



Regulator of
Social Housing

Annex 5

Consumer standards consultation questions

July 2023

Introduction

This annex provides a list of all the consultation questions that we are inviting you to respond to.

We are seeking views on four draft consumer standards that we are proposing to introduce, replacing the current consumer standards from an expected April 2024:

- The Safety and Quality Standard
- The Transparency, Influence and Accountability Standard
- The Neighbourhood and Community Standard
- The Tenancy Standard

The draft consumer standards set out the proposed required outcomes and specific expectations that registered providers will be expected to achieve.

We are also seeking views on a draft Code of Practice to amplify the proposed standards and assist registered providers in understanding how they might achieve compliance.

In addition, we are also seeking comments on the draft Regulatory impact assessment included at Annex 3 and draft Equality impact assessment included at Annex 4 that have been undertaken as part of the development of these proposed standards.

More information on these proposals, including a link to our privacy statement, can be found in the full consumer standards consultation document. This can be found on the [Regulator of Social Housing's website](#) alongside the draft consumer standards.

Consultation questions

We are interested in knowing whether the proposed consumer standards:

- cover the right areas
- set the right expectations of landlords
- are easy to understand for both landlords and tenants.

It would be helpful if you could tell us what you think about these areas in any additional comments that you provide.

1. **Overall, do you agree that the proposed Safety and Quality Standard sets the right expectations of landlords, as set out in Chapter 6 of the consultation document?**

Please state if you agree or disagree.

Please provide comments if you wish to explain your response.

2. **Overall, do you agree that the proposed Transparency, Influence and Accountability Standard sets the right expectations of landlords, as set out in Chapter 7 of the consultation document?**

Please state if you agree or disagree.

Please provide comments if you wish to explain your response.

3. **Do you agree that the proposed Transparency, Influence and Accountability Standard accurately reflects the government's 'tenant involvement' direction to the regulator?**

You can find the government's direction to the regulator at:

<https://www.gov.uk/government/publications/revised-directions-on-tenant-involvement-and-mutual-exchange>

Please state if you agree or disagree.

Please provide comments if you wish to explain your response.

4. **Overall, do you agree that the proposed Neighbourhood and Community Standard sets the right expectations of landlords, as set out in Chapter 8 of the consultation document?**

Please state if you agree or disagree.

Please provide comments if you wish to explain your response.

5. **Overall, do you agree that the proposed Tenancy Standard sets the right expectations of landlords, as set out in Chapter 9 of the consultation document?**

Please state if you agree or disagree.

Please provide comments if you wish to explain your response.

6. **Do you agree that the proposed Tenancy Standard accurately reflects the government's 'mutual exchange direction' to the regulator?**

You can find the government's direction to the regulator at:

<https://www.gov.uk/government/publications/revised-directions-on-tenant-involvement-and-mutual-exchange>.

Please state if you agree or disagree.

Please provide comments if you wish to explain your response.

7. **The proposed Code of Practice is designed to help landlords understand how they can meet the requirements of the standards. Do you agree that the proposed Code of Practice meets this aim?**

Please see Chapter 10 of the consultation document for more information on the Code of Practice.

Please state if you agree or disagree.

Please provide comments if you wish to explain your response.

8. **A draft Regulatory impact assessment has been produced to help in understanding the costs, benefits and risks of introducing a revised set of consumer standards and code of practice. Do you agree with our conclusions in the draft Regulatory impact assessment?**

Please see Chapter 11 of the consultation document for more information on the Regulatory impact assessment.

Please state if you agree or disagree.

Please provide comments if you wish to explain your response.

9. **The draft Equality impact assessment looks at what effects introducing the consumer standards might have on members of groups that are protected by equality laws. Do you agree with our conclusions in the draft Equality impact assessment?**

Please see Chapter 11 of the consultation for more information on the Equality impact assessment.

Please state if you agree or disagree.

Please provide comments if you wish to explain your response.



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The Regulator of Social Housing regulates registered providers of social housing to promote a viable, efficient and well-governed social housing sector able to deliver and maintain homes of appropriate quality that meet a range of needs.