

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

Hillhead Housing Association

Address

2 Meiklehill Road		
Kirkintilloch		
East Dunbartonshire		
G66 2LA	Phone 0141 578 0200	Email admin@hillheadhousing.org

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?

No, adding additional requirements will make the process more burdensome and risks becoming a more narrowly focused return, rather than an overarching statement of assurance.

Any change to the AAS requirements should be subject to prior consultation with the sector with reasonable notice i.e. a minimum of 6 months .

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?

In part but concern that any changes will have implications on current methods and tools that we have worked on to ensure accurate data recording. Sufficient time for consultation with the sector would be required.

There is mention of adding indicators in respect of damp and mould. What is the reason behind this? We already provide SHR with assurance that we have systems in place for recording and managing damp and mould as part of our Tenant Safety Assurance statement that we include in our AAS.

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?

We believe the current status is fine as it is and works well for our Association, Tenants and other Stakeholders. We would like to know what is behind the definition of “actively seeking”.

There many ways in which complaints can be raised and perhaps an improved overview can be provided – RSL own complaints process, SPSO option, SHR with Significant Performance Failures and of course Whistleblowing.

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

Yes – some updated and refreshed guidance would be helpful. A consistent approach from SHR would help too. And some timeframes for when a response will be received and when the NE will be closed.

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

Concern that any level of non-compliant status would trigger a possible covenant breach with Lenders so would want clarification from SHR as to views it has sought from Lenders.

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

Yes this would be helpful.

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

No see our comments at Question 1

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 it would be sensible to wait until the review is complete 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

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

Yes, but we are not part of a Group Structure

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?*

Yes

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?*

Needs to be tougher "sanctions" or consequences for those RSLs that don't deliver on promises – currently this is "self-policed" by the acquiring landlord.

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!