

A large, stylized graphic on the left side of the slide, composed of overlapping hexagonal shapes in various colors including green, purple, orange, brown, yellow, red, and pink, creating a complex, multi-layered geometric pattern.

Scrutiny Is Key Tenants role in scrutinising services

2.2.1 Registered providers must give tenants a wide range of meaningful opportunities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.



Registered providers must assist tenants who wish to implement tenant-led activities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable

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Registered providers must provide tenants with accessible information about:

- a) how they are performing in delivering landlord services and what actions they will take to improve performance where required
- b) how they have taken tenants' views into account to improve landlord services, information and communication
- c) how income is being spent





Safety and Quality Standard

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Stock Quality

- Accurate, up to date, **evidenced** understanding...good quality, well maintained and safe homes for tenants
- Based on a physical assessment
- **Use data** to ensure
 - Compliance with health and safety
 - Compliance with Decent Homes
 - Delivery of planned and responsive repairs
 - Allocating adapted homes appropriately
- **GONE** - Local offers no longer a requirement



Decency

- Government Directive on this
- Ensure that homes meet DHS standard **unless exempted by the regulator**
- DHS is in the process of being updated – there will be a separate consultation – it's quite technical



Health and Safety

- When acting as landlords, take all reasonable steps to ensure tenants' health and safety **in their homes and associated communal areas**
- Meet all legal requirements
- Ensure all requirements arising from (legally required) assessments are carried out **within appropriate timescales**
- Consider tenants' safety in designing services and make sure risks are mitigated



Repairs, maintenance and planned improvements

- Must provide an effective, efficient and timely service for homes and communal areas
- Easy reporting
- Set timescales, clearly communicate them, take steps to deliver them
- Keep tenants informed in a clear and timely way
- Understand and fulfil responsibilities for communal areas
- Ensure that delivery is informed by tenants' needs and provides VFM
- GONE - Reference to 'choices' and 'right first time'



Adaptations

- Registered providers **must assist** tenants seeking housing adaptations to access appropriate services
- Must clearly communicate to tenants and stakeholders how they'll do this
- Must cooperate with tenants, LA and others so that tenants get an adaptations service
- GONE? – provide a service that meets tenants' needs



What Role For Scrutiny

- Oversight of performance data
- Work with tenant inspectors
- Diversity in Scrutiny
- Work on monitoring of Standards (DHS, etc)
- Comms monitoring (Data, Rights & Responsibilities)
- Risk Analysis (Qualit and Quant warnings)



Transparency, Influence and Accountability Standard

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Fairness

Proposed: Fairness and respect

Required outcome

Registered providers must treat all tenants with fairness and respect.



Diverse needs

- Take action to deliver fair access and equitable outcomes on housing and landlord services
- **Use information and data** to understand diverse needs (including protected characteristics, language and support needs)
- **Assess** whether access and outcomes are fair
- Ensure communication is clear, accessible appropriate etc.
- Same for landlord services – accessibility must be publicised and there must be support for using online services if needed
- Tenants and prospective tenants must be allowed to be supported by a representative or advocate



Engagement with Tenants

- *'...must take tenants' views into account in their decision-making about...landlord services...'*
- *Wide range of meaningful influence and scrutiny opportunities – strategies, policies and services*
- *Assist with tenant-led activities*
- *Accessible support for individuals to get involved*
- *Support for Right to Manage, Right to Transfer etc.*
- With tenants, consider ways to improve services and engagement (and implement changes)
- Specific requirement for early involvement in any proposals involving a change of landlord
- GONE – local offers



Information about landlord services

- Must provide info about:
 - Available services, how to access, standards
 - Safety and quality standards for homes
 - Rents, service charges etc
 - Landlord and tenant repair responsibilities
- Must communicate progress on service requests
- Policies must be fair, reasonable, transparent
- Must make information available about senior team roles and responsibilities including overall responsibility for consumer standards



Performance Information

- Meet TSM requirements
- Publish performance on TSMs annually (including how they've complied with technical requirements)
- Publication must be easily accessed by tenants
- Submit accurate, timely and compliant info to RSH
- Provide tenants with info on:
 - Performance (and improvement plans)
 - How tenants' views have influenced
 - How income is spent
 - Directors' pay and management costs



Complaints

- Complaints must be addressed fairly, effectively and promptly
- Approach must be simple and accessible
- Approach must be publicised and tenants must be told what they can do if they're dissatisfied
- Landlords must provide tenants with info about the volume, types, learning etc from complaints



What role for Scrutiny

- Ensure understanding of Tenant Make Up
- Monitoring effectiveness of influence & accountability
- Engagement in TSMs process
- Comms compliance on Standards (promotion and understanding)
- Work with Landlord on action plans arising from TSMs/Inspections
- Monitoring and evaluation of Complaints
- Scrutiny Referrals to Regulator or Ombudsman



Neighbourhood and Community Standard

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Maintenance of shared spaces

NEW	OLD
<p>LLs must work co-operatively with tenants, other landlords and relevant organisations to contribute to the upkeep and safety of shared spaces associated with their homes.</p>	<p>LLs shall keep the neighbourhood and communal areas associated with the homes that they own clean and safe. They shall work in partnership with their tenants and other providers and public bodies where it is effective to do so.</p>
<p>providers must work co-operatively to assist in resolving issues affecting the upkeep and safety of the shared spaces associated with their homes.</p>	<p>providers shall consult with tenants in developing a published policy for maintaining and improving the neighbourhoods associated with their homes. This applies where the registered provider has a responsibility (either exclusively or in part) for the condition of that neighbourhood. The policy shall include any communal areas associated with the registered provider's homes.</p>



Local cooperation

NEW	OLD
<p>LLs must co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing.</p>	<p>LLs shall co-operate with relevant partners to help promote social, environmental and economic wellbeing in the areas where they own properties.</p>
<p>LLs, having taken account of their strategic objectives, the views of tenants and their presence within the areas where they provide social housing, must:</p> <ul style="list-style-type: none"> a) identify and communicate to tenants the roles registered providers play in promoting social, environmental and economic wellbeing and how they will achieve them; and b) co-operate with local partnership arrangements and the strategic housing function of local authorities where they are able to assist them in achieving their objectives 	<p>LLs, having taken account of their presence and impact within the areas where they own properties, shall:</p> <ul style="list-style-type: none"> (a) identify and publish the roles they are able to play within the areas where they have properties (b) co-operate with local partnership arrangements and strategic housing functions of local authorities where they are able to assist them in achieving their objectives



Safer neighbourhoods

NEW	OLD (Heading was ASB)
<ul style="list-style-type: none">• Have a policy on working with partners• Set out their approach on tackling and deterring hate incidents• Enable ASB to be reported easily and keep tenants informed about progress• Provide prompt and appropriate action on ASB, have regard to full range of tools and powers• Must support affected tenants, including signposting	<ul style="list-style-type: none">• Publish a policy on working with others• In the ASB work, LLs shall demonstrate:<ul style="list-style-type: none">• Tenants know about responsibilities and rights• Strong leadership, commitment, accountability based on shared understanding• Strong focus on prevention, tailored to tenants' needs• Prompt, early action with regard to full powers available• Easy reporting and updates about the status of their case where LL is responsible, and signposting where not• Support to victims and witnesses



What role for Scrutiny

- Role in locality working (community and statutory forums)
- Scrutiny group working arrangements with other community partners (Police, NHS, 3rd Sector)
- Scrutinising Community Agreements/Plans
- Working with Estate Champions
- Ensuring and Monitoring effective Comms



Tenancy Standard

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Allocations and lettings

- Must allocate and let homes in a fair and transparent way, taking account of the needs of current and prospective tenants
- Cooperate with LAs' strategic housing functions, including homelessness and nominations
- Aim to allocate specialist housing (e.g. wheelchair standard or adapted) appropriately
- Have tenant-focused services to tackle under-occupation and overcrowding
- Prevent and tackle tenancy fraud
- Have a fair, reasonable and simple and accessible appeals process for allocations
- GONE
 - requirement to minimise void periods
 - specific requirement to support those with support needs, people who don't have English as first language and those who struggle with written English



Tenancy Sustainment and evictions



- Landlords must support tenants to maintain their tenancy or licence and prevent unnecessary evictions
- If landlord ends the tenancy/licence, they must offer tenants timely advice and assistance before the agreement ends
- **NEW** – previously, similar requirements were hidden within Tenure



What role for Scrutiny

- Monitoring tenancy issues (allocations, sustainment)
- Communications Assessments
- Diversity awareness and compliance
- Role in strategic focus on tenant priorities and strategic need (may be different)
- Ensuring understanding of tenants rights and responsibilities



Key Points for Scrutiny

- Embedded into the governance structure
- Access to data with formalised parameters
- Regular data provided
- Clear channels for Scrutiny to link with other engagement and tenant body.
- A pivotal role in Comms
- Independence !



Thank you!

Any questions?

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