





Feb 2023


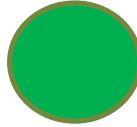
Regulator of Social Housing
Regulatory Consumer Standards

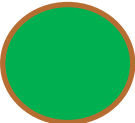
We meet the standard	
We meet the standard but have further work to do	
We do not meet the standard and have work to do	

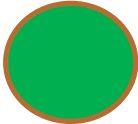
Tenant Involvement and Empowerment Standard


WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
Provide choices, information and communication that is appropriate to the diverse needs of tenants in the delivery of all standards	<p>We communicate with our tenants through a number of different routes. The EDDC website and social media page are used alongside traditional approaches such as our tenant magazine and noticeboards in our offices and supported housing schemes.</p> <p>Tenants can access our service via:</p> <ul style="list-style-type: none"> • Telephone staff • Pre-planned surgeries and Social Value days across the district 		<p>We are also planning to gather more information about our tenants through a tenant profiling exercise to help ensure that the services we provide are relevant and inclusive and to better understand our tenants needs including how they wish to communicate with us.</p> <p>We are developing our tenant portal so customers can access</p>

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	<ul style="list-style-type: none"> • Face-to-face at our offices on an appointment basis. • Home visits via appointment <p>Letters and documents are available in large print or braille. We also use Language line to aid in communication where required for those tenants for whom English is not their first language.</p> <p>An indicator on Open Housing computer system highlights individual requirements and is used to help ensure that we consider needs when communicating.</p> <p>Our webpages and policy documents conform to .Gov accessibility guidelines to ensure that this information is easily understood by all.</p> <p>We produce an Annual report that is published in our tenant magazine and online.</p> <p>New tenants are provided with comprehensive information packs at sign up, including our tenant handbook which provides a handy one stop guide to everything a tenant needs to know about their tenancy and who to contact for repairs or other estate management services.</p> <p>Our website has lots of information about the standard of service tenants can expect .</p>		<p>more information and self serve at a time that is convenient to them.</p>


WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
<p>Approach to complaints is clean, simple and accessible and ensures that responses are resolved promptly, politely and fairly.</p>	<p>The Housing Service uses the EDDC Corporate complaints procedure and policy for formal complaints. This policy has been assessed against the new Ombudsman code of practice in October 2022 to ensure compliance with the latest guidance. Formal complaints are managed by the EDDC Complaints team rather than the housing service which provides a level of objectivity.</p>		<p>We will review the role of the Designated tenant panel in light of the removal of the democratic filter as part of our review of the Resident Engagement Strategy</p>
<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 	<p>Our Community Engagement strategy sets out how we plan to involve tenants in all aspects of the housing service. The Covid pandemic meant that many of our plans were put on hold due to social distancing restrictions and the need to keep our tenants and staff safe.</p> <p>We have a dedicated Communities Team who work with our tenants on a day to day basis, organising events and other participation activities.</p> <p>We have a number of resident involvement groups:</p> <ul style="list-style-type: none"> • Resident Involvement Management Group • Scrutiny Group • Joint Community action Panel • Repairs and Maintenance Service review Group 		<p>Our Community Engagement strategy is being reviewed. This is likely to carry over strategic objectives delayed by Covid as well as introduce new and innovative ways to increase and maximise tenant involvement in the housing service.</p> <p>A Tenant Satisfaction survey, aligned with the new requirements set out in the White Paper is being distributed in February 2023,</p> <p>We are looking to re-introduce Tenant inspectors / mystery shoppers</p> <p>Tenants will be involved in the review of our specification and procedures for communal cleaning</p>


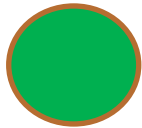

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<p>with the landlord and sharing in savings made</p> <ul style="list-style-type: none"> • Agreeing local offers for service delivery 	<ul style="list-style-type: none"> • Designated Tenant Panel • Community Initiative Fund Panel • Conference Committee • Editorial Group <p>The Housing Review Board make recommending actions to the Cabinet and Council. Regular reports and policy updates are sent to this group for approval, along with quarterly performance monitoring information. Tenant representatives sit on this group alongside Councillors, holding housing service managers to account bi-monthly.</p> <p>Have your say forms and repairs feedback forms are regularly used to assess our performance and to gather tenant views on housing service delivery.</p> <p>Tenant consultation is built into the policy and strategy review process to ensure that tenant views are considered and captured</p>		<p>and grounds maintenance in August 2023</p>
<p>Treat all tenants with fairness and respect</p>	<p>We set out our commitment to tenants in relation to how we will communicate with and treat our tenants on our website</p> <p>Our Housing Mental Health strategy sets out how we will ensure that we will always consider the impact of any activity on the mental health and well-being of our tenants.</p>		<p>We intend to carry out a number of activities to further embed fairness and respect into our service. We are developing a Fairness strategy, a Faith calendar to raise our own awareness of significant religious dates and events and a Cultural information sheet for staff in the next year.</p>



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			<p>Our Tenant profiling work will also provide us to understand the needs of our tenants with more information to minimise the risk of unintentionally offending or discriminating against any of our tenants</p> <p>We will also be introducing End Of Year Analysis by ethnicity standards to help assess our performance in this area. Treating our tenants with respect and fairness will be a key part of our revised Community Engagement Strategy.</p> <p>We are developing an action plan to implement objectives the Mental Health Strategy</p>
<p>Demonstrate how we understand the different need of tenants. In relation to the equality standards and tenants with additional support needs</p>	<p>We have a Needs indicator on our OPENHousing system that helps our staff identify any factors that need to be considered when assisting specific tenants.</p> <p>Our Estate management and mobile support officers have a detailed knowledge of our supported housing tenants and are able to adapt their behaviours to ensure that specific tenant needs are met.</p>		<p>We are developing a Fairness strategy, a Faith calendar to raise our own awareness of significant religious dates and events and a Cultural information sheet for staff in the next year.</p> <p>Our Tenant profiling work will also provide us with more information to minimise the risk of unintentionally</p>


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	Letters and documents are available in large print or braille. We also use Language line to aid in communication where required for those tenants for whom English is not their first language.		offending or discriminating against any of our tenants We will also be introducing End Of Year Analysis by ethnicity standards to help assess our performance in this area.
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 	<p>Our Housing matters magazine provides information on our services as well as updates and news of events and activities that have taken place.</p> <p>Our Website contains information covering all aspects of the housing service and standards of service</p> <p>Our tenant handbook, provided to all tenants when they move in to their property also provides a comprehensive overview of the services available to tenants. It also covers all aspects of their tenancy agreement including both tenant and landlord responsibilities. Sheltered/Supported housing tenants have their own handbook that covers the same areas.</p> <p>We provide regular performance information to our Housing Review Board and produce an annual report for tenants which provides</p>		<p>We will be providing more information on Displays in offices and on Notice Boards in our communal areas and community centres to further improve our information sharing.</p> <p>We are reviewing our Annual reports structure to reflect changes in the requirements of the Regulator for Social Housing. An annual tenant satisfaction survey will provide a comparative performance summary compared to other social landlords for tenants. This will be done alongside enhanced management information reports to demonstrate our compliance against a number of key criteria and health and safety requirements. This will also be comparable with other organisations so that tenants can</p>

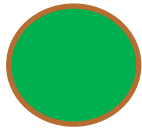

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	<p>information on how we have performed over the year.</p> <p>We have an internal KPI dashboard that provides managers and Housing Review Board members with up to date performance information.</p> <p>Our Community engagement strategy demonstrates how we involve tenants in all aspects of the Housing Service</p> <p>Tenants can contact us by email, phone or in person. We also use “Have your say” forms to enable tenants to provide us with feedback. We have a repairs feedback form that all tenants are given following a repair being undertaken at their property.</p> <p>Our Tenancy agreements set out both tenant and landlord responsibilities. These are also set out in the tenant handbook provided to all tenants at the start of their tenancy as part of the information pack.</p> <p>We set out our commitment to tenants in relation to how we will communicate with and treat our tenants on our website</p> <p>Our Complaints policy and procedure set out how we deal with complaints, the timescales for response, and what steps tenants can take</p>		<p>compare our performance against that of our peers.</p> <p>We will be reviewing and updating our webpages to make sure that information provided is clear and comprehensive for our tenants.</p> <p>We are intending to review our tenant Handbooks to ensure they continue to be fit for purpose.</p> <p>Our Community Engagement strategy is being reviewed.</p>



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	<p>if they are dissatisfied with our response to their issue.</p> <p>Phone calls and letters for repairs to tenants who are unable to be contacted</p> <p>We have a Repairs Appointment system in place designed to keep tenants informed of the progress of their repair. We will call tenants in relation to this or write a letter to them if they are unable to be contacted in another way.</p>		
<p>Set out a range of ways for tenants to express a complaint and set out clear service standards for responding to complaints</p>	<p>We carried out a self-assessment in line with the Housing Ombudsman Complaint Handling Code in Oct 2022 and are satisfied that our Corporate complaints policy is fit for purpose. This sets out clear expectations and standards for responding to formal complaints.</p> <p>Tenants are able to express dissatisfaction with our service via telephone, letter, email or in person. However, should they wish to make a formal request, this will have to be done in writing. We have a complaints form on our website, but we will also accept letters to our Information and Complaints Officer at our office address or emails directed to complaints@eastdevon.gov.uk</p> <p>Our Tenant and Sheltered Tenant Handbooks also set out our complaints procedure for tenants' information</p>		<p>The corporate complaints policy will continue to be reviewed against the Housing Ombudsman Code of Practice on an annual basis.</p> <p>Our tenant handbooks will also be reviewed to ensure they continue to provide tenants with all the information they need. This will include how they can complain about the service they have received from us.</p> <p>We will ensure all staff receive training in complaint handling</p>


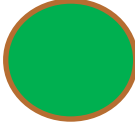
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Include in policy how complaints can be made about performance against standards and details of what to do if they are unhappy about the outcome of the complaint	Our Corporate complaints policy and process is the route for all complaints against the housing service. This sets out the two stage complaints process and how they can escalate issues to stage 2 and then directly to the Housing Ombudsman if necessary if they are unhappy about the outcome of the complaint		
Inform tenants on how we use complaints to improve the service	<p>As set out in our Corporate complaints policy, we are committed to learning from complaints and using complaints information to drive efficiencies and service improvements.</p> <p>A Report is taken to Cabinet detailing all formal complaints made against the council, and the outcomes and learning from complaints are published on our web site.</p>		<p>We will provide a regular complaint review report to HRB which will include what learning we have taken away from each complaint.</p> <p>As part of our review of the Annual report, we will be looking to expand the amount of information we provide in relation to complaints</p> <p>We will work with our corporate complaints team to add learning objectives for each complaint on the website.</p>
Publish information about complaints each year including number, nature and the outcome of the complaint	We publish the number of complaints made against the housing service in our magazine, Housing matters . This information is also included in our annual report.		<p>As part of our review of the Annual report, we will be looking to expand the amount of information we provide in relation to complaints</p> <p>We will work with our corporate complaints team to add learning</p>

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			objectives for each complaint on the website.
Accept complaints made by advocates authorised to act on tenants behalf	Our Corporate complaints policy sets out that we accept complaints made by advocates as required.		
Support tenants to exercise their right to manage or otherwise exercise housing management where appropriate	<p>Our Community Engagement strategy sets out how we plan to involve tenants in all aspects of the housing service.</p> <p>We have a dedicated Communities Team who work with our tenants on a day to day basis, organising events and other participation activities.</p> <p>We have a number of resident involvement groups:</p> <ul style="list-style-type: none"> • Resident Involvement Management Group • Scrutiny Group • Joint Community action Panel • Repairs and Maintenance Service review Group • Designated Tenant Panel • Community Initiative Fund Panel • Conference Committee • Editorial Group 		<p>We will be developing an annual training programme for tenants so that they can maximise their ability to work with officers to improve the housing service</p> <p>We will be reviewing and updating the getting involved booklet and web pages</p> <p>We are reviewing our Resident Engagement Strategy</p>

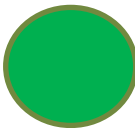
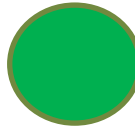
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	<p>The Housing Review Board make recommending actions to the Cabinet and Council. Regular reports and policy updates are sent to this group for approval, along with quarterly performance monitoring information. Tenant representatives sit on this group alongside Councillors, holding housing service managers to account bi-monthly.</p>		
<p>Support the formation and activities of tenant panels or equivalent groups in a constructive and timely manner</p>	<p>Our Community Engagement strategy sets out how we will engage with our tenants, including through the formation of resident involvement groups. The following groups are all in place</p> <ul style="list-style-type: none"> • Resident Involvement Management Group • Scrutiny Group • Joint Community action Panel • Repairs and Maintenance Service review Group • Designated Tenant Panel • Community Initiative Fund Panel • Conference Committee • Editorial Group <p>Our Housing Review Board, with tenant representatives alongside elected councillors as members, provide scrutiny of overall performance.</p>		<p>We are working in partnership with our tenants to review our Community Engagement strategy to make sure we are making use of all avenues to encourage tenant involvement across the housing service.</p>



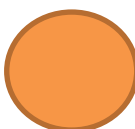
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	<p>We use our Getting involved booklet, website and articles in the Housing Matters magazine to encourage participation in the above groups</p> <p>These groups are supported by the tenant participation team and have the full backing of senior management and directors.</p>		
<p>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</p>	<p>We have a KPI dashboard which provides a live summary of performance across a number of service areas. This information is regularly reported to HRB and all forums and is available online.</p> <p>We produce an annual report that provides annual performance figures compared with previous years as well as budget information</p> <p>Our Housing Matters magazine also provides information on how we have performed as a housing service.</p>		<p>We are reviewing our annual report and website to ensure that we provide information that our tenants wish to see alongside that which is statutorily required.</p> <p>We are also developing a formal Reporting framework to support our KPI dashboard and HRB reporting.</p>
<p>Provide support to tenants to build their capacity to be more effectively involved</p>	<p>Our Community Engagement strategy sets out how we will support our tenants to be able to become more involved with the housing service.</p> <p>Our Communities Team and tenant participation team are both in place to support tenants to be more involved.</p>		<p>We will be reviewing our Community Engagement strategy to ensure that we continue to provide tenants with every opportunity to become effectively involved with the housing service</p> <p>We are also developing a Training plan for our tenants which will</p>

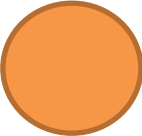

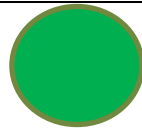
WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
	We advertise for tenant involvement through Getting involved booklet, our Housing Matters magazine and through our Annual conference, which provides opportunities for tenants to become actively involved in the running of the housing service.		provide them with skills to help them effectively engage with officers and fellow tenants to improve our service We will review our “getting involved” booklet
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	<p>Our Community Engagement strategy sets out how we will consult with tenants on all matters relating the housing service.</p> <p>Our Housing Review Board scrutinises performance monitoring reports on a quarterly basis, and all tenants are provided with annual statistics through our annual report.</p>		<p>Community Engagement strategy Review is being undertaken this year</p> <p>The annual tenant Satisfaction survey will provide year on year comparative data for tenants, alongside reporting of performance management information</p> <p>We will work with tenants as we review the specification and procedure for our cleaning and grounds maintenance contracts</p>
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	We are compliant with this requirement. We comply with all statutory consultation requirements should any changes be made to management arrangements or tenancy agreements.		


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Providers shall consult with tenants at least once every three years on the best way of involving tenants in the governance and scrutiny of the organisations housing management services	We review our Community Engagement strategy every 3 years. This is done in consultation with our tenants.		Our Community Engagement Strategy is being reviewed.
Demonstrate how we respond to tenants needs in the way we provide services and communicate with tenants.	<p>Letters and other documents are available in large print or braille. We also use a Language line to aid in communication where required for those tenants for whom English is not their first language. An indicator on Open Housing computer system highlighting individual requirement is used to help ensure that we consider their needs when communicating with them.</p> <p>Our webpages and policy documents conform to .Gov accessibility guidelines to ensure that this information is easily understood by all.</p> <p>Our Housing Matters magazine is available both as a hard copy, sent to tenant's home, but also online.</p>		<p>We will develop a Communication strategy which will demonstrate how we respond to tenants needs</p> <p>We are also reviewing our website to make sure it remains relevant and easy to access and navigate</p> <p>Our "Getting to know you – tenant profiling" exercise will also help inform our service delivery as we will be able to adapt our services to meet needs that may be identified.</p>






Neighbourhood and Community Standard


WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
Keep neighbourhood and communal areas associated with homes clean and safe.	<p>We have a maintenance SLA in place with Streetscene to deliver Grass cutting / weeding / hedge trimming around our estates.</p> <p>We have a cleaning SLA in place with Streetscene for maintaining our communal areas</p> <p>Our repairs contractor delivers Social value days on our estates, with officers and repairs/maintenance staff on hand to help tenants on an ad hoc basis, provide a skip for rubbish removal and other activities.</p>		<p>We will be reviewing the Specification and procedure for both our maintenance and cleaning SLAs</p> <p>We will be implementing an Estate inspections procedure to proactive identify and remedy any issues on our estates and communal areas.</p>
Work in partnership with tenants and other providers and public bodies	<p>We have a number of internal resident involvement groups that we work with:</p> <p>Resident Involvement Management Group Scrutiny Group Joint Community action Panel Repairs and Maintenance Service review Group Designated Tenant Panel Community Initiative Fund Panel Conference Committee Editorial Group</p> <p>We also link in with other local social landlords and community safety partnerships, recognising our role as a local authority</p>		<p>We will be implementing Estate inspections with tenants and other providers / contractors to proactively manage our neighbourhoods, estates and communal areas</p> <p>All of our tenant participation groups will be reviewed and relaunched as part of the Community Engagement Review</p>

WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
	landlord in maintaining the safety and cleanliness of our neighbourhoods		
Co-operate with relevant partners to help promote social, environmental and economic well-being in the areas where we own properties.	<p>We work with a number of local partners to facilitate this, including</p> <ul style="list-style-type: none"> • Homemaker • Finance Resilience Team • Poverty Panel • Referrals to Jobcentre • Referrals to CAB • Police Service • Fire Service • Social Services • Charities 		
Publish a policy on how we work in partnership with other agencies to prevent and tackle ASB in the neighbourhoods	Our ASB policy sets out how we work with other agencies to tackle anti-social behaviour. This is available on our website		Our Anti-Social behaviour policy and procedure are being reviewed
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.	<p>We have an existing Grass cutting / weeding / hedge trimming SLA in place with Street scene</p> <p>We have a Cleaning SLA in place with Streetscene</p>		<p>We will review the specification and procedure of both the maintenance and cleaning SLAs in partnership with our tenants</p> <p>We will be working with tenants to develop and implement an Estate inspections procedure</p>
Identify and publish roles we are able to play within areas we have properties.	Our Website provides information on how we manage our estates, including how tenants can contact us ,		The review of our Annual report structure will look at how best to demonstrate the work we do within our neighbourhoods to keep them clean and safe.

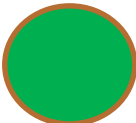
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	Our ASB policy sets out how we work within our community to reduce and tackle anti-social behaviour		<p>We are reviewing the housing pages of the EDDC website to ensure that they provide accurate and comprehensive information for tenants and other interested parties.</p> <p>Our ASB policy is being reviewed this year</p>
Tenants are made aware of their responsibilities to address ASB, and their rights.	<p>Our Tenancy agreements set out tenants' responsibilities and rights in relation to Anti-Social Behaviour. This information is also contained within our tenant handbooks.</p> <p>As part of the Sign up process, tenants are reminded of their responsibilities in this area, but also how they can contact us if they experience anti-social behaviour.</p> <p>Housing Matters articles provide the opportunity to help tenants address any anti-social behaviour, how to report it if they are unable to resolve any issues themselves, and what the potential consequences of persistent anti-social behaviour might be, both in terms of the impact for the victims of such behaviour, but also for the perpetrator.</p>		<p>We are reviewing our tenant handbooks to make sure that the information contained within it is up to date, relevant and informative.</p>
Strong leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of	We are active members of the East & Mid Devon Community Safety Partnership , a multi-agency group set up to work together to keep our communities safe through information		






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<p>responsibilities with local agencies.</p>	<p>sharing and joint working. We also take part in Bi weekly TIMS meeting (District Neighbourhood Policing Teams)</p> <p>Our ASB policy also sets out our responsibilities on preventing and tackling anti-social behaviour including the importance of joint working with local agencies</p> <p>We have appointed a new ASB officer who will lead on our ASB response and support our other officers in this area</p> <p>EDDC has its own Internal legal team who support us as and when ASB results in court proceedings. They also help to ensure that any action we do take is legal and proportionate.</p>		<p>We are reviewing our ASB policy to make sure it continues to be fit for purpose.</p> <p>We will create a separate housing ASB budget in line with good practice and audit purposes</p>
<p>Strong focus on preventative measure tailored towards the needs of tenants and their families.</p>	<p>Our ASB policy explains that our priority will always be to prevent ASB, with enforcement action coming only after other avenues for resolution have been exhausted. Our officers work hard to understand the root causes of such behaviours They will always seek to resolve matters amicably rather than resorting to evictions and court procedures, whilst ensuring that the safety and security of our tenants remains a top priority.</p> <p>We have specifically trained staff, including our Mental Health Officer and ASB officer, who</p>		<p>Our Community Engagement strategy review will address how we communicate with our tenants in relation to Anti-social behaviour, and how they can help to reduce it.</p> <p>We are reviewing our ASB policy to ensure that it continues to reflect our aims and objectives.</p> <p>We are also producing an implementation plan for our new Housing Mental Health Strategy, which will make sure that we are considering the mental health of our</p>

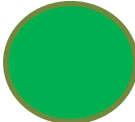

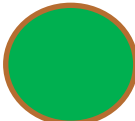
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	can support our other colleagues where required to resolve ASB issues.		tenants in assessing any issues that may arise We will be developing area based community development plans which will include preventative work Our ASB policy is being reviewed
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	Our ASB policy includes variety of methods to ensure resolution		Our ASB policy is being reviewed
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	Our ASB policy and procedure enables variety of methods to report ASB including face to face, via email, letter or over the telephone. We are committed to keeping our tenants informed in the progress of their case		Our ASB policy is being reviewed
Provision of support to victims and witnesses.	ASB policy		Our ASB policy is being reviewed
Named individual who will act as a point of contact for dealing with queries and who involves other staff with specialist expertise where necessary.	Tenancy Manager – Adam Cornish		
Provide timely and relevant information to the regulation that relates to current and future non-compliance with the economic standards.	EDDC commit to this requirement and are compliant		

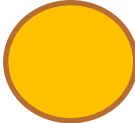

WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
Provide financial and statistical data through NROSH	EDDC commit to this requirement and are compliant		




Tenant Standard




WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
<p>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:</p> <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>	<p>All EDDC properties allocated in accordance with the detailed guidance provided through the EDDC Housing Allocation Policy which explains how the Council's Housing Service will use Devon Home Choice to allocate homes available to rent. The Devon Home Choice policy is very prescriptive and sets out how properties are let.</p> <p>(a) Reference 3.1.8.6 of the EDDC Housing Allocation Policy –to make best use of our stock within the district</p> <p>(b) Reference 3.2.1 and 3.2.5 of the EDDC Housing Allocation Policy– confirmation that the allocation system meets the Council's statutory duties to those in greatest housing need</p> <p>(c) 3.1.8 of the EDDC Housing Allocation Policy lists how the Council's objectives</p>		<p>We will add specific reference to how the housing allocation policy</p>

WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
	will be met but there is no specific reference to 'sustainable communities' –		will contribute towards sustainable communities by April 2023
Clear application, decision-making and appeal process	The Devon Home Choice Policy provides clear guidance on how to apply for housing (section 2.1), how decisions are made (section 2.9) and how to request a review (4.2.1)		
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.	Detailed explanation of the mutual exchange process and assistance is available within the EDDC Mutual Exchange Policy . Reference is also made to mutual exchanges in section 12 of the Tenancy Policy		
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.	Tenancy types and conditions listed within section 4 of the Tenancy Policy including introductory, secure, flexible, demoted, non-secure tenancies and also licences. Note - Reference made to the management of flexible tenancies under 2.2 Tenure, below)		
They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.	All forms of tenancy and license agreements are approved by the Council's Legal Team to ensure statutory and legal requirements are met		
Registered providers shall co-operate with local authorities' strategic housing function, and their duties to meet identified	EDDC holds the statutory responsibility for Homelessness – an objective of the EDDC Housing Allocation Policy listed under 3.1.8.5 is to prevent homelessness and to reduce the		


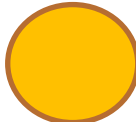
WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
local housing needs. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements.	use of temporary accommodation through an effective prioritisation scheme. Reasonable preference is awarded for homeless applicants as confirmed within sections 3.8.1.1 and 3.8.1.2 of the EDDC Housing Allocation Policy		
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.	Reasonable preference is awarded to applicants who are occupying insanitary or overcrowded housing as confirmed under 3.8.1.3 of the EDDC Housing Allocation Policy . Downsizing is referenced under section 9 of the Tenancy Policy , but is not referenced in the Housing Allocation Policy		Report being taken to the Housing Review Board on 18.01.23 with a recommendation that a downsizing paragraph will be added to the EDDC Housing Allocation Policy , in consultation with tenants.
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.	The EDDC Housing Allocation Policy confirms how properties are allocated via the Devon Home Choice scheme (section 3.1.3 of the Policy) including eligibility (3.3) and ineligibility		
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	Steps in place to assist applicants with support needs are in place i.e. potential over-the phone assistance with completing or amending applications, and home visits for the same purpose.		We will incorporate avenues of assistance for applicants who may face barriers, including those with support needs or who do not speak English as their first language, into



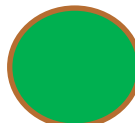

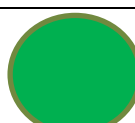
WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
language and those who have difficulties with written English.	The Devon Home Choice website uses Google Translator for applicants who do not speak English as a first language However, these steps are not recorded currently within the Housing Allocation Policy and will need to be added. Reference is made to 'potential barriers to participating in Devon Home Choice' under section 7 of the Devon Home Choice Policy , including applicants who do not speak English as a first language and also applicants with literacy problems		the Housing Allocation Policy by April 2023
Minimise time that properties are empty between each letting, taking into account circumstances of tenants offered properties.	Section 2.3 of the Void Management Policy states that the policy will help to 'minimise rent loss through reducing the length of the void period and repair costs'. However, no reference is made towards taking into account the circumstances of tenants under offer, so this will need to be factored in – will also capture the need for balance between efficient void allocations and the responsibility for 'ensuring that the right people are placed in the right property on the right type of tenancy as stated in section 15.1 of the Tenancy Policy		Housing Void Management Policy to be reviewed in June 2023 to ensure the points here are captured
Record all lettings and sales on CORE	All allocations/lettings of housing properties are recorded by the Allocations team through the CORE process, confirmation needed for property sales (right to buys)		We will confirm sales through RTB are being recorded by April 2023


WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
Provide tenants wishing to move with access to clear and relevant advice about housing options.	Information for tenants is provided through the EDDC Website , the tenant magazine and the tenant handbook		
<p>Registered providers shall subscribe to an internet based mutual exchange service (or pay the subscriptions of individual tenants who wish to exchange), allowing:</p> <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 	<p>EDDC subscribe to Homeswapper, an internet based mutual exchange service – reference is made via 12.5 of the EDDC Tenancy Policy. The following criteria are met:</p> <p>a) EDDC pay the subscription fee</p> <p>b) details can be added via HomeSwapper</p> <p>c) details are provided via the HomeSwapper website.</p>		
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	We have an existing agreement in place with HomeSwapper		

WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
which tenants can access matches across all (or the greatest practicable number of) internet based mutual exchange services.			
Registered providers shall take reasonable steps to publicise the availability of any mutual exchange service(s) to which it subscribes to its tenants.	The mutual exchange service is advertised via the EDDC website and (see below)		
Registered providers shall provide reasonable support in using the service to tenants who do not have access to the internet.	Information is provided within the tenant handbook Face to face appointments and home visits can be arranged		Examine how else we can reach tenants with no internet access
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. (b) Where they grant tenancies for a fixed term, the length of those terms.	The Tenancy Policy lays out the Councils' approach to tenancy management including specific paragraphs on tenancy sustainment and tackling tenancy fraud (a) type of tenancies granted are listed within section 4 of the Tenancy Policy (b) fixed term/flexible tenancies acknowledged in section 4.3 of the Tenancy Policy		

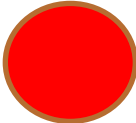


WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
<p>(c) The circumstances in which they will grant tenancies of a particular type.</p> <p>(d) Any exceptional circumstances in which they will grant fixed term tenancies for a term of less than five years in general 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</p>	<p>(c) the circumstances in which particular types of tenancy will be granted is confirmed within 4.3.5 and 4.3.6 of the Tenancy Policy</p> <p>(d) the circumstances in which shorter term fixed term policies will be granted is confirmed within 4.3.6 and 4.3.7 of the Tenancy Policy</p> <p>(e) The circumstances in which we may or may not grant another tenancy on the expiry of the fixed term, in the same property or in a different property is confirmed within 4.3.10 of the Tenancy Policy</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 is confirmed within 4.3.15 and 4.3.16 of the Tenancy Policy</p> <p>(g) how we take 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 is set out in</p>		


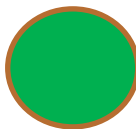
WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
<p>provide a reasonable degree of stability.</p> <p>(h) The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy.</p> <p>(i) Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members</p>	<p>sections 4.3.4, 4.3.5 and 4.3.11 of the Tenancy Policy</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 is set out in 4.3.12 of the Tenancy Policy</p> <p>(i) Section 3.6 of the Succession Policy sets out our approach 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>Lengths of flexible tenancies covered within 4.3.6 and 4.3.7 of the Tenancy Policy</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>Flexible tenancy reviews detailed within 4.3.9, 4.3.10, 4.3.11 and 4.3.12 of the Tenancy Policy</p>		<p>A process for undertaking and recording that flexible tenancy reviews are being carried out and recorded will be in place by end February 2023</p>

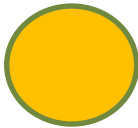
WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
When we us a probationary tenancy, these shall be for a maximum of 12 months or a maximum of 18 months when reasons for extending the probationary period have been given and when the tenant has the opportunity to request a review.	Conditions of the probationary/introductory tenancies are recorded within section 4.1 of the Tenancy Policy Section 4.1.2 clarifies timescales – usually 12 months from the tenancy start date but in certain circumstances (listed under 4.1.5) they can be extended		
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.	4.3.12 of the Tenancy Policy		
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.	Tackling tenancy fraud is covered within section 6 of the Tenancy Policy		Tenancy visits will be re-introduced by April 2023
Develop and provide services that will support tenants to maintain their tenancy and prevent unnecessary eviction.	Tenancy sustainment is covered within section 5 of the Tenancy Policy		
Registered providers shall grant those who were social housing tenants on the day on which section 154 of the Localism Act	Section 11.1 of the Tenancy Policy confirms that for secure tenants who transfer to another property, we will ensure that they are given another secure property		

WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
<p>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).</p>			
<p>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.</p>	<p>Security of tenancy for tenants who have been moved into alternative accommodation during any redevelopment or other works is confirmed under section 3.12 of the Decant Policy</p>		<p>Decant policy review</p>

Home Standard

WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
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	We have limited amount of data on our system in relation to the Decent Homes standard		External consultant has been engaged to carry out a 100% stock condition survey. This will include the current status in relation to decent homes standard, providing a baseline for our stock and inform all future work programmes and budget planning.
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	All of our homes were built in accordance with the regulations in place at the time. .		All future new build homes will be constructed in strict accordance with all statutory regulations and guidance in place at the time, including the latest versions of Decent Homes
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	Works programmes implemented take account of the requirements of the Decent Homes standard to ensure that the minimum requirements are achieved.		Works programmes implemented take account of the requirements of decent homes to ensure that the minimum requirements are achieved. Planned retrofit works across our housing stock will focus on maximising the energy performance and thermal comfort of our housing stock Programmes will be informed once we have received and analysed the findings of the Stock Condition Survey Review of lettable standard

WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
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.	<p>We have a long term Integrated Asset Management Contract and other contractual arrangement for specific areas of work (e.g. gas, lift servicing etc.)</p> <p>Our core aim is 'Right repair, right time, fixed, stay fixed'.</p> <p>Choice is provided to our Tenants through our Planned Works Component Upgrade programmes. Generally repairs are on a like for like basis</p> <p>Cyclical servicing in line with Statutory Regulations is carried out under defined programmes in accordance with set timescales to ensure that our homes are fully compliant and Tenants can feel safe in their homes.</p>		<p>Continue to deliver and aim for further service improvement</p> <p>Carry out repairs cost benchmarking through Housemarek</p>
Meet all statutory requirements that provides for the H&S of occupants in their homes	<p>We have policies in place to support all statutory regulation for cyclical servicing and compliance work streams delivered across our housing stock</p> <p>These policies are publicised on our website and are available in writing on request</p> <p>Gas safety policy</p> <p>Fire safety policy</p> <p>Legionella policy</p> <p>Asbestos policy and management plan</p> <p>Electrical safety checks</p> <p>Corporate Emergency Response plan</p> <p>Related procedures are also in place:</p> <p>Fire risk assessments</p>		<p>New wave of fire risk assessments</p> <p>Implementing fire door inspection programme in line with updated legislation</p> <p>Implementing a new gas servicing regime</p> <p>Procure a new electrical testing programme</p> <p>Compliance dashboard</p>

WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
	Weekly health and safety and fire safety checks Fire alarm and smoke detector testing		
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.	<p>The Integrated Asset Management Contract has been commissioned with a view to moving towards a 70:30 ratio of planned to reactive works. Additional works may be undertaken at void stage, particularly when major works are required.</p> <p>We have an active Adaptations programme working with Occupational Therapists/specialist services to meet the needs of our Tenants.</p> <p>Value for money - Repairs are assessed on their merits. Where a component upgrade is deemed to be required, then it will added to the following year's planned works programme, rather than being carried out as a reactive component upgrade at higher cost. Repairs will be carried out in the intervening period.</p>		<p>Ongoing service delivery will continue to meet this requirement</p> <p>Stock condition survey and asset management plan to be developed</p>
Registered provider shall co-operate with relevant organisations to provide an adaptations service that meets tenant needs.	<p>We have established working relationships with hospital discharge, medical practitioners, adult and child social services, and occupational therapists for the delivery of our adaptations work streams that meet our tenants' specific needs</p> <p>We have a Landlord disabled adaptations policy that details our commitments in this area</p>	