



Department for Levelling Up, Housing & Communities

Baroness Scott

*Parliamentary Under-Secretary of State for Social
Housing and Faith*

2 Marsham Street
London
SW1P 4DF

Clive Betts MP,
Chair, Levelling Up, Housing and Communities
Committee

26th March 2024

Dear Clive,

I am writing to notify you of a significant milestone in the Government's work to ensure that all social housing tenants live in decent homes and are treated with fairness and respect by their landlords.

On 1 April, the Regulator of Social Housing launched the new, proactive consumer regulation regime. This represents a major step in the implementation of the changes facilitated by the landmark Social Housing (Regulation) Act, which passed in July 2023. The Act lowered the threshold for regulatory intervention and strengthened the Regulator's enforcement powers.

In the new regime, the Regulator will proactively seek evidence and assurances from registered providers that they are meeting the outcomes in the revised consumer standards. These standards have been strengthened in a number of ways, including requirements to:

- Have an accurate record at an individual property level of the condition of homes, based on physical stock checks of properties
- Ensure that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales
- Set timescales for the completion of repairs, maintenance and planned improvements, clearly communicate them to tenants and take appropriate steps to deliver to them
- Give tenants a wide range of meaningful opportunities to influence and scrutinise their landlord's strategies, policies and services
- Provide tenants with accessible information about tenant rights and making complaints
- Publish information derived from new tenant satisfaction measures

The revised standards will help to ensure that all landlords provide the quality homes and services tenants deserve.

There will also be new routine inspections for large providers, ensuring the Regulator can hold providers to account for meeting the standards. Following these inspections, new consumer gradings will ensure that it is clear how providers are performing against the new standards.

The introduction of the new consumer regime is just one of the measures we are taking to drive up the quality of social housing. We have recently consulted on Awaab's Law, with new requirements for landlords to fix hazards in social homes. We are consulting on new competence and conduct requirements, to ensure that social housing staff have the skills, knowledge and experience to deliver good quality homes and services.

While change will not happen overnight, the measures we are introducing will transform the sector, ensuring that landlords are held to account for their performance.

The Committee's scrutiny and support has been invaluable throughout this process, particularly in the inquiry examining the quality and regulation of social housing.

I look forward to continuing to work closely with you and the Committee in the future.

Yours ever,

A handwritten signature in black ink, appearing to read 'Jane', written in a cursive style.

BARONESS SCOTT OF BYBROOK OBE