

(Charter Outcomes continued)

Neighbourhood and community

6: Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Social landlords, working in partnership with other agencies, help to ensure that:

- tenants and other customers live in well maintained neighbourhoods where they feel safe.

Access to housing and support

7, 8 and 9: Housing options

Social landlords work together to ensure that:

- people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them
- tenants and people on housing lists can review their housing options.

Social landlords ensure that:

- people at risk of losing their homes get advice on preventing homelessness.

10: Access to social housing

Social landlords ensure that:

- people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

11: Tenancy sustainment

Social landlords ensure that:

- tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

12: Homeless people

Local councils perform their duties on homelessness so that:

- homeless people get prompt and easy access to help and advice; are provided with suitable, good-quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to.

13: Value for money

Social landlords manage all aspects of their businesses so that:

- tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

14 and 15: Rents and service charges

Social landlords set rents and service charges in consultation with their tenants and other customers so that:

- a balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and other customers can afford them
- tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.

Other customers

16: Gypsies/Travellers

Local councils and social landlords with responsibility for managing sites for Gypsies/ Travellers should manage the sites so that:

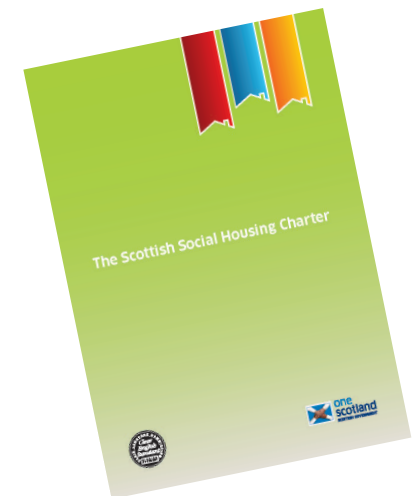
- sites are well maintained and managed.

The full Scottish Social Housing Charter can be viewed here - housingcharter.scotland.gov.uk

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Registration No. 2459 R(S) and Registered with The Scottish Housing Regulator No. HAL 280.
Registered Scottish Charity No. SC042251



The Scottish Social Housing Charter



What is the Charter?

The Scottish Social Housing Charter sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities.

Before submitting the Charter to the Scottish Parliament for approval the Scottish Ministers consulted the Scottish Housing Regulator; tenants in social housing and their representative bodies; social landlords; homeless people; and other stakeholders about the Charter's contents.

They have taken account of all their views to ensure that the outcomes in the Charter:

Describe the results that tenants and other customers expect social landlords to achieve

Cover social landlords' housing activities only

Can be monitored, assessed and reported upon by the Scottish Housing Regulator.

It does not replace any of the legal duties that apply to social landlords, but in several cases the outcomes describe the results social landlords should achieve in meeting their legal duties.

Social landlords must submit an Annual Return on the Charter (ARC) to the Scottish Housing Regulator (SHR) and will need to report the assessment of their progress towards or achievement of the Charter to their tenants and others who use their services.

Purpose of the Charter

The Charter will help to improve the quality and value of the services that social landlords provide, and supports the Scottish Government's long-term aim of creating a safer and stronger Scotland.

It will do so by:

Stating clearly what tenants and other customers can expect from social landlords, and helping them to hold landlords to account.

Focusing the efforts of social landlords on achieving outcomes that matter to their customers.

Establishing a basis for the Scottish Housing Regulator to assess and report on how well landlords are performing. This assessment will enable the Regulator, social landlords, tenants and other customers to identify areas of strong performance and areas needing improvement.

The Charter has seven sections containing a total of **16 outcomes and standards that social landlords should aim to achieve.**

The outcomes and standards apply to all social landlords, except that number 12 applies only to local councils in relation to their homelessness duties; and number 16 applies only to councils and registered social landlords that manage sites for Gypsies/Travellers.

Each section is accompanied by a short narrative that describes the context of the outcome or standard, including the areas of activity to which it applies and any relevant legal duties connected with it. The narrative is not part of the outcome that social landlords should achieve, and does not tell them how to achieve it. That is a matter for each landlord to decide in consultation with its tenants and other customers.

Charter Outcomes

The customer/landlord relationship

1: Equalities

Social landlords perform all aspects of their housing services so that:

- every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

2: Communication

Social landlords manage their businesses so that:

- tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

3: Participation

Social landlords manage their businesses so that:

- tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

Housing quality and maintenance

4: Quality of housing

Social landlords manage their businesses so that:

- tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.

5: Repairs, maintenance and improvements
Social landlords manage their businesses so that:

- tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.