

CHP Update Social Housing White Paper 2021 Social Housing Bill

A Charter For Social Housing Residents

How the Social Housing White Paper came about?

- ▶ Following the tragedy of the Grenfell Tower fire in June 2017, and the failings of the Social Housing provider, identified in the resulting enquiry, the Government committed to a programme of reform for social housing tenants.
- ▶ Consultation in 2018 produced the Governments social housing white paper called 'The Charter for Social Housing Residents' which had to be considered in conjunction with other Government measures introduced
 - ▶ the Building Safety Bill
 - ▶ The Fire Safety Bill
 - ▶ the Housing Ombudsman's New Complaint Handling Code.
- ▶ The White Paper outlined seven key commitments





One: To Be Safe in your Home

- ▶ Safety has become a consumer regulation and a tenant satisfaction measure One on which the council will be rated, measured and held accountable*
- ▶ LL's must appoint a "Nominated Health & Safety Lead " at a sufficiently senior level for oversight of consumer regulation and to drive the housing safety agenda.
- ▶ This person will need to be identified to residents, the Regulator of Social Housing and the Housing Ombudsman.



Two: To Know your Landlord is Performing

- ▶ 4 new consumers standards
 - ▶ Tenancy standard
 - ▶ Home standard
 - ▶ Tenant involvement & Empowerment Standard
 - ▶ Neighbourhood & Community Standard

- ▶ 1 Financial Standard
 - ▶ Rent Standard

*Boards and local authority councillors who govern service delivery will be responsible for meeting the relevant standards and determining how this is done.

- ▶ 23 Tenant Satisfaction Measures (TSM's) - 12 must be established by tenant perception surveys with questions set**
- ▶ Strict guidelines on how they're carried out
- ▶ Publish results and how surveys carried out to the regulator annually

TP01: Overall satisfaction
Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?
TP02: Satisfaction with repairs
Has your landlord carried out a repair to your home in the last 12 months? If yes, how satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?
TP03: Satisfaction with time taken to complete most recent repair
Has your landlord carried out a repair to your home in the last 12 months? If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
TP04: Satisfaction that the home is well-maintained
How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?
TP05: Satisfaction that the home is safe
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?
TP06: Satisfaction that the landlord listens to tenant views and acts upon them
How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?
TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them
How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?
TP08: Agreement that the landlord treats tenants fairly and with respect
To what extent do you agree or disagree with the following? "My landlord treats me fairly and with respect."
TP09: Satisfaction with the landlord's approach to handling of complaints
If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?
TP10: Satisfaction that the landlord keeps communal areas clean and well-maintained
Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining? If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?
TP11: Satisfaction that the landlord makes a positive contribution to their neighbourhood
How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?
TP12: Satisfaction with the landlord's approach to handling anti-social behaviour
How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

Three: To have your complaints dealt with promptly and fairly

- ▶ The Housing Ombudsman was granted new powers Sep 2020
 - ▶ New complaints handling code, increased resources and powers
 - ▶ the ability to refer more cases to the regulator / systemic issues
 - ▶ to issue complaint-handling orders against poorly performing landlords
 - ▶ Ombudsman decisions / determinations published on website
- ▶ In 2022
 - ▶ Code of guidance becomes law
 - ▶ legally allows the watchdog to order a landlord to review its policies on specific issues
 - ▶ Annually have to report back on our lessons learned changes made through dispute resolution.



Four: To be treated with respect backed by a strong consumer regulator for tenants

the Social Housing Regulator's powers have been increased

- ▶ Removal of the Serious Detriment test*
- ▶ Instead underperforming social landlords will be subject to 'Ofsted-style' inspections. Only have to give 48 hours' notice to landlords before inspections (currently 28 days)**
- ▶ Powers to issue social landlords with 'performance improvement plan notices' if they fail /or risk of failure to meet standards or if it fails to provide documents or information the RSH has asked for.
- ▶ failure to comply with improvement plan notices LL's could be issued with enforcement action or a fine, or have to pay compensation (All 3)
- ▶ The bill has given the regulator the power to carry out emergency works on properties, for which the social landlords will have to foot the bill. These include powers of entry and payment within 28 days
- ▶ Regulator to have an advisory panel, incl. reps of social housing tenants, social landlords and their lenders, councils, the Greater London Authority (GLA), Homes England and the housing secretary.



Regulator of
Social Housing

Five: To have your voice heard by your landlord



- ▶ Regulator has set obligations for much more tailored engagement which reflects that different residents want different levels and types of communication.
- ▶ With the onus on LL's to show how they've sought and considered ways to improve engagement with their tenants.
- ▶ Our involvement is expected to go further than just involving neighbourhoods, it extends to tackling loneliness and supporting residents to have more meaningful social relationships
- ▶ **All social landlords will be required to ensure that their staff meet new competency standards. Providers will have to demonstrate that all their staff - from neighbourhood housing officers to senior management - have the right skills, experience and knowledge to deliver a high-quality service for residents. The new standard will be set out and enforced by the Regulator of Social Housing

Six: To have a good quality home and neighbourhood to live in.

For the built environment -

- ▶ a review of the current 'Decent homes' standard,
- ▶ Decarbonisation / insulation of homes
- ▶ increasing green space.
- ▶ Regular electrical / PAT safety inspections
- ▶ TSM's on repairs, decent homes, gas, electricity, water & lift safety



For neighbourhoods

- ▶ Introduction of Tenant's satisfaction measures surrounding responsible neighbourhood management
 - ▶ Satisfaction- landlord keeps communal areas clean and well maintained
 - ▶ satisfaction that the landlord makes a positive contribution to neighbourhoods
 - ▶ satisfaction with handling ASB
- ▶ with all performance reportable to residents and available to the Regulator.

Seven: To be supported to take your first step to ownership

This section is a reminder that homeownership is the Government's housing priority,

Re-statements of policy announcements on delivering new homes and access to home-ownership;

- ▶ Right to Buy,
- ▶ the new shared ownership model
- ▶ the affordable housing programme 2021-25,
- ▶ community led housing and rural development.



Next Steps..



Significant work has been done in preparation since the publication of the social housing white paper, but only recently has much of the detail been published. Moving forward we have

- ▶ A Social Housing Reform (SHR) Project Group
- ▶ Developed a comprehensive and fluid action plan
- ▶ Made the Social Housing Reform Bill a standard agenda item at Senior Leadership Team
- ▶ Committed to a progress update at every CHP
- ▶ Committed to updates through the councils project reporting system

It is unknown when exactly the Bill will become law, but we are working towards April 2023 this aligns with the Social Housing Regulator's new tenants satisfaction measures come into effect