

Report to: Housing Review Board



Date of Meeting 16 March 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Self-Assessment against the Regulator of Social Housing (RSH) Consumer Standards

Report summary:

The attached presentation (Appendix 1) and self-assessment (Appendix 2) outline the current and proposed future role of the regulator and our self-assessment against the current Consumer Standards.

As part of preparation we are doing to prepare for the introduction of the Social Housing Act, the Social Housing Regulator has encouraged stock holding Local Authority landlords to self-assess themselves in detail against the current consumer standards as a way of highlighting areas that are not currently compliant. The results of this self-assessment are attached this report (Appendix 2).

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

- Members note and agree the self-assessment against the RSH Consumer standards and the actions identified
- Members agree the Annual process

Reason for recommendation:

To ensure that EDDC is complying with the Regulator for Social Housing Consumer standards and that Members are able to scrutinise and have assurance.

Officer: -Amy Gilbert-Jeans Assistant Director- Housing

Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities
- Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

Climate change Low Impact

Risk: High Risk; Failure to deliver services to tenants in line with the consumer standards, best practice and regulation could bring scrutiny from the regulator and action taken against EDDC as well as expose tenants to risk due to failures in service delivery.

Links to background information Presentation and Self-Assessment

Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
 - A greener East Devon
 - A resilient economy
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The attached presentation will take Members through this topic in detail.

The presentation provides an overview of

- The role of the Regulator of Social Housing and how the sector is currently regulated
 - Changes to Regulation being proposed as part of the Social Housing Act.
 - An overview of the Consumer Standards
 - A summary of our self-assessment
 - Areas identified that we need to focus on to strengthen compliance.
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Financial implications:

There are no financial implications at this stage

Legal implications:

There are no legal implications.