



Regulator of
Social Housing

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Our approach and standards

Our regulatory approach can change depending on the size and type of landlord. We consider large landlords those with more than 1,000 homes.

The **Consumer Standards** apply to all social landlords including local authorities:

- Neighbourhood and Community Standard
 - Safety and Quality Standard
 - Tenancy Standard
 - Transparency, Influence and Accountability (including Tenant Satisfaction Measures)
 - Competence and conduct (from October)
- The **Economic Standards** only apply to private registered providers (PRPs):
 - Governance and Financial Viability Standard
 - Value for Money Standard
 - Rent Standard - also applies to local authorities



Regulatory Casework Review

Regulatory Casework Review

- Examines key themes from the regulation of social landlords over the past year
- Covers governance, financial viability and consumer standards
- Identifies key lessons for landlords and tenants
- Provides some short case studies/examples from the themes
- Case studies identify where landlords are meeting the outcomes of our standards – and where they are not
- Publication can be found here: [Regulatory Casework Review 2026 - GOV.](#)



Key Take-Aways



Know tenants are safe



Deliver value for money



Use data to make changes



Effective risk management culture



Work with us



Strong financial governance



Listen to tenants

Competence and conduct

What does the Competence and Conduct Standard say?

- Staff skills, knowledge, experience and behaviours
- Qualifications
- Policy to include staff development and managing performance
- Code of conduct
- Applies to services providers (ALMOs, most TMOs, some contractors)
- Tenants must be able to influence the landlord's approach
- [Competence and Conduct Standard - GOV.UK](#)

Discussion document

Why now in data (PRP only)

	Then (2015)	Now
Number of large PRPs	329	227
Number of homes	2.7m	3.28m
Number of FPRPs	25	78
Number of FPRP homes	395	46,555
Number of rental homes gained	36,318	51,655
Number of rental homes lost	15,796	15,871
Spend on major repairs*	£7.1bn	£10.0bn
Investment in new supply*	£6.8bn	£11.4bn
Cash interest cover	156%	78%

* Figures given are in 2025 prices and the reference year is 2016 as comparable figures for 2015 were not available due to changes in reporting requirements.

Context, priorities and case for change

- Fewer, larger, financially weaker landlords – plus more variety
 - Increasing range of demands – safety, quality and growth
 - Govt funding commitments and expectations
 - Aging homes becoming more challenging to manage
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- Standards are in need of a refresh to reflect changed environment
 - Seeking to protect tenants, homes and investors
 - Focus on growth and innovation

Essential characteristics

- Centred on social housing
- Independent and autonomous
- Financially sustainable
- Able to deliver effectively
- Capable of failing safely

Accountability for delivery

- Maximising value throughout the business plan
- Delivering landlord responsibilities
- Understanding development capacity and acting on it
- Testing financial resilience
- Keeping the long-term value of social housing in the sector
- Increasing efficiency

Regulating for more and better homes

- More targeting and tailoring of our work using risk
 - Focused engagement on priority areas
 - Additional requirements/engagement on certain providers (emerging smalls, systemically important)
 - Research and publications
- Improving data and making more use of good quality data to identify risks
 - Explore data gathering and quality, risk modelling
- Taking quicker action to address weaknesses and failure
 - More assertive use of powers and reporting
- Promoting collaborative innovation
 - Data standards, use of technology, equity models, retrofit, rescue

What's coming up

Watch out for...

- Discussion Document – More and better homes – out now! (followed by consultation in 2027)
- Competence and Conduct - October
- 2025/26 Tenant Satisfaction Measure Results – November
- Awaab's Law Phase 2 – 30 November

Questions





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The Regulator of Social Housing regulates for a viable, efficient, and well governed social housing sector able to deliver quality homes and services for current and future tenants.