

Transparency, Influence and Accountability Standard

Required Outcome	Specific Expectation	DESCRIPTION OF COMPLIANCE	Links	Links	Links	Links	COMPLIANT	AREAS FOR IMPROVEMENT	CODE OF PRACTICE
1.1 Fairness and respect 1.1.1 Registered providers must treat tenants and prospective tenants with fairness and respect.	No specific expectation	All colleagues receive Mary Geber Let's Make It Happen customer excellence, Equality Diversity and Inclusion and Safeguarding Training Treating customers with fairness and respect is an expected behaviour and a commitment within the SLH Customer Service Standards, asked during all transactional surveys and within TSM's. TSM 24/25 outcome reflects 85.1% of respondents feel that SLH treats them fairly and with respect, based on 511 responses across the two survey periods. In the RSH annual assessment of TSM's for 23/24 the upper quartile was 83%, therefore SLH exceeds these levels. Transactional surveys also show a high percentage of customers across different business areas feel they were treated with fairness and respect. Now we have new software this could be summarised in a clearer way by aggregating all answers to this question from transactional surveys. DoCEX member of W&F L&B Partnership, working together to make the area a place everyone is welcome to live, learn, work, visit and conduct business.						Aggregate all transactional survey answers to the question 'Did SLH treat you fairly and with respect' and report this within a new Customer Experience dashboard monthly	Fairness and respect (Relevant to the Transparency, Influence and Accountability Standard required outcome 1.1.1) 29 - Tenants and prospective tenants should be treated with fairness and respect and this principle should underpin how registered providers deliver all landlord services. 30 - Registered providers should foster a strong culture throughout their organisation of fairness, courtesy and respect, where tenants are listened to and can trust their landlord. In treating tenants fairly, registered providers should consider how they can adapt their services and communications to meet individual tenants' needs.
1.2 Diverse needs 1.2.1 In relation to the housing and landlord services they provide, registered providers must take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants.	2.1 Diverse needs 2.1.1 Registered providers must use relevant information and data to: a) understand the diverse needs of tenants, including those arising from protected characteristics, language barriers, and additional support needs, and b) assess whether their housing and landlord services deliver fair and equitable outcomes for tenants.	SLH has some customer data, in varying stages of completeness to understand the diverse needs. The TSM Survey results for 23/24 and 24/25 were broken down by age, tenure, property type, no of beds and ethnicity and the only discernible difference in satisfaction is that it is higher for people 25 and under and over 55 and those who live in sheltered housing which is in line with sector and wider surveys. The Resident Census due to be conducted in 2025 (launched Feb 2025) is asking customers for information we could use to tailor our landlord services and better assess whether we are delivering fair and equitable outcomes. It will also improve the percentage and quality of information we hold on customers and their needs. We will record when we ask customers for this information and when a customer declines to answer. We have developed a Supporting Customers Policy, in consultation with customers, that defines vulnerability and is clear on the type of reasonable adjustments we can make. SLH has an Equality, Diversity and Inclusion Policy and the Whistleblowing Policy has now been adopted by Residents Forum which provides clarity on how any issues raised would be investigated.						Complete a 100% resident census in 2025, using agreed customer data standard. Once complete use this data to ensure outcomes are fair and equitable for all tenants.	Diverse needs (Relevant to the Transparency, Influence and Accountability Standard required outcome 1.2.1 and specific expectations 2.1.1, 2.1.2, 2.1.3 and 2.1.4) 31 - Registered providers are expected to consider the diverse needs of their tenants (and prospective tenants, where relevant) in relation to the housing and landlord services they provide. This consideration should be integral to the culture of the organisation. Examples of how registered providers can take action to deliver fair and equitable outcomes for tenants may include investigating any complaints of alleged discrimination from tenants promptly and implementing any relevant learning, providing regular equality, diversity and inclusion training for staff, board members or councillors, and carrying out work to understand the barriers different groups of tenants might face in accessing services and working to remove those barriers. 32 - Registered providers are expected to have robust information about their tenants so that they can deliver fair and equitable outcomes for tenants in relation to the housing and landlord services they provide. This should include, but not be limited to, relevant information on protected characteristics, and any support or communication needs. 33 - It is for registered providers to work with tenants to decide the most effective approach to gathering this information and keeping it up to date, and to share with tenants how they will make use of the data. Registered providers should explore a range of methods for collecting this information from tenants to encourage a good response rate. For example, via periodic face-to-face contact with tenants or other appropriate points of contact with tenants. As part of their approach registered providers should process personal information in compliance with relevant legislation and the Information Commissioner's Office guidance.
	2.1.2 Registered providers must ensure that communication with and information for tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants	All information is clear but will be reviewed through 25/26 in conjunction with the Residents Forum to ensure it still meets the requirements, to add clear review dates and to reinforce our culture, values and expected colleague behaviours as we acknowledge that needs and requirements change over time. The website was reviewed in 2024/25 with customers engaged in developing the new website, content and user testing ahead of the relaunch in Spring 2025. The wording was also subject to an external review to ensure it is clear and accessible and in keeping with our Mary Geber culture change programme 'Let's Make It Happen'. Website has Accessible settings. Translation and interpretation available via Big Word. 10 colleagues completed intro to British Sign Language. Learning lessons from customer feedback a new plan has been in place for rent and service charge communications to ensure all communication is clear and timely.						Plan a clear timeline for review of all standard letter/communication templates and ensure a forward plan for this continual process is established. Sign up to Hourproud Pledge to demonstrate our commitment to LGBTIQ+ resident equality and support.	34 - In delivering this outcome, registered providers may also want to consider using other data and information about tenants, for example the census and/or English Housing Survey, to inform the design and delivery of their strategies, policies and landlord services. 35 - Registered providers should regularly assess whether their housing and landlord services deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants. Registered providers should take account of the findings of their assessments and should be able to demonstrate actions they have taken as a result. 36 - Registered providers should make tenants aware of the different ways in which services are tailored to meet their needs. This could include, for example, by informing tenants when they report a repair that a choice of appointment time is available, or that information can be supplied in alternative formats, such as pictorial, and in different languages or request. 37 - Registered providers should have in place an effective, simple and accessible process to enable tenants and prospective tenants to nominate a representative to act on their behalf in interactions with the landlord about landlord services, for example, in order to report a complaint on a tenant's behalf and to discuss progress of a repair or a housing application.
	2.1.3 Registered providers must ensure that landlord services are accessible, and that the accessibility is publicised to tenants. This includes supporting tenants and prospective tenants to use online landlord services if required.	All services from SLH are accessible and publicised. Customers can access services via My Account, Online, Telephone, Email, In Person at the office or officers on estates and by Appointment. Accessibility of information on the website has been improved with the relaunch in Spring 2025. Work will be undertaken in 2025/26 to understand if more can be done to support the development of digital literacy with customers enabling more choice in accessing services.						Explore options to support customers to boost digital literacy skills.	
	2.1.4 Registered providers must allow tenants and prospective tenants to be supported by a representative or advocate in interactions about landlord services.	SLH recognises and wherever possible SLH work with nominated representatives and advocates, recording the details of the advocate on the housing management system and creating a relevant alert so teams are aware when delivering services. We also make this clear in our Complaints Policy.						We aim to check and update this information as part of the Resident Census 2025.	
1.3 Engagement with tenants 1.3.1 Registered providers must take tenants' views into account in their decision-making about how landlord services are delivered and communicate how tenants' views have been considered.	2.2 Engagement with tenants 2.2.1 Registered providers must give tenants a wide range of meaningful opportunities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.	SLH provides a menu of opportunities for customers to be consulted, involved, influence and scrutinise service provision. Neighbourhood Plans provide an overview of the neighbourhood, advice and support and investment in neighbourhoods. Over the last 12 months opportunities have been provided for involvement in procurement of the Grounds Maintenance contract, shaping the independent living service, development of the new SLH website, a new Residents Forum to ensure Board hear customers' voices, the relaunched Repairs Forum and to influence a number of key customer policies including CCTV, supporting customers, complaints and compensation and the annual rent increase. Customer scrutiny of SLH preparation for Social Tenant Access to Information Standard (STARIS).					Menu of involvement	Continue to develop the Residents Forum and ensure Board hear and take into account the customer voice and recommendations of governance review 2025/26, provide customers with opportunities to be involved in scrutiny of services as well as future design of delivery. Review the Resident Engagement Strategy, in consultation with customers. Work towards TPAS Accreditation in 2026, using this as an improvement tool.	Engagement with tenants (Relevant to the Transparency, Influence and Accountability Standard required outcome 1.3.1 and specific expectations 2.2.1, 2.2.2, 2.2.3, 2.2.4, 2.2.5 and 2.2.6) 38 - Genuine consideration of tenants' views should be at the heart of registered providers' different levels of decision-making about the delivery of landlord services. This may include, for example, in relation to agreeing their asset management strategy, the setting of service standards, agreeing responsive repair timescales and setting performance targets for different landlord services. 39 - Tenants' views can be gathered in different ways. Boards and councillors of registered providers should assure themselves that tenants' views have been actively sought and considered as part of their decision-making about their organisation's landlord services. Registered providers should also communicate to tenants how tenants' views have been taken into account in their decision making about how landlord services are delivered. In addition, consideration of how to improve and tailor landlord service delivery should be an ongoing activity taking place at all levels of the organisation and across all areas of service delivery.
	2.2.2 Registered providers must assist tenants who wish to implement tenant-led activities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.	SLH would support any tenant led activities.						Ensure there is appropriate information available advising customers to get in touch if they have any ideas for further tenant led activities.	40 - Registered providers should take reasonable steps to ensure that all tenants have an equitable opportunity to be involved in influencing and scrutinising strategies, policies and services, taking into account the diverse needs of tenants.
	2.2.3 Registered providers must provide accessible support that meets the diverse needs of tenants so they can engage with the opportunities in 2.2.1 and 2.2.2.	Engagement sessions are hybrid, allowing people to join in person and virtually, and there is a range of additional support available, depending on need through the Big Word interpretation and translation service, training and help with transport and IT equipment.						Consider referencing in new Resident Engagement Strategy.	41 - Registered providers should take reasonable steps to assist tenants wishing to implement tenant-led activities to influence and scrutinise their landlord's strategies, policies and services. Assistance may include, for example, providing venues for meetings, administrative support, funding and training.
	2.2.4 Registered providers must support tenants to exercise their Right to Manage, Right to Transfer or otherwise exercise housing management functions, where appropriate	Where requested and appropriate we would offer customers support.						Consider referencing in new Resident Engagement Strategy.	42 - Where a registered provider is considering a change in landlord or a significant change in management arrangements, it is important that in their consultation with affected tenants they tailor their communication methods and take all reasonable steps to ensure that all affected tenants have access to and can understand the landlord's proposals. This should include tenants who may experience communication barriers, have additional support needs and/or are unable to use online services.
	2.2.5 Registered providers, working with tenants, must regularly consider ways to improve and tailor their approach to delivering landlord services including tenant engagement. They must implement changes as appropriate to ensure services deliver the intended aims.	Service improvement is regularly considered. The results of the TSM and Transactional Surveys, Complaints and Compliments and wider feedback informs the Transformation Programme and BAU improvements. In 2024/25 this included the customer voice in governance, improvements in complaint handling and capturing and reporting customer feedback, replacement of the grounds maintenance service, Website improvements, improvements to damp and mould case management and repair appointment communication.						Key focus this year is Repairs Transformation. Reviews also of the independent Living and Cleaning services and service charges. Establish clearer process for sharing improvements to services which have been driven by tenants and service reviews via 'You Said We Did'.	43 - Consultation with tenants must be meaningful, which includes engaging with affected tenants in a range of ways. Registered providers should begin their consultation with affected tenants at an early stage in the process, while there is scope to influence the decision and/or outcome. They should run the consultation for a sufficient amount of time to give affected tenants an equitable opportunity to consider and respond to the proposals. Registered providers should make clear any potential material impact, positive and negative, of the proposed changes, for example, any impact on rent and service charge levels, service delivery or security of tenure. They should also set out clearly the main reasons for the changes being proposed to affected tenants. Board and councillors of registered providers should assure themselves that feedback from affected tenants has been genuinely considered in their decision-making about proposals, and the registered provider should demonstrate this to affected tenants.

	2.2.6 Where a registered provider is considering a change in landlord for one or more tenants, or a significant change in management arrangements, it must consult affected tenants on its proposals at a formative stage and take those views into account in reaching a decision. The consultation must: a) be fair and accessible b) provide tenants with adequate time, information and opportunities to consider and respond c) set out actual or potential advantages and disadvantages (including costs) to tenants in the immediate and longer term, and d) demonstrate to affected tenants how the consultation responses have been taken into account in reaching a decision.	We would carry out appropriate consultation if such circumstances arise.						
1.4 Information about landlord services 1.4.1 Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.	2.3 Information about landlord services 2.3.1 Registered providers must provide tenants with accessible information about the: a) available landlord services, how to access those services, and the standards of service tenants can expect b) standards of safety and quality tenants can expect homes and communal areas to meet c) rents and service charges that are payable by tenants, and d) responsibilities of the registered provider and the tenant for maintaining homes, communal areas, shared spaces and neighbourhoods.	Services available are advertised clearly on the website under the heading 'Services' and demonstrate what can be accessed. New website has a Customer Information Hub which includes information and FAQs on key topics. Responsibilities for repairs are listed on the website and were updated in August 2023, with the key infographic pages pulled out and shown separately as images on the page Customer Service Standards are set out on our website, with a monthly dashboard now published showing performance. Similar detail for leaseholders is also available and linked across Rent and Service Charges - policy available on website and information communicated via Residents Forum, website and letters are sent out annually and reviewed each year for accuracy and to ensure information is up to date and relevant. Includes information on help and advice available with rent payments and welfare benefits. Neighbourhood Plans are available and the Good Neighbourhood Management Policy is clearly listed.	Repair, complaints, fires	Leasehold, service, standards	Service, standards	Services, available	Launch & publish Customer Experience Dashboard in Q1 2025/26 - measuring key performance against the Customer Service Standards. Make detail accessible for standards of communal areas, new homes and shared spaces. Consult customers and publish wider building safety information. Provide clarity on how documents can be accessed in other formats.	Information about landlord services (Relevant to the Transparency, Influence and Accountability Standard required outcome 1.4.1 and specific expectations 2.3.1, 2.3.2 and 2.3.4) 44 - Effective communication with tenants and the provision of clear and accessible information is at the heart of an effective tenant/landlord relationship. Registered providers should make tenants aware of the services and standards of service they provide, and the different ways in which tenants can contact their landlord. 45 - Where registered providers are delivering a service directly to a tenant, they should communicate with them from the start through to the completion of that service. For example, where a tenant reports a repair to their landlord, the registered provider should keep them updated about the progress of the repair on a regular and ongoing basis, particularly where there is going to be a delay in carrying out the repair, or where multiple trades and visits are required. 46 - The expectation that registered providers must make information available to tenants about the relevant roles and responsibilities of senior level employees or officers applies to all registered providers, whether they employ paid staff or not.
	2.3 Information about landlord services 2.3.2 Registered providers must provide tenants with accessible information about tenants' rights in respect of registered providers' legal obligations and relevant regulatory requirements that registered providers must meet in connection with the homes, facilities or landlord services they provide to tenants. This must include information about: a) the requirement to provide a home that meets the government's Decent Homes Standard; b) the registered provider's obligation to comply with health and safety legislation; c) the rights conferred on tenants by their tenancy agreements including rights implied by statute and/or common law, in particular – (i) the right to a home that is fit for human habitation; and (ii) the right to receive notice of a proposed visit to carry out repairs or maintenance or to view the condition and state of repair of the premises; and d) the rights of disabled tenants to reasonable adjustments.	Legislative and Regulatory requirements included in all customer strategies and policies. There is a dedicated website page on Consumer Regulation and the Standards, including the TSM's and Complaint handling. Decent Homes Standard is referenced in a number of documents but could be more prominent. In the Keeping my Home Safe section of the website information on gas, asbestos, fire, radon and electrical safety. We have a Supporting Customers Policy which outlines our commitment to make reasonable adjustments, with some examples but this could be more prominent on a number of website pages. There is roles and responsibilities section on the website which outlines repairing responsibilities of SLH and customers. Wider rights and responsibilities are covered in policies but there could be a more prominent information page covering main rights and responsibilities outlined in the tenancy agreement.	Keeping my home safe	Supporting customers, ability			Improve the information available on the website on rights and responsibilities, the requirement to provide access, the decent homes standard and the ability to request reasonable adjustments.	
	2.3.3 Registered providers must communicate with affected tenants on progress, next steps and outcomes when delivering landlord services.	We do communicate about Landlord Services via the Website, Annual Report to Customers, Social Media and the Annual Complaints and Service Improvement Report. We also engage customers in our self-assessments against the Consumer Standards and Ombudsman Complaint Handling Code to provide input and scrutiny from customers with lived experience.						
	2.3.4 Registered providers' housing and neighbourhood policies must be fair, reasonable, accessible and transparent. Where relevant, policies should set out decision-making criteria and appeals processes.	Policies are clear and show the information required in an accessible format. Customers are consulted on all key customer strategies and policies and Equality Impact Assessments are carried out. All customer strategies and policies are available on the website and copies will be provided upon request. Plan in place to review all strategies and policies over 3 year cycle. This includes clarity on consultation and approval arrangements.	Strategies				Tenancy Management Policy will be updated in June 2025.	
	2.3.5 Registered providers must make information available to tenants about the relevant roles and responsibilities of senior level employees or officers, including who has responsibility for compliance with the consumer standards.	Information is available on the website for the Executive Leadership Team which includes roles and responsibilities. The Director of Customer Experience is responsible for compliance with the Consumer Standards and the Director of Homes is responsible for Landlord Health and Safety.						
1.5 Performance information 1.5.1 Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.	2.4 Performance information 2.4.1 Registered providers must meet the regulator's requirements in relation to the tenant satisfaction measures set by the regulator as set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements.	SLH commission a suitably experienced external independent market research company to collect the satisfaction survey information in 2 phases. We collect and report the general management TSM's quarterly in our KPI reports.					Review TSM's ahead of publication of 24/25 return to ensure the information complies with the technical requirements and is accessible for tenants.	Performance information (Relevant to the Transparency, Influence and Accountability Standard required outcome 1.5.1 and specific expectations 2.4.2b, 2.4.3, 2.4.4.a, 2.4.4.b and 2.4.4.d) 47 - Tenants having access to reliable and accurate performance information about landlord services helps to ensure transparency and to drive effective tenant scrutiny.
	2.4.2 Registered providers must: a) collect and process information specified by the regulator relating to their performance against the tenant satisfaction measures. The information must be collected within a timeframe set by the regulator and must meet the regulator's requirements in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements b) annually publish their performance against the tenant satisfaction measures. This should include information about how they have met the regulator's requirements set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements. This information must be published in a manner that is timely, clear, and easily accessed by tenants; and c) annually submit to the regulator information specified by the regulator relating to their	SLH commission a suitably experienced external independent market research company to collect the satisfaction survey information in 2 phases. We collect and report the general management TSM's quarterly in our KPI reports, which are subject to internal quality checks. 2023/24 TSM's published and accessible for tenants using the link across 2023/24 TSM's submitted to RSH and signed off. Same process is being followed for 2024/25 return	TSMs				Review TSM's ahead of publication of 24/25 return to ensure the information complies with the technical requirements and is accessible for customers. Internal Audit of TSM's 2025/26 Q1.	48 - In addition to meeting the requirement to publish their performance against the tenant satisfaction measures (TSMs) in a form required by the regulator, registered providers should, following engagement with their tenants, also consider publishing some or all TSM data at a more granular level and/or on a more frequent basis, in order to support tenant scrutiny. For example, they may report some or all TSM data separately for: entities within their group specific property types such as general needs or housing for older people and/or different geographical areas, and/or specific tenant groups (relevant to the TSM tenant perception measures: TP01-TP12) such as tenants who share different protected characteristics. 49 - Where a registered provider publishes TSM data in more detail as set out in paragraph 48, they should ensure, as far as possible, that they calculate and report the data in accordance with the regulator's TSM requirements. Any significant deviation from these requirements should be clearly set out alongside the reported TSM data.
	2.4.3 In meeting 2.4.1 and 2.4.2 above, registered providers must ensure that the information is an accurate, reliable, valid, and transparent reflection of their performance against the tenant satisfaction measures.	High level of assurance using experienced external research provider with knowledge of the sector's regulatory standards, to collate and aggregate satisfaction data. Quality Assurance checks built in and provider works with more than 70 other landlords to complete. General Management TSM's collated and quality checked internally.					Review TSM's ahead of publication of 24/25 return to ensure the information complies with the technical requirements and is accessible for customers. Internal Audit of TSM's 2025/26 Q1.	50 - It is important that tenants and other stakeholders are able to trust what TSM data tells them about landlords' performance. Registered providers should ensure they have adequate assurance that they meet the regulator's TSM requirements. 51 - Registered providers should be able to demonstrate that they understand their performance, including where and why performance has changed over time. They should have clear and measurable plans in place to improve performance where required

	2.4.4 Registered providers must provide tenants with accessible information about: a) how they are performing in delivering landlord services and what actions they will take to improve performance where required b) how they have taken tenants' views into account to improve landlord services, information and communication c) how income is being spent, and d) their directors' remuneration and management costs.	A lot of information is detailed in the Annual Customer Report linked across Director remuneration and management costs are detailed in the financial statements.	Annual report							and should be able to demonstrate that they are effectively delivering to those plans. 52 - In providing tenants with accessible information about their performance, registered providers should consider all performance information, including the regulator's judgements. Registered providers should consider how they can support tenants to understand the information being presented, including relevant performance action plans, for example, by including contextual and benchmarking information. In providing information about how they have taken tenants' views into account, registered providers should be able to demonstrate any changes they have made to landlord services as a result of insight from tenants' views, including learning from complaints. 53 - In providing information to tenants on directors' remuneration and management costs, registered providers should consider the regulator's note on how to calculate these costs, which can be found on our website.
1.6 Complaints 1.6.1 Registered providers must ensure complaints are addressed fairly, effectively, and promptly.	2.5 Complaints 2.5.1 Registered providers must ensure their approach to handling complaints is simple, accessible and published.	The process is simple and complies with HOS Complaint Handling Code, publicised on all documents and clear on website. In November 2024 HOS acknowledged receipt of 2023/24 submission of 26th June 2024 and they are satisfied that SLH has provided and published all necessary documents as part of its submission. Internal Audit of Complaints 2024/25 Q4 - outcome substantial for design, substantial for operation.	Complaint 1 policy	Complaints policy	Complaint take from SLH website				Consult and engage residents who have complained in self-assessment against the HOS CHC	Complaints (Relevant to the Transparency, Influence and Accountability Standard required outcome 1.6.1 and specific expectations 2.5.1 and 2.5.2) 54 - Addressing complaints fairly, effectively and promptly is essential for registered providers to build trust with tenants. Registered providers should make every effort to ensure that tenants are aware of their complaints process. Tenants should be able to raise a complaint easily and should be listened to by their landlord when they do so.
	2.5.2 Registered providers must provide accessible information to tenants about: a) how tenants can make a complaint about their registered provider b) the registered provider's complaints policy and complaints handling process c) what tenants can do if they are dissatisfied with the outcome of a complaint or how a complaint was handled, and d) the type of complaints received and how they have learnt from complaints to continuously improve services.	All information clear and accessible in the published complaints policy, complaints acknowledgment and outcome letters, on the dedicated compliments and complaints page on the website, in the published self-assessment v the Housing Ombudsman Service Complaint Handling Code and in the Annual Complaints and Service Improvement Report and Annual Customer Report and in Transactional Surveys. Included in wider communications shared and across other channels. TSM's 2024/25 - Stage 1 responses in timescale 98.9%							As part of the communications review in 2025/26 understand how customers would like to hear how lessons are learnt from complaints.	55 - In addressing complaints, registered providers should ensure that they provide regular updates to affected tenants about the progress they have made to resolve the complaint fairly and the next steps they plan to take, with clear timescales. 56 - In meeting this outcome, registered providers are expected to consider relevant requirements of other bodies, including those of the Housing Ombudsman and specifically their Complaint Handling Code. 57 - Complaints present registered providers with valuable insight into tenants' experiences of interacting with their landlord. Registered providers should make good use of this learning in order to improve services for tenants, bringing about change at a service or organisational level where appropriate. As part of this learning, registered providers should analyse trends and themes from complaints data.
	2.6 Self-referral 2.6.1 Registered providers must communicate in a timely manner with the regulator on all material issues that relate to non-compliance or potential non-compliance with the consumer standards.	Should a material non-compliance or potential non-compliance issue arise ELT will discuss and agree any remedial actions and make the Board aware and ensure the RSH is notified in a timely manner.								Self-referral (Relevant to the Transparency, Influence and Accountability Standard specific expectation 2.6.1) 58 - The regulator requires registered providers to tell it at the earliest opportunity about any material issues that relate to non-compliance or potential non-compliance with the standards. If a registered provider is unsure as to whether an issue is material, they should contact the regulator to discuss the matter further. Being open and transparent with the regulator is an essential part of registered providers meeting their co-regulatory responsibilities.

Neighbourhood and Community Standard

Required Outcome	Specific Expectation	DESCRIPTION OF COMPLIANCE	Links	COMPLIANT	AREAS FOR IMPROVEMENT	CODE OF PRACTICE
1.1 Safety of shared spaces 1.1.1 Registered providers must work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces (cross refers to 2.1 and builds on existing requirements in the CoP in relation to open areas where the landlord does not have direct responsibility)	No specific expectations	Etale inspections carried out quarterly with customers and stakeholders. New Grounds Maintenance Contract procured 2024/25, in consultation with customers by April 2025. Good Neighbourhood Management and ASB policies. Collaborative work with other stakeholders on any identified issues. Building safety checks are in place and all areas linked to communal space were at 100% compliant at the end of 2024/25			Review underway of independent living service to continue to improve the service and ensure best use of communal spaces.	Safety of shared spaces (Relevant to the Neighbourhood and Community Standard required outcome 1.1.1) 59. 'Shared space' as defined in the standards can include both internal and external areas associated with a registered provider's homes used by their tenants, that are not the responsibility of the registered provider. While registered providers do not have direct responsibility for these areas, they are expected to work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of these spaces. This may entail, for example, liaising with relevant organisations so that hazardous fly tipping can be removed or to arrange for defective lighting to be repaired where it presents a safety issue for their tenants.
1.2 Local cooperation 1.2.1 Registered providers must co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing.	2.1 Local cooperation 2.1.1 Registered providers, having taken account of their strategic objectives, the views of tenants and their presence within the areas where they provide social housing, must: a) identify and communicate to tenants the roles registered providers play in promoting social, environmental and economic wellbeing and how those roles will be delivered; and b) co-operate with local partnership arrangements and the strategic housing function of local authorities where they are able to assist local authorities in achieving their objectives. (Cross references to outcome 2 and specific expectations 2.2)	Good Neighbourhood Management Policy. Neighbourhood Plans recognise where we have concentrations of homes and can play a more active role. CEO meets regularly with WLF politicians and senior officers. S10 contribution to WLF strategies & delivery. DCC and high quarterly meetings with WLF to discuss common issues. Contribute to E208 Partnership, Community Safety Partnership, Local Focus Hub. Work closely with domestic abuse services. Work closely with and actively promote sessions of other providers e.g. Citizens Advice. Work with WLF to achieve their objectives, specifically in relation to housing need. Members Cumbria County Based Lettings and developing new homes. Work with Lancaster CC on developing new homes and managing existing. Annual ESG Report.	See Report		Review opportunities to grow networks and co-operation in offering.	Local cooperation (Relevant to the Neighbourhood and Community Standard required outcome 2.1.1 and specific expectation 2.1.1) 60. The regulator acknowledges that the roles registered providers play in promoting social, environmental and economic wellbeing in the areas in which they operate are likely to vary, as registered providers need to take account of their strategic objectives, the views of tenants and their presence in those areas, among other considerations.
1.3 Anti-social behaviour and hate incidents 1.3.1 Registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing	2.2 Anti-social behaviour and hate incidents 2.2.1 Registered providers must have a policy on how they work with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing. (Cross references to 2.3.1)	Tenancy Agreements ASB and Good Neighbourhood Management Policies. Dedicated ASB & Crime page on website, outlining what we will and will not treat as ASB and intervention options and provide toolkit. Members WLF Community Safety Partnerships. Use external ASB specialist for advice and support when taking legal action. Specialist also provides training for colleagues and carries out 6 monthly case audits. External assurance - Internal Audit 2024/25 Q4 - outcome substantial for design and substantial for operation.	ASB Policy		Arrange for Neighbourhood team to attend Prevent Training by October 2025.	Anti-social behaviour and hate incidents (Relevant to the Neighbourhood and Community Standard required outcome 1.3.1 and specific expectations 2.1.1, 2.2.2, 2.3.3 and 2.3.5) 61. Anti-social behaviour (ASB) and hate incidents can have a significant negative impact on tenants of social housing, both for those experiencing them directly and for those living in the community where the ASB and hate incidents are occurring. 62. In order to deter and tackle ASB and hate incidents effectively in areas where they operate, registered providers must work with appropriate partners, with a common aim of trying to reduce ASB and hate incidents. Joint initiatives may include, for example, providing mediation services to try to resolve disputes before they escalate, undertaking security measures and environmental improvements, and providing diversionary activities.
	2.2.2 Registered providers must clearly set out their approach for how they deter and tackle hate incidents in neighbourhoods where they provide social housing (the introduction of hate incidents is a new specific requirement)	Hate crime is included in the ASB Policy which is linked in the notes above, classed as serious and with a quicker timescale for initial review and contact. Six members of WLF Community Safety Partnership & Local Focus Hub.				63. It is vital that registered providers have effective policies and processes to tackle ASB and hate incidents, and they should communicate these to tenants. These should include their approaches to investigating reports of ASB and hate incidents (including the roles of other relevant agencies), the support available to affected tenants and the actions they take to deal with perpetrators of ASB and hate incidents.
	2.2.3 Registered providers must enable ASB and hate incidents to be reported easily and keep tenants informed about the progress of their case. (cross refers to 2.3.2 (i))	Menu of options to report - customers can report ASB directly to a Neighbourhood Partner/Assistant - Via the website - Through myaccount - By telephone or email. External Assurance - Internal Audit 2024/25 Q4 - outcome substantial for design and substantial for operation.			Explore option of becoming Hate Crime Reporting centre.	64. Registered providers should take into account the diverse needs of tenants in considering how tenants report ASB and hate incidents to them and eliminate any barriers to reporting such incidents. 65. In managing reports of ASB and hate incidents, including keeping tenants informed about the progress of their ASB case, registered providers should be mindful of their data protection obligations and any ongoing legal proceedings.
	2.2.4 Registered providers must provide prompt and appropriate action in response to ASB and hate incidents, having regard to the full range of tools and legal powers available to them. (cross refers to 2.3.2 (ii))	There is an SLA for response times: - SOWO for normal complaints - 24/7 for serious complaints, such as hate crime, domestic abuse. Policy updated to reflect learning from cases and complaints.				66. We expect registered providers to take a victim-centred approach to supporting tenants affected by ASB. This support can take different forms such as, for example, making a referral to an external support agency or, where appropriate, taking into account the wishes of the complainant when determining the course of action the registered provider will take. As part of this approach, registered providers should consider how they support vulnerable perpetrators of ASB, to help them to sustain their tenancy.
	2.2.5 Registered providers must support tenants who are affected by ASB and hate incidents, including by signposting them to agencies who can give them appropriate support and assistance. (cross refers to 2.3.2 (iii) & (iv))	Advice and support available outlined in ASB Policy and SLT work with Police, Local Focus Hub, Adult and Children's services to tackle issues and provide advice and support.				
1.4 Domestic abuse 1.4.1 Registered providers must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.	2.3 Domestic abuse 2.3.1 Registered providers must have a policy for how they recognise and effectively respond to cases of domestic abuse.	Domestic Abuse Policy link in next column and is referenced in ASB Policy SLT signed up to CMI Make a Stand Pledge since 2019 and re-submitted 2024 outlining our commitment on domestic abuse	Domestic Abuse Policy			Domestic abuse (Relevant to the Neighbourhood and Community Standard required outcome 1.4.1 and specific expectations 2.1.1 and 2.3.2) 67. Registered providers should understand the significant impact that domestic abuse can have both on tenants experiencing it and their household members. In achieving this outcome registered providers should have a victim-centred approach to assisting tenants who experience domestic abuse.
	2.3.2 Registered providers must co-operate with appropriate local authority departments to support the local authority in meeting its duty to develop a strategy and commission services for victims of domestic abuse and their children within safe accommodation. (the introduction of domestic violence is a new specific requirement)	Strong relationship with WLF who have obligations under the Domestic Abuse Act 2021. Quarterly meetings with housing and homelessness leads. Attend Case Conferences and NABAC and Safeguarding meetings as appropriate.				68. Registered providers policies should set out their approach to recognising and effectively responding to cases of domestic abuse. They should consider, among other things, how they raise awareness and understanding among relevant staff so they are able to recognise the signs of domestic abuse, particularly those linked to a tenant's housing circumstances, make tenants aware of appropriate support and advice available regarding domestic abuse, including from third party organisations offer tenants affected by domestic abuse referrals to specialist domestic abuse agencies provide staff supporting tenants experiencing domestic abuse with appropriate specialist training, and offer appropriate staff members to support tenants experiencing domestic abuse. 69. To be able to recognise and respond appropriately to reports of domestic abuse, registered providers should ensure they have an appreciation of the different specific needs of tenants who experience it, including those arising from the tenant's protected characteristics, such as disability and race. As part of their approach, registered providers must handle sensitive information relating to cases of domestic abuse in compliance with relevant legislation. 70. The duty referred to in 2.3.2 refers to the duty placed on local authorities in the Domestic Abuse Act 2021 (the Act) to develop and implement a strategy for accommodation-based support (which according to the Act is support in relation to domestic abuse, provided to victims of domestic abuse, or their children, who reside in relevant accommodation) in its area. Further information about this duty can be found in the government's statutory guidance: Domestic Abuse Act 2021 - GOV.UK (www.gov.uk).

Required Outcome	Specific Expectation	DESCRIPTION OF COMPLIANCE	Links	COMPLIANT	AREAS FOR IMPROVEMENT	CODE OF PRACTICE
1.1 Allocations and lettings 1.1.1 Registered providers must allocate and let their homes in a fair and transparent way that takes the needs of tenants and prospective tenants into account.	1.1 Allocations and lettings 1.1.1 Registered providers must co-operate with local authorities' strategic housing functions and assist local authorities to fulfil their duties to meet identified local housing need. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements. (cross refers to 1.1) 1.1.2 Registered providers must seek to allocate homes that are designated, designed, or adapted to meet specific need in a way that is compatible with the purpose of the housing. (cross refers to 1.2 and 1.4) 1.1.3 Registered providers must develop and deliver services that seek to address underoccupation and overcrowding in their homes. These services should be focused on the needs of tenants. (cross refers to 1.2) 1.1.4 Registered providers must take action to prevent and tackle tenancy fraud. (cross refers to 1.6)	SH is a member of the Cumbria Choice Based Lettings Scheme and are part of the steering group There is a shared allocations policy between the Council and providers. Additional allocation procedures and oversight of direct lets where appropriate. There is a nominations agreement with W&L in the shared policy. Alongside this there are key partnerships with the Council around Homelessness, Refugee Resettlement etc. Allocations policy and procedure re adapted homes and the SH adaptations policy is linked as well. Allocations policy is reference across for Cumbria Choice Based Lettings Mutual exchange information is contained within the tenancy management policy. (cross refers to 1.2)	Allocations policy Allocations policy		Support W&L and work with CCBL partners to review and update Allocations Policy in 2025/26 71. Registered providers should have effective policies and processes in place for allocating their homes and should work effectively with local authorities to help meet identified local housing need. They should clearly set out their decision-making criteria, including in relation to transfers. 72. In order to be able to take the needs of tenants and prospective tenants into account in the allocations process, registered providers need to have a robust and accurate understanding of local housing need and their homes, including in relation to which homes have been designed or adapted to meet specific needs. 73. Tenancy fraud can take a number of forms. Actions registered providers can take to prevent and tackle tenancy fraud include carrying out effective checks before the start of and during a tenancy, publishing their approach including outcomes to tackling tenancy fraud, and providing guidance to staff on how to prevent, detect and take action against suspected tenancy fraud. 74. Information on the government's CORE (Continuous Recording of Lettings and Sales in Social Housing in England) system is available at: CORE - CORE - Home (communities.gov.uk)	1.1 Allocations and lettings (Relevant to the Tenancy Standard required outcomes 1.1.1 and specific expectations 2.1.1, 2.1.2, 2.1.4 and 2.1.6)
1.2 Tenancy sustenance and evictions 1.2.1 Registered providers must support tenants to maintain their tenancy or licence. Where a registered provider ends a tenancy or licence, they must offer affected tenants advice and assistance.	1.2 Tenancy sustenance and evictions 1.2.1 Registered providers must provide services that support tenants to maintain their tenancy or licence and prevent unnecessary evictions. (cross refers to 2.1 & 2.7) 1.2.2 Registered providers must provide tenants required to move with timely advice and assistance about housing options before the tenancy or licence ends. (cross refers to 1.7) 1.2.3 Registered providers must provide support for tenants 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. (i) The type of tenancies they will grant. (ii) Where they grant tenancies for a fixed term, the length of those terms. (iii) The circumstances in which they will grant tenancies of a particular type. (iv) 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. The circumstances in which they may not grant another tenancy on the expiry of the fixed term, in the same property or in a different property. (v) 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. (vi) 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. (vii) The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy. (i) Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members. (cross refers to 2.1)	SH work to support customers to sustain their tenancies and provide an income and financial inclusion service. SH also works closely with and refers to local agencies such as CAB, Age UK and the LA. In accordance with the HMF legal action and eviction is seen as a last resort only if a customer persistently fails to pay, engage and agree and maintain a suitable repayment agreement. Eviction requires Director prior approval to provide oversight that all avenues have been fully explored before an eviction is pursued. SH carried out 3 evictions in 2024/25 - 1 at the end of a starter tenancy as a result of ASB, 2 because of rent arrears. SH engage as early as possible and provide advice and assistance to ensure customers understand their options and any support that is available in the case of potential homelessness. SH refer to the LA to endeavour to prevent homelessness.	Income and Financial Inclusion Service		Ensure the updated Tenancy Management and Income Management policies up for review in 25/26 make explicit the advice and support available from SH/ other agencies to sustain tenancies and prevent unnecessary evictions. 75. Where a registered provider ends a tenancy or licence they must offer those affected timely advice and assistance. This assistance can take the form of, for example, helping affected tenants to apply for alternative housing or signposting them to appropriate support and advice services. Registered providers should ensure that any advice and assistance about housing options is offered at the earliest opportunity in the process, to enable those affected to understand the process of finding suitable alternative accommodation. 76. Where a registered provider ends a tenancy or licence they must offer those affected timely advice and assistance. This assistance can take the form of, for example, helping affected tenants to apply for alternative housing or signposting them to appropriate support and advice services. Registered providers should ensure that any advice and assistance about housing options is offered at the earliest opportunity in the process, to enable those affected to understand the process of finding suitable alternative accommodation. 77. Alongside other objectives, such as minimising loss of rental income, registered providers should bear in mind their objectives as landlords of social housing, including in relation to preventing homelessness and helping tenants to maintain their tenancies, when considering whether to evict or pursue other proceedings.	Tenancy sustenance and evictions (Relevant to the Tenancy Standard required outcomes 1.2.1 and specific expectations 2.2.1 and 2.2.2)
1.3 Tenure 1.3.1 Registered providers shall offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock. 1.3.2 They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.	1.3 Tenure 1.3.1 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: (a) The type of tenancies they will grant. (b) Where they grant tenancies for a fixed term, the length of those terms. (c) The circumstances in which they will grant tenancies of a particular type. (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. The circumstances in which they may not grant another tenancy on the expiry of the fixed term, in the same property or in a different property. (e) 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. (f) 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. (g) The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy. (i) Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members. (cross refers to 2.1) 1.3.2 Registered providers must grant general needs tenants a periodic tenancy 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 fixed term of no less than two years, in addition to any probationary tenancy period. 1.3.3 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. (cross refers to 2.3) 1.3.4 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 (cross refers to 2.4) 1.3.5 Registered providers shall grant those who were social housing tenants on the day on which section 254 of the Localism Act 2011 comes into force, and have remained social housing tenants 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). 1.3.6 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. (cross refers to 2.6)	Tenancy Management Policy link is in the next column. All identified detail is included. SH engage as early as possible and provide advice and assistance to ensure customers understand their options and any support that is available in the case of potential homelessness. SH refer to the LA to endeavour to prevent homelessness.	Tenancy Management Policy		Review Tenancy Management Policy once details of Renters Reform Bill are finalised and ensure the updated policy reflects the legislative changes and is clear and accessible. 78. Registered providers should consider the suitability of the tenancies that they issue, taking into account the tenants' needs and the purpose of the accommodation. They must comply with all relevant law in issuing tenancies or terms of occupation. Where appropriate, they may wish to seek legal advice. 79. Registered providers that make use of licences as the basis of occupation should ensure that they use them appropriately. 80. As part of setting out their approach to tenancy management, registered providers should help tenants understand both their own responsibilities and those of their landlord in relation to their tenancy. 81. In relation to 2.3.1b and 2.3.1d, registered providers should only grant tenancies for a minimum fixed term of less than five years in exceptional circumstances and should not adopt a blanket approach to granting such tenancies. For example, all tenants in a particular area or all tenants of a certain age. Where a registered provider makes use of fixed term tenancies for a term of less than five years, they should set out in a policy the circumstances in which they will do so. 82. As part of meeting 2.3.1g, registered providers should be able to demonstrate how they have taken into account the needs of vulnerable households in their approach to tenancy management.	Tenure (Relevant to the Tenancy Standard required outcomes 1.3.1 and 1.3.2 and specific expectations 2.3.1b, 2.3.1d and 2.3.1g)
1.4 Mutual exchange 1.4.1 Registered providers must support relevant tenants living in eligible housing to mutually exchange their homes.	1.4 Mutual exchange 1.4.1 Registered providers must offer a mutual exchange service which allows relevant tenants potentially eligible for mutual exchange, whether pursuant to a statutory right or a policy of the registered provider, to easily access details of all or the greatest practicable number of available matches without payment of a fee. (cross refers to 1.8) 1.4.2 Registered providers must publicise the availability of any mutual exchange service(s) it offers to its relevant tenants. (cross refers to 1.10) 1.4.3 Registered providers must provide support for accessing mutual exchange services to relevant tenants who might otherwise be unable to use them. (cross refers 1.11) 1.4.4 Registered providers must offer tenants seeking to mutually exchange information about the implications for tenure, rent and service charges. (new specific requirement)	Mutual exchanges are available and details of the approach taken is set out in the Tenancy Management Policy. SH became members of Homewesapper in 2025/26 Q1. Current approach is to offer advice and support, including use of CCBL, Social Media and Homewesapper which is done on a single subscription. From 2025/26 Q2 Homewesapper Service will be available to all tenants and published to identify any potential mutual exchanges. Support currently available through the Neighbourhood Partner or through attending SH offices which is detailed on the website. Neighbourhood Partners, working with other RPs and LA's provide information and advice about the implications for tenure, rent and service charges of exchanging with another tenant. This information is also available on our website through the Mutual Exchange	Mutual exchange Mutual exchange		Publicise membership of Home Swapper and the benefits to tenants seeking to exchange and SH in supporting tenants to exchange by end June 25. This can also help with rightsising. Review the Tenancy Management Policy to ensure it reflects the service available via Homewesapper. Update the website information and Mutual Exchange Factsheet. Publicise membership of Home Swapper and the benefits to tenants seeking to exchange and SH in supporting tenants to exchange by end June 25. This can also help with rightsising. Review the Tenancy Management Policy to ensure it reflects the service available via Homewesapper. Update the website information and Mutual Exchange Factsheet. Publicise membership of Home Swapper and the benefits to tenants seeking to exchange and SH in supporting tenants to exchange by end June 25. This can also help with rightsising. Review the Tenancy Management Policy to ensure it reflects the service available via Homewesapper. Update the website information and Mutual Exchange Factsheet.	Mutual exchange (Relevant to the Tenancy Standard required outcome 1.4.1 and specific expectations 2.4.3)
						84. Support to relevant tenants wishing to mutually exchange may include, for example, registered providers supplying them with clear and simple information about the mutual exchange process, including the associated responsibilities of the landlord and of the tenant, and helping tenants to register with an online mutual exchange service if required.

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