

'The Regulatory Framework for Social Housing from April 2012' sets out our regulatory standards, the outcomes that registered providers are expected to achieve and the specific expectations of the HCA as the regulator. In addition, 'Regulating the Standards' (published in May 2012) sets out our approach to regulation, including what registered providers can expect from the HCA as regulator. The Social Housing Regulator's (SHR) primary regulation principle is co-regulation. Underpinning this principle, the SHR's operational approach is founded on three principles:

- Assurance based regulation
- Risk based and proportionate
- Joined up regulation

An integral part of our development as the SHR is to gather feedback and learn from our stakeholders' perceptions of how we perform our regulation function. We are, therefore, keen to hear your views on how we conduct our regulation, how well we communicate our core messages and how we can improve in the future.

To this end we have decided to undertake an annual stakeholder feedback survey to complement existing methods of engagement with our key stakeholders. We would be grateful if you would answer the following questions in this feedback survey in order that we can begin this process. The questionnaire should take no more than 10 minutes to complete. Any responses you give will be analysed as part of a larger dataset and you will not be identified in any way either inside or outside the SHR.

Thank you for your time.

ABOUT YOU

***1. What position do you hold within your organisation?**

- Chair/Board Member
- CEO
- Executive Team member
- Senior Management Team member

Other (please specify)

ABOUT YOUR ORGANISATION

***2. Are you responding on behalf of a group?**

- Yes
- No

***3. How many social housing properties does your organisation own?**

(If you are responding on behalf of a group, please indicate the number of units owned by the group)

- <25
- 25-249
- 250-999
- 1,000-2,499
- 2,500-10,000
- >10,000

***4. What type of provider is your organisation?**

- Not-for-profit PRP
- For-profit PRP

***5. Which regions does your organisation operate in?**

(choose all that apply)

- East Midlands
- East of England
- London
- North East
- North West
- South East
- South West
- West Midlands
- Yorkshire & the Humber

***6. Do you consider yourself to be a specialist housing provider?**

- Yes
- No

If 'Yes', in what way?

7. How confident are you that you understand our regulatory approach from 1st April 2012?

Specifically:

	Very confident	Fairly confident	Not very confident	Not at all confident
The role of the independent regulator within the HCA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The principles of co-regulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The responsibilities of your board in co-regulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The changes to our regulatory approach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What you need to do to comply with the regulatory standards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. How well do you think you understand the following areas of regulation, as outlined in the revised Regulatory Framework from 1st April 2012:

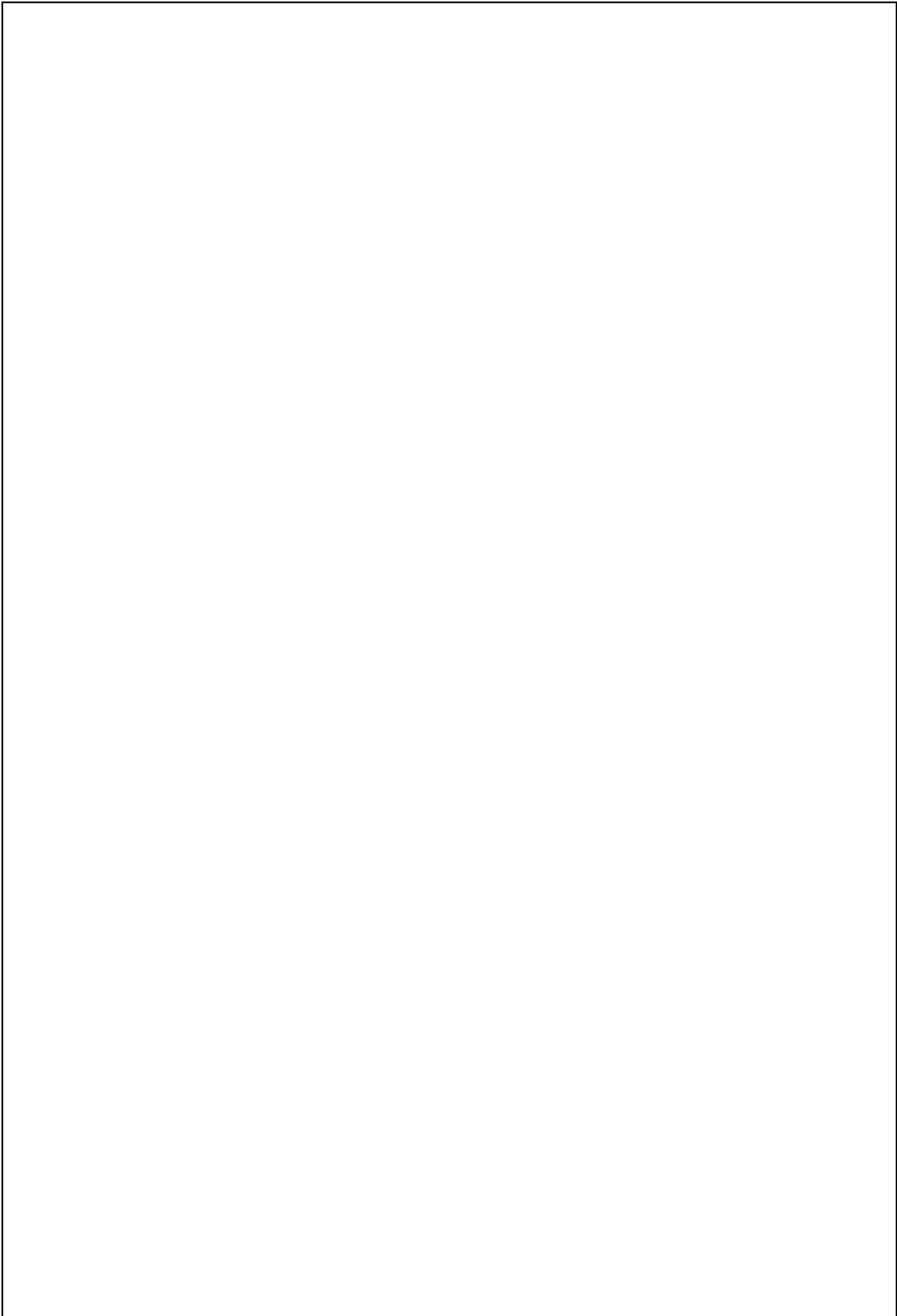
	Very well/comprehensive understanding	Fairly well/a good working knowledge	Not very well/some knowledge gaps	Not at all well	Not relevant to me
Economic standards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consumer standards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regulation of consumer standards (serious detriment)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regulation of economic standards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Registration and de-registration criteria	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our approach to consents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. If you feel there are gaps in your understanding, can you tell us anything more about these?

10. In what way could we help to plug gaps in your understanding? (Please choose as many as apply)

- Improve information on HCA website
 Relevant pieces in HCA newsletter
- Speaking at appropriate conferences
 Events targetted specifically at Chairs

Other (please specify)



SECTION 2 - REGULATORY APPROACH

11. Our publication 'Regulating the Standards' sets out our approach to regulation.

	Yes	No	Don't know	Not relevant to me
Are you aware of this publication?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has it been useful to you in clarifying our approach to regulation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Are there any parts of 'Regulating the Standards' that could be improved or made clearer?

13. We are keen to ensure the material we publish using your data is relevant, timely and useful. Can you indicate which of the following publications you find useful?

- Quarterly Survey of Private Registered Providers
- Statistical Data Return
- Sector Risk Profile
- Global Accounts

Which specific data or topics do you find most useful?

14. And which outputs do you not find useful?

- Quarterly Survey of Private Registered Providers
- Statistical Data Return
- Sector Risk Profile
- Global Accounts

Can you explain what it is that makes them less useful?

SECTION 4 - The NROSH+ process in 2012

The way in which we collected your data changed this year. We would like to hear your views about the 2012 NROSH+ process .

15. Do you think you were sufficiently well informed about the introduction of NROSH+ as the method for collecting your data?

- Yes
- No

If 'No' please provide more information about what you think was lacking in our approach to informing you.

16. Have you called our Referrals and Regulatory Enquiries Team for help with any aspect of NROSH+?

- Yes
- No

If 'Yes' can you give us your thoughts on how well you think they dealt with you and your query?

17. Do you have any suggestions for improving the process?

- Yes
- No

If 'Yes' can you briefly outline what changes you would like to see?

18. And finally, is there anything you would like to say about the HCA as a whole?