

## Regulator of Social Housing - Improvement Plan

### Housing Liaison Board - Regulator Social Housing Improvement Plan update @ July 2025

Requirement	Action	Priority	Progress	Target date
<b>Safety &amp; Quality Standard</b> <b>1.1 Stock Quality</b>  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.	Full Stock Condition Survey (SCS) required. <ul style="list-style-type: none"> <li>This will provide accurate stock condition data to ensure compliance with Decent Homes Standards.</li> <li>The results will show where we need to make improvements to our housing stock and will drive future capital spend.</li> </ul> Compliance <ul style="list-style-type: none"> <li>Actively capture and report on compliance</li> <li>Compliance Policies to be in place</li> </ul>	High	Savills appointed - Commenced 27 <sup>th</sup> August 24 – now finished on site 92.7% of stock surveyed.  350 properties to be surveyed, looking to upskill existing Asset Management Team to undertake SCS to these by March 2026.  23 <sup>rd</sup> June 2025 Savills presented findings to Executive  4 <sup>th</sup> October 2025 – options appraisal to be presented to Executive for Future Surveys (full stock every 5 years vs rolling programme)  Summer 2026 – commence new programme  Non-Decency Figure calculated using SCS data and BDC data, 0.95% stock declared non decent for Tenant Satisfaction Measures Return and Local Authority Housing Statistics (LAHS) Return – 24/25  Compliance data being reported quarterly internally and to the RSH. Damp and Mould Policy now in place Gas and Electrical Compliance in place Fire Safety and Asbestos in development	Survey to be completed and report provided end June 2025  Long term capital investment plan to be reviewed and updated October 2025  Ongoing

<p><b>The Transparency, Influence and Accountability Standard</b></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"> <li>• We then need to use this data to shape the services we provide to benefit all our tenants.</li> <li>• 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.</li> </ul>	<p>High</p>	<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 February 2025 Rent Increase Letter and the April 2025 Annual Rent Statement</p> <p>Customer Services also seeking this updated information from tenants.</p>	<p>To have data from all tenants by March 2026</p>
<p><b>The Transparency, Influence and Accountability Standard</b></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</p>	<p>Therefore, we need to publish information in an accessible way and in several different places.</p> <ul style="list-style-type: none"> <li>• We will work with the Tenant Groups to establish what information the tenants want and how this is presented</li> <li>• Ensure we are collating the required TSM data and have the means to extract this easily. Publish these in a way which is most impactive and informative for tenants.</li> </ul>	<p>Medium</p>	<p>TSM 24/25 full results published by 30<sup>th</sup> June 2025 as per requirements. Tenant friendly version of the data also available, a video voice over version to be created and uploaded.</p> <p>Annual report – content and layout approved with tenants and will be 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 – see issue 10</p> <p>Performance Poster approved at HLB, to be rolled out from 2024/25 summary and quarterly thereafter.</p>	<p>Ongoing</p>

information to tenants about their overall performance and plans for performance improvement.	<ul style="list-style-type: none"> <li>Quarterly performance data to be on website and in contact centres</li> </ul>		Recruited to a Housing Performance Manager who can interrogate housing data and provide recommendations on service and performance improvements	
<b>The Transparency, Influence and Accountability Standard</b>  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>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>