



Regulator of
Social Housing

Consumer standards consultation

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October 2023



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.

Developing the consumer standards – considerations

Must meet three tests for consumer regulation

Must make a meaningful difference to tenants

Must be deliverable by landlords

We must be able to regulate them effectively

And...

Primary relationship is between landlords and tenants

Retain outcome-based standards

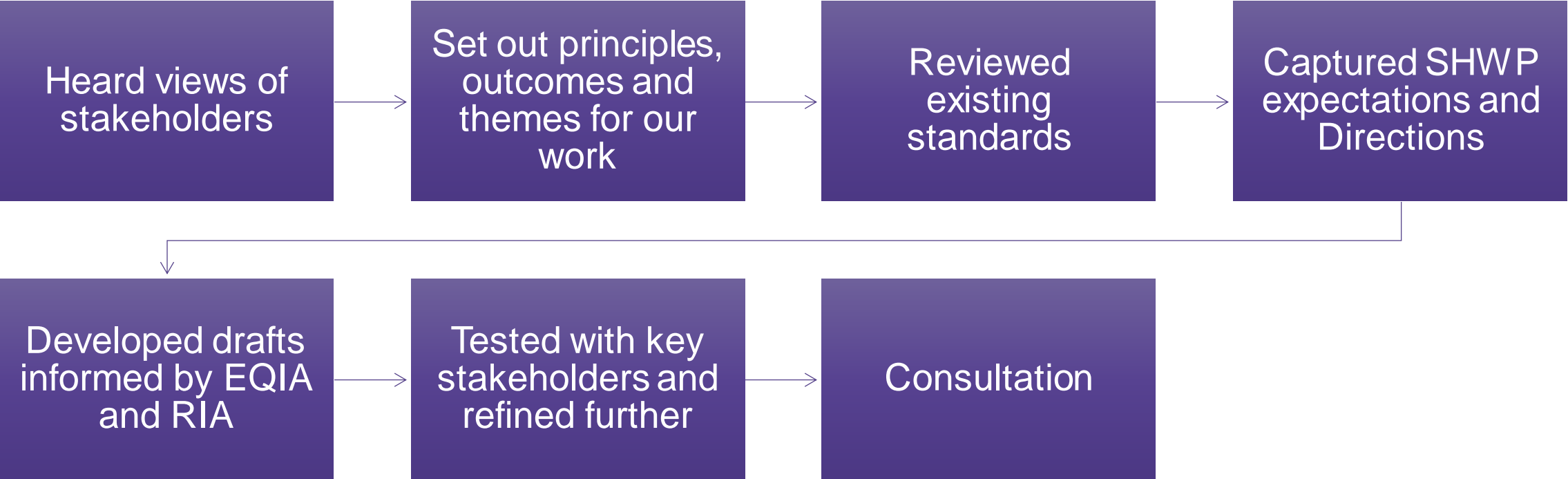
Existing standards cover much of the right territory

Universally applicable

White Paper expectations

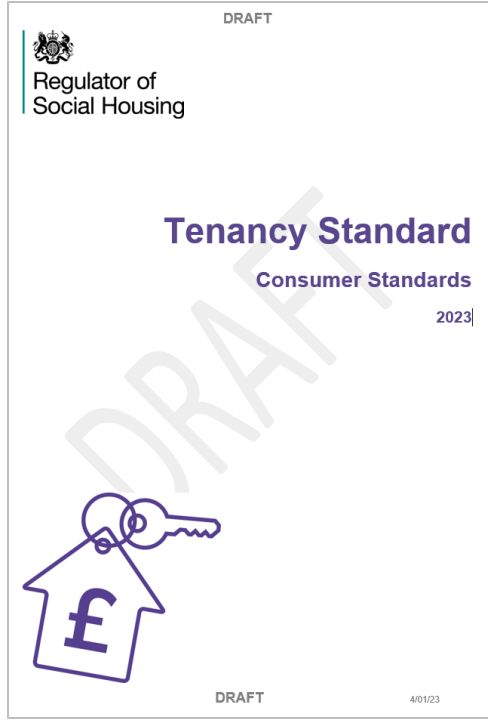
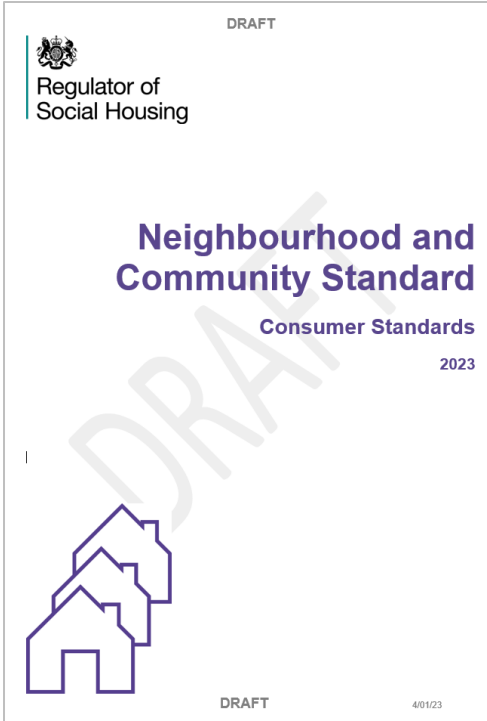
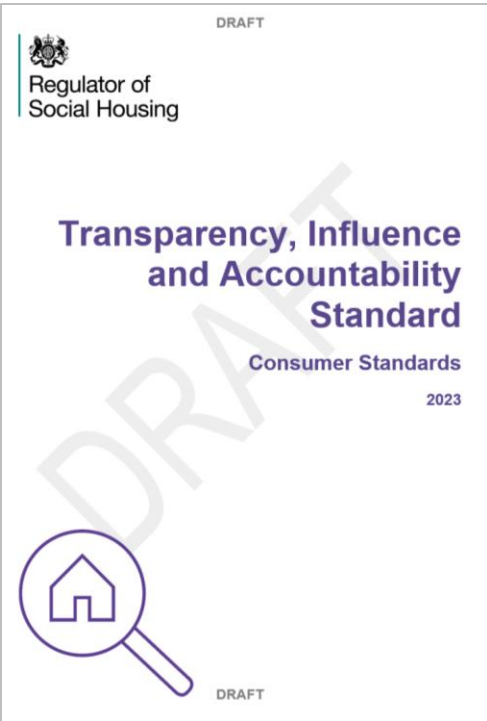
Standard setting power

Development of draft standards and draft Code of Practice



Proposed consumer standards

Themes: Safety - Quality - Transparency - Influence - Accountability - Neighbourhood - Tenancy



Safety and Quality Standard

Stock quality

- New requirements for RPs to have an accurate and up to date record of stock condition of individual homes and to use this understanding to ensure they provide good quality, well maintained and safe homes

Decency

- 2012 Directions on Quality of Accommodation remain in place

Health & Safety

- Explicit that all legal assessments are completed and arising actions carried out within timescales
- We expect landlords to consider the safety of tenants in all aspects of landlord service delivery

Repairs, maintenance and planned improvements

- Requirements aim to be more tenant-centric with emphasis on easy reporting and good communication
- Moved away from right first time to setting timescales that achieve effective, efficient and timely repairs

Adaptations

- Greater prominence – landlords must assist tenants to access adaptations service
- Recognition that not all landlords provide an adaptations service

Transparency, Influence & Accountability Standard

Fairness and respect	<ul style="list-style-type: none">• Required outcome and cross cutting in the delivery of all requirements• Underpins the aims of the SHWP
Diverse needs	<ul style="list-style-type: none">• RPs are expected to use data, taking action to improve access and equitable outcomes• Greater focus on accessibility of communications, information & services
Engagement with tenants	<ul style="list-style-type: none">• 2023 Tenant Involvement Direction: give tenants opportunities to influence and scrutinise their strategies, policies and services• Landlords must continually improve their approach service delivery inc tenant engagement
Information about landlord services	<ul style="list-style-type: none">• RPs must provide essential information that all tenants need in order to be able to interact with their landlord
Performance information	<ul style="list-style-type: none">• Includes current TSM requirements alongside additional requirements to broaden the performance information landlords must provide to tenants
Complaints	<ul style="list-style-type: none">• Policy continuity
Self-referral	<ul style="list-style-type: none">• SHWP expectation with a new power in the Act• Mirrors the equivalent expectation in the G&FV standard, extending the expectation to LAs

Neighbourhood and Community Standard

Maintenance of shared spaces

- Shared spaces are those used by tenants that are not the responsibility of the landlord
- Despite not having direct responsibility, landlords have a role to play in co-operating with others so those spaces are safe and well-maintained for tenants

Local cooperation

- Very similar to our existing requirements - when considering their role, landlords must consider their strategic objectives and tenants' views as well as their presence in an area

Safer neighbourhoods

- New requirements seek to better reflect the realities of an RP's role in deterring and tackling ASB
- We propose introducing requirements for landlords to have a specific approach for dealing with hate incidents

Domestic abuse

- SHWP expectation with a new standard setting power in the SHR Act
- Requirements recognise that landlords have a role to play in tackling domestic abuse

Tenancy Standard

Allocations and lettings

- Requirements aim to be more tenant-centric, recognising landlords need to balance competing demands to ensure stock is used appropriately
- We have given great emphasis to allocating adapted housing appropriately, to make the best use of homes

Tenancy sustainment and evictions

- Greater prominence to expectation that providers support tenants to maintain their tenancy, and where that is no longer appropriate, providers should provide timely advice to those tenants

Tenure

- 2012 Directions remain in place.
- Future changes will be subject to a new Direction

Mutual exchange

- New mutual exchange direction provides continuity; RPs providing support to tenants seeking to mutually exchange
- New expectation that landlords will offer tenants information on implications of a mutual exchange

Aims of the draft Code of Practice

- Elaborates on some requirements, by giving examples where we think they are useful
- Amplify some of the requirements
- Does not seek to define every term
- Not to prescribe how providers comply with the standards
- Helps providers to understand what we are looking for when seeking assurance that they meet the standards
- Delivers key messages to the sector
- Providers should have regard to the Code – we can take the Code into account when considering compliance, but cannot enforce against it



Consultation documentation

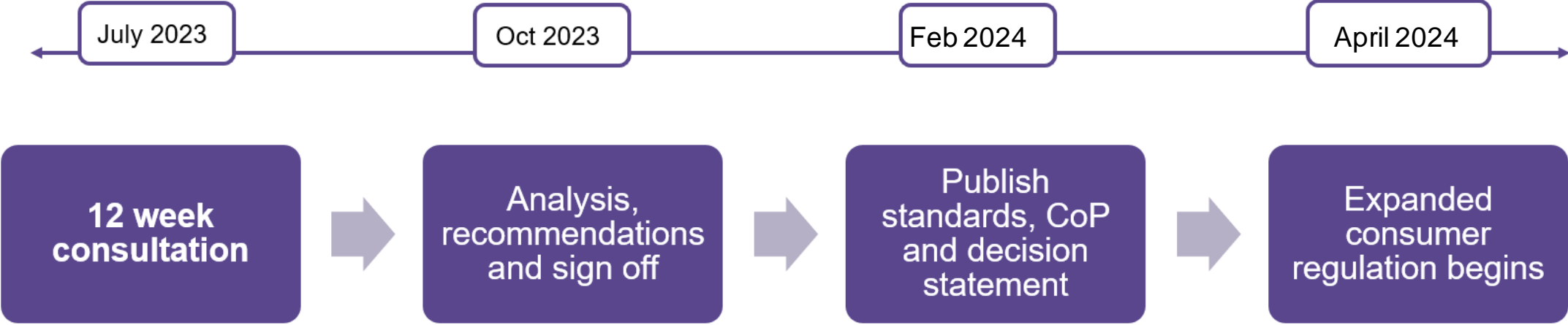
- Draft consumer standards
- Draft Code of Practice
- Draft Regulatory Impact Assessment
- Draft Equality Impact Assessment
- Plain English summary
- 'Easy Read' summary with response booklet

We want to hear from landlords, tenants and anyone with an interest in social housing.



Make sure you have your say!

Next steps on the consumer standards and Code of Practice



Questions please