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Bolsover District Council

Meeting of the Housing Liaison Board on 27th January 2026

Agenda Item 13: Consultation on proposed changes to the Transparency, Influence and Accountability Standard and Consumer Standards Code of Practice

Classification:	This report is Public
Report By:	Assistant Director of Housing Management & Enforcement

This report summarises the proposed changes to the Transparency, Influence and Accountability Standard and Consumer Standards Code of Practice.

Background

The Regulator for Consumer Standards revised Consumer Standards were effective from 1st April 2024, and were designed to protect tenants and to ensure they receive high quality services.

The proposed changes to the Transparency Influence and Accountability Standard were published on 9th December 2025 with consultation running until 3rd March 2026. These changes are largely with regards to introducing recently based legislation and government policies to the code. There are 3 areas;

- **Social Tenant Access to Information Requirements (STAIRs)**

Under [Direction on the Social Tenant Access to Information Standard 2025](#) (STAIRs Direction), Private Registered Providers must provide information to their tenants concerning the accommodation, facilities and services provided by them in connection with social housing. This brings in line with the Freedom of Information Act requirements that already apply to local authority landlords, as such we will not need to make any changes to what we do.

- **Competence and conduct requirements**

The [Direction on the Regulatory Standards \(Competence and Conduct\) 2025](#) (Competence and Conduct Direction) will be embedded within the Consumer Standards and requires Registered Providers to ;

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a) secure that their relevant staff have the necessary skills, knowledge and experience, and exhibit the behaviours needed, for the landlord services to be of good quality.

b) take appropriate steps to secure that the relevant staff of their services providers have the necessary skills, knowledge and experience, and exhibit the behaviours needed, for the landlord services to be of good quality.

We have identified which officers will need to undertake training and will be ensuring we meet the deadline for enrolment. We are also working with the Councils HR department with regards to a Code of Conduct for Housing professionals, which must be implemented by October 2026.

- **A new electrical safety checks Tenant Satisfaction Measure (TSM).**

The government has introduced a legislative change that extends mandatory electrical safety checks to the social rented sector. It is proposed that there be an electrical safety checks TSM to help provide tenants with greater transparency and provide the Regulator with information on landlords meeting their obligations. We are currently recording this information and sharing it in our quarterly regulatory meetings

A copy of the proposed changes to the Transparency, Influence and Accountability Standard and Consumer Standards Code of Practice and contained at Appendix 1 and 2. Changes are shown by highlighted text.

Consultation Questions

There are a series on Consultation questions we need to respond to and would invite members of the board to comment on these. The questions are as follows;

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?

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?

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

4: Do you agree or disagree with the proposed changes to the Code

5: Do you agree or disagree that the proposed TSM will provide an appropriate level of information about landlord performance in carrying out?

We want to explore whether there might be any other regulatory impacts or impacts to tenants with protected characteristics which we haven't thought about in relation to the changes we are proposing to make (subject of this consultation).

Question 6: Do you agree or disagree with our regulatory and equality impact considerations ?

RECOMMENDATION(S)

1. That members of the Board consider the proposed changes to the Transparency, Influence and Accountability Standard and Consumer Standards Code of Practice and provide any comments for consultation responses.

Links to Council Ambition: Customers, Economy, Environment and Housing

Ambition: Customers

Priorities:

- *Continuous improvement to service delivery through innovation, modernisation and listening to customers*
- *Improving the customer experience and removing barriers to accessing information and services*
- *Promoting equality, diversity, and inclusion, and supporting and involving vulnerable and disadvantaged people*

Ambition: Housing

Priority:

- *Building more, good quality, affordable housing, and being a decent landlord*

Target HOU04: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.

DOCUMENT INFORMATION

Appendix No	Title
1.	Proposed changes to the Transparency, Influence and Accountability Standard
2.	Proposed changes to the Consumer Standards Code of Practice