

Serious Concern Form

Reporting a Serious Concern to the Scottish Housing Regulator

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

Section 2: Social Landlord details (that this serious concern relates to)	
6. Name of social landlord and your contact person at it:	
7. Does the issue affect a group of the social landlord tenants?	Yes <input type="checkbox"/> No <input type="checkbox"/> <i>(if no, please refer to the social landlord's complaint procedures)</i>
8. Date that the issue was reported to the social landlord:	
9. Date that the social landlord responded to you (if a response has been received):	

Section 3: Tell us about the serious concern

10. Please provide a summary about the serious concern and the social landlord's response, and why you believe the serious concern has not been resolved or resolved within a reasonable time: *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.*

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)

Section 5: Your checklist

12. Please tick to confirm that you have completed the following stages before contacting us:

- You are satisfied that your concern affects a group of the social landlord tenants:
- You have contacted the social landlord about the issue:
- You have confirmed if you have received a response from the social 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 a serious concern 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
- **Post:** Scottish Housing Regulator, 2nd Floor. George House, 36 North Hanover Street, Glasgow, G1 2AD
- **Phone:** If you require further information about reporting a serious concern, please phone 0141 242 5642
- **Website:** www.housingregulator.gov.scot

Section 7: For internal use only

Date received by SHR:

Date acknowledgement issued (within 5 working days):

SHR contact person: