

Tenants and landlords at the heart of change –

The regulatory framework, tenants' expectations and R&M

APSE National Housing and Building Seminar

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Session to cover:

- Overview of the TSA
- Introduction to the new regulatory framework
- The TSA Standards
- Local Offers
- Challenges to providers



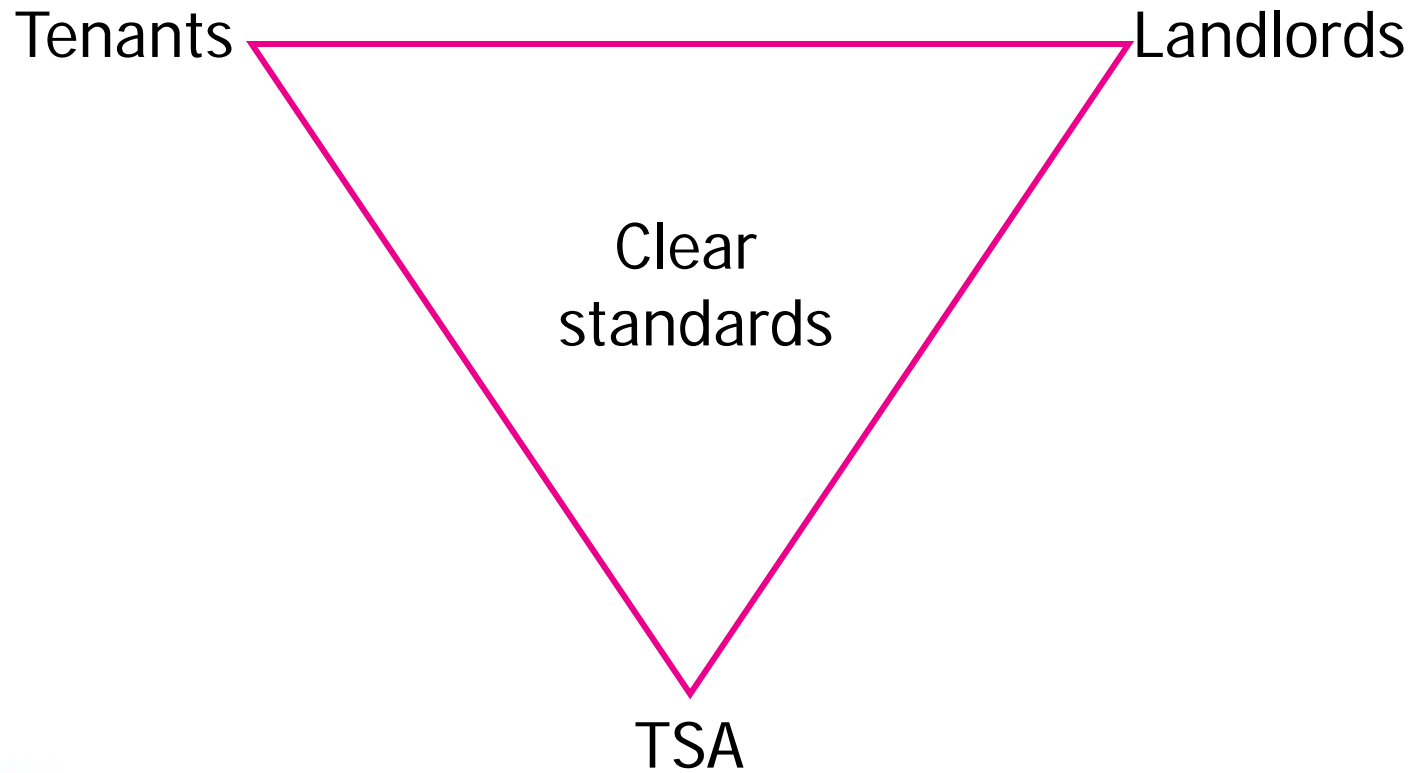
The regulatory framework

What's new?

- Every tenant matters – extension to local authorities
- Clear outcome-based standards, with statutory requirements that all providers must meet
- Focus on tailoring services to meet local needs and priorities
- Reduction in red tape
- Clearer division between government policy and regulation
- Register open to a wider range of landlords



Co-regulation



The new TSA standards

Standard	Requirements
1. Tenant involvement and empowerment	<ul style="list-style-type: none">• Involvement and empowerment• Customer service, choice and complaints• Understanding and responding to diverse needs of tenants
2. Home	<ul style="list-style-type: none">• Repairs and maintenance• Quality of accommodation
3. Tenancy agreement	<ul style="list-style-type: none">• Allocations• Rent• Tenure
4. Neighbourhood and community	<ul style="list-style-type: none">• Anti-social behaviour• Neighbourhood management• Local area co-operation
5. Value for money	<ul style="list-style-type: none">• Value for money
6. Governance and financial viability	<ul style="list-style-type: none">• Governance• Financial viability



Involvement and Empowerment: Required Outcomes

Support co-regulation with their tenants by:

- offering all tenants a wide range of opportunities to be involved
- consulting with their tenants and acting reasonably in providing them with opportunities to agree local offers for service delivery
- providing tenants with a range of opportunities to influence how providers meet all the TSA's standards, and to scrutinise their performance against all standards and in the development of the annual report
- providing support to tenants to build their capacity



Home Standard: Repairs and Maintenance

Required Outcomes:

- provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time
- meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes

Specific Expectations:

- Ensure a prudent, planned approach to repairs & maintenance of homes and communal areas. This should demonstrate an appropriate balance of planned and responsive repairs, and value for money. co-operate with relevant organisations to provide an adaptations service that meets tenants' needs.



Standards and local offers

- Providers should work with tenants to tailor their 'offer' in some areas covered by standards
- Landlords should publish plans by October 2010 for how local offers will be developed
- No 'prescription' around local
- Local offers in place by April 2011
- Toolkit and Report available on TSA Website
 - Going Local
 - Local Offer Toolkit



Brief Background

- 39 pilots from 181 applications
- 6 pilots focus on R&M
- Mixture of HAs, ALMOs, LAs, TMO
- Covered tenant empowerment, customer service, quality of accommodation, repairs and maintenance, allocations, estate management, ASB, governance

Broad approaches

- Place – local offer made by group of landlords based on a place (11 pilots)
- Demographic – Needs of customers, e.g. older people or tenants of supported housing (6 pilots)
- Organisational – Local offers based on own housing stock only (17 pilots)



Local Offer Trailblazers

- Local standard approach works
- Effective involvement and engagement of tenants in drawing up local offers, often using good techniques to involve hard to reach groups
- Overcoming the challenges involved with multi-partner working
- Tenants are asking for sensible improvements with relatively predictable variations
- Boards well engaged in the process
- Challenges in ensuring local offers fit with wider local initiatives
- More work needed on how to communicate local offers in the annual report



Repairs – Calico and Hanover

- Calico re-designed repairs around customer convenience, communication and right first time
- Standard measures RFT, satisfaction and promises statements to tenants showing repairs completed and performance against them
- Hanover offers a choice of repairs contractor across its 632 estates
- Residents choose contractors, with local contractors supported by Hanover to reach accreditation standard
- Residents will score performance with scorecard published by scheme to inform whether contractors are retained



What happens when?

- From 1 April 2010, we will regulate landlords' performance against the standards
- By 1st October 2010 all providers to publish report for tenants setting out:
 - How already meet or plan to meet the TSA Standards
 - Gaps and improvements planned
 - how they will assure or measure compliance with the standards in future
 - Plans for developing local offers
- By April 2011, landlords should also have agreed local offers with their tenants for some areas of work



Challenges to asset managers

- Are you delivering services in a co-regulatory way? If not, what changes do you need to make?
- Can you provide assurance that you are meeting the TSA standards?
- Do you have appropriate means for tenants to be involved and empowered in the development and delivery of your service?
- Do you have appropriate means for tenants to be involved in scrutinising your performance?
- Do you have the plans in place to develop your local offers of service delivery?



Contact

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