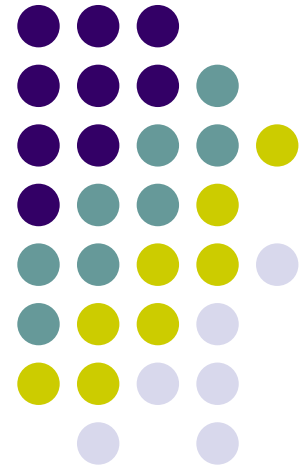
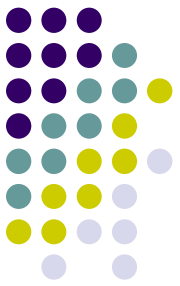


Results from the National Conversation

TSA and tenants together



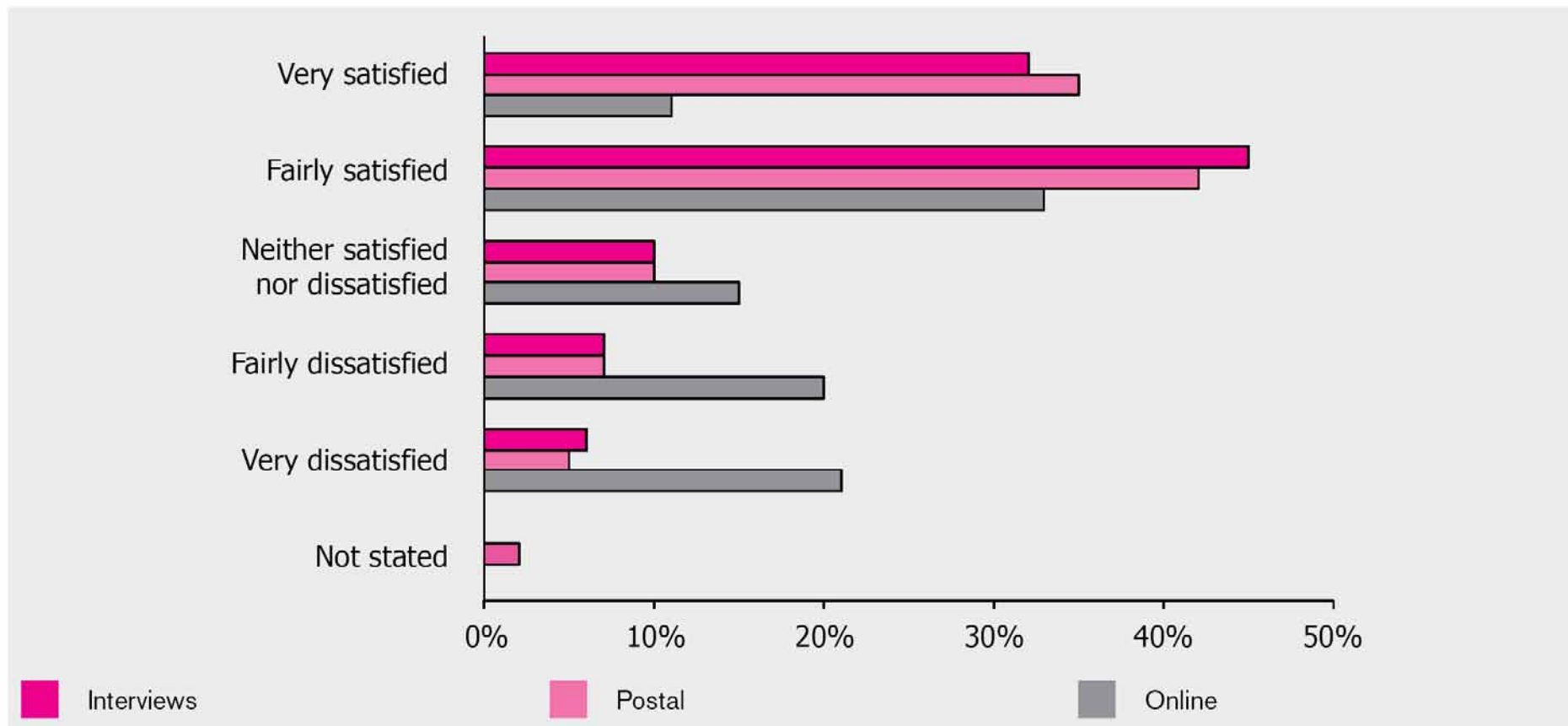


Who talked?

- Interviews with a representative sample of tenants, shared owners and prospective tenants
- a consultation involving feedback from 18 regional tenant events and numerous 'Local Conversations' organised by individual landlords. This included over 24,000 questionnaires completed by tenants, shared owners and prospective tenants
- over 1,800 tenants and shared owners completed an online consultation
- a camper van, where tenants could express their views, and
- an online blog
- five regional events for landlords (attended by 659 landlords),
- an online consultation amongst landlords (completed by 467 landlords, 275 of these also attended a regional event)

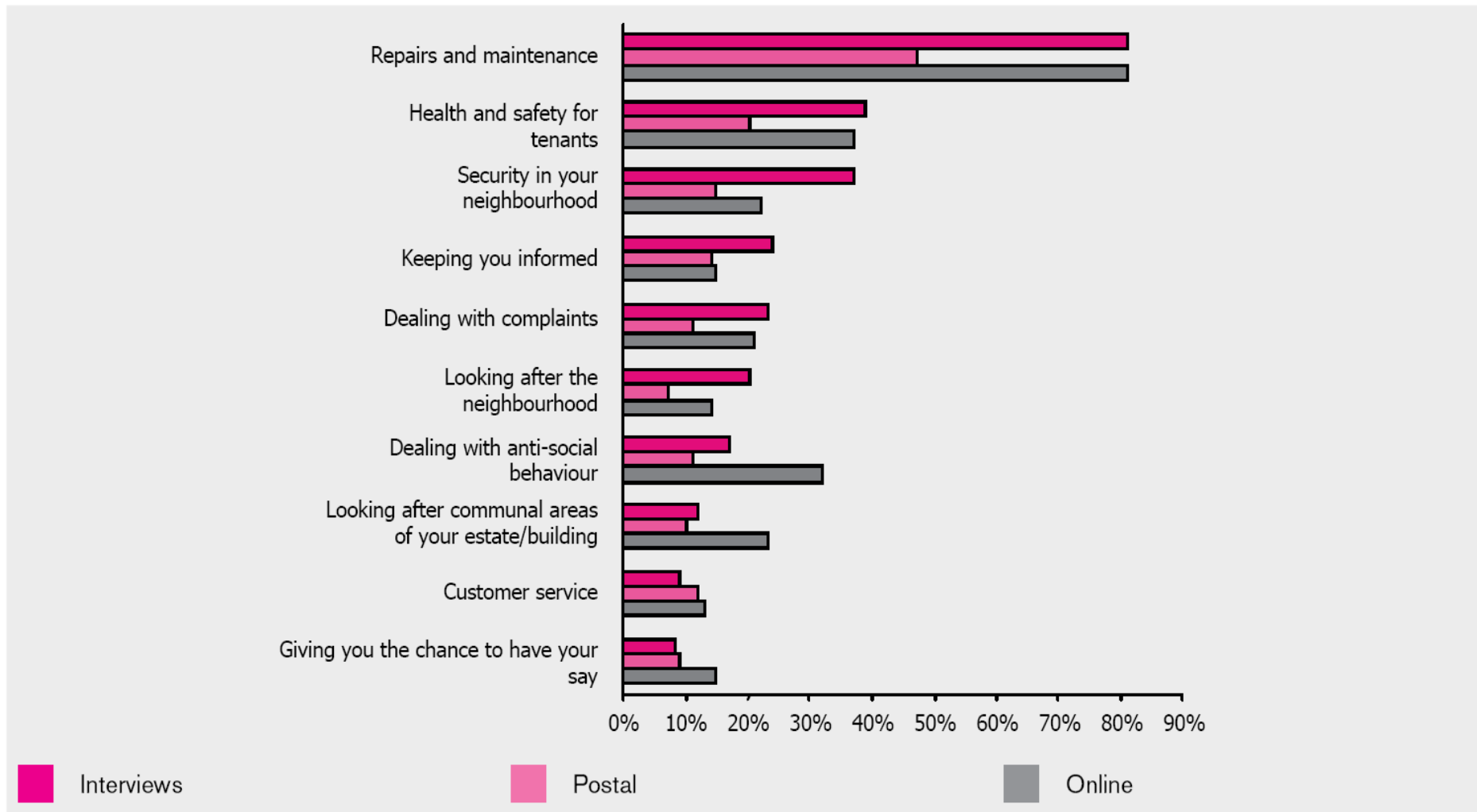
Figure 1

How satisfied, or dissatisfied, are you with the services you receive from your landlord? (Tenants)



Base: All tenants in the postal consultation (23,441)

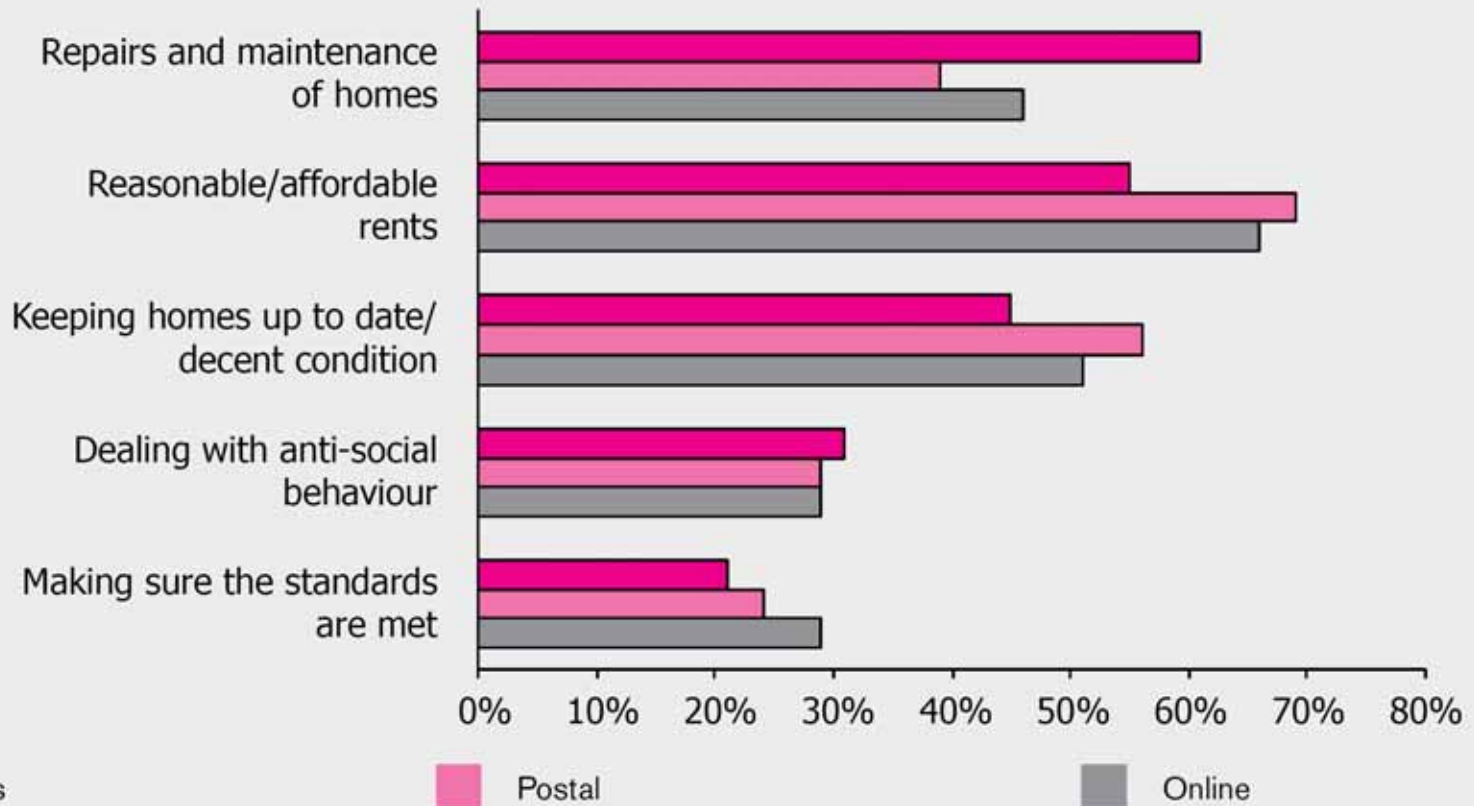
Figure 2 What are the three most important things to you in a landlord? (Tenants)



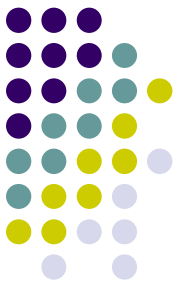
Base: All tenants in the postal consultation (23,441)

Figure 3

What do you consider to be the three most important priorities for the new Tenant Services Authority? (Tenants)



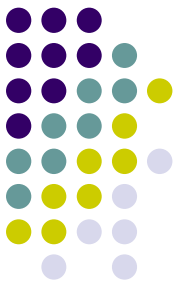
Base: All tenants in the postal consultation (23,441)



Phase 2 – The Standards

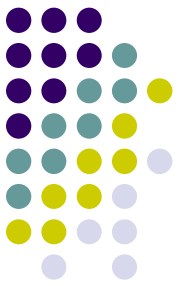


- TSA are proposing that they should set standards based on **three** main criteria:
- Government has directed them
- A statutory objective
- Tenants have told them an area is a priority



The TSA says...

- “We want to see local standard setting between landlords and tenants, reflecting local communities and needs.
- We will support pilots to develop good practice and scrutiny mechanisms to make sure tenants hold landlords to account for delivering local standards.
- This will include access to information about performance of their landlords and other local landlords. This will support both local decision making and improve performance.”



The Standards

- The Service Offer to Tenants
 - Quality of Accommodation
 - Tenant Choice and Customer Service
 - Repairs and Maintenance
 - Neighbourhood and Estate Management
 - Anti social behaviour and Security

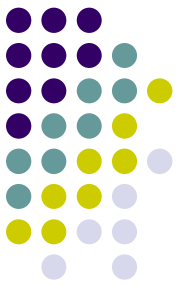




The Standards

- Tenant Empowerment
 - Tenant Empowerment
 - Complaints
 - Local Area Co-operation





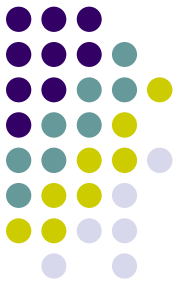
The Standards

- The Tenancy Agreement
 - Rent
 - Tenure
 - Allocations
 - Governance
 - Viability



And

- Diversity
- Tenants with care and support needs



Incentivising improvement and dealing with poor performance



- Publishing performance Information
- Links with the Audit Commission
- Dealing with failure

Penalties



- Pre-penalty warning – 28 days for the landlord to make representations
- Enforcement Notice
 - Appeal to the High Court
- Imposition of fines
 - Maximum £5,000
- Compensation to a victim
 - Landlord's viability must be considered
- Remove or suspend staff and board members.

