



The West Dunbartonshire Tenants and Residents Organisation are pleased to respond to the Scottish Government's **Scottish Social Housing Charter Discussion Paper Feb 2011**.

The response is based on a meeting open to all tenants and residents associations across West Dunbartonshire on Tuesday 10th May 2011. Seven associations were represented at the meeting plus one "interested tenant". West Dunbartonshire Council Tenant Participation Officer and a Tenants Information Service staff member also attended the meeting to assist in the discussion. In response to the questions posed in the discussion document please see our answers listed below.

Response to questions

1. Question – Equalities

Answer – After a long discussion at our meeting we agreed that Equalities should not be a separate outcome. Our view is that equalities issues must run through all outcomes and that an Equalities Impact assessment must underpin all landlord operations.

However we do agree that for some specialist landlords such as those providing supported accommodation then additional emphasis should be considered on ensuring equalities issues are addressed.

2. Question – Have we missed anything?

Answer – Yes.

Value for Money – We are of the view that this outcome does not address the need to make sure that tenants rent money is used for the housing service. Landlords (particularly Council landlords) could argue that they are using their resources economically, efficiently etc however continue to use the Housing Revenue Account to subsidise the General Fund. We are of the view that this outcome has to be much more specific and would like to suggest the following wording

“Value for money - All rental income resources are directed to housing services and conditions”

“Estate Management” – We are of the view that this outcome could be strengthened by adding the local environment after common areas to make sure that the environment surrounding the estates is well maintained and improve out quality of life.

3. Question – Is the wording of any of these outcomes likely to cause problems?

Answer – Yes

We do not like the use of the word “content” used in a number of the Outcomes. We would suggest “confident” as an alternative.

4. Question – Is the level of detail about right, or do we need more detail, or less?

Answer – We do not feel that more detail was needed on the overall outcome statements.

However we feel that a statement in itself cannot sum up the entire service. What is important to us is the Regulator and how they will carry out the landlord’s “Annual Self - Assessments” and of course how tenants can influence this process. In our view it is essential that landlords involve their tenants in compiling the Annual Self Assessments to make sure that the reports accurately reflect how tenants receive services.

General comments

- How can tenants request an inspection/investigation into services;
- What requirements will the Regulator set out for information collection/evidence gathering to contribute to “Self Assessment”;
- How will tenants get information on the outcome of the Annual Self Assessments;
- Are Outcomes always going to be static? How can Outcomes be updated and/or changed?
- Finally, what is needed is more affordable social housing.

Tenants and Residents Associations in attendance

Rosshead Tenants and Residents Association
Dalvair and Carrochan Tenants and Residents Association
Duntocher Tenants and Residents Association
Central Alexandria Tenants and Residents Association
Dalmuir Multi Storey Flats Tenants and Residents Association
Milton Estate and Loan Tenants and Residents Association

For further information contact

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