



Regulator of
Social Housing

Annex 2: List of respondents

Statutory consultation on the
consumer standards

February 2024

Annex 2: List of respondents to the consumer standards consultation

February 2024

The table below shows the organisations and individual respondents to the consumer standards consultation. Where the response was on behalf of an organisation, the organisation's name is given rather than the individual who completed the response. We have only shared the names of individual respondents where they gave consent for their names to be shared.

If you wish your name to be removed from the list of respondents, please email us at enquiries@rsh.gov.uk or call us on 0300 124 5225.

A2Dominion Group
Abbeyfield Southern Oaks
Accent Housing
ACORN the Union
Addressing Domestic Abuse
Alpha Living
Altair
Anchor
Anthony Collins Solicitors LLP
Arawak Walton Housing Association
Ashfield District Council
Ashford Borough Council
Ashton Pioneer Homes
Association of Retained Council Housing
Aster Group
Babergh and Mid Suffolk District Councils
Barnsley MBC/Berneslai Homes
Bassetlaw District Council
BCP Homes Involved Residents

Believe Housing
Belle Isle Tenant Management Organisation
Bernicia Group
Bespoke Supportive Tenancies Ltd
Bevan Brittan
Beyond Housing Limited
Birkenhead Forum Housing Association
Birmingham City Council
Black Country Housing Group
BME London Landlords Tenants Forum
Bolsover District Council
Bolton at Home
Bournemouth Churches Housing Association
Bpha
Braintree District Council
Brent Council
Brighter Places - resident engagement panel
Brighton & Hove City Council
Bristol City Council
Broadland Housing Association
Bromford Group
Broxtowe Borough Council
Bury Council
Cambridge City Council
Cambridge Housing Society
Campbell Tickell
Cannock Chase Council
Castle Point Council
Castles & Coasts Housing Association

Central Bedfordshire Council
Cheshire West and Chester Council
CHP
Church Army Marylebone Project
CIH
Citizen
City of Doncaster Council
City of Wolverhampton Council
City of York Council
Clarion
Coastline Housing Ltd
Cobalt Housing
Community Gateway Association
Community Housing (Strategic Tenant Group)
Community Housing
Community Housing Associations North West
Confederation of Co-operative Housing
Connexus Homes Ltd
Cornwall Council plus Cornwall Housing Ltd (ALMO)
Cornwall Housing Ltd Tenant's Forum
Cottsway Housing Association
Crawley Borough Council
Crawley Homes, Tenant and Leaseholder Action Panel
Crisis
Crosby Housing Association
Curo Places Limited
Customer Assurance Team - Home Group (Weaver Vale Housing Trust)
Dacorum Borough Council
Darlington Borough Council Tenants Panel

David Tolson Partnership Ltd (DTP)
Disruptive Innovators Network
Dolphin Living Limited
Dorchester Almshouses
East Devon District Council
East Suffolk council
Eastbourne Borough Council and Lewes District Council
Eastleigh Borough Council
Eastlight Community Homes
Elim Housing Association
EMH
Enfield Tenants' Customer Voice
Epping Forest District Council
Exeter City Council
Fairhive Homes
Fairoak Housing Association
Falcon Housing Association C.I.C
Family Housing Association (Birkenhead & Wirral) Ltd
First Choice Homes Oldham
First Choice Homes Oldham Customer Voice Panel.
First Priority Housing Association
Flagship Housing Group
Folkestone & Hythe District Council
ForHousing
Four Million Homes/CCH
Framework Housing Association
Friends, Families and Travellers
G15
G15 Involved Residents

g320
Gateshead Council Tenant Group
Gateway Housing Association
Gentoo
Gloucester Charities Trust
Gloucester City Homes
Grand Union Housing Group
Granville Community Homes
Gravesham Borough Council
Great Places Housing Group
Great Yarmouth Borough Council
Greatwell Homes
Habinteg
Hackney
Halton Housing
Hammersmith and Fulham
Hammersmith and Fulham Engagement Reset Sub Group
Harlow Pools Charities [Godsafe Almshouses]
Harrogate Housing Association
Harrow Churches Housing Association
Hastoe Housing Association
Havebury Housing Partnership
Healthier Housing Partnership
Heylo Housing
High Peak Borough Council
Hightown Housing Association
Hilldale Housing Association
Hinckley and Bosworth Borough Council
Home Group

Homes for Cathy
Homes in Sedgemoor
Honeycomb Group
Housing 21
Housing for Women
HQN
Hull City Council
Hull Tenants' Forum
Humphrey Booth Housing Charity
Hundred Houses Society
Hyde Housing Resident feedback
Inclusion Group
Incommunities
Independence Support
Independent Housing Scrutiny Panel of Bristol City Council Forum
Innisfree HA
Insight Customer Scrutiny Group
Involved L&Q residents
Involved Residents of Northamptonshire Partnership Homes
Ipswich Borough Council
Irwell Valley Homes
Island Cottages Ltd
Islington & Shoreditch Housing Association
St John's Homes
Jigsaw Homes Group Limited
Johnnie Johnson Housing
Karbon Homes Limited and 54 North Homes Limited
Karbon Homes/54 North Homes Customer Responses
Kensington and Chelsea Scrutiny Group (Notting Hill Genesis)
Kirklees Council

L&Q
L&Q Waterman Apartments Residents Association
Lancaster City Council
Learning Disability and Autism Housing Network
Leeds City Council
Legal & General Affordable Homes
Leicester City Council
Lench's Trust
Lewisham Council, Lewisham Homes, Regenter B3 and Five Ways and Ewart Road TMOs.
Lincolnshire Rural Housing Association
Liverpool City Region Housing Association Group
LiveWest Homes
Livv Housing Group
Local Government Association
Local Space
London Borough of Camden
London Borough of Croydon
London Borough of Enfield
London Borough of Haringey
London Borough of Harrow
London Borough of Lambeth
London Borough of Redbridge
London Borough of Sutton
London Borough of Tower Hamlets
London Councils
London Tenants Federation
Longhurst Group
Lune Valley Rural Housing Association
Luton Borough Council

Magenta Living
Magna Housing
Manchester City Council
Marlborough & District HA
Metropolitan Thames Valley Housing
MHS Customer Scrutiny Panel
MHS Homes Group and Heart of Medway Housing Association
Mid Devon District Council
Midland Heart
Millbank Estate Management Organisation Limited
Milton Keynes City Council
Moat Homes Limited
MSV Housing
MTVH Customer Council
Muir Group Housing Association
National Federation of ALMOs
National Federation of Tenant Management Organisations (NFTMO)
National Housing & Domestic Abuse Policy & Practice Group
New Venture Housing Co-operative Ltd
Newcastle City Council
Newlon Housing Trust
National Housing Federation
North Kesteven District Council
North London Muslim Housing Association Ltd
North Northamptonshire Council
North Tyneside Council
North West Leicestershire District Council
Northern Housing Consortium
Notting Hill Genesis

Nottingham City Council
Nottingham Community Housing Association
NSAH (Alliance Homes) Ltd
Ocean Housing Ltd
One Manchester Limited
Ongo Homes Ltd
Onward Homes
Orbit
Origin Housing
Orwell Housing
Oxford City Council
P3 Housing
PA Housing
Papworth Trust
Paradigm Housing Group
Peabody
Peter Bedford Housing Association
Phoenix Community Housing
Pivotal Housing Associations
Places for People
Placeshapers
Platform Housing Group
Platform Housing Group's Scrutiny Panel
Plus Dane Housing (Customer group)
Plus Dane Housing
Plymouth Community Homes
Portsmouth City Council
Progress Housing Group
Reading Borough Council

Red Kite Community Housing
Red Kite Community Housing (Resident Representative Team)
ReSI Homes
Resident Scrutiny Group (for the Abri Group)
Resolve
Richmond Council
Richmond Housing Partnership
Riverside Group Limited
Rochdale Boroughwide Housing
Rother District Council
Rotherham Metropolitan Borough Council
Royal Airforces Housing Association Ltd
Royal Borough of Kensington and Chelsea
Royal Borough of Kingston
Royal Institution of Chartered Surveyors (RICS)
Saffron Housing Trust Ltd
Sage Homes
Salford City Council
Salix Homes Ltd
Salvation Army Housing Association (Saha)
Sanctuary
Sandwell Community Information and Participation Services Ltd
Sandwell Council
SCC/SEH and SCC Tenant Reps
Scrutiny Panel Response – South Tyneside Homes
Sefton Metropolitan Borough Council
Settle
Shain housing association
Shared Ownership Resources

Sheffield City Council
Shelter
Shepherds Bush Housing Association
Shropshire Council
Simply Affordable Homes RP Ltd
Social Housing Action Campaign (SHAC)
South Derbyshire District Council
South Holland District Council
South Lakes Housing Association
South Liverpool Homes
South Tyneside Council
South West London Law Centres
Southampton City Council's engaged tenants
Southern Housing
Southsea Self Help Housing Co-Operative
Southwark Council
Southway Housing Trust
Sovereign Network Group
Sovini Group (incorporating One vision Housing and Pine Court Housing Association)
Spelthorne Council
Spotland & Falinge Housing Association Ltd
St Arthur Homes
St Mungos
St Peters (Saltley) Housing Association
Stevenage Borough Council
Stockport Homes Limited and Stockport Council
Stoke-on-Trent City Council
Stonewater
Stop Social Housing Stigma (SSHS) Committee

Stroud District Council
Sunderland City Council
Sustain UK Ltd
TAROE Trust
Tenant Involvement Group of New Forest District Council
Tenant Panel - North Kesteven District Council
Tenant Voice Panel
Tenants from Independent Living Scheme - Bassetlaw DC
Thanet District Council
The Almshouse Association
The Charity Commission
The ExtraCare Charitable Trust
The Guinness Partnership
The Housing Ombudsman Service
The Housing Plus Group
The Hyde Group
The Regenda Group
The Regenda Group Resident Voice Panel
The Sutton Turner Houses
The Wrekin Housing Group Limited
Thirteen
Thrive Homes
Thurrock Council
Tiverton Almshouse Trust
Together Housing Group
Torus
Town and Country Housing
Tpas
Trent and Dove Housing Association

Trident Housing
Trinity Housing Association
Trowers & Hamlins LLP
Tuntum Housing Association
Two Saints
UK Finance
Unity Homes and Enterprise
Veterans Aid
Victoria Community Association
VIVID Housing Limited
Walsall Housing Group Limited
Waltham Forest
Waltham Forest Housing Association
Wandle Housing Association
Wandsworth Council
Warwick District Council
Watford Community Housing
Waverley BC
WDH
Wealden District Council
Weaver Vale Housing Trust
West Kent Housing Association
West Lancashire BC
West Northamptonshire Council and Northamptonshire Partnership Homes (ALMO)
Wigan Council
Wirral NBC
Worthing Homes
Wythenshawe Community Housing Group
YD Consultants Unconference

YMCA England & Wales
YMCA Fairthorne Housing
YMCA Heart of England
Yorkshire Housing
Your Housing Group

Aaron Fidler
Aarron Sudbury
Abigail Tunney
Adam Hodson
Ajibola Adegbite
Alan Chatfield
Alan Kelters
Aleksandra Felkner
Alex Lyness-Brown
Alexander Somerville
Alison Cusack
Alistair Duncan
Allan Mccue
Andrea Preston
Andrew Day
Andrew Hine
Andrew Mccance
Andrew Nield
Andrew O'malley
Andy Bettany
Andy Mackenzie
Ange Gilman
Angela Chicken
Angela Du Preez
Angela Harding
Ann Martin
Anne Manning
Anne Thornley
Anne-Marie Henderson
Annette Duffy
Anson Musgrave
Antoinette Cooper
Arthur Woodward
Ascanio Bo Romanelli

Barry Ogden
Beatrice Caracciolo
Beatrice Hall
Beverley Lewis
Brian Cox
Brian Foster
Brian Griffin
Bridget Hickey
C Glenn
Carol Woodstock
Catherine Dibble
Catherine Larmour
Catherine Walsh
Catherine Williams
Cheryl Garratt
Cheryl Williams
Chioma Akuazsoku
Chris Dilworth
Christine Dickinson
Christine J Knight
Christine Webb
Christopher Fox
Christopher Hessey
Christopher Seymour
Claire Braid
Claire Rennison
Clare Caudery
Clifford Hughes
Colin Bolam
Colin J. Appleby
Colin Lincoln
Collin Dailey
Courtney Edes
Daisierose Peacock

Daisy Armstrong
Danielle
Dave Bedford
David and Susan Elsworth
David Andrew Chafe
David West
David Wilson
Dawn Edwards
Dawn Harrison Burton
Dawn Sharples
Dean Andrew Pritchard
Debbie
Deborah Brown
Denise Field
Dennis Johnston
DF Dobson
Dianne Murphy
Donna Ben-Khalifa
Donna Still
Doris Acquah Ward
Doris Cartwright
Dr Mercy Denedo and Professor Amanze Ejiogu
Ebrahim Piperdy
Edith Nadjell
Edna Staveley
Elisha Knowles
Elizabeth Kitson
Elizabeth Knight
Elizabeth Perryman
Elizabeth Roast
Elizabeth Spring
Elvis Coltman
Emma Cox
Eran Ozgunay
Eunice Frances Cotgreave
Eve Cowell
Eydritt Joensen
Faten M Tahir
Filippe Scalora
Francesco Guerrieri
Francis Ward
Gary Dines
Gary Jones
Gary Wilde
Gilly Pickford

Gloria Drozdowicz
Gordon Huskinson
Graham Bailey
Graham Copestake
Graham Norris
Hazel O'donoghue
Hazel Silvester
Heath Joynson
Helen Anne Birch
Helen Taylor
Helen Watkinson
Hero Aziz
Ian Fairclough
Ian Johnson
Ian Wallace
Jackie Blackley
Jackie Taylor
Jacqui Tiye Mullaney
Jade Mcgee
James Arnold Foxon
James Brennan
James Cosgrove
Jane Cowell-Homewood
Jane Graham
Jane Lees
Janet Ledgerton
Janet Martin
Jason Geay
Jenifer Southern
Jennett Dean
Jennifer Bannon
Jennifer Mayo
Jenny Clarke
Jesselyn Mcgowan
Joan Millward
Joel Rhoden
John Allen
John Cookson
John Townend
Jon Carr
Joseph Martin
Joy Urmaza
Judite Fernandes
Judith Greenwood
Judith Wren
Judith Barks

Julie Brooks
Julie Cleave
Julie Collins
Julie Dale
Julie Lauder
Julie Matthews
Juliet Lomax
Karen Boothe
Karen Gregory
Karen Nichols
Karen Partington
Karolina Kulassek
Kazzi Alderson-Rees
Keith Charles Field
Keith Ducker
Keith Wesley
Kelly Beardmore
Kelly Marie Byrne
Ken Owen
Kenneth Chapman
Kenneth Shaw
Keturah Morgan
Kevin Buxton
Kevin Morgan
Lauren Eccles
Lesley Hedger
Lesley Pearce
Lesley Peters
Lesley Robertson
Lesley Turner
Ligbouhon Aline Sahiri
Lin Mellish
Linda Kemp
Linda Wilcox
Lisa Cannon
Lisa Cogley
Lisa Kelsall
Louise Cassidy
Louise Yendle
Lucy Acock
Lynda Brown
Lynda Crosby
Lyndsey Emma Thompson
Lynne Thom
M Nicholls
Maciej Janczak

Maggie Tanner
Mai Rutherford
Makeba Rogers
Malcolm Cox
Malcolm Dale
Malcolm Hillier
Malcolm Plowman
Man Feng Liao
Mandy Jelenje
Manly Chambers
Marc Ramsell
Marcia Russell
Margaret Smith
Marian Pascal
Marilyn Williams
Marjorie Bannister
Mark Allen
Mark Chard
Mark Coleman
Mark Cox
Mark Evans
Mark Hutchinson
Mark Peter Chaple
Mark Slater
Martin Evans
Martine Townsend
Mary Burke
Mary Collier
Matthew Atkins
Matthew Myatt
Maureen Ann Davies
Melanie Fairbrother
Michael Anderton
Michael Downes
Michael Oram
Michael Patrick
Michael Russell
Michael Wallace
Michelle Donnelly
Michelle Lord
Michelle Sadler
Mike Hope
Miriam Davison
Miss Belinda A Abbott
Miss Harrison
Miss Lynda Buckley

Miss Nickola Lindsey
Miss Samantha Bobb
Mr Alan Black
Mr Arthur J Smith
Mr Clint Bailey
Mr Keith M Cooper
Mr Kevin J Milner
Mr P Bridge
Mr P Foulkes
Mr Peter Allington
Mr Richard Stratton
Mr Robert G Billingham
Mr Sean Rushton
Mr Sidney Anthony Beaumont
Mr Stephen Parkinson
Mr Stephen R Johnson
Mr William Smith
Mrs Booth
Mrs GM Stimpson
Mrs Helen Ripper
Mrs Sandra Fairbrother
Mrs Sudipta Roy
Mrs Susan Cooper
Mrs Susan Elizabeth Jones
Mrs Swain
Ms Maureen Kaye
Ms Pauline Dipple
N Pettyfer
Nadine Wallen
Naseem Abbas
Neil Collis
Neil Young
Nicola Woodward
Nigel Hickmott
Noel Mannion
Norman Bellshaw
Olwen Lintott
Pamela Annison
Pamela Gouldingay
Pamela Hanrahan
Pamela Timms
Patricia Sapey
Patricia Wright
Paul Anthony Hannath
Paul Athersmith
Paul Day

Paul Fletcher
Paul Morgan
Paul Obrien
Paul Parsons
Pauline Burns
Peter Calvert
Peter Carter
Peter George Mander
Peter Hamilton
Peter Holder
Peter Slater-Quick
Peter White
Philip Jones
Phillip Reid
Rachel Aryee
Rachel Hayball
Reverend James Olanipekun
Rica Bailey
Richard Johnson
Richard Turzanski
Richard Wilkinson
Robert Hussey
Robert Morris
Robert Woodbridge
Roderick Beaton
Roger Day
Roy Aston
Roy Barker
Rtushanara Ahmed
Sally Brown
Samantha Lewis
Sandra Cristina Dos Santos Sequeira
Sandra Gavin
Sandra Jane Perfect
Sandra Johnson
Sandra Miles
Sandra Saint
Sandra Wilkinson
Sara Selga-Ferrer
Sarah Bird
Sarah Booker
Sarah Gates
Scott Ainslie
Sean Scally
Shabneez Ameerally

Shakirah Akinwale
Sharon Grogan
Sharon Wood
Simon John Fuller
Sky Anderson
Sophie Tabois
Stella Young
Stephen Meek
Steve Hastings
Steve Pring
Steve Rafferty
Steven Pruner
Steven Smith
Steven Walker
Stuart Long
Sue Aspden
Susan Bowler
Susan Cowling
Susan Dyer
Susan Roberts
Susan Swanston
Sydney Lawton
Teresa Brinkman
Thomas Price
Tom Mcdonnell
Tom Pooley
Tony Thornton
Tony (Anthony) Bowden
Tracey Cotgreave
Tracey White
Trevor Ellis
Ugo Zilioli
Victoria Pemberton
Wai Chun Mo
Wayne Turner
Whitney Smith
William J Thomas
William O'loughlin
Winston Dowdye
Yasmin White
Zaki Elseidy
Zoe Poole



© 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.