

Safety and Quality Standard - 2025/26 Self Assessment

Required Outcome	Specific Expectation	Description of Compliance	Links	COMPLIANT	AREAS FOR IMPROVEMENT	CODE OF PRACTICE
1.1 Stock quality 1.1.1 Registered providers must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants	2.1 Stock quality 2.1.1 Registered providers must have an accurate record at an individual property level of the condition of their homes, based on a physical assessment of all homes and keep this up to date.	Stock condition assurance has significantly strengthened. SLH operates a rolling five-year stock condition survey programme and achieved 96.6% of homes surveyed within the last five years by 31 March 2026. During 2025/26, 1,678 homes received a survey; 605 in-house, 408 by Ridge and 665 by Savills. Savills independently inspected a 20% sample, with initial findings positive and no significant issues identified to date. This provides stronger asset-level assurance than the 2024/25 position.	Home Standard	Yes	Complete the Savills final report actions and embed refreshed stock condition procedures, data quality checks and vacant-home surveys.	(Relevant to the Safety and Quality Standard required outcome 1.1.1 and specific expectations 2.1.1 and 2.1.2) 9. Providing safe and well-maintained homes is a fundamental responsibility of all registered providers. Having a sufficiently detailed understanding of the condition of their homes at an individual property level is vital to registered providers being able to achieve this and helps to ensure that they meet all applicable requirements. In achieving this outcome, private registered providers should be mindful of the regulator's requirement in the Governance and Financial Viability Standard in relation to maintaining a thorough, accurate and up to date record of their assets and liabilities. 10. Registered providers are expected to undertake regular physical assessments of the inside and the outside of homes where they have a legal responsibility. They should assess whether homes are: • safe and free from serious hazards • kept in good repair • meet relevant standards prescribed in law.
	2.1.2 Registered providers must use data from across their records on stock condition to inform their provision of good quality, well maintained and safe homes for tenants including: a) compliance with health and safety legal requirements b) compliance with the Decent Homes Standard c) delivery of repairs, maintenance and planned improvements to homes, and d) allocating homes that are designed or adapted to meet specific needs appropriately.	Stock condition data is used to inform Decent Homes compliance, health and safety, repairs, planned investment, adaptations and long-term financial planning. Following the RSH query on SDR interpretation, SLH strengthened Board and ARC-reporting to distinguish survey findings, validated outcomes and remediation activity. The Customer & Property Dashboard launched in 2025 and a Resident and Property Risk Analysis Dashboard is due in 2026 to triangulate property, access and vulnerability risks.	Asset Management Strategy	Yes	Complete dashboard development and evidence how data changes and prioritisation of repairs, investment and risk interventions.	11. Registered providers should assess the condition of homes frequently enough and in sufficient depth to maintain their assurance on their quality and safety. Appropriate frequency and depth will be influenced by a range of factors, including but not limited to, property age, construction, and archetypes as well as data from complaints and reports from repairs and maintenance programmes. For some registered providers a five-year rolling programme of stock condition surveys across all homes might be appropriate; however for some registered providers or for some homes, more frequent assessments might be needed, for example where there are high levels of responsive repair requests or recurring problems which might be indicative of wider issues. 12. Registered providers should ensure their approach to assessing and recording the conditions of their homes is robust and kept up to date by using information from a range of relevant sources such as repairs, complaints, health and safety assessments and energy performance certificate (EPC) data to maintain a rounded view of condition. 13. To ensure registered providers have an understanding of all homes, their approach to assessing homes should consider the different opportunities where the inside of a home can be assessed e.g. when gas safety checks are being carried out. Where access is needed, registered providers should take all reasonable steps to access homes. 14. Registered providers should consider their understanding of the condition of homes in the context of the needs of individual tenants living in them. Taking into account the potential risk to tenants, registered providers should have appropriate systems in place to ensure they act upon identified investment and repair requirements in an appropriate and timely manner.
1.2 Decency 1.2.1 Registered providers must ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator.	1.2 Decency (nb no specific expectations which is why numbering starts with 1 as it is the outcome) 1.2.1 Registered providers must ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator.	The rolling condition survey programme supports Decent Homes compliance and investment planning. SLH maintains 100% Decent Homes compliance for residents, with clearer KPI reporting introduced in Q3 2025/26 following RSH enquiry. At Q4 2025/26, 65 properties had fallen out of decency and been tracked through remediation, with 16 recorded as tenant refusals and therefore not reported as non-decent. Decency is reported through Board performance reports, ARC detail, TSM RP01 and SDR.	https://www.southlondon.gov.uk/asset-management/strategy	Yes	Maintain transparent reporting of survey findings, validated non-decency, remediations and tenant refusals.	Decency (Relevant to the Safety and Quality Standard required outcome 1.2.1) 15. Registered providers are required to meet section 5 of the Government's Decent Homes Guidance, and should have an approach to repairs, maintenance and planned improvements which ensures that their homes are maintained to meet all criteria of the Decent Homes Standard, including being free from Category 1 hazards. 16. Registered providers' understanding of the condition of their homes should include meeting all criteria of the Decent Homes Standard. In addition, registered providers should have an effective plan in place to ensure they meet all criteria of the Decent Homes Standard. 17. Where a registered provider has agreed a period of non-compliance with the Decent Homes Standard with the regulator, it should ensure that it meets all applicable health and safety legal requirements for the duration of the period and should communicate the non-compliance with the Decent Homes Standard and its implications to affected tenants.
1.3 Health and safety 1.3.1 When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas.	2.2 Health and safety 2.2.1 Registered providers must identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas.	Health and safety assurance is supported by policies covering asbestos, damp and mould, electrical, fire, gas, lift, radon, water hygiene and tree safety; specialist contractors are used where SLH lacks in-house expertise. Property Compliance Reports now give Board oversight across seven statutory safety domains. 2025/26 internal audits covered Asbestos and Other Landlord Compliance, while Lift & Legionella and Fire Safety were reviewed in 2024/25.	Gas safety policy	Yes	Close audit actions on asbestos and other landlord compliance, with clear evidence through ARC and Board reporting.	Health and safety (Relevant to the Safety and Quality Standard required outcome 1.3.1 and specific expectations 2.2.1, 2.2.2 and 2.2.3) 18. As part of delivering this outcome, registered providers must ensure they understand and meet all applicable health and safety legal requirements, including secondary legislation (in relation to, for example, gas safety, fire safety, electrical safety, water safety, lift safety, asbestos safety, smoke alarms and carbon monoxide). Registered providers are expected to have regard to appropriate statutory guidance and to meet the legal requirements relating to the role of the health and safety lead. 19. Registered providers should ensure that they maintain sufficient assurance that they meet all relevant health and safety requirements, which reflects the level of potential risk and impact on tenants. They should have a full understanding of what the data is telling them about how safe tenants are, the effectiveness of controls in place and how tenants' needs are being met. 20. Where a third party has the legal responsibility for tenants' homes and/or communal areas, registered providers should hold the third party to account for ensuring health and safety requirements are met. 21. All required actions arising from legally required health and safety assessments should be carried out as soon as possible. When prioritising these actions registered providers should take into account any statutory timescales as well as the potential risk to tenants, so that remedial actions are carried out within appropriate timescales.
	2.2.2 Registered providers must ensure that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales.	Risk assessment and remedial actions are monitored through management, ELT, ARC and Board reporting. TCW has been purchased to strengthen action tracking from service inspections through to completion, with phased implementation starting with fire safety, then gas and electrical. Fire remedial action reporting at 31 March 2026 identified 359 total FPA actions, including 41 overdue medium actions and no overdue high actions.	https://www.southlondon.gov.uk/asset-management/strategy	Yes with action in progress	Complete TCW implementation and use it to evidence action age, priority, accountability and completion timescales.	22. As part of ensuring the wider safety of tenants in the design and delivery of landlord services, registered providers should have an effective approach to proactively identifying the risks to tenants' safety and eliminating or mitigating those risks. Examples of actions that registered providers may take to ensure the safety of tenants include, housing tenants together appropriately when allocating shared properties, assessing the vulnerability and risk of anti-social behaviour victims in considering what action to take, and taking into account, where appropriate, individual tenants' safety, security and health when prioritising repairs.
	2.2.3 Registered providers must ensure that the safety of tenants is considered in the design and delivery of landlord services and take reasonable steps to mitigate any identified risks to tenants.	Tenant safety is considered in repairs prioritisation, vulnerability risk assessments, pre-entry/mandatory repairs risk assessments, the Supporting Customers Policy and emerging Resident and Property Risk Analysis Dashboard. Awaab's Law readiness has improved processes, communication, dedicated roles and training for damp and mould hazards.	Fire Safety policy	Yes	Embed vulnerability and property risk data into repairs prioritisation and evidence cases where timescales or approach were adjusted for resident risk.	

1.4 Repairs, maintenance and planned improvements 1.4.1 Registered providers must provide an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible.	2.3 Repairs, maintenance and planned improvements 2.3.1 Registered providers must enable repairs and maintenance issues to be reported easily.	Repairs can be reported through multiple routes, including website, MyAccount, telephone and email. MyAccount take-up reached around 70%. In 2025/26, 2,114 emergency repairs were completed within the 24-hour target and one was not. Satisfaction with most recent repair was 87% and overall repairs satisfaction was 80.7%; however, non-emergency repairs only met the 82% target for half of the year, indicating sustained improvement is still required.	Report link space on SLH website a	Yes with improvement action	Track resident satisfaction with repairs communication and use complaint learning to evidence improvement.	Repairs, maintenance and planned improvements (Relevant to the Safety and Quality Standard required outcome 1.4.1 and specific expectations 2.3.3, 2.3.4 and 2.3.5) 23. In delivering an effective, efficient and timely repairs maintenance and planned improvement service, registered providers should coordinate effectively with all parties involved, so that work is completed within set timescales, in as few visits as possible and is fit for purpose. 24. Registered providers are expected to have in place and comply with effective policies, procedures and processes in relation to repairs, maintenance and planned improvements that take into account tenants' views and diverse needs. This may include, for example, increasing the priority of repairs for some older tenants and where a household member is disabled, and installing extra locks and security lights for tenants experiencing domestic abuse or anti-social behaviour, in order to safeguard them. 25. Registered providers should communicate promptly with tenants about repairs, maintenance and planned improvements and keep them regularly updated on progress and how they are resolving any issues. For example, they should aim to consult affected tenants in a timely manner before the start of any planned improvement programmes, and update affected tenants if registered providers foresee any delays to the programme. In doing so, they should be mindful of the regulator's requirements in relation to the diverse needs of tenants. 26. In relation to communal areas, where there is an arrangement in place for a third party to manage a communal area on a registered provider's behalf, the registered provider is required to ensure that the communal area is well-maintained, and to hold the third party to account if it is not.
	2.3.2 Registered providers must set timescales for the completion of repairs, maintenance and planned improvements, clearly communicate them to tenants and take appropriate steps to deliver to them.	Repair timescales are set out in the Responsive Repairs Policy, refreshed and approved in September 2025, including introduction of a new seven-day urgent category. Non-emergency repairs performance remains below the desired standard and is a key resident-impact gap. Internal Audit of Responsive Repairs in Q4 2025/26 reported Moderate/Moderate assurance, with medium-level actions to address.	Responsive policy	Yes with improvement action		
	2.3.3 Registered providers must keep tenants informed about repairs, maintenance and planned improvements to their homes with clear and timely communication.	Communication improvements include appointment reminders seven days before works, en-route calls, standardised access letters, reviewed planned works communications and broader Repairs Transformation work. The access process has clearer ownership and escalation via neighbourhood colleagues after repeated access issues.	https://www.southlakesh.ac.uk/co.uk/	Yes		
	2.3.4 Registered providers must understand and fulfil their maintenance responsibilities in respect of communal areas.	Communal areas are managed through repairs policy, building safety compliance, estate inspections and new estate/block inspection work. Communal area satisfaction was 68.7% in 2024/25 and inspection processes are being redesigned in 2026/27 to improve consistency and assurance.	https://www.southlakesh.ac.uk/co.uk/	Yes with action in progress	Complete estate/block inspection process roll-out and publish resident-facing standards and outcomes.	
	2.3.5 Registered providers must ensure that the delivery of repairs, maintenance and planned improvements to homes and communal areas is informed by the needs of tenants and provides value for money, in addition to the requirement at 2.1.2.	Repairs and planned investment are delivered through an in-house DLO supported by specialist contractors. Value for money is being strengthened through contractor management, procurement transformation, competitive rates benchmarking by Savills and increased insourcing of kitchens and bathrooms. Complaints about contractors led to a new Contractor Code of Conduct and Contractor Manager role.	https://www.southlakesh.ac.uk/co.uk/wp-content/uploads/2026/03/	Yes	Embed contractor KPIs, post-work inspections and supplier assurance into Board/committee reporting.	
1.5 Adaptations 1.5.1 Registered providers must assist tenants seeking housing adaptations to access appropriate services.	2.4 Adaptations 2.4.1 Registered providers must clearly communicate to tenants and relevant organisations how they will assist tenants seeking housing adaptations services.	Adaptations support is explained through policy and a dedicated website page. SLH receives minor adaptation requests from partners such as W&F and has a £60k budget for 2025/26, with current spend expected to outturn around £30k because demand is lower than budget. Compliance is tracked through the consumer standards self-assessment, but Board visibility of requests, completions and work in progress needs to improve.	Adaptations policy	Yes with action in progress	Review Adaptations Policy and Procedure and establish KPI reporting on requests, approvals, completions, refusals and timescales.	Adaptations (Relevant to the Safety and Quality Standard required outcome 1.5.1 and specific expectation 2.4.1 and 2.4.2) 27. Not all registered providers directly provide a housing adaptations service, but nonetheless they should all have a process in place to assist tenants in need of housing adaptations, which they must communicate to tenants. As part of this communication, registered providers are expected to inform tenants about the application process, and where relevant, registered providers should make clear any local variations to the application process that may apply. Assistance to tenants requiring a housing adaptation may take the form of, for example, registered providers applying for an adaptation to the relevant organisation on a tenant's behalf or establishing clear timescales with the relevant organisation providing the adaptation. 28. Where the housing adaptations service is provided by a third party, the registered provider should not unreasonably withhold permission for a housing adaptation to be installed in a tenant's home. Where the registered provider provides a housing adaptations service, they should not unreasonably refuse a tenant's request for a housing adaptation. Where a registered provider does not meet a tenant's request for a housing adaptation, the registered provider should consider whether it is appropriate to offer alternative measures in order to support the affected tenant, for example offering to transfer them to a home that is accessible or that can be adapted to meet their needs.
	2.4.2 Registered providers must co-operate with tenants, appropriate local authority departments and other relevant organisations so that a housing adaptations service is available to tenants where appropriate. (cross references to 2.2.2)	SLH cooperates with residents, W&F, NHS and other partners to consider and approve adaptations where practicable. Requests are made through customer services and reviewed by SLH. Advocacy and liaison with local authority departments supports residents awaiting assessment, DFGs or works.	https://www.southlakesh.ac.uk/wp-content/uploads/2026/03/	Yes	Evidence liaison outcomes and timescales with local authority/NHS partners to strengthen assurance.	

Neighbourhood and Community Standard - 2025/26 Self Assessment

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	Safety of shared spaces is supported by quarterly estate inspections with residents and stakeholders including Police and local councilors. Grounds Maintenance was procured in consultation with residents and went live in April 2025. Building safety checks linked to communal spaces were at 100% compliance at the end of 2024/25. Independent Living review work and estate management inspection redesign continue to strengthen assurance over communal space use and neighbourhood safety.	https://www.southlark.co.uk/keep-us-safe/	Yes	Complete the redesigned estate management inspection process and ensure outcomes are consistently shared with residents.	Safety of shared spaces (Relevant to the Neighbourhood and Community Standard required outcome 1.1.1) 59 - 'Shared spaces' 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 cooperatively 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)	SLH demonstrates extensive local cooperation through W&F Community Safety Partnership, community cohesion groups, local authority and MP engagement, quarterly operational meetings, other housing provider networks and advice agency partnerships such as Citizens Advice and Age UK. Neighbourhood Plans and estate walkabouts help SLH identify areas where it has concentrations of homes and can play a more active role.	https://www.southlark.co.uk/keep-us-safe/	Yes	Keep partnership mapping updated, especially in Ulverston, Lancaster/Lune Valley and rural areas following LVRHA integration.	Local cooperation (Relevant to the Neighbourhood and Community Standard required outcome 1.2.1 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)	ASB and hate incident arrangements are supported by tenancy agreements, ASB and Good Neighbourhood Management Policies, the ASB and Crime website page, external ASB specialist advice and six-monthly case audits. Internal Audit provided Substantial/Substantial assurance for safeguarding and ASB. In 2025/26 SLH received 101 ASB cases, a 14% reduction on the previous year; the largest theme was drug use at 37%.	https://www.southlark.co.uk/keep-us-safe/	Yes	Use ASB case themes to target prevention, partnership activity and resident communication.	Anti-social behaviour and hate incidents (Relevant to the Neighbourhood and Community Standard required outcome 1.3.1 and specific expectations 2.2.1, 2.2.2, 2.2.3 and 2.2.5) 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. 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. 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. 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.
	2.2.2 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 reflected in the ASB policy and treated as serious, with quicker contact expectations and partnership working with W&F, Police and local support routes. SLH considered Hate Crime Reporting Centre status but decided not to proceed due to availability of other routes locally and online. Hate crime reporting information has been updated on the website and specialist training was delivered in March 2026.	https://www.southlark.co.uk/keep-us-safe/	Yes	Continue to test whether residents know how to report hate incidents and whether affected residents feel supported through the process.	
	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 (e))	ASB and hate incidents can be reported through multiple routes including the website, MyAccount, phone, email and directly to neighbourhood colleagues. The 2025/26 hate crime case study demonstrates prompt partnership response, advice on rehousing, priority banding support and physical security measures where enforcement evidence was limited.	https://www.southlark.co.uk/keep-us-safe/	Yes		

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.	2.2.4 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 (d))	SLH has response times for ASB and serious cases, including hate crime and domestic abuse. External specialist support and case audits help ensure appropriate use of tools and legal powers. The Ambleside ASB/safeguarding case study demonstrates partnership working with Police, care providers and the wider community, including use of Notice Seeking Possession where community impact required escalation.	https://www.slh.org.uk/outreach eshousi@slh.co.uk https://www.slh.co.uk/content/dam/slh/2023-01/ASB-2023-01-01.pdf	Yes	Maintain evidence that serious ASB, hate crime and domestic abuse cases receive prompt triage, risk assessment and proportionate action.
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 (e) & (f))	2.3 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 (e) & (f))	Support is provided through advice, signposting and partnership working with Police, Local Focus Hub, adult and children's services and specialist agencies. The 2025/26 hate crime case study evidences a victim-centred response and tailored risk reduction measures.	https://www.slh.org.uk/outreach eshousi@slh.co.uk https://www.slh.co.uk/content/dam/slh/2023-01/ASB-2023-01-01.pdf	Yes	Strengthen reporting of support offered, referrals made and resident outcomes following ASB and hate incident cases.
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.	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)	Domestic abuse is addressed through a dedicated policy, ASB policy links and CH Make a Stand commitment. In 2025/26 safeguarding reports included 10 domestic abuse-related cases. Trained colleagues support affected residents in ways appropriate to their circumstances, including a case where SLH helped a mother and children fleeing domestic abuse set up a new tenancy and access furniture/support.	https://www.slh.org.uk/outreach eshousi@slh.co.uk https://www.slh.co.uk/content/dam/slh/2023-01/ASB-2023-01-01.pdf	Yes	Domestic abuse (Relevant the Neighbourhood and Community Standard required outcome 1.4.1 and specific expectations 2.3.1 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. 68 - Registered providers 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.
		SLH cooperates with W&F and other agencies through homelessness, safeguarding, MARAC and case conference routes. Quarterly meetings with local authority leads support early intervention and wider strategic alignment with duties under the Domestic Abuse Act.	https://www.slh.org.uk/outreach eshousi@slh.co.uk https://www.slh.co.uk/content/dam/slh/2023-01/ASB-2023-01-01.pdf	Yes	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	Compliance 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.	2.1 Allocations and lettings 2.1.1 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)	SLH allocates and lets homes through Cumtina Choice Based Lettings and relevant local lettings policies. Prospective residents are supported to bid where they cannot do so independently, and the process can be adjusted according to individual needs. SLHs are responsible for responding to and managing the Lettings and Allocation Management System (SLM) and the Lettings and Allocation Management System (SLM) continues to support the CEBL Allocations Policy review with V&R and other partners.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-lettings-policy.pdf	Complete the CEBL Allocations Policy review and evidence implementation impacts.	Allocations and lettings (Relevant to the Tenancy Standard required outcome 1.1.1 and specific expectations 2.1.1, 2.1.2, 2.1.4 and 2.1.6)
	2.1.2 Registered providers must seek to allocate homes that are designated, designed, or adapted to meet specific needs in a way that is compatible with the purpose of the housing. (cross refers to 1.2 and 1.4)	Adapted and purpose-designated homes are allocated in line with allocations procedures and adaptations policy. Stock condition, property information and customer data are used to ensure that homes are allocated to the right tenants, designed or adapted for specific needs and allocate them appropriately.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-adaptations-policy.pdf	Use improved property and adaptations data to strengthen allocation matching and evidence outcomes for adapted homes.	72 - 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 letting, and taking other approaches including outcomes to tackling tenancy fraud, and providing guidance to staff on how to prevent, detect and take action against suspected tenancy fraud.
	2.1.3 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)	Underoccupation and overcrowding are addressed through allocations, tenancy management, mutual exchange and Homeswapper. Housing Pacts, RentSense and tenancy sustainment activity support residents to maintain tenancies and consider options where housing circumstances change.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-underoccupation-policy.pdf	Track mutual exchange and right-sizing outcomes to demonstrate impact on underoccupation and overcrowding.	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 letting, and taking other approaches including outcomes to tackling tenancy fraud, and providing guidance to staff on how to prevent, detect and take action against suspected tenancy fraud.
	2.1.4 Registered providers must take action to prevent and tackle tenancy fraud. (cross refers to 2.1)	Tenancy fraud is covered by policy, pre-tenancy and tenancy verification checks, and annual fraud reporting. In 2025/26 SLHs have implemented a new fraud prevention and detection policy compared with eight 2024/25. The updated Tenancy Fraud Policy was approved by Audit & Risk Committee in April 2026 after resident feedback.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-fraud-prevention-policy.pdf	Continue annual reporting to ACR/ASH and use tenancy audit data to inform fraud prevention and tenancy data assurance.	74 - Information on the government's CORE (Continuous Recording of Lettings and Sales in Social Housing in England) system is available at: CORE - Home (communities.gov.uk)
	2.1.5 Registered providers must have a fair, reasonable, simple and accessible appeals process for allocation decisions. (cross refers to 2.1) (i). Builds on existing requirements)	Appeals and complaints routes are available through tenancy management arrangements and the complaints policy. The Tenancy Management Policy was reviewed with residents and approved in 2025, with a follow on action to ensure readiness for Renters' Rights Act changes.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-appeals-policy.pdf	Review appeals wording and tenancy materials again during 2026/27 to align with Renters' Rights Act implementation.	
1.2 Tenancy sustainment and evictions 1.2.1 Registered providers must support tenants to maintain their tenancy or licence. (cross refers to 2.1 & 2.7)	2.1.6 Registered providers must record all lettings and sales as required by the Continuous Recording of Lettings (CORE) system. (cross refers to 1.6)	CORE reporting and associated audit trails are in place for lettings and sales. Governance, reporting and data improvement work support confidence in regulatory returns.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-core-reporting-policy.pdf	Maintain audit trail and quality checks for CORE submissions.	Tenancy sustainment and evictions (Relevant to the Tenancy Standard required outcome 1.2.1 and specific expectations 2.2.1 and 2.2.2)
1.2.2 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)	2.2 Tenancy sustainment and evictions 2.2.1 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)	Tenancy sustainment is a clear strength. Support includes income and financial inclusion services, RentSense, Citizens Advice referrals, foodbank links, a £1k RentSense Support Fund in 2025/26 and Housing Pacts. Eviction remains a last resort. SLHs have implemented a new evictions policy that reinforced right evictions, showing continued efforts to sustain tenancies after legal orders are obtained. Lessons from evictions are now reviewed quarterly.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-tenancy-sustainment-policy.pdf	Use learning from evictions to evidence what changed in policy, process or earlier intervention.	75 - Registered providers may provide support directly to tenants to help them maintain their tenancy or licence, or they may use appropriate organisations to provide support. SLHs have implemented a new evictions policy that reinforced right evictions, showing continued efforts to sustain tenancies after legal orders are obtained. Lessons from evictions are now reviewed quarterly.
1.3 Tenure 1.3.1 Registered providers shall offer tenancies on terms of occupation which are compatible with the purpose of the accommodation, the sustainability of the individual households, the sustainability of the housing stock, 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.	2.2.2 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)	SLH engages early where residents may need to move and provides advice and assistance around housing options, including referrals to the local authority where there is a risk of homelessness. Case studies demonstrate practical tenancy sustainment and income advice preventing avoidable tenancy failure.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-tenancy-sustainment-policy.pdf	Capture and report outcomes from advice and assistance cases where residents are required to move.	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.
1.3.2 Registered providers shall offer tenancies on terms of occupation which are compatible with the purpose of the accommodation, the sustainability of the individual households, the sustainability of the housing stock, 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.	2.3 Tenure 2.3.1 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) Any exceptional circumstances in which they will grant fixed term tenancies. (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. (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. (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. (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 Homeswapper. (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, (i) Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members. (cross refers to 2.1)	Tenancy Management Policy sets out the types of tenancies offered, succession, appeals, support and tenancy arrangements. The policy was reviewed with residents and approved in 2025. Renters' Rights Act changes will require further review and implementation planning during 2026/27, particularly in relation to fixed term tenancy arrangements and possession grounds.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-tenancy-management-policy.pdf	Develop and track a 'Renters' Rights implementation roadmap' across tenancy agreements, policy, processes and resident communications.	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 escalate eviction proceedings.
1.3.2 Registered providers shall offer tenancies on terms of occupation which are compatible with the purpose of the accommodation, the sustainability of the individual households, the sustainability of the housing stock, 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.	2.3.2 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 no less than two years, or exceptionally, a tenancy for a minimum fixed term of no less than two years, in addition to any probationary tenancy period. (cross refers to 2.2)	General needs tenancy arrangements are included in the Tenancy Management Policy. Future legislative changes will need to be reflected through the 2026/27 policy review cycle.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-tenancy-management-policy.pdf	Maintain legal review of tenancy agreements and ensure tenancy documents remain accessible to residents.	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.
1.3.2 Registered providers shall offer tenancies on terms of occupation which are compatible with the purpose of the accommodation, the sustainability of the individual households, the sustainability of the housing stock, 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.	2.3.3 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)	Fixed term tenancy end arrangements are included in the Tenancy Management Policy. No specific new evidence indicates non-compliance; review will be required as Renters' Rights changes are implemented.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-tenancy-management-policy.pdf	Confirm updated fixed term and no-fault possession wording once statutory guidance is finalised.	79 - Registered providers that make use of licences as the basis of occupation should ensure that they use them appropriately.
1.3.2 Registered providers shall offer tenancies on terms of occupation which are compatible with the purpose of the accommodation, the sustainability of the individual households, the sustainability of the housing stock, 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.	2.3.4 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)	Probationary tenancy arrangements are included in Tenancy Management Policy. Resident-facing information should remain clear and accessible.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-tenancy-management-policy.pdf	Keep probationary tenancy review and extension processes under assurance testing.	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.
			https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-tenancy-management-policy.pdf		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.
			https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-tenancy-management-policy.pdf		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

	2.3.5 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 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). (Cross refers to 2.8)	Protection for residents with reserved security following Localism Act provisions is included in Tenancy Management Policy.	https://www.southlark.co.uk/wp-content/uploads/2025/01/tenant-protection.pdf	Yes	Review wording during next Tenancy Management Policy refresh.	
	2.3.6 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 2.9)	Security of tenure following decant, redevelopment or other works is covered within Tenancy Management Policy and related procedures. Yewbarrow demonstrates experience of resident relocation planning following closure of the former scheme.	https://www.southlark.co.uk/wp-content/uploads/2025/01/tenant-protection.pdf	Yes	Ensure decant/redevelopment procedures clearly evidence resident consultation, tenure protection and rehoming support.	
1.4 Mutual exchange 1.4.1 Registered providers must support relevant tenants living in eligible housing to mutually exchange their homes.	2.4 Mutual exchange 2.4.1 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 2.9)	SLH is part of Homeswapper and provides residents with online information on the process. The service is free and residents who need support can access help from SLH colleagues.	https://www.southlark.co.uk/wp-content/uploads/2025/01/tenant-protection.pdf	Yes	Continue promoting Homeswapper and monitor registrations, matches and support requests.	
	2.4.2 Registered providers must publicise the availability of any mutual exchange service(s) it offers to its relevant tenants. (Cross refers to 1.6)	Mutual exchange information is publicised through the Homeswapper website and the Tenancy Management Policy was updated in 2025 to reference Homeswapper.	https://www.southlark.co.uk/wp-content/uploads/2025/01/tenant-protection.pdf	Yes	Refresh mutual exchange information on website to highlight/and/or occupation outcomes.	
	2.4.3 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)	Support for access to mutual exchange is available through neighbourhood colleagues and office-based support. This is important for residents who are digitally excluded or need practical support.	https://www.southlark.co.uk/wp-content/uploads/2025/01/tenant-protection.pdf	Yes	Track support provided to residents who cannot self-serve the exchange process.	Mutual exchange (Relevant to the Tenancy Standard required outcome 1.4.1 and specific expectations 2.4.3)
	2.4.4 Registered providers must offer tenants seeking to mutually exchange information about the implications for tenure, rent and service charges. (new specific requirement)	Residents seeking mutual exchange receive information about implications for tenure, rent and service charges through the Homeswapper website, landlord's and published factsheet/website material.	https://www.southlark.co.uk/wp-content/uploads/2025/01/tenant-protection.pdf	Yes	Review exchange information after service charge and renters' enquiries to ensure it remains accurate.	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

Required Outcome	Specific Expectation	Description of Compliance	Links	COMPLIANCE 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.	2.1 Allocations and lettings 2.1.1 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 nomination agreements. (cross refers to 1.1)	SLH allocates and lets homes through Cumtara Choice Based Lettings and relevant local lettings policies. Prospective residents are supported to bid where they cannot do so independently, and the process can be adjusted according to individual needs. SLHs are also supported and required to participate in the Lettings Allocation Monitoring Scheme (LAMS) to ensure that SLHs continue to support the CEBL Allocations Policy review with V&F and other partners.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-CEBL-Policy-Review-Update.pdf	Complete the CEBL Allocations Policy review and evidence implementation impacts.	Allocations and lettings (Relevant to the Tenancy Standard required outcome 1.1.1 and specific expectations 2.1.1, 2.1.2, 2.1.4 and 2.1.6)
	2.1.2 Registered providers must seek to allocate homes that are designated, designed, or adapted to meet specific needs in a way that is compatible with the purpose of the housing. (cross refers to 1.2 and 1.4)	Adapted and purpose-designed homes are allocated in line with allocations procedures and adaptations policy. Stock condition, property information and customer data are used to ensure that homes are allocated to the right tenants, designed or adapted for specific needs and allocate them appropriately.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-Adaptations-Policy-Review-Update.pdf	Use improved property and adaptations data to strengthen allocation matching and evidence outcomes for adapted homes.	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.
	2.1.3 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)	Underoccupation and overcrowding are addressed through allocations, tenancy management, mutual exchange and Homeswapper. Housing Pacts, RentSense and tenancy sustainment activity support residents to maintain tenancies and consider options where housing circumstances change appropriately.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-Underoccupation-Policy-Review-Update.pdf	Track mutual exchange and right-sizing outcomes to demonstrate impact on underoccupation and overcrowding.	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 letting, and a robust approach including outcomes to tackling tenancy fraud, and providing guidance to staff on how to prevent, detect and take action against suspected tenancy fraud.
	2.1.4 Registered providers must take action to prevent and tackle tenancy fraud. (cross refers to 2.1)	Tenancy fraud is covered by policy, pre-tenancy and tenancy verification checks, and annual fraud reporting. In 2025/26 SLHs have implemented a new approach to fraud prevention compared with eight to 2024/25. The updated Tenancy Fraud Policy was approved by Audit & Risk Committee in April 2026 after resident feedback.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-Tenancy-Fraud-Policy-Review-Update.pdf	Continue annual reporting to AAC/RSR and use tenancy audit findings to inform fraud prevention and tenancy data assurance.	74 - Information on the government's CORE (Continuous Recording of Lettings and Sales in Social Housing in England) system is available at: CORE - Home (communities.gov.uk)
1.2 Tenancy sustainment 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.	2.1.5 Registered providers must have a fair, reasonable, simple and accessible appeals process for allocation decisions. (cross refers to 2.1) (i). Builds on existing requirements)	Appeals and complaints routes are available through tenancy management arrangements and the complaints policy. The Tenancy Management Policy was reviewed with residents and approved in 2025, with a follow-on action to ensure readiness for Renters' Rights Act changes.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-Tenancy-Management-Policy-Review-Update.pdf	Review appeals wording and tenancy materials again during 2026/27 to align with Renters' Rights Act implementation.	Tenancy sustainment and evictions (Relevant to the Tenancy Standard required outcome 1.2.1 and specific expectations 2.2.1 and 2.2.2)
	2.1.6 Registered providers must record all lettings and sales as required by the Continuous Recording of Lettings (CORE) system. (cross refers to 1.6)	CORE reporting and associated audit trails are in place for lettings and sales. Governance reporting and data improvement work support confidence in regulatory returns.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-CORE-Reporting-Policy-Review-Update.pdf	Maintain audit trail and quality checks for CORE submissions.	75 - Registered providers may provide support directly to tenants to help them maintain their tenancy or licence, or they may use appropriate organisations to provide support. Registered providers should ensure that any support is tailored to the needs of the tenant, and that it is delivered in a way that is accessible, timely and effective. Registered providers should ensure that any support is delivered in a way that is accessible, timely and effective. Registered providers should ensure that any support is delivered in a way that is accessible, timely and effective.
	2.2 Tenancy sustainment and evictions 2.2.1 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)	Income and financial inclusion services, RentSense, Citizens Advice referrals, foodbank links, a £15k Resident Support Fund in 2025/26 and Housing Pacts. Eviction remains a last resort. SLHs have implemented a new approach to tenancy sustainment after legal orders are obtained. Lessons from evictions are now reviewed quarterly.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-Tenancy-Sustainment-Policy-Review-Update.pdf	Use learning from evictions to evidence what changed in policy, process or earlier intervention.	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 support is tailored to the needs of the tenant, and that it is delivered in a way that is accessible, timely and effective. Registered providers should ensure that any support is delivered in a way that is accessible, timely and effective. Registered providers should ensure that any support is delivered in a way that is accessible, timely and effective.
	2.2.2 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)	SLH engages early where residents may need to move and provides advice and assistance around housing options, including referrals to the local authority where there is a risk of homelessness. Case studies demonstrate practical tenancy sustainment and income advice preventing avoidable tenancy failure.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-Tenancy-Sustainment-Policy-Review-Update.pdf	Capture and report outcomes from advice and assistance cases where residents are required to move.	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 escalate eviction proceedings.
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.	2.3 Tenure 2.3.1 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 fixed term tenancies for a term of less than five years in general needs housing following any probationary period; (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; (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; (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; (g) The circumstances in which they will grant another tenancy on the expiry of the fixed term, in the same property or in a different property; (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; (i) Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members. (cross refers to 2.1)	Tenancy Management Policy sets out the types of tenancies offered, succession, appeals, support and tenure arrangements. The policy was reviewed with residents and approved in 2025. Renters' Rights Act changes will require further review and implementation planning during 2026/27, including in relation to tenancy management, tenancy arrangements and possession grounds.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-Tenancy-Management-Policy-Review-Update.pdf	Develop and track a Renters' Rights implementation roadmap across tenancy agreements, policy, processes and resident communications.	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)
	2.3.2 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 at least two years, in addition to any probationary tenancy period. (cross refers to 2.1)	General needs tenancy arrangements are included in the Tenancy Management Policy. Future legislative changes will need to be reflected through the 2026/27 policy review cycle.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-Tenancy-Management-Policy-Review-Update.pdf	Maintain legal review of tenancy agreements to ensure tenancy documents remain accessible to residents.	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.
	2.3.3 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)	Fixed term tenancy end arrangements are included in Tenancy Management Policy. No specific new evidence indicates non-compliance; review will be required as Renters' Rights changes are implemented.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-Tenancy-Management-Policy-Review-Update.pdf	Confirm updated fixed term and no fault possession wording once statutory guidance is finalised.	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.
	2.3.4 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)	Probationary tenancy arrangements are included in Tenancy Management Policy. Resident-facing information should remain clear and accessible.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-Tenancy-Management-Policy-Review-Update.pdf	Keep probationary tenancy review and extension processes under assurance testing.	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
2.3.5 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 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. After the date set in 154(4), this does not apply where tenants choose to move to accommodation let on a tenancy other than a tenancy with no less security. (cross refers to 2.4)	2.3.5 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 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. After the date set in 154(4), this does not apply where tenants choose to move to accommodation let on a tenancy other than a tenancy with no less security. (cross refers to 2.4)	Protection for residents with preserved security following Localism Act provisions is included in Tenancy Management Policy.	https://www.southlark.co.uk/wp-content/uploads/2025/06/2025-26-Tenancy-Management-Policy-Review-Update.pdf	Review wording during next refresh.	

	2.3.6 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 2.3)	Security of tenure following decant, redevelopment or other works is covered within Tenancy Management Policy and related procedures. Newbarrow demonstrates experience of resident relocation planning following closure of the former scheme.	https://www.southlink.co.uk/wp-content/uploads/2025/02/tenant-relocation-policy.pdf	Yes	Tenure decant/redevelopment procedures clearly evidence resident consultation, tenure protection and rehousing support.	
1.4 Mutual exchange 1.4.1 Registered providers must support relevant tenants living in eligible housing to mutually exchange their homes.	2.4 Mutual exchange 2.4.1 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)	SLH is part of Homeswapper and provides residents with online information on the process. The service is free and residents who need support can access help from SLH colleagues.	https://www.southlink.co.uk/wp-content/uploads/2025/02/tenant-relocation-policy.pdf	Yes	Continue promoting Homeswapper and monitor registrations, matches and support requests.	
	2.4.2 Registered providers must publicise the availability of any mutual exchange service(s) it offers to its relevant tenants. (cross refers to 1.10)	Mutual exchange information is publicised through the website, social media and discussions with residents. Homeswapper website was updated in 2025 to reference Homeswapper.	https://www.southlink.co.uk/wp-content/uploads/2025/02/tenant-relocation-policy.pdf	Yes	Refresh mutual exchange leafsheet periodically and link to Homeswapper under occupation outcomes.	
	2.4.3 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)	Support for access to mutual exchange is available through neighbourhood colleagues and offer based support. This is important for residents who are digitally excluded or need practical support.	https://www.southlink.co.uk/wp-content/uploads/2025/02/tenant-relocation-policy.pdf	Yes	Track support provided to residents who cannot self serve the exchange process.	Mutual exchange (Relevant to the Tenancy Standard required outcome 1.4.1 and specific expectations 2.4.3)
	2.4.4 Registered providers must offer tenants seeking to mutually exchange information about the implications for tenure, rent and service charges. (new specific requirement)	Residents seeking mutual exchange receive information about implications for tenure, rent and service charges through neighbourhood colleagues, other landlords and published in client website material.	https://www.southlink.co.uk/wp-content/uploads/2025/02/tenant-relocation-policy.pdf	Yes	Review exchange information after service charge and Renters' rights updates to ensure it remains accurate.	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.