

Appendix 1 – White Paper Summary

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

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

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To have your complaints dealt with promptly and fairly	Compliance with the Housing Ombudsman's new complaints handling code	27	Self-assessment against the code and published results by 31/12/20. Review and plan for any areas of non-compliance		Corporate complaints team / Members & Residents Services / Resident Involvement
To be treated with respect, backed by a strong consumer regulator	RSH to establish more definitive consumer standards and associated code of practice, removing the 'serious detriment test' and inspecting landlords at least every 4 years, and require self-referral for breaches of standards (extending the current requirement for self-referral that applies to HAs and PPs)	35	Self-inspect your services against the consumer standards (see HQN link -will be updated to take account of the end of the “serious detriment” test). Establish a protocol for advising the RSH of breaches.		A&I/ Repairs / Tenancy
To have your voice heard by your landlord	RSH to require landlords to seek out best practice and consider how they can continually improve the way they engage with social housing tenants	47	Demonstrate continuous improvement planning for engagement with residents and, specifically, tenants. Consider how this can contribute to local connectivity and reducing loneliness, not just ensuring feedback re. landlord services. Show how residents have influenced our services and their feedback has changed our approach.	Partial	Resident involvement

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To have your voice heard by your landlord	Government review of professional training and development to ensure residents receive a high standard of customer service.	49	Monitor proposals for professional training/qualifications as they emerge. Appraise existing staff's training and qualification levels.	Partial	All services
To have a good quality home and neighbourhood to live in	Review of the Decent homes Standard	54	Monitor progress with DH review, including links to decarbonisation, energy efficiency, requirements for access to green space and standards for good communal spaces		A&I
To have a good quality home and neighbourhood to live in	Encouragement to accommodate domestic pets to boost residents' mental health	59	Review policy re. domestic pets - no blanket ban	Y	Allocations/ Tenancy
To have a good quality home and neighbourhood to live in	Review of professionalisation - focus on suitable training/expertise for staff working with residents with mental health needs	59	Review staff training re. mental health	Y	Tenancy /RI/CD/M&RS
To have a good quality home and neighbourhood to live in	Clarifying routes to reporting and managing ASB	59	Review messaging to residents re. ASB reporting and case management, including how to request a community trigger/multi-agency case review	Partial	Tenancy /ASB team
To have a good quality home and neighbourhood to live in	Ensuring landlords assist in the monitoring and support of vulnerable tenants who may become involved in county lines	61	Confirm approach to county lines and protocol to flag concerns to police and relevant agencies	Y	Tenancy / ASB team / VRN / Gangs / YOS
To have a good quality home and neighbourhood to live in	Tackling social and residential segregation at a neighbourhood level	62	Mostly relates to planning policy and new build housing. Consider resident feedback/concerns regarding any issues with integration between the council's		A&I/Regen

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			homes/estates and surrounding streets and spaces		
To have a good quality home and neighbourhood to live in	Fair and accessible social housing allocations policy	62	Confirm fair access to the council's homes for homeless households, and appropriate data capture to ensure homes with adaptations are suitably matched to disabled residents/households in need of housing.	Y	Allocations
To have a good quality home and neighbourhood to live in	Supporting tenants facing domestic abuse	63	Ensure policies and procedures relating to residents facing DV match the requirements of the RSH's emerging regulatory standards. Review and consider pledging to the CIH 'Make a Stand' commitment	Partial	Tenancy / FJC
To have a good quality home and neighbourhood to live in	Supporting the armed forces community	63	Check that existing allocations policy prioritising armed forces meets the requirements of statutory guidance published June 2020		Allocations
To be supported to take your first step to ownership	Potential to allow more flexibility on use of RTB receipts for delivery of more social housing	66	Await policy response following consultation review		N/A
To be supported to take your first step to ownership	New shared ownership model with lower initial tranches and 1% minimum staircasing, plus 10 year repair free period. Plus right to shared ownership for new SR homes.	68	Not relevant unless planning to bid for funding through the 2021 AHP - need to consider impact on any future development appraisals & viability, BxB or otherwise		N/A

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To be supported to take your first step to ownership	Leasehold reform - recommendations from the leasehold working group. Likely focus on transparency and communication of service charges and routes to redress.	71	Await announcements re leasehold reform. Review working group report to gauge any impact on current leasehold management practice at Croydon.		N/A