



Communities Scrutiny Committee

Sep 2024

Regulatory Landscape

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The drive to make it better



Already here & Coming down the track

What has changed so far

- **Social Housing (Regulation) Act 2023**
- **Regulator of Social Housing New Powers**
- **Consumer Standards**
- **Tenant Satisfaction Measures**
- **Housing Ombudsman New Powers & Complaints Handling Code**

Our readiness

- **Self Assessment**
- **Being System Led**
- **Meeting the Regulator**
- **Strengthening Data**

Social Housing (Regulation) Act 2023

- **Re-balance the relationship between landlords and residents**
- **Professionalisation (Housing Qualifications)**
- **New powers to Regulator of Social Housing (RSH)**
- **Overhaul of Housing Regulation & Inspection**

Regulator of Social Housing

- **New Legal Powers**
 - Enter homes & order remedial action
 - Performance Improvement Plans
 - Unlimited Fines
- **New Proactive Inspections**
 - New **Consumer Standards**
 - 3-4 Yearly Inspections - replacing G/V rating
 - **C** Rating 1-4
- **Effective from 1st April 2024**

Consumer Standards

4 revised standards



Safety and Quality Standard: safe /good quality homes /services



Transparency, Influence and Accountability Standard: open, fairness and respect, access services, raise complaints, influence decision making, hold landlord to account



Neighbourhood and Community Standard: landlords to engage with other relevant parties, safe well-maintained homes and neighbourhoods



Tenancy Standard: requirements for fair allocation of homes, how tenancies are managed

Regulatory requirements & Inspection triggers

Tenant Satisfaction Measures (TSMs)

- 22 Standard measures for all providers
 - 12 from resident survey
 - 10 from our performance data
 - Publish annually
- How us data to inform services

Regulatory requirements & Inspection triggers

Housing Ombudsman

- **Complaint Handling Code – Law 1st April 2024**
- **Removal of ‘Informal Complaint’**
- **Revised Timescales**
 - **5 Days to acknowledge**
 - **10 Days response Stage 1 (can extend by 10 days)**
 - **20 Days response Stage 2 (can extend by 20 days)**
- **Must be easy to complain**
- **Ombudsman New Powers**
 - **We must publish self-assessment with Code by June 2024**
 - **Has powers to publish further ‘Codes of Practice’**
 - **Closer working relationship with Regulator**

.....coming down the track

Awaab's Law

- Extend beyond just Damp and Mould
- Prescribed timescale to investigate potential hazard
 - 14 days to inspect
 - Further 48 Hours to confirm in writing findings
- Determine impact on individual resident (risk)
 - 48 hours, or
 - Reasonable Timeframe
- Findings of consultation are yet to be shared so we await final confirmation of full law

.....coming down the track

Professionalisation – Housing Qualifications

- **Social Housing (Regulation) Act 2023**
 - Employees to be suitably qualified
- **Proposals shared in consultation:**
 - **Senior housing managers:** Level 4 qualification.
 - **Senior housing executives:** Level 5 / Foundation degree
 - Anyone who spends > 50% role on Housing Activities
 - 2 years to achieve or be working towards qualification 2025
- **Awaiting results of consultation before this legislation is finalised**

Our Approach

Performance driven & Data Led

- Changing landscape / regulatory requirements demand of us to measure performance, have VfM, be compliant
- New inspection regime – the Regulator will be coming
- We must ensure the Customer's voice is heard and that we are accountable
- Lot of work done on data – Housemark, TSMs, Compliance, Civica Cx, KPI's
- Our Challenge – to deliver great services

Questions

