

Introduction

In providing homes and services we seek to follow the standards and expectations set out in the Regulatory Standards. We also seek to continue to provide good quality homes and customer services by following relevant legislation and good practice. This document sets out how we comply with the various aspects of the Regulatory Standards by highlighting our activities against the required outcomes as identified within the relevant standard.

Statement of Compliance by the Chair of the Board

As part of our co-regulatory commitment, we have reviewed our compliance with the regulatory standards to ensure that we are meeting the expectations of our Regulator, customers and other stakeholders. This includes reviewing our compliance against our legislative requirements and our Code of Governance.

From January 2019 the board established an Audit & Risk committee, a Customer Experience committee and Nominations committee, who along with the main Board, will receive assurance on compliance throughout the reporting cycle.

A number of externally validated governance reviews have been carried out during this period. It is pleasing to see them confirm the progress that has been made from a governance point of view, and the board were happy to agree their recommendations which have all been completed within the time scales set. Our fourth externally validated governance review will be carried out in the first half of 2026, and we look forward to continuing to make further improvements.

The Board is confident that the appropriate assurance is in place and is being properly monitored and refreshed. The Board is also satisfied that effective processes are in place to evidence our compliance. This is our supporting document to evidence our compliance. Following this review, the Board are pleased to confirm compliance with the Consumer, Governance and Financial Viability Standards.

Finally the board continues to work with its customers to ensure that we continue to meet the requirements of the consumer regulatory standards.

Signed on behalf of the Board

Michael Birkett

Chair

The Economic Standards – Governance and Financial Viability

<p>Outcome - Governance:</p> <p>Registered providers shall ensure effective governance arrangements that deliver their aims, objectives and intended outcomes for tenants and potential tenants in an effective, transparent and accountable manner. Governance arrangements shall ensure registered providers adhere to all relevant law; comply with their governing documents and all regulatory requirements; are accountable to tenants, the regulator and relevant stakeholders; safeguard taxpayers' interests and the relevant stakeholders; Have an effective risk management and internal controls assurance framework; and protect social housing assets.</p>	<p>We do this by:</p> <p>We review our activities in relation to all relevant law. Reports highlighting how we comply with these laws are presented to the Board. These reports also highlight anticipated future requirements and outline planned actions to maintain compliance.</p> <p>Legal advice is sought where necessary to ensure that the Board can make fully informed and reliable decisions. We also engage external advice when appropriate.</p> <p>An annual compliance review against our Code of Governance (the NHF 2020 code of governance) is undertaken and reported to Board.</p> <p>All reports to the Board and the Executive Team state any compliance, regulatory, financial, vfm, risk and staffing implications.</p> <p>To supplement our compliance, we have recently commissioned a fourth independent governance review that will be completed in the first half of 2026.</p> <p>Our Annual Accounts are published as part of our accountability to key stakeholders.</p> <p>We are led by a strong Board and Senior Management Team which match the skills required to meet the needs of our current Corporate Plan.</p> <p>The Board are provided with contextual information on changes to the external political and financial operating environment to help inform Boards' priorities and their management of risk.</p> <p>We maintain an Asset and Liability Register - reporting to Audit & Risk Committee on the key aspects of this register.</p>
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<p>Outcome - Financial Viability:</p> <p>Registered providers shall manage their resources effectively to ensure their viability is maintained while ensuring that social housing assets are not put at undue risk.</p>	<p>Financial viability is well managed and monitored with external assurance being received from our external auditors</p> <p>We have a good relationship with our funders with updates as necessary provided to the relevant committee.</p> <p>Scenario planning and stress testing is a vital part of our business planning process, ensuring that we can respond to multiple adverse events whilst protecting our social housing portfolio.</p> <p>Audit & Risk Committee scrutinises our financial forecasts and then reports to the Board.</p> <p>Management Accounts are discussed at each board meeting and progress compared to budget is scrutinised.</p> <p>The Board have carried out a detailed review of the 30-year plan during the period; Audit & Risk Committee continue to receive regular updates on progress with the 30-year plan</p> <p>Action1: Audit & Risk Committee to continue to monitor the 30-year plan and report to the Board as appropriate</p>
<p>Specific Expectations of the Regulator</p> <p>Registered providers shall adopt and comply with an appropriate code of governance. Governance arrangements should establish and maintain clear roles, responsibilities and accountabilities for the board, chair and chief executive and ensure appropriate probity arrangements are in place. Areas of non-compliance with their chosen code of governance should be explained. Registered providers should assess the effectiveness of their governance arrangements at least once a year</p>	<p>How we comply:</p> <p>The Board adopted the NHF Code of Governance in 2022 and report on compliance against the code to the Board.</p> <p>Where we are not compliant with the latest version of the Code we document the reasons why and a review is carried out and reported to the Board annually</p> <p>We have recently commissioned a fourth independent governance review that will be completed in the first half of 2026.</p> <p>The Board and committees have their own terms of reference with the responsibilities of each chair being outlined in specific job descriptions.</p>

	<p>Declaration of interests is a standing agenda item on every Board and Committee meeting to ensure that decisions are made solely in the interests of Plexus/Omega.</p> <p>A Board Member effectiveness review is conducted on an annual basis.</p>
Registered providers shall ensure that they manage their affairs with an appropriate degree of skill, independence, diligence, effectiveness, prudence and foresight.	<p>Board membership is reviewed to ensure that the knowledge and skills of our Board align with our Corporate Priorities and can respond to the challenges we face.</p> <p>Customer Experience Committee provides oversight and scrutiny of our new development and growth plan.</p> <p>Minutes of meetings reflect the Boards' challenge and debate.</p> <p>The Chair of the Board has carried out appraisals with all board members and agreed individual and group training programmes as applicable</p> <p>The Chairs performance has been reviewed by Nominations Committee and plans are in place for similar processes next year.</p> <p>Each year the Board has a Strategy Day to discuss the direction and strategy of the organisation in light of the external environment and risks.</p> <p>The Board receives regular reports and briefings to inform them of our current risk profile and changes in our operating environment.</p>
Registered providers shall communicate in a timely manner with the regulator on material issues that relate to non-compliance with the standards	<p>We communicate appropriately with our Regulator. We submit returns to the Regulator within the required deadlines and maintain dialogue with the Regulator as required.</p>
Registered providers shall ensure that they have an appropriate, robust and prudent business planning, risk and control framework	<p>Our 30-year plan is updated annually. Our business planning process involves robust testing of the plan based on a number of scenarios.</p>

	<p>Controls are in place and are regularly monitored internally and externally to mitigate the worst effects of the risks facing us.</p> <p>External assurance from both our internal and external auditors is considered through the Audit & Risk Committee</p> <p>Our Assurance Framework identifies all lines of assurance for our 'top risks' and supports our risk management by monitoring how well our controls are working is and is reviewed by the Board on a regular basis following scrutiny from our Audit & Risk Committee</p> <p>Testing is carried out by our Internal Auditors.</p>
<p>The framework shall ensure that there is access to sufficient liquidity at all times; financial forecasts are based on appropriate and reasonable assumptions; effective systems are in place to monitor and accurately report delivery of the registered provider's plans; financial and other implications of risks to the delivery of plans are considered; and that registered providers monitor, report on and comply with their funders' covenants.</p>	<p>We have a Treasury Management Strategy and Policy approved by the Board, that is updated annually where necessary.</p> <p>Cashflow is monitored on a regular basis - allowing us to prepare for any major cash outflows and financing costs.</p> <p>Financial plans are regularly updated and reflect the external operating environment.</p> <p>There is a budgetary monitoring and reporting framework, with quarterly reporting to Board, including a formal forecast of the full year position so action can be taken if an area is over spent or under- performing.</p> <p>We have a risk appetite statement that is reviewed by Board against our current corporate and financial plans and the wider environment at least annually.</p> <p>Financial, and risk implications are considered as part of all reports to Board, and the Executive Team.</p>
<p>The framework shall be approved by the registered provider's board and its effectiveness in achieving the required outcomes shall be reviewed at least once a year.</p>	<p>Our framework for risk and control are reviewed annually.</p> <p>The business plan and performance against it is reviewed by the Board.</p>

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<p>In addition to the above, registered providers shall assess, manage and where appropriate address risks to ensure the long-term viability of the registered provider, including ensuring that social housing assets are protected. Registered providers shall do so by maintaining a thorough, accurate and up to date record of their assets and liabilities and particularly those liabilities that may have recourse to social housing assets; carrying out detailed and robust stress testing against identified risks and combinations of risks across a range of scenarios and putting appropriate mitigation strategies in place as a result; before taking on new liabilities, ensuring that they understand and manage the likely impact on current and future business and regulatory</p>	<p>We have an asset and liability register which is reviewed by Audit & Risk Committee.</p> <p>Ongoing monitoring of the asset register and the risks arising from any liabilities is carried out regularly by the Executive team and reported if required in addition to the above, specifically focusing on lease clarity.</p> <p>As part of our business planning process, we conduct stress testing on a range of scenarios and during the year created a new business planning model</p> <p>Our standard report cover ensures colleagues consider appropriate implications.</p> <p>Where appropriate the Board can seek independent external advice to help support their decision making.</p> <p>Exit strategies are considered for each scheme.</p>
<p>Registered providers shall ensure that any arrangements they enter into do not inappropriately advance the interests of third parties, or are arrangements which the regulator could reasonably assume were for such purposes.</p>	<p>We have a Code of conduct and Probity Policy in place. Key elements, such as gifts and hospitality and declarations of interest are recorded</p> <p>Members must also declare any new interests in an agenda item at every meeting. If an interest does exist, the Member will not be involved in any decision making regarding that item and, if necessary, will not take part in any discussion of that particular item.</p>
<p>Registered providers shall communicate with the regulator in an accurate and timely manner. This includes returns to the regulator, including an annual report on any losses from fraudulent activity, in a form determined by the regulator.</p>	<p>We are fully aware of our responsibilities to the Regulator and all returns are submitted within the set deadline. The Board is involved in the approval process for key returns.</p> <p>A report of any fraudulent activity is confirmed by the Board prior to submission to the Regulator.</p>
<p>Registered providers shall assess their compliance with the Governance and Financial Viability Standard at least once a year. Registered providers' boards shall certify in their annual accounts their compliance with</p>	<p>This document confirms our compliance with the Governance and Financial Viability Standard and across the other regulatory standards, providing an overview of the assurance that</p>

this Governance and Financial Viability Standard.	<p>Board receives to enable them to confirm and monitor their compliance.</p> <p>Compliance with the Governance and Viability Standard is confirmed in our annual accounts and signed off on behalf of the Board by the Chair of Board.</p>
Registered providers which are parent companies shall, as appropriate, support or assist those of their subsidiaries that are registered providers with a view to ensuring compliance with regulatory requirements.	There are no subsidiary companies

The Economic Standards – Value for Money

<p>Outcome: Registered providers must clearly articulate their strategic objectives; have an approach agreed by their board to achieving VFM in meeting these objectives and demonstrate their delivery of value for money to stakeholders; articulate their strategy for delivering homes that meet a range of needs; and ensure that optimal benefit is derived from resources and assets and optimise economy, efficiency and effectiveness in the delivery of their strategic objectives.</p>	<p>We do this by: The Board agreed a new Business Plans for 2025-2028, with our high-level objectives aligned to achieving value for money at the end of 2024</p> <p>This includes ensuring that we are a well governed and financially viable organisation.</p> <p>It also sets out our three key VFM drivers, being our corporate plan, continuous improvement and regulation to support our three VFM pillars:</p> <ul style="list-style-type: none"> • Strong governance, scrutiny & performance management • Ensuring we maximise the Return on Assets • Clear measures, evidence and comparisons; including understanding of costs and outcomes <p>Our VFM strategy is approved by the board and regularly updated.</p> <p>We demonstrate our delivery of VFM through our Annual Accounts, including the new VFM Metrics.</p> <p>We are members of HouseMark and benchmark ourselves against relevant registered providers</p>
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<p>Specific Expectations of the Regulator Registered providers must demonstrate a robust approach to achieving VFM – this must include a robust approach to decision making and a rigorous appraisal of potential options for improving performance; regular and appropriate consideration by the board of potential VFM gains; consideration of VFM across their whole business and where they invest in non-social housing activity, they should consider whether this generates returns commensurate to the risk involved and justification where this is not the case; and that they have appropriate targets in place for measuring performance in achieving VFM in delivering their strategic objectives, and that they regularly monitor and report their performance against these targets</p>	<p>The Board have approved updated Business plans and an updated VFM strategy</p> <p>This strategy will build on our existing value for money work and ensure value for money remains a key objective for the board</p> <p>Regular VFM updates are provided through Customer Experience Committee</p>
<p>Registered providers must annually publish evidence in their accounts to enable stakeholders to understand the provider’s performance against its own VFM targets and any metrics set out by the regulator, and how that performance compares to peers; and measurable plans to address any areas of underperformance, including clearly stating any areas where improvements would not be appropriate and the rationale for this</p>	<p>Our Business Plan aligns our Key Performance Indicators to the new metrics, and we will continue to publish our evidence as required in our statutory accounts.</p> <p>Targets are set annually to improve performance.</p>

The Economic Standards – Rent Standard

<p>Outcome: Registered providers must set rents from 1 April 2020 in accordance with the Government’s Policy Statement on Rents for Social Housing 2019.</p>	<p>Our rents are charged in accordance with the governments’ direction to the regulator.</p> <p>An updated rent policy was approved by the Board in May 2025.</p>
<p>Specific Expectations of the Regulator Registered providers must comply in full with all the requirements and expectations set out in this Rent Standard. They must additionally comply with all the requirements and expectations of the Rent Policy Statement on the setting, increase and decrease of rents and service charges.</p>	<p>Rents will also be set in line with our contractual arrangements with the local authority depending on the nature of the services being provided.</p> <p>Frequently these will now be aligning tenant rents to LHA levels. Any rent levels will always be agreed with the nominating authority.</p>
<p>Registered providers shall set rents for low cost rental accommodation with a view to achieving that Rents conform with the pattern produced by the rents formula set out in the Rent Guidance (formula rents) with a 5% upward</p>	

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tolerance on individual rents (10% for supported housing and sheltered housing) ('the limit of the rent flexibility level'), but subject to the maximum rent levels specified in that Guidance ('rent caps'); that weekly rent for accommodation increases each year by an amount which is no more than CPI + 1%; that weekly rent for accommodation which is above the limit of the rent flexibility level increases each year by an amount which is less than CPI + 1%, until it reaches the limit of the rent flexibility level; that rent caps increase annually by CPI +1.5%; and formula rents increases annually By CPI +1%.	
Where accommodation is let on Affordable Rent terms, registered providers shall set rents with a view to rent for accommodation (inclusive of service charges) being set at a level which is no more than 80% of the estimated market rent for the accommodation (inclusive of service charges), based on a valuation in accordance with a method recognised by the Royal Institution of Chartered Surveyors; rent for accommodation increases each year by an amount which is no more than CPI + 1%; and rent for accommodation is re-set, based on a new valuation, each time the accommodation is let.	
Affordable rent terms can only be used in relation to accommodation provided pursuant to a housing supply delivery agreement entered into between a registered provider and the Homes and Communities Agency (HCA) or the Greater London Authority (GLA).	
Where the application of the Rent Standard would cause providers to be unable to meet other standards, particularly in respect of financial viability, including the risk that a reduction in overall rental income causes them to risk failing to meet existing commitments such as banking or lending covenants, the regulator may agree to waive specific requirements of the Rent Standard for a period of time.	See above
Registered providers shall provide clear information to tenants that explains how their rent and any service charge are set, and how they are changed, including reference to the	Customers receive comprehensive information about their rent and service charges and we inform customers of any changes in their rent as required.

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CPI benchmark to which annual changes to rents should be linked (except where rents are controlled under different legislation)	We work with our local authority partners and our customers to make sure that those customers receiving benefits have a smooth transition onto a new rental charge to prevent the accrual of arrears and continue to work with customers to mitigate the impact of universal credit
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The Consumer Standards – Neighbourhood and Community Standard

<p>Required Outcomes</p> <p>1.1 Safety of shared spaces</p> <ul style="list-style-type: none"> Registered providers must work co-operatively with tenants other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces <p>1.2 Local co-operation</p> <ul style="list-style-type: none"> Registered providers must co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing. <p>1.3 Anti-social behaviour and hate incidents</p> <ul style="list-style-type: none"> 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 <p>1.4 Domestic abuse</p> <ul style="list-style-type: none"> Registered providers must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice. 	
<p>Specific Expectations</p> <p><u>2.1 Local co-operation</u></p> <p>Registered providers, having taken account of their strategic objectives, the views of tenants and their presence within the areas where they provide social housing, must:</p> <p>a) identify and communicate to tenants the roles registered providers play in promoting social, environmental and economic wellbeing and how those roles will be delivered; and</p> <p>b) co-operate with local partnership arrangements and the strategic housing function of local authorities where they are able to assist local authorities in achieving their objectives.</p>	<p>Plexus and Omega have adopted the Mears Group ESG strategy & social value plan.</p> <p>Action Point 2: A comprehensive update is to be provided to the March 2026 board and reported in our financial statements</p> <p>Evidence of cooperation with local partnership arrangement and strategic</p>

	housing functions including contract meetings.
<p><u>2.2 Anti-social behaviour and hate incidents</u></p> <ul style="list-style-type: none"> Registered providers must have a policy on how they work with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing. Registered providers must clearly set out their approach for how they deter and tackle hate incidents in neighbourhoods where they provide social housing. Registered providers must enable ASB and hate incidents to be reported easily and keep tenants informed about the progress of their case. Registered providers must provide prompt and appropriate action in response to ASB and hate incidents, having regard to the full range of tools and legal powers available to them. Registered providers must support tenants who are affected by ASB and hate incidents, including by signposting them to agencies who can give them appropriate support and assistance. 	<p>ASB policy in place, was reviewed and updated and then approved by the Board in May 2025</p> <p>Refresher training has been provided to all front-line staff during 2025 to ensure consistency of performance developed</p> <p>Developed customer approach document for ASB</p> <p>Carried out customer journey for reporting ASB and support available</p>
<p><u>2.3 Domestic abuse</u></p> <ul style="list-style-type: none"> Registered providers must have a policy for how they recognise and effectively respond to cases of domestic abuse. Registered providers must co-operate with appropriate local authority departments to support the local authority in meeting its duty to develop a strategy and commission services for victims of domestic abuse and their children within safe accommodation 	<p>Covered in ASB policy</p> <p>Action Point 3: We will develop a specific policy on how we respond to cases of domestic abuse</p> <p>Regular engagement with the LA who would look to relocate if DV is raised, signpost to support agencies.</p> <p>Mears Group Safeguarding policy in place and nominated responsible person for reporting and monitoring.</p>

The Consumer Standards – Safety and Quality Standard

<p>Required Outcomes</p> <p>1.1 Stock quality</p> <ul style="list-style-type: none"> 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 <p>1.2 Decency</p> <ul style="list-style-type: none"> 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. <p>1.3 Health and safety</p> <ul style="list-style-type: none"> 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. <p>1.4 Repairs, maintenance and planned improvements</p> <ul style="list-style-type: none"> 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 <p>1.5 Adaptations</p> <ul style="list-style-type: none"> Registered providers must assist tenants seeking housing adaptations to access appropriate services. 	
<p>Specific Expectations</p> <p><u>2.1 Stock quality</u></p> <p>2.1.1 Registered providers must have an accurate record at an individual property level of the condition of their homes, based on a physical assessment of all homes and keep this up to date.</p> <p>2.1.2 Registered providers must use data from across their records on stock condition to inform their provision of good quality, well maintained and safe homes for tenants including:</p>	<p>Inspections carried out on a regular basis and uploaded to Veco/MCM</p> <p>Veco/MCM is consistently updated with property condition information</p> <p>Asset management strategy in place</p>

<p>a) compliance with health and safety legal requirements</p> <p>b) compliance with the Decent Homes Standard</p> <p>c) delivery of repairs, maintenance and planned improvements to homes, and</p> <p>d) allocating homes that are designed or adapted to meet specific needs appropriately.</p>	<p>New acquisitions/lease renewals would be checked to ensure DHS is met</p> <p>Principles covered in Asset Management strategy and supporting policies.</p> <p>Plexus standard for properties is in place but will need to be refreshed post business plan update</p> <p>Action Point 4: Update the Plexus Decent Homes Standard</p>
<p><u>2.2 Health and safety</u></p> <p>2.2.1 Registered providers must identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas.</p> <p>2.2.2 Registered providers must ensure that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales.</p> <p>2.2.3 Registered providers must ensure that the safety of tenants is considered in the design and delivery of landlord services and take reasonable steps to mitigate any identified risks to tenants</p>	<p>Compliance programme in place including KPIs – reported to Audit Committee</p> <p>PPM programme on MCM</p> <p>Plexus has approved the Mears Group PLC safety, health, environment and Technical Compliance Strategy</p>
<p><u>2.3 Repairs, maintenance and planned improvements</u></p> <p>2.3.1 Registered providers must enable repairs and maintenance issues to be reported easily.</p> <p>2.3.2 Registered providers must set timescales for the completion of repairs, maintenance and planned improvements, clearly communicate them to tenants and take appropriate steps to deliver to them.</p> <p>2.3.3 Registered providers must keep tenants informed about repairs, maintenance and planned improvements to their homes with clear and timely communication.</p> <p>2.3.4 Registered providers must understand and fulfil their maintenance responsibilities in respect of communal areas.</p> <p>2.3.5 Registered providers must ensure that the delivery of repairs, maintenance and planned</p>	<p>Repairs reported by email/phone and through regular inspections.</p> <p>Response Repairs policy in place and regularly communicated to customers</p> <p>Performance is monitored on completed jobs within timeframe and reported at board level.</p> <p>Action Point 5: Further work to be carried out on improved communication on the progress of follow up works for tenants as part of customer journey process</p>

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improvements to homes and communal areas is informed by the needs of tenants and provides value for money, in addition to the requirement at 2.1.2.	Information on communal responsibilities available on ICT systems (easy to access) Repairs, maintenance & improvements informed by the needs of tenants, evidence on ICT systems
<p><u>2.4 Adaptations</u></p> <p>2.4.1 Registered providers must clearly communicate to tenants and relevant organisations how they will assist tenants seeking housing adaptations services.</p> <p>2.4.2 Registered providers must co-operate with tenants, appropriate local authority departments and other relevant organisations so that a housing adaptations service is available to tenants where appropriate</p>	<p>Clear communication to tenants</p> <p>Tenants approach Occupational Health in the LA, assess tenant needs and carry out adaptations</p>

The Consumer Standards – Tenancy Standard

<p>Required Outcomes</p> <p>1.1 Allocations and lettings</p> <ul style="list-style-type: none"> Registered providers must allocate and let their homes in a fair and transparent way that takes the needs of tenants and prospective tenants into account. <p>1.2 Tenancy sustainment and evictions</p> <ul style="list-style-type: none"> 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. <p>1.3 Tenure</p> <ul style="list-style-type: none"> Registered providers shall offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock. They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation. <p>1.4 Mutual exchange</p> <ul style="list-style-type: none"> Registered providers must support relevant tenants living in eligible housing to mutually exchange their homes. 	
<p>Specific Expectations</p> <p><u>2.1 Allocations and lettings</u></p> <p>2.1.1 Registered providers must co-operate with local authorities' strategic housing functions and assist local authorities to fulfil their duties to meet identified local housing need. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements.</p>	<p>Evidence of cooperation with local authorities strategic housing functions to fill housing needs e.g. homeless provision.</p> <p>Evidence of allocating homes designed to meet specific needs e.g. size of property allocated.</p>

<p>2.1.2 Registered providers must seek to allocate homes that are designated, designed, or adapted to meet specific needs in a way that is compatible with the purpose of the housing.</p> <p>2.1.3 Registered providers must develop and deliver services that seek to address under-occupation and overcrowding in their homes. These services should be focused on the needs of tenants.</p> <p>2.1.4 Registered providers must take action to prevent and tackle tenancy fraud.</p> <p>2.1.5 Registered providers must have a fair, reasonable, simple and accessible appeals process for allocation decisions.</p> <p>2.1.6 Registered providers must record all lettings and sales as required by the Continuous Recording of Lettings (CORE) system.</p>	<p>Identity checks carried out at sign up. Occupancy checks when tenancy fraud is suspected such as sub-letting.</p> <p>Evidence of lettings on CORE system</p>
<p><u>2.2 Tenancy sustainment and evictions</u></p> <p>2.2.1 Registered providers must provide services that support tenants to maintain their tenancy or licence and prevent unnecessary evictions.</p> <p>2.2.2 Registered providers must provide tenants required to move with timely advice and assistance about housing options before the tenancy or licence ends.</p>	<p>Tenancy Management policy in place – was reviewed, updated and approved by the Board in May 2025</p> <p>Rent collection policy in place and support available for tenants in arrears.</p> <p>Supporting customers to maintain tenancies through rent collection policy, ASB process, advocacy with local authorities.</p> <p>Further refresher training/workshops to ensure consistency of performance across portfolios.</p>
<p><u>2.3 Tenure</u></p> <p>2.3.1 Registered providers shall publish clear and accessible policies which outline their approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud, and set out:</p> <p>(a) The type of tenancies they will grant.</p>	<p>Evidence of offering tenancies/licences compatible with the types of accommodation</p> <p>Evidence of meeting statutory and legal requirements – tenancy/licence agreements</p>

<p>(b) Where they grant tenancies for a fixed term, the length of those terms.</p> <p>(c) The circumstances in which they will grant tenancies of a particular type.</p> <p>(d) Any exceptional circumstances in which they will grant fixed term tenancies for a term of less than five years in general needs housing following any probationary period.</p> <p>(e) The circumstances in which they may or may not grant another tenancy on the expiry of the fixed term, in the same property or in a different property.</p> <p>(f) The way in which a tenant or prospective tenant may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered, and against a decision not to grant another tenancy on the expiry of the fixed term.</p> <p>(g) Their policy on taking into account the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, including through the provision of tenancies which provide a reasonable degree of stability.</p> <p>(h) The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy.</p> <p>(i) Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members.</p> <p>2.3.2 Registered providers must grant general needs tenants a periodic secure or assured (excluding periodic assured shorthold) tenancy, or a tenancy for a minimum fixed term of five years, or exceptionally, a tenancy for a minimum fixed term of no less than two years, in addition to any probationary tenancy period.</p> <p>2.3.3 Before a fixed term tenancy ends, registered providers shall provide notice in writing to the tenant stating either that they propose to grant another tenancy on the expiry of the existing fixed term or that they propose to end the tenancy.</p> <p>2.3.4 Where registered providers use probationary tenancies, these shall be for a maximum of 12 months, or a maximum of 18 months where reasons for extending the probationary period have been given and where the tenant has the opportunity to request a review.</p> <p>2.3.5 Registered providers shall grant those who were social housing tenants on the day on which section 154</p>	<p>Tenancy Policy outlines the various tenancies we use and why these are applicable for the type of housing.</p> <p>Independent legal advice is sought when considering amendments to our tenancy agreement.</p> <p>Majority of our contractual leased accommodation schemes are let in partnership with local authority partners, with a clear lettings plan in place for provision of nominations via their Housing Needs Services.</p>
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<p>of the Localism Act 2011 comes into force, and have remained social housing tenants since that date, a tenancy with no less security where they choose to move to another social rented home, whether with the same or another landlord. (This requirement does not apply where tenants choose to move to accommodation let on Affordable Rent terms).</p> <p>2.3.6 Registered providers shall grant tenants who have been moved into alternative accommodation during any redevelopment or other works a tenancy with no less security of tenure on their return to settled accommodation.</p>	
<p>2.4 <u>Mutual exchange</u></p> <p>2.4.1 Registered providers must offer a mutual exchange service which allows relevant tenants potentially eligible for mutual exchange, whether pursuant to a statutory right or a policy of the registered provider, to easily access details of all (or the greatest practicable number of) available matches without payment of a fee.</p> <p>2.4.2 Registered providers must publicise the availability of any mutual exchange service(s) it offers to its relevant tenants.</p> <p>2.4.3 Registered providers must provide support for accessing mutual exchange services to relevant tenants who might otherwise be unable to use them.</p> <p>2.4.4 Registered providers must offer tenants seeking to mutually exchange information about the implications for tenure, rent and service charges</p>	<p>Due to the current nature of our work allocations are linked to the local authorities we work with.</p> <p>With our temporary & emergency accommodation there is limited availability for transfers or exchanges</p> <p>Action Point 6: Commissioned an independent consultant to consider the implications of this in relation to standard 2.4</p>

The Consumer Standards – Transparency, Influence and Accountability Standard

<p>Required Outcomes</p> <p>1.1 Fairness and respect</p> <ul style="list-style-type: none"> Registered providers must treat tenants and prospective tenants with fairness and respect. <p>1.2 Diverse needs</p> <ul style="list-style-type: none"> 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. <p>1.3 Engagement with tenants</p> <ul style="list-style-type: none"> 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. <p>1.4 Information about landlord services</p> <ul style="list-style-type: none"> 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. <p>1.5 Performance information</p> <ul style="list-style-type: none"> Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services. <p>1.6 Complaints</p> <ul style="list-style-type: none"> Registered providers must ensure complaints are addressed fairly, effectively, and promptly. 	
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<p>Specific Expectations</p> <p><u>2.1 Diverse needs</u></p> <p>2.1.1 Registered providers must use relevant information and data to:</p> <ul style="list-style-type: none"> 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. <p>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.</p> <p>2.1.3 Registered providers must ensure that landlord services are accessible, and that the accessibility is publicised to tenants. This includes supporting tenants and prospective tenants to use online landlord services if required.</p> <p>2.1.4 Registered providers must allow tenants and prospective tenants to be supported by a representative or advocate in interactions about landlord services</p>	<p>We record information on our housing management system to help identify how to best communicate with certain customers.</p> <p>Our housing management system allows us to record multiple methods of communication and we can set one as default</p> <p>We use language line to help us communicate with customers whose first language is not English or who may need other interpretation services.</p> <p>We also identify customer need through vulnerability flags enabling us to amend our service as appropriate to the individual customer.</p> <p>Policies to help more vulnerable customers such as our Safeguarding Policy are in place and all frontline staff complete online safeguarding Training</p> <p>Colleagues will make appointments outside of normal working hours in response to customers' needs.</p>
<p><u>2.2 Engagement with tenants</u></p> <p>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.</p> <p>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.</p> <p>2.2.3 Registered providers must provide accessible support that meets the diverse needs of tenants so</p>	<p>A new customer engagement and involvement strategy has been approved by the Board and performance in this area is now scrutinised by the Customer Experience Committee</p> <p>We have set up new ways to involve tenants including our Your Voice Scrutiny Panel, neighbourhood panels where appropriate and a virtual panel for those tenants who prefer to give us feedback online. These panels monitor</p>

<p>they can engage with the opportunities in 2.2.1 and 2.2.2.</p> <p>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.</p> <p>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 ensure services deliver the intended aims.</p> <p>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:</p> <ul style="list-style-type: none"> 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. 	<p>customer satisfaction and produce scrutiny reports that are presented to the Customer Experience Committee.</p>
<p><u>2.3 Information about landlord services</u></p> <p>2.3.1. Registered providers must provide tenants with accessible information about the:</p> <ul style="list-style-type: none"> a) available landlord services, how to access those services, and the standards of service tenants can expect b) standards of safety and quality tenants can expect homes and communal areas to meet c) rents and service charges that are payable by tenants, and d) responsibilities of the registered provider and the tenant for maintaining homes, communal areas, shared spaces and neighbourhoods. <p>2.3.2 Registered providers must provide tenants with accessible information about tenants' rights in respect of registered providers' legal obligations and relevant</p>	<p>Customers receive a wide range of information at sign up and periodically throughout their tenancy - including how they can access specific services.</p> <p>Our tenancy pack that is provided and can be accessed on line provides info on how to access services</p> <p>Our website also holds this relevant information and offers several ways to get in touch with us.</p> <p>Customers can find out about the standards of service they should expect through our website.</p>

<p>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:</p> <p>a) the requirement to provide a home that meets the government’s Decent Homes Standard;</p> <p>b) the registered provider’s obligation to comply with health and safety legislation;</p> <p>c) the rights conferred on tenants by their tenancy agreements including rights implied by statute and/or common law, in particular—</p> <p style="padding-left: 40px;">(i) the right to a home that is fit for human habitation; and</p> <p style="padding-left: 40px;">(ii) the right to receive notice of a proposed visit to carry out repairs or maintenance or to view the condition and state of repair of the premises; and</p> <p>d) the rights of disabled tenants to reasonable adjustments.</p> <p>2.3.3 Registered providers must communicate with affected tenants on progress, next steps and outcomes when delivering landlord services.</p> <p>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.</p> <p>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</p>	<p>Action Point 7: A complete refresh of the website is in progress and will be completed by the end of quarter one 2026</p> <p>Appointments are scheduled to suit customer’s needs.</p> <p>Repair appointments are confirmed by text to customers (landlines or mobile) and two further texts are sent to the customer the day before the repair and when the operative is on their way.</p>
<p><u>2.4 Performance information</u></p> <p>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.</p> <p>2.4.2 Registered providers must:</p> <p>a) collect and process information specified by the regulator relating to their performance against the tenant satisfaction measures. The information must be</p>	<p>We collect and report/publicise feedback on our TSMs.</p> <p>We produce an annual report for customers.</p> <p>We produce quarterly newsletter with performance information.</p> <p>We share performance information monthly via our website</p>

<p>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 requirement annually publish their performance against the tenant satisfaction measures. This should include information about how they have met the regulator's requirements set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements. This information must be published in a manner that is timely, clear, and easily accessed by tenants; and</p> <p>b) 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.</p> <p>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.</p> <p>2.4.4 Registered providers must provide tenants with accessible information about:</p> <p>a) how they are performing in delivering landlord services and what actions they will take to improve performance where required</p> <p>b) how they have taken tenants' views into account to improve landlord services, information and communication</p> <p>c) how income is being spent, and d) their directors' remuneration and management costs.</p>	<p>Performance is scrutinised at Audit & Risk Committee and Customer Experience Committee. The board also look at performance on a quarterly basis.</p>
<p>2.5 <u>Complaints</u></p> <p>2.5.1 Registered providers must ensure their approach to handling complaints is simple, accessible and publicised.</p> <p>2.5.2 Registered providers must provide accessible information to tenants about:</p> <p>a) how tenants can make a complaint about their registered provider</p> <p>b) the registered provider's complaints policy and complaints handling process</p> <p>c) what tenants can do if they are dissatisfied with the outcome of a complaint or how a complaint was handled, and</p>	<p>We have an approved Complaints Policy and procedure that has been updated to reflect the findings from the ombudsman self-assessment framework</p> <p>Our aim is to provide great homes and services for customers, but we also recognise that there may be times when things go wrong.</p>

<p>d) the type of complaints received and how they have learnt from complaints to continuously improve services.</p>	<p>If this happens, we want to put things right and learn from any mistakes - so the issue doesn't happen again.</p> <p>Customers can make complaints to us in a number of ways - including at any point of contact and through our website.</p> <p>We will also accept complaints from advocates</p> <p>Once a complaint has been investigated, if they remain unhappy, customers can take their complaint to the next relevant stage - with the final stage being the Ombudsman.</p> <p>Information relating to complaints (including the number of complaints, themes and outcomes) is reported to the Board and scrutinised at Customer Experience Committee</p> <p>The Customer panel have also recently completed a piece of work in relation to how we perform in relation to Complaints</p>
<p>2.6 <u>Self-referral</u></p> <p>2.6.1Registered 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</p>	<p>Should there be a need to self-refer ourselves to the regulator, there are processes in place to ensure this happens on a timely basis</p>