

Appendix B – Initial Actions identified to improve compliance

Simple

- Planned Maintenance schedule made available on webpage.
- Guidance Note– Disabled adaptations to Council homes.
- Civica – Tenant representative/advocate (modify alert and make sure all housing staff are aware)
- Website/newsletter – a ‘who’s who’ - outline roles and responsibilities of senior employees/officers, and who has responsibility for compliance with consumer standards.
- Guidance Note – How do we work with others to resolve upkeep and safety issues of shared space (even when we aren’t responsible), including examples.
- Civica Portal – enable reporting of ASB (subject to Portal going live).
- Ensure ASB reporting is easily found on website.
- Void Process note (internal) produced, to include more information on how adapted homes are allocated, or potentially adapted homes are identified.
- Data – recommence data submissions on national Continuous Recording of Lettings (CORE) system.
- Civica/system – develop a way to identify and flag forthcoming tenancy expiry so that appropriate and timely communication occurs.
- Guidance Note – Mutual Exchange (i.e. that it is available, what it is, that there is no fee from FH, implications to tenure, rent, service charges etc.)
- Website – need to ensure Mutual Exchange forms are available.
- Data – Relating to adapted homes being allocated appropriately.
- Data – Compliance against legal requirements & health and safety assessments.
- Website – clear webpage with all our policies, guidance notes, etc. in one place.
- Website – appeal process (when applicable) and complaints process

Considerable

- Repairs Policy (timescales for repairs, how we will keep tenants informed about repairs, more info on cyclical maintenance, link to planned maintenance on website).
- Anti-Social Behaviour Policy.
- Domestic Abuse Policy.
- Tenancy Management Policy.
- Guidance Note or Policy on hate incidents.
- Data collection/recording – Tenants diverse needs (different contact groups) and ethnicity.
- Portal on Civica (Civica development)
- Website – improve information available and ensure that availability is advertised (including all our services and how to access them, safety and

quality they can expect, rent/service charges payable (portal), our responsibilities).

- Tenancy Agreements – need to ensure our responsibilities (and tenants) are both articulated.
- Tenant Engagement Strategy (tenant-led influence, scrutiny, ensuring all can engage; how will we communicate, how will we engage)
- Develop a set of Strategic Objectives and Aims as a Housing service (including how we operate with others to achieve it)
- Set out how we promote social, environmental, and economic wellbeing.
- Annual Report (how are we performing, where to improve, how we've taken tenant views into account, how we spend income, directors remuneration etc.)
- Update incentive scheme (downsizers etc.).

Pending

- 100% stock condition surveys.
- New complaint handling approach.
- Ensure complaints process is easily accessible.
- Complaints process clear on how matters can be escalated to Housing Ombudsman.
- Annual overview of complaints, and how we've learnt from them.
- Recruitment of Principal Tenant Engagement Officer