



Regulator of  
Social Housing

**Regulator of Social Housing**

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11 January 2018

Dear colleague

**New operating name – Regulator of Social Housing**

I am writing to inform you about a change in our operating name. As you can see from this letterhead, from today we will use the operating name of, and be referred to as Regulator of Social Housing.

**Background**

Budget 2017 confirmed that the HCA's investment functions would be rebranding as Homes England, and previously, the [Tailored Review of the Homes and Communities Agency](#) (HCA) concluded that the HCA's function as the regulator of social housing should be separated from its investment functions, and established as a standalone body to reaffirm the Government's commitment to a strong, independent regulator with credibility within the sector.

As the operating identity of Homes England is being introduced from today, the regulator will also implement its own operating identity as the Regulator of Social Housing (RSH). Please note that, until legislation is enacted for the regulator to be established as a standalone body, Homes England and RSH will both legally remain as functions of the HCA but will operate with distinct corporate identities as above. The Regulation Committee, which is responsible for the regulation of social housing, will continue to be a statutory committee of the HCA.

**Regulation contact details and website**

As part of the move to RSH, from Monday 15 January, emails for all regulation staff will change to [name.surname@rsh.gov.uk](mailto:name.surname@rsh.gov.uk).

The new email address for the Referrals and Regulatory Enquiries (RRE) team will be: [enquiries@rsh.gov.uk](mailto:enquiries@rsh.gov.uk). Please amend your records but be assured that all emails sent to the previous @hca.gsi.gov.uk email addresses will be redirected for some time.

*The regulation of social housing is the responsibility of the Regulation Committee, a statutory committee of the Homes and Communities Agency (HCA). The organisation refers to itself as the Regulator of Social Housing in undertaking the functions of the regulatory committee. References in any enactment or instrument to the Regulator of Social Housing are references to the HCA acting through the Regulation Committee. Homes England is the trading name of the HCA's non-regulation functions.*

*The address for service of any legal documents on the HCA is: Arpley House, 110 Birchwood Boulevard, Birchwood, Warrington WA3 7QH.  
VAT no: 941 6200 50.*

There will be no changes to direct-dial telephone numbers for all regulation staff. However, the new enquiries number for regulation will be 0300 124 5225. All calls to the current number will be re-directed automatically to RRE for some time.

Regulation content will continue to be to be available on the Gov.uk website at:

<https://www.gov.uk/social-housing-regulation-england>.

NROSH+ will move to: <https://nroshplus.regulatorofsocialhousing.org.uk>.

### **Going forward**

This change is to the regulator's operating name only and does not alter our regulatory framework, approach or powers and we will continue to promote a viable, efficient and well-governed social housing sector able to deliver homes that meet a range of needs. We will write to all stakeholders about being established as a standalone body when this is confirmed in legislation.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Fiona MacGregor'.

Fiona MacGregor  
**Executive Director of Regulation**