

Regulator for Social Housing Self Assessment Against Consumer Standards

Melton Borough Council Updated 14th December 2023

<u>Standards</u>	<u>Definition</u>	Number of requirements	Compliant	Non Compliant	Improvement needed - plan in place	Check
1 Home Standard	Quality of accommodation and repairs and maintenance	8	8	0	0	8
2 Tenancy Standard	How properties are allocated/exchanged and terms around tenure	38	38	0	0	38
3 Neighbourhood and Community Standard	Issues around neighbourhood and communal areas and anti-social behaviour	14	10	0	4	14
4 Tenant Involvement and Empowerment Standard	Customer service and complaints, tenant rights and involvement	27	20	0	7	27
5 Tenant Satisfaction Measures Standard	Reporting against the TSMs, which cover information on areas such as repairs, safety checks and complaints (applies from 1 April 2023).	6	6	0	0	6
	Total	93	82	0	11	93