



PENNINGTONS
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COOPER

THE NEW CONSUMER STANDARDS

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SPEAKERS




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Aim

To help you familiarise yourselves with the new Consumer Standards by:

1. Identifying the changes from the previous ones
2. Suggesting ways in which you can show that you are in compliance with the new Consumer Standards
3. Discussing the Regulator's new powers



Reason Why

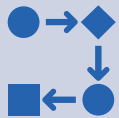
- **Vigorous Regulation**
- **Horror stories**
- **Core business**



The changing Regulatory Regime



Enhanced consumer regulatory role



Change from Re-active to Pro-active



Changing Consumer Standards

New	Old
Safety and Quality Standard	Home Standard
The Transparency, Influence and Accountability Standard	Tenant Involvement and Empowerment Standard
Neighbourhood and Community Standard	Neighbourhood and Community Standard
Tenancy Standard	Tenancy Standard



Unchanged Consumer Standard

Tenant
satisfaction
measures



These are now part of the Transparency,
Influence and Accountability Standard



Plus a new one....

Competency and Conduct



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Plus a new Code of Practice

New Code of Practice



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The Safety and Quality Standard

New Standard

- Stock Quality
 - 2 specific expectations
- Decency
- Health and Safety
 - 3 specific expectations
- Repairs, Maintenance and Planned Improvements
 - 5 specific expectations
- Adaptations
 - 2 specific expectations



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Safety and Quality Standard

Consumer standards

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The Safety and Quality Standard

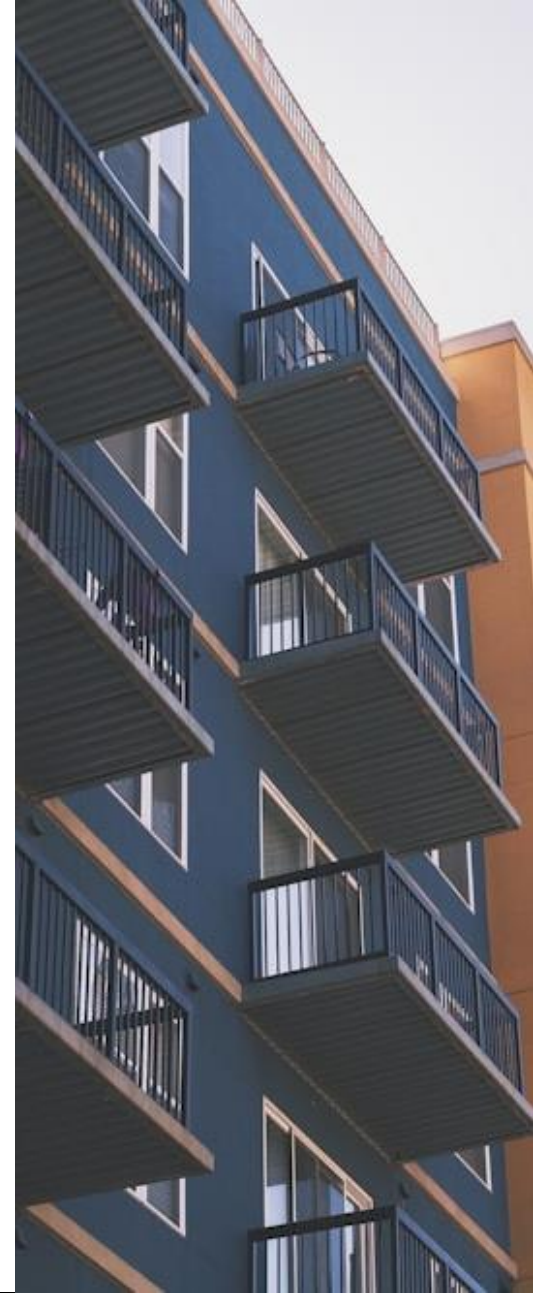
Repairs, maintenance and planned improvements – specific expectations

- Issues must be able to be reported easily
- Timescales must be set, clearly communicated to tenants and steps taken to deliver on them
- Tenants must be kept informed with clear and timely information
- You need to (a) understand and (b) fulfil your maintenance responsibilities re the communal areas; and
- The service must be informed by tenants needs and provide value for money in addition to stock quality

The Safety and Quality Standard

Stock Quality Required Outcome

“RPs must have an accurate, up to date, evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants”



The Safety and Quality Standard

Stock Quality – specific expectations

- RPs must have an accurate record at an individual property level of the condition of their stock, based on a physical assessment of their homes and keep this up to date
- RPS must use data from across their records on stock condition to inform their provision of good quality, well maintained and safe homes for tenants including:
 - Compliance with Health and Safety legal requirements
 - Compliance with the Decent Homes Standard
 - Delivery of repairs, maintenance and planned improvements to stock
 - Allocating homes with adaptations appropriately



The Safety and Quality Standard

What should you be doing?

- Create stock condition records for each of your homes
- Set timescales for repairs/maintenance/improvements
- Create an effective reporting system
- Don't forget the need to demonstrate Value for Money!
- Work with local authorities re Adaptations



The Neighbourhood and Community Standard

Safety of shared spaces

Local co-operation

Anti-social behaviour and hate incidents

Domestic abuse



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Neighbourhood and Community Standard

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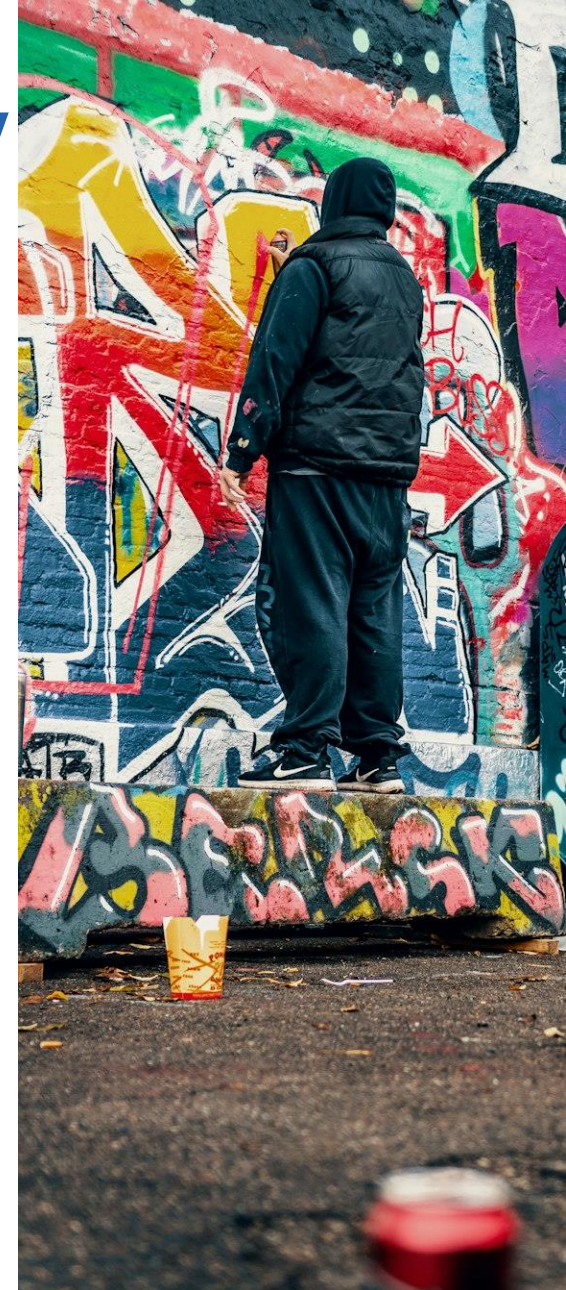
The Neighbourhood and Community Standard Shared Spaces

- Covers areas not owned by the registered provider
- Co-operate with tenants and stakeholders for upkeep and safety of shared spaces



The Neighbourhood and Community Standard Anti-social behaviour and hate incidents

- Have a policy in place
- Enable ASB to be reported easily
- Keep tenants informed of progress
- Provide support



The Neighbourhood and Community Standard Domestic Abuse

- Have a policy in place
- Let tenants know what support is available
- Co-operate with local authority departments



The Neighbourhood and Community Standard

What should you be doing?

- Identify and assess shared spaces
- Engage with tenants
- Identify organisations that can assist with ASB and Hate Crimes and Domestic Abuse, and work with them
- Train staff
- Keep data on consultations with tenants and third parties on shared spaces
- Keep data on how you have dealt with ASB, hate crime and domestic abuse cases



The Tenancy Standard

Allocations and Lettings

Tenancy Sustainment and Evictions – new!

Tenure

Mutual Exchange – new!



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The Tenancy Standard

Similar.....but NOT the same

So:

Check the precise wording of the new Standard to ensure that you in compliance



Tenancy Standard

Previous Standard - Allocations and Mutual Exchange

RPs shall minimise the time that properties are empty between each letting

Not in the new Standard

New Standard - Allocations and Lettings

New: RPs must take action to prevent and tackle tenancy fraud



Tenancy Standard

Tenancy Sustainment and Evictions



A new outcome



Support tenants to maintain tenancy or licence



Provide advice and assistance when tenancy comes to an end



The Tenancy Standard

What should you be doing?

- Read and digest the Standard – there's a lot in it!
- Identify the areas where you are not compliant
- Tenancy Fraud: check your policy/procedures
- Note areas where Standard has enlarged your obligations



The Transparency, Influence and Accountability Standard

Outcomes:

- Fairness and respect
- Diverse needs
- Engagement with tenants
- Information about landlord services
- Performance information (including the Tenant Satisfaction Measures)
- Complaints



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Transparency, Influence and Accountability Standard

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The Transparency, Influence and Accountability Standard

Fairness and Respect and Diverse Needs

- Assess whether all tenants have fair access to and receive details relating to outcomes of housing and landlord services.
- Ensure that communication with and information for tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants.
- Ensure that landlord services are accessible, and that the accessibility is publicised to tenants.
- Allow tenants and prospective tenants to be supported by a representative or advocate in interactions about landlord services.

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The Transparency, Influence and Accountability Standard Engagement with Tenants

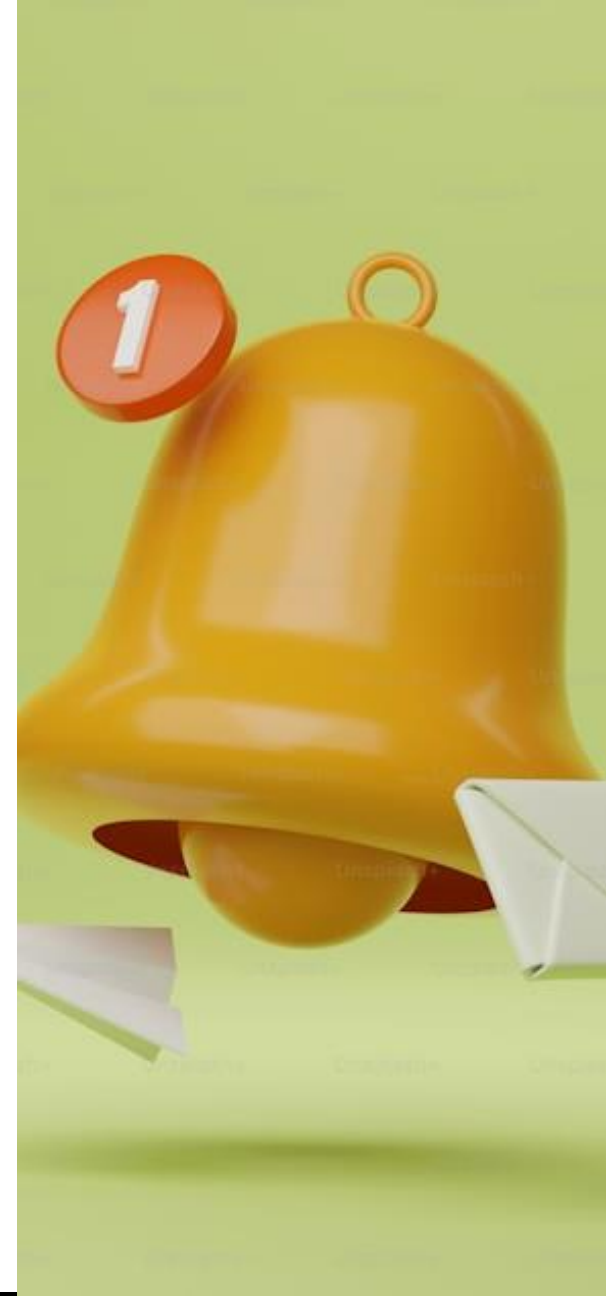
- Consideration of tenant's views must be at the heart of the RP's decision making about delivery of landlord services.
- Must give tenants meaningful opportunities to influence and scrutinise their landlords' strategies, policies and services. RP's must assist tenants who wish to implement activities to do this.
- Where tenant consultation is required, RP's must do this at the formative stage and take those views into account when reaching a decision.



The Transparency, Influence and Accountability Standard

Information about landlord services

- Must provide tenants with information about the available landlord services, how to access those services and the standards of service, and how to contact their landlord. Tenants should be able to understand what to expect from their landlord so they can hold their landlord to account.
- Must make information available to tenants about the relevant roles and responsibilities of senior level employees or officers, including who has responsibility for compliance with the consumer standards.



The Transparency, Influence and Accountability Standard Self Referral

Registered providers must communicate in a timely manner with the regulator on all material issues that relate to non-compliance or potential non-compliance with the consumer standards



The Transparency, Influence and Accountability Standard Performance Information

Introduces the Tenant Satisfaction Measures

Published by the Regulator in September 2022

The new requirements came into force and landlords started to collect data for the tenant satisfaction measures in April 2023

Covers five main areas, including repairs, building safety, effective complaint-handling, respectful and helpful tenant engagement and responsible neighbourhood management



The Transparency, Influence and Accountability Standard

What should you be doing?

- specific person responsible for the consumer standards
- when dealing directly with a tenant keep them updated from start to completion
- understand your tenants' needs, including those arising from protected characteristics, language barriers, and additional support needs
- ensure you have robust tenant data, including their protected characteristics
- make information available to tenants about the relevant roles and responsibilities of senior level employees or officers
- investigate any complaints of alleged discrimination from tenants promptly and implementing any relevant learning



The Transparency, Influence and Accountability Standard

What should you be doing?

- provide training on the diverse needs of tenants for staff and board
- demonstrate that tenants' views are taken into account
- ensure that tenants views are actively sought and considered in relation to landlord services
- consider how to involve tenants in influencing and scrutinising your policies
- consider how you can show how tenant involvement has influenced your organisation



Competency and Conduct Standard



written policy setting out their approach to managing and developing the skills, knowledge, experience and conduct of those of their staff who are relevant individuals; and



adopt or develop an appropriate code of conduct for those of their staff who are relevant individuals and to ensure this is embedded within their organisation.



comply with the government's policy statement on Qualifications Requirements for Social Housing



Code of Practice



Regulator has published a draft code of practice



Helpful for landlords and tenants to understand what is required



Non-binding



Gives examples of good practice



Regulators approach to regulation the consumer standards

RSH will not be advising on how to comply

RSH has set the outcomes in the standards

Registered providers have to assure themselves that they are delivering these outcomes

RSH then seeks assurance from registered providers that they are delivering the outcomes

RSH then reports and grades based on the assurances it has received



Involving tenants

1

Review your customer engagement

2

Demonstrate how tenants can hold you to account



Summary

Tenants should:

live in homes that are safe and in good condition

have a relationship with their landlord which is underpinned by trust, transparency and respect

There are no radical changes to the standards since the consultation, just a bit more description and more examples

The consumer standards have always been here, they have just been expanded



Summary



Evidencing Compliance



Read the new Standard very carefully – identify what it is you are required to comply with



Prepare plans on how to achieve compliance (processes, records etc)



Record what you are doing so you can produce documentary evidence as assurance to your Board (and through them, the Regulator)

Questions



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