Self-Assessment of Compliance
with the Consumer Regulatory Standards
2025

This document sets out our self-assessment against the draft consumer standards with the aim of identifying gaps and areas for improvement.

Compliance Assessment Summary

RAG Rating	Description
🟥	Substantial non-compliance with improvement work needed
🟧	Partial compliance with improvement work needed
🟩	Full compliance (In some cases strengthening work proposed)
	Not applicable for organisation

Standard	Overall Assessment	High level assessment			
		Specific requirements			**Areas of partial compliance**
1. Safety and quality standard	🟧	**Green**	**Amber**	**Red**	
1.1 Stock quality 1.2 Decency	🟧	1	3		
1.3 Health and safety	🟧	0	3		
1.4 Repairs, maintenance and planned maintenance	🟧		3	1	
1.5 Adaptations	🟩	2			

2. Transparency, Influence and accountability		Specific requirements			Areas of partial compliance
		Green	Amber	Red	
2.1 Fairness and respect		1	3		•
2.2 Engagement with tenants		3	3		
2.3 Information about landlord services		1	4		•
2.4 Performance information		3	2		
2.5 Complaints		2			
2.6 Self-referral		1			
3. Neighbourhood and Community		Specific requirements			Areas of partial compliance
		Green	Amber	Red	
3.1 Safety of shared spaces			1		
3.2 Local cooperation			1		
3.3 ASB and hate crime		1	4		
3.4 Domestic abuse			2		
4.Tenancy		Specific requirements			Areas of partial compliance
		Green	Amber	Red	
4.1 Allocations and Lettings		5	1		
4.2 Tenancy sustainment and evictions		0	2		
4.3 Tenure		3	3		
4.4 Mutual exchange		1	3		

	Safety and Quality Standard				

1.1   Stock quality
1.2   Decency

Registered providers must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenant.

Registered providers must use data from across their records on stock condition to inform their provision of good quality, well maintained and safe homes for tenants including: a) Compliance with health and safety legal requirements b) Compliance with the Decent Homes Standard c) Delivery of repairs, maintenance and planned improvements to stock d) Allocating homes with adaptations appropriately.

Registered providers must ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator.

Specific Expectations	Compliance and Evidence	Actions required to ensure/ improve compliance	Assurance/ evidence	Owner
2.1.1 Registered providers must have an accurate record at an individual property level of the condition of their stock, based on a physical assessment of all homes and keep this up to date.	We hold stock condition data against 87.5% of our homes with a target of 100%. From 2026.27 a 20% per annum rolling stock condition survey (SCS) programme will be in place. To help meet SCS targets we have recruited an additional Stock Condition Surveyor. The SCS programme is	• Implement asset management restructure • Increase access rates for stock condition surveys • Asset management strategy • HAB /Cabinet report on stock condition approach/ overview of data / validation of data	Report to HAB - Capital Programme Report Report to go HAB on month on month levels of completed stock condition surveys.	Boe Haslam

	essential to improve knowledge and understanding of the condition of our properties. We have also recruited a Stock Data Analyst with a clear focus on ensuring the SCS data we hold is accurate and is regularly updated. In turn this will provide a much better level of data confidence, additionally understanding investment needs and requirements over the short, medium to longer term. The SCS links directly to the No Access for Non Emergencies project, which is underway and involves delivery teams across Housing Services.			
2.1.2 Registered providers must use data from across their records on stock condition to	Data is used to ensure we remain legally compliant across all areas of compliance and safety.	• Ensure HHSRS assessments are carried out in relation to DMC - ask Claire if a	TSM Satisfaction That Home Is Safe TSM Satisfaction That Home Is Well Maintained	Ben Tunnicliffe

inform their provision of good quality, well maintained and safe homes for tenants including: a) Compliance with health and safety legal requirements	HHSRS assessments are carried out as part of our stock condition surveys HHSRS assessments are carried out in relation to all reports of damp, mould and condensation. Robust processes are in place to manage statutory compliance including gas, electric, fire, asbestos, water and lift safety. These processes have been audited.	sample is attached. •	Stock Condition Survey Reports Audit Reports for Gas Safety, Fire Safety, Electrical Safety, Asbestos, Legionella, Lift Safety, Housing Conditions – Damp, Mould, and Condensation.	
b) Compliance with the Decent Homes Standard	Stock condition data is used to provide assurance of decency, and our investment programs are led by this data to ensure we maintain decency. Repeated no access is a challenge. The ongoing No Access project aims to strengthen our approach to access for SCS, property	• Ensure that a no access process is agreed and has clear responsibilities across all teams involved. • Asset management strategy • HAB /Cabinet report on stock condition	TSM Satisfaction That Home Is Well Maintained	Boe Haslam

	assessments, essential servicing and repairs etc...	approach/ overview of data / validation of data/ access • What % of refusals do we have for improvement work that may impact decency?		
c) Delivery of repairs, maintenance and planned improvements to stock	Delivery of planned investment is based on our stock condition data detailed above. We are currently carrying out a restructure of property services teams including repairs which will put a robust management and customer service structure in place for the repairs service. We have commenced a review of our repairs services. We are currently working with colleagues and tenants to map the AS IS position of the service. Following this	• Complete and implement the property services restructure • Complete and implement the repairs review to improve the standard of the service • Reports to HAB on repairs review • Internal audit of repairs due Q4 – Due in Jan 2026 – results should be available March 2026.	TSM Satisfaction That Home Is Well Maintained TSM Satisfaction with Repairs / Time Taken – Structure Chart Cabinet report RE: Restructure and minutes Staff consultation feedback Housing Advisory Board report and presentation RE: Repairs Review and Minutes The Regulator requires landlords to hold an accurate, up- to- date, and evidenced understanding of the condition of every home, based on physical assessment and maintained at individual property level. We must use stock condition data to inform delivery of repairs, maintenance, planned improvements, and compliance with	Simon Blundell

	we will implement identified improvements to the service.		Decent Homes and health & safety requirements. Whilst we have completed around 87% of stock condition survey we have access to no data to carry out any form of analysis. We aim to maintain a structured stock condition programme and incorporate findings into planned works, decency compliance, and safety- related investment decisions. Our data model should then guide repair priorities, cyclical maintenance, and capital programming. The Re structure of repairs has completed but is still subject to ongoing recruitment to full establishment. A repairs review has been carried out and pending confirmations of data supplied. We look forward and will welcome the internal repairs audit expected around March 2026.	
d) Allocating homes that are designed and adapted to meet specific needs appropriately.	Properties are assessed at the void stage and where it is identified that a current adaptation is to remain in the property, this is advertised and allocated appropriately with the support of our occupational therapist. Where an adaptation	• Complete the review of the aids and adaptations policy and procedure and embed any changes – Michelle Stott reviewing policy,	We are informed of any adaptations prior to the initial inspection. During the visit, our surveyors confirm whether these adaptations are still in place or have already been removed or for example, if a stairlift has been installed but is no longer required, it would be taken out. If a capital kitchen or bathroom replacement is needed, we would include a	Simon Blundell/Amanda Mullen

	is not feasible for an existing customer, these properties are used as options to move existing customers.	target date end of Nov 2025 • Report on lettings – ask Amanda Mullen	wet room in the specification where this has been requested. In practice, most of the bathrooms we replace are converted to wet rooms as standard but just for an example, this is as much of an input as we would have at the Void stage. **Assessment** - An Occupational Therapist (OT) visits the property to assess the patient's needs and recommend suitable adaptations. - Types of Adaptations: Minor Adaptations (e.g. grab rails, stair rails, steps, floor to floor handrails etc) - Any adaptations with a cost of less than £1,000 Both private and council dwelling minor adaptation works are completed by the council (the private one's now sat with Adult Services) **Major Adaptations** (e.g. extensions, ramps, level access showers, stairlifts etc) - Complex cases require a feasibility visit with the OT's and major work's and if needed are reviewed by the Major Adaptations Panel (MAP) - Private properties are funded via the Disabled Facilities Grant (DFG) and are completed privately - Private dwelling adaptations are means-tested	

			Council properties are funded via the **Disabled Facilities Assistance (DFA)** budget and are completed by the council - Some adaptations require specialist contractors. For these, the OTs will arrange for a quotation for the appropriate works (e.g. stairlifts, through floor lifts, hoists etc) - Council dwelling adaptations are fully funded by the council so there is no means-testing **Referral Process** - The OT sends a referral to the Bury Council Admin Inbox - The business support office monitoring the inbox then: - Raises a contact on QL for the adaptation - Adds the case to the share DFA spreadsheet **Repairs and Voids (Major Works):** - Monitor the spreadsheet and QL contacts Raise the job in QL and complete the works With in house technicians, contractors and/or specialist contractors **Extensions only** – before raising a job - Produce an estimate of the costs to complete the works - Submit a Full Plans Application to Bury Council Building Control - Complete and submit an Officer Delegation Scheme Record of Decision Form – expenditure approval form	

Completion
- After works are completed:
- Repairs and Voids (Major Works) update the property aspects on QL to mark it as an adapted property
- Purpose: if the property becomes void it can be allocated to another tenant with similar needs
- Right to Buy Protection: Once adapted, a property cannot be purchased under the Right to Buy Scheme.
- Rent Adjustment: If the adaptation included a bedroom extension, the monthly rent increases.

@Stott, Michelle- your input appreciated

10/12/25- We have an old financial assistance policy which is for the delivery of DFG and other more flexible forms of assistance. I have created an updated new draft version. However, this is on hold pending the Foundations review of adaptations in Bury – workshop is happening tomorrow, and they will then produce a recommendation report based on the outcomes. I have sent them the draft for review, alongside lots of stats and other relevant procedures. I will keep you updated.

Notes

| | | | We aim to maintain an accurate, up- to- date record of all adapted and accessible homes at individual property level, in line with the Safety and Quality Standard requirement to allocate such homes appropriately. Our property data will include key accessibility features (e.g., level access, wheelchair standards, adapted bathrooms), and this information is used directly to guide allocation decisions.

Applicants can clearly express medical, mobility, welfare and accessibility needs, and these are recorded and verified, often with Occupational Therapist input, ensuring that allocations reflect assessed requirements.
Our allocations scheme accords reasonable preference to those needing housing on medical or disability grounds, and we provide accessible formats and tailored support to ensure fair access to the process.

To make best use of adapted stock, we aim to prioritise adapted homes for tenants who would benefit most, using targeted shortlists and maintaining an audit trail linking property features to individual needs.

We aim to avoid removing adaptations unless evidence confirms they are unsuitable, and we work with DFG/OT | |

| | | | teams to decide whether a move or adaptation-in-situ is the right solution.

This approach reduces void times, prevents misallocation, and ensures adapted homes remain available for households who require them.
We aim to continuously monitor outcomes, including first- time match rates, sustainment, and tenant satisfaction, to ensure allocations are safe, fair and effective, and to provide assurance that we are meeting the regulator's expectations for the appropriate allocation of adapted homes | |

1.3   Health and safety

When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas.

Specific Expectations	Compliance and Evidence	Actions required to ensure/ improve compliance	Assurance/ evidence	Owner
2.2.1 Registered providers must identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas.	HHSRS assessments are carried out as part of our stock condition surveys and additional HHSRS assessments are carried out in relation to all reports of damp, mould and condensation.	• Implement asset management restructure • Ensure HHSRS assessments are carried out in relation to DMC • Progress on implementation of Awaab's law	Landlord H&S Audits TSM Satisfaction That Home Is Safe Housing Scrutiny sub group report and minutes July 2025 PAG report on landlord delivery July 2025 - Ask Sian	Ben Tunnicliffe

	Robust processes are in place to manage statutory compliance including gas, electric, fire, asbestos, water and lift safety. Work ongoing to implement Awaab's law requirements and guidance	• Awaab's law KPI performance • Quarterly Building safety and compliance reports to HAB • Strengthen our approach to remedial actions, tracking data and monitoring work against risk and improve reporting.	Compliance Assessments - Audits - Ben sending	
2.2.2 Registered providers must ensure that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales.	Processes are in place to ensure any action arising from compliance checks i.e. gas servicing and inspection, are carried out on an emergency priority basis, which also may include making safe before completing works which may also include a decant for the customer.	• Quarterly Building safety and compliance reports to HAB • Implement remedial action tracker against compliance actions for each area	Landlord H&S Audits TSM Satisfaction That Home Is Well Maintained TSM Satisfaction That Home Is Safe	Ben Tunnicliffe
2.2.3 Registered providers must ensure that the safety of tenants is considered	Prep for Awaab's law Process when cat 1 hazard is identified	• Develop a decant policy and procedure ensuring that	Landlord H&S Audits – implement audit actions.	Simon Blundell

in the design and delivery of landlord services and take reasonable steps to mitigate any identified risks to tenants.	Link between decant p&p and HHSRS hazards How do repairs align with HHSRS and identified hazards Additionally, we want to ensure that customer vulnerability information is available and used when carrying out any HHSRS assessment or decant due to a significant repair. Decant policy designed to take into account tenant vulnerabilities	HHSRS / Awaabs law hazards are sufficiently detailed as a reason to decant. - Draft Policy KP • Align emergency, urgent and routine repair categories with HHSRS categories and Awaab's law - Colin doing this piece of work • Develop a risk matrix to ensure customer vulnerabilities are considered as part of all HHSRS assessments/ Awaab's law assessments - Simon & Ben to complete	TSM Satisfaction With Repairs / Time Taken TSM Satisfaction That Home Is Safe Awaab's law action plan. Risk Matrix	

1.4	Repairs, maintenance and planned improvements				
Registered providers must provide an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible.					
Specific Expectations	**Compliance and Evidence**	**Actions required to ensure/ improve compliance**	**Assurance/ evidence**		**Owner**
2.3.1 Registered providers must enable repairs and maintenance issues to be reported easily.	Customers have a variety of ways to report repairs to their home including by phone, email, face to face at our housing reception, or via the website. Whilst this area is compliant further work is being undertaken as part of the repairs review to see if any improvement can be made to make repairs easier to report.	• Repairs review outcomes • Report to HAB on repairs review – currently being drafted	Housing Advisory Board report and presentation RE: Repairs Review and Minutes Repairs Review Action Plan We aim to ensure tenants can report repairs and maintenance issues quickly, simply, and through multiple accessible channels, in line with the Safety and Quality Standard requirement that providers must enable issues to be reported easily. Our reporting routes include telephone, online forms, email, and in- person contact through housing officers, ensuring tenants with different communication needs can access the service. Information about how to report repairs is clearly communicated across our platforms and tenancy materials. We also		Simon Blundell

			ensure these routes accommodate tenants with disabilities by providing accessible formats and support where needed. All repair requests are logged promptly into our repairs system, generating an audit trail to support timely action and performance monitoring. Tenants receive confirmation of their request and information about expected timescales, supporting transparency and confidence in the service. The ease of reporting is regularly reviewed through tenant feedback and satisfaction measures to identify improvements and remove barriers	
2.3.2 Registered providers must set timescales for the completion of repairs, maintenance and planned improvements, clearly communicate them to tenants and take appropriate steps to deliver to them	Repairs timescales are set out on our website. What steps do we take to inform tenants about repairs they have booked? We have commenced a review of our repair's services. We are currently working with colleagues and tenants to map the AS IS position of the	• Develop and publish a repairs policy - CS drafting this • Develop and publish a repairs handbook - CS drafting this • Complete and implement the repairs review to improve the standard of the	Website TSM Satisfaction That Home Is Well Maintained Performance reports to HAB on repairs timescales KPIs 2.3.2 Housing Performance quarterly report May'25 - Copy CR edit 25th July.pptx 2.3.2 Housing Performance quarterly HAB report Q1 Sept 2025.pptx 2.3.2 Housing Performance quarterly HAB report TSM Q1 Sept 2025.pptx	Simon Blundell

	service. Following this we will implement identified improvements to the service.	service – see above • Report to HAB on repairs review - see above	We aim to set clear, published timescales for all categories of repairs, maintenance and planned works, in line with the Safety and Quality Standard requirement that registered providers must communicate and deliver against defined completion timescales. These timescales are communicated to tenants through multiple channels, including repair confirmation messages, our website, tenancy information, and contact- centre scripts. Tenants are informed of the expected completion timeframe when reporting a repair, and any changes, such as access issues, parts delays, or follow- on works, are communicated promptly to maintain transparency and manage expectations. We aim to monitor compliance with these timescales through our repairs management system, performance dashboards, and contractor oversight arrangements. This ensures we take appropriate steps to deliver works within the agreed targets, identify exceptions early, and take corrective action where necessary. Leadership teams review performance trends and customer feedback regularly to strengthen delivery and ensure the service remains reliable and responsive.	

2.3.4 Registered providers must understand and fulfil their maintenance responsibilities in respect of communal areas.	Communal area investment works are built into the 30-year investment plan, including building safety requirements, and cosmetic communal works. Programme of communal investment works currently on site. Caretaking and cleaning staff carry out an assessment through a block walk every two weeks on low rise schemes which includes the reporting of any communal repairs. What do we do at sheltered schemes to ensure we meet our maintenance responsibilities in communal areas? Whats the process for communal repairs and	• Complete and implement the repairs review – see above. • Review of Caretaking – SLA in place for cleaning and Ground maintenance • 4 weekly meetings RE: cleaning and Grounds Maintenance • Weekly Inspections within our IL schemes and weekly internal cleaning provided– Kimberley Partridge	TSM Satisfaction That The Landlord keeps Communal Areas Clean And Well maintained 2.3.4 SLA Cleaning Services - Communal Areas - 27-9-2024.docx 2.3.4 Grounds Maintenance Specification 10.6.25.docx 2.3.4 Grounds Maintenance, Cleaning and Caretaking Action Plan 2025 26.docx Minutes from latest meeting Inspection logs We understand and aim to fully discharge our maintenance responsibilities for communal areas, ensuring they are kept safe, well- maintained, and compliant with all relevant health and safety obligations. The Safety and Quality Standard require providers to take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas, and to deliver effective, efficient, and timely maintenance services for these areas. Our approach is to aim and maintain accurate and up- to- date records of communal area condition, undertaking regular inspections, and addressing any	Simon Blundell/ Kimberley Partridge

			identified hazards within appropriate timescales.	
	are these completed within timescles?.			
			We aim to ensure statutory compliance tasks, such as fire safety checks, electrical safety in communal spaces, and asbestos management, are completed and recorded, with follow- on actions monitored to completion.	
			Communication with tenants is clear and timely. We aim to provide advance notice of planned works in communal areas, updates on progress, and information about any health and safety implications.	
			This aligns with emerging best- practice guidance emphasising transparency, collaboration, and consistent communication in repairs and maintenance delivery. Through regular performance monitoring, contractor oversight, and governance reporting, we ensure communal areas remain safe, accessible, and well- maintained, providing assurance that we are meeting regulatory expectations and safeguarding tenants' wellbeing.	
2.3.5 Registered providers must ensure that the delivery of repairs, maintenance and	Appointments for repairs are made with the customer to ensure the appointment suits	• Repairs review • Improve contract management	TSM Satisfaction That Home Is Well Maintained	Simon Blundell

planned improvements to homes and communal areas is informed by the needs of tenants and provides value for money, in addition to the requirement at 2.1.2.	them. This is either done at the point of reporting, through the contact centre Additionally, we re-arrange appointments for customers where circumstances have changed to accommodate their needs. We utilise vulnerability markers held on our systems for customers who need us to knock loudly or provide extra wait times etc, and this is provided to operatives through the PDA system. We have access to translation services that staff can commission In relation to value for money, all outsourced contracts are subject to formal procurement including the investment program. We have work to do to improve contract	and procurement of contracts • Reports to HAB on repairs review • Current website doesn't support Google translate, need to look at options.	TSM Satisfaction With Repairs / Time Taken We aim to ensure that the delivery of repairs, maintenance and planned improvements across homes and communal areas is shaped directly by the needs and experiences of tenants, while also providing value for money. The Regulator's requirements state that providers must deliver repairs, maintenance and planned improvements informed by tenant needs and ensure services are effective, efficient, and timely. Our approach is to combine tenant insight, performance data and property condition information to prioritise investment and repairs where they will have the greatest impact. We use tenant feedback, through satisfaction surveys, complaint's themes, engagement panels, and service- level conversations, to inform service design, component replacement priorities and planned programme sequencing. This ensures that repairs and improvements respond to lived experience and address the issues tenants identify as most important. Value for money will be embedded through robust procurement, contract management and targeted scheduling of planned works based on accurate and	

	management within the repairs service.		up- to- date stock condition data, aligning with the Safety and Quality Standard expectation to maintain well- kept, safe homes through informed decision- making. Regular analysis of repair trends, cost drivers and repeat visits will help us reduce inefficiencies and improve outcomes. By shifting appropriate works into planned programmes, we will reduce reactive spend and extend component life, securing better value over time. We also aim to ensure tenants are kept informed throughout the delivery process, with clear communication about planned works, timelines and impacts, supporting both transparency and service satisfaction. This approach provides assurance that repairs and improvements are tenant- centred, safe, cost- effective and aligned with regulatory expectations for quality and value.	

1.5 Adaptations

Registered providers must assist tenants seeking housing adaptations to access appropriate services.

Specific Expectations	Compliance and Evidence	Actions required to ensure/improve compliance	Assurance/ evidence	Owner
2.4.1 Registered providers must clearly communicate to tenants and relevant organisations how they will assist tenants seeking housing adaptations services.	Information about disabled adaptations is available on the website.	• Need to review webpages as they refer to old teams • Review policy and procedure – Michelle Stott reviewing Policy. Head of service will then produce procedure for Housing Services	Website https://www.bury.gov.uk/housing/housing-services/your-home/support-in-the-home/disabled-adaptations The website amendments wait till after the Foundations review and the planned restructure of my team as if it gets approved then my team's name will be changing again. The information isn't too out of date, and I am not sure what will come out of the Foundations review which could change how we deliver adaptations. As per above the new Policy is in draft form. I have a working procedure document for how we deliver grants in my team – again this could change shortly based on the Foundations review. **Notes** We aim to clearly communicate to tenants and to relevant partner organisations how we will support them in accessing housing adaptations services, in line with the Safety and Quality Standard requirement that providers must assist tenants seeking adaptations and communicate this effectively.	Simon Blundell/ Steve Glazebrook

			Information on how to request adaptations is provided through multiple accessible channels, including our website, tenant packs, customer contact centre, and frontline housing officers. Tenants are given clear guidance on the process, eligibility routes, and what to expect at each stage. This reflects sector best practice, which emphasises providing accessible information and straightforward pathways to adaptations support. We work collaboratively with relevant organisations such as Occupational Therapy teams, Disabled Facilities Grant (DFG) services, and health and social care partners to ensure tenants understand how we will assist them in obtaining the most appropriate adaptation solution. This includes explaining referral routes, timescales, assessment requirements, and how decisions are made, in line with good practice guidance on delivering and co- ordinating adaptations. Through regular communication, clear signposting, and consistent partnership working, we provide assurance that tenants know how to access adaptations support, understand the process, and receive coordinated assistance that	

			meets their needs and supports independent living.	
2.4.2 Registered providers must co-operate with tenants, appropriate local authority departments and other relevant organisations so that a housing adaptations service is available to tenants where appropriate.	We work closely with Adult Social Care and the DFG team to ensure tenants have access to the adaptations service	• Review policy and procedure - see above	Notes We aim to work in full co- operation with tenants, local authority departments, and other relevant organisations to ensure that appropriate housing adaptations services are available and accessible to those who need them. The Safety and Quality Standard require providers to assist tenants seeking adaptations, and sector guidance reinforces the need for clear partnership working across housing, health, and social care. Our approach includes close collaboration with Occupational Therapy teams, Disabled Facilities Grant (DFG) services, adult social care, and health partners to coordinate assessments, agree suitable adaptations, and ensure timely delivery. This aligns with national toolkits highlighting the importance of integrated, cross- agency working to support disabled tenants effectively. We aim to maintain open communication with tenants throughout the process, ensuring they understand the roles of each organisation involved, how	Simon Blundell/Steve Glazebrook

			decisions are made, and the expected timelines. We also share relevant information with partner agencies where appropriate and lawful to support streamlined assessments and avoid delays. Sector best practice emphasises that partnership working improves service quality, accessibility, and outcomes for tenants requiring adaptations. Through these cooperative arrangements, we ensure that a responsive, well- coordinated housing adaptations service is consistently available to tenants, supporting independence, safety, and wellbeing.	

Transparency, Influence and Accountability Standard

1.1 Fairness and respect
1.2 Diverse needs

Registered providers must treat all tenants and prospective tenants with fairness and respect.

In relation to the housing and landlord services they provide, registered providers must take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants.

Specific Expectations	Compliance and Evidence	Actions required to ensure/ improve compliance	Assurance	Owner
2.1.1 Registered providers must use relevant information and data to: a) understand the diverse needs of tenants, including those arising from protected characteristics, language barriers, and additional support needs; and b) assess whether their	We collect and maintain relevant tenant data, including protected characteristics, language needs, and additional support requirements, at sign-up and through ongoing engagement. This data is actively used to tailor services and ensure accessibility, for example by providing reasonable adjustments, and digital support where needed. These are flagged on QL system using makers.	QL project with aim to improve how data is held in QL to ensure it is easy to access and there is one version of the truth. A process is in place to ensure alerts are accessible to repairs operatives. Develop a vulnerable tenant policy and embed a culture of observing reasonable adjustments, providing equitable services for all. Linked with culture and will be captured in part by the Institute of Customer Service recommendations – staff and tenant survey results. (March 2026)	Knowing your tenants report and action plan. Annual Data cleanse survey results – Survey sent and responses to be updated in QL Core analysis report Briefing notes from Tenants Voice Forum - 2.1.1 b) TVF Briefing Note HAB Sep 2025.docx 2.1.1 b) TVF Briefing Note for HAB SW Nov 25.docx Reasonable adjustments Policy – on website https://www.bury.gov.uk/asset-library/nbpo0005-reasonable-adjustments-policy1.pdf	Claire Rogan

tenant and landlord services deliver fair and equitable outcomes for tenants.	We analyse complaints, TSMs, and satisfaction surveys by demographic groups to identify disparities Over the last year, there's been 3 digital skills sessions, which are 6 weekly courses, upskilling minimum of 8 tenants per scheme with digital connectivity, and with the guarantee of free devices and loaded sim cards. TOPO/Welcomb and Topping Fold are also registered digital hubs, which allows any resident to call in use the devices. We also support a number of weekly and monthly drop-ins across the borough and attend regular coffee mornings at our IL schemes to support digital skills, and have organised scam	Request for tenant feedback dashboards t be created – this will support our understanding, trends and areas for improvement – it will also provide the Tenants Voice Forum with a data led approach to deep dives and further scrutiny and improvement. Develop Vulnerable Tenants policy and approach that is suitable for staff and contractors. Equality impact assessments using tenant data with all policies and service changes Data cleanse survey (due Jan26) will enable us to update our system and deliver more tailored service.		

	awareness at all the schemes with Age UK. Our reach on CX communication platform highlights that more tenants are using and receiving digital methods of communication. For those identified as digitally isolated via CX we communicate via post. We have a reasonable adjustments policy that defines what a 'reasonable adjustment' is, in what type of circumstances they will be carried out and how a request for a reasonable adjustment can be made. We regularly review our alerts and tailored services from within our CRM to ensure it is cleansed. An		

	automated report is shared weekly. We have an annual programme of tenancy visits to ensure all our tenancies are up to date and to ensure we hold the correct information about our customers including an understanding of their needs including any support needs. We have delivered a 'knowing our tenants' report to HAB based on data and what we know about our tenants. This has deliverable actions associated to improving our data CORE data analysis is reported on and shared. All staff and councillors receive regular training		

on equality, diversity and inclusion.

a) We carry out Equality Impact Assessments when we change a policy or service or introduce a new policy or service to assess the impact the proposals will have on tenants and make adjustments to the proposals to manage or eliminate any negative impacts.

All LT, housing advisory board and committee reports have EDI implications provided so that decisions take into account any implications.

We analyse our tenant satisfaction

data by protected characteristics to understand if there are any areas where our tenants are more dissatisfied.

We analyse CORE data to understand who we are letting our properties to ensure the residents of

Bury have equitable access to housing and understand the profile of our new tenants.

The TVF scrutinise and co-produce with us to assure that we align with lived experience.

Track satisfaction and make improvements accordingly.

| 2.1.2 Registered providers must ensure that communication with and information for tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants. | Customers are able to communicate with us;
• in person by visiting our reception between 9am – 5pm Monday to Friday or through a home visit from an officer
• by telephone to our contact 9.00am – 5pm Monday to Friday
• Through their Online Account
• In writing by email or letter
• e-desk
• Tenant Newsletter

We also use texts messages to communicate about our repairs service and income management services.

We hold information on our tenants' communication | Communication strategy is in development stages. 1st Meeting 17th Dec with consultant Hayley James to start shaping strategy. .
Review website information to make sure It is clear and accessible – Tenants reviewed complaints area of website and as a result made clearer and more accessible. .
• Review information provided at sign up
• Ensure we have translation and interpretation services in place and signposted via letters and the webpage
• We will deliver the data cleansing exercise annually to improve tenant data quality and refresh in a timely way.
• Develop a customer service strategy /charter. Signed up to ICS The Institute of Customer Service for 5 years. | TSM on fairness and respect

CX DMC push out as an example of good practice.

Tenant Newsletter | Clair e Rog an |

	preferences – both method of communication and any language or accessibility requirements and where ever possible use these to communicate with customers. We use Language Line to provide interpretation services for our tenants where their first language is not English.			
2.1.3 Registered providers must ensure that landlord services are accessible, and that the accessibility is publicised to tenants. This includes supporting tenants and prospective tenants to use online landlord	All landlord services are clearly publicised across multiple channels including our website, tenant newsletters, tenancy handbooks, and office noticeboards. We provide a range of ways for tenants and prospective tenants to access services: online, telephone, in-person office visits, and email, with clear	Website accessibility? Link on website to accessibility Vulnerable Customers Policy to be developed Review of vulnerability flags and ease of viewing customer needs/ reasonable adjustments. Develop a customer service strategy - ICS accreditation Deliver campaign to publicise online accounts/digital	https://www.bury.gov.uk/housing/housing-services DA Policy https://www.bury.gov.uk/asset-library/nbpo0005-reasonable-adjustments-policy1.pdf Housing Register - Bury Council DA and Safeguarding policy approved and publicised. Hate crime policy as part of ASB policy – as part of ASb accreditation may be separated. Asked for google translate to be uploaded onto website - this is with Co-porate Comms team as a webpage improvement to be made.	Clair e Rog an/ Kimb erley Partr idge

services if required	instructions on how to use each option. We offer regular drop-in sessions and one-to-one workshops via our engagement team to support tenants who need help accessing online services, including setting up accounts, navigating the portal, and submitting requests. Accessibility support is available on request— tenants are informed that we can arrange digital support, translation services, and reasonable adjustments during sign-up and through all communications. When we identify customers with specific needs we implement vulnerability flags which ensure colleagues are aware of any	awareness session to wider cohorts.		

	adjustments they need to make to service delivery. We have policies to support vulnerable customers such as the ASB Policy, Reasonable Adjustments Policy, Safeguarding Policy, these are published on our webpage. We accommodate requests for appointments outside of normal working hours and at locations to suit the customer. Neighbourhood teams deliver this, repairs do not other than emergency response. This is a question that has been picked up on the ICS customer service accreditation tenant survey. We provide support to customers to use our on line reporting forms		

Specific Expectations	Compliance and Evidence	Actions required to ensure/ improve compliance	Assurance	Owner
	which is also endorsed by the contact centre			
2.1.4 Registered providers must allow tenants and prospective tenants to be supported by a representative or advocate in interactions about landlord services.	Process to be supported by a representative or advocate is in place	Permission to discuss form is discussed at sign up and at any appropriate time of the tenancy – this is incorporated into the Complaints policy and will be part of the vulnerable tenants policy. Draft tenants handbook to incorporate this and is also part of the data cleanse survey.	Complaints Policy Allocation Policy	Claire Rogan

1.3   Engagement with tenants

Registered providers must take tenants' views into account in their decision-making about how landlord services are delivered and communicate how tenants' views have been considered.

Specific Expectations	Compliance and Evidence	Actions required to ensure/ improve compliance	Assurance	Owner

2.2.1 Registered providers must give tenants a wide range of meaningful opportunities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.	We have established a Housing Advisory Board (HAB) within the council's formal governance structure, with links to Cabinet. HAB provides strategic oversight and ensures tenant voice influences decisions. The Tenants' Voice Forum (TVF) sits under HAB and meets monthly. It reports regularly to HAB and is currently involved in reviewing our repairs service and complaints handling approach. To strengthen TVF's capability, we have engaged TPAS to deliver training and support, building skills for effective scrutiny and influence. We are developing a formal tenant scrutiny process that will report	Develop TVF's role and skill set to deliver robust scrutiny. Refresh the tenant scrutiny programme with clear reporting lines to HAB. Strengthen recruitment and representation for TVF and TRAs. Enhance visibility of engagement outcomes through digital dashboards and KPI's.	TSMs Satisfaction landlord listens to tenants views and acts on them TSM Satisfaction landlord listens and keep tenants informed about what matters most to them Wordnerd report on tenant feedback	Claire Rogan

	findings to HAB, ensuring structured and transparent oversight. ☐ We support Tenant and Resident Associations (TRAs) and are reviewing how their views feed into service delivery and local decision-making. Engagement is embedded through: - Regular estate action days and estate walkabouts by housing officers. - Customer satisfaction surveys, including TSMs and transactional surveys for repairs, complaints, and ASB. Insights from these		

surveys inform strategy, policy, and service improvements.

Examples of tenant influence include:

- Complaints policy review
- Repairs service review
- Caretaking and cleaning service improvements

Transparency is maintained regular reporting to governance boards.

| 2.2.2 Registered providers must assist tenants who wish to implement tenant-led activities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable. | • We actively assist tenants who wish to implement tenant-led activities that influence and scrutinise strategies, policies, and services, including neighbourhood initiatives.

☐ Examples of tenant-led engagement and influence include:

• **Tenants' Voice Forum (TVF):**
 o Monthly online meetings reviewing key areas such as the Complaints Handling Process and Repairs Service.
 o Participation in policy reviews and co-production of | Formalise and publish the tenant scrutiny process with clear reporting to HAB. Strengthen recruitment and representation for TVF and TRAs. Enhance visibility of tenant-led outcomes through digital dashboards and newsletters. | TVF meeting minutes and HAB reports.

Training records and TPAS programme outcomes.

Estate action day logs and photos.

Annual engagement report and Tenant Engagement Tracker.

Consultation records and "You Said / We Did" updates.

https://www.bury.gov.uk/housing/housing-services/neighbourhoods/get-involved

https://www.tpas.org.uk/tpas-events/training-and-events | Claire Rogan/ Kim RD |

	TSM targets for 2025–26. o Creation of briefing notes for bi-monthly Housing Advisory Board (HAB) meetings. • **Housing Advisory Board (HAB):** o Bi-monthly meetings with three tenant representatives receiving performance data and service updates. • **Tenant and Resident Associations (TRAs):** o Regular face-to-face tenant meetings to raise local issues, plan		

and deliver community projects.

Community Grant Panel:

Tenant representation to make decisions on Community grant applications

- Tenant Engagement Team empower, train and support tenants to give them the relevant skills to lead on running meetings, groups, community centres, and manage volunteers. Agendas set from tenant's feedback and local issues identified in the community, invite in guest speakers', i.e.

waste management to provide advice on bins.

Neighbourhood and Community Activities:

Weekly estate walkabouts leading to tenant-led litter-picking groups and Action Groups (e.g., Milltown and Townside).

Monthly estate action days organised in response to feedback.

Environmental improvements initiated by tenants (e.g. bulb planting, garden tidy days alleyway clean-ups).

ASB Days of Action in partnership with GMP and council colleagues.

| | **Tenant Empowerment and Training:**

Engagement team provides training and support for tenants to lead meetings, manage community centres, and run volunteer groups.

Annual training programme including accredited courses, digital skills, scam awareness, in partnership with Bury Adult Learning and Age UK.

TPAS-led tenant training to strengthen scrutiny capability.

Consultations and Co-Design:

Roofing scheme consultation at Moorfield with TRA involvement. | | | |

	TVF co-produced TSM targets and Volunteer Networking Event attendees contributed to corporate vision: *Satisfied Tenants, Quality Homes, United Communities*. **Community Events and Social Value:** Tenant groups organise annual fun days, seasonal events, coffee mornings, and raise funds through raffles and donations. Donations from contractors and suppliers as part of social value commitment, e.g Winter Warmer Packs, competition prizes. **Insight and Reporting:**			

	Regular customer satisfaction surveys (TSMs, transactional surveys for repairs, complaints, ASB).

Annual tenant engagement report showcasing tenant-led initiatives.

Monthly Tenant Engagement Tracker monitoring involvement and activities.

Recent creation of a Readers Panel for reviewing policies.

Tenant Focus Group reviewing Communications

Monthly newsletters, IL newsletters, social media updates, and push messages. | | |

	• TVF create briefing note for bi-monthly HAB meeting • Annual Tenant & Volunteers Network Event held and participated in developing corporate statement/vision: *Satisfied Tenants, Quality Homes, United Communities* • TVF co-produced the TSM target for 25-26 • Consultations: Roofing scheme at Moorfield, TRA met the Clerk of Works, TLO and contractors to raised issues and address concerns effectively and timely, providing regular updates to wider scheme • ASB Days of Action Whitefield - partnership working with GMP and wider Council colleagues to address tenant concerns and discuss ginnel closure • Tenant led off the back of walkabouts and		

	feedback from the local community Environmental improvements in Chesham neighbourhood • Back alleyway clean-up Ainsworth Rd ASB Clean up Day Whitefield Road, joint initiative with GMP • Tenant Groups and volunteers organise and hold a variety of annual events including Fun Days, mini clean-up days, seasonal events and parties, breakfast clubs, coffee mornings, and raise their own funds through raffles, donations, social value donations from contractors and public bodies and organise and promote the numerous activities within IL schemes and community centres; including bingo, chair based exercises, social and educational skills based activities, environmental projects,		

	gardening projects, tidy-up days. • Annual training programme including accredited courses to upskill and increase workability. Close partnership working with Bury Adult Learning. Hold specific training on digital skills, scam awareness and educational sessions • TPAS led tenant training • Surveys carried out on Annual Report 24-25 and IL service review • Production of annual tenant engagement report, to showcase amazing work tenants do in local areas • Recent creation of Readers Panel • Monthly newsletter articles, IL newsletter, social media posts and push messages • Monthly Tenant Engagement Tracker monitor involvement and tenant-led activities		

	• Review of quarterly TSM performance feedback			
2.2.3 Registered providers must provide accessible support that meets the diverse needs of tenants so they can engage with the opportunities in 2.2.1 and 2.2.2.	We provide accessible support tailored to diverse tenant needs so they can fully engage with opportunities to influence and scrutinise services. Our Tenant Engagement Team includes a dedicated manager and three engagement officers who offer flexible support—whether for local activities like estate action days or for formal roles within the Tenants' Voice Forum (TVF) and Housing Advisory Board (HAB). ☐ We ensure tenants have the background information and context needed to influence decisions and scrutinise services. This includes:	• Launch and maintain the training tracker for all tenant representatives. • Expand digital inclusion support for tenants with limited IT skills. • Increase proactive outreach to underrepresented groups to ensure equitable access.	• Training records and TPAS programme outcomes. • Engagement strategy document. • Meeting packs and briefing notes for TVF and HAB. • Tenant Engagement Tracker showing support provided.	Claire Rogan/Kim RD

- Pre-meeting briefing packs and background reading.
- Dedicated sessions within meetings to explain topics and decisions.
- Ongoing one-to-one support for TVF and HAB members.

We have a Tenant Engagement Strategy that sets out our approach to inclusive engagement and support.
 We offer a training programme (including accredited courses) to build skills and confidence for tenant representatives. This includes TPAS-led training, digital skills,

	scam awareness, and community leadership. We are developing a training tracker to monitor tenant participation and progress, ensuring equal access to opportunities and identifying further support needs.			
2.2.4 Registered providers must support tenants to exercise their Right to Manage, Right to Transfer or otherwise exercise housing management functions, where appropriate	Bury has a long established TMO, Springs Tenant management co-operative. A comprehensive agreement is in place with the TMO covering all aspects of delegated and retained responsibilities. We have not received any further requests from tenants to exercise their Right to Manage but would support any applications.	Review November 2026 – vote to tenants	Management agreement in place. Reports to HAB on performance – In folder Monthly meetings in place with Springs.	Claire Rogan
2.2.5 Registered providers, working with tenants, must	We regularly consider ways to improve and tailor our services working with customers. Examples include;	Repairs review Complaints review Scrutiny programme Reasonable adjustments		Claire Rogan

regularly consider ways to improve and tailor their approach to delivering landlord services including tenant engagement. They must implement changes as appropriate to ensure services deliver the intended aims.	• Introduction of CX push messages to provide information, consult and update on services, and increased engagement on tenant focus groups. • Introduction of Independent Living newsletters, providing targeted communications for scheme specific issues and updates and paper copies available.			
2.2.6 Where a registered provider is considering a change in landlord for one or more tenants, or a significant change in management arrangements, it must consult affected tenants	We have not had any changes in landlord or any changes in management arrangements over the last year. Report to Cabinet on closure of Six Town Housing Ltd – is now agreed. Next steps - will require consultation with the tenants of SIX Town	STH Ltd closure	Cabinet Report and minutes Briefing for Commercial Board	Esme Davies

on its proposals at a formative stage and take those views into account in reaching a decision. The consultation must: a) be fair and accessible b) provide tenants with adequate time, information and opportunities to consider and respond c) set out actual or potential advantages and disadvantages (including costs) to tenants in the immediate and longer term) demonstrate to affected tenants how the consultation responses have been taken into account in reaching a decision	Housing on the stock transfer for their homes and tenancies to another RP We are going to procure a professional Housing Consultant to manage the process.			

1.4   Information about landlord services

Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.

Specific Expectations	Compliance and Evidence	Actions required to ensure/ improve compliance	Assurance	Owner
2.3.1 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) standards of safety and quality tenants can expect homes and communal areas to meet c) rents and service charges that are payable by tenants d) responsibilities	At sign-up, customers receive comprehensive information on how to access services via the website, phone, or online. This includes details on repairs expectations rights and responsibilities highlighted in the Tenancy agreement. Further details will be in the draft tenant Handbook, once finalised. Information about our services, how to access them and the standards to expect are available on our website. Performance information is readily available and provided on our website and in our annual report and customer newsletter. HAB also receive performance	**Sterile Policy needed** **Tenancy Agreement in place for all tenants and discussed at sign up** **Rent change letters sent March each year but service charges don't currently feature in its entirety. Review of SC in the next 2 years**		**Kimberley Partridge**

of the registered provider and the tenant for maintaining homes, communal areas, shared spaces and neighbourhoods.	information and discuss what this means for our customers. The Complaints Policy is available on the website and arrangements for making a complaint can be found in the documentation given out at sign up. Customers can make a complaint through online, via telephone, social media, email or satisfaction surveys, or in person during a visit??? **Move in** At sign up customers are informed of the standard their home should meet when it is let to them – this is our void standard.	**Post let inspection form should document this. Works raised in QL** **Sign up pack and sterile policy (once created?)** **Annual visit working group established to ensure relevant data is being pulled into reporting.** Report from QL on Tenancy Visits		

They are also provided with information on gas and electrical safety checks and a turn on and test is carried out on the day the property is let. We also check all smoke alarms with the customer and show them how they operate. If they live in a building with a communal area they are provided with additional information about the health and safety specific to living in the building and about the communal areas. .

Living in the property
We carry out annual tenancy checks on all our tenancies – part of these health checks ensures

Work towards 'Post void guarantees' are in place so customers are aware what work will be completed after they move into the property

	our homes are safe to live in and have no outstanding repairs. Our staff take an eyes wide open approach on all visits and report any concerns they have about the safety of the home. **Investment programme and repairs** Where choices are available to customers, e.g. improvement programme, tenants are consulted on an individual basis. This also includes leaseholders as part of section 20 consultation, so they can feed into the procurement process and ensure we are achieving value for money.		

	Tenant liaison officers are used on all investment schemes to ensure a high level of communication with customers is in place and they are fully up to date on all works relating to their property. b) Information about rents and service charges are provided at sign up and information is provided on an annual basis in March each year on any increases or decreases to rent and service charges. c) Responsibilities for Bury Housing Services and the customer are made clear in the tenancy agreement and other documentation provided at sign up, and on the website. Communal			

	cleaning service standards have been developed based off tenant's feedback – the offer was doubled. This is publicised with a tenant friendly version of the new grounds maintenance programme.			
2.3.2 Registered providers must provide tenants with accessible information about tenants' rights in respect of registered providers legal obligations and relevant regulatory requirements that registered providers must meet in connection with the homes, facilities or landlord services they provide to tenants. This	a) **Requirement to provide a home that meets the decent homes standard** – b) **Safety in your home** – information on website covering all aspects of safety in the home. Home safety is also covered in sign up pack. c) **Rights conferred on tenants by their tenancy agreement** and are covered in the tenancy agreement and sign up pack. The tenancy agreement is given to customers ahead of the sign up so they have an opportunity	Amend website site to include accessible information on; e) Decent homes requirement – include in the repairs and investment policy. Safety concerns and issues can also be reported on the website. • Homes for human habitation • Rights of disabled customers to reasonable adjustments		**Simon Blundell/Boe Haslam**

must include information about; a) the requirements to provide a home that meets the government's Decent Homes Standard b) the registered providers obligation to comply with health and safety legislation c) the rights conferred on tenants by their tenancy agreements including rights by statute and/ or common law, in particular; i) the right to have a home that is fit for human habitation; and ii) the right to receive notice of a proposed visit to carry out	to review it and ask questions ahead of the sign up. The sign up pack also includes a guide to the tenancy which explains the tenancy and rights in simpler language. The website also includes key details of key tenancy rights and obligations including more details on policy and procedure. The tenancy agreement clearly states that the customer has the right to receive notice of a proposed visits to carry out repairs and maintenance or to view the condition and state of repair of the premises. d) **The rights of tenants to reasonable adjustments**	**Check that the right to reasonable adjustment to the home is potentially in the tenancy agreement.** **Website update required.**	

repairs or maintenance or to view the condition and state of repair of the premises. d) The rights of disabled tenants to reasonable adjustments.				
2.3.3 Registered providers must communicate with affected tenants on progress, next steps and outcomes when delivering landlord services.	Customers are able to contact us • in person by visiting our reception between 9am – 5pm Monday to Friday or through a home visit from an officer • by telephone to our customer service centre 9.00am – 5pm Monday to Friday • In writing by email or letter All contacts are recorded in our CRM,	Develop customer service standards		**Claire Rogan**

	QL and the responsible officer has 5 working days to respond Different process then have different response times and processes in place to ensure customers are kept updated on progress, next steps and outcomes. Communications with tenants are delivered vis CX platform via SMS Email Or Letter, Home visit / face to face dependant on the communication preference. This is established via standard questions at first point of contact, at sign up, at tenancy visits, via the data cleanse annual survey. ASB process Repairs process as examples Complaints		

2.3.4 Registered providers' housing and neighbourhood policies must be fair, reasonable, accessible and transparent. Where relevant, policies should set out decision-making criteria and appeals processes.	We have a range of housing and neighbourhood polices to enable us to manage our services in a fair and transparent manner including; • Allocations policy • ASB policy • Complaints Policy • Reasonable Adjustments Policy • Neighbourhood management Policy Our housing and neighbourhood policies are fair and reasonable and based on housing law, legislation, meet the regulatory standards and good practice. HAB have also scrutinised policy and	A number of policies need updating and adding to website Policy and Strategy Officer post commenced 2nd Feb will pick this up.		**Claire Rogan**

	practice in the following areas; • ASB • Neighbourhood management • Complaints Where relevant policies set out where there is decision making criteria and if there is an appeals process.			
2.3.5 Registered providers must make information available to tenants about the relevant roles and responsibilities of senior level employees or officers, including who has responsibility for compliance with the consumer standards.	Session set up 14th Jan to take photos of team, paragraphs to be uploaded to webpage with photos.			**Claire Rogan**

1.5   Performance information

Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.

Specific Expectations	Compliance and Evidence	Actions required to ensure/ improve compliance	Assurance	Owner
2.4.1 Registered providers must meet the regulator's requirements in relation to the tenant satisfaction measures set by the regulator as set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements.	Bury has reviewed its Performance Management Framework in line with the expectations of the Tenant satisfaction measures. The updated framework was reviewed and approved by the HAB in advance of measures formally being measured and monitored from 1st April 2023.	**Internal training was delivered to Staff. STH board paper went as we hadn't transitioned at that point. Later on Campbel Tickel did HAB training to upskill on TSM and regulatory expectations.**	TSM submission June 25	Claire Rogan

2.4.2 Registered providers must: a) collect and process information specified by the regulator relating to their performance against the tenant satisfaction measures. The information must be collected within a timeframe set by the regulator and must meet the regulator's requirements in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements b) annually publish their performance	a) The updated Performance Management Framework is effective from 1st April 2025. Operational measures are being reported to Housing Leadership Team on a monthly basis and HAB on a quarterly basis. Tenant perception surveys will be ongoing throughout 2025/26 –Feedback from the Tenant Perception surveys are being reviewed locally by service area managers, HLT on a monthly basis and HAB on a quarterly basis. b & c) Bury is keeping a watching brief on confirmation for annual publication and submission of Tenant Satisfaction Measures data. Bury has a strong history of submitting regulatory returns.	**https://www.bury.gov.uk/asset-library/tenant-satisfaction-measure-reporting-2024-25-v2.3-002.pdf**		Claire Rogan

against the tenant satisfaction measures. This should include information about how they have met the regulator's requirements set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements. This information must be published in a manner that is timely, clear, and easily accessed by tenants; and c) annually submit to the regulator information specified by the regulator relating to their			

performance against those measures. The information must be submitted within a timeframe and in a form determined by the regulator				
2.4.3 In meeting 2.4.1 and 2.4.2 above, registered providers must ensure that the information is an accurate, reliable, valid, and transparent reflection of their performance against the tenant satisfaction measures.	TSM data is collected via a third party and the raw data is published on the website and in quarterly reporting to Leadership team and HAB.			Claire Rogan
2.4.4 Registered providers must provide tenants with information about:	a) Information provided on performance on; - website - HAB reports - New section on Getting Involved	**Embed new feedback mechanism on website and deliver any recommendations TPAS provide once they have reviewed the service,**	Browse meetings - Housing Advisory Board - Bury Council Get Involved - Bury Council Annual Report - Bury Council	Claire Rogan

Specific Expectations	Compliance and Evidence	Actions required to ensure/ improve compliance	Assurance	
a) how they are performing in delivering landlord services and what actions they will take to improve performance where required b) how they have taken tenants' views into account to improve landlord services, information and communication c) how income is being spent d) their directors' remuneration and management costs.	website page; *listening to you, improving together,* to capture any changes or service improvements as a result of tenant voice suggestions		Our Performance - Bury Council	

1.6   Complaints

Registered providers must ensure complaints are addressed fairly, effectively, and promptly.		

Specific Expectations	Compliance and Evidence	Actions required to ensure/ improve compliance	Assurance	

2.5.1 Registered providers must ensure their approach to handling complaints is simple and accessible	2 stage complaints process in line with HOS Complaint Handling Code. Complaints can be made online, via telephone, in persons, social media, email etc.	**Implement the recommendations from the Housemark accreditation review.**	Annual report on complaint handling and Self-assessment against complaint handling code	Claire Rogan
2.5.2 Registered providers must provide accessible information to tenants about; a) how tenants can make a complaint about their registered provider b) the registered provider's complaints policy and complaints handling process c) what tenants can do if they are dissatisfied with the outcome of a complaint or	a)Details of how to make a complaint can be found on our website and in our sign up pack. b) The Complaints Policy is available on the website and arrangements for making a complaint can be found in the sign up pack c) all complaints correspondence inform customers what they can do if they are dissatisfied with the outcome of the complaint or how it was handled. Information about the housing ombudsman is included in all responses. d) Information provided to HAB on a six monthly basis.	**Implement the Housemark recommendations.**	Annual report on complaint handling and Self-assessment against complaint handling code – Submission to HOS	Claire Rogan

Specific Expectations	Compliance and Evidence	Actions required to ensure/ improve compliance	Assurance	Owner
how a complaint was handled d) the type of complaints received and how they have learnt from complaints to continuously improve services.				

2.6   Self-referral

Specific Expectations	Compliance and Evidence	Actions required to ensure/ improve compliance	Assurance	Owner
2.6.1 Registered providers must communicate in a timely manner with the regulator on all material issues that relate to non-compliance or potential non-compliance with the consumer standards	We communicate with the regulator in a timely manner and self-refer where we believe we have an issue or potential issue of noncompliance.			**Sian Grant**

Neighbourhood and Community Standard

1.1   Safety of shared spaces

Registered providers must work co-operatively with tenants, other landlords and relevant organisations to contribute to the upkeep and safety of shared spaces associated with their homes

Specific Expectations	Compliance and Evidence	Actions required to ensure/ improve compliance	Assurance	Owner
1.1 Registered providers must work co-operatively to assist in resolving issues affecting the upkeep and safety of the shared spaces associated with their homes.	We work co-operatively with across other council departments and services including Public Protection, Public Service Leadership team meetings and Place Operations to resolve issues with shared areas and general upkeep of our estates and neighbourhoods. We have an on-going commitment to ensuring our neighbourhoods and communal areas are maintained to a high standard of cleanliness and tidiness through the delivery of our Grounds Maintenance of SLA and through our caretaking and cleaning service.	Both contacts Monitoring of Grounds Maintenance and Caretaking and Cleaning Service Grounds Maintenance Action plan Publicised GM programme and cleaning standard.	See above Woodhill walkabout action plan 25.docx communal cleaner inspection 1 2026.pdf Mins from meeting. https://www.bury.gov.uk/housing/housing-services/your-home/your-tenancy/grounds-maintenance-service-agreement We have draft leaflet/ Poster for GM to go live once recruited completed. Posters in	Kimberley Partridge

			blocks already which cleaners sign once works complete. 📄 PDF Retro Blue Yellow Attention Poster.pdf	

1.2   Local co-operation

Registered providers must co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing.

Specific Expectations	Compliance and Evidence	Actions required to ensure/ improve compliance	Assurance	Owner
2.1.1 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: a) identify and communicate to tenants the roles registered providers play in promoting social, environmental and	We are committed to ensuring our neighbourhoods are places that people feel proud of and want to live in. Kim RD to insert a paragraph on tenant consultations and scrutiny exercises and co production of Policies. Trailing of the Live Well and Neighbourhood working model from Whitefield – this is a regional (GM) scheme.	Publish policies on our website. Examples of tenants involve in influencing and developing policy. Tenancy Policy – Consultation • ASB Policy – Consultation Walk abouts – identify environmental issues :-	https://www.bury.gov.uk/housing/housing-services/your-home/your-tenancy	Kimberley Partridge

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.	The older persons network is established in Bury with the aim to seek feedback and provide support to them as a result via a multi-agency approach. Community Safety Partnership – delivering safer summer/winter campaigns. Housing Service Policies. • Tenancy Management Policy • Anti-Social Behaviour, Hate Crime and Domestic Abuse Policy. • Safeguarding policy • Tenant engagement strategy • Grounds Maintenance SLA including trees • SLA for communal cleaning We consult with our Tenants Voice Forum, Housing Advisory Board and wider engagement framework before introducing any new or revised policies or strategies. <mark>Need examples of this</mark> We have an on-going	Actions in spreadsheet for monitoring? Kim RD is this process now in place. Supportive collection team offer welfare benefits advice and financial inclusion support to tenants from hubs across the borough. Consulted on both Safeguarding and Domestic Abuse Police. I have asked Isobel to add to Website		

commitment to ensuring our neighbourhoods and communal areas are maintained to a high standard of cleanliness and tidiness through the delivery of our Grounds Maintenance of SLA and through our caretaking and cleaning service.

Our neighbourhhods team also undertake regular estate walkabouts with local residents and other partners. We hold regular estate action days to help keep our estates in good condition.

We have a section of our website dedicated to how we can help our residents and tenants

Advice and support - Bury Council

We also have a link to the Bury Directory

Health, Wellbeing and Lifestyle | Bury | Bury Directory

These can help with
- Support with cost of living

	• Local support and resources • Wellbeing • Managing money and finances • Supporting customers to keep safe • Work and skills opportunities • Community grants and funding There is also a section where customers can report a concern about their neighbours, their neighbourhood, their building or their estate. Your council neighbourhood - Bury Council As key service we are an integral partner in Bury and Greater Manchester and are represented at all levels in the partnership structure.			
1.3	**Anti-social behaviour and hate incidents**			

Registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) in the neighbourhoods where they provide social housing.

Specific Expectations	Compliance and Evidence	Actions required to ensure/ improve compliance	Assurance	Owner
2.2.1 Registered providers must have a policy on how they work with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing.	Bury has a comprehensive ASB Policy We are members of Bury's Community Safety Partnership. We are committed to taking a joined-up, multi-agency approach to tackling the root causes of ASB which can be complex and wide ranging.	Good Neighbour Policy – in drafts went to SLT October. ASB action plan - Kim P link- sent 08/12/25 Improve reporting to HAB on ASB, DA and hate Crime Tenant involvement/ influence on our approach to ASB given low level of satisfaction and reporting Improve recording ASB due to very low level of ASB per 1000 properties Housemark ASB accreditation - ongoing	TSM satisfaction with ASB TSM ASB cases per 1000 properties ASB Presentation 2.2.1 Cllr Briefing note ASB Update 25.11.25.docx ASB Action plan documents actions associated to this. 2.2.1 Target Hardening List Dec 2025.docx	Kimberley Partridge

2.2.2 Registered providers must clearly set out their approach for how they tackle and deter hate incidents in neighbourhoods where they provide social housing.	Hate crime - Bury Council Support for victims of hate crime - Bury Council Bury's approach to how we tackle and deter hate crime is set out clearly on its website	ASB action plan Improve reporting to HAB on ASB, DA and hate Crime ASB accreditation Training for Hate Crime in October 2025 ASB refresher training provided November 2025 Implement the Housemark recommendations.	TSM satisfaction with ASB TSM ASB cases per 1000 properties	Kimberley Partridge
2.2.3 Registered providers must enable ASB to be reported easily and keep tenants informed about the progress of their case	Customers are able to report ASB 24 hours a day, 7 days a week through our call centre and can use a variety of means to report ASB including; • Online • Telephone • Text (hearing impaired) • Email • Website We risk assess with tenants creating an action plan with	ASB action plan Improve reporting to HAB on ASB, DA and hate Crime Improve recording ASB due to very low level of ASB per 1000 properties Recent ASb refresher training has taken place – internal /external.	TSM satisfaction with ASB TSM ASB cases per 1000 properties	Kimberley Partridge

	agreed communication routes/times. This is documented in the policy.	Implement the Housemark recommendations		
2.2.4 Registered providers must provide prompt and appropriate action in response to ASB, having regard to the full range of tools and legal powers available to them.	We risk assess with tenants creating an action plan with agreed communication routes/times. This is documented in the policy We have a Management Move policy to support those at high risk Provide targeting hardening We utilise tools such as injunctions and eviction. The team have recently been trained on CPW and CPNs	ASB action plan Improve reporting to HAB on ASB, DA and hate Crime ASB accreditation		Kimberley Partridge

| 2.2.5 | Registered providers must support tenants who are affected by ASB, including by signposting them to agencies who can give them appropriate support and assistance | We carry out a risk assessment and action plan with every case.

Bury's approach is to always support victims to remain their own homes by providing swift/ proportionate application of the ASB tools and powers available and through target hardening measures such as additional door locks, lighting etc. We make use of noise monitoring equipment and CCTV to support witness evidence.

DA Training Provided Oct 2025 And rep for DA meetings such as MARAC meetings. We are also represented at the Bury Council DA board.

If support needs are identified, we sign post where needed or provide tenancy support. | Improve reporting to HAB on ASB, DA and hate Crime

ASB accreditation

Link to relevant support

Implement Housemark recommendations in relation to case management and signposting tenants to agencies and what the offer is. | Minutes from MARAC

Training on DA

https://www.bury.gov.uk/asset-library/cwpo002-cctv-policy.pdf | Kimberley Partridge |

1.4   Domestic abuse

Registered providers must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.

Specific Expectations	Compliance and Evidence	Actions required to ensure/improve compliance	Assurance	Owner

2.3.1 Registered providers must have a policy for how they respond to cases of domestic abuse.	The councils approach to domestic violence and abuse is set out on its website. Domestic violence and abuse - Bury Council We have 0.5 FTE role dedicated to DA. There role is to attend meetings and manage high risk cases We are represented at Bury Councils DA board. Bury Council Housing Services DA policy complete October 2025	DA accreditation		Kimberley Partridge
2.3.2 Registered providers must co-operate with appropriate local authority departments to support the local authority in meeting its duty to develop a strategy and commission services for victims of domestic abuse and their children within safe accommodation	We are members of a number of groups both at a strategic and operational level. These include the Community Safety Partnership, DA board, Safeguarding board for children and Adults. DA Training delivered in October 2025 and also on safeguarding (provided by Adult Care) in November 2025	**DA policy Working with Housing Options**	**Minutes from meetings**	Kimberley Partridge

	We have 0.5 FTE role within housing dedicated on liaising with partners to safeguard our tenants.			

Tenancy Standard				
1.1 Allocation and lettings				
Registered providers must allocate and let their homes in a fair and transparent way that takes the needs of tenants and prospective tenants into account.				
Specific Expectations	**Compliance and Evidence**	**Actions required to ensure/ improve compliance**	**Assurance**	**Owner**
2.1.1 Registered providers shall co-operate with local authorities' strategic	The council has a strategic tenancy policy which sets out our tenancy policies.	Annual Lettings Report and CORE lettings analysis to HAB	Strategic Tenancy Allocations Policy - Bury Council	Kimberley Partridge

| housing function and assist local authorities to fulfil their duties to meet identified local housing needs. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements. | Strategic Tenancy Policy - Bury Council

Our Allocations Policy clearly sets out how we allocate our properties and our lettings policy.

The allocations policy can be found on our website along with links to how to bid for a property and how to join the housing register.

Finding a council home - Bury Council

We work to support the council to reduce homelessness and we contribute to a number fo homelessness prevention schemes including providing a number of dispersed properties to support with temporary accommodation. We also support Children' Services to transition care leavers into permanent accommodation by providing a direct let to all care leavers.

We also have a tenancy policy which sets out our approach to tenancy management | | | |

	Policies nd Strategies - Bury Council			
2.1.2 Registered providers must seek to allocate homes that are designated, designed, or adapted to meet specific needs in a way that is compatible with the purpose of the housing.	All homes are let through Bury Home Options. Those designed or designated or adapted to meet a specific need are though medical priority need or let to people meeting the criteria for those properties.	Annual Lettings Report and CORE lettings analysis to HAB		Kimberley Partridge
2.1.3 Registered providers shall develop and deliver services to address under-occupation and overcrowding in their homes. These services should be focused on the needs of their tenants.	Our approach o under and over crowding is set out in our strategic tenancy policy

Strategic Tenancy Policy - Bury Council

Bury addresses under occupation through its Tenant Incentive Scheme which incentivises those occupying homes that are too large for their needs to downsize to a smaller property.
Tenant Incentive Scheme - Bury Council | Annual Tenancy Visits Tenant Incentive scheme | Report to Housing Leadership Team | Kimberley Partridge |

	Bury addresses overcrowding through tis banding on the housing waiting list. Due to the shortage of family sized accommodation in our stock we also encourage people to explore mutual exchanges and other housing providers,. Tenancy visits process h asks questions around continuing suitability of the home including under occupation and overcrowding.			
2.1.4 Registered providers must take action to prevent and tackle tenancy fraud	All reports of tenancy fraud, including subletting and abandonments are investigated by our housing management team and Bury Councils fraud team Housing fraud - Bury Council	Provide annual training and quarterly meetings Training complete October 2025	Training slides saved in folder.	Kimberley Partridge
2.1.5 Registered providers must have a fair, reasonable, simple and accessible appeals process for allocation decisions.	A review process is included in our allocations policy and sets out the reasons an applicant can make an appeal and the timescales for the appeal.	Allocations Policy	https://www.bury.gov.uk/asset-library/bury-allocations-policy-2025-v3.pdf	Kimberley Partridge
2.1.6 Registered providers must	We record all lettings and sales on CORE		David Gilpin to provide report	Kimberley Partridge

record all lettings and sales as required by the Continuous Recording of Lettings (CORE) system.				

1.2 Tenancy sustainment and evictions

Registered providers must support tenants to maintain their tenancy or licence. Where a registered provider ends a tenancy or licence, they must offer affected tenants advice and assistance.

Specific Expectations	Compliance and Evidence	Actions required to ensure/ improve compliance	Assurance	Owner
2.2.1 Registered providers must provide services that support tenants to maintain their tenancy or licence and prevent unnecessary evictions.	Bury view eviction as a last resort and all our front line teams are committed to helping customers to sustain a successful tenancy. Our housing officers have small patches that enable them to provide support to tenants to help them to sustain their tenancies. Bury has a range of policies that support tenants to maintain their tenancy, including: Tenant support strategy	• Vulnerable Customers' Policy - Not got yet • Training on Tenancy Support, strategy needs reviewing •		Kimberley Partridge

	Tenancy management policy Arrears Collection policy Reasonsable Adjustment policy Complaints In addition, our Income collection team have specialist officers equipped to offer support to our customers to reduce debt, maximise their income and complete Universal Credit applications. - Ask Abbie Smith			
2.2.2 Registered providers must provide tenants required to move with timely advice and assistance about housing options before the tenancy or licence ends.	Bury's allocations policy outlines a range of options available to tenants who wish to move including: - Through the housing register (CBL). - By mutual exchange. draft - By transfers. - By downsizing. Tenant incentive scheme - By a management move (exceptional circs.). In draft Tenants wishing to move can access clear and relevant advice about their housing	Need a lettings policy or clearer policy on housing options for tenants		Kimberley Partridge

	options. This advice is provided via the Homelessness and Housing Advice team and through our housing officers. Tenants are also signposted to other housing providers where appropriate. - on website			

1.3 Tenure

Registered providers shall offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock.

They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.

Specific Expectations	Compliance and Evidence	Actions required to ensure/ improve compliance	Assurance	Owner
2.3.1 Registered providers shall publish clear and accessible policies which outline their approach to tenancy management,	a) Bury has a Tenancy Policy clearly sets out the type of tenancies that we will grant; our use of starter tenancies; how we support customers to sustain their tenancy and for preventing and tackling tenancy fraud.	Add in policies		Kimberley Partridge

including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud, and set out: (a) The type of tenancies they will grant. (b) Where they grant tenancies for a fixed term, the length of those terms. (c) The circumstances in which they will grant tenancies of a particular type. (d) Any exceptional circumstances in which they will grant fixed term tenancies for a term of less than five years in general needs housing following any probationary period. (e) The circumstances in which they may or may not grant another tenancy on the expiry of the fixed term, in the	Bury has a range of policies that outline our approach to Tenancy Management and support our tenants to sustain their tenancy including: a) All new Bury Council tenants receive a secure tenancy b) We do not currently use fixed-term tenancies for our housing stock. c) Not applicable d) Not applicable e) Not applicable f) Not applicable g) Not applicable h) Not applicable i) Bury has a Succession and Assignment Policy allows for the granting of discretionary succession rights where applicable.-draft			

same property or in a different property. (f) The way in which a tenant or prospective tenant may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered, and against a decision not to grant another tenancy on the expiry of the fixed term. (g) Their policy on taking into account the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, including through the provision of tenancies which provide a reasonable degree of stability. (h) The advice and assistance they will give to tenants on			

finding alternative accommodation in the event that they decide not to grant another tenancy. (i) Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members				
2.3.2 Registered providers must grant general needs tenants a periodic secure or assured (excluding periodic assured shorthold) tenancy, or a tenancy for a minimum fixed term of five years, or exceptionally, a tenancy for a minimum fixed term of no less than two years, in addition to any probationary period.	All general needs tenants have a secure tenancy. We do not use fix term tenancies.			Kimberley Partridge
2.3.3 Before a fixed term tenancy ends,	Not applicable as we do not used fixed term tenancies			Kimberley Partridge

registered providers shall provide notice in writing to the tenant stating either that they propose to grant another tenancy on the expiry of the existing fixed term or that they propose to end the tenancy.				
3.3.4 Where registered providers use probationary tenancies, these shall be for a maximum of 12 months, or a maximum of 18 months where reasons for extending the probationary period have been given and where the tenant has the opportunity to request a review.	See Tenancy Agreement and Tenancy Policy		https://www.bury.gov.uk/housing/housing-services/your-home/your-tenancy/your-tenancy-agreement	Kimberley Partridge
2.3.5 Registered providers shall grant those who were social housing tenants on the day on which section	Bury Council's current tenant agreement meets the requirements of the standard.			Kimberley Partridge

154 of the Localism Act 2011 comes into force, and have remained social housing tenants since that date, a tenancy with no less security where they choose to move to another social rented home, whether with the same or another landlord. (This requirement does not apply where tenants choose to move to accommodation let on Affordable Rent terms).				
2.3.6 Registered providers shall grant tenants who have been moved into alternative accommodation during any redevelopment or other works a tenancy with no less security of tenure on their return to settled accommodation.	This is delivered through Bury Council's Decant/Management Move Policy, whereby a tenant retains security of tenure at their original home as a secure tenant.	Add policy		Kimberley Partridge

1.4 Mutual exchange

Registered providers much support relevant tenants living in eligible housing to mutually exchange their homes.

Specific Expectations	Compliance and Evidence	Actions required to ensure/ improve compliance	Assurance	Owner
2.4.1 Registered providers must offer a mutual exchange service which allows relevant tenants potentially eligible for mutual exchange, whether pursuant to a statutory right or a policy of the registered provider, to easily access details of all (or the greatest practicable number of) available matches without payment of a fee.		Mutual Exchange policy Under review	Mutual exchange - Bury Council	Kimberley Partridge
2.4.2 Registered providers must publicise the availability of any mutual exchange service(s) it offers		Home Swapper is publicised through the Housing Officer and online	https://www.bury.gov.uk/housing/housing-services/find-a-home/mutual-exchange	Kimberley Partridge

to its relevant tenants.				
2.4.3 Registered providers must provide support for accessing mutual exchange services to relevant tenants who might otherwise be unable to use them.	Tenants who do not have access to the internet can easily access the service by speaking to a member of staff at our call centre, or they can contact and arrange an in-person appointment with a member to staff.			Kimberley Partridge
2.4.4 Registered providers must offer tenants seeking to mutually exchange with information about the implications for tenure, rent and service charges.				Kimberley Partridge