

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

Dundee City Council Neighbourhood Services Department – Officer Response

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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?

We think C4 should be retained. Abandonments are different from court actions and evictions and this indicator provides valuable information, especially in relation to sustainment.

Indicator 14 Agree

Indicator 20 Whilst we agree benchmarking can be difficult depending on the type / extent of adaptation work we feel this gives valuable information for landlords and tenants on investment

Indicator 23 /24 Agree

C3 Agree

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. We agree this indicator needs to be clarified to remove reporting anomalies, but we feel the proposed changes are likely to be open to similar reporting inconsistencies. The proposed guidance suggests it is applied to recall jobs within the reporting year and within 12 months, can it be clarified which it is

Indicator 15. With each landlord having different targets and definitions of resolution, benchmarking is difficult. And cases per 100 homes will be inconsistent depending on housing stock and if landlords just report their tenants reports of ASB or wider service users

C2 Agree

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?

We agree with this but rather than being a snapshot it should be for all voids during the year

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?

Agree

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?

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?

We welcome the introduction of indicators relating to dampness but would like tighter guidance
The case may be resolved to the landlord's satisfaction but what about the tenant's satisfaction?
There will be circumstances where the landlord has done all they can but either the tenant is unable to afford or unwilling to use any equipment installed
Many cases of damp do not get initially reported as damp so there will be difficulties recording
As with right first time there will potentially be inconsistent reporting on jobs reopened, it may be difficult to determine if it is the same issue
If dampness is reported in multiple rooms in a property, is it reported multiple times or is a whole house approach adopted
Without clarity this indicator will be open to reporting anomalies

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?

Agree it should be an average

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

No , see comment on Q6

Thank you for taking the time to give us your feedback