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Bolsover District Council

Meeting of the Housing Liaison Board on 28th July 2026

Agenda Item 3: Regulator of Social Housing – Changes to the Consumer Standards

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

This report provides an update to tenants on the recent changes to the Regulator of Social Housings Consumer Standards.

Background

The regulator for Social Housings Consumer Standards were revised in April 2024.

The four standards include:

- **Safety and Quality Standard:** Requires landlords to keep homes and shared spaces safe, maintain the Decent Homes standard, and ensure timely, high-quality repairs.
- **Transparency, Influence and Accountability Standard:** Mandates open communication, respect, clear complaints processes, and the reporting of Tenant Satisfaction Measures (TSMs).
- **Neighbourhood and Community Standard:** Requires landlords to work with partners to tackle anti-social behaviour and support victims of domestic abuse.
- **Tenancy Standard:** Sets requirements for the fair allocation of homes, managing tenancies, and supporting tenants to sustain their tenancies.

There was a period of Consultation between 9th December 2025 and 3 March 2026, where a number of changes were proposed. The Board was made aware of these changes at the January 2026 meeting and responses were agreed and fed back as part of this consultation process.

The RSH has now published the outcome of the consultation on changes to the consumer standards. These Changes which are designed to strengthen accountability, improve services, and deliver better outcomes for tenants, will take effect from 1st October 2026.

Social Tenant Access to Information Requirements (STAIRs)

The Transparency, Influence and Accountability Standard has been updated to include the new Social Tenant Access to Information Requirements (STAIRs). This is to require Private Registered Providers to 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.

Tenant Satisfaction Measures

The Transparency, Influence and Accountability Standard has also been updated to reflect changes to the Tenant Satisfaction Measures (TSMs) to align with recent legislation. This is following a Direction being published which changes the powers the RSH will have to require providers to collect, process and report TSM data. Whilst the legal basis has been updated, the requirement for providers to report TSM performance has applied continuously since April 2023. We have always complied fully with these requirements.

There will be a new TSM requirement reflecting new electrical safety regulations for social landlords. Similar to the Gas Safety Check we report on, this will be asking us to provide the Proportion of homes for which all required electrical safety checks have been carried out.

Competence and Conduct Standard

A new standalone standard has been introduced which aims to professionalise the sector, improve service quality, and ensure tenants are treated with dignity and respect.

Registered providers must

- **Ensure staff competence:** all relevant staff must have the skills, knowledge, experience, and behaviours needed to deliver good quality housing services
- **Hold contractors to account:** providers must take steps to ensure staff employed by their service providers also meet the competence and conduct requirements
- **Adopt a written policy by 1st October 2026:** setting out how they will support learning and development, appraise performance, and address poor performance across their workforce
- **Embed a code of conduct by 1st October 2026:** adopt or develop a code for relevant staff, ensure it is understood and applied across the organisation, and keep it current

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- **Enable tenant influence:** give tenants meaningful opportunities to shape and scrutinise both the competence policy and the code of conduct, and make these accessible, up to date, and fit for purpose
- **Meet qualification requirements by 1st October 2029:** ensure senior housing managers and senior housing executives hold (or are working towards) an approved housing management qualification and take steps to ensure that service providers' relevant managers do likewise. (The qualification requirements will only apply in relation to services providers who provide a comprehensive social housing management service to the registered provider.)

In order to ensure compliance with these requirements we have been reviewing internal HR policies to ensure they would meet the requirement to have written policies, especially around appraisals and training. We have also reviewed the corporate code of conduct and feel a short housing officer addendum would be sufficient to meet the requirements.

We have also identified what officers will need to undertake mandatory training, and will be devising and training programme in the current months. The next agenda item will look at contractors and how we can ensure they meet these standards.

RECOMMENDATION(S)

1. That members of the Board note the updates to tenants on the recent changes to the Regulator of Social Housings Consumer Standards.

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*

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

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