



## Excellence in Management & Partnership **Toolkit for residents**

The new social housing regulations: Is your landlord doing a good job?

### Risk

The landlord manages its finances and the wellbeing of its residents and staff well.

### Governance

The board that oversees the landlord's work makes sure the voices of tenants are heard.

### Performance

The landlord gives tenants services that are safe and of good quality, and checks this regularly.

### Listening

What tenants say is heard and shapes the landlord's work. Complaints are acted on; tenants are told what has changed.

### Culture

Staff treat residents with respect; when things go wrong, both tenants and staff can say so

### Quality

All homes are safe and meet the Decent Homes Standard.



## What questions can tenants ask to help their landlord respond to the new social housing regulations promised in the Social Housing White Paper?

Social housing landlords should be working hard to deliver the promises made in the government's Social Housing White Paper (The Charter for Social Housing Residents, published 2020). They should also be making sure they comply with new building safety laws, and new rules about the way they check and report on how well they do their work.

Headline	General questions	More detailed information
<p><b>What is the culture of the ALMO?</b></p>	<p>Do staff respect and listen to all residents?</p> <p>Do all residents feel heard?</p> <p>Are all residents able to raise concerns, make suggestions and complaints?</p> <p>Is the ALMO inclusive and representative?</p>	<p>How do we know?</p> <p>Does my experience of the ALMO match the conversations I have with other tenants?</p> <p>Does the ALMO look at where it isn't getting feedback? – for example to identify groups or people who don't feel able to complain or feedback? What are they doing about this?</p> <p>What does 'being inclusive' look like for the ALMO and what are they doing to make sure they are inclusive and representative?</p>
<p><b>Does the voice of residents effectively shape services within the ALMO?</b></p>	<p>How does the ALMO use resident feedback to make decisions about services? And how do they communicate this to residents?</p> <p>Does the ALMO let residents know when/ if they do not act on feedback, and the reasons why?</p> <p>Do residents feel that their involvement is worthwhile?</p> <p>Is the resident voice effectively heard within the ALMO board and governance structures?</p> <p>Are resident engagement structures properly funded? Is training offered for residents? Are there different entry points?</p> <p>Is there an independent scrutiny function that works?</p>	<p>How does the ALMO demonstrate that its methods are working?</p> <p>What is the evidence for how resident feedback has shaped services?</p> <p>How is this measured? What does the ALMO do with the information?</p> <p>What do other similar-sized ALMOs or HAs/councils do?</p>

This checklist was originally drawn up for residents of council-owned homes managed by an ALMO. It is a set of practical questions that breaks down the key elements of good practice for a regulated landlord who aims to do the job well. ALMO tenants – who have an inbuilt right to have their voices heard – can use the list to shape constructive discussions with their landlords.

Headline	General questions	More detailed information
<p><b>Complaints handling</b></p>	<p>Has the ALMO completed its mandatory self-assessment against the Housing Ombudsman’s Complaints Handling Code, and published this on their website?</p> <p>If a resident wants to make a complaint, can they find out how to do this – and do it – quickly? Does this include easy-to-find information about the Housing Ombudsman?</p> <p>Are residents involved in reviewing the organisation’s complaints policy and procedure?</p> <p>What is the ALMO’s performance on complaints?</p> <p>How does the ALMO learn from complaints?</p> <p>Is it clear how residents can go to the local authority if they have concerns about the ALMO?</p>	<p>What areas of improvement did it identify? How is that being addressed?</p> <p>Is it easy to find the self-assessment?</p> <p>Is it easy to do this via the ALMO website for example?</p> <p>How? Do they make a difference?</p> <p>How is it reported? Is it easy for tenants to read and feedback on?</p> <p>Is there a named person or route to go through?</p>
<p><b>A review against the Consumer Standards, Social Housing White Paper and other legislation</b></p>	<p>Has the ALMO completed a review against the current Consumer Standards?</p> <p>Has the ALMO reviewed itself against the Social Housing White Paper and other legislation?</p>	<p>What did the review find? Is there an improvement plan?</p> <p>Did this include a review of how the resident voice shapes all the services the ALMO delivers?</p> <p>Does the ALMO have a clear plan to get ready for the new regulatory regime?</p>
<p><b>Are residents assured that their homes are safe?</b></p>	<p>Has the resident voice shaped the approach to building safety?</p> <p>Is there a resident engagement strategy for applicable high-risk buildings?</p> <p>Do residents know how to raise safety concerns? And have assurance that these will be resolved quickly?</p>	<p>How?</p> <p>Is it working and how is it reviewed and updated regularly?</p> <p>What is the evidence for this?</p>

# Useful links

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Tenants can find more useful information about landlords and how they should do their work on the websites of these organisations:

Housing Ombudsman:

[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

Regulator of Social Housing:

<https://www.gov.uk/government/organisations/regulator-of-social-housing>

Tpas – Tenant engagement experts:

<https://www.tpas.org.uk>

The Taroe Trust - campaigning for tenants in the regulated housing sector:

<https://www.taroetrust.org.uk>

NFA:

[www.almos.org.uk](http://www.almos.org.uk)

