

Report

To: Tenants Committee Members

Date: 5th April 2022

From: Leonard Brown (Head of Housing)

Subject: 2022 – 23 Local Offers for consultation and approval.

Summary:

Members are asked to read through the local offer documents for 2022-23 for feedback, comment and approval. These standards are similar to what have been in place since the introduction of the local offer and consultation with our customers.

There are separate local offer agreements for Tariq House due to its uniqueness and reasons known to the committee members. The agreement is tailored to specific services that are only applicable to Tariq House.

Consulting & Approval

Introduction:

Local Offers are locally agreed standards of service that have been developed by tenants and staff at Westway HA.

This will mean change to the way we monitor our services, but it doesn't mean we're going to change the services we deliver. We will focus on how our services fit in within the regulatory framework and make sure we're doing what's most important to you.

The regulation focuses on landlords getting back to basics and working with you to deliver services that produce real improvements. We need to be able to measure the differences we have made to you in delivering our services. As part of this regulation, we started producing for you an Annual Report by 1 October of each year, letting you know how we're doing, what standard of service you're getting and our plans for improvements all of which has and will continue to be discussed and confirmed with you.

About the regulation

The Regulator of Social Housing published the White Paper in November 2020, setting out plans for new consumer regulation regime. One core element was the requirement that the Regulator of Social Housing develop clear and comparable tenant satisfaction (TSMs) Measures top cover areas that matters to tenants.

Consultation document for the TSM's has been completed and awaiting publication.

The priorities set are:

Chapter 1: To be safe in your home

- I. The Regulator of Social Housing will check that Landlords are keeping homes safe.
- II. Compliance and Health and safety will be the fore front of our priorities this includes – FRA, LGSR, EPC, Asbestos, Electrical Safety, Lift, Legionnaire's, Treatment & FFHH Act 2018.
- III. Landlords must have someone who is responsible for Health and Safety in their Housing. This is the person residents will speak to if they don't feel safe.

Chapter 2: To know how your Landlord is performing

- I. Repairs information
- II. Complaints information
- III. Keeping people safe
- IV. Clear information on how we spend money

Chapter 3: Complaints

Complaint handling code – Housing Ombudsman looks into complaints about landlords and how to handle complaints.

- I. Make it easier and quicker to make complaint to the Housing Ombudsman
- II. Deal with complaints quicker and effectively
- III. Make Landlords put things right

Chapter 4: Treating people with respect

The White Paper expect Landlords to treat people fairly and with respect.

- I. Make sure that Landlords are speaking with their tenants
- II. Do a check on the largest landlords who run a lot social housing, every 4 years.
- III. To set up a committee that will hold landlord to account.

Chapter 5: To have a voice heard by your landlord

Landlord will have tom listen to their residents by

- I. Tenants/resident committee meetings
- II. Involving residents in solving problems
- III. Give Residents opportunities to speak up and be listened to
- IV. Look at how Landlord's staff can give a better service to residents.

Chapter 6: To have a good quality Home and Neighbourhood to live in.

Residents should be able to live in good quality homes and neighbourhood.

- I. Residents should have good quality green spaces close to where they live.
- II. Residents to have direct access to officers dealing with Anti-social behaviour.
- III. Decisions on allocations are done in a fair way.

Chapter 7: To be supported to take your first step to ownership

The Government wants to support more people to be able to own their own home.

- I. Government to set up a new way for people to own part of their home if they want.
- II. Support registered providers to build more homes that are affordable.

In simple terms, "co-regulation" means "working together". Instead of being inspected by the regulator, we now regulate ourselves with the help of tenants, peers and our partner local authorities.

The regulator will rely on both the perception surveys and annual returns to gauge the Association performance.

The regulatory standards & Consumer standards

The standards greatly simplify the regulation of the social housing sector, by setting out seven clear standards that are focused on results.

There are 22 measures in the proposal by the RSH, broken into five broad categories.

Five categories are

1. Keeping properties in good repair	2. Maintaining building Safety
3. Respectful and helpful engagement	4. Responsible neighbourhood management
5. Effective handling of complaints	

The actual wording of the standards is intentionally not specific, which allows us greater flexibility to work with you in agreeing how we deliver our services. The main reason for doing things this way is so that we can concentrate on how we can achieve things, rather than rigidly following specific, detailed processes.

As part of the regulation, we have to develop locally tailored standards of service known as "local offers". **These are in response to you telling us what's important to you and us making a commitment to deliver those services to an agreed standard.**

The regulator has not really defined what "local" means, it has encouraged landlords to discuss and agree this with tenants. We can make offers across our stock, local authority areas, neighbourhood, estates, block etc.

We have concentrated on what can be done and made sure we focus the key areas set in the Charter.

10 of the measures that WHA will be reporting are as follows;

No.	TSMs Measures by WHA	Measurement
1	Homes that does not meet the decent home standards	Percentage of home that so not meet the Decent Home Standards (This is a government document describing conditions that social homes should meet)
2	Repairs completed within target timescale	Percentage of repairs the landlord has completed within target time. Only measures non-emergency repairs requested by tenant.

3	Gas safety checks	Percentage of homes that have had all the necessary gas safety checks
4	Fire Safety Checks	Percentage of homes in buildings that have had all the necessary FRA
5	Asbestos safety checks	Asbestos management surveys or inspections
6	Water safety checks	% of homes that have had Legionella risk assessment.
7	Lift safety checks	% of homes where the communal passenger lifts have had all the necessary safety checks
8	Anti-Social Behaviour cases relative to the size of the landlord	No- of ASB cases opened for each 1,000 homes the landlord owns. ASB cases would also include cases related to domestic abuse.
9	Complaints relative to WHA size	Number of complaints received for each 1,000 homes they own
10	Complaints responded to within complaint Handling Code timescales	% of complaints the landlord responds to within the time scale set by the Housing Ombudsman's Complaint Handling Code

Verifying what we tell you

Our Annual Report for Tenants must show how we have involved you in scrutinising our performance and what others have found when accessing our services.

We changed the way we scrutinise our services, and the scrutiny will derive from the tenant committee who will be looking at specific service area.

Conclusion

Involving you

The new regulation requires us to “engage meaningfully with tenants”. We already do this through surveys, Tenant Committee, Focus Groups, and Board Meetings. More options, such as texting, webinars, Zoom (online meetings) telephone conferencing and other methods have been implemented and available to ensure we reach as many people as we can. We will also respond to the diverse needs of our tenants by holding dedicated meetings or events targeted at specific groups.

Our local offers

We will...

- Complete any emergency repairs within 24 hours
- Complete any repairs classed as urgent within 7 Calendar days
- Complete any repairs classed as routine within 28 Calendar days
- If you report a repair which needs inspecting a maintenance surveyor will visit you within 5 working days
- We will inspect damp and mould as soon as it has come to our attention and advise how we will address
- Offer appointments for all urgent and non-urgent repairs
- Keep our repair appointments
- Inform you in advance of any planned maintenance to your home
- Make sure newly let homes meet agreed standards of repair
- Return your calls within 1 working day
- Respond to correspondence within 10 working days of it being received in our office
- Acknowledge your complaint within 1 working day
- See you within 5 minutes, if you come into the office without an appointment
- Offer a resolution to your complaint within 10 working days
- We will ask you for feedback once we have resolve your complaint
- We will respond to reports by victims of Anti-Social Behaviour (ASB), within one working day and discuss how to proceed with you and make sure that you understand the options available
- At the very least, give you monthly updates on ASB complaint you make
- Always ask you for feedback once your ASB case is closed
- Provide a covert mobile CCTV facility to deal with ASB as and when is necessary to do so.
- Inspect your scheme a minimum of once every three months
- Remove non offensive graffiti within one week
- Where we have responsibility for grounds maintenance, cut the grass at least once a month during the growing season.
- Where we have responsibility for cleaning the communal areas, clean once a week
- Publish our standards for estate services and make them easy and accessible.
- Encourage and support projects that benefit the communities in which our tenants live
- Ask for your feedback when you've been involved with improving the service we provide.
- We will provide service charge consultation whereby weekly increase is more than £3.00 per week per household and will also target high profile schemes for service charge consultation.
- We will attend to breakdown of lift within 24 hours of reporting.

TARIQ HOUSE
2022 – 2023

Our current local offers follows specific:

We will...

- Complete any emergency repairs within 24 hours
- Complete any repairs classed as urgent within 7 Calendar days
- Complete any repairs classed as routine within 28 Calendar days
- If you report a repair which needs inspecting a maintenance surveyor will visit you within 5 working days
- Offer appointments for all urgent and routine repairs
- We will inspect damp and mould as soon as it has come to our attention and advise how we will address
- Keep our repair appointments
- Inform you in advance of any planned maintenance to your home
- Make sure newly let homes meet agreed standards of repair
- Return your calls within 1 working day wherever it is possible to do so
- Respond to correspondence within 10 working days of it being received in our office.
- Acknowledge your complaint within 1 working day
- See you within 5 minutes , if you come into the office without an appointment
- Offer a resolution to your complaint within 10 working days
- We will respond to reports by victims of Anti-Social Behaviour (ASB), within one working day and discuss how to proceed with you and make sure that you understand the options available.
- At the very least, give you monthly updates on any ASB complaint you make
- Always ask you for feedback once your ASB case is closed
- Inspect your scheme a minimum of once every month
- Remove non offensive graffiti within one week
- Clean the communal areas twice a week
- Publish our standards for estate services and make them easy to access
- Provide personnel security patrols to the block as and when needed.
- Provide 24 hour access to the police and SNT (Safety Neighbourhood Team) to assist in dealing with ASB.
- Encourage and support projects that benefit the communities in which our tenants live
- Ask for your feedback when you've been involved with improving the service we provide
- Provide 24 hour CCTV in the building – This is due the location and the density of occupants
- Quarterly readings for your Gas and Water meters for the purpose of your service charge
- Extra refuse collection arrangement with the local authority (LBE) this is regularly reviewed to ensure service achieve value for money.
- Provide annual service charge consultation with tenants particularly, the utilities are included in the service charge payment.
- We will attend to breakdown of lift within 24 hours of reporting.