

Ten things you need to do



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FUTURE

The updated housing consumer standards that took effect from 1 April 2024 create **ten new requirements** around planning and providing aids and adaptations to meet people's needs.



Here's what the 2024 standards require you to do:

Safety and Quality Standard

2.1 Stock quality

2.1.2 Registered providers must use data from across their records on stock condition to inform their provision of good quality, well maintained and safe homes for tenants including:

- d) allocating homes that are designed or adapted to meet specific needs appropriately.

2.4 Adaptations

1.5.1 Registered providers must assist tenants seeking housing adaptations to access appropriate services.

2.4.1 Registered providers must clearly communicate to tenants and relevant organisations how they will assist tenants seeking housing adaptations services.

2.4.2 Registered providers must co-operate with tenants, appropriate local authority departments and other relevant organisations so that a housing adaptations service is available to tenants where appropriate.

Transparency, Influence and Accountability Standard

- 2.1.3** Registered providers must ensure that landlord services are accessible, and that the accessibility is publicised to tenants. This includes supporting tenants and prospective tenants to use online landlord services if required.
- 2.1.4** Registered providers must allow tenants and prospective tenants to be supported by a representative or advocate in interactions about landlord services.
- 2.3.2** Registered providers must provide tenants with accessible information about tenants' rights in respect of registered providers' legal obligations and relevant regulatory requirements that registered providers must meet in connection with the homes, facilities or landlord services they provide to tenants. This must include information about:
 - d) the rights of disabled tenants to reasonable adjustments.
- 2.3.4** Registered providers' housing and neighbourhood policies must be fair, reasonable, accessible and transparent. Where relevant, policies should set out decision-making criteria and appeals processes.

Tenancy Standard

2.1 Allocations and lettings

- 2.1.2** Registered providers must seek to allocate homes that are designated, designed, or adapted to meet specific needs in a way that is compatible with the purpose of the housing.

2.3 Tenure

- 2.3.1** Registered providers shall publish clear and accessible policies which outline their approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud, and set out:
 - g) Their policy on taking into account the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, including through the provision of tenancies which provide a reasonable degree of stability.

Need to help to make sure you comply? Find out more at: