

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
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
2nd floor , George House
36 North Hanover Street, G1 2AD

Name/organisation name

Cunninghame Housing Association Ltd

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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	<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, providing guidance is issued timeously and is clear on what this consists of. Ideally, this would be issued by the beginning of the financial year.

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 would propose that large-scale consultation is part of the review process, in various forms. The in-person workshops during previous consultations were very helpful.

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?

There are fairly robust arrangements around tenant and resident feedback in the sector, through satisfaction surveys, consultation on various issues including rent setting and participation mechanisms such as tenant scrutiny, as well as the SPSO framework for complaints. Guidance on how this would look in practice would be beneficial.

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

Yes, welcome the minor changes as feel the current approach works well. The practice of contacting the lead regulation manager has also proved very effective in allowing issues to be clarified.

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

Yes, satisfied with the proposed amendments, a positive change offering more clarity.

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

Yes, agree with the amendments which make the guidance and various stages clearer.

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

Yes, in agreement with the proposed amendments.

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*?

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

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

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

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

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

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

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

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

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