a strong approach to tenant consultation within the sector. We also agree with the proposal to amend some of the wording in response to the feedback so not to suggest that current routes to feedback are not safe.

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

We welcome the approach to only make minor changes so not to complicate. We feel the current approach works well and clarity can always be sought through our Regulation Manager.

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

We are happy with maintaining the current approach of having three regulatory statuses and with the minor amendments to the language in the second and third statuses around non-compliance.

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

Yes, we agree that the suggested amendments make it clearer in the factsheet for tenants on the routes for tenants complain.

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

We are in agreement with the proposed changes.

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

We believe that the proposed changes give more clarity in the guidance.

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

This is a sensible approach as the review of the current Statement of Recommended Practice has not been completed. A consultation following this review can then discuss any potential amendments.

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?*

Yes

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

Yes

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, the current guidance is clear.

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

Yes, we agree with the emphasis on notifying regarding critical issues only.

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

Yes, we agree with the minor amendments.

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, the amendments make clear equality considerations.

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

We feel the relevant impacts are covered in the assessments.

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

