

**CABINET**  
**24 FEBRUARY 2022**

**PROPOSED RESPONSE TO CONSULTATION ON THE INTRODUCTION OF  
TENANT SATISFACTION MEASURES BY THE REGULATOR OF SOCIAL  
HOUSING**

1. Summary

- 1.1. The Regulator of Social Housing is seeking views on its proposals for tenant satisfaction measures which are part of implementing changes to consumer regulation set out in the Government's 'The Charter for Social Housing Residents: Social Housing White Paper.
- 1.2. This report sets out the Council's proposed response to the consultation.

2. RECOMMENDATION

- 2.1. That the Council's proposed response, at Appendix A to the report, be approved for submission to the Regulator of Social Housing.

3. Background and Discussion

- 3.1. The Social Housing White Paper "sets out what every social housing resident should be able to expect" under the following seven themes:
- To be safe in their home.
  - To know how their landlord is performing, including on repairs, complaints and safety, and how it spends its money, so it can be held to account.
  - To have residents' complaints dealt with promptly and fairly, with access to a strong ombudsman who will give residents swift and fair redress when needed.
  - To be treated with respect, backed by a strong consumer regulator and improved consumer standards for tenants.
  - To have residents' voices heard by their landlord, for example through regular meetings, scrutiny panels or other body.
  - To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair.
  - To be supported to take a first step to ownership, so it is a ladder to other opportunities; should circumstances allow.
- 3.2. The White Paper also sets out how social housing landlords will be required to report on a set of tenant satisfaction measures to the Regulator of Social Housing (RSH) as part of implementing the changes to the consumer regulations. The measures would provide data about social housing landlords' performance and the quality of their services to help tenants hold their landlord to account and help the RSH in its future consumer regulation role. On 9 December 2021, the RSH published its consultation on the proposed set of tenant satisfaction measures (TSMs), which it intends to come into effect in 2023.

**CABINET**  
**24 FEBRUARY 2022**

- 3.3. In the consultation, the RSH is proposing to introduce a new consumer standard (the TSM standard) which will set out clear expectations for social housing landlords regarding their obligations to submit and publish performance information in order to meet the White Paper underlying principle of providing transparency to tenants. The RSH is proposing to introduce 22 TSMs under the following themes, which reflect the themes and issues set out in the White Paper:
- Keeping properties in good repair
  - Maintaining building safety
  - Effective handling of complaints
  - Respectful and helpful engagement
  - Responsible neighbourhood management, including measures on anti-social behaviour.
- 3.4. The TSMs are intended to be a core set of comparable measures that all social housing landlords would have to report on and publish annually. The TSMs will be made up of 12 measures generated from tenant perception surveys, and 10 measures generated from management information held by the landlord.
- 3.5. Registered providers must:
- Collect 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.
  - Annually publish their performance against the tenant satisfaction measures. This should include information about how they have met the Regulator's requirements. This information must be published in a manner that is timely, clear, and easily accessed by tenants.
  - 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.
- 3.6. Registered providers must also ensure that the information is an accurate, reliable, valid, and transparent reflection of their performance against the tenant satisfaction measures.
- 3.7. The proposed response to the consultation is set out in Appendix A to the report. The deadline for is 3 March 2022.
4. Relationship to the Corporate Plan
- 4.1 To support the Council's overall vision to make Dartford 'the place of quality and choice, a place where people choose to live, work and enjoy their leisure time.

**CABINET**  
**24 FEBRUARY 2022**

4.2 To support the strategic aim to facilitate quality, choice and diversity in the housing market, assist in meeting housing need in Dartford and deliver high quality services to service users; and to create strong and self-reliant communities.

5. Financial, legal, staffing and other implications and risk assessments

Financial Implications	None at this stage.
Legal Implications	Local authorities will be required to implement the White Paper proposals and fulfil any future legislative requirements.
Staffing Implications	The proposals are extensive and will require additional resources. A new post of Senior Housing Policy and Performance Officer has been agreed.
Administrative Implications	None specifically at this stage.
Risk Assessment	N/A

6. Details of Exempt Information Category

Not applicable.

7. Appendices

Appendix A - Draft response to the consultation

BACKGROUND PAPERS

<u>Documents consulted</u>	<u>Date / File Ref</u>	<u>Report Author</u>	<u>Section and Directorate</u>	<u>Exempt Information Category</u>
		Jackie Pye (01322) 343683	Housing/ External Services	N/A