



# Regulator for Social Housing – Consumer Standards

Compliance Assessment and Improvement Plan

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# Introduction to Social Housing Regulatory Reform

- 2020 Charter for Social Housing Residents
- Addressing Health and Safety in the sector
- Redressing the balance between social landlords and tenants
- 4 New Consumer Standards and increased powers for the Regulator



Regulator of  
Social Housing

# Compliance Position

Safety and Quality	Transparency, Influence and Accountability	Neighbourhood and Community	Tenancy
Stock Quality	Fairness and Respect	Safety of Shared Spaces	Allocations and Lettings
Decency	Diverse Needs	Local Cooperation	Tenure
Health and Safety	Engagement with Tenants	Anti-social Behaviour and Hate Incidents	Mutual Exchange
Repairs, Maintenance and Planned Works	Information about Landlord Services	Domestic Abuse	Tenancy Sustainment and Evictions
Adaptations	Performance Information		
	Complaints		

# Safety and Quality

- **Stock Quality**

*accurate, up to date and evidenced understanding of the condition of their homes*

- **Decency**

*homes must meet the standard set out in section five of the Government's Decent Homes Guidance*

- **Health and Safety**

*must identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas.*



# Transparency, Influence and Accountability

- **Diverse Needs**

*understand the diverse needs of tenants and assess whether their housing and landlord services deliver fair and equitable outcomes for tenants.*

- **Engagement with Tenants**

*must take tenants' views into account in their decision-making about how landlord services are delivered and demonstrate how tenant views have been considered.*

- **Information about Landlord Services**

*must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.*

# Self-Referral

- Member Seminar
- Self-referral to RSH 9<sup>th</sup> May 2024
- Awaiting response from the Regulator
- Improvement Framework

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# Improvement Framework

## Key Drivers

### Legislative Requirements

RSH Consumer Standards, Housing Ombudsman Code, Health and Safety

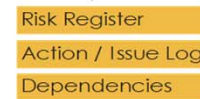
### Resident Voice

TSMs, repairs and complaints data, tenant panels

### HRA Health Check

9 Headline Issues

North Yorkshire Housing Strategy  
People, Places, Homes

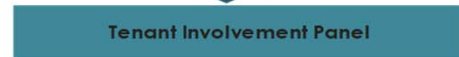


Key indicators measuring the performance of the housing service, compliance and impact of improvements made.

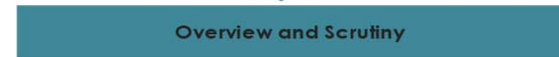
Summary of risks and issues to manage, project risks and risk associated with not taking action.

Ongoing programme of resident, staff and member engagement to ensure that resident voices are heard and understood in the design, delivery and evaluation of housing services.

**Monitored monthly by** Housing Leadership Team  
**Reported 4 weekly via** Highlight Report



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# Improvement Plan

- **X** Actions
- Prioritised using a risk-based approach
- Integrated with corporate transformation/ improvement approach and resource allocated
- Housing Improvement Board created to oversee delivery
- Overview and Scrutiny Committee to receive quarterly updates