






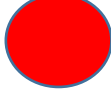




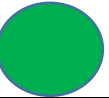















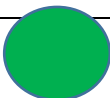
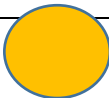








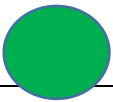
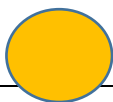


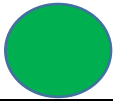
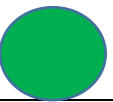

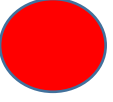


APPENDIX B





















Appendix (a) - Tenants Comments and Views on the Self-Assessment

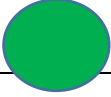
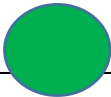












What is the Requirement	EDDC Assessment	Tenants Assessment	Tenants Comments
Provide choices, information and communication that is appropriate to the diverse needs of tenants in the delivery of all standards			Definitely amber, - The tenant participation groups are not operational. - We do not know when these groups will be up and running. - Requirements are not being met for these groups.
Approach to complaints is clean, simple and accessible and ensures that responses are resolved promptly, politely and fairly.			No clear discussion at this point. Voted for it to be changed to amber
Tenants given a wide range of opportunities to influence and be involved in: <ul style="list-style-type: none"> • Formulation of housing policies and strategies • Making decisions about housing services, how delivered, including setting of standards • Scrutiny of performance and the making of recommendations about how performance might be improved • The management of homes where applicable • Management of repairs and maintenance service such as commission and undertaking a range of repairs as agreed with the landlord and sharing in savings made • Agreeing local offers for service delivery 			-Questioned how many times the HRB is held. Not clear in document. - The tenant consultation that is mentioned in the strategy, Sue asked if we agree with that statement. No one agreed. - Suggested for this reason it should be amber not green. - We are only involved when matters are ready to go to HRB. We not involved from the ground up, where we should be. We should be involved in every stage of policy.
Treat all tenants with fairness and respect			-No tenants are involved in the fairness strategy or cultural information sheets. For this reason, it should be red.




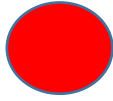










			- They always mention access to the website. What about the people who cannot access it.
Demonstrate how we understand the different need of tenants. In relation to the equality standards and tenants with additional support needs			<p>-We need to go back to the Open House system, if it is restricted to this computer, how are staff supposed to know.</p> <p>- Suggested that information on the Open Housing system is not filtering down to other officers.</p> <p>- Repairs do not consider her disabilities, even when she has told them on the phone.</p> <p>- Suggested that there should be a list for individuals within the system that flags up automatically.</p> <p>- We need confirmation of how the system works. Need to find out if the information is being shared through the system.</p>
Provide tenants with accessible, relevant and timely information about: <ul style="list-style-type: none"> • Access to services • Standard of services they can expect • How we are performing against standards • Service choices available to tenants, including any additional costs relation to specific choices • Progress of any repairs work • How tenants can communicate with us and provide feedback • Responsibilities of the tenant and provider • Arrangements of tenant involvement and scrutiny 			-Suggestion to look at tenant hand book
Set out a range of ways for tenants to express a complaint and set out clear service standards for responding to complaints			<p>- Handbooks need updating.</p> <p>- Learning from complaints is not happening</p> <p>- They are always talking about the website</p>
Include in policy how complaints can be made about performance against standards and details of what to do if they are unhappy about the outcome of the complaint			As above



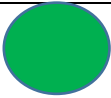

Inform tenants on how we use complaints to improve the service			As above
Publish information about complaints each year including number, nature and the outcome of the complaint			As above
Support tenants to exercise their right to manage or otherwise exercise housing management where appropriate			<p>S- Does not think that tenants have been offered enough support to get these groups back up and running</p> <ul style="list-style-type: none"> - They are taking too long to get up and running - Not happy the Strategy is not going to be ready until September <ul style="list-style-type: none"> – The groups that are up and running feels do get good support. – We have good support at the RIMG
Support the formation and activities of tenant panels or equivalent groups in a constructive and timely man			<p>-Do not think that tenants have been offered enough support to get these groups back up and running</p> <ul style="list-style-type: none"> - They are taking too long to get up and running - Not happy the Strategy is not going to be ready until September <ul style="list-style-type: none"> – The groups that are up and running feels do get good support. – We have good support at the RIMG
Provide timely and relevant performance information to support effective scrutiny by tenants of our performance in a form which is agreed with tenants, provision must include the publication of an annual report which should include information on repair and maintenance budgets			<ul style="list-style-type: none"> - Tenants should be able to report to the HRB, but we are not allowed to do so. We used to be able to. Our voices are never heard - The part where it says that information on how the council has performed is published in the Housing matters magazine. This does not happen. -We are censored of what we can put in the magazine
Provide support to tenants to build their capacity to be more effectively involved			-Do not agree that there is a separate team for Tenant Participation, it is a communities team as a whole and we get slotted in where they can
Consult with tenants on the scope of local offers for service delivery This should include how performance will			<ul style="list-style-type: none"> -No Annual Conference - No consultation taking place.










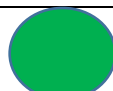


be monitored, reported and scrutinised by tenants and arrangements for reviewing these on a periodic basis			-Members confused what survey has just come out and some have not received the report - Concerns about how an outside consultant has her details. No information given of whom they were. Officers at the HRB agreed with her concerns
Providers shall consult with tenants, setting out clearly the costs and benefits of relevant options, if they are proposing to change their landlord or when proposing a significant change in their management arrangements			Agree with compliance
Demonstrate how we respond to tenants needs in the way we provide services and communicate with tenants.			-Has to remain amber, as the correct information about tenants is not being relayed to repairs team. - Whatever system is in place it is not working
Keep neighbourhood and communal areas associated with homes clean and safe.			-They did one social value day where they did a clean up. Would like it to be amber as no tenants were consulted about the arrangements for the social value day. - Communal areas are not being kept clean
Work in partnership with tenants and other providers and public bodies			No comment made
Co-operate with relevant partners to help promote social, environmental and economic well-being in the areas where we own properties.			Agree with compliance
Publish a policy on how we work in partnership with other agencies to prevent and tackle ASB in the neighbourhoods			Majority Agree with compliance
Consult with tenants developing a published policy for maintaining and improving the neighbourhoods associated with our homes including all communal areas associated with our homes.			-Tenants do not feel neighbourhoods are tidy and are being not maintain the areas at all. - Street scene do a great job, some areas are tidy. Does not agree with red.
Identify and publish roles we are able to play within areas we have properties.			- Does not like the mention of the website again in this document .BB- The website is the way of the future



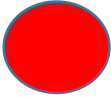
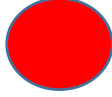





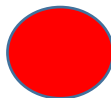



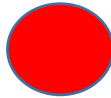

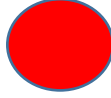
			<ul style="list-style-type: none"> - Mentioned the tenant support group, who can be contacted by tenants for technical support. - How do we know about it? PG- It is a new thing which is being set up and will be published in the magazine
Tenants are made aware of their responsibilities to address ASB, and their rights.			Agreed with compliance
Strong leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of responsibilities with local agencies.			Agreed with compliance
Strong focus on preventative measure tailored towards the needs of tenants and their families.			Agreed with compliance
Prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem having regard to the full range of tools and legal powers available			Agreed with compliance
All tenants can easily report ASB, are kept informed about the status of their case where responsibility rests with the organisation and are appropriately signposted			This should be amber as they do not keep people up to date with their case
Provision of support to victims and witnesses.			Do not agree victims and witnesses offer enough support
Named individual who will act as a point of contact for dealing with queries and who involves other staff with specialist expertise where necessary.			Agree with compliance
Provide timely and relevant information to the regulation that relates to current and future non-compliance with the economic standards.			Agreed with compliance
Provide financial and statistical data through NROSH			Agreed with compliance
Registered providers shall let their homes in a fair, transparent and efficient way. They shall take into account the housing needs and aspirations of tenants and potential tenants. They shall demonstrate how their lettings:			Agreed with compliance








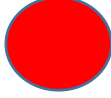


<p>(a) make the best use of available housing</p> <p>(b) are compatible with the purpose of the housing</p> <p>(c) contribute to local authorities' strategic housing function and sustainable communities</p>			
Clear application, decision-making and appeal process			Agreed with compliance
Registered providers shall enable their tenants to gain access to opportunities to exchange their tenancy with that of another tenant, by way of internet-based mutual exchange services.			Agreed with compliance
Registered providers shall offer tenancies or terms of occupation, which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock.			Agreed with compliance
They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.			Agreed with compliance
Registered providers shall co-operate with local authorities' strategic housing function, and their duties to meet identified local housing needs. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements.			Agreed with compliance
Develop and deliver services to address under occupation and overcrowding in homes with the resources available. Services should be focussed on the needs of tenants and will offer choices to them.			Agreed with compliance
Publish policies to include how we have made use of community housing registers, community allocations policies and local letting policies. Registered providers will clearly set out and be able to give reasons for the criteria used for excluding actual and potential tenants from consideration for allocation, mobility or mutual exchange schemes.			Agreed with compliance



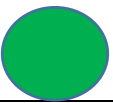
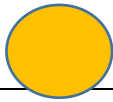




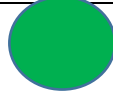

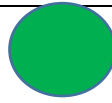
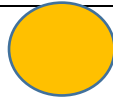
Deliver allocation processes in a way which supports effective use of the full range of actual and potential tenants including those with support needs. Those who do not speak English as a first language and those who have difficulties with written English.			Agree with compliance
Minimise time that properties are empty between each letting, taking into account circumstances of tenants offered properties.			All in agreement it should be red - 125 days for properties to lay empty is not acceptable
Record all lettings and sales on CORE			Agreed with compliance
Registered providers shall subscribe to an internet based mutual exchange service (or pay the subscriptions of individual tenants who wish to exchange), allowing: <ul style="list-style-type: none"> • (a) a tenant to register an interest in arranging a mutual exchange through the mutual exchange service without payment of a fee • (b) the tenant to enter their current property details and the tenant's requirements for the mutual exchange property they hope to obtain • (c) the tenant to be provided with the property details of those properties where a match occurs 			
Registered providers shall ensure the provider of the internet based mutual exchange service to which they subscribe is a signatory to an agreement, such as HomeSwap Direct, under which tenants can access matches across all (or the greatest practicable number of) internet based mutual exchange services.			Agreed with compliance
Registered providers shall take reasonable steps to publicise the availability of any mutual exchange service(s) to which it subscribes to its tenants.			Agreed with Compliance
Registered providers shall provide reasonable support in using the			Agreed with compliance









service to tenants who do not have access to the internet.			
<p>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:</p> <p>(a) The type of tenancies they will grant.</p> <p>(b) Where they grant tenancies for a fixed term, the length of those terms.</p> <p>(c) The circumstances in which they will grant tenancies of a particular type.</p> <p>(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.</p> <p>(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.</p> <p>(f) The way in which a tenant or prospective tenant may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered, and against a decision not to grant another tenancy on the expiry of the fixed term.</p> <p>(g) Their policy on taking into account the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, including through the provision of tenancies which provide a reasonable degree of stability.</p> <p>(h) The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy.</p> <p>(i) Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members</p>			Agreed with Compliance
Grant general needs tenants a periodic, secure or assured tenancy or a tenancy fixed for a minimum			Agreed with compliance







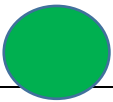
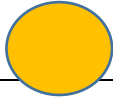



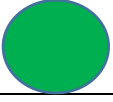

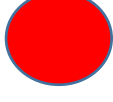


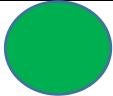

fixed term of 5 years or exceptionally a tenancy for a minimum fixed term of no less than two years, in addition to a probationary period.			
Before a fixed term tenancy ends, registered providers shall provide notice in writing to the tenant stating either that they propose to grant another tenancy on the expiry of the existing fixed term or that they propose to end the tenancy.			Agreed with level of compliance But Questioned whether all the right information is in the handbook
When we us a probationary tenancy, these shall be for a maximum of 12 months or a maximum of 18 months when reasons for extending the probationary period have been given and when the tenant has the opportunity to request a review.			Agreed with compliance
Where registered providers choose to let homes on fixed term tenancies (including under Affordable Rent terms), they shall offer reasonable advice and assistance to those tenants where that tenancy ends.			Agreed with compliance
Make sure that the home continues to be occupied by the tenant the home is let to in accordance with the requirements in the tenancy agreement for the duration of the tenancy.			Agreed with compliance
Develop and provide services that will support tenants to maintain their tenancy and prevent unnecessary eviction			Agree with compliance
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).			It is not clear how the secure tenancies work during a mutual exchange. We cannot give it a green as they say they are meeting everything but we do not know if they are. JT- We do not know that they are not meeting the requirements. Just because we do not know does not mean we have to give it an amber PG- Everything to do with tenancies is a legal requirement; it is not for us to say All agreed it needed looking into before it could be green



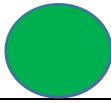
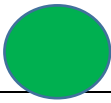




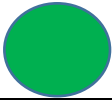
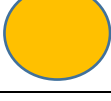


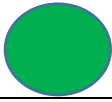
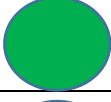
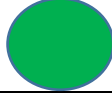
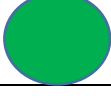




Registered providers shall grant tenants who have been moved into alternative accommodation during any redevelopment or other works a tenancy with no less security of tenure on their return to settled accommodation			Agree with compliance
Ensure homes meet the standards set out in section five of governments decent homes guidance and continue to meet homes to at least this standard			Agree with level of compliance
Meet the standards of design quality that applied when the homes were built as a condition of publicly funded financial assistance if these standards are higher than decent homes standards			Agree with compliance
In agreeing local offers ensure that they are set at a level not less than the standards in section six of the decent homes guidance			Agree with compliance
Provide a cost effective repairs and maintenance service to homes and communal areas that responds to the needs of and choices to tenants and have the objective of completing repairs and improvements right first time.			Do not agree with the phrase Our core aim is 'Right repair, right time, fixed, stay fixed'. This is why it should be a red. All agreed
Meet all statutory requirements that provides for the H&S of occupants in their homes			Tenant mentioned that a fire person had come into his home and said they looked at all the fire precautions and they stated they were not adequate. She updated them for us. This is why it cannot stay green
Providers may agree with the regulator a planned approach to repairs and maintenance of homes and communal arrears. This should demonstrate at an appropriate balance of planned and responsive repairs and value for money. The approach should include responsive and repairs planned and capital work, work on empty properties and adaptations.			A Tenant's views were that it should be red, as they do not have a plan. Therefore it is our job as a committee to recommend it should be red -Another tenant commented that they do have a plan, they just don't stick to it - This plan is part of the stock survey, so it should pick all these things up. So I do think they have it in hand
Registered provider shall co-operate with relevant organisations to provide			-One tenant thought the adaptations part are working -Others did not agree















an adaptations service that meets tenant needs.			Majority voted red
Provide choices, information and communication that is appropriate to the diverse needs of tenants in the delivery of all standards			Definitely amber, - The tenant participation groups are not operational. - We do not know when these groups will be up and running. - Requirements are not being met for these groups.
Approach to complaints is clean, simple and accessible and ensures that responses are resolved promptly, politely and fairly.			No clear discussion at this point. Voted for it to be changed to amber
<p>Tenants given a wide range of opportunities to influence and be involved in:</p> <ul style="list-style-type: none"> • Formulation of housing policies and strategies • Making decisions about housing services, how delivered, including setting of standards • Scrutiny of performance and the making of recommendations about how performance might be improved • The management of homes where applicable • Management of repairs and maintenance service such as commission and undertaking a range of repairs as agreed with the landlord and sharing in savings made • Agreeing local offers for service delivery 			<p>- Questioned how many times the HRB is held. Not clear in document.</p> <p>- The tenant consultation that is mentioned in the strategy, Sue asked if we agree with that statement. No one agreed.</p> <p>- Suggested for this reason it should be amber not green.</p> <p>- We are only involved when matters are ready to go to HRB. We not involved from the ground up, where we should be.</p> <p>We should be involved in every stage of policy.</p>
Treat all tenants with fairness and respect			<p>- No tenants are involved in the fairness strategy or cultural information sheets. For this reason, it should be red.</p> <p>- They always mention access to the website. What about the people who cannot access it.</p>
Demonstrate how we understand the different need of tenants. In relation to the equality standards and tenants with additional support needs			- We need to go back to the Open House system, if it is restricted to this computer, how are staff supposed to know.


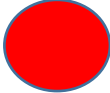












			<ul style="list-style-type: none"> - Suggested that information on the Open Housing system is not filtering down to other officers. - Repairs do not consider her disabilities, even when she has told them on the phone. - Suggested that there should be a list for individuals within the system that flags up automatically. - We need confirmation of how the system works. Need to find out if the information is being shared through the system.
Provide tenants with accessible, relevant and timely information about: <ul style="list-style-type: none"> • Access to services • Standard of services they can expect • How we are performing against standards • Service choices available to tenants, including any additional costs relation to specific choices • Progress of any repairs work • How tenants can communicate with us and provide feedback • Responsibilities of the tenant and provider • Arrangements of tenant involvement and scrutiny 			-Suggestion to look at tenant hand book
Set out a range of ways for tenants to express a complaint and set out clear service standards for responding to complaints			<ul style="list-style-type: none"> - Handbooks need updating. - Learning from complaints is not happening - They are always talking about the website
Include in policy how complaints can be made about performance against standards and details of what to do if they are unhappy about the outcome of the complaint			As above
Inform tenants on how we use complaints to improve the service			As above
Publish information about complaints each year including number, nature and the outcome of the complaint			As above
Support tenants to exercise their right to manage or otherwise			S- Does not think that tenants have been offered enough support to get these groups back up and running




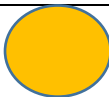
exercise housing management where appropriate			<ul style="list-style-type: none"> - They are taking too long to get up and running - Not happy the Strategy is not going to be ready until September <ul style="list-style-type: none"> – The groups that are up and running feels do get good support. – We have good support at the RIMG
Support the formation and activities of tenant panels or equivalent groups in a constructive and timely man			<ul style="list-style-type: none"> -Do not think that tenants have been offered enough support to get these groups back up and running - They are taking too long to get up and running - Not happy the Strategy is not going to be ready until September <ul style="list-style-type: none"> – The groups that are up and running feels do get good support. – We have good support at the RIMG
Provide timely and relevant performance information to support effective scrutiny by tenants of our performance in a form which is agreed with tenants, provision must include the publication of an annual report which should include information on repair and maintenance budgets			<ul style="list-style-type: none"> - Tenants should be able to report to the HRB, but we are not allowed to do so. We used to be able to. Our voices are never heard - The part where it says that information on how the council has performed is published in the Housing matters magazine. This does not happen. -We are censored of what we can put in the magazine
Provide support to tenants to build their capacity to be more effectively involved			<ul style="list-style-type: none"> -Do not agree that there is a separate team for Tenant Participation, it is a communities team as a whole and we get slotted in where they can
Consult with tenants on the scope of local offers for service delivery This should include how performance will be monitored, reported and scrutinised by tenants and arrangements for reviewing these on a periodic basis			<ul style="list-style-type: none"> -No Annual Conference - No consultation taking place. -Members confused what survey has just come out and some have not received the report - Concerns about how an outside consultant has her details. No information given of whom they were. Officers at the HRB agreed with her concerns
Providers shall consult with tenants, setting out clearly the costs and			Agree with compliance




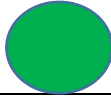


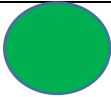
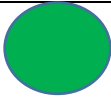




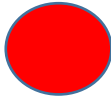
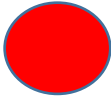
benefits of relevant options, if they are proposing to change their landlord or when proposing a significant change in their management arrangements			
Demonstrate how we respond to tenants needs in the way we provide services and communicate with tenants.			-Has to remain amber, as the correct information about tenants is not being relayed to repairs team. - Whatever system is in place it is not working
Keep neighbourhood and communal areas associated with homes clean and safe.			-They did one social value day where they did a clean up. Would like it to be amber as no tenants were consulted about the arrangements for the social value day. - Communal areas are not being kept clean
Work in partnership with tenants and other providers and public bodies			No comment made
Co-operate with relevant partners to help promote social, environmental and economic well-being in the areas where we own properties.			Agree with compliance
Publish a policy on how we work in partnership with other agencies to prevent and tackle ASB in the neighbourhoods			Majority Agree with compliance
Consult with tenants developing a published policy for maintaining and improving the neighbourhoods associated with our homes including all communal areas associated with our homes.			-Tenants do not feel neighbourhoods are tidy and are being not maintain the areas at all. - Street scene do a great job, some areas are tidy. Does not agree with red.
Identify and publish roles we are able to play within areas we have properties.			- Does not like the mention of the website again in this document .BB- The website is the way of the future - Mentioned the tenant support group, who can be contacted by tenants for technical support. - How do we know about it? PG- It is a new thing which is being set up and will be published in the magazine
Tenants are made aware of their responsibilities to address ASB, and their rights.			Agreed with compliance






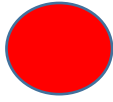



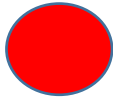

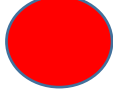
Strong leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of responsibilities with local agencies.			Agreed with compliance
Strong focus on preventative measure tailored towards the needs of tenants and their families.			Agreed with compliance
Prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem having regard to the full range of tools and legal powers available			Agreed with compliance
All tenants can easily report ASB, are kept informed about the status of their case where responsibility rests with the organisation and are appropriately signposted			This should be amber as they do not keep people up to date with their case
Provision of support to victims and witnesses.			Do not agree victims and witnesses offer enough support
Named individual who will act as a point of contact for dealing with queries and who involves other staff with specialist expertise where necessary.			Agree with compliance
Provide timely and relevant information to the regulation that relates to current and future non-compliance with the economic standards.			Agreed with compliance
Provide financial and statistical data through NROSH			Agreed with compliance
Registered providers shall let their homes in a fair, transparent and efficient way. They shall take into account the housing needs and aspirations of tenants and potential tenants. They shall demonstrate how their lettings: (a) make the best use of available housing (b) are compatible with the purpose of the housing (c) contribute to local authorities' strategic housing function and sustainable communities			Agreed with compliance
Clear application, decision-making and appeal process			Agreed with compliance

Registered providers shall enable their tenants to gain access to opportunities to exchange their tenancy with that of another tenant, by way of internet-based mutual exchange services.			Agreed with compliance
Registered providers shall offer tenancies or terms of occupation, which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock.			Agreed with compliance
They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.			Agreed with compliance
Registered providers shall co-operate with local authorities' strategic housing function, and their duties to meet identified local housing needs. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements.			Agreed with compliance
Develop and deliver services to address under occupation and overcrowding in homes with the resources available. Services should be focussed on the needs of tenants and will offer choices to them.			Agreed with compliance
Publish policies to include how we have made use of community housing registers, community allocations policies and local letting policies. Registered providers will clearly set out and be able to give reasons for the criteria used for excluding actual and potential tenants from consideration for allocation, mobility or mutual exchange schemes.			Agreed with compliance
Deliver allocation processes in a way which supports effective use of the full range of actual and potential tenants including those with support needs. Those who do not speak English as a first language and those who have difficulties with written English.			Agree with compliance
Minimise time that properties are empty between each letting, taking			All in agreement it should be red

into account circumstances of tenants offered properties.			- 125 days for properties to lay empty is not acceptable
Record all lettings and sales on CORE			Agreed with compliance
Registered providers shall subscribe to an internet based mutual exchange service (or pay the subscriptions of individual tenants who wish to exchange), allowing: <ul style="list-style-type: none"> • (a) a tenant to register an interest in arranging a mutual exchange through the mutual exchange service without payment of a fee • (b) the tenant to enter their current property details and the tenant's requirements for the mutual exchange property they hope to obtain • (c) the tenant to be provided with the property details of those properties where a match occurs 			
Registered providers shall ensure the provider of the internet based mutual exchange service to which they subscribe is a signatory to an agreement, such as HomeSwap Direct, under which tenants can access matches across all (or the greatest practicable number of) internet based mutual exchange services.			Agreed with compliance
Registered providers shall take reasonable steps to publicise the availability of any mutual exchange service(s) to which it subscribes to its tenants.			Agreed with Compliance
Registered providers shall provide reasonable support in using the service to tenants who do not have access to the internet.			Agreed with compliance
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.			Agreed with Compliance

<p>(b) Where they grant tenancies for a fixed term, the length of those terms.</p> <p>(c) The circumstances in which they will grant tenancies of a particular type.</p> <p>(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.</p> <p>(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.</p> <p>(f) The way in which a tenant or prospective tenant may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered, and against a decision not to grant another tenancy on the expiry of the fixed term.</p> <p>(g) Their policy on taking into account the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, including through the provision of tenancies which provide a reasonable degree of stability.</p> <p>(h) The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy.</p> <p>(i) Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members</p>			
<p>Grant general needs tenants a periodic, secure or assured tenancy or a tenancy fixed for a minimum fixed term of 5 years or exceptionally a tenancy for a minimum fixed term of no less than two years, in addition to a probationary period.</p>			<p>Agreed with compliance</p>
<p>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.</p>			<p>Agreed with level of compliance</p> <p>But Questioned whether all the right information is in the handbook</p>

When we us a probationary tenancy, these shall be for a maximum of 12 months or a maximum of 18 months when reasons for extending the probationary period have been given and when the tenant has the opportunity to request a review.			Agreed with compliance
Where registered providers choose to let homes on fixed term tenancies (including under Affordable Rent terms), they shall offer reasonable advice and assistance to those tenants where that tenancy ends.			Agreed with compliance
Make sure that the home continues to be occupied by the tenant the home is let to in accordance with the requirements in the tenancy agreement for the duration of the tenancy.			Agreed with compliance
Develop and provide services that will support tenants to maintain their tenancy and prevent unnecessary eviction			Agree with compliance
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).			It is not clear how the secure tenancies work during a mutual exchange. We cannot give it a green as they say they are meeting everything but we do not know if they are. JT- We do not know that they are not meeting the requirements. Just because we do not know does not mean we have to give it an amber PG- Everything to do with tenancies is a legal requirement; it is not for us to say All agreed it needed looking into before it could be green
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			Agree with compliance
Ensure homes meet the standards set out in section five of governments decent homes guidance and continue to meet homes to at least this standard			Agree with level of compliance

Meet the standards of design quality that applied when the homes were built as a condition of publicly funded financial assistance if these standards are higher than decent homes standards			Agree with compliance
In agreeing local offers ensure that they are set at a level not less than the standards in section six of the decent homes guidance			Agree with compliance
Provide a cost effective repairs and maintenance service to homes and communal areas that responds to the needs of and choices to tenants and have the objective of completing repairs and improvements right first time.			Do not agree with the phrase Our core aim is 'Right repair, right time, fixed, stay fixed'. This is why it should be a red. All agreed
Meet all statutory requirements that provides for the H&S of occupants in their homes			Tenant mentioned that a fire person had come into his home and said they looked at all the fire precautions and they stated they were not adequate. She updated them for us. This is why it cannot stay green
Providers may agree with the regulator a planned approach to repairs and maintenance of homes and communal arrears. This should demonstrate at an appropriate balance of planned and responsive repairs and value for money. The approach should include responsive and repairs planned and capital work, work on empty properties and adaptations.			A Tenant's views were that it should be red, as they do not have a plan. Therefore it is our job as a committee to recommend it should be red -Another tenant commented that they do have a plan, they just don't stick to it - This plan is part of the stock survey, so it should pick all these things up. So I do think they have it in hand
Registered provider shall co-operate with relevant organisations to provide an adaptations service that meets tenant needs.			-One tenant thought the adaptations part are working -Others did not agree Majority voted red