

Consultation on the future of our regulatory approach in response to the COVID-19 pandemic: Consultation questions

We welcome your general feedback on our proposals as well as answers to the specific questions we have raised. Please do not feel you have to answer every question unless you wish to do so.

Send your completed questionnaire to us by **14 August 2020**.

By email @: shr@shr.gov.scot

Or post to: Scottish Housing Regulator
Buchanan House
58 Port Dundas Road, Glasgow, G4 0HF

Name/organisation name

Ardenglen Housing Association

Address

355 Tormusk Road

Castlemilk

Glasgow

Postcode **G45 0HF**

Phone **0141 634 8016**

Email **info@ardenglen.org.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

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. Are our proposals for the Annual Assurance Statement right?

We would prefer an extension to the submission of the AAS. Leading, managing and developing suitable plans to ensure the health, safety and wellbeing of our staff, tenants, customers, contractors and Board, during the pandemic, continues to be a key focus and is resource intense.

We believe our approach to AAS last year was robust, inclusive and engaging. We would be unable to conduct the same approach to the AAS as last year, due to ongoing restrictions.

2. Should we publish advisory guidance to assist landlords to adapt their approach to the submission of the AAS?

Advisory Guidance would be exceptionally helpful. We have been operating in unprecedented times and this has been extremely challenging with a sharp focus on crisis management, ensuring health, wellbeing and safety of tenants, customers, staff, Board and contractors. We have had to make significant adjustments to our service delivery and the way we operate.

3. Would you like to make any other comments or suggestions about our approach to getting Annual Assurance Statements?

As stated above, we do feel an extension would support the delivery of a more robust process. We believe there is little risk in offering an extension to RSL's on submission of AAS, as regulated bodies must notify SHR of any material changes to the assurance when it occurs. Support from the SHR on this matter would be very welcome.

4. Are our proposals for the publication of Charter performance right?

Yes, we would welcome the extension to the landlord report on the Charter.

5: Would you like to make any other comments or suggestions about our approach to the publication of Charter performance?

No.

6: Are our proposals for the publication of Engagement Plans and regulatory status right?

Yes, we are supportive of this approach.

7: Would you like to make any other comments or suggestions about our approach to the publication of Engagement Plans and regulatory status?

No.

Thank you for taking the time to give us your feedback!