

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
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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. 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 – offers refused. We agree with the proposal to remove this indicator. It collects information on written offers only and not verbal offers and therefore a full understanding / context of offers refused is not able to be made.

Indicator 20 – cost of adaptations by source of funding. This indicator would be useful to retain to monitor the increasing rental income being used to fund adaptations in the current climate of reductions in grant allocations being made to RSLs to carry out adaptations.

Indicators 23 and 24 – homelessness referrals. We agree with removing these, taking into account that homelessness lets are to be recorded by local authority area.

Indicator C3 – general needs / supported lets. We agree with removing this indicator as sufficient information on lets is covered by Indicator C2.

Indicator C4 – Abandonments. This indicator would be useful to retain as the information collected on court actions and evictions does not cover abandonments. Abandonments are an important tenancy fail issue to monitor.

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 – Right First Time. We agree with the proposed amendment as this indicator currently seems to be subject to varying interpretations.

Indicator 15 – Anti-Social Behaviour Cases resolved. We agree with the proposal to include cases opened in the previous year.

Indicator C2 – Lets by source of let. We agree with the proposal that homelessness lets should be recorded by local authority area but 'all lets' by local authority area should also be collected in order that the percentage of all lets to homeless households can be known.

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?

Taking into account the current housing / homelessness issues nationally, we agree that this indicator should be reintroduced.

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?

We agree with the proposal to collect two new indicators in relation to electrical safety and fire detection.

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?

We agree with the proposed approach.

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?

We agree with the proposals to introduce new indicators in relation to damp and mould.

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 time taken as it will be easier for tenants / customers to understand.

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

The new indicators are clearly defined regarding the outcomes they intend to measure. However, as cases can vary significantly in severity and required responses it is suggested that monitoring and measurement is done by type of case / category of case. More specific definitions / guidance is also suggested on

- Reported – should this be reported and assessed following inspection as damp and mould
- What defines 'resolved'
- Timescales and clarity for reopened cases e.g. within a set period,

Thank you for taking the time to give us your feedback