

Regulator of Social Housing: Consumer Standards Self-assessment for 2024/25, as at 31 March 2025

Themes	Position	Evidence / <i>actions</i>
Safety and Quality Standard		
Stock quality – up to date, evidenced understanding of condition of homes informing provision of good quality, well maintained, safe homes	In progress	<p>Over 98% completion against 5-year cycle, monthly Stock Condition Survey (SCS) position statements reported at senior/Board level. Components tracking, standardised inspection checklists, safety & compliance monitoring at senior level, external assurance. 'Big 6' safety, Lettings and Tenancy Policies. In-house FRA assessors.</p> <p><i>Of properties that require a SCS, we have over 98% completion. Circa 200 have fallen into a cycle where they need a survey, some of which relate to newbuild homes approaching their first SCS, with all booked in for completion by end of June 2025. A rolling 3-year SCS program is in place moving forward; year one of the plan has been implemented with a third of the stock being surveyed.</i></p>
Decency – homes meet the Standard (Section 5 Gov's Decent Homes Guidance)	In progress	<p>Planned maintenance policy, Investment Strategy, Asset Management Strategy, SDR reporting, compliance monitoring at senior/Board level.</p> <ul style="list-style-type: none"> <i>We are 99.5% decent. 48 failures at year end with a plan in place for completion by end of June 2025 (two have now been sold).</i> <i>HHSRS module, purchased for our repairs system, went live in late April to allow data capture moving forwards.</i> <i>We currently have eight CAT 1 hazards, all with a plan in place, and mitigations actions that have reduced the risk.</i>
Health & Safety – ensure H&S of tenants in their homes and communal areas	In place	'Big 6' compliance policies, external assurance, in-house FRA Assessors, senior/board level compliance monitoring. Where properties have not received a suitable inspection/certificate, they are currently within a compliant process, such as legal support for no access. Connexus is therefore doing everything reasonably practicable to main the compliance position.
Repairs, maintenance, planned improvements – effective, efficient, timely service for homes and communal areas	In place	Various channels for reporting, new R&M Policy and communal areas.
Adaptations – assist tenants seeking adaptations to access services	In place	Adaptations, Lettings and Reasonable Adjustments Policies, access to Disabled Facilities Grant, partnership working with LA occupational therapists, aids and adaptations info on website.
Transparency, Influence and Accountability Standard		
Fairness and respect – tenants/prospective tenants	In place	Customer Charter, Reasonable adjustments policy, EDI Policy, VoC Forum, EIAs for all policies.

Diverse needs – fair, equitable outcomes for tenants/prospective tenants	In place	Reasonable adjustments policy and system alerts, EDI Policy, VoC Forum, policy EIAs, translation service and signing, accessible website, adapted properties, EDI training, pre-tenancy assessments, advocates, support for older/younger people in ILS & Younger Person's schemes, various channels of communication.
Engagement with tenants – in decision-making to deliver services	In place	VoC Framework, Involved Customer Group (reporting to Committee, service scrutiny, participation in tendering/procurement, complaints/policy reviews with Customer Experience Officer support), consultation portal, performance in tenant newsletter, promotion of customer involvement on website/social media posts.
Info about landlord services – provide information to enable use of landlord services, understand what to expect and hold to account	In progress	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>A service charge review project starting in June 2025 to align approach across entire stock, including engagement with customers on which services they want/need, and ensure VFM approach to procurement and delivery.</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	In place	Policy/Procedure on website, guidance on making a complaint, advocates accepted. Housing Ombudsman self-assessment. Learning outcomes, themes/volumes on website reflecting info to CEC.
Self-referral – timely comms with Regulator	In place	Co-regulatory approach taken where issues identified.
Neighbourhood and Community Standard		
Shared spaces – co-operate with tenants, other landlords, organisations to ensure safe	In place	Health and 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 with 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 Policies, 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.