

## **The Scottish Housing Regulator (SHR) wants to hear your views**

The Scottish Housing Regulator (SHR) is asking for your views on its proposed report to tenants on their landlord's performance on the indicators for the Scottish Government's Social Housing Charter.

The Scottish Parliament agreed the Charter in February 2012. It sets out standards and outcomes that describe the results that tenants and other service users can expect from landlords.

The Regulator worked with stakeholders to develop the range of indicators it proposes to use to help it monitor how well landlords are doing on the Charter outcomes. It is now consulting on these indicators. The consultation also sets out how the Regulator will inform tenants and other service users about how a landlord is performing. This will give tenants and other customers of social landlords an insight into the comparative performance of their own landlord.

Kay Blair, the Regulator's Chair said "We are consulting on the proposed range of indicators and information that we will require landlords to give us so that we can monitor and report on their achievement of, or progress towards, the Charter. The indicators will be key to our approach to regulation but these are not the only way we will assess social landlords' progress. We will also use a range of other approaches including thematic inspections. We are also consulting on how we propose to report our findings which will help tenants to find out how their landlord is performing and compare with other landlords. We are very keen to hear from tenants, homeless people and others who use the services of social landlords."

The consultation runs from 1 June to 24 August. The Regulator is holding a series of events across Scotland for tenants, homeless people, other service users and landlords to discuss the proposals.

You can get the consultation document and more information on the consultation events on SHR's website or by contacting the Regulator.

You can find the details below:

website: <http://www.scottishhousingregulator.gov.uk/consultations>

phone: 0141 271 3810

e-mail: [consultation@scottishhousingregulator.gsi.gov.uk](mailto:consultation@scottishhousingregulator.gsi.gov.uk)