

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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Glasgow G4 0QW

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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?

River Clyde Homes agrees with the proposal to stop collecting these indicators given that relevant data is collected via other indicators.

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?

River Clyde Homes agrees with the proposal to amend these indicators and particularly welcomes the simplified approach to indicator 10 and the enhanced accuracy that will result from the amendment to C2. With regards to indicator 15, River Clyde Homes agrees that the amendment would allow for meaningful benchmarking, however, further clarity on the reference to 'locally agreed targets' would be welcomed.

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?

River Clyde Homes agrees with the proposal to introduce this indicator and agrees that this will give a better indication across the sector of empty properties.

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?

River Clyde Homes agrees with the proposal to include these additional indicators. River Clyde Homes also agrees with landlords being asked to provide a reason/s for any such incidences.

Enhanced reporting in these areas will better align to Annual Assurance requirements and better demonstrate compliance with Regulatory standards.

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?

River Clyde Homes agrees with the proposed approach to collect landlords' performance in relation to compliance with tenant and resident safety duties as part of the Annual Assurance Statements.

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?

River Clyde Homes agrees with the proposal to include these additional indicators as this should lead to a more consistent approach to managing dampness and mould across the sector.

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?

River Clyde Homes considers that for the length of time to resolve cases of dampness and mould, the median would be the preferred measure rather than the mean as this would provide a more realistic understanding of the time taken.

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

River Clyde Homes considers that the new indicators are clearly defined, and this is enhanced by the clear technical guidance that accompanies the ARC. It may be beneficial for the SHR to collect feedback after the first submission of the data for these new measures to ensure effectiveness going forward.

Thank you for taking the time to give us your feedback