

Summary: Self-Assessment of Compliance with Consumer Standards (2025)

1. Introduction

The Regulator of Social Housing (RSH) has five consumer standards:

- Safety & Quality
- Tenancy
- Transparency, Influence & Accountability
- Neighbourhood & Community

2. Self-Assessment Process

Led by Executive Director for Housing, a review of the standards has been conducted internally with senior staff, reviewing evidence of compliance and areas to strengthen.

The exercise confirmed the organisation's compliance with the standards following the Inspection in 2024 and improvements made through the Pathway to C1 plan to meet gaps in the Transparency, Influence and Accountability Standard.

3. Summary of Compliance

The table below summarises compliance with the standards and the pages that follow set out the standards, evidence of compliance and any further actions. Further actions relate to continuous improvement, rather than gaps in meeting the standards.

Consumer standard	Compliant	Further Actions
Safety and Quality	Yes	7
Tenancy Standard	Yes	6
Transparency, Influence & Accountability	Yes	4
Neighbourhood and Community	Yes	3

SAFETY AND QUALITY STANDARD

Required outcomes - 1.1 Stock quality & 1.2 Decency

1.1.1 Registered providers must have an accurate, up-to-date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants.

1.2.1 Registered providers must ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator.

Specific expectations – Stock Quality	Evidence of compliance	Specific Actions
<p>2.1.1 Registered providers must have an accurate record at an individual property level of the condition of their stock, based on a physical assessment of all homes and keep this up-to-date.</p>	<ul style="list-style-type: none"> • Asset Management Strategy 2021-2026 (Board approval) • 30-year investment plan (Board approval) • Strategic Asset Performance modelling (Board approval) • Stock condition survey / procurement documentation • Scope and SLA with ARK for condition surveys • Data reports from Integrated Asset Management System • Quarterly Decent Homes Stock Condition report • EPC data and warm homes investment plan • Stock Condition Programme for current year • Property Director Board papers – end of year report • Property Director – quarterly papers • Lunch & Learns – disposals / asset vs. development / landlord health & safety 	<p>New Asset Management Strategy from 2026</p>
<p>2.1.2 Registered providers must use data from across their records on stock condition to inform their provision of good quality, well maintained and safe homes for tenants including:</p>	<ul style="list-style-type: none"> • Options Appraisal model approved by Board • Disposal approvals list at Board • Live compliance dashboards • EPC Programme (including boiler replacement) • Operational Capital Delivery Programme 	

	<ul style="list-style-type: none"> • Internal Audit on big six • Asset Management Audit 2023 • Disposal and Assets Audit 	
a) Compliance with health and safety legal requirements	<ul style="list-style-type: none"> • Board landlord health and safety performance reports • Board Performance Scorecard • TSM submission • Internal Audit 	
b) Compliance with the Decent Homes Standard	<ul style="list-style-type: none"> • Board Performance Scorecard • Property Director Board reporting • TSM submission • BCC Audit 	
c) Delivery of repairs, maintenance and planned improvements to stock	<ul style="list-style-type: none"> • 30-year investment plan (Board approval) • VFM review (Board oversight) • IMS Business Plan (Board approval) • Property Director Board reporting • TSM submission 	
d) Allocating homes with adaptations appropriately	<ul style="list-style-type: none"> • Repairs Policy • Voids Policy 	Review of Adaptations Policy and Procedure (aligned to repairs policy)
Required outcomes – 1.3 .3 Health & Safety		
1.3.1 When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas.		
Specific expectations – Health & Safety	Evidence of compliance	Specific Actions

<p>2.2.1 Registered providers must identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas.</p>	<ul style="list-style-type: none"> • Board landlord health and safety performance reports • Board Performance Scorecard • Landlord Health and Safety Audit 2024 (Gas and Fire) • Strategic Health and Safety Committee • Health and Safety Report to Group Board • Health and Safety Section within Exec Paper Homes Board • External review of all health and safety (corporate, building, fire, landlord) – Pennington Choices • TSM submission • Customer Annual Report • Any HSE notifications and associated improvement plans • Any RSH referrals and associated improvement plans • Fire authority inspections (reported to Board) • Property Director Reports 	
<p>2.2.2 Registered providers must ensure that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales.</p>	<ul style="list-style-type: none"> • FRA reports and evidence of actions • EICR reports and evidence of actions • Legionella reports and evidence of actions • Board reporting within Landlord Health and Safety Report • Property Director Reports 	<p>Statutory changes to EICR reporting from Nov 25</p>
<p>2.2.3 Registered providers must ensure that the safety of tenants is considered in the design and delivery of landlord services and take reasonable steps to mitigate any identified risks to tenants.</p>	<ul style="list-style-type: none"> • Policy and Procedure for Big Six • Scrutiny investigations - DMC • Awaabs Law preparedness plan – Board report / RIC presentation • Winter preparedness plan • EICR preparedness plan • SLAs with Gas contractor and contract management regime 	

	<ul style="list-style-type: none"> • IMS Business Plan – Board and RIC • Forbes monthly report on legal compliance • Property Director Reports 	
Required outcomes – 1.4 Repairs, maintenance and planned improvements		
<p>1.4.1 Registered providers must provide an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible.</p>		
Specific expectations – Repairs & Maintenance	Evidence of compliance	Specific Actions
<p>2.3.1 Registered providers must enable repairs and maintenance issues to be reported easily.</p>	<ul style="list-style-type: none"> • Pathway to C1 plan (call centre, service resolution, complaints) – Board / RIC • Customer Experience Director Board reports • TSM survey results • Performance reporting to Board • SLT performance reporting to ELT • Scrutiny investigations – complaints • Voice of the Customer Reports • Tenancy Health Checks 	
<p>2.3.2 Registered providers must set timescales for the completion of repairs, maintenance and planned improvements, clearly communicate them to tenants and take appropriate steps to deliver to them.</p>	<ul style="list-style-type: none"> • IMS Business Plan • New Repairs Policy • Website communication • Resident Handbook • Comms campaign – and Board reporting • Director of Property Board reports • Minutes from Project Board 	Repairs Policy for Dec 25 and associated comms plan

<p>2.3.3 Registered providers must keep tenants informed about repairs, maintenance and planned improvements to their homes with clear and timely communication.</p>	<ul style="list-style-type: none"> • TSM survey results • New Repairs Policy • Planned Maintenance Policy • Communications Process for Planned • Customer leaflet and website content • Section 20 consultation documentation • Contact Centre co-location (Pathway to C1 reporting) • Routine repairs communication process through SMS • Service Resolution team 	
<p>2.3.4 Registered providers must understand and fulfil their maintenance responsibilities in respect of communal areas.</p>	<ul style="list-style-type: none"> • Big Six policies cover communal responsibilities • Policies reflected in website content • TSM survey results • Landlord health and safety performance reporting • Fire Authority inspections (Derbyshire primary authority) • Building safety checks • Landlord certificates for properties in scope 	<p>Implement Pennington Choices recommendations</p>
<p>2.3.5 Registered providers must ensure that the delivery of repairs, maintenance and planned improvements to homes and communal areas is informed by the needs of tenants and provides value for money, in addition to the requirement at 2.1.2</p>	<ul style="list-style-type: none"> • VFM exercise • IMS Business Plan • RIC oversight of IMS business plan • TSM survey reports • IMS business plan approved by Board • Scrutiny investigations – DMC and complaints • Asset Management Strategy (customer approved) • What Matters Research and framework • Repairs customer research (Anne?) • Root Cause Analysis 	
<p>Required outcomes – 1.5 Adaptations</p>		

1.5.1 Registered providers must assist tenants seeking housing adaptations to access appropriate services

Specific expectations – Adaptations	Evidence of compliance	Specific Actions
<p>2.4.1 Registered providers must clearly communicate to tenants and relevant organisations how they will assist tenants seeking housing adaptations services.</p>	<ul style="list-style-type: none"> • Policy and procedure • Procedural guidance on website • Briefing / training to CSC 	<p>Review of policy and procedure including allocation of properties & training of teams</p>
<p>2.4.2 Registered providers must co-operate with tenants, appropriate local authority departments and other relevant organisations so that a housing adaptations service is provided to tenants.</p>	<ul style="list-style-type: none"> • Minutes of review meetings with LAs • Budget allocation per area agreed with LA • Case studies 	<p>Improve guidance and consistency around signposting and referral</p>

TENANCY STANDARD		
Required outcomes – 1.1 Allocations and Lettings		
<p>1.1.1 Registered providers must allocate and let their homes in a fair and transparent way that takes the needs of tenants and prospective tenants into account.</p>		
Specific expectations – Allocations and Lettings	Evidence of compliance	Specific Actions
<p>2.1.1 Registered providers shall co-operate with local authorities’ strategic housing function, and their duties to meet identified local housing needs. This includes assistance with local authorities’ homelessness duties, and through meeting obligations in nominations agreements.</p>	<ul style="list-style-type: none"> • Lettings Policy (new) • CBL Service Level agreements for each area • Choice-Based Lettings Website (insert link) • Lettings statistics and CORE data reporting available upon request or via CORE website • Minutes and presentations from Housing Strategy meetings (Blaby & Erewash). • Emh presentations to council members • CEO meetings between emh and councils • Leased properties to support LAs tackle homelessness • Communities Director Board reports • Homelessness Strategy and performance data • Annual report to Board on refusals 	
<p>2.1.2 Registered providers must seek to allocate homes that are designated, designed, or adapted to meet specific needs in a way that is compatible with the purpose of the housing.</p>	<ul style="list-style-type: none"> • Examples of applications for adaptations • Examples of advertising with existing adaptations 	<p>Review policy and approach to aids and adaptations</p>

<p>2.1.3 Registered providers must develop and deliver services to address under-occupation and overcrowding in their homes. These services should be focused on the needs of tenants.</p>	<ul style="list-style-type: none"> • Move with arrears policy • Tenancy health check data and reporting • Mutual exchange policy and process • Land and new business meetings with Local Authorities • Housing and Economic Development Needs Assessment from Local Authorities (Development team) 	
<p>2.1.4 Registered providers must take action to prevent and tackle tenancy fraud.</p>	<ul style="list-style-type: none"> • Illegal occupation checklist • Tenancy audit policy • Tenancy health check policy • Tenancy fraud policy • Employee training on right to rent • Employee training on tenancy fraud • Members of tenancy fraud forum • Board report on tenancy health check findings • Fraud officer partnership at Erewash • Examples of credit and anti-money laundering checks with customers 	
<p>2.1.5 Registered providers must have a fair, reasonable, simple and accessible appeals process for allocation decisions.</p>	<ul style="list-style-type: none"> • Access to Housing Policy includes appeals process • Tenancy Sustainability policy • (above to be superseded by new Lettings Policy) • Erewash homes options partnership appeals panel – minutes, case studies, terms of reference • Complaints policy 	
<p>2.1.6 Registered providers must record all lettings and sales as required by the</p>	<ul style="list-style-type: none"> • Examples of CORE forms • Annual CORE log 	

Continuous Recording of Lettings (CORE) system.	<ul style="list-style-type: none"> • Monthly review and checking. 	
Required outcomes – 1.2 Tenancy sustainment and evictions		
<p>1.2.1 Registered providers must support tenants to maintain their tenancy or licence. Where a registered provider ends a tenancy or licence, they must offer affected tenants advice and assistance</p>		
Specific expectations – Tenancy sustainment and evictions	Evidence of compliance	Specific Actions
<p>2.2.1 Registered providers must provide services that support tenants to maintain their tenancy or licence and prevent unnecessary evictions.</p>	<ul style="list-style-type: none"> • Referral data for Money Matters team • Spend on resident support fund • Voice of the Customer report to Board • Communities Director reports to Board • Evictions and arrears performance data / reports • Equality Act review on repossession action • Board Case studies • SLA for resident support service in Blaby • SLA for supporting North Northants Partnership • Safeguarding reporting • Active Homeless Persons referral examples • Homes for Cathy commitments 	
<p>2.2.2 Registered providers must provide tenants required to move with timely advice and assistance about housing options before the tenancy or licence ends.</p>	<ul style="list-style-type: none"> • Emh offers full assured tenancies (other than a small number of rent to buy tenancies) • Lettings policy (including succession) • Minutes of case meetings. • Rent to buy policy • Board case studies 	

	<ul style="list-style-type: none"> • Eviction process and Exec approvals 	
Required outcomes – 1.3 Tenure		
<p>1.3.1 Registered providers shall offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock.</p> <p>1.3.2 They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.</p>		
Specific expectations – Tenure	Evidence of compliance	Specific Actions
<p>2.3.1 Registered providers shall publish clear and accessible policies which outline their approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud, and set out:</p>	<p>We offer starter tenancies, assured tenancies, contractual decant tenancies. We have some residents with secure tenancies, but we no longer issue these. We offer tenancies with guarantors for tenants under 18. We also issue a small number of rent to buy tenancies in accordance with the rent to buy scheme.</p> <p>Evidence:</p> <ul style="list-style-type: none"> • Access to Housing and Tenancy Policy • Lettings Policy (new) • Tenancy Health Check Policy • Tenancy Fraud Policy • Eviction remains a last resort and all evictions are approved by the Executive Director Housing in accordance with our controls framework. 	Review Access to Housing and Tenancy Policy
a) The type of tenancies they will grant.	Yes - example tenancy agreements / within policies above	
b) Where they grant tenancies for a fixed term, the length of those terms.	Yes - the only time we issue fixed term is with rent to buy	
c) The circumstances in which they will grant tenancies of a particular type.	Starter tenancies - all new tenants unless they were social housing tenants before 1st April 2012.	

	Assured tenancies – to existing tenant transferring to a new home, new tenants who do not meet the criteria for a starter. Contractual decant tenancies – where tenants are temporarily housed away from their main home for repairs or improvements.	
d) Any exceptional circumstances in which they will grant fixed term tenancies for a term of less than five years in general needs housing following any probationary period.	Rent to buy only	
e) The circumstances in which they may or may not grant another tenancy on the expiry of the fixed term, in the same property or in a different property.	Rent to buy only	
f) The way in which a tenant or prospective tenant may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered, and against a decision not to grant another tenancy on the expiry of the fixed term.	Rent to buy only	
g) Their policy on taking into account the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, including through the provision of tenancies which provide a reasonable degree of stability.	Rent to buy only	
h) The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy.	Rent to buy only – as per policy.	

<p>i) Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members.</p>	<p>Lettings policy (new)</p>	<p>Sign off of new Lettings Policy</p>
<p>2.3.2 Registered providers must grant general needs tenants a periodic secure or assured (excluding periodic assured shorthold) tenancy, or a tenancy for a minimum fixed term of five years, or exceptionally, a tenancy for a minimum fixed term of no less than two years, in addition to any probationary tenancy period</p>	<p>We do not use fixed term tenancies, except for a small number through the Rent to Buy scheme.</p> <p>Evidence: Rent to buy Policy</p>	
<p>2.3.3 Before a fixed term tenancy ends, registered providers shall provide notice in writing to the tenant stating either that they propose to grant another tenancy on the expiry of the existing fixed term or that they propose to end the tenancy.</p>	<ul style="list-style-type: none"> • Rent to buy Policy • Example of annual affordability assessment 	
<p>2.3.4 Where registered providers use probationary tenancies, these shall be for a maximum of 12 months, or a maximum of 18 months where reasons for extending the probationary period have been given and where the tenant has the opportunity to request a review.</p>	<ul style="list-style-type: none"> • Starter tenancy policy • Access to housing policy. 	
<p>2.3.5 Registered providers shall grant those who were social housing tenants on the day on which section 154 of the Localism Act 2011 comes into force, and have remained social housing tenants since that</p>	<ul style="list-style-type: none"> • Starter tenancy policy • Tenancy policy • Access to housing policy 	

<p>date, a tenancy with no less security where they choose to move to another social rented home, whether with the same or another landlord. (This requirement does not apply where tenants choose to move to accommodation let on Affordable Rent terms).</p>		
<p>2.3.6 Registered providers shall grant tenants who have been moved into alternative accommodation during any redevelopment or other works a tenancy with no less security of tenure on their return to settled accommodation.</p>	<ul style="list-style-type: none"> • Tenants will return to their main permanent home with no loss of security of tenure. • Home Loss, disturbance payments and decant policy 	<p>Review Home Loss, disturbance payments and decant policy</p>
<p>Required outcomes – 1.4 Mutual Exchange</p>		
<p>1.4.1 Registered providers must support relevant tenants living in eligible housing to mutually exchange their homes.</p>		
<p>Specific expectations – Mutual Exchange</p>	<p>Evidence of compliance</p>	<p>Specific Actions</p>
<p>2.4.1 Registered providers must offer a mutual exchange service which allows relevant tenants potentially eligible for mutual exchange, whether pursuant to a statutory right or a policy of the registered provider, to easily access details of all (or the greatest practicable number of) available matches without payment of a fee.</p>	<ul style="list-style-type: none"> • Subscription to Home Swapper • Board reporting by Director of Communities • Website content (insert link) 	<p>Reviewing practice against HQN toolkit</p>

<p>2.4.2 Registered providers must publicise the availability of any mutual exchange service(s) it offers to its relevant tenants.</p>	<ul style="list-style-type: none"> • Link to home swapper 	
<p>2.4.3 Registered providers must provide support for accessing mutual exchange services to relevant tenants who might otherwise be unable to use them.</p>	<ul style="list-style-type: none"> • Note pad entries regarding support given • Role description of Assistants • Quick contact reports 	
<p>2.4.4 Registered providers must offer tenants seeking to mutually exchange with information about the implications for tenure, rent and service charges.</p>	<ul style="list-style-type: none"> • Mutual Exchange advisory letter • Mutual Exchange policy • Leaflet on emh website • Advice on Homewrapper website 	<p>Review advisory element of letter</p>

TRANSPARENCY, INFLUENCE AND ACCOUNTABILITY STANDARD

Required outcomes – 1.1 Fairness and respect

1.1.1 Registered providers must treat all tenants with fairness and respect.

Specific expectations – Fairness and respect	Evidence of compliance	Specific Actions
<p>1.1.1 Registered providers must treat all tenants with fairness and respect</p>	<ul style="list-style-type: none"> • Research with customers consulted on preferred areas of engagement. 15 consultation topics were offered, including disability, culture, youth, and equity and inclusion. • Summary of notes / presentation from Scrutiny Panel involvement in shaping the new engagement structure. • The new engagement offer was designed to be inclusive, simple, and considerate of customers’ time and abilities. • A redesigned customer engagement leaflet includes logos promoting inclusion for those with hidden disabilities. The leaflet features multilingual contact information on the back page. • Distribution list of leaflet via email, estate action days, and local community groups. • Customer Experience Homes/Directors Report includes Executive Director input to the Group. • Voice of Customer report incorporates Tenant Satisfaction Measures (TSM) on fairness and respect. 	<p>A new dedicated engagement page on website.</p>

	<ul style="list-style-type: none"> • “What Matters” Framework was consulted on and approved by the Board, aligning with the culture framework. 	
Required outcomes – 1.2 Diverse needs		
<p>1.2.1 Registered providers must take action to deliver fair access to, and equitable outcomes of, housing and landlord services for all tenants.</p>		
Specific expectations – Diverse needs	Evidence of compliance	Specific Actions
<p>2.1.1 Registered providers must use relevant information and data to: a) understand the diverse needs of tenants, including those arising from protected characteristics, language barriers, and additional support needs; and</p>	<ul style="list-style-type: none"> • Engagement consultation result with 938 responses (7.6% return rate), forming the foundation of the new engagement framework. • A short video showcasing engagement opportunities developed with inclusive features: auditory narration, sign language, and on-screen dialogue. • Tenant Satisfaction Measures (TSMs) guided Q1/Q2 2025 engagement plans, focusing on ethnic minority and disabled customers. • Cultural days and festivals integrated into event planning. • UDC project documentation and final report. • Acuity survey included questions on customer vulnerabilities, needs, and involvement preferences. • The Scrutiny Panel played a key role in shaping the new website to ensure customer suitability. • EDI data for involved customers is regularly analysed to identify gaps and support targeted recruitment. 	<p>Multi-cultural engagement events with translators to ensure ethnic minorities are confident in their voice being heard.</p> <p>New Accessibility Process</p>

	<ul style="list-style-type: none"> • Cross-team collaboration with Extra Care Scheme Managers enabled event planning for customers needing additional support. 	
b) assess whether all tenants have fair access to, and equitable outcomes of, housing and landlord services.	<ul style="list-style-type: none"> • Communication channels include Facebook, digital platforms, Housing Officer patches, and mobile devices. • Localised Customer Voice Officers (CVOs) operate in North and South regions. • Phone lines are available 24/7 for customer support. • MyHomeOnline facility provides digital access to services. • Board performance reports monitor complaints response times. • Interpreters are provided when requested by customers. • Complaints communication has been reviewed by the Scrutiny Panel. • Draft EDI strategy is in place to guide inclusive practices. • Voice of the Customer report includes feedback on respect. • Quality impact assessments are conducted as part of Scrutiny Panel investigations. 	
2.1.2 Registered providers must ensure that communication with and information for tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants.	<ul style="list-style-type: none"> • Regular customer engagement articles, updates, and news are published in the quarterly Resident Ezine. • Online surveys and consultations are structured to ensure clarity and consistency for customers. • Interpreters are provided when requested by customers. • Multilingual information is included in the engagement leaflet to support diverse language needs. 	

	<ul style="list-style-type: none"> • Large print communication is available for customers with hidden disabilities. • Engagement data and articles are included in the Annual Report to Tenants. • The new website was co-developed with engaged customers to ensure accessibility for all ages, abilities, and cultures. • Housing Officers' Estate Action Days support direct engagement with residents. • Local Group TASG contributes to community-based engagement efforts. • The new website includes translation functionality for any language. • Voice of the Customer Report is shared with the Board to inform decision-making. 	
<p>2.1.3 Registered providers must ensure that landlord services are accessible, and that the accessibility is publicised to tenants. This includes supporting tenants and prospective tenants to use online landlord services if required.</p>	<ul style="list-style-type: none"> • Website and digital platforms are used to support engagement and communication. • Increased localised visits by Housing Officers enhance direct customer engagement. • Tenancy Health Checks are reported to the Board to support customer wellbeing. • UDC project contributes to understanding customer data and needs. • A new welcome pack has been developed Communities Team to support new tenants. • Carers are invited to attend engagement activities alongside customers. 	

	<ul style="list-style-type: none"> • Translation services are provided when needed to support accessibility. • Engaged Customers are reimbursed for any out-of-pocket expenses in line with policy. • Easy-read communication is used where required to ensure clarity. 	
2.1.4 Registered providers must allow tenants and prospective tenants to be supported by a representative or advocate in interactions about landlord services.	<ul style="list-style-type: none"> • A specific contact channel is available for MPs and Councillors. • Authority to Disclose (ATD) procedures are in place to manage sensitive customer information. 	Content to be developed on website for how to apply for ATD
Required outcomes – 1.3 Engagement with tenants		
1.3.1 Registered providers must take tenants' views into account in their decision-making about how landlord services are delivered.		
Specific expectations – Engagement with tenants	Evidence of compliance	Specific Actions
2.2.1 Registered providers must give tenants a wide range of meaningful opportunities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.	<ul style="list-style-type: none"> • The new engagement offer was developed using Tenant Satisfaction Measures (TSM) data and customer feedback. • Engagement has been simplified to accommodate customers of all ages, abilities, and time constraints. • The Scrutiny Panel was consulted on the plans for the new engagement structure. • A Steering Group, including involved customers, led the delivery of the new engagement approach. • The new engagement leaflet was co-designed with involved customers. • Involved customers participate in the procurement process. 	

	<ul style="list-style-type: none"> • Involved customers are included in staff selection processes. • Scrutiny Panel investigations and assessments for 2024/25 include: <ul style="list-style-type: none"> ▪ Stage 2 Complaints Improvement Plan ▪ Damp & Mould Investigation ▪ Complaints Communication Investigation ▪ Voids Assessment ▪ Gas Complaints Assessment/Roundtable • A database is used to track consultations and surveys to inform service development. • Governance changes (C1), Board minutes, and the appointment of a new Chair are documented in RIC. • “Ask Emma” feature is available on the website to support customer queries. • TSM “Listen & Act” principles are reflected in the Voice of the Customer report. 	
<p>2.2.2 Registered providers must assist tenants who wish to implement tenant-led activities to influence and scrutinise their landlord’s strategies, policies and services. This includes in relation to the neighbourhood where applicable.</p>	<ul style="list-style-type: none"> • Q1 consultation with customers identified 15 areas of interest for tenant engagement, based on data and complaints. • The engagement offer has been updated in line with the Tpas Engagement model. • Ongoing data analysis ensures a targeted approach to engagement activities. • Customer Voice Team (CVT) has been expanded to support engagement across North and South regions. • A dedicated Scrutiny Panel member manages engagement oversight. • A dedicated team facilitates all engagement activities under section 2.2.2. • Procedures are in place to accommodate customer needs, such as taxi provision and guide dog access. 	

<p>2.2.3 Registered providers must provide accessible support that meets the diverse needs of tenants so they can engage with the opportunities in 2.2.1 and 2.2.2.</p>	<ul style="list-style-type: none"> • Engagement offers include face-to-face meetings at Memorial House. • MS Teams and local group meeting rooms are used for online engagement. • Extra Care Schemes are included in the engagement programme. • Customers can engage via email, telephone, or text. • The website provides an additional channel for engagement. • Support is available for and from carers during engagement activities. • Customers are reimbursed for out-of-pocket expenses in line with policy. • Financial topics such as “Money Matters” are included in engagement discussions. • Voice of the Customer report informs service improvements. • Easy-read and large print communication formats are available. • Multi-cultural events are part of the engagement programme. • Provision is made for transport, accommodation, mileage, and other expenses. • Resources such as laptops, paper, ink, and Microsoft tools are provided to support engagement. 	
<p>2.2.4 Registered providers must support tenants to exercise their Right to Manage, Right to Transfer or otherwise exercise</p>	<ul style="list-style-type: none"> • We do not currently have any tenants with the Right to Manage • The Right to Transfer only applies to Local Authority tenants. 	

<p>housing management functions, where appropriate.</p>		
<p>2.2.5 Registered providers, working with tenants, must regularly consider ways to improve and tailor their approach to delivering landlord services including tenant engagement. They must implement changes as appropriate to ensure services deliver the intended aims.</p>	<ul style="list-style-type: none"> • Q1 consultation with customers identified areas of interest for tenant engagement. • The engagement offer has been updated in line with the Tpas Engagement model. • Customer feedback is reflected in the “You Said, We Did” section of the website. • The Director of Customer Experience report to Board includes engagement insights. • The “Pathway to C1” final report outlines strategic engagement developments. • A self-assessment process supports continuous improvement in engagement. • Scrutiny Panel reports to the Homes Board on engagement activities. • Tenant Satisfaction Measures (TSM) data is used to inform engagement planning. • Quarterly Acuity surveys provide ongoing customer insight. • Consultations and surveys are tracked and used to shape services. 	
<p>2.2.6 Where a registered provider is considering a change in landlord for one or more tenants, or a significant change in management arrangements, it must consult affected tenants on its proposals at a formative stage and take those views into account in reaching a decision. The</p>	<ul style="list-style-type: none"> • No significant changes have taken place in the last 12 months that would impact the consultation framework. • emh has a robust consultation process outlining landlord duties and considerations when engaging with customers. • The process includes defined timelines and ensures the Customer Voice is heard. 	

<p>consultation must: a. be fair and accessible; b. provide tenants with adequate time, information and opportunities to consider and respond; c. set out actual or potential advantages and disadvantages (including costs) to tenants in the immediate and longer term; and d. demonstrate to affected tenants how the consultation responses have been taken into account in reaching a decision.</p>		
<p>Required outcomes – 1.4 Information about landlord services</p>		
<p>1.4.1 Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.</p>		
<p>Specific expectations – Information about landlord services</p>	<p>Evidence of compliance</p>	<p>Specific Actions</p>
<p>2.3.1. Registered providers must provide tenants with information about the: a) available landlord services, how to access those services, and the standards of service tenants can expect;</p>	<ul style="list-style-type: none"> • Engagement information and updates are provided quarterly to the Communications Team for inclusion in the Resident Ezine. • Scrutiny Panel conducts investigations into key services and presents findings to the emh Homes Board. • The website includes: <ul style="list-style-type: none"> ▪ Guidance on how to make a complaint ▪ Access to policy information ▪ The Tenant Handbook ▪ Annual Report to Tenants 	
<p>b) standards of safety and quality tenants can expect homes and communal areas to meet;</p>	<ul style="list-style-type: none"> ▪ Dedicated website page ▪ Leaflet on being safe in your home 	

c) rents and service charges that are payable by tenants; and	<ul style="list-style-type: none"> ▪ Statements-estimate/actual ▪ Consultation on rent changes 	
d) responsibilities of the registered provider and the tenant for maintaining homes, communal areas, shared spaces and neighbourhoods.	<ul style="list-style-type: none"> ▪ Tenant handbook ▪ Repairs policy 	
2.3.2 Registered providers must communicate with affected tenants on progress, next steps and outcomes when delivering landlord services.	<ul style="list-style-type: none"> ▪ Service resolution team ▪ Call Centre ▪ High Priority Complaints Process ▪ Repairs procedures-next steps card ▪ ASB policy 	
2.3.3 Registered providers' housing and neighbourhood policies must be fair, reasonable, accessible and transparent. Where relevant, policies should set out decision-making criteria and appeals processes.	<ul style="list-style-type: none"> ▪ Consultations ▪ Complaints policy ▪ Allocations Policy-appeals ▪ Policy Group-IR consultations ▪ HO appeals/info on how to complain on all docs from emh ▪ Website-how to complain 	
2.3.4 Registered providers must make information available to tenants about the relevant roles and responsibilities of senior level employees or officers, including who has responsibility for compliance with the consumer standards.	<ul style="list-style-type: none"> ▪ Website-meet our management page ▪ Reference ED Housing as lead officer 	
Required outcomes – 1.5 Performance information		
1.5.1 Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.		
Specific expectations – Performance information	Evidence of compliance	Specific Actions

<p>2.4.1 Registered providers must meet the regulator’s requirements in relation to the tenant satisfaction measures set by the regulator as set out in Tenant Satisfaction Measures: Technical Requirements and Tenant Satisfaction Measures: Tenant Survey requirements.</p>	<ul style="list-style-type: none"> • The Scrutiny Panel conducts regular investigations into key services using an 11-step methodology. • The investigation procedure includes: <ul style="list-style-type: none"> ▪ Benchmarking ▪ Face-to-face interviews with emh staff and partners ▪ Reviewing and analysing current data ▪ Roundtable discussions with partners ▪ Involvement in procurement processes ▪ Access to external audit data ▪ Fortnightly meetings ▪ Inclusion in external audits • Reports are provided to the Scrutiny Panel to support decision-making during investigations. • The website includes a TSM & Performance page that outlines the approach, including technical details for LCRA and LCHO. • The TSM & Performance page content was approved by the Homes and Group Boards in June 2025. 	
<p>2.4.2 Registered providers must: a) collect and process 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 in Tenant Satisfaction Measures: Technical Requirements and Tenant Satisfaction Measures: Tenant Survey requirements</p>	<ul style="list-style-type: none"> • Quarterly Acuity telephone survey • See 2.4.1 	
<p>b) annually publish their performance against the tenant satisfaction measures. This should include information about how they have met the regulator’s requirements</p>	<ul style="list-style-type: none"> • See 2.4.1 • Annual Report to Tenants 	

<p>set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements. This information must be published in a manner that is timely, clear, and easily accessed by tenants; and</p>		
<p>c) 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. First report due from April 2024. Self-assessment of compliance with consumer standards 2024 29 2.4.3 In meeting 2.4.1 and 2.4.2 above, registered providers must ensure that the information is an accurate, reliable, valid, and transparent reflection of their performance against the tenant satisfaction measures.</p>	<ul style="list-style-type: none"> • Self-assessment completed by 30th June • Approved by ELT 	
<p>2.4.4 Registered providers must provide tenants with information about:</p> <p>a) how they are performing in delivering landlord services and what actions they will take to improve performance where required;</p>	<ul style="list-style-type: none"> • A consultation database is maintained to track engagement activities. • Tenant Satisfaction Measures (TSM) report 2.4.1 provides insight into customer feedback and performance. • A complaints self-assessment was completed in September 2025. • All related documents and assessments have been approved by the Board. 	
<p>b) how they have taken tenants' views into account to improve landlord services, information and communication;</p>	<ul style="list-style-type: none"> • You said-we did • Annual Report to Tenants • Customer Magazine 	

c) how income is being spent; and	<ul style="list-style-type: none"> • Annual Report to Tenants 	
d) their directors' remuneration and management costs.	<ul style="list-style-type: none"> • Annual accounts 	
Required outcomes – 1.6 Complaints		
1.6.1 Registered providers must ensure complaints are addressed fairly, effectively, and promptly.		
Specific expectations – Complaints	Evidence of compliance	Specific Actions
2.5.1 Registered providers must ensure their approach to handling complaints is simple and accessible.	<ul style="list-style-type: none"> • Complaints Communication Investigation by Scrutiny Panel • Reports & interactive mapping are provided to SP & other teams within the business to demonstrate trends & themes • Complaints Policy • How to complain-website • How to complain on documents & consultations / surveys 	
2.5.2 Registered providers must publicise their complaints process and what tenants can do if they are dissatisfied with the outcome of a complaint or how a complaint was handled.	<ul style="list-style-type: none"> • As 2.5.1 	
2.5.3 Registered providers must provide tenants with information about the type of complaints received and how they have learnt from complaints to continuously improve services.	<ul style="list-style-type: none"> • Annual summary of complaints published on website 30 Sept annually 	
Required outcomes – 2.6 Self-referral		
2.6.1 Registered providers must communicate in a timely manner with the regulator on all material issues that relate	<ul style="list-style-type: none"> • The Regulator has been approached regarding relevant matters. 	

to non-compliance or potential non-compliance with the consumer standards.	<ul style="list-style-type: none">• Flat 3 Forryann Close has been identified as part of the engagement or regulatory process.	
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NEIGHBOURHOOD AND COMMUNITIES STANDARD		
Required outcomes - 1.1 Maintenance of shared spaces		
<p>1.1.1 Registered providers must work co-operatively with tenants, other landlords and relevant organisations to contribute to the upkeep and safety of shared spaces associated with their homes.</p>		
Specific expectations – Maintenance of shared spaces	Evidence of compliance	Specific Actions
<p>2.1.1 Registered providers must work co-operatively to assist in resolving issues affecting the upkeep and safety of the shared spaces associated with their homes.</p>	<ul style="list-style-type: none"> • TSM survey reporting – neighbourhood contribution and ASB management • In house estates management in Sharpes • Estate champion reports • Estate action days – performance reporting • Communities Director Board reports • Procurement and specification for cleaning contracts • Estate Services Policy • Neighbourhood management Policy • Fire risk assessments • Customer health and safety committee 	<p>Estate services policy to be reviewed</p>
Required outcomes – 1.2 Local co-operation		
<p>1.2.1 Registered providers must co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing.</p>		
Specific expectations – Local co-operation	Evidence of compliance	Specific Actions
<p>2.2.1 Registered providers, having taken account of their strategic objectives, the views of tenants and their presence</p>	<ul style="list-style-type: none"> • Corporate Strategy • Customer Annual Report • ESG group minutes and Report published 	

<p>within the areas where they provide social housing, must:</p> <p>a) identify and communicate to tenants the roles registered providers play in promoting social, environmental and economic wellbeing and how they will achieve them; and:</p>	<ul style="list-style-type: none"> • Minutes and presentations from local partnership meetings • Supporting LA community initiatives – e.g.love your neighbourhood. • Photographs of estate action days and fun days • Erewash Street Warden partnership • Estate services policy • Dedicated MP/Councillors inbox • Networking with Councillors and MPs • Crime and Disorder partnerships • Local employment initiatives in partnership with key partners including the CAB, DWP. • Money Matters team reporting 	
<p>b) co-operate with local partnership arrangements and the strategic housing function of local authorities where they are able to assist them in achieving their objectives.</p>	<ul style="list-style-type: none"> • Routine meetings between LAs and emh at CEO, director and head of service level • Multi-agency walkabouts • Erewash health a wellbeing partnership • Emh Zone Improvement Fund • Better Social Housing Review and patch based housing teams • Community gardens – Ilkeston, Avon Drive. • Communities Director Board reports • Management agreements where other landlords are involved in delivering services. 	<p>Stakeholder management plan and influence mapping</p>
<p>Required outcomes – 1.3 Safer neighbourhoods</p>		
<p>1.3.1 Registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) in the neighbourhoods where they provide social housing.</p>		

Specific expectations – Safer neighbourhoods	Evidence of compliance	Specific Actions
<p>2.3.1 Registered providers must have a policy on how they work with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing.</p>	<ul style="list-style-type: none"> • Anti-Social Behaviour Policy (under review) • Crime and Disorder partnerships in each area • Information sharing agreements • Multi agency community events • Local lettings plans • Tenancy sustainability checks • Target hardening measures • Zone improvement fund 	
<p>2.3.2 Registered providers must clearly set out their approach for how they tackle and deter hate incidents in neighbourhoods where they provide social housing.</p>	<ul style="list-style-type: none"> • Hate crime included within ASB policy • EDI strategy 	
<p>2.3.3 Registered providers must enable ASB to be reported easily and keep tenants informed about the progress of their case.</p>	<ul style="list-style-type: none"> • MP and councillors inbox • Online reporting on portal • Dedicated ASB line in CSC • Noise app • Self-assessment and policy on Ombudsman spotlight report on noise. • TSM reporting 	
<p>2.3.4 Registered providers must provide prompt and appropriate action in response to ASB, having regard to the full range of tools and legal powers available to them.</p>	<ul style="list-style-type: none"> • Anti-Social Behaviour Policy (under review) • Specialist teams (including Court presence) • Neighbourhood management toolkit • Differentiated response times 	

	<ul style="list-style-type: none"> • Individual action plans • Routine legal surgeries • Serious ASB case reviews, with summary note to ELT • Director of Communities Board report • Witness support agreement • Police partnerships • Involvement with Court user groups 	
<p>2.3.5 Registered providers must support tenants who are affected by ASB, including by signposting them to agencies who can give them appropriate support and assistance.</p>	<ul style="list-style-type: none"> • Anti-Social Behaviour Policy (under review) • Specialist teams • Risk assessment examples • External mediation service providers (SLA / referral examples / reporting) • Local referral routes according to region • TSM reporting 	
<p>Required outcomes – 1.4 Domestic abuse</p>		
<p>1.4.1 Registered providers must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.</p>		
<p>Specific expectations – Domestic abuse</p>		
	Evidence of compliance	Specific Actions
<p>2.4.1 Registered providers must have a policy for how they respond to cases of domestic abuse.</p>	<ul style="list-style-type: none"> • Domestic Abuse policy (under review) • Policy and further support information on website • Specialist team (Communities team structure) • Management move policy • Emh approach towards safeguarding, governance and mandatory training. 	<p>Review DV policy</p>

<p>2.4.2 Registered providers must co-operate with appropriate local authority departments to support the local authority in meeting its duty to develop a strategy and commission services for victims of domestic abuse and their children within safe accommodation.</p>	<ul style="list-style-type: none">• Routine meetings between LAs and emh at CEO, director and head of service level• Minutes and presentations from local partnership meetings• Local referral routes and networks• DV accommodation provision within Specialist Housing	
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