



Ministry of Housing,
Communities &
Local Government

The Charter for Social Housing Residents

New measures to make things fairer
for people who live in social housing



easy
read

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Introduction



This is the Government's new **Charter** for **social housing**.



A **Charter** sets out what you should expect to be done.



Social housing is housing for a lower rent, provided by either:

- your local council



- a housing association, or



- a charity.



People who live in social housing are called 'residents' and pay rent to a **landlord**.



The **landlord** is the organisation that owns your home.



These new measures are to make sure that landlords run social housing properly and provide a good service.

The new Charter



The new Charter says that if you are a resident in social housing, you should:

- be and feel safe in your home



- have information from your landlord about the service they provide



- have any complaints dealt with quickly and fairly



- be treated with respect



- be able to speak up and have your voice heard



- have a good quality home and neighbourhood to live in



- be supported to be able to own your own home.

How we will check that landlords follow the charter



The Regulator of Social Housing will make sure that landlords are following the charter.

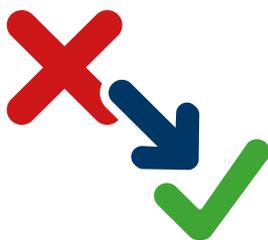


The Regulator of Social Housing is a government organisation that checks that social housing landlords are working properly.



They will make sure landlords:

- give residents information about how they are working



- put things right when they go wrong



- listen to residents.

Feeling safe



The Government will work with builders and landlords to make sure social housing is safe to live in.



The new Charter says that:

- The Regulator of Social Housing will check that landlords are keeping homes safe



- landlords must have someone who is responsible for health and safety in their housing. This is the person residents will speak to if they don't feel safe



- The Regulator of Social Housing will work closely with the building Safety Regulator.

This is a new government organisation that makes sure high risk buildings are safe, like tower blocks.



- homes should be made nicer and warmer



- we might ask your landlord to install a smoke alarm in your home



- the Government is thinking about the ways to keep you safe from harm caused by electricity



- residents should have a chance to speak up and be listened to.

Information



Residents need information from their landlord about how well they are working.



If you are a resident, this information will help you to understand if your landlord is doing things properly or not.



Information from landlords will explain to residents how they will deal with things like:

- repairs
- complaints
- keeping people safe
- spending money.



- The Government will:
 - create a list of things that landlords have to report on, based on what residents have said matters to them



- make sure landlords give residents the information they need



- make sure landlords give clear information about how they spend money.

Complaints



Landlords will have to deal with complaints quickly and fairly.



If you are a resident and not happy with the way your landlord dealt with your complaint, you can get help from the **Housing Ombudsman**.



The **Housing Ombudsman** looks into complaints about housing and tells landlords how to handle complaints.



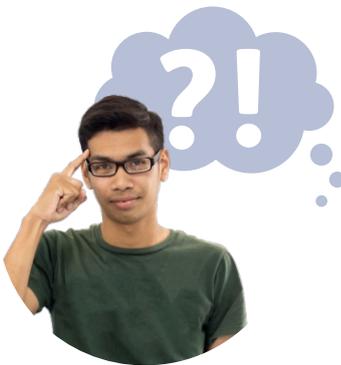
The Government will:

- make it easier and quicker for people to take their complaint to the Housing Ombudsman
- help the Housing Ombudsman to:
 - deal with complaints quicker
 - make landlords put things right.





- make sure landlords learn from the Housing Ombudsman's reports



- make sure residents know how to make a complaint



- ask the Housing Ombudsman to work closely with the Regulator of Social Housing



- make sure the Housing Ombudsman tells people about what has happened when someone makes a complaint.

Treating people with respect



The Government wants landlords to treat people fairly and with respect.



The Regulator of Social Housing will:

- make sure that landlords are speaking to people
- do a check on the largest landlords who run a lot of social housing, every 4 years
- set up a group of independent people to help them do their work.





The Regulator of Social Housing will be able to force landlords to put things right.



A lot of social housing is run by local councils, so we will make sure they and the organisations they use to manage their housing, are providing a good service.

Speaking up and being heard



Landlords will have to listen to their residents by:

- going to resident meetings



- involving residents in solving problems



The Government will:

- make sure landlords carry on looking for new and better ways to involve residents



- give residents more opportunities to speak up and be listened to



- look at how landlords' staff can give a better service to residents.

Good quality homes and neighbourhoods



Residents should be able to live in good quality homes and neighbourhoods.



The Government will:

- make sure that residents have some good quality green spaces close to where they live



- make sure that residents know who they can contact if they are faced with **anti-social behaviour**



Anti-social behaviour is when you upset other people by being noisy or threatening or damaging things.



- make sure that decisions made on who can live in social housing is done in a fair way.

Owning a home



The Government wants to support more people to be able to own their own home.



We are:

- building up to 180,000 new affordable homes. About half of these will be for people to buy



- setting up a new way for people to own part of their home if they want



- giving people the right to own part of their home if they want



- making sure that new homes are designed properly



- providing money so that landlords can build more affordable homes



- changing the rules so local councils can build more social housing.

For more information

If you need more information, please go to:



<https://www.gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper>