

New professional standards and stricter regulation to drive up social housing standards

- Changes to the Social Housing Regulation Bill will strengthen the powers of the regulator
- All social landlords will be required to ensure that their staff meet competency standards
- Regulator to publish plan for regular inspections of largest landlords

Social housing tenants will benefit from better quality housing and have their complaints dealt with quicker under government measures to increase inspections and drive-up competency amongst staff.

Social housing providers will have to ensure that all their staff – from neighbourhood housing officers to senior management – have the right skills, experience and knowledge to deliver a high-quality service for residents. The new standard will be set out and enforced by the Regulator of Social Housing.

The Regulator will also have a legal duty to publish a plan on its commitment to regularly inspect the largest landlords, including details on how often these will happen.

The move comes as a result of amendments to the Social Housing Regulation Bill which completed Report Stage in the House of Lords yesterday. These changes will improve the regulation of social housing, ensuring landlords deliver better services and higher quality, safer homes for tenants.

Minister for Housing Andrew Stephenson MP said:

Social housing tenants deserve a high-quality service and to be treated with respect. This Bill marks a revolution in the way we regulate social housing, making sure landlords put things right when they go wrong.

For the first time there will be a professional standard that social landlords have to meet, along with increased inspections on the biggest providers. This is a vital step as we deliver on our mission to half the number of poor-quality rented homes by 2030 and level up the nation.

The Department for Levelling Up, Housing and Communities has also committed to consulting on a minimum energy efficiency standard in the social housing sector within six months of the Bill receiving Royal Assent.

Last month, £1.5 billion was made available for social housing providers and local authorities to [make energy efficiency upgrades](#). This could see bills for around 130,000 low-income households slashed by £400 to £700 a year.

The Social Housing Regulation Bill will strengthen the rights of tenants, empower them to make their voices heard, as well as giving the Regulator stronger powers to act if things go wrong.

Qualifications such as those offered by the Chartered Institute of Housing will be one way landlords can ensure their staff have the right skills and knowledge to meet new standards.