

'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 15 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)**

- 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"/>
How the changes to our regulatory standards apply to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What you need to do to comply with the standards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 8. Has your Board formally considered:

	Yes	No	Don't know
The revised Regulatory Framework	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The 'Regulating the Standards' publication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Sector Risk Profile publication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The changes to our regulatory approach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The changes to their responsibilities in the regulatory process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 9. 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"/>
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"/>

## 10. If you have said there are gaps in your understanding, can you tell us anything more about these?

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

- Improve information on HCA website
- Discussions in routine engagement meetings
- Speaking at appropriate conferences
- Presentations by regulator at your Board meeting
- Relevant pieces in HCA newsletter
- Events targeted specifically at Chairs

Other (please specify)

**12. More specifically, looking at the economic standards, how confident are you that you understand how to achieve compliance with:**

	Very confident	Quite confident	Not very confident	Not at all confident	Not relevant to me
Governance requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Viability requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value for Money requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have said you are 'not very' or 'not at all' confident in your understanding of achieving compliance with any economic standard, can you explain why?

**13. Our publication 'Regulating the Standards' sets out our approach to regulation. We would like to know more about how you have used this document in your organisation.**

	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"/>
Have you felt you needed to change the way you do some things in light of it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are you familiar with the 8 questions we will use to gain assurance in relation to governance, viability and value for money?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do the 8 questions fit with your existing assurance and control arrangements?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**14. Please tell us about any changes you have made to your management processes or business planning as a result of the publication and/or awareness of our 8 questions for gaining assurance.**

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

**16. We say that our regulation is risk-based, assurance-based and joined-up. Is this approach reflected in the way you are being regulated?**

- Yes
- Sometimes
- Yes, in the main
- Not at all

If you have answered 'sometimes' or 'not at all', what needs to be done to improve this?

**17. From your engagement with our staff, are you clear about what you are being asked to provide and why it is required?**

- Yes
- Sometimes
- Yes, in the main
- Not at all

If you have answered 'sometimes' or 'not at all' is there anything you can add to explain this?

**18. How well do you think the regulatory staff you deal with understand the nature and complexity of your business?**

- Very well
- Not very well
- Fairly well
- Not at all

Please explain any specific aspects of your business you think the regulator does not understand

**19. 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?**

- |   |  |
|---|--|
| <input type="checkbox"/> Viability Review reports                         | <input type="checkbox"/> Statistical Data Return |
| <input type="checkbox"/> Quarterly Survey of Private Registered Providers | <input type="checkbox"/> Global Accounts         |
| <input type="checkbox"/> Sector Risk Profile                              | <input type="checkbox"/> Regulatory Judgements   |

Which specific data or topics do you find most useful?

**20. And which outputs do you not find useful?**

- |   |  |
|---|--|
| <input type="checkbox"/> Viability Review reports                         | <input type="checkbox"/> Statistical Data Return |
| <input type="checkbox"/> Quarterly Survey of Private Registered Providers | <input type="checkbox"/> Global Accounts         |
| <input type="checkbox"/> Sector Risk Profile                              | <input type="checkbox"/> Regulatory Judgements   |

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 .

**21. 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.

**22. 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?

**23. Do you have any suggestions for improving the process?**

- Yes
- No

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

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