

consumer standards

From 1 April 2024 all social Landlords, including MSV, must demonstrate they are meeting the Government's new Consumer Standards.



There are **four standards** below plus the **Tenant Satisfaction Measures**:-

safety and quality standard



our stock

- Hold an accurate, up - to date record of our stock condition
- Ensure our homes are good quality, well maintained and safe

health and safety

- Ensure compliance with health and safety legal requirements and the Decent Homes standard

repairs

- Ensure it is easy for customers to report repairs and maintenance issues
- Keep tenants informed about repairs, maintenance and planned improvements in a timely manner. Ensure these works are informed by the needs of tenants and provides value for money

adaptations

- Ensure we offer an adaptations service for tenants and clearly communicate this

neighbourhood and community standard



maintenance of shared spaces

- Ensure communal spaces are well maintained and safe

local co-operation

- MSV will work with other organisations to keep neighbourhoods safe, for example local councils, the police and other landlords

anti-social behaviour

- We will support customers who have been affected by anti-social behaviour and work with partners to help stop anti-social behaviour from happening

domestic abuse

- MSV will set out clearly how we will work with other partners to support customers with domestic abuse

transparency, influence and accountability standard



diverse needs

- Ensure all tenants have fair access to our services and publicise this. Tenants should be supported to access these services if required
- All communication should be clear, accessible, and appropriate to the diverse needs of our tenants

engagement with tenants

- Give our tenants opportunities to influence and scrutinise our strategies, policies and services

information about our services

- Provide clear information to tenants about our services, policies, safety standards, rents and service charges tenant and landlord responsibilities

our performance

- Publish information on our performance against the tenant satisfaction measures (TSM's)

complaints

- Ensure our approach to complaints is simple and accessible, clearly publicising the process

self referral

- Let regulator know if our standard is not being met

tenancy standard



allocations and lettings

- Assist local authorities to meet local housing need with homes designed to meet specific needs
- Take action to prevent and tackle tenancy fraud
- Fair, reasonable, simple and accessible appeals process for allocation decisions.
- Record all lettings and sales

tenancy sustainment and evictions

- Provide services that support tenants to maintain their tenancy and prevent evictions
- Provide tenants with timely advice and assistance about housing options before the tenancy ends

mutual exchange

- Support customers to swap homes if they wish and explain if there will be any changes

#TeamofTeams