

The Housing White Paper

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A Charter for Social Housing

- **To be safe in your home.** We will work with industry and landlords to ensure every home is safe and secure.
- **To know how your landlord is performing,** including on repairs, complaints and safety, and how it spends its money, so you can hold it to account.
- **To have your complaints dealt with promptly and fairly,** with access to a strong Ombudsman who will give you 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 your voice heard by your landlord**, for example through regular meetings, scrutiny panels or being on its Board. The Government will provide help, if you want it, to give you the tools to ensure your landlord listens.
- **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 your first step to ownership**, so it is a ladder to other opportunities, should your circumstances allow

Tenant Satisfaction & Performance Measures

- The regulator will develop a core set of tenant satisfaction measures for all social landlords.
- Landlords will be required to make these easily assessable to tenants including the publication of an annual report.
- The housing regulator will work with the Building Safety Regulator as it develops performance standards and reporting requirements as part of the new building safety regime for higher-risk buildings.

NOW

- Officers review our housing services in relation to the social housing charter and identify areas for service improvements
- Establish a residents' working group to oversee the council's response to the White Paper

NEXT

- Respond to future consultations from the Government and Housing Regulator
- Together with the residents' working group agree actions to enhance the way residents are engaged with the council.
- Revise our performance and resident satisfaction indicators

LATER

- Agree & implement service improvements to ensure that the council fully meets future statutory & regulatory requirements
- Ensure that the council develops reporting mechanisms to demonstrate to residents and the regulator how it is performing.