



**Scottish Housing  
Regulator**

# **What we will do**

## **2019-20**

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## Implement our new Regulatory Framework & publish a new three year Corporate Plan

What	When
Regulatory Framework & Guidance goes live	April 2019
SHR publishes Engagement Plans for all RSLs and local authorities	April 2019
Landlords submit Charter returns	May 2019
SHR publishes national Charter reports, landlord reports and updated comparison tool	Aug 2019
Landlords submit first annual assurance statements	Oct 2019
SHR publishes information on the indicators it will use to assess risk	Nov 2019
SHR publishes regulatory status for each RSL	March 2020

## Scottish Social Housing Charter & Financial Analysis

We will:

- collect performance information from all RSLs and local authorities and financial information from all RSLs;
- publish financial statements & data for RSLs; and
- report on RSL borrowing.

## Planned regulatory & statutory intervention work

We will:

- engage with landlords in line with our published engagement plans;
- oversee statutory intervention cases and publish an outcome report on each;
- support RSLs and local authorities to prepare their first annual assurance statements;
- give landlords feedback on their statements and publish lessons learned;
- use annual assurance statements from all RSLs and local authorities in our risk assessments;
- publish a refreshed list of potential statutory managers;
- review our engagement with local authorities on homelessness when rapid rehousing plans are finalised; and
- monitor and report on landlords' achievement of the standards for Gypsy/Travellers sites.

## Respond effectively to

- ✓ **notifiable events**
- ✓ **significant performance failures,**
- ✓ **whistleblowing,**
- ✓ **complaints & appeals**

## Involving tenants and others in our work

We will:

- engage with our National Panel of more than 400 tenants and others who use RSLs' and local authorities' services and our tenant advisors;
- engage with the Registered Tenants Organisation Regional Network;
- work with SFHA, GWSF and ALACHO to develop a toolkit to support effective self-assurance; and
- engage with all our stakeholders including the Scottish Parliament, Ministers, Scottish Government, representative groups, investors in social housing and advocacy groups for tenants, people who are homeless and Gypsy/Travellers.
- welcome three new Board members, two of whom are social housing tenants.

## An effective public body

We will:

- launch a new website;
- refresh our:
  - complaints handling procedures in line with the new SPSO model
  - summary of how we involve tenants and others in our work
  - equalities statement
  - communications strategy
  - how we work series
  - Memorandum of understanding with other bodies
- make our website more accessible to British Sign Language (BSL) users and promote BSL services;
- enhance our cyber resilience;
- publish a statement of compliance with public service requirements;
- submit a climate change report;
- submit a record management plan to the Keeper
- work to our budget settlement of £4.085m;
- lay our 2018/19 annual report & accounts before the Scottish Parliament;
- continue to develop and improve the systems that support our work; and
- provide a support helpdesk for landlords using our social landlord portal.