

How we're meeting the new Consumer Standards

The regulator sets out the standards that registered providers of social housing need to meet.

New Consumer Standards are in place from 1st April 2024. The Consumer Standards make sure customers get quality accommodation, have choice and protection, and can hold their landlords to account.

These are things that have always been very important at Leeds Federated and have guided us since we were formed in 1974. We're always learning and we'll never stop working to improve. The new standards will help us to continue our job of **helping people make a home**.

Tenant Satisfaction Measures Standard

This is a new Standard to define the minimum performance indicators we need to use. We have to publish these at least once a year and explain to customers how we are working on any improvements.

At the moment, we are doing well but we need to continue to improve:

- the **quality of our responses** to complaints
- **customer communications** and our **tone of voice**



In summary, we have to:

- Have standardised, national measures of performance
- Track customer satisfaction measures
- Track performance of core services (repairs, building safety, complaints, anti-social behaviour)
- Publish our results at least once a year

Things we're already doing:

- We're ready to publish our performance so customers can see how we're doing
- We understand the things that customers are less satisfied with, and we're working with customers to make improvements
- We're working to improve our performance on complaints and communication with customers

Neighbourhood & Community Standard

This Standard explains what we need to do to look after the safety of the places where people live. This means taking good care of communal areas and facilities, as well as **helping and supporting customers** if they're experiencing anti-social behaviour. If people are being targeted because of who they are, then there are specific things we need to do to help them. We also have a responsibility to **look out for situations in which people are being bullied or abused**, including in their own home.



In summary, we have to:

- Work with customers and other organisations on shared spaces
- Work with partners to promote wellbeing
- Tackle anti-social behaviour and hate incidents
- Recognise and act on domestic abuse

Things we're already doing:

- Through our community-based approach we're developing plans in the areas where we work to explain our role and the things we will do
- We've worked on new information for customers so it's clear how to report anti-social behaviour and how we can help
- We have a clear policy on how we'll act if we're concerned that someone may be suffering from domestic abuse

Safety & Quality Standard

This Standard sets out how we need to keep customers' homes safe and well-maintained. We must carry out **a full survey of homes every 5 years**, considering the needs and characteristics of households at the same time. We should be asking whether **people need a different approach** from us, and if so, what are we going to do differently to make sure they are treated with **fairness and respect**?



In summary, we have to:

- Maintain good quality data on customers and their homes
- Take all reasonable steps to keep homes and communal areas safe
- Have an effective approach to repairs and investing in homes
- Support customers who need adaptations

Things we're already doing:

- We've carried out detailed surveys in most homes. We'll keep on doing these so we have the best information possible on the repairs and maintenance needed
- We'll be looking at our services again to make sure they are responding to customer needs, safety and welfare
- We're improving the quality of the information we provide to customers, making it clearer and easier to read

Tenancy Standard

This Standard says how we should let homes. This needs to be done in a **fair way**, and we need to **work with local councils** to help them meet housing need. We must try to **help people who are overcrowded**, or who have too many bedrooms and want to move to somewhere smaller. If customers want to **swap their home** with another social housing tenant, we will help them to do this.



In summary, we have to:

- Let homes in a fair and transparent way
- Help customers to sustain their tenancies
- Understand the needs of vulnerable customers
- Support customers to access mutual exchanges

Things we're already doing:

- We work with local authority housing registers and support them in their duty to house those in greatest need
- We're improving our approach to data collection and management to respond better to customers

Transparency, Accountability and Influence Standard

This Standard explains how we need to treat customers and how we must take customer views into account when we make decisions. It also sets out how we need to **communicate with customers** and what information we need to give them. It's important that we **respond to complaints on time**, we listen to what customers are telling us, and our decisions about their complaints are fair.



In summary, we have to:

- Make sure we understand the diverse needs of customers
- Make sure our information is accessible for customers
- Give customers a range of opportunities to influence our services and challenge performance
- Give customers clear and accurate information on the performance of our services
- Make it easy for customers to complain if they need to
- Explain how we're learning from customer complaints

Things we're already doing:

- We're ready to publish our performance as required
- We understand which customers are more or less satisfied than average