

Annual Return on the Scottish Social Housing Charter

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 **Friday 8 November 2024**.

By email @: consultations@shr.gov.scot

Or post to: Scottish Housing Regulator
5th Floor, 220 High Street
Glasgow G4 0QW

Name/organisation name

South Ayrshire Council, Housing Services

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

1. There are some indicators which we do not routinely use in our regulatory assessment of social landlords' performance. As part of the consultation we are proposing to stop collecting the following indicators **14, 20, 23, 24, C3 and C4**.

Do you agree with our proposals to remove these indicators?

Indicator 14 - Percentage of tenancy offers refused during the year – we agree with the proposals to remove this indicator. However, if SHR decide to remove this indicator it is our intention to still produce this to continue to analyse refusals.

Indicator 20 - Total cost of adaptations completed in the year by source of funding – we agree with the proposals to remove this indicator.

Indicator 23 – Homelessness (RSL's only) – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let – Not applicable as RSL's only.

Indicator 24 – Homelessness (LA's only) – the percentage of homeless households referred to RSLs under section 5 and through other referral routes – we agree with the proposals to remove this indicator. Through our existing protocols with RSL partners we will continue to collect data on the outcome of Section 5 referrals for our own purposes.

Indicator C3 - Number of lets during the reporting year, split between 'general needs' and 'supported housing - we agree with the proposals to remove this indicator. However, we will continue to collect and report this data to tenants as part of our annual performance report.

Indicator C4 – Abandoned homes – we do not agree with the proposal to remove this indicator and would like to see this indicator continue. We analyse this indicator year after year to scrutinise the level of abandonments within our stock. We pay particular attention to the source of the let for abandoned tenancies and following feedback from Tenant Representatives articles on abandonments have continued to feature in the tenants newsletter to signpost tenants on where to report any suspected unoccupied properties. As Indicator 22 does not report on the number of abandonments, if SHR decide to remove this indicator it is our intention to still produce this and include this information in our annual performance report for tenants, as per tenant representative wishes.

2. Following feedback from stakeholders we propose to amend the following indicators **10, 15 and C2**.

Do you agree with our proposals to amend these indicators?

Indicator 10 - Percentage of reactive repairs carried out in the last year completed right first time – we agree that this indicator requires to be revised, however, we request clear guidance on the timescale for determining that it is a 'repeat' repair. The current guidance also states to exclude 'complex' repairs as determined by the landlord' - a

clearer definition of 'complex repair' would also be welcome to clarify this exclusion. At the moment, it is difficult to benchmark performance on this indicator with other social landlords when the definition of this exclusion is down to each individual landlord to determine.

Indicator 15 - Percentage of anti-social behaviour cases reported in the last year which were resolved – we agree with the proposal to include cases which were opened in the previous reporting year. However, we have a concern that reintroducing the measure of whether cases were resolved against 'locally agreed targets' will not be useful from a benchmarking point of view, as each authority has their own locally agreed targets, and these are not comparable.

Indicator C2 - Lets in the reporting year by source of let - we agree with the proposals to amend this indicator.

3. We also propose to introduce an additional indicator to monitor long term voids.

Do you agree that we should collect an additional indicator in relation to long term voids?

Yes, we agree to collecting this additional indicator, please ensure the guidance produced is clear on inclusions and exclusions for this indicator.

4. We propose to collect two new indicators in relation to tenant and resident safety. Do you agree with the additional indicators we propose to collect in relation electrical safety and fire detection?

Electrical Safety – Yes, we agree to collecting this additional indicator, please ensure guidance produced is clear on inclusions and exclusions for this indicator, i.e. will this exclude unoccupied properties.

Fire Safety - Yes, we agree to collecting this additional indicator, please ensure guidance produced is clear on inclusions and exclusions (will this exclude unoccupied properties).

5. Do you agree with our proposed approach to collect landlords' performance in relation to compliance with tenant and resident safety duties as part of The Annual Assurance Statements?

Yes, we agree.

6. Issues of damp and mould continue to be an important area of concern for tenants. We therefore propose three new indicators in relation to damp and mould. Do you agree with our proposals to introduce these indicators?

Yes, we agree to collecting this additional indicator.

However, can consideration please be given to creating indicators that would distinguish between the number of reports of damp or mould received by a landlord and the outcome of inspections against these reports. It would be helpful and more meaningful if the indicator included reporting by landlords using the following method:

- the overall number of cases of damp and/or mould reported to the landlord
- of the reported cases, how many were confirmed to have damp and/or mould that required a repair to be undertaken by the landlord
- of the reported cases, how many were confirmed not to have damp and/or mould present
- the number of previously resolved cases of damp and/or mould that were reopened within 12 months

Please ensure guidance produced is clear on inclusions and exclusions for this indicator.

7. Do you agree with the proposal to collect the “Average length of time taken to resolve cases of damp and/or mould” or would the “median” be more appropriate to measure the time to resolve cases of damp and/or mould?

We agree with the proposal to collect the average length of time taken to resolve cases of damp and/or mould as other repairs indicators are also measure with average instead of mean. This would keep the reporting consistent with other the measure of other repairs indicators.

8. Damp and mould is a complex area for landlords. Are the new indicators we propose on damp and mould clearly defined?

No, the collection of information against this indicator should only apply to cases where damp and/or mould have been confirmed and the landlord is taking action to repair or remedy the fault.

In view of the fact of any new damp/mould indicators are proposed for introduction/collection from 1 April 2025, and concerns exist around the indicator definitions proposed, the implementation date may be challenging. Delaying their introduction to allow greater clarity could be beneficial and the outcomes of their collection more meaningful.

Thank you for taking the time to give us your feedback