



Responsibilities of Social Housing Providers

28th October 2021

What is a Social Housing Provider?

- Housing & Regeneration Act 2008
- Low-cost rental and low-cost home ownership
- Local authorities & Private registered providers

The role of The Regulator

The Register

- Types of homes owned
- Rent levels
- Tenant satisfaction
 - Overall service
 - Decision making
 - Repairs & Maintenance

Regulating the Standards

“viable, efficient and well-governed social housing sector”

- Notifying the Regulator of certain activities
- Submitting data returns
- Providing information
- Housing Ombudsman

The Standards

Consumer Standards

(applies to all RPs)

- Tenant Involvement & Empowerment
- Home
- Tenancy
- Neighbourhood & Community

Economic Standards

(does not apply to LAs)

- Governance & Financial Viability
- Value for Money
- Rent

What to do when things go wrong

Housing Ombudsman Service Complaint Handling Code

- Provide easy access to complaints procedure
- 2 stages with clear timeframes set out for responses
- Taking action to put things right and appropriate remedies
- Create a positive complaint handling culture through continuous learning and improvement

How you can help

What action(s) has the RP taken, or not taken, which the resident wishes to complain about?

What does the resident think the RP should do to put things right?

Has the resident already contacted the RP and/or made a formal complaint?

What has the RP done about the complaint so far? Why is the resident dissatisfied with the response?

How you can help cont.

Contact the RP

Set out the complaint and required outcomes

Set a reasonable timescale for a response

Refer the complaint to the Ombudsman

Housing Ombudsman Service

Complaint

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graph TD; A[Complaint] --> B[Early Resolution Process (up to 2 months)]; A --> C[Full Investigation (6 to 12 months)];
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Early Resolution Process
(up to 2 months)

Full Investigation
(6 to 12 months)

Useful Information

<https://www.housing-ombudsman.org.uk/useful-tools/fact-sheets/designated-persons-for-mps-and-cllrs/>

https://england.shelter.org.uk/professional_resources/legal/court_action_and_complaints/complaints

Any Questions

