



SELF ASSESSMENT: Dacorum Borough Council compliance with the proposed NEW Consumer Standards – Final standards due to be published April 2024.

Background:

Regulating the new consumer standards - All landlords must meet the Regulator of Social Housing standards – [Economic and consumer regulatory standards](#). These standards are under review as part of the Social housing regulation act. The final reviewed standards are due to be published by the regulator in April 2024.

To prepare for the introduction of the new standards, this documents outlines our current compliance with the proposed NEW consumer standards.

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The regulatory standard	Compliance (Y/N/P) Comments and evidence
Safety and Quality Standard	
Code of practice:	
<p>Stock Quality</p> <p>Providing safe and well-maintained homes is a fundamental responsibility of all registered providers. Having a sufficiently detailed understanding of the condition of their homes at an individual property level is vital to providers being able to achieve this and helps to ensure that they comply with all applicable requirements. In achieving this outcome, private registered providers should be mindful of the regulator’s requirement in the Governance and Financial Viability standard in relation to maintaining a thorough, accurate and up to date record of their assets and liabilities. Registered providers are expected to undertake regular physical assessments of both the inside and the outside of all their homes. They should assess whether their homes are:</p> <ul style="list-style-type: none">• safe and free from serious hazards• kept in good repair• meet relevant standards prescribed in law. <p>Registered providers should survey homes frequently enough and in sufficient depth to maintain their assurance on the quality and safety of their stock. Appropriate frequency and depth will be influenced by a range of factors, including but not limited to, property age, construction, and archetypes as well as data from complaints and reports from repairs and maintenance programmes. For some registered providers, a five-year rolling programme of stock condition surveys across all homes might be appropriate, however for some providers or for some of their stock, more frequent assessments might be needed, for example where there are high levels of responsive repair requests or recurring problems which might be indicative of wider issues.</p>	

Registered providers should ensure that they not only have a robust approach to assessing and recording the conditions of their homes, but they should also use information from other sources such as complaints to ensure they have a rounded view of the condition of their stock and the needs of individual tenants living in those homes. Where investment and repair requirements are identified, registered providers should have appropriate systems in place to ensure they are acted upon in an appropriate and timely manner.

Decency

(Relevant to required outcome 1.2.1)

13 - Registered providers are required to comply with section 5 of the Government's Decent Homes Guidance, and should have an approach to repairs, maintenance and planned improvements which ensures that their homes are maintained to meet all criteria of the Decent Homes Standard, including being free from Category 1 hazards.

14 - Registered providers' understanding of the condition of their homes should include compliance against all criteria of the Decent Homes Standard. In addition, registered providers should have an effective plan in place to ensure compliance with all criteria of the Decent Homes Standard is maintained.

15 - Where a registered provider has agreed a period of non-compliance with the Decent Homes Standard with the regulator, it should ensure that it meets all applicable health and safety legal requirements for the duration of the period and should communicate the non-compliance with the Decent Homes Standard and its implications to affected tenants.

Health and safety

(Relevant to required outcome 1.3.1 and specific expectations 2.2.1 and 2.2.3)

16 - As part of achieving this outcome, registered providers must ensure they understand and comply with all applicable health and safety legal requirements, including secondary legislation (in relation to, for example, gas safety, fire safety, electrical safety, water safety, lift safety, asbestos safety, smoke alarms and carbon monoxide). In ensuring compliance, registered providers are expected to have regard to appropriate statutory guidance and to meet the legal requirements relating to the role of the health and safety lead.

17 - Registered providers should ensure that they maintain sufficient assurance that they meet all relevant health and safety requirements, which reflects the level of potential risk and impact on tenants. They should have a full understanding of what the data is telling them about how safe tenants are, the effectiveness of controls in place and how tenants' needs are being met.

18 - As part of ensuring the wider safety of tenants in the design and delivery of landlord services, registered providers should have an effective approach to proactively identifying the risks to tenants' safety and eliminating or mitigating those risks. Examples of actions that providers may take to ensure the safety of tenants include, housing tenants together appropriately when allocating shared properties, assessing the vulnerability and risk of antisocial behaviour victims in considering what action to take, and taking into account individual tenants' safety, security and health when prioritising repairs.

Repairs, maintenance and planned improvements

(Relevant to required outcome 1.4.1 and specific expectations 2.3.3,2.3.4 and 2.3.5)

19 - Registered providers are expected to have in place and comply with effective policies, procedures and processes in relation to repairs, maintenance and planned improvements that take into account tenants' views and diverse needs. This may include, for example, increasing the priority of repairs for some older tenants and where a household member is disabled, and installing extra locks and security lights for tenants experiencing domestic abuse or anti-social behaviour, in order to safeguard them.

20 - Registered providers should communicate promptly with tenants about repairs, maintenance and planned improvements and keep them regularly updated on progress and how they are resolving any issues. For example, they should aim to consult affected tenants in a timely manner before the start of any planned improvement programmes, and update affected tenants if providers foresee any delays to the programme. In doing so, they should be mindful of the regulator's requirements in relation to the diverse needs of tenants.

21 - In relation to communal areas, where there is an arrangement in place for a third party to manage a communal area on a registered provider's behalf, the registered provider is required to ensure that the communal area is well-maintained, and to hold the third party to account if it is not.

Adaptations

(Relevant to required outcome 1.5.1 and specific expectation 2.4.1 and 2.4.2)

22 - Not all registered providers directly provide a housing adaptations service, but nonetheless they should all have a process in place to assist tenants in need of housing adaptations, which they must communicate to tenants. As part of this communication, registered providers are expected to inform tenants about the application process, and where relevant, providers should make clear any local variations to the application process that may apply. Assistance to tenants requiring a housing adaptation may take the form of, for example, providers applying for an adaptation to the relevant organisation on a tenant's behalf or establishing clear timescales with the relevant organisation providing the adaptation.

23 - Where the housing adaptations service is provided by a third party, the registered provider should not unreasonably withhold permission for a housing adaptation to be installed in a tenant's home. Where the registered provider provides a housing adaptations service, they should not unreasonably refuse a tenant's request for a housing adaptation. Where a registered provider does not meet a tenant's request for a housing adaptation, the provider should consider whether it is appropriate to offer alternative measures in order to support the affected tenant.

1. Required outcomes

1.1 Stock quality

1.1.1 Registered providers must have an accurate, up-to-date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants [\[footnote 1\]](#).

1.2 Decency

1.2.1 Registered providers must ensure that tenants’ homes meet the standard set out in section five of the Government’s Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator ~.

1.3 Health and safety

1.3.1 When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas.

1.4 Repairs, maintenance and planned improvements

1.4.1 Registered providers must provide an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible.

1.5 Adaptations

1.5.1 Registered providers must assist tenants seeking housing adaptations to access appropriate services.

Specific Expectations

2.1 Stock quality

2.1.1 Registered providers must have an accurate record at an individual property level of the condition of their stock, based on a physical assessment of all homes and keep this up-to-date.

Y – Stock condition surveys were last undertaken 10 years ago. To update records and to provide an ongoing commitment to stay abreast of investment need over the last 2 years DBC have completed 4000 stock condition surveys covering all construction archetypes. This data has then been cloned to provide an indicative view of the entire housing stock portfolio. There is a rolling stock condition survey programme with the target of completing circa 2000 surveys per annum, which provides 100% property surveys (10,000) every 5 years. The first year we will have 100% complete in line with this rolling programme will be 2028 reducing reliance on cloned data year on year.

The data captured is uploaded in to the Asset Management Performance Model known as ASAP. This tool provides a view of property performance and includes both financial and non-financial metrics. The outcomes will inform both investment and disinvestment priorities.

2.1.2 Registered providers must use data from across their records on stock condition to inform their provision of good quality, well maintained and safe homes for tenants including:
 a) Compliance with health and safety legal requirements
 b) Compliance with the Decent Homes Standard
 c) Delivery of repairs, maintenance and planned improvements to stock

Y – All Decent Homes failures identified through stock condition surveys are reviewed to assess the best way to achieve Decent Homes standard for each property and inform investment work stream planning.

In addition to the use of the ASAP tool to allow us to continually monitor Decent Homes compliance, we are undertaking a project to transfer our stock condition survey data into the Housing asset management software system ‘MRI Asset’ Monthly Decent Homes compliance reports will be in place from February 2024 and by 2027/28 we have a full set of survey data for every home and can ensure accurate reporting on an ongoing basis.

<p>d) Allocating homes with adaptations appropriately</p>	<p>The programme of stock condition surveys has informed the prioritisation of the planned programme and the investment need aligned with the HRA business plan from 2024/25.</p> <p>Monthly reporting of the 'Big 7' 6 Compliance areas plus Damp and Mould has been embedded and provides oversight at both strategic and operational level. Repairs are generally reported by residents, however if repairs are identified via stock condition surveys, they are reported back to the repairs team. Stock condition data will be used to inform and determine our planned maintenance programmes from April 2024</p> <p>Customers with a requirement for an adapted property are registered on a direct offers list, when a property becomes void, this is checked against the direct offers list to determine if there is anyone suitable for the void property, or if the property could be adapted to meet the customer's needs.</p> <p>Where a home doesn't have an existing adaptation, homes are assessed to see if they can be adapted to meet the requirement of an applicant or resident inline with the Occupational Therapist (OT) recommendation. Where this happens a survey and OT may visit to assess suitability. This is referenced in the allocations policy</p>
<p>2.2 Health and safety</p>	
<p>2.2.1 Registered providers must identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas.</p>	<p>Y – DBC has a dedicated Health and Safety board which oversees compliance to all legal requirements including those relating to our Tenants and their homes. The last meeting was held on the 16th Nov 23 and is Chaired by Aiden Wilkie.</p> <p>In addition from January 2024 all heads of service will complete a quarterly health and safety report. Service managers complete service based risk assessments and business continuity plans (Managed by Mary Flemming)</p> <p>Estate inspection programme is in place. A tracker is kept of reported issues and actions (Maintained by Ryan Glanville)</p> <p>Compliance reports are provided to SLT, along with a quarterly dashboard report on safeguarding (Available in SLT papers)</p>
<p>2.2.2 Registered providers must ensure that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales.</p>	<p>Y – DBC has a suite of corporate risk assessments for all key areas of its functions both employer and landlord. These are managed through the meetings in 2.2.1. In addition any actions arising from health & Safety inspections and assessments are managed through an appropriate action plan.</p>

	<p>All property compliance is reported monthly via the compliance tracker. (Evidence contained in compliance tracker). Internal Audit regime in place.</p> <p>Direct at risk registers, including operational and strategic updating and kept on Inphase (link was in HSLT minutes from last week)</p>
<p>2.2.3 Registered providers must ensure that the safety of tenants is considered in the design and delivery of landlord services and take reasonable steps to mitigate any identified risks to tenants.</p>	<p>Y –DBC provide Lifeline support via Tunstall alarms for the most vulnerable and those in SH. Resident engagement strategies linked to the building safety act - We have completed an on site resident engagement events and co-developed hard copy resident engagement strategies, which are being supported by online engagement areas for each block in scope. Part of this process has been to capture self-referred vulnerabilities which is key information to help assist Fire and Rescue Services should an evacuation be required.</p> <p>DBC have a Building and Resident Safety Group chaired by the Assistant Director of Property and attended by senior service leads. The purpose of the group is to focus on all aspects of keeping our residents safe and not just focussed on legislative requirements.</p> <p>All estates receive regular estate inspections, picking up issues and concerns in communal areas. The cleaning service ensure compliance with COSHH when working in communal areas, and report any health and safety concerns on their rounds. Our estate maintenance service, Clean, Safe and Green have robust policy and procedures to ensure safety of both employees and residents. Contractors have mechanisms in place to report back on health & safety and safeguarding concerns.</p> <p>New ASB risk assessment has been embedded into the reporting process, this is best practice over and above legislative requirement.</p> <p>Regular review of the tenancy agreement take place, taking into consideration new and changing legislation, examples are clear landings, pet policy, fire safety, decant policy and Domestic abuse, and fire safety.</p>
<p>2.3 Repairs, maintenance and planned improvements</p>	
<p>2.3.1 Registered providers must enable repairs and maintenance issues to be reported easily.</p>	<p>Y – Tenants can report repair and maintenance issues via a dedicated call centre, provided by our total asset management contractor Osborne. Issues can also be reported online on the website and in person at our reception in our main building The Forum. An emergency out of hours service is provided to provide a 24/7 support service.</p>

	<p>My Dacorum portal (via www.dacorum.com) enables residents to report repairs and upload photos to enable easy diagnosis. Repairs are also reportable via supported housing officers. Heads of monitor all reports from staff to make sure that they are being progressed and completed.</p> <p>Emergency out of hours available 24hrs managed via Osbornes, with a dedicated DBC Officer providing OOH support. Together with a 24hr surveyor for emergency response.</p> <p>CCTV control centre offers an out of hours service, members can contact with any emergency concerns.</p>
<p>2.3.2 Registered providers must set timescales for the completion of repairs, maintenance and planned improvements, clearly communicate them to tenants and take appropriate steps to deliver to them.</p>	<p>Y – Service standards and timescales for repairs are set out in our repairs handbook which is available on the website, there is also information in the Tenants handbook provided to each tenant at sign up, and also online.</p> <p>Performance KPI's are report and monitored through the contract management of the current Total Asset Management contract. The Osborne contact centre will provide an appointment at the point of report where possible. Where appointments cannot be confirmed at the time the repair is reported (where a specialist contractor is needed), the customer will be contacted to agree a convenient date and time by the relevant contractor.</p> <p>Performance is reported to residents annually through the annual report to residents.</p>
<p>2.3.3 Registered providers must keep tenants informed about repairs, maintenance and planned improvements to their homes with clear and timely communication.</p>	<p>Y – Full consultation takes place prior to planned works, including where possible Resident involvement in the choice of colours or finish.</p> <p>Timescales for responsive repairs are provided to Tenants when they report the repair, text message updates are also provided on the day of the repair. If follow up works are required an additional appointment where possible would be agreed on site with the customer if this is not possible the customer will be contacted to advise of a new appointment.</p> <p>Section 20 consultation process is followed for Leaseholders, to ensure consultation in a legally compliant format on cost, timescales etc. is provided before any tender work. This is also shared with Tenants in the block to inform them of the process and timescales for procurement and works to start.</p>
<p>2.3.4 Registered providers must understand and fulfil their maintenance responsibilities in respect of communal areas.</p>	<p>Y – A programme of regular estate inspections carried out by the Tenancy team picks up on communal repairs. Tenants are also encouraged to report any repairs in communal areas.</p>

	<p>We also encourage our Tenants to volunteer as Block Champions, this is a scheme where they complete regular inspections and report any issues back to us to resolve.</p>
<p>2.3.5 Registered providers must ensure that the delivery of repairs, maintenance and planned improvements to homes and communal areas is informed by the needs of tenants and provides value for money, in addition to the requirement at 2.1.2</p>	<p>Y – DBC are currently in the process of procuring its repairs contract, the requirements of this are being discussed at our Tenant and Leaseholder Committee. We will embed residents in procurement process. Resident’s data is being used to understand tenant’s requirements, to help ensure that the new service provider can meet expectations of residents.</p> <p>Visiting Officers and cleaning team/operatives are encouraged to report any issues.</p> <p>Annual value for money assessment is completed by Grant Thornton (external auditors) annually corporately. The housing and property service input into that. The 2024-2025 is starting Jan 2024</p> <p>When projects and improvements are procured this is reported through to the commercial board and OSC to ensure VFM.</p>
<p>2.4 Adaptations</p>	
<p>2.4.1 Registered providers must clearly communicate to tenants and relevant organisations how they will assist tenants seeking housing adaptations services.</p>	<p>Y – Information about our Housing adaptations service is available on our website. We also have a dedicated team who Tenants can speak to and who can advise Tenants, liaise with partners and lead on the delivery of adaptations. New applications for adaptations are submitted via Adult Care Services at Herts County Council (HCC), with a OT assessment and recommendations for the adaptation required. This is reviewed to determine if the adaptations are suitable/possible.</p> <p>Where there are concerns for a Tenant who is struggling to manage in their home, we would hold a multi-disciplinary meeting and may refer to tenancy sustainment.</p>
<p>2.4.2 Registered providers must co-operate with tenants, appropriate local authority departments and other relevant organisations so that a housing adaptations service is provided to tenants.</p>	<p>Y - We have a dedicated team who deliver our housing adaptations service. They are able to speak to and advise Tenants, liaise with partners to progress works and lead on the physical delivery of adaptations, working with Osborne and other contractors.</p> <p>Satisfaction with the adaptations service is monitored through satisfaction surveys which feeds into our Tenant’s Voice piece and feeds into continuous service improvement.</p>

	When new build schemes are commissioned all properties are built to lifetime homes standard, with an additional 10-12% of properties are delivered to M43B. Through the RP Forum we are encouraging local social housing providers to do the same.
Transparency, Influence and Accountability Standard	
Code of practice:	

Fairness and respect

(Relevant to required outcome 1.1.1)

24 - All tenants deserve to be treated with fairness and respect and this principle should underpin how registered providers deliver all landlord services. Registered providers should foster a strong culture throughout their organisation of fairness, courtesy and respect, where tenants are listened to and can trust their landlord. In treating tenants fairly, providers should consider how they can adapt their services and communications to meet individual tenants' needs.

Diverse needs

(Relevant to required outcome 1.2.1 and specific expectations 2.1.1., 2.1.2, 2.1.3 and 2.1.4)

25 - Registered providers are expected to consider the diverse needs of their tenants across all landlord services and housing. It should be integral to the culture of the organisation. Examples of how providers can ensure fair access for tenants to landlord services may include, investigating any complaints of alleged discrimination from tenants promptly and implementing any relevant learning, providing regular equality, diversity & inclusion training for staff, board or councillors, and carrying out work to understand the barriers different groups of tenants might face in accessing services and working to remove those barriers.

26 - Registered providers are expected to have robust information about their tenants and keep this information up to date. This should include, but not be limited to, in relation to the protected characteristics, and their support and communication needs. It is for registered providers to work with tenants to decide the most effective approach to gathering this information and keeping it up to date, and to share with tenants how they make use of the data to improve and tailor services. Some providers may gather this information via periodic face-to-face contact with tenants, for example, while others may decide to use all points of contact with tenants to request the information, where appropriate. Registered providers should explore a range of different solutions to ensure they maximise the response rate for collecting this information from tenants.

27 - As part of achieving this outcome, registered providers should also use relevant information about their tenant base as a whole, in addition to information about individual tenants, to inform the design and delivery of their strategies, policies and landlord services.

28 - Registered providers should regularly assess whether all tenants have fair access to, and equitable outcomes of, housing and landlord services. Providers should take account of the findings of their assessments and should be able to demonstrate actions they have taken as a result.

29 - Registered providers should make tenants aware of the different ways in which services are tailored to meet their needs. This could include, for example, by informing tenants when they report a repair that a choice of appointment time is available, or that information can be supplied in alternative formats such as pictorial and in different languages on request.

30 - Registered providers should have in place an effective, simple and accessible process to enable tenants and prospective tenants to nominate a representative to act on their behalf in interactions with the landlord about landlord services, for example, in order to report a complaint on a tenant's behalf and to discuss progress of a repair or a housing application.

Engagement with tenants

(Relevant to required outcome 1.3.1 and specific expectations 2.2.1, 2.2.2., 2.2.3, 2.2.4, 2.2.5 and 2.2.6)

31 - Genuine consideration of tenants' views should be at the heart of registered providers' different levels of decision-making about the delivery of landlord services. Boards and councillors of registered providers should assure themselves that tenants' views have been actively sought and considered, as part of their decision-making about their organisation's landlord services. This may include, for example, in relation to agreeing their asset management strategy, the setting of service standards, agreeing responsive repair timescales and setting performance targets for different landlord services. In addition, consideration of how to improve and tailor landlord service delivery should be an ongoing activity taking place at all levels of the organisation and across all areas of service delivery.

32 - Registered providers should take reasonable steps to ensure that all tenants have an equitable opportunity to be involved in influencing and scrutinising strategies, policies and services, taking into account the diverse needs of tenants.

33 - Assistance that registered providers offer to tenants wishing to implement tenant-led activities to influence and scrutinise their landlord's strategies, policies and services may include, for example, providing venues for meetings, administrative support, funding and training.

34 - Where a registered provider is considering a change in landlord or a significant change in management arrangements, it is important that in their consultation with affected tenants they tailor their communication methods and take all reasonable steps to ensure that all affected tenants have access to and can understand the landlord's proposals. This should include tenants who may experience communication barriers, have additional support needs and are unable to use online services.

35 - Consultation with tenants must be meaningful, which includes engaging with affected tenants in a range of ways. Providers should begin their consultation with affected tenants at an early stage in the process, whilst there is scope to influence the decision and/or outcome, and should run the consultation for a sufficient amount of time to give affected tenants an equitable opportunity to consider and respond to the proposals. Registered providers should make clear any potential material impacts, positive and negative, of the proposed changes, for example, any impact on rent and service charge levels, service delivery or security of tenure. They should also set out clearly the main reasons for the changes being proposed to affected tenants. Board and councillors of registered providers should assure themselves that feedback from affected tenants has been genuinely considered in their decision-making about proposals, and the provider should demonstrate this to affected tenants.

Information about landlord services

36 - Effective communication with tenants and the provision of clear and accessible information is at the heart of an effective tenant/landlord relationship. Registered providers should make tenants aware of the services and standards of service they provide, and the different ways in which tenants can contact their landlord.

37 - Where registered providers are delivering a service directly to a tenant, they should communicate with them from the start through to the completion of that service. For example, where a tenant reports a repair to their landlord, the registered provider should keep them updated about progress of the repair on a regular and ongoing basis, particularly where there is going to be a delay in carrying out the repair, or where multiple trades and visits are required.

38 - The expectation that registered providers must make information available to tenants about the relevant roles and responsibilities of senior level employees or officers applies to all registered providers, whether they employ paid staff or not.

Performance information

(Relevant to required outcome 1.5.1 and specific expectations 2.4.2b, 2.4.3 and 2.4.4.a, 2.4.4.b and 2.4.4.d)

39 - Tenants having access to reliable and accurate performance information about landlord services helps to ensure transparency and to drive effective tenant scrutiny.

40 - In addition to complying with the regulator's requirement to publish their performance against the tenant satisfaction measures in a form required by the regulator; registered providers should, following engagement with their tenants, also consider publishing some or all TSM data at a more granular level and/or on a more frequent basis, in order to support tenant scrutiny. For example, they may report some or all TSM data separately for:

- Entities within their group and/or
- Specific property types such as general needs or housing for older people and/or
- Different geographical areas
- Specific tenant groups (relevant to the TSM tenant perception measures: TP01-TP12) such as tenants who share different protected characteristics.

41 - Where a registered provider publishes TSM data in more detail as set out in paragraph 39, they should ensure, as far as possible, that they calculate and report the data in accordance with the regulator's TSM requirements. Any significant deviation from these requirements should be clearly set out alongside the reported TSM data.

42 - It is important that tenants and other stakeholders are able to trust what TSM data tells them about landlords' performance. Registered providers should ensure they have adequate assurance that they comply with the regulator's TSM requirements.

43 - Registered providers should be able to demonstrate that they understand their performance, including where and why performance has changed over time. They should have clear and measurable plans in place to improve performance where required, and should be able to demonstrate that they are effectively delivering to those plans. When providing performance information, registered providers should consider how they can support tenants to understand the information being presented, including relevant performance improvement plans, for example, by including contextual and benchmarking information.

44 - In providing information about how they have taken tenants' views into account, registered providers should be able to demonstrate any changes they have made to landlord services as a result of insight from tenants' views, including learning from complaints.

45 - In providing information to tenants on directors' remuneration and management costs, registered providers should consider the [regulator's note on how to calculate these costs](#).

Complaints

(Relevant to required outcome 1.6.1 and specific expectations 2.5.1, 2.5.2 and 2.5.3)

46 - Addressing complaints fairly, effectively and promptly is essential for providers to build trust with tenants. Providers should make every effort to ensure that tenants are aware of their complaints process. Tenants should be able to raise a complaint easily and should be listened to by their landlord when they do so.

47 - In addressing complaints, registered providers should ensure that they provide regular updates to affected tenants about the progress they have made to resolve the complaint fairly and the next steps they plan to take, with clear timescales.

48 - In meeting this outcome, registered providers are expected to consider relevant requirements of other bodies, including those of the Housing Ombudsman and specifically their Complaint Handling Code.

49 - Complaints present registered providers with valuable insight into tenants' experiences of interacting with their landlord. Registered providers should make good use of this learning in order to improve services for tenants, bringing about change at a service or organisational level where appropriate. As part of this learning, registered providers should analyse trends and themes from complaints data.

Self-referral

(Relevant to specific expectation 2.6.1)

50 - The regulator requires registered providers to tell it at the earliest opportunity about any material issues that indicate there has been or may be a breach of the Standards. This transparency is an essential part of providers meeting their co-regulatory responsibilities. If a registered provider is unsure as to whether an issue is material, they should contact the regulator to discuss the matter further.

Required outcomes

1.1 Fairness and respect

1.1.1 Registered providers must treat all tenants [\[footnote 2\]](#) with fairness and respect.

1.2 Diverse needs

1.2.1 Registered providers must take action to deliver fair access to, and equitable outcomes of, housing and landlord services for all tenants.

1.3 Engagement with tenants

1.3.1 Registered providers must take tenants' views into account in their decision-making about how landlord services are delivered.~

1.4 Information about landlord services

1.4.1 Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.

1.5 Performance information

1.5.1 Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.

1.6 Complaints

1.6.1 Registered providers must ensure complaints are addressed fairly, effectively, and promptly.

Specific expectations	
2.1 Diverse needs:	
<p>2.1.1 Registered providers must use relevant information and data to:</p> <p>a) understand the diverse needs of tenants, including those arising from protected characteristics, language barriers, and additional support needs; and</p> <p>b) assess whether all tenants have fair access to, and equitable outcomes of, housing and landlord services.</p>	<p>Y – We record demographic data about our Tenants and service users on our housing IT systems. Our dedicated Tenancy Sustainment team use this data to support our Tenants with additional support needs. Recently we have developed a new ‘voice of the tenant’ report which pulls together all customer feedback and feeds into our service improvement plan. We are also monitoring the TSM data on a quarterly basis to embed the feedback into our service improvement plans.</p> <p>All new policies and strategies have supporting community impact assessments. Senior Officers in housing are part of an EDI project group.</p> <p>All corporate reports which go through cabinet and OSC need to evidence that we have considered EDI and human rights.</p> <p>Hearing loop available in the Forum for all visits, and rooms have dimmable lighting for people with neurodiversity.</p> <p>Humanitarian response team provide tailored support to refugees and asylum seekers.</p>
<p>2.1.2 Registered providers must ensure that communication with and information for tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants.</p>	<p>Y – We provide all our housing information in multiple formats upon request. Web based contents is compatible with assistive technology. We have staff within the service who are trained in British sign language, as well as many different language speakers. We are developing our online self-service offer, which will mean that people can provide more information to us about their needs, to support us to tailor our services further.</p> <p>We provide an interpreting service Hertfordshire interpreting service. We develop and deliver support plans for older, and vulnerable residents.</p> <p>All new policies and strategies have supporting community impact assessments. Senior Officers in housing are part of an EDI project group.</p> <p>All corporate reports which go through cabinet and OSC need to evidence that we have considered EDI and human rights.</p>

	<p>Hearing loop available in the Forum for all visits, and rooms have dimmable lighting for people with neurodiversity.</p>
<p>2.1.3 Registered providers must ensure that landlord services are accessible, and that the accessibility is publicised to tenants. This includes supporting tenants and prospective tenants to use online landlord services if required.</p>	<p>Y – For home seekers we employ a Housing Needs support officer who is able to provide IT support to applicants that do not have access or unable to use the internet. Applicants are able to place bids for properties via the phone or by text messaged. Supported Housing applicants can sign up to a weekly newsletter where they are provided with the properties that are currently being advertised.</p> <p>Our customer service unit is also accessible to applicants if they have any questions or queries regarding the allocation process. Tenants are able to get face to face advice and support via our reception at the Forum and we deliver a 24/7 out of hour’s service.</p> <p>For home seekers, homeless applications and tenants home visits are carried out on requests or depending on the nature of the issue. The support is tailored to the needs of the Tenant to ensure that they get an accessible service and that we are out and about in our community.</p> <p>Scheme based older person housing have a supported housing officer on-site.</p> <p>We share accessibility and where to get the help you need on all our documents and also via our website and telephone service.</p> <p>All new policies and strategies have supporting community impact assessments. Senior Officers in housing are part of an EDI project group.</p> <p>All corporate reports which go through cabinet and OSC need to evidence that we have considered EDI and human rights.</p> <p>Hearing loop available in the Forum for all visits, and rooms have dimmable lighting for people with neurodiversity.</p>
<p>2.1.4 Registered providers must allow tenants and prospective tenants to be supported by a representative or advocate in interactions about landlord services.</p>	<p>Y – We have a procedure in place to enable Tenants and prospective Tenants to have an advocate. We also support a mediation service which Tenants can access to get support and advice.</p> <p>We also use authority to disclose forms, where residents can nominate someone to advocate on their behalf.</p>

	<p>We also proactively signpost to advocacy services, as well as providing funding for CAB to advocate on our residents. Tenancy sustainment will support their residents they support to access advocacy and support they need.</p>
<p>2.2 Engagement with tenants</p>	
<p>2.2.1 Registered providers must give tenants a wide range of meaningful opportunities to influence and scrutinise their landlord’s strategies, policies and services. This includes in relation to the neighbourhood where applicable</p>	<p>Y - We provide a wide range of engagement options including panels are open to all residents. A wider range of residents are consulted each year on ways to improve the resident involvement service at Residents Open Day, focus groups and task and finish groups. Resident Involvement Strategy was reviewed and developed with the TLC in 2020. We are currently undergoing a review of our engagement options by TPAS (Tenant Participation Advisory service) the outcome of this will feed into the Resident Involvement Strategy review in 2024.</p> <p>Policies both related to the landlord service, and wider council are scrutinised at our TLC meeting regularly.</p>
<p>2.2.2 Registered providers must assist tenants who wish to implement tenant-led activities to influence and scrutinise their landlord’s strategies, policies and services. This includes in relation to the neighbourhood where applicable</p>	<p>P – We are developing our Local offers and estate improvement plans to empower residents to implement tenant led scrutiny and activities. We are keen to empower our residents and have a dedicated improvement budget known as the Tenant improvement Grant (TIG)</p> <p>Supported housing forums have made recommendations to improve their local area which has been funded via a ring-fenced budget for tenant led estate improvements.</p> <p>TLC have requested and carried out scrutiny on our property services offer, community safety and the TSM data. Our involved residents were also central to the recent TPAS smart review in Winter 2023 which influenced recommendations for service improvement outlined in the outcome report.</p> <p>TPAS have been commissioned to complete a full reengineering of the tenant engagement, and scrutiny starting in February 2024.</p>
<p>2.2.3 Registered providers must provide accessible support that meets the diverse needs of tenants so they can engage with the opportunities in 2.2.1 and 2.2.2.~</p>	<p>P – We deliver resident engagement opportunities in diverse formats to encourage diversity. We have had lots of success since the Pandemic with our online Forums and Focus groups which have encouraged involvement from Tenants with caring responsibilities, from outlying areas and those with disabilities which make it challenging to attend an office/community centre based event. We also offer different levels of engagement, including light touch which encourages involvement from those who have limited time to commit.</p> <p>Let's dance sessions promoted activity and for older residents to stay well.</p>

The Tenancy sustainment team have been holding regular open sessions for their residents to gain support from Officers and peer support.

Housing open day 2023 – Engaged face to face with over 500 residents, as part of that we gained feedback and consulted on the community garden designs.

Christmas events at sheltered schemes. To promote wellbeing and tackle isolation.

Cost of living events are being held regularly to support residents and signpost to services, both in person and online.

Block safety events took place in the Autumn of 2023, to launch the resident engagement strategy documents, and promote resident safety to residents.

Damp and mould residents sessions in partnership with Bucks university took place in November 2023, to provide them with advice and support to tackle damp and mould in their properties.

Community safety survey annually along with a wider resident's survey, feeding into related service improvement work.

Customer strategy engagement and feedback sessions. The corporate team co developed our customer strategy with tenants and residents through focus groups and telephone/online system testing.

Pre-tenancy online DORIS training, there is also a resident's panel at the Elms who hold focus groups with residents of the Elms.

Residents can also submit complaints and compliments about the staff and service.

Social media we engage through our facebook, instgram and linked in.

Dacorum life hard copy newsletter goes out twice a year and monthly e-newsletter.

Consultation platform introduced – local plan and other engagement.

TPAS have been commissioned to complete a full reengineering of the tenant engagement, and scrutiny starting in February 2024.

<p>2.2.4 Registered providers must support tenants to exercise their Right to Manage, Right to Transfer or otherwise exercise housing management functions, where appropriate.</p>	<p>P – Need to develop something to outline our approach right to manage.(Brent Council may have an example)</p> <p>Through our engagement and tenant activity, we will identify opportunities for residents to provide feedback, scrutiny and management opportunity on our estates.</p> <p>Our Housing Allocations policy enables all residents to exercise their right to address their housing need through transfer requests.</p> <p>Sign up pack info and tenancy agreement clearly outlines landlord obligations and tenants. It outlines their legal rights. Right for mutual exchange.</p>
<p>2.2.5 Registered providers, working with tenants, must regularly consider ways to improve and tailor their approach to delivering landlord services including tenant engagement. They must implement changes as appropriate to ensure services deliver the intended aims.</p>	<p>P - Information and advice provided on request and detailed in the Resident Involvement Strategy 2020-2024. Residents are also involved directly in the delivery and direction of housing management services through various forms such as the Tenant & Leaseholder Committee, Supported Housing Forum, etc. Our Block Champions provide us with feedback on our estates services and contact us regularly to shape our service.</p> <p>Our Tenant Improvement Group work collaboratively with Officers to deliver estate improvements and allocate a ring-fenced budget for improvements. They also work with partners to make the most of an match fund the ring-fenced budget.</p> <p>We commissioned TPAS to carry out a TPAS smart review in Autumn 2023 to health check our services and ensure compliance with emerging legislation. The outcome of this review has fed into a full re-engineering by TPAS of our tenant engagement starting in Spring 2024</p>
<p>2.2.6 Where a registered provider is considering a change in landlord for one or more tenants, or a significant change in management arrangements, it must consult affected tenants on its proposals at a formative stage and take those views into account in reaching a decision. The consultation must:</p> <p>a. be fair and accessible;</p>	<p>Y – We empower our residents to feed into proposals at the informative stage through effective consultation. This may be but not limited to online consultation via our website, surveys, door knocks and focus groups. Depending on the type and scope of the change the consultation method is adapted to maximise the opportunity for affected Tenants to feed into the process. Following consultation we publish you said, we did to show how the Tenants input has been listened to and fed into the service review.</p> <p>We have commissioned TPAS to carry out a TPAS smart review in Autumn 2023 to health check our services and ensure compliance with emerging legislation. A full review of the Get involved strategy and all engagement opportunities will take place during 2024.</p>

<p>b. provide tenants with adequate time, information and opportunities to consider and respond;</p> <p>c. set out actual or potential advantages and disadvantages (including costs) to tenants in the immediate and longer term; and</p> <p>d. demonstrate to affected tenants how the consultation responses have been taken into account in reaching a decision.</p>	<p>We have recently set up the platform engagement HQ to facilitate online engagement. This is being used to enable consultations, as well as supporting out resident engagement strategies for our high rise blocks.</p>
<p>2.3 Information about landlord services</p>	
<p>2.3.1. Registered providers must provide tenants with information about the:</p> <p>a) available landlord services, how to access those services, and the standards of service tenants can expect;</p> <p>b) standards of safety and quality tenants can expect homes and communal areas to meet;</p> <p>c) rents and service charges that are payable by tenants; and</p> <p>d) Responsibilities of the registered provider and the tenant for maintaining homes, communal areas, shared spaces footnote 31 and neighbourhoods.</p>	<p>Y – Our Tenants handbook provides all the information Tenants needs to know about their Tenancy, estate and what they can expect from us as a landlord. This is supported by our housing service standards and repairs handbook. These documents are available online and in different formats on request. Where Tenants do not have access to the internet they can speak to our contact centre, who can provide hard copies, or verbal information and advice. Rent increase letters are send annually, and account information like balance and current rent can be accessed via our ‘My Dacorum’ tenant portal on the website.</p> <p>Lettable standard is published online, along with the communal safety policy.</p> <p>Tenancy agreement and associated policies outline the service and standards expected. Our house your home outlines the service standard.</p> <p>Estate inspections are graded on expected standards and actions to improve tracked through action plans.</p>
<p>2.3.2 Registered providers must communicate with affected tenants on progress, next steps and outcomes when delivering landlord services.</p>	<p>Y – We use a range of ways to communicate with Tenants when affected by a change or outcome of a landlord service. Tenants can choose a preferred communication method which suits them.</p> <p>We have dedicated mailboxes for services, we provide drop in services. An annual housing open day. High rise block online engagement areas, and events. Collaborative with the Complaints Ombudsman, engagement opportunities and forums we promote and encourage our tenants to use.</p>
<p>2.3.3 Registered providers’ housing and neighbourhood policies must be fair,</p>	<p>Y – All housing policies are co-produced and reviewed by out Tenant and Leaseholder Committee (TLC). Where a policy may have significant impact on Tenants they are invited to</p>

<p>reasonable, accessible and transparent. Where relevant, policies should set out decision-making criteria and appeals processes.</p>	<p>focus groups during the policy development to feed their view and experiences in. For transparency we publish all out policies on our website, and they are available in hard copy upon request.</p> <p>A good example is the allocations policy, complaints, aids and adaptations and ASB,</p>
<p>2.3.4 Registered providers must make information available to tenants about the relevant roles and responsibilities of senior level employees or officers, including who has responsibility for compliance with the consumer standards.</p>	<p>Y– We publish details of our senior leadership team on our website.</p>
<p>2.4 Performance information</p>	
<p>2.4.1 Registered providers must meet the regulator’s requirements in relation to the tenant satisfaction measures set by the regulator as set out in Tenant Satisfaction Measures: Technical Requirements and Tenant Satisfaction Measures: Tenant Survey requirements.</p> <p>2.4.2 Registered providers must:</p> <p>a) collect and process information specified by the regulator relating to their performance against the tenant satisfaction measures. The information must be collected within a timeframe set by the regulator and must meet the regulator’s requirements in Tenant Satisfaction Measures: Technical Requirements and Tenant Satisfaction Measures: Tenant Survey requirements</p> <p>b) annually publish their performance against the tenant satisfaction measures. This should include information about how they have met the regulator’s requirements set</p>	<p>Y – To embed the TSM’s into our continuous improvement culture at DBC we are monitoring the data on a quarterly basis, and the feedback is being used to develop improvement plans. The Satisfaction data is being collected by an external contractor MEL research, and the performance data is being collected via our in-house KPI/insight software Inphase.</p> <p>We are commissioning a new engagement and consultation platform CX feedback which will enable the collection of TSM tenant satisfaction measures and also improve communication and consultation with Tenants through push notifications, and direct communication and marketing.</p>

<p>out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements. This information must be published in a manner that is timely, clear, and easily accessed by tenants; and</p> <p>c) annually submit to the regulator information specified by the regulator relating to their performance against those measures. The information must be submitted within a timeframe and in a form determined by the regulator.</p>	
<p>2.4.3 In meeting 2.4.1 and 2.4.2 above, registered providers must ensure that the information is an accurate, reliable, valid, and transparent reflection of their performance against the tenant satisfaction measures.</p>	<p>Y - To ensure the data being collected for the TSM's is compliant with the regulatory requirement we have instructed external quality assurance from our consultant Altair.</p>
<p>2.4.4 Registered providers must provide tenants with information about:</p> <p>a) how they are performing in delivering landlord services and what actions they will take to improve performance where required;</p> <p>b) how they have taken tenants' views into account to improve landlord services, information and communication;</p> <p>c) how income is being spent; and</p> <p>d) their directors' remuneration and management costs.</p>	<p>Y – We report on performance of the housing service and financial information in the annual report. Director's remuneration is available on our website. In Spring 2024 we will report our performance against the TSM's and associated improvement plans. During the year we report, 'you said, we did' in monthly Tenant publications, to feedback how Tenants views are taken into account and acted upon.</p> <p>HRA business plan is presented and scrutinised by TLC annually.</p> <p>We conduct an annual external VFM audit.</p> <p>The annual report for housing is co-developed with tenants and informed by consultation and engagement with our involved Tenants.</p>
<p>2.5 Complaints</p>	

2.5.1 Registered providers must ensure their approach to handling complaints is simple and accessible.	Y - Complaints procedures are well publicised and can be made through any means of communication. We have published service standards for responding to complaints.
2.5.2 Registered providers must publicise their complaints process and what tenants can do if they are dissatisfied with the outcome of a complaint or how a complaint was handled.	Y - We publish details of our complaints procedure and policy online. Including the different stages if Tenants are unhappy with the outcome of a complaint.
2.5.3 Registered providers must provide tenants with information about the type of complaints received and how they have learnt from complaints to continuously improve services.	Y - Performance and lessons learnt reports are escalated to HSLT monthly to analyse trends, and suggest and monitor improvement plans.
2.6 Self-referral	
2.6.1 Registered providers must communicate in a timely manner with the regulator on all material issues that relate to non-compliance or potential non-compliance with the consumer standards.	<p>Y - We closely monitor compliance with the Consumer standards and have a process in place to self-refer to the regulator non-compliance.</p> <p>Recent self-referral on compliance which has now been closed off. Commissioned EY independent auditor to review following a fire, the outcome was in the introduction of the health and safety dashboard, fire safety group and building safety compliance.</p> <p>As a directorate we are proactive around monitoring risk. Weekly DMT agenda looks at emerging policy and any risks.</p>
Neighbourhood and Community Standard	
Code of practice:	

Maintenance of shared spaces

51 - 'Shared spaces' are spaces used by a registered providers' tenants that are not the responsibility of the landlord, as opposed to communal areas where landlords have direct responsibilities for ensuring their safety and maintenance.

52 - Although the maintenance of shared spaces as defined in the Standards is not the responsibility of registered providers, they are expected to liaise with other parties as appropriate to ensure this outcome is achieved. This may entail, for example, working with local partners to develop a community garden in the local area, or liaising with partners to organise the removal of fly tipping.

Local co-operation

(Relevant to required outcome 1.2.1 and specific expectation 2.2.1)

53 - The regulator acknowledges that the roles registered providers play in promoting social, environmental and economic wellbeing in the areas in which they operate are likely to vary, as providers need to take account of their strategic objectives, the views of tenants and their presence in those areas, amongst other considerations.

Safer neighbourhoods

(Relevant to required outcome 1.3.1 and specific expectations 2.3.1, 2.3.2, 2.3.3 and 2.3.5)

54 - Anti-social behaviour and hate incidents can have a significant negative impact on tenants of social housing, both for those experiencing them directly and for those living in the community where the ASB and hate incidents are occurring.

55 - In order to deter and tackle ASB and hate incidents effectively in areas where they operate, registered providers must work with appropriate partners, with a common aim of trying to reduce ASB and hate incidents.. Joint initiatives may include, for example, providing mediation services to try to resolve disputes before they escalate, undertaking security measures and environmental improvements and providing diversionary activities.

56 - It is vital that registered providers have effective policies and processes to tackle ASB and hate incidents, and they should communicate these to tenants. These should include their approaches to investigating reports of ASB and hate incidents (including the roles of other relevant agencies), the support available to affected tenants and the actions they take to deal with perpetrators of ASB and hate incidents.

57 - Registered providers should take into account the diverse needs of tenants in considering how tenants report ASB and hate incidents to them, and eliminate any barriers to reporting such incidents.

58 - In managing reports of ASB and hate incidents, including keeping tenants informed about the progress of their ASB case, registered providers should be mindful of their data protection obligations and any ongoing legal proceedings.

59 - We expect registered providers to take a victim-centred approach to supporting tenants affected by ASB. This support can take different forms such as, for example, making a referral to an external support agency or taking into account the wishes of the complainant when determining the

course of action the provider will take. As part of this approach, registered providers should consider how they support vulnerable perpetrators of ASB, to help them to sustain their tenancy.

Domestic abuse

(Relevant required outcome 1.4.1 and specific expectations 2.4.1 and 2.4.2)

60 - Registered providers should understand the significant impact that domestic abuse can have both on tenants experiencing it and their household members. In achieving this outcome, registered providers should make tenants aware of appropriate support and advice available regarding domestic abuse, including from third party organisations.

61 - As part of their approach to domestic abuse, registered providers should consider, for example, the skills of staff supporting tenants experiencing domestic abuse and any appropriate specialist training they would benefit from, offering to provide a same-sex staff member to support them, or offering appropriate referrals to specialist domestic abuse agencies.

62 - Registered providers should have a victim-centred approach to assisting tenants who experience domestic abuse. To be able to identify and respond appropriately to reports of domestic abuse, registered providers should ensure they have an appreciation of the different specific needs of tenants who experience it, including those arising from the tenant's protected characteristics, such as disability and race. As part of their approach, registered providers must handle sensitive information relating to cases of domestic abuse in compliance with relevant legislation.

63 - The duty referred to in 2.4.2 refers to the duty placed on local authorities in the Domestic Abuse Act 2021 (the Act) to develop and implement a strategy for accommodation-based support (which according to the Act is support in relation to domestic abuse, provided to victims of domestic abuse, or their children, who reside in relevant accommodation) in its area. Further information about this duty can be found in the government's [statutory guidance] (<https://www.gov.uk/government/publications/domestic-abuse-act-2021>).

Required outcomes

1.1 Maintenance of shared spaces

1.1.1 Registered providers must work co-operatively with tenants^[^5], other landlords and relevant organisations to contribute to the upkeep and safety of shared spaces ^[^6] associated with their homes.

1.2 Local cooperation

1.2.1 Registered providers must co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing.

1.3 Safer neighbourhoods

1.3.1 Registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) in the neighbourhoods where they provide social housing.

1.4 Domestic abuse

1.4.1 Registered providers must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.

1. Specific expectations

2.1 Maintenance of shared spaces	
2.1.1 Registered providers must work co-operatively to assist in resolving issues affecting the upkeep and safety of the shared spaces associated with their homes.	<p>Y – The housing service works closely with the Clean, Safe and Green team (CSG) who deliver estate services. The Tenancy team have a schedule of regular estate inspections to monitor the standard of communal space, following inspections issues are report and resolved working in collaboration with CSG and the housing cleaning service. Tenants volunteer to be block champions and carry out their own estate inspections to report issues, and monitor the standards of the communal areas they live in. Where a block of flats has a shared internal space this will be inspected monthly to ensure escape routes are clear in line with our Safety in Communal Areas Policy.</p> <p>Pilot projects are taking place with CSG to review grounds maintenance. Evidence Maintenance of shared spaces 2.1.1. Shared green space project with clean, safe and green</p>
2.2 Local Cooperation	
<p>2.2.1 Registered providers, having taken account of their strategic objectives, the views of tenants and their presence within the areas where they provide social housing, must:</p> <p>a) identify and communicate to tenants the roles registered providers play in promoting social, environmental and economic wellbeing and how they will achieve them; and</p> <p>b) Co-operate with local partnership arrangements and the strategic housing function of local authorities where they are able to assist them in achieving their objectives.</p>	<p>Y - We provide updates via Dacorum Life magazine to residents, and the website. Partnership arrangements are also outlined and monitored through the housing strategy. The new Strategic Investment team are also working to strengthen the working relationships and communication between Dacorum and registered providers.</p> <p>Our Corporate plan sets out strategic objectives, local plan consultations facilitate community engagement, including Tenants and the wider residents of Dacorum. Our strategies are interlinked and have a golden thread of our corporate aims including housing strategy, climate strategy.</p> <p>Wider corporate projects like the Hemel garden communities, Hemel vision, deliver strategic aims Estate improvement Project work with collaborate. Resident annual survey and community safety action plan – annual strategic assessment</p>
2.3 Safer neighbourhoods	
2.3.1 Registered providers must have a policy on how they work with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing.	Y - ASB Policy in place, published on the website and hard copy available upon request. This includes the governance structure for the management for community safety which includes local problem solving.

	<p>Community safety action plan monitored monthly by JAG which is reported back to the CSP Strategy group, to ensure accountability and that partners are working collaboratively.</p>
<p>2.3.2 Registered providers must clearly set out their approach for how they tackle and deter hate incidents in neighbourhoods where they provide social housing.</p>	<p>Y – Our ASB policy clearly sets out how we tackle and deter hate crime.</p> <p>Hate crime is included in the community safety action plan, including measurable to monitor success.</p> <p>Hate crime included in the ASB policy and reported through the performance data as part of the TSM's</p> <p>As part of refresh of service, developing an ASB leaflet and community safety leaflet so that people know how to report and what to expect.</p> <p>2025 – New community events will be taking place. Community safety also attend our annual housing open day to engage with the community, provide advice, support and signposting.</p>
<p>2.3.3 Registered providers must enable ASB to be reported easily and keep tenants informed about the progress of their case.</p>	<p>Y - ASB can be reported in person, over the telephone, in writing, via email or through the website. Information about what is defined as ASB is in the Tenants handbook and on the website. All reports are acknowledged and assigned a responsible officer. We work closely with Hertfordshire Police when reports of Race / Hate crimes are received.</p> <p>ASB procedure including contact times in place, this is agreed with complainants and allows them the choice of how often they would like to be contacted.</p> <p>Website including all ASB info, so residents can easily report through our submission page. Introduced a new risk assessment which will be rolled out for us to ensure our communication is tailored to their requirements.</p> <p>A rota is being introduced to cover 3 working days a week, Tues-Thurs so that people can come into the Forum and report in person to a dedicated Officer.</p>
<p>2.3.4 Registered providers must provide prompt and appropriate action in response to ASB, having regard to the full range of tools and legal powers available to them.</p>	<p>Y - Our approach to ASB focuses on prevention both at an individual level and also the physicality of estates and partnership working. We work closely with mediation Hertfordshire to support the resolution of Neighbourhood disputes. The Tenancy Team work closely with the legal team to deliver a comprehensive range of tools and legal powers to resolve issues.</p>

	<p>Policy refresh includes the addition of all tools and powers which can be used. This information will be available online.</p> <p>Legal powers are used on a daily basis to solve local problems. The new legislation under the ASB action plan will provide a wider range of powers to deal with younger people.</p> <p>When we take successful action including closure orders we publicise this through comms. Where joint action is taking place we ensure that the comms teams of partners work with a joint approach.</p> <p>ASB Comms plan includes a newsletter to inform Tenants or activity. This will be published 2 times a year, focussing on relevant information and key messages which are relevant to the season. This will be a partner document with the Police and other support agencies.</p>
<p>2.3.5 Registered providers must support tenants who are affected by ASB, including by signposting them to agencies who can give them appropriate support and assistance.</p>	<p>Y - ASB Policy endorses victim centred approach including referrals to other agencies such as Mediation Services and Victim Support for example.</p> <p>Within the ASB policy one of the tools we use is mediation, we also use victim support and Beacon. This is all referenced in our ASB policy.</p>
<p>2.4 Domestic abuse</p>	
<p>2.4.1 Registered providers must have a policy for how they respond to cases of domestic abuse.</p>	<p>Y - We have recently republished our Domestic Abuse Policy for Residents, Tenants, Leaseholders and Members, and we have published our first standalone Domestic Abuse policy for Employees. Both are underpinned by a victim-centred approach and a number of accompanying procedures.</p>
<p>2.4.2 Registered providers must co-operate with appropriate local authority departments to support the local authority in meeting its duty to develop a strategy and commission services for victims of domestic abuse and their children within safe accommodation.</p>	<p>Y - We have taken an active role in contributing to the development of Hertfordshire County Council's Domestic Abuse Strategy 2022-25, which aims to 'commission high-quality, accessible support services for victims of domestic abuse that deliver on safety related outcomes, including support within safe accommodation and provision for standard, medium and high-risk victims' and we continue to work alongside them to support this aim.</p> <p>DBC chair the local DA forum. Senior staff members from housing and property service are engaged with county wide partnership activity, including DA county wide forum, and DA steering groups, MARAC and also have an internal DA review process.</p>

	<p>The Council is committed to gaining DAHA accreditation. Work towards this is taking place and progressing well.</p> <p>We actively refer to specialist services run by SADA, SAHWR, Cherish and women's aid</p>
Tenant Standard	
Code of practice:	

Allocations and lettings

(Relevant to required outcome 1.1.1 and specific expectations 2.1.1, 2.1.2, 2.1.4 and 2.1.6)

64 - Registered providers should have effective policies and processes in place for allocating their homes and should work effectively with local authorities to help meet identified local housing need. They should clearly set out their decision-making criteria, including in relation to transfers.

65 - In order to be able to take the needs of tenants and prospective tenants into account in the allocations process, registered providers will need to have a robust and accurate understanding of local housing need and their homes, including in relation to which homes have been adapted.

66 - Tenancy fraud can take a number of forms. Actions providers can take to prevent and tackle tenancy fraud include, carrying out effective checks before the start of and during a tenancy, publicising their approach including outcomes to tackling tenancy fraud, and providing guidance to staff on how to prevent, detect and take action against suspected tenancy fraud.

67 - Information on the government's CORE system is available online: [CORE - Home communities.gov.uk](https://www.gov.uk/government/organisations/core).

Tenancy sustainment and evictions

(Relevant to required outcome 1.2.1 and specific expectations 2.2.1 and 2.2.2)

68 - Registered providers may provide support directly to tenants to help them maintain their tenancy or licence, or they may signpost tenants to appropriate organisations to provide this support. Examples of support that may be provided include, helping tenants to manage their money and maximise their income, offering energy advice, and helping vulnerable tenants to be able to live independently, including those who experience mental health issues, or drug and alcohol dependency.

69 - Where a registered provider ends a tenancy or licence, they must offer those affected timely advice and assistance. This assistance can take the form of, for example, helping affected tenants to apply for alternative housing or signposting them to appropriate support and advice services. Registered providers should ensure that any advice and assistance about housing options is offered at the earliest opportunity in the process, to enable those affected to understand the process of finding suitable alternative accommodation.

70 - Alongside other objectives, such as minimising loss of rental income, registered providers should bear in mind their objectives as landlords of social housing, including in relation to preventing homelessness and helping tenants to maintain their tenancies, when considering whether to escalate eviction proceedings.

Tenure

(Relevant to required outcomes 1.3.1 and 1.3.2 and specific expectations 2.3.1b, 2.3.1d and 2.3.1g)

71 - Registered providers should consider the suitability of the tenancies that they issue, taking into account the tenants' needs and the purpose of the accommodation. They must comply with all relevant law in issuing tenancies or terms of occupation. Where appropriate, they may wish to seek legal advice.

72 - Registered providers that make use of licences as the basis of occupation should ensure that they use them appropriately.

73 - As part of setting out their approach to tenancy management, registered providers should help tenants understand both their own responsibilities and those of their landlord in relation to their tenancy.

74 - In relation to 2.3.1b and 2.3.1d, registered providers should only grant tenancies for a minimum fixed term of less than five years in exceptional circumstances and should not adopt a blanket approach to granting such tenancies. For example, all tenants in a particular area or all tenants of a certain age. Where a registered provider makes use of fixed term tenancies for a term of less than five years, they should set out in a policy the circumstances in which they will do so.

75 - As part of meeting 2.3.1g, registered providers should be able to demonstrate how they have taken into account the needs of vulnerable households in their approach to tenancy management.

76 - For clarity, reference to the use of probationary tenancies in our requirements includes the use of introductory or other equivalent tenancies.

Mutual exchange

(Relevant to required outcome 1.4.1 and specific expectations 2.4.3)

77 - Support to relevant tenants wishing to mutually exchange may include, for example, registered providers supplying them with clear and simple information about the mutual exchange process, including the associated responsibilities of the landlord and of the tenant, and helping tenants to register with an online mutual exchange service if required.

1. Required outcomes

1.1 Allocations and lettings

1.1.1 Registered providers must allocate and let their homes in a fair and transparent way that takes the needs of tenants⁷ and prospective tenants into account.

1.2 Tenancy sustainment and evictions

1.2.1 Registered providers must support tenants to maintain their tenancy or licence. Where a registered provider ends a tenancy or licence, they must offer affected tenants advice and assistance.

1.3 Tenure

1.3.1 Registered providers shall offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock.~

1.3.2 They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.

1.4 Mutual exchange

1.4.1 Registered providers must support relevant tenants living in eligible housing to mutually exchange their homes.

Specific expectations

2.1 Allocations and lettings

<p>2.1.1 Registered providers must co-operate with local authorities' strategic housing functions and assist local authorities to fulfil their duties to meet identified local housing need. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements.</p>	<p>Y – We work closely with our RPs in accordance with the terms of the Service Level and Nominations Agreements. We agree local lettings plans for new developments for LA and RP sites and adhere to them as closely as possible.</p> <p>Through new build developments we receive 100% nomination rights and 75% of relets. New Strategic Housing and Investment team ensure that there is liaison between Housing Needs and Planning teams to ensure that future developments are what we require in terms on housing need.</p> <p>Our Homelessness Prevention team investigate homelessness and make relevant decisions in line with the HRA 2017. We are able to discharge our homeless duty to properties in our own housing or RP stock. In addition to this, we are able to utilise these properties during the preventative and relief stages.</p> <p>Allocations are made to homeless, home seekers and transfer applicants. It is important to have this mix to relief service pressures and create movement around our own housing stock and RP stock.</p> <p>We have set up a new RP forum which will happen regularly to build communication and cross working, section 106. RP's were also involved in the stakeholder engagement of the housing strategy.</p>
<p>2.1.2 Registered providers must seek to allocate homes that are designated, designed, or adapted to meet specific needs in a way that is compatible with the purpose of the housing.</p>	<p>We enable home seekers who require specific allocations to be allocated a property through our direct offer list. When a property with an adaptation becomes void we work hard to match the property to someone needing the adaptation, to make best use of that property and help someone to live in a home suitable for their needs.</p> <p>We provide an adaptations service working closely with the County Council to support residents to live well in their homes with the adaptations they require. Where adaptation isn't possible, we support them to move to a more appropriate property.</p> <p>Residents are encouraged to complete an application form which outlines their needs, medical forms and assessments are completed. Homes are advertised to allow residents to exercise choice based on their needs and requirements.</p>
<p>2.1.3 Registered providers must develop and deliver services to address under-occupation and overcrowding in their</p>	<p>Y - We work closely with internal housing teams and have processes and policies in place to assist with under occupation. Our current housing allocations policy gives applicants a strong amount of points to 'downsize' as well as a financial incentive as part of our 'help to move' policy. Applicants that are downsizing are eligible to move to a property that is</p>

<p>homes. These services should be focused on the needs of tenants.</p>	<p>smaller than their current property but are not restricted to move to a property of their housing need.</p> <p>Applicants that are overcrowded as per our allocations policy and bedroom standards would be eligible for overcrowding points. We only count bedrooms and do not count a dining room as a typical bedroom for applicants.</p> <p>Applicants that need to move will be given the choice of what properties they would like to bid for via our choice based lettings system. However, applicants that require extensive adaptations will be placed on a direct offers list to ensure the property is feasible for adaptations.</p> <p>We have support services for vulnerable households. Any applicant under the age of 25 is allocated a support worker to ensure a smooth transition to independent living. Any vulnerable household will have the support from the Tenancy Sustainment team to benefit from.</p> <p>Any household that receives an offer of accommodation via the homeless route, will continue to benefit from their welfare support worker for a minimum of 6 months.</p> <p>Housing open day recently promoted mutual exchange and other affordable housing options. We fund our residents to have access to the mutual exchange online platform. Strategic housing team are holding a task and finish group to explore ideas for a mutual exchange matching service.</p>
<p>2.1.4 Registered providers must take action to prevent and tackle tenancy fraud.</p>	<p>The Tenancy Management Team work closely with our corporate anti-fraud/legal teams to address proactively allegations or suspicions of tenancy fraud and actions taken are proportionate and in line with the legal framework.</p> <p>Additionally our services are periodically proactively engaged in the Nation Fraud Initiative. Tenancy audits and investigations of sub-lets is carried out regularly.</p>

2.1.5 Registered providers must have a fair, reasonable, simple and accessible appeals process for allocation decisions.	Y – This is outlined in our allocations policy
2.1.6 Registered providers must record all lettings and sales as required by the Continuous Recording of Lettings (CORE) system.	Y – We complete CORE reports for every letting where this is required. These are reported on monthly as part of our own KPIs. This includes Council and RP stock.
2.2 Tenant sustainment and evictions	
2.2.1 Registered providers must provide services that support tenants to maintain their tenancy or licence and prevent unnecessary evictions.	<p>Y – Approved Tenancy, Rent Collection and ASB policies in place which detail our preventative approach and various interventions we will make. In addition we have a ‘Residents with Additional Needs’ Policy detailing our approach to tenancy sustainment.</p> <p>Kevin M – provide some more detail about sustainment.</p> <p>Income offer breathing space to support out residents, as well as signposting to support services.</p> <p>Early intervention to homeless team. Cost of living events are taking place regularly. The next one is in January.</p> <p>Homelessness and rough sleeping strategy, homeless forum. DHP and part of the DHP panel. Homeless prevention fund.</p>
2.3 Tenure	
2.2.1 Registered providers must provide services that support tenants to maintain their tenancy or licence and prevent unnecessary evictions.	Y – We have an Intensive Support Team providing support to those with complex, multiple needs. Our Independent Living Team provides a floating support service to those in the community aged 55+. Our Income & Welfare team provide a holistic service supporting residents who are financially excluded and supporting to sustain rent payment. We also work closely with a number of partners such as Herts Young Homelessness, Genesis Floating Support, Children Services, Adult Care Services, and Community Mental Health Team etc. We also host the multi-agency mental health liaison group. We sit on the Strategic Accommodation Board which develops a strategic approach to care leavers and families in need

	DBC sit on the Herts strategic housing supported accommodation board –co chair with HCC. Herts strategic lead for the MEAM agenda, collaborative group with all agencies across herts, prevention of crisis for adults with complex needs.
2.2.2 Registered providers must provide tenants required to move with timely advice and assistance about housing options before the tenancy or licence ends.	Y – Included in Tenancy Policy, homelessness and rough sleeping strategy.
2.3.1 Registered providers shall publish clear and accessible policies which outline their approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud, and set out: ~ a) The type of tenancies they will grant.~ b) Where they grant tenancies for a fixed term, the length of those terms. ~ c) The circumstances in which they will grant tenancies of a particular type. ~ d) Any exceptional circumstances in which they will grant fixed term tenancies for a term of less than five years in general needs housing following any probationary period. ~ e) The circumstances in which they may or may not grant another tenancy on the expiry of the fixed term, in the same property or in a different property. ~ f) The way in which a tenant or prospective tenant may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered,	Y - included in Tenancy & Mutual Exchange Policies

<p>and against a decision not to grant another tenancy on the expiry of the fixed term. ~</p> <p>g) Their policy on taking into account the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, including through the provision of tenancies which provide a reasonable degree of stability. ~</p> <p>h) The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy. ~</p> <p>i) Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members.~</p>	
<p>2.3.2 Registered providers must grant general needs tenants a periodic secure or assured (excluding periodic assured shorthold) tenancy, or a tenancy for a minimum fixed term of five years, or exceptionally, a tenancy for a minimum fixed term of no less than two years, in addition to any probationary tenancy period.~</p>	<p>Y – included in Tenancy Policy</p>
<p>2.3.3 Before a fixed term tenancy ends, registered providers shall provide notice in writing to the tenant stating either that they propose to grant another tenancy on the expiry of the existing fixed term or that they propose to end the tenancy.~</p>	<p>Y – included in Tenancy Policy, allocations policy</p>
<p>2.3.4 Where registered providers use probationary tenancies, these shall be for a maximum of 12 months, or a maximum of 18 months where reasons for extending the</p>	<p>Y – included in Tenancy Policy</p>

probationary period have been given and where the tenant has the opportunity to request a review.~	
2.3.5 Registered providers shall grant those who were social housing tenants on the day on which section 154 of the Localism Act 2011 comes into force, and have remained social housing tenants since that date, a tenancy with no less security where they choose to move to another social rented home, whether with the same or another landlord. (This requirement does not apply where tenants choose to move to accommodation let on Affordable Rent terms).~	Y – included in Tenancy & Mutual Exchange Policy, decant policy, statutory homeless
2.3.6 Registered providers shall grant tenants who have been moved into alternative accommodation during any redevelopment or other works a tenancy with no less security of tenure on their return to settled accommodation.~	Y - We have a move out policy in place, decant policy, statutory homeless
2.4 Mutual exchange	
2.4.1 Registered providers must offer a mutual exchange service which allows relevant tenants potentially eligible for mutual exchange, whether pursuant to a statutory right or a policy of the registered provider, to easily access details of all (or the greatest practicable number of) available matches without payment of a fee. ~	Y - We have our own mutual exchange policy that is separate to the allocations policy but there are links between the two to establish bedroom standards.
2.4.2 Registered providers must publicise the availability of any mutual exchange service(s) it offers to its relevant tenants.~	Y - Information is available on our website as well as Moving with Dacorum. A Mutual Exchange policy is in place and accessible to the public.

<p>2.4.3 Registered providers must provide support for accessing mutual exchange services to relevant tenants who might otherwise be unable to use them.~</p>	<p>Y – We employ a Housing Needs support officer who is able to provide IT support to applicants that do not have access or unable to use the internet. Applicants are able to place bids for properties via the phone or by text messaged. Supported Housing applicants can sign up to a weekly newsletter where they are provided with the properties that are currently being advertised. Our customer service unit is also accessible to applicants if they have any questions or queries regarding the allocation process.</p>
<p>2.4.4 Registered providers must offer tenants seeking to mutually exchange with information about the implications for tenure, rent and service charges.</p> <ol style="list-style-type: none"> 1. Throughout the consumer standards ‘tenants’ means tenants and other occupiers of social housing which includes licensees and shared owners (unless explicitly stated). ↵ 2. Throughout the consumer standards ‘tenants’ means tenants and other occupiers of social housing which includes licensees and shared owners (unless explicitly stated). ↵ 3. ‘Shared spaces’ are those spaces used by tenants that are not the responsibility of the landlord, as opposed to communal areas where landlords have direct responsibilities for ensuring their safety and maintenance. ↵ 	<p>Y – We subscribe to House exchange which is a national mutual exchange service. We provide this service free for residents. The scheme is administered by our Tenancy Management team ensuring a smooth process for residents and that time scales are adhered to be statutory regulations. Information on properties available is online.</p>

Appendix 1 – Improvement plan

Specific expectation	Current position	Improvement action	Progress	Responsible person	RAG status	Target Date
2.2.2 Registered providers must assist tenants who wish to implement tenant-led activities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable	P – We are developing our Local offers and estate improvement plans to empower residents to implement tenant led scrutiny and activities. We are keen to empower our residents and have a dedicated improvement budget known as the Tenant improvement Grant (TIG)	<ul style="list-style-type: none"> Develop an approach and supporting policy document outlining approach to local offers 	Complaints Bootcamp held on the 23rd June 24. TLC introduced their 'Issues KLog – for scrutiny' in April 24. Grove Hill Estate Improvement Plan co-created with over 20 local residents.	SQA / Housing Ops	In progress	31/08/2024
2.2.5 Registered providers, working with tenants, must regularly consider ways to improve and tailor their approach to delivering landlord services including tenant engagement.	P - Information and advice provided on request and detailed in the Resident Involvement Strategy 2020-2024. Residents are also involved directly in the delivery and direction of housing management services through various forms such as the Tenant & Leaseholder Committee, Supported Housing	We commissioned TPAS to carry out a TPAS smart review in Autumn 2023 to health check our services and ensure compliance with emerging legislation. The outcome of this review has fed into a full re-engineering by TPAS of our tenant engagement starting in Spring 2024	TPAS commissioned for reengineering February 2024	SQA	In progress	31/08/2024

<p>They must implement changes as appropriate to ensure services deliver the intended aims.</p>	<p>Forum, etc. Our Block Champions provide us with feedback on our estates services and contact us regularly to shape our service.</p> <p>Our Tenant Improvement Group work collaboratively with Officers to deliver estate improvements and allocate a ring-fenced budget for improvements. They also work with partners to make the most of an match fund the ring-fenced budget.</p>					
<p>2.2.2 Registered providers must assist tenants who wish to implement tenant-led activities to influence and scrutinise their landlord’s strategies, policies and services. This includes in relation to the</p>	<p>P – We are developing our Local offers and estate improvement plans to empower residents to implement tenant led scrutiny and activities. We are keen to empower out residents and have a dedicated improvement budget known as the Tenant improvement Grant (TIG)</p> <p>Supported housing forum have made</p>	<p>TPAS have been commissioned to complete a full reengineering of the tenant engagement, and scrutiny starting in February 2024.</p>	<p>TPAS commissioned for reengineering February 2024</p>	<p>SQA</p>	<p>In progress</p>	<p>31/08/2024</p>

neighbourhood where applicable	<p>recommendations to improve their local area which has been funding via a ring-fenced budget for tenant led estate improvements.</p> <p>TLC have requested and carried out scrutiny on our property services offer, community safety and the TSM data. Our involved residents were also central to the recent TPAS smart review in Winter 2023 which influenced recommendations for service improvement outlined in the outcome report.</p>					
2.2.3 Registered providers must provide accessible support that meets the diverse needs of tenants so they can engage with the opportunities in 2.2.1 and 2.2.2.~	P – We deliver resident engagement opportunities in diverse formats to encourage diversity. We have had lots of success since the Pandemic with our online Forums and Focus groups which have encourages involvement from Tenants with caring responsibilities, from outlying areas and those with disabilities which	TPAS have been commissioned to complete a full reengineering of the tenant engagement, and scrutiny starting in February 2024.	TPAS commissioned for reengineering February 2024	SQA	In progress	31/08/2024

	<p>make it challenging to attend an office/community centre based event. We also offer different levels of engagement, including light touch which encourages involvement from those who have limited time to commit.</p> <p>Lets dance sessions promoted activity and for older residents to stay well.</p> <p>The Tenancy sustainment team have been holding regular open sessions for their residents to gain support from Officers and peer support.</p> <p>Housing open day 2023 – Engaged face to face with over 500 residents, as part of that we gained feedback and consulted on the community garden designs.</p> <p>Christmas events at sheltered schemes. To promote wellbeing and tackle isolation.</p>					
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	<p>Cost of living events are being held regularly to support residents and signpost to services, both in person and online.</p> <p>Block safety events took place in the Autumn of 2023, to launch the resident engagement strategy documents, and promote resident safety to residents.</p> <p>Damp and mould residents sessions in partnership with Bucks university took place in November 2023, to provide them with advice and support to tackle damp and mould in their properties.</p> <p>Community safety survey annually along with a wider resident's survey, feeding into related service improvement work.</p> <p>Customer strategy engagement and feedback sessions. The corporate team co</p>					
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	<p>developed our customer strategy with tenants and residents through focus groups and telephone/online system testing.</p> <p>Pre-tenancy online DORIS training, there is also a resident's panel at the Elms who hold focus groups with residents of the Elms.</p> <p>Residents can also submit complaints and compliments about the staff and service.</p> <p>Social media we engage through our facebook, instagram and linked in. Dacorum life hard copy newsletter goes out twice a year and monthly e-newsletter. Consultation platform introduced – local plan and other engagement.</p>					
2.2.4 Registered providers must support tenants to exercise their Right to	No current policy covers this	Agree via HSLT the required approach	This is a Policy gap but is on the HSLT policy action tracker to	Housing Ops	Not Started	301/10/24

Manage, Right to Transfer or otherwise exercise housing management functions, where appropriate.			agree how we cover this off			
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Index of important documents

Housing Strategies:

- Housing Revenue Account Business Plan 2021-2024
- Housing Strategy 2019-2021
- Housing Income Management Strategy 2018-2022
- Private Sector Housing Strategy 2020-2024
- Homelessness and Rough Sleeping Strategy 2020-2024
- Asset Management Strategy 2016-2020
- Tenancy Strategy 2019-2023
- Get Involved Strategy 2020-2024

Housing Policies:

- Water Treatment Policy
- Repairs, Maintenance and Improvements Policy
- Safety in Communal Areas Policy
- Solid Fuel Policy
- Temporary Accommodation Policy
- Tenant Alterations and Improvement Policy
- Rent Arrears and Write Off Policy
- Rents and Other Charges Policy
- Rechargeable Works Policy

- Pet Policy
- Private Sector Housing Civil Penalty Policy
- Private Rented Sector (PRS) Enforcement Policy
- No Second Night Out Policy
- Mutual Exchange Policy
- Mobility Scooter Policy
- Involved Tenants Expenses Policy
- Housing Allocations Policy
- Houses in Multiple Occupation (HMO) Policy
- Help to Move Policy
- Gas Safety Policy
- Fire Safety Policy
- Decant Policy
- Anti-Social Behaviour (ASB) Policy
- Aids and Adaptations Policy

Corporate documents:

[Corporate plan 2022-2025](#)

[Growth and Infrastructure Strategy to 2050](#)

[Annual Report 2021-2022](#)

[Hemel Garden Communities](#)

[Hertfordshire Innovation Quarter](#)

[New Local Plan](#)