

# 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

Kingdom Housing Association

### Address

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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

If you are responding as an individual ...

	<i>Pick 1</i>
<b>Please tell us how you would like your response to be published.</b>	
Publish my full response, including my name	<b>X</b>
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, the proposals in the consultation are relatively minor. We feel it's important that any additional requirements are communicated as early as possible and welcome the April date in the revised guidance. We feel it is important that additional requirements are by exception only as we feel it's important that the Annual Assurance statement remains 'short and succinct'.

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, we welcome the SHR's decision to do more consultation with the sector in 2024 as this is needed before any changes to the ARC are made. It's really important that any measures on tenant and safety are clear and well thought through before they are introduced to the ARC.

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:

- a. provide tenants, residents and service users with appropriate ways to provide feedback and raise concerns, and
- b. ensure that they consider such information and provide quick and effective responses?

Yes. We are really supportive of these changes and to change in title to "Listening and Responding to Tenants & Service Users" as it is much clearer.

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

Yes. We are really supportive of the increased transparency and that the SHR is looking to develop ways to share more information with landlords on the type of Notifiable Events they receive and what they do with those.

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

Yes. Happy with the current approach.

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

Yes, we don't think there is currently a clear enough escalation route to significant performance failures. The proposed changes do improve the clarity between what goes to the SPSO and what could be a SPF. The change in language is welcomed.

It may also be useful if there was a way of submitting an **online** form to report a SPF. At the moment the form needs to be completed and posted or it needs to be downloaded, completed, attached to an email (along with any supporting evidence) and then sent. Whereas if tenants could submit a form online directly it might encourage more to report serious issues. .

The form that is available to download from the website, also prints off with the text "*Click or tap here to enter text*" which isn't ideal for any that are completed by hand. We had to edit the form to remove all of that text before printing to make them available in our office receptions. .

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

Yes, we would welcome the updated guidance and cover some of the positives in question 1 above.

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

Yes. Supportive of the changes.

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

Yes we agree no proposed amendments at this time until the review of the current SORP is completed in 2024.

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. These are minor points for clarification only.

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

Yes we feel it aligns more clearly with the Regulatory Framework

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

Yes, minor change.

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

Yes, happy there is no amendment to the current statutory guidance.

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

Yes, however it reads in the impact assessment in annex 4 that the changes to the guidance will benefit RSLs in that we may need to report less as it is streamlined. However the changes in the guidance are mainly to titles and referencing the tenant more. There are no changes to the list of examples of situations where we need to notify so no obvious changes to streamline reporting requirements.

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, only minor amendments

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

Yes. A clear and consistent reference to equalities was needed.

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

None.

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