

Consumer Standards

Regulatory standards set out specific expectations that Greatwell Homes as a registered housing provider are expected to achieve when delivering services to customers.

Involved customers from our Customer Assembly group have reviewed the evidence we have provided to the Regulator of Social Housing as against the **four Consumer standards** which are:

- Home standard 2015
- Tenancy standard 2015
- Neighbourhood and community standard 2015
- Tenants' involvement and empowerment standard 2017

Below is an overview on how we have met the standards during 2021-22.

Home standard 2015	Evidence 2021/22
<p>Quality of accommodation</p> <p>Registered providers will:</p> <ul style="list-style-type: none"> - Ensure that customers' 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 - Meet the standards of design and quality that applied when the home was built. and were required as a condition of publicly funded financial assistance. if these standards are higher than the Decent Homes Standard - In agreeing a local offer. ensure that it is set at a level not less than these standards and have regard to section 	<ul style="list-style-type: none"> - Using information held on our asset database, a Decent Homes report is produced each financial year which identifies works to be completed to prevent any of our homes failing the Decent Homes standard. We have a planned investment programme with a budget of £3.4m to maintain our homes to the Decent Homes standard. This includes roofing replacements, windows and doors renewals, boiler upgrades as well as kitchens and bathrooms. - The new build homes at Milner Road, Finedon have been built to Nationally Prescribed Space Standards. - 10 new homes for social rent were built at Fulmar Lane, Wellingborough - We don't have a local offer – our services align to ensure that Section 6 of the Decent Homes Standard for social housing are met. - In addition to ensuring all our homes meet Decent Homes Standards, when planning for future investment programmes, additional factors are considered such as providing additional loft insulation to reduce heating costs at the same time as carrying out re-roofing work.

<p>six of the Government's Decent Homes Guidance.</p>	
<p>Repairs and maintenance</p> <p>Registered providers will:</p> <ul style="list-style-type: none"> - Provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, customers, and has the objective of completing repairs and improvements right first time. - Meet all applicable statutory requirements that provide for the health and safety of the customers in their homes. 	<ul style="list-style-type: none"> - Responsive repairs are offered at times to suit our customers and continued development to our customer self-serve portal aims to increase customer choice further. - We have reviewed and improved van stock materials which increases the first-time fix rate, which stood at 93% (at the end of March 2022). - We have mobilised a new materials supplier whilst simultaneously introducing new processes to allow for further improvements to the repairs service – it is still in the embedding stage, and we hope to make further improvements in 2022/23. - As part of our low-level improvements to our Independent Living schemes customers were asked to choose which type of improvements they would like to see for their communal areas in their schemes. As a result of customer feedback, we have upgraded the ventilation and communal front door at Knights Court, made improvements to the entrance and scooter store at Perkins Court and completed a combination of works to the mobility scooter and bin stores at Hollowell Court. - We have re-visited the setup of our planning software to ensure it works as efficient and effective as possible. The cross organisational project is allowing for a more efficient use of resources and ensuring the right traded person is deployed to the repair. - Analysis has been carried out to evidence costs per repair so works can be allocated to the in-house team or supporting subcontractors accordingly considering cost per job versus potential rent loss when carrying out works to properties that are being turned out for re-let (a void property). - We have implemented a new voids system so we can measure each step of the process allowing us to focus our efforts on the right area to improve performance. We are aiming to innovate the way we do things, identifying value for money in the process. For example, we tested new showers which can be installed by one rather than two operatives, therefore, creating extra capacity within our repairs team. We also re-enamel baths rather than replacing them, reducing costs. Furthermore, we now install multi-panels instead of tiles in bathrooms, reducing the risk of future damp and mould issues. - Throughout the Covid-19 pandemic we continued with all required health and safety compliance checks. - Gas performance – 99.94% of properties had a valid gas certificate

	<ul style="list-style-type: none"> - Additional H&S procedures and checks were put in place throughout the pandemic to ensure safety for customers and employee.
<p>Quality of accommodation</p> <p>Registered providers will:</p> <ul style="list-style-type: none"> - Agree with the regulator a period of non-compliance with the Decent Homes Standard, where this is reasonable. - Ensure their customers are aware of the reasons for any period of non-compliance, their plan to achieve compliance and then report on progress delivering this plan. 	<ul style="list-style-type: none"> - We have been able to progress all works identified from our Decent Homes report to ensure all our homes continue to meet the Decent Homes standard. - We report on key areas of compliance to our Customer Assembly group.
<p>Repairs and maintenance</p> <p>Registered providers will:</p> <ul style="list-style-type: none"> - Ensure a prudent, planned approach to repairs and maintenance of homes and communal areas. This should demonstrate an appropriate balance of planned and responsive repairs, and value for money. The approach should include responsive and cyclical repairs, planned and capital work, work on empty properties, and adaptations. - Co-operate with relevant organisations to provide an adaptations service that meets customers' needs. 	<ul style="list-style-type: none"> - All larger repairs that can be capitalised works are cross-referenced against planned programmes prior to work commencing to ensure work is correctly costed. - Stock condition information from void properties also assists with programming of planned and capital works. - On land led sites at Milner Road, Finedon and Penrith Drive, Wellingborough we have delivered homes that are wheelchair accessible (5% planning requirement of total homes delivered). - We have also signed up to 'Harry's Pledge' to ensure we are making more new build homes fully accessible. - We work in partnership with North Northamptonshire Council to deliver a Disabled Facilities programme of works to help keep customers independent in their home for as long as possible.
<p>Improvements to be made in 2022/23</p>	
<ul style="list-style-type: none"> • Repairs and Maintenance policy to be reviewed. • Moving cyclical works i.e., guttering and washdown of these to capital replacement roofline works to improve the component lifecycle and to reduce the amount of works being dealt with under reactive maintenance and ensuring that we are improving our balance between responsive and planned works - programme in place for 2022/23 and additional operative to be appointed to Works team. • Re-implementation of Service Connect to improve automatic scheduling and efficiency of completing jobs. 	

- Explore different/innovative ways of delivering repairs services like property MOTs and more tailored void works.
- Continued development and embedding of Keystone across the business to drive asset compliance and investment programmes
- Increased understanding and information on the energy performance of our stock through EPCs to deliver targeted planned investment programmes.

Tenancy standard 2015	Evidence 2021/22
<p>Allocations and mutual exchange</p> <p>Registered providers will:</p> <ul style="list-style-type: none"> - Let their homes in a fair, transparent, and efficient way. They will consider the housing needs and aspirations of customers and potential customers. - They shall demonstrate how their lettings: <ul style="list-style-type: none"> - Make the best use of available housing - Are compatible with the purpose of the housing - Contribute to local authorities' strategic housing function and sustainable communities There should be clear application, decision-making and appeals processes. - Enable their customers to gain access to opportunities to exchange their tenancy with that of another customer, by way of internet-based mutual exchange services. 	<ul style="list-style-type: none"> - Our allocations policy ensures that tenancies are let fairly and transparently and is responsive to those in greater housing need. - We offer a variety of products to meet local housing need. - We defer to the local authorities' allocations policy. We retain rights to directly allocate 25% of void properties to facilitate housing transfers for our customers. - We operate a separate scheme for temporary accommodation to support the unitary authorities' statutory duties and strategic housing function. - We subscribe to 'home swapper', a national mutual exchange register and publicise this on our website and have invested in further improvements to our software to support the mutual exchange process.
<p>Tenure</p> <p>Registered providers will:</p> <ul style="list-style-type: none"> - Offer tenancies or terms of occupation which are compatible with the purpose of the 	<ul style="list-style-type: none"> - Our housing stock portfolio includes a wide variety of housing products which include social rent, market rent, shared ownership, rent to buy and rent plus. - We continue to provide homes for temporary accommodation for the new unitary North Northamptonshire Council.

<p>accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock.</p> <ul style="list-style-type: none"> - Meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation. 	<ul style="list-style-type: none"> - Our tenancy agreement was reviewed in 2019 and continues to meet our legal and regulatory standards.
<p>Allocation and mutual exchange</p> <p>Registered providers will:</p> <ul style="list-style-type: none"> - Co-operate with local authorities' strategic housing function, and their duties to meet identified local housing needs. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements. 	<ul style="list-style-type: none"> - Working closely with other departments within the local authority, hospital discharge, homelessness, elderly and disabled, providing support to identify potential matches, facilitating early Occupational Therapist visits, and providing weekly lists of properties that are due to become vacant for re-letting.
<p>Registered providers will:</p> <ul style="list-style-type: none"> - Develop and deliver services to address under-occupation and overcrowding in their homes, within the resources available to them. These services should be focused on the needs of their customers and will offer choices to them. 	<ul style="list-style-type: none"> - We promote mutual exchanges and offer management transfers for those who under occupy or are overcrowded. - We have created a management panel to assess urgent cases for transfer and prioritise accordingly.
<p>Registered providers will:</p> <ul style="list-style-type: none"> - Ensure their published policies include how they have made use of common housing registers, common allocations policies and 	<ul style="list-style-type: none"> - Our published allocations policy refers to the single register we use while acknowledging the different local authority areas may have different policies. - Our own allocations policy details how Greatwell Homes manages the parts of the allocations process we are responsible for (such as receiving nominations, pre-tenancy checks, refusals and offers). This can be found on our website.

<p>local letting policies.</p> <ul style="list-style-type: none"> - Clearly set out, and be able to give reasons for, the criteria they use for excluding actual and potential customers from consideration for allocations, mobility, or mutual exchange schemes. 	
<p>Registered providers will:</p> <ul style="list-style-type: none"> - Develop and deliver allocations processes in a way which supports their effective use by the full range of actual and potential customers, including those with support needs, those who do not speak English as a first language and others who have difficulties with written English. 	<ul style="list-style-type: none"> - We assess support needs as part of our pre-tenancy processes and make use of translation services where English is not a customer's first language, as well as utilising our own staff where possible to facilitate this service. - We have forms that assess any potential support needs and vulnerabilities amongst nominees, alongside a full needs assessment for independent living customers.
<p>Registered providers will:</p> <ul style="list-style-type: none"> - Minimise the time that properties are empty between each letting. When doing this, they shall consider the circumstances of the customers who have been offered the properties. 	<ul style="list-style-type: none"> - From April 1st, 2021, a new Lettings Team was put in place to focus on this specific role. - We have completed a new project, Voids 'From Good to Great' to help improve our offer, performance, and costs. This project has evidenced lower void costs, less reliance on external contractors and fewer tenancies ended because of poor service throughout 21/22. - We have also reduced the cost associated with day-to-day repairs undertaken in the first 90 days of the tenancy by assessing trends and amending our lettable standard.
<p>Registered providers will:</p> <ul style="list-style-type: none"> - Record all lettings and sales as required by the Continuous Recording of Lettings (CORE) system. 	<ul style="list-style-type: none"> - CORE is submitted quarterly. Number of sales and lettings recorded vs required is monitored through monthly OPI and figures reconciled quarterly and at year end.
<p>Registered providers will:</p> <ul style="list-style-type: none"> - Provide customers wishing to move with access to clear and relevant advice about their housing options. 	<ul style="list-style-type: none"> - Our Customer Services Officers at first point of contact, give advice to customers wishing to move and can signpost to partner agencies. In addition, our Neighbourhood Housing Officers and lettings team work closely with customers to provide advice and support, particularly when a management move is required due to an urgent re-housing need. - Our website also provides information to customers on different tenure types and how to apply for a transfer or mutual exchange.

<p>Registered providers will:</p> <ul style="list-style-type: none"> - Subscribe to an internet based mutual exchange service (or pay the subscriptions of individual customers who wish to exchange). allowing: <ul style="list-style-type: none"> - A customer to register an interest in arranging a mutual exchange through the mutual exchange service without payment of a fee - The customer to enter their current property details and the customer's requirements for the mutual exchange property they hope to obtain - The customer to be provided with the property details of those properties where a match occurs - Ensure the provider of the internet based mutual exchange service to which they subscribe is a signatory to an agreement, such as Home Swap Direct, under which customers can access matches across all (or the greatest practicable number of) internet based mutual exchange services 	<ul style="list-style-type: none"> - We subscribe to Home-swapper, the national exchange website that covers this. - We have invested in further improvements to our software to support the mutual exchange process to make the process easier for customers to self-serve and see progress of their application online. Officers are available on the telephone to assist customers who may not have access to the internet.
<p>Registered providers will:</p> <ul style="list-style-type: none"> - Take reasonable steps to publicise the availability of any mutual exchange service(s) to which it subscribes to its customers. 	<ul style="list-style-type: none"> - We publicise exchanges on our website.
<p>Registered providers will:</p> <ul style="list-style-type: none"> - Provide reasonable support in using the service to customers 	<ul style="list-style-type: none"> - Our Customer Services team provide support to customers over the telephone and our Neighbourhood Housing Officers give advice and support to customers without access to the internet.

<p>who do not have access to the internet.</p>	
<p>Tenure</p> <p>Registered providers will:</p> <ul style="list-style-type: none"> - 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: <ul style="list-style-type: none"> - The type of tenancies they will grant - Where they grant tenancies for a fixed term, the length of those terms. - The circumstances in which they will grant tenancies of a particular type. - 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. - 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. - The way in which a customer or prospective customer may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered, and against a decision not to grant another tenancy on the expiry of the fixed term. 	<ul style="list-style-type: none"> - We have relevant policies available to download on our website, including the anti-social behaviour policy, complaints policy, right to buy and domestic abuse policy. We provide a thorough explanation of all relevant policies during the Pre-Tenancy Interview and at the point of sign up with all new customers. - Fixed Term tenancies are only available with our rent to buy products. These do not have nomination rights and are applied for directly. We offer a 6-month fixed term tenancy, which rolls on throughout the life cycle of the tenancy. Details are available on our website and discussed at application stage as well as sign up. - We no longer issue Fixed Term tenancies for general needs housing. We undertook a project in 21/22 to contact all customers who held a Fixed Term tenancy to explain the changes to their tenure and provide them with a new, signed, Assured tenancy. - We have adopted the National Housing Federations' 'commitment to refer' standard where customers are at risk of homelessness due to a breach of tenancy such as non-payment of rent.

<ul style="list-style-type: none"> - Their policy on considering 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. - The advice and assistance they will give to customers on finding alternative accommodation in the event that they decide not to grant another tenancy. - Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members. 	
<p>Registered providers will:</p> <ul style="list-style-type: none"> - Grant general needs customers 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. 	<ul style="list-style-type: none"> - We offer assured tenancies (with a probationary period).
<p>Registered providers will:</p> <ul style="list-style-type: none"> - Provide notice in writing to the customer 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 before a fixed term tenancy ends. 	<ul style="list-style-type: none"> - We no longer issue Fixed Term tenancies for general need housing
<ul style="list-style-type: none"> - 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 probationary 	<ul style="list-style-type: none"> - We provide starter tenancies that last for 12 months, with an option to extend by a further 6 months. We provide customers with details on how to appeal, and where to obtain advice whenever we commence proceedings to bring a starter tenancy to an end. This is included in the covering letter that we serve when bringing a starter tenancy to an end.

<p>period have been given and where the customer has the opportunity to request a review.</p>	
<ul style="list-style-type: none"> - Where registered providers choose to let homes on fixed term tenancies (including under Affordable Rent terms), they shall offer reasonable advice and assistance to those customers when that tenancy ends. 	<ul style="list-style-type: none"> - The rent to buy fixed term customers are provided with additional information 1 year before the fixed terms is due to end to provide clarity on the buying process. - They will be offered independent financial advice and their options discussed.
<p>Registered providers will:</p> <ul style="list-style-type: none"> - Make sure that the home continues to be occupied by the customer they let the home to in accordance with the requirements of the relevant tenancy agreement, for the duration of the tenancy, allowing for regulatory requirements about participation in mutual exchange schemes. 	<ul style="list-style-type: none"> - We undertake 6-week, 9 month and 12-month visits in the first year of tenancy. - We investigate tenancy fraud and abandonment and liaise with the housing benefit team to identify fraud.
<p>Registered providers will:</p> <ul style="list-style-type: none"> - Develop and provide services that will support customers to maintain their tenancy and prevent unnecessary evictions. 	<ul style="list-style-type: none"> - We employ a Benefits & Money Advisor and have also adopted the 'commitment to refer' for customers who are faced with possible homelessness. - Our Housing, Income and Independent Living teams also provide support to maintain tenancies. - We will always follow the pre-court protocol prior to referring cases to court and have altered our approach in line with Government direction and National Housing Federation pledges relating to evictions during the pandemic.
<p>Registered providers will:</p> <ul style="list-style-type: none"> - 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 	<ul style="list-style-type: none"> - When customers with protected rights move within our stock, they retain protected rights or no diminution of their tenancy, unless they transfer to an affordable rented home. - Should a customer with a protected tenancy transfer to an affordable rented home. Their new tenancy would be an assured tenancy and the customer would lose any rights they previously enjoyed as a protected tenant.

to accommodation let on Affordable Rent terms).	
<p>Registered providers will:</p> <ul style="list-style-type: none"> - Grant customers 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. 	<ul style="list-style-type: none"> - We have decommissioned Hearnden Court and decanted customers into new homes in line with our Decant Policy. - Our Board will make a permanent decision on the site in 22/23 and we will ensure that if the decants are to be made permanent, the customer will be issued with the same tenancy as they had in Hearnden Court.
<p>Improvements to be made in 2022/23</p>	
<ul style="list-style-type: none"> • Move to area-based teams, with a focus on starter tenancies to ensure success • Explore furnished tenancies to help customers with the cost of furnishing their home • Explore furniture recycling options to help customers access low-cost furniture • We will make use of a bespoke customer assistance pot to help customers who may struggle during the cost-of-living crisis expected in 22/23 • We will develop how our management panel operates to include potential homeless nominees who would not necessarily be accepted as a customer. We will develop this with colleagues from the local authority to reduce time spent in TA, and for customers to access housing in their chosen area whilst protecting the business from potential ASB. • We will be having discussions with the new authority on how we may alter / improve our offer towards homeless households. 	

Neighbourhood and community standard 2015.	Evidence 2021/22
<p>Neighbourhood and Community</p> <p>Neighbourhood management Registered providers will:</p> <ul style="list-style-type: none"> - Keep the neighbourhood and communal areas associated with the homes that they own clean and safe. They shall work in partnership with their customers and other providers and public bodies where it is effective to do so. 	<ul style="list-style-type: none"> - Our established programme of neighbourhood walkabouts have been re-introduced after being delayed due to the Covid-19 pandemic. - We have worked with the Police and Crime Commissioner to improve our neighbourhoods, with new front and rear doors added to existing properties on the Hemmingwell Estate. - Two garage sites within the estate were demolished where there were known issues with ASB. - Tree pruning works took place to improve lighting and surveillance within the area. A larger programme of environmental improvements works is to be undertaken in targeted areas at Fulmar and Gannet Lane over the coming year. - We are beginning work with a community group 'Off the Streets' to look at how we can ensure our green spaces in, and around Wellingborough can be protected from being used as spaces for hiding knives. - We have undertaken a recent scrutiny exercise on fly tipping - We have purchased two knife amnesty bins, and two bleed control kits that are placed at locations in Wellingborough to help support the community work against knife crime. - We have explored the application of area-based teams to deliver services more effectively.
<p>Local area co-operation</p> <p>Registered providers will:</p> <ul style="list-style-type: none"> - Co-operate with relevant partners to help promote social, environmental, and economic wellbeing in the areas where they own properties. 	<ul style="list-style-type: none"> - We promote social wellbeing through our Independent Living service, and work with local authorities to maintain this through partnership working and safeguarding. - Economic wellbeing is promoted by our Income team and Benefits Advisor, who work in partnership with local authority colleagues to ensure customers receive the income they are entitled to. - We are in the process of undertaking an Environmental Improvement Programme, which will see investment in our estates with upgrades to garage areas, additional parking, and green spaces. - We are working with the local authority on 'levelling up' the Queensway estate alongside other partners.
<p>Anti-social behaviour (ASB)</p> <p>Registered providers will:</p>	<ul style="list-style-type: none"> - We have established partnership arrangements with the Police and Local Authority colleagues to manage ASB.

<ul style="list-style-type: none"> - Work in partnership with other agencies to prevent and tackle anti-social behaviour in the neighbourhoods where they own homes. 	<ul style="list-style-type: none"> - Our partnership with the Police has improved in recent months with faster communications of information relating to planned drug operations which has led to swifter enforcement action being taken - We have created a new Community Safety team to enhance our approach to ASB. - We have delivered a programme of works at Gannet and Fulmar Lane under the Safer Street Funding which includes replacement doors, CCTV and garage demolition to prevent ASB.
<p>Neighbourhood management</p> <p>Registered providers will:</p> <ul style="list-style-type: none"> - Consult with customers in developing a published policy for maintaining and improving the neighbourhoods associated with their homes. This applies where the registered provider has a responsibility (either exclusively or in part) for the condition of that neighbourhood. The policy shall include any communal areas associated with the registered provider's homes. 	<ul style="list-style-type: none"> - A neighbourhood management policy is in place clearly stating our responsibilities and commitments regarding grounds maintenance, cleaning of communal areas, fly tipping as well as tree management. - Our service levels are also published on our website. - We have worked with customers to deliver 2 scrutiny reports on Grounds Maintenance and Fly-tipping and we are currently working through the recommendations to deliver improvements in these areas.
<p>Local area co-operation</p> <p>Registered providers, having taken account of their presence and impact within the areas where they own properties, will:</p> <ul style="list-style-type: none"> - Identify and publish the roles they can play within the areas where they have properties - Co-operate with local partnership arrangements and strategic housing functions of local authorities where they can assist them in achieving their objectives. 	<ul style="list-style-type: none"> - Our Neighbourhood Housing Officers have designated patches and as such we keep customers informed via our website and mailouts as to who the appropriate contact is for customers. - We have explored moving to area-based delivery which we intend to commence from April 2022. - The Neighbourhood Housing Management work with many stakeholders in the community. These include, but are not limited to, Local Authorities in our areas of operation, The Police, Environmental Health, Social Services and Probation and other local welfare agencies.

<p>Anti-social behaviour</p> <p>Registered providers will:</p> <ul style="list-style-type: none"> - Publish a policy on how they work with relevant partners to prevent and tackle anti-social behaviour (ASB) in areas where they own properties. 	<ul style="list-style-type: none"> - Our ASB policy was approved by our Board (following a co-creation exercise with customers) in 2019 and can be found on our website. Partnership working is included in this policy.
<p>In their work to prevent and address ASB, registered providers will demonstrate:</p> <ul style="list-style-type: none"> - That customers are made aware of their responsibilities and rights in relation to ASB - Strong leadership, commitment, and accountability on preventing and tackling ASB that reflects a shared understanding of responsibilities with other local agencies - A strong focus exists on preventative measures tailored towards the needs of customers and their families - Prompt, appropriate, and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem having regard to the full range of tools and legal powers available - All customers and residents can easily report ASB, are kept informed about the status of their case where responsibility rests with the organisation and are appropriately signposted 	<ul style="list-style-type: none"> - As part of our tenancy sign up process, we explain rights and obligations of the tenancy agreement. We also carry out an in-depth assessment of customers to try and identify any issues that may prohibit tenancy sustainment. Neighbourhood Housing Officers then undertake visits in accordance with their level of need to help customers sustain their tenancy. - We have a comprehensive ASB policy and procedure. Both of which set out our approaches to partnership working. - We regularly report performance data to our Board to demonstrate commitment and accountability regarding ASB - Neighbourhood Housing Officers use a bespoke ASB monitoring system to manage their ASB workload. Cases are clearly categorised and given priority as well as clear descriptors of what the ASB issues are and the effects of these on residents and the wider community. Based on this we then take prompt action using a myriad of tools such as Noise App, police intervention and enforcement action to deal with these issues. - ASB cases are monitored on a 4-6 week basis and action plans updated - Customers and residents can report ASB either direct to their Neighbourhood Housing Officer or via our Customer Services team. We also make use of the Noise App which can send information direct to the Neighbourhood Housing Officer. - We have added a new post to our staffing establishment (Community Safety Officer) to manage high risk cases. - Our Neighbourhood Housing Officers and Community Safety Officer provide support to victims of ASB and sign-post to charities such as Victim Support and Women's Aid and the Sunflower Centre where appropriate.

<p>where it does not</p> <ul style="list-style-type: none"> - Provision of support to victims and witnesses 	
<p>Improvements to be made in 2022/23</p>	
<ul style="list-style-type: none"> • Install notice boards to our blocks and schemes to make customers aware of what they are responsible for, and what standards they can expect from us • Trial area-based working in both housing and places • Improve our partnership approach to fly-tipping following customer feedback and scrutinies • Improve our approach to ASB and DV • Agree with customers what our approach to placemaking will be, • Define measures with customers to evidence the effectiveness of our work in neighbourhoods. • Explore GIS mapping solutions to improve data and performance management • EIP Phase 2 – to be rolled out across four main areas within our estates, subject to gaining planning approval. These have been identified in the Hemmingwell estate as Fulmar Lane and Gannet Lane, and in the Queensway estate as Minerva Way and Kiln Way. 	

Tenants' involvement and empowerment standard 2017	Evidence 2021/22
<p>Customer service, choice, and complaints</p> <p>Registered providers will:</p> <ul style="list-style-type: none"> - Provide choices, information and communication that is appropriate to the diverse needs of their customers in the delivery of all standards - Have an approach to complaints that is clear, simple, and accessible that ensures that complaints are resolved promptly, politely, and fairly. 	<ul style="list-style-type: none"> - We provide a wide range of communication methods for our customers via our website, customer on-line portal, monthly e-newsletter, annual report, twitter, Facebook, email, text, telephone, letter, and in-person to ensure ease of access, choice, and information. - We offer online training and specialist support via external agencies for customers to develop employability skills inclusive of IT, literacy and numeracy delivered by working with partner agencies. - We launched our 'Life Plan' in July 2021 developed to offer to deliver a more holistic approach to support. - To ensure accessibility to our services we offer a translation service and 'text to talk' service for those customers with hearing impairments. - We have a 'Customer Research Group' made up of customers who are interested in helping us shape our communications and services. This group receive regular emails with documents to review as well as surveys, asking how we can improve different areas of our communications. - We have a monthly e-newsletter that is sent out to over 2,400 customers. The content for the newsletter has been created using suggestions from our Customer Research Group and Customer Assembly. Recognising the importance of our customers in everything we do. - We have developed and embedded a Customer Voice Framework supported by an action plan to ensure areas for improvement identified by our customers are delivered. - All strands of customer voice are reviewed quarterly to inform this action plan which is updated accordingly. - Our Customer Concerns and Complaints policy and procedure are on our website. - Complaints data is also reviewed each year by our Customer Assembly to inform the topics for Scrutiny. In addition, learning from complaints are taken to OMT to ensure learning and trends are shared across the organisation. - We have reviewed the information on our website relating to Customer Concerns and Complaints and have a dedicated page for customers to refer to, ensuring information is easily accessible. - We undertake a quarterly self-assessment against the new Housing Ombudsman's Complaints code and publish it on our website to ensure customers have clear oversight of how we are performing against it. - We gained substantial assurance in internal audit for complaints in February 2022.

	<ul style="list-style-type: none"> - We have identified and trained ‘Complaints Officers’ within the organisation to improve the overall management and customer experience in making a complaint through to resolution. - To further enhance this service a new dedicated role has been added to our establishment and our new Complaints Resolution Officer commenced employment 4.1.22. This will ensure we have a dedicated resource to effectively manage customer concerns and feedback. - We have introduced a complaints resolution action tracker to ensure that follow-on actions are followed through to conclusion. - We promote to customers via “you said we did” regarding learning from complaints – noting improvements within services changed as a result of customer feedback and also reported with our quarterly complaints self-assessment.
<p>Involvement and empowerment</p> <p>Registered providers will:</p> <ul style="list-style-type: none"> - Ensure that customers are given a wide range of opportunities to influence and be involved in: <ul style="list-style-type: none"> - the formulation of their landlord’s housing-related policies and strategic priorities - the making of decisions about how housing-related services are delivered, including the setting of service standards - the scrutiny of their landlord’s performance and the making of recommendations to their landlord about how performance might be improved - the management of their homes, where applicable - the management of repair and 	<ul style="list-style-type: none"> - Our Customer Involvement Framework continues to provide a wide range of involvement opportunities from grass roots to strategic involvement. It has been reviewed in consultation with our involved customers and re-launch April 2022 - We have a Customer Voice action plan that is reviewed quarterly to ensure oversight and accountability of service changes and improvements as a result of customer feedback. - To ensure access and representation from under-represented groups, a new Equality, Diversity & Inclusion customer focus group “Together Greatwell” was launched in February 22. - Grass roots youth engagement work is also being trialled on the Queensway estate, via partnership work. Our Community Involvement Officer has attended the Youth Club which runs two sessions for 8–15 year-olds and 16 – 18 year-olds. - Customers have reviewed policies such as our Pet policy, Income management policy and Reasonable Adjustments policy. - Involved customers have been involved in shaping our new corporate plan (Live Greatwell) as well as contributing to the development of our refreshed Customer Involvement Framework for April 22-25 - Customers have influenced 23 service changes during 21-22 as a direct result of customer involvement and feedback. - Our Customer Scrutiny Panel carried out a scrutiny during Q1 to better understand our approach to the management of fly-tipping and reduce the impact across our estates. In Q3 they carried out a scrutiny on grounds maintenance.

<p>maintenance services, such as commissioning and undertaking a range of repair tasks, as agreed with landlords, and the sharing in savings made. and</p> <p>- agreeing local offers for service delivery</p>	<ul style="list-style-type: none"> - To further support customers we have developed an in-house scrutiny training programme which was co-designed with experienced scrutineers and our Community Involvement team to support and develop new customer scrutineers. - The Independent Living Steering Group have helped create an out of hours protocol leaflet which has been distributed to all IL customers. This lets customers know that emergency repairs should be reported using the usual phone number. - A reviewed damp and mould leaflet was designed in consultation with customers, with emphasis on dangers of damp and mould – this included adding in pictures, access links to videos, information on how to clean mould off and clarity on customer and landlord responsibilities. - A range of DIY maintenance videos developed to help customers undertake basic repairs in their home. - We launched our Customer Charter in April 2019 along with our Customer Commitments, which support the Customer Charter and delivery of the Regulatory Consumer Standards. Our Customer Assembly have shaped how we monitor our performance against our Customer Charter determining the measures that they will review performance against in May 2022.
<p>Understanding and responding to the diverse needs of customers</p> <p>Registered providers will:</p> <ul style="list-style-type: none"> - Treat all customers with fairness and respect - Demonstrate that they understand the different needs of their customers, including in relation to the equality strands and customers with additional support needs. 	<ul style="list-style-type: none"> - We recognise the need to better understand the diversity of our customer base to ensure that we can meet the diverse needs of our customers and tailor services where appropriate - Our Customer Research Group has seen a wider representation of customers engage and feedback on our services. - An Equality Impact Assessment is undertaken on all key policies. - Our Equality, Diversity & Inclusion Policy sets out the principles we will apply as a service provider. To support these principles, we are working towards an EDI accreditation with the Housing Diversity Network. - Our new EDI customer group 'Together Greatwell' was launched in February 2022 specifically aimed at capturing the voice of under-represented groups within our communities. - Our involved customer base is primarily white British (85%) which broadly reflects our wider customer base which is made up of 81% white British customers. - We have an Independent Living Steering Group which ensures we are better able to understand the needs of our customers living within our IL schemes. - We offer digital engagement opportunities via online meetings, which allows us to reach a more diverse group of customers across all localities of our stock, negating the need for customers to travel to a specific locality and is a more inclusive approach.

	<ul style="list-style-type: none"> - To further support staff awareness, mandatory EDI training is in place for all staff.
<p>Customer service, choice, and complaints</p> <p>Registered providers will:</p> <ul style="list-style-type: none"> - Provide customers with accessible, relevant and timely information about: <ul style="list-style-type: none"> - How customers can access services - The standards of housing services their customers can expect - How they are performing against those standards - The service choices available to customers, including any additional costs that are relevant to specific choices - Progress of any repairs work - How customers can communicate with them and provide feedback - The responsibilities of the customer and provider - Arrangements for customer involvement and scrutiny 	<ul style="list-style-type: none"> - Customer information on what services are available and how they can access them are regularly updated on our website. - New customers as part of sign-up process are given detailed information on services and the ways in which they can access them. - Regular service updates and engagement opportunities are shared via e-newsletters, emails, Facebook, and Twitter. - Annual report is produced and shared with customers. - Our tenancy agreements clearly outline landlord responsibility for repairs. In addition, our Customer Charter sets out our service offer to customers. We have performance standards relating to repairs, allocations and lettings, tenancy management, ASB, Independent Living and customer contact. Our customer commitments give more details on these. - Our Customer Commitments clearly outlines how we will deliver services in line with the Regulatory Standards. Performance against service standards, Customer Charter and Regulatory Standards are signed off by our Customer Assembly. - Annual service charge statements clearly note all re-chargeable costs to customers to allow scrutiny and challenge. - There are a range of 3 chargeable support packages within Independent Living. - Life-line support is also available for general needs customers. - We have continued to work with customers to further develop phase two of our customer online portal. This phase was deployed in May 21- it allows customers to report, self-appoint and track the progress of their repairs. - Customers are advised of any delays to repairs by our Planner and Customer Service Officers. - As part of phase 3, further enhancements are being developed, including a personation tool that will allow Customer Services staff to support customers in the use of the online portal as they will be able to log-in to account and see the same information as our customer and guide them through the functionality available. - Concerns & Complaints policy ensures that customers are clear on how they can report a concern or complaint and expected timescales in which they will be dealt with, whilst also being able to report a compliment. There are wide range of feedback options be that formal and informal – ranging from reporting via our customer portal, email, calling in to our contact centre along with range of

	<p>engagement options via our involvement framework.</p> <ul style="list-style-type: none"> - Our website has been updated to ensure that both landlord and customer repair responsibilities are clearly visible. - Customers undertake a minimum of two scrutines each year. Topics are determined using complaints data to inform areas of customer dissatisfaction – our Customer Assembly reviewed this data to identify the forthcoming topics (November meeting) - Customer Scrutinies report and recommendations are reported directly to the Board.
<p>Involvement and empowerment</p> <p>Registered providers will:</p> <ul style="list-style-type: none"> - Support their customers to develop and implement opportunities for involvement and empowerment, including by: <ul style="list-style-type: none"> - supporting their customers to exercise their Right to Manage or otherwise exercise housing management functions, where appropriate - supporting the formation and activities of customer panels or equivalent groups and responding in a constructive and timely manner to them - the provision of timely and relevant performance information to support effective scrutiny by customers of their landlord's performance in a form which registered providers seek to agree with their customers. Such provision must include the publication of an annual report which should include information on repair and maintenance budgets - providing support to customers to build their 	<ul style="list-style-type: none"> - The Right to Manage is an area that was identified as not being actively promoted following TPAS Accreditation in 19-20. It did, however, note that there was no appetite from customers, but recommended information be promoted to customers. Information is now available on our website. - We offer a range of involvement opportunities. - In addition, we offer a range of training opportunities to support customers by working with partner agencies to deliver training opportunities, consulting via our Customer Research Group to ascertain topics of interest. - We have promoted our 'life-plan' for customers which is a holistic approach to advice, support, and training - this has been consulted on and approved by both our Customer Research Group and Customer Assembly. - Performance data is shared quarterly with our Customer Assembly and an annual 'report' in the form of a video made available to customers. The annual report was made available to all customers via a video format as an alternative method to a standard report. - Performance data is updated quarterly on our website. - Customers new to our involvement opportunities undertake an induction to identify areas they would like to become involved in along with a personal development plan. - In addition, new members to the Customer Assembly members undertake a Harrison assessment which helps identify both individual skills sets and personal preferences/behaviours. - Bespoke training has been delivered to involved customers that include Well Informed Outcomes, making scrutiny work and recruitment (to support new scrutineers primarily) and a support and development plan session for new formally engaged customers

<p>capacity to be more effectively involved</p>	
<p>Registered providers will:</p> <ul style="list-style-type: none"> - Consult with customers on the scope of local offers for service delivery. This shall include how performance will be monitored, reported and scrutinised by customers and arrangements for reviewing these on a periodic basis. 	<ul style="list-style-type: none"> - Our Customer Charter launched in April 2019. Measures to ensure we continue to embed the Charter were co-designed with customers in May 2021 for sign off by the Customer Assembly in May 2022, which allows for a high degree of scrutiny by our customers. - Quarterly updates are given throughout the year on our performance against these measures coupled with additional narrative to support the 20 'we wills' stated within our Charter - Our Customer Assembly are provided with quarterly updates on KPI/OPI performance outcomes to ensure customers can monitor performance. - <u>Performance information is also available to our wider customer base via our website.</u>
<ul style="list-style-type: none"> - Where registered providers are proposing a change in landlord for one or more of their customers or a significant change in their management arrangements, they shall consult with affected customers in a fair, timely, appropriate, and effective manner. Registered providers shall set out the proposals clearly and in an appropriate amount of detail and shall set out any actual or potential advantages and disadvantages (including costs) to customers in the immediate and longer term. Registered providers must be able to demonstrate to affected customers how they have taken the outcome of the consultation into account when reaching a decision. 	<p>N/A</p>
<p>Registered providers will:</p> <ul style="list-style-type: none"> - Consult customers at least once every three years on the best way of involving customers in the governance 	<ul style="list-style-type: none"> - Customers consulted on and influenced our Corporate Plan 2022-2025 and linked strategies - Customer Assembly members have attended strategic away day with Board members to develop this. - We have undertaken a full STAR survey

<p>and scrutiny of the organisation's housing management service.</p>	<ul style="list-style-type: none"> - Customers were consulted on the revised Customer Involvement Framework ahead of our new Corporate Plan (Live Greatwell) 22-25
<p>Understanding and responding to diverse needs</p> <p>Registered providers will:</p> <ul style="list-style-type: none"> - Demonstrate how they respond to customers' needs in the way they provide services and communicate with customers. 	<ul style="list-style-type: none"> - We have listened to our customers and developed new ways to engage this year. We have created a new monthly e-newsletter that reaches over 2,400 customers. - We have also further developed our online portal.
<p>Improvements to be made in 2022/23</p>	
<ul style="list-style-type: none"> • Further develop customer empowerment to support delivery of SHWP, further embedding our Customer Voice Framework to ensure customers feel listened to and we can evidence we have acted on their feedback. • Achieve re-accreditation of TPAS National Engagement Standards • Develop and embed Neighbourhood Voice Champions within our engagement work to help shape and develop services (this action is c/f from 21-22) • Further develop community involvement opportunities for under-represented groups to further embed our commitment to EDI • Work to further embed a culture of service provision that is professional, courteous, and respectful that will support the delivery of the SHWP and improve customer satisfaction working towards a Customer Service accreditation • Identify opportunities for customer engagement in our net zero carbon journey by identifying 'Green Ambassadors' to help deliver messaging and raise awareness • Explore training and employment opportunities within the green sector and signpost customers and raise awareness • Undertake a review of Governance structure (involved customers/Board members) for implementation 2023/24 • Co-creation project • Customer Scrutiny review of website 	