

# Consumer standards

**You may have heard that the Regulator of Social Housing has implemented a new Consumer Standard, but you might not know what that means for you.**

After the tragic events at Grenfell Tower, the Government started to consider what more could be done to support organisations like Stonewater to provide safe homes, quality services and make absolutely sure that our customers are listened to.

We're committed to delivering great homes and services, and the consumer standard gives us a really clear sense of what needs to be done to offer customers the quality that they deserve.

## What are the new standards?

### Safety and Quality Standard

This standard asks us to make sure your home is good quality, and that our homes and neighbourhoods are safe.

#### We do this by:

- Complying with the Decent Homes Standard
- Partnering with contractors to deliver repairs and maintenance in your home and community
- Undertaking safety checks that are required by safety legislation such as annual gas safety certification
- Providing a specialist health and safety team with experts in building and fire safety
- Working with customers in our Building Safety group for customers in high rise buildings
- Making sure customers can adapt their homes to their needs

### Transparency, Influence and Accountability

The Transparency, Influence and Accountability standard asks us to be open and fair with customers, and ensure that you can access services, raise complaints, influence decision making and Stonewater to account.

#### We do this by:

- Creating opportunities for customers to get involved in shaping our services, and promoting these opportunities to customers.
- Making crucial information available in accessible formats and translations, and providing these services for any of our communications on request
- Using data to see where our services are impacting our customers
- Undertaking a customer census
- Publishing performance information regularly, and making the results of our Tenant Satisfaction Measures available to customers.
- Making it easy for you to make a complaint if you need to
- Giving you information about your rights as a Stonewater customer



## Neighbourhood and Community Standard

The Neighbourhood and Community Standard sets out the ways in which we should ensure our customers live in safe and supportive communities.

### We do this by:

- Making sure our policies are all clear, accessible and available on the Stonewater website and by request, including our anti-social behaviour policy, neighbourhoods policy, domestic abuse policy and vulnerable persons policy.
- Providing a specialist team of customer partners who are skilled in tackling anti-social behaviour, neighbourhood issues
- Providing domestic abuse specialists and refuges for people who have survived domestic abuse
- Building excellent relationships with the local authorities and police forces in our communities.

## Tenancy Standard

The tenancy standard asks us to allocate and let our homes fairly, and ensure our tenancies are managed appropriately.

### We do this by:

- Working with local authorities to let our homes
- Supporting customers to exchange their home with another social housing customer
- Providing an expert lettings and tenancy team to support our customers
- Giving customers support and advice around ending their tenancy

We'll update you on our progress against these standards through our customer newsletter, performance updates on the customer hubb, Stonewater website and our annual review for customers.

