Standard	Overall compliance	Overall assurance level
Safety & quality	Full	Substantial
Transparency, influence & accountability	Full	Full
Tenancy	Full	Substantial
Neighbourhood & community	Full	Full

Safety & quality standard

Compliance with standard	Current position	Evidence available				Action needed to meet the specific expectations/other improvements *Only where partial / non-compliance is identified*	Overall level of assurance
STOCK QUALITY & DECENCY							
Required outcome: 1.1.1 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 tenants. 1.1.2 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.							
		1st Line	**2nd line**	**3rd line**	**4th line**		
Full	We hold robust and up-to-date stock condition data covering 95.22% of homes, collected through a blended approach that has been independently assured as aligned with sector norms. Our five-year rolling programme aims for 100% coverage by March 2026 and directly informs our Strategic Asset Management Plan and 30-year Business Plan. 88.5% of homes now hold an EPC C rating, with investment requirements mapped and fully funded to achieve 100% by 2029. Contracted works feed real-time component updates into the Asset Management System to maintain data accuracy. Our planned programme for 2025/26 is on track, delivering essential component replacements and maintaining Decent Homes compliance, with the only failures being isolated HHSRS Category 1 hazards resolved promptly. The 2026/27 programme is informed by a wide range of operational and compliance data and marks the introduction of planned preventative maintenance. We maintain comprehensive compliance datasets across all key safety disciplines and have completed full building safety cases for all high-rise buildings. Performance relating to Compliance, Damp & Mould and Repairs is monitored through established governance groups, with improved scheduling and targeted interventions reducing backlogs and improving tenant satisfaction. Enhanced damp and mould tracking enables risk-based prioritisation, trend analysis and informed long-term investment planning.	• Live component data available through the Asset Management System • Strategic Asset Management Plan • Asset Management Policy (*draft*) • Qualitative data —stock condition information • Business Plan • Operational KPIs • Budget reports • Asset management / Existing Homes group reports • Decent Homes Failure reporting • Live case data • Power BI dashboard data • No Access Procedure • Maintenance Policy & Customer Journey • Damp & Mould Policy & Procedure • Damp & Mould case management system • Corporate Plan and underpinning strategies	• OH Board performance report submitted to each Board meeting including Board dashboard • Customer Focus Committee reporting • Quarterly Assurance reviews monitoring progress towards achievement of the corporate objectives • Asset management report to OH Board —28/01/2026	• Building Safety Case reports • JLL report on stock condition	• Stock condition communications to tenants • Transactional survey data • TSM survey information • Property Services Panel reports and information • Complaints data in relation to stock condition		**Full**
HEALTH & SAFETY							
Required outcome 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.							
		1st Line	**2nd line**	**3rd line**	**4th line**		
Full	We maintain strong compliance with all legal health and safety requirements, evidenced by zero Decent Homes failures other than promptly addressed HHSRS Category 1 hazards. Our comprehensive statutory testing and inspection regime covers	• Inspection & Testing Policy & Plan	• Health & Safety report to each Audit & Risk	• **Internal Audits:** Water safety, Electrical safety,	• Tenant property panel monitoring / challenge		**Full**

Compliance with standard	Current position	Evidence available				Action needed to meet the specific expectations/other improvements *Only where partial / non-compliance is identified*	Overall level of assurance
	gas, electrical, fire, water hygiene, asbestos, lifts and other key safety areas, supported by a robust voids safety specification to ensure all homes meet safety and decency standards before re-letting. Compliance is embedded across policies and procedures and overseen by a dedicated Compliance Team, with performance monitored through monthly reporting to the Existing Homes Group, Customer Focus Committee, Ongo Homes Board and Audit & Risk Committee. Independent third-party audits provide additional assurance. We operate effective risk-based prioritisation, including a 24-hour response to Category 1 hazards and enhanced prioritisation where vulnerabilities are identified. Damp and mould cases are managed through a defined policy, strengthened data capture and augmented-reality assessment tools to ensure consistent and accurate risk rating. Regular communal area inspections by Compliance Officers, neighbourhood teams and contractors ensure early identification and resolution of risks. Our planned programme and SAMP maintain a compliance-first focus, addressing the poorest-condition components to prevent Decent Homes failures. Local accountability is embedded through our regional delivery model, improving responsiveness and strengthening risk ownership. Continuous improvement is driven through the Service Improvement Forum, using learning from complaints, tenant feedback and operational data to enhance safety, compliance and service performance.	• Management information relating to all compliance areas • Repairs Power BI dashboards • Compliance testing performance reports • Fire Management Strategic Framework • Fire Safety procedures • Gas Safety policy and procedures • Electrical Safety policy and procedures • Legionella Policy and procedures • Lifts and Lifting Equipment policy and procedures. • Asbestos Management Plan • Sterile Communal Guide • Communal Areas procedure • Health and safety policy • Damp and mould policy and procedure • No access procedure,s • Reasonable adjustments policy & procedure • Training matrices • Voids Procedure • Lettable standard • Repairs, Voids and Damp & mould performance information • Damp & mould case management • Void post-inspection performance • Management reporting on compliance areas • Strategic Asset Management Plan	Committee and every other OH Board • Existing Homes Group reporting • Board performance dashboard & dedicated report on performance • Management TSM data • HHSRS information to Asset Management Gorup and Existing Homes Group • Service Improvement Forum reports / ToR	Gas servicing, Asbestos, Fire Safety • ARK assurance review • Assurance report from Corgo Technical Services • Documents and certification such as LGSR, EICR, FRA, LRA, LOLER & Asbestos Surveys & Reinspections (communal asbestos only) is put through a system called TCW. TCW checks the validity of the document as well as highlighting any actions or advisories on a dashboard for the relevant Compliance Lead to review and action as appropriate. Once remediated, these actions are closed down with notes and evidence.	• Targeting communications to tenants • Housing Ombudsman determinations, action plans and Board reporting		
REPAIRS, MAINTENANCE & PLANNED IMPROVEMENTS							
Required outcome: 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.							
Full	Ongo provides a comprehensive, accessible and well-managed repairs and maintenance service, enabling tenants to report repairs easily through multiple digital and non-digital channels, as well as through proactive identification by staff during estate inspections and tenancy visits. Clear, co-designed repair priorities (Emergency 24 hours; Urgent 7 days; Routine 28 days) are	**1st Line** • Maintenance Policy • Contractor SLAs • Maintenance customer journey	**2nd line** • Repairs investment report —September 2025 • Board dashboards — repairs and damp & mould	**3rd line** • **Internal Audit –** damp & mould; reactive repairs; Asset management; RSH	**4th line** • Tenant survey information • Online reporting forms • Repairs information available on the website /		**Full**

Compliance with standard	Current position	Evidence available				Action needed to meet the specific expectations/other improvements *Only where partial / non-compliance is identified*	Overall level of assurance
	published and consistently applied, with reasonable adjustments made where tenant vulnerabilities require an enhanced response. Service expectations are set out in the Repairs Customer Journey, ensuring transparency, accountability and a structured process for identifying and addressing service failures. Tenants receive clear and timely communication about repairs and planned improvements, supported by real-time text updates, contractor notifications and tailored communication for damp and mould cases and major improvement programmes. Planned works are communicated in advance, including programmes for communal decoration and lighting upgrades. Strong oversight is maintained through robust communal area management, with defined responsibilities, regular inspections and full statutory compliance across fire, electrical, gas, water, lift and asbestos safety. All identified repairs or defects are logged, routed to the appropriate team and tracked through to completion, ensuring homes and communal areas remain safe, well maintained and compliant with regulatory requirements. We ensure repairs, maintenance and planned improvements deliver value for money and reflect tenant needs by procuring all contracts with a strong VFM focus and developing planned programmes using a wide range of data, including complaints, stock condition information, damp and mould trends, satisfaction feedback and neighbourhood intelligence. Tenants are actively involved in shaping and approving tenders, and all related policies are scrutinised by the Customer Focus Committee. Engagement is broad and inclusive, using written communications, social media and targeted digital channels to gather tenant views. Our Reasonable Adjustments process ensures services and priorities are adapted where vulnerabilities require it. Voids standards ensure homes are safe and compliant before re-let, and the Service Improvement Forum provides ongoing challenge and oversight to drive continuous improvement.	• Be a great landlord strategy • Power BI dashboard reports • Damp & Mould policy & procedure • Customer Experience team scripts & ops. guidance • No Access procedure • Case data • Neighbourhood management policy • Sterile communal guide • Neighbourhood standard • VfM framework • Contract management framework and procedure • VfM Framework • Social Value Framework • Reasonable adjustments policy & procedure	• Service Improvement Forum information / minutes etc. • OH Board report —Health & Safety • Internal management of relevant building safety checks —reported through to Head of Maintenance & Building Safety • Relevant CFC reports • Annual report	consumer standards self-assessment • Housing Ombudsman determinations and supporting action plans	in tenancy agreements / sign-up information • Property panel information / reports • CV policy consultation record • Tenant inspector reports • Mystery shop data — reporting repairs • RSP investigations & influence of contractor SLAs • Complaints / ad-hoc survey feedback		
ADAPTATIONS							
Required outcome: Registered providers must assist tenants seeking housing adaptations to access appropriate services.							
		1st Line	**2nd line**	**3rd line**	**4th line**		
Full	We sign-post tenants to local authorities who are responsible for adaptations services within the areas that we operate via our website and there is up to date information on the internal Intranet for colleagues to be able to advise tenants and customers on the process for aids and adaptations. We have an Aids & Adaptations Policy and supporting procedures in place. These are going to be reviewed in the 2026-27 year. Ongo liaises with the local authorities to manage and oversee the DFG process, ensuring timely sign-off of decisions and return of required documents. If adaptations were refused, Ongo would support tenants to obtain more appropriate housing to suit their needs.	• Case management information via QL • **Aids & Adaptations Policy & Procedure** • **Supporting operational guidance – CexT**	•	• Internal Audit —asset management	• RSP investigation report - adaptations	• Annual report to CFC / OH Board on adaptations completed over the year • Training for colleagues once the policy & procedure have been reviewed / revised • Implementation of actions from the RSP investigation • Build on information available to tenants outside of the North Lincolnshire area	**Partial**

Compliance with standard	Current position	Evidence available				Action needed to meet the specific expectations/other improvements *Only where partial / non-compliance is identified*	Overall level of assurance
	North Lincolnshire Council have direct contact with the Maintenance team to refer all minor adaptations through for completion. The Customer Experience team have the appropriate contact details to be able to make referrals to NLC when a tenant contacts requesting an adaptation.						

Tenancy, influence & accountability standard

Compliance with standard	Current position	Evidence available				Action needed to meet the specific expectations/other improvements *Only where partial / non-compliance is identified*	Overall level of assurance
FAIRNESS & RESPECT							
Required outcome: Registered providers must treat tenants and prospective tenants with fairness and respect							
		1st Line	**2nd line**	**3rd line**	**4th line**		
Full	Ongo fully comply with the requirements of this outcome. Tenants are at the heart of everything we do. We have a high-level EDI Policy in place, with support from the Ongo Homes Board with a statement and supporting roadmap to ensure EDI is considered in everything we do, led from the top. Most of our customer facing policies make reference to taking tenants needs and vulnerabilities into account and making reasonable adjustments to ensure fair and equitable access to services. The Reasonable Adjustments Policy and procedure is in place along with a specific Vulnerabilities Policy. There have not been any Housing Ombudsman determinations telling us that we,re not being fair. EDI is considered within all formal reports to the Leadership of the organisation along with a specific annual EDI report that is shared with the Customer Focus Committee and	• EDI Policy • Any EIAs completed as part of the new Neighbourhoods model • Reasonable adjustments policy & procedure • Vulnerabilities policy • Complaints feedback • Customer information updated information • Various customer facing policies: *Lettings Policy; Maintenance Policy* • Internal data relating to outcomes of complaints against colleagues and action that has been taken	• Complaints insight report to LT / CFC • Neighbourhoods Model reports to Board / CFC - consultation evidence / EIA info –how has this informed the decisions made • TSM analysis presented to Board / CFC –with narrative • EDI Diversity Profiling report –June 2025 • EDI assurance review report	• Internal Audit report – compliance with regulatory standards – July / August 2025 • TPAS Exemplar accreditation	• TP08: The landlord treats tenants fairly and with respect • Complaints data broken down into demographic information		**Full**
DIVERSE NEEDS							
Required outcome: In relation to housing and landlord services they provide, registered providers must take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants							
		1st Line	**2nd line**	**3rd line**	**4th line**		
Full	We use robust data, tailored communication, and accessible service design to deliver fair and equitable outcomes across our diverse tenant base. We operate a Customer Data and Consent Procedure, supported by an internal refresh process, to keep information accurate and relevant. Communication preferences and additional support needs are captured and maintained in QL, and our annual diversity profile of the customer base' benchmarked against census/demographic data' guides targeted engagement (including a specific objective to increase the voice of younger tenants,	• EDI Policy • Customer Data and consent procedure • Reasonable adjustment Policy • Vulnerable persons policy • Effective Communication Training • Various tenancy / landlord related policies and procedures	• Steer co minutes on customer data work • Leadership minutes on customer data discussions • Customer Services board update on customer data • Core control audits – lettings / Income / Complaints / Maintenance	• Data integrity audit –Feb 2026 • TPAS exemplar accreditation • Customer data report to OH Board • Accessibility Audit • RSH self-assessment Internal Audit	• Community Voice consultation on the customer data project - CV Minutes December 2025 • CE Activity report to Community Voice • Complaints data • Property panel minutes for customer journey • Publications panel ToR		**Full**

Compliance with standard	Current position	Evidence available				Action needed to meet the specific expectations/other improvements *Only where partial / non-compliance is identified*	Overall level of assurance
	monitored monthly). We supplement TSM perception surveys with transactional surveys to reach a wider cross-section and act on what we hear, and we purposefully contact ”silent tenants„ by issuing letter surveys for those who are not digitally enabled and offering telephone surveys for tenants who cannot read or write. Equality impact assessments are embedded in policy and procedure development and accompany all Board and ELT papers. EDI training is mandatory for all colleagues and Board members. Learning from complaints explicitly considers diverse needs, with demographic reporting helping us identify themes and improvements. A suite of landlord policies (e.g., Lettings, Tenancy Management, Income, Repairs) set out how we will make reasonable adjustments to ensure fair and equitable access to services. Our communications are designed to be clear and accessible. A tenant communications / publications panel checks plain language and readability; PR & Marketing (and specialist agencies for major documents) provide qualified proof-reading; and our website content is actively maintained, supported by the Silktide accessibility tool (currently rating us at over 90% accessibility). We hold a translation and interpretation contract (AA Global) covering languages, BSL, audio and font options; web chat can translate between a tenant,s first language and English; and we record each tenant,s preferred method of contact as part of our ongoing data refresh. The repairs customer journey sets clear expectations from first contact to completion. We make landlord services easy to access and well publicised. The website meets our accessibility standard, with an accessible ”Contact us„ page, 24/7 digital services and a tenant portal. We provide digital equipment and in-person support in customer locations (HQ customer centre, The Arc, and Viking). Where needed, we offer accessible support to apply for homes, publish ”how to„ videos (e.g., reporting ASB/repairs), and provide appointments to help prospective and	• Management report to HoS —breakdown of diversity profiling across the engagement structures • Ongo Homes Service Standards • Customer Engagement Framework • AA Global contract • Repairs customer Journey • Key news - Regional editions • Complaints policy • Contact us page —website —statement •	• EDI report —diversity profiling —June 2025 • ELT / Development Board reports proposing schemes • Impact assessment on the Neighbourhoods model • CFC report —repairs customer journey		• Digital tenant,s group outcomes • Various consultation exercises on policies with tenants		

Compliance with standard	Current position	Evidence available				Action needed to meet the specific expectations/other improvements *Only where partial / non-compliance is identified*	Overall level of assurance
	current tenants navigate online CBL systems. Digital sign-ups are preferred, with Neighbourhood Officer support available throughout the journey. We also run a remote digital support project, offer blended participation options for involvement activity (in-person, MS Teams, digital-only groups, and transport support), and have completed a building accessibility audit at Ongo House with an implemented action plan. Hearing loops are installed in Ongo customer buildings, and our neighbourhood model is communicated through regional editions of Key News to increase relevance. We enable advocacy and representation. Our Reasonable Adjustments Policy and procedures (supported by system flags in the main housing management system) record representative/advocacy arrangements; our Complaints Policy welcomes advocates (e.g., family, support workers, MPs/Councillors) with the tenant,s consent; our Permission to Disclose procedure governs information sharing; and our ”Contact us„ page includes a clear support statement. Collectively, these arrangements demonstrate that we use relevant information and insight to understand diverse needs, tailor our services and communications, and evidence equitable outcomes and continuous improvement in line with the standard.						
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.							
		1st Line	**2nd line**	**3rd line**	**4th line**		
Full	We provide a comprehensive and inclusive tenant engagement offer that ensures tenants have meaningful, accessible and effective opportunities to influence, scrutinise and shape our landlord services. Engagement is embedded organisationally through our TPAS exemplar accreditation work, supported by a Customer Engagement Handbook that sets out the full range of ways tenants can get involved. Tenant consultation is integral to our policy development framework, with opportunities to contribute through digital surveys, website feedback, consultation focus groups and formal	• Customer Engagement Handbook • Customer Engagement Framework • Engagement panel Terms of reference • Website and Social media posts • Transactional Service for operational services • Digital tenants group • Policy review schedule	• Community Voice TOR • Scrutiny Subgroup TOR • Scrutiny project scopes & reports • Tenant Inspectors TOR • Community Voice reports • TI inspections • Mystery Shops • Minutes from meetings • Focus group meeting minutes	• TPAS Exemplar accreditation	• TP06 –listen to tenant views • You said, we are doing – Ongo.co.uk. • Complaint Panel minutes / outcomes		**Full**

Compliance with standard	Current position	Evidence available				Action needed to meet the specific expectations/other improvements *Only where partial / non-compliance is identified*	Overall level of assurance
	involvement structures such as Community Voice, the Scrutiny Panel, the Complaints Monitoring Panel, tenant inspectors, and a variety of service-specific panels. We also undertake extensive targeted engagement outside these formal structures, including cleaning reviews, communal improvements, service-specific focus groups, CEO live forums, thematic workshops, and involvement activities within retirement living schemes. When developing strategies and policies, our Strategy & Policy and Customer Engagement teams work together to ensure tenant voice is actively sought using digital, face-to-face and formal presentation routes. Tenants also contribute as website testers during digital development. To support sustained involvement, we provide a dedicated engagement team and budget, grants for Resident Associations, reimbursement of expenses, equipment, mentoring and training opportunities, and digital support‘ including help using MyHome and access to devices for those who need them. Tenants can participate digitally or in person, with blended meetings and venues that are accessible, including wheelchair-friendly spaces and hearing loops. Additional tailored support is available for tenants with specific needs, ensuring equitable engagement, and translation, interpretation and advocacy support are routinely provided. Tenants influence service improvement through structured mechanisms such as Community Voice workshops, scrutiny projects, the ASB Panel, Property Services consultations, Complaint Panel feedback into service improvement activity, and the Service Improvement Forum. We act on feedback and publish outcomes transparently through the ”You said, we are doing„ webpage. Where tenants wish to exercise formal rights such as Right to Manage or Right to Transfer, clear information is available via our website and Leaseholder Handbook.	• Complaints policy along with data and learning • Growth & Merger Policy	• Retirement scheme meetings • Customer Focus Committee and Board Report impact assessment – Neighbourhood Model • Policy Consultation records • Customer engagement performance reports to Customer Focus Committee • CV chairs report to Customer Focus Committee • Quarterly complaint reports to CFC including the influence and voice of the customer complaint panel. • Policy approval reports to CFC /Board • Policy review schedule				

<table>
<tr><th>Compliance with standard</th><th>Current position</th><th colspan="4">Evidence available</th><th>Action needed to meet the specific expectations/other improvements
Only where partial / non-compliance is identified</th><th>Overall level of assurance</th></tr>
<tr><td></td><td>Together, these arrangements demonstrate that tenant voice is embedded across decision-making, service design and continuous improvement, with strong support structures ensuring all tenants have equitable opportunities to participate.</td><td></td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="8">INFORMATION ABOUT LANDLORD SERVICES</td></tr>
<tr><td colspan="8">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</td></tr>
<tr><td rowspan="2">Full</td><td rowspan="2">We provide tenants with clear, accessible and comprehensive information about our landlord services, what they can expect from us, and their rights and responsibilities. Our website contains a clear and concise Contact Us page, full service information (including repair reporting, emergency routes and repair priorities), and a dedicated Your Rights section setting out statutory and contractual tenant rights. Tenancy Agreements, Service Standards, and our Maintenance Policy further clarify landlord/tenant responsibilities, repair timescales, and the Decent Homes Standard, including enhanced prioritisation where tenants have disabilities or vulnerabilities.

Annual rent increase letters and rent statements are available via MyHome, and each block contains mandatory site notices such as fire safety and cleaning information. We publish comprehensive information to support accountability and transparency, including our Annual Report, performance information, Asset Management Plan, Development Framework, and a dedicated Health & Safety page. Our website content is actively maintained through automated prompts for colleagues to review service-area pages, and all policies are accessible in HTML, with alternative formats available on request. Where relevant policies (such as Lettings, Tenancy Management and Complaints & Feedback) have been externally compliance-checked, they include clear decision-making criteria and appeals processes.</td><td>1st Line</td><td>2nd line</td><td>3rd line</td><td>4th line</td><td rowspan="2">Ensure EIAs are completed on all new / fully reviewed customer facing policies</td><td rowspan="2">Full</td></tr>
<tr><td>• Published Policy and Procedures
• Website pages
• Service Standards
• Tenant handbook
• Tenancy agreements / licences</td><td>• Management Performance reports on contact handling metrics.
• Approval of Policy and Procedures by the Customer Focus Committee
• Performance management reports and dashboards
• Key Performance indicators to board and CFC
• Service Improvement Forum outcomes</td><td>• Rent Standard assurance audit
• RSH Consumer Standard self-assessment IA
• Publications panel Terms of reference
• Publications panel minutes.
• Residents Building Safety Group minutes.
• Customer Voice report on call handling and emergency line (minutes from meeting).
• Digital tenants group monitoring website & MyHome App
• ASB audit 2026
• Maintenance Audits
• Self –Assessment audits</td><td>• Transactional survey feedback Property Services Panel Minutes
• Digital tenants panel.
• Policy and Procedure consultation with tenants
• Property Services Panel report & minutes
• Website and digital tenant panel consultation</td></tr>
</table>

Compliance with standard	Current position	Evidence available				Action needed to meet the specific expectations/other improvements *Only where partial / non-compliance is identified*	Overall level of assurance
	We ensure tenants are kept informed throughout service delivery. Our processes and SLAs specify required touchpoints, timescales and communication standards for tenancy management, ASB cases, repairs and lettings. The Repairs Customer Journey provides a clear, step-by-step guide from reporting through to completion, supported by neighbourhood officers who enhance visibility and communication. Website content includes customer-facing procedures so tenants know what to expect at each stage. We also make leadership accountability transparent. Board and Executive roles, responsibilities and named leads (including for consumer standards, complaints, data protection and building safety) are published on our website alongside Heads of Service profiles. Together, these measures ensure our tenants have timely, accessible, accurate and comprehensive information about services, standards, rights, responsibilities and organisational accountability, fulfilling the requirements of the Information About Landlord Services element of the consumer standard.						
PERFORMANCE INFORMATION							
		1st Line	2nd line	3rd line	4th line		
Full	We ensure tenants have access to accurate, reliable and transparent performance information that enables effective scrutiny of our landlord services. We fully meet the regulatory requirements for Tenant Satisfaction Measures (TSMs), submitting our 2023/24 and 2024/25 returns within the required timeframes, both signed off by the Regulator. We use a census approach to our TSM perception surveys, supplemented by letter and telephone surveys to ensure representation across all tenant groups. Annual and monthly TSM results are published on dedicated areas of our website, along with clear explanations of survey methods, representativeness and outcomes.	• Corporate Plan & associated strategies • Annual report • Website information • Service standards • Financial statements	• Quarterly TSM analysis reports to LT • Corporate Plan QAR reports to LT & Ongo Homes Board • 2023/24 - TSM results and analysis presented to Ongo Homes Board – 1st July 2024 • 2023/24 - TSM benchmarking & detailed demographic information presented to Ongo	• Internal Audit: RSH Consumer Standards self-assessment – substantial	• TSM section on our website - https://www.ongo.co.uk/about-ongo/corporate-documents/tenant-satisfaction-measures/ • Performance section on our website - • https://www.ongo.co.uk/about-ongo/corporate-documents/performance-reports/ • Key news articles with TSM results and links to		**Full**

Compliance with standard	Current position	Evidence available				Action needed to meet the specific expectations/other improvements *Only where partial / non-compliance is identified*	Overall level of assurance
	Our internal performance assurance framework ensures that all TSM and wider performance information is robust and validated. This includes ELT sign-off, data quality checks, representativeness assessments, survey methodology checks, KPI definition checks, and regular monthly reporting to the Leadership Team and Ongo Homes Board. We benchmark our results through HouseMark to ensure comparability and to drive continuous improvement. We are transparent in how we perform and how we use performance insights to improve services. We publish our consumer standard self-assessments, action plans and progress updates, monthly TSM results, quarterly complaints performance, Housing Ombudsman outcomes, and "You said, we are doing„ updates. Broader organisational performance is shared through the Annual Report, Key News and Board reporting. We also provide tenants with information on how income is spent, directors, remuneration (via statutory accounts) and other financial metrics to support accountability. Together, these arrangements ensure that tenants can understand, scrutinise and challenge our performance, and that we meet the regulator‚s expectations for accessible, reliable and meaningful performance information.		Homes Board –27th November 2024 • 2024/25 - TSM results and analysis presented to Ongo Homes Board – 30th June 2025 • TSM and Performance Report to CFC		main published WWW page		
COMPLAINTS							
Required outcome: Registered providers must ensure complaints are addressed fairly, effectively and promptly							
		1st Line	2nd line	3rd line	4th line		
Full	We ensure that our complaints process is simple, accessible and responsive, enabling tenants to raise concerns easily and with confidence. Complaints can be submitted through any method of contact, supported by clear information on our website and in Key News. Our contact centre promotes a positive complaint culture, ensuring that tenants are supported to make a complaint at the first point of contact. Self-service options on our website and portal allow tenants to raise issues at any time, and our centralised complaints team provides a single point of	• Complaints Policy • Complaint Procedure • Website page • Compensation policy	• Complaint Performance reporting • Complaint Demographic reporting • Quarterly Complaint reports to Customer Focus Committee. • Service Improvement quarterly report • Service improvement Forum Minutes	• Complaint audit and follow on audit – substantial assurance • Housing Ombudsman Landlord Compliance Report • Housing Ombudsman Complaint Handling Code self-assessment – complaints panel •	• Customer Complaint Panel agenda and minutes • Website publishing to customers - you said we are doing • Regulatory TSMs and perception and management information results.		**Full**

Compliance with standard	Current position	Evidence available				Action needed to meet the specific expectations/other improvements *Only where partial / non-compliance is identified*	Overall level of assurance
	contact throughout each case. Where helpful, we undertake home visits to ensure accessibility and support. Our complaints information is comprehensive and clearly communicated. A dedicated webpage provides simple step-by-step guidance, including how to escalate a complaint and how to access the Housing Ombudsman. The complaints policy and procedure are fully accessible online, with alternative formats available on request. Following an assessment from the Housing Ombudsman, all recommended improvements to our complaints policy and procedure have been completed. Information about the ”Make It Right„ campaign is also provided, widening awareness of tenants„ rights. Tenants are actively involved in reviewing and shaping our complaints service. Our Customer Complaints Panel is consulted on changes to processes and performance, participates in the annual self-assessment, and undertakes deep dives to ensure compliance. Learning from complaints is systematically considered through the Service Improvement Forum, where actions are identified and monitored. We demonstrate transparency by publishing quarterly complaints performance reports, Housing Ombudsman findings and resulting service changes, and learning outcomes via ”You said, we are doing„ communications on our website and in Key News. Complaint-related questions are incorporated into survey narratives to further raise awareness and encourage feedback. Our approach is supported by a strong assurance framework. We have received substantial assurance through internal audit, with all follow-up recommendations completed. Complaints remain part of our core control audit programme. Annual reports on complaint performance and service improvements provide visibility of trends, themes and actions taken,				• TP09 - Complaint handling • Transactional survey data		

Compliance with standard	Current position	Evidence available				Action needed to meet the specific expectations/other improvements *Only where partial / non-compliance is identified*	Overall level of assurance
	supplemented by quarterly Service Improvement Reports and oversight from the Member Responsible for Complaints. Together, these arrangements ensure that complaints are handled fairly, effectively and promptly, that learning drives continuous improvement, and that tenants have the information and confidence needed to hold us to account.						
SELF-REFERRAL							
Full	We follow the regulators process on self-referral and to document our actions we have the following: • Register of referrals to RSH • Communications to/from RSH saved in a file • Updates through our Governance Board reporting	**1st Line** Register of referrals	**2nd line** Governance report to Ongo Homes Board	**3rd line** Internal Audit: RSH consumer standards self-assessment —substantial	**4th line**	Would be beneficial to have a matrix of when / when not to refer accessible through the governance team. Would be worth considering communicating self-referrals to tenants.	**Full**

Tenancy standard

Compliance with standard	Current position	Evidence available				Action needed to meet the specific expectations/other improvements *Only where partial / non-compliance is identified*	Overall level of assurance
ALLOCATION AND LETTINGS							
Required outcome: Registered providers must allocate and let their homes in a fair and transparent way that takes the needs of tenant and prospective tenants into account							
		1st line	**2nd line**	**3rd line**	**4th line**		
Full	Ongo Homes complies with the RSH Allocation and Lettings outcome by operating a robust Lettings Policy aligned with Local Authority Choice-Based Lettings schemes, ensuring allocations are fair, transparent and responsive to the needs of tenants and prospective tenants. Nomination agreements with Local Authorities support lettings based on housing need, including homelessness, and specialist or adapted properties are allocated in partnership to ensure they are matched appropriately to household requirements. We actively manage under-occupation and overcrowding, supporting tenants to move to more suitable homes through our lettings processes and by promoting mutual exchange. Tenancy fraud risks are managed through clear policy frameworks, staff training and strengthened operational awareness, with leadership oversight providing assurance that fraud prevention and investigation are effectively embedded.	• Homelessness reporting • Local Authority Nomination agreements • HomeChoiceLincs partnership agreements • Lettings Policy & associated procedures • HCL Policy • Case audit records • Training records • Customer data stored within systems to ensure we know who live in our properties • Mutual Exchange Policy	• Internal Core Control Audits by Business Assurance team • Partnership governance by Local Authorities • Management oversite and governance of case audits and appropriate escalation practices	• Internal Audit – Consumer Standard self-assessment (2025/26) substantial assurance • CORE data being submitted as a statutory requirement	• Complaints data linked to allocations & lettings • Consultation records for tenant feedback on policies relating to allocations and lettings • Data from Local Authorities relating to complaints / feedback received in relation to allocations and lettings suitability of accommodation • Audit trail of lettings and tenancy management policy approvals and consultation	There is a gap in second and third line assurance surrounding letting and allocations. This will be addressed through: • Adding a lettings-specific Internal Audit to the next 3-year plan • Reporting to the Board and Customer Focus Committee being strengthened • EDI group monitoring the allocations and lettings for Ongo Homes against the demographics within our communities • Annual visits to be introduced by the Neighbourhoods teams, which will address issues surrounding tenancy fraud	**Substantial**
TENANCY SUSTAINMENT AND EVICTIONS							
Outcome 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.							
		1st line	**2nd line**	**3rd line**	**4th line**		
Full	Ongo Homes meets the RSH Tenancy Sustainment and Evictions outcome by operating a preventative, early-intervention approach that supports tenants to maintain their tenancy and avoid unnecessary evictions. Risks are identified early through coordinated working between income, tenancy and support officers, supported by our regional operating model. Where tenancy issues arise, tenants receive tailored interventions, including tenancy support and action plans, ensuring that eviction is only used as a last resort. Strong leadership oversight and governance reinforce consistent, fair and proportionate decision-making. When a move is required, tenants are provided with timely, personalised advice and assistance	• Dedicated support officers in post to provide advice and support to tenants that need it • Tenancy action plans / toolkits • Case audit records • Tenancy management policy • Income policy • Tenancy Sustainment Procedures • NRP Review Procedure	• OH Board report – November 2025 –details how we support, providing Board with assurance • Partnership working with Local Authorities (HAT) and relevant support agencies	• Internal Audit – Consumer Standard self-assessment (2025/26) substantial assurance • CORE data being submitted as a statutory requirement • Income Internal Audit (2024/25) – substantial • Follow-up Income Internal Audit (25/26)	• Complaints data linked to allocations & lettings • Consultation records for tenant feedback on policies relating to allocations and lettings • Data from Local Authorities relating to complaints / feedback received in relation to allocations and lettings suitability of accommodation • Audit trail of lettings and tenancy management policy	Full assurance but will be further supported by information relating to evictions to go to Customer Focus Committee and an annual report to the Ongo Homes Board.	**Full**

Compliance with standard	Current position	Evidence available				Action needed to meet the specific expectations/other improvements *Only where partial / non-compliance is identified*	Overall level of assurance
	to access suitable alternative housing. Collaborative working across tenancy, income and support teams, alongside partnership agencies, ensures tenants are well-informed, supported and able to plan next steps in line with their individual needs.	• HoS oversight of evictions via regular e-mail alerts			approvals and consultation		
TENURE							
Outcome: 1.3.1 **Registered providers shall offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of the individual households, the sustainability of the community and the efficient use of their housing stock** 1.3.2 **They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation**							
		1st line	**2nd line**	**3rd line**	**4th line**		
Full	Ongo Homes complies with the RSH Tenure requirements by publishing clear, accessible Tenure and Tenancy Management policies that set out the types of tenancies offered, including Fixed Term Tenancies such as Rent to Buy, and the circumstances in which each applies. These policies also define succession, survivorship and the full approach to tenancy management across the tenancy lifecycle, including sustainment, eviction prevention, tenancy fraud and support for vulnerable households. All tenancy-related policies are developed with tenant consultation and approved through established governance routes, including customer-led forums and the Customer Focus Committee, ensuring transparency and accountability. Tenants receive clear written information on their tenancy type, length, rights and renewal or expiry decisions. Where tenants must move temporarily or return following redevelopment or major works, security of tenure is protected in line with legislation and the Decant Policy. Governance oversight ensures tenancy decisions are fair, lawful and consistently applied.	• Tenure policy • Tenancy management policy • Rent to Buy policy • Succession / survivorship procedure • Shared Ownership policy • Specialist housing policy • Tenancy agreements / licences • Decant policy / procedure • NRP Procedure	• Policies approved at Leadership / Board / Committee level • NRP review meeting notes / case files • Core controls	• Internal Audit – Consumer Standard self-assessment (2025/26) substantial assurance	• Tenant consultation on fully review policies • Complaints / feedback in relation to tenancy types / decants	Substantial assurance but will be bolstered with new reporting that will be published to the Customer Focus Committee and Ongo Homes Board focussing on allocations and lettings performance.	**Substantial**
MUTUAL EXCHANGE							
Outcome 1.4.1 **Registered providers must support relevant tenants living in eligible housing to mutually exchange their homes**							
		1st line	**2nd line**	**3rd line**	**4th line**		
Full	Ongo Homes supports the RSH Mutual Exchange requirements by providing tenants with access to a digital mutual exchange platform, alongside clear guidance available online and in non-digital formats to ensure accessibility for all tenants. Where tenants	• Mutual Exchange policy and procedures	• Internal management dashboard to monitor mutual exchanges		• Complaints data relating to mutual exchange	Limited assurance in respect of leadership / Board oversight. This will be addressed as part of the new reporting arrangements to the Customer Focus Committee and OH Board.	**Partial**

Compliance with standard	**Current position**	**Evidence available**				**Action needed to meet the specific expectations/other improvements** *Only where partial / non-compliance is identified*	**Overall level of assurance**
	face barriers to using the system, the Neighbourhood and Customer Experience teams offer direct support with registration, access and use. A dedicated team guides tenants through the mutual exchange process, and the Tenant Handbook provides comprehensive information on rights, responsibilities and the implications of assigning a tenancy, including rent changes and security of tenure. This ensures tenants are well-informed and supported to make appropriate decisions about mutual exchange.	• Dedicated page on the website relating to Mutual exchange • Signed up to digital mutual exchange service			• Transactional survey data		

Neighbourhood & community standard

Compliance with standard	Current position	Evidence available				Action needed to meet the specific expectations/other improvements *Only where partial / non-compliance is identified*	Overall level of assurance
Required outcome: Registered providers must work cooperatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces							
		1st Line	**2nd line**	**3rd line**	**4th line**		
Full	We gain assurance that shared spaces are safe through a combination of regular check-ups, partnership working and tenant feedback. We have several partnerships that help us to do this including with local authorities, community safety partnership and panels, local policing teams along with internal inspections for communal and external areas. Performance information, inspection outcomes and customer feedback give us good insight around any risks affecting shared spaces with issues addressed as they occur with corrective actions and partnership working where required. Neighbourhood management policy and tenant communications including digital and on line content to explain the services we offer and sigh post partnership working on the regional updates.	• SLA with grounds maintenance contractors • Transactional data from surveys • Caretaking performance monitoring • Estate inspections • Resident Building Safety Engagement Framework	• Management governance around estate safety and risks • Health & Safety Audits		• Tenant feedback • Tenant inspectors relating to estate safety inspections		
Required outcome: Registered providers must cooperate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing							
		1st Line	**2nd line**	**3rd line**	**4th line**		
Full	We work with a range of local partners to promote social and economic wellbeing within our communities. This is baked into our strategies associated within the cooperate plan and agreed within our priorities set out. We reference customer feedback, insight and intelligence from neighbourhood teams and work with partners to understand local community needs to implement targeted initiatives to support. We work alongside our colleagues delivering community development and support activities that help strengthen our economic and social value. We provide leadership assurance through oversight of partnership activities, performance reporting on community-based	• Corporate Plan & supporting strategies • Strategic partnerships with local authorities and external agencies	• Ongo represented by the Leadership team on various external partnership Boards		• TSM data —Ongo makes a positive contribution to the community • Tenant engagement, feedback and consultation groups		

Compliance with standard	Current position	Evidence available				Action needed to meet the specific expectations/other improvements *Only where partial / non-compliance is identified*	Overall level of assurance
	outcomes and feedback from tenants and partners. This helps us to understand any opportunities and helps us align our plans and activities to meet this demand. We align our plans and activities to support the well-being of our tenants and to help them sustain tenancies and strengthen neighbourhoods.						
Required outcome: 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) and hate incidents in the neighbourhoods where they provide social housing.							
		1st Line	**2nd line**	**3rd line**	**4th line**		
Full	Ongo Homes have a robust Antisocial Behaviour Policy in place that includes reference to hate incidents. This is approved by the Customer Focus Committee (CFC). The policy details a joined up approach to tackling ASB internally with colleagues in various teams and also with our colleagues from the police, safer neighbourhoods and the local authorities. The recent Internal Audit has provided substantial assurance that ASB is managed well at Ongo detailing a number of good practice areas and identified areas for development, which are being actively worked upon. Progress against the recommendations is monitored by the Audit & Risk Committee. Our approach to ASB management is person-centred on the basis of proportionality and risk. We incorporate tenant feedback into forming our approach through the ASB Panel, which includes tenants with loved experience of ASB. This is set out clearly in our ASB Policy and underpinning procedure and operational guidance. We have specialist ASB Officers within the Neighbourhoods structure to support the promise of consistent case management and effective partnership working. ASB can be reported easily through a variety of different methods. And tenants are kept updated of their case on a regular basis via the designated ASB Officer for the region.	• ASB Policy & Procedure in place, which incorporates Hate incidents • Power BI dashboard to monitor caseloads and performance • Case reviews • Training records for relevant colleagues	• Leadership provide performance report to OH Board and CFC regularly	• ASB Internal Audit (25-26) –substantial assurance	• TSM data • ASB panel –tenants with lived experience monthly meetings • Customer satisfaction surveys • Transactional surveys • Resident Scrutiny Panel Activity • ASB related complaints data		**Full**

Compliance with standard	Current position	Evidence available				Action needed to meet the specific expectations/other improvements *Only where partial / non-compliance is identified*	Overall level of assurance
	The policy details the timescales for responding to ASB reports and hate incidents. This is managed through the Power BI dashboard and escalated as required where timescales are not met. Effective, efficient case management supports timely action escalation and the use of appropriate legal and non-legal powers. The organisation supports tenants affected by ASB and hate incidents through a person-centred approach and recognises vulnerability and impact. Support through case management and signposting to appropriate partner agencies where additional support is required. Partnership working and safeguarding procedures provide assurance that tenants experiencing harm or vulnerabilities are supported appropriately						
Required outcome: Registered providers must cooperatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice							
		1st Line	**2nd line**	**3rd line**	**4th line**		
Full	The organisation recognises and responds to domestic abuse through safeguarding procedures mandatory training and partnership working. Domestic abuse cases are identified, risk assessed and managed through multi agency meetings where required. The organisation works alongside the local authority to provide short term accommodation to support individuals fleeing domestic abuse. A standalone domestic abuse policy is in place building on existing safeguarding activities. Case review processes provide assurance that domestic abuse cases are managed appropriately and with sensitivity. We work closely with local authorities and departments and multi-agency partners to support the delivery pf domestic abuse strategies and the provision of safe accommodation for victims and their children. This includes partnership working to enable access to temporary accommodation. We also	• Domestic abuse policy & procedure in place • Safeguarding training and designated safeguarding persons across the organisation • Tenancy Agreement clause specific to domestic abuse	• Leadership oversight of safeguarding and domestic abuse cases • Case reviews and escalation arrangements • Governance reporting to Leadership team • Annual Safeguarding report to OH Board / CFC	• Ongo representation on NLC Domestic Abuse Partnership Board and associated sub-groups			**Substantial**

Compliance with standard	Current position	Evidence available				Action needed to meet the specific expectations/other improvements *Only where partial / non-compliance is identified*	Overall level of assurance
	take part in multi-agency meetings safeguarding arrangements to support the management of complex and high-risk cases. Engagement at strategic and operational levels ensures that the organisation contributes effectively to local authorities safeguarding responsibilities.						
		1st Line	2nd line	3rd line	4th line		

Key:

Compliance with the standard		Position
	Fully meeting expectations	
	Partially meeting expectations	
	Expectations not being met but plans in place	
	N/A	

Level of assurance		Position
	Full assurance	
	Substantial assurance	
	Partial assurance	
	No assurance	