



Regulator of
Social Housing

Regulator of Social Housing's new regulatory regime

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Overall approach to regulation

We regulate at the landlord level.

We are co-regulatory.

We are risk based.

We are assurance based.

We focus on the delivery of outcomes.

Regulatory standards from 1 April

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

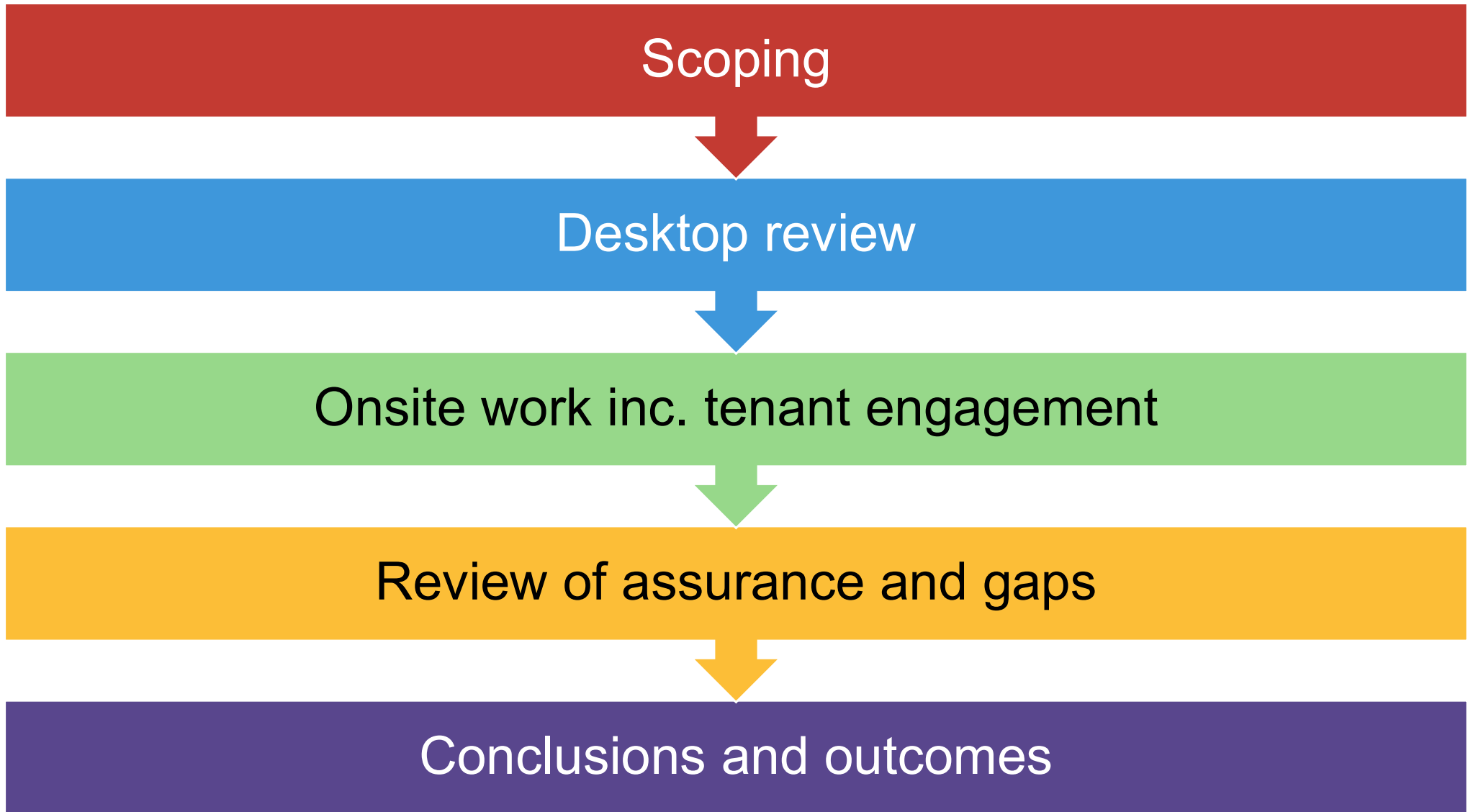
For private registered providers

- **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

- Three 'business as usual' regulatory tools
 - Integrated **inspections** of large providers (more than 1,000 homes)
 - Analysis of **data submissions** including **TSMs**
 - **Responsive** engagement
- Insight from tenants will feed into all three
- If we find serious failures in a provider
 - take into account context, scale and impact, and landlord actions
 - focus is on provider putting things right for tenants
 - wider range of tools available if we need to use them

Inspections – what they look like

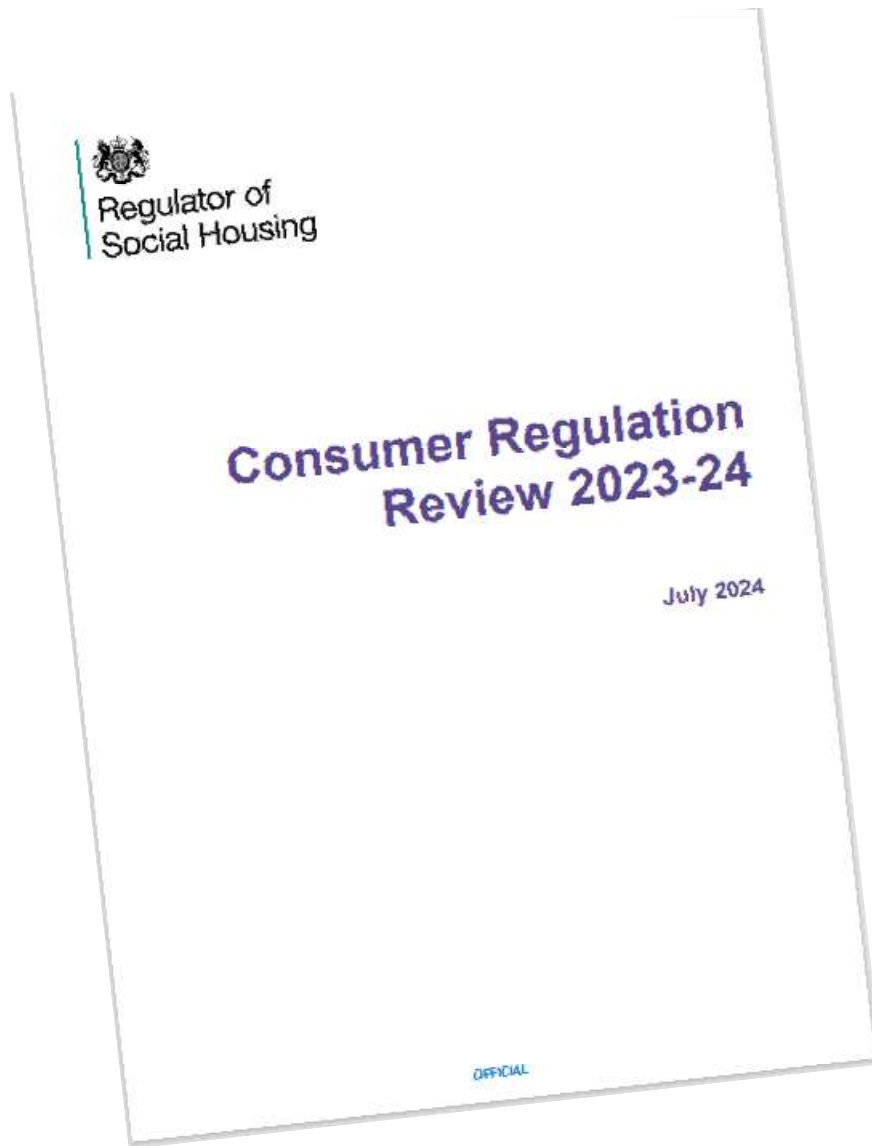


Regulatory Judgments and grades

We will publish regulatory judgements and award consumer grades after every inspection and certain responsive work

Consumer grading	Description
C1	Our judgement is that overall the landlord is delivering the outcomes of the consumer standards. The landlord has demonstrated that it identifies when issues occur and puts plans in place to remedy and minimise recurrence
C2	Our judgement is that there are some weaknesses in the landlord delivering the outcomes of the consumer standards and improvement is needed.
C3	Our judgement is that there are serious failings in the landlord delivering the outcomes of the consumer standards and significant improvement is needed.
C4	Our judgement is that there are very serious failings in the landlord delivering the outcomes of the consumer standards. The landlord must make fundamental changes so that improved outcomes are delivered.

Consumer Regulation Review 2023-24



- Published on 17 July 2024
- Available on our website:
[Consumer regulation review 2023 to 2024 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/124222/consumer-regulation-review-2023-to-2024.pdf)
- Includes lessons and themes from the last year
- Those themes are relevant for the new standards and changes to regulation



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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.

