



The Lambeth Social Housing Charter

The Lambeth Social Housing Charter sets out the management expectations and standards for social landlords operating in Lambeth.

The Lambeth Social Housing Charter seeks to ensure social landlords in the borough will:

1. Pay regard to the Council's corporate aim to become a cooperative council and key priorities and reflect these when working in the borough. Lambeth has an outcome framework to be a caring borough, an aspirational borough and a safe and secure borough.
2. Develop policies with tenants that cover:
 - Tenant involvement and empowerment
 - The home
 - Tenancies
 - Neighbourhood and the community.
3. Endorse the principles of the cooperative council and co-production, seeking to give tenants more authority in terms of decision making, e.g. appointing local tenants as Board Members.
4. Ensure that residents are able to sustain their tenancies, providing support where necessary so that tenancies are not put at risk unless this cannot be avoided.
5. Achieve safe and secure localities on both a strategic and operational basis, working in partnership with Lambeth to reduce anti-social behaviour and crime, intervening where appropriate.
6. Ensure that the people living in the home are those who are entitled to do so, and take action where it is apparent that this may not be the case.
7. Promote environmental sustainability, support energy efficiency and take actions to reduce the impact of fuel poverty.
8. Ensure that the needs of vulnerable and elderly resident households for physical adaptations to their homes are met.
9. Establish effective mechanisms for rent payment, including when this is paid through the welfare benefit system.
10. Provide assistance and support to help residents get permanent employment, particularly for young people and those who have been out of work for some time.
11. Ensure that quotas are filled in relation to Nomination Agreements and that the Council's processes and deadlines are adhered to.
12. Develop Tenancy Strategies that have due regard to the Council's Sustainable Tenancy Strategy
13. Provide contact details to the Council of the key liaison officers in relation to both housing management and housing development, and to ensure these are up to date.
14. Ensure that there are mechanisms in place for dealing with complaints and Council Member enquiries, that clear standards are set and that monitoring processes are in place. In regard to member enquiries, the Council expects that:

- RSLs provide a named contact officer as the lead, and that this is updated when necessary;
- 90 per cent of enquiries are responded to within 10 working days;
- 10 per cent are checked on a regular basis to assess quality;
- RSLs use member enquiries and complaints as a tool to learn about resident experience, and improve their service accordingly; and
- The escalation process is clearly communicated, and that complaints about the quality or inadequacy of a reply are dealt with by the most appropriate senior officer to the person who provided the reply.

15 Provide the Council with annual information on a Lambeth specific basis on the following Performance Indicators:

Factor	Requirement
Tenant Satisfaction	- Landlord Service; - Tenants Views Taken into account; and - Repairs and Maintenance
Asset Condition and Voids	- % of Stock failing Decent Homes; - %SAP Rating; and - %Voids as at 31 March of the relevant year
Housing Management Indicators	- Re-let times for all rented stock; and - Gross rent arrears for social and Affordable Rent Tenants (stated as separate figures)
Shared Ownership	- Satisfaction with service; and - Satisfaction with sales process
Social Community Benefit	-Number of residents entering employment or training having obtained support provided or commissioned by the RSL; -Number of Acceptable Behaviour and Anti-Social Behaviour Contracts having been taken out in the past year; and -RSL showing increased awareness of the Council's activities in dealing with vulnerable children as well as take part in these.

16 Attend and actively participate in the Council's strategic quarterly Lambeth Housing Association Group (LAMHAG) Meetings.

17 Have appropriate regard to the Council's policies as and when these are developed.

As a social landlord who seeks to work in partnership with Lambeth Council, I agree that _____ will follow the principles set out within the Lambeth Social Housing Charter

Signed: _____

Designation: _____ **Date:** / /