

Standard	sub category	Requirements	Position	Compliance
Safety and quality	Stock quality	Accurate record of all properties based on physical survey (not archetypes and cloning)	We have less than 20% accurate stock condition data. We have recruited a stock condition surveyor to bring our records up to 100% within 12 months.	No
	Decency	Evidence from across records (golden thread 360 view)	an external assurance of compliance and record holding in 2019 identified weaknesses in our arrangements. An action plan was put in place to correct the errors and omissions. We requested LCC to conduct an assurance audit in 2024 to check on the robustness of records held, this has been declined and we will source an independent audit.	Yes
	Health and Safety	Meet all legal requirements	We are confident that we meet all legal requirements	Yes
		All remedial actions are carried out in a timely way	We monitor completions and report to health and safety forum	Yes
		Safety is integral to the design and delivery of services	We can evidence this in adaptations, emergency repairs completions, compliance data and monitoring of damp and mould	Yes
	Repairs maintenance and planned improvement	It is easy to report repairs	Repairs can be reported on line, by email, face to face, by phone, letter or via facebook, but we don't have any data about how easy the process is for e.g call failure rate, numbers of people using each channel	Partial
		Timescales for completion are clear and adhered to	Timescales are clear but approximately 30% of jobs are overdue. This is monitored closely and subject to an improvement plan with the contractor.	No
		Communication with tenants is clear and timely	We are implementing Voicescape to increase engagement with customers around the quality and timeliness of repairs	Yes
		Understanding and fulfillment of obligations regarding communal areas	A tenant consultation exercise regarding the quality of communal areas led to a change in the cleaning regime, decoration, new floor covering, CCTV and new front doors and door entry systems	Yes
		Delivery of services and improvements is informed by needs of tenants		
		Provides VFM	Maintenance contracts are let through competitive tender as per the LCC procurement strategy. Where incumbent contractors are not offering competitive pricing for planned works these are re-tendered or offered on a framework to an alternative contractor. Cf Equans kitchen programme 2023/24	Yes
		Adaptations	Clear communication re how the housing provider will help people needing adaptations	We have an adaptations policy and leaflet, that makes clear to tenants the prioritisation process for adaptations.

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Transparency, Influence and Accountability	Fairness and respect	How will we evidence that all tenants are treated with fairness and respect? Are sanctions or indicators of a lesser service, such as disrepair claims, service of NISP/ complaints or eviction analysed by protected characteristics? What does this show?	We are unable to disaggregate data at a transactional level and analyse it by demography or protected characteristics because of the limitations of the reporting capacity within LCC operated IT systems	No
	Diverse needs	Are services accessed equally e.g repairs/lettings	See above	No
		What information is held on the diversity of needs	See above	No
		How can we evidence that communication and information is clear, accessible, relevant and timely and appropriate to the diverse needs of tenants	We have a clear tenants handbook, and BITMO service offer. However most complaints relate to weaknesses in communication with the tenant around issues of repairs.	Yes
		How do we evidence that services are accessible?	See line 16 above. We are trying to improve accessibility by having our services available via the GATE two evenings a week, and increasing customer contact proactively to provide a pre-emptive customer service.	No
		tenants and prospective tenants must have the opportunity to be supported by a representative or advocate	We provide translation services where needed, and meet with advocates and support workers to help people to broker the correct service resolution for them.	Yes
	Engagement with tenants	Provide a wide range of meaningful opportunities to influence and scrutinise strategies, policies and services	We carry out consultation exercises based on locality, property type, and issue. Shareholder are invited to scrutinise our services. We provide communications to all tenants via email, text and social media to let them know what we are working on, and how they can get involved. There is an	Yes
		Assist tenants to implement tenant led activities to influence and scrutinise strategies, policies, and services	We have a community fund designed to support tenants to create groups and activities to meet local needs. We work with tenants to co-design services. We have done very little around co-design of landlord services. The focus is much more upon community development activities.	Yes
		Provide accessible support that meets the diverse needs of tenants so they can engage with the opportunities provided	The majority of engaged tenants are White British. We are increasingly engaging with a younger cohort of families of different ethnicities around tuition, food, and community based activities. Our consultation activities with retirement life tenants is focused on those aged 55 and over.	No
		Support tenants to exercise their Right to Manage and Right to Transfer	We are a RTM organisation, and have growth as one of our strategic objectives. We communicate the benefit of tenant leadership, and tenant management across the estate and more broadly to generate interest in it as a model of community control.	Yes
	Consider ways to improve and tailor their approach to delivering landlord services including engagement	We have recently procured the Voicescape Engage module which will be the platform from which we develop a rich understanding of tenant priorities	Yes	
	Consult fully on any proposed significant change in management arrangements	We consult extensively with regard to the continuation of the TMO, but not in relation to any other change in management arrangements.	Yes	
Landlord services	Provide information about landlord services, how to access them, and service standards	The Website, our notice boards, Facebook and leaflets provide information regarding services. Standards, and how to access them.	Yes	
	Information on standards of safety and quality re homes and communal areas	We could do more to provide information to tenants about this	No	
	Information on rents and service charges that are payable by tenants	This is provided by LCC	Yes	
	Information on landlord and tenant responsibilities	Tenants handbook and enhanced service offer and website provide this information.	Yes	
	Landlords must communicate with affected tenants on progress, next steps, and outcomes when delivering landlord services	We have been criticised for not keeping tenants sufficiently informed and we try to address this via Voicescape, email text and social media, as well as inviting shareholders and other tenants to board meetings. TSM evidence is that we do keep tenants informed	Yes	
	Housing and neighbourhood policies should be fair, reasonable, accessible, and transparent	We operate LCC policies which are published but not necessarily accessible and transparent.	No	
	Providers must make information available to tenants about the relevant roles and responsibilities of SLT including who has responsibility for compliance with the standards	We have information available on the website.	Yes	
	Performance information	Meet the technical requirements in relation to the TSMs	We publish KPIs in relation to the TSMs and the service performance that underpins them.	Yes
		Collect information relating to performance against the TSMs	This is done by LCC and provided to us. We publish the information to our tenants	Yes
		Annually publish performance against the two items above	This is done in the annual report to tenants	Yes
		Submit the above to the regulator	LCC will submit their report to the regulator. BITMO's will also be available	Yes
Complaints	Simple accessible approach to addressing complaints		We have a clear two stage complaints policy	Yes
	Publicise complaints process		We promote the complaints policy on the website and in the tenant email. We highlight lessons learnt and brief staff on this. We build this into our annual report	Yes
	Publish info complaints received and lessons learnt to support CSI		We have not done this very well to date, but have scheduled to do so at year end.	Yes
Self Referral	Communicate with the regulator in a timely manner regarding any material issues that relate to potential or actual non compliance		N/A	N/A

Standard	sub category	Requirements	Position	Compliance
Neighbourhood and community	Maintenance of shared spaces	Work cooperatively to resolve issues affecting shared spaces for which they do not have legal responsibility	We work with LCC, Health for All and RSLs in the area to agree approaches to improve shared spaces, such as green spaces, the multi use games area and the circus. We work with Groundwork and fruitworks around the development of a community orchard, community garden and tree nursery.	Yes
	Local cooperation	Identify and communicate to how they will promote social environmental and economic wellbeing	BITMO's approach to ASB is determined by LCC. We have been critical of the approach taken as it doesn't seem neighbourhood or victim centred but also understand the resourcing limitations that the LA faces.	Yes
	Safer Neighbourhoods	Have a clear policy on how they will work with relevant organisations to deter and tackle ASB	See above	partial
		Have a clear policy on how they will work with relevant organisations to deter and tackle hate incidents	See above	partial
		Enable ASB to be reported easily and keep tenants informed about the progress of their case	See above	Yes
		Provide prompt and appropriate action to ASB using the full range of tools and legal powers available	See above	partial
		Support tenants affected by ASB including by signposting to appropriate agencies		Yes
	Domestic Abuse	Have a policy for how you respond to reports of domestic abuse	Our safeguarding policy and domestic abuse policy make clear the support we will provide to people reporting DA. Senior staff are trained in recognising and supporting people experiencing DA. We work with MARAC and tasking groups, and provide support to individuals.	Yes
		Demonstrate how you meet your duty to develop a strategy and commission services for victims of domestic abuse and their children within safe accommodation	See Local Authority strategy.	N/A

Standard	sub category	Requirements	Position	Compliance	
Tenancy Standard	Allocations and lettings	Duty to meet identified need (the rest of the standard refers to cooperating with the LA in the discharge of their duties)	See Local Authority Lettings Policy	Yes	
		Allocate homes that are designated, designed or adapted to meet specific needs in a way that is compatible with the housing.	See Local Authority Lettings Policy	Yes	
		Address under occupation and overcrowding, focusing on the needs of the tenant	We have encouraged the local authority to develop a strategic approach to tackling under occupation to release larger homes. BITMO will help with moving and getting the new home ready, we have asked the LA to develop a similar scheme and to incentivise moves more proactively.	Yes	
		Take action to prevent tenancy fraud	We have two colleagues trained in preventing detecting and addressing tenancy fraud. We are extending this to a further five members of staff.	Yes	
		Provide fair, reasonable simple, accessible appeals process for allocations decisions	See LA Lettings policy. We have not received a complaint or appeal about an allocations decision in the last five years .	N/A	
		Record all lettings on CORE	Yes	Yes	
		Tenancy sustainment and evictions	Provide services that support tenants to sustain their tenancy and prevent unnecessary evictions	We have a tenancy support team, a community fund that makes grants available to people to support successful tenancies, we have financial inclusion officers who have generated £267k additional income for tenants over the last twelve months.	Yes
			Provide tenants required to move with timely advice and assistance about housing options before the tenancy or license ends	We provide clear advice to tenants regarding how a property is to be left, the rent balance, any recharges, rehousing options, we provide support with making applications and bidding.	Yes
		Tenure	Publish clear and accessible policies which outline the approach to tenancy management including interventions to sustain tenancies and setting out :	Our ASB leaflet does some of this, but more could be provided .	No
			the type of tenancies granted	Introductory and secure	N/A
			the length of fixed term tenancies	None	N/A
			the circumstances in which particular types of tenancy will be granted	N/A	N/A
			the appeal arrangements	N/A	N/A
			How they take into account the needs of vulnerable household members	N/A	N/A
			Advice and assistance to be given to help people find a follow on tenancy	N/A	N/A
			Information on succession rights, taking into account the needs of vulnerable people	We provide clear and consistent advice on succession rights, and enforce termination of use and occupation where appropriate given the circumstances needs and vulnerability of the household.	Yes
			what information and evidence is available regarding introductory tenancies? How many are terminated, and for what reasons? How many appeals are there, and how many are upheld ?	This information is not available	No
		how will we evidence continuity of security for social housing tenants?	This information is not available	No	
	Mutual Exchange	Evidence easy access to a MX service	We conduct a lot of MX per year. The number is growing as tenants find it increasingly difficult to access transfers.	No	
		Publicise the MX service	We don't advertise it.	No	
		Provide support for accessing MX	No evidence	No	
		Provide information about the implications for tenure, rent and service charges	We do provide this information and could evidence through archived correspondence	Yes	