

## Regulator of Social Housing - Improvement Plan

### Housing Liaison Board - Regulator Social Housing Improvement Plan update @ Oct 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.  296 properties remain to be surveyed. Relevant officers are undertaking HHSRS training in Oct and Nov with a view to picking these up thereafter.  Future surveys – preferred approach is to have an inhouse rolling programme, 1000 per year. Additional staff resource may be required, a report will be presented to full Council.  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	Outstanding surveys to be completed by March 26.  Long term capital investment plan to be reviewed and updated – Feb 2026  Ongoing
<b>The Transparency, Influence and</b>	We need to understand the individual and whole tenant base.	High	Tenant Census devised and issued November 2024 this is designed to established basic information about tenancy household, preferred	To have data from all tenants

<p><b>Accountability Standard</b></p> <p>2.1 Fairness and respect are a required outcome and cross cutting in the delivery of all requirements.</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>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 1100 responses to date. It is essential we know our tenants to shape delivery of services, so we need to be proactive in seeking this information at all Tenant touch points</p> <p>Customer Services also seeking this updated information from tenants.</p>	<p>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 information to tenants about their overall performance and plans</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 impactful 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>Recruited to a Housing Performance Manager who can interrogate housing data and provide recommendations on service and performance improvements</p>	<p>Ongoing</p>

for performance improvement.	<ul style="list-style-type: none"> <li>Quarterly performance data to be on website and in contact centres</li> </ul>			
<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>