

Appendix A- Consumer Standards Self-Assessment/Action plan

Standard	Proposed	Details	Evidence of how standard is met/action required	Progress
Safety and Quality Standard	Stock quality	Registered providers must have an accurate record at an individual property level of the condition of their stock, based on a physical assessment of all homes and keep this up to date.	Properties inspected prior & on completion of planned improvement works. Asset management software updated accordingly	In Place
		Registered providers must use data from across their records on stock condition to inform their provision of good quality, well-maintained and safe homes for tenants including: a) Compliance with health and safety legal requirements;	Statutory Compliance Group set up to meet QTRLY to review stock and compliance data	In Place
		b) Compliance with the Decent Homes Standard;	Quarterly Report submitted to SLT on compliance	In Place
		c) Delivery of repairs, maintenance and planned improvements to stock;	Planned programmes of work carried out based on 30 year business plan refreshed yearly. In-House repairs team in place with support from external contractors	In Place
		d) Allocating homes with adaptations appropriately	Allocation of property through the Allocations Policy, working with repairs and occupational health teams to ensure the property is suitable for adaptation and will meet the needs of the individual	In Place
	Decency	Registered providers must ensure that tenants' homes meet the standard set out in section five of the government's Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator	Quarterly Report submitted to SLT on compliance	In Place
	Health and Safety	Registered providers must identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas.	Compliance Group Set Up. Hsg Repairs carry out monthly Pre Planned Maintenance checks of all communal areas. These are complimented by monthly building checks carried out by on site support staff in sheltered buildings and our Estate Improvement Officer in general needs blocks of flats	In Place
		Registered providers must ensure that all required actions arising from legally required health and safety	All H&S and FRA are monitored and actions delegated by the Housing Assets & Support Teams Manager	In Place

	assessments are carried out within appropriate timescales.		
	Registered providers must ensure that the safety of tenants is considered in the design and delivery of landlord services and take reasonable steps to mitigate any identified risks to tenants.	Risk assessment processes in place in sheltered housing and Homeless Hostel, Ongoing work to develop a consistent approach across other service areas	In Progress
Repairs, maintenance and planned improvements	Registered providers must enable repairs and maintenance issues to be reported easily.	Various reporting formats in place - Telephone, email, web page	In Place
	Registered providers must set timescales for the completion of repairs, maintenance and planned improvements, clearly communicate them to tenants and take appropriate steps to deliver to them.	Timescales for completion of repairs in place & detailed on website	In Place
	Registered providers must keep tenants informed about repairs, maintenance and planned improvements to their homes with clear and timely communication.	Notification by letter given for planned improvements. Appointments made by telephone / email in advance for repairs & maintenance	In Place
	Registered providers must understand and fulfil their maintenance responsibilities in respect of communal areas.	Monthly inspections taking place	In Place
	Registered providers must ensure that the delivery of repairs, maintenance and planned improvements to homes and communal areas is informed by the needs of tenants and provides value for money, in addition to Stock quality requirement SE2.	Full procurement exercise is carried out when appointing contractors to carry out planned improvements	In Place
Adaptations	Registered providers must clearly communicate to tenants and relevant organisations how they will assist tenants seeking housing adaptations services.	Communicating the process to tenants to be reviewed	In Progress
	Registered providers must co-operate with tenants, appropriate local authority departments and other relevant organisations so that a housing adaptations service is provided to tenants.	Adaptations carried out based on receipt of recommendation from Social Services	In Place

Transparency, Influence & Accountability Standard	Fairness and respect	Registered providers must treat all tenants with fairness and respect.	Collect tenant insight data to identify if there are any needs that we are not meeting	In Progress
	Diverse needs	Registered providers must use relevant information and data to: a) understand the diverse needs of tenants, including those arising from protected characteristics, language barriers, and additional support needs; and	Analyse insight data to understand the specific diverse needs of our tenants	In Progress
		b) assess whether all tenants have fair access to, and equitable outcomes of, housing and landlord services.	Analyse insight data to understand the specific diverse needs of our tenants	In Progress
		Registered providers must ensure that communication with and information for tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants.	Ongoing across service/managers to ensure oversight	In Progress
		Registered providers must ensure that landlord services are accessible, and that the accessibility is publicised to tenants. This includes supporting tenants and prospective tenants to use online landlord services if required.	Ongoing review	In Progress

	Registered providers must allow tenants and prospective tenants to be supported by a representative or advocate in interactions about landlord services.	Consider something on key comm/website	Not Started
Engagement with tenants	Registered providers must give tenants a wide range of meaningful opportunities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.	The wider service to include scrutiny opportunities and proactive tenant engagement	In Progress
	Registered providers must assist tenants who wish to implement tenant-led activities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.	Each service area should identify and support tenants	In Place
	Registered provider must provide accessible support that meets the diverse needs of tenants so they can engage with the opportunities in 1 and 2 (2.2.1 and 2.2.2 in the Transparency, Influence and Accountability Standard).	Accessibility information to be collated and promoted	In Progress
	Registered providers must support tenants to exercise their Right to Manage, Right to Transfer or otherwise exercise housing management functions, where appropriate.	Established process/signposting	In Place
	Registered providers, working with tenants, must regularly consider ways to improve and tailor their approach to delivering landlord services including tenant engagement. They must implement changes as appropriate to ensure services deliver the intended aims.	Ongoing across service/managers to ensure oversight	In Progress
	Where a registered provider is considering a change in landlord for one or more tenants, or a significant change in management arrangements, it must consult affected tenants on its proposals at a formative stage and take those views into account in reaching a decision. The consultation must: a) be fair and accessible;		Not Started
	b) provide tenants with adequate time, information and opportunities to consider and respond;	To review	In Progress
	c) set out actual or potential advantages and disadvantages (including costs) to tenants in the immediate and longer term;	To review	In Progress

	d) demonstrate to affected tenants how the consultation responses have been taken into account in reaching a decision.	website/keys comms	In Place
Information about landlord services	Registered providers must provide tenants with information about the: a) available landlord services, how to access those services, and the standards of service tenants can expect;	Website review currently in place with Lois which will serve as the initial platform for this information.	In Progress
	b) standards of safety and quality tenants can expect homes and communal areas to meet;	Service standards in place in sheltered properties, which were developed and agreed by residents working group. Need to develop standards for wider general needs tenants	In Progress
	c) rents and service charges that are payable by tenants;	Tenancy signups, rent increases and increases re service charges communicated annually	In Place
	d) responsibilities of the registered provider and the tenant for maintaining homes, communal areas, shared spaces and neighbourhoods.	Service standards in place in sheltered properties, which were developed and agreed by residents working group. Need to develop standards for wider general needs tenants	In Progress
	Registered providers must communicate with affected tenants on progress, next steps and outcomes when delivering landlord services.	To explore ways to develop	In Place
	Registered providers' housing and neighbourhood policies must be fair, reasonable, accessible and transparent. Where relevant, policies should set out decision-making criteria and appeals processes.	Review of all policies and accessibility underway/scrutiny from tenants	In Progress
	Registered providers must make information available to tenants about the relevant roles and responsibilities of senior level employees or officers, including who has	To review	In Progress

	responsibility for compliance with the consumer standards.		
Performance information	Registered providers must meet the regulator's requirements in relation to the tenant satisfaction measures set by the regulator as set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements.	Implemented April 2023	In Place
	Registered providers must: a) collect and process information specified by the regulator relating to their performance against the tenant satisfaction measures. The information must be collected within a timeframe set by the regulator and must meet the regulator's requirements in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements	Tenant perception survey in place. Landlord measures to be collected.	In Place
	b) annually publish their performance against the tenant satisfaction measures. This should include information about how they have met the regulator's requirements set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements. This information must be published in a manner that is timely, clear, and easily accessed by tenants; and	To be published on our website and tenant newsletter.	In Place
	c) annually submit to the regulator information specified by the regulator relating to their performance against those measures. The information must be submitted within a timeframe and in a form determined by the regulator.	Implemented April 2023	In Place
	In meeting specific expectation 1 and specific expectation 2 above, registered providers must ensure that the information is an accurate, reliable, valid, and transparent reflection of their performance against the tenant satisfaction measures	Implemented April 2023	In Place

		Registered providers must provide tenants with information about: a) how they are performing in delivering landlord services and what actions they will take to improve performance where required;	Tenant communications	In Progress	
		b) how they have taken tenants' views into account to improve landlord services, information and communication;	To develop	In Progress	
		c) how income is being spent;	To develop	In Progress	
		d) their directors' remuneration and management costs.	To develop	In Progress	
	Complaints		Registered providers must ensure their approach to handling complaints is simple and accessible.	To develop	In Progress
			Registered providers must publicise their complaints process and what tenants can do if they are dissatisfied with the outcome of a complaint or how a complaint was handled.	Explore opportunities to develop	In Progress
			Registered providers must provide tenants with information about the type of complaints received and how they have learnt from complaints to continuously improve services.	Explore opportunities to develop	In Progress
	Self-referral	Registered providers must communicate in a timely manner with the regulator on all material issues that relate to non-compliance or potential non-compliance with the consumer standards.	To promote with managers re good practice	In Place	

Neighbourhood and Community Standard	Maintenance of shared spaces	Registered providers must work co-operatively to assist in resolving issues affecting the upkeep and safety of the shared spaces associated with their homes.	Working with other council services when issues arise. Regular inspections carried out; PPM's, H&S Inspections, Estate Improvement Officer inspections	In Place
	Local Cooperation	Registered providers, having taken account of their strategic objectives, the views of tenants and their presence within the areas where they provide social housing, must: a) identify and communicate to tenants the roles registered providers play in promoting social, environmental and economic wellbeing and how they will achieve them; and	Corporate Plan, Community Houses, Cost of living events initiatives held. Local Plan.	In Place
		b) co-operate with local partnership arrangements and the strategic housing function of local authorities where they are able to assist them in achieving their objectives.	Housing Development, S106, Planning Policy work closely with registered providers. Local Plan - meeting housing needs.	In Place
	Safer Neighbourhoods	Registered providers must have a policy on how they work with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing.	Endeavour	In Place
		Registered providers must clearly set out their approach for how they tackle and deter hate incidents in neighbourhoods where they provide social housing.	Endeavour	In Place
		Registered providers must enable ASB to be reported easily and keep tenants informed about the progress of their case.	Endeavour	In Place
		Registered providers must provide prompt and appropriate action in response to ASB, having regard to the full range of tools and legal powers available to them.	Endeavour	In Place
		Registered providers must support tenants who are affected by ASB, including by signposting them to agencies who can give them appropriate support and assistance.	Endeavour	In Place
	Domestic abuse	Registered providers must have a policy for how they respond to cases of domestic abuse.	To add to Tenancy Management policy	In Place
		Registered providers must co-operate with appropriate local authority departments to support the local authority in meeting its duty to develop a strategy and commission services for victims of domestic abuse and their children within safe accommodation.	Ongoing through wider DA worksteams/CSP	In Place

Tenancy Standard	Allocations and lettings	Registered providers must co-operate with local authorities' strategic housing functions and assist local authorities to fulfil their duties to meet identified local housing need. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements.	Housing Options service	In Place
		Registered providers must seek to allocate homes that are designated, designed, or adapted to meet specific needs in a way that is compatible with the purpose of the housing.	Allocations process	In Place
		Registered providers must develop and deliver services to address underoccupation and overcrowding in their homes. These services should be focused on the needs of tenants.	Covered in the allocations policy, and service is delivered via TMOs	In Place
		Registered providers must take action to prevent and tackle tenancy fraud.	Verification / ID checks in place. Experian checks in place, TMO's will respond to cases of tenancy fraud and take action to tackle.	In Place
		Registered providers must have a fair, reasonable, simple and accessible appeals process for allocation decisions.	Communication on this could be improved	In Place
		Registered providers must record all lettings and sales as required by the Continuous Recording of Lettings (CORE) system.	Evidenced via Core returns	In Place
	Tenancy sustainment and evictions	Registered providers must provide services that support tenants to maintain their tenancy or licence and prevent unnecessary evictions.	Introductory Tenancy Officer, Welfare Support Officer - Tenancy Support Officer	In Place
		Registered providers must provide tenants required to move with timely advice and assistance about housing options before the tenancy or licence ends.	Working with other departments within the council	In Place
	Tenure	Registered providers shall publish clear and accessible policies which outline their approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud, and set out: a) The type of tenancies they will grant;	Policy / outline approach to tenancy management	In Progress
		b) Where they grant tenancies for a fixed term, the length of those terms;	Policy / outline approach to tenancy management	In Place
		c) The circumstances in which they will grant tenancies of a particular type;	Policy / outline approach to tenancy management	In Place

	d) Any exceptional circumstances in which they will grant fixed term tenancies for a term of less than five years in general needs housing following any probationary period;	Policy/ outline approach to tenancy management	In Place
	e) The circumstances in which they may or may not grant another tenancy on the expiry of the fixed term, in the same property or in a different property	Policy / outline approach to tenancy management	In Place
	Registered providers must grant general needs tenants a periodic secure or assured (excluding periodic assured shorthold) tenancy, or a tenancy for a minimum fixed term of five years, or exceptionally, a tenancy for a minimum fixed term of no less than two years, in addition to any probationary tenancy period	Explore policy to define this	In Place
	Before a fixed term tenancy ends, registered providers shall provide notice in writing to the tenant stating either that they propose to grant another tenancy on the expiry of the existing fixed term or that they propose to end the tenancy.	Explore policy to define this	In Place
	Where registered providers use probationary tenancies, these must be for a maximum of 12 months, or a maximum of 18 months where reasons for extending the probationary period have been given and where the tenant has the opportunity to request a review	Develop Tenancy Management Policy	In Place
	Registered providers shall grant those who were social housing tenants on the day on which section 154 of the Localism Act 2011 comes into force, and have remained social housing tenants since that date, a tenancy with no less security where they choose to move to another social rented home, whether with the same or another landlord. (This requirement does not apply where tenants choose to move to accommodation let on Affordable Rent terms).	Explore policy to define this	In Place
	Registered providers shall grant tenants who have been moved into alternative accommodation during any redevelopment or other works a tenancy with no less security of tenure on their return to settled accommodation.	Explore policy to define this	In Place

Mutual exchange	Registered providers must offer a mutual exchange service which allows relevant tenants potentially eligible for mutual exchange, whether pursuant to a statutory right or a policy of the registered provider, to easily access details of all (or the greatest practicable number of) available matches without payment of a fee.	Ensure adequate comms/promotion	In Place
	Registered providers must publicise the availability of any mutual exchange service(s) it offers to its relevant tenants.	Advertised through Homeswapper. To explore further opportunities	In Place
	Registered providers must provide support for accessing mutual exchange services to relevant tenants who might otherwise be unable to use them.	Accessible formats available	In Place
	Registered providers must offer tenants seeking to mutually exchange with information about the implications for tenure, rent and service charges.	Updates needed to mutual exchange procedures / policies. They are in place but not reviewed recently.	In Place