

Summary of changes

Introduction

- The strategy title has been updated to reflect the extended timeframe: 2024–2027.
- The introduction now includes the rationale for extending the strategy by one year, ensuring alignment with evolving priorities and regulatory expectations.
- A new reference has been added to highlight the programmed inspection conducted by the Regulator of Social Housing, including the grading outcome received.

National context

- The section on the Social Housing Regulation Act has been revised to incorporate the outcomes of the Consumer Standards review, along with details of the standards assessed.
- Inclusion of the Minimum Energy Efficiency Standards (MEES) Consultation

Regulatory judgement

- A new section has been introduced to outline the 2025 regulatory judgement received by South Holland District Council (SHDC).
- Inclusion of the root cause analysis,

Our tenants

- Updated to reflect that tenant census data is continuously refreshed through direct interactions with officers, ensuring records remain accurate and responsive to changing circumstances.
- A full census programme will be conducted every four years to maintain a comprehensive understanding of the tenant population.
- Removed the census information about tenants that would like to be more informed about the service and those that would like to be involved in improving the services as there is now a active tenant engagement offering with engaged and involved tenants.

Tenant Satisfaction Measures

- This section now includes the Tenant Satisfaction Measures (TSM) results for 2023/2024 and 2024/2025.
- Inclusion of the national benchmarking for 24/25.
- Inclusion of benchmarking against other Lincolnshire authorities as requested by Tenants.

Our properties

- Updated to reflect current housing stock, ensuring the strategy remains relevant to the existing asset base.

Our ambitions – No changes made to this section as these ambitions continue to be delivered upon.

Appendix 3

Supporting out tenants

- Enhanced with key highlights from 2024/25, including:
 - Number of new homes delivered
 - People supported
 - Engagement events held since the launch of the new strategy.

Monitoring

- Performance information will now be shared with tenants via focus groups, promoting transparency and accountability.
- The Assistant Director of Housing now meets monthly with the Regulator as part of the Provider Improvement Plan, following the C2 grading issued in 2025.
- Benchmarking practices have been updated to include comparisons with Lincolnshire peers, in response to tenant feedback.
- The Portfolio Holder title has been amended from Communities and Operational Housing to Strategic and Operational Housing.

Appendix

- Root cause analysis included as an appendix for transparency.