



## Significant Performance Failure (SPF) Form Reporting a SPF to the Scottish Housing Regulator

| Section 1: Your contact details |   |
|---------------------------------|---|
| 1. Title and full name:         |   |
| 2. Tenant/Representative/Group: | <b>Please tick below, as appropriate. Are you:</b><br>A tenant of a social landlord <input type="checkbox"/><br>An individual representing a tenant <input type="checkbox"/><br>A tenants' representative group <input type="checkbox"/><br>Other (please state below) <input type="checkbox"/> |
| 3. Telephone number:            | Daytime:<br><br>Mobile:   |
| 4. Email address:               |   |
| 5. Correspondence address:      |   |

| Section 2: Landlord details (that this SPF relates to)                        |   |
|---|---|
| 6. Name of social landlord and contact person at landlord:                    |   |
| 7. Does this failure affect many or all of the landlord's tenants?            | Yes <input type="checkbox"/><br>No <input type="checkbox"/> (if no, please refer to the landlord's complaints procedures) |
| 8. Date that the failure was reported to the landlord:                        |   |
| 9. Date that the landlord responded to you (if a response has been received): |   |

| Section 3: SHR Contact Details   |
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| 10. To report a SPF to the SHR please complete this form and send it to us attaching as much relevant information as possible. You can send this information to us by: <ul style="list-style-type: none"><li>▪ <b>Email:</b> shr@scottishhousingregulator.gsi.gov.uk</li><li>▪ <b>Post:</b> Scottish Housing Regulator, Buchanan House, 58 Port Dundas Road, Glasgow G4 0HF</li><li>▪ <b>Phone:</b> If you require further information about reporting SPFs please phone 0141 242 5642</li></ul> |



#### Section 4: Tell us about the significant performance failure

11. Please provide a brief summary about the significant performance failure and the landlord's response:  
*A copy of all relevant information that you hold (e.g. letters, emails, reports) should be submitted with this form. Please provide as much evidence as possible to help us to consider your concern.*

#### Section 5: Other regulatory bodies

12. 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)

#### Section 6: Your checklist

13. 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 7: For internal use only

Date received by SHR:

Date acknowledgement issued (within 5 working days):

SHR contact person: