

Appendix A - New Consumer Standards Review

Consumer Std	Specific Requirement	Improvement plan
Safety & Quality Std	2.3.2 Registered providers must set timescales for the completion of repairs, maintenance and planned improvements, clearly communicate them to tenants and take appropriate steps to deliver to them.	Improved communication with customers re. progress of works (part of customer experience project work underway)
Safety & Quality Std	2.1.2 Registered providers must use data from across their records on stock condition to inform their provision of good quality, well maintained and safe homes for tenants	In place subject to availability and accuracy of data held (part of current data project underway)
Safety & Quality Std	2.2.2 Registered providers must ensure that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales.	Review processes for FRA assessments at communal areas and review reporting/visibility of actions
Safety & Quality Std	2.2.3 Registered providers must ensure that the safety of tenants is considered in the design and delivery of landlord services and take reasonable steps to mitigate any identified risks to tenants.	Already in place based on data currently held (part of current data project underway)
Safety & Quality Std	2.3.3 Registered providers must keep tenants informed about repairs, maintenance and planned improvements to their homes with clear and timely communication.	Improved communication with customers re. progress of works (part of customer experience project work underway)
Safety & Quality Std	2.3.4 Registered providers must understand and fulfil their maintenance responsibilities in respect of communal areas.	Responsibilities understood, processes to be established
Safety & Quality Std	2.4.4 Registered providers must offer tenants seeking to mutually exchange information about the implications for tenure, rent and service charges.	Review current procedures
Neighbourhood and Community Std	1.1.1 Registered providers must work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces	Obligations understood, review of processes needed.
Neighbourhood and Community Std	2.3.1 Registered providers must have a policy for how they recognise and effectively respond to cases of domestic abuse.	New policy in place and is referenced in the ASB Policy. Verify how the policy covers how SLH support local authorities
Transparency, Influence & Accountability Std	2.1.2 Registered providers must ensure that communication with and information for tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants	In line with other legal requirements (Equality Act), to be reviewed. Project in place to update the SLH website, annual report etc.
Transparency, Influence & Accountability Std	2.1.3 Registered providers must ensure that landlord services are accessible, and that the accessibility is publicised to tenants. This includes supporting tenants and prospective tenants to use online landlord services if required.	In line with other legal requirements (Equality Act), to be reviewed.
Transparency, Influence & Accountability Std	2.3.1. Registered providers must provide tenants with accessible information about the: a) available landlord services, how to access those services, and the standards of service tenants can expect b) standards of safety and quality tenants can expect homes and communal areas to meet c) rents and service charges that are payable by tenants, and d) responsibilities of the registered provider and the tenant for maintaining homes, communal areas, shared spaces and neighbourhoods.	Cross refers 2.2.1 of old std but expands further as to what information needs to be available particularly in relation to H&S, repairs etc. Some of these areas are communicated however the adequacy and accessibility of information but others eg standards of safety and quality tenants can expect from their homes and communal areas may need to be reviewed
Transparency, Influence & Accountability Std	2.3.3 Registered providers must communicate with affected tenants on progress, next steps and outcomes when delivering landlord services.	Improved communication with customers re. progress of works (part of customer experience project work underway)

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Transparency, Influence & Accountability Std	2.4.2 a) collect and process information specified by the regulator relating to their performance against the tenant satisfaction measures. The information must be collected within a timeframe set by the regulator and must meet the regulator's requirements in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements b) annually publish their performance against the tenant satisfaction measures. This should include information about how they have met the regulator's requirements set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements. This information must be published in a manner that is timely, clear, and easily accessed by tenants; and c) annually submit to the regulator information specified by the regulator relating to their performance against those measures. The information must be submitted within a timeframe and in a form determined by the regulator.	New requirement but we have been meeting the requirements over 23/24. Action to review the adequacy of the frequency of reporting
Transparency, Influence & Accountability Std	2.1.1 Registered providers must use relevant information and data to: a) understand the diverse needs of tenants, including those arising from protected characteristics, language barriers, and additional support needs; and b) assess whether their housing and landlord services deliver fair and equitable outcomes for tenants.	In place subject to availability and accuracy of data held (part of current data project underway)
Transparency, Influence & Accountability Std	2.3.2 Registered providers must provide tenants with accessible information about tenants' rights in respect of registered providers' legal obligations and relevant regulatory requirements that registered providers must meet in connection with the homes, facilities or landlord services they provide to tenants. This must include information about: a) the requirement to provide a home that meets the government's Decent Homes Standard; b) the registered provider's obligation to comply with health and safety legislation; c) the rights conferred on tenants by their tenancy agreements including rights implied by statute and/or common law, in particular— (i) the right to a home that is fit for human habitation; and (ii) the right to receive notice of a proposed visit to carry out repairs or maintenance or to view the condition and state of repair of the premises; and d) the rights of disabled tenants to reasonable adjustments.	Review information provided and method of communication.
Transparency, Influence & Accountability Std	2.3.4 Registered providers' housing and neighbourhood policies must be fair, reasonable, accessible and transparent. Where relevant, policies should set out decision-making criteria and appeals processes.	Review of key policies to ensure all aspects covered.
Transparency, Influence & Accountability Std	2.3.5 Registered providers 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.	Information is made available but need to define "senior level" and methods of communication.