

Appendix A – Consumer Standards: RAG rating on Draft Specific Expectations

	Specific Expectation	RAG Feb 2024	Specific Expectation wording (as per Draft Consumer Standards)	RAG Explanation/Notes (FH = Fareham Housing)
Safety and Quality Standard				
Stock Quality	SE1	A	Landlords must know the condition of all their homes (based on a physical assessment of all homes, which must be kept up to date)	FH don't currently have physically based assessments of all homes. A 20% stock survey was undertaken in 2018, with data extrapolated out. However, a 5-year rolling stock condition programme was instructed in 2023, which should see all homes surveyed by 2027/28.
Stock Quality	SE2	A	Must have data on (a) compliance with health and safety legal requirements; (b) Compliance with Decent Homes Standards; (c) Delivery of repairs, maintenance, and planned improvements to stock; and (d) Allocating homes with adaptations appropriately.	(a&b) Some weakness in current data as some is based on extrapolated data, data available on fire safety matters (c) data on delivery of repairs available, no published information on 'planned improvements to stock' (d) FH perform well on allocating homes with adaptations appropriately as part of our void and allocation processes, but need to look at how we record/demonstrate this.
Health & Safety	SE1	A	Meet all legal requirements relating to health and safety of tenants in their homes and communal areas.	Good data on fire risk safety and identified actions addressed. Due to access (and court action sometimes required to gain access) very difficult to ensure 100% compliance.
Health & Safety	SE2	A	All required actions for legally required health and safety assessments are carried out within appropriate timescales.	Data available to show % health and safety issues available. Hard to achieve 100% at times due to access issues

Health & Safety	SE3	A	Tenants must be considered in design and delivery of our services, and we must mitigate risks to tenants (e.g. how we respond to emergency repairs, manage complaints about health and safety and respond to reports of anti-social behaviour).	Lots of good things done but lacking formal processes behind them or articulating what we do (e.g. repairs policy/performance, complaint handling policy, ASB).
Repairs and Maintenance	SE1	G	Must enable repairs to be reported easily.	Accessible service that can be contacted through a variety of channels (phone, email, via officers etc.). TA repairs mainly reported directly to Tenancy Support Officers
Repairs and Maintenance	SE2	A	Must set timescales for the completion of repairs, maintenance, and planned improvements, clearly communicate with tenants and take appropriate steps to deliver.	Green for repairs, need to improve communication around maintenance and planned improvements.
Repairs and Maintenance	SE3	A	Must keep tenants informed about repairs, maintenance, and planned improvement in clear/timely communication.	Need to do more around keeping customers up to date on their repair. Current weakness with Repairs Contract Framework and losing sight of actions/progress once put out to a contractor.
Repairs and Maintenance	SE4	G	Must understand and fulfil maintenance responsibility in communal areas.	This is understood and all Fareham Housing staff have a good understanding of need to report issues. Customers actively encouraged to report issues in their communal areas. Cleaning contract in place, blocks/communal areas part of year 1 of stock condition surveys

Repairs and Maintenance	SE5	G	Must ensure delivery of repairs, maintenance and improvements is informed by needs of tenants and value for money (links with Stock Quality SE2).	Qualitative approach is very much at heart of our decisions. Things are not just cost driven, and longevity of fixtures/materials is important. High void standard also positive.
Adaptations	SE1	A	Must clearly communicate with tenants and relevant organisations how we will assist tenants seeking our adaptations services.	We have a very good and supportive approach to adaptations. However, this is not necessarily clearly communicated or articulated anywhere.
Adaptations	SE2	A	Must co-operate with tenants and relevant organisations so that a housing adaptations service is provided to tenants.	As above, including relationship with HCC OT
Transparency, Influence and Accountability Standard				
Diverse	SE1	A	Must use info/data to understand diverse needs of tenants (including protected characteristics, language barriers, additional support needs) and assess whether all tenants have fair access to services and outcomes from us.	Preferences need to be set up correctly in Civica and language/visual indicators set up so that these are considered for all correspondence going out. Equality Impact Assessments undertaken on new policies and policy reviews.
Diverse	SE2	A	Must ensure our communication is clear, accessible, relevant, timely for all needs of tenants.	As above
Diverse	SE3	A	Must ensure our services are accessible and that this accessibility is publicised to tenants. This includes supporting tenants and prospective tenants to use our online services.	Awaiting landlord portal to be finalised (further Civica development), which will help with this. Potentially green but more could be done to improve our online offer and information.
Diverse	SE4	G	We must allow tenant (or prospective tenants) to be supported by a representative or advocate for their interactions with us.	FH do allow tenants or prospective tenants have a rep or advocate for them. FH have a Civica alert which needs modifying to further highlight this.

Engagement	SE1	R	We must give a range of meaningful opportunities to influence and scrutinise our strategies, policies and services.	Previous tenant forum did not achieve this. Although consultation on policies takes place, this can be significantly improved, and the need to ensure influence and scrutiny requires a fresh approach
Engagement	SE2	A	We must assist tenants who want to implement a tenant-led activity to influence or scrutinise their landlord strategy, policies or services.	No previous tenant led activity at FH, but this needs to be facilitated more and ensure tenants know this is possible.
Engagement	SE3	A	We must support diverse needs of tenants so that they can engage.	We do support tenants currently by using language line facility for tenancy agreements and important letters. More can be formulated and articulated through the Tenant Engagement Strategy.
Engagement	SE4	A	We must support tenants Right to Manage, Right to Transfer or other housing management functions.	Currently have no information available to demonstrate that we support this. Will require further clarification from the Regulator on this specific expectation. Statutory Guidance on Right to Transfer applies.
Engagement	SE5	A	We must consider ways to improve or tailor our approach to delivering services and engagement, delivering on the intended aims.	Continual review and improvement of services and engagement. Tenant Engagement Strategy could facilitate and articulate this.
Engagement	SE6	n/a	Relates to if we were considering a change in landlord (not applicable to FBC).	n/a

Information	SE1	A	We must provide info on (a) our available services, how to access them, and standards they can expect; (b) safety and quality standards then can expect; (c) rents and service charges payable; and (d) responsibilities of us or the tenant for maintaining homes, communal areas, shared spaces and neighbourhoods.	Lots of good things in place, but not clearly articulated to our customers or held in one simple and useable space.
Information	SE2	A	We must communicate on progress with affected tenants, next steps and outcomes when delivering our services.	Assheton Court was an example of excellent communication and support (newsletters, coffee mornings, etc.). Stock conditions surveys communications, Stages of complaints and ensuring we are clear on next steps. Need to ensure we can demonstrate this.
Information	SE3	A	Policies must be fair, reasonable, accessible, and transparent, including appeal processes when relevant.	EIA are undertaken for all adopted policies. Endeavour to make simple and non-technical when possible. Letters are clear on appeal process when relevant. Need to ensure policies are all easily accessible on our website.
Information	SE4	A	Must make info available to tenants about roles and responsibilities of senior level employees or officers, including who has responsibility for compliance with consumer standards.	Improving through Autumn 2023 newsletter but still more work to be done. Include a 'who's who' on website.
Performance	SE1	G	We must meet the TSM requirements.	On target to meet the standards
Performance	SE2	G	Must (a) collect info for TSM in required timeframes (technical requirements and tenant survey); (b) publish our TSM performance in a clear accessible way; and (c) annually submit TSM to Regulator.	On target to meet the standards
Performance	SE3	G	Info submitted to Regulator must be accurate, reliable, valid and transparent.	On target to meet the standards
Performance	SE4	A	Must provide tenants with info on (a) how we are performing and where we are taking actions to improve; (b) how we have taken tenant views into account in service improvement; (c) how we spend income; and (d) directors remuneration and management costs (see tab).	Need to consider format and approach to this, may need to consider annual 'how did we do?' type of communication that reflects all these points.

Complaints	SE1	R	Must ensure our approach to handling complaints is simple and accessible.	Corporate process does not currently comply with emerging Ombudsman Complaint Handling Code. This is being addressed but not live yet.
Complaints	SE2	A	We must publish our complaints process and what tenants can do when they are dissatisfied with the outcome or how the complaint was handled.	It is published but lacks timescales and does not meet emerging standards that will apply from April 2024
Complaints	SE3	A	We must provide info about type of complaints received and how we have learnt from them to improve our services.	FH have this information (albeit not held in a great format) but we don't currently provide it to any other parties.
Self Refer	SE1	A	We must tell the regulator in a timely manner when we have had non-compliance or potential non-compliance with consumer standards.	Can't be confident that we are doing this until the code is confirmed and/or greater detail around how to measure non-compliance.
Neighbourhood and Community Standard				
Shared Spaces	SE1	A	We must work in cooperation with others to resolve issues of upkeep and safety of shared spaces (even when we don't have legal responsibility of those spaces).	FH do alert and chase other parties when needed and/or signpost residents to correct channels (e.g. Hampshire Highways). This does however need to be better articulated to demonstrate compliance.
Local Cooperation	SE1	R	Using our Strategic Objectives & view of tenants we must (a) identify and communicate our role in promoting social, environmental, and economic wellbeing; and (b) cooperate with local partners to help achieve objectives.	Little articulated or set out anywhere to show compliance with this. Interlinks with the need for overhaul of approach to tenant engagement.
Safer Neighbourhoods	SE1	R	We must have a policy on how we work with relevant organisations to deter/tackle ASB in our neighbourhoods.	No policy in place (need to also consider Ombudsman report on other noise issues that might not be ASB).
Safer Neighbourhoods	SE2	A	We must clearly set out our approach to tackle/deter hate incidents in our neighbourhoods.	Not currently articulated. Could be a guidance note.

Safer Neighbourhoods	SE3	A	We must enable ASB to be reported easily, and keep tenants updated about their progress.	Currently website only
Safer Neighbourhoods	SE4	A	We must provide prompt/appropriate action in response to ASB, using full range of tools/legal powers available.	Have generic case set up in Civica, interlinks with policy which is required, and the expectations.
Safer Neighbourhoods	SE5	A	We must support tenants who are affected by ASB, including signposting them to agencies for support/assistance.	Officers do try and offer support but needs a consistent approach with the use of a policy
Domestic Abuse	SE1	R	We must have a policy on how we will respond to cases of Domestic Abuse.	Policy required.
Domestic Abuse	SE2	n/a	RP's must cooperate with appropriate LA departments to develop a strategy and commission services for victims of DA and their children within safe accommodation.	Our role as LA will be to ensure RP's are demonstrating this.
Tenancy Standard				
Allocations	SE1	n/a	RP's must cooperate with LAs to help fulfil identified local need, including helping with homelessness duties and meeting obligations of nomination agreements.	Our role as LA will be to ensure RP's are demonstrating this.
Allocations	SE2	G	Homes that are designed/adapted to meet specific needs should be allocated to persons with specific needs.	We have a very good approach to this with asset records and pre-void process picking up homes that aren't just already adapted, but those suited for being adapted. This then facilitates maximising best use of adapted homes as part of the allocation process and increasing availability of adapted homes. Noted in the Allocations policy (draft)

Allocations	SE3	G	We must deliver services to address under-occupation and overcrowding; those services focused on the needs of the tenants.	This is addressed in our Allocations Policy and Neighbourhood Officer proactively engage where possible with under-occupiers to encourage them into small accommodation. More could be done to incentivise downsizers (but this shouldn't interlink with compliance)
Allocations	SE4	G	We must take action to prevent tenancy fraud.	A dedicated post (Investigations Officer) is focused on identifying and preventing fraud. Relevant officers are also aware of the risk and escalate matters to managers when needed.
Allocations	SE5	G	Fair, simple, reasonable, and accessible appeals process for allocation decisions.	This is articulated as part of our Allocations Policy
Allocations	SE6	R	All lettings and sales must be recorded through the Continuous Recording of Lettings (CORE) system.	Civica RTB is recorded and all lettings we manage are in Civica. Data was historically reported through CORE, but not currently.
Tenancy Sustainment	SE1	G	We must support tenants to maintain their tenancy/licence and prevent unnecessary evictions.	Robust rent recovery policy and welfare support officer role in team. Tenancy Support Officers for all TA tenants, linked in with other support services.
Tenancy Sustainment	SE2	A	We must provide tenants who are required to move with timely advice and assistance about housing options before the tenancy/licence ends.	If notices served to end TA tenancies, letters are sent to confirm that Housing Options advice should be sought. Letter also from Legal when case taken forward for possession. Verbal advice given throughout where contact can be maintained. Need to ensure FH can demonstrate compliance.
Tenure	SE1	A	We must publish clear and accessible policies outlining our approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, tackling fraud and set out (see further points).	Doing lots of good things, but not set out in a policy...work with Two Saints (financial support to prevent rough sleeping), Welfare Support Officer. Three TSOs for TA. Workstream led approach to creating strategies/policies. Tackling fraud is set out on our web pages and fraud outcomes are published through the transparency page. Draft allocations policy will cover some of the points.

Tenure	SE2	G	We must grant general needs tenants a periodic secure or assured (excluding periodic assured shorthold) tenancy, or a tenancy for a minimum fixed term of five years, or exceptionally, a tenancy for a minimum fixed term of no less than two years, in addition to any probationary tenancy period	Fixed term tenancies and secure tenancies are given
Tenure	SE3	R	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	No system currently in place, currently relies on a manual labour intensive approach, which risks non-compliance.
Tenure	SE4	G	Where registered providers use probationary tenancies, these must 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 can request a review.	Intro tenancies are in use and extensively monitored through generic case tasks
Tenure	SE5	G	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).	This is in practice and secure or fixed term tenancies issued
Tenure	SE6	G	Where tenants are moved to alternative accommodation for redevelopment or other works the new tenancy shall be no less secure on their return to settled accommodation.	This is in practice - their normal tenancy remains in place and decant licence issued for decant property
Mutual Exchange	SE1	G	must offer Mutual Exchange (ME) service to relevant tenants without a payment fee.	We have never asked for a payment fee for MX
Mutual Exchange	SE2	A	We must publish availability of any ME service offered to relevant tenants.	On our website-process and forms are currently not available.

Mutual Exchange	SE3	A	We must provide support for accessing ME services to relevant tenants who might otherwise not be able to use them.	We send out ME forms on request, but don't more widely indicate ME services available.
Mutual Exchange	SE4	A	For those tenants looking to ME we must provide information about the implications for tenure, rent and service charges.	We don't currently advise of this.