

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

Dumfries & Galloway Council

Address

Council Head Quarters		
English Street		
Dumfries		
Postcode DG1 2DD	Phone	Email heather.sloan@dumgal.gov.uk

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 checked="" 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

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?

Yes

Indicator 10 – the proposed change would seem a sensible change
 Indicator 15 – Anything which improves the recording and reporting of anti-social behaviour is welcome
 C2 – Lets by local authority area would be really welcome. As a stock transfer authority this is useful information in terms of monitoring performance by RSLs against locally set targets for homeless lets.

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?

Yes, as we are currently in a Housing Emergency information on long-term voids would be extremely useful in determining capacity and demand needs on a local basis.

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?

Yes

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?

No, indicators around these safety issues would be beneficial in quantifying the non-compliance – relying on Landlords to report non-compliance within the Annual Assurance Statement would not provide a full enough picture to allow effective scrutiny.

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

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?

No - Using the median would be more appropriate and allow for outliers which could skew the average.

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

It might be useful to allow reporting of the cause e.g. if the issue is due to lifestyle/poor ventilation as opposed to an actual damp/mould issue with the property.



Thank you for taking the time to give us your feedback