

Regulator of Social Housing and Housing Ombudsman agree revised Memorandum of Understanding

News story

The Regulator welcomes strengthening its relationship with the Ombudsman to further protect social housing tenants.



To support changes to the Housing Ombudsman Scheme, the Regulator of Social Housing and the Housing Ombudsman have agreed a revised [Memorandum of Understanding](#).

The basis of referrals of cases from the Ombudsman to RSH has been broadened to include repeated complaint handling failure or potential systemic failure. RSH and the Ombudsman have agreed to share more information. This includes receiving notification from the Ombudsman on findings of severe maladministration, where an investigation raises a potential breach of a regulatory standard, details of non-compliance with orders and on complaint handling failures.

See the [THO's press release](#).

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