Transparency, Influence and Accountability Regulatory Standard – including Tenant Satisfaction Measures
Effective @ 13 November 2024
Owner: Karen Cowan

When completing this self-assessment you must also read the relevant parts of the Code of Practice which help us understand what is expected and how we might deliver the outcomes of the standard.
For self-assessments being reported to Board, you do not need to provide the physical evidence – this is required for the end of year annual review.
Evidence for the end of year review will be checked by the internal Audit & Risk Team. Provision of evidence is a requirement from an internal audit.

Requirements of the Standard	Assurance None Partial Full	How is the standard met (description/comments)	Evidence to support how the standard is met(attach files or hyperlink to evidence that is published online/intranet)	Detail any ongoing work or action needed to enhance compliance	Internal Audit Team Assurance Review and comments
1.1 **Fairness and respect**					
1.1.1 Registered providers must treat tenants[1] and prospective tenants with fairness and respect.	Full	• Ongo has established a set of values that inform all Ongo colleagues of the behaviours expected of them to ensure tenants and prospective tenants are treated with respect. These are presented to all new colleagues and form part of annual appraisals	• EDI Policy • Ongo Values • PDR template form • Customer Charters • Tpas Exempla accreditation		
1.2 **Diverse needs**					
1.2.1 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.	Full	• Accessibility standard of the website, Silktide Standard • Impact assessments are carried out on policy / procedure changes and reviewed by the EDI Steering group	• EDI Policy • Reasonable Adjustments Policy • Screenshot of website • Impact assessment template		
1.3 **Engagement with tenants**					
1.3.1 Registered providers must take tenants' views into account in their decision making about how landlord services are delivered and communicate how tenants' view have been considered.	Full	• Ongo holds TPAS Exempla accreditation for its tenant involvement processes	• Tpas Exempla accreditation • Customer Engagement Framework • Customer Engagement Handbook • Customer Charters • Tenant you said we did examples		
1.4 **Information about landlord services**					
1.4.1 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.	Full	• Ongo holds TPAS Exempla accreditation for its tenant involvement processes	• Tpas Exempla accreditation • Tenancy Agreements • Customer Charters • Policies - Lettings, Mutual Exchange, Tenure, EDI, Reasonable Adjustments, Pet, ASB, Maintenance, Neighbourhood Management Policy, Customer Engagement, Damp & Mould, Income Collection, Environmental and Sustainability Policy, Leasehold Management, RTB, RTA, Rent to Buy, Shared Ownership etc.		

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[1] Throughout the consumer standards 'tenants' means tenants and other occupiers of social housing which includes licensees and shared owners (unless explicitly stated)

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			• Standards – Neighbourhood, Tree, Lettable, Residents Building Safety etc. • Key News • Website		
1.5 Performance information					
1.5.1 Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.	Full	• Ongo holds TPAS Exempla accreditation for its tenant involvement processes • Routine performance reports/agenda items at resident group structures such as community voice, residents scrutiny panel, complaints monitoring group etc. • Performance information is shared on our website and in Key News, Annual Report etc.	• Tpas Exempla accreditation • Annual Report • Key News • Website • Performance reports to CV, RSP		
1.6 Complaints					
1.6.1 Registered providers must ensure complaints are addressed fairly, effectively and promptly.	Full	• Ongo holds TPAS Exempla accreditation for its tenant involvement processes • Self-assessing compliance against the housing ombudsman complaints code	• Complaints & Feedback Policy & Procedure • Tpas Exempla accreditation • Self-assessment of compliance against the housing ombudsman complaints code		
2. Specific Expectations					
2.1 Diverse Needs					
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 housing and landlord services deliver fair and equitable outcomes for tenants		• Customer profiling and consent procedure is in place. An internal procedure to ensure information we hold is up to date and relevant • Customer communication preferences, additional support needs etc. captured on QL • Annual diversity profile analysis carried out for customer base, compared to census / demographic profile • Annual analysis of diversity profile and demographic breakdown of reach, responses and satisfaction for surveys • Transactional surveys in addition to TSMs to engage with wider, diverse customer base – listen and act upon the feedback given • Analysis of diversity gaps resulted in target to engage with younger tenants, monitored monthly • Use of impact assessments • Various channels for diverse range of customers to communicate with us – digital, face to face, telephone written etc. • Impact assessment on all board and ELT papers • EDI training is required learning for all colleagues	• Profiling and Consent Procedure • Reasonable Adjustments Policy • Annual Diversity Profile Report • Diversity profile breakdown of responses and satisfaction measures of TSM results • Balanced scorecard screenshot of performance target and achievement of engagement with younger tenants • Survey profile and demographic breakdown • Impact Assessment • Board report template • Report showing learning from complaints	• Review the Profiling and Consent procedure (process/systems/data up to date and relevant), links to KIM • Communicate with tenants to ask them to update their information regularly, explaining why, e.g. access to appropriate communications • Review data we hold and ensure it is as up to date as it can be – link into KIM/HO report actions • Continue to look at who is accessing our services, who hasn't and why. Target silent tenants. Do they not need us or is it because they can't make contact or don't know how to?	

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		• Learning from complaints includes consideration of diverse needs of tenants • Targeting our silent tenants when carrying out Tenant Satisfaction Measure (TSM) surveys - agreed that a letter survey will be sent out to reach those not digitally enabled, and a telephone survey will be used for those tenants that cannot read or write • Landlord services survey included targeting the silent voices, e.g. door knocking etc. • ASB focus groups carried out to listen to the feedback of those who have experienced ASB first hand			
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.		• All colleagues receive EDI training • Tenant communication / publications panel to ensure publications are accessible, in Plain speak, understandable, relevant and timely • Communication needs recorded on QL • New contract (AA Global) in place that provides translation, sign language, audio and font options. This enables tenants to access all of the information that is posted on our website Silktide accessibility tool on the website, scans website and tells us how we can improve (we are currently good practice at over 90% accessible) • In house PR & Marketing team and use of external agencies for large scale corporate documents, trained and qualified in proof reading communications • Web chat – able to translate from tenant's first language to English	• Customer Charters • Customer Engagement Framework • Reasonable Adjustments Policy • Profiling and Consent Procedure • Tenant Publications Panel terms of reference • AA Global contract	• Promote all communication options, including translation options etc. Link into Reasonable Adjustment comms • Piece of work to review historical comms that go out to tenants – letters, text messages, e-mails. Are they still fit for purpose and plain and clear? Consider against Brand guidelines. Monitor governance • Utilise tenant mystery shoppers more to check communications	
2.1.3 Registered providers must ensure that landlord services are accessible and that the accessibility is published to tenants. This includes supporting tenants and prospective tenants to use online landlord services if required.		• Accessibility standard of the website • Digital services, including the use of MyHome continually promoted to tenants • Digital equipment in customer HQ customer centre, The Arc and Viking • Free iPads provided to some tenants (those digitally excluded and living in remote areas) to access support from the Communities team • Website videos to log ASB / repairs etc. • MyHome and social media surgeries / sessions provided to tenants • Support appointments offered to prospective tenants / current tenants for help with accessing CBL systems as these are all online • Digital sign-up is preference and support offered throughout the customer journey. Lettings Officer support offered / provided where required	• Customer Charters • Customer Engagement Framework • Reasonable Adjustments Policy • Tenant Publications Panel terms of reference • Link to website video re log ASB • Notes of any Myhome or social media surgery sessions • Details of remote digital project • Accessibility Audit	• Ongoing project of digitalisation of the Homeless service for service users to be able to access MyHome	

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		• Remote digital project run by Communities • Digitalisation of the Homeless service project • Blended options to participate in tenant involvement activity / focus groups / formal meetings etc. This also includes digital only engagement (e.g. digital tenants group), accessing meetings via MS Teams, transportation options etc. • Building accessibility audit carried out at Ongo House with action plan produced and being implemented • Hearing loops in Ongo customer buildings			
2.1.4 Registered providers must allow tenants and prospective tenants to be supported by a representative or advocate in interactions about landlord services.		• Permission to Disclose Process in place informally. Links to Reasonable Adjustments Policy • Details captured on QL where relevant • Tenant advocates are welcomed • Complaints policy refers to the acceptance of advocates (wording being - Anyone helping to make a complaint on behalf of one of our customers (for example a family member, friend, support worker, MP or Councillor) or as part of a collective complaint, providing consent from the customer is given)	• Complaints & Feedback Policy • Reasonable Adjustments Policy • Invite letter sent out to residents of Alvingham Rd re advocates		
2.2 Engagement with tenants					
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.		• Ongo takes part in an accreditation process for tenant engagement, helping to raise awareness and embedding it throughout the organisation • Customer Engagement Handbook provides full details of the wide range of opportunities to engage, influence and scrutinise strategies, policies and services • Tenant consultation forms part of the policy development framework and is carried out on full reviews of existing policies and the development of new policies, strategies and frameworks that affect our tenants • Consultation focus groups held along with digital consultation using surveys and via our website for providing feedback on proposed policies and strategies • Formal customer engagement structures of involvement, e.g. community voice that has delegated decision making on customer facing policies, residents scrutiny panel that audits our services, complaints monitoring panel, tenant inspectors, property services panel, environmental panel etc.	• Tpas Exempla accreditation • Customer Engagement Framework • Customer Engagement Handbook • Policy Development Framework • Customer Charters • Focus group notes • Community Voice terms of reference and minutes • Teant Inspectors terms of reference and minutes • Switch 2 utility meeting minutes		

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		• Targeted consultation and focus group activities outside of the formal customer engagement structures that are targeted at stakeholders, e.g. cleaning reviews, communal area improvements / Switch 2 utility meetings / lettable standard focus group, tenancy services focus group, digital survey and door knocking performance information focus group, CEO Facebook live, ombudsman spotlight focus group on noise, annual focus groups at each retirement living scheme, campaigns that go out via Mailchimp in relation to ad-hoc projects etc. • Strategy & Policy team work closely with Customer Engagement team when developing policies / strategies to ensure tenant voice is heard during the process. Offer various opportunities to provide feedback – digital options, which include a text message with a link to the policy being consulted on, face-to-face options to sit and discuss changes in person and also presenting formally to our recognised tenant body – Community Voice • Tenant testers when building new website			
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.		• Dedicated customer engagement team • Dedicated customer engagement budget • Customer engagement expenses policy • Devolved budget to Community Voice (CV) • Start up and annual grants to Resident Associations. Funding available to cover expenses, book meeting venues, purchase equipment etc. • Resident Scrutiny Panel supported by Ongo, provision of equipment, admin support etc. • Training, conferences and networking opportunities available to volunteers • Digital support provided to those that need it • Venues for meetings • Mentoring/coaching/training • Offering digital and physical inspections (voids and estates) to tenant inspectors	• CE budget • CE Framework • CE Handbook • CE Expenses Policy • Resident Association and Community Group Funding Policy • CV Constitution • Residents Scrutiny Panel terms of reference • Training offers and examples of attendance • Dates and names where support provided • Tenant Inspectors inspection sheet		
2.2.3 Registered providers must provide accessible support that meets the diverse needs of tenants so they can engage with opportunities in 2.2.1 and 2.2.2.		• Diverse range of opportunities to give views or engage, e.g. digital, in person, telephone etc. • Blended meetings so can participate from home or elsewhere, or in person • Ongo customer buildings cater for those who use wheelchairs in terms of access/WCs, and hearing loops are available	• CE Framework • CE Handbook • Reasonable Adjustments Policy • Invite to meetings face to face or blended as detailed in CV minutes of meetings (under next meeting) • Details of digital support sessions facilitated		

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		• Provision of equipment to enable participation (e.g. those living in rural areas, those who are members of the scrutiny panel etc), e.g. iPad/laptop etc. • Support provided on how to access and use MyHome/emails/social media etc. • Support provided to those with special requirements, e.g. fit for purpose laptop provided to volunteer with sight difficulties, meeting room changed from Ongo House to the Arc for community voice meetings to facilitate the growing number of tenant volunteers who use wheel chairs or scooters, tenant volunteer with support dog attends meetings, tenants with LD or other disabilities assisted to participate in tenant inspections etc. • Website has facility to provide information in different fonts, languages, browse aloud, sign language etc. • Translations, interpreters, signers all available to cater for diverse requirements • Advocates are welcomed where relevant	• Risk assessment of an individual with special requirements and how we facilitate this • Website • Invite letter welcoming advocates		
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.		• Tenants requesting their RTM are provided with relevant information • Leaseholders Right to Manage information is on the website and within the Leaseholder Handbook • Advice is provided when requested about leaseholders Right to Manage opportunities • Community Voice (CV) has delegated decision making from Board on front facing operational policies and manages its own budget to manage their meetings • Recognised Resident Associations are supported via start up and annual grants to influence improvement to their communities and neighbourhoods • Tenant Inspectors carry out estate, empty homes and communal space inspections to check on standards of service and influence improvements	• CE Handbook • Leaseholder Handbook • Website articles • CV Constitution • CV budget • Resident Association & Community Group Expenses Policy • Tenant Inspectors inspection sheets		
2.2.5 Registered providers working with tenants must regularly consider ways to improve and tailor their approach to delivering landlord services including tenant engagement. They must implement changes as appropriate to		• Feedback received through TSMs, transactional surveys, complaints and compliments, involved tenants feedback all used to influence action plans • Action plans for audits or via housing ombudsman determinations and spotlight reports	• Example of survey feedback • Action plans • Consultation results on proposed RSH standards • Notes of CV away day contribution to RSH consumer standard • Retirement Scheme minutes	• Tenancy Services project ongoing. Feedback gathered following consultation, next stage to analyse and use findings to influence future service provision	

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ensure services deliver the intended aims.		• Wide consultation with tenants on the proposed 2024 RSH consumer standards • Tenants involved in completing self-assessments against the RSH consumer standards and also involved in the self-assessment of the housing ombudsman code • Public meetings held at each of the Retirement Living Schemes in response to customer feedback. These were so successful they have now become business as usual with annual consultation meetings facilitated • Lots of examples of you said we did, e.g. resident scrutiny panel influenced changes to damp and mould service, community voice influenced what performance information should be shared monthly on the website for tenants at large, property services panel influenced revised repair priorities. • You said we are doing articles included in Key News magazine, on our website and shared with involved tenants etc. • Impact assessments carried out on structures of involvement	• You said we did articles from Key News • Impact assessment		
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 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 and d) demonstrate to affected tenants how the consultation responses have been taken into account in reaching a decision.		• When we were considering a merger during 2023 a full communications plan was produced and implemented to inform and consult with our tenants • We worked closely with Community Voice so that they could understand the reasoning, and could question and challenge us. We provided monthly agenda items to update on progress, encouraging full frank discussions. We also facilitated a joint workshop with Community Voice and tenants from the potential merger organisation to consult on what their priorities would be from a newly formed organisation • Information and consultation took place with tenants at large via letters, emails, the website, Key News etc. Tenant feedback and enquiries were facilitated and captured on a consultation record • Communications re proposed merger took into account tenant communication preferences, e.g. letter, website, text messages etc. Face to face consultation via public meetings in local venues • Open Facebook live events for tenants with CEO/Exec Team • When acquiring Guinness worked to a full comms plan to onboard the new tenants. Also	• Potential merger comms plan • CV minutes • Minutes of workshop between CV and proposed merger tenants • Letter to tenants • Tenant queries and feedback record • Acquisition comms plan • Customer Voice board report • Key News		

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		collaborate working with the partnership organisation on tenant information and consultation • Six monthly customer voice reports to board give information on how we have engaged/consulted tenants and what they are saying and how this has influenced decisions to improve services • Key News you said we are doing information to show how we have responded to customer feedback			
2.3 Information about landlord services					
2.3.1 Registered providers must provide tenants with accessible 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 and communal areas to meet c) rents and services charges that are payable by tenants and d) responsibilities of the registered provider and the tenant for maintaining homes, communal areas, shared spaces and neighbourhoods		• Information on website – the service we offer and how tenants can access the services (e.g. repairs and logging of emergencies etc.) • Tenancy Agreements detail tenant / landlord responsibilities • Tenancy area on website • Repair timescales used, e.g. for repair priorities on website • Annual rent increase letters and rent statements provided – continuously accessible through MyHome. Includes breakdown of charges (incl. service charges) • Information displayed on a communal notice board in each block that includes mandatory fire & safety information, cleaning schedules etc. • Annual Report performance information published annually on the website and also in Key News tenant magazine • Alternative languages, formats etc. all currently available • Ongoing automated alerts to colleagues to review their service area website information	• Corporate Plan, strategies and frameworks • Annual Report • Key News – Sept 23 • Website • Tenancy Agreements • Annual rent increase letter • Customer Charters • Lettable Standard • Neighbourhood Management Policy • Income Collection Policy • Environmental and Sustainability Policy • Building Safety Resident Engagement Framework • Customer Engagement Handbook • Rent Setting Policy and Procedure • Communal poster • Letter on fire safety sent to all tenants	• Have consulted with tenants and colleagues on new Service Standards to make clear the level of service they can expect. Currently going through the approvals process • Landlord services offer in development to be published on website when complete	
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 must include information about:		• Tenancy Agreements detail tenant / landlord responsibilities • Section on website detailing Tenants responsibilities and Landlords responsibilities • H&S area on website • The Maintenance policy on the website refers to the Decent Homes Standard and contains a link to information on it. Information is also available under the Repairs & Maintenance section of the website • Right to Repair within Maintenance Policy • Maintenance Policy appendix on website states, Where a tenant, customer or member of the household has disabilities, vulnerabilities, medical or additional needs that are impacted	• Tenancy Agreements • Maintenance Policy • Reasonable Adjustments Policy • Website	• Expand information on website about disability and reasonable adjustments	

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a) the requirement 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 implied by statute and/or common law, in particular: • the right to a home that is fit for human habitation, and • the right to receive notice of a proposed visit to carry out repairs or maintenance or to view the condition and state of repairs of the premises; and • the rights of disabled tenants to reasonable adjustments		by the nature of the issue requiring repair, we will prioritise this repair to avoid any detriment to the individual concerned. All cases will be managed on a case by case basis • Reasonable Adjustments Policy on the website			
2.3.3 Registered providers must communicate with affected tenants on progress, next steps and outcomes when delivering landlord services.		• Agreeing appropriate touchpoints for contact with tenants when dealing with ASB / tenancy management cases • Lettings – agreeing timescales with customers is built into the policy, procedure and ops. procedures • Our current Customer Charters state the standards of service that can be expected • Our SLAs state what a contractor needs to do in terms of keeping tenants updated and informed • Maintenance policy details repair priorities • Minimum data standard for repairs, appendices to maintenance policy • Procedure of communication touch points for the repairs journey	• Maintenance Policy • ASB Policy • Neighbourhood Management Policy • Lettings Policy • Customer Charters • Customer communications plan for repairs • Minimum data standard	• Need to communicate planned investment works to tenants, what and when • Need to improve our communications re what happens next, e.g. when tenants report to us, what can they expect in terms of what happens next and timescales	
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.		• Lettings and Tenancy Management Policies have been compliance checked against legislation and relevant regulation by Forbes to ensure they are aligned / compliant • Lettings Policy details how allocations decisions will be made and has a specific appeals process • Complaints & Feedback Policy is clear and aligned to the HO Complaints Handling Code and details what the process is for tenants at each stage of the formal process, including how to contact the Housing Ombudsman	• Neighbourhood Management Policy • Lettings Policy • Complaints & Feedback Policy • Policy Impact Assessment • Website		

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		• All our policies are accessible. Policies available on the Website are in an accessible HTML format. If tenants require an alternative format they can contact us for this to be arranged • Impact assessments completed on all customer facing policies			
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.		• Board information on website. Includes board member positions and details who is the SID and who is the named member with responsibility for complaints • Executive team details and responsibilities displayed on website • Named responsibilities for building safety, data protection officer, company secretary etc. included on website, e.g. Jo is lead for consumer standards	• Website	• Need to add to website that Becky Johns is the responsible officer for Complaints	
2.4 Performance Information					
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.		• First year approach was digital surveys, utilising census, meeting diverse demographics • Agreed for year 2 (2024/25) digital surveys. However will address tenants not digitally enabled via letter/survey to their home address. Where we have tenants who do not read or write, we will telephone	• Submitted to regulator • Methodology		
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 against the tenant satisfaction measures. This should include information about how they have met the regulator requirements set out in Tenant Satisfaction Measures:		• Compliant with published page on website that includes all required points • TSMs collected and processed within timeframe and to regulators requirements • Annual published performance • Annual TSM submission to regulator • Diversity profile breakdown of TSM responses received • Voluntary monthly TSM performance published on the website for tenants at large to access	• Published page on website that includes all required points • Performance area of the website		

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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.		• Assessment of representativeness • Data quality check of survey input/output • Validation check of survey responses/results • Survey methodology checks • Survey KPI definition checks • Monthly reporting to SLT	• Customer Profiling & Consent Procedure • Methodology • Audit / quality check		
2.4.4 Registered providers must provide tenants with accessible information about: 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, and their directors' remuneration and management costs		• Our self-assessments against the RSH consumer standards are published on the website, along with our consumer action plan and progress achieved • The boards EDI objectives roadmap is published on the website, with regular progress updates added • An annual community voice performance workshop influenced their requirements for a revised monthly performance report for their own meetings and also for monthly performance information to be shared on the website for tenants at large to access (all now in place) • Specific CV Balanced scorecard provided for discussion and challenge at each CV meeting • Balanced scorecard routinely shared with residents scrutiny panel to enable them to choose their next review. Specific service related performance and satisfaction information shared with scrutiny panel in line with the review they are carrying out • Specific/relevant performance information is shared with tenants of each of the different structures of involvement, e.g. complaints monitoring panel, property services panel etc. • Performance shared in Key News and Annual Report	• Annual Report • CV balanced scorecard • RSP balanced scorecard • Specific performance to RSP review area • Key News • Complaints annual report to board • Website	• Continue to build on and update the "you said we are doing" information on the website • Communicate actions that are being taken to improve performance	

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		• Quarterly complaints performance information on website • Housing Ombudsman determination outcomes and service changes on website • You said we are doing – reported back to involved tenants, also shared in Key News, on website etc. • How rent is spent is detailed within the Annual Report • Statutory Accounts provides total remuneration and pension contributions of the highest paid director, and the number of employees paid in bands of £10k from £60k up • Management costs information within accounts and within Annual Report			
2.5 Complaints					
2.5.1 Registered providers must ensure their approach to handling complaints is simple, accessible and publicised.		• We accept complaints through any method of contact. This is publicised on our website and in Key news • Our customer experience team understands that a customer has the right and choice to complain. Therefore we support our customers in making a complaint at the point of contact, supporting a positive complaint culture • We have self-service methods to report a complaint on our portal and website, so a customer can access the complaints service at a time that suits them. We do everything we can to ensure the complaint service is accessible to all at a time that is convenient to them • The customer complaints panel is consulted on changes, processes and performance on complaints and they share their feedback with us too. The customer complaints panel are included in the self-assessment process annually in line with good practice. They also carry out deep dives into complaints to ensure we comply with our process • We have a centralised complaints team that manage complaints giving tenants a single point of contact throughout the duration of their complaint • We carry out home visits to complainants where a tenant requests this or where this is deemed to be necessary	• Complaints & Feedback Policy • Customer Complaints Panel term of reference • Customer Complaints Panel minutes • Key News • Website		
2.5.2 Registered providers must provide accessible information to tenants about:		• This is on our website. The process is explained in a simple straight forward way (in addition to the policy) • The complaints policy is also accessible on the website. Should a customer request the policy	• Complaints & Feedback Policy • Website • Quarterly Complaints Report • Internal Audit report on complaints	• Improve the implementation of using the learning from complaints • Currently working on having an improved follow on process, e.g.	

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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 how a complaint was handled, and d) the type of complaints received and how they have learnt from complaints to continuously improve services		through other methods then we will always provide a copy for them. The policy is accessible by any method of contact • There is a detailed explanation on the website of the full complaint procedure, how to access the Housing Ombudsman and further information of the make it right campaign • We provide a quarterly complaint report on a page for our customers. This sets out our complaint handling performance and the learning we have from complaints, in particular findings from the Housing Ombudsman and our plans to improve the service • How to make a complaint is now incorporated into our surveys • Ongo information on complaints is included in key news publications • Substantial assurance has been received on our internal audit of complaints (evidence of compliance with the Code, along with policies etc.) • Complaints is on our core control audit programme • Annual complaint reports provide information on trends and themes		follow on works after complaints process	
2.6 **Self-referral**					
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.		• Register of referrals to RSH • Communications to/from RSH saved in a file	• Register of referrals to RSH • Example communications to/from RSH saved		