



Regulator of
Social Housing

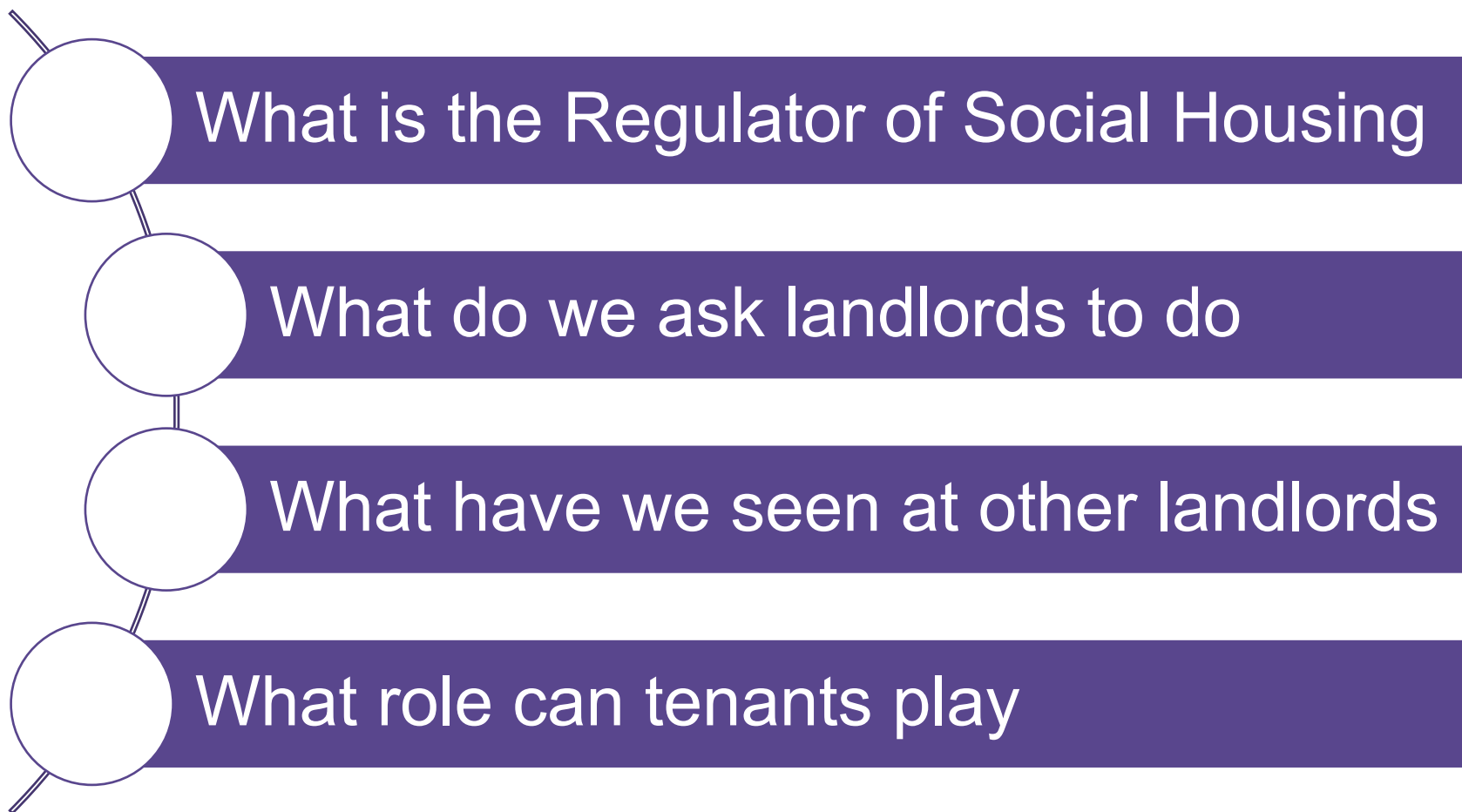
Resident engagement and the Regulator

2024 Wandsworth Council Annual
Residents' Conference

October 2024



Introduction



What is the Regulator of Social Housing

Regulator with
legal backing

We cover
England and all
landlords of
social housing

We regulate at a
landlord level.

We set
standards that
landlords have
to meet.

We have legal
powers to
inspect
landlords

We can act
where landlords
aren't meeting
our standards

What are the standards?



Our vision for consumer regulation

Landlords maintain tenants' homes so that they are safe and of a decent standard and that landlords provide a quality service.

Where things go wrong, complaints are handled effectively, and things are put right.

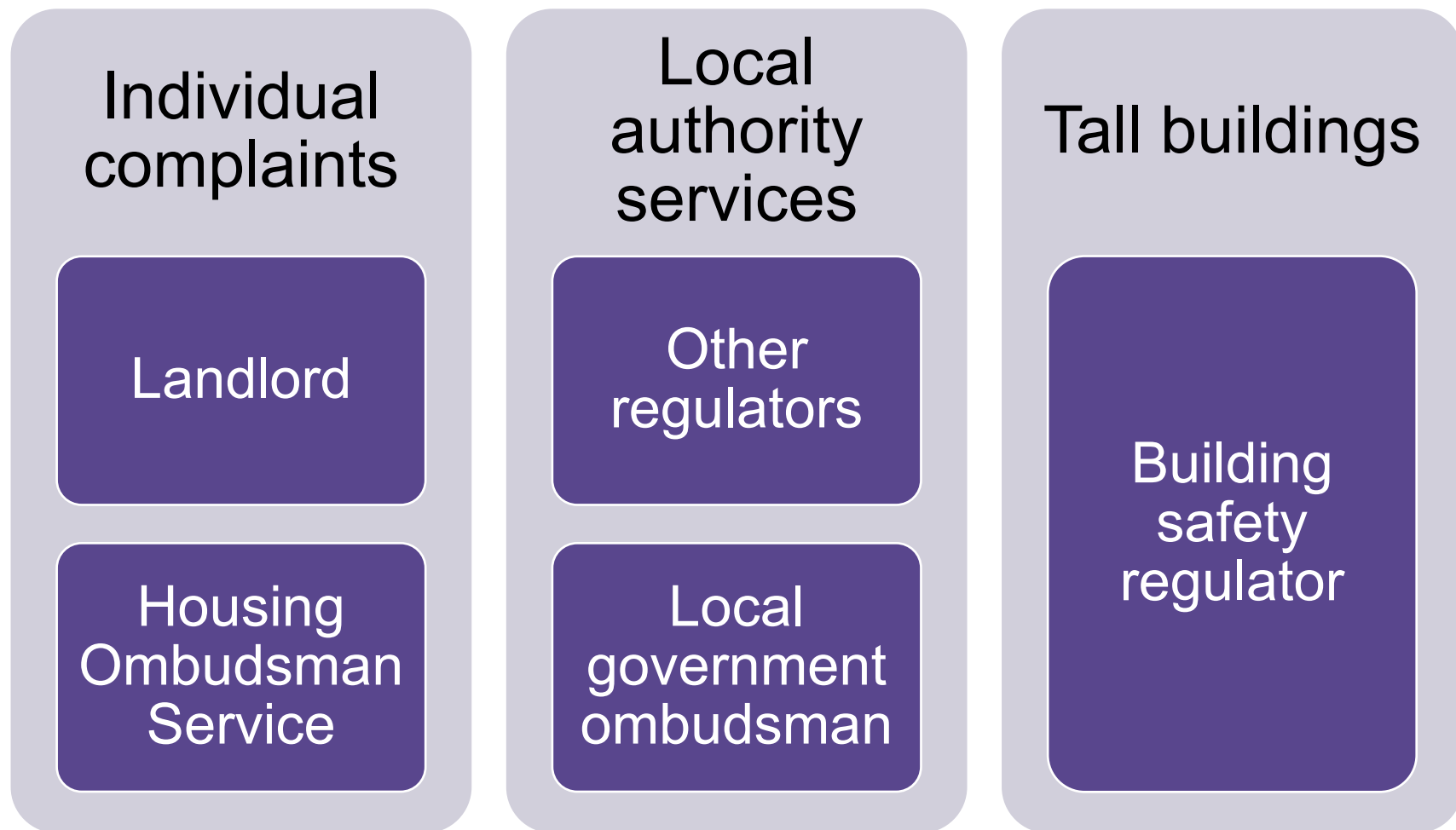
The relationship between tenants and landlords is underpinned by shared expectations of fairness and respect and a shared understanding of their respective rights and responsibilities.

Landlords demonstrate that they understand the diverse needs of the communities that they serve, and their services reflect that.


Tenants understand, use, and have confidence in the recourse that they have to get problems resolved.


Stakeholders have confidence that landlords' commitment to their tenants is underpinned by effective consumer regulation, whether that landlord is a housing association, council, or for-profit provider.

What don't we do




Tenant engagement – what is required

 Take tenants' views into account when they make decisions about how landlord services are delivered

 Tell tenants how tenants' views have been considered.

 Give tenants a wide range of meaningful opportunities to influence and scrutinise their landlord's strategies, policies and services.

 Help tenants who want to implement tenant-led activities to influence and scrutinise landlord services

 Provide accessible support that meets the diverse needs of tenants so they can engage with the opportunities.

What we have learnt from our inspections



What role do tenants play



Engage with your landlord



Tenant satisfaction measures survey



Inspections



Make a referral to us

www.gov.uk/government/collections/make-a-referral-or-complaint

