

**Graeme Foster
Assistant Director**

12th January 2010

**Tenants and landlords
at the heart of change**

TSA

**TENANT
SERVICES
AUTHORITY**

Who are the TSA?

- **We are the regulator of social housing in England**
- **We want to make a difference for some eight million social housing tenants**



TSA

TENANT
SERVICES
AUTHORITY

The rationale for regulation

- A consumer regulator
- Security and protection for private investors
- Safeguarding public investment
- Affecting the wider quality of life in communities

TSA

TENANT
SERVICES
AUTHORITY

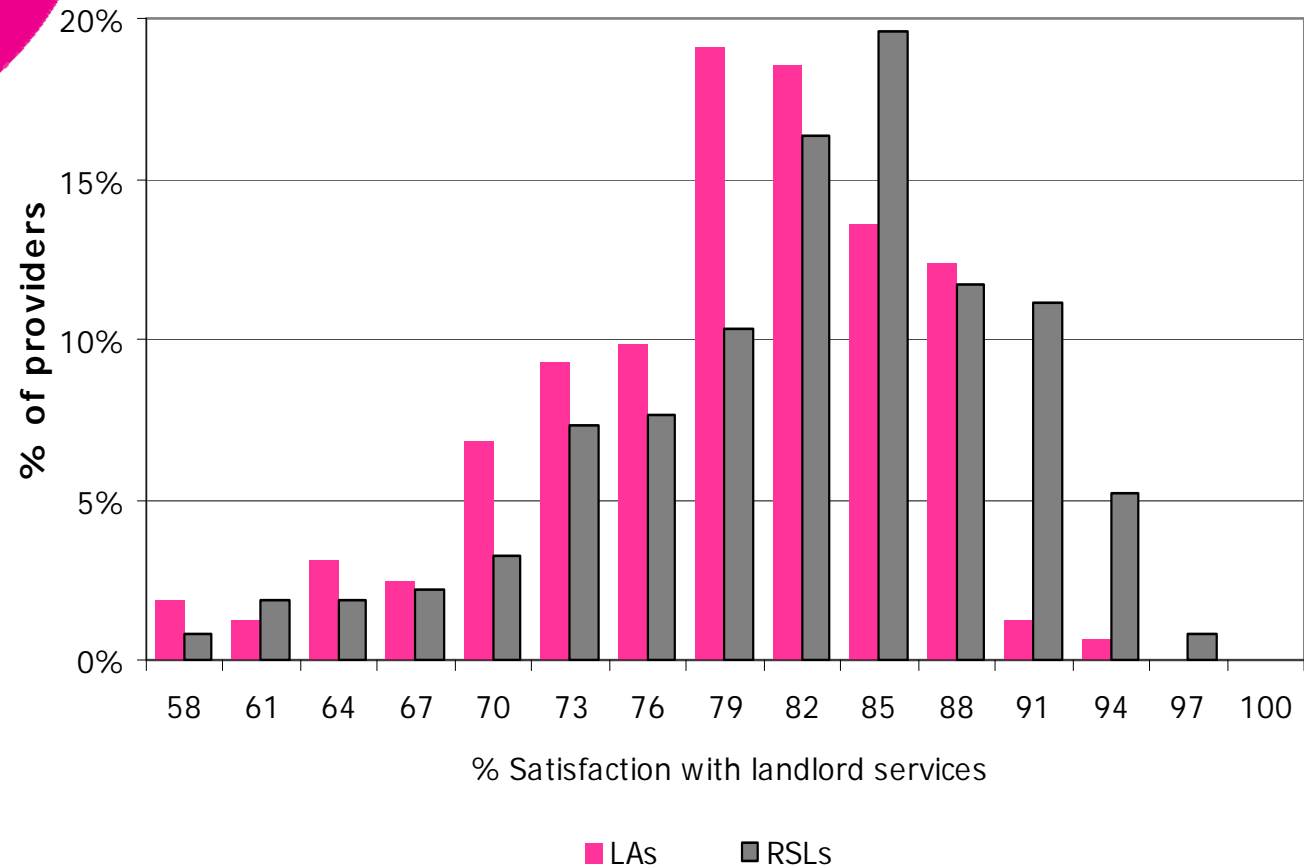
Our objectives

1. **Improve standards of service delivery for tenants**
2. **Support decent homes and neighbourhoods**
3. **Promote effective tenant involvement and empowerment**
4. **Ensure providers are well run and deliver value for money**
5. **Promote and protect public and private investment**
6. **Encourage and support a supply of well-managed social housing**

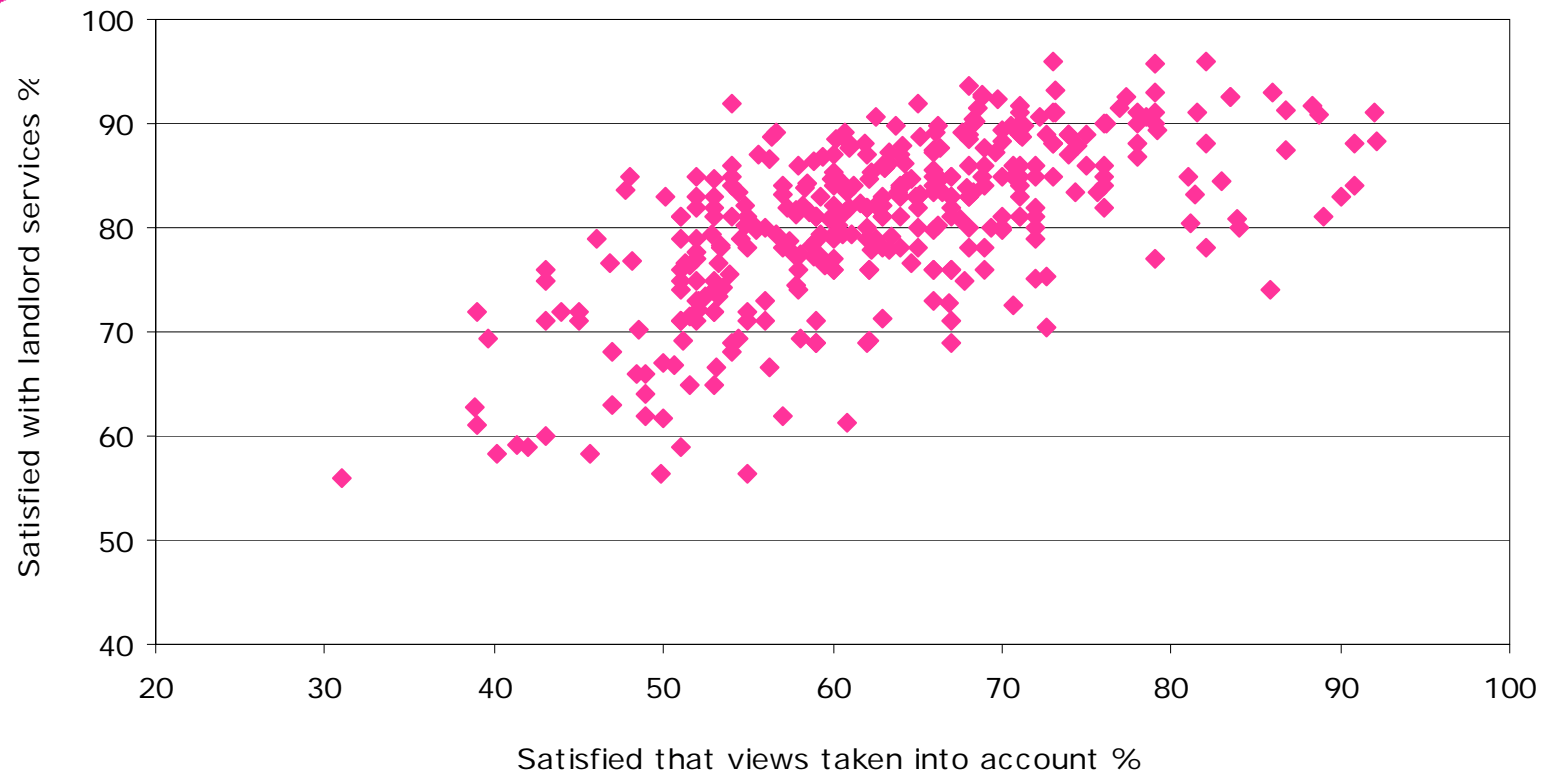
TSA

TENANT
SERVICES
AUTHORITY

Satisfaction with landlord services: distribution of results for RSLs and LAs



RSL satisfaction levels



What do we mean by co-regulation?

- **A new relationship between landlords and their regulator**
- **A move away from top-down regulating**
- **The main relationship is between landlord and tenant**
- **Less red tape, more accountability**
- **Tenant Security**
- **Local Standards**

TSA

**TENANT
SERVICES
AUTHORITY**

Our ten principles of co-regulation

1. **Our national standards are based on clear criteria**
2. **They are clear, they focus on outcomes and they avoid prescribing detailed processes**
3. **Providers should agree local service standards with their tenants**
4. **Providers should respond to the needs of their tenants and demonstrate how they have taken into account the needs of the diverse range of tenants**
5. **Promote transparency by enabling tenants, landlords and councils to assess performance of providers in their area**

Our ten principles of co-regulation

6. **Good governance is a universal principle and is essential to the quality of service delivery, financial robustness and value for money**
7. **Independent validation, audit and benchmarking of performance to encourage providers to improve continually and free the best from unnecessary red tape**
8. **Focus our resources in 2010-11 on identifying and addressing the worst performing providers**
9. **Where problems are identified the provider will usually be offered an opportunity for speedy self-improvement**
10. **Registration criteria should encourage new landlords into the social housing sector**

Proposals for national standards

Proposed standard	Particular requirements
1. Tenant Involvement and Empowerment	<ul style="list-style-type: none"> • Involvement and Empowerment • Customer Service and Choice (including in relation to Equalities and diversity, and Tenants with additional support needs) • Complaints
2. Home	<ul style="list-style-type: none"> • Repairs and Maintenance • Quality of Accommodation
3. Tenancy Agreement	<ul style="list-style-type: none"> • Allocations • Rent • Tenure
4. Neighbourhood and Community	<ul style="list-style-type: none"> • Anti-Social Behaviour • Neighbourhood Management • Local Area Cooperation
5. Value for Money	<ul style="list-style-type: none"> • Value for Money
6. Governance and Financial Viability	<ul style="list-style-type: none"> • Governance • Financial Viability

Local standards

- **Central to our co-regulatory philosophy**
- **Near universal support from stakeholders for local standards**
- **Providers to tailor their 'offer' in some of the areas covered by national standards with local standards**
- **Local Standard Pilots**

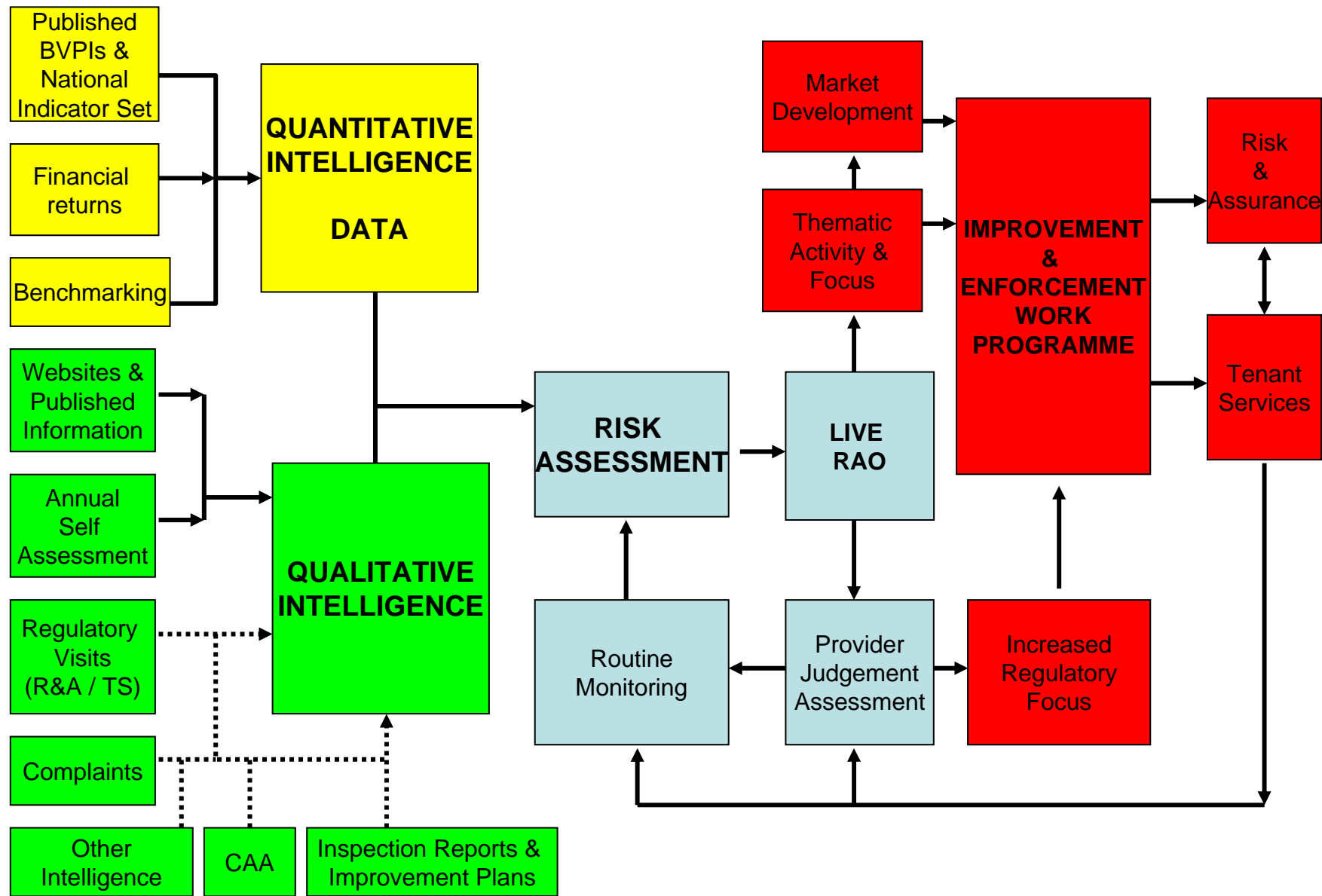
TSA

TENANT
SERVICES
AUTHORITY

What if our standards are not met?

- **Co-regulation and the improvement agenda**
- **Reporting performance**
- **Complaints**
- **The use of inspection**
- **Voluntary undertakings**
- **Enforcement**





← INFLUENCING ACTIVITY → ← IMPROVEMENT & ENFORCEMENT ACTIVITY →

What happens next?

- **Statutory Consultation on our national standards, which closes on 5 February 2010**
- **From 1 April 2010, we will regulate landlords' performance against the national standards**
- **By April 2011, landlords should also have local standards in place for some areas of work**

TSA

**TENANT
SERVICES
AUTHORITY**

Contact

Graeme Foster

Graeme.foster@tsa.gsx.gov.uk



TENANT
SERVICES
AUTHORITY