

Regulator of Social Housing: Consumer Standards Self-assessment for 2025/26

Themes	Position	Evidence / <i>actions</i>
Neighbourhood and Community Standard		
Shared spaces – co-operate with tenants, other landlords, organisations to ensure safe.	In place	Health & Safety Policy, Viva posts, patch-based colleagues report issues to LA for action.
Local cooperation – co-operate with relevant partners to promote social, environmental and economic wellbeing.	In place	Support various community events through funding and resource including Community Development Fund, SLA with Marches Energy Agency, Environmental Statement. LA, Police and multi-agency partnerships.
ASB and hate – partnership with LAs, police and others to deter/tackle ASB and hate incidents.	In place	Separate policies for ASB, hate crime and domestic abuse, LA partnerships, multi-agencies and Police, guidance on website, support for victims/witnesses. Processes and noise app for collation of evidence.
Domestic abuse – agency co-operation, enable access to support/advice.	In place	Policy, SDAS including refuges, DA staff training, accredited DAHA, multi-agency working.
Tenancy Standard		
Allocations & lettings – fair & transparent considering needs of tenants/prospective	In place	Tenancy, Lettings, Assignment, Granting of Benefits, Anti-fraud Polices, LA local lettings/nominations agreements, SLAs to house refugees, adults with learning disabilities, DA victims, homeless. CBL.
Tenancy sustainment & evictions – support to maintain tenancy. Advise where tenancy ended.	In place	Tenancy Sustainment Officers, pre-tenancy assessments, hardship fund, Decant Policy, rental agreements. Advice on housing options provided at post-court actions stage.
Tenure – tenancies compatible with purpose of accommodation, needs of households, community sustainability, efficient use of stock.	In place	Tenancy, Succession & Assignment, Ending a Tenancy, Lettings Policies. Starter tenancies, Life-time tenancies, rent to buy, adapted properties let to those in need, local lettings, Licences for Refuge/Foyer. Tenancy Agreements developed with legal advice.
Mutual exchange – allow and support.	In place	Mutual Exchange Policy & Procedure, use of LA HomePoint systems and Homeswapper, paper-based forms, HO advice and assistance, 75 mutual exchanges in period 2024/25.
Transparency, Influence and Accountability Standard		
Fairness and respect – tenants/prospective tenants.	In place	Customer Charter, Reasonable adjustments Policy, EDI Policy, Colleague Engagement Group, EIAs for all policies.
Diverse needs – fair, equitable outcomes for tenants/prospective tenants.	Serious failing	<i>Actions as per Regulatory improvement action plan to achieve a comprehensive, reliable dataset on tenant diversity (protected characteristics, language barriers) and additional support needs.</i>
Engagement with tenants – in decision-making to deliver services.	Enhancement needed	<i>Actions as per Regulatory improvement action plan to improve approach to ensure all tenants have a variety of opportunities to influence.</i>
Info about landlord services – provide information to enable use of landlord services, understand what to expect and hold to account.	In place	Customer Charter, use of services guidance on website, tenant newsletters, contact options (WhatsApp, website, telephone, letter, social media, in person), policies setting

		out expectations of Connexus in delivery of services. Legal obligations set out in Tenancy Agreements and policies relating to servicing. <i>The project on Service Charges is progressing; this will ensure consistency and transparency on the services being provided for customers and the associated costs for doing so.</i>
Performance info – support scrutiny of landlord performance in delivering services.	In place	TSMs on website/in annual report. KPIs monitored monthly at senior/Board level.
Complaints – fair, effectively, prompt.	Enhancement needed	<i>Actions as per Regulatory improvement action plan to deliver a compliant, effective complaints service, using complaints as a driver for improvement.</i>
Self-referral – timely comms with Regulator	In place	Co-regulatory approach taken. Regulatory inspection December 2025.
Safety and Quality Standard		
Stock quality – up to date, evidenced understanding of condition of homes informing provision of good quality, well maintained, safe homes.	Serious failing	<i>Actions as per Regulatory improvement action plan to achieve a complete, reliable and hazard-inclusive understanding of the condition of all homes.</i>
Decency – homes meet the Standard (Section 5 Gov's Decent Homes Guidance)	Serious failing	<i>Actions as per Regulatory improvement action plan to achieve a complete, reliable and hazard-inclusive understanding of the condition of all homes, including Decent Homes Standard compliance.</i>
Health & Safety – ensure H&S of tenants in their homes and communal areas.	Enhancement needed	Appropriate systems in place to ensure health and safety of tenants. High levels of compliance with legal obligations and management of associated risks. (<i>Regulatory judgement March 2026</i>), continued monitoring through Audit & Risk Committee. <i>Actions as per Regulatory improvement action plan to strengthen approach to damp, mould and condensation.</i>
Repairs, maintenance, planned improvements – effective, efficient, timely service for homes and communal areas.	Enhancement needed	<i>Actions as per Regulatory improvement action plan to improve performance of repairs service.</i>
Adaptations – assist tenants seeking adaptations to access services.	In place	Adaptations, Lettings and Reasonable Adjustments Policies, access to Disabled Facilities Grant, partnership working with Local Authority, aids and adaptations info on website.