



Regulator of
Social Housing

Stakeholder survey results 2024-2025

February 2025



Introduction

The Regulator of Social Housing (RSH) has carried out a stakeholder survey, with fieldwork completed in December 2024 and January 2025.

We have sought the views of registered providers and other stakeholders on a range of issues.

We will use the results to inform

- our performance monitoring
- continuous development of our operational approach
- our corporate planning

This analysis was conducted using responses only from the intended group, where routing was established but not followed.

The last RSH stakeholder survey was published in 2023.

Key findings

417 stakeholders responded to the survey, slightly fewer than the 435 responses received in 2023.

As in previous years, registered providers (RPs) account for most responses, however, there has been an increase in the number of RPs participating and decrease in responses from other stakeholders. This can have an impact on overall scores, even where individual groups are no more or less satisfied.

Regulatory framework

- Over 80% of respondents agree RSH's new approach to consumer regulation will lead to improved outcomes for tenants, with just 3% disagreeing.
- Over 69% agreed RSH's approach is co-regulatory, and at least seven in ten respondents agreed that:
 - RSH meets its objectives to be proportionate and minimise interference.
 - The RSH regulatory framework and approach to regulation are consistent with our objectives on both economic and consumer regulation.

Delivery and practice

- Over three quarters of respondents agreed that RSH approach to regulation is risk-based and assurance-based, and that this approach is reflected in their experience of being a regulated RP or how they understand RPs are regulated.
- Overall, eight in ten stakeholders who engaged with RSH agree staff are respectful, knowledgeable about the nature and complexity of the sector, and have a wide range of relevant skills and experiences. Over 85% of RPs find the RSH's requests for information or evidence clear.

Key findings

The regulator

- Overall, 76% of respondents find RSH publications very or somewhat useful.
- Over three quarters of respondents agree RSH takes action where possible to ensure confidence in the sector is maintained, and access to finance on competitive terms continues.
- Eight in ten agree RSH takes appropriate action in line with our remit.
- Letter or email remains the most helpful method of communication, followed by website and stakeholder events. Social media (X and LinkedIn) continues to be considered less helpful.

Perceptions by stakeholder group

- Large private registered providers (large PRPs) and local authority registered providers (LARPs) were generally the most positive across the results, followed by other stakeholders.
- When looking at registered providers by unit size, generally, larger RPs responded more positively.
- This difference is particularly noticeable when looking at RSH being co-regulatory, meeting objectives of being proportionate and minimising interference, and the regulatory framework and RSH's approach to regulation being consistent with our objectives on economic regulation.

Responses

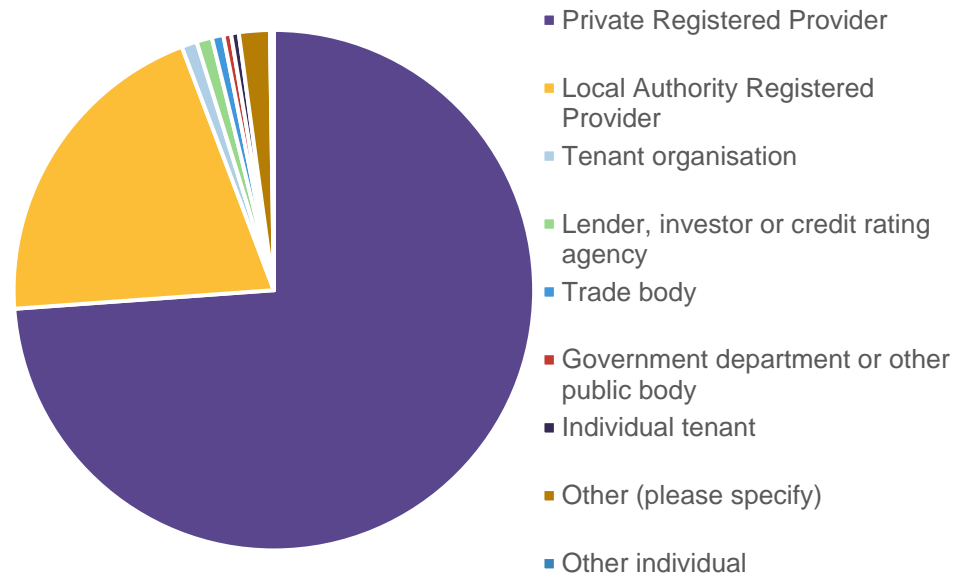
417 stakeholders completed the survey, 18 fewer than in 2023.

393 (94%) respondents were registered providers, including local authority registered providers, compared to 77% in 2023. The increased participation of registered providers alters the respondent profile with fewer responses from non-registered providers. This shift can impact overall scores, and it is important to be mindful of smaller sample sizes amongst non-registered providers.

Other stakeholders who responded include: tenant organisations, lenders, investor or credit rating agencies, trade bodies, government departments or other public bodies, and individual tenants.

Which of these stakeholder groups best describes you or your organisation?	Responses	Proportion of responses
Private Registered Provider	308	73.9%
Local Authority Registered Provider	85	20.4%
Tenant organisation	4	1.0%
Lender, investor or credit rating agency	4	1.0%
Trade body	3	0.7%
Government department or other public body	2	0.5%
Individual tenant	2	0.5%
Other (please specify)	8	1.9%
Other individual	1	0.2%

Proportion of respondents by stakeholder group



Profile of registered provider respondents

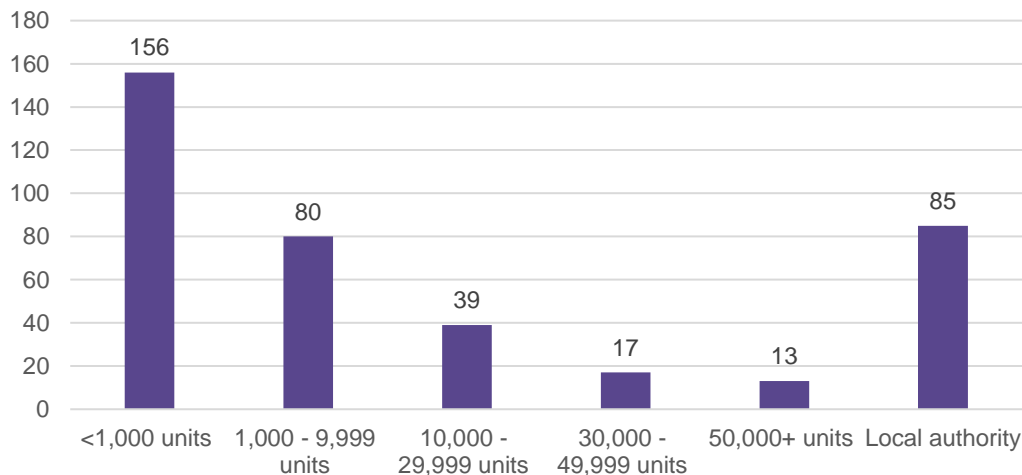
Of the registered providers that responded, 156 were small private registered providers (PRPs) (<1,000 units), and 149 were large PRPs (>1,000 units).

85 provider responses were from local authority registered providers (LARPs)*, an increase of 37 from 2023. We have presented LARPs separately in our analysis.

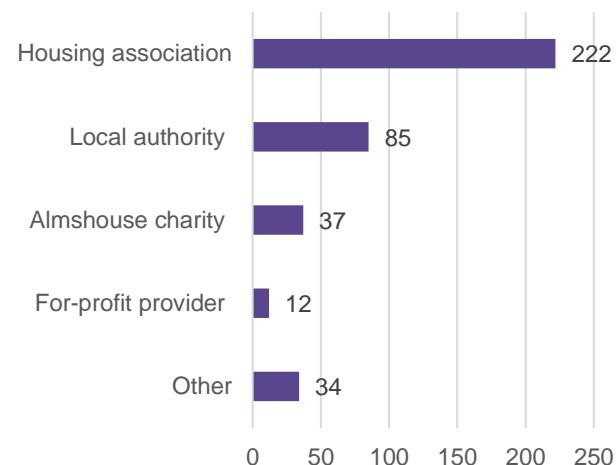
Housing associations account for 57% of RP respondents, a 15-percentage point decrease from 2023. 34 provider respondents classified themselves as 'other' which primarily consists of housing co-operatives and charities.

Five RP respondents (three PRP, two LARP) did not provide their unit size, and three PRPs did not state their provider type. These responses are excluded from any unit size or provider type analysis. Given the small number of responses affected, this would have minimal impact on scores.

How many homes does your provider own?



What type of provider is your organisation?



Section 1 - Regulatory framework

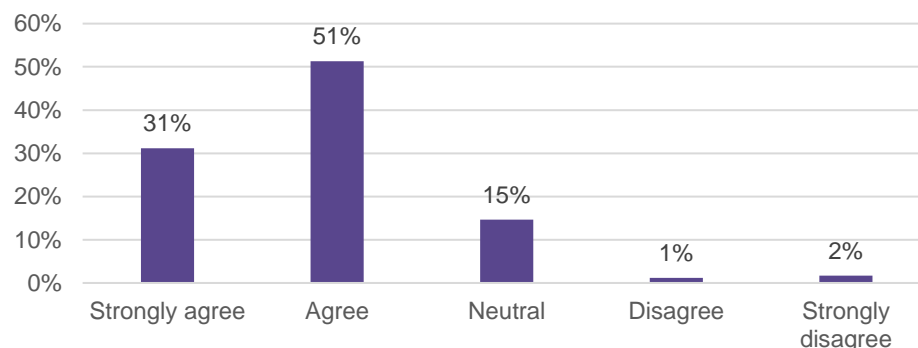
On 1 April 2024, RSH introduced its new approach to consumer regulation, including new consumer standards, the publication of regulatory judgements and a proactive inspection programme for all landlords owning 1,000 homes or more.

Question 4: To what extent do you agree or disagree that:

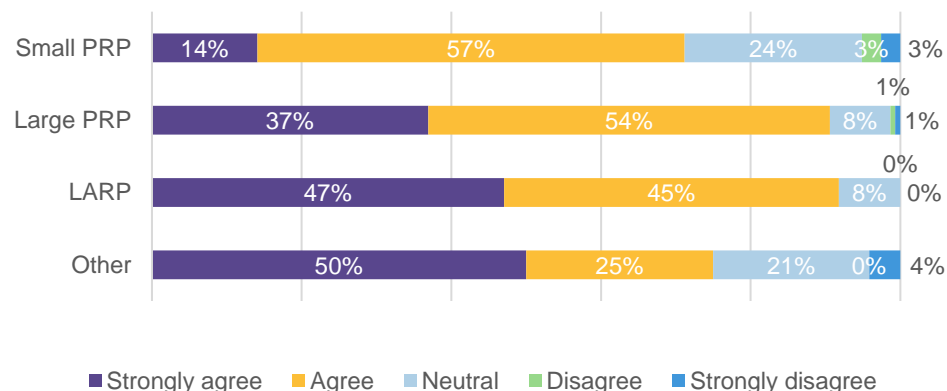
Our new approach will lead to improved outcomes for tenants.

- Overall, 82% of respondents agree that the new approach will lead to improved outcomes for tenants.
- 15% of respondents were neutral and 3% disagreed.
- By stakeholder group LARPs and Large PRPs were most positive (92% and 91% agree respectively).
- Small PRPs and other stakeholders had the highest proportions of 'neutral' responses (24% and 21% respectively).

Question 4 responses



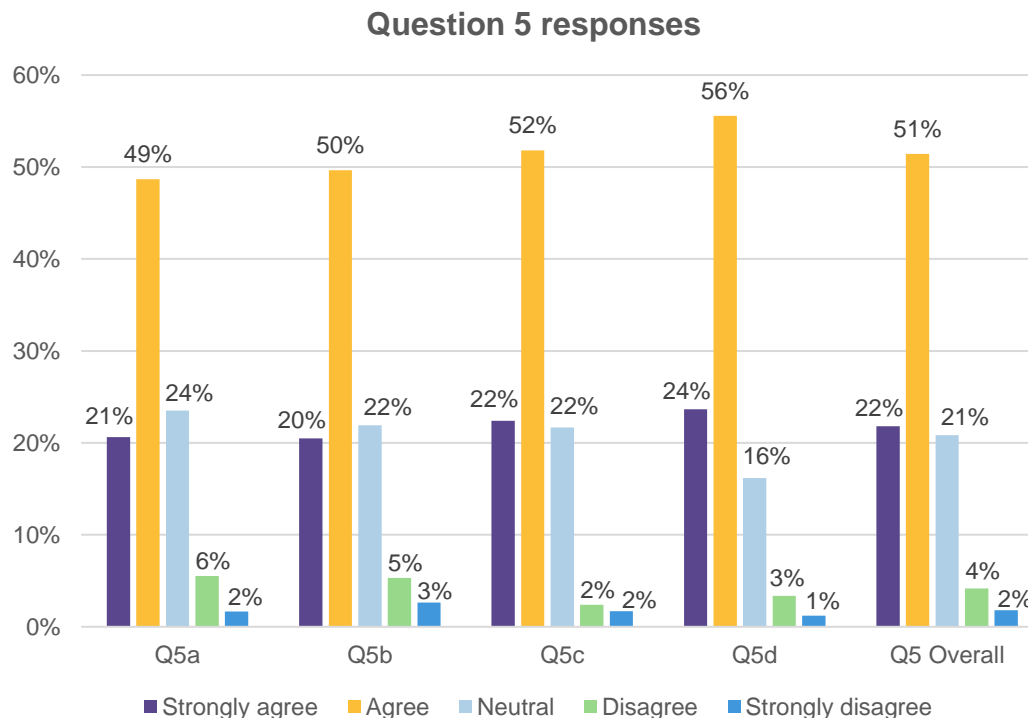
Question 4 by stakeholder group



Section 1 - Regulatory framework

Question 5: To what extent do you agree or disagree that:

- a The regulator's approach is co-regulatory?
- b The regulator meets its objectives to be proportionate and minimise interference?
- c The regulatory framework and our approach to regulation are consistent with our objectives on economic regulation?
- d The regulatory framework and our approach to regulation are consistent with our objectives on consumer regulation?



- Overall, 73% of respondents agreed with these statements, with only 6% disagreeing.
- In 2023 these scores were 72% and 7%, respectively suggesting the RSH has maintained stakeholder confidence in a time of significant change for the organisation and sector.
- Large PRPs responded most positively to the statements (86% agreed overall), followed by LARPs (78%), other stakeholders (71%), and small PRPs (60%).

Section 2 – Delivery and practice

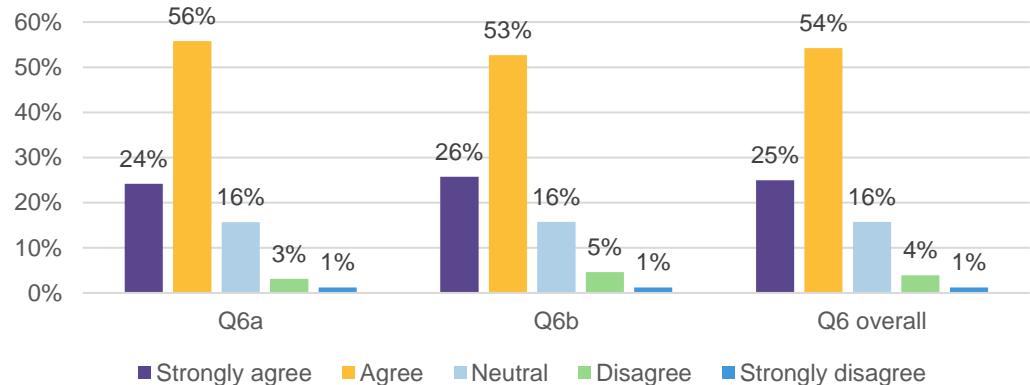
Question 6: To what extent do you agree or disagree that:

a Our approach is risk-based and assurance-based?

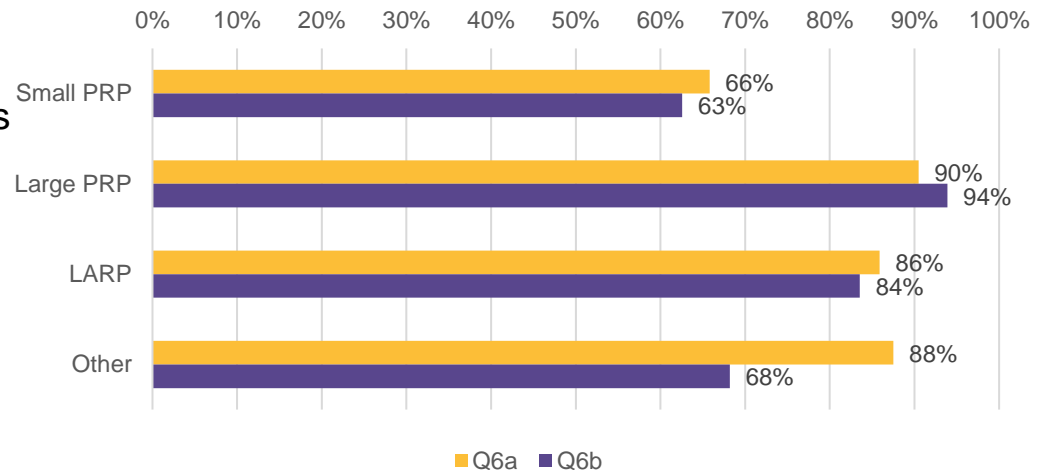
b This approach is reflected in your experience of being a regulated RP or how you understand RPs are regulated?

- Overall, 79% of respondents agreed with these statements, an increase of three percentage points from 2023.
- 16% of respondents were neutral and 5% disagreed.
- By stakeholder group, overall Large PRPs were most positive (92%), followed by LARPs (85%).

Question 6 responses



Question 6 by stakeholder group



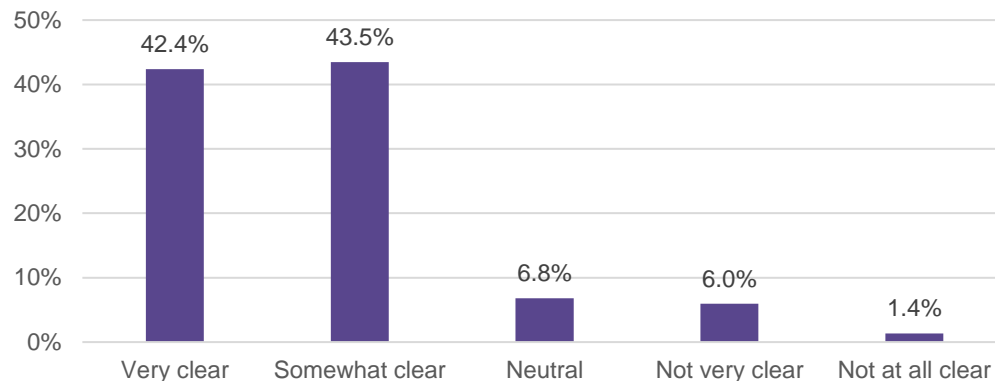
Section 2 – Delivery and practice (RPs only)

Question 8

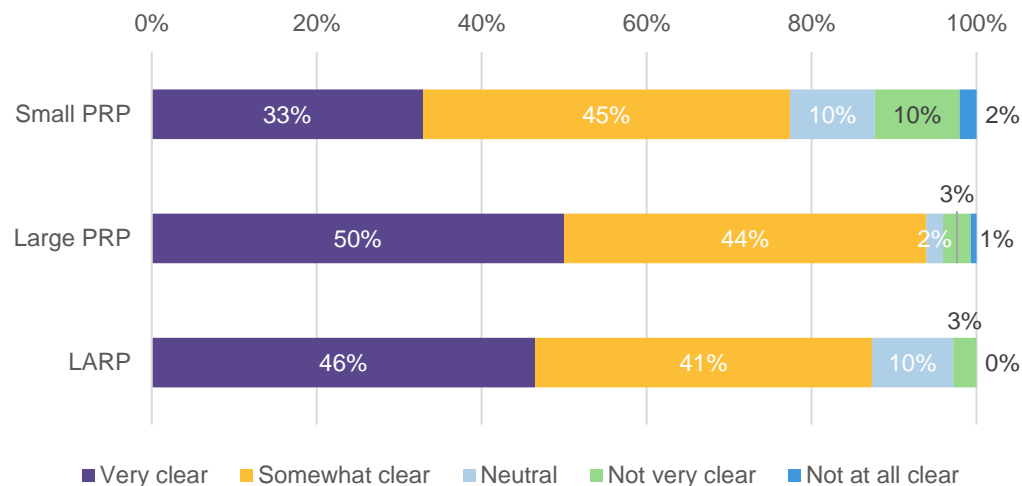
When we request information and/or evidence from you, how clear do you find our request?

- Overall, 86% of **registered providers** were very or somewhat clear about the information and/or evidence requested.
- Just 1% (five) of registered providers felt requests were 'not clear at all'.
- Large PRPs found requests most clear (94%), followed by LARPs (87%).
- Whilst still a small minority of landlords, small PRPs felt requests were the least clear (12% not clear).

Question 8 responses



Question 8 by stakeholder group



Section 2 – Delivery and practice (RPs only)

Question 9: From your experience of being regulated to what extent do you agree or disagree that:

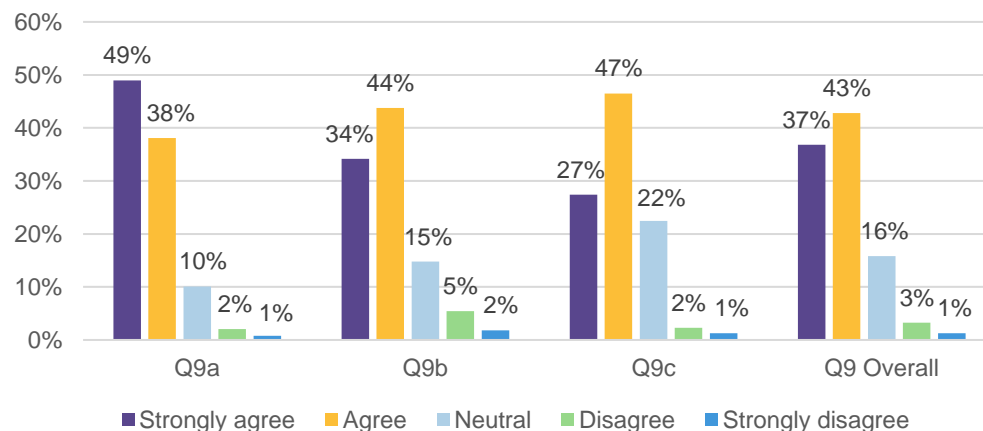
a We are professional and respectful when we engage

b We are knowledgeable about the nature and complexity of the sector

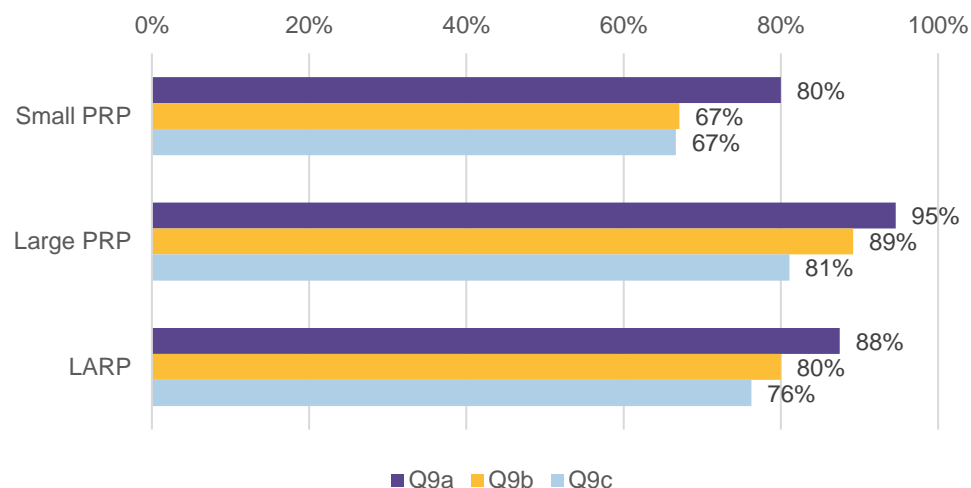
c We have the range of skills and experience needed to regulate the economic and consumer standards

- Question 9 now has a broader scope than in previous years, with questions 9a and 9c being newly introduced.
- Overall, 80% of **registered providers** agreed with these statements, 16% responded 'neutral', and 4% disagreed.
- Respondents were most in agreement that the RSH is professional and respectful when engaging (87%).
- Overall, large PRPs were the most positive (88%), followed by LARPs (81%), and then small PRPs (71%).

Question 9 responses



Question 9 by stakeholder group



Section 2 – Delivery and practice (Non-RPs)

Question 11:

Have you engaged with RSH staff in the past year, for example at an event, in a meeting, by email or phone call?

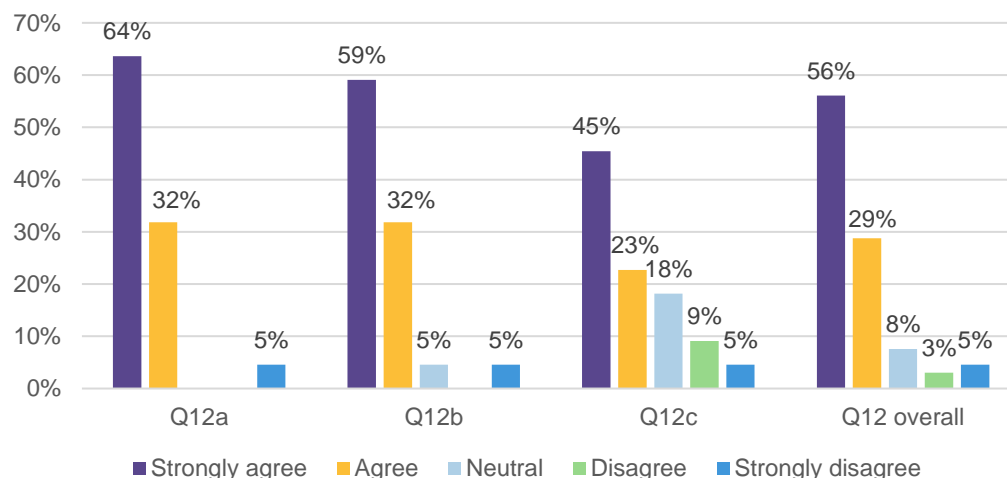
If 'Yes' go to Q12

Question 12: To what extent do you agree, from your experience, that:

- a. We are professional and respectful when we engage
- b. We are knowledgeable about the nature and complexity of the sector
- c. We have the range of skills and experience needed to regulate the economic and consumer standards

- Question 12 now has a broader scope than in previous years, with questions 12a and 12c being newly introduced.
- 96% of respondents who **are not RPs** had engaged with RSH staff in the past year.
- Of those that had engaged, overall, 85% agreed with the statements.
- Respondents agreed most that the RSH are professional and respectful when we engage (95%), with just 5% disagreeing.
- 91% of respondents agreed the RSH are knowledgeable about the complexity of the sector.
- 68% of respondents agreed that the RSH have the range of skills and experience needed to regulate the economic and consumer standards, 18% responded 'neutral', and 14% disagreed.

Question 12 responses

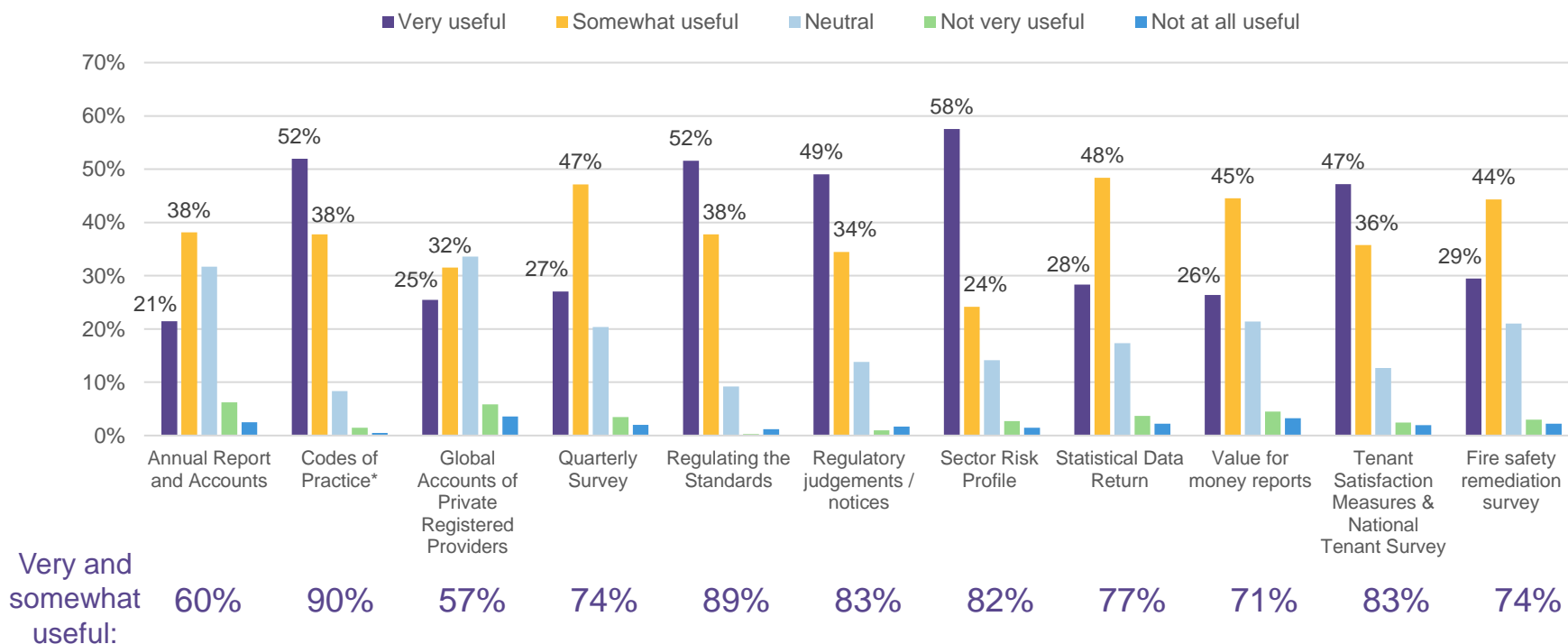


Section 3 – The regulator

Question 14

Please indicate how useful you find the following publications:

- Overall, 76% of respondents found RSH publications very or somewhat useful. This is in line with 2023 (76%).
- As was the case in 2023 the Codes of Practice (90%) and Regulating the Standards (89%) were found to be the most useful. 58% found the Sector Risk Profile 'very useful'.



Section 3 – The regulator

Responses differed by stakeholder group, as would be expected given the different focus of stakeholders:

- The Codes of Practice (86%) and Regulating the Standards (81%) are most useful for **small PRPs**.
- 97% of **large PRPs** found the Sector Risk Profile and Regulating the Standards useful. Over 90% of large PRPs also found the Codes of Practice and Regulatory judgements/ notices to be useful.
- 96% of **LARPs** found Regulatory judgements/notices and Tenant Satisfaction Measures & National Tenants Survey most useful. Over 90% of **LARPs** found the Codes of Practice and Regulating the Standards useful.
- **Other stakeholders** found the Quarterly Survey and Fire safety remediation survey most useful (88%). Followed by Regulatory judgements/ notices and the Sector Risk Profile (87%).

Very or somewhat useful	Small PRP	Large PRP	LARP	Other
Annual Report and Accounts	49%	75%	57%	46%
Codes of Practice*	86%	95%	91%	77%
Global Accounts of Private Registered Providers	41%	81%	37%	74%
Quarterly Survey	57%	90%	73%	88%
Regulating the Standards	80%	97%	95%	83%
Regulatory judgements / notices	66%	94%	96%	87%
Sector Risk Profile	64%	97%	84%	87%
Statistical Data Return	62%	89%	82%	83%
Value for money reports	57%	85%	77%	57%
Tenant Satisfaction Measures & National Tenant Survey	72%	88%	96%	83%
Fire safety remediation survey	66%	77%	79%	88%
Overall	64%	88%	79%	77%

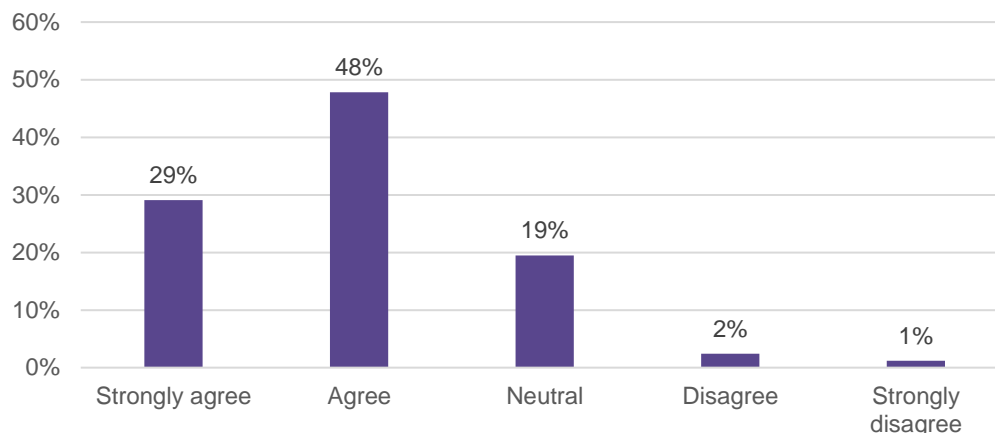
Section 3 – The regulator

Question 15

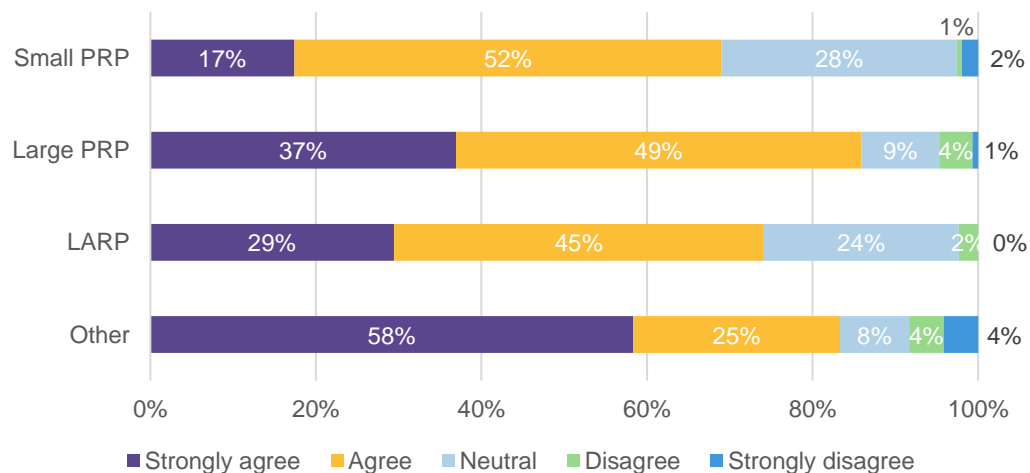
To what extent do you agree or disagree that we take action where possible to ensure that confidence in the sector is maintained, and access to finance on competitive terms continues?

- 77% of respondents agreed with this statement, with just 3% disagreeing.
- Large PRPs (86%) had the highest proportion of agreement.
- 74% of LARPs agreed, and 24% responded 'neutral'.
- 58% of other stakeholders 'strongly agreed' with the statement (overall agreement 83%).
- 69% of small PRPs agreed with the statement, with 28% responding 'neutral'.

Question 15 responses



Question 15 by stakeholder group



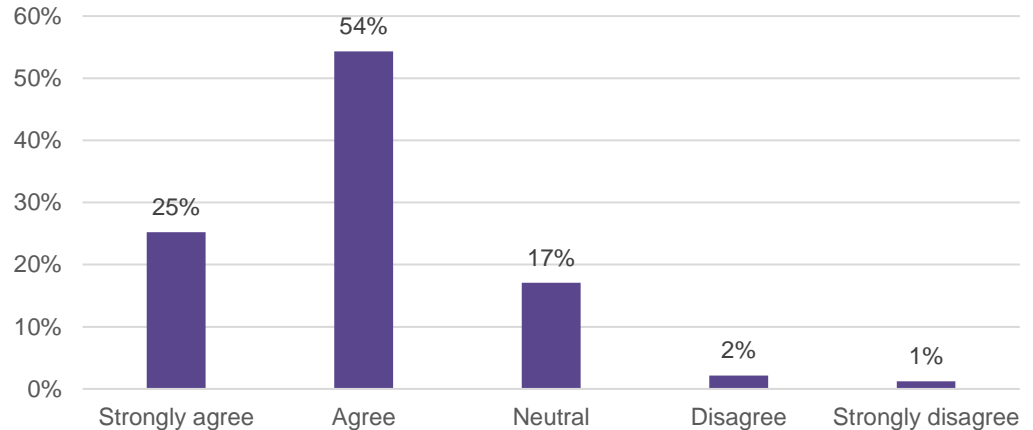
Section 3 – The regulator

Question 16

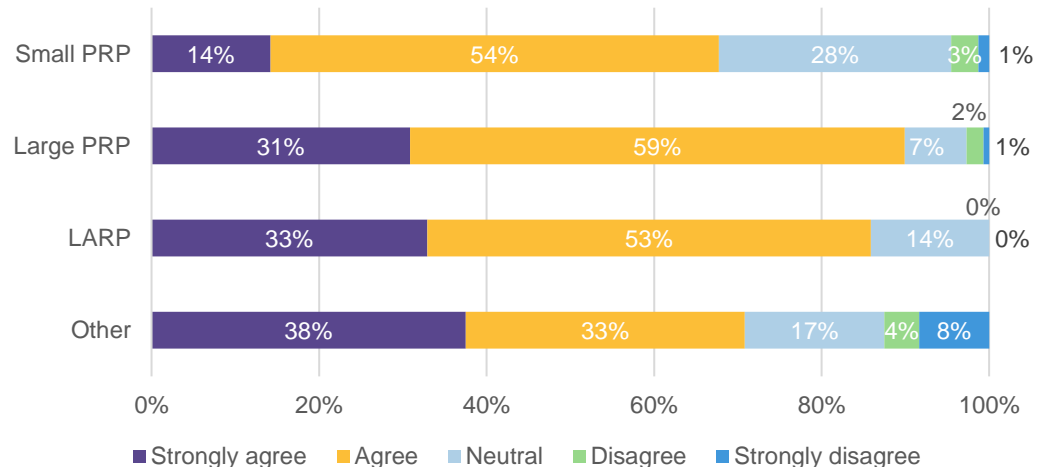
To what extent do you agree or disagree that we take appropriate action in line with our remit?

- 79% of respondents agreed RSH takes appropriate action in line with the remit, just 3% disagreed.
- Large PRPs (90%) were most in agreement, followed by LARPs (86%).
- 68% of small PRPs agreed with the statement, 28% responded 'neutral'.
- 12% of 'other stakeholders' disagreed with the statement, please note the smaller sample size with this group (24 responses).

Question 16 responses



Question 16 by stakeholder group



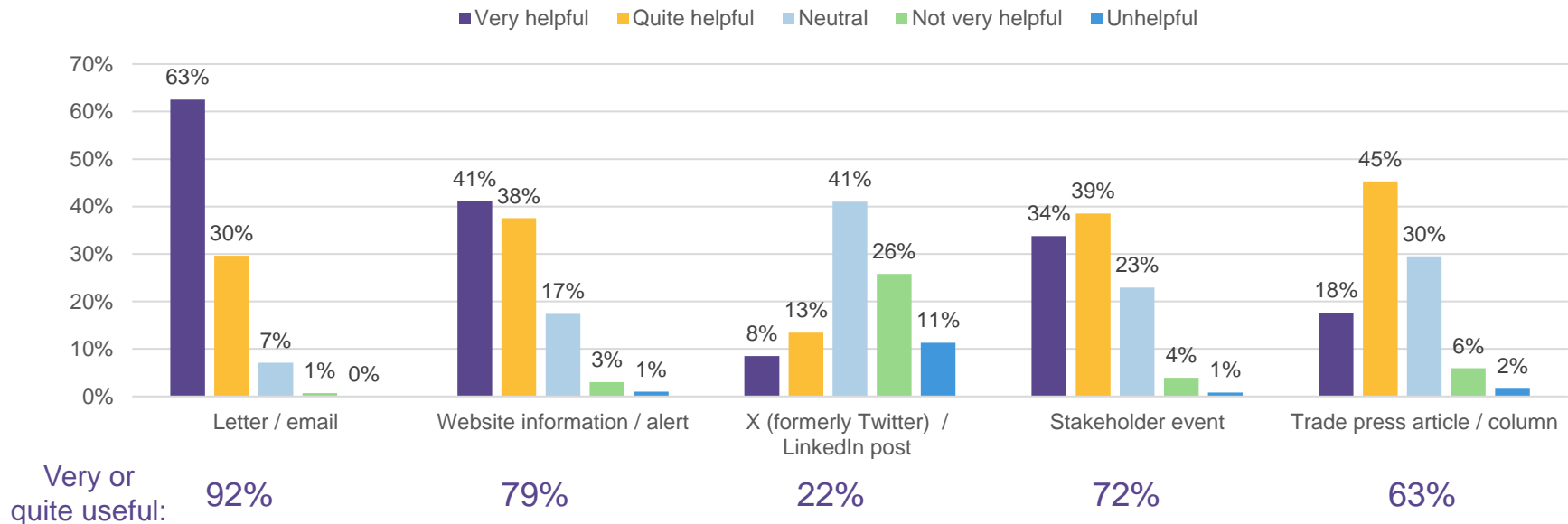
Section 3 – The regulator

Question 18

Which of the following do you find helpful in getting information about the requirements of our standards, publications and any other news?

- Letter and email continue to be the method most preferred by respondents with 92% finding this method helpful.
- Social media such as X and LinkedIn, was considered least helpful with just 22% finding this method helpful (41% neutral, 37% unhelpful).
- These findings are broadly in line with 2023.

Question 18 responses



Appendix

Questionnaire changes 2024/25

Questions added to the 2024/25 survey.

Regulatory framework

- Q4: On 1 April 2024, the RSH introduced its new approach to consumer regulation, including new consumer standards, the publication of regulatory judgements and a proactive inspection programme for all landlords owning 1,000 homes or more.
To what extent do you agree or disagree that: Our new approach will lead to improved outcomes for tenants.

Delivery and practice

- Q9: From your experience of being regulated to what extent do you agree or disagree that:
Q9a: We are professional and respectful when we engage
Q9c: We have the range of skills and experience needed to regulate the economic and consumer standards
- Q12: To what extent do you agree, from your experience, that:
Q12a: We are professional and respectful when we engage
Q12c: We have the range of skills and experience needed to regulate the economic and consumer standards

The regulator

- Q14: response option: Tenant Satisfaction Measures & National Tenant Survey
- Q15: To what extent do you agree or disagree that we take action where possible to ensure that confidence in the sector is maintained, and access to finance on competitive terms continues?

Questions removed from the 2024/25 survey that appeared in 2023.

- Are you aware of our proposed plan for implementing the Social Housing Regulation Bill, which we set out in “Reshaping Consumer Regulation: Our Implementation Plan?”
- How confident are you that we will deliver the regulatory changes set out in the Social Housing Regulation Bill?



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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 homes that meet a range of needs.

