(c) Regulator for Social Housing

All social housing providers, or registered housing providers are monitored and governed by The Regulator of Social Housing.

The Regulator of Social Housing (RSH) sets standards and carries out robust regulation, focusing on driving improvement in social landlords (including local authorities). The RSH ensures that housing associations are:

- well-governed
- financially viable
- and offer value for money

Eden Housing Association must ensure that we meet the relevant economic and consumer 'Regulatory Standards' to comply with the Regulator for Social Housing.

Regulatory Standards

The RSH sets regulatory standards that define the outcomes that landlords must deliver, using its powers under the Housing and Regeneration Act 2008.

The RSH expects all landlords to deliver the outcomes; these include both the required outcomes and specific expectations set within the Consumer Standard and the Economic Standard.

Chapter 6: To be treated with respect, backed by a strong Consumer Regulator for tenants

Consumer Standards:

The Regulator sets consumer standards which set minimum expectations for all registered providers of social housing regarding the decency of tenants' homes, the services they receive from their landlords and how landlords should treat their tenants.

The Regulator currently has four consumer standards:

- Neighbourhood and Community Standard
- Safety and Quality Standard
- Tenancy Standard
- Transparency, Influence and Accountability (including Tenant Satisfaction Measures)

Economic Standards:

The Regulator uses the economic standards to ensure Housing providers have appropriate measures in place for strong governance, by their board and their staff to meet all required standards.

The RSH also and they look at how well an organisation is run and if it's financially viable. Financial viability is assessed to ensure organisations finances are fit to maintain and invest in homes to the required standard, and can deal with any financial risks without compromising service to its tenants.

- Governance and Financial Viability Standard and Code of Practice
- Rent Standard and Guidance
- Value for Money Standard and Code of Practice

Following an expansion of the RSH's powers, from 1 April 2024, they began carrying out regulatory inspections of social landlords. The RSH takes appropriate action if the outcomes of the standards are not being delivered – this may lead to intervention or a reduced 'Regulatory Judgement'.

Responsibility

Eden Housing Association's Chief Executive is responsible for ensuring we meet the standards set by the Social Housing Regulator.

You can view Eden Housing Association's latest judgement from the Regulator for Social Housing HERE

The Chief Executive ensures that teams within the Association work to all of the required standards, and make improvements where necessary. The Association reviews progress against the standards annually, by completing a self-assessment against all measures. Where further work is required, an action plan is created and delivered by teams across the Association.