



The Social Housing Regulation Act 2023

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Today's session

- Background to the Act
- Main Provisions
- What does the Act mean for Social Housing?
- A six-point action plan

The new Act – a landmark in Social Housing Regulation

- Housing and Regeneration Act 2008 created the Regulator of Social Housing
- Ending of Audit Commission Inspections of local authorities in 2010
- RSH delivers proactive regulation on rents, governance and viability
- RSH was delivering reactive consumer regulation on service provision – serious detriment test applied and reliance on self-referral and severe incidents
- Minimal interaction with local authorities with housing vs tight scrutiny of housing associations

Events leading to Act

- Grenfell Tower Tragedy
- Hackitt Review and Grenfell Tower Enquiry
- White Paper – Residents Charter 2020
- New Building and Fire Safety Legislation
- National publicity on the state of social housing in the UK
- Housing Ombudsman issues Complaint Handling Code
- Death of Awaab Ishak arising from damp and mould in 2020
- Introduction of Tenant Satisfaction Measures

Key Principles

- Expanded consumer regulation objectives
- Greater accountability to tenants
- Treating tenants fairly and with respect
- Focus on building safety
- Greater emphasis on neighbourhoods

Main changes arising from the Act

- Removal of the serious detriment test – must demonstrate compliance
- Performance Improvement Plans
- Introduction of Ofsted style inspections to assess compliance
- Removing cap on fines - £5000 previously
- Shorter notice periods for conditions surveys – down from 28 days to 2 days
- Safety has been added to the fundamental objectives
- Transparency – with tenants and Regulator and sanctions for non-compliance
- A new National Tenant Advisory Panel
- MOU – Regulator, Housing Ombudsman and Building Safety agencies
- Professionalism of the housing sector – Competency Standard

Regulatory Framework

- 22 measures combining tenant perception and landlord performance
- Mandatory annual survey, statistically valid and representable
- Prescribed requirements
- Must report back findings by summer 2024
- Providers will be ranked in a league table and poor performance will lead to regulatory intervention

New (proposed) Consumer Standards

- Safety and Quality Standard
 - Providing safe and good quality homes and landlord services
- Transparency, Influence and Accountability Standard
 - being open with tenants, fair treatment, easy access to services and complaints, enable to influence and hold landlord to account
- Neighbourhood and Community Standard
 - engaging with other relevant parties to provide safe and well-maintained homes
- Tenant standard
 - fairly allocating and letting homes and the life-cycle of tenancies

Existing non-consumer standards still in place
RENT STANDARD

Actions now

- Ensure compliance with current standards
- Review compliance with complaint handling code
- Building safety legislation compliance
- Self-assessment of draft consumer standards
- Review data – h&s compliance and validate current performance (TSM's)
- Review scrutiny arrangements and engage properly with tenants (accountable persons and effective scrutiny)



Questions