



# Regulator of Social Housing

## Annex 5: Numerical analysis of individual question responses

Consultation on changes to our consumer standards and  
requirements

9 July 2026



## Introduction

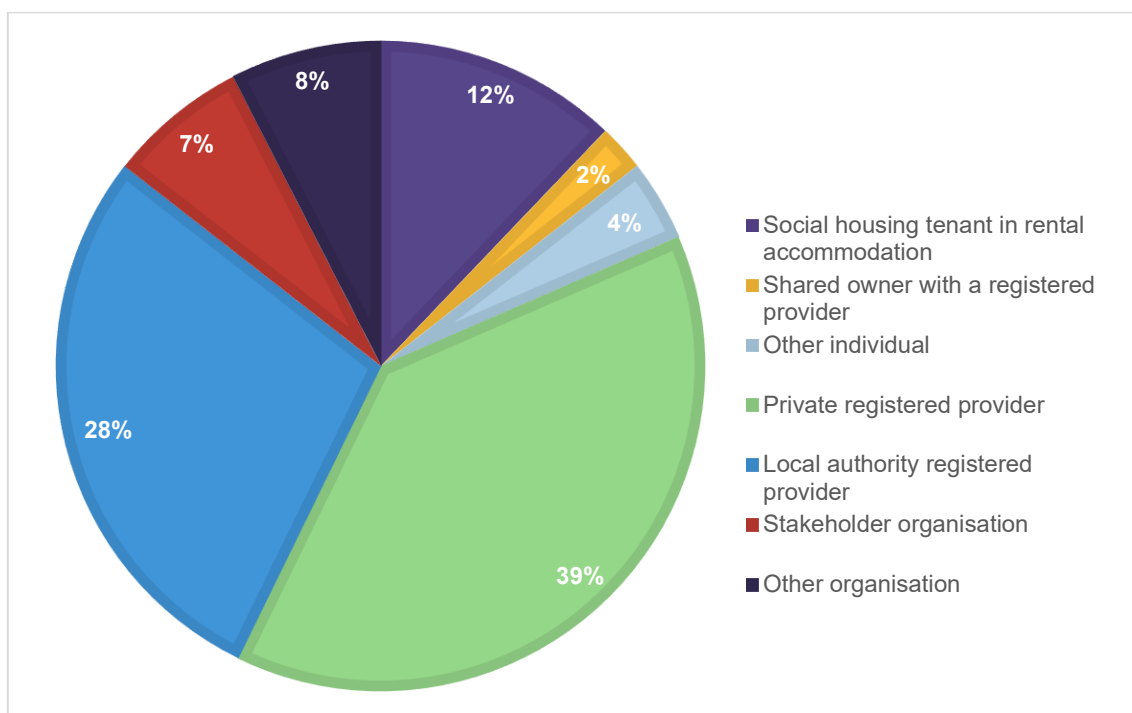
1. This annexe provides a numerical summary of the responses received to the questions in the December 2025 consultation on proposed changes to the regulator's consumer standards and related code of practice. It does not include responses relating to the proposed introduction of the electrical safety checks TSM<sup>1</sup>.
2. We received a total of 872 responses to the consultation.
3. 152 responses were received online (via our consultation survey) and 21 were in writing, predominately via email. Six stakeholders responded twice, via both the survey and email; in each case both responses were considered but counted as one stakeholder response.
4. Most of the feedback (699 responses) were received via a social media campaign. These responses only related to question 2 in the consultation.

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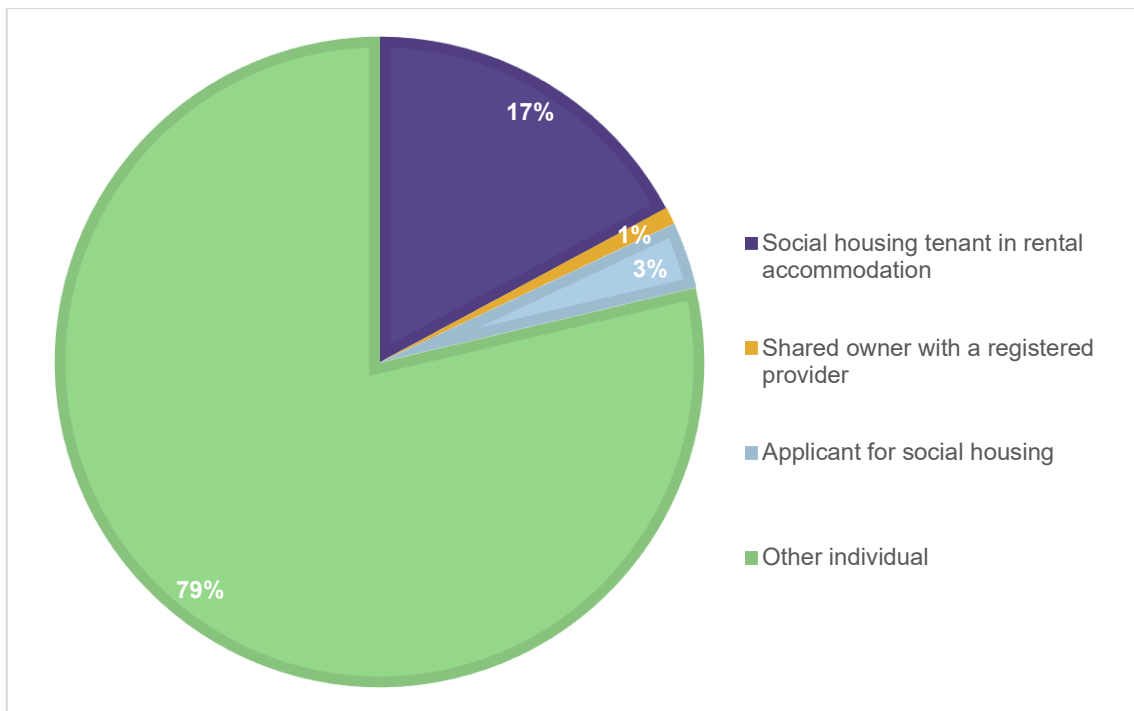
<sup>1</sup> Further details on decisions relating to the Electrical safety checks TSM, including numerical analysis of responses, can be found at [Consultation on changes to the TI&A Standard - GOV.UK](#)

**Table A: Breakdown of non-campaign responses to the consultation by respondent type**

Respondent type	Number	Percentage of total responses
Social housing tenant in rental accommodation	21	12%
Shared owner with a registered provider	4	2%
Other individual	7	4%
Private registered provider	67	39%
Local authority registered provider	49	28%
Stakeholder organisation	12	7%
Other organisation	13	8%
<b>Total responses</b>	<b>173</b>	<b>100%</b>

**Chart A: Breakdown of non-campaign responses to the consultation by respondent type****Table B: Breakdown of campaign responses to the consultation by respondent type**

Respondent type	Number	Percentage of total responses
Social housing tenant in rental accommodation	120	17%
Shared owner with a registered provider	6	1%
Applicant for social housing	23	3%
Other individual	550	79%
<b>Total responses</b>	<b>699</b>	<b>100%</b>

**Chart B: Breakdown of campaign responses to the consultation by respondent type**

5. The following tables and charts provide a numerical summary of the responses received to each consultation question. 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 number<sup>2</sup> and refer to the percentage of those who answered each question (rather than the total number of respondents to the consultation).

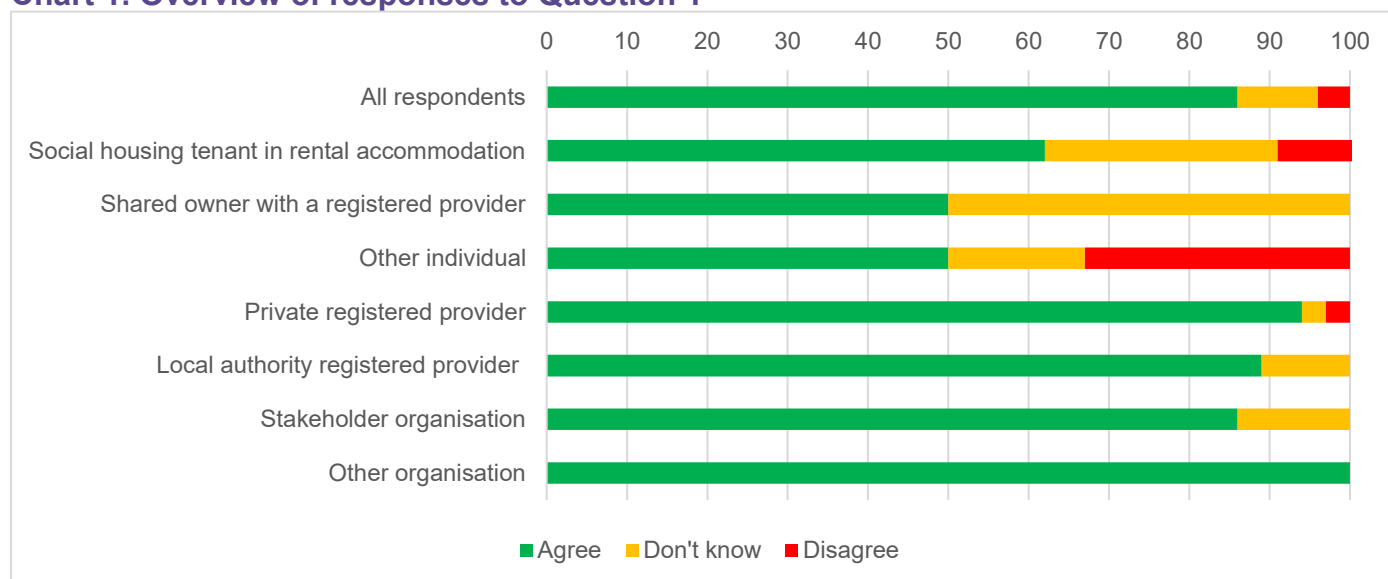
<sup>2</sup> As a result of rounding to the nearest whole number, in a small number of cases the total of the percentages will be slightly above or below 100%.

**Question 1.** Do you agree or disagree that the proposed change to the TI&A Standard accurately reflects the government’s STAIRs Direction to the regulator?

**Table 1. Overview of responses to Question 1**

	Total number of responses	Agree		Disagree		Don't know	
		%	Number	%	Number	%	Number
<b>Total</b>	<b>162</b>	<b>86</b>	<b>139</b>	<b>4</b>	<b>6</b>	<b>10</b>	<b>17</b>
Social housing tenant in rental accommodation	21	62	13	10	2	29	6
Shared owner with a registered provider	4	50	2	0	0	50	2
Other individual	6	50	3	33	2	17	1
Private registered provider	67	94	63	3	2	3	2
Local authority registered provider	45	89	40	0	0	11	5
Stakeholder organisation	7	86	6	0	0	14	1
Other organisation	12	100	12	0	0	0	0

**Chart 1. Overview of responses to Question 1**

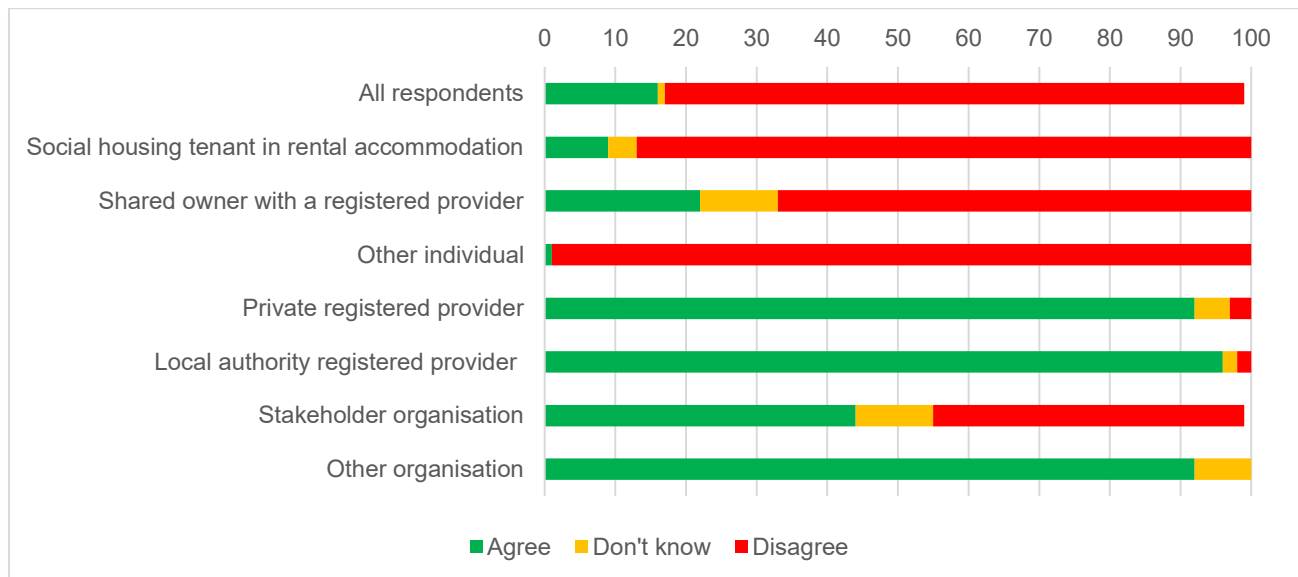


**Question 2.** Do you agree or disagree that the proposed changes to the TI&A Standard accurately reflect the government’s Competence and Conduct Direction to the regulator?

**Table 2A. Overview of all responses (campaign and non-campaign) to Question 2**

	Total number of responses	Agree		Disagree		Don't know	
		%	Number	%	Number	%	Number
<b>Total</b>	<b>865</b>	<b>16</b>	<b>140</b>	<b>82</b>	<b>710</b>	<b>1</b>	<b>11</b>
Social housing tenant in rental accommodation	141	9	12	87	123	4	6
Shared owner with a registered provider	9	22	2	67	6	11	1
Other individual <sup>3</sup>	580	1	3	99	574	0	2
Private registered provider	66	92	61	3	2	5	3
Local authority registered provider	48	96	46	2	1	2	1
Stakeholder organisation	9	44	4	44	4	11	1
Other organisation	13	92	12	0	0	8	1

**Chart 2A. Overview of all responses (campaign and non-campaign) to Question 2**



<sup>3</sup> Including applicants for social housing

Table 2B. Overview of non-campaign responses to Question 2

	Total number of responses	Agree		Disagree		Don't know	
		%	Number	%	Number	%	Number
<b>Total</b>	<b>166</b>	<b>84</b>	<b>140</b>	<b>7</b>	<b>11</b>	<b>9</b>	<b>15</b>
Social housing tenant in rental accommodation	21	57	12	14	3	29	6
Shared owner with a registered provider	3	67	2	0	0	33	1
Other individual	6	50	3	17	1	33	2
Private registered provider	66	92	61	3	2	5	3
Local authority registered provider	48	96	46	2	1	2	1
Stakeholder organisation	9	44	4	44	4	11	1
Other organisation	13	92	12	0	0	8	1

Chart 2B. Overview of non-campaign responses to Question 2

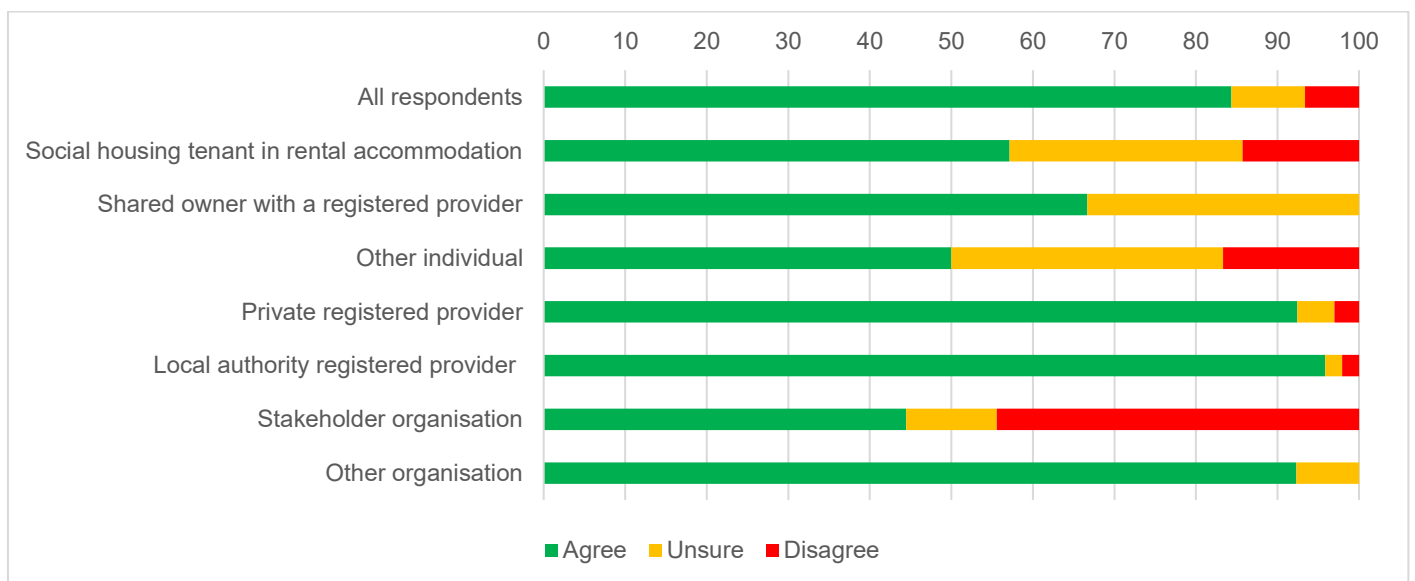


Table 2C. Overview of campaign responses to Question 2

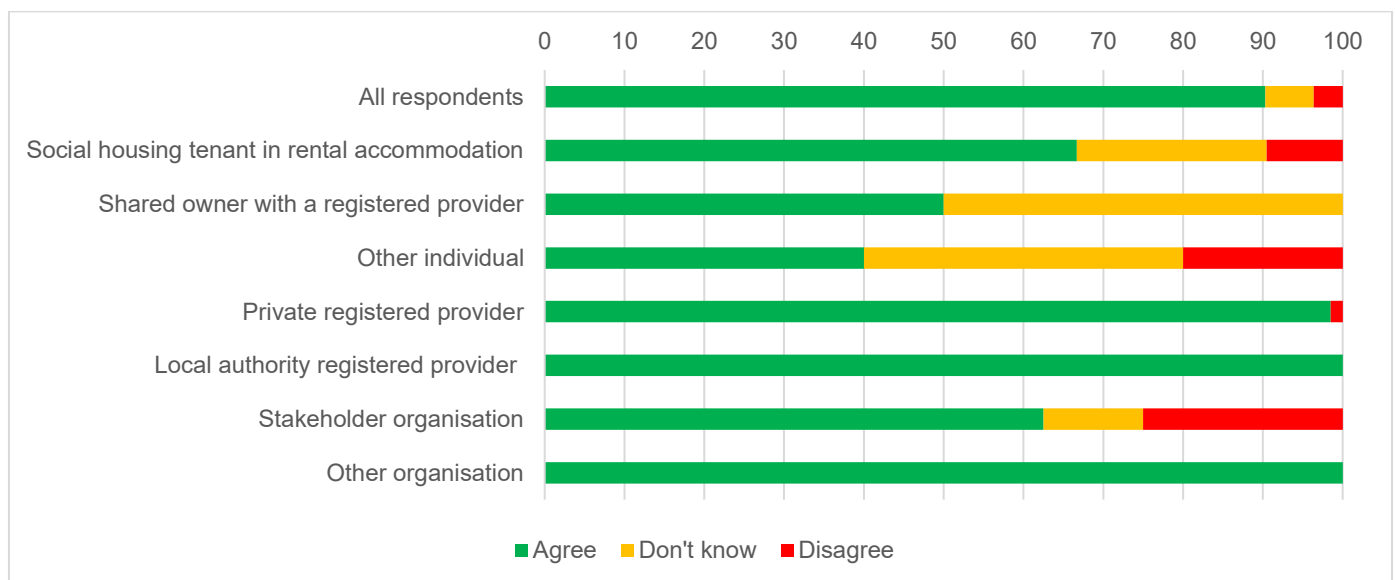
	Total number of responses	Agree		Disagree		Don't know	
		%	Number	%	Number	%	Number
<b>Total</b>	<b>699</b>	<b>0</b>	<b>0</b>	<b>100</b>	<b>699</b>	<b>0</b>	<b>0</b>
Social housing tenant in rental accommodation	120	0	0	100	120	0	0
Shared owner with a registered provider	6	0	0	100	6	0	0
Applicant for social housing	23	0	0	100	23	0	0
Other individual	550	0	0	100	550	0	0

**Question 3.** Do you agree or disagree with the proposed changes to the specific expectations in the TI&A Standard for the TSMs?

**Table 3. Overview of responses to Question 3**

	Responses	Agree		Disagree		Don't know	
		%	#	%	#	%	#
<b>Total</b>	<b>165</b>	<b>90</b>	<b>149</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>10</b>
Social housing tenant in rental accommodation	21	67	14	10	2	24	5
Shared owner with a registered provider	4	50	2	0	0	50	2
Other individual	5	40	2	20	1	40	2
Private registered provider	66	98	65	2	1	0	0
Local authority registered provider	48	100	48	0	0	0	0
Stakeholder organisation	8	63	5	25	2	13	1
Other organisation	13	100	13	0	0	0	0

**Chart 3. Overview of responses to Question 3**

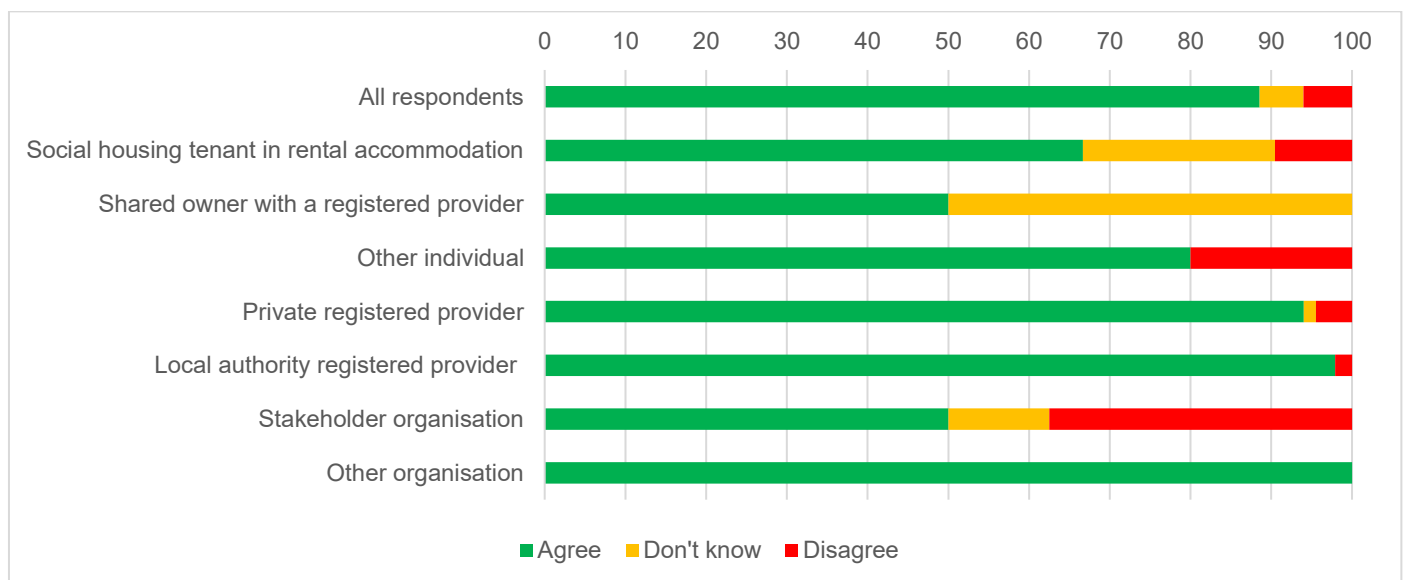


**Question 4.** Do you agree or disagree with the proposed changes to the Consumer Standards Code of Practice?

**Table 4. Overview of responses to Question 4**

	Responses	Agree		Disagree		Don't know	
		%	#	%	#	%	#
<b>Total</b>	<b>166</b>	<b>89</b>	<b>147</b>	<b>6</b>	<b>10</b>	<b>5</b>	<b>9</b>
Social housing tenant in rental accommodation	21	67	14	10	2	24	5
Shared owner with a registered provider	4	50	2	0	0	50	2
Other individual	5	80	4	20	1	0	0
Private registered provider	67	94	63	4	3	1	1
Local authority registered provider	48	98	47	2	1	0	0
Stakeholder organisation	8	50	4	38	3	13	1
Other organisation	13	100	13	0	0	0	0

**Chart 4. Overview of responses to Question 4**

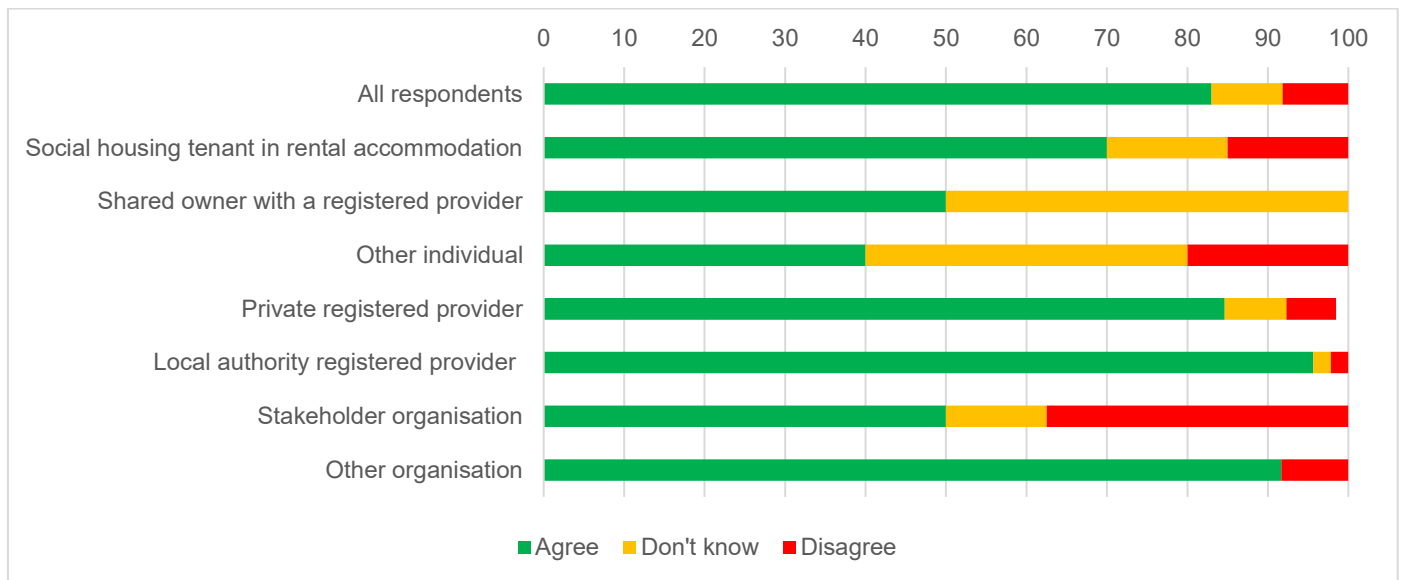


**Question 6.** Do you agree or disagree with our regulatory and equality impact considerations (as set out in Annexe 5)?

**Table 6. Overview of responses to Question 6**

	Responses	Agree		Disagree		Don't know	
		%	#	%	#	%	#
<b>Total</b>	<b>160</b>	<b>83</b>	<b>133</b>	<b>8</b>	<b>13</b>	<b>9</b>	<b>14</b>
Social housing tenant in rental accommodation	20	70	14	15	3	15	3
Shared owner with a registered provider	4	50	2	0	0	50	2
Other individual	5	40	2	20	1	40	2
Private registered provider	65	86	56	6	4	8	5
Local authority registered provider	46	96	44	2	1	2	1
Stakeholder organisation	8	50	4	38	3	13	1
Other organisation	12	92	11	8	1	0	0

**Chart 6. Overview of responses to Question 6**





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