

| Standard                  | Required Outcomes                                                                                                                                                          | Specific Expectations | Key Deliverable/s                                                                                                                                                                                                                                                                         | Specific Outcomes                                                                                                                                                                                                | Responsible Officer                   | Target Date | Status      | RAG Rating |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|-------------|-------------|------------|
| Neighbourhood & Community | Safety of shared spaces                                                                                                                                                    |                       |                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                  |                                       |             |             |            |
|                           | 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. |                       | Tenancy audits to update PEEPs (and evidence compliance), CX case/task tracking for PEEPs, April 2026 legislation training/guidance for frontline staff, liaison with Fire & Rescue, plus regular communal inspections, cleaning, fire and health & safety checks by the Caretaking Team. | Safe, clean and well-maintained communal areas, with hazards identified quickly and removed through routine cleaning, inspections and fire/health & safety checks, supported by firm zero-tolerance enforcement. | N&T Manager and Caretaking Supervisor | 31/03/2027  | In Progress | Green      |
|                           |                                                                                                                                                                            |                       |                                                                                                                                                                                                                                                                                           | Greater resident safety and legal compliance, with PEEPs kept up to date where required, strong working with Fire & Rescue Services, and a trained frontline team ready for the April 2026 legislative changes.  | N&T Manager and Caretaking Supervisor | 30/04/2026  | COMPLETE    | COMPLETE   |
|                           | Local cooperation                                                                                                                                                          |                       |                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                  |                                       |             |             |            |

|                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                          |                                                                                                                  |                              |             |       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|------------------------------|-------------|-------|
| Registered providers must co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing.                                                                                                 | 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: 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 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. | Regular attendance of all partner agency meetings. Leading on the coordination of regular meetings with SNT Teams, Adult Social Care, Mental Health Teams, Primary Care and Safeguarding.                                                      | Maintain strong partnership working that demonstrably informs and improves service delivery. Effective active engagement and influence at partner meetings including clear records of decisions made, actions agreed and outcomes delivered as a result. | N&T Manager, Rents/ Income Manager, Housing Tenancy Experience Manager (HTEM), Senior Tenancy Experience Officer | 30/09/2026                   | In Progress | Green |
| <b>Anti-social behaviour and hate incidents</b>                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                          |                                                                                                                  |                              |             |       |
| 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. | 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.                                                                                                                                                                                                                                                                                                                                                                                | Confirm and publish an ASB & Hate Incident policy and partnership protocol; attend CSP/tasking forums; agree joint action plans and escalation routes with Police/SNT/Community Safety; monitor outcomes and report themes/learning quarterly. | Effective multi-agency approach to prevent and tackle ASB, underpinned by a clear policy and consistent operational practice.                                                                                                                            | N&T Manager                                                                                                      | 6/30/2026<br>REVISED 30/9/26 | In Progress | RED   |

|                                                                                                                                                                                     |                                                                           |                                                                                                                                                            |             |                               |             |       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------------------------|-------------|-------|
| Registered providers must clearly set out their approach for how they deter and tackle hate incidents in neighbourhoods where they provide social housing.                          | Implement Tenant Portal                                                   | Hate incidents responded to within 24 hours, with victim-led support, clear escalation routes and timely Police/SNT involvement where appropriate.         | N&T Manager | 6/30/2026<br>REVISED 31/12/26 | In Progress | RED   |
|                                                                                                                                                                                     | Implement ASB Module within CX                                            | CX ASB module implemented to improve case management, oversight, audit trail and tenant communications.                                                    | N&T Manager | 31/12/2026                    | In Progress | Green |
| Registered providers must enable ASB and hate incidents to be reported easily and keep tenants informed about the progress of their case.                                           | Tenant Portal, CX ASB Module                                              | ASB and hate incidents are easy to report, and tenants receive timely, regular updates—supported by portal access and improved CX case workflows.          | N&T Manager | 31/12/2026                    | In Progress | Green |
| 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. | Tenant Portal, CX ASB Module. Training to be delivered in April/ May 2026 | Prompt, proportionate action taken (ASB within 48 hours; hate incidents within 24 hours), using the full range of legal powers and regular staff training. | N&T Manager | 31/12/2026                    | In Progress | Green |

|                                                                                                                                                                                       |                                                                                                                                                 |                                                                                                                                                   |                                           |            |          |          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|------------|----------|----------|
| 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. | Recruitment of the new TSO Team to be complete by June 2026                                                                                     | Tenants affected by ASB/hate incidents receive tailored support, including sustainment, mediation and signposting to specialist partner agencies. | Tenancy Sustainment Team Leader           | 30/06/2026 | COMPLETE | COMPLETE |
| ASB waiting times promotion to tenants                                                                                                                                                | Web pages by June 26, Portal access TBC                                                                                                         | Clear published response times and accessible reporting routes across noticeboards, webpages and (where available) the Tenant Portal.             | N&T Manager                               | 30/06/2026 | COMPLETE | COMPLETE |
| Root cause analysis for low ASB satisfaction (TSMs)                                                                                                                                   | Training for N&T Officers, discussions in their one to ones re surveys completed and outcomes. Making the completion of surveys mandatory in CX | Drivers of ASB dissatisfaction understood through targeted engagement, informing improvements that increase tenant confidence and satisfaction.   | Housing Tenancy Experience Manager (HTEM) | 30/06/2026 | COMPLETE | COMPLETE |

|                                                                                                                                                        |                                                                                                                    |                                                                                                                                                                                                                                              |                                                                                                                                                         |                                           |            |             |          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|------------|-------------|----------|
|                                                                                                                                                        | Zero transactional returns from ASB surveys after case closure                                                     | Training for N&T Officers, discussions in their one to ones re surveys completed and outcomes. Making the completion of surveys mandatory.                                                                                                   | High completion rates of post case ASB surveys, providing reliable insight to monitor performance and target service improvements.                      | Housing Tenancy Experience Manager (HTEM) | 31/07/2026 | In Progress | Green    |
| <b>Domestic abuse</b>                                                                                                                                  |                                                                                                                    |                                                                                                                                                                                                                                              |                                                                                                                                                         |                                           |            |             |          |
| Registered providers must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice. | Registered providers must have a policy for how they recognise and effectively respond to cases of domestic abuse. | Review and re-issue the Domestic Abuse policy/procedure; deliver annual DA training for frontline staff; maintain risk assessment and MARAC/safeguarding referral pathways; provide safe-move options and signposting to specialist support. | Consistent, trauma-informed response to domestic abuse, with trained staff, robust risk assessment, safeguarding/MARAC processes and safe-move options. | N&T Manager                               | 30/06/2026 | COMPLETE    | COMPLETE |

|  |  |                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                 |                                                                                                                                                       |             |            |             |       |
|--|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------|-------------|-------|
|  |  | 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. | Contribute to the local authority DA strategy and safe accommodation partnerships: maintain referral routes with commissioned services, share insight (as appropriate), and implement learning/actions from Domestic Homicide Reviews and multi-agency reviews. | Strong partnership working with the local authority to support delivery of domestic abuse strategies and safe accommodation for victims and children. | N&T Manager | 31/12/2026 | In Progress | Green |
|--|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------|-------------|-------|