

## APPENDIX 1

### White Paper “Charter for Social Housing tenants”

#### Topics areas:

**To be safe in your home** – the Government will work with industry and landlords to ensure every home is safe and secure. The Government says it will:

- Legislate to strengthen the Regulator of Social Housing’s consumer regulation objectives to explicitly include safety.
- Legislate to require social landlords to identify a nominated person responsible for complying with their health and safety requirements.
- Expect the Regulator of Social Housing to prepare a Memorandum of Understanding with the Health and Safety Executive to ensure effective sharing of information with the Building Safety Regulator.
- Launch a consultation on requiring smoke alarms in social housing and introducing new expectations for carbon monoxide alarms.
- Consult on measures to ensure that social housing residents are protected from harm caused by poor electrical safety.
- Continue to work with the Social Sector (Building Safety) Engagement Best Practice Group and the Building Safety Regulator to ensure resident voices are heard.

**To know how your landlord is performing** – so that residents can hold it to account.

The Government says it will:

- Create a set of tenant satisfaction measures for landlords on issues that matter to them. The draft satisfaction measures are in the table at appendix 1.
- Introduce a new access to information scheme for tenants of housing associations and other private registered providers of social housing, so that information relating to landlords is easily available.
- Ensure landlords provide a clear breakdown of how their income is being spent.
- Require landlords to identify a senior person in their organisation who is responsible for ensuring they comply with the consumer standards set by the Regulator of Social Housing.

**To have complaints dealt with promptly and fairly** – with access to a strong Ombudsman.

The Government says it will:

- Ensure landlords self-assess against the Housing Ombudsman’s Complaints Handling Code by 31<sup>st</sup> December 2020.
- Ensure tenants know how to raise complaints and have confidence in the system by launching a communications campaign. It will expect landlords, the

Housing Ombudsman and the Building Safety Regulator to ensure residents have clear and up to date information on how to complain.

- Legislate to ensure clear co-operation between the Housing Ombudsman and the Regulator of Social Housing to hold landlords to account more effectively when things go wrong.
- Make landlords more accountable for their actions by publicising the details of cases determined and published by the Housing Ombudsman.

**To be treated with respect** – backed by a strong regulator and improved standards for tenants

The Government says it will:

- Transform the consumer regulation role of the Regulator of Social Housing so it proactively monitors and drives landlords' compliance with improved consumer standards.
- Remove the 'serious detriment test' and introduce routine inspections for the largest landlords (those with over 1,000 homes) every four years.
- Change the regulator's objectives to explicitly cover safety and transparency, and work with it to review its consumer standards to ensure they are up to date and deliver its revised objectives.
- Give the regulator the power to publish a Code of Practice on the consumer standards to be clear what landlords are required to deliver.
- Strengthen the regulator's enforcement powers to tackle failing landlords and to respond to new challenges facing the sector.
- Hold local authorities to account as landlords, including how they manage Arm's Length Management Organisations and Tenant Management Organisations, to make sure they deliver a good service to tenants. This includes:
  - Asking stockholding local authorities that contract out management services to Arm's Length Management Organisations to review their contracts to ensure they do not prevent the regulator from taking action in the event of non-compliance with its standards.
  - Making it explicit that provisions in contracts between ALMOs or TMOs would be deemed void if they hindered the regulation in its exercise of its powers.
  - Working with the regulator to set out an expectation for local authorities to self-refer to ensure that issues of concern to tenants are dealt with as quickly as possible.
- Require the regulator to set up an Advisory Committee to provide independent and unbiased advice on discharging its functions.

**To have your voice heard by your landlord.**

The Government says it will:

- Expect the regulator to require landlords to seek out best practice and consider how they can continually improve the way they engage with social housing tenants.

- Deliver a new opportunities and empowerment programme for social housing residents, to support more effective engagement between landlords and residents, and to give residents tools to influence their landlords and hold them to account.
- Review professional training and development to ensure residents receive a high standard of customer service.

**To have a good quality home and neighbourhood to live in** – with landlords required to keep homes in good repair

The Government says it will:

- Review the Decent Homes Standard, including access to and the quality of green spaces.
- Tackle anti-social behaviour by enabling tenants to know who is responsible for action and who can support and assist them if they are faced with antisocial behaviour.
- Consider the results of the allocations evidence collection exercise findings to ensure that housing is allocated in the fairest way possible and achieves the best outcomes for local places and communities.

**To be supported to take the next step to homeownership** – so that it is a ladder to other opportunities.

The Government says it will:

- Invest £11.5 billion to build up to 180,000 affordable homes. Around half of these new homes will be for affordable home ownership.
- Implement a new, fairer and more accessible model for Shared Ownership.
- Implement a new Right to Shared Ownership for tenants of housing associations and other private registered providers who live in new grant funded homes for rent.
- Emphasise through its new National Design Guide the importance of building beautiful and well-designed social homes.
- Introduce a new Affordable Homes Guarantee Scheme.
- Encourage local authorities to take advantage of our removal of the borrowing cap to build more council homes.

Theme	Draft tenant satisfaction measures
Keeping properties in good repair	<ul style="list-style-type: none"> <li>• Decent Homes Standard compliance</li> <li>• Responsive repairs completed right first time</li> <li>• Tenant satisfaction with landlord's repairs and maintenance service</li> </ul>
Maintaining building safety	<ul style="list-style-type: none"> <li>• Compliance with health and safety obligations: <ul style="list-style-type: none"> <li>○ Gas safety</li> <li>○ Electrical safety</li> <li>○ Fire safety</li> <li>○ Asbestos</li> <li>○ Water safety</li> <li>○ Lift safety</li> </ul> </li> <li>• Tenant satisfaction with the health and safety of their home</li> </ul>
Effective handling of complaints	<ul style="list-style-type: none"> <li>• Number of complaints relative to the size of the landlord</li> <li>• % of complaints resolved within agreed timescale</li> <li>• Tenant satisfaction with landlord's complaints handling</li> </ul>
Respectful and helpful engagement	<ul style="list-style-type: none"> <li>• Number of complaints relating to fairness and/or respect, relative to the size of the landlord</li> <li>• Tenant satisfaction that their landlord listens to their views and takes notice of them</li> <li>• Tenant satisfaction with landlord's engagement with tenants</li> </ul>
Responsible neighbourhood management	<ul style="list-style-type: none"> <li>• % of communal areas meeting the required standard</li> <li>• Number of complaints relating to communal areas, relative to the size of the landlord</li> <li>• Tenant satisfaction with landlord actions to keep communal areas clean and safe</li> <li>• Tenant satisfaction with landlord contribution to the neighbourhood associated with their home</li> <li>• Number of complaints relating to anti-social behaviour, relative to the size of the landlord</li> <li>• Tenant satisfaction with landlord's handling of anti-social behaviour</li> <li>• Overall Tenant overall satisfaction with the service their landlord provides</li> </ul>
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