

## RSH Consumer Standards

### Compliance Checklist – June 2023

A summary of compliance with the standards is reported to residents and wider stakeholders within the Annual Report.

Specific Expectations Paragraph	Compliance Statement (Yes/No)	Evidence	Tenant Scrutiny	Further actions	By whom	By when
<a href="#">Home Standard</a> <b>Quality of Accommodation</b> <b>Repairs &amp; Maintenance</b>						
2.1.1 Registered providers may agree with the regulator a period of non-compliance with the Decent Homes Standard, where this is reasonable. Providers shall ensure their tenants are aware of the reasons for any period of non-compliance, their plan to achieve compliance and then report on progress delivering this plan.	<b>Yes</b>	<p>Asset Management Strategy</p> <p>At the end of March 2023 all properties met with the requirements of the Decent Homes Standard as well as the SLH Home Standard. The Standard was reviewed and updated by Board March 2023.</p> <p><a href="#">SLH Home Standard.docx</a></p> <p>In accordance with the SLH Home Standard we undertake Stock Condition Surveys to all our homes over a five-year period with 20% of homes being surveyed each year. All our homes have stock condition data with no cloning of major components. 92% of our homes have received a survey over the last five years, with only non-access preventing a full dataset.</p> <p>We have invested £5.58m of improvements into our homes during 2022/23 and have retained 100% compliance with the Decent Homes Standard. 39 homes are 'discounted' from the standard, in accordance with the legislation, due to Customer refusals. These components are replanned into the Long-Term Financial Plan (LTFP) over the next five years and further attempts are made to complete the works periodically or at next void occurrence.</p> <p>Savills were commissioned to provide independent, expert advice and assurance about our Stock Condition Data, our</p>				

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		<p>costs, and our planning assumptions around component lifecycles. They undertook an assessment of the quality and suitability of our survey forms to ensure that the appropriate data is being captured to achieve legislative and regulatory compliance.</p> <p>Savills concluded that:</p> <ul style="list-style-type: none"> <li>• Our data was of a good standard and that we had applied best practice principles to our investment planning processes, utilising the data collected from the stock condition surveys.</li> <li>• The costs applied to the LTFP plan are in line with benchmarks and advised that this is regularly monitored due to current building cost inflation pressures.</li> </ul> <p>We have developed an Improvement Programme over a 5-year period, with 30 year longer term Investment Assumptions in the Business Plan and are focussing this on our properties that we have been unable to access over recent years.</p> <p>SLH would inform the Regulator for Social Housing if it is not performing to the required standard. SLH would inform tenants about any non-compliance within its Annual Report to tenants.</p> <p>Action 2022 - The Scrutiny Panel recommended we develop an Improvement Programme Handbook, in addition to the Repairs Handbook. The updated handbook is available online <a href="https://southlakeshousing.co.uk/Handbook-Oct-22.pdf">Handbook-Oct-22.pdf (southlakeshousing.co.uk)</a></p>				
2.2.1 Registered providers shall ensure a prudent, planned approach to repairs and maintenance of homes and communal areas. This should demonstrate an	<b>Yes</b>	Asset Management Strategy approved by Board Feb 23. The AM Strategy sets out our approach to active asset management which includes:				

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<p>appropriate balance of planned and responsive repairs, and value for money. The approach should include: responsive and cyclical repairs, planned and capital work, work on empty properties, and adaptations.</p>		<ul style="list-style-type: none"> <li>• Having up to date data about our stock to inform our investment decisions</li> <li>• Understand the performance of our assets and how we can maximise these assets planning and procurement</li> <li>• Ensuring effective programmes are in place for cyclical maintenance, repairs and safety checks</li> <li>• Ensuring effective procedures are in place for responsive repairs and to maintain stock to at least the SLH Home Standard</li> <li>• Meeting our sustainability targets</li> </ul> <p><b>Capital, Planned and Cyclical Maintenance and Repairs:</b></p> <p>A key part of our continuous improvement is the continual development and proactive use of our Asset Performance and Viability model (ASAP), through which we can assess the financial and social performance of stock to make informed decisions. This will include an assessment of Net Present Value (NPV). Originally the model provided us with an initial picture of asset performance, from which further investigation could be made. It has been refined over the last few years, particularly regarding financial metrics and inputs, but there is further work to do for it to give us real-time accurate performance analytics. The model will help inform the investment programmes and neighbourhood plans based on an active asset management approach where we will seek to make appropriate investment decisions. This will be in a way that strengthens the Long-Term Financial Plan and contributes to meeting our objectives.</p> <p>The evaluation tool identifies the stronger and weaker performing assets within the stock. Where analysis identifies groups of (or individual) properties which require major investment, these will be referred for option</p>				

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		<p>appraisals. The results of this work will inform where best to target interventions, such as disposals, redevelopment and master-planning the regeneration of estates, linking closely with the Development Strategy.</p> <p>The Keystone Asset Management system monitors dates for potential property failures based on Component lifecycles set by SLH and is updated when work is completed to maintain records. Stock Condition Surveys and validation checks to inform our programme.</p> <p>Programmes have been established to complete the required safety inspections which are monitored by the ARC.</p> <p><b>Responsive Repairs:</b> Procedures are in place for responsive repairs. A Repairs handbook is available for customers which sets out the response times for emergency, appointable and planned repairs and how to report a repair.</p> <p>We balance responsive repairs with longer term investment programmes and explore opportunities to:</p> <ul style="list-style-type: none"> <li>• Develop methods to identify, defer and batch non urgent repairs into Capital Improvement/Planned programmes.</li> <li>• Embed actions to assess the viability of high-cost voids and responsive repairs.</li> <li>• Collect and use repairs data to inform trends and underlying defects that would inform planned programmes of work.</li> </ul> <p>Void Standard and procedures are in place.</p> <p>Expenditure in relation to assets is monitored by the Board on a quarterly basis.</p>	Jan 23			

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2.2.2 Registered providers shall co-operate with relevant organisations to provide an adaptations service that meets tenants' needs.	Yes	<p>SLH work with CCC, SLDC (now WAFC) on adaptations, supporting tenants to access OT assessments and DFG's as appropriate.</p> <p>SLH Adaptations Policy  <a href="#">Adaptations Policy.docx</a>  <a href="#">6b. Adaptations Guidelines 2019.docx</a></p> <p>SLH carry out minor adaptations. We have an annual budget of c£100k.</p> <p>In 2022/23 - minor adaptations and 5816 major adaptations (£76k spend) with a further £70k invested on replacement programmes. were carried out. 112 Minor adaptations are completed on average within 31 days and major adaptations are completed within 40 days. Both the internal and external processes are currently under review with SLDC (now WAFC) to improve communication and completion times</p> <p>We may offer tenants alternative accommodation rather than adaptations, for example a move from a house to a flat.</p> <p>We routinely install walk in showers in ground floor flats, sheltered housing and bungalows to ensure they are accessible.</p> <p>Major adaptation requests that have been refused can be appealed through the SLH complaints procedure.</p>				
<b><u>Tenancy Standard</u></b> <b>Allocations &amp; Lettings</b> <b>Tenure</b>						
2.1.1 Registered providers shall co-operate with local authorities' strategic	Yes	SLH are members of Cumbria Choice Based Lettings (CCBL) scheme, a partnership of 6 LA's, including our key	9 <sup>th</sup> May 19			

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housing function, and their duties to meet identified local housing needs. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements.		<p>LA's – SLDC, BBC and EDC and key RP's. We have a shared Allocations Policy, providing a single point of access for applicants. We are active members of the Project Board and Operations Group.</p> <p><a href="https://www.cumbriachoice.org.uk/Data/Pub/PublicWebsite/ImageLibrary/Allocations%20Policy%20Document.docx">https://www.cumbriachoice.org.uk/Data/Pub/PublicWebsite/ImageLibrary/Allocations%20Policy%20Document.docx</a></p> <p><a href="https://www.cumbriachoice.org.uk/Data/Pub/PublicWebsite/ImageLibrary/Banding%20Criteria.docx">https://www.cumbriachoice.org.uk/Data/Pub/PublicWebsite/ImageLibrary/Banding%20Criteria.docx</a></p> <p>SLH attends Strategic Homelessness Group which provides updates about services and issues across the local area as well as a platform to identify trends and collaborate. We work with Westmorland and Furness Council on the Refugee Resettlement Scheme, rehousing 16 households since 2018, with WAFC and 3<sup>rd</sup> sector providing support.</p>				
2.1.2 Registered providers shall develop and deliver services to address under-occupation and overcrowding in their homes, within the resources available to them. These services should be focused on the needs of their tenants and will offer choices to them.	<b>Yes</b>	<p>We offer advice and support for tenants looking to downsize or move to larger properties. CCBL Allocations Policy awards additional priority for under-occupation and overcrowding.</p> <p>Tenants are encouraged and supported to look on CCBL, given advice on Mutual Exchange and Downsizing Scheme is explained, which has a budget available to assist people to downsize and free up larger homes, making better use of our stock.</p> <p>The new CCBL also supports tenants to register for a Mutual Exchange and to search for others seeking a mutual exchange.</p>				
2.1.3 Registered providers' published policies shall include how they have made use of common housing registers, common allocations policies and local	<b>Yes</b>	SLH are members of Cumbria Choice Based Lettings scheme, a partnership of 2 LA's, including Westmorland and Furness Council and key RP's. We have a shared				

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letting policies. Registered providers shall clearly set out, and be able to give reasons for, the criteria they use for excluding actual and potential tenants from consideration for allocations, mobility or mutual exchange schemes.		<p>Allocations Policy, providing a single point of access for applicants.</p> <p>Information can be found on the SLH website with a link to CCBL page where information is available on the Allocations Policy, S106 agreements, Local Lettings Plans and Mutual Exchanges.</p> <p><a href="https://www.southlakeshousing.co.uk/your-home/cumbria-choice/">https://www.southlakeshousing.co.uk/your-home/cumbria-choice/</a></p>				
2.1.4 Registered providers shall develop and deliver allocations processes in a way which supports their effective use by the full range of actual and potential tenants, including those with support needs, those who do not speak English as a first language and others who have difficulties with written English.	Yes	<p>SLH are members of Cumbria Choice Based Lettings scheme, a partnership of 2 LA's, including Westmorland and Furness Council and key RP's. We have a shared Allocations Policy, providing a single point of access for applicants.</p> <p>In our experience most people have family/ friends who can help with completing the forms for to apply for housing via the CCBL process.</p> <p>We also have access to language line and there are web programs that we can access to translate information.</p> <p>We work with Westmorland and Furness Council (WAFC) on the Refugee Resettlement Scheme, with WAFC arranging support, including translation if required.</p>				
2.1.5 Registered providers shall minimise the time that properties are empty between each letting. When doing this, they shall take into account the circumstances of the tenants who have been offered the properties.	Yes	<p>We aim to relet properties as quickly as possible, with targets set annually for turnaround time and rent loss. Void Standard – provides a minimum standard for all properties being relet, including all health and safety/ compliance check requirements.</p> <p><a href="#">SLH void standard sep 21 (2).docx</a></p> <p>We take into account the individual circumstances of people moving into our properties and are able to tailor our</p>				

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		<p>service and consider for example whether any minor adaptations may be required.</p> <p>CX voids and Connect are live.</p> <p>Action 2022 - Review of the void standard ongoing to be completed after new CX voids module and Connect are live in 2023/24.</p>				
<p>2.1.6 Registered providers shall record all lettings and sales as required by the Continuous Recording of Lettings (CORE) system.</p>	Yes	<p>The data is gathered from the Cumbria Choice system and input to CORE.</p> <p>Action - look into bulk upload of forms and CX automation to reduce data entry and reconciliation (Jul 23 update – on the list for completion but not a priority as needs process change)</p>				
<p>2.1.7 Registered providers shall provide tenants wishing to move with access to clear and relevant advice about their housing options.</p>	Yes	<p>SLH are members of Cumbria Choice Based Lettings scheme, a partnership of 2 LA's, including Westmorland and Furness Council and key RP's. We have a shared Allocations Policy, providing a single point of access for advice for applicants.</p> <p><a href="https://www.southlakeshousing.co.uk/your-home/cumbria-choice/">https://www.southlakeshousing.co.uk/your-home/cumbria-choice/</a></p>				
<p>2.1.8 Registered providers shall subscribe to an internet based mutual exchange service (or pay the subscriptions of individual tenants who wish to exchange), allowing:</p> <ul style="list-style-type: none"> <li>(a) a tenant to register an interest in arranging a mutual exchange through</li> </ul>	Yes	<p>Most applicants want to move locally.</p> <p>Although SLH do not have a membership with Homeswapper or a similar internet-based service, if a customer asks about registration, we will pay the one off fee for them to allow them access to the wider database.</p> <p>Application for a Mutual Exchange can be made by online form via the SLH website. The application is receipted</p>				



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<p>the mutual exchange service without payment of a fee</p> <ul style="list-style-type: none"> <li>the tenant to enter their current property details and the tenant's requirements for the mutual exchange property they hope to obtain</li> <li>the tenant to be provided with the property details of those properties where a match occurs</li> </ul>		<p>within 7 days and the applicant will be informed whether their application is successful or not.</p> <p>The refreshed CCBL Allocations Policy now includes a Mutual Exchange Scheme for people wishing to move between member landlords.</p> <p>There were 14 mutual exchanges in 2022/23 (compared to 30 mutual exchanges in 2021/22, 23 in 2020/21, 27 in 2019/20, 25 in 2018/19, 22 in 2017/18 and 18 in 2016/17).</p> <p>There has been a gradual increase in mutual exchanges since 2013, which demonstrates the process is working.</p>				
<p>2.1.9 Registered providers shall ensure the provider of the internet based mutual exchange service to which they subscribe is a signatory to an agreement, such as HomeSwap Direct, under which tenants can access matches across all (or the greatest practicable number of) internet based mutual exchange services.</p>	Yes	<p>SLH do not have a membership with Homeswapper or a similar internet-based service, if a customer asks about registration, we will ensure the provider is an appropriate organisation and provides wide access. We will pay the one-off fee for a tenant to allow them access such a scheme.</p> <p>The rational for taking this approach is that most applicants want to move locally and find their own exchanges via free local services, such as social media and local adverts.</p>				
<p>2.1.10 Registered providers shall take reasonable steps to publicise the availability of any mutual exchange service(s) to which it subscribes to its tenants.</p>	Yes	<p>SLH website has a link to apply for a mutual exchange <a href="https://www.southlakeshousing.co.uk/services/mutual-exchange/">https://www.southlakeshousing.co.uk/services/mutual-exchange/</a></p> <p>The CCBL Allocations Policy now includes a Mutual Exchange Scheme for people wishing to move between member landlords.</p>				

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<p>2.1.11 Registered providers shall provide reasonable support in using the service to tenants who do not have access to the internet.</p>	<p><b>Yes</b></p>	<p>SLH Customer Hub can provide support and advice for tenants who do not have access to the internet in applying on line.</p> <p>Applicants now need an email address to apply and there is guidance on the Cumbria Choice Website on how to arrange an email address.</p> <p>We will also signpost to other support, such as Age Uk and the CAB, who were consulted over the new policy, as appropriate.</p> <p>For tenants without access to the internet who have registered, we can still offer an autobid process.</p>				
<p>2.2.1 Registered providers shall publish clear and accessible policies which outline their approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud, and set out:</p> <ul style="list-style-type: none"> <li>• (a) The type of tenancies they will grant.</li> <li>• (b) Where they grant tenancies for a fixed term, the length of those terms.</li> <li>• (c) The circumstances in which they will grant tenancies of a particular type.</li> <li>• (d) Any exceptional circumstances in which they will grant fixed term tenancies for a term of less than five years in general needs housing following any probationary period.</li> </ul>	<p><b>Yes</b></p>	<p>Tenancy Management Policy which sets out all of the tenancies offered, eligibility for tenancies by SLH :</p> <ul style="list-style-type: none"> <li>• Starter Tenancies</li> <li>• Assured Shorthold,</li> <li>• Assured and</li> <li>• Assured with Protected Rights.</li> </ul> <p>Fixed Term tenancies would only be granted by exception, on a case by case basis, for a minimum of 2 years.</p> <p>The appeals process is set out in the policy</p> <p><a href="#">Tenancy Management Amalgamated Policy May 2020.docx</a></p> <p>Tenancy Agreement - All tenants are provided with a copy of their Tenancy Agreement when they sign for their home. Copies can also be requested (free of charge).</p>				

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<ul style="list-style-type: none"> <li>• (e) The circumstances in which they may or may not grant another tenancy on the expiry of the fixed term, in the same property or in a different property.</li> <li>• (f) The way in which a tenant or prospective tenant may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered, and against a decision not to grant another tenancy on the expiry of the fixed term.</li> <li>• (g) Their policy on taking into account the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, including through the provision of tenancies which provide a reasonable degree of stability.</li> <li>• (h) The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy.</li> <li>• (i) Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members.</li> </ul>		<p><a href="#">Information regarding Tenancies is available on the website –</a></p> <p><a href="https://www.southlakeshousing.co.uk/your-home/your-tenancy/">https://www.southlakeshousing.co.uk/your-home/your-tenancy/</a></p> <p>SLH operate Statutory Succession rights as laid out in legislation. When a joint tenant dies there is an automatic succession. When the partner of a tenant dies the law allows for succession. If there are other family members in the household, we have to look at each case individually to see if there is a right of succession. We also consider the size of the property to ensure it is not under occupied as a result of the succession.</p> <p>ACTION 2023/4: review Tenancy Management Policy to ensure succession and vulnerability is adequately included and reflect requirements g), h) and i) and to take account of the new requirements proposed in the Renters Reform Bill once finalised which proposes to abolish Assured Shorthold Tenancies.</p>				
2.2.2 Registered providers must grant general needs tenants a periodic secure or assured (excluding periodic assured shorthold) tenancy, or a tenancy for a minimum fixed term of five years, or exceptionally, a tenancy for a minimum	<b>Yes</b>	Currently we offer three standard types of tenancies; Assured Shorthold, Assured and Assured with Protected Rights. The type of tenancy issued depends on whether they are transferring tenant or not, and what rights the tenant held previously.				

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fixed term of no less than two years, in addition to any probationary tenancy period.		Fixed Term tenancies would only be granted by exception, on a case by case basis, for a one year probationary period with the conversion to a 5 year fixed term tenancy on successful completion of the probationary period.  Adaptations process workshop to be completed July 2023.				
2.2.3 Before a fixed term tenancy ends, registered providers shall provide notice in writing to the tenant stating either that they propose to grant another tenancy on the expiry of the existing fixed term or that they propose to end the tenancy.	Yes	The review process is contained within <a href="#">Tenancy Management Amalgamated Policy May 2020.docx</a>				
2.2.4 Where registered providers use probationary tenancies, these shall be for a maximum of 12 months, or a maximum of 18 months where reasons for extending the probationary period have been given and where the tenant has the opportunity to request a review.	Yes	Probationary Tenancies via Assured Shorthold Tenancies for 12 months <a href="#">Tenancy Management Amalgamated Policy May 2020.docx</a>				
2.2.5 Where registered providers choose to let homes on fixed term tenancies (including under Affordable Rent terms), they shall offer reasonable advice and assistance to those tenants where that tenancy ends.	Yes	Fixed Term tenancies would only be granted by exception, on a case by case basis, for a minimum of 2 years.  The review process is contained within <a href="#">Tenancy Management Amalgamated Policy May 2020.docx</a>				
2.2.6 Registered providers shall make sure that the home continues to be occupied by the tenant they let the home to in accordance with the requirements of the relevant tenancy agreement, for the duration of the tenancy, allowing for regulatory requirements about participation in mutual exchange schemes.	Yes	Tenancy Agreement At sign up, tenants are advised we will carry out home visits to ensure the tenant has settled in, continue to occupy and can sustain their tenancy. Post sign up visits (8-12 weeks after sign up) and Pre conversion visits before the AST becomes an Assured Tenancy (9 months after the start of the tenancy) are a minimum expectation. Upon receipt of information suggesting that a tenant may have abandoned their property, investigations are made alongside other agencies to ensure the tenant is in				

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		<p>occupation and if they have left, action will be taken to recover possession <a href="#">Tenancy Fraud Policy .docx</a>) updated March 2023.</p> <p>Identity checks are also made in line with the mutual exchange policy whenever we are in receipt of an application to exchange.</p>				
<p>2.2.7 Registered providers shall develop and provide services that will support tenants to maintain their tenancy and prevent unnecessary evictions.</p>	<p><b>Yes</b></p>	<p>Income Management Policy Financial Inclusion Service – offering welfare benefits and debt reduction advice.</p> <p>Tenancy Management Team – Neighbourhood Partners Work with the Statutory and 3<sup>rd</sup> sector - doctors, mental health team, CADAS and Westmorland and Furness Council Adult Social Care</p> <p>SLH adheres to NHF Commitment that no one will be evicted from a HA home as a result of financial hardship where they are working (or engaging) with their HA to get payments back on track.</p> <p>Evictions are always the last resort and only after offers of support, attempts to reach repayment agreements and financial inclusion advice have been refused or failed.</p> <p>There were 4 evictions in 2022/23 compared with 0 evictions in 2020/21 (Covid-19 national eviction ban and focus on supporting tenants during the pandemic) because of rent arrears. There was one eviction due to Anti-Social Behaviour, 6 evictions in 2019/20, 8 evictions in 2018/19, 6 in 2017/18 and 5 in 2016/17.</p>				
<p>2.2.8 Registered providers shall grant those who were social housing tenants on the day on which section 154 of the Localism Act 2011 comes into force, and have remained social housing tenants</p>	<p><b>Yes</b></p>	<p>Tenants of SLH who our tenants at the date the Localism Act came into force 15<sup>th</sup> November 2011 continue to hold an Assured Protected Rights tenancy agreement will retain these rights if they transfer.</p>				

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since that date, a tenancy with no less security where they choose to move to another social rented home, whether with the same or another landlord. (This requirement does not apply where tenants choose to move to accommodation let on Affordable Rent terms).						
2.2.9 Registered providers shall grant tenants who have been moved into alternative accommodation during any redevelopment or other works a tenancy with no less security of tenure on their return to settled accommodation.	Yes	Decant Policy Any tenants required to move to alternative accommodation retain the identical type of tenancy with no reduced security.				
<b><u>Neighbourhood &amp; Community Standard</u></b> <b>Neighbourhood Management</b> <b>Local Area Co-operation</b> <b>Anti Social Behaviour</b>						
2.1 Registered providers shall consult with tenants in developing a published policy for maintaining and improving the neighbourhoods associated with their homes. This applies where the registered provider has a responsibility (either exclusively or in part) for the condition of that neighbourhood. The policy shall include any communal areas associated with the registered provider's homes.	Yes	SLH ASB and Tenancy Management Policies, developed with customers.  <a href="https://www.southlakeshousing.co.uk/wp-content/uploads/2019/09/Anti-Social-Behaviour-Domestic-Abuse.pdf">https://www.southlakeshousing.co.uk/wp-content/uploads/2019/09/Anti-Social-Behaviour-Domestic-Abuse.pdf</a> <a href="https://www.southlakeshousing.co.uk/wp-content/uploads/2019/09/Tenancy-Management.pdf">https://www.southlakeshousing.co.uk/wp-content/uploads/2019/09/Tenancy-Management.pdf</a>  Neighbourhood Plans, developed in consultation with customers, are now live and events have been planned into the summer to publicise and engage with residents. Plans are bespoke to the needs of individual communities/localities across the south lakes area.	9 <sup>th</sup> May 19 & 24 <sup>th</sup> Feb 22			

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		Environmental improvements relating to communal spaces are planned across our stock over a 5 year period with consultation with residents taking place on each scheme, ensuring that the works are aimed at overcoming issues experienced by residents in the locality.				
<p>2.2 Registered providers, having taken account of their presence and impact within the areas where they own properties, shall:</p> <ul style="list-style-type: none"> <li>• (a) identify and publish the roles they are able to play within the areas where they have properties</li> <li>• (b) co-operate with local partnership arrangements and strategic housing functions of local authorities where they are able to assist them in achieving their objectives</li> </ul>	Yes	<p>SLH stock across South Lakeland with some larger estates where we can play a greater leadership role and work closely with SLDC (now WAFC).</p> <p>Various methods are used to publish our work such as social media, website, Annual Report and liaising with Residents Associations. Colleagues also attend multi-agency meetings and residents' meetings to discuss roles and responsibilities.</p> <p>Joint working is a key part of our day to day role and staff attend local partnership 'Hub' meetings alongside a number of different agencies working across South Lakeland. Depending on the issues being discussed at each meeting, representatives from various agencies will be in attendance, including but not limited to MIND (Mental Health Support), UNITY (Drug and Alcohol support), Age UK, Citizens Advice Bureau, Mental Health Team (Garburn House), Manna House, Barnardo's, Victim support, Neighbourhood Watch, Fire Service, Residents Associations, GPs/practice nurses, DWP, Christians Against Poverty, Kings Food Bank, Eden and South Lakes Credit Union, Royal British Legion, Alzheimer's Society.</p> <p>South Lakeland District Council, Westmorland and Furness Council, Town and Parish Councils are also regular partners when working with tenants.</p> <p>Neighbourhood Plans published and clearly set out the role of SLH and links with partnerships in the local area.</p>				

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<p>2.3.1 Registered providers shall publish a policy on how they work with relevant partners to prevent and tackle anti-social behaviour (ASB) in areas where they own properties.</p>	<p><b>Yes</b></p>	<p>ASB Policy The SLH website also includes Anti-Social Behaviour (ASB) reporting toolkit and a free Noise App download.</p> <p><a href="https://www.southlakeshousing.co.uk/services/report-asb/">https://www.southlakeshousing.co.uk/services/report-asb/</a></p> <p><a href="https://www.southlakeshousing.co.uk/wp-content/uploads/2019/09/Anti-Social-Behaviour-Domestic-Abuse.pdf">https://www.southlakeshousing.co.uk/wp-content/uploads/2019/09/Anti-Social-Behaviour-Domestic-Abuse.pdf</a> (policy)</p> <p>We work with agencies including Police, Social Services, ASB Action, Environmental Protection, Enforcement team, SLDC (now W&amp;FC), MIND, Unity and Cumbria and Morecambe Bay Health Trust to tackle and resolve issues.</p> <p>To review the ASB Policy in 23/24.</p>				
<p>2.3.2 In their work to prevent and address ASB, registered providers shall demonstrate:</p> <ul style="list-style-type: none"> <li>• (a) that tenants are made aware of their responsibilities and rights in relation to ASB</li> <li>• (b) strong leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of responsibilities with other local agencies</li> <li>• (c) a strong focus exists on preventative measures tailored towards the needs of tenants and their families</li> <li>• (d) prompt, appropriate and decisive action is taken to deal with ASB before</li> </ul>	<p><b>Yes</b></p>	<p>a) Tenancy Agreement, ASB Policy. All Tenants are issued with a copy of the Tenancy agreement, they can also access information on the web site called your tenancy that details, information on managing your tenancy, changes of tenancy, ending your tenancy and rights and responsibilities.</p> <p><a href="https://www.southlakeshousing.co.uk/your-home/your-tenancy/#managing-your-tenancy">https://www.southlakeshousing.co.uk/your-home/your-tenancy/#managing-your-tenancy</a></p> <p>b) The ASB policy sets out SLH's commitment to dealing with nuisance and anti-social behaviour and to work with key stakeholders to deliver this commitment.</p> <p>c), d) Prevention, detection and early intervention are key to our successful management of cases alongside timely communication with other agencies. The policy includes the steps to be taken which includes preventative action such as diversionary work or changes to the environment. Also includes early intervention to minimise escalation and resolve issues before becoming significant. Action that can</p>				



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<p>it escalates, which focuses on resolving the problem having regard to the full range of tools and legal powers available</p> <ul style="list-style-type: none"> <li>• (e) all tenants and residents can easily report ASB, are kept informed about the status of their case where responsibility rests with the organisation and are appropriately signposted where it does not</li> <li>• (f) provision of support to victims and witnesses</li> </ul>		<p>be taken includes ABC's, legal action of serving Notice Seeking Possession, requesting an Injunction, seeking Criminal Behaviour Orders, seeking Community Protection Notices and seeking suspended or immediate Possession Orders.</p> <p>SLH also has a contract with a specialist external provider, ASB Action and also utilises the support of a range of solicitors to support the progression of more serious cases. Legal Advice and support from these agencies is a key aspect of the way we progress more serious cases. Utilising all of the available powers, we will always focus on the safety of the victim when considering the most suitable action.</p> <p><b>Allocations Policy</b>  Before someone becomes a tenant, they are asked questions when registering with CCBL a number of questions regarding their tenancy history, which should identify if there have been/ are any ASB issues. If they are coming from another Housing Association we ask for a Landlord reference. The landlord reference has specific questions, one of which relates to ASB.</p> <p><b>Starter Tenancies</b>  A new tenant will be put onto a starter tenancy which last for 12 months. During this period if there is an issue then action will be taken promptly to investigate any allegations and take action, which may include warnings, injunctions or possession depending on the seriousness.</p> <p>Home visits take place to make sure tenants have settled in and are managing their tenancy. Tenants are reminded about their responsibilities and encouraged to report any issues they experience at an early stage.</p>				

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		<p>e) the website has a reporting tool. Incidences can also be reported by e-mail, by contacting SLH by phone or making an appointment to speak to a colleague, Noise app. Service standards are set out in the policy which includes the expected timeframes to respond to a report and to agree a timescale to keep the complainant informed of the progress of the case. Tenants (complainants) can access their open ASB case 'My account' and see if there is an open case if they are the complainer.</p> <p>f) The policy sets out the support that will be provided to complainants and perpetrators. Victims are able to provide anonymous witness statements which gives them more confidence to report an incident initially. Tenants are also able to access Victim Support if they require additional support and guidance. Referrals into other agencies for support also forms part of the tools we access to support victims. Target hardening of properties will also be a consideration on a case by case basis.</p>				
<p><b><u>Tenant Involvement &amp; Empowerment Standard</u></b>  <b>Customer Service, Choice &amp; Complaints</b>  <b>Involvement &amp; Empowerment</b>  <b>Understanding and responding to diverse needs</b></p>						
<p>2.1.1 Registered providers shall provide tenants with accessible, relevant and timely information about:</p> <ul style="list-style-type: none"> <li>• a. how tenants can access services</li> <li>• b. the standards of housing services their tenants can expect</li> <li>• c. how they are performing against those standards</li> </ul>	<p><b>Yes</b></p>	<p>A) Services can be accessed by My Account, telephone, online, live chat, reception (by appointment), social media and post. We also offer tenants home visits. Ways to contact SLH are published on line and new tenants are informed on sign up.</p> <p>Customer Service Standards were reviewed in 2022/23, in consultation with tenants  <a href="https://www.southlakeshousing.co.uk/wp-content/uploads/2023/02/Customer-Service-Standard-final.pdf">https://www.southlakeshousing.co.uk/wp-content/uploads/2023/02/Customer-Service-Standard-final.pdf</a></p>				

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<ul style="list-style-type: none"> <li>• d. the service choices available to tenants, including any additional costs that are relevant to specific choices</li> <li>• e. progress of any repairs work</li> <li>• f. how tenants can communicate with them and provide feedback</li> <li>• g. the responsibilities of the tenant and provider</li> <li>• h. arrangements for tenant involvement and scrutiny.</li> </ul>		<p>B) The Annual Report for Tenants is available on the SLH website this provides information on how tenants can get involved share feedback and how we are performing against standards. <a href="https://www.southlakeshousing.co.uk/Annual-Report-2022-web.pdf">Annual-Report-2022-web.pdf (southlakeshousing.co.uk)</a></p> <p>Expectations are set out in the Repairs Handbook <a href="https://www.southlakeshousing.co.uk/wp-content/uploads/2022/10/Handbook-Oct-22.pdf">https://www.southlakeshousing.co.uk/wp-content/uploads/2022/10/Handbook-Oct-22.pdf</a></p> <p>C) As above.</p> <p>D) There is currently tenant choice for improvements works such as kitchen and bathroom layouts for example. Choice is also available for rent payments, direct debit options, complaints, allocations and frequency of independent living calls.</p> <p>E) Via SMS, tenants at the point of booking will receive confirmation of their appointment, a reminder the day before and an 'on-route' message. We recognise that improvements need to be made in keeping the tenant informed following inspections for repairs – an improved process was implemented in 22/23 whereby surveyors receive a basket of jobs on the Connect system with SLA's to complete.</p> <p>F) Tenants can provide feedback through any access route including phone, email, social media, live chat, website, complaints and surveys. Customer Insight Partner sends out surveys and will be providing feedback to service managers to improve services. The latest customer perception survey was completed Dec 22. July 2023 - Customer transactional surveys have been streamlined and relaunched.</p> <p>G) The responsibilities of the tenant and landlord are set out within the tenancy agreement. Information on rights and responsibilities can also be found on our website here: <a href="https://www.southlakeshousing.co.uk/your-">https://www.southlakeshousing.co.uk/your-</a></p>				

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		<p><a href="https://www.southlakeshousing.co.uk/home/your-tenancy/#rights-and-responsibilities">home/your-tenancy/#rights-and-responsibilities</a> and specific rights and responsibilities on repairs can be found in our Repair and Maintenance Handbook: <a href="https://www.southlakeshousing.co.uk/wp-content/uploads/2020/07/Handbook.pdf">https://www.southlakeshousing.co.uk/wp-content/uploads/2020/07/Handbook.pdf</a></p> <p>H) SLH Tenants Committee meetings are advertised on social media and on our website - we encourage participation and new members. The minutes from the meeting are shared via our website here: <a href="https://www.southlakeshousing.co.uk/get-involved/">https://www.southlakeshousing.co.uk/get-involved/</a></p> <p>The Board approved a Resident Engagement Strategy. Found here: <a href="https://www.southlakeshousing.co.uk/wp-content/uploads/2020/09/Resident-Engagement-Strategy.pdf">https://www.southlakeshousing.co.uk/wp-content/uploads/2020/09/Resident-Engagement-Strategy.pdf</a> The engagement strategy is about;</p> <ol style="list-style-type: none"> <li>1. <i>Getting more active in communities</i> – talking to residents and not expecting them to come to us</li> <li>2. <i>Engaging more people</i> – targeting community champions early decision making process, expanding our tenant scrutiny programme but also engaging with other people who might be interested in engaging with us later.</li> <li>3. <i>Using digital tools</i> – to encourage a new pool of residents who wish to engage with us online rather than attending meetings.</li> </ol> <p>A wider review of customer voice is underway which will include consultation to help shape customer engagement opportunities.</p>				
2.1.2 Providers shall offer a range of ways for tenants to express a complaint and set out clear service standards for responding to complaints, including complaints about performance against the standards, and details of what to do if they are unhappy with the outcome of a complaint. Providers shall inform tenants how they use complaints to improve their services.	Yes	<p>Advice on making a comment or complaint is available on the SLH website. See here: <a href="https://www.southlakeshousing.co.uk/feedback/">https://www.southlakeshousing.co.uk/feedback/</a></p> <p>The Complaints Policy was updated and approved by the Board in November 2022 and is compliant with the Housing Ombudsman Complaint Handling Code. The policy was updated to reflect the changes in the Complaint Handling</p>		Annual Review v HOS CHC	Zarina	October

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<p>Registered providers shall publish information about complaints each year, including their number and nature, and the outcome of the complaints. Providers shall accept complaints made by advocates authorised to act on a tenant's/tenants' behalf.</p>		<p>Code (April 2023). The policy sets out the service standards for responding to complaints.</p> <p>The policy also includes the option for tenants to complain to the Tenant Complaints Panel if they are unhappy with how the complaint has been dealt with and advises that customers can report complaints to the Housing Ombudsman. The policy can be viewed online here: <a href="https://www.southlakeshousing.co.uk/wp-content/uploads/2022/07/Complaints-Policy-Nov20.pdf">https://www.southlakeshousing.co.uk/wp-content/uploads/2022/07/Complaints-Policy-Nov20.pdf</a></p> <p>SLH's self-assessment is also available online: <a href="https://www.southlakeshousing.co.uk/wp-content/uploads/2022/10/Annual-Report-2022-web.pdf">Microsoft Word - Complaint Handling Code Self-Assessment August 2022[19].docx (southlakeshousing.co.uk)</a></p> <p>Numbers of complaints received for each year is published in the Annual Report: <a href="https://www.southlakeshousing.co.uk/wp-content/uploads/2022/10/Annual-Report-2022-web.pdf">https://www.southlakeshousing.co.uk/wp-content/uploads/2022/10/Annual-Report-2022-web.pdf</a></p> <p>In 2022/23 a project on complaints management was completed to continue to improve the service. The project included:</p> <ul style="list-style-type: none"> <li>• Workflow within Cx to improve visibility and accountability.</li> <li>• Reporting – in line with Tenant Satisfaction Measures (TSMs).</li> <li>• Improving communications: letter template and quality assurance, campaigns on how customers can complain and 'you said, we did'.</li> <li>• The Learning Loop – improving how we capture lessons learnt from complaints and ensure these actions are embedded.</li> <li>• Provided training to colleagues on effective complaint handling – investigations and responses.</li> </ul>				

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		Power BI report within TSM data reported to SMT monthly and Board quarterly as part of KPI reporting. Managers Group established to review complaints and learning.				
<p>2.2.1 Registered providers shall support their tenants to develop and implement opportunities for involvement and empowerment, including by:</p> <ul style="list-style-type: none"> <li>• a. supporting their tenants to exercise their Right to Manage or otherwise exercise housing management functions, where appropriate</li> <li>• b. supporting the formation and activities of tenant panels or equivalent groups and responding in a constructive and timely manner to them</li> <li>• c. the provision of timely and relevant performance information to support effective scrutiny by tenants of their landlord's performance in a form which registered providers seek to agree with their tenants. Such provision must include the publication of an annual report which should include information on repair and maintenance budgets</li> <li>• d. providing support to tenants to build their capacity to be more effectively involved.</li> </ul>	Yes	<p>A) SLH will work with any community groups wanting more engagement. This will not include Right to Manage for tenancies but could include leasehold management.</p> <p>B) SLH organise a range of activities including coffee mornings and Estate Walkabouts. These events are published on the website and on social media. We hold an online repair customer focus group and support resident associations (EG Helm Close and Sandylands). Actions arising from these events/meetings are recorded by the Customer Engagement Partner.</p> <p>C) Scrutiny groups held frequently to review service areas. Completed scrutiny reviews for 2022/23 ASB and Voids reported to Board. Implementation of recommendations from the scrutiny panel oversee by ARC and inform service standards and processes. Annual report published online here: <a href="https://www.southlakeshousing.co.uk/wp-content/uploads/2021/11/South-Lakes-Housing-Annual-Report-2021.pdf">https://www.southlakeshousing.co.uk/wp-content/uploads/2021/11/South-Lakes-Housing-Annual-Report-2021.pdf</a></p> <p>D) Resident Engagement Strategy here: <a href="https://www.southlakeshousing.co.uk/wp-content/uploads/2020/09/Resident-Engagement-Strategy.pdf">https://www.southlakeshousing.co.uk/wp-content/uploads/2020/09/Resident-Engagement-Strategy.pdf</a></p> <p>Members of TPAS and HOS who offer regular training for residents.</p>				
2.2.2 Registered providers shall consult with tenants on the scope of local offers for service delivery. This shall include how performance will be monitored, reported	Yes	Local Offer and Neighbourhood Plans in place. They provide service and local information, planned improvement programme and estate improvements and will be informed by resident feedback, aiming to address				

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to and scrutinised by tenants and arrangements for reviewing these on a periodic basis.		<p>the specific issues identified in and around each neighbourhood. Where properties are not considered part of a 'neighbourhood' per se, a more generic service offer with service and local information and how to access different types of advice and support is published.</p> <p>Residents can give their feedback through our neighbourhood planning questionnaire which can be accessed through our website and we will also gather residents views via Residents Associations and a number of local events.</p> <p>Link to questionnaire - <a href="https://www.southlakeshousing.co.uk/your-home/neighbourhood-plans/">https://www.southlakeshousing.co.uk/your-home/neighbourhood-plans/</a></p>				
2.2.3 Where registered providers are proposing a change in landlord for one or more of their tenants or a significant change in their management arrangements, they shall consult with affected tenants in a fair, timely, appropriate and effective manner. Registered providers shall set out the proposals clearly and in an appropriate amount of detail and shall set out any actual or potential advantages and disadvantages (including costs) to tenants in the immediate and longer term. Registered providers must be able to demonstrate to affected tenants how they have taken the outcome of the consultation into account when reaching a decision.	<b>Yes</b>	Not applicable, however if this situation were to arise SLH would ensure that we would carry out consultation in a fair, timely and appropriate manner and set out the disadvantages and advantages to tenants. SLH would consider the feedback from consultation and use this to inform the decision and communicate this within the outcome communication to tenants.				
2.2.4 Registered providers shall consult tenants at least once every three years on the best way of involving tenants in the governance and scrutiny of the	<b>Yes</b>	The Board reviewed resident engagement in Sept 2020 and Tenants Committee were consulted with the Resident Engagement Strategy published.				

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organisation's housing management service.		<p>The recent Customer Perception survey provided a number of customers who expressed that they were interested in being involved. Therefore, this group of people will also form part of the consultation process.</p> <p>Resident Engagement Strategy here:  <a href="https://www.southlakeshousing.co.uk/wp-content/uploads/2020/09/Resident-Engagement-Strategy.pdf">https://www.southlakeshousing.co.uk/wp-content/uploads/2020/09/Resident-Engagement-Strategy.pdf</a></p> <p>There is an ongoing review of customer voice currently taking place. Residents' shaping and influencing services – a range of consultation events and sessions with Board and Tenants' Committee.</p>		Review	Angela/ Zarina	Review 23/24 Implementation 24/25
2.3.1 Registered providers shall demonstrate how they respond to tenants' needs in the way they provide services and communicate with tenants.	Yes	<p>Equality, Diversity &amp; Inclusion Policy and Action Plan approved by Board November 2022:  <a href="https://www.southlakeshousing.co.uk/wp-content/uploads/2023/03/EDI-Policy.pdf">https://www.southlakeshousing.co.uk/wp-content/uploads/2023/03/EDI-Policy.pdf</a></p> <p>Tenants Committee consulted on all key policy and service changes EG recognised that tenants' needs for improved digital service. My Account relaunch due in Autumn 2022 with improved customer forms, repair scheduling, mobile first design.</p> <p>Independent Living increase font sizes for tenants if appropriate.  Opt in for bi-annual paper rent statements</p> <p>We hold some customer profiling data but recognise we can improve and use to better tailor services and there is a transformation project in 2023/24 to address. Customer Perception Survey completed Dec 22 and was used to</p>				



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		identify areas for service improvements – complaints handling and repairs service.				