

1. Regulator of Social Housing Standards:

1. Safety and Quality Standard (formerly Home Standard)

Landlords must ensure homes are safe, properly maintained, and of good quality:

Health and Safety Compliance: Identify and remediate hazards using the Housing Health and Safety Rating System (HHSRS); no Category 1 hazards allowed.

Repairs and Maintenance: Maintain structural elements (roofs, walls, windows) and essential systems (plumbing, heating, electrical).

Planned Improvements: Undertake renovations and adaptations, communicating with tenants about works.

Record-keeping: Maintain accurate property condition records for inspection and tenant review.

Fair Treatment: Respect tenants' rights and accommodate diverse needs.

2. Tenancy Standard

Covers fair and transparent tenancy management:

Allocation and Lettings: Apply clear policies for allocating homes.

Eviction Prevention: Avoid unnecessary evictions and manage tenancy breaches appropriately.

Mutual Exchange: Provide information and facilitate tenant-initiated exchanges.

Tenancy Fraud Prevention: Implement safeguards against fraudulent sub-letting or claims.

3. Neighbourhood and Community Standard

Supports secure, well-maintained communities:

Community Engagement: Collaborate with local authorities and partners to improve neighbourhoods.

Anti-Social Behaviour: Address antisocial behaviour and domestic violence in tenant areas swiftly.

Estate Management: Ensure services like waste management, grounds maintenance, and security meet tenant expectations.

4. Tenant Involvement and Empowerment Standard

Focuses on transparency, tenant influence, and accountability:

Tenant Participation: Encourage tenant consultation and feedback in decision-making.

Information Access: Provide accurate, timely information about services and performance.

Complaint Handling: Implement accessible and responsive grievance procedures.