

# Our regulation of social housing in Scotland

## Discussion questions

We welcome your general feedback on our proposals as well as answers to the specific questions we have raised. You can read our discussion paper on our website at [www.housingregulator.gov.scot](http://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 11 August 2023.

By email @: [regulatoryframeworkreview@shr.gov.scot](mailto:regulatoryframeworkreview@shr.gov.scot)

Or post to: Scottish Housing Regulator  
2<sup>nd</sup> floor , George House  
36 North Hanover Street, G1 2AD

### Name/organisation name

Gardeen Housing Association

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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. We believe that our regulatory priorities should be:
- listening and responding effectively to tenants and service users
  - providing good quality and safe homes
  - keeping homes as affordable as possible
  - doing all they can to reduce the number of people who are experiencing homelessness

We are keen to hear your feedback on these priorities. Are they the right ones?

These priorities are straightforward but there is also a challenge in balancing rent increases with increased costs for landlords. As well as listening to tenants, the SHR should also consider setting up systems to listen to social housing landlords to improve understanding on both sides. This will be useful for all parties as cost pressures continue for tenants and associations alike.

2. What are your views on amending the Statutory Guidance on Annual Assurance Statements to include provisions on specific assurance?

A streamlined process of regulation that focuses on key priorities would be more useful for tenants and landlords to understand.

3. Do you think that we need to change any of the indicators in the ARC or add to these?

No, these are sufficient at present although a number could be reviewed e.g., adaptations and anti-social behaviour

4. Are the proposed areas of focus for tenant and resident safety indicators the right ones, and what should those indicators be?

What will this information be used for and how will it help tenants? Can it be used to lobby for increased funding to provide additional services to tenants?

5. What do you think would be the most effective and appropriate way to monitor the effectiveness of landlords' approach to managing reports and instances of mould and dampness?

What will this information be used for and how will it help tenants?

6. What are your views on strengthening the Framework further on landlords listening to tenants and service users?

Tenants already have opportunities to be listened to through annual rent consultation and annual general meetings.

7. How do you think we could streamline the requirements for landlords in the Notifiable Events statutory guidance?

If there was a forum for SHR to listen to housing associations (point 1) then this could help to prioritise and review Notifiable Events.

8. *Do you think there is value in using more direct language in the working towards compliance status, or in introducing an intermediary regulatory status between compliant and working towards compliance?*

Direct language that clarifies compliance will assist everyone in understanding regulation.

9. Are there any changes we should make to the Significant Performance Failures approach, including how we define these?

How many significant performance failures have been reported to the Regulator by tenants in the last five years?

10. Are there any other changes to the Regulatory Framework and associated guidance that you would suggest?

Review the number of regulatory submissions that are required by the Scottish Housing Regulator, streamline the process and set up a system to listen to landlords and tenants.

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