

**Significant Performance Failure (SPF) Form**

**Reporting an SPF to the Scottish Housing Regulator**

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| **Section 1: Your contact details** | |
| 1. Title and full name: | Click or tap here to enter text. |
| 2. Tenant/Representative/Group: | ***Please tick below, as appropriate. Are you:***   * A tenant of a social landlord * An individual representing a tenant * A tenants’ representative group   Other (please state below)  Click or tap here to enter text. |
| 3. Telephone number: | Click or tap here to enter text. |
| 4. Email address: | Click or tap here to enter text. |
| 5. Correspondence Address: | Click or tap here to enter text. |
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| **Section 2: Landlord details (that this SPF relates to)** | |
| 6. Name of social landlord and  contact person at landlord: | Click or tap here to enter text. |
| 7. Does the issue significantly affect  a number of the landlord’s  tenants? | Yes  No  *(if no, please refer to the landlord’s complaints procedures)* |
| 8. Date that the issue was reported  to the landlord: | Click or tap to enter a date. |
| 9. Date that the landlord responded  to you (if a response has been  received): | Click or tap to enter a date. |

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| **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: *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.*  Click or tap 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)*  Click or tap here to enter text. |
| **Section 5: Your checklist** |
| 12. Please tick to confirm that you have completed the following stages before contacting the SHR:   * You are satisfied that your concern affects many or all of the landlord’s tenants: * You have contacted the landlord about your concern: * 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@shr.gov.scot](mailto:shr@shr.gov.scot) * **Post:** 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 or tap to enter a date.  **Date acknowledgement issued (within 5 working days):** Click or tap to enter a date.  **SHR contact person:** Click or tap here to enter text. |