HCA Regulation

Standards of Service
Services we provide

We provide a range of statutory processes and services to the regulated social housing sector and its stakeholders.

Our Referrals & Regulatory Enquiries team provides information, advice and guidance. The most common enquiry topics and statutory processes are listed below:

- Disposal and constitutional consents (subject to removal of these requirements under the Housing & Planning Act coming into force)
- Current list of registered providers (RPs)
- Information required of RPs (including NROSH+)
- Registration/de-registration
- Regulatory framework requirements
- Regulatory judgements and notices

When dealing with enquiries and information provision, we measure ourselves against the following service standards.

For general enquiries:

Within 5 working days we will either

- send a final response; or
- send a holding response, stating that we will provide a response within 15 working days of receipt of the initial enquiry.

For NROSH+ queries:

We aim to resolve all queries within 5 working days; if we are unable to resolve the query within this timeframe we will contact the enquirer within 1 working day to inform them of this.

For Consumer standards referrals:

Stage 1 – Within 5 working days we will either

- send a final response, where no potential breach of standards is evident or
- send a holding response, stating that we will provide a response within 15 working days of receipt of the initial referral (Stage 2).
Stage 2 – Within **15 working days** of the initial referral we will **either**
  - send a final response, where there is no breach of standard or where there is a breach of the standards but there is no serious detriment (Stage 2 closed) **or**
  - send a notification letter that we will be conducting further investigations, requiring up to **a further 20 working days** (Stage 2 investigation).

**Stage 2 investigation** – Within **20 working days** of the notification letter (and 35 working days of receipt of the initial referral) we will provide a substantive response to the complaint OR, in complex cases, we will issue a further holding response advising what the status of the complaint is.

**For Statutory referrals:**

We will follow the same service standard as Consumer standards referrals.

**For Economic standards investigations:**

Within **5 working days** we will **either**
  - send a final response; **or**
  - send a holding response indicating that we will respond **within 20 working days** from receipt of the initial investigation request.

Within **20 working days** from receipt of the investigation request we will send a substantive response based on the outcome of the decision, **either:**
  - Notification of no further action to be taken; **or**
  - Notification that there will be further investigations; **or**
  - Notification that the request will be escalated through our reactive engagement process.

**Please note** – **for all standards,** if we request further information from the enquirer to be able to process the enquiry appropriately, we will reset the start date to the point at which the required information is provided.

**Publication of service standard performance information**

The Regulator reviewed and updated its standards of service in 2015/16 and implemented these at the start of 2016/17. We will publish our performance against the service standards on an annual basis following each year end. The first data will therefore be made available in summer 2017.