

WAVERLEY BOROUGH COUNCIL

LANDLORD SERVICES ADVISORY BOARD

26 MAY 2022

Title:

TENANCY REVIEW – TENANCY STANDARD SELF ASSESSMENT

Portfolio Holder: Co-Portfolio Holders for Housing: Paul Rivers and Nick Palmer

Head of Service: Hugh Wagstaff, Head of Housing Operations and
Andrew Smith, Head of Housing Delivery and Communities

Key decision: No

Access: Public

1. Purpose and summary

To share the findings of the officer self assessment against the Regulator of Social Housing [Tenancy Standard](#) as part of the Tenancy Review Project. Board to review information and gain assurance that the standard is met.

2. Recommendation

It is recommended that the Landlord Service Advisory Board:

- review the self assessment (at annexe one) and seek clarifications and/or asks any questions about the findings,
- identify any areas for further review, and
- makes any comments to the Heads of Housing and Portfolio Holders for Housing.

3. Reason for the recommendation

To formally record the self assessment findings and consider the Housing Service's performance against the Regulator for Social Housing Tenancy Standard.

4. Background

4.1 All Registered Providers (social housing landlords) must comply with the Regulator of Social Housing Standards. There are four consumer standards relating to Home, Tenancy, Neighbourhood and Community and Tenant Involvement and Empowerment.

4.2 However, these standards are not proactively monitored by the regulator. The regulator's role has been reactive and it intervenes where referrals or other information received demonstrates that failure to meet the standards has caused, or could have caused, serious harm to tenants.

4.3 Following the Grenfell tragedy, the Housing Green Paper and White Paper Charter for Social Housing Residents identified that reactive regulation with serious harm criteria, has not met the needs of tenants. Therefore, a more proactive and lower threshold of intervention has been proposed.

4.4 On 10 May, the Queens Speech confirmed that the Social Housing Regulation Bill will be brought forward in the next parliament. Stating the government:

‘...will introduce legislation to improve the regulation of social housing to strengthen rights of tenants and ensure better quality, safer home.’

The bill aims to improve consumer regulation and enable the regulator to intervene with landlords who are performing poorly on consumer issues.

4.5 It is important the service completes self assessments against each of the standards and gives tenants, the Landlord Services Advisory Board, and Co-Portfolio Holders of Housing assurance that the standards are met. Therefore, a self assessment on the Tenancy Standard was completed during the tenancy review project.

4.6 The Tenancy Standard sets out a total of 24 ‘required outcomes’ and ‘specific expectations’ regarding allocation and mutual exchanges and tenure. The review demonstrates that required outcomes and expectations are being met by the Housing Service. The standard also provides the framework for the service to update the Tenancy Policy following the outcome of the tenancy consultation on fixed term tenancies. The review also identified the need for continuous improvement with a planned schedule of work for the promotion of, open access to and support to gain social housing.

5. Relationship to the Corporate Strategy and Service Plan

The report supports the Council’s Corporate commitment to promote ‘*Good quality housing for all income levels and age groups*’ and aim to ‘*be the best council landlord in the South East and to be acknowledged so by our tenants.*’

6. Governance journey

Report for Landlord Services Advisory Board only.

Annexes:

Annexe 1 – Self Assessment Review of Tenancy Standard

Background Papers

There are no background papers, as defined by Section 100D(5) of the Local Government Act 1972).

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