Standard	Required Outcomes	Specific Expectations	Key Deliverables	Specific Outcomes	Responsible Officer	Target Date	Status	RAG Rating
Transparency Influence & Accountability	**Fairness and respect**							
	Registered providers must treat tenants and prospective tenants with fairness and respect.	*None provided by RSH*	To Create a Tenancy Engagement Policy To deliver a Tenant Engagement Strategy in conjunction with engaged tenants	A tenant-informed Engagement Policy and Strategy set clear, consistent service standards and provide evidence that tenant influence leads to measurable service improvements.	Housing Services Manager	30/12/26 REVISED 31/03/2027	In progress	Green
			Complete EIA with associated action plans for all Houisng Policy Documents when they are reviewed by Tenants	Equality impacts are assessed for all reviewed housing policies, with actions assigned, completed and monitored to deliver fairer outcomes for tenants.	Housing Services Manager	30/09/26 REVISED 31/03/2027	In progress	Amber
	Diverse needs							
	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.	Registered providers must use relevant information and data to: 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.	Quarterly tenant data-quality audits and targeted campaigns. Ensure comms to tenants explaining how their data will be used to improve and direct appropriate landlord services. Increasing the number of Tenancy Audits to allow us to capture profile data face to face with our tenants. To ensure we consistently ask for and collate profile data when tenants call for repairs through thre BSU. To ensure we understand and use the data to support the diverse needs of our tenants and assess if fair and equitable outcomes are being delivered.	Accurate tenant profile data reaches the agreed coverage targets and is routinely used to tailor services, communications and support and to test whether outcomes are equitable.	Housing Services Manager	31/03/28	In Progress	Green
		Registered providers must ensure that communication with and information for tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants.	Reviews of monthly BI reports to ensure trend for profile reportings continues to improve. Rdegular meetings with Service Managers regarding access to training and to discuss ensuring profile data is captured consistently and effectively Aim to have 50% of data by 30/03/27 and 100% data by 30/03/28 latest	Tenant communications are clear, accessible and tailored to identified needs, with monthly monitoring showing sustained improvement in profile-data capture and staff practice.	Housing Services Manager	31/03/2027	In progress	Green
		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.	We have doubled the size of our Tenancy Sustainment Team in our 2025 Service Review. We did so based on feedback from officers and tenants and from our Tenancy Audtis that many of our tenants are on very low incomes and are struggling in the cost of living crisis and managing their finances. Tenants also advised us that they are struggling more with mentasl and physical health issues since Covid, so our Sustainment Team aim to show better outcomes on incmoe entering our tenants homes and better health outcomes for their families. Work with Public Heath, Redditch Distric Collaberative, Adult Social Care and SNT to continue to delvier higer levels of sustainability	Tenants can access and understand the full range of landlord services, including digital and non-digital routes, with targeted sustainment support available to overcome financial, health and other barriers.	Housing Services Manager	31/03/2027	In progress	Green
		Registered providers must allow tenants and prospective tenants to be supported by a representative or advocate in interactions about landlord services.	TO BE MARKED AS COMPLETE	Tenants and prospective tenants understand and can readily exercise their right to be represented or supported by an advocate in all landlord-service interactions.	Housing Services Manager	31/03/2027	In progress	Green
	Engagement with tenants							
	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.	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.	Increased capacity and specialist knowledge and skills to develop further engagement opportunities	Dedicated engagement capacity provides more frequent, inclusive and meaningful opportunities for tenants to influence decisions and scrutinise services.	Housing Services Manager	31/7/2026 REVISED 31/12/26	In progress	Amber
			Clear opportunities identified and published	A published Tenant Engagement Strategy gives tenants clear formal and informal routes to influence policies, strategies, neighbourhood priorities and service delivery.	Housing Services Manager	31/8/2026 REVISED 31/12/26	In progress	Amber

	Registered providers must assist tenants who wish to implement tenant-led activities to influence and scrutinize their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.	To continue to work with our Comms Team to maximise opportunity to use social media to our advantage. We have purchased 300 new notice boards for all of our communal areas that will be soley used to share TE info, showcasing events and TE opportunities and also outcomes from TE activities. We will also do likewise on our Website.	Tenant-led scrutiny is actively supported through accessible information, promotion, practical assistance and appropriate resources, with resulting recommendations and service changes publicised.	Housing Services Manager	31/01/2027	In progress	Green
	Registered providers must provide accessible support that meets the diverse needs of tenants so they can engage with the opportunities in 2.2.1 and 2.2.2.	Policy was taken to Executive in Sept 2026, Strategy to be developed thereafter to create clear opportunities for tenants to further influence formally and informally service improvements and delivery	Tenants with diverse needs receive the adjustments and support required to participate meaningfully in engagement and scrutiny opportunities.	Housing Services Manager	31/8/2026 REVISED 31/12/26	In progress	Amber
	Registered providers must support tenants to exercise their Right to Manage, Right to Transfer or otherwise exercise housing management functions, where appropriate.	Clear process and information to exercise their rights	Current, clear and accessible information enables tenants to understand and exercise the Right to Manage, Right to Transfer and other relevant housing-management rights.	Housing Services Manager	31/12/2026	In Progress	Green
	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.	Policy taken to Executive in Septmber 2026, Strategy to be developed thereafter to create clear opportunities for tenants to further influence formally and informally service improvements and delivery	Tenant engagement is embedded from the start of service and policy development, with feedback translated into evidenced changes that improve landlord services.	Housing Services Manager	31/8/2026 REVISED 31/3/27	In Progress	Amber
	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 when reaching a decision. The consultation must: 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.	Following Government announcement in June 2026 set out an options appraisal for consideration of the future for RBC Social Housing- subsequently paused.	Any future change of landlord or management arrangements is supported by a robust options appraisal and meaningful formative consultation, with affected tenants' views demonstrably informing decisions.	Housing Services Manager	31/12/2026	In Progress	Green
Information about landlord services							
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.	Registered providers must provide tenants with accessible information about the: 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.	Constant review of communication options available to promote our services and outcomes.	Tenants receive accessible, up-to-date information about available services, expected standards, responsibilities and performance through channels that meet their needs.	Housing Services Manager	31/10/2026	In Progress	Green
	Registered providers must provide tenants with accessible information about tenants' rights in respect of registered providers' legal obligations and relevant 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: a) the requirement to provide a home that meets the government's Decent Homes Standard; b) the registered provider's obligation to comply with health and safety legislation; c) the rights conferred on tenants by their tenancy agreements including rights implied by statute and/or common law, in particular - (I) the right to a home that is fit for human habitation; and (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 d) the rights of disabled tenants to reasonable adjustments.	Constant review of communication options available to promote our services and outcomes.	Tenant rights, landlord legal duties and Consumer Standards obligations are accurate, accessible and easy to find, enabling tenants to understand and challenge service delivery where necessary.	Housing Services Manager	31/10/2026	In Progress	Green
	Registered providers must communicate with affected tenants on progress, next steps and outcomes when delivering landlord services.	Live updates on appointments for repairs through the use of TM andmore effective use of alerts in CX. Revised futher to review outcomes and service improvements through the use of TM	Tenants receive timely, proactive updates on repairs and other cases, including appointments, progress, next steps and outcomes, reducing avoidable contact and communication-related complaints.	Housing Services Manager	5/31/2026 REVISED 30/9/26 REVISED FURTHER 31/12/26	In Progress	Amber

	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.	A full review of all of our polices with the TE Panels	Housing and neighbourhood policies are tenant-reviewed, fair, transparent and accessible, with decision criteria and appeal routes clearly explained.	Housing Services Manager	7/31/2026 REVISED 01/09/27	In Progress	Green
	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.	Updated Website with clear responsibilities identified	Published information clearly identifies senior leadership responsibilities and ownership of compliance with each Consumer Standard.	Housing Services Manager	30/06/2026	COMPLETE	COMPLETE
Performance information							
Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.	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.	Compliance with requirements and uploading of data in line with prescribed timescales	TSM information is collected, processed and submitted accurately and within prescribed timescales, providing reliable assurance of regulatory compliance.	Housing Services Manager	30/06/2026	COMPLETE	COMPLETE
	Registered providers must: a) collect and process information specified by the regulator relating to their performance against the tenant satisfaction measures. The information must be 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 requirements; b) 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	Compliance with requirements and uploading of data in line with prescribed timescales	Annual compliance and data-quality review confirms TSM information is accurate, reliable, valid, transparent and produced in accordance with RSH requirements.	Housing Services Manager	30/06/2026	COMPLETE	COMPLETE
		Annual Report clearly sets out TSm results, actions from previous year and identified actions for the forthcoming year	The Annual Report presents TSM results, prior-year progress and forthcoming improvement actions in a clear and accessible format for tenants.	Housing Services Manager	30/06/2026	COMPLETE	COMPLETE
		Compliance with requirements and uploading of data in line with prescribed timescales	Complete and validated TSM results are submitted to the RSH portal within the required regulatory timescale.	Housing Services Manager	30/06/2026	COMPLETE	COMPLETE
	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.	Compliance with requirements and uploading of data in line with prescribed timescales	Validated 2025/26 TSM results and associated improvement actions are published on time through the website and Annual Report.	Housing Services Manager	30/06/2026	COMPLETE	COMPLETE
	Registered providers must provide tenants with accessible information about: a) how they are performing in delivering landlord services and what actions they will take to improve performance where required; b) how they have taken tenants' views into account to improve landlord services, information and communication; c) how income is being spent, and d) their directors' remuneration and management costs.	Compliance with requirements and uploading of data in line with prescribed timescales	Tenants receive transparent information on service performance, improvement actions, tenant influence, directors' remuneration and housing-management costs.	Housing Services Manager	30/06/2026	COMPLETE	COMPLETE
Complaints							
Registered providers must ensure complaints are addressed fairly, effectively, and promptly.	Registered providers must ensure their approach to handling complaints is simple, accessible and publicised.	Complete annual complaints service review and Housing Ombudsman Code self-assessment; produce an improvement action plan (owners, deadlines) and present performance, themes and compliance findings to Executive.	Annual complaints review and Code self-assessment provide Executive assurance, with owned and time-bound actions addressing performance, compliance and learning gaps.	Senior Complaints Officer	30/06/2026	COMPLETE	COMPLETE
		Complete an end-to-end review of the complaints extensions process and implement a revised standard operating procedure (criteria, approvals and timelines), including a tenant communication template and monthly monitoring/reporting to reduce extensions.	Complaint extensions are used only where justified and approved, with stronger monitoring delivering a sustained reduction in their frequency.	Senior Complaints Officer	31/8/2026 REVISED 31/12/26	In Progress	Amber
		Implement a standard extensions update (reason, revised deadline and next contact date) using agreed template wording; complete monthly QA sampling of extended cases and feed learning/actions into the complaints improvement plan to minimise future extensions.	Tenants whose complaint deadline is extended receive a clear reason, revised deadline and next contact date, while quality assurance drives timely completion and prevents recurrence.	Senior Complaints Officer	30/9/2026 REVISED 31/12/26	In Progress	Amber
		Define and implement minimum complaint case-recording standards (required fields and evidence); introduce monthly quality checks/audits and feedback to improve data quality so investigations are impartial and do not rely heavily on Service Managers.	Complaint records consistently contain the evidence and required information for fair, impartial investigation, with quality checks improving accuracy and reducing reliance on service managers.	Senior Complaints Officer	31/7/2026 REVISED 31/12/26	In Progress	Amber

			Recruit and onboard a Housing Complaints & Quality Officer to strengthen capacity and resilience; agree role profile, training and caseload allocation so the Senior Officer can focus on analysis, learning and service improvement.	Additional specialist capacity improves complaint resilience and timeliness and enables stronger analysis, learning and service improvement.	Senior Complaints Officer	30/06/2026	COMPLETE	COMPLETE
			Design, build and deploy complaint case and task functionality in CX (fields, workflows, templates and reporting), including user testing and staff guidance to enable consistent logging and improved drill-down reporting.	CX becomes the single, consistent and auditable record for complaints, supporting efficient workflows, reliable reporting and detailed analysis of performance and outcomes.	Senior Complaints Officer	31/12/2026 REVISED 31/12/27	In Progress	Red
			Scope and deliver a future Tenant Portal phase to give tenants self-service visibility of their complaint status, key updates and outcomes, using CX as the single source once complaint cases/tasks are live.	Tenants can securely track complaint status, key updates and outcomes through the Tenant Portal using current information held in CX.	Senior Complaints Officer	30/06/2027	In Progress	Green
		Registered providers must provide accessible information to tenants about: a) how tenants can make a complaint about their registered provider; b) the registered provider's complaints policy and complaints handling process; c) what tenants can do if they are dissatisfied with the outcome of a complaint or how a complaint was handled, and d) the type of complaints received and how they have learnt from complaints to continuously improve services.	Redesign and publish the 2025 Annual Performance & Service Improvement Report in a tenant-friendly format (clear navigation, plain English and accessible design), including 'You said, we did' examples and evidence of learning-led service improvements.	The Annual Performance and Service Improvement Report is accessible and tenant-friendly and clearly demonstrates complaints performance, learning and resulting service improvements.	Senior Complaints Officer	30/06/2026	COMPLETE	COMPLETE
			Submit the annual complaints report to Executive (June 2026) incorporating the updated Housing Ombudsman Code self-assessment, any changes to the Housing Complaints Standard, and progress against the improvement action plan.	Executive receives timely assurance on Complaint Handling Code compliance, complaints performance and delivery of the improvement action plan.	Senior Complaints Officer	30/06/2026	COMPLETE	COMPLETE
			Deliver quarterly tenant communications on complaints performance and learning (KPIs, themes, 'You said, we did/We're doing', how to complain and escalation routes) via agreed channels.	Tenants receive regular, accessible information on complaints performance, themes, learning, service changes, how to complain and available escalation routes.	Senior Complaints Officer	31/12/2026	In Progress	Green
			Strengthen monthly learning meetings with service managers by assigning owners for each upheld learning/recommendation, capturing evidence of completion, and monitoring embedment to reduce repeat issues.	Complaint learning and recommendations have named owners, completion evidence and embedment checks, reducing the backlog and preventing repeat service failures.	Senior Complaints Officer	30/09/2026	In progress	COMPLETE
			Benchmark with peer landlords on how they share complaints learning and service improvements with tenants; produce recommendations and implement agreed good practice.	Benchmarking identifies effective sector practice for sharing complaints learning, with agreed improvements implemented and communicated to tenants.	Senior Complaints Officer	31/12/2026	In Progress	Green
			Develop and deploy a Power BI dashboard for the complaints tracker to provide real-time insight on volumes, themes, root causes, timeliness and outcomes, with month-on-month and year-on-year trend analysis.	A live Power BI dashboard provides reliable, timely insight into complaint volumes, themes, root causes, timeliness and outcomes, enabling earlier management action.	Senior Complaints Officer	30/9/2026 REVISED 31/12/26	In Progress	Amber
			Complete quarterly root-cause analysis of complaints (by service area and type) and incorporate findings, actions and progress into the annual complaints review.	Quarterly root-cause analysis identifies recurring complaint drivers by service and type, with owned actions and progress incorporated into the annual review.	Senior Complaints Officer	31/03/2027	In Progress	COMPLETE
			Maintain an Outstanding Actions Tracker for commitments made in complaint responses, with named owners, target dates, customer updates and completion sign-off.	Every commitment made in a complaint response is tracked to completion, with named ownership, timely customer updates and documented sign-off reducing escalation risk.	Senior Complaints Officer	30/06/2026	COMPLETE	COMPLETE
			Introduce post-closure complaints satisfaction surveys (automated where possible), analyse results regularly, and feed insights into the complaints improvement plan.	Post-closure feedback provides a reliable measure of complaint satisfaction and is routinely used to improve complaint handling, TSM insight and wider services.	Senior Complaints Officer	30/6/2026 REVISED 31/12/26	In Progress	Amber
		Self-referral						
		Registered 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.	Maintain an RSH engagement log and material-issue register, with a clear self-referral decision protocol; submit any required notifications within regulatory timescales and provide documented monthly update packs to the Regulator until all actions are closed.	Material consumer-standard issues are identified, assessed and notified to the RSH within required timescales, with a complete audit trail and regular updates maintained until closure.				Green