

Appendix 1: Social Housing Bill Paper Action Plan

Charter	How we currently meet the Charter	Further action	Resource implications	Who	Date
Comply with the Building safety bill	We have received assistance from DFRS to prepare us for implementation of the act and our Compliance manager presented our position to HRB in Sept 2021.	Awaiting secondary legislation next 12 -18 months	TBA	Property & Asset Manager	When available
		Review current practice against new standards	Within existing resources	Property & Asset Manager	April 2023 (depending on legislation)
Comply with the Fire safety bill	<p>We have an Annual fire door monitoring contract in place – FRA inspection routine is in place</p> <p>A new Fire door inspection contract has been awarded</p> <p>Currently all fire doors checked on void</p> <p>We carry out monthly inspection of communal areas and carry out weekly fire alarm tests</p>	Mitigate risk including fire door and external walls	Within existing resources	Property & Asset Manager	Jan 2023
		Estate management property inspections to be recorded on the system		Property & Asset Manager	Jan 2023
		We are developing of single access point for all compliance monitoring – being built by Housing systems		Property & Asset Manager	Apr 2023

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Comply with Regulator Social Housing's revised consumer regulation objectives which will include safety	SA undertaken March 23	Consultation on new regulations due summer 2023 - Participate in consultation	Within existing resources	Assistant Director	Apr 2024
		Implement SA action plan	Within current resources	Assistant Director	Ongoing
		Complete SA against new standards when available	Within current resources	Assistant Director	When available
Identify a nominated person responsible for complying with Health & Safety requirements who is visible and accessible to residents	Nominated person – Asset Manager	Consider recruiting building safety manager	Building Safety Manager (New Post)	Property & Asset Manager	TBC
Identify responsible person or duty holder for multi occupied residential buildings (High risk)	Nominated person – Asset Manager	Consider recruiting building safety manager	Building Safety Manager (New Post)	Property & Asset Manager	TBC
The 'accountable person' for each higher risk building to produce and	Some of the required elements that will be included in the strategy are in place.	Strategy to be produced for each high risk building	Building Safety Manager (New Post)	Property & Asset Manager	June 2023

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implement a resident engagement strategy for each building	We have a system for investigating and responding to resident complaints in place. The majority of the required Building Safety Information for residents is available but is not yet in place	Ensure that current details of residents of high risk buildings are known	Within existing resources	Property & Asset Manager	Apr 2023
		Provide Summary of current information in place	Building Safety Manager (New Post)		June 2023
Comply with the RSH Memorandum Of understanding with the Health and safety Exec to ensure sharing of information with the Building Safety regulator		Undertake assessment to ensure compliance when available	TBC	Property & Asset Manager	Subject to Act timetable
Comply with Statutory guidance and good practice on engaging residents in all	We carry out a number of engagement activities in this area including Fire Door Safety Week, Gas safety week, and regular articles in Housing Matters	Audit how we currently engage with tenants and leaseholders on safety issues	Within existing resources	Property & Asset Manager	Jun 23

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tenures on safety issues		Undertake assessment to ensure compliance when available	Within existing resources	Property & Asset Manager	Subject to Act timetable
Provide effective, tailored, regular communication around fire and structural safety issues and a range of ways to engage.	Fire Door Safety Week, Gas safety week, articles in Housing Matters	Audit how we currently engage with tenants and leaseholders on safety issues Resident engagement strategies	Within existing resources Building Safety Manager (New Post)	Property & Asset Manager Property & Asset Manager	Jun 23 TBA
Smoke alarms in all properties	All properties have smoke detection/alarm in place. Our Stock condition survey will confirm function but we have an annual service contract in place through ADT and Liberty Gas In Sheltered properties, alarms are covered by the in house Home Safeguard service	We will review once new requirements are confirmed and contribute to the consultation process where required	Within existing resources	Property & Asset Manager	Subject to Act timetable
Comply with outcome of consultation on carbon monoxide alarms in properties	All properties with gas and solid fuel have CO detection/alarm We are undertaking an audit with Ian Williams to ensure that we have compliant CO detection in solid fuel	We will review again once new requirements are confirmed to ensure ongoing compliance	Within existing resources	Property & Asset Manager	Subject to act timetable

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	properties in all rooms with Solid Fuel element				
Introduce Regulators set of tenant satisfaction measures	Production of tenant satisfaction survey has commenced with a survey being sent out on 27/02/23	Begin collecting and reporting TSMs and embed new statistics requirements in the system	Within existing resources	HR Partner	April 2023
Provide clear breakdown of how income is being spent, including levels of executive remuneration, administrative costs, to be published alongside their tenant satisfaction measures	Information on how HRA money is spent is already included as part of the existing Annual Report process.	Work with HR and finance to deliver these figures in line with requirements Tenant Satisfaction measures and additional cost requirements will be added for future reports Include this information in Annual report for 2022/23	Within existing resources Within existing resources	Assistant Director TLO	Summer 2024 (under current timescales) Oct 23
Senior person in organisation who is responsible for ensuring compliance with consumer standards clearly identified to residents, the regulator and the Housing Ombudsmen	Assistant Director of Housing		Within existing resources	Director of Housing	

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Tenants to have access to a set of clear comparable tenant satisfaction measures on things they care about	<p>Final Standards have been confirmed and checked against existing data collection.</p> <p>An initial Tenant satisfaction survey has been produced in line with the new requirements in preparation for full implementation in 2024</p>	<p>Consult with tenants on additional measures</p> <p>Embed new measures in systems</p>	<p>Within existing resources</p>	<p>System Manager</p> <p>Systems Manager</p>	<p>April 2023 – Summer 2024</p> <p>Apr 2023</p>
Annual statement to be provided to every tenant	<p>We provide most information in our current annual report.</p> <p>A revised annual report to reflect new requirements will be developed in 2023</p>	<p>Amend annual report structure to reflect new requirements where possible</p>	<p>Within existing resources</p>	<p>TLO</p>	<p>Oct 23</p>
Comply with new access to information scheme for social housing tenants of housing association	<p>We currently use FOI.</p>	<p>Await to see if this applies to Local Authorities</p>		<p>Information & Complaints Officer</p>	<p>When available</p>
Removing the need for residents to go to a designated person or wait eight weeks before approaching them	<p>Our Formal complaints procedure has been updated to reflect changes and is published on website</p> <p><u>Complaints procedure - Housing Ombudsman - East Devon</u></p>		<p>Within existing resources</p>	<p>Information & Complaints Officer</p>	<p>Oct 2022 (under current timetable)</p>

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removing the democratic filter					
Comply and self-assess with new Housing Ombudsman complaint handling code and publish	We have carried out a Self-assessment of our procedure and reported to HRB in September 2022	Carry out Annual review process self assessment	Within existing resources	Information & Complaints Officer	Dec 23
		Improve Housing Web pages to make complaints process more visible	TBA	TBA	Apr 2023
Publish complaints procedure on website	Complaints policy and procedure published on website.				
Comply with regulators Code of practice on the Consumer standards	Self assessment and action plan completed against the current consumer standards. The results of this assessment was presented to HRB in March 2023	Implement self- assessment actions	Within existing resources	Assistant Director	Apr 23
		Assess against revised Consumer Standards when published	Within existing resources	Assistant Director	When available
Comply with the reviewed Statutory Right to manage guidance	In place	Review new guidance when issued		Assistant Director	Subject to Act Timetable
Comply with the guidance set out for all landlords to self refer breaches	In place				

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with the regulatory standards					
Assurance in place that board have sufficient oversight of compliance with standards	<p>Performance standards including statutory compliance figures are presented to Housing Review Board on a quarterly basis. We will also review our compliance against the consumer standards annually. We are working with Democratic Services to embed this in Terms of Reference and Forward Plan</p> <p>We have a PI Framework in development</p>	Review of governance arrangements including HRB link to Cabinet and Council	Within existing resources	Assistant Director	Apr 2023
		TLO to engage with democratic services to ensure new reporting is added to the Terms of Reference and Forward plan for HRB		Assistant Director	Apr 2023
			Within existing resources		Apr 2023
		PI Framework		Systems Manager	Apr 2023
		Compliance Framework		Property & Asset Manager	
		Reporting Framework		Assistant Director	
		Work with leadership team to ensure data is accurately represented for PI framework and dashboard		Systems Manager	

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Review contracts to ensure they do not hinder the Regulator to exercise its powers	Our contracts comply with this requirement, ensured by the use of specialist procurement support from DCC.	Check against current standards and review when new guidance is issued	DCC procurement	Assistant Director	Complete (pending new guidance)
		Arrange staff training in this area as we have no procurement specialist officers at EDDC	TBA	HR business partner	TBA
Seek out best practice and continually improve the way we engage with residents	<p>We have a Resident Involvement Strategy that sets out how we plan to engage with residents. This is currently being reviewed</p> <p>We have a number of existing tenant consultation groups. Other tenant engagement includes an annual tenant conference</p> <p>Property and Assets Gas Safety week, Fire door safety week, tenant feedback questionnaires</p> <p>Housing Matters, and the Community initiative fund</p> <p>Communities Team</p>	Resident involvement strategy review	Within existing resources	Housing Services Manager	Oct 23
Deliver new opportunities and empowerment programme for	<p>Resident engagement strategy</p> <p>Communities Team</p>	<p>Resident involvement strategy review</p> <p>Review of available training for tenants</p>	Within existing resources	Housing Services Manager	Mar 2024

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residents and tools to influence their landlords and hold them to account		Set up mentoring scheme for involved tenants			
Comply with regulator review of professional training and development, qualifications and standards for staff to ensure residents receive a high standard of customer service	<p>Staff training programmes P&A programme of planned specialist training is in place</p> <p>Mandatory training is monitored by HR and managers now have access to this on their manager dashboards in iTrent. All staff members are encouraged and given time to take on voluntary training including CIH, NVQ and in-house vocational training and this will be an area of focus for 2023 PERS and 121a</p>	<p>Establish skills and gaps within teams</p> <p>Comply with review when available</p>	<p>Within existing resources</p> <p>TBA</p>	<p>HR business partner</p> <p>HR business partner</p>	<p>Subject to Act Timetable</p> <p>When available</p>
Tackling loneliness and Supporting Vulnerable residents	<p>Mental Health officer</p> <p>Resident engagement strategy</p> <p>Communities Team</p> <p>Our Home safeguard and MSO teams support our vulnerable residents and work to reduce isolation and loneliness for our supported housing residents.</p>	<p>Review resident involvement and community development strategies</p> <p>Develop community development plans</p> <p>Tenant profiling exercise</p> <p>Explore 1-1 support for general needs tenants</p>	Within existing resources	Housing Services Manager	<p>Mar 2023</p> <p>TBC</p> <p>TBC</p> <p>TBC</p>
Green Homes Grant are eligible to bid for which funds two thirds of the cost of	We have successfully bid for funding from the Green Homes Grant to			Property & Asset Manager	

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hiring tradespeople to upgrade the energy performance of homes.	upgrade the energy performance of over 100 homes				
£50 million to support the decarbonisation of housing over 20/21	We successfully bid for wave 1 of this funding and have completed fabric first improvements to over 50 properties. Our SHDC wave 2.1 bid currently being prepared	Consider bids for future phases of social housing decarbonisation fund.	Within existing resources	Property & Asset Manager	Ongoing
Comply with regulators review of Decent Homes Standard	We are unable to confirm if our stock meets the decent homes standard. We have commissioned a Stock condition survey which will assess this. This will take into account of all expected changes to the DHS	Stock condition survey and investment plan	Consultancy	Property & Asset Manager	Dec 23
Comply with regulators review of allocations evidence	Allocations are conducted in line with the Devon Home Choice Policy and an interlinked EDDC Housing Allocation Policy. Policies are thorough and cover all aspects of the allocations process, with the emphasis set on allocating properties based on need.	Review current system Review process following regulator review	Within existing resources	Housing Solutions Manager	Oct 2022 Subject to act timetable

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Promote social and environmental wellbeing	Resident engagement strategy Communities Team	Community Development Plans Community Hubs	Within existing resources TBA	Housing Services Manager Housing Services Manager	Mar 2024 April 23
Consider pets policies depending on location	Pets policies in place	Review policy to ensure that it complies with fire safety requirements (No cat flaps are to be allowed in communal areas/ flat entrance doors and external doors.)	Within existing resources	Housing Services Manager	TBC
Provide mental health training for staff	Our Housing Mental Health Strategy sets out the importance of providing training to our staff. We have a specialist Mental Health officer in place to assist our housing officers in this area A number of initiatives have been successfully delivered in 2022/23 and this will be part of an ongoing investment in wellbeing support for the housing teams	Source and deliver training	Within existing resources	HR business partner	Mar 2023
Policy on tackling domestic violence and working with other agencies	Current policy only covers issues relating to homelessness Section 3.11 of the Devon Home Choice Policy is dedicated to victims of domestic abuse, and domestic abuse is covered within section 3.8.1 of the EDDC Housing Allocation Policy	Policy currently being reviewed	Within existing resources	Housing Solutions Manager	Mar 23

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	(reasonable preference to homeless applicants) If necessary we are able to send cases to the A band panel to accommodate the complex or extreme cases We can refer to SPLITZ and work well alongside this organisation to facilitate move on.				
Ensure access to social housing for armed services personnel	Section 3.10 of the Devon Home Choice Policy is dedicated to members of the armed and reserved forces, who are also covered within section 3.9 of the EDDC Housing Allocation Policy (additional preference) We can refer to and work well alongside armed forces charities and support groups such as SSAFA				
Comply with regulators guidance on review of ASB	We have an ASB policy and procedure in place and an ASB lead officer supports council teams	Review policy and procedure against new standard when published	Within existing resources	ASB Officer	Subject to Act Timetable
Support tenants facing anti-social behaviour and crime	We have an ASB policy in place which sets out how we support tenants in this area. We have also appointed an ASB lead officer to support council teams and deal with high level cases Our Estate Management team serve as our front line team to respond in cases of ASB, and we have the support of our EDDC Legal team to prosecute where required	ASB policy is being reviewed	Within existing resources	ASB officer	TBA

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Building more affordable homes	Social Housing task force has been set up. Their sole responsibility is to deliver affordable and social housing that will be absorbed into EDDC housing stock.	<p>Agree and write a Housing Development Strategy</p> <p>Confirm governance arrangements to support the work of the team</p> <p>Procure consultants to aid delivery of pipeline programme</p> <p>A pipeline programme is being developed with the first site of 30 homes aiming to be delivered by Spring 2024, with more sites to follow</p>	<p>Within existing resources</p> <p>Consultancy</p>	<p>Housing task force service lead</p> <p>Housing task force service lead</p>	<p>Apr 24</p> <p>Jul 23</p> <p>Ongoing March 24</p>
New shared ownership model	NOT APPLICABLE				
Building Beautiful	Not currently applicable	To be considered and applied for when developing new home design		Housing task force service lead	Ongoing
Affordable homes guarantee scheme	Not applicable			Housing task force service lead	Ongoing
Comply with Leasehold reform programme outcome	Assess and implement when available			Assistant Director	When available