

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

Highland Council

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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 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?

Yes. While Highland will continue to collate and monitor this performance information, the reduced administrative reporting burden is welcome.

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?

The amendments appear to be measured. Expanded guidance is required to assist with the indicator around completion of repairs right first time. Similarly, clear guidance is required so Highland can mention anti-social behaviour performance against our agreed local targets.

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?

Highland currently collates this information for internal performance monitoring purposes so there is no issue with reporting this as part of the revised Charter Return.

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?

Highland agrees that these indicators are useful in terms of monitoring it's ongoing commitment to tenant safety.

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?

The AAS appears to be a logical opportunity for social landlords to detail their performance and to provide assurance as to levels of compliance and actions required to achieve compliance.

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?

Highland acknowledges that this is an area of concern and hence it feels appropriate for indicators to be introduced so that landlords continue to enhance efforts to tackle the issues.

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?

This is linked to question 8 below. Without clear guidance there is a concern that the indicator can be mis-interpreted. For example, many suspected damp and mould cases require lengthy investigation including installation of sensory equipment and/or surveys. Other cases may however be resolved within a short period of time following completion of a work order and/or tenant action to tackle the issue. The important principle is noted in the consultation - "it is important that landlords have assurance that they are dealing with any reported cases of damp and mould quickly and effectively."

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

As stated above at question 7, there requires to be detailed guidance attached to the definitions so there is assurance that landlords are dealing with suspected cases quickly and efficiently. This action may however involve different options and may require monitoring over a period of time to ascertain the effectiveness of these options.

Thank you for taking the time to give us your feedback