



Regulator of
Social Housing

Annex 1: Numerical analysis of responses

Statutory consultation on the
consumer standards

February 2024

Annex 1: Numerical analysis of responses to the consumer standards consultation

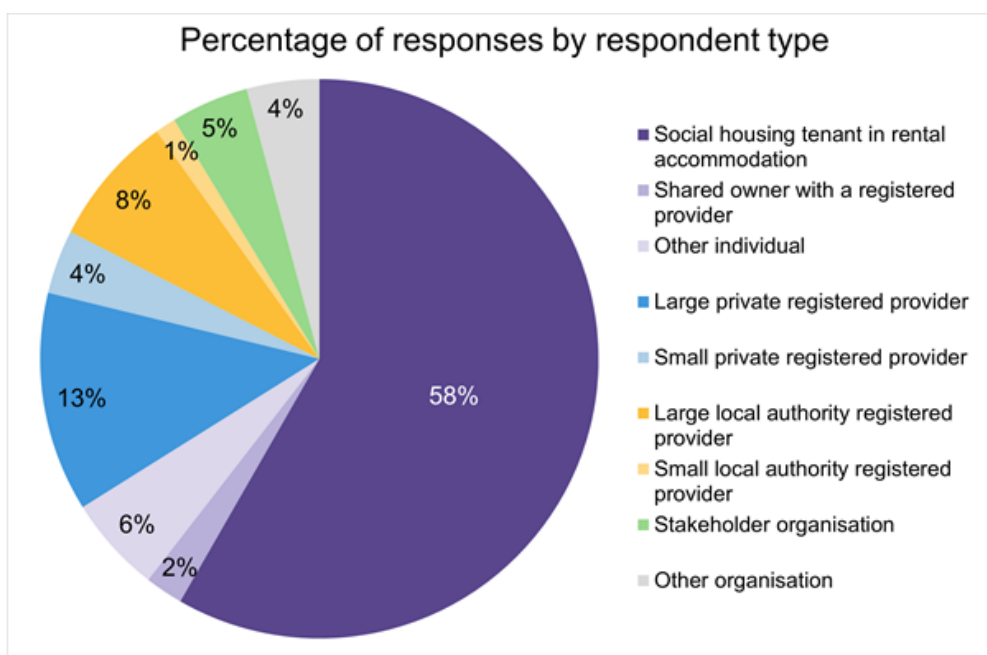
Introduction

1. This annex provides a numerical summary of the responses received to the consumer standards consultation questions.
2. 1,125 responses were received to the consultation. Of these, 977 responses were submitted using the online survey and a further 148 responses were sent directly to the regulator by either post or email. Most of these responses directly addressed the consultation questions posed and are included in the analysis tables and charts presented in this annex. Responses that didn't answer the consultation questions are only included in Table A and Chart A, which provide a breakdown of the responses received in response to the consumer standards consultation by respondent type. All categorisations of respondent type are taken from the responses supplied.

Table A: Breakdown of responses to the consultation by respondent type

| Respondent type | Number | Percentage of total responses |
|---|--------------|-------------------------------|
| Social housing tenant in rental accommodation | 656 | 58% |
| Shared owner with a registered provider | 25 | 2% |
| Other individual | 63 | 6% |
| Large private registered provider | 143 | 13% |
| Small private registered provider | 42 | 4% |
| Large local authority registered provider | 85 | 8% |
| Small local authority registered provider | 13 | 1% |
| Stakeholder organisation | 51 | 5% |
| Other organisation | 47 | 4% |
| Total responses | 1,125 | 100% |

Chart A: Breakdown of responses to the consultation by respondent type



3. The following tables and charts provide a numerical summary of the responses received to the consumer standards consultation. Some respondents partially completed the survey which accounts for the differences in numbers responding to each question. Percentages have been rounded to the nearest whole number¹ and refer to the percentage of those who answered each question (rather than the total number of respondents to the consultation).

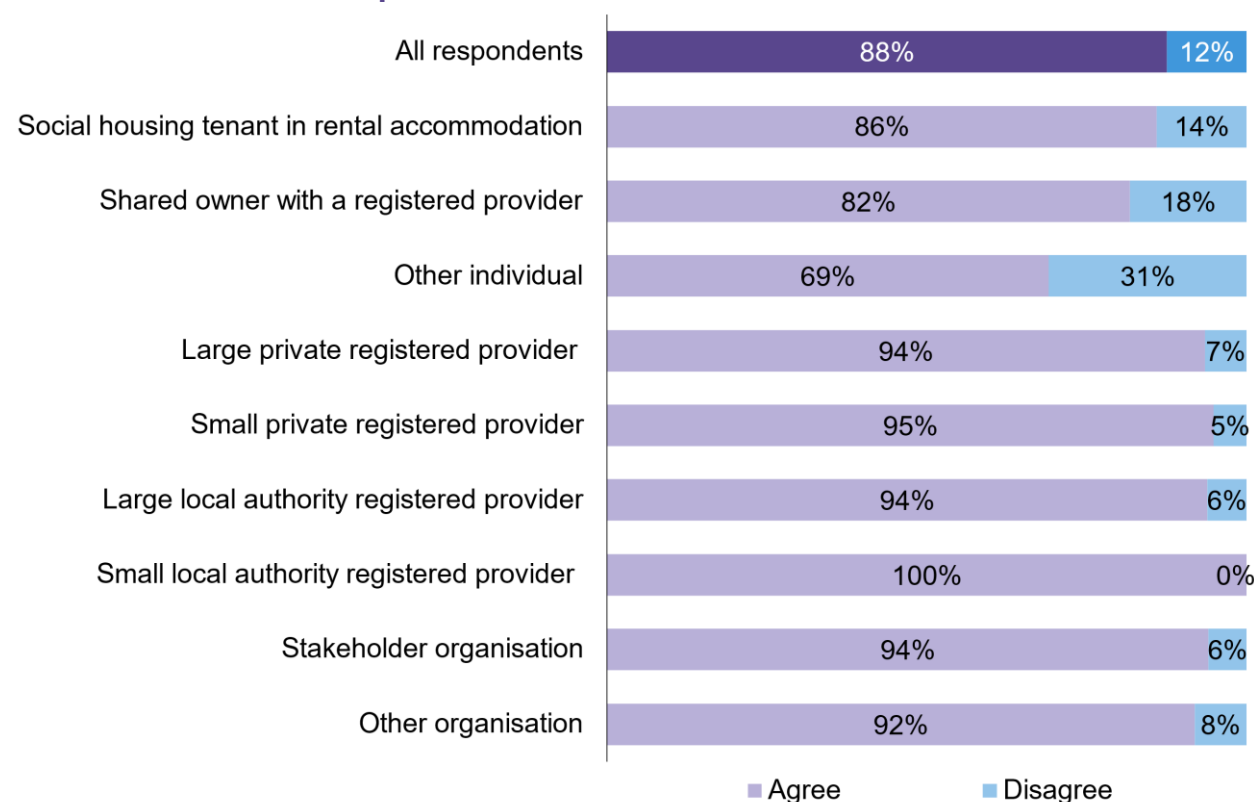
¹ As a result of rounding to the nearest whole number, in a small number of cases the total of the percentages will be slightly above or below 100%.

Question 1. Overall, do you agree that the proposed Safety and Quality Standard sets the right expectations of landlords?

Table 1. Overview of responses to Question 1

| | Total number of responses | Agree | | Disagree | |
|---|---------------------------|------------|------------|------------|------------|
| | | % | Number | % | Number |
| Total | 1,063 | 88% | 931 | 12% | 132 |
| Social housing tenant in rental accommodation | 644 | 86% | 554 | 14% | 90 |
| Shared owner with a registered provider | 22 | 82% | 18 | 18% | 4 |
| Other individual | 55 | 69% | 38 | 31% | 17 |
| Large private registered provider | 138 | 94% | 129 | 7% | 9 |
| Small private registered provider | 39 | 95% | 37 | 5% | 2 |
| Large local authority registered provider | 82 | 94% | 77 | 6% | 5 |
| Small local authority registered provider | 12 | 100% | 12 | 0% | 0 |
| Stakeholder organisation | 34 | 94% | 32 | 6% | 2 |
| Other organisation | 37 | 92% | 34 | 8% | 3 |

Chart 1. Overview of responses to Question 1

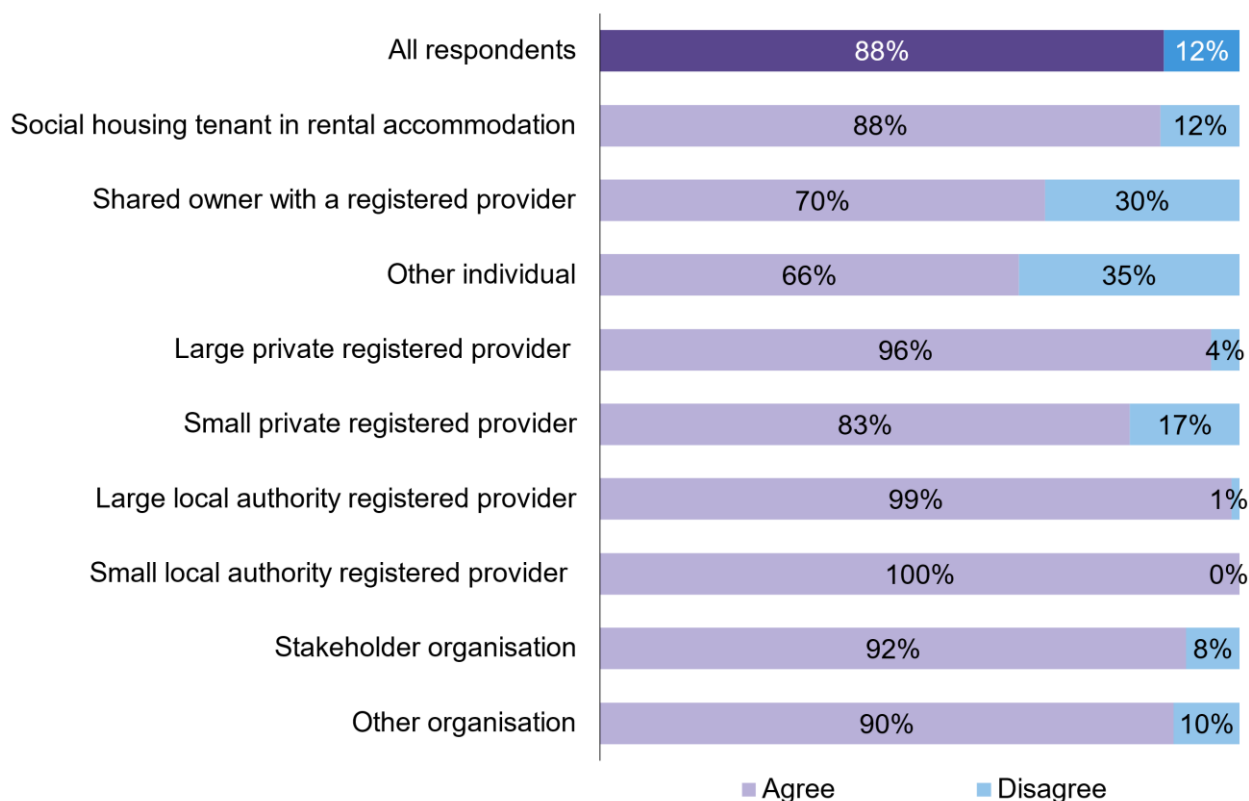


Question 2. Overall, do you agree that the proposed Transparency, Influence and Accountability Standard sets the right expectations of landlords?

Table 2. Overview of responses to Question 2

| | Total number of responses | Agree | | Disagree | |
|---|---------------------------|------------|------------|------------|------------|
| | | % | Number | % | Number |
| Total | 1,069 | 88% | 943 | 12% | 126 |
| Social housing tenant in rental accommodation | 642 | 88% | 563 | 12% | 79 |
| Shared owner with a registered provider | 23 | 70% | 16 | 30% | 7 |
| Other individual | 55 | 66% | 36 | 35% | 19 |
| Large private registered provider | 137 | 96% | 131 | 4% | 6 |
| Small private registered provider | 41 | 83% | 34 | 17% | 7 |
| Large local authority registered provider | 85 | 99% | 84 | 1% | 1 |
| Small local authority registered provider | 11 | 100% | 11 | 0% | 0 |
| Stakeholder organisation | 36 | 92% | 33 | 8% | 3 |
| Other organisation | 39 | 90% | 35 | 10% | 4 |

Chart 2. Overview of responses to Question 2

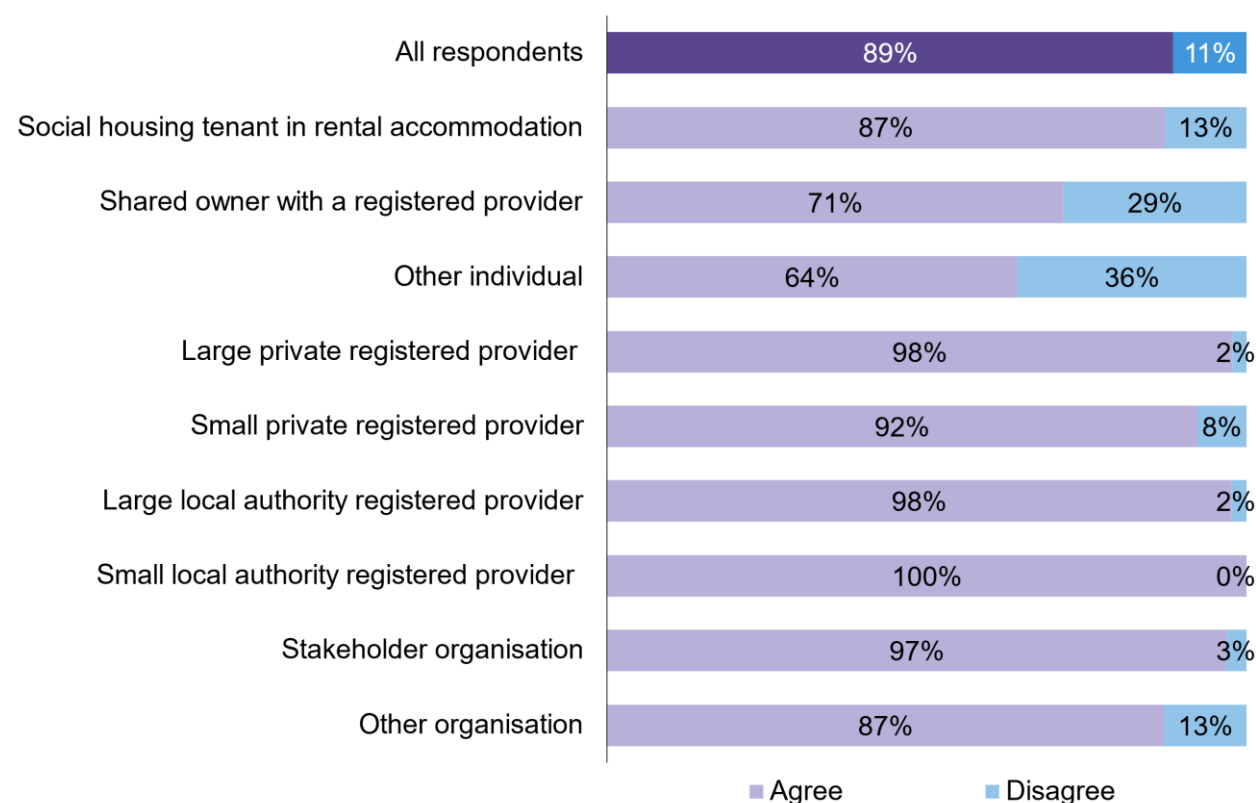


Question 3. Do you agree that the proposed Transparency, Influence and Accountability Standard accurately reflects the government's 'Tenant involvement direction' to the regulator?

Table 3. Overview of responses to Question 3

| | Total number of responses | Agree | | Disagree | |
|---|---------------------------|------------|------------|------------|------------|
| | | % | Number | % | Number |
| Total | 1,015 | 89% | 899 | 11% | 116 |
| Social housing tenant in rental accommodation | 610 | 87% | 532 | 13% | 78 |
| Shared owner with a registered provider | 21 | 71% | 15 | 29% | 6 |
| Other individual | 53 | 64% | 34 | 36% | 19 |
| Large private registered provider | 134 | 98% | 131 | 2% | 3 |
| Small private registered provider | 39 | 92% | 36 | 8% | 3 |
| Large local authority registered provider | 83 | 98% | 81 | 2% | 2 |
| Small local authority registered provider | 12 | 100% | 12 | 0% | 0 |
| Stakeholder organisation | 32 | 97% | 31 | 3% | 1 |
| Other organisation | 31 | 87% | 27 | 13% | 4 |

Chart 3. Overview of responses to Question 3

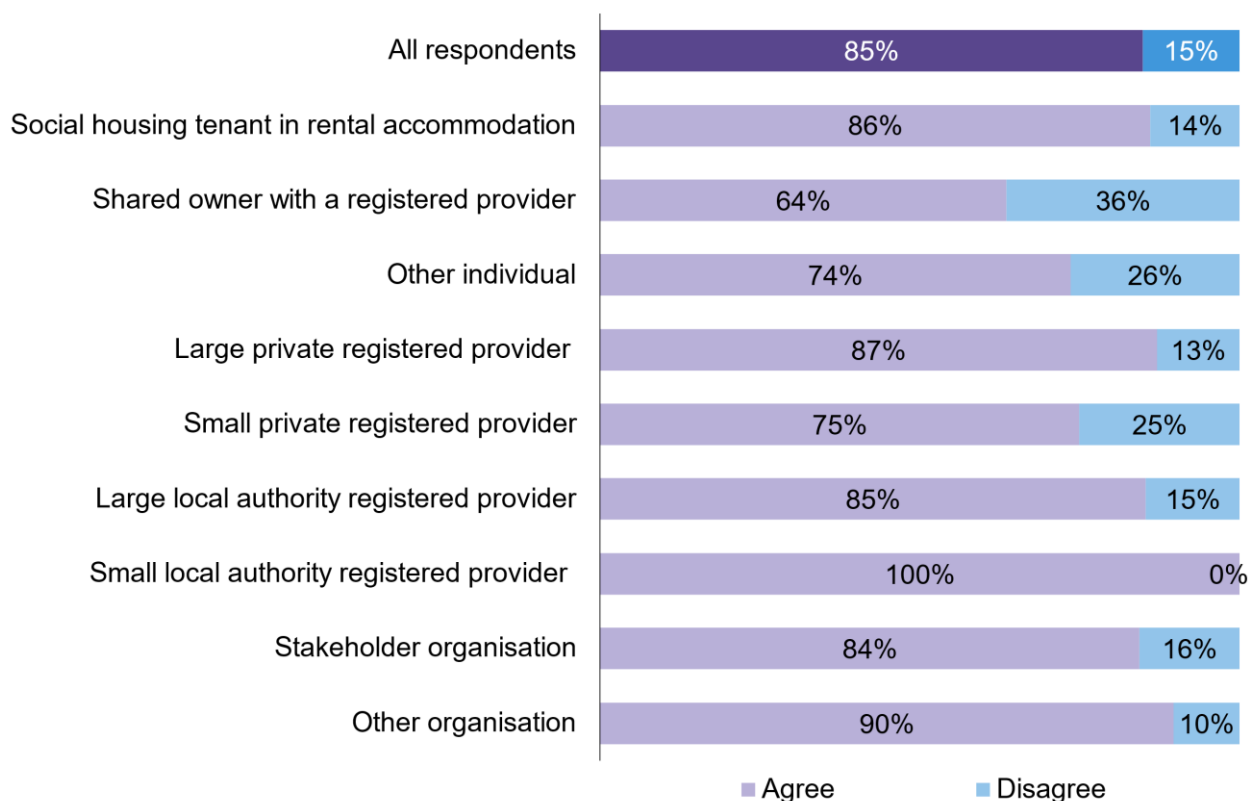


Question 4. Overall, do you agree that the proposed Neighbourhood and Community Standard sets the right expectations of landlords?

Table 4. Overview of responses to Question 4

| | Total number of responses | Agree | | Disagree | |
|---|---------------------------|------------|------------|------------|------------|
| | | % | Number | % | Number |
| Total | 1,052 | 85% | 893 | 15% | 159 |
| Social housing tenant in rental accommodation | 640 | 86% | 551 | 14% | 89 |
| Shared owner with a registered provider | 22 | 64% | 14 | 36% | 8 |
| Other individual | 53 | 74% | 39 | 26% | 14 |
| Large private registered provider | 132 | 87% | 115 | 13% | 17 |
| Small private registered provider | 40 | 75% | 30 | 25% | 10 |
| Large local authority registered provider | 82 | 85% | 70 | 15% | 12 |
| Small local authority registered provider | 12 | 100% | 12 | 0% | 0 |
| Stakeholder organisation | 32 | 84% | 27 | 16% | 5 |
| Other organisation | 39 | 90% | 35 | 10% | 4 |

Chart 4. Overview of responses to Question 4

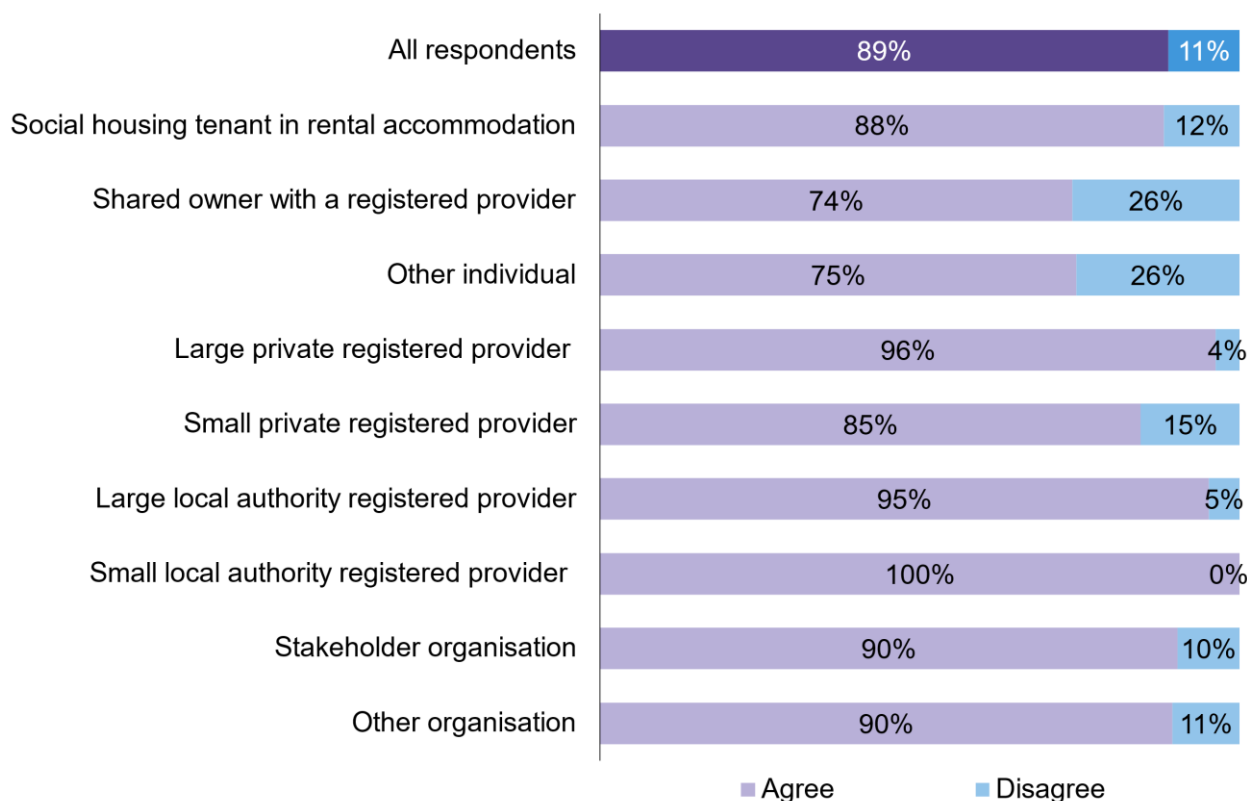


Question 5. Overall, do you agree that the proposed Tenancy Standard sets the right expectations of landlords?

Table 5. Overview of responses to Question 5

| | Total number of responses | Agree | | Disagree | |
|---|---------------------------|------------|------------|------------|------------|
| | | % | Number | % | Number |
| Total | 1,055 | 89% | 938 | 11% | 117 |
| Social housing tenant in rental accommodation | 638 | 88% | 563 | 12% | 75 |
| Shared owner with a registered provider | 23 | 74% | 17 | 26% | 6 |
| Other individual | 55 | 75% | 41 | 26% | 14 |
| Large private registered provider | 136 | 96% | 131 | 4% | 5 |
| Small private registered provider | 39 | 85% | 33 | 15% | 6 |
| Large local authority registered provider | 83 | 95% | 79 | 5% | 4 |
| Small local authority registered provider | 12 | 100% | 12 | 0% | 0 |
| Stakeholder organisation | 31 | 90% | 28 | 10% | 3 |
| Other organisation | 38 | 90% | 34 | 11% | 4 |

Chart 5. Overview of responses to Question 5

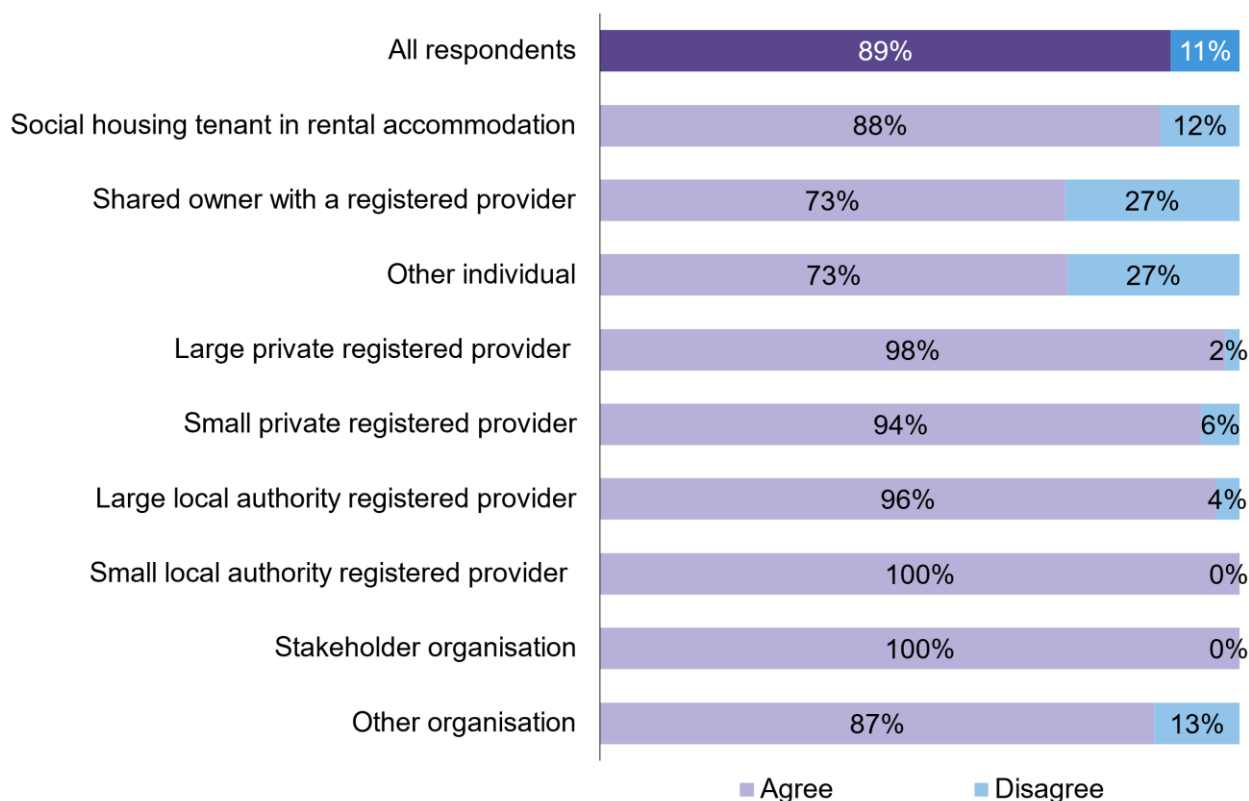


Question 6. Do you agree that the proposed Tenancy Standard accurately reflects the government's 'Mutual exchange direction' to the regulator?

Table 6. Overview of responses to Question 6

| | Total number of responses | Agree | | Disagree | |
|---|---------------------------|------------|------------|------------|------------|
| | | % | Number | % | Number |
| Total | 999 | 89% | 892 | 11% | 107 |
| Social housing tenant in rental accommodation | 604 | 88% | 529 | 12% | 75 |
| Shared owner with a registered provider | 22 | 73% | 16 | 27% | 6 |
| Other individual | 52 | 73% | 38 | 27% | 14 |
| Large private registered provider | 138 | 98% | 135 | 2% | 3 |
| Small private registered provider | 34 | 94% | 32 | 6% | 2 |
| Large local authority registered provider | 81 | 96% | 78 | 4% | 3 |
| Small local authority registered provider | 12 | 100% | 12 | 0% | 0 |
| Stakeholder organisation | 26 | 100% | 26 | 0% | 0 |
| Other organisation | 30 | 87% | 26 | 13% | 4 |

Chart 6. Overview of responses to Question 6

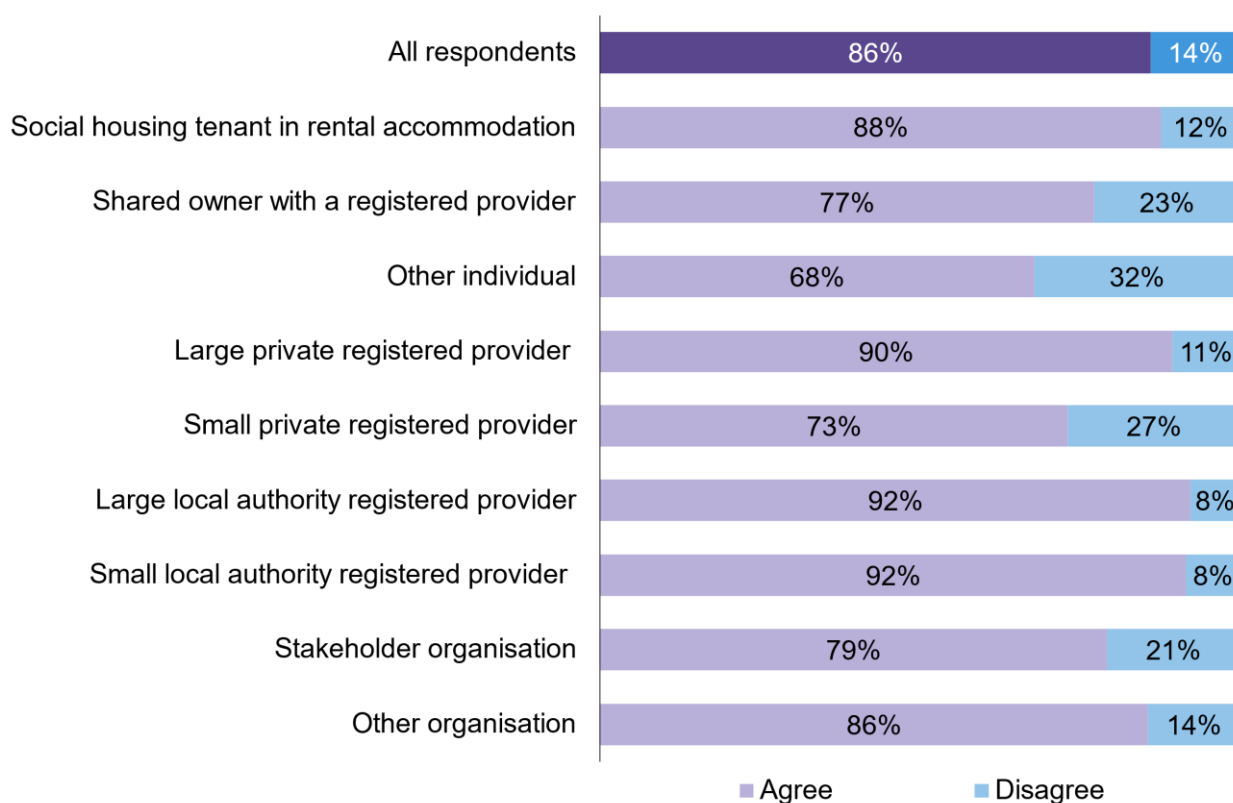


Question 7. The proposed Code of Practice is designed to help landlords understand how they can meet the requirements of the standards. Do you agree that the proposed Code of Practice meets this aim?

Table 7. Overview of responses to Question 7

| | Total number of responses | Agree | | Disagree | |
|---|---------------------------|------------|------------|------------|------------|
| | | % | Number | % | Number |
| Total | 1,010 | 86% | 871 | 14% | 139 |
| Social housing tenant in rental accommodation | 606 | 88% | 532 | 12% | 74 |
| Shared owner with a registered provider | 22 | 77% | 17 | 23% | 5 |
| Other individual | 53 | 68% | 36 | 32% | 17 |
| Large private registered provider | 133 | 90% | 119 | 11% | 14 |
| Small private registered provider | 41 | 73% | 30 | 27% | 11 |
| Large local authority registered provider | 79 | 92% | 73 | 8% | 6 |
| Small local authority registered provider | 12 | 92% | 11 | 8% | 1 |
| Stakeholder organisation | 29 | 79% | 23 | 21% | 6 |
| Other organisation | 35 | 86% | 30 | 14% | 5 |

Chart 7. Overview of responses to Question 7

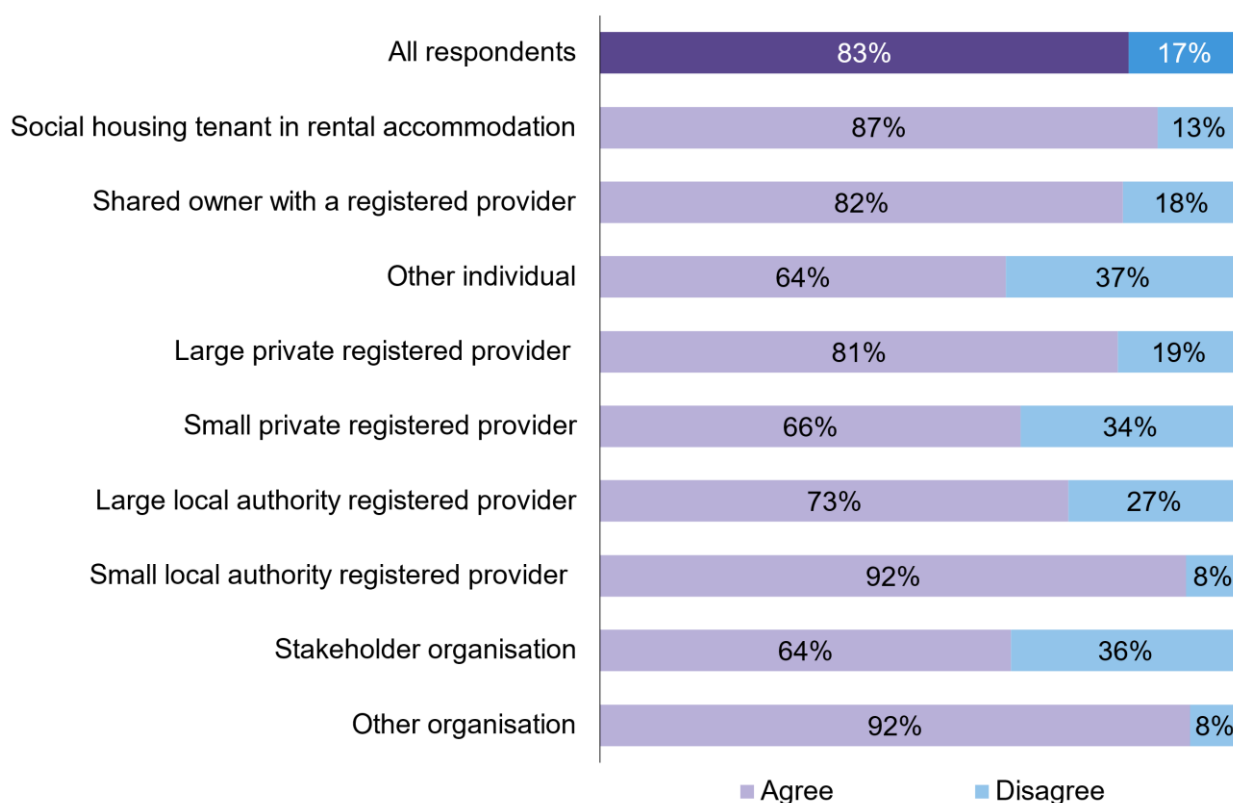


Question 8. Do you agree with our conclusions in the draft Regulatory Impact Assessment?

Table 8. Overview of responses to Question 8

| | Total number of responses | Agree | | Disagree | |
|---|---------------------------|------------|------------|------------|------------|
| | | % | Number | % | Number |
| Total | 980 | 83% | 810 | 17% | 170 |
| Social housing tenant in rental accommodation | 601 | 87% | 524 | 13% | 77 |
| Shared owner with a registered provider | 22 | 82% | 18 | 18% | 4 |
| Other individual | 52 | 64% | 33 | 37% | 19 |
| Large private registered provider | 126 | 81% | 102 | 19% | 24 |
| Small private registered provider | 38 | 66% | 25 | 34% | 13 |
| Large local authority registered provider | 75 | 73% | 55 | 27% | 20 |
| Small local authority registered provider | 12 | 92% | 11 | 8% | 1 |
| Stakeholder organisation | 28 | 64% | 18 | 36% | 10 |
| Other organisation | 26 | 92% | 24 | 8% | 2 |

Chart 8. Overview of responses to Question 8

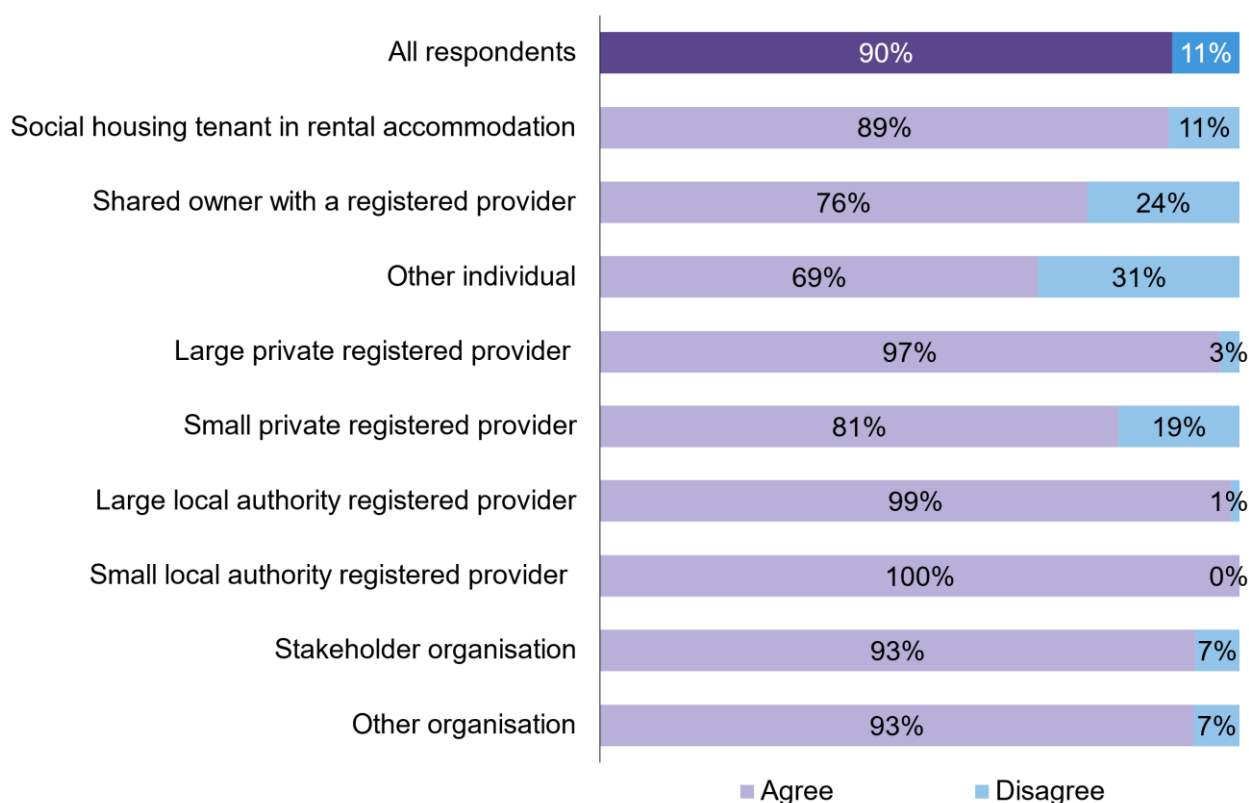


Question 9. Do you agree with our conclusions in the draft Equality Impact Assessment?

Table 9. Overview of responses to Question 9

| | Total number of responses | Agree | | Disagree | |
|---|---------------------------|------------|------------|------------|------------|
| | | % | Number | % | Number |
| Total | 980 | 89% | 877 | 11% | 103 |
| Social housing tenant in rental accommodation | 598 | 89% | 532 | 11% | 66 |
| Shared owner with a registered provider | 21 | 76% | 16 | 24% | 5 |
| Other individual | 51 | 69% | 35 | 31% | 16 |
| Large private registered provider | 127 | 97% | 123 | 3% | 4 |
| Small private registered provider | 37 | 81% | 30 | 19% | 7 |
| Large local authority registered provider | 77 | 99% | 76 | 1% | 1 |
| Small local authority registered provider | 12 | 100% | 12 | 0% | 0 |
| Stakeholder organisation | 29 | 93% | 27 | 7% | 2 |
| Other organisation | 28 | 93% | 26 | 7% | 2 |

Chart 9. Overview of responses to Question 9





© RSH copyright 2024

This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit nationalarchives.gov.uk/doc/open-government-licence/version/3

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available at: www.gov.uk/rsh

Any enquiries regarding this publication should be sent to us via enquiries@rsh.gov.uk or call 0300 124 5225.

or write to:

Regulator of Social Housing
Level 2
7-8 Wellington Place
Leeds LS1 4AP

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.