

Appendix 4 – Actions required

Promise	Obligation	Action required to meet obligation	Departmental responsibility	By when
To be safe in your home	Tenants automatically receive information regarding fire and structural protection measures in their building's and are provided with information to help them understand and fulfil their safety obligations.	Tenant Handbook to be updated to ensure that tenants are notified from the outset of both tenant and landlord safety obligations and risk management measures.	Housing Landlord Services	June 2021
	Tenants living in higher-risk buildings can access a Building Safety Case Report.	Gravesham have five identified higher risk buildings. Building Safety Reports need to be produced for these buildings.	DSO Building Management	Predicted to by 2023 – awaiting legislative guidance
	Tenants have a quick and effective route to make a complaint regarding fire and structural safety.	None – tenants can already achieve this via the Corporate Complaints Procedure. The Council's website has also been updated to advise tenants that they can make a complaint if they are dissatisfied with fire and structural safety.	Town Centre and Cultural Services	n/a
	The proposed installation of smoke and carbon monoxide detectors on each storey of a premise with a room used as living accommodation.	None – programmes are already in place to achieve this obligation.	DSO Building Management	n/a
To know how your landlord is performing	To record and report data relating to tenant's satisfaction to the Regulator of Social Housing on at least an annual basis.	For Housing Services to take responsibility for collecting and completing the tenant satisfaction measures to return to the Regulator.	Housing Landlord Services	April 2021
		Tenant Satisfaction Measures to be included within the		July 2021

		Tenant Engagement Strategy.		
	To have an identified, published 'responsible person' at a senior level to ensure compliance with the Consumer Standards and Code of Practice set out by the Regulator of Social Housing	For a responsible person to be identified and published.	Chief Executive and Director (Housing)	April 2021
	To produce a report to tenants on at least an annual basis informing tenants as to how their landlord is performing.	To expand the annual DSO Building Management Report to include all Housing Services and performance.	Housing Landlord Services DSO Building Management Communications	December 2021
To have your complaints dealt with promptly and fairly	Landlords will be expected to comply with the Housing Ombudsman's Complaint Handling Code by March 2021.	Review of the current complaint process to include tenant involvement in the third stage. Lessons learned - reporting to Housing Committee, to be published on the Council's website and via Your Home.	Town Centre and Cultural Services Housing	December 2021 December 2021
To be treated with respect	Landlords expected to comply with the new routine of inspections from the Regulator including desk-top reviews and four-yearly inspections.	None – implementation of all other actions will ensure that the Council are prepared for any inspection.	Housing	n/a
	Landlords to ensure that they are self-reporting any breaches of consumer standards directly to the Regulator.	Director (Housing) to take responsibility for reporting any breaches.	Housing	April 2021
To have your voice heard by your landlord	Landlords to be able to evidence how they have sought to improve engagement with tenants.	Tenant Engagement Strategy to be developed within the next three months setting out exactly how we are going to improve how we engage with our tenants.	Housing Landlord Services	July 2021
	Review of professional training and development for staff with minimum	For Housing staff to continue working with peer groups to	Housing	Ongoing

	standards required for social housing staff.	continually seek best practice. For Housing staff to develop its corporate membership with the Chartered Institute of Housing to establish a set of standards for each role within the department, utilising the CIH to provide the training for this.		April 2021
To have a good quality home and neighbourhood to live in	A Government review of the Decent Homes Standard.	None at present as this review has not yet been carried out and we are confident our homes currently meet Decent Homes Standard.	DSO Building Management	n/a
	To ensure that housing is allocated in the fairest way possible.	None – our Housing Allocation Scheme has recently been updated to ensure that we are allocating properties in the fairest way possible.	Housing Options	n/a
To be supported to take your first step to ownership	A Government review of the Leasehold Management via the Leasehold Reform Programme. Legislation will be changed in relation to ground rents and is likely to become law within twelve months.	Ensure that Housing Services update their policies and procedures when new legislation comes into effect to ensure that all leasehold services are legal and compliant.	Housing	March 2022