

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?

Yes

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?

Yes – However, precise clear definitions are required.

The “case definition” should be relooked at.

Not all RSL's approach this indicator in the same manner so results are misrepresented, should we not count each complaint as it is??

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 – However I think there would be more value reporting on lets delayed by utility companies though.

There needs to be a re-think about un-lettable days (indicator 30) when it comes to the impact utility companies have on RSLs (particularly tampered meters which mean a property cannot be let safely).

There's real evidence that could be gathered to hold utility companies to account as a sector. SHR should be championing this particular interest of RSLs and tenants.

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?

Yes - guidance is required on how to report where level of debt on meters prevents an EICR taking place.

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

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?

Only if very clear definitions can be provided. For example, what does "resolved" mean in this context?

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?

My understanding of median (is as the "middle number" in a data set) – unclear how this offers more value than the "average". No other indicators refer to median.

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

No – Damp and mould need a clear definition – condensation isn't damp/mould or is it?
What is a "resolved" damp, mould case? A clear definition with timescale is required.

Thank you for taking the time to give us your feedback