

Appendix 1, Regulator of Social Housing - Improvement Plan

Housing Liaison Board - Regulator Social Housing Improvement Plan update @ April 2025

Requirement	Action	Priority	Progress	Target date
<p>Safety & Quality Standard 1.1 Stock Quality</p> <p>RPs must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provisions of good quality, well maintained and safe homes for tenants.</p>	<p>Full Stock Condition Survey (SCS) required.</p> <ul style="list-style-type: none"> This will provide accurate stock condition data to ensure compliance with Decent Homes Standards. The results will show where we need to make improvements to our housing stock and will drive future capital spend. 	High	<p>Savills appointed - Commenced 27th August 24 – now finished on site 92.7% of stock surveyed.</p> <p>2025-26 Programme for the remaining stock – currently looking at what action needs to be taken to facilitate access.</p> <p>23rd June 2025 Final Report to be presented to Executive</p> <p>4th October 2025 – options appraisal to be presented to Executive for Future Surveys</p> <p>Summer 2026 – commence new programme</p> <p>Non-Decency Figure to be calculated and declares as part of Local Author Housing Statistics (LAHS) Return</p>	<p>Survey to be completed and report provided end April 2025</p> <p>Long term capital investment plan to be reviewed and updated by October 2025</p>
<p>The Transparency, Influence and Accountability Standard</p> <p>2.1 Fairness and respect are a required outcome and cross cutting in the delivery of all requirements.</p>	<p>We need to understand the individual and whole tenant base.</p> <ul style="list-style-type: none"> We then need to use this data to shape the services we provide to benefit all our tenants. 	High	<p>Tenant Census devised and issued November 2024 this is designed to established basic information about tenancy household, preferred method of communication, whether we need to make any reasonable adjustments to improve communication as well as whether there are any disabilities within the household</p> <p>Around 700 responses to date. A link to this was included in the November 2024 Newsletter, the</p>	October 2025

	<ul style="list-style-type: none"> By understanding our individual and whole tenant base we can make sure the services provided are what our tenants need and ensure services are accessible. 		February 2025 Rent Increase Letter and the April 2025 Annual Rent Statement	
<p>The Transparency, Influence and Accountability Standard</p> <p>2.5 Performance information</p> <p>RPs must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.</p> <p>We also expect landlords to provide more holistic information to tenants about their overall performance and plans for performance improvement.</p>	<p>Therefore, we need to publish information in an accessible way and in several different places.</p> <ul style="list-style-type: none"> We will be working with the Tenant Groups to establish how tenants want to receive this information. <p>Ensure we are collating the required TSM data and have the means to extract this easily. Publish these in a way which is most impactful and informative for tenants.</p> <p>Quarterly performance data to be on website and in contact centres.</p> <ul style="list-style-type: none"> These should be the corporate KPIs and a suite of KPIs agreed 	Medium	<p>TSM 23/24 full results published on website, at HLB in Oct 24 discussed and agreed with tenants a "tenant friendly version" including a video voice over</p> <p>Annual report – content and layout approved by HLB in July meeting, published in November 24 newsletter</p> <p>Performance reports presented to HLB quarterly from October 2024. these are on the website site and accessible. This has been promoted in the November newsletter and will be a regular item every 6 months</p> <p>Performance Poster approved at HLB, to be rolled out from 2024/25 summary and quarterly thereafter. To be included in the newsletters going forward - 6 months data at a time.</p> <p>TSM data for 24/25 to be published in a tenant friendly version and as a YouTube video on the website</p>	Ongoing

	with tenants (TES Objective)			
<p>The Transparency, Influence and Accountability Standard</p> <p>2.6 Complaints RPs must ensure complaints are addressed fairly, effectively, and promptly. Emphasis on complaints, learning from them, making changes as a result of them.</p>	<p>We need to ensure the complaint process is accessible to all.</p> <p>We need to assess the outcome of complaints in more depth, recognise lessons learned, and where we have made changes to process and procedure, ensure these are explained to tenants.</p>	Medium	<p>Complaints information leaflet, approved by tenants and issued to all tenants at sign up and referred to new tenancy visits.</p> <p>Articles in the Nov 24 newsletter</p> <p>Complaints reports on agenda item for all future HLB meetings. 6 monthly summary in every newsletter with effect from Nov 2024 Newsletter</p> <p>Additional resources secured to support complaints team with additional housing cases.</p> <p>Transactional surveys to monitor Complaints performance.</p>	<p>Completed</p> <p>Jan 25</p> <p>Ongoing</p>