

## Introduction

If you are a tenant of a registered social landlord (RSL), such as a housing association or co-operative, or if you are a council tenant, you can report a significant performance failure (SPF) to us. A group of tenants or an individual acting on behalf of tenants, such as a representative of a registered tenants' organisation, can also report an SPF to us.

This factsheet explains what an SPF is and how you can report an SPF.

### What is a significant performance failure?

We have set out in our [Regulatory Framework](#) what we mean by an SPF. An SPF is where a landlord:

- » consistently and repeatedly fails to achieve outcomes in the Scottish Social Housing Charter or outcomes agreed locally with tenants; or
- » has not reported its performance annually to its tenants or the annual reported performance does not reflect actual performance; or
- » has materially failed to meet our Regulatory Standards; and
- » the landlord's action(s), or failure to take action, puts tenants' interests at risk and this significantly affects a number of the landlord's tenants.

### Examples

#### An SPF could happen where a landlord:

- » fails to carry out health and safety requirements, such as annual gas safety checks;
- » is not maintaining tenants' homes or carrying out repairs in line with its legislative duties and published policies;
- » fails to have appropriate governance and financial procedures in place or apply them; or
- » does not consult tenants about issues such as proposed rent increases and other policies that affect tenants.

## Complaints about your landlord

An SPF is not an individual tenant complaint about services. If you have a complaint, for example if you are unhappy about how your landlord carried out repairs to your own home, then you should raise this directly with your landlord through its complaints procedure. You can get a copy of the complaints procedure from your landlord. A separate factsheet on making a complaint about a landlord is available on our website, [Complaints about a regulated body](#).

## What should I do if I think there is an SPF?

If you think there is an SPF you firstly need to raise the issue directly with your landlord. You should give your landlord the chance to respond within its published timescale and reasonable time to address the issue.

If your landlord has not dealt with the issue then you can report an SPF to us.

## How do I report an SPF?

To report an SPF, you should complete the form attached to this factsheet. You should tell us exactly what the issue is and demonstrate that it **significantly affects a number of the landlord's tenants**. You should also tell us when you raised it with the landlord and how the landlord responded.

We will contact you within five working days of receiving your reported SPF to tell you what we will do and our timescales.

## What will we do?

We will:

- » look at the information to decide whether it is, or could be, an SPF;
- » ask you for further information if we need it;
- » ask the landlord for information if we need it;
- » decide whether we need to contact other regulatory bodies;
- » keep you updated about progress and tell you when we aim to make a decision; and
- » write to tell you and the landlord our decision and the reasons.

We will decide whether it is an SPF as quickly as possible. The length of time it takes will depend on:

- » how complex the issue is;
- » the amount of information we need to gather and look at; and
- » how quickly we get the information we need.

### What will happen if we decide it is an SPF?

This will depend on the circumstances. We will decide whether we need to engage with the landlord to ensure it takes action to address the issue.

If we need to engage with the landlord about an SPF we will say this in a regulation plan (for RSLs) or local scrutiny plan (for councils).

Where there has been an SPF we will publish the findings on our website.

### If you disagree with our decision

You can ask us to review our decision. Further information about our review process and how you can request a review is contained in our guidance, [How to request a review of a regulatory decision – March 2016](#) on our website.


### How to contact us

If you would like to report an SPF please complete the attached form providing as much information as possible. You can send this information to us by:

@ [shr@scottishhousingregulator.gsi.gov.uk](mailto:shr@scottishhousingregulator.gsi.gov.uk)

 Scottish Housing Regulator, Europa Building,  
450 Argyle Street, Glasgow, G2 8LG

**From 17 October 2016 our address will be:**  
Scottish Housing Regulator, Buchanan House,  
58 Port Dundas Rd, Glasgow G4 0HF

 0141 242 5642

### Our website

 [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)



# Significant Performance Failures

Information for tenants of  
social landlords

September 2016



## Significant Performance Failure (SPF) Form Reporting an SPF to the Scottish Housing Regulator

Section 1: Your contact details	
1. Title and full name:	Click here to enter text.
2. Tenant/Representative/Group:	<b>Please tick below, as appropriate. Are you:</b> A tenant of a social landlord <input type="checkbox"/> An individual representing a tenant <input type="checkbox"/> A tenants' representative group <input type="checkbox"/> Other (please state below) <input type="checkbox"/>
3. Telephone number:	Daytime: Click here to enter text. Mobile: Click here to enter text.
4. Email address:	Click here to enter text.
5. Correspondence address:	Click here to enter text.

Section 2: Landlord details (that this SPF relates to)	
6. Name of social landlord and contact person at landlord:	Click here to enter text.
7. Does the issue significantly affect a number of the landlord's tenants?	Yes <input type="checkbox"/> No <input type="checkbox"/> (if no, please refer to the landlord's complaints procedures)
8. Date that the issue was reported to the landlord:	Click here to enter text.
9. Date that the landlord responded to you (if a response has been received):	Click here to enter text.

Section 3: Tell us about the significant performance failure
10. Please provide a brief summary about the significant performance failure and the landlord's response: <i>Please submit a copy of all relevant information that you hold (e.g. letters, emails, reports) with this form. Please provide as much information as possible.</i>
Click here to enter text.



#### Section 4: Other regulatory bodies

11. Has this matter been raised with any other regulatory bodies (for example, Scottish Public Services Ombudsman (SPSO), Office of the Scottish Charity Regulator (OSCR), Health & Safety Executive)?

No  Yes  (if yes, please provide the name of the regulatory body below)

#### Section 5: Your checklist

12. Please tick to confirm that you have completed the following stages before contacting us:

- You are satisfied that your concern significantly affects a number of the landlord's tenants:
- You have contacted the landlord about the issue:
- You have confirmed if you have received a response from the landlord:
- You have completed all relevant sections of this form:
- You have attached all relevant supporting information to this form:

#### Section 6: Our Contact Details

13. To report an SPF to us please complete this form and send it to us attaching as much relevant information as possible. You can send this information to us by:

- **Email:** shr@scottishhousingregulator.gsi.gov.uk
- **Post:** Scottish Housing Regulator, Europa Building, 450 Argyle Street, Glasgow, G2 8LG  
**From 17 October 2016 our address will be:** Scottish Housing Regulator, Buchanan House, 58 Port Dundas Rd, Glasgow G4 0HF
- **Phone:** If you require further information about reporting SPFs please phone 0141 242 5642

#### Section 7: For internal use only

Date received by SHR: [Click here to enter text.](#)

Date acknowledgement issued (within 5 working days): [Click here to enter text.](#)

SHR contact person: [Click here to enter text.](#)