

Social Housing White Paper

Taken from CIHs 'what you need to know about the SHWP' document

To be safe in your home

Building and fire safety is a paramount concern for residents.

Chapter 1 sets out that the government will:

- Legislate to strengthen the RSH's consumer regulation objectives to explicitly include safety
- Legislate to require social landlords to identify a nominated person responsible for complying with health and safety requirements
- Expect the RSH to prepare a 'memorandum of understanding' with the Health and Safety
- Executive (HSE) to ensure effective sharing of information with the Building Safety Regulator (BSR)
- Consult on requiring smoke alarms in social housing and introducing new expectations for carbon monoxide alarms (thus mirroring requirements in the private rented sector)
- Consult on measures to ensure that social housing residents are protected from harm caused by poor electrical safety
- Continue to work with the 'Social Sector (Building Safety) Engagement Best Practice Group' and the BSR to ensure that resident voices are heard.

Draft Tenant Satisfaction Measures	
Keeping properties in good repair	Decent Homes Standard compliance
	Responsive repairs completed right first time
	Tenant satisfaction with landlord's repairs and maintenance service
Maintaining building safety	Compliance with health and safety obligations: Gas safety; Electrical safety; Fire safety; Asbestos; Water safety; Lift safety
	Tenant satisfaction with the health and safety of their home
Effective handling of complaints	Number of complaints relative to the size of the landlord
	% of complaints resolved within agreed timescale
	Tenant satisfaction with landlord's complaints handling
Respectful and helpful engagement	Number of complaints relating to fairness and/or respect, relative to the size of the landlord
	Tenant satisfaction that their landlord listens to their views and takes notice of them
	Tenant satisfaction with landlord's engagement with tenants
Responsible neighbourhood management	% of communal areas meeting the required standard
	Number of complaints relating to communal areas, relative to the size of the landlord
	Tenant satisfaction with landlord actions to keep communal areas clean and safe

To know how your landlord is performing

To enable tenants are to hold their landlord to account, they need to know how it is performing and what decisions it is making. The government wants to allow them to challenge their landlord when things are not working as they should, and to compare their landlord's performance with that of other social landlords.

	Tenant satisfaction with landlord contribution to the neighbourhood associated with their home
	Number of complaints relating to anti-social behaviour, relative to the size of the landlord
	Tenant satisfaction with landlord's handling of anti-social behaviour
Overall	Tenant overall satisfaction with the service their landlord provides

Chapter 2 sets out that government will:

- Create a set of tenant satisfaction measures for landlords on things that matter to tenants
- Introduce a new 'access to information scheme' for social housing tenants of housing associations and other private registered providers of social housing, to make information relating to landlords easily available
- Ensure landlords provide a clear breakdown of how their income is being spent
- Require landlords to identify a senior person in their organisation who is responsible for ensuring they comply with the consumer standards set by the RSH.

To have your complaints dealt with promptly and fairly

To ensure that residents can get swift and effective resolution of complaints and in addition to measures it has already taken to increase access to, and improve the ombudsman service,

Chapter 3 sets out government will:

- Ensure landlords self-assess against the Housing Ombudsman's Complaint Handling Code by 31 December 2020
- Launch a communications campaign to ensure tenants know how to raise complaints and have confidence in the system. The housing ombudsman, BSR and landlords will be expected to ensure residents have clear and up to date information on how to make a complaint
- Legislate to ensure clear co-operation between the housing ombudsman and the RSH so that they can hold landlords to account more effectively when things go wrong
- Make landlords more accountable for their actions by publishing details of cases determined and published by the housing ombudsman.

To be treated fairly and with respect

To transform consumer regulation in order to drive the right behaviours from landlords and hold them to account

Chapter 4 sets out the government will:

- Transform the consumer regulation role of the RSH so it can proactively monitor and drive landlord compliance with the improved consumer standards
- Remove the 'serious detriment test' and introduce routine inspections for the largest landlords (those with over 1,000 homes) every four years
- Change RSH's objectives to explicitly cover safety and transparency, and work with it to review its consumer standards to ensure they are up to date and deliver its revised objectives
- Give RSH the power to publish a code of practice on the consumer standards make clear what landlords are required to deliver
- Strengthen RSH's enforcement powers to tackle failing landlords and to respond to the new challenges facing the sector
- Hold local authorities to account as landlords, including how they manage Arm's Length Management Organisations (ALMOs) and Tenant Management Organisations (TMO's), to ensure they deliver a good service to tenants
- Require RSH to set up an 'advisory committee' to provide independent and unbiased advice on discharging its functions.

To have your voice heard by your landlord

To drive stronger resident engagement by landlords and give residents a clearer voice so that they can hold landlords to account,

Chapter 5 sets out that government will:

- Expect RSH to require landlords to seek out best practice and consider how they can continually improve the way they engage with social housing tenants
- Deliver a 'new opportunities and empowerment programme' for social housing residents, to support more effective engagement between landlords and residents, and to give residents tools to influence their landlords and hold them to account
- Review professional training and development to ensure residents receive a high standard of customer service.

To have a good quality home and neighbourhood to live in

To ensure social tenants have good quality, decent homes and neighbourhoods, including access to green space and support for wellbeing,

Chapter 6 sets out that government will:

- Review the decent homes standard – including access to and the quality of green spaces
- Tackle antisocial behaviour (ASB) by enabling tenants to know who is responsible for action and who can support and assist them if they are faced with antisocial behaviour
- Consider the results of the 'allocations evidence collection exercise' to ensure that housing is allocated in the fairest way possible and achieves the best outcomes for local places and communities.

To be supported to take your first step to ownership

To increase the supply of good quality social homes and give as many residents as possible the right to purchase their own home,

Chapter 7 sets out that government will:

- Invest £11.5 billion to build up to 180,000 affordable homes – around half of these new homes will be for ‘affordable home ownership’
- Implement a new, fairer and more accessible model for shared ownership
- Implement a new ‘Right to Shared Ownership’ for tenants of housing associations and other private registered providers who live in new grant funded homes for rent
- Emphasise through the new ‘National Design Guide’ the importance of building beautiful and well-designed social homes.
- Introduce a new ‘Affordable Homes Guarantee Scheme’
- Encourage local authorities to take advantage of the removal of the borrowing cap to build more council homes.