

Type of social housing provider A		
Mechanism of accountability to Stockport Metropolitan Borough Council	Mechanism of accountability to residents of Stockport	Mechanism of accountability to both
<p>Council Oversight and Partnerships: Stockport has established strong partnerships with local housing associations and Stockport Homes Group (SHG), which help manage neighbourhood issues, anti-social behaviour (ASB), and support community safety. The Council holds regular meetings and reviews with housing providers, addressing any issues or lapses in service directly. This collaboration enhances accountability by creating clear avenues for council intervention when necessary</p>	<p>Resident Problem Reporting and Resolution: Residents can report issues directly to their housing provider. If the issue is not resolved satisfactorily, residents in social housing can escalate through an internal complaints process and, ultimately, to the Housing Ombudsman. In cases involving private tenants or housing association residents, they may also approach the local authority's Housing Standards team, which can enforce remedial actions</p>	<p>Asset Management and Reporting: Housing providers maintain Asset Management Plans to manage and schedule repairs or replacements for essential elements like boilers, kitchens, and bathrooms. This structure ensures that providers are accountable for maintaining housing quality, although financial constraints have led to extended replacement periods in some cases</p>
<p>Council Scrutiny and Monitoring: The council has a Members' Committee that oversees Stockport Homes' (SHG) work, ensuring alignment with council objectives. Additionally, SHG provides an annual Delivery Plan to demonstrate its commitment to supporting the council's housing goals, reinforcing transparency and accountability to both residents and council</p>	<p>Building Safety Residents' Panel – ensure that the regulatory requirements of the Building Safety Act 2022 are met</p> <p>Stockport At Home Newsletter</p> <p>Tenant Management Organisation</p> <p>Customer Voice Membership Group</p> <p>Resident Engagement Strategy</p>	<p>Formal Mechanisms for Enforcement: The council's Housing Standards team can take formal action on complaints from tenants of private landlords and housing associations. There is also a secondary escalation route via senior contacts within the housing associations to ensure rapid response and issue resolution</p> <p>Performance Report</p>

	<p>Submit complaints via website/email/telephone</p>	
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Satisfaction surveys

Customer Scrutiny Panel