

# Cheltenham Borough Council

## Housing Cabinet Committee – 25<sup>th</sup> September 2024

### Regulator for Social Housing – Consumer Standards update

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**Accountable member:**

Councillor Flo Clucas, Cabinet Member for Housing and Customer Service

**Accountable officer:**

Claire Hughes, Director of Governance and Customer Services

**Ward(s) affected:**

n/a

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**Key Decision:** No

**Executive summary:**

The Social Housing Consumer Standards became a legal requirement for all landlords on 1<sup>st</sup> April 2024. The four standards include Safety and Quality, Neighbourhood and Community, Tenancy and Transparency, Influence and Accountability. A gap analysis has been carried out against the standards and identified improvements required. The improvements have been captured in a Consumer Standard improvement plan and will be delivered over the next two years.

Attached is a summary of the current position against the four standards. Members will note that compliance with the Safety and Quality is an area of risk, and this has implications for the safety of tenants. Compliance with the Safety and Quality standard is a high priority for the council and external expertise has been sourced to address the issues of concern.

The consumer standard improvement plan and progress updates will be shared with the Housing Cabinet committee in November 2024

**Recommendations:**

1. Members to note the summary of the gap analysis against the Social Housing Consumer Standards
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## **1. Implications**

### **1.1 Legal implications**

The council are legally required to meet the Consumer Standards. Failure to comply will require the council to self-refer to the Regulator for Social Housing. Depending on the risks and the mitigations in place, the regulator may intervene and require improvements to ensure compliance.

### **1.2 Corporate Plan Priorities**

This report contributes to the following Corporate Plan Priorities:

- Being a more modern, efficient and financially sustainable council

### **1.3 Performance management – monitoring and review**

The improvements required to meet the requirements of the Consumer Standards have been captured in an Improvement Plan. Committee will be kept informed of progress in delivering these improvements.

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## **2 Background**

See attached summary

## **3 Key risks**

3.1 Risks associated with the Safety and Quality Standard are included in the Property Compliance report to Committee (September 2024)

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### **Report author:**

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### **Appendices:**

- i. Consumer Standards – Summary of gap analysis