

Regulatory standards

One of the ways in which the housing regulator drives improvement in individual social landlords is by developing and setting appropriate regulatory standards. These standards define the outcomes that landlords must deliver for tenants.

They assess how well landlords deliver the outcomes set in the standards, and take action if needed. This means that landlords must be able to show, with evidence, how they are delivering those outcomes. Landlords also need to be transparent with their tenants and other stakeholders about their performance.

From 1 April 2024, the following standards will apply to relevant landlords.

Existing standards

- 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 to deliver their purpose.
- Rent Standard - outcomes about rents, as set out in government policy.

Revised consumer standards

- 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

Landlords that deliver the outcomes in our four consumer standards will:

- Maintain tenants' homes so that they are safe and of a decent standard and provide a quality service.
- Handle complaints effectively where things go wrong.
- Listen to tenants and support them to influence decisions.
- Have a relationship with their tenants that is underpinned by shared expectations of fairness and respect and a shared understanding of their respective rights and responsibilities.

- Demonstrate that they understand the diverse needs of the communities that they serve, and that their services reflect those diverse needs.

All landlords, no matter their size or organisational structure, will need to deliver the outcomes in these standards from 1st April 2024.

Code of practice for consumer standards

To help landlords deliver the outcomes in the revised consumer standards the Regulator has published a code of practice. This provides more information about what they are looking for in relation to their consumer standards by illustrating specific areas and themes within the standards. Landlords can choose the right approach for them and their tenants as long as they can show, with evidence, that they are delivering the outcomes in the standards themselves.

How they will regulate

While the remit and many of their regulatory tools are changing from 1st April 2024, the Regulator's approach will be underpinned by the same overarching principles already in use. They look at how well the landlord is delivering the outcomes of their standards overall with the aim to drive improvements across the sector and within landlords so that tenants receive good quality homes and services. Landlords are responsible for ensuring their organisations are managed effectively and that they meet the outcomes of the Regulator's standards. Landlords must support their tenants to shape and scrutinise service delivery and tell the Regulator about any material issues that might result in their failure to deliver the outcomes of our standards; the higher the level of risk the Regulator feels there is, the greater our level of scrutiny and the stronger our actions are likely to be.

Landlords are responsible for showing the Regulator, with evidence, that they are delivering the outcomes of our standards. Landlords must decide for themselves the best ways to deliver the outcomes for their organisation and their tenants,

The Regulator will carry out a programme of inspecting large social landlords. For all landlords these programmed inspections will look at service outcomes for tenants, and the landlord's transparency with, and accountability to tenants. For housing associations they will look in detail at areas relating to their governance and finances. Data will also be collected about tenant satisfaction, condition and quality of homes, and rents to gain sector insight and see which landlords are at high risk of failing to deliver on the outcomes of the standards. TSM data, in particular, will give a new source of insight into tenants' experiences and assist the Regulator in understanding how landlords are delivering against the outcomes of the new consumer standards.