

Compliance Against the Regulatory Consumer standards

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The Regulator of Social Housing

- They set the standards that social housing landlords must meet. Landlords managing social housing have a duty to meet the consumer standards
- Ensure providers are financially viable and properly governed
- Maintain confidence of lenders to invest into the sector
- Encourage and support supply of social housing
- Ensure tenants are protected and have opportunities to be involved in the management of housing
- Ensure value for money in service delivery

Current approach to regulation

Co regulatory approach

- Boards and councillors who govern providers service delivery are responsible for ensuring their organisation is meeting the standards and for being open and accountable in how their organisation meets its objectives.
- Expects provider to support tenants in the shaping and scrutinising of service delivery and in holding boards and councillors to account.
- Expect providers to identify problems and take effective action to resolve them.
- Work with the provider to deliver the necessary corrective action
- If a provider is unable or unwilling to respond positively they can use regulatory enforcement powers

Proposed future approach to regulation

Social Housing Regulation Bill will bring about one of the most fundamental changes to Social housing regulation for over a decade

- The legislation will set new expectations on the services that landlords need to provide for their tenants.
- New Consumer regulation and standards
- Reactive inspections every 4 years considering feedback from tenants, board reports on service performance, evidence from the Housing Ombudsman
- Tenant satisfaction measures
- Look at assurances councillors are getting about the quality of homes, service performance and their engagement with residents.
- Stronger powers if things go wrong (improvement plans / sanctions)
- Publish conclusions from individual consumer inspections

Landlords need to ensure they are prepared for Consumer regulation to start in April 2024

Regulatory Standards - set out expectations of the regulator

Economic standards (excludes Local authorities)

- Governance and financial viability standard
- Value for money
- Rent standard

Consumer standards (Currently being reviewed)

- Tenant involvement and empowerment standard
- Home standard
- Tenancy standard
- Neighbourhood and Community standard

We have previously reported to the Housing Review Board on the Consumer standards.

The Consumer Standards

Tenant involvement and empowerment standard

- Customer service and choice
- Involvement and empowerment
- Understanding and responding to the diverse needs of tenants

Home standard

- Quality of accommodation
- Repairs and maintenance

Tenancy standard

- Allocation and mutual exchanges
- Tenure

Neighbourhood and Community standard

- Neighbourhood management
- Local area co operation
- Anti-social behaviour

Our self assessment (Appendix 1)

Self assessment provides details of:

- Where we meet the standard
- Where we meet the standard and have further work to strengthen our compliance
- Where we do not meet the standard
- The further actions we are proposing to take

Our assessment demonstrates that we meet the following three standards although we have further work we can do to strengthen our compliance:

- **Tenant involvement and empowerment standard**
- **Tenancy standard**
- **Neighbourhood and Community standard**

We do not fully meet the Home standard :

- **As we are unable to demonstrate : 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**

Further work we need to do to strengthen our compliance with the standard

- Carry out a tenant profiling exercise to better understand the needs of our tenants
- Review our Resident engagement strategy
- Introduce RSH tenant satisfaction measures
- Tenant inspectors / mystery shoppers
- Fairness strategy
- Review service standards and service level agreements
- Review the contents of future annual reports
- Improve how we communicate the outcomes of complaints performance and learning
- Training for tenants
- Review and improve website
- Review voids policy
- Introduce estate inspections and tenancy visits
- Complete stock condition survey and ensure we meet the Decent homes standard

Recommendations

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

Going forward

- Carry out a further Self-assessment when the new revised Consumer Standards are published
- Consult with a panel of tenants and residents to seek their assurance on our self assessment.
- HRB to formally receive the self assessment as part of our governance assurances.
- Prepare for the new Consumer regulation