

# 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

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

### Name/organisation name

Pineview Customer and Resident Forum

### Address

|                                      |                     |                           |
|--------------------------------------|---------------------|---------------------------|
| c/o Pineview Housing Association Ltd |                     |                           |
| 5 Rozelle Avenue                     |                     |                           |
| Drumchapel                           |                     |                           |
| Glasgow                              |                     |                           |
| Postcode G15 7QR                     | Phone 0141 944 3891 | Email mail@pineview.og.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. Do you agree with our proposed approach on specific assurance in Annual Assurance Statements?

Yes, in principle but more detail needed as to how the specifics would be determined.

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

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

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

Yes, if notifiable events relate to SHR notification requirements only.

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

Yes, if greater clarity provided regarding the 3 status levels to make clear that the second and third statuses are non-compliant statuses.

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

Yes

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

No. If an RSL reports non-compliance then should their regulatory status not be changed?

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

In part – seems to be missing any reference to share holding members.

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*?

In part – paragraph 16: prefer providing in writing rather than having to be requested.

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

In part – should include timescales for responding and details of what happens following notification.

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*?

In part – would prefer to see a requirement that ensures delivery of any transfer promises made to tenants.

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

Impact on Shareholders missing.

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