Cheltenham Borough Council Consumer standards gap analysis overview





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.



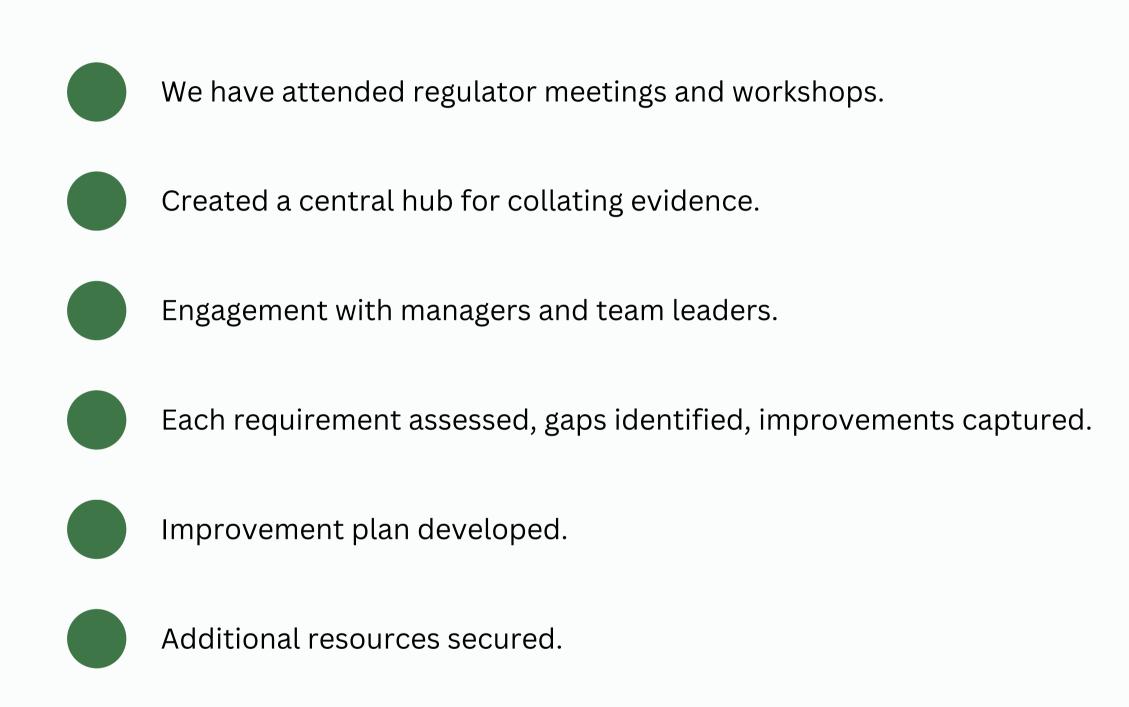
The Tenancy Standard which sets requirements for the fair allocation and letting of homes, as well as requirements for how tenancies are managed by landlords.

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





Our response:







Safety & quality standard:

Current assessment:

Stock quality

- mechanism.
- the truth.

Decency

- See actions above.

Health and safety

- Develop data reporting capability.
- assurance.
- and develop reporting functionality.



part of



2 specific expectations - 2 not met

Decency No specific expectations

Stock quality





NOT

MET

NOT

MET

Health and safety

3 specific expectations - 3 not met

<u>Required improvements for compliance:</u>

Mobilise stock condition survey contract & establish quality assurance

• System development to hold data and facilitate reporting – one version of

• Utilise stock condition data to inform decency, address health and safety issues & inform asset management planning and capital investment.

• Mobilise decent homes contract to ensure delivery vehicle is in place.

• System development to ensure compliance data is in one place.

• Mobilise asbestos management and survey contract an establish quality

• Develop a programme to address outstanding fire risk assessment actions

Safety & quality standard:

Current assessment:



- Establish targets for planned maintenance and communicate to customers.
- Estate inspections establish targets for repairs and maintenance in communal areas.
- targets.

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.



part of



Repairs, maintenance and planned improvements

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

PARTIALLY MET

NOT

MET

Adaptations

2 specific expectations - 1 met, 1 partially

met

<u>Required improvements for compliance:</u>

Repairs, maintenance and planned improvements

• Improve performance of contractors in meeting repairs

Transparency, influence & accountability standard:

Current assessment:



Fairness and respect No specific expectations



Engagement with tenants 6 specific expectations - 5 met, 1 partially met

PARTIALL 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



part of





- contact).

Engagement with tenants

Information about landlord services

<u>Required improvements for compliance:</u>

• Develop a customer charter (with a focus on customer

• Service standard review.

• Equality analysis review.

• CBC engagement strategy.

• Review of website content to ensure it is up to date and

ensure signposting to customers.

• Tenant handbook to be updated.

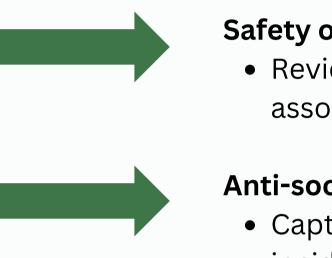
Neighbourhood & community standard:

Current assessment:



PARTIALLY MET **Safety of shared spaces** No specific expectations

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





Local cooperation 1 specific expectations - 1 met



Domestic abuse





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<u>Required improvements for compliance:</u>

Safety of shared spaces

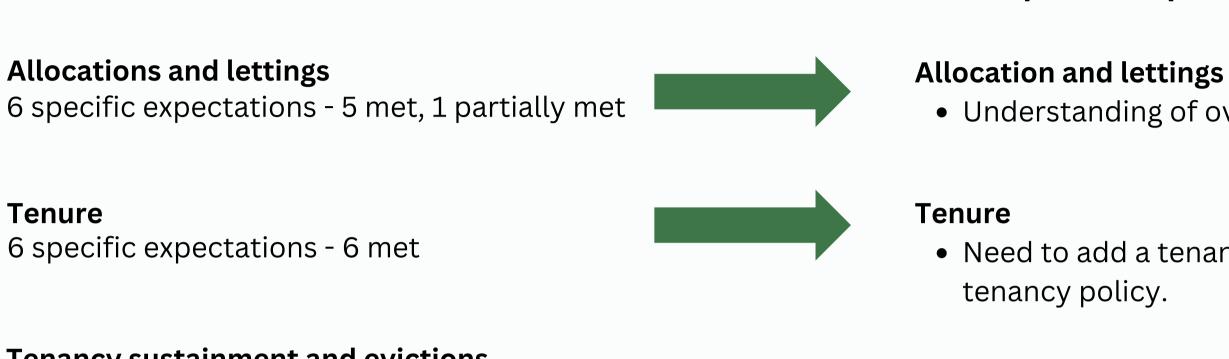
• Review relevance, consider engagement with housing associations.

Anti-social behaviour and hate incidents

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

Tenancy standard:

Current assessment:



MET

MET

PARTIALLY MET

> **Tenancy sustainment and evictions** 2 specific expectations - 2 met

MET

Mutual exchange

4 specific expectations - 4 met



part of



<u>Required improvements for compliance:</u>

• Understanding of overcrowding to be developed.

• Need to add a tenancy sustainment section to the

Next steps:

