

Website Review Checklist

Respondent Details

Please provide your details if you are happy for us to contact you about your feedback.

Name

Address

Category	Item to Check on Website	Yes/No
Key Housing	Annual housing report	
Key Housing	Summary of housing finances	
Key Housing	Housing strategies and Policies	
Key Housing	Value for Money summary	
Key Housing	Who makes housing decisions	
Key Housing	Housing Improvement Plan	
Key Housing	The role of the Housing Improvement Board	
Key Housing	Up-to-date senior management team list	

Comments box:

Please let us know if you were unable to find any sections above, where you felt they should have been, or if you found them but thought they should have been elsewhere on the website and any additional comments you have on the pages above that could help us review and update our website.

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Category	Item to Check on Website	Yes/No
Transparency	Statement showing how we meet national housing standards	
Transparency	Most current Tenant Satisfaction Measures (TSMs)	
Transparency	Simple explanation of how TSMs were collected	
Transparency	Report on complaints (numbers, outcomes, learning)	
Transparency	Ombudsman Complaint Handling Code self-assessment	
Transparency	Complaints policy	
Transparency	"How to make a complaint" steps, timelines & accessible options	
Transparency	Visible link to the Housing Ombudsman	

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Category	Item to Check on Website	Yes/No
Equality, Diversity & Inclusion	Equality, Diversity and Inclusion policy	
Equality, Diversity & Inclusion	Accessibility statement	
Equality, Diversity & Inclusion	Clear information on reasonable adjustments	
Equality, Diversity & Inclusion	Statement showing fair access and anti-discrimination	

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Category	Item to Check on Website	Yes/No
Health & Safety	Gas safety information	
Health & Safety	Fire safety information	
Health & Safety	Electrical safety information	
Health & Safety	Asbestos safety information	
Health & Safety	Water safety (legionella) information	
Health & Safety	Lift safety information (if relevant)	
Health & Safety	Building safety information (if relevant)	

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Category	Item to Check on Website	Yes/No
Repairs & Maintenance	"Report a repair" page with steps and timescales	
Repairs & Maintenance	Emergency repair contact details	
Repairs & Maintenance	Repairs service standards	
Repairs & Maintenance	Repairs performance information	

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Category	Item to Check on Website	Yes/No
Tenant Involvement	Ways tenants can get involved	
Tenant Involvement	Current list of running activities (Involvement calendar)	
Tenant Involvement	Tenant Panel Constitution	
Tenant Involvement	Information on how to join the Tenant Panel	
Tenant Involvement	Information on how to join sub-groups	
Tenant Involvement	"You said, we listened" examples of improvements	
Tenant Involvement	Performance information	

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Category	Item to Check on Website	Yes/No
Rent & Service Charges	Information on how to pay rent	
Rent & Service Charges	Service charge breakdowns	
Rent & Service Charges	Information on rent support and welfare advice	
Safeguarding & Support	Safeguarding policy	
Safeguarding & Support	Named safeguarding leads	
Safeguarding & Support	Information on support services	

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Category	Item to Check on Website	Yes/No
Legal & Compliance	Privacy notice	
Legal & Compliance	Cookies policy	
Legal & Compliance	Contact details for data protection queries	

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Item to Check on Website:

Please review each of the items listed below on our website. Please note that these are not standalone webpages; they may relate to functionality, accessibility features, or content located within other pages. Please provide details of your findings in the free-text section below.

Website is secure (https:// with padlock)

No broken links, *if there is please indicate where we can find these*

Works well on mobile phones

Helpful alt text on images

Clear navigation

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No outdated content

Easy-to-read performance trends against housing service standards

Surveys and feedback channels easy to find

Positive stories and outcomes

Examples of recent service improvements

Housing Improvement Plan published with actions and progress