

Self-assessment against the consumer standards: September 2024

Neighbourhood and community standard:

We provide services to support social and economic opportunities for our residents and engage with partners to keep our communities safe. We provide ASB services to our residents and engage with partners and other agencies to ensure that those residents experiencing ASB are supported to resolve the issues impacting them however we had already identified that there was opportunity to improve in this area. The TSM score for ASB confirmed that we have some work to do to improve tenant satisfaction with this area and we have an improvement plan in place to address this.

Safety and quality standard

Whilst we believe that overall our homes are in a good condition and are in a good state of repair, as supported by TSM scores, and we have a responsive repairs service in hours and out of hours, the revised requirements and recent changes to building safety legislation mean that we need to have more detailed information about each of our homes and we need to prioritise our available budget to address works identified.

Our programme of undertaking individual dwelling stock condition surveys, building safety and fire risk assessments and completion of building safety cases will inform the route to full compliance with this standard. Our work to refresh our Asset Management Strategy will additionally support a long-term plan for our housing stock. We also need to consider our approach to the decent homes standard which is subject to consultation and a new standard expected to be released.

Tenancy Standard

We believe that we are broadly compliant with this standard in that we give 100% nomination rights to our partner local authorities, we predominantly provide secure tenancies giving security of tenure, support to mutually exchange and tenants can apply to transfer where they meet the criteria.

We want to go further and provide more support for those residents that are under occupying and want to move and we are currently exploring possible service models to address this.

Transparency, influence, and accountability standard

We provide real opportunities for our residents to engage with us and to influence policy and service design as well as being involved in senior officer recruitment and procurement of third-party providers. We have improved our web pages and the design of House Talk magazine based on resident feedback and we publish information about our services in the magazine and on our website, including our complaints annual report and our TSM results.

We have identified that we need to improve the amount of information we provide about our services outside of the web site and so we have plans in place to address this. We also need to improve our level of knowledge about individual residents and our annual tenancy visits are a key part of this. We also need to improve how we use the data we hold in various systems about our tenants to ensure we are providing equitable service outcomes across different tenant groups.