

# Our regulation of social housing in Scotland

## 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](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 **15 December 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

Southside Housing Association Ltd

### Address

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Postcode <b>G51 4EB</b>	Phone 0141 422 1112	Email <a href="mailto:pmcvey@southside-ha.co.uk">pmcvey@southside-ha.co.uk</a>

### 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 ...

<b>Please tell us how you would like your response to be published.</b>	<b>Pick 1</b>
Publish my full response, including my name	<input checked="" type="checkbox"/>
Please publish my response, but not my name	<input type="checkbox"/>

1. Do you agree with our proposed approach on specific assurance in Annual Assurance Statements?

Yes, although landlords need to be given appropriate notice about what explicit assurance is expected to be included in the AAS, particularly if this is a new arising issue. In addition, it is important that the AAS does not expand significantly to include a range of other issues which could be dealt with potentially differently – such as engagement plans or ARC.

2. Do you agree with our proposal to initiate a comprehensive review of the Annual Return on the Charter which we will consult on next year?

Yes, review and consultation is considered to be the correct action.

3. Do you agree with our proposed amendments to strengthen the emphasis on landlords listening to tenants and service users to include a requirement that landlords:
- provide tenants, residents, and service users with appropriate ways to provide feedback and raise concerns, and
  - ensure that they consider such information and provide quick and effective responses?

Yes.

4. Do you agree with our proposed approach to Notifiable Events?

Yes, the relationship between the relevant regulation staff and the Association is vital to ensure this works well, which in our experience it does.

5. Do you agree with our proposed approach to regulatory status?

Yes, agree with this. Keep the status and clarify the status definition.

6. Do you agree with our proposed approach to Significant Performance failures?

Clarity would be useful for Significant Performance Failures and to align any guidance with SPSO guidance on complaints handling procedures and ensure the demarcation line between what constitutes an (SPSO Process) complaint and what is a SPF.

7. Do you agree with our proposed changes to the guidance on *Annual Assurance Statements*?

Yes, although comments at Point 1 should be taken into account.

8. Do you agree with our proposed changes to the guidance on *Consultation where the Regulator is directing a transfer of assets*?

Yes

9. Do you agree with our proposal to maintain *the Determination* at this time?

Yes

10. Do you agree with our proposed changes to the guidance on *Determination of what is meant by a step to enforce a security over an RSL's land*?

Yes

11. Do you agree with our proposal to maintain the guidance on *Financial viability of RSLs*?

Yes

12. Do you agree with our proposed changes to the guidance on *Group structures*?

Yes

13. Do you agree with our proposed changes to the guidance on *How to request an appeal of a regulatory decision*?

Yes

14. Do you agree with our proposal to maintain the guidance on *How to request a review of a regulatory decision*?

Yes

15. Do you agree with our proposed changes to the guidance on *Notifiable events*?

Agreed to improve clarity.

16. Do you agree with our proposed changes to the guidance on *Preparation of financial statements*?

Yes

17. Do you agree with our proposal to maintain the guidance on *Section 72 reporting events of material significance*?

Yes

18. Do you agree with our proposed changes to the guidance on *Tenant consultation and approval*?

Yes

19. Would you like to give feedback on any aspect of our impact assessments? Are there other potential impacts that we should consider?

No

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