Theme	Headline	Paga	Likely Actions	Are we already doing this? Y/N	Bosponsible?
Theme	Landlords required to identify a	Page	Likely Actions Identify and train up nominated	uns: i/in	Responsible?
To be safe in your	nominated person to comply with all		person responsible for complying		Compliance
home	health and safety requirements	15	with health and safety for residents	Υ	team
1101110	Consultation to install mandatory	10	Pricing and programme of		tourn
To be safe in your	smoke and CO alarms in all social		installation of smoke and CO alarms		
home	housing	15	to all remaining homes	Υ	A&I/Repairs
To be safe in your home	Consultation on measures to ensure that social housing residents are protected from harm caused by poor electrical safety.	15	Ensure up to date survey info on electrical safety for all homes	Υ	A&I, Building Services Team and Compliance Team.
To be safe in your home	Requirement for an 'accountable person' for each high rise building to produce and implement a resident engagement strategy re. decisions around building safety and risks (NB - in Building Safety Bill). Build on the work of the Social Sector (Building Safety) Engagement Best Practice Group, supporting the development of statutory and good practice guidance on engaging residents in all tenures on safety issues.	17	Allocate 'accountable persons'. Include health and safety in regular consultation plans for all homes		Repairs/A&I/Te
To know how your landlord is performing	Regulator of Social Housing to bring in a set of tenant satisfaction measures for all landlords on things that matter to tenants. (See Appendix 2)	21	Monitor how the RSH plans to gather satisfaction metrics – the banking regulator appoints a contractor to run the surveys on their behalf (so we may well not be graded on a survey commissioned by the council as landlord). Check existing performance management	Υ	Resident involvement, M&RS, Repairs

Theme	Headline	Page	Likely Actions	Are we already doing this? Y/N	Responsible?
			group reporting against draft		
			satisfaction measures. Demonstrate		
			plans to improve services in the light of what residents are saying, and		
			then subsequent implementation.		
			their subsequent implementation.		
			Benchmark CEO salary and		
	Provide a clear breakdown of how		management costs. Work out how		
	HRA income is being spent, including		we will give residents a 'clear breakdown' of what we spend		
To know how your	levels of executive remuneration, (see		money on - monitor how the RSH		
landlord is	Appendix 2) to be published alongside		establishes what level of detail is		
performing	tenant satisfaction measures.	23			Stephen T
	Requirement for the identification of a				
	'responsible person' who is responsible				
	for ensuring they comply with the				
	consumer standards set by the				
	Regulator of Social Housing. This				
	person is intended to be the lead on achieving good customer service and				
	driving culture change if needed. This		Identify and if necessary, train up,		Resident
To know how your	person must be clearly identified to		nominated person responsible for		Involvement,
landlord is	tenants, the regulator and the Housing		compliance with new consumer		Senior
performing	Ombudsman.	25	·	N	Leadership
To know how your	Report to every tenant on the above		Consider how best to communicate		•
landlord is	matters at least once a year, if not		this (WP suggests use of digital/app,		Resident
performing	continuously, using technology.	25	as a boost to annual written reports)	Υ	involvement

Theme H	Headline	Page	Likely Actions	Are we already doing this? Y/N	Responsible?
					Corporate complaints
					team /
To have your			Self-assessment against the code		Members & Residents
1	Compliance with the Housing		and published results by 31/12/20.		Services /
· · · · · · · · · · · · · · · · · · ·	Ombudsman's new complaints		Review and plan for any areas of		Resident
	nandling code	27	non-compliance		Involvement
	RSH to establish more definitive				
II I	consumer standards and associated code of practice, removing the 'serious				
	detriment test' and inspecting landlords		Self-inspect your services against		
	at least every 4 years, and require self-		the consumer standards (see HQN		
	referral for breaches of standards		link -will be updated to take account		
	(extending the current requirement for		of the end of the "serious detriment"		A 9 1 / D a m a : ma /
	self-referral that applies to HAs and PPs)	35	test). Establish a protocol for advising the RSH of breaches.		A&I/ Repairs / Tenancy
rogulator			Demonstrate continuous		Tonanoy
			improvement planning for		
			engagement with residents and,		
			specifically, tenants. Consider how this can contribute to local		
			connectivity and reducing		
			loneliness, not just ensuring		
			feedback re. landlord services.		
	RSH to require landlords to seek out		Show how residents have		
	pest practice and consider how they		influenced our services and their		Dooidont
	can continually improve the way they engage with social housing tenants	47	feedback has changed our approach.	Partial	Resident involvement

Theme	Headline	Page	Likely Actions	Are we already doing this? Y/N	Responsible?
	Government review of professional		Monitor proposals for professional		
To have your voice	training and development to ensure		training/qualifications as they		
heard by your	residents receive a high standard of		emerge. Appraise existing staff's		
landlord	customer service.	49	training and qualification levels.	Partial	All services
			Monitor progress with DH review,		
			including links to decarbonisation,		
To have a good			energy efficiency, requirements for		
quality home and			access to green space and		
neighbourhood to		- 4	standards for good communal		4.01
live in	Review of the Decent homes Standard	54	spaces		A&I
To have a good	5				
quality home and	Encouragement to accommodate		Deview neliam and developing the master and		Allasational
neighbourhood to	domestic pets to boost residents'		Review policy re. domestic pets - no	V	Allocations/
live in	mental health	59	blanket ban	Υ	Tenancy
To have a good	Review of professionalisation - focus				
quality home and	on suitable training/expertise for staff		Davious staff training re-montal		Tononov
neighbourhood to live in	working with residents with mental health needs	59	Review staff training re. mental health	Y	Tenancy /RI/CD/M&RS
live in	nealth needs	59		T	/KI/CD/IVIARS
To have a good			Review messaging to residents re. ASB reporting and case		
quality home and			management, including how to		
neighbourhood to	Clarifying routes to reporting and		request a community trigger/multi-		Tenancy /ASB
live in	managing ASB	59	agency case review	Partial	team
To have a good	Ensuring landlords assist in the	- 55	agonoy oddo roviow	i ditidi	tourn
quality home and	monitoring and support of vulnerable		Confirm approach to county lines		Tenancy / ASB
neighbourhood to	tenants who may become involved in		and protocol to flag concerns to		team / VRN /
live in	county lines	61	police and relevant agencies	Υ	Gangs / YOS
			Mostly relates to planning policy and		Cango / 100
To have a good			new build housing. Consider		
quality home and			resident feedback/concerns		
neighbourhood to	Tackling social and residential		regarding any issues with		
live in	segregation at a neighbourhood level	62	integration between the council's		A&I/Regen

Theme	Headline	Page	Likely Actions	Are we already doing this? Y/N	Responsible?
			homes/estates and surrounding		
			streets and spaces		
			Confirm fair access to the council's		
			homes for homeless households, and appropriate data capture to		
To have a good			ensure homes with adaptations are		
quality home and			suitably matched to disabled		
neighbourhood to	Fair and accessible social housing		residents/households in need of		
live in	allocations policy	62	<u> </u>	Υ	Allocations
			Ensure policies and procedures relating to residents facing DV		
			match the requirements of the		
To have a good			RSH's emerging regulatory		
quality home and			standards. Review and consider		
neighbourhood to	Supporting tenants facing domestic		pledging to the CIH 'Make a Stand'		
live in	abuse	63		Partial	Tenancy / FJC
To have a good quality home and			Check that existing allocations policy prioritising armed forces		
neighbourhood to	Supporting the armed forces		meets the requirements of statutory		
live in	community	63			Allocations
To be supported to	Potential to allow more flexibility on				
take your first step	use of RTB receipts for delivery of	00	Await policy response following		N1/A
to ownership	more social housing New shared ownership model with	66			N/A
	lower initial tranches and 1% minimum		Not relevant unless planning to bid for funding through the 2021 AHP -		
To be supported to	staircasing, plus 10 year repair free		need to consider impact on any		
take your first step	period. Plus right to shared ownership		future development appraisals &		
to ownership	for new SR homes.	68	viability, BxB or otherwise		N/A

Theme	Headline	Page	Likely Actions	Are we already doing this? Y/N	Responsible?
	Leasehold reform - recommendations		Await announcements re leasehold		-
	from the leasehold working group.		reform. Review working group		
To be supported to	Likely focus on transparency and		report to gauge any impact on		
take your first step	communication of service charges and		current leasehold management		
to ownership	routes to redress.	71	practice at Croydon.		N/A