Appendix B

A New Deal for Social Housing – Green Paper

Summary of key points

Ensuring homes are safe and decent	How can resident's best be supported in this important role of working with landlords to ensure homes are safe? Should new safety measures in the private rented sector also apply to social housing? Are there any changes to what constitutes a Decent Home that we should consider? Do we need additional measures to make sure social homes are safe and decent?
Effective resolution of complaints	Are there ways of strengthening the mediation opportunities available for landlords and residents to resolve disputes locally? Should we reduce the eight week waiting period to four weeks, or should we remove the requirement for the "democratic filter" stage altogether? What can we do to ensure that the "designated persons" are better able to promote local resolutions? How can we ensure that residents understand how best to escalate a complaint and seek redress? How can we ensure that residents can access the right advice and support when making a complaint? How can we best ensure that landlords' processes for dealing with complaints are fast and effective? How can we best ensure safety concerns are handled swiftly and effectively within the existing redress framework?
Empowering residents and strengthening the Regulator	Do the proposed key performance indicators cover the right areas? Are there any other areas that should be covered? Should landlords report performance against these key performance indicators every year? Should landlords report performance against these key performance indicators to the Regulator?

What more can be done to encourage landlords to be more transparent with their residents?

Do you think that there should be a better way of reporting the outcomes of landlords' complaint handling? How can this be made as clear and accessible as possible for residents?

Is the Regulator best placed to prepare key performance indicators in consultation with residents and landlords?

What would be the best approach to publishing key performance indicators that would allow residents to make the most effective comparison of performance?

Should we introduce a new criterion to the Affordable Homes Programme that reflects residents' experience of their landlord? What other ways could we incentivise best practice and deter the worst, including for those providers that do not use Government funding to build?

Are current resident engagement and scrutiny measures effective? What more can be done to make residents aware of existing ways to engage with landlords and influence how services are delivered?

Is there a need for a stronger representation for residents at a national level? If so, how should this best is achieved?

Would there be interest in a programme to promote the transfer of local authority housing, particularly to community-based housing associations? What would it need to make it work?

Could a programme of trailblazers help to develop and promote options for greater resident-leadership within the sector?

Are Tenant Management Organisations delivering positive outcomes for residents and landlords? Are current processes for setting up and disbanding Tenant Management Organisations suitable? Do they achieve the right balance between residents' control and local accountability?

Are there any other innovative ways of giving social housing resident's greater choice and control over the services they receive from landlords?

	Do you think there are benefits to models that support residents to take on some of their own services? If so, what is needed to make this work?
	How can landlords ensure residents have more choice over contractor services, while retaining oversight of quality and value for money?
	What more could we do to help leaseholders of a social housing landlord?
	Does the Regulator have the right objective on consumer regulation? Should any of the consumer standards change to ensure that landlords provide a better service for residents in line with the new key performance indicators proposed, and if so how?
	Should the Regulator be given powers to produce other documents, such as a Code of Practice, to provide further clarity about what is expected from the consumer standards?
	Is "serious detriment" the appropriate threshold for intervention by the Regulator for a breach of consumer standards? If not, what would be an appropriate threshold for intervention?
	Should the Regulator adopt a more proactive approach to regulation of consumer standards? Should the Regulator use key performance indicators and phased interventions as a means to identify and tackle poor performance against these consumer standards? How should this be targeted?
	Should the Regulator have greater ability to scrutinise the performance and arrangements of local authority landlords? If so, what measures would be appropriate?
	Are the existing enforcement measures set out in Box 3 adequate? If not, what additional enforcement powers should be considered?
	Is the current framework for local authorities to hold management organisations such as Tenant Management Organisations and Arms Length Management Organisations to account sufficiently robust? If not, what more is needed to provide effective oversight of these organisations?

	What further steps, if any, should Government take to make the Regulator more accountable to Parliament?
Tackling stigma and celebrating thriving communities	How could we support or deliver a best neighbourhood competition? In addition to sharing positive stories of social housing residents and their neighbourhoods, what more could be done to tackle stigma? What is needed to further encourage the professionalisation of housing management to ensure all staff deliver a good quality of service? What key performance indicator should be used to measure whether landlords are providing good neighbourhood management? What evidence is there of the impact of the important role that many landlords are playing beyond their key responsibilities? Should landlords report on the social value they deliver? How are landlords working with local partners to tackle anti-social behaviour? What key performance indicator could be used to measure this work? What other ways can planning guidance support good design in the social sector? How can we encourage social housing residents to be involved in the planning and design of new developments?
Expanding supply and supporting home ownership	Recognising the need for fiscal responsibility, this Green Paper seeks views on whether the Government's current arrangements strike the right balance between providing grant funding for housing associations and Housing Revenue Account borrowing for local authorities. How we can boost community-led housing and overcome the barriers communities experience to developing new community owned homes? What level of additional affordable housing, over existing investment plans, could be delivered by social housing providers if they were given longer term certainty over funding? How can we best support providers to develop new shared ownership products that enable people to build up

	more equity in their homes?

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