**XXXXX Assessment**

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| **1.1 Customer Service, Choice and Complaints****Registered providers shall:** **(a) provide choices, information and communication that is appropriate to the diverse needs of their tenants in the delivery of all standards.** |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |
| **1.1 Customer Service, Choice and Complaints****Registered providers shall:** **(b) have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly** |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |

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| **1.2 Involvement and Empowerment** **Registered providers shall ensure that tenants are given a wide range of opportunities to influence and be involved in:****(a) the formulation of their landlord’s housing related policies and strategic priorities** |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |
| **1.2 Involvement and Empowerment** **Registered providers shall ensure that tenants are given a wide range of opportunities to influence and be involved in:****(b) the making of decisions about how housing related services are delivered, including the setting of service standards** |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |
| **1.2 Involvement and Empowerment** **Registered providers shall ensure that tenants are given a wide range of opportunities to influence and be involved in:****(c) the scrutiny of their landlord’s performance and the making of recommendations to their landlord about how performance might be improved** |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |
| **1.2 Involvement and Empowerment** **Registered providers shall ensure that tenants are given a wide range of opportunities to influence and be involved in:****(d) the management of their homes, where applicable** |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |
| **1.2 Involvement and Empowerment** **Registered providers shall ensure that tenants are given a wide range of opportunities to influence and be involved in:****(e) the management of repair and maintenance services, such as commissioning and undertaking a range of repair tasks, as agreed with landlords, and the sharing in savings made**  |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |
| **1.2 Involvement and Empowerment** **Registered providers shall ensure that tenants are given a wide range of opportunities to influence and be involved in:****(f) agreeing local offers for service delivery** |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |

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| **1.3 Understanding and Responding to the Diverse Needs of Tenants****Registered providers shall:****(a) treat all tenants with fairness and respect** |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |
| **1.3 Understanding and Responding to the Diverse Needs of Tenants****Registered providers shall:****(b) demonstrate that they understand the different needs of their tenants, including in relation to the equality strands and tenants with additional support needs** |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |

**SPECIFIC EXPECTATION**

**2.1: Customer Service, Choice and Complaints**

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| **2.1.1 Registered providers shall provide tenants with accessible, relevant and timely information about:****(a) how tenants can access services** |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |
| **2.1.1 Registered providers shall provide tenants with accessible, relevant and timely information about:****(b) the standards of housing services their tenants can expect** |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |
| **2.1.1 Registered providers shall provide tenants with accessible, relevant and timely information about:****(c) how they are performing against those standards** |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |
| **2.1.1 Registered providers shall provide tenants with accessible, relevant and timely information about:****(d) the service choices available to tenants, including any additional costs that are relevant to specific choices** |
| **Assessment of compliance****Grading** **Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |
| **2.1.1 Registered providers shall provide tenants with accessible, relevant and timely information about:****(e) progress of any repairs work** |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |
| **2.1.1 Registered providers shall provide tenants with accessible, relevant and timely information about:****(f) how tenants can communicate with them and provide feedback** |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |
| **2.1.1 Registered providers shall provide tenants with accessible, relevant and timely information about:****(g) the responsibilities of the tenant and provider** |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |
| **2.1.1 Registered providers shall provide tenants with accessible, relevant and timely information about:****(h) arrangements for tenant involvement and scrutiny** |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |

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| **2.1.2 Providers shall offer a range of ways for tenants to express a complaint and set out clear service standards for responding to complaints, including:****(a) Complaints about performance against the standards, and details of what to do if they are unhappy with the outcome of a complaint. Providers shall inform tenants how they use complaints to improve their services. Registered providers shall publish information about complaints each year, including their number and nature, and the outcome of the complaints.** |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |
| **2.1.2 Providers shall offer a range of ways for tenants to express a complaint and set out clear service standards for responding to complaints, including:****(b) Providers shall accept complaints made by advocates authorised to act on a tenant’s/tenants’ behalf.** |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |

**2.2 Involvement and Empowerment**

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| **2.2.1 Registered providers shall support their tenants to develop and implement opportunities for involvement and empowerment, including by:****(a) supporting their tenants to exercise their Right to Manage or otherwise exercise housing management functions, where appropriate**  |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |
| **2.2.1 Registered providers shall support their tenants to develop and implement opportunities for involvement and empowerment, including by:****(b) supporting the formation and activities of tenant panels or equivalent groups and responding in a constructive and timely manner to them** |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |
| **2.2.1 Registered providers shall support their tenants to develop and implement opportunities for involvement and empowerment, including by:****(c) the provision of timely and relevant performance information to support effective scrutiny by tenants of their landlord’s performance in a form which registered providers seek to agree with their tenants. Such provision must include the publication of an annual report which should include information on repair and maintenance budgets** |
| **Assessment of compliance****Grading** **Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |
| **2.2.1 Registered providers shall support their tenants to develop and implement opportunities for involvement and empowerment, including by:****(d) providing support to tenants to build their capacity to be more effectively involved** |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |

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| **2.2.2 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.** |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |

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| **2.2.3 Where registered providers are proposing a change in landlord for one or more of their tenants or a significant change in their management arrangements, they shall consult with affected tenants in a fair, timely, appropriate and effective manner.** **Registered providers shall set out the proposals clearly and in an appropriate amount of detail and shall set out any actual or potential advantages and disadvantages (including costs) to tenants in the immediate and longer term.** **Registered providers must be able to demonstrate to affected tenants how they have taken the outcome of the consultation into account when reaching a decision.** |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |

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| **2.2.4 Registered providers shall consult tenants at least once every three years on the best way of involving tenants in the governance and scrutiny of the organisation’s housing management service.** |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |

**2.3 Understanding and Responding to Diverse Needs**

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| **2.3.1 Registered providers shall demonstrate how they respond to tenants’ needs in the way they provide services and communicate with tenants** |
| **Assessment of compliance****Grading****Yes/No/Partial** |
| **Narrative on compliance** |
| **Evidence of compliance** |
| **Corrective actions on compliance** |
| **Staff and Resident feedback****Best practice to be adopted/improvements suggested by residents** |

**Grading**

5= Addresses standard comprehensively with clear evidence

4= Mature actions and evidence in place, room for some growth to be considered comprehensive

3= Some actions and evidence are in place to support standard but still short of expectations

2= Some actions address standard but little evidence to back up

1= Does not address standard at all