

The Future of Housing Regulation: What does this mean for repairs and maintenance?

NHMF Maintenance Conference
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TSA

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Who are the TSA?

- We are the regulator of social housing in England
- We want to make things better for some eight million social housing tenants

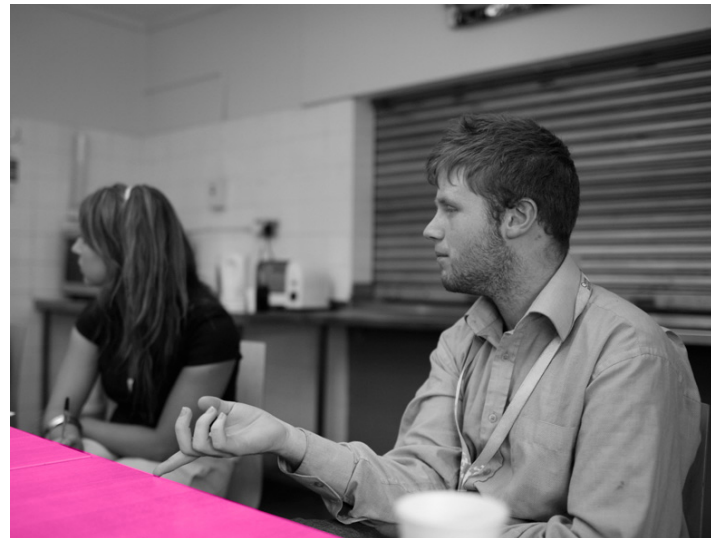


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Developing our new powers

We have worked with tenants and providers to identify what matters most to tenants to help us decide how best to use our new powers



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Our objectives

1. Improve standards of service delivery for tenants
2. Support decent homes and neighbourhoods
3. Promote effective tenant involvement and empowerment
4. Ensure providers are well run and deliver value for money
5. Promote and protect public and private investment
6. Encourage and support a supply of well-managed social housing

CO
REGULATION



LANDLORDS EXPECTED
TO MAKE THEMSELVES
MORE ACCOUNTABLE
& TO WORK MORE
CLOSELY WITH
THEIR TENANTS

LESS RED
TAPE!

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Direct Regulation

Self Regulation

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Building
blocks for
regulatory
framework



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Setting standards



- Having standards in place is at the centre of our approach
- National standards
- Local standards that meet local needs

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Proposals for national standards

Proposed standard	Particular requirements
1. Tenant Involvement and Empowerment	<ul style="list-style-type: none"> • Involvement and Empowerment • Customer Service and Choice (including in relation to Equalities and diversity, and Tenants with additional support needs) • Complaints
2. Home	<ul style="list-style-type: none"> • Repairs and Maintenance • Quality of Accommodation
3. Tenancy Agreement	<ul style="list-style-type: none"> • Allocations • Rent • Tenure
4. Neighbourhood and Community	<ul style="list-style-type: none"> • Anti-Social Behaviour • Neighbourhood Management • Local Area Cooperation
5. Value for Money	<ul style="list-style-type: none"> • Value for Money
6. Governance and Financial Viability	<ul style="list-style-type: none"> • Governance • Financial Viability

The Home Standard

The required outcomes

- Quality of accommodation: Registered providers must ensure that all homes are warm, weatherproof and have modern facilities.
- Repairs and maintenance: Registered providers must provide a cost-effective repairs and maintenance service that responds to the needs of, and offers choices to, tenants. They must meet all applicable statutory requirements that provide for the health and safety of tenants in their homes.

Quality of Accommodation

Specific Requirements:

- 1.1 Registered providers must ensure tenants' homes either:
 - meet the Decent Homes Standard set out in Section 5 of the Government's Decent Homes guidance, or
 - meet the standards of design and quality that applied when the home was first built, and were required as a condition of publicly funded financial assistance**, if these standards are higher than the Decent Homes Standard
- 1.2 Registered providers must meet the standard in 1.1 by 31 December 2010. They must continue to maintain their homes to this standard. The TSA may agree an extension to this date with the registered provider where it is reasonable.

Quality of Accommodation

Specific Requirements:

1.3 Registered providers must ensure their tenants have the opportunity to agree a local standard, as set out in 2.4 of the Tenant Involvement and Empowerment standard. The local standard should be higher than the standard set out in 1.1. In developing local standards, registered providers must:

- have regard to Section 6 of the Government's Decent Homes guidance
- demonstrate how they have ensured that tenants' views have been taken into account

Repairs and Maintenance

Specific Requirements:

2.1 Registered providers must have a repairs and maintenance service that:

- is cost effective
- has the objective of completing repairs and improvements 'right first time'
- has published standards that have been agreed with tenants for completing repairs and improvements
- offers tenants choice (for example about appointment times for carrying out repairs)

2.2 Registered providers must ensure a prudent, planned approach to repairs and maintenance. It should demonstrate an appropriate balance of planned and responsive repairs, and value for money. The approach should include:

- responsive repairs
- planned and capital work
- work to empty properties
- adaptations
- cyclical works
- communal areas as well as individual homes

Repairs and Maintenance

Specific Requirements:

- 2.3 Registered providers must comply with all applicable legislation and regulation that provide for the health and safety of the occupants of their homes
- 2.4 Registered providers must ensure their tenants have the opportunity to agree a local standard, as set out in 2.4 of the Tenant Involvement and Empowerment standard.
- 2.5 Registered providers must provide tenants with clear information about:
 - each other's responsibilities
 - the progress of works
- 2.6 Registered providers must co-operate with relevant organisations to provide an adaptations service that meets tenants' needs.



Local standards

- Central to our co-regulatory philosophy
- Near universal support from stakeholders for local standards
- Providers to tailor their 'offer' in some of the areas covered by national standards with local standards
- Local Standard Pilots



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Not meeting
the standards

- Co-regulation and the improvement agenda
- Reporting performance
- Complaints
- The use of inspection
- Voluntary undertakings
- Enforcement

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What happens
next?

- Statutory Consultation on our national standards, which closes on 5 February 2010
- From 1 April 2010, we will regulate landlords' performance against the national standards
- By April 2011, landlords should also have local standards in place for some areas of work

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Your Challenge....

- How well do you perform against the proposed home standard? What improvements need to be made? What barriers prevent you from meeting the standard?
- How will you:
 - plan and deliver co-regulation in delivering repairs and maintenance
 - make tenant involvement and engagement meaningful for all including the 'silent majority' of tenants?
 - work together with tenants and partners to design local services, agree on priorities and make improvements to homes and neighbourhoods

Contact

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The TSA logo consists of a solid blue circle with the letters "TSA" in white, bold, sans-serif font centered within it.

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