

Email chain 1

From: SG
Sent: 04/05/2023
To: SHR
Subject: EICRs

Hi [redacted]

Apologies for not replying sooner – I was on leave for a couple of weeks and getting back through my emails.

The property would fail if there is no EICR, or if the EICR was more than 5 years old as it would no longer be valid. If the ARC report is a snapshot “on the day”, as it were, then the EICR status on that date should determine whether it is a pass or fail of that element. Perhaps to avoid that (especially where the EICR validity may have only just expired), the landlords could pre-empt and get it re-done ahead of the 31 March deadline for ARC submission?

Kind regards,

[redacted]
Project Lead – Private Rented Sector Data Collection Strategy

4th Floor, 4 Atlantic Quay, 70 York Street, GLASGOW G2 8JX | |
[redacted]@gov.scot

From: [redacted]@shr.gov.scot
Sent: 14 April 2023 16:08
To: [redacted]@gov.scot; [redacted]@shr.gov.scot; [redacted]@gov.scot
Cc: [redacted]@gov.scot
Subject: RE: EICRs

Hi [redacted]
Thanks so much for coming back to us on this.

We are conscious of the five year requirement, and so our thinking at the moment is that if a landlord obtains an EICR after the five year anniversary date but before the end of the reporting year, then the property would **fail** element 45 of SHQS for that reporting year. So whilst they have a valid EICR, it is reported as a fail because they did not obtain it within 5 years. The property could then be reported as a pass in subsequent ARC returns, as there is now a valid EICR in place for that reporting year, and it does not require renewal.

Annex B

Your understanding suggest though that a property would pass element 45 from the point in which a valid EICR is obtained. So, for example, if the EICR reached the five year anniversary on 1 January, but the check wasn't completed until 1 March, it could still be reported as a pass at 31 March (when doing the ARC snapshot) irrespective of it going beyond the anniversary date. Am I picking that up right?

Best wishes

[redacted]

From: <[redacted]@gov.scot
Sent: 14 April 2023 15:33
To: [redacted]@shr.gov.scot; [redacted]@gov.scot
Cc: [redacted]@shr.gov.scot>; [redacted]@gov.scot
Subject: RE: EICRs

Hi all,

Apologies for the delay. My interpretation from reading all of the threads below, is that:

1. A satisfactory EICR is required and must be carried out at least every 5 years
2. If there is no EICR certificate or if it is over 5 years old, it would fail that element of SHQS (as the EICR is surely invalid if it is over 5 years old?)
3. It would continue to fail that element until a valid EICR is obtained

Kind regards,

[redacted]
Housing Standards & Quality Team Lead

4th Floor, 4 Atlantic Quay, 70 York Street, GLASGOW G2 8JX | |
[redacted]@gov.scot

From: [redacted]@shr.gov.scot
Sent: 12 April 2023 14:58
To: [redacted]@gov.scot
Cc: [redacted]@shr.gov.scot; [redacted]@gov.scot
Subject: RE: EICRs

Hi [redacted]
How are you? Have you had a chance to discuss this further?

Hope all's good with you and thanks for your help.

Annex B

[redacted]

From: < >
Sent: 06 April 2023 15:06
To: [redacted]@shr.gov.scot
Subject: RE: EICRs

Hi [redacted]

Yes, that's fine. We can pick up then.

Enjoy your break.

Best regards,
[redacted]

From: [redacted]@shr.gov.scot
Sent: 06 April 2023 15:03
To: [redacted]@gov.scot
Subject: RE: EICRs

Hi [redacted]

Sorry I should have said next week. [redacted] not back until Tuesday so we could look at Wednesday / Thursday?

Enjoy the long weekend.
[redacted]

From: [redacted]@gov.scot
Sent: 06 April 2023 14:57
To: [redacted]@shr.gov.scot
Subject: RE: EICRs

Hi [redacted]

Can this wait until Tuesday? I would need to pick this up with my line manager in our update meeting.

I assume you won't be sending out comms before then?

Best regards,
[redacted]

From: [redacted]@shr.gov.scot>
Sent: 06 April 2023 14:49
To: [redacted]@gov.scot>; [redacted]@gov.scot>; [redacted]@shr.gov.scot
Subject: RE: EICRs
Importance: High

Annex B

Hi [redacted]

How are you? It has been suggested that some landlords are interpreting it as:-

If there is a valid EICR in place at 31 March (end of the reporting year) then this would pass SHQS regardless of whether or not recertification took place within the 5 year anniversary date.

This would suggest a landlord may never report EICRs as fails. This is obviously contrary to SHR's interpretation which [redacted]as outlined. Would it be helpful to discuss this via Teams rather than via email?

From: [redacted]@gov.scot

Sent: 06 April 2023 13:30

To: [redacted]@gov.scot; [redacted]@shr.gov.scot; [redacted]@shr.gov.scot

Subject: RE: EICRs

Hello all,

I've looked at this and there doesn't appear to be any specific reference to what constitutes a 'pass or fail' in the extract from the guidance copied below. Perhaps this is open to interpretation?

[redacted] you mentioned that ' some landlords have interpreted the requirement differently'. Do you have any examples of what they're saying?

Best regards,

[redacted]

Policy Officer | Housing Standards & Quality team

| Scottish Government | Email: redacted@gov.scot

4. Note added April 2020. In order to demonstrate compliance with this element, landlords must organise electrical safety inspections by a competent person at intervals of no more than five years. "Competent person" means an appropriate skilled electrician competent to prevent danger and injury from electricity. Intervals of no more than five years is the recommended period for inspection of rented housing as set out in BS 7671 Requirements for Electrical Installations. The competent person should complete an Electrical Installation Condition Report, or an Electrical Installation Certificate, and a copy of this should be provided to the tenant. Landlords must make reasonable efforts to ensure that homes are accessed to carry out the inspection. 5. If the landlord has provided any electrical appliances, they should organise portable appliance testing (PAT) at intervals as recommended by the tester. In addition, when the competent person carries out a five yearly check they should be required to confirm that PATs are up-to-date for those appliances. 6. The scope of this element is internal to the dwelling, so does not include electrical installations in common areas. However, it is good practice to include them in the remit of electrical safety inspections and landlords should work with other owners to organise any work identified as necessary.

From) [redacted]@gov.scot

Sent: 04 April 2023 09:58

Annex B

To: [redacted]@shr.gov.scot; [redacted]@gov.scot

Subject: RE: EICRs

Hi [redacted]

Yes, no problem - I'm not 100% sure so I will pass this over to my colleague to look into – [redacted], can you find an answer to this please?

Kind regards,
[redacted]

Housing Standards & Quality Team Lead

4th Floor, 4 Atlantic Quay, 70 York Street, GLASGOW G2 8JX | |
[redacted]@gov.scot

From< [redacted]@shr.gov.scot

Sent: 03 April 2023 15:23

To: [redacted]@gov.scot

Subject: EICRs

Hi [redacted]

I wanted to ask you something else if that's okay.

A consultant has asked us about how landlords should report passes and fails for element 45 (safe electrical systems) of the SHQS. The issue is around the requirement to carry out EICRs at intervals of no more than 5 years. We have advised the consultant that if a landlord completes the EICR (and it shows the system is safe) after the five year anniversary, then the property would **fail** SHQS which they would report in the ARC return for that reporting year. In the subsequent ARC return, the landlord would then report the property as a **pass** as there is now valid certification for that reporting year, which does not require renewal.

Would you agree with this interpretation? The consultant has told us that some landlords have interpreted the requirement differently so we are looking at potentially some comms to the sector on this.

If possible I'd appreciate if you could get back to me fairly quickly, given that landlords will now be starting to prepare their returns for 22/23.

Kind regards

[redacted]

Regulation Manager (Acting)

Scottish Housing Regulator |

[redacted]@shr.gov.scot | www.housingregulator.gov.scot

Sign Language (BSL) users can contact us direct by using [contactSCOTLAND-BSL](#)

Please see our [privacy policy](#) to find out why we collect personal information and how we use it

Email chain 2

From: [redacted]@shr.gov.scot
Sent: 17 August 2022 13:26
To: [redacted]@gov.scot
Cc: [redacted]@shr.gov.scot
Subject: RE: SHQS EICR

Hi [redacted]

Apologies, for not getting back to you sooner. We have been looking at our Annual Assurance statement FAQ's etc to reflect some of the comments raised.

I have made a couple of amends to the text below reflected in red. Also we have also amended our Annual Assurance FAQ's and I have attached a copy for your information. [SHR updates its Annual Assurance Statement Frequently Asked Questions | Scottish Housing Regulator](#) If you have any queries let me know.

Thanks

[redacted]

SHQS is not set out in legislation, so is not a legal duty. **The SHQS was introduced by the Scottish Government in 2004 as the main way it measure housing quality in Scotland to ensure that no property falls below this minimum standard. The Scottish Housing Regulator is responsible for monitoring the performance of social landlords in relation to SHQS.** ~~It is a performance standard, used by the SHR in their role in monitoring the performance of landlords.~~ Amendments to **Scottish Government's** SHQS technical guidance are approved by Scottish Ministers following consultation with landlords nominated by COSLA, SFHA and GWSF as representative of the sector. In this case a note was added to the technical guidance for element 45 of SHQS in April 2020, following a survey by ESF which showed that some landlords were not carrying out electrical safety checks in line with BS 7671.

The Scottish Government's view, is that unless an inspection has been carried out in accordance with BS 7671, the landlord is not in a position to provide assurance that electrical installations are safe. If a check has not been carried out, landlords should report elements 11 and 45 as non-compliant in their ARC return.

From: [redacted]@gov.scot
Sent: 09 August 2022 11:56
To: [redacted]@shr.gov.scot
Subject: RE: SHQS EICR

Good idea – [redacted] phoned me today, I get the impression it is one landlord in particular who is anxious about their return

| Policy Manager
Russell House | Ayr KA8 0BE | | [redacted]@gov.scot

Annex B

From: [redacted]@shr.gov.scot
Sent: 09 August 2022 11:43
To: [redacted]@gov.scot
Subject: RE: SHQS EICR

Hi [redacted]

Thanks for your email below, we have been approached by CIH, SFHA and SHN with similar queries but also asking how they should record this in the Annual Assurance Statement.

We are pulling together a response, letter to landlords and an update to AAS guidance. Might be useful to coordinate?

Thanks
[redacted]

From: [redacted]@gov.scot
Sent: 08 August 2022 16:06
To: [redacted]@shr.gov.scot
Cc: [redacted]@gov.scot [redacted]@gov.scot
Subject: FW: SHQS EICR

Hi [redacted]
I have received the query below from [redacted] at CIH. I've drafted a response but as it refers to monitoring of SHQS wanted to check if you are content before replying

DRAFT REPLY

Hi

Thank you for your email.

SHQS is not set out in legislation, so is not a legal duty. It is a performance standard, used by the SHR in their role in monitoring the performance of landlords. Amendments to SHQS technical guidance are approved by Scottish Ministers following consultation with landlords nominated by COSLA, SFHA and GWSF as representative of the sector. In this case a note was added to the technical guidance for element 45 of SHQS in April 2020, following a survey by ESF which showed that some landlords were not carrying out electrical safety checks in line with BS 7671.

Our view, is that unless an inspection has been carried out in accordance with BS 7671, the landlord is not in a position to provide assurance that electrical installations are safe. If a check has not been carried out, landlords should report elements 11 and 45 as non-compliant in their ARC return

| Policy Manager
Russell House | Ayr KA8 0BE | | [redacted] @gov.scot

Annex B

From: [redacted]@scotlandshousingnetwork.org
Sent: 04 August 2022 14:39
To: [redacted]@gov.scot
Subject: SHQS EICR

Hello

I have continued to receive queries from our members about the EICR. In particular there have been questions around whether this standard is a legal requirement. Some members have taken the stance that *“Page 22 of SHQS guidance in regards to element 45 stipulates that the electrical safety inspection must be undertaken by a competent person at intervals of no more than 5 years. As this is now added to guidance then it is legislative as per the update for the Scottish Government.”* However, there continues to be some confusion and debate around the matter so if you could clarify the following please:

- When did this become a Regulatory requirement?
- Why did it become a Regulatory requirement?
- Who made the decision?
- Was there any consultation?
- Was there any analysis of cost to RSL's?
- Is it required by law – is there a legislative requirement?

Regards

[redacted]

Service Improvement Manager
Scotland's Housing Network
64a Cumberland Street, Edinburgh, EH3 6RE
E: [redacted]@scotlandshousingnetwork.org
W: www.scotlandshousingnetwork.org
t: @ScotHousingNet

I am working flexibly and I may not always be able to reply as quickly as I would like. My email may also arrive outside of the normal working day. I do not however expect a response outside of your own working hours.



This message, and the associated files, is intended only for the use of the individual or entity to which it is addressed and may contain information that is confidential or subject to copyright. If you are not the intended recipient or entity you are hereby notified that any copying or distribution of this message, or files associated with this message, is strictly prohibited. If you have received this message in error, please notify us immediately. The SHN uses sophisticated firewall technology to check all outgoing messages but cannot guarantee the absence of viruses. Please check all attachments before opening them. The SHN may monitor incoming or outgoing email to ensure that IT systems are working correctly.

Scotland's Housing Network (SHN) is a Scottish charity registered under charity number SCO42381.

Email chain 3

From: [redacted]@shr.gov.scot
Sent: 21 April 2023 14:05
To: [redacted]@gov.scot
Subject: RE: EICRs

Hi [redacted]

Sorry for the delay in getting back to you about this. We've now agreed what we think is the most appropriate interpretation, and published an FAQ on the ARC page on our website ([here](#) if you want to see it), and alerted landlords to this. Thanks for your help with this.

[redacted]

From: [redacted]@gov.scot
Sent: 17 April 2023 09:28
To: [redacted]@shr.gov.scot [redacted]@shr.gov.scot [redacted]@gov.scot
Subject: RE: EICRs

Hi everyone

I'm picking this up as [redacted] has now moved posts. Would it be better to have a quick chat about this? I suppose my question is – is there any room for nuance in the ARC reporting? The important thing is that landlords have a live EICR that they obtain every 5 years – so in a way both your interpretations below seem accurate. Are you saying we have to choose one of these interpretations – or is there another option, where you report the date of the EICR and whether it was within the 5 years?

Shall we have a chat?

Thanks,

[redacted]

Housing Standards & Quality Team Lead
Ground floor, Victoria Quay, Edinburgh EH6 6QQ | [redacted]@gov.scot

From: [redacted]@shr.gov.scot
Sent: 14 April 2023 16:08
To: [redacted]@gov.scot; [redacted]@shr.gov.scot; [redacted]@gov.scot
Cc: [redacted]@gov.scot
Subject: RE: EICRs

Hi [redacted]

Thanks so much for coming back to us on this.

We are conscious of the five year requirement, and so our thinking at the moment is that if a landlord obtains an EICR after the five year anniversary date but before the end of the reporting year, then the property would **fail** element 45 of SHQS for that

Annex B

reporting year. So whilst they have a valid EICR, it is reported as a fail because they did not obtain it within 5 years. The property could then be reported as a pass in subsequent ARC returns, as there is now a valid EICR in place for that reporting year, and it does not require renewal.

Your understanding suggest though that a property would pass element 45 from the point in which a valid EICR is obtained. So, for example, if the EICR reached the five year anniversary on 1 January, but the check wasn't completed until 1 March, it could still be reported as a pass at 31 March (when doing the ARC snapshot) irrespective of it going beyond the anniversary date. Am I picking that up right?

Best wishes
[redacted]

From: [redacted]@gov.scot
Sent: 14 April 2023 15:33
To: [redacted]shr.gov.scot; [redacted]@gov.scot
Cc: [redacted]@shr.gov.scot; [redacted]@gov.scot
Subject: RE: EICRs

Hi all,

Apologies for the delay. My interpretation from reading all of the threads below, is that:

1. A satisfactory EICR is required and must be carried out at least every 5 years
2. If there is no EICR certificate or if it is over 5 years old, it would fail that element of SHQS (as the EICR is surely invalid if it is over 5 years old?)
3. It would continue to fail that element until a valid EICR is obtained

Kind regards,
[redacted]

Housing Standards & Quality Team Lead

4th Floor, 4 Atlantic Quay, 70 York Street, GLASGOW G2 8JX ||
[redacted]@gov.scot

From: [redacted]@shr.gov.scot
Sent: 12 April 2023 14:58
To: [redacted]@gov.scot
Cc: [redacted]@shr.gov.scot; <[redacted]@gov.scot
Subject: RE: EICRs

Hi [redacted]

Annex B

How are you? Have you had a chance to discuss this further?
Hope all's good with you and thanks for your help.

From: [redacted]@gov.scot
Sent: 06 April 2023 15:06
To: <[redacted]@shr.gov.scot
Subject: RE: EICRs

Hi [redacted]

Yes, that's fine. We can pick up then.

Enjoy your break.

Best regards,
[redacted]

From: [redacted]@shr.gov.scot
Sent: 06 April 2023 15:03
To: [redacted]@gov.scot
Subject: RE: EICRs

Hi [redacted]

Sorry I should have said next week. not back until Tuesday so we could look at Wednesday / Thursday?

Enjoy the long weekend.
[redacted]

From:) [redacted]@gov.scot
Sent: 06 April 2023 14:57
To: [redacted]@shr.gov.scot
Subject: RE: EICRs

Hi,[redacted]

Can this wait until Tuesday? I would need to pick this up with my line manager in our update meeting.

I assume you won't be sending out comms before then?

Best regards,
[redacted]

From: [redacted]@shr.gov.scot
Sent: 06 April 2023 14:49
To: [redacted]@gov.scot; <[redacted]@gov.scot; < [redacted]@shr.gov.scot

Annex B

Subject: RE: EICRs

Importance: High

Hi, [redacted]

How are you? It has been suggested that some landlords are interpreting it as:- If there is a valid EICR in place at 31 March (end of the reporting year) then this would pass SHQS regardless of whether or not recertification took place within the 5 year anniversary date.

This would suggest a landlord may never report EICRs as fails. This is obviously contrary to SHR's interpretation which [redacted] has outlined. Would it be helpful to discuss this via Teams rather than via email?

Thanks for your help and enjoy the long weekend.

[redacted]

From: [redacted]@gov.scot

Sent: 06 April 2023 13:30

To: [redacted]@gov.scot; <[redacted]@shr.gov.scot; [redacted]@shr.gov.scot

Subject: RE: EICRs

Hello all,

I've looked at this and there doesn't appear to be any specific reference to what constitutes a 'pass or fail' in the extract from the guidance copied below. Perhaps this is open to interpretation?

[redacted]- you mentioned that ' some landlords have interpreted the requirement differently'. Do you have any examples of what they're saying?

Best regards,

Policy Officer | Housing Standards & Quality team
| Scottish Government | Email: [redacted]@gov.scot

4. Note added April 2020. In order to demonstrate compliance with this element, landlords must organise electrical safety inspections by a competent person at intervals of no more than five years. "Competent person" means an appropriate skilled electrician competent to prevent danger and injury from electricity. Intervals of no more than five years is the recommended period for inspection of rented housing as set out in BS 7671 Requirements for Electrical Installations. The competent person should complete an Electrical Installation Condition Report, or an Electrical Installation Certificate, and a copy of this should be provided to the tenant. Landlords must make reasonable efforts to ensure that homes are accessed to carry out the inspection. 5. If the landlord has provided any electrical appliances, they should organise portable appliance testing (PAT) at intervals as recommended by the tester. In addition, when the competent person carries out a five yearly check they should be required to confirm that PATs are up-to-date for those appliances. 6. The scope of this element is internal to the dwelling, so does not include electrical installations in common areas.

Annex B

However, it is good practice to include them in the remit of electrical safety inspections and landlords should work with other owners to organise any work identified as necessary.

From: [redacted]@gov.scot>
Sent: 04 April 2023 09:58
To: [redacted]@shr.gov.scot; [redacted]@gov.scot
Subject: RE: EICRs

Hi [redacted]

Yes, no problem - I'm not 100% sure so I will pass this over to my colleague to look into – [redacted] can you find an answer to this please?

Kind regards,
[redacted]

Housing Standards & Quality Team Lead

4th Floor, 4 Atlantic Quay, 70 York Street, GLASGOW G2 8JX | |
[redacted]@gov.scot

From: [redacted]@shr.gov.scot
Sent: 03 April 2023 15:23
To: [redacted]@gov.scot
Subject: EICRs

Hi [redacted]

I wanted to ask you something else if that's okay.

A consultant has asked us about how landlords should report passes and fails for element 45 (safe electrical systems) of the SHQS. The issue is around the requirement to carry out EICRs at intervals of no more than 5 years. We have advised the consultant that if a landlord completes the EICR (and it shows the system is safe) after the five year anniversary, then the property would **fail** SHQS which they would report in the ARC return for that reporting year. In the subsequent ARC return, the landlord would then report the property as a **pass** as there is now valid certification for that reporting year, which does not require renewal.

Would you agree with this interpretation? The consultant has told us that some landlords have interpreted the requirement differently so we are looking at potentially some comms to the sector on this.

If possible I'd appreciate if you could get back to me fairly quickly, given that landlords will now be starting to prepare their returns for 22/23.

Kind regards

[redacted]
Regulation Manager (Acting)

Scottish Housing Regulator |

Annex B

[redacted]@shr.gov.scot | www.housingregulator.gov.scot

Sign Language (BSL) users can contact us direct by using [contactSCOTLAND-BSL](#)
Please see our [privacy policy](#) to find out why we collect personal information and how we use it

Email chain 4

From: [redacted]@gov.scot
Sent: Wednesday, May 3, 2023 9:58 AM
To: [redacted]@shr.gov.scot
Subject: RE: EICRs remedial works

Hi [redacted]

I have discussed this with colleagues and our initial response is below, but I think we need to get further advice. We're not aware of SG having previously given advice on this point and as you say, landlords need consistency and clarity.

The wording of element 45 of the SHQS
([SHQS+Technical+Guidance+for+Social+Landlords.pdf \(www.gov.scot\)](#)) is as follows:

"The electrical system in the property must not be dangerous to the inhabitant as indicated by: broken casings; damaged power socket boxes; exposed wiring; other obvious signs of damage, disrepair or unauthorised alterations, especially to the consumer/meter units"

The technical note in the guidance (added in 2020) specifies that an EICR must have been completed. It doesn't give specific instruction on what the follow up should be if there are advisories, but the [categories](#) C1 and C2 are 'danger present' and 'potentially dangerous', so an installation with unaddressed C1 and C2 faults does not meet the requirements as per the wording above of not being dangerous, and shouldn't be reported as compliant. There is no requirement that we can see for a full retest, just for the advisories to be addressed. This is in line with the requirements for the Repairing Standard too.

Code C3 doesn't seem to constitute a fail, but as F1 is only a temporary code until further investigations have been carried out, we need to provide some clarity on what we expect should this code be used.

We will look to get specific advice on this and to potentially update the guidance too.

Hope this helps meantime,

[redacted]

| Housing Standards & Quality Team Lead
Better Homes Division | Directorate for Local Government and Housing
| Email: [redacted]@gov.scot

Annex B

From: [redacted]@shr.gov.scot
Sent: 02 May 2023 14:56
To: [redacted]@gov.scot
Subject: RE: EICRs remedial works

PS - sorry I should have mentioned a couple of things to you.

Firstly, we have previously advised landlords that outstanding remedial works would constitute a fail, given that the focus of element 45 is that the system is safe, not that the EICR has been carried out. However, this question is more specific about the different types of remedial works/codes that can be used so I think its important that there is a clear and consistent response to landlords on this so I wanted to check if you're aware of a position and/or advice that's been given by SG previously on this.

Secondly, I wanted to point out that we have reviewed the FAQ we published recently on EICRs. I sent you a link last week – we've now updated that. You can read it [here](#).

Thanks

[redacted]

From: [redacted]@shr.gov.scot
Sent: 02 May 2023 10:23
To: [redacted]@gov.scot
Subject: EICRs remedial works

Hi [redacted]

Hope you're well and had a nice long weekend

Wonder if I can pick your brain on something around SHQS if you don't mind.

We've had the following query in from a landlord membership body asking about the remedial works for EICRs:

I wonder if you'd be able to advise on this: one of our members has asked if we could clarify if an EICR certificate issued with remedial works advised should be counted in the statistics for component 45 of SHQS? I'm unclear on the follow up process for these certificates – does the property need to be reassessed following on from these works being carried out? I've noted that there are three codes ranging in severity, so remedial works actually covers a lot of ground.

If there is no follow up process (i.e. a certificate is all that's required regardless of content), the next thing the landlord should consider would be whether the property met the wider definition of "safe electrical systems" at 31 March/end of reporting year (i.e. "The electrical system in the property must not be dangerous to the inhabitant as indicated by: broken casings; damaged power socket boxes; exposed wiring; other obvious signs of damage, disrepair or unauthorised alterations, especially to the consumer/meter units")

Annex B

Do you know if SG has a position on this? I'm particularly interested in getting some clarity around what remedial work codes (C1, C2 etc) would constitute a fail for SHQS.

Thanks
[redacted]

Regulation Manager

Scottish Housing Regulator |
[redacted]@shr.gov.scot | www.housingregulator.gov.scot

Sign Language (BSL) users can contact us direct by using [contactSCOTLAND-BSL](#)
Please see our [privacy policy](#) to find out why we collect personal information and how we use it