

HOUSING LANDLORD SERVICE GOVERNANCE FRAMEWORK



SOUTH HOLLAND DISTRICT COUNCIL

Introduction

This document summarises the governance arrangements for the Housing Landlord Service. This document will be reviewed annually.

We recognise that additional steps are necessary to allow tenants the opportunity to scrutinise our governance arrangements and management of risk and performance. Enhanced arrangements will be co-produced with tenants during 2024/25.

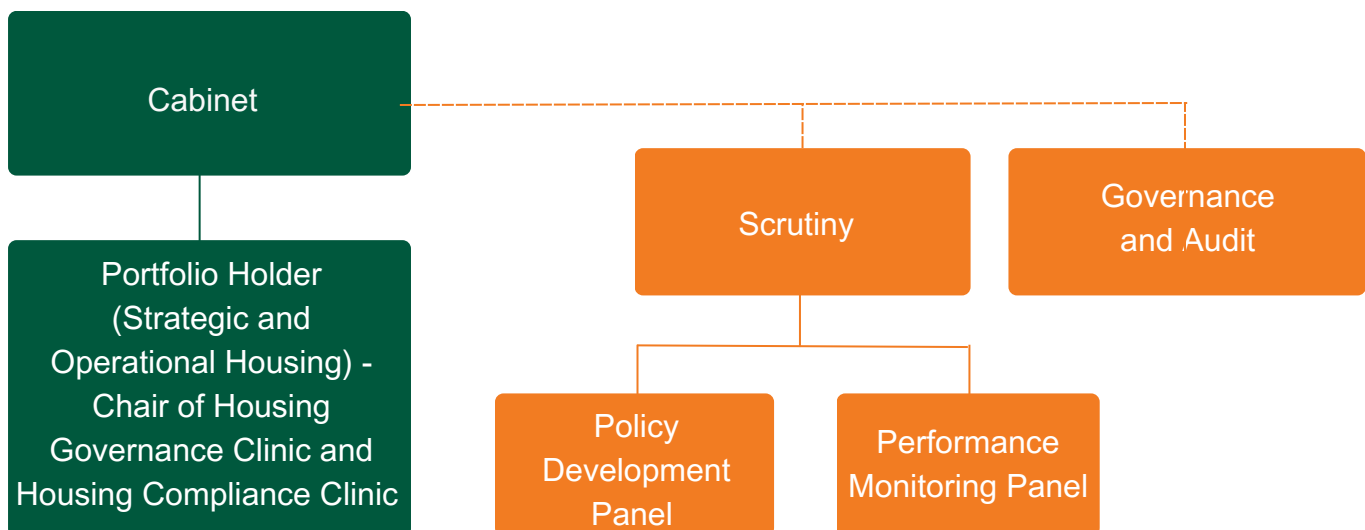
Regulation of the Council as a registered provider

The Regulator of Social Housing sets 'consumer' and 'economic' regulatory standards for registered providers of social housing.

For local authorities, the economic standard relates to the setting of rent (the rent standard). From April 2024, registered providers are subject to proactive regulation against the consumer standards. The Regulator completes programmed inspections at least every four years against these standards and publishes a summary of their findings, known as a Regulatory Judgement.

The Regulator of Social Housing and the Housing Ombudsman Service have arrangements in place for the two bodies to work together. The Ombudsman can formally refer a matter to the Regulator where their investigation into an individual case, or cases, indicates that there may be a wider systemic failing and there may be evidence of a breach of the regulator's standards.

Councillor oversight and scrutiny of the Housing Landlord Service



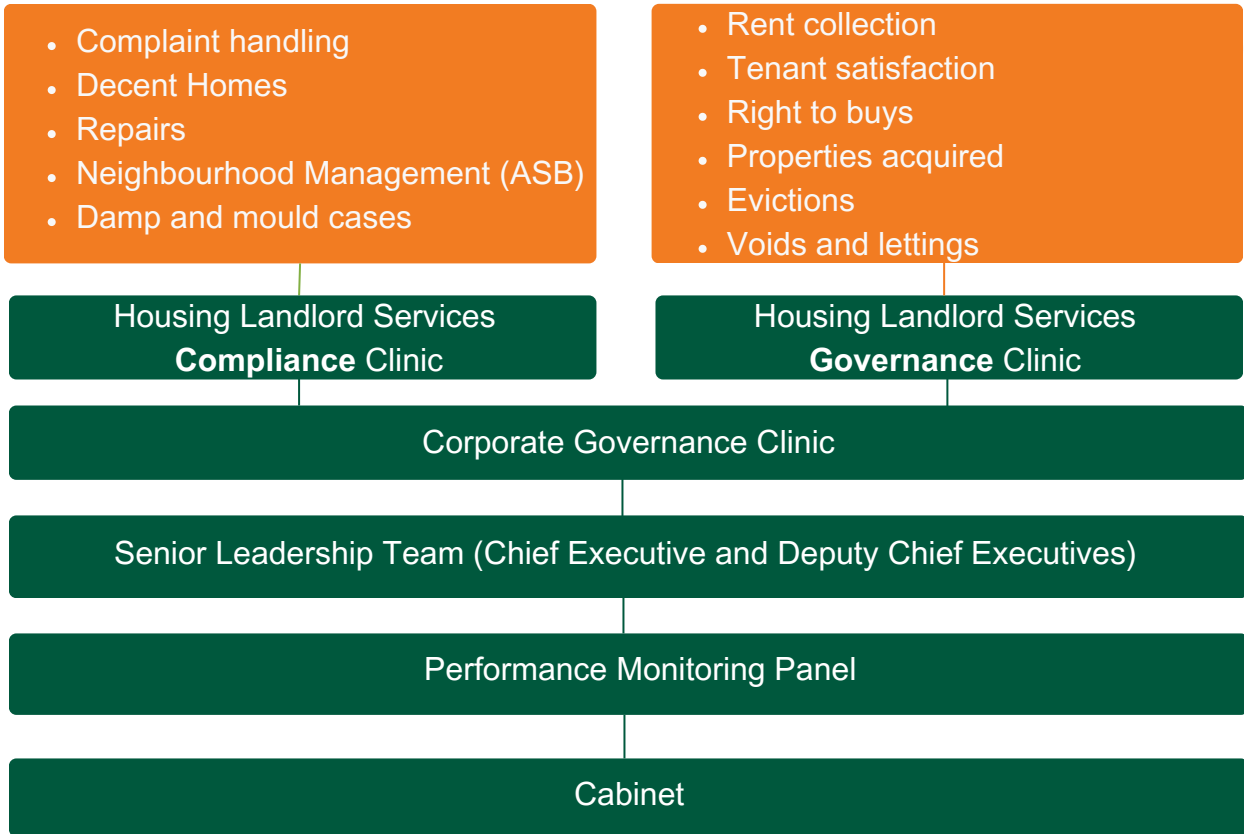
Tenant oversight and scrutiny of the Housing Landlord Service

The Council intends to establish a way for tenants to scrutinise our performance and service as a landlord during 2024/25.

Quarterly information on performance, compliance and satisfaction data is published on our website at www.sholland.gov.uk/myhome and is included in our annual report to tenants. Governance and Audit, Performance Monitoring Panel and Cabinet are public meetings. Tenants are welcome to attend these meetings and copies of papers and minutes can be found at <https://www.sholland.gov.uk/article/5276/Committees-and-decisions>

Monitoring performance

The table below sets out the process for reporting data on Key Performance Indicators relating to the Housing Landlord Service.



The table below sets out the process for sharing information on key topics including learnings, trends and service improvements made.



Want to know more?

A copy of our Housing Landlord Service Governance Framework can be found at www.sholland.gov.uk/Housing-policies Please phone 01775 761161 if you would like a copy posted to you.