



Regulator of Social Housing

The consumer standards and the TSMs

May 2024

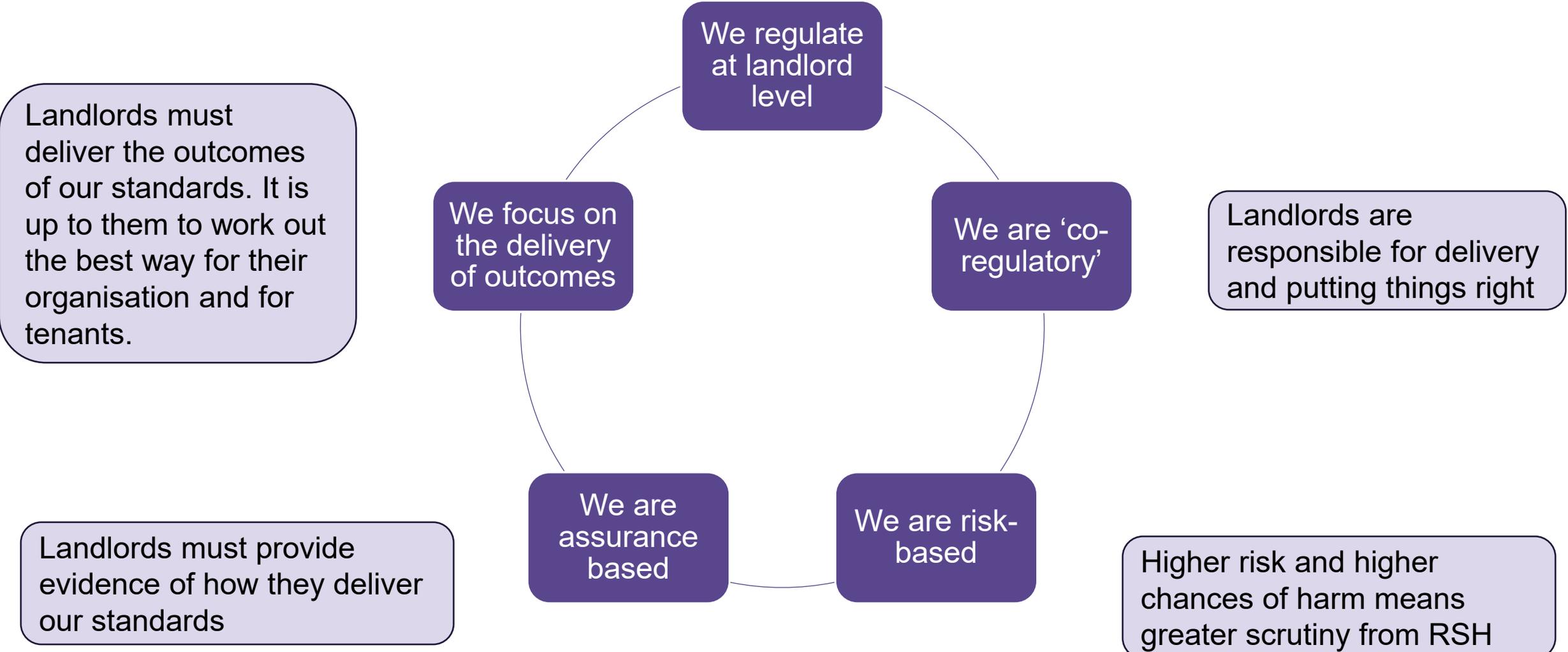
Fleur Priest-Stephens- Head of Tenant Engagement

Context

- Social housing tenants' homes should be safe and well maintained, and landlords should deliver effective landlord services. Tenants should be able to hold their landlord to account for the delivery of effective landlord services.
- As the sector regulator, it is our job to help ensure that landlords deliver what tenants need.
- From 1 April 2023 all providers must collect and publish TSM data annually in line with our requirements
- On 1 April of this year we introduced our new approach to consumer regulation in line with changes to our regulatory powers.
- We have started inspecting large landlords, seeking evidence of assurance that they are delivering the outcomes of the new consumer standards.
- For non-local authority landlords, we continue to regulate against our Governance and Financial Viability Standards

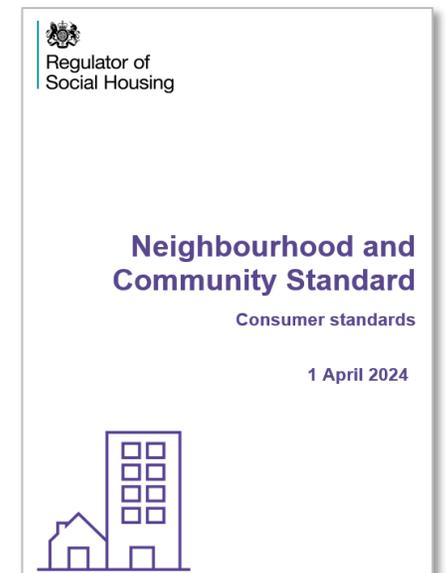
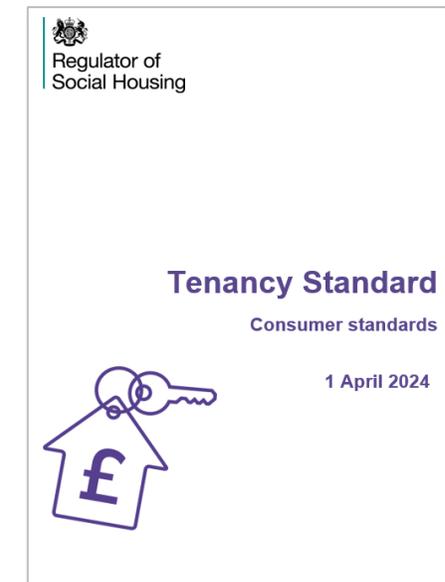
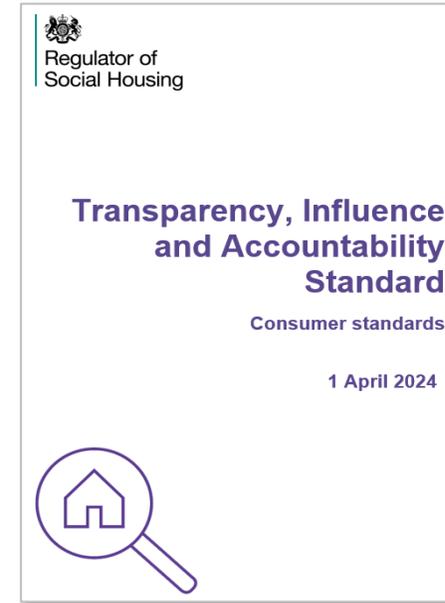


How RSH regulates



Consumer standards

- Our 4 new standards apply to all landlords
- They are outcome-based standards so that landlords are able to deliver the outcomes we expect in the most appropriate way for their tenants and their organisation.
- The TSM requirements have been incorporated into the Transparency, Influence, and Accountability Standard.
- Boards and councillors should have robust mechanisms in place to provide them with assurance that their organisation delivers the outcomes of the standards, including the TSM requirements
- It is then for landlords to show us, with evidence, how they are delivering those outcomes.



Tenant Satisfaction Measures (TSMs)

TSMs are:

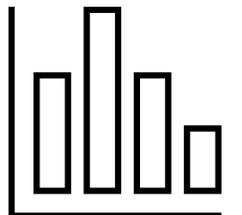
- A set of performance information from landlords, calculated in way set by the regulator
- Collected according to a set of requirements set by the regulator
- A mix of perception measures (based on a survey with tenants) and management information
- Aimed at giving tenants meaningful information about their landlord, and assisting the regulator in ensuring the new consumer standards are being met

TSMs are not:

- The only performance information landlords collect or publish
- Completely fixed in their requirements
- The only information tenants and the regulator can/ should look at when evaluating or comparing providers

Regular reviews between programmed inspections

- In between carrying out programmed inspections, we review a range of information from landlords including tenant satisfaction measures data
- Where we identify data quality issues, we will follow up with them and may take a range of actions
- Where a landlord's data suggests they may be at a higher risk of failing to deliver the outcomes of our standards, we carry out further assessment, which may involve responsive engagement and/or carrying out an inspection.



Referrals from the public

- A referral is information or allegations that tell us that a social housing landlord may not be delivering the outcomes of our standards
- Tenants can make a referral via phone, email, or post.
- It helps us if you include details about what has happened and how it relates to our standards.
- We will consider the circumstances of each case on an individual basis.
- We will think about a range of factors when deciding what to do next. For example:
 - Which standard, or which required outcomes, does the issue relate to?
 - What evidence do we have?
 - How long has this been happening for, and how long has the landlord known about it?
 - What is the potential impact, and scale, of the issue?
 - How has the landlord's action, or lack of action, contributed to the issue?



During an inspection: What might RSH be looking for?

We ask landlords to provide evidence that:

- Data about homes, services, and satisfaction is being collected and monitored
- Insight from tenants is used to inform decision-making
- Tenants are provided with relevant, timely, accurate, and easy-to-understand information
- Recommendations from tenants are considered, delivered, reported on and evaluated
- There are a range of accessible ways for tenants to have their voices heard

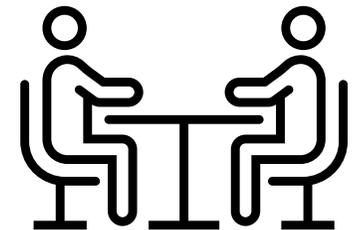
For non-local authority landlords we also ask for evidence that:

- There is a clear plan for how they will deliver their purpose
- Boards monitor performance and delivery
- Boards and executives have an understanding and oversight of risks
- They are financially resilient



Hearing from tenants during inspections

- Our standards say that there must be meaningful opportunities for tenants to influence and scrutinise the landlord's strategies, policies, and services.
- We ask for evidence that landlords are hearing from tenants, including from surveys with tenants, and other methods.
- Part of the evidence we will gather will come from tenants who take part in these activities, to get their view on how they are working.
- We also have a range of options for assessing how well services are being delivered for tenants. These include having meetings with tenants, running focus groups, and estate/ neighbourhood tours.



Gradings and judgements

Our regulatory judgements include one or more grades for all large landlords.

- For private registered providers, these grades are our view of how well they are delivering the outcomes of the Governance (G grade) and Financial Viability Standard (V grade) and the consumer standards (C grade).
- For local authority landlords, this grade is our view of how well they are delivering the outcomes of the consumer standards (C grade).
- All grades are given on a scale of 1- 4. We publish gradings and judgements on our website and provide a short description of what we saw during our investigation.
- We expect providers to inform tenants about their regulatory gradings and judgements

Consumer gradings and judgements

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.

Every landlord should aim for a Consumer Grade of C1



Putting things right: Our powers and when we use them

What sorts of powers do we have?

- To survey homes
- To carry out inspections
- To require performance improvement plans
- To issue fines
- To appoint a 'manager' (a person or group)
- To remove an 'officer' (which includes senior staff, trustees and members)

This is not a full list

We might use them if we see serious failings:

- that put tenants or their homes at risk
- to act on issues raised by the regulator
- showing a lack of evidence that the leaders have sufficient skill, expertise or willingness to make improvements
- to meet our standards

Additionally for non-local authority landlords, serious failings:

- in areas concerning probity (e.g. fraud)
- showing a lack of robust governance arrangements
- that show issues with financial viability



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Thank you