

The customer/landlord relationship						Initial Assessment					
Charter Standard	Strengths	Validation	Evidence Bank	Weaknesses/Action Required	Completion Deadline	Criteria met- 3, almost-2, partially 1, not met 0	Responsibility	Progress	Complete Y/N	Revised Score (if applicable)	
<p><b>1. Equalities</b> Social landlords must work to understand the individual needs of their tenants and other service users, and to deliver services that recognise and meets these needs. As part of this we require landlords to ask for equalities information from their tenants and other service users, and to use it to inform their decision making Social landlords must take equalities impacts into account when making decisions that affect their tenants and other service users.</p>	<p>Equalities Strategy in Place Equality Impact Assessments carried out for relevant policies including reviews</p> <p>Commissioned support of SE Training services Members of 'Happy to Translate' (HTT) Action Plan reviewed annually</p>	<p>Equalities Strategy</p> <p>Equality Impact Assessments (EIA) Equalities Session Presentation - Staff</p> <p>Approved Equality Action Plan EIA Session Presentation Nov 24 Happy to Translate' (HTT) Presentation - Staff</p>	<p><a href="#">Rent Increase 2025/26</a> <a href="#">Mgt Comm Rep outcome of rent incr consultation 220125</a> <a href="#">Allocations Policy Review Mgt Comm Report Mar 25</a> <a href="#">Mgt Comm Rep Allocations Review Mar 25</a> <a href="#">Allocations Policy Rep outcome of consultation 250625</a></p> <p><a href="#">Equalities &amp; HR Assurance Exercise</a></p>	<p>Develop Human Rights aspect of equalities once further guidance produced</p>	Mar-26	2	HSM				
<p><b>2: Communication</b> tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.</p>	<p>Customer Service Charter in place</p>	<p>Customer Service Charter</p>	<p><a href="#">Rent Increase 2025/26</a> <a href="#">Mgt Comm Rep outcome of rent incr consultation 220125</a> <a href="#">BP 2021 -26 - Year 4 Priorities</a> <a href="#">Allocations Policy Rep outcome of consultation 250625</a></p>								
<p><b>3: Participation</b> tenants and other customers are offered a range of opportunities that make it easy for them to participate in, and influence their landlord's decisions at a level they feel comfortable with.</p>	<p>Community Engagement Officer in place Working with TPAS</p>	<p>Service Level Agreement with TPAS</p>	<p><a href="#">Rent Increase 2025/26</a> <a href="#">Mgt Comm Rep outcome of rent incr consultation 220125</a> <a href="#">BP 2021 -26 - Year 4 Priorities</a> <a href="#">Allocations Policy Rep outcome of consultation 250625</a></p> <p><b>Service Level Agreements</b> <a href="#">ASB Service Level Agreement 2024-2025</a> <a href="#">ASB Service Level Agreement 2025-2026</a></p>	<p>Develop Scrutiny Panel</p>	Mar-26	2	HSM				

Housing quality and maintenance						Initial Assessment				
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<p>4. Quality of housing tenants' homes, as a minimum, when they are allocated are always, clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS), and any other building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emmission Heat Standard.</p>	<p>Void Management Policy in place Lettable Standards Rolling programme of SHQS Surveys carried out predominately by external consultants 5 Year planned maintenance programme in place and being delivered</p>	<p>Void Management Policy Lettable Stardards Energy Efficiency element of SHQS (validated as part of ARC return)</p>	<p><b>Committee Reports</b> <a href="#">Mgt Comm Report Sept 24</a> <a href="#">Lettable Standards</a> <a href="#">ARC Return 24/25</a> <a href="#">Quarterly Performance Mgt Rep</a> <a href="#">T&amp;R safety assurance exercise</a> <a href="#">Technical Services Policies</a> <a href="#">Technical Service Progress Reports</a></p>			3				
<p>5: Repairs, maintenance and improvements tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.</p>	<p>Overall performance of repairs timescales and ARC indicators Asset Manangement Plan in place and reviewed annually Compliance with RTR 5 Year planned maintenance programme in place and being delivered SHQS compliance Utilisation of frameworks to assit with delivery of planned and cyclical works programmes Various policies in place that cover</p>	<p>ARC Return 24/25 Tenant Satisfaction results Contract KPIs</p>	<p><a href="#">Technical Services Policies</a> <a href="#">Asset Management Plan 25/26</a>  <a href="#">BP 2021 -26 - Year 4 Priorities</a> <a href="#">Quarterly Performance Mgt Rep</a> <a href="#">T&amp;R safety assurance exercise</a> <a href="#">Technical Service Progress Reports</a></p>			3				

Neighbourhood and community					Initial Assessment						
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6. Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes tenants and other customers live in well-maintained neighbourhoods where they feel safe.	Anti Social Behaviour (ASB) policy in place.	Anti Social Behaviour (ASB) Policy	<b>Committee Reports</b>	Lack of Bulk Uplift Service - explore alternatives	Mar-26	2	HSM				
		Silver Service Agreement with GCC's Community Safety Glasgow	ASB Service Level Agreement								<b>Policy Review Reports</b> <a href="#">ASB Policy Review - Mgt Comm Report Oct 22</a> <a href="#">ASB Policy Review - Mgt Comm Report Oct 25</a>
		TenantsHub tool for recording estate management inspections	Reports can be run at any time								<b>Service Level Agreements</b> <a href="#">ASB Service Level Agreement 2024-2025</a> <a href="#">ASB Service Level Agreement 2025-2026</a>
		Regular Inspections of neighbourhood carried out									<b>Performance Reports</b> <a href="#">Quarterly Performance Reports</a>
		Historic low levels of ASB received									
		High levels of performance									
		Provision of garden & open space maintenance	Garden Inspections recorded via TenantsHub Platform								<a href="#">Close Inspection Reports</a> <a href="#">Open Space Inspection Reports</a>
		Annual garden competition	Results recorded - can be pulled at any time								
	Partnership working with GCC and local RSLs to address estate management issues collectively										

Access to housing and support						Initial Assessment				
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<p>7/8/9: Housing options</p> <p>Social landlords work together to ensure that:</p> <ol style="list-style-type: none"> <li>people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them</li> <li>tenants and people on housing lists can review their housing options</li> </ol> <p>Social landlords have a role to prevent homelessness and should ensure that:</p> <ol style="list-style-type: none"> <li>people at risk of losing their homes get advice and information on preventing homelessness</li> </ol>	<p>Annual review of waiting list</p> <p>Welfare Benefits Adviser</p>	<p>In-house Welfare Benefits Adviser</p>	<p><b>Committee Reports</b> <a href="#">Allocations Policy Review Mgt Comm Report Mar 25</a></p> <p><b>Policies</b> <a href="#">Allocations Policy Mar 25</a></p>			3	HSM			
<p>10: Access to social housing</p> <p>people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and on their prospects of being housed</p>	<p>Allocations Policy in place</p> <p>Online application form along with traditional application form available</p> <p>Passport2housing</p> <p>Annual Review of Waiting list</p> <p>Welfare Benefits Advisor</p>	<p>Allocations Policy</p>	<p><b>Committee Reports</b> <a href="#">Allocations Policy Review Mgt Comm Report Mar 25</a></p> <p><b>Policies</b> <a href="#">Allocations Policy Mar 25</a></p>			3	HSM			
<p>11: Tenancy sustainment</p> <p>tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations</p>	<p>Tenancy Sustainment Policy in place</p> <p>In-house Welfare Benefits Adviser</p> <p>ASB Policy in place</p>	<p>Tenancy Sustainment Policy</p> <p>Pre Action Requirements</p> <p>ASB Policy</p>	<p><b>Committee Reports</b> <a href="#">Potential Evictions Reports</a> <a href="#">ASB Policy Review Report Oct 25</a></p> <p><b>Policies</b> <a href="#">Tenancy Sustainment Policy</a></p>			3	HSM			
<p>12: Homeless people</p> <p>people who are homeless or at risk of homelessness get prompt and easy access to help, advice and information; are provided with suitable, good-quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to .</p>	<p>Minimum 45% lets to GCC through Section 5 (S5) Referral process</p> <p>Matching Process for S5 Referrals</p> <p>Tenancy Sustainment Policy</p>	<p>S5 Referral paperwork saved separately due to sensitive info but can be seen at any time</p>	<p><b>Committee Reports</b> <a href="#">Ending Homelessness Together Report</a></p> <p><b>Policies</b> <a href="#">Tenancy Sustainment Policy</a></p>			3	HSM			

Getting good value from rents and service charges						Initial Assessment				
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<p>13: Value for money tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.</p>	<p>Procurement Policy adhered to Business Plan Commitments Benchmarking Tenant Satisfaction Survey (TSS) Rent Setting and Review Policy</p>	<p>Procurement Policy TSS results 2022 Rent Setting and Review Policy</p>	<p><a href="#">Rent Increase 2025/26</a> <a href="#">Mgt Comm Rep outcome of rent incr consultation 220125</a> <a href="#">Tender Acceptance Mgt Comm Reports</a> <a href="#">Procurement Policy</a> <a href="#">TSS Results Presentation 2022</a></p> <p><b>Policy Review Reports</b> <a href="#">Rent Setting and Review Policy</a></p>			3				
<p>14/15: Rents and service charges</p> <p>a balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and service users can afford them.</p> <p>tenants get clear information on how rent and other money is spent, including details of any individual items of expenditure above thresholds agreed between landlords and tenants.</p>	<p>Consultation with tenants re: annual rent increase Rent Setting Policy</p>	<p>Rent Setting Policy</p>	<p><a href="#">Mgt Comm Rep re rent review 271124</a> <a href="#">Rent Increase 2025/26</a> <a href="#">Mgt Comm Rep outcome of rent incr consultation 220125</a></p> <p><b>Policy Review Reports</b> <a href="#">Rent Setting and Review Policy</a></p>	<p>Develop how rent money is spent</p>		2	Looking to Finance Manager to develop how rent money is spent i.e. £			

Other customers						Initial Assessment				
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16: Gypsy/Travellers sites are well maintained and managed and do not fall below the minimum site standards set in Scottish Government Guidance.