

To: Chief Executives/ Directors of Registered Social Landlords
and Chief Housing Officers/ Directors of Housing of Local Authorities

16 December 2025

Dear colleague,

We are writing to all social landlords to make you aware that we have today published two updated factsheets for tenants and landlords on raising a Serious Concern about a landlord.

We updated the factsheets to respond to feedback from tenants and landlords. We consulted tenant and landlord representative bodies about our proposed changes to the factsheets.

The new factsheets provide more information about how tenants can report Serious Concerns to us and how we handle reports of a Serious Concern. We hope the updated factsheets are helpful to you and your tenants.

In line with regulatory requirements, we are asking all social landlords to make the updated tenant factsheet available to your tenants.

When we consulted tenants about the tenant factsheet they suggested it would be helpful for landlords to use a range of methods to promote the Serious Concerns factsheet. In addition to landlords having the leaflet easily accessible on their website, they suggested landlords consider sharing information about Serious Concerns for example in their newsletters, through text or email alerts, at tenant group meetings, events and forums, and having a physical leaflet available in the landlord's office. Landlords may wish to consider how best to do this for their tenants.

You can find a link to the tenant factsheet here: [Housing Regulator publishes factsheets on raising a serious concern about a social landlord | Scottish Housing Regulator](#)

Thank you for your help in promoting this information about Serious Concerns to your tenants.

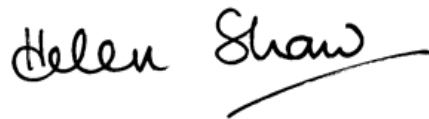
Please contact your engagement plan lead officer if you have any questions or feedback about the factsheets.



Scottish Housing
Regulator

Kind regards,

Yours Sincerely



Helen Shaw
Director of Regulation