

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?

We agree with the removal of indicators 14, 20, 23, 24 and C4.

We recommend keeping C3 – not covered in C2, and useful to establish demand for, and lets of, supported housing. We also suggest potentially expanding C3 to gain more information on housing support. On its own, “supported housing” feels too generic.

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?

We agree with all amendments.

Caution: if we change C2 as per proposal and also remove C3, we no longer report at all how many lets are GN or supported accommodation.

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 the proposed change - need clear guidance about inclusions and exclusions.

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?

We agree with the collection of those additional indicators – this reflects what we are already collecting internally.

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?

We 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 agree. Clear guidance requested on how to calculate, e.g. definition of damp and mould, in terms of remedial work.

At SHN Annual Gathering, Nicola Hercus invited suggestions for definitions of damp and mould, so we would like to offer our own (Dealing with Damp at a Hanover Property Procedure) below:

Definitions

Damp refers to the presence of moisture, water and condensation within a property.

There are several types of damp:

Rising damp which happens when moisture travels up from the ground through the masonry to the height of about one metre.

Penetrating damp which happens when water penetrates into the fabric of a building from outside to inside, for example, because of a leaking downpipe.

Construction damp, where damp is caused by a problem in how the property was designed or built.

Condensation damp which generally happens when a property can't deal with normal levels of water vapour because of a lack of insulation, ventilation or heating, or a combination of all 3 of these things.

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?

Mixed response.

2 suggested sticking with "average/mean" to avoid outliers skewing results.

3 people felt outliers would influence the result either way.

Consideration should be given within the definition on how to report cases spanning 2 financial years. Some cases (mainly due to the poor design of buildings) are persistent and can re-occur over long periods of time.

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

Yes. Also requires clear definition of damp and mould itself

Thank you for taking the time to give us your feedback