

Appendix 3 – Component and Key areas of focus

Component – Service outcomes

<p>Delivery of outcomes relating to stock quality, repairs and maintenance, health and safety compliance, local co-operation, anti-social behaviour and hate incidents, the management of domestic abuse and tenancy sustainment.</p>	<p>Key area of focus</p> <ul style="list-style-type: none">- Evidence that the landlord is collecting and using stock condition data.- Evidence that landlord health and safety compliance risks are being properly managed with robust systems in place and operating effectively.- Assessing the effectiveness of the repairs service.- Evidence that boards, councillors, and senior officers gain assurance that ASB (anti-social behaviour) and hate incidents are being dealt with appropriately.- Extent to which landlords can evidence that they have a good understanding of their role with regard to handling domestic abuse.- Evidence that homes are being let fairly.
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Component – Transparency, Influence & Accountability

<p>The extent to which the landlord treats all tenants with fairness and respect, takes action to meet the diverse needs of tenants, provides meaningful opportunities for tenant-led engagement, collects, and uses performance information (including the TSMs), and handles complaints.</p>	<p>Key areas of focus</p> <ul style="list-style-type: none">- Extent to which the landlord ensures that tenants have fair access to landlord services and that equitable outcomes are being achieved.- How the landlord seeks to obtain and maintain tenant information, and the use it makes of data and insight to improve services.- Evidence that there is a range of meaningful opportunities for tenants to influence and scrutinise the landlord's strategies, policies, and services.- Approach to collecting, processing, and publishing tenant satisfaction measures (TSMs) and extent to which this meets our requirements.- Assessing how the board, councillors and senior officers seek to understand performance and satisfaction information and can demonstrate action taken as a result.- Evidence that complaints are dealt with fairly and promptly, including the landlord's self-assessment against the Housing Ombudsman's Complaint Handling Code.
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