REGULATORY STANDARD 2: The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.					
No.	**Guidance**	**Met?**	**Compliance Evidence – and what contributes to compliance**	**Additional Actions Required for Compliance**	**Further Suggestions for Improvement**
2.1	The RSL gives tenants, service users and other stakeholders information that meets their needs about the RSL, its services, its performance and its future plans.	Yes	Newsletters, Website & Facebook. Consultations. Resident and Customer Forum – and publication of minutes. New tenants sign up process. Personal communication – letter/e-mail/visits. Annual General Meeting. Annual Report. Satisfaction surveys. GDPR & FOI statements and information. Information leaflets for customers. Customer Care Policy and Charter. Tenant & Customer Participation Policy and Action Plan Property improvement plans: Tenant consultation on any business changes e.g. ToE tenant engagement process and transfer promises reporting. ECT Service Standards Annual Estate Management Plans Consultation Register		-
2.2	The governing body recognises it is accountable to its tenants, and has wider public accountability to the taxpayer as a recipient of public funds, and actively manages its accountabilities.	Yes	Committee recruitment policy and process. Committee induction processes. Annual accounts published. Annual general meeting. Treasury management. Regulation compliance. Committee meeting minutes published. Encourage membership and committee membership. Resident and Customer forum. Tenant satisfaction surveys.		

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			Consultations. FCA/OSCR/SHR returns. Newsletters, Website and Facebook – open and transparent publishing. Performance reporting. Tendering processes. Code of Conduct. Behaviours Framework. Financial regulations and procedures. Internal/External Audits. DPO audit of website to ensure meets the Model Publication Scheme of Scottish Information Commissioner (SIC). Compliance with |Funding Requirements e.g. Adaptations, Tenant Support Grants, Scottish Government Grants.		
2.3	The governing body is open and transparent about what it does, publishes information about its activities and, wherever possible, agrees to requests for information about the work of the governing body and the RSL.	Yes	Newsletters, Website and Facebook – open and transparent publishing. Consultations & Public Outcome Reporting. Resident and customer forum – scrutiny, consultations and engagement. Satisfaction surveys published. Tenant choice in improvement works. Communicating with customers. Committee discussions considering responses to consultations and taking these into account. DPO employed for data protection and freedom of information best practice. Annual Report.		

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No.	Guidance	Met?	Compliance Evidence – and what contributes to compliance	Additional Actions Required for Compliance	Further Suggestions for Improvement
			Respond to Requests for Information. Publish information on Complaints. Publish Management Committee Minutes. Publish Customer Forum Minutes Publish various business documents including business plan, budgets, management accounts, annual financial statements, regulatory returns. Signpost to other sources of information on PHA such as SHR, OSCR, FCA etc. ToE engagement process and transfer promises reporting – example of openness. FOI - Proactively Publish Requests & Responses DPO audit of website to ensure meets the Model Publication Scheme of Scottish Information Commissioner (SIC). Published Behaviours Framework. Inviting Customer Forum to May Committee Meeting annually		
2.4	The RSL actively seeks out the needs, priorities, views, concerns and aspirations of tenants, service users and stakeholders. The governing body listens to its tenants and service users and takes account of this information in its strategies, plans and decisions.	Yes	Tenant Satisfaction Surveys Suggestion Box Resident and Customer Forum Request feedback through newsletters, surveys etc. Returns to regulators (SHR, OSCR, FCA etc). Covenant compliance with lenders. Business plan. Report templates. Committee and staff ongoing training and networking. Constructive relationships with SHR.		Proactively utilise consultation register. Try to get more feedback from tenants and customers – open meetings/coffee mornings. Develop CX Feedback tool for other areas of work

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	REGULATORY STANDARD 2: The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.				
			SPSO Reports – learning from complaints and compliments Consultations CX Feedback – Service Delivery surveys in real time. Exit Surveys Tenant/Customer Participation Policy and Action Plan. Customer Care Policy & Charter. Complaints & Compliments Procedure Tenant engagement feeding into decision making and strategy – e.g. rent consultation, tenant satisfaction surveys, 2021 engagement survey etc. Inviting Customer Forum to May Committee Meeting annually		Continue to strive to increase membership diversity in Resident and Customer Forum. Continue to Undertake equality survey work – this will allow a better understanding of individuals needs. Recruit additional tenant/resident/customer committee members.
2.5	The RSL is open, co-operative, and engages effectively with all its regulators and funders, notifying them of anything that may affect its ability to fulfil its obligations. It informs the Scottish Housing Regulator about any significant events such as a major issue, event or	Yes	Notifiable Events Procedure & Register. Utilising SHR Notifiable events – change of financial auditor; Covid related – service delivery and leases; transfer of engagements; Rule change. Calendar of returns. Engage with Funders/Lenders. Constructive relationships with SHR and engage with Regulator proactively – e.g. communication regarding leases, compliance, newsletter publication, transfer outcomes etc.. Internal audit.		

<table>
<tr><td colspan="6">**REGULATORY STANDARD 2:**
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<tr><td></td><td>change as set out and required in notifiable events guidance.</td><td></td><td>Standing orders – committee structure, responsibilities and delegated authorities.
DPO service employed.
Committee reporting.
Committee and staff ongoing training and networking.
Engagement with SHR re transfer of engagements.
Engagement with OSCR, FCA and lenders re transfer of engagements.</td><td></td><td></td></tr>
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