

Lifting of Regulatory Notice: RSH feedback, key areas of focus in 2025-26 and plans for delivering them

RSH feedback – meeting 4 April 2025 with Jess Guandalini

- RSH panel consideration of the lifting of the Regulatory Notice
 - The decision was unanimous with the panel
 - RSH recognised the significant shift in culture and performance
 - Positive about Croydon's engagement and transparency
 - The RSH had the option of inspecting before the regulatory notice was lifted – as our notice was a wide notice, they chose not to do this.
- Lifting the regulatory notice means that the relationship with the TSH is normalised
- Will have annual regulatory meetings as all LA's do – organised in 6 months time
- We have agreed to meet with the regulator quarterly to provide updates on progress
- Many thanks and much recognition is owed to HIB members for their significant role in this positive result



Feedback from RSH - Transparency, Influence and Accountability standard

- **Key focus – How can Croydon Council assure that outcomes are different for tenants**
- Inspection team will be looking for outcomes: how does the process mean tenants are getting good outcomes
- TSMS and data important but are not a main driver for a C3
- RSH aware that some TSMs are not improving / not hitting targets
- How do we show fairness and respect
- Where are opportunities to influence decision making
- How have tenants influenced decision making
- How do we hear from non-engaged tenants when they want to raise their voices
- Collecting and using our customer data

Areas of focus for 2025/6: Plans to deliver

- Assurance provided on all key areas through reporting to DMT, Housing Assurance Board, and Cabinet
- Knowing our tenants
 - A refreshed customer data project with changes to the Housing system, updated processes for capturing data and training and awareness raising for teams
 - Examples of how we use our data to improve outcomes for tenants

Areas of focus for 2025/6

- TSM analysis
- ASB Deep Dive Action Plan
- Agree ASB Policy and Procedure (Separate with Council)
consult Housing Associations
- Pilot patrol service
- Increase communication- how to report ASB

Areas for focus: Plans to deliver

- **Grounds Maintenance**

- Procurement and effective management of ground maintenance contract
- Involvement of residents in the evaluation of ground maintenance tenders
- Development of robust communal and ground maintenance key performance indicators
- Train all caretakers to British Institute of Cleaning Science (BICS)
- Increase the number of Neighbourhood Voices

Areas for Focus

- **Resident Involvement**
- Embed Customer Influence and Assurance Panel (CIAP)
- Increase the number and range of tenants who influence decision making
- Increase use of data to tangle barriers to engagement
- Deliver and deliver against Social Housing Stigma Plan
- Achieve Tpas Accreditation

Areas of focus/ plans to deliver

- **Tenancy Services**

- Increase number of successful occupancy checks
- Complete referral reporting in NEC to assist with improving services
- Increase the number of residents downsizing – review offer and focus occupancy checks
- Work with the fire services and public health to identify and support hoarders
- Carry out a programme of targeted Peeps and PCFRAs
- Maintain 102% rent collection, whilst supporting residents to sustain their tenancies

Feedback from RSH – Safety and Quality standard

- Inspection will focus on:
 - Health and Safety
 - Having a good repairs service
 - Know where we are on decency and using stock condition surveys to inform the planned programme
 - Category 1 hazards addressed and using the decency data to prioritise work and understand risks

Areas of focus for 2025/6: Plans to deliver

Repair Service Improvement Plan

- Increasing communication with residents to improve the customer experience – Text messages to:
 - Confirm appointment at time of booking repair
 - Five working days in advance of routine repairs;
 - 48hrs in advance of urgent repairs;
 - Telephone calls day before to remind tenants of upcoming appointment;
 - Use of technology so tenants can track operative to their front door and call or message operative, if required
- Launch new Repair Policy – 1 June 2025 supported by updated website and animation videos explaining our service offer, landlord and tenant repair responsibilities, repair priorities and how to prepare for a repair visit (dogs; room)

Areas of focus for 2025/6: Plans to deliver

Repair Service Improvement Plan (cont.)

- Review of 'no access' process, to support reduction in no access calls and work with tenancy to highlight properties where no repair for 12 months
- Revisit Damp & Mould policy (approved August 2024) and procedures in advance of Awaabs Law.
- Undertake D&M training for colleagues who have joined since October 2024
- Continue to reduce disrepair cases and encourage use of ADR

Areas of focus for 2025/6: Plans to deliver

Compliance Service Improvement Plan

- Sustain 100% compliance for asbestos, communal gas, communal electric, fire risk assessments, lifts and water; Continue to improve compliance for domestic 5-year electrical inspections (99% at year-end) and domestic LGSRs (99.7% at year-end)
- Mobilise NEC servicing module for gas, electrical, lifts and water (asbestos added in 2024); Move tier 2 compliance data onto NEC during autumn 2025
- Procure contracts for M&E tier 2 compliance areas e.g. door entry; fall arrests systems, lightening protection, mechanical ventilation etc
- Procure new 10-year electrical contract – existing contract ends in March 2026
- Utilising stock condition surveys for commercial boiler plant rooms, develop a 10-year planned investment programme for replacement boilers/pipework to support sustainability agenda; replace boilers in 3 plant rooms during 2025/26

Areas of focus for 2025/6: Plans to deliver

- **Compliance Service Improvement Plan (cont.)**

- Replace c600 domestic boilers during 2025/26 and put in place 5-year planned investment programme for boiler/HIU replacements
- Procure Fire & Building Safety works contract - mobilisation expected August 2025
- Ensure Fire Risk Actions are undertaken in line with Fire Policy – high risk actions within 1 month; medium risk actions within 3 months and low risk actions within 6 months
- Continue with LPS structural investigations and prepare options report by October 2025

Areas of focus for 2025/6: Plans to deliver

Asset Management Service Improvement Plan

- Deliver 'Decent Homes' planned investment projects in 2025/6 - includes new roofs, windows, doors, kitchens, bathrooms, boilers, estate improvements
- Prepare pre-construction reports for major projects including College Green (phase 2) and works where BSR approval required, ahead of delivery in 2026
- Continue with work to achieve 100% stock condition data by 30 September 2025, and thereafter complete 20% stock condition surveys on a rolling 5-year programme
- Ensure works completed at Sycamore House to enable re-occupation from June 2025
- Agree procurement strategy for future delivery of capital works contracts and commence procurement of new contract(s) - note this will take 12-18 months

Areas of focus for 2025/6: Plans to deliver

Asset Management Service Improvement Plan (cont.)

- Working collaboratively with the repairs team, review data to identify 'Top 10' blocks and undertake exercise for 2024/25 Top 10 clocks to determine if investment works have met objectives
- Mobilise NEC Asset module by autumn 2025 – data cleansing underway. Migrate all cleansed data from Apex (existing Software) to NEC
- Successfully meet key milestones for SHDF Wave 3 project (decarbonisation project for c90 properties) and if the opportunity arises, seek additional funding for SHDF Wave 3 to support continued investment in our homes
- Working with colleagues in Care & Support continue with option appraisal project to review our 6 extra care schemes
- Conclude garage option appraisals and identify first 10 sites for intervention works