

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

Name/organisation name

West Lothian Council

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Phone

Email

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?

14

The service does not agree with the proposal for removal as it is a good indicator for comparative benchmarking and when looked at against other indicators (e.g. Tenancy sustainment)

20

The service agrees with the rationale for removing this indicator. Indicator 19 and 21 provide more meaningful data.

23

N/A (Applicable to RSL's)

24

The service does not agree with the proposal for removal as it provides national information and without it will result in us only having access to local data. We would also suggest that the guidance is updated to define counting all statutory homeless cases.

C3

No Comment

C4

No Comment

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?

10

The service agrees with the proposed change as this should result in consistent recording and provide more comparable data.

15

The service agrees with the proposal and attempt to make the data more consistent.

C2

No Comment.

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?

The service agrees with the proposal to introduce an additional indicator to monitor long term voids, and the duration specified.

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?

The service agrees with the introduction of this indicator to ensure consistency in SHQS reporting and suggest that all of these indicators should be aligned as part of indicator 6

Also, the fire safety indicator should be specific in stating that it relates to smoke 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?

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?

Yes, the service agrees with the proposal to introduce three new indicators in relation to damp and mould. However, guidance provided must be exceptionally clear on when a case is "resolved"- i.e. resolved from the landlord's and not customer's perspective- an exact definition is key.

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?

The service would suggest "average" is a more appropriate measurement.

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

No.

Thank you for taking the time to give us your feedback