

CONSUMER STANDARDS SELF ASSESSMENT

TENANCY STANDARD

Allocations and lettings

That homes are let in a fair, transparent and transparent way that takes needs of tenants and prospective tenants into account.

Tenancy sustainment and evictions

To support tenants to maintain their tenancy or licence. When a landlord ends a tenancy, tenants must be offered advice and assistance.

Tenure

Offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, needs of individual households, sustainability of community and efficient use of housing stock.

Mutual exchange

Support tenants living in eligible housing to mutually exchange homes.

SELF ASSESSMENT:

Strategy / Policy / Process

Is there an approved strategy or policy documenting the approach to meeting the expectation? Is it up to date or does it need to be reviewed?

Are there a clear, current processes / guidance available to be followed to support staff in meeting the expectation?

Quantitative and Qualitative Data

Is there data available to evidence our compliance with the expectation? Is the data accurate – is there QA in place? Is the data used?

Is customer feedback collected on ongoing basis and used to improve?

Openness and Transparency

Is the strategy or policy published? Were customers involved in the strategy / policy development? How is it communicated to tenants? Is outcomes data reported to tenants? Where is compliance reported in LCC?

Overall Delivery

Overall assessment of strengths and weaknesses of compliance

Date Review Completed	04/01/24
Date Next Review Due	04/04/24
Summary Self-Assessment RAG	Red: 1/16 Amber: 5/16

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
<p>Registered providers must co-operate with local authorities' strategic housing functions and assist local authorities to fulfil their duties to meet identified local housing need. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements</p>	<p><u>Strategy / Policy / Process</u> Leeds Housing Strategy 2022-27 Leeds Homelessness and Rough Sleeping Strategy 2019-22 LCC Lettings policy LCC Nominations Agreement RP Responsive Lettings Panel</p> <p><u>Quantitative and Qualitative Data</u> Lettings reports - internal only Nominations reports shared with RPs % homelessness preventions / temporary accommodation</p> <p><u>Openness and Transparency</u> Leeds Homes Website Lettings results published on Social Housing Picker Reporting to LCC Scrutiny Board LAHS data published annually</p>	<p><u>Strategy / Policy / Process</u> Fully compliant: Housing Strategy theme on meeting affordable housing need Homelessness and Rough Sleeping Strategy – sets out preventative and collaborative approach Lettings Policy sets out strategic aims to manage housing need via Leeds Homes Register, Council housing lettings and Registered Provider nomination agreements</p> <p><u>Quantitative and Qualitative Data</u> Fully compliant: Trend reporting of LHR / lettings could be improved Increase in number of applicants in priority in 2021 linked to pandemic informed decision to introduce emergency lettings policy provisions to suspend DOR and tenant transfers in April 22 Strong homelessness performance but increase in temporary accommodation no.s in 2022 due to housing need pressures</p> <p><u>Openness and Transparency</u> Fully compliant: Key strategies and policies published Social Housing Picker being updated and promoted</p>	<p><u>Strategy / Policy / Process</u> Undertake review of Leeds Lettings Policy to ensure meeting housing need Review of LLPs to ensure recent evidence to justify LLP</p> <p><u>Quantitative and Qualitative Data</u> Greater analysis of trends of the LHR / lettings / nominations Consider strengthening quality assurance /audit of registrations and allocations. Evaluation of RP Responsive Lettings Panel</p> <p><u>Openness and Transparency</u> Potential to produce annual and nominations lettings report for customers and publish on Leeds Homes / Annual Report</p> <p><u>Overall Delivery</u> Give positive feedback to RPs</p>	Robust compliance

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
		<p>Overall Delivery Longer term change in housing need – lettings policy review planned. Strong partnership working, RPs supporting through Leeds Homes, responsive scheme and new builds.</p>	<p>who exceed nominations targets etc, performance is linked to preferred bidder status for Regeneration</p>	
<p>Registered providers must seek to allocate homes that are designated, designed, or adapted to meet specific needs in a way that is compatible with the purpose of the housing</p>	<p>Strategy / Policy / Process LCC Lettings policy Leeds Housing Strategy</p> <p>Quantitative and Qualitative Data Lettings data that includes general needs, retirement life and adapted properties.</p> <p>Openness and Transparency Lettings Policy published and allocations data published via Social Housing Picker on Leeds Homes Website Leeds Homes Website</p>	<p>Strategy / Policy / Process Adapted, Retirement Life & Extra Care properties allocated according to eligibility for that accommodation type.</p> <p>Properties with major adaptations considered for direct offers initially.</p> <p>Quantitative and Qualitative Data Lettings Quality assurance in place.</p> <p>Openness and Transparency LCC lettings policy is published. Adverts are clearly marked with the adaptations available in each property.</p> <p>Overall Delivery Fully compliant</p>	<p>Strategy / Policy / Process Option appraisals on certain Retirement Life schemes where sustainability a concern.</p> <p>Consider opportunities in ways to improve adaptations matching.</p> <p>Quantitative and Qualitative Data Consider how to report lettings information for adapted and retirement life properties.</p> <p>Openness and Transparency No actions required</p>	Robust compliance
<p>Registered providers must develop and deliver services to address under-occupation and overcrowding in their</p>	<p>Strategy / Policy / Process LCC Lettings policy</p> <p>Quantitative and Qualitative Data</p>	<p>Strategy / Policy / Process Fully compliant. Lettings Policy gives priority to applicants who are under-occupying / overcrowded</p>	<p>Strategy / Policy / Process Consider under occupation / overcrowding need as part of lettings policy review – incentives for release of</p>	Robust compliance

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homes. These services should be focused on the needs of tenants	<p>ATCI report shows 488 tenants state overcrowded, 4% of those visited. Under occupation not currently monitored but is included in 2023-24 ATCI form</p> <p>List of tenants affected by under-occupation HB shared with Housing Leeds</p> <p><u>Openness and Transparency</u> ATCI - with LCC tenants to identify and discuss under occupation / overcrowding impacts</p>	<p><u>Quantitative and Qualitative Data</u> Analysis of trends in under-occupation / overcrowding of Council tenants / LHR to identify effectiveness of compliance</p> <p><u>Openness and Transparency</u> Fully compliant: Lettings Policy Priority Groups published ATCIs completed for 36% of tenants in 22/23 with conversation about overcrowding / under occupation as appropriate</p> <p><u>Overall Delivery</u> Services in place to support tenants, e.g. ATCI, Housing Officer (Income) but monitoring of trends / analysis could be improved to influence services</p>	<p>underoccupied properties, LLPs for new build properties including priority to under occupying / overcrowded applicants</p> <p>Consider using data re customers impacted by under occupation benefit rules to promote transfers and mutual exchange opportunities.</p> <p><u>Quantitative and Qualitative Data</u> Report on LHR trends on under occupation and overcrowding, and on lettings and MX moves that resolve under occupation and overcrowding ATCI reporting - analysis of overcrowded question and evidence of follow up (QA)</p> <p><u>Openness and Transparency</u> No actions required</p>	
Registered providers must take action to prevent and tackle tenancy fraud	<p><u>Strategy / Policy / Process</u> LCC Tenancy Agreement Information for Tenants</p>	<p><u>Strategy / Policy / Process</u> Annual Tenancy Check Ins / robust tenancy</p>	<p><u>Strategy / Policy / Process</u> No actions required</p>	Robust Compliance

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
	<p>3 dedicated Housing Officers (Tenancy Fraud)</p> <p><u>Quantitative and Qualitative Data</u> Tenancy Fraud data / reporting</p> <p><u>Openness and Transparency</u> Tenancy Fraud page on Housing Leeds Website HL Annual tenant report</p>	<p>management in place to identify tenancy fraud</p> <p><u>Quantitative and Qualitative Data</u> Tenancy fraud data analysis / reporting in place</p> <p><u>Openness and Transparency</u> Annual Tenant report includes details of number of fraud cases Periodic publicity campaigns to encourage reports</p> <p><u>Overall Delivery</u> Fully compliant</p>	<p><u>Quantitative and Qualitative Data</u> No actions required</p> <p><u>Openness and Transparency</u> Promotion of policy with customers / staff to maximise reporting of suspected cases</p> <p><u>Overall Delivery</u> Robust fraud action plan.</p>	
<p>NEW - Registered providers must have a fair, reasonable, simple and accessible appeals process for allocation decisions</p>	<p><u>Strategy / Policy / Process</u> Lettings policy – section 10 Complaints procedure</p> <p><u>Quantitative and Qualitative Data</u> LHO hold information on requests and outcomes.</p> <p><u>Openness and Transparency</u> The right to review is highlighted on decision letters to all customers.</p>	<p><u>Strategy / Policy / Process</u> As outlined in the lettings policy: The customer has a right to review on certain decisions: Eligibility Decisions Qualification Decisions Decisions around an application, such as priority award, medical recommendations. Homeless Decisions.</p> <p>Review panel is overseen by the Deputy Strategic Review Manager in LHO, the framework is set out in the relevant legislation.</p> <p>Customers may raise a complaint if they disagree with an allocation decision for a specific property and then go through the ombudsman process.</p>	<p><u>Strategy / Policy / Process</u> The framework for reviews is set out in the relevant legislation, however opportunities to have an internal process could be considered.</p> <p><u>Quantitative and Qualitative Data</u> No actions required.</p> <p><u>Openness and Transparency</u> No actions required</p>	<p>Robust compliance</p>

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
	<p>An overview is also provided within the Lettings Policy.</p>	<p><u>Quantitative and Qualitative Data</u> Outcomes of review requests data. Complaint handling performance.</p> <p><u>Openness and Transparency</u> All customers are notified of their right to review when a relevant decision is made. Right to review published on website.</p> <p>Customers can see on their housing applications the shortlisting position for a certain property.</p> <p><u>Overall Delivery</u> Fully compliant.</p>		
<p>Registered providers must record all lettings and sales as required by the Continuous Recording of Lettings (CORE) system</p>	<p><u>Strategy / Policy / Process</u> CORE is included in sign up procedures for staff</p> <p><u>Quantitative / Qualitative Data</u> 2022-23 LACORE performance QA arrangements in place</p> <p><u>Openness and Transparency</u> Core data not shared with staff or customers</p>	<p><u>Strategy / Policy / Process</u> Guidance procedure reviewed annually when Govt form is updated Sign up procedure reviewed Feb 2023</p> <p><u>Quantitative / Qualitative Data</u> QA findings / missing data in submissions etc. Data not used to understand trends / inform service decisions</p> <p><u>Openness and Transparency</u> Core data trends not shared with staff or customers</p> <p><u>Overall Delivery</u> Compliant with legal requirement but opportunity to</p>	<p><u>Strategy / Policy / Process</u> Review guidance every March / April</p> <p><u>Quantitative / Qualitative Data</u> Actions to strengthen data quality. Annual report to SMT of core data trends</p> <p><u>Openness and Transparency</u> Use core data in Annual Report to Tenants / inform wider</p>	<p>Compliance – with improvement opportunities</p>

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		strengthen quality of submission and use the data strategically	engagement with residents on service delivery	
Tenancy Sustainment and Evictions				
Registered providers must provide services that support tenants to maintain their tenancy or licence and prevent unnecessary evictions	<p><u>Strategy / Policy / Process</u> Leeds Housing Options Housing Support Service Housing Officer Income Rent arrears policy and procedures – emphasise supportive approach ASB procedure ATCIs Adaptations Service</p> <p><u>Quantitative and Qualitative Data</u> Recording of support activity for each of above service areas and reporting on tenancy terminations / evictions / ASB / support needs identified in ATCI / ASB / adaptations</p> <p><u>Openness and Transparency</u> Housing pages on website outline support available Supportive public message, 'here to help', campaign work</p>	<p><u>Strategy / Policy / Process</u> Fully compliant</p> <p><u>Quantitative and Qualitative Data</u> Recording of support activity but could be more analysis of tenancy sustainment to better understand trends and impacts and tailor service improvements</p> <p><u>Openness and Transparency</u> Fully compliant</p> <p><u>Overall Delivery</u> Strategy and policy is robust but analysis of trends in support needs and support service impacts could be improved</p>	<p><u>Strategy / Policy / Process</u> No action required</p> <p><u>Quantitative and Qualitative Data</u> Undertake greater analysis of trends in tenancy sustainment and support service impacts on tenancy sustainment. Use learning to consider if risk based approach is needed to some tenancy management/support activity.</p> <p><u>Openness and Transparency</u> No action required</p>	Robust compliance

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
<p>Registered providers must provide tenants required to move with timely advice and assistance about housing options before the tenancy or licence ends</p>	<p><u>Strategy / Policy / Process</u> Rent arrears policy including pre-court protocol. Tenancy Agreement Regeneration/clearance – rehousing protocol. Tenancy Management procedures. Warrant Panel – housing options considered before all evictions</p> <p><u>Quantitative and Qualitative Data</u> Tenancy termination reasons data available Warrant Panel data Rehousing tracker for clearance cases</p> <p><u>Openness and Transparency</u> Ending Tenancy Web Page</p>	<p><u>Strategy / Policy / Process</u> All enforcement procedures robustly cover supporting and signposting customers to ensure tenancy sustainment.</p> <p>Support services available through LHO to all LCC tenants and partner RPs</p> <p>Customers impacted by clearance are advised on all housing options and supported with rehousing.</p> <p>Advice and assistance with housing options not included in tenancy termination procedures</p> <p><u>Quantitative and Qualitative Data</u> Close monitoring of rehousing tracker for clearance cases, no ongoing monitoring / reporting of tenancy terminations data. Some refresher guidance issued to staff to improve accuracy of tenancy terminations data</p> <p><u>Openness and Transparency</u> Some tenant communications include offers of advice re. housing options, but not all. Ending tenancy web page doesn't reference advice with housing options</p> <p><u>Overall Delivery</u> Whilst basic compliance, some improvements could be made to strengthen compliance</p>	<p><u>Strategy / Policy / Process</u> Review Tenancy Terminations procedures to strengthen advice on housing options</p> <p><u>Quantitative and Qualitative Data</u> Explore opportunities for improved analysis and reporting.</p> <p><u>Openness and Transparency</u> Review all tenant communications, including website relating to tenancy terminations to ensure advice and assistance about housing options is clearly offered</p>	<p>Compliance – with improvement opportunities</p>

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
Tenure				
<p>Registered providers shall publish clear and accessible policies which outline their approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud, and set out:</p> <p>a) The type of tenancies they will grant.</p> <p>b) Where they grant tenancies for a fixed term, the length of those terms.</p> <p>c) The circumstances in which they will grant tenancies of a particular type.</p> <p>d) Any exceptional circumstances in which they will grant fixed term tenancies for a term of less than five years in general</p>	<p><u>Strategy / Policy / Process</u> Leeds Tenancy Strategy LCC Tenancy Agreement Tenancy management procedures</p> <p><u>Quantitative and Qualitative Data</u> Tenancy changes, terminations data available QA of tenancy management procedures</p> <p><u>Openness and Transparency</u> Leeds Tenancy Strategy published on web page Information for Tenants</p>	<p><u>Strategy / Policy / Process</u> Leeds Tenancy Strategy reviewed and awaiting sign off.</p> <p><u>Quantitative and Qualitative Data</u> QA of tenancy management procedures robustly in place. Data not used on regular basis to monitor tenancy trends.</p> <p><u>Openness and Transparency</u> Strategy and information to tenants all published on Council's web pages Tenancy Strategy reviewed in consultation with partner Registered Providers</p> <p><u>Overall Delivery</u> Basic compliance but current published Tenancy Strategy outdated. Strategy been reviewed and awaiting sign off. Once signed off will be fully compliant</p>	<p><u>Strategy / Policy / Process</u> Sign off and publish Leeds Tenancy Strategy</p> <p><u>Quantitative and Qualitative Data</u> Explore opportunities for improved analysis and reporting</p> <p><u>Openness and Transparency</u> No actions required</p>	Compliance – with improvement opportunities

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<p>needs housing following any probationary period.</p> <p>e) 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>f) 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> <p>g) 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</p>				

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
<p>which provide a reasonable degree of stability.</p> <p>h) 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>i) Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members</p>				
<p>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</p>	<p>n/a we don't use fixed term tenancies</p>			<p>N/A</p>

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probationary tenancy period				
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	n/a we don't use fixed term tenancies			N/A
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><u>Strategy / Policy / Process</u> LCC Tenancy Agreement Introductory Tenancy Procedure</p> <p><u>Quantitative and Qualitative Data</u> ITs managed via Cx case management – require sign off by line manager Monitoring of ITs due to expire</p> <p><u>Openness and Transparency</u> Information available in tenancy agreement, on web pages, included in correspondence to tenants re. ITs</p>	<p><u>Strategy / Policy / Process</u> Clear policy and processes in place Process not being robustly applied to enforce IT procedures.</p> <p><u>Quantitative and Qualitative Data</u> Manual process for turning IT tenancies to secure on Cx – monitoring of overdue IT in place No QA in place of ITs to ensure extensions applied robustly on Cx / case management No regular IT reporting</p> <p><u>Openness and Transparency</u> Clear communication of policy and processes in place</p> <p><u>Overall Delivery</u></p>	<p><u>Strategy / Policy / Process</u> Benchmark policy and process application with other landlords</p> <p><u>Quantitative and Qualitative Data</u> Introduce strengthened QA and ensure use of cases function in CX to monitor actions on IT tenancies. Introduce regular IT monitoring</p> <p><u>Openness and Transparency</u> No actions required</p>	Robust compliance

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
		Whilst policy and process robustly in place, its use is not being maximised and QA not being used to embed process		
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><u>Strategy / Policy / Process</u> Leeds Tenancy Strategy We only use Introductory / Secure Tenancies for all tenants</p> <p><u>Quantitative and Qualitative Data</u> N/A</p> <p><u>Openness and Transparency</u> Leeds Tenancy Strategy published on website Leeds Tenancy Agreement published on website</p>	<p><u>Strategy / Policy / Process</u> Policy robustly in place</p> <p><u>Quantitative and Qualitative Data</u> N/A</p> <p><u>Openness and Transparency</u> Policy available on website and promoted to tenants</p> <p><u>Overall Delivery</u> Robust compliance</p>	<p><u>Strategy / Policy / Process</u> No actions required</p> <p><u>Quantitative and Qualitative Data</u> N/A</p> <p><u>Openness and Transparency</u> No actions required</p>	Robust compliance
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	<p><u>Strategy / Policy / Process</u> Leeds Tenancy Strategy We only use Introductory / Secure Tenancies for all tenants</p> <p><u>Quantitative and Qualitative Data</u> N/A</p>	<p><u>Strategy / Policy / Process</u> Policy robustly in place</p> <p><u>Quantitative and Qualitative Data</u> N/A</p> <p><u>Openness and Transparency</u> Policy available on website and promoted to tenants</p>	<p><u>Strategy / Policy / Process</u> No actions required</p> <p><u>Quantitative and Qualitative Data</u> N/A</p> <p><u>Openness and Transparency</u></p>	Robust compliance

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
their return to settled accommodation	<p><u>Openness and Transparency</u> Leeds Tenancy Strategy published on website Leeds Tenancy Agreement published on website</p>	<p><u>Overall Delivery</u> Robust compliance</p>	No actions required	
<p>Mutual Exchange</p> <p>Registered providers must offer a mutual exchange service which allows relevant tenants potentially eligible for mutual exchange, whether pursuant to a statutory right or a policy of the registered provider, to easily access details of all (or the greatest practicable number of) available matches without payment of a fee</p>	<p><u>Strategy / Policy / Process</u> Leeds Tenancy Strategy Mutual Exchange Procedures</p> <p><u>Quantitative and Qualitative Data</u> YE 20/21 - 240 mutual exchanges. YE 21/22 - 169 YE 22/23 – 98 QA of MX process</p> <p><u>Openness and Transparency</u> Leeds Homes Website – information on MX scheme</p>	<p><u>Strategy / Policy / Process</u> Fully compliant from strategy perspective, policy and process perspective</p> <p><u>Quantitative and Qualitative Data</u> QA in place No regular reporting of MXs - number of MXs have reduced.</p> <p><u>Openness and Transparency</u> Whilst information is available, there could be greater promotion of the MX scheme as positive solution to meeting rehousing needs.</p> <p><u>Overall Delivery</u> Strategy and policy robust, need for improved promotions and trend analysis / reporting</p>	<p><u>Strategy / Policy / Process</u> No actions required</p> <p><u>Quantitative and Qualitative Data</u> Need to strengthen trend monitoring, reporting and impact analysis</p> <p><u>Openness and Transparency</u> Develop and deliver plan to promote more widely to tenants</p>	Robust compliance
Registered providers must publicise the availability of	As above	As above	As above	Robust compliance

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
any mutual exchange service(s) it offers to its relevant tenants				
New - Registered providers must provide support for accessing mutual exchange services to relevant tenants who might otherwise be unable to use them	<p><u>Strategy / Policy / Process</u> Mutual Exchange Procedure Tenancy Agreement House exchange website.</p> <p><u>Quantitative and Qualitative Data</u> YE 20/21 - 240 mutual exchanges. YE 21/22 - 169 YE 22/23 – 98 House Exchange information QA of MX process</p> <p><u>Openness and Transparency</u> Leeds Homes Website – information on MX scheme</p>	<p><u>Strategy / Policy / Process</u> At present customers who do not have internet access approach HUBs for support in accessing the house exchange website. Support is offered to customers to access the digital offer rather than an alternative access.</p> <p><u>Quantitative and Qualitative Data</u> No / monitoring / reporting of support provided Don't measure customer satisfaction with MXs</p> <p><u>Openness and Transparency</u> Published information doesn't outline support available</p> <p><u>Overall Delivery</u> Basic compliance with the standard but need to offer strengthened support to ensure robust compliance</p>	<p><u>Strategy / Policy / Process</u> Review of MX Policy and Procedures to strengthen support provided – consider matching opportunities</p> <p><u>Quantitative and Qualitative Data</u> Consider monitoring of support / customer satisfaction</p> <p><u>Openness and Transparency</u> Update tenant coms to outline support available once policy and process reviewed</p>	Compliance – with improvement opportunities
NEW - Registered providers must offer tenants seeking to mutually exchange with information about the implications for tenure, rent and service charges	<p><u>Strategy / Policy / Process</u> Mutual Exchange Procedure Tenancy Agreement House exchange website.</p> <p><u>Quantitative and Qualitative Data</u></p>	<p><u>Strategy / Policy / Process</u> MX procedures don't outline information to be shared with customers about implications for tenure etc.</p> <p><u>Quantitative and Qualitative Data</u> No information shared</p> <p><u>Openness and Transparency</u></p>	<p><u>Strategy / Policy / Process</u> Review the mutual exchange procedure to strengthen information on implications</p> <p>Include information on rent and service charges in the MX approval letter.</p>	No compliance

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	<p>YE 20/21 - 240 mutual exchanges. YE 21/22 - 169 YE 22/23 – 98 House Exchange information QA of MX process</p> <p><u>Openness and Transparency</u> Leeds Homes Website – information on MX scheme</p>	<p>Implications are not explicitly explained in information on website, printed material for tenants</p> <p><u>Overall Delivery</u> Not compliant with this expectation</p>	<p><u>Quantitative and Qualitative Data</u> Consider monitoring of application of policy change</p> <p><u>Openness and Transparency</u> Review tenant coms to strengthen explanation of implications – websites, standard material, forms</p>	