

| Tenant Involvement & Empowerment Standard | | |
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| Required Outcomes | Specific Expectations | How do we seek assurance? What is the evidence of compliance? |
| Customer Service, choice & complaints | | |
| <i>Registered providers shall provide tenants with accessible, relevant and timely information about:</i> | | |
| 1.1 provide choices, information and communication that is appropriate to the diverse needs of their tenants in the delivery of all standards | 1.1 (a) how tenants can access services | <ul style="list-style-type: none"> • Via derbyhomes.org website – ‘Tenant’s Dashboard’ • By telephone – Customer Service Team • Via specialist Support Teams • By appointment • By letter • By attending drop in surgery • By attending a Local Housing Office or the Derby Homes’ booth at the Council House • Via Social Media – Facebook & Twitter • By text message |
| | 1.1(b) The standards of housing services their tenants can expect | <ul style="list-style-type: none"> • Published standards and linked documentation available on derbyhomes.org website. Hard copies of relevant documents are available on request http://www.derbyhomes.org/about-us/publication-scheme |
| | 1.1 (c) how they are performing against those standards | <ul style="list-style-type: none"> • Operational Board & Tenant Panel Reports via derbyhomes.org website • Regular data supplied to the Derby City Council Performance Team – using DORIS |

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| | | <ul style="list-style-type: none"> • Derby City Council Cabinet Reports • Annual Report • Articles in Derby Homes News • Links published on Social Media • Links on derbyhomes.org website – http://www.derbyhomes.org/about-us/performance |
| | 1.1 (d) the service choices available to tenants, including any additional costs that are relevant to specific choices | <ul style="list-style-type: none"> • Consultations with tenants re major projects • Consultation with DACP/Tenant Panel/Youth Board • Reports to the Main & Operational Board • Leaseholder Forum • Reports to Council Cabinet if Derby City Council approval required |
| | 1.1 (e) progress of any repairs work | <ul style="list-style-type: none"> • Text message to confirm appointment • Telephone call if appointment needs to be rescheduled • Letter 'drops' • Communal Block Noticeboards |
| | 1.2(f) how tenants can communicate with them and provide feedback | <ul style="list-style-type: none"> • Rolling programme of Customer telephone surveys • The Door Step campaign • Responses to satisfaction surveys sent by text • Via Social Media – Facebook, Twitter etc • Via letter, email, telephone, text or in person • DACP Open Meetings • Tenant Panel • Community Groups e.g. Oscar • Junior Wardens meetings/events |
| | 1.3(g) the responsibilities of the tenant and provider | <ul style="list-style-type: none"> • These are comprehensively set out in the Tenancy Agreement – which is signed and a copy provided at sign up • A copy is also available to view and download on derbyhomes.org website |

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| | | <ul style="list-style-type: none"> • When the Tenancy Agreement is amended all tenants are provided with a written summary of the changes and these are also documented on the 'Your Tenancy' section of the derbyhomes.org website • The Good Neighbour Agreement which is signed a copy given at sign up |
| | 1.1 (h) arrangements for tenant involvement and scrutiny. | <ul style="list-style-type: none"> • Opportunities are regularly promoted on derbyhomes.org website • Articles in Derby Homes News • Via Social Media – Facebook, Twitter etc. • Coffee mornings and other events e.g. celebration of Dignity Day held in Community Rooms • Tenant Panel http://www.derbyhomes.org/getinvolved/tenant-panel • Volunteering Strategy |
| 1.2 have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly. | 1.2 (a) offer a range of ways for tenants to express a complaint | <ul style="list-style-type: none"> • We have a comprehensive three stage complaints policy and procedure – details are available on derbyhomes.org website http://www.derbyhomes.org/contact-centre/complaints and a copy can be made available in writing on request. • Complaints can be made in a variety of ways - through letter, email, over the telephone, in person, via social media at a Derby Homes 'event' or in response to a survey |
| | 1.2 (b) set out clear service standards for responding to complaints, including complaints about performance against the standards, and details of what to do if they are unhappy with the outcome | <ul style="list-style-type: none"> • Our complaints procedure sets out the time scales which a complaint should be dealt with at each stage • Tenants are also advised what they can do next if they are unhappy with the outcome of their complaint i.e. complain to Derby City Council, complain to the Local Government Ombudsman |
| | 1.2 (c) Providers shall inform | <ul style="list-style-type: none"> • The response letter to a complainant explains what has been |

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| | tenants how they use complaints to improve their services. | <p>done to investigate their concerns.</p> <ul style="list-style-type: none"> • If appropriate it will also explain how relevant processes have been amended and/or additional staff training arranged as a result • Suggestions for improvements may also be included in the quarterly operational board report |
| | 1.2 (d) Registered providers shall publish information about complaints each year, including their number and nature, and the outcome of the complaints. | <ul style="list-style-type: none"> • A quarterly report is presented to the Operational Board providing statistical information about complaints and compliments which have been received – link to example report Complaints Q3 2014-15 • The report breaks down the types of complaints received by category and further information supplied about the 3 most common • In 2014/15 Derby Homes received a total of 394 complaints. Of these 12 were escalated to Stage 2 for consideration by a senior officer and two reached Stage 3 which were heard by the Tenant Panel |
| | <i>1.2 (e) Providers shall accept complaints made by advocates authorised to act on a tenant's/tenants' behalf.</i> | <ul style="list-style-type: none"> • We will accept a complaint made on behalf of the tenant. However we would always raise it in the tenant's name and send any correspondence to them. • We would also gain the tenant's permission to speak to the person who made the complaint |

| Required Outcomes | How do we seek assurance? What is the evidence of compliance? |
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| 2. Involvement & Empowerment – Required Outcomes | |
| 2.1 Registered Providers shall ensure that tenants are given a wide range of opportunities to influence and be involved in: | |
| 2.1a The formulation of their landlord's housing related policies and strategic priorities | <ul style="list-style-type: none"> • We consult with the DACP and other resident led consultative groups i.e. Tenant Panel • Reports are submitted to the Main and Operational Board meetings • We include appropriate questions the Customer Survey which is carried out on a rolling basis • We publish questionnaires on the derbyhomes.org website and via Social Media |
| 2.1b The making of decisions about how housing related services are delivered, including the setting of service standards | <ul style="list-style-type: none"> • We held consultation events with tenants to draw up and finalise our 'customer priorities'. • Details of these can be found on the derbyhomes.org website http://www.derbyhomes.org/about-us/priorities • We seek suggestions through Customer Telephone Surveys and via our Door Step campaign |
| 2.1c The scrutiny of their landlord's performance & the making of recommendations to their landlord about how performance might be improved. | <ul style="list-style-type: none"> • Performance reports are tabled at Operational Board meetings for discussion and challenge. See example Item B2 Performance Monitoring Qtr3 • The Tenant Panel carry out research and make recommendations on a variety of service areas. This is done through the interviewing of service managers, frontline staff and tenants. Details of the research can be found on the deryhomes.org website http://www.derbyhomes.org/get-involved/tenant-panel |
| 2.1d The management of their homes, where applicable. | <ul style="list-style-type: none"> • Through specific questions which form part of the 'door step' campaign we collate tenant views |
| 2.1e The management of repair & maintenance services, such as commissioning & undertaking a range of repair tasks, as agreed with landlords, & | <ul style="list-style-type: none"> • All large scale procurement exercises e.g. communal cleaning, grounds maintenance etc. include tenant representatives as part of the decision making process |

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| the sharing in savings made. | <ul style="list-style-type: none"> We have a lettable standards procedure which was recently reviewed and included input from tenants PR-Lettable Standard |
| 2.1f Agreeing local offers for service delivery | <ul style="list-style-type: none"> Over a two year period our door step campaign saw us speak to more than 2,500 tenants. This in turn lead to the development of 10 new customer priorities (previously known as local offers) These priorities have formed the basis of a two year delivery plan with the aim of driving forward service improvements |
| Specific Expectations | How do we seek assurance? What is the evidence of compliance? |
| Involvement & Empowerment – Specific Expectations | |
| 3.1 Registered Providers shall support their tenants to develop and implement opportunities for involvement & empowerment, including by, | |
| 3.1a Supporting their tenants to exercise their Right to Manage or otherwise exercise housing management functions, where appropriate | <ul style="list-style-type: none"> Our Community Development Team actively assists Community Groups such as Oscar and other resident led groups to help maximise their influence. The Community Development Team provides regular training opportunities and helps to facilitate the activities of groups where appropriate |
| 3.1b Supporting the formation & activities of tenant panels or equivalent groups & responding in a constructive & timely manner to them | <ul style="list-style-type: none"> We have an active Tenant Panel which is supported in its work by a manager from the Customer Engagement Team The DACP and Women in Neighbouring Communities (WINC) are also supported in a similar way |
| 3.1c The provision of timely & relevant performance information to support effective scrutiny by tenants of their landlord's performance in a form which registered providers seek to agree with | <ul style="list-style-type: none"> Our Annual Report includes a full financial report. A video version of our latest Annual Report is also available on the derbyhomes.org website We consult with the DACP on our financial forecast and any proposed rent and service charge increases |

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| their tenants. Such provision must include the publication of an annual report which should include information on repair & maintenance budgets. | <ul style="list-style-type: none"> • Regular performance reports are tabled at Operational Board meetings and can be viewed on derbyhomes.org website • Links to the Operational Board agenda and reports are made available via Facebook and Twitter • Every Operational Board Meeting is 'tweeted' live on the internet • Regular articles are published in Derby Homes News |
| 3.1d Providing support to tenants to build their capacity to be more effectively involved. | <ul style="list-style-type: none"> • Tenant representatives and volunteers are invited to attend staff training when relevant • Regular Board Member training is arranged • We encourage our tenant representatives to liaise with representatives from other housing providers. A recent example was working closely with tenants from Wolverhampton Homes • We pay for tenant representatives to attend regional and national training, seminars, conference and other networking events |
| 3.2 Registered providers shall consult with tenants on the scope of local offers for service delivery. This shall include how performance will be monitored, reported to and scrutinised by tenants and arrangements for reviewing these on a periodic basis. | <ul style="list-style-type: none"> • Our tenants were contacted through our door step consultation to seek their views on what should be our customer priorities • Updates on performance are provided at Operational Board meetings and through articles in Derby Homes News |
| 3.3 Registered providers shall consult with tenants, setting out clearly the costs and benefits of relevant options, if they are proposing to change their landlord or when proposing a significant change in their management arrangements. | <ul style="list-style-type: none"> • We have previously conducted a large scale consultation with tenants when becoming an ALMO in 2002 • Tenants were also kept informed in 2012 when Derby Homes was awarded a further ten year contract. • If necessary in the future a similar exercise would be undertaken to ensure that tenants were provided with all of the information required to make an informed decision |
| 3.4 Registered providers shall consult tenants at least once every three years on the best way of involving tenants in the | <ul style="list-style-type: none"> • We carry out a regular face to face door step campaign to seek the views of our tenants • We also carry out a rolling programme of customer telephone surveys |

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| governance and scrutiny of the organisation's housing management service. | <ul style="list-style-type: none"> • New tenants are asked at their 'Post Let' appointment if they are interested in being involved in the governance and scrutiny of Derby Homes' housing management functions • We regularly advertise via Social Media, on the derbyhomes.org website and through the media positions we have available on our Operational Board and Tenant Panel | |
| Specific Expectations | How do we seek assurance? What is the evidence of compliance? | Actions we are undertaking to improve, to comply or to address any gaps |
| 4. Understanding & responding to the diverse needs of tenants – Specific Expectations | | |
| 4.1 Registered Providers shall: | | |
| 4.1a Treat all tenants with fairness & respect. | <ul style="list-style-type: none"> • We have an Equality & Diversity Statement PO-Equality and Diversity Statement & Equality Impact Assessment procedure PR-Equality Impact Assessment • If we are proposing to take action against a tenant's tenancy an Equalities Act Checklist will be completed to ensure that any vulnerabilities are fully considered FO-Equality Act Checklist • All staff receive regular Equality and Diversity training delivered by a specialist provider • As part of staff induction they have to read through the Equality and Diversity policy and complete a quiz to confirm their understanding | |
| 4.1b Demonstrate that they understand the different needs of their tenants, including in relation to the equality strands & tenants with additional support needs. | <ul style="list-style-type: none"> • We endeavour to gather 'profile' information on all of our tenants • Operational Board reports are tabled on Equality and Diversity which include analysis of relevant statistical information • We carry out a 'screening' assessment to establish the needs of all new tenants | |
| 4.1c Registered providers shall demonstrate how they respond to tenants' needs in the way they provide services and communicate with tenants. | <ul style="list-style-type: none"> • We consider the individual needs of all of our tenants in or dealings with them. There is a guidance document available for staff to consult GU-Religious Beliefs and Cultures in Derby • We use language line as a way of communicating with tenants whose first | |

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| | language isn't English. There is also a guidance document available for staff to consult GU-Interpretation Translation Guidelines |
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| Home Standard | |
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| Required Outcomes | How do we seek assurance? What is the evidence of compliance? |
| 1. Quality of Accommodation – Required Outcomes | |
| Registered Providers shall: | |
| (a) ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard | <ul style="list-style-type: none"> • Derby Homes achieved the "Decent Homes Standard" in 2006. • Information regarding the condition of its housing stock is now recorded in an Asset Management Database (Keystone) This system allows Derby Homes to run Housing Quality standard reports (HQS Report) to identify properties that are/due to fail the Decent Homes Standard. Derby Homes can then arrange/plan for improvement works to be undertaken. |
| (b) meet the standards of design and quality that applied when the home was built, and were required as a condition of publicly funded financial assistance, if these standards are higher than the Decent Homes Standard | <ul style="list-style-type: none"> • All new homes supported by public funding meet HCA Standards where applicable. Assured through competent design and independent certifier. |
| (c) in agreeing a local offer, ensure that it is set at a level not less than these standards and have regard to section six of the Government's Decent Homes Guidance. | <ul style="list-style-type: none"> • All homes are decent, so all local offers will comply. • We have a policy of identifying groups with specific needs and developing offers to meet these i.e. Housing Pathway for Ordinary Lives |
| 2. Quality of Accommodation – Specific Expectations | |
| Registered providers may agree with the regulator a period of non-compliance with the Decent Homes Standard, where this is reasonable. Providers shall ensure their tenants are aware of the reasons for any | <ul style="list-style-type: none"> • No agreement required |

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| period of non-compliance, their plan to achieve compliance and then report on progress delivering this plan. | |
| Repairs & 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 | <ul style="list-style-type: none"> • We want our tenants to live in safe and secure homes. We achieved the Decent Homes Standard in 2006 and we have a dedicated team responsible for maintaining properties to that standard. |
| Meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes | <ul style="list-style-type: none"> • We want our tenants to feel comfortable safe and secure in their home. When we carry out work, we take all necessary precautions to protect our tenants, leaseholders and the public. • We've been awarded the RoSPA Gold Award which demonstrates our commitment to health and safety in the workplace and to our service users. • When we carry out work, we take all necessary precautions to protect our tenants and the public. We have a 'safeguarding policy' and will not work in a property where there is an unaccompanied child. • We regularly inspect and monitor the standard of work our contractors do, and make any necessary changes or improvements. We also have an independent company that do quarterly audits. |
| Repairs & Maintenance Specific Expectations | |
| Registered providers shall ensure a prudent, planned approach to repairs and maintenance of homes and communal areas. This should demonstrate an appropriate balance of planned and responsive repairs, and value for money. The approach should include: responsive and cyclical repairs, planned and capital | <ul style="list-style-type: none"> • We are committed to carrying out repairs as timely as possible. Currently performance in terms of 'repairs completed in time' are as follows: <ul style="list-style-type: none"> - Emergencies – 100% - Very urgent works – 99.70% - Urgent works – 99.91% - Routine works – 99.98% - Planned works – 99.86% |

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| work, work on empty properties, and adaptations. | <ul style="list-style-type: none"> The 'appointments kept' target ended the last quarter at 99.83% against a target of 99.75%. Tenant satisfaction with repairs remains high and well above target at 99.71% for quarter three. In terms of Void Properties performance remains consistent in terms of turnaround times, currently averaging 16.1 days to inspect and complete and necessary works Our repairs standards are published on derbyhomes.org website http://www.derbyhomes.org/housing-services/maintenance |
| Registered providers shall co-operate with relevant organisations to provide an adaptations service that meets tenants' needs | <ul style="list-style-type: none"> We have an annual adaptation fund of £600,000 and work in partnership with Derby City Council's Occupational Therapists to ensure the best use of the funds available. |
| Tenancy Standard | |
| Required Outcomes | How do we seek assurance? What is the evidence of compliance? |
| 1. Allocations and mutual exchange 1.1 Registered providers shall let their homes in a fair, transparent and efficient way. They shall take into account the housing needs and aspirations of tenants and potential tenants. They shall demonstrate how their lettings: <ul style="list-style-type: none"> - make the best use of available housing - are compatible with the purpose of the housing - contribute to local authorities' strategic housing function and sustainable | <ul style="list-style-type: none"> Derby Homes are key partners of the Derby Homefinder choice based lettings scheme and as such are signed up to Derby City Council's housing allocations policy. Homefinder Allocations Policy This scheme assesses each applicant's housing needs and advertise properties in a fair and transparent way. When advertising our vacant properties we ensure that we make best use of our stock by, where appropriate, giving preference to: <ul style="list-style-type: none"> - Applicants in need of ground floor accommodation - Existing tenants needing to downsize - Applicants in need of particular adaptations - Applicants in need of additional support A downsizing scheme known as 'Home Release' is available to tenants who wish to move to smaller accommodation – money is made available to assist with removal costs this has encouraged tenants affected by the under-occupancy |

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| <p>communities</p> <p>- There should be clear application, decision-making and appeals processes.</p> | <p>changes to consider moving to a smaller property</p> <ul style="list-style-type: none"> • We also have a procedure and guidance document relating to Tenancy Assignment and Succession PR-Succession and Assignment GU-Tenancy Assignment and Succession • Tenants are able to advertise their property for mutual exchange, for which there is a procedure and guidance document PR-Mutual Exchange GU-Mutual Exchange Guidance • There are currently 4811 applicants on the rehousing register of which 1489 are Derby Homes tenants. • We have let 1089 Derby Homes properties in the past year, with 86 Mutual Exchanges taking Place during that time involving our tenants. • A sample of our 'lets' are regularly audited for quality purposes and to ensure that our processes are fair and transparent • A recent audit of the discretionary allocations process made a number of recommendations for improvements which are currently being introduced. |
| <p>1.2 Registered providers shall enable their tenants to gain access to opportunities to exchange their tenancy with that of another tenant, by way of internet-based mutual exchange services.</p> | <ul style="list-style-type: none"> • As part of the Derby Homefinder system tenants are able to advertise their property for mutual exchange. • In addition to viewing properties that are available for mutual exchange in Derby, tenants can also search regionally and nationally using the Homefinder system |
| <p>Specific Expectations</p> | <p>How do we seek assurance?</p> <p>Actions we are undertaking to improve, to</p> |

| | What is the evidence of compliance? | comply or to address any gaps |
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| 1.1 Registered providers shall co-operate with local authorities' strategic housing function, and their duties to meet identified local housing needs. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements. | <ul style="list-style-type: none"> • Our Head of Service for Housing Management also has responsibility for the Housing Options and Homelessness function of Derby City Council. • We assist Derby City Council in its responsibilities to provide temporary accommodation and housing homeless applicants • Derby City Council does not make nominations to other local authorities and they don't make nominations back | |
| 1.2 Registered providers shall develop and deliver services to address under-occupation and overcrowding in their homes, within the resources available to them. These services should be focused on the needs of their tenants, and will offer choices to them. | <ul style="list-style-type: none"> • Since the under-occupancy charges came into force, our Welfare Reform Team has worked hard to assist those tenants wishing to move to smaller accommodation. • Households on the housing register who are considered overcrowded or under occupying receiving an additional housing need • If tenants wish to remain in their home, they have been supported to make Discretionary Housing Payment applications and have been offered individual income and expenditure assessments to make sure their income has been maximised. | |
| 1.3 Registered providers' published policies shall include how they have made use of common housing registers, common allocations policies and local letting policies. Registered providers shall clearly set out, and be able to give reasons for, the criteria they use for excluding actual and potential tenants from consideration for allocations, mobility or mutual exchange schemes. | <ul style="list-style-type: none"> • We follow and adhere to Derby City Council's Allocations Policy. We also have an overarching allocations procedure PR-Over Arching Allocations Procedure • Where necessary we have local lettings plans in place to help create 'sustainable communities'. These are regularly reviewed • The reasons why a person would be excluded from the housing register are clearly set out in the Derby City Council's Allocations Policy which we adhere to | |
| 1.4 Registered providers shall develop and deliver allocations processes in a way | <ul style="list-style-type: none"> • Our Allocations Team works closely with internal and external partners including representatives from other RSLs, the Council's Homelessness and Housing Advice | |

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| which supports their effective use by the full range of actual and potential tenants, including those with support needs, those who do not speak English as a first language and others who have difficulties with written English. | <p>Teams, along with our local housing offices and voids team</p> <ul style="list-style-type: none"> • At offer stage a comprehensive needs assessment is carried out with new tenants to establish the assistance they may require in maintaining their home. • We have a Tenancy Sustainment Team which can assist introductory tenants for the first year of their tenancy. <p>PR-Tenancy Sustainment</p> <ul style="list-style-type: none"> • We have an Intensive Housing Management Service which is able to offer assistance to vulnerable tenants who have secure tenancies <p>PR-IHM Referral and Assessment</p> <ul style="list-style-type: none"> • We have another team which is equipped to deal with tenants with 'complex needs' • The Homefinder website is compatible with Google translate for applicants who do not speak English as a first language. |
| 1.5 Registered providers shall minimise the time that properties are empty between each letting. When doing this, they shall take into account the circumstances of the tenants who have been offered the properties. | <ul style="list-style-type: none"> • We have a robust process to ensure that properties which become vacant are ready to let as soon as possible • Applicants are kept informed of the likely date the property they have been offered will be ready to let. A sign up appointment will be arranged for as soon after the property is RTL as is practicable • The average relet time for an empty property is currently 22.78 days. • Our Housing Management and Voids Teams work closely to try to take into account any special circumstances requiring an applicant to move asap |
| 1.6 Registered providers shall record all lettings and sales as required by the Continuous Recording of Lettings (CORE) system. | <ul style="list-style-type: none"> • CORE forms are completed for all lettings and are cross referenced against our internal performance indicators. |
| 1.7 Registered providers shall provide tenants wishing to move with access to clear and relevant advice about their housing options. | <ul style="list-style-type: none"> • Staff based at our local housing offices and in the Allocations Team are also able to give advice in person or over the telephone • The Housing Options Wizard section of the Derby Homefinder website helps to direct and advise an applicant on suitable housing options which are personalised to their individual circumstances as part of an automatically generated 'action plan'. |
| 1.8 Registered providers shall subscribe to an internet based mutual exchange | <ul style="list-style-type: none"> • The mutual exchange process is managed through Derby Homefinder. It is internet based and there is no subscription charge. |

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| <p>service (or pay the subscriptions of individual tenants who wish to exchange), allowing:</p> <ul style="list-style-type: none"> - a tenant to register an interest in arranging a mutual exchange through the mutual exchange service without payment of a fee - the tenant to enter their current property details and the tenant's requirements for the mutual exchange property they hope to obtain - the tenant to be provided with the property details of those properties where a match occurs | <ul style="list-style-type: none"> • The system generates suggested matches based on the information provided by the individual tenant. |
| <p>1.9 Registered providers shall ensure the provider of the internet based mutual exchange service to which they subscribe is a signatory to an agreement, such as HomeSwap Direct, under which tenants can access matches across all (or the greatest practicable number of) internet based mutual exchange services.</p> | <ul style="list-style-type: none"> • Home Swop Direct allows tenants to carry out a regional and national search to find properties in other areas which are available for mutual exchange • Tenants are also asked if they wish for their mutual exchange advert to appear regionally and/or nationally |
| <p>1.10 Registered providers shall take reasonable steps to publicise the availability of any mutual exchange service(s) to which it subscribes to its tenants.</p> | <p>This information can be found on derbyhomes.org website and is also available from our Customer Service Team, Allocations Team and local housing offices.</p> |
| <p>1.11 Registered providers shall provide reasonable support in using the service to tenants who do not have access to the internet.</p> | <ul style="list-style-type: none"> • We offer internet facilities in a number of our community rooms. Tenants can also access the internet at local libraries. • In exceptional circumstances we will practically assist a tenant to set up their mutual exchange application. • For applicants who are eligible to bid on the Choice Based Lettings system 'auto |

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| | bidding' can be set up meaning that one bid a week will automatically be placed for the property they are most likely to be offered |
| Required Outcomes | How do we seek assurance? What is the evidence of compliance? |
| 2. Tenure 2.1 Registered providers shall offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock. | <ul style="list-style-type: none"> • We use two different types of tenancy; <ul style="list-style-type: none"> - Introductory – for those tenants who have never held a social housing tenancy previously. This lasts for 12 months but can be extended up to 18 months. If we are unhappy about the way a tenancy is being conducted e.g. due to anti-social behaviour or rent arrears being accrued we can request take legal steps to end it - Secure – for all tenants who have successfully completed the introductory period. If a tenant is causing anti-social behaviour we can seek to have the tenancy demoted • We have a limited number of local lettings plans in place e.g. prioritising those applicants in employment which are reviewed regularly. • We work in partnership with other registered social landlords in areas where we both have properties • A number of our blocks of flats have age restrictions in place or require an applicant to be in receipt of disability benefits • We will consider the conversion of properties to create additional bed spaces to assist those families who find themselves in overcrowded accommodation |
| 2.2 They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation. | <ul style="list-style-type: none"> • Our tenancy agreements have been developed in conjunction with Derby City Council's legal department. • We review our Tenancy Agreements on a regular basis to take account of changes to legislation. |
| Specific Expectations | How do we seek assurance? What is the evidence of compliance? |
| 2.1 Registered providers shall publish clear and accessible policies which outline their approach to tenancy management, including | <ul style="list-style-type: none"> • Copies of our tenancy agreements are available on the derbyhomes.org website, along with confirmation of the key changes made following the review of the documentation. • We require photo ID when a new tenant signs up for a tenancy to try to reduce the possibility of tenancy fraud |

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| <p>interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud, and set out:</p> <p>2.1.1 The type of tenancies they will grant.</p> <p>2.1.2 Where they grant tenancies for a fixed term, the length of those terms.</p> <p>2.1.3 The circumstances in which they will grant tenancies of a particular type.</p> <p>2.1.4 Any exceptional circumstances in which they will grant fixed term tenancies for a term of less than five years in general needs housing following any probationary period.</p> <p>2.1.5 The circumstances in which they may or may not grant another tenancy on the expiry of the fixed term, in the same property or in a different property.</p> <p>2.1.6 The way in which a tenant or prospective tenant may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered, and against a decision not to grant another tenancy on the expiry of the fixed term.</p> | <ul style="list-style-type: none"> • Relevant articles are published in Derby Homes News • This section does not apply as we do not offer fixed term tenancies |
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| <p>2.1.7 Their policy on taking into account the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, including through the provision of tenancies which provide a reasonable degree of stability.</p> <p>2.1.8 The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy.</p> <p>2.1.9 Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members.</p> | <ul style="list-style-type: none"> • We have a number of ‘support’ staff/teams who are responsible for offering guidance and assistance to vulnerable tenants. These include the Tenancy Sustainment Officers, Intensive Housing Management Officers & Complex Needs Officers • We also have specialist accommodation for the frail elderly (Parklands Extra Care scheme) and for those with learning disabilities (the Ordinary Lives project) • There are dedicated housing advisors as part of Derby City Council’s Housing Options Centre who are able to give this assistance. • Members of the Derby Homes’ Allocations Team can also provide advice • We have a procedure and guidance documents relating to the Succession & Assignment of a tenancy |
| <p>2.2 Registered providers must grant general needs tenants a periodic secure or assured (excluding periodic assured shorthold) tenancy, or a tenancy for a minimum fixed term of five years, or exceptionally, a tenancy for a minimum fixed term of no less than two years, in addition to any probationary tenancy period.</p> | <ul style="list-style-type: none"> • All new tenants are granted an introductory tenancy which lasts for the first 12 months of a tenancy. • Subject to the tenancy running satisfactorily it will be made ‘secure’ after a year or the introductory period extended to 18 months. |
| <p>2.3 Before a fixed term tenancy ends, registered providers shall provide notice in writing to the tenant stating either that they propose to grant another tenancy on the expiry of the existing fixed term or that they propose to end the tenancy.</p> | <ul style="list-style-type: none"> • We do not use fixed term tenancies |

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| <p>2.4 Where registered providers use probationary tenancies, these shall be for a maximum of 12 months, or a maximum of 18 months where reasons for extending the probationary period have been given and where the tenant has the opportunity to request a review.</p> | <ul style="list-style-type: none"> • We have introductory tenancies. The process is supported by an Introductory Tenancy procedure PR-Intro Tenancy • If an introductory tenant is unhappy that their probationary period has been extended, they can request a review of the decision • Those new tenants considered to be vulnerable will be offered the Tenancy Sustainment Service |
| <p>2.5 Where registered providers choose to let homes on fixed term tenancies (including under Affordable Rent terms), they shall offer reasonable advice and assistance to those tenants where that tenancy ends.</p> | <ul style="list-style-type: none"> • This not applicable as we do not offer fixed term tenancies |
| <p>2.6 Registered providers shall make sure that the home continues to be occupied by the tenant they let the home to in accordance with the requirements of the relevant tenancy agreement, for the duration of the tenancy, allowing for regulatory requirements about participation in mutual exchange schemes.</p> | <ul style="list-style-type: none"> • We enforce the tenancy conditions detailed in the Tenancy Agreement, one of which relates specifically to the 'Use and Occupation Of Your Home' <i>"You must live in this property as your main home and nowhere else"</i>. • We do this by carrying out tenancy checks, conducting property inspections and assisting with the investigation of housing benefit queries. • We work in partnership with other departments of Derby City Council and Government agencies to investigate issues of concern |
| <p>2.7 Registered providers shall develop and provide services that will support tenants to maintain their tenancy and prevent unnecessary evictions.</p> | <ul style="list-style-type: none"> • We have a Tenancy Sustainment Service which can be accessed by introductory tenants during the first 12 months of their tenancy. • We also have Intensive Housing Management and Intensive Intervention Officers who offer support and guidance to vulnerable secure tenants. • Our Welfare Reform Team is able to offer assistance to those tenants who are struggling to pay their rent, working closely with our Income Team and staff in our local housing offices. The team is able to help vulnerable tenants to apply (and |

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| | <p>reapply) for discretionary housing payments.</p> <ul style="list-style-type: none"> • Our Anti-Social Behaviour Team seek to work with victims and perpetrators of ASB to try to resolve disputes before they escalate and require legal remedy |
| <p>2.8 Registered providers shall grant those who were social housing tenants on the day on which section 154 of the Localism Act 2011 comes into force, and have remained social housing tenants since that date, a tenancy with no less security where they choose to move to another social rented home, whether with the same or another landlord. (This requirement does not apply where tenants choose to move to accommodation let on Affordable Rent terms).</p> | <ul style="list-style-type: none"> • For any secure existing tenant who transfers to another property they are granted another secure tenancy. |
| <p>2.9 Registered providers shall grant tenants who have been moved into alternative accommodation during any redevelopment or other works a tenancy with no less security of tenure on their return to settled accommodation.</p> | <ul style="list-style-type: none"> • When a tenant is 'decanted' to another property their security of tenure is unaffected • A tenant may request to remain in the decanted property but this should not result in them being 'better off' |

| Neighbourhood and Community Standard | |
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| Required Outcomes | How do we seek assurance? What is the evidence of compliance? |
| <p>1. Neighbourhood management Registered providers shall keep the neighbourhood and communal areas associated with the homes that they own clean and safe. They shall work in partnership with their tenants and other providers and public bodies where it is effective to do so.</p> | <ul style="list-style-type: none"> • There are various procedures that relate to Estate Management, namely; <ul style="list-style-type: none"> - PR-Estate Inspection Procedure - PR-Flat Inspection - PR-Abandoned Vehicles - PR-Estates Pride Small Scale Appendix - PR-Estates Pride Large Scale Appendix • Estate and Flat Inspections on our estates are carried out on a regular basis by Housing Officers with the frequency determined by a Red, Amber, Green (RAG) rating. • Issues of concern are reported accordingly i.e. repairs to the Customer Service Team, fly tipping to Street Pride or our in house Estate Response Team • Non Derby Homes issues i.e. damaged pavements, problems with open spaces, street lighting etc. are also reported to assist Derby City Council with its neighbourhood monitoring function • Derby Homes staff work collaboratively with Derby City Council neighbourhood Officers and part funds a number of these posts |
| Specific Expectations | How do we seek assurance? What is the evidence of compliance? |
| <p>1.1 Registered providers shall Consult with tenants in developing a published policy for maintaining and improving the neighbourhoods associated with their homes. This applies where the registered provider has a responsibility (either exclusively or in part) for the condition of that neighbourhood. The policy shall include any communal areas associated with the registered provider's homes.</p> | <ul style="list-style-type: none"> • We have an Estate Development Plan which sets out how we intend to allocate the £1.3m capital funding budget we receive from Derby City Council which is dedicated to responding to small and large scale bids. We have a commitment to ensure value for money when undertaking projects • We regularly seek proposals from staff and tenants on how we can improve our neighbourhoods and meet the aspirations set out in our Customer Priorities. The full action plan can be found on derbyhomes.org website • Having received a 'valid' proposal we consult with the tenants affected and if more than 50% of respondents are in favour we will go ahead with the work |

| Required Outcomes | How do we seek assurance? What is the evidence of compliance? |
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| <p>2. Local area co-operation Registered providers shall co-operate with relevant partners to help promote social, environmental and economic wellbeing in the areas where they own properties.</p> | <ul style="list-style-type: none"> • We want our estates to be vibrant places to live • We work closely with many partner organisations/agencies including the police, social care, DWP, youth services, local community group etc. • We engage in a significant amount of neighbourhood working. An example of this is staff frequently visiting schools to educate children about the negative impact ASB can have on the place where they live • We have worked alongside charity representatives to host a 'pets day' on one of our estates, the focus being to offer to chip and neuter pets and talk to tenants about our pets permit procedure and responsible pet ownership • Our Apprenticeship scheme was launched in 2013. This comprehensive and successful apprentice scheme has been developed in partnership with a local learning provider to deliver up to 30 level 2 and 3 apprenticeships across a range of trades. • The long term objective is to provide our Apprentices with transportable qualifications and work experience to help them achieve a future career with us or with another employer. |
| Specific Expectations | How do we seek assurance? What is the evidence of compliance? |
| Identify and publish the roles they are able to play within the areas where they have properties | <ul style="list-style-type: none"> • Opportunities are published on the derbyhomes.org website • We have a volunteering strategy which was approved by our Operation Board |
| Co-operate with local partnership arrangements and strategic housing functions of local authorities where they are able to assist them in achieving their objectives | <ul style="list-style-type: none"> • We work closely with Derby City Council to assist it to fulfil its stated commitments in relation to 'The Council Plan 2015-18' Council Plan • A number of our performance measures are published on the Housing section of DORIS, Derby City Council's Performance Management Portal. Derby Homes Monthly Monitoring Report |

| Required Outcomes | How do we seek assurance? What is the evidence of compliance? |
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| 3. Anti-social behaviour Registered providers shall work in partnership with other agencies to prevent and tackle anti-social behaviour in the neighbourhoods where they own homes. | <ul style="list-style-type: none"> We have a number of key strategic partners who we work alongside to support us in dealing with ASB. These include the Police, Enthusiasm, Mash Up, Remedy UK, Community Safety Partnership, Derby City Council - Youth Services / Offending , Neighbourhood Officers |
| Specific Expectations | How do we seek assurance? What is the evidence of compliance? |
| 3.1 Registered providers shall publish a policy on how they work with relevant partners to prevent and tackle anti-social behaviour (ASB) in areas where they own properties. | <ul style="list-style-type: none"> A copy of our ASB Policy and details of how we deal with ASB can be found on the derbyhomes.org website. This includes reference to the service standards that complaints can expect from us http://www.derbyhomes.org/housing-services/asb |
| 3.2 In their work to prevent and address ASB, registered providers shall demonstrate: <ul style="list-style-type: none"> that tenants are made aware of their responsibilities and rights in relation to ASB | <ul style="list-style-type: none"> Section 6 of our Tenancy Agreement specifically relates to ASB When signing up for a new tenancy a 'Good Neighbour Agreement' is signed by the incoming tenant to confirm that they will be respectful of their neighbourhood. A copy of the agreement is available on derbyhomes.org website http://www.derbyhomes.org/asb/good-neighbour |
| <ul style="list-style-type: none"> strong leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of responsibilities with other local agencies | <ul style="list-style-type: none"> We review our ASB Policy and Procedures periodically in line with legislative changes in direct consultation with our tenants. We also review our position against peers accordingly and this also extends to key stakeholders and partner agencies. We constantly keep our policies and procedures under close review and vary them accordingly to adapt to changing practice. |
| <ul style="list-style-type: none"> a strong focus exists on preventative measures tailored towards the needs of tenants and | <ul style="list-style-type: none"> Derby Homes recognises that strong working partnerships is key to delivering solutions around ASB. These are established and in place at both a strategic and operational level. |

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| their families | |
| <ul style="list-style-type: none"> • prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem having regard to the full range of tools and legal powers available | <ul style="list-style-type: none"> • We have a consistent approach in dealing with a wide variety of ASB cases. We have detailed and robust procedures in place as well as strong case management procedures. • We have a number of key performance indicators built into our processes. • Cases are also audited and dip sampled cases on a routine and ad hoc basis to ensure case management processes are followed. • Derby Homes uses all available enforcement actions as and when appropriate and can evidence swift and timely actions. • All staff have a broad and varied knowledge on the ranges of tools available to them. • We have a comprehensive Service Level Agreement with the Environmental Health Service (EHS) in dealing with noise related ASB cases. • We utilise Noise Monitoring Equipment, and the “Noise App” on noise related ASB cases where appropriate. • We also involve EHS where required particularly around the possibility of “statutory nuisance • We utilise CCTV in appropriate cases where we need to. We have an agreement with our Crime Prevention Team whom manage and deploy cameras at our request. • We have various Information Sharing Protocols in place. These relate to neighbourhood policing, organised crime, priority and prolific offender management. • Derby Homes ASB Officers carry out joint visits with police on a routine basis. • Derby Homes ASB Officers attend weekly police taskings at all 3 Local Policing Unit Sections. • Derby Homes ASB Officers attend drug related Police raids where appropriate. • Derby Homes ASB Officers work in conjunction with other internal staff/sections as required in tackling ASB e.g. - Housing Officers, Intensive Housing Management Officers, Complex Needs Officers, Arrears Officers, the Customer Service Team • ASB Officers also work closely with Derby City Council Neighbourhood Officers in |

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| | dealing with ASB. This is usually where there are mixed tenure cases. |
| <ul style="list-style-type: none"> all tenants and residents can easily report ASB, are kept informed about the status of their case where responsibility rests with the organisation and are appropriately signposted where it does not | <ul style="list-style-type: none"> There are a number of methods of accessing the Derby Homes ASB service. Tenants and customers can access information and make a report regarding ASB via the derbyhomes.org website. They can also telephone our Customer Service Team who will complete a First Point of Contact form which is immediately sent over to the ASB Team for them to follow up A report can also be made in person to a staff member at the local housing office, at the Council House or to the police In addition to this we have held regular door step campaigns to engage with customers face to face regarding ASB and other issues. Derby Homes has very specific and strict processes in place that deals with all aspects of case management from opening to closure. Whilst the case remains open the ASB Team will liaise with the complainant on at least a monthly basis to seek feedback as to whether there has been an improvement in their situation When a case is closed the ASB Manager carries out an audit to ensure that it has been closed appropriately and in accordance with our published policy |
| <ul style="list-style-type: none"> provision of support to victims and witnesses | <ul style="list-style-type: none"> Derby Homes seeks to respond to the needs of vulnerable victims and witnesses We support victims by using a wide range of crime prevention measures- CCTV, extra locks and security, patrols Derby Homes staff attend and organise safeguarding meetings for appropriate cases and victims. DH have very robust and embedded safeguarding practices with internal safeguarding champions. We work in partnership with the Police to support victims and witnesses, primarily and through regular tasking meetings. |