

Scottish Social Housing Charter consultation



Respondent's information form

Please make sure you return this form with your response so that we can handle your response properly.

1. Name/organisation

Name of organisation (if any)

Glasgow and Western Isles Regional Network

Title Mr Ms Mrs Miss Dr Please tick as appropriate

Surname

Hine (Secretary)

Forename

Greg

2. Postal address

47 Burndyke Square

Glasgow

Postcode G51 2NH

Phone 07832957755

Email greg@osevon.com

3. Permissions – I am responding as...

Individual

Group/organisation

Please tick as appropriate

- (a) Do you agree to your response being made available to the public (in the Scottish Government library or on the Scottish Government website or both)?

Please tick your choice Yes No

- (b) If yes, we will make your response available to the public on the following basis

Please tick ONE of the following boxes

Yes, make my response, name and address all available

or

Yes, make my response available, but not my name and address

or

Yes, make my response and name available, but not my address

- (c) The name and address of your organisation **will be** made available to the public (in the Scottish Government library or on the Scottish Government website or both).

Are you content for your **response** to be made available?

Please tick your choice Yes No

- (d) We will share your response internally with other Scottish Government policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we need your permission to do so. Are you happy for the Scottish Government to contact you again in relation to this consultation exercise?

Please tick your choice

Yes

No

Consultation questions

We listened to what you told us at the roadshow events, on our website, and in your responses to the discussion paper, and we think we have identified all the important areas that the Charter should cover.

1. Have we missed out any areas that the Charter should cover? If so, please tell us.

Although the number of outcomes is very extensive we feel there is need for a separate equalities outcome.

The customer/landlord relationship

We want the outcomes in this section to cover the important aspects of the customer/landlord relationship. We would like to know if you agree with the outcomes in the draft charter, and if the wording is clear and understandable.

2a. Do you agree with the 'participation' outcome?

Yes No

If yes, please use the box to provide any comments. If no, please tell us why.

We feel every service user should have the opportunity to give their opinions and to have those opinions recorded. Participation should be at a level suitable to the service user.

2b. Is the 'participation' outcome clear and understandable?

Yes No

If no, please tell us why.

Bullet point 3 should be changed from 'have opportunities...' to 'can' or 'are'

3a. Do you agree with the ‘communication and customer services’ outcome?

Yes No

If yes, please use the box to provide any comments. If no, please tell us why.

We believe that landlords should be doing all this already.

3b. Is the ‘communication and customer services’ outcome clear and understandable?

Yes No

If no, please tell us why.

Quality of housing and the environment

We want the outcomes in this section to cover the important aspects of the quality of housing and the environment. We would like to know if you agree with the outcomes in the draft charter, and if the wording is clear and understandable.

4a. Do you agree with the ‘housing quality’ outcome?

Yes No

If yes, please use the box to provide any comments. If no, please tell us why.

We believe that a nationally recognised letting standard would be more acceptable than locally agreed.

4b. Is the ‘housing quality’ outcome clear and understandable?

Yes No

If no, please tell us why.

Also believe there should be more definition here by specifying 'good state of repair' for example

5a. Do you agree with the 'repairs, maintenance and improvements' outcome?

Yes No

If yes, please use the box to provide any comments. If no, please tell us why.

We believe these are easily attainable and should already be being done by landlords.

Title should have '& communal repairs' added

Text should read 'Tenants & Other customers'

Bullet point 1 should be amended to read ' receive repair, maintenance and improvement services that are responsive to their needs and priorities and meet **NATIONALLY** agreed minimum standards and locally agreed standards where these have been put in place'

Bullet point 5 should read ' are involved in and kept informed about planned improvements to their home and communal or shared areas.'

Bullet point should be added due to the inclusion of Tenants 7 other customers and removed from section 'other customers' page 23

'participate in a timely manner where planned improvements are to be carried out'

5b. Is the 'repairs, maintenance and improvements' outcome clear and understandable?

Yes No

If no, please tell us why.

As above

6a. Do you agree with the 'estate management' outcome?

Yes No

If yes, please use the box to provide any comments. If no, please tell us why.

We would like to see "Tenants are aware of their responsibilities" included in the section on tenancy conditions.

6b. Is the 'estate management' outcome clear and understandable?

Yes No

If no, please tell us why.

Access to housing and support

We want the outcomes in this section to cover the important aspects of access to housing and support. We would like to know if you agree with the outcomes in the draft charter, and if the wording is clear and understandable.

7a. Do you agree with the 'housing options' outcome?

Yes No

If yes, please use the box to provide any comments. If no, please tell us why.

7b. Is the 'housing options' outcome clear and understandable?

Yes No

If no, please tell us why.

8a. Do you agree with the 'access to social housing' outcome?

Yes No

If yes, please use the box to provide any comments. If no, please tell us why.

The committee feels that there should be key NATIONAL allocations guidelines providing minimum standards and protocol, which can then be enhanced by local variations. This is a fairer system when impacts such as the 2012 homelessness act apply to all landlords.

Extra bullet point requested: Landlords will provide clear and succinct information to the regulator and tenants and residents on their allocations on a regular basis to be determined Nationally.

8b. Is the 'access to social housing' outcome clear and understandable?

Yes No

If no, please tell us why.

See above

9a. Do you agree with the 'homeless people' outcome?

Yes No

If yes, please use the box to provide any comments. If no, please tell us why.

We felt this was a well constructed passage.

9b. Is the 'homeless people' outcome clear and understandable?

Yes No

If no, please tell us why.

10a. Do you agree with the 'tenancy sustainment' outcome?

Yes No

If yes, please use the box to provide any comments. If no, please tell us why.

The emphasis on multi-agency co-operation and information sharing is particularly important.

10b. Is the 'tenancy sustainment' outcome clear and understandable?

Yes No

If no, please tell us why.

11a. Do you agree with the 'anti-social behaviour, neighbour nuisance and tenancy disputes' outcome?

Yes No

If yes, please use the box to provide any comments. If no, please tell us why.

The group felt this outcome is the one some landlords may struggle to meet, however that information should be provided to and evaluated by the SHR in a more detailed way than currently occurs.

The region also required the addition of a bullet point.
Landlords should agree Anti-social behaviour, nuisance and tenancy dispute Guidelines and Policy documents with the tenants AND residents and review these on a regular basis.

Bullet point 1 should read 'Must be...' instead of 'are.....' able to

Bullet point 2 should read 'Must get clear.....'

Bullet point 6 should read 'if causing nuisance or anti-social behaviour MUST get support to help them stop this and to keep their tenancy agreement where appropriate.'

Bullet point 7 should read 'MUST be satisfied that landlords.....'

Bullet point 8 should read 'MUST be involved in reviewing and monitoring.....'

11b. Is the 'anti-social behaviour, neighbour nuisance and tenancy disputes' outcome clear and understandable?

Yes No

If no, please tell us why.

As above

Getting good value from rents and service charges

We want the outcomes in this section to cover the important aspects of getting good value from rents and service charges. We would like to know if you agree with the outcomes in the draft charter, and if the wording is clear and understandable.

12a. Do you agree with the 'value for money' outcome?

Yes No

If yes, please use the box to provide any comments. If no, please tell us why.

Many felt this should be included in the participation section.

12b. Is the 'value for money' outcome clear and understandable?

Yes No

If no, please tell us why.

13a. Do you agree with the 'rents and service charges' outcome?

Yes No

If yes, please use the box to provide any comments. If no, please tell us why.

The section should stress affordability of housing.

13b. Is the 'rents and service charges' outcome clear and understandable?

Yes No

If no, please tell us why.

14a. Do you agree with the ‘transparency’ outcome?

If yes, please use the box to provide any comments. If no, please tell us why.

Yes No

Printed information should be sent to all tenants who request it and be available easily.

The region also believes the addition of another bullet point is required:

The proposed threshold for expenditure publication is £500

14b. Is the ‘transparency’ outcome clear and understandable?

Yes No

If no, please tell us why.

Other customers

We want the outcomes in this section to cover the important aspects of other customers. We would like to know if you agree with the outcomes in the draft charter, and if the wording is clear and understandable.

15a. Do you agree with the ‘services for Gypsies/Travellers’ outcome?

Yes No

If yes, please use the box to provide any comments. If no, please tell us why.

Again the group felt that there should be mention of the service users being aware of their responsibilities.

Bullet point 2 should read 'can EASILY get the information....'

Bullet point 3 should be moved into the amended Repairs/maintenance and improvements section.

Bullet point 4 should read 'can EASILY get involved in'

15b. Is the 'services for Gypsies/Travellers' outcome clear and understandable?

Yes No

If no, please tell us why.

With the above note.

16a. Do you agree with the 'other customers' outcome?

Yes No

If yes, please use the box to provide any comments. If no, please tell us why.

We felt that a few changes were needed to the strength of the wording of this outcome:

- **Must be able to** get the information they need on factoring services.
- **Must be able to** participate where **planned** improvements are **to be** carried out
- **Must be able** get involved in monitoring and reviewing the factoring and other services they receive.

16b. Is the 'other customers' outcome clear and understandable?

Yes No

If no, please tell us why.

With the above note.

In conclusion

17. Do you think that a good landlord should be able to achieve these outcomes?

Yes No

Please explain your answer.

Experience and knowledge tells us that this data is or should be available to all landlords without any major difficulty or expenditure.

Where the requirement does not require empirical data such as involvement then again landlords should be able to meet these outcomes without substantial operational or financial impact.

18. Do you wish to add anything that is not covered by the questions above?

In terms of the Charter as measure of landlord performance we feel that 71 outcomes may be too many and could be difficult to define measure and report on.

It would be possible to condense some of the outcomes yet still retain the quality required for a meaningful charter.

Key to the success would be the requirement for specific and quantitative National and Local guidelines which would work in conjunction with the measurement and monitoring carried out by the Scottish Housing Regulator. Without this link there is the danger that legislation will fall short of the definition tenants and residents require.

We also believe that although equalities do run through the Charter a dedicated equalities outcome should be included.

