

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

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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?

Indicator 14 – we would continue to collect this and report to the Board as it can have an impact on the length of time a property is void if we have multiple refusals for a property.

Indicator 23 – this is confusing at times and if C2 is expanded as per guidance then no need for this.

Indicator C3 – Happy to remove

Indicator C4 – although information on court action and evictions is collected in indicator Indicator 22, the properties abandoned have an impact on our voids, lets and arrears figures and also our arrears write off figure – would look at keeping this.

Agree with removal of others

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?

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?

Agree - Given the emphasis on bringing empty homes back into the letting pool this seems sensible to monitor and collect

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 – good to bring these in line with other areas of compliance

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?

This is a complex area

Agree that due to the current focus on damp and mould this is an area that needs to be monitored.

Is the ARC the best vehicle to collect this information?

Could it simply be number of cases in the ARC?

Is a statistical measure the best way to measure the cause, extent and impact of damp and mould or should information be provided in another way with more contextual information?

Need to clarify definition of damp and mould (structural vs environmental)

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?

Clarification of what is meant by 'resolve' for example the mould could be cleaned (resolved) but return

It could re-appear due to other underlying problems (eg overcrowding) which may take a longer period to solve.

For the tenant they would only deem the issue resolved once there is a permanent solution and any underlying problem is rectified and this may be something outwith the landlords immediate control.

Re the median/average this may not provide a useful comparison - An association could have a high average/median days to resolve but only have a few cases and the figure is affected by having one case that has been caused by a more complex issue which takes longer to rectify.

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

As above

Thank you for taking the time to give us your feedback