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(Please note that "Information Only" reports do not require Integrated Impact Assessments, Legal or Finance Comments as no decision is being taken)

Title of meeting:	Cabinet Member for Housing & Tackling Homelessness
Subject:	HNBS Estate Services self-assessment for meeting requirements of the Social Housing Regulation Act 2023 and proposed Neighbourhood and Community Standard.
Date of meeting:	20 th March 2024
Report by:	Phil Bentley, Head of Estate Services Phil Bentley, Head of Estate Services
Cabinet Member:	Cllr Darren Sanders
Wards affected:	All

1. Requested by Cllr Darren Sanders, Cabinet Member for Housing and Tackling Homelessness

2. Purpose

2.1 The report outlines the approach taken by taken by the Estates Service team within the Housing, Neighbourhood and Building Services Directorate, and considers how this meets the requirements introduced by the Social Housing Regulation Act 2023 and the proposed Neighbourhood and Community Standard due to come in to effect from April 2024.

3. Background

3.1 In line with the Social Housing Regulation Act 2023 and proposed housing regulatory standards registered providers must provide tenants with information about the:

- a) available landlord services, how to access those services, and the standards of service tenants can expect
- b) responsibilities of the registered provider and the tenant for maintaining homes, communal areas, shared spaces and neighbourhoods.

3.2 The relevant points of the Social Housing white paper relevant to Estate Services are:

- Chapter 2 - Know how your landlord is performing.



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- Collecting and publishing tenant satisfaction measures linked to neighbourhood management.
- Chapter 6 - To have a good quality home and neighbourhood to live in.
 - Creating / designing good neighbourhoods.
 - Keeping neighbourhoods safe and clean.
 - Housing tenants to be able to access and enjoy good neighbourhoods.

3.3 We have assessed our approach to the delivery of 'neighbourhood services' and our approach to the delivery of services. The approach taken by Estate Services is set out in Appendix A and provides assurance that we are meeting requirements set down by the regulator, in terms of our day-to-day services, however we recognise that there are further actions that we need to undertake.

3.4 The Social Housing Charter emphasises the importance of improving tenant satisfaction and engagement. It encourages housing providers to involve tenants in decision-making processes and to prioritise their needs and preferences. Appendix A demonstrates alignment with this requirement by outlining strategies for resident involvement and consultation in various aspects of Estate Services, such as greening projects and waste reduction initiatives. However, future refreshment of Estate Services strategies requires more specific consultation with tenants associated to service strategies and their publication. This task will take place over the next financial year.

3.5 Another key aspect of the Social Housing Charter is ensuring the safety, cleanliness, and maintenance of social housing properties and neighbourhoods. Appendix A addresses this requirement by describing Estate Services' efforts to maintain safe, clean, and tidy housing estates through initiatives such as cleaning services, grounds maintenance, and estate warden patrols. By prioritising these activities, Estate Services contributes to safety and cleanliness requirements outlined in the Social Housing White Paper.

3.6 The Social Housing Charter promotes environmental sustainability and encourages housing providers to adopt green initiatives. Estate Services aligns with this requirement by outlining sustainability initiatives, such as transitioning to eco-friendly cleaning products, enhancing biodiversity, and adopting green technologies. By implementing these measures, Appendix A illustrates that Estate Services contributes to creating healthier and more sustainable living environments for tenants, which is in line with the objectives of the Social Housing White Paper.



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4. Areas of further work for the wider service

- 4.1 The proposed Neighbourhood and Community Standard requires that social housing providers maintain shared spaces (those not owned by the landlord) working co-operatively to assist in resolving issues affecting the upkeep and safety of the shared spaces associated with their homes; and that registered providers, having taken account of their strategic objectives, the views of tenants and their presence within the areas where they provide social housing, must also:
- a) identify and communicate to tenants the roles registered providers play in promoting social, environmental and economic wellbeing and how they will achieve them; and
 - b) co-operate with local partnership arrangements and the strategic housing function of local authorities where they are able to assist them in achieving their objectives.
- 4.2 We will seek to ensure that the wide and varied work undertaken by the service, working in partnership with Local Authorities is better communicated with residents and build understanding of what residents would like to see from the service in future.

5.0 Summary

- 5.1 Following the self-assessment of Estate Services against the Social Housing Charter requirements, we are satisfied that other than the following action points Estate Services meets the requirements of the Housing Charter.
- 5.2 We will use this financial year to:
- Update our website to ensure that our current and approach is visible so that the service can be held to account.
 - Reflect on our tenant satisfaction levels captured across 2023/24 and engage with residents to ensure that our services meet their needs, for example through estate walkabouts, customer satisfaction surveys and resident panel meetings.
 - Consider our future strategy and begin consultation with residents later this year.
 - Ensure any new strategy co-ordinates with all relevant departments in creating the 'Neighbourhood Strategy', meeting the proposed neighbourhood and community standard.

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Signed by **James Hill, Director of Housing, Neighbourhood and Building Services**



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Appendices:

Appendix A: Estate Services Approach 2022-2025

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location
Cabinet Member for Housing & Tackling Homelessness Update on our preparedness for the Social Housing Regulation Act and Building Safety Act. 22 February 2024	(Public Pack)Agenda Document for Cabinet Member for Housing and Tackling Homelessness, 22/02/2024 10:00 (portsmouth.gov.uk)
Social Housing (Regulation) Act 2023	https://www.legislation.gov.uk/ukpga/2023/36
Charter for Social Housing 2020	https://www.gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper
Building Safety Act 2022	https://www.gov.uk/guidance/the-building-safety-act



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