



Chartered
Institute of
Housing
Scotland

Consultation Briefing: Review of the Scottish Social Housing Charter

Background

The [Scottish Social Housing Charter](#) (the Charter) was introduced by the [Housing \(Scotland\) Act 2010](#). It sets out the standards and outcomes that social landlords should be achieving for their tenants and customers.

Every year, social landlords must report to the Scottish Housing Regulator on their performance against the Charter. This information is used to assess performance and is also made available publicly so that tenants, customers or other interested parties can check and compare landlord performance.

The legislation states that the Charter must be reviewed from time to time and the Scottish Government is now consulting on the third version of the Charter which will come into force from 1 April 2022.

The consultation was published on 17 June and will remain open until 9 September 2021. You can find more information and submit a response on the [Scottish Government's website](#).

TIS and TPAS are delivering a series of free online consultation workshops on behalf of the Scottish Government. There are a range of dates available for tenants and landlords with further information [available online](#).

What is being consulted on now?

The consultation has three sections.

Section 1 asks about the impact of the current Charter. The Scottish Government would welcome specific examples of how the Charter has improved services for tenants and customers. This could also highlight where the Charter could be strengthened.

Section 2 asks about the current standards and outcomes. It seeks comments on each of the 16 current outcomes and supporting descriptions, asking if each one should be kept as it is, if it should be changed and whether the wording could be improved.

Section 3 asks whether anything should be added to the Charter.

About this briefing - This is a new type of briefing exclusively for CIH members. These briefings are designed to inform you about current consultations, highlight potential implications for the sector that you might want to consider in your own response and set out CIH Scotland's position.

CIH Scotland's position

CIH Scotland welcomes this consultation and the opportunity to shape the next version of the Charter. The Charter provides the basis for monitoring landlord performance and can be a useful tool to focus landlords attention on particular aspects of service delivery.

We think that the Charter could be used to embed a housing rights based approach to service delivery in the social housing sector in Scotland. This would align with the Scottish Government's commitment to ensure that every person living in Scotland has access to an adequate home and to enshrine human rights in Scottish law.

It would also help the sector to consider how it is already working to meet human rights and to articulate this through annual reporting on the Charter which already takes place.

Have your say

CIH Scotland will be developing a response to this consultation and we will be issuing an online survey for members to share their views with us. If you would prefer to send us comments directly, you can email us scotland.contact@cih.org

Contact us

T: 0131 225 4544
E: scotland.contact@cih.org
W: www.cih.org/scotland
T: @CIHScotland