

Consumer Standards

Why is Ipswich Borough Council capturing tenants' thoughts?

The UK Government is consulting on proposals to introduce standards that housing providers must meet to ensure that tenants live in safe, quality homes, have choices and protection and can hold landlords to account.

Your feedback is required by the 6th October 2023. The public consultation closes at 6pm on 17 October 2023.

[Consultation on the consumer standards - GOV.UK \(www.gov.uk\)](https://www.gov.uk/consultation-on-consumer-standards)



Safety & Quality Standards

What are we doing to improve...

Our Asset team have Consulted with the Customer Engagement Panel. The next step is to survey a random sample of tenants for their feedback on the proposed strategy

We are working to ensure that data on our housing stock is up to date by carrying out regular surveys

We are working to improve our repair response timescales

We are reviewing our voids process. We want to improve the standard of our returned properties to, in turn, reduce void times and subsequently relet timeframes

We have an 'Ipswich Standard' for our stock. This is in line with the Decent Homes standard



Transparency, Influence & Accountability

What are we doing...

We are now carrying out quarterly Tenant Surveys and reviews of the responses received

We aim to make our Housing Officers more visible on the estates.

Our complaints process is under review

A Customer Engagement Panel is made up of tenants to scrutinise our service

We are planning a diary of community events to tackle the issues our tenants are raising in their neighbourhood

We vow to always treat tenants with fairness and respect

We're working to improve the information available for tenants on our website, via social Media and in our Customer Service Centre



Neighbourhood & Community

What are we doing to improve...

Understanding what the 'hot topics' are in neighbourhoods

We are trying to increase our tenant representative database to ensure that all communities are represented and wide diversity of members

We are working with other agencies to support tenants with Economic, Social and Environmental Wellbeing

We have a dedicated member of staff working to support tenants experiencing abuse

Our Caretakers are working to ensure communal areas are well kept and maintained

We are working with partner agencies to tackle and deter Anti Social Behaviour (ASB)



Tenancy Standards

What are we doing...

We're reviewing our policies around Secure Tenancies and Tenancy Conditions

Our Housing Options team can advise tenants threatened with homelessness

Our process for ending tenancies and property standards is under review

We offer Tenancy Support by an experienced and knowledgeable support team

We're developing new Tenancy Management and Estate Management policies

Using Gateway to Home Choice ensures that our properties are let in a fair and transparent way and that tenants can choose their home.



Your Thoughts?

Please comment by 6 October 2023

We welcome your feedback so that we are fully prepared to complete the regulators consultation by 17 October 2023

Contact the Customer Service Centre on 01473 432000 with any comments

Speak to your Housing Officer with feedback

Visit My Ipswich to make a comment
my.ipswich.gov.uk/service/Contact_Us
Comment

Use the link on the front page to provide feedback direct to the Housing Regulator

Contact our Tenant Participation Officer *Beth Paget* or your Tenant Representative on the Customer Engagement Panel

