



Pauline Stuchfield  
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City of York Council

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CC: Michael Jones, Vicky Japes

6<sup>th</sup> December 2024

Dear Pauline,

## Referral to the Regulator of Social Housing (the regulator)

I write further to your letter of 15<sup>th</sup> August 2024 in relation to City of York Council's self-assessment against the outcomes of the consumer standards and, in particular, the council's position relating to stock condition surveys, the decency of your homes, health and safety, and understanding of tenants' diverse needs. Thank you for your co-operation as we considered the information shared with us in detail.

We have now completed our consideration of your referral and are writing to inform you of the outcome.

### Our approach and our handling of your referral

We assess how material issues or potential issues of regulatory concern are to landlords' delivery of the outcomes of our standards in line with our approach as detailed [here](#). To do that, we have assessed the information provided by the council in line with our standards which are set out below.

### The information you shared with us

You told us that, following a self-assessment of the council's position in relation to the consumer standards, you had identified areas in which the outcomes of the standards were either not currently being met, or were being only partially met.

You highlighted your conclusion that you had identified issues in the following key areas: your assurance on the percentage of your homes that meet the Decent Homes Standard; the percentage of your homes that has had an Electrical Installation Condition Report (EICR) issued within the last five years; incomplete records in relation to the installation of smoke detectors and carbon monoxide alarms; the number of outstanding remedial actions from Fire Risk Assessments and Water Hygiene Risk Assessments; and limitations to the data you hold in relation to your tenants. You further advised that improvement plans were in place, and provided more detailed information on the both the actions you have taken to date and that you plan to take in the near future to address these key issues.

At our request, on 23<sup>rd</sup> September 2024 and 4<sup>th</sup> December 2024 you supplied further information in relation to these key areas, as well as wider aspects of health and safety compliance, repairs and maintenance, and complaints. You also supplied copies of your internal improvement plan.



## **The standards we have considered in this case**

We considered the information shared with us against the Safety and Quality Standard and the Transparency, Influence and Accountability Standard, which say:

### **Safety and Quality Standard**

#### **1.1 Stock quality**

*1.1.1 Registered providers must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants.*

#### **1.2 Decency**

*1.2.1 Registered providers must ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator.*

#### **1.3 Health and safety**

*1.3.1 When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas.*

#### **1.4 Repairs, maintenance and planned improvements**

*1.4.1 Registered providers must provide an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible.*

### **Transparency, Influence and Accountability Standard**

#### **1.1 Fairness and respect**

*1.1.1 Registered providers must treat tenants and prospective tenants with fairness and respect.*

#### **1.2 Diverse needs**

*1.2.1 In relation to the housing and landlord services they provide, registered providers must take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants.*

## **Our assessment**

Taking account of all the information provided, we have concluded that it would not be proportionate to take any further regulatory action at this time. However, we expect the council to keep the regulator promptly informed of any material delays in delivery or deterioration of its position.

In reaching this conclusion, we noted the scale and pace of the work that has already been undertaken to update the council's stock condition data and improve assurance on Decent Homes Standard compliance, and the actions that the council has taken in relation to electrical safety, fire safety and water hygiene.

We further note the council's wider response to identification of the issues raised, including: the review of internal service structures, and provision of increased internal staff resources; procurement of additional external support; system improvements; and the development and implementation of new processes. consider

We also noted the openness and transparency demonstrated by City of York Council both in bringing these issues to our attention, and in responding to our requests for further information.

## Next steps

Whilst we do not intend to issue a Regulatory Judgement for the council at this time, we note that there are some weaknesses in the council's delivery of the outcomes of the consumer standards albeit for which there are improvement plans in place to address. We will seek an update on the progress of these improvements at our Annual Engagement Meeting with the council in 2025/26, and will be in touch regarding the arrangements for this meeting in due course.

Regardless of the potential timing of any future engagement meetings, we must reiterate our expectation that City of York Council keeps the regulator promptly informed of any material delays in delivery or deterioration of the council's position.

Thank you for your assistance while we considered this matter. Please feel free to contact us should you have any questions or wish to discuss further.

Yours sincerely



**Rhiannon Davies**  
**Senior Regulatory Engagement Manager**