



Brighton & Hove  
City Council

# Consumer Standards

## All Area Panels

September 2023-Martin Reid

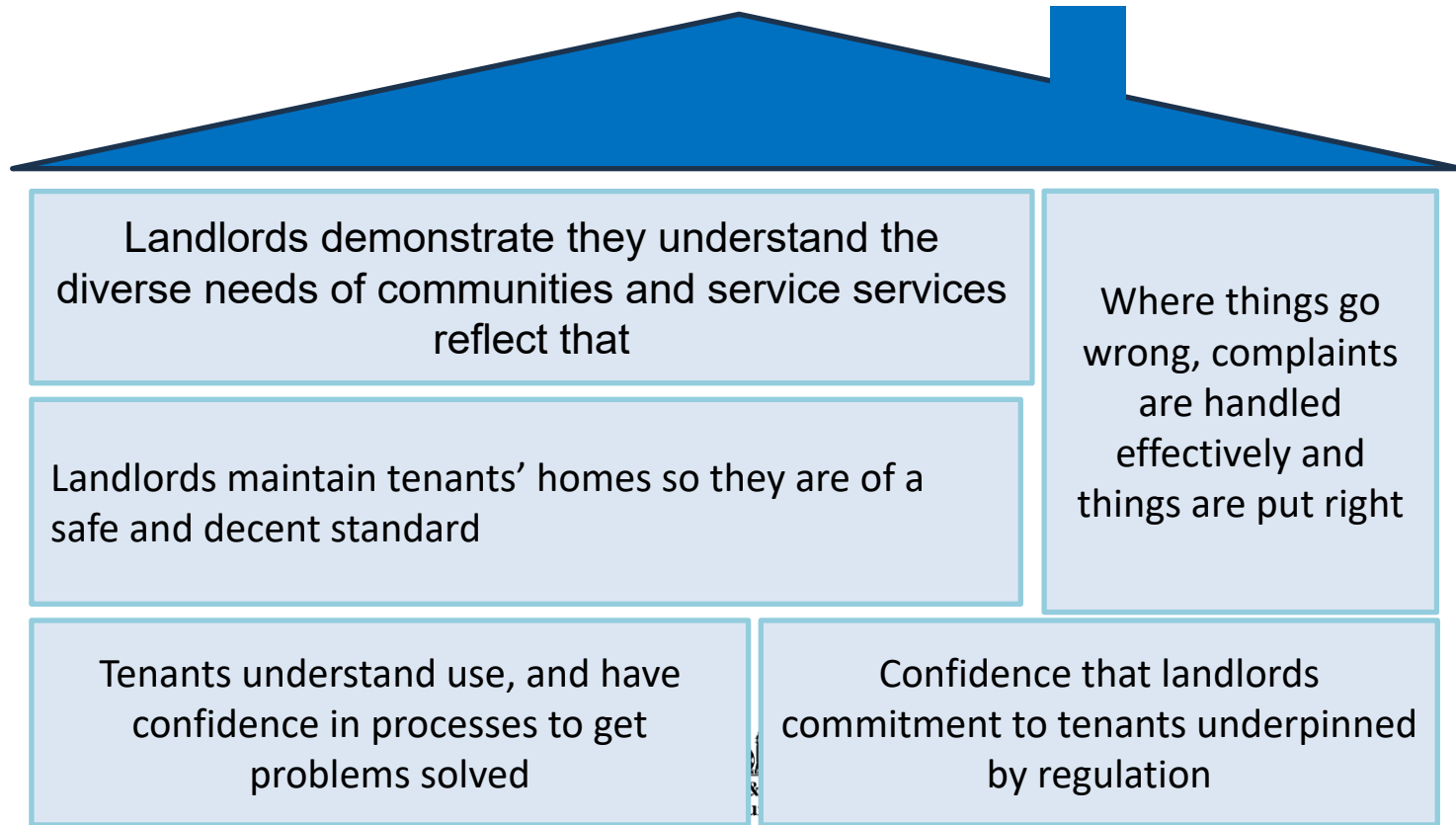
# Introduction

## People and homes



- The Social Housing Regulation Act 2023 received Royal Assent in July.
- The consumer standards will form the foundation of the legislation
- The consultation on the proposed standards are out to consultation until 17<sup>th</sup> October 2023

# The Regulator's Vision for Social Housing



# Four Proposed Consumer Standards

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DRAFT



Regulator of  
Social Housing

## Safety and Quality Standard

Consumer Standards  
2023



DRAFT

4/61/23

DRAFT



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Social Housing

## Neighbourhood and Community Standard

Consumer Standards  
2023



DRAFT

DRAFT



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## Tenancy Standard

Consumer Standards  
2023



DRAFT

4/61/23

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Social Housing

## Transparency, Influence and Accountability Standard

Consumer Standards  
2023



DRAFT

# 1. Safety and Quality



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**Stock quality**- accurate and up to date records of homes-good quality and well maintained homes

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**Decency** -2012 directions remain

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**Health & Safety**- Legal assessments-safety in all aspects of service delivery

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**Repairs and Maintenance**-emphasis on communication and timely repairs

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**Adaptations**- clear access to adaptations service

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# 2. Transparency, Influence and Accountability Standard

**Fairness and Respect**

Underpins the aims of the act

**Diverse needs**

Use data to improve outcomes, focus on accessibility of information

**Engagement with tenants**

Opportunities to influence and scrutinise  
Continuous service improvement

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**Service information**

Information to all tenants so they are able to interact with their landlord

**Performance information**

Broaden available performance information

**Complaints**

Policy continuity

**Self-referral**

New power in the Act

# 3. Neighbourhood and Community Standard



**Maintenance of shared spaces** – Safe and well maintained spaces for tenants



**Local cooperation** – consideration of local area



**Safer neighbourhoods** – approach to tackling and preventing anti-social behaviour, focus on hate incidents



**Domestic abuse** – landlords role in tackling domestic abuse

# 4. Tenancy Standard

## **Allocations and Lettings**

– more tenant centric, best use of stock, adaptations

## **Tenancy Sustainment**

**Tenure** – 2012 directions remain in place, future changes

**Mutual exchange-**  
Information, support



# Consultation Documentation

Draft consumer standards

Draft Code of Practice

Draft Regulatory Impact Assessment

Draft Equality Impact Assessment

Plain English summary

Easy Read summary

# Have your Say- take part in the consultation

The Social Housing Regulator wants to hear from tenants, landlords, and anyone else with an interest in social housing.

## 9 questions

Residents can feedback on the draft consumer standards to include in the council's response to the consultation questions. We have created a digital online survey [Survey Design - SmartSurvey](#)

Log in details – [CommunityEngagement@brighton-hove.gov.uk](mailto:CommunityEngagement@brighton-hove.gov.uk) Password – Sam12345

- **Online** [Consumer Standards Online \(snapsurveys.com\)](https://snapsurveys.com)
- **Email** [consultation@rsh.gov.uk](mailto:consultation@rsh.gov.uk)
- **Post** Consultation on the consumer standards  
Regulator of Social Housing  
Referrals and Regulatory Enquiries team  
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7-8 Wellington Place  
Leeds LS1 4AP

# Next Steps



