

Competence and Conduct Standard – What it means for you

We want everyone who lives in a council home to receive a high-quality, professional and respectful service. This means making sure our housing staff and contractors have the right knowledge, skills, experience and behaviours to support residents and deliver effective landlord services.

Tendring District Council has been preparing for the new Competence and Conduct Standard, which comes into effect in October 2026. The Standard is an important part of improving professionalism, accountability and culture across social housing.

What is the Competence and Conduct Standard?

The Competence and Conduct Standard is a regulatory requirement from the Regulator of Social Housing. It applies to registered providers of social housing and is designed to ensure that tenants receive good-quality, respectful and professional landlord services.

The Standard requires social landlords to make sure relevant staff and contractors have the skills, knowledge, experience and behaviours needed to provide good-quality services. It also requires landlords to have a written workforce policy, develop or adopt a code of conduct, meet applicable qualification requirements, and give tenants meaningful opportunities to influence and scrutinise this work.

The Standard has two important areas:

- **Competence and professional development:** ensuring colleagues have the training, knowledge, skills, experience and, where required, professional qualifications needed for their roles.
- **Conduct and behaviours:** embedding respectful, professional and accountable behaviour in every interaction with tenants and residents.

How we are getting ready

We have not waited for the new Standard to come into effect. We have already been strengthening how we support the competence, professionalism and behaviours of our housing workforce.

We have introduced Level 3 and Level 4 Chartered Institute of Housing qualifications into several key frontline officer roles. We are also developing a comprehensive three-year Competence and Conduct Action Plan, with over 30 actions, to help us go beyond minimum regulatory expectations and continue improving the service residents receive.

Our aim is to build a housing service where residents can consistently expect fairness, respect, professionalism, accountability, empathy and a genuine commitment to listening and learning.

We are also working with external housing organisations and professionals, including Housemark and Local Government East, and joining the [Stop Social Housing Stigma](#) campaign. This will help us build trust, challenge stigma and support a consistent culture of respect, competence, compassion and accountability.

Putting residents' voices at the heart of our approach

Resident involvement is central to this work. We manage your homes by working alongside our resident voice Tenant Panel, and their views will help shape our new Competence and Conduct Policy, which we aim to launch by the end of October 2026.

Before the policy is introduced, we want to hear directly from tenants and residents. We want to make sure we are considering the behaviours you expect from colleagues and the standards you want to see in the way we deliver housing services.

You may wish to tell us:

- What being treated with respect means to you
- What good communication looks like
- What would give you greater confidence in the professionalism of the housing service.

Your views and experiences matter, and they will help us ensure our approach reflects what residents expect from us. Please share your views by **7 October 2026** by emailing Tenant.Involvement@tendringdc.gov.uk or by speaking to a member of the team on **01255 686690**.

We will share any updates, the policy and the impact of your feedback by the end of October 2026.