

# Regulatory Continuous Improvement Plan 2025

# So, what are the Regulatory standards?

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**RS1**

The organisation has effective strategic leadership and governance arrangements which enable it to achieve its purpose and objectives

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**RS2**

Robust risk management and assurance arrangements are in place

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**RS3**

High quality services are delivered to tenants

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**RS4**

Tenants are empowered and supported to influence the design and delivery of services

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**RS5**

Rents and service charges are affordable for current and future tenants

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**RS6**

The organisation has a strategic approach to value for money which informs all its plans and activities

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**RS7**

Financial planning and management is robust and effective

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**RS8**

Assets and liabilities are well managed

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**RS9**

The organisation provides high quality accommodation

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## The following Improvement Plan shows the areas where we plan to make changes or improvements:

Regulatory standard	Improvement Action	Timescale to complete	Updates
<b>RS1 – The organisation has effective strategic leadership and governance arrangements which enable it to achieve its purpose and objectives</b>	Complete any actions identified within the Code of Governance action plan adopted by the Board		
	Principle 4: Decision-making, Risk and Control – Improvements needed to evidence social value and community benefits as set out in the VFM Framework.	Carried forward to September 2025	In progress
	Principle 6: Diversity – How the organisation will gather and use diversity or other data, use of EDI Training for the Board.	Carried forward to September 2025	In progress
<b>RS3 – High quality services are delivered to Tenants</b>	Implement improvements identified in the 2023 STAR Survey – Monitored through the Corporate Plan	March 2026	In progress
<b>RS4 – Tenants are empowered and supported to influence the design and delivery of services</b>  <b>4d – Can demonstrate how CCHA are responding to the diverse views of tenants, to inform the development of its housing and related services.</b>	Undertake the rent affordability survey earlier this financial year so that we can deep dive into tenant responses more thoroughly and inform our rent setting policy.	October 2025	In progress
	Review the effectiveness of the new service charge policy. STAR survey will continue to inform our service delivery, and we will use feedback to change, learn and improve.	February 2026	In progress
	Review the effectiveness of our formal tenant involvement structures to ensure that our tenants come from as diverse backgrounds as possible and ensure that their voices are fed back into our service planning and delivery.	March 2026	In progress
	Review the effectiveness of new transactional satisfaction surveys which aim to improve survey return rates.	November 2025	In progress
	Review how we capture feedback from tenants so that we improve processes and communication going forward with decarbonisation works.	March 2026	In progress
	Procure and implement new telephony and housing management systems that will support better capturing of data, case management information, service delivery and customer experience.	May 2026 – Telephony July 2027 – Housing Management System	In progress
	Complete the social media project and review its effectiveness with engagement and impact to feed into influence, design and delivery of services via LEARN Framework.	November 2025	In progress