

# Regaining compliance with RSH's Consumer Standards

Housing Improvement Board April Meeting

April 2023

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# May 2021 Regulatory Notice

Following the ARK Independent Investigation into 1-87 Regina Road, the Regulator of Social Housing determined that LBC was in breach of the following:

## **Home Standard: repairs and maintenance:**

- Provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time
- Meet all applicable statutory requirements that provide the health and safety of the occupants in their home

# May 2021 Regulatory Notice

## Tenant Involvement & Empowerment Standard

- Provide choices, information and communication appropriate to the diverse needs of their tenants in the delivery of all standards
- Have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly.
- Treat all tenants with fairness and respect
- Demonstrate that they understand the different needs of their tenants, including in relation to the equality strands and tenants with additional support needs

# Next steps

## Audit against Consumer Standards

- Audit of performance in line with the Home Standard
- Audit of performance in line with Tenant Involvement & Empowerment Standard

## Roadmap to Compliance in next 18 months

- Roadmap to compliance based on findings of the audit
- Based on Housing Transformation Programme
- Include clear milestones and KPIs
- Milestones and KPIs monitored at monthly meetings with Regulator

# Key milestones towards compliance with Home Standard

Project	Upcoming milestones
4.1 Resolution Programme for Regina Road	Ballot concluded (May 2023)
4.3 Asset Management Strategy	Stock condition survey 50% target achieved (September 2023)
5.1 Compliance Plan for Building Safety Act 2022	Accountable persons responsibilities commence (October 2023)
5.2 Compliance Plan for Fire Safety Act 2021	Fire safety training delivered to staff and floor and building plans provided to LFB (April 2023)
5.3 Compliance Audit	Action plan developed based on findings of audit (June 2023)
6.1 Repairs Re-Procurement	Mobilisation of new repairs contractors and Contract Management Hub (August 2023)
6.2 In-sourcing of Repairs Contact Centre	New LBC Housing Contact Centre Live (June 2023)
6.6 Review of Repairs Policies & Procedures	Review of Repairs Policies & Procedures begins (May 2023)
6.7 Review of Capital Delivery Projects	Review of Capital Delivery Projects Completed (December 2023)

# Key milestones towards compliance with Tenant Involvement & Empowerment Standard

Project	Upcoming milestones
2.4 Review of Tenant & Leaseholder Involvement Structures	Revised Tenant & Leaseholder Involvement Structures presented to Cabinet as part of draft framework for resident engagement (July 2023)
3.1 Residents' Charter	Further implementation of Residents' Charter through service planning and development of Residents Engagement Strategy (May 2023 onwards)
3.2 Resident Engagement Strategy	Draft framework for resident engagement presented to Cabinet (July 2023)
3.7 Customer Care Training Programme	Customer Care Training Programme commences (September 2023)
3.8 Review of our Complaints & Processes	Complaints review completed (June 2023)
3.10 Consumer Standards Review	Consumer Standards Audit completed and action plan created (May 2023)
7.2 Competency Model	Competency Model agreed (August 2023)
7.11 Culture Change Programme	Behaviour change toolkits aligned with 'cultural vision' established (September 2023 onwards)