

Cheltenham Borough Council

Consumer standards gap analysis overview



part of



Consumer Standards

The regulator of Social Housing (RSH) who is responsible for regulating registered housing providers of social housing set out new standards for social landlords on 29th February 2024 and came into effect from 1st April 2024. These new standards have been designed to protect tenants and improve the service they receive.

The four consumer standards are:

● **The Safety and Quality Standard** which requires landlords to provide safe and good-quality homes for their tenants, along with good-quality landlord services.

● **The Transparency, Influence and Accountability Standard** which requires landlords to be open with tenants and treat them with fairness and respect so they can access services, raise concerns when necessary, influence decision making and hold their landlord to account.

● **The Neighbourhood and Community Standard** which requires landlords to engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods, and feel safe in their homes.

● **The Tenancy Standard** which sets requirements for the fair allocation and letting of homes, as well as requirements for how tenancies are managed by landlords.

The regulator will be inspecting housing providers from April 2024 and run in four-year cycles.

Our response:

- We have attended regulator meetings and workshops.
- Created a central hub for collating evidence.
- Engagement with managers and team leaders.
- Each requirement assessed, gaps identified, improvements captured.
- Improvement plan developed.
- Additional resources secured.

Safety & quality standard:

Current assessment:

NOT
MET

Stock quality

2 specific expectations - 2 not met



NOT
MET

Decency

No specific expectations



NOT
MET

Health and safety

3 specific expectations - 3 not met



Required improvements for compliance:

Stock quality

- Mobilise stock condition survey contract & establish quality assurance mechanism.
- System development to hold data and facilitate reporting – one version of the truth.
- Utilise stock condition data to inform decency, address health and safety issues & inform asset management planning and capital investment.

Decency

- See actions above.
- Mobilise decent homes contract to ensure delivery vehicle is in place.

Health and safety

- System development to ensure compliance data is in one place.
- Develop data reporting capability.
- Mobilise asbestos management and survey contract and establish quality assurance.
- Develop a programme to address outstanding fire risk assessment actions and develop reporting functionality.

Safety & quality standard:

Current assessment:

NOT
MET

Repairs, maintenance and planned improvements

5 specific expectations - 2 not met, 1 met, 2 partially met



Required improvements for compliance:

Repairs, maintenance and planned improvements

- Establish targets for planned maintenance and communicate to customers.
- Estate inspections – establish targets for repairs and maintenance in communal areas.
- Improve performance of contractors in meeting repairs targets.

PARTIALLY
MET

Adaptations

2 specific expectations - 1 met, 1 partially met



Adaptations

- Develop a register of adapted properties so that they can be matched to tenants in need.
- Publicise adaptations and disabled facilities grant process to tenants and partners.

Transparency, influence & accountability standard:

Current assessment:

PARTIALLY MET	Fairness and respect No specific expectations
PARTIALLY MET	Engagement with tenants 6 specific expectations - 5 met, 1 partially met
PARTIALLY MET	Information about landlord services 5 specific expectations - 2 met, 3 partially met
MET	Diverse needs 4 specific expectations - 4 met
MET	Performance information 4 specific expectations - 4 met
MET	Complaints 2 specific expectations - 2 met



Required improvements for compliance:

Fairness and respect

- Develop a customer charter (with a focus on customer contact).
- Service standard review.
- Equality analysis review.

Engagement with tenants

- CBC engagement strategy.

Information about landlord services

- Review of website content to ensure it is up to date and ensure signposting to customers.
- Tenant handbook to be updated.

Neighbourhood & community standard:

Current assessment:

PARTIALLY
MET

Safety of shared spaces
No specific expectations

PARTIALLY
MET

Anti-social behaviour and hate incidents
5 specific expectations - 4 met, 1 partially met

MET

Local cooperation
1 specific expectations - 1 met

MET

Domestic abuse
2 specific expectations - 2 met



Required improvements for compliance:

Safety of shared spaces

- Review relevance, consider engagement with housing associations.

Anti-social behaviour and hate incidents

- Capture and develop approach to deter ASB and hate incidents.

Tenancy standard:

Current assessment:

PARTIALLY
MET

Allocations and lettings

6 specific expectations - 5 met, 1 partially met



MET

Tenure

6 specific expectations - 6 met



MET

Tenancy sustainment and evictions

2 specific expectations - 2 met

MET

Mutual exchange

4 specific expectations - 4 met

Required improvements for compliance:

Allocation and lettings

- Understanding of overcrowding to be developed.

Tenure

- Need to add a tenancy sustainment section to the tenancy policy.

Next steps:

- Engagement with regulator for social housing.
- Expert review of the Safety and Quality gap analysis.
- Learn from peers using QL to manage stock condition and compliance data.
- Capture progress against improvement plan.