

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

Tenants Together Scotland

Address

Postcode	Phone	Email shonagorman@hotmail.co.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 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?

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?

10- Agree, however TTS are of the view that a cut-off timescale should apply in this instance in relation to re-reporting of repairs in order to ensure the data is meaningful. For example a repair which is reported, completed and then raised again within a calendar year should not be considered a 'right first time' repair. The same repair which is re-reported outwith the year should be regarded as a new repair.

We are of the view that a calendar year would be the best measure here, as opposed to a performance year which would not adequately capture initial repair reports made towards the end of the performance year which are then re-reported post-1 April. Use of performance year timescale will provide more accurate and more comparable data.

15 & 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?

Yes. In the context of the current housing emergency, it is vital to keep void turnaround times to an absolute minimum and data collection on long term voids will be important to understand more of the context on the issue.

However, members noted that some areas in Scotland do have particular challenges around voids- for example, remote rural communities which are far from transport links, employment and amenities may not be desirable for many applicants and recent documented challenges around connection of utilities also present problems for some landlords. Whilst the proposed indicators will be helpful, TTS members are of the view that landlords should also be able to provide background and reasons for long-term voids

and details of any action they are taking to address the issue. It would be helpful if this information could be included in the published ARC return.

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. Tenant and resident safety is of the utmost importance, and TTS would very much welcome indicators on electrical safety and fire detection being added to the ARC.

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. Again, tenant health and safety is of the utmost importance, and TTS would very much welcome the addition of indicators on damp and mould being added to the ARC.

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?

TTS members are of the view that the median is the best measure to use in this instance as this figure tends to be more accurate in situations where there may be outliers or skewed figures. In relation to damp and mould in particular, a median would give a more accurate picture in the situation where – for instance- a number of homes in a block of flats or a terrace are affected by damp and mould and/ or where significant remedial work over a period of time is required.

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

The view of TTS members is that the indicators themselves are clear and understandable. As with all of the ARC indicators, it will be vital to ensure the Technical Guidance is clear and detailed enough for landlords to be able to record and report accurate data.

Thank you for taking the time to give us your feedback