



**Yorkshire  
Housing**

# **Consumer standards consultation**

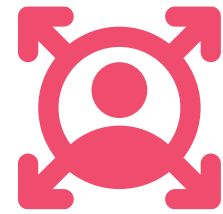
Impact report December 2023



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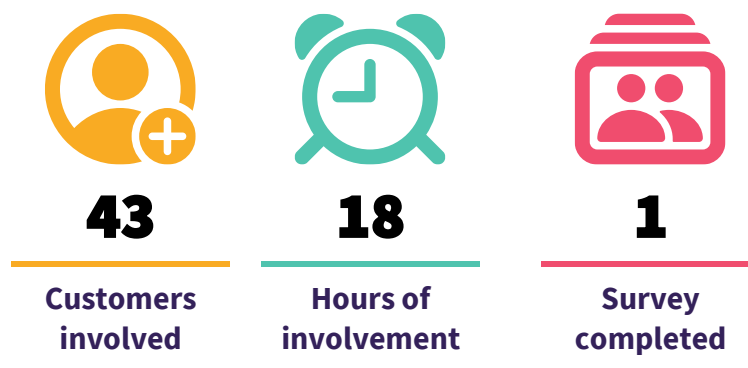
# Customer consultation – Consumer Standards



## Our aim

The Regulator of Social Housing launched a consultation on the consumer standards in October 2023. The consumer standards are used to regulate social housing providers. All social housing providers have to tell the Regulator of Social Housing and customers that they are meeting the standards.

The law about social housing has changed since the consumer standards were first introduced in 2012. This means they needed to be updated. Yorkshire Housing were preparing a response to the consumer standards survey on behalf of the whole organisation and wanted to include the customer voice in their response.



## Survey

We created a survey that included the questions that the Regulator of Social Housing had asked in their consultation. We couldn't change the wording or the questions that were asked. This survey was sent out to all Yorkshire Housing customers. We also sent customers links to the supporting information from the Regulator of Social Housing, including the easy read document on the consultation. The survey had nineteen questions.

The questions were based around;

- Whether customers thought each of the consumer standards areas 'set the right expectations of landlords'.
- Whether the proposed standards reflected the governments directive to the Regulator of Social Housing on tenant involvement and mutual exchange.
- Whether the code of practice would help landlords understand how they can meet the requirements of the standards.
- Asking customers to consider the draft conclusions in the regulatory and equality impact assessments.

# Customer feedback



Overall, the customers' who responded to the survey felt that the proposed changes to the consumer standards 'sets the right expectations of landlords.

Consumer standard	% of customers who agreed that this sets the right expectations of landlords
Safety and quality standard	83%
Transparency, Influence and Accountability Standard	83%
Neighbourhood and Community Standard	76%
Tenancy Standard	76%

76%

of customers also agreed that the proposed standards reflected the governments directive to the Regulator of Social Housing on tenant involvement and mutual exchange.

## Code of Practice

70% of customers felt that this would help landlords understand how they can meet the requirements of the standards.

## Regulatory and Equality Impact Assessments

- 75% of customers agreed with the draft conclusions in the Regulatory Impact Assessment
- 76% of customers agreed with the draft conclusions in the Equality Impact Assessment

## Wording of the consultation

There were lots of comments from customers about the wording and length of the survey. Unfortunately, we couldn't amend any of the wording in the survey.



*"A more concise version covering what could be construed as the more "salient and important points would have been more relevant".*

# You said, we listened



## We included the comments and feedback from customers in our response to the Regulator of Social Housing



### You said...



### We fed-back to the regulator

<b>There needed to be clearer language in the Code of Practice</b>	The regulator should think about the language it uses in the standard and Code of Practice around tenant influence and engagement. They need to make sure customer expectations are managed appropriately. The outcomes need to be fair and be based on how serious the issue is. This was highlighted by both colleagues and customers during our consultation on the standards.
<b>It's good to see that domestic abuse has been considered on the Neighbourhood and Community Standard.</b>	We included your feedback that welcomed Domestic Abuse is now to be included the Consumer Standards.

We also included the percentage of customers who agreed that the different areas of the standards set the right expectation of landlords.

Overall, we found that the views of customers and of Yorkshire Housing colleagues aligned.

### What's next?

We're waiting for the Regulator of Social Housing to review the responses to the survey and publish the updated consumer standards. This is expected to be completed by April 2024.

The Customer Voice and Review Committee (CVRC) oversee how Yorkshire Housing comply with the Consumer Standards from a customer perspective. We'll review how the CVRC do this once the Regulator of Social Housing finalises the new consumer standards.