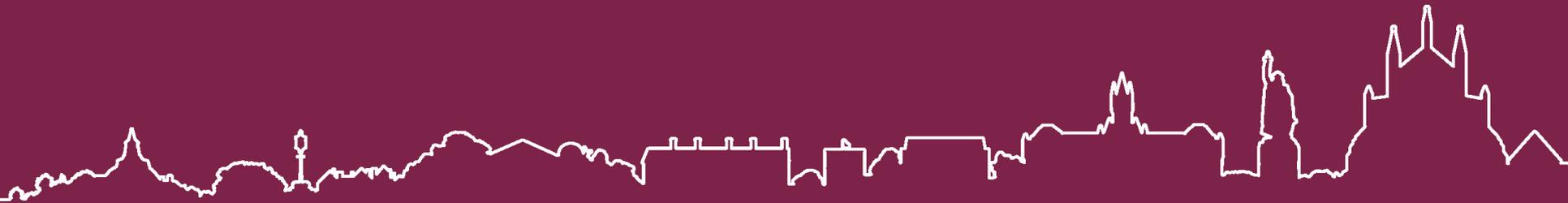


Business & Housing Policy Committee
28 February 2023

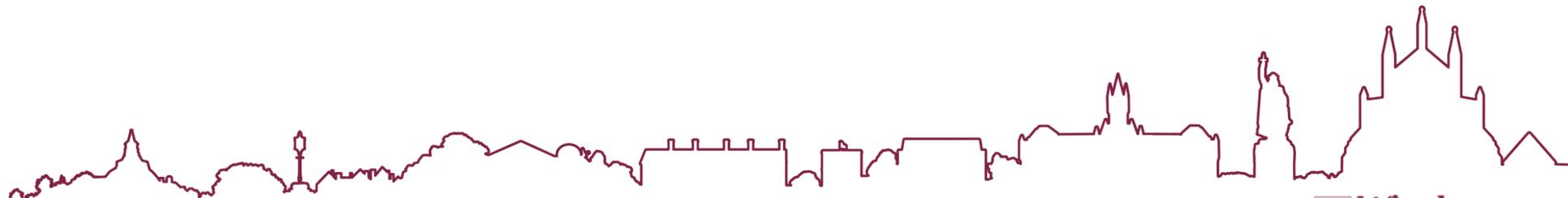
Social Housing White Paper - The Charter for Social Housing Residents (November 2020)

Presented by:
Gillian Knight
Corporate Head of Housing



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Introduction

Delivering on the Government's commitment to the Grenfell community that *"never again would the voices of residents go unheard"* & on its 2019 manifesto pledge to:

- 🏰 Empower residents
- 🏰 Strengthen regulation
- 🏰 Improve the quality of social housing

How is Winchester City Council responding?

- 🏰 Service users at the heart of everything we do
- 🏰 Council Plan priorities:
 - 🏰 Homes for all
 - 🏰 Your services, your voice
 - 🏰 Enhanced focus on 'listening better' & Pride in Place



To be safe in your home

-  **Building Safety Act 2022**
-  **Fire Safety Act 2021 (effective January 2023)**
-  **A national culture of engagement on fire & structural safety**
-  **Report of the Social Sector (Building Safety) Engagement Best Practice Group**
-  **Smoke & carbon monoxide alarms/protection from poor electrical safety**

How is Winchester City Council responding?

-  **Review of fire safety**
-  **Introduction of new approach to fire safety management**
-  **Improvements to fire safety information**



To know how your landlord is performing

-  **New Tenant Satisfaction Measure (TSM) Standard**
-  **Suite of 22 tenant satisfaction measures effective April 2023**
-  **Collection & publication of financial measures**
-  **Social Housing Regulation Bill 2022**

How is Winchester City Council responding?

-  **Consultant appointed to conduct survey required to collect data for perception measures**
-  **Service Leads making preparations to collect data required for other indicators**
-  **New case management system for Tenancy Team introduced January**

2023

To have your complaints dealt with promptly & fairly

- Complaint Handling Code & self-assessment
- Housing Complaints Policy – updated & promoted 2022
- Revised Housing Ombudsman Scheme
- Complaint handling orders
- “Make things right”* campaign launched March 2021
- Removal of the democratic filter from October 2022
- Social Housing Quality Resident Panel

How is Winchester City Council responding?

- Review of complaints procedure with tenants
- Improved process and awareness for reporting and monitoring



To be treated with respect, backed by a strong consumer regulator for tenants

- 🏰 **Social Housing Regulation Bill 2022 - a new approach to consumer regulation**
- 🏰 **Domestic Abuse Act 2021**
- 🏰 **Improving tenant engagement – rebalancing the landlord/tenant relationship**
- 🏰 **Greater oversight on the performance of local authority landlord function**

How is Winchester City Council responding?

- 🏰 **Outcomes from Listening to Views focus group informed new Tenant Engagement Plan developed**
- 🏰 **2023-24 commitment to sign up to Domestic Abuse Housing Alliance (DAHA) & appoint DAHA project lead**
- 🏰 **Customer feedback on case management**
- 🏰 **Staff training on listening to customers & improving customer service**



To have your voice heard by your landlord

-  Improving tenant engagement
-  New opportunities & empowerment programme
-  Tackling loneliness
-  Strengthening professional development
-  Greater oversight on the performance of local authority landlord function

How is Winchester City Council responding?

-  Review of tenant involvement with tenants
-  New Tenant Engagement Plan being developed
-  Review by independent organisation being commissioned
-  Professional qualifications & training

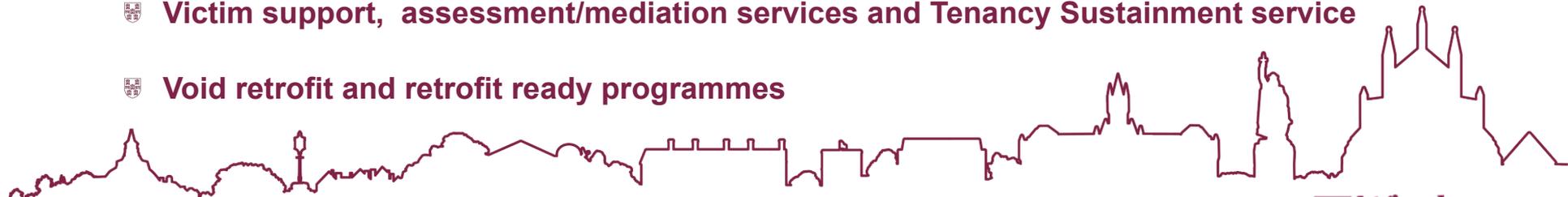


To have a good quality home & neighbourhood to live in

- Review of the Decent Homes Standard
- Framework of Green Infrastructure Standards
- Expanding provision on mental health
- Supporting residents facing anti-social behaviour & crime
- Monitoring & Supporting tenants at risk – “county lines”

How is Winchester City Council responding?

- Investing in neighbourhoods through the Estate Improvement Programme
- Regular communal area checks by Neighbourhood Services team
- Community Engagement Officer posts
- Victim support, assessment/mediation services and Tenancy Sustainment service
- Void retrofit and retrofit ready programmes



To be supported to take your first steps to ownership

-  **Building more council homes**
-  **New shared ownership model**
-  **Leasehold reform - a comprehensive programme to improve fairness and transparency**

How is Winchester City Council responding?

-  **Building 1000 council affordable homes in the next 10 years 2021-2030**
-  **New shared ownership model introduced 2020**
-  **Leasehold Reform (Ground Rent) Act 2022 – the first step in Government reform to create a fairer housing system**
-  **Establishment of the Home Ownership team**



Questions?

