

Inspection of social landlords: a factsheet for tenants

What is The Scottish Housing Regulator?

The Scottish Housing Regulator is a government agency, reporting directly to Scottish Ministers. Our purpose is to:

- protect the interests of current and future tenants, and other service users;
- ensure the continuing provision of good quality social housing in terms of decent homes, good services, value for money and financial viability; and
- maintain the confidence of funders.

What is inspection and how can tenants and service users get involved?

Inspection is a way of making sure social landlords (ie councils and housing associations) are well run, accountable to their tenants and other service users and are continually improving their services.

Social landlords provide varying standards of services some highly effective, some not so successful. We want to ensure that tenants and service users are being provided with the highest possible levels of service, regardless of who their landlord is.

To find out what landlords are doing, our inspectors will look at a range of information, visit landlords and talk to different people including managers, staff, tenants and other service users such as housing applicants and homeless people.



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To find out your views and experience of your landlord's services we might:

- meet with tenants and residents' groups
- speak to people during visits to estates
- watch how tenants and other service users are treated when dealing with landlords
- carry out surveys
- talk to tenant members of a housing association's governing body.

When choosing the best way of getting your views we will take local circumstances into account, including people's preferences.

In all cases your comments will be treated in confidence. We will not give your name to anyone when we report back what we have found.

How do I get involved?

If you want an opportunity to give us your views during our inspection you should contact your local tenants group. Your landlord can give you details of groups in your area. If there is no tenants group in your area we will look at other opportunities to involve you. In this situation your landlord can pass your contact details to us.

What happens after the inspection?

After each inspection we will produce a report on our findings and recommendations. This will normally be sent to the landlord within three months of our visit. A couple of weeks later, we will publish the inspection report on our website (www.scottishhousingregulator.gov.uk). Where we receive a request for a review, the report will not be published until the review process has been completed.

When we publish our reports, copies will be sent to registered tenant organisations and will be available to others on request.

We will expect landlords to let all their tenants and service users know what our findings from the inspection are. We will also expect landlords to address our recommendations. Depending on our assessment of their performance in key areas, we may require them to produce an

improvement plan showing how and when they will tackle our recommendations.

Having a say in the way your landlord provides services

Social landlords have a duty to consult their tenants and to involve registered tenant organisations in decisions about the services they provide. If you wish to have a say in the way your landlord provides its services please contact your landlord for details.

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Availability in other formats

This document can be translated, on request, into your community language. Please phone 0141 271 3810 or email shr@scottishhousingregulator.gsi.gov.uk.

يمكن ترجمة هذا المستند، لدى الطلب، إلى لغتك. يُرجى الاتصال بالهاتف على رقم ٠١٤١ ٢٧١ ٣٨١٠ أو بالبريد الإلكتروني بالعنوان shr@scottishhousingregulator.gsi.gov.uk

এই দলিলটা আপনি চাইলে আপনার কমিউনিটির ভাষায় অনুবাদ করা যেতে পারে। দয়া করে এখানে ফোন করুনঃ 0141 271 3810 অথবা এই ঠিকানায় ই-মেইল করুনঃ shr@scottishhousingregulator.gsi.gov.uk

這份資料可以為你翻譯成中文。請致電 0141 271 3810 或發送電子郵件至：shr@scottishhousingregulator.gsi.gov.uk，要求獲得中文譯本。

گزارش پر یہ دستاویز کمیونٹی کی زبانوں میں ترجمہ کروائی جا سکتی ہے۔ برائے مہربانی نمبر 0141 271 3810 پر فون کریں یا اس پتے پر ای میل بھیجیں : shr@scottishhousingregulator.gsi.gov.uk

Możemy zapewnić tłumaczenie niniejszego dokumentu na Państwa język ojczysty, proszę zadzwonić pod 0141 271 3810 lub wysłać e-mail do shr@scottishhousingregulator.gsi.gov.uk

