



Regulator of  
Social Housing

# Service standard performance data

2020-21



OFFICIAL

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## Introduction

We provide a range of statutory processes to the regulated social housing sector and its stakeholders. Our Referrals and Regulatory Enquiries (RRE) team provides information, advice and guidance. The most common enquiry topics and statutory processes are listed below:

- Statutory register and notifications
- Current list of registered providers (RPs)
- Information required of RPs (including via NROSH+)
- Registration/de-registration
- Regulatory framework requirements
- Regulatory judgements and notices

## Queries about this data

The performance data published here relates to the period from April 2020 to March 2021.

Any queries about this data should be referred to the Regulator of Social Housing (RSH) at: [enquiries@rsh.gov.uk](mailto:enquiries@rsh.gov.uk) or 0300 124 5225.

## Performance data

Performance data against the regulator's standards of service for the 2020/21 financial year is set out below. The table includes data for 2019/20 for comparison purposes. We have assigned ratings to our service standards on the following basis:

- 85% and over – Green
- 70% to 84% – Amber
- Below 70% – Red

General enquiries	Cases	Achieved	Status	2019-20
Within 5 working days we will EITHER <ul style="list-style-type: none"> <li>• send a final response; OR</li> <li>• send a holding response, stating that we will provide a response within 15 working days of receipt of the initial enquiry.</li> </ul>	1,984	100%	Green	100%

NROSH+ enquiries	Cases	Achieved	Status	2019-20
Resolve all queries within 5 working days; if we are unable to resolve the query within this timeframe, we will contact the enquirer to inform them.	1,942	100%	Green	100%

Consumer standard referrals stage 1	Cases	Achieved	Status	2019-20
Within 5 working days we will EITHER <ul style="list-style-type: none"> <li>• send a final response, where no potential breach of standards is evident OR</li> <li>• send a holding response, stating that we will provide a response within 15 working days of receipt of the initial referral (Stage 2).</li> </ul>	352	99%	Green	100%

Consumer standard referrals stage 2	Cases	Achieved	Status	2019-20
<p>Within 15 working days of the initial referral we will EITHER</p> <ul style="list-style-type: none"> <li>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</li> <li>send a notification letter that we will be conducting further investigations, requiring up to a further 20 working days (Stage 3).</li> </ul>	50	86%	Green	78%

Consumer standard referrals stage 3	Cases	Achieved	Status	2019-20
<p>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.</p>	42	88%	Green	92%

Economic standard referrals	Cases	Achieved	Status	2019-20
<p>Within 5 working days we will EITHER</p> <ul style="list-style-type: none"> <li>send a final response; OR</li> <li>send a holding response indicating that we will respond within 20 working days from receipt of the initial investigation request.</li> </ul> <p>Within 20 working days from receipt of the investigation request we will send a substantive response based on the outcome of the decision, EITHER:</p> <ul style="list-style-type: none"> <li>Notification of no further action to be taken; OR</li> <li>Notification that there will be further investigations; OR</li> <li>Notification that the request will be escalated through our reactive engagement process.</li> </ul>	96	85%	Green	87%

## Consumer Standard referrals

Our consumer regulation process comprises three stages:

### Stage 1

The RRE team collates all referrals sent to the regulator. The team's role is to determine whether the issues raised are within the regulator's remit, and if there appears to have been a breach (or a risk of a breach) of the consumer standards. If so, the RRE team refers the case to the Consumer Regulation Panel.

### Stage 2

The Consumer Regulation Panel analyses each case referred to it to determine whether there is evidence of a breach of the standards and, if so, whether there has been harm, or potential harm, to tenants. It considers two questions:

1. If the issues raised were true, is it likely that there has been, or could be, a breach of a consumer standard?
2. If the issues raised were true, would there be any impact on tenants which would cause serious actual harm or serious potential harm?

### Stage 3

If the Consumer Regulation Panel lacks assurance of a registered provider's compliance with the standards, or if there is a suggestion that tenants are at risk of serious harm, we will seek further information to allow us to make a decision.



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**RSH regulates private registered providers of social housing to promote a viable, efficient and well-governed social housing sector able to deliver homes that meet a range of needs.**