Four Million Homes

Knowledge and action for change in social housing

www.fourmillion.org
@fourmillionhomes

CCH | PPCR Specialists | Ministry of Housing, Communities & Local Government

1

Four Million Homes

The standards your landlord needs to meet

Social Housing Residents Training Session 2

2

The Economic Standards

- The Economic Standards apply to Private Registered Providers
- Governance and Financial Viability – legal compliance; stakeholder accountability; safeguarding assets and sector reputation; risk management; access to funds; financial control; business planning
- Rent
- Value for Money – metrics (reinvestment, new supply, gearing, interest cover, social housing cost, operating margin, return on capital employed)
- Annual compliance self-assessments and statements

3

The Consumer Standards

- The Consumer Standards apply to all Registered Providers
- Safety and Quality – stock quality; decency; health and safety; repairs; maintenance and planned improvements; adaptations
- Transparency, Influence and Accountability – fairness and respect; diverse needs; engagement with residents; information about landlord services; performance information; complaints; Tenant Satisfaction Measures; STAIRs
- Neighbourhood and community – safety of shared spaces; local co-operation; anti-social behaviour and hate crimes; domestic abuse
- Tenancy – allocations and lettings; tenancy sustainment and evictions; tenure; mutual exchange
- Competence and Conduct - Ensuring that staff delivering social housing services have the necessary skills, knowledge and behaviours to provide good-quality services and meet appropriate standards of professional conduct.

4

Group exercise

How is your landlord performing against the Consumer Standards?



5

Comfort break for 10 minutes

6

The Tenant Satisfaction Measures

- 22 measures across 5 service areas – repairs; building safety; engagement; neighbourhood management; complaints
- An annual Tenant Perception Survey - 12 of the measures are drawn from the survey (essentially satisfaction with landlord performance)
- Landlord data – 10 of the measures are drawn from internal data (essentially compliance data, complaints and anti-social behaviour case numbers)
- Reporting – to the Regulator of Social Housing and residents
- Different requirements for small providers

7

Regulating the Standards

- Regulating at the landlord level – overall outcomes
- Co-regulation
- Risk based regulation
- Assurance based engagement
- Inspections and reviews
- Judgements and gradings – governance, viability and consumer
- Referrals and information sharing – link to Housing Ombudsman
- Enforcement powers

8

Group exercise

How effective is the new approach to regulation and what are the challenges for the Regulator of Social Housing?



9

Four Million Homes

Thank you

For more info on anything you have heard here today, please check your handout, or visit our website and social media channels.

www.fourmillion.org
@fourmillionhomes

CCH | PPCR

10

Four Million Homes

Evaluation Survey

https://www.surveymonkey.com/r/FMHtraining2025

11