

Report to: Housing Advisory Board	Housing Advisory Board
Date: 25/02/2026	25/06/2025
Agenda No. & Title	9 Self-Assessment Against the Consumer Standards 2026
Purpose of the Report	To present the updated 2026 self-assessment, provide assurance, and seek approval of the improvement plan.
Status	For review
Author	Claire Rogan, Head of Performance, Assurance & Improvement
Report Contact	Claire Rogan
Appendices	Appendix 1: Full Self-Assessment Document. Appendix 2. Self assessment presentation summary.
Background Documents	Regulatory Standards, HAB Reports, Internal Audits, Stock Condition Data, TSM Framework
Recommendation/s	Review the self-assessment; endorse improvement plan; monitor progress via HAB.
Corporate Plan Objective	Satisfied Tenants, Quality Homes, United Communities
Risk Implications	Risks: Repairs, DMC, data accuracy, compliance gaps, regulatory exposure.
Mitigations/Controls	Controls: Repairs review, compliance governance, DMC group, stock data plan.
Financial and Value for money implications	N/A
Regulatory/ governance and legal implications	Supports compliance with RSH Consumer Standards; requires continued oversight.
Assets and Liabilities	N/A
Resource Implications	N/A
Customer Impact	Improved safety, satisfaction, communication, repairs reliability.
EDI Implications	Supports diverse needs; data cleanse; reasonable adjustments.

Sustainability and Environmental Implications	Improved stock sustainability, damp/mould prevention.
Privacy/Data Protection	GDPR compliance; data accuracy improvements underway.
Colleague Impact	Training, new structures, improved workflows.
Stakeholder Communications and Reputational Impact	Strengthened transparency, tenant voice, regulatory confidence.
Next Steps	Implement actions; mid-year review; quarterly HAB reporting.