

## **UPDATE ON TENANT SERVICES AUTHORITY (TSA) REGULATION**

Report of the Director of Housing & Customer Service

### **1. SUMMARY**

This report updates the Local Housing Board on the progress made to comply with the new regulatory framework for social housing in England. It explains Derby Homes “Local Offers”, changes to Process Improvement Teams and the new Annual Report.

### **2. RECOMMENDATION**

To note the content of this report and its appendix.

### **3. MATTER FOR CONSIDERATION**

3.1 Since April 2010, we have been operating within a new regulatory framework. The regulating body is the Tenant Services Authority (TSA). In a previous report (February) we made reference to their requirement to develop “Local Standards”. These have now been renamed “Local Offers” to avoid confusion with the main TSA standards.

3.2 The TSA have organised their regulation into six standards:

1. Tenant Involvement and Empowerment
2. Home
3. Tenancy
4. Neighbourhood and Community
5. Value for Money
6. Governance and Financial viability\*

\*Does not apply to local authorities.

Within these standards, providers are expected to consult with tenants on local priorities under the Tenant Involvement and Empowerment, Home and Neighbourhood and Community standards.

3.3 Appendix A shows our draft local offers consultation form. There are 25 at this early stage. They have been developed out of the previous Tenants Top Ten Targets and priority issues drawn from responses to our mini-status surveys. The new wording is intended to reflect desired outcomes for tenants. At this stage, we have yet to finalise measures, standards of performance and explain what we will do if we fail to meet the offers.

- 3.4 We are expected to produce an Annual Report to our tenants by 1 October, outlining our plans to develop local offers. This will be delivered as a 4-6 page insert within Derby Homes News.

#### **4. CONSULTATION IMPLICATIONS**

- 4.1 Initial consultation has been carried out both at Housing Focus Groups and online. It will continue at the restructured Process Improvement Teams. The deadline for finalising local offers is April 2011.
- 4.2 We have created three new Process Improvement Teams (PITs) to continue this consultation up until February 2011. These meetings replace all previous, service-specific PITs.
- 4.3 From April 2011, these PITs will function as the main way we learn from customer feedback and set priorities for improvement.
- 4.4 The PITs are organised to sit directly within the new regulatory framework:
1. Home PIT (first meeting, 24 August)
  2. Tenancy PIT (first meeting, 26 August)
  3. Neighbourhood and Community PIT (first meeting, 26 August).
- 4.5 Tenant involvement & Empowerment and Value for Money are cross-cutting standards and will be considered across all three PITs in relation to specific services.

#### **5. LEGAL AND CONFIDENTIALITY IMPLICATIONS**

The TSA has set and will regulate these standards under the Housing and Regeneration Act 2008.

#### **6. EQUALITIES IMPACT ASSESSMENT**

An equalities impact assessment will have to be completed by the Resident Involvement Team on the effect of these changes on our tenants.

**The areas listed below have no implications directly arising from this report**

- Financial and Business Plan
- Personnel
- Environmental
- Health & Safety
- Risk
- Policy Review

**If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, [phil.davies@derbyhomes.org](mailto:phil.davies@derbyhomes.org) - Tel 01332 711010**

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**Background Information:** None. **Supporting information:** None.

Name \_\_\_\_\_  
 Address \_\_\_\_\_

## Appendix A

### Derby Homes Local Offers

	Offer	Service Area	Is this important to you?	Comments
1	We will keep our repair appointments	Responsive Repairs		
2	We will complete property repairs on the first visit	Responsive Repairs		
3	We will complete non-urgent property repairs within 30 working days	Responsive Repairs		
4	We will inform you in advance of any planned maintenance to your home	Planned Maintenance		
5	Newly let homes will meet agreed standards of repair	Voids Maintenance		
6	Our homes will meet the required standards for energy efficiency	Energy Efficiency		
7	We will offer appointments for all urgent and routine repairs	Responsive Repairs		
8	Our homes will meet the decent homes standard	Maintenance & Regeneration		
9	We will service any appliance we provide in your home regularly	Programmed Maintenance		
10	Any decoration work to your home will be carried out to your satisfaction	Cyclical Maintenance		
11	Any garden or grounds maintenance work will be carried out to your satisfaction	Planned Maintenance		
12	We will let empty properties quickly and considerately	Allocations		
13	We will provide you with the information and advice you require if you want to move home	Allocations		

Name \_\_\_\_\_  
 Address \_\_\_\_\_

	<b>Offer</b>	<b>Service Area</b>	<b>Is this important to you?</b>	<b>Comments</b>
<b>14</b>	We will provide convenient online access to your rent account	Income Management		
<b>15</b>	We will provide you with help and assistance with your new tenancy	Tenancy Sustainment		
<b>16</b>	We will help you manage your income and outgoings	Income Management		
<b>17</b>	Repayment instalments to clear any rent arrears will be agreed with you	Income Management		
<b>18</b>	We will actively promote access to affordable socially responsible financial services	Income Management		
<b>19</b>	Elderly or vulnerable tenants will have access to a range of services to help them live independently	Tenancy Support		
<b>20</b>	You will receive monthly updates on any anti-social behaviour complaint you make	Neighbourhood Safety		
<b>21</b>	The way we will deal with any anti-social behaviour complaint you make will be to your satisfaction	Neighbourhood Safety		
<b>22</b>	Your neighbourhood will be clean and tidy	Estate Management		
<b>23</b>	Our standards for estate services will be published and easy to access	Estate Management		
<b>24</b>	We will encourage and support community projects	Community Initiatives		
<b>25</b>	We will carry out estate improvements which benefit the community	Estate Management		

Name \_\_\_\_\_  
Address \_\_\_\_\_

### Additional Comments / Suggestions

[illegible]