



Housing (Scotland) Act 2010

2010 asp 17

PART 3

PERFORMANCE OF SOCIAL LANDLORDS

Scottish Social Housing Charter

32 Standards and outcomes

- (1) Standards and outcomes set out in the Scottish Social Housing Charter may, for example, relate to—
- (a) the housing needs for which social landlords should provide,
 - (b) the prevention and alleviation of homelessness,
 - (c) the provision and management of sites for gypsies and travellers, whatever their race or origin,
 - (d) the acquisition and disposal of housing accommodation,
 - (e) the allocation of housing accommodation,
 - (f) the terms of tenancies and the principles upon which levels of rent should be determined,
 - (g) the condition and quality of housing accommodation,
 - (h) the maintenance and repair of housing accommodation,
 - (i) the contribution of registered social landlords and local authority landlords to the amenity of the areas in which housing accommodation is situated,
 - (j) the contribution to and promotion of the environmental well-being and regeneration of the areas in which housing accommodation is situated,
 - (k) the prevention of harassment or anti-social behaviour,
 - (l) the provision of information to the public by registered social landlords on their housing services and governance arrangements,
 - (m) the participation of tenants (and bodies representing tenants) in formulating social landlords' proposals concerning the provision of housing services and in reviewing those proposals once formulated,
 - (n) the procedures for dealing with tenants' complaints about social landlords and for resolving other disputes between social landlords and their tenants.

Status: This is the original version (as it was originally enacted).

- (2) Different standards and outcomes may be set out for different social landlords or for different areas or cases.