

Social Housing Green Paper: NFA Response

Decent Homes

ALMOs have often been working to Decent Homes + standards and have local plans in place to ensure decent, high quality homes.

We would welcome a review of the **Decent Homes Standard**, especially around the areas of safety, energy efficiency and neighbourhoods. However, any changes need **sufficient resourcing**.

Stigma

We are calling for the Government to **provide concrete support and funding to the See the Person Campaign**.

We want a consistent long-term commitment from Government to ensure social housing is recognised as an **equal tenure in a mixed tenure market**. Ministers and MPs need to be called out for using stigmatising language. Further research should be undertaken into if, and how, stigmatisation of social housing is leading to discrimination against social housing tenants.

Complaints

We fully support giving residents **a stronger voice to influence decisions & improve performance**.

There is a lot of good practice already in the sector and we want Government to learn from this good practice and share it.

We support **local complaints policies and procedures which are co-designed with residents**.

Effective complaints management is about having a culture where complaints are encouraged, resolved and learned from.

Regulation

The Social Housing Regulator should be strengthened to be proactive in relation to consumer standards and widened to cover all landlords of social housing, including councils and their managing agents.

There should be **a rating on consumer standards** added to the existing regulations on Viability and Governance.

A basket of KPI comparison data will be useful, but needs to sit alongside an Inspection Regime that focuses on areas that matter to tenants.

Expanding Supply

We welcome the lifting of the Borrowing Cap and look forward to seeing the sector building a new generation of council housing. Although we welcome the flexibilities on **Right to Buy**, these flexibilities should be extended across the country. We also think that discounts need to be reduced to sensible levels and eligibility criteria lengthened.

The NFA Response to the Social Housing Green Paper can be found here: <https://is.gd/LcZ5A3>