



Regulator of
Social Housing

Service standard performance data

2023-24



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 landlords
- Information required of landlords (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 2023 to March 2024.

From 1 October 2023, we made a small change to our service standard for stage 2 consumer standard referrals. We increased the service standard on this measure from 15 days to 20 days.

We made this change to align the consumer regulation service standards with those for our economic regulation. This was to ensure we have a consistent approach across our regulatory work, and that our new integrated approach was ready to go live on 1 April 2024.

The report covers the year before RSH introduced its proactive approach to consumer regulation and the new consumer standards. More information about RSH's new approach is available [on our website](#).

The service standard reporting set out below is based on the service standard in place at the time the referral was closed.

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

Performance data

Performance data against the regulator's standards of service for the 2023/24 financial year is set out below. The table includes data for 2022/23 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	2022-23
Within 5 working days we will EITHER <ul style="list-style-type: none"> • send a final response; OR • send a holding response, stating that we will provide a response within 15 working days of receipt of the initial enquiry. 	2,506	99%	Green	99%

NROSH+ enquiries	Cases	Achieved	Status	2022-23
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.	3,946	99%	Green	100%

Consumer standard referrals stage 1	Cases	Achieved	Status	2022-23
Within 5 working days we will EITHER <ul style="list-style-type: none"> • send a final response, where no potential breach of standards is evident OR • send a holding response, stating that we will provide a response within 15 working days of receipt of the initial referral (Stage 2). 	508	99%	Green	100%

Consumer standard referrals stage 2	Cases	Achieved	Status	2022-23
<p>From 1 April 2023 until 30 September 2023:</p> <p>Within 15 working days of the initial referral we will EITHER</p> <ul style="list-style-type: none"> 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 send a notification letter that we will be conducting further investigations, requiring up to a further 20 working days (Stage 3). <p>From 1 October 2023 to 31 March 2024:</p> <p>Within 20 working days of the initial referral we will EITHER</p> <ul style="list-style-type: none"> 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 send a notification letter that we will be conducting further investigations, requiring up to a further 20 working days (Stage 3). 	92	87%	Green	75%

Consumer standard referrals stage 3	Cases	Achieved	Status	2022-23
<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>	81	94%	Green	91%

Economic standard referrals	Cases	Achieved	Status	2022-23
<p>Within 5 working days we will EITHER</p> <ul style="list-style-type: none"> • send a final response; OR • send a holding response indicating that we will respond within 20 working days from receipt of the initial investigation request. <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"> • Notification of no further action to be taken; OR • Notification that there will be further investigations; OR • Notification that the request will be escalated through our reactive engagement process. 	173	83%	Amber	85%

Some of the economic standard referrals considered through our economic regulation processes are complex and may also relate to other business processes within the regulator. Before we decide to investigate a case, we might carry out detailed initial enquiries, for example to seek further information from the referrer, or we might need to liaise with other operational teams to finalise a response. On occasions, this may take longer than the 20 working day target but we always seek to keep referrers updated as we consider their referral.

Consumer Standard referrals

Our consumer regulation process in 2023/24 comprised 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.

From 1 April 2024, our approach to consumer regulation has changed, and so our process for handling consumer standards referrals has also changed. Further details on our current approach can be found on our website: [How we regulate - GOV.UK \(www.gov.uk\)](https://www.gov.uk). We will provide information on our performance against the new processes in our next annual service standards report.



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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.