|  |  |  |
| --- | --- | --- |
| **1.1.1** | **Required Outcomes - Customer service, choice and complaints** | |
| 1.1.1a | Registered providers shall **provide choices, information and communication that is appropriate to the diverse needs of their tenants in the delivery of all standards** | *Paragraphs of how the organisations comply with the requirements)*  ***Related evidence -*** *Reports, audits, polices/strategies and performance measures:*   1. Details of reports, who and when approved 2. Details of any related policies and when approved 3. Details of any audits   **Action to take:** *(Details of any actions required to strengthen compliance)* |
| 1.1.1b | Registered providers shall **have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly.** | *Paragraphs of how the organisations comply with the requirements)*  ***Related evidence -*** *Reports, audits, polices/strategies and performance measures:*   1. Details of reports, who and when approved 2. Details of any related policies and when approved 3. Details of any audits   **Action to take:** *(Details of any actions required to strengthen compliance)* |
| **1.2** | **Involvement and empowerment** | |
| 1.2.1a | Registered providers shall **ensure that tenants are given a wide range of opportunities to influence and be involved in the formulation of their landlord’s housing related policies** **and strategic priorities** | *Paragraphs of how the organisations comply with the requirements)*  ***Related evidence -*** *Reports, audits, polices/strategies and performance measures:*   1. Details of reports, who and when approved 2. Details of any related policies and when approved 3. Details of any audits   **Action to take:** *(Details of any actions required to strengthen compliance)* |
| 1.2.1b | Registered providers shall ensure that tenants are given a wide range of opportunities to influence and be involved in **the** **making of decisions about how housing related services are delivered, including the setting of service standards** | *Paragraphs of how the organisations comply with the requirements)*  ***Related evidence -*** *Reports, audits, polices/strategies and performance measures:*   1. Details of reports, who and when approved 2. Details of any related policies and when approved 3. Details of any audits   **Action to take:** *(Details of any actions required to strengthen compliance)* |
| 1.2.1c | Registered providers shall ensure that tenants are given a wide range of opportunities to influence and be involved in **the scrutiny of their landlord’s performance and the making of recommendations to their landlord about how performance might be improved** | *Paragraphs of how the organisations comply with the requirements)*  ***Related evidence -*** *Reports, audits, polices/strategies and performance measures:*   1. Details of reports, who and when approved 2. Details of any related policies and when approved 3. Details of any audits   **Action to take:** *(Details of any actions required to strengthen compliance)* |
| 1.2.1d | Registered providers shall ensure **that tenants are given a wide range of opportunities to influence and be involved in the management of their homes, where applicable** | *Paragraphs of how the organisations comply with the requirements)*  ***Related evidence -*** *Reports, audits, polices/strategies and performance measures:*   1. Details of reports, who and when approved 2. Details of any related policies and when approved 3. Details of any audits   **Action to take:** *(Details of any actions required to strengthen compliance)* |
| 1.2.1e | Registered providers shall ensure **that tenants are given a wide range of opportunities to influence and be involved in the management of repair and maintenance services, such as commissioning and undertaking a range of repair tasks, as agreed with landlords, and the sharing in savings made** | *Paragraphs of how the organisations comply with the requirements)*  ***Related evidence -*** *Reports, audits, polices/strategies and performance measures:*   1. Details of reports, who and when approved 2. Details of any related policies and when approved 3. Details of any audits   **Action to take:** *(Details of any actions required to strengthen compliance)* |
| 1.2.1f | Registered providers shall ensure **that tenants are given a wide range of opportunities to influence and be involved in agreeing local offers for service delivery** | *Paragraphs of how the organisations comply with the requirements)*  ***Related evidence -*** *Reports, audits, polices/strategies and performance measures:*   1. Details of reports, who and when approved 2. Details of any related policies and when approved 3. Details of any audits   **Action to take:** *(Details of any actions required to strengthen compliance)* |
| **1.3** | **Understanding and responding to the diverse needs of tenants** | |
| 1.3.1a | Registered providers shall **treat all tenants with fairness and respect**. | *Paragraphs of how the organisations comply with the requirements)*  ***Related evidence -*** *Reports, audits, polices/strategies and performance measures:*   1. Details of reports, who and when approved 2. Details of any related policies and when approved 3. Details of any audits   **Action to take:** *(Details of any actions required to strengthen compliance)* |
| 1.3.1b | Registered providers shall **demonstrate that they understand the different needs of their tenants, including in relation to the equality strands and tenants with additional support needs.** | *Paragraphs of how the organisations comply with the requirements)*  ***Related evidence -*** *Reports, audits, polices/strategies and performance measures:*   1. Details of reports, who and when approved 2. Details of any related policies and when approved 3. Details of any audits   **Action to take:** *(Details of any actions required to strengthen compliance)* |
| **2.1** | **Customer service, choice and complaints** | |
| 2.1.1a | Registered providers shall provide tenants with accessible, relevant and timely information about **how tenants can access services** | *Paragraphs of how the organisations comply with the requirements)*  ***Related evidence -*** *Reports, audits, polices/strategies and performance measures:*   1. Details of reports, who and when approved 2. Details of any related policies and when approved 3. Details of any audits   **Action to take:** *(Details of any actions required to strengthen compliance)* |
| 2.1.1b | Registered providers shall provide tenants with accessible, relevant and timely information about **the standards of housing services their tenants can expect** | *Paragraphs of how the organisations comply with the requirements)*  ***Related evidence -*** *Reports, audits, polices/strategies and performance measures:*   1. Details of reports, who and when approved 2. Details of any related policies and when approved 3. Details of any audits   **Action to take:** *(Details of any actions required to strengthen compliance)* |
| 2.1.1c | Registered providers shall provide tenants with accessible, relevant and timely information about **how they are performing against those standards** | *As above* |
| 2.1.1d | Registered providers shall provide tenants with accessible, relevant and timely information about **the service choices available to tenants, including any additional costs that are relevant to specific choices** | *As above* |
| 2.1.1e | Registered providers shall **provide tenants with accessible, relevant and timely information about progress of any repairs work** | *As above* |
| 2.1.1f | Registered providers shall provide tenants with accessible, relevant and timely information about **how tenants can communicate with them and provide feedback** | *As above* |
| 2.1.1g | Registered providers shall provide tenants with accessible, relevant and timely information about **the responsibilities of the tenant and provider** | *As above* |
| 2.1.1h | Registered providers shall provide tenants with accessible, relevant and timely information about **arrangements for tenant involvement and scrutiny** | *As above* |
| 2.1.2a | Providers shall offer a range of ways for tenants to express a complaint and set out clear service standards for responding to complaints, **including complaints about performance against the standards**, and details of what to do if they are unhappy with the outcome of a complaint. | *As above* |
| 2.1.2b | Providers shall i**nform tenants how they use complaints** to improve their services. | *As above* |
| 2.1.2c | Registered providers **shall publish information about complaints each year**, including their number and nature, and the outcome of the complaints | *As above* |
| 2.1.2d | Providers shall **accept complaints made by advocates** authorised to act on a tenant’s/tenants’ behalf. | *As above* |
| **2.2** | **Involvement and empowerment** | |
| 2.2.1a | Registered providers shall support their tenants to develop and implement opportunities for involvement and empowerment, by **supporting their tenants to exercise their Right to Manage or otherwise exercise housing management functions, where appropriate** | *As above* |
| 2.2.1b | Registered providers shall support their tenants to develop and implement opportunities for involvement and empowerment by **supporting the formation and activities of tenant panels or equivalent groups and responding in a constructive and timely manner to them** | *As above* |
| 2.2.1c | Registered providers shall support their tenants to develop and implement opportunities for involvement and empowerment by **the provision of timely and relevant performance information to support effective scrutiny by tenants of their landlord’s performance in a form which registered providers seek to agree with their tenants. Such provision must include the publication of an annual report which should include information on repair and maintenance budgets** | *As above* |
| 2.2.1d | Registered providers shall support their tenants to develop and implement opportunities for involvement and empowerment by **providing support to tenants to build their capacity to be more effectively involved** | *As above* |
| 2.2.2 | Registered providers shall consult with tenants on the scope of local offers for service delivery. This shall include **how performance will be monitored, reported to and scrutinised by tenants** and arrangements for reviewing these on a periodic basis. | *As above* |
| 2.2.3a | Where registered providers are proposing a change in landlord for one or more of their tenants or a significant change in their management arrangements,they shall **consult with affected tenants in a fair, timely, appropriate and effective manner.** | *As above* |
| 2.2.3b | Where registered are proposing a change in landlord for one or more their tenants or a significant change in their management arrangements, they shall **set out the proposals clearly and in an appropriate amount of detail and shall set out any actual or potential advantages and disadvantages (including costs) to tenants in the immediate and longer term.** | *As above* |
| 2.2.3c | Where registered are proposing a change in landlord for one or more their tenants or a significant change in their management arrangements, they must be able to **demonstrate to affected tenants how they have taken the outcome of the consultation into account when reaching a decision.** | *As above* |
| 2.2.4 | Registered providers shall consult **tenants at least once every three years on the best way of involving tenants in the governance and scrutiny** of the organisation’s housing management service. | *As above* |
| **2.3** | **Understanding and responding to diverse needs** | |
| 2.3.1 | Registered providers shall **demonstrate how they respond to tenants’ needs in the way they provide services** and communicate with tenants. | *As above* |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| ***I confirm that the information and supporting evidence provided within this compliance self-assessment is up to date and accurate to the best of my knowledge.  There are no areas of non-compliance /omissions that I am aware of and all reasonable steps have been taken to ensure compliance with law relating to these areas.*** | | | |  |  | **Dates presented** |
| Groups presented to |  |
|  |  |
|  |  |
| **Leader Manager (s)** | ***Ref No.*** | ***Date*** | ***Signature*** |  |  |  |
|  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |