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The Social Housing (Regulation) Act, key sector developments – and the General Election

April 2024

Intro



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- Professional body for housing - UK
- Independent voice
- Registered charity with Royal Charter – social purpose



“Supporting housing professionals to create a future where everyone has a place to call home.”



Overview



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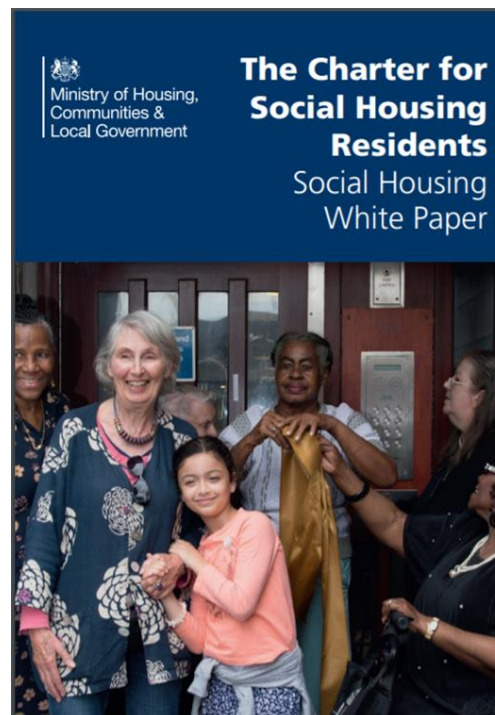
- Social Housing (Regulation) Act – what's in it and why?
- Professionalism – quals & more
- Reform of allocations?
- Future homes standard
- On the horizon
- General election



A reminder of what it's all about



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“Everyone deserves to live in a safe and secure home”

Social Housing (Regulation) Act



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Social Housing (Regulation) Act 2023

“...An important step towards righting the wrongs of the past. Our landmark laws will drive up standards of social housing and give residents a proper voice.”
(SoS Michael Gove)

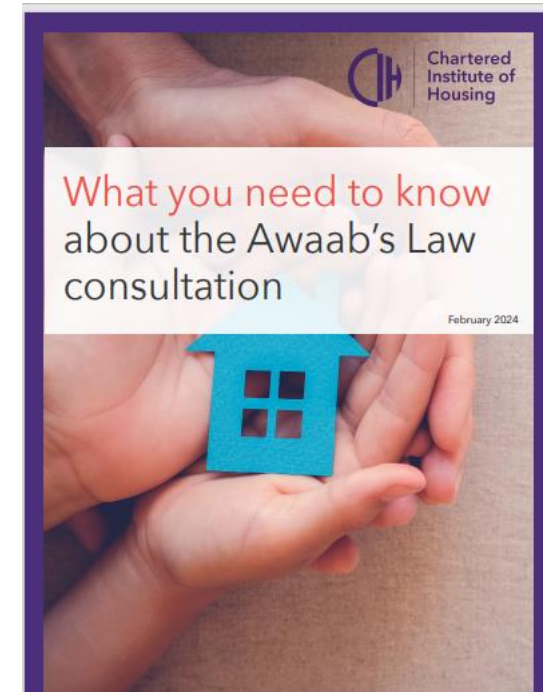


To be safe at home



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- Safety now an explicit responsibility for the Regulator
- Awaab's law (still tbc following consultation)
 - Inclusion of HHSRS hazards
 - Timescales for all investigations, emergencies, and repair starts
 - Assessment of vulnerabilities
 - Written reports
 - Legal agreement – inserts into tenancy agreements, potential for legal action
 - It's not “lifestyle” – damp and mould should not be dismissed as due to the tenant's choices
- Domestic abuse prevention/support



To know how landlord is performing



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- Focus on transparency
- New access to information scheme ('STAIR')
- Tenant Satisfaction Measures
- Must report non-compliance with consumer standard



To have complaints dealt with promptly



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- Formalised relationship between Regulator and Housing Ombudsman
- Statutory Housing Ombudsman code of practice for complaint handling
- Housing Ombudsman guidance on good practice

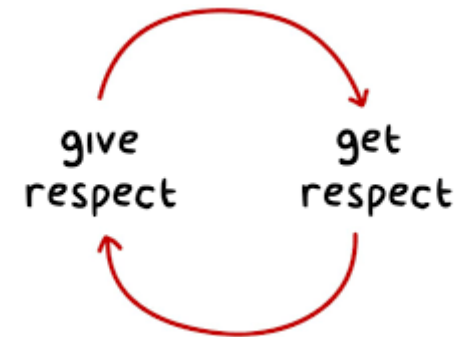


To be treated with respect



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- Standards for RPs, requiring senior social housing managers to have specific qualifications or be actively working towards them (see future slide)
- RPs must provide tenants with information on their rights concerning their homes and how to make a complaint against landlord.



To be heard



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- ‘Advisory Panel’ with a range of sector voices
- Consumer standards revised to require landlords to consider tenants’ views, ensure equitable outcomes and support effective scrutiny of services



Four
Million
Homes

To live in a good quality home & neighbourhood



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- 'Serious detriment test' removed, enabling Regulator to proactively use monitoring and enforcement powers to intervene on consumer issues
- Routine inspections and performance improvement plan notices
- Regulator can gain entry and conduct a condition survey more quickly (48h notice) & arrange emergency repairs if imminent serious health and safety risk identified
- Regulator empowered to impose unlimited fines on RPs who fail to meet required standards.



Co-regulatory



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- Social housing providers measured on what they do, not how they do it.
- Co-regulatory approach enables landlord and tenants to find routes, tools and mechanisms that work for them.



Consumer standards



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- Went live 1 April 2024 (following TSMs in April 2023)
 - Safety and Quality Homes
 - Neighbourhood and Community
 - Transparency, Influence and Accountability
 - Tenancy
- Code of practice
- Measures core but not all services

Professionalism



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“As the professional body for housing, we’re committed to supporting the professionalism agenda and welcome the government’s support for this, with a focus on competence and conduct, including mandating qualifications for key senior roles.”

“Qualifications are an effective way of ensuring professionals have the required knowledge and skills. But professionalism is more than a qualification; it’s about following a code of conduct and ethics, and displaying the right behaviours, attitudes, and empathy.”



Competence and conduct standard



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- Outcome focused standard – competence and conduct of all housing staff
- Qualification element
- Criteria qualifications must meet
- ‘Working towards’ a qualification
- Proposed 2 year transition period (we have called for more)
- Transition for partially qualified staff
- Inc service providers?



CIH Professional standards



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Integrity



Inclusive



Ethical



Knowledgeable



Skilled



Advocate



Leadership

[https://cih.org/
professional-
standards](https://cih.org/professional-standards)

Better Social Housing Review



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The **Better** **Social Housing** Review

HAVE YOUR SAY



About the review

News

Contact us

Have your say

About the panel



All social housing should feel like a home, a place for people to feel comfortable and safe, where they can live well and thrive.

The poor quality of some social housing has been in the spotlight recently. This review, run by an independent panel, is investigating this issue and wants to hear about your experiences, good and bad.

MORE ABOUT THE PANEL

**Joint NHF and
CIH action plan
in response to
the Better Social
Housing Review**

May 2023



Responding to the Better Social Housing Review

**A year on from the Better
Social Housing Review –
what's changing?**



Other consultations underway / to look out for



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- Housing Ombudsman – [good practice](#)
 - Closes 21 May
- Minimum energy efficiency standards (MEES)
 - to be included in the new Decent Homes Standard
- Access to information (FOI)



Social housing allocations



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[CIH and sector bodies' open letter](#)

- UK connection test
- Mandate local tests:
 - Local connection
 - Income
 - ASB
 - Terrorism
 - Fraudulent claims

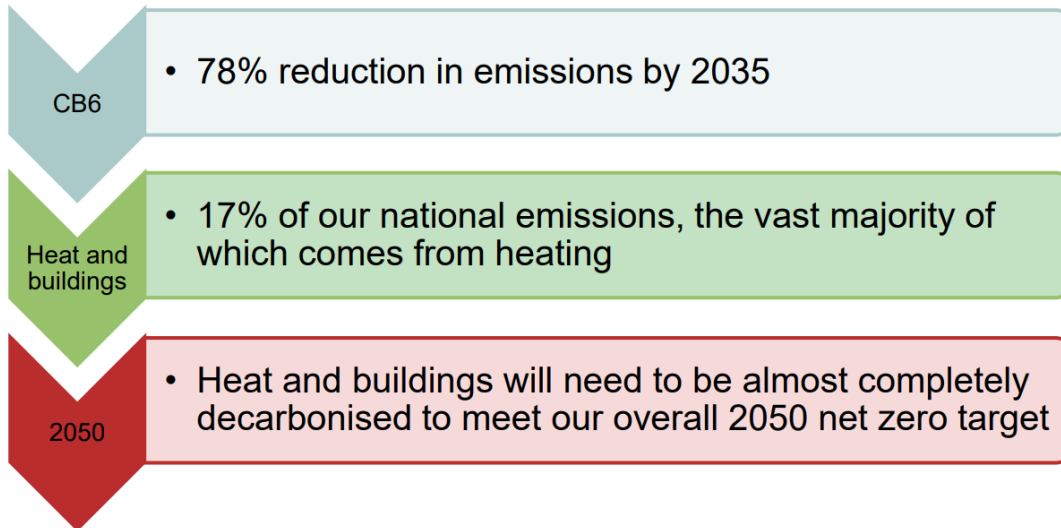
“If the government’s main concern is to increase the availability of social lettings, it could achieve this far more effectively by building more social housing.”



Future Homes & Buildings Standard



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**Future
Homes
Standard**



Future Homes & Buildings Standard



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**New energy
efficiency and
heating standards**

**Changes to Part O
(Overheating)**

**Tighter standards
for change of use
homes**

**Costs and the
need for uplifted
grant rates**

**Transitional
period – 18 or 24
months**

**Regulations
should be laid this
year**

CIH response to the Future Homes Standard technical consultation

Introduction and summary of our response

The Chartered Institute of Housing (CIH) is the professional body for people who work or have an interest in housing. We welcome the opportunity to respond to the Department for Levelling Up, Housing and Communities' (DLUHC) technical consultation on the Future Homes Standard.

In the last ten years, [government data](#) shows that over 100,000 homes have been built that are EPC Band D or below, and will require retrofitting under current EPC measurement. We therefore warmly support the ambition of the Future Homes Standard and its intention of ensuring that no new homes are built with fossil fuel heating or will require retrofitting to be zero carbon in the future. The Future Homes Standard is also critical to tackling fuel poverty and ensuring that current and future generations have homes to live in that are warm, safe, affordable, accessible and decent.

In preparing our response to this consultation, we have consulted extensively with CIH members working in a range of different roles in the housing sector. This includes CIH members working in interlinked areas of housing supply and development; sustainability and net zero; and policy in housing associations, local authorities, and the private sector. The Future Homes Standard cuts across all of these areas, and has significant implications for housing policy, understood in its broadest sense. We have also consulted with other partner organisations across the housing, energy, and built environment sectors to inform our view. Accordingly, we have only responded to those questions where we can offer an informed and evidence-based response, and hope that the evidence we have provided can support the finalisation and implementation of the Future Homes Standard.

Looking ahead



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- Outcome of recent consultations
- New consultations on MEES, Decent Homes Standard, Access to Info
- New rent settlement?
- General election ...



There's a lot going on!



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Social Housing White Paper (2020)

Renters Reform White Paper (2022)

Social Housing (Regulation) Act

Received Royal Assent July 2023

Other regulatory measures

Support for tenants

Reviews

Supported Housing (Regulatory Oversight) Act

Renters Reform Bill

The measures outlined below will be brought into law via the Social Housing (Regulation) Act

Awaab's Law

Landlords will have specific time frames in which to fix damp and mould issues

Professionalisation

Professional qualifications will be made mandatory for social housing managers (consultation expected before end of 2023)

Proactive consumer regulation

Regulator for Social Housing

Moving from a reactive standpoint to a proactive position.

Specifically, they will have strengthened powers to issue unlimited fines to landlords that fail to meet standards in their homes and make emergency repairs where serious risks to tenants are found, with landlords footing the bill.

They will be making changes to their objectives and powers following the Bill becoming law.

Energy efficiency

Will be made a main objective of the Regulator for Social Housing

Housing Ombudsman

Will have new powers to instruct landlords to measure their service against guidance on problems like damp and mould, to help improve their response to complaints from tenants.

Currently consulting on the Complaint Handling Code ahead of statutory requirements.

Tenant Satisfaction Measures

1 April 2023

Performance data, provided by housing associations annually, in relation to specific housing management performance measures and customer satisfaction ratings.

Resident Panel & Access to Information Scheme

In place

To support the development of the future Access to Information Scheme – a new scheme that is being designed to allow tenants of housing associations to request information from their landlords about the management of their housing.

Complaints awareness campaign

In place

To make sure that tenants know their rights

Decent Homes Standard Review (Gov)

A core part of "Knowing our Homes" and significant changes will be expected.

Consultation due before end of 2023

Better Social Housing Review (NHF & CIH)

Dec 2022

Came into force 29 Aug 2023

The Act sets out to introduce changes to how supported accommodation is regulated and sets a framework for new systems for the supported housing and older person's housing sector.

Consultation expected before end of 2023 on the detailed implementation of the new system.

There will be changes to possession grounds and tenancy laws which will also affect housing associations. These include only allowing increases in rents once per year and will increase minimum notice landlords must provide to change rent; assured shorthold and fixed term tenancies will no longer exist; and landlords will only be able to end tenancies on specific grounds.

Currently in its second reading stage and is unlikely to receive Royal Assent until the spring of 2024 at the earliest.

Knowing our Homes

Recommendation 2: Housing associations should work together to conduct and publish a thorough audit of all social housing in England

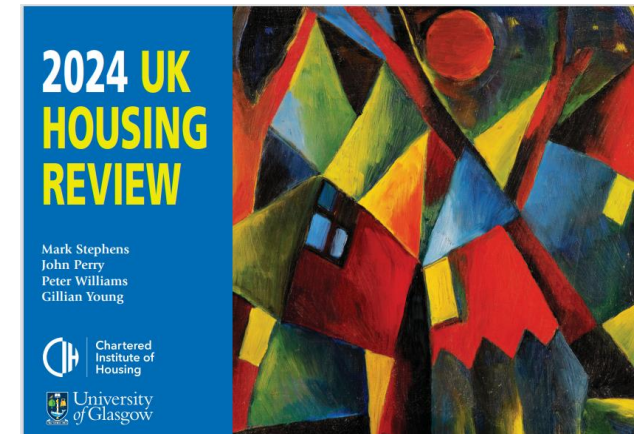
We're here to help



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- Weekly policy updates via CIH LinkedIn / X [@CIH Policy](#)
- Upcoming events - www.cih.org/events
- Webinars - www.cih.org/recordings
- Publications / Articles - www.cih.org/publications/
- www.cih.org/blogs-and-articles
- Training & quals – www.cih.org/education

[Our policy work | Chartered Institute of Housing \(CIH\)](#)



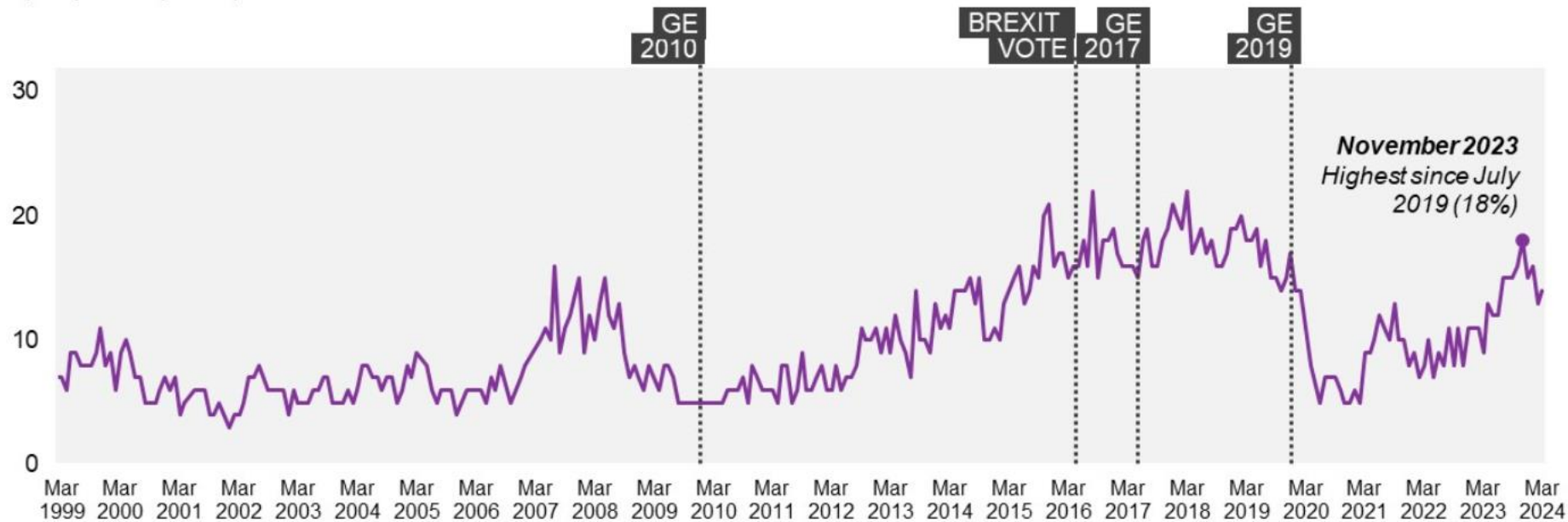
Housing is rising up the agenda



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Housing: top-of-mind salience, 1999-2024

What do you see as the most/other important issues facing Britain today?
(unprompted)?



Base: representative sample of c.1,000 British adults age 18+ each month

N.B. April 2020 data onwards collected by telephone; previous months were face-to-face, in-home

Source: Ipsos Issues Index



Permacrisis?



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Housing crisis is a national emergency — and should be treated as such

The housing crisis is inescapable

It's one of the UK's biggest policy problems, with knock-on effects on everything from productivity to pensions and the demographic time bomb.

The only way out of the housing crisis is to build more social homes



BBC

<https://www.bbc.co.uk/programmes>

[Britain's Housing Crisis: What Went Wrong?](#)

The housing crisis is still being underplayed

Faultlines: Why isn't housing a bigger election issue?

Monday 18 March 2024 17:02, UK



Faultlines: Why isn't housing a bigger election issue?



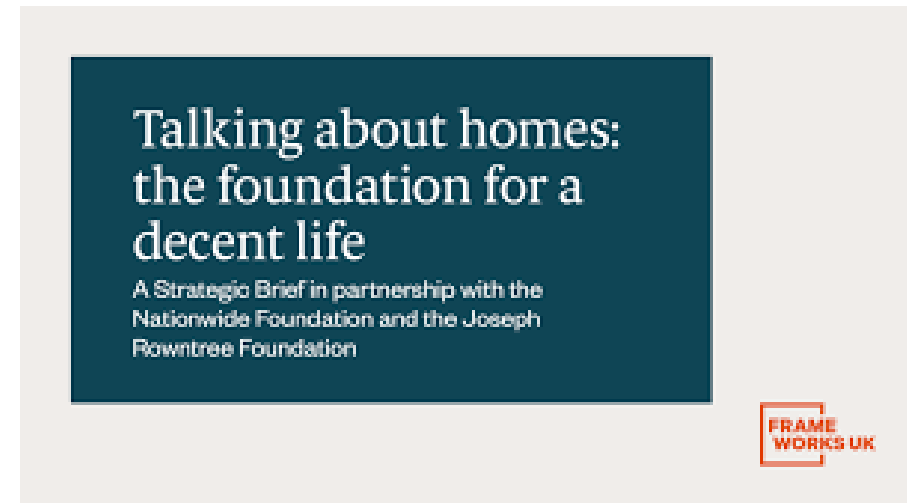
SCOTT ESTATE

We need a long-term plan



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- We're urging all political parties to commit to recognising the **role of housing as a foundation for life**
- We need a **clear, long-term plan**, backed by targets & investment, to meet housing need - with transparency & accountability for how it will be delivered
- With the right support **social housing providers can play a key role**



Advocacy



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A 10-POINT PLAN FOR MORE AND BETTER HOMES

GOOD FOR THE ECONOMY,
HEALTH AND PEOPLE

HOMES AT THE HEART

A STRATEGY FOR HOUSING



10 point plan



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More Homes

- 1 Invest in more social homes
- 2 Reduce homelessness & use of temporary accommodation
- 3 Improve the planning process to speed up new homes
- 4 Invest in more supported housing
- 5 Invest in affordable home ownership

Better Homes

- 6 Provide sustainable funding for l/ords to maintain decent homes
- 7 Improve security & standards for private renters
- 8 Accelerate a fair & equitable transition to net zero homes
- 9 Prioritise building safety
- 10 Strengthen the social security safety net

10

Any questions?



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Thank you

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