



Regulator of
Social Housing

The Social Housing Tenant Engagement Event

Developing Tenant Satisfaction Measures to Deliver High-Quality Social Housing

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Outline of session

- The regulator's current role in consumer regulation
- RSH's response to White Paper
- Tenant Satisfaction Measures – what they are and how they work
- What should providers be doing to prepare for implementation?

The role of the regulator

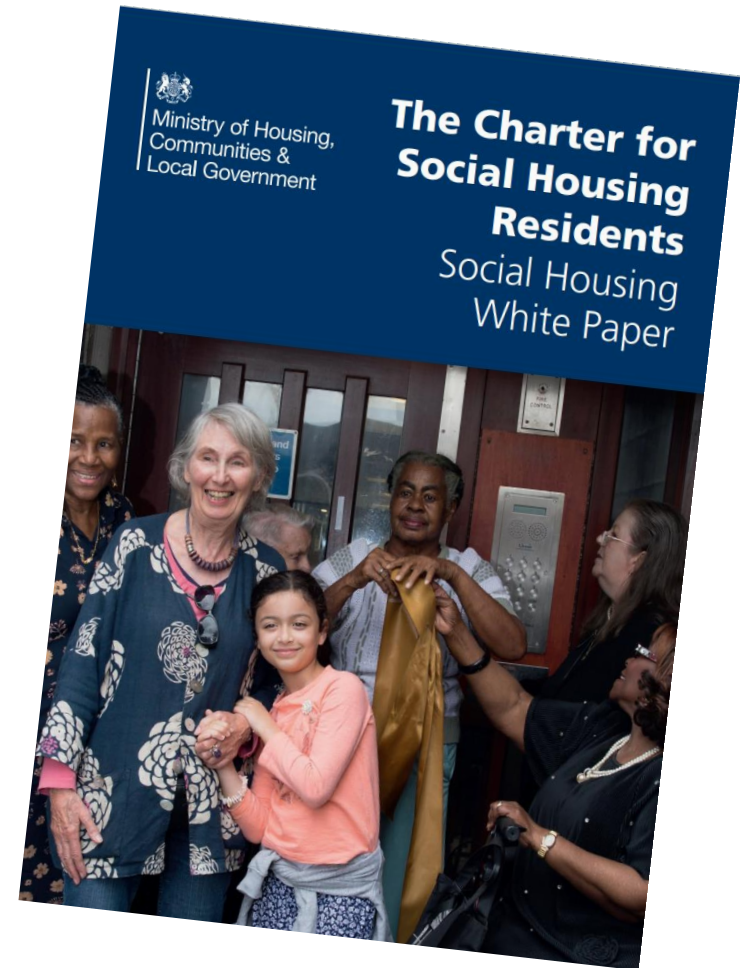
- *The Regulator of Social Housing regulates registered providers of social housing to promote a viable, efficient and well-governed social housing sector able to deliver homes that meet a range of needs.*
- Economic regulation – focus on governance, viability and value for money and rents
- Consumer regulation – aims to ensure tenants are safe in their homes, given appropriate degree of choice and protection, and can hold landlords to account

Consumer regulation approach

- Current legislation sets a high bar for regulatory action - focus on potential systemic failure.
- Referrals from tenants, representatives, registered providers (including local authorities) and others.
- We consider all information received to consider whether it represents a breach of our standards. But...
- We do not seek to resolve individual complaints. That is the role of the Housing Ombudsman.

RSH response to the White Paper – what is happening?

- Single regulator for economic and consumer regulation.
- The importance of economic regulation remains – consumer to be on a par.
- Good governance remains imperative
- Co-regulatory and outcome focussed principles
- Landlord responsibility
- Investment choices and trade-offs



Things are changing...

- New objectives, powers and function
- Proactive consumer regulation
 - Serious detriment test removed
 - Inspections
 - Tenant Satisfaction Measures
 - Revised consumer standards / Codes of Practice
- Nominated individuals – safety and consumer standards
- Access to information scheme
- Decent Homes Standard (details to come)
- Joined up with BSR and Housing Ombudsman



Tenant satisfaction measures

- Consultation with stakeholders at the start of 2022
- Decision statement published in September 2022
- TSMs 'go live' on 1 April 2023
- TSMs will enable:
 - (1) tenants to scrutinise their landlord's performance
 - (2) give landlords insight about where they can improve
 - (3) provide the regulator with intelligence about whether landlords are meeting the standards
- All registered providers will need to collect TSM data
- All registered providers with more than 1,000 units will need to submit data to the regulator
- We will carry out a voluntary data submission pilot with smaller providers

Tenant satisfaction measures

Keeping
properties in
good repair

Maintaining
building safety

Effective
handling of
complaints

Respectful and
helpful
engagement

Responsible
neighbourhood
management

Overall tenant
satisfaction

Final thoughts – what should the sector be doing now?



Tenant engagement - understand and respond to tenants' concerns



Data - understand your stock and your tenants



Systems and processes – ensuring they're fit for purpose



Leadership, culture and transparency



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