

Summary of the Regulator of Social Housing – Consumer Standards

Safety and Quality Standard

Everyone deserves to live in a home that is safe, secure, and in good condition. This standard makes sure landlords take responsibility for keeping homes safe and well-maintained. It protects tenants from health risks and poor living conditions.

What this means for tenants:

- Your home must be safe, clean, and fit to live in.
- Repairs should be done quickly and properly.
- Your landlord must check homes regularly to make sure they are in good condition.

What landlords must do:

- Remove serious hazards like damp, mould, or unsafe wiring.
- Follow safety laws (gas, fire, water, electrical).
- Make sure homes meet the Decent Homes Standard.
- Use tenant feedback to improve safety and quality.
- Act fast when problems are found.

Examples:

- Fixing broken heating or leaks quickly.
- Doing regular safety checks.
- Making sure homes are warm, dry, and secure.

Transparency, Influence and Accountability Standard

Tenants have the right to know how their landlord is performing and to have a say in decisions that affect them. This standard ensures landlords are open, honest, and responsive to tenants' views and complaints.

What this means for tenants:

- You should be treated with fairness and respect.
- You must be able to see how your landlord is doing.
- You should be able to give feedback, make complaints, and influence decisions.

What landlords must do:

- Share clear information about services and performance.
- Make it easy for tenants to raise issues or complaints.
- Listen to tenants and involve them in decision-making.
- Explain tenant rights and how to complain.

Examples:

- Publishing performance reports.
- Holding tenant meetings or panels.
- Responding to complaints within set timeframes.

Neighbourhood and Community Standard

A good home is more than just the building—it's also about the area around it. This standard makes sure landlords help keep neighbourhoods safe, clean, and pleasant, and work with others to solve problems.

What this means for tenants:

- You should live in a safe, clean, and well-maintained area.
- Your landlord should help deal with issues like anti-social behaviour or fly-tipping.

What landlords must do:

- Keep shared spaces clean and in good repair.
- Work with councils, police, and others to improve neighbourhoods.
- Support tenants affected by domestic abuse.

Examples:

- Maintaining gardens, stairwells, and bin areas.
- Helping resolve neighbour disputes.
- Supporting community safety initiatives.

Tenancy Standard

Tenants should have clear, fair agreements and support to stay in their homes. This standard ensures landlords help tenants understand their rights and responsibilities and offer help when needed.

What this means for tenants:

- You should be offered a fair tenancy and know your rights.
- Your landlord must help you keep your tenancy and support you if things go wrong.

What landlords must do:

- Let homes fairly and clearly explain tenancy terms.
- Help tenants stay in their homes (e.g. support with rent or behaviour).
- Handle evictions fairly and legally.
- Support mutual exchanges (swapping homes with another tenant).

Examples:

- Offering support if you're struggling to pay rent.
- Helping with paperwork for tenancy changes.
- Making sure evictions follow proper rules.

You can find the full version of the standards here

[Regulatory standards for landlords - GOV.UK](#)

