



Regulator of
Social Housing

The new regulatory regime

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January 2025



This session will cover:

- A brief recap on changes to our consumer regulation – our vision, standards and operating model
- Summary of our work on TSMs
- What we're seeing in our casework – gradings and recurring themes
- Themes emerging from engagement with landlords
- How we engage with landlords
- Lessons from our casework

Our vision for consumer regulation

Landlords maintain tenants' homes so that they are safe and of a decent standard and that landlords provide a quality service.

Where things go wrong, complaints are handled effectively, and things are put right.

The relationship between tenants and landlords is underpinned by shared expectations of fairness and respect and a shared understanding of their respective rights and responsibilities.

Landlords demonstrate that they understand the diverse needs of the communities that they serve, and their services reflect that.

Tenants understand, use, and have confidence in the recourse that they have to get problems resolved.

Stakeholders have confidence that landlords' commitment to their tenants is underpinned by effective consumer regulation, whether that landlord is a housing association, council, or for-profit provider.

Regulatory standards from 1 April 2024

New consumer standards

For all providers

- **Safety and Quality Standard** – outcomes about the safety and quality of tenants' homes
- **Transparency, Influence and Accountability Standard** – outcomes about how landlords provide information, listen to tenants, and act on their views
- **Neighbourhood and Community Standard** – outcomes about how landlords work with other organisations to help ensure tenants live in safe neighbourhoods
- **Tenancy Standard** – outcomes about how landlords allocate and let homes and manage tenancies

Existing standards continue

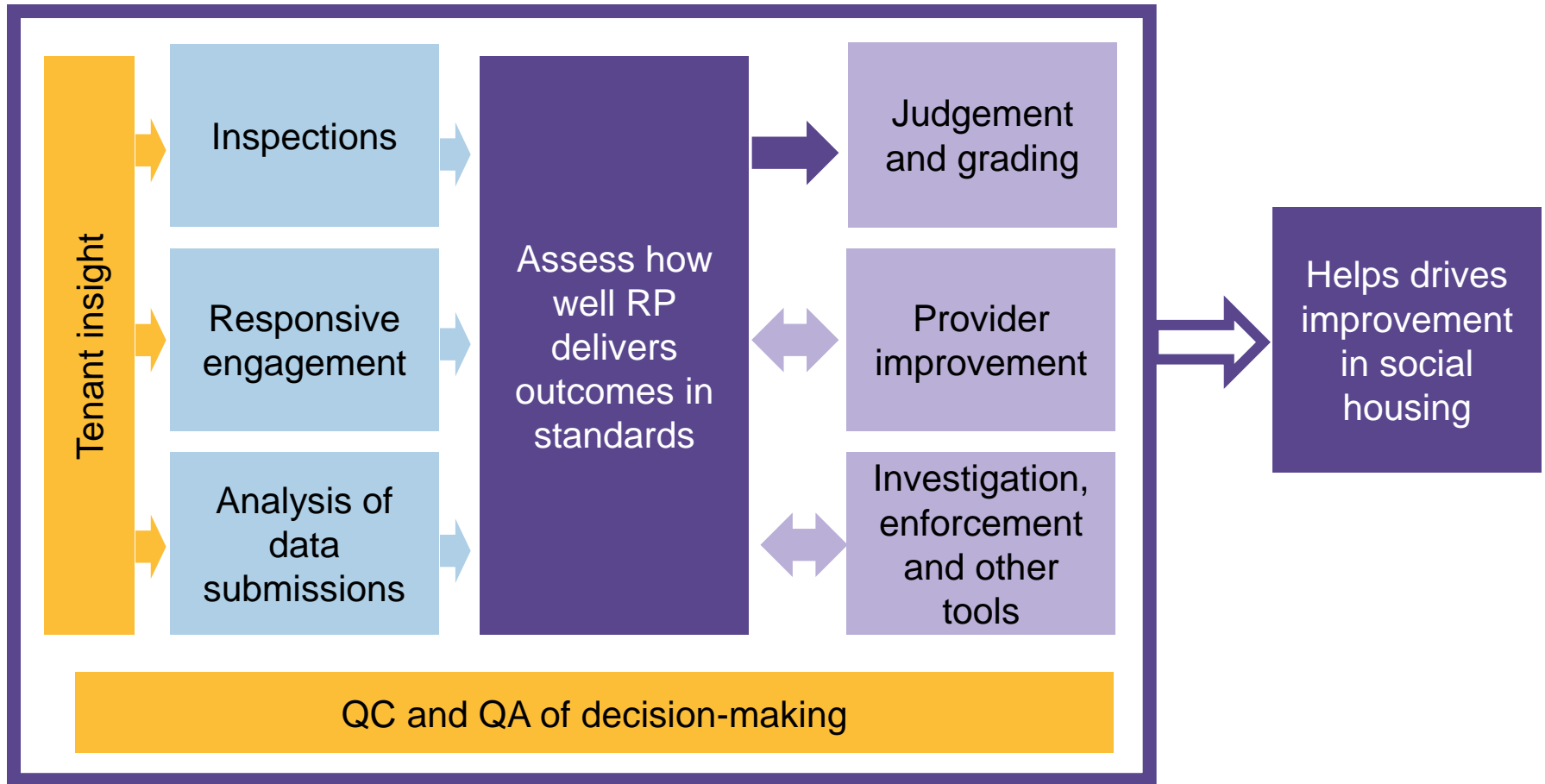
For all providers

- **Rent Standard** – outcomes about rents, as set out in government policy

For private registered providers

- **Governance and Financial Viability Standard** – outcomes about how landlords are run and their finances
- **Value for Money Standard** – outcomes about landlords making the best use of their resources

Assessing providers against the standards



Tenant Satisfaction Measures

- Range of satisfaction levels – some variation but no material difference between PRPs and LAs, or LAs with or without ALMO arrangements
 - Tenants in London overall less satisfied than other regions
- Building Safety – we've identified areas of low performance and engaged with providers. Some of this engagement might result in a regulatory judgement in due course.
- Areas with higher satisfaction – fairness and respect, landlord listening
- Areas with lower satisfaction – ASB and complaints handling
- Data published in November 2024, along with NTS

- Next steps for us
 - Continued engagement with landlords where needed – focus on building safety
 - Take data into account in inspections
 - Prepare for year 2

Consumer gradings for LAs

- Challenge for LAs – demonstrating/evidencing compliance and outcomes for tenants
 - governance, reporting, oversight
- Responsive grades:
 - C3 judgements – mainly LAs
 - Self-referrals – very important!
 - Health and safety compliance
 - Repairs
 - Understanding of stock and decency
 - TSMs
- Inspection grades:
 - Mainly a mix of C1 and C2; some C3 and C4 judgements
 - Self-referrals – also very important!
 - Repairs
 - Understanding of stock and decency
 - Tenant influence and accountability
 - Complaints handling



How do we engage with landlords?

- All landlords should be aiming to be C1 – we will work with any landlord that is not a C1 to drive improvements.
- Intensity of engagement depends on grading and seriousness of the issues
- Collaborative, co-regulatory approach (if we can!)
 - Landlords responsible for improving
 - Seek to understand reasons for what went wrong, and a clear path to resolve
 - Manage/mitigate any risks to tenants in the meantime
- Engagement will push for a timely resolution – but some problems are hard to fix.
- If we can't secure improvements, range of powers available:
 - Surveys
 - Statutory inquiry
 - Performance improvement plans and enforcement notices
 - Emergency remedial works and financial penalties
 - Management tender, management transfer, appointment of advisors
 - Censure of employees

Lessons from our casework



Data quality is imperative!
Understanding tenants, understanding stock, H&S including remedial actions



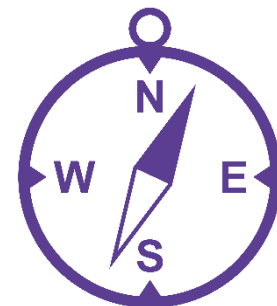
Tenant engagement mechanisms – meaningful, effective, embedded in governance structures. Value of complaints.



Importance of effective governance and oversight arrangements. Self-referrals when you find something.



Need to understand position and how to improve. Willingness and ability to deliver improvement. Senior level engagement is very helpful.





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The Regulator of Social Housing regulates registered providers of social housing to promote a viable, efficient and well-governed social housing sector able to deliver and maintain homes of appropriate quality that meet a range of needs.

