

# CUSTOMER PANEL SEPTEMBER 2023



## CONSUMER STANDARDS CONSULTATION

The Regulator for Social Housing are creating a set of 4 Consumer Standards, giving them new powers to help improve the quality of housing and services for social housing tenants. The standards set expectations that social housing landlords must meet and that the Regulator will seek assurance are being met.



### THE STANDARDS AIM TO:

- Make a meaningful difference to tenants.
- Be possible for landlords to achieve.
- Be something that can be regulated.

### HERE ARE THE STANDARDS:



Transparency, Influence & Accountability



Tenancy



Safety & Quality



Neighbourhood & Community

- You agreed with the proposed new standards and principles.
- You think we are in a good position to meet the requirements but need to do more work in some areas to meet the fully.

HERE'S YOUR  
THOUGHTS ON  
THE  
STANDARDS....

### WE NEED TO IMPROVE ON....

- Communication especially around planned and programmed repairs and adaptations.
- Ensuring we communicate with tenants that aren't online.
- Knowing more about tenants that live in the properties.
- Ensuring staff are visible and accessible.
- Review the sign up pack, thinking about the information tenants need to know.
- Address dissatisfaction and don't just concentrate on satisfaction.
- Make it easier for tenants to find out how to make a complaint and reassure them that it's ok to complain.
- Need to know more about the stock, both internally and externally.
- Get it right first time and follow up on jobs.
- Make the best use of stock.
- Better ASB support and provision.
- Define the definition of a communal area.
- Manage tenants expectations.

