

[RSH publishes regulatory notice for Incommunities Limited following a breach of the economic standards](#)

Press release

The regulator has concluded that Incommunities Limited has breached the Rent Standard



In a regulatory notice published today (12 July), the Regulator of Social Housing has concluded that Incommunities Limited has breached the Rent Standard.

Following a self-referral, RSH found that Incommunities had set rents incorrectly for hundreds of tenants. The housing association had wrongly classified some of its homes as supported housing. It also set some of its rents incorrectly on re-let, and did not cap rents on some of its homes in line with requirements. As a result of those errors a significant number of tenants have been overcharged.

Upon uncovering these issues, and in agreement with the regulator, Incommunities has committed to an external investigation into its rent-setting and is developing an action plan to ensure that errors are rectified and to minimise the risk of any repeat. This work will identify the full scale of the errors and the number of tenants who have been overcharged. The affected tenants will be reimbursed by the provider.

Maxine Loftus, Director of Regulatory Operations, said:

Incommunities' failure to set rents correctly has resulted in tenants being overcharged.

We will work with Incommunities to make sure it puts things right for its current and previous tenants.

More information about our findings in this case are available in the regulator's [regulatory notice](#).

1. RSH promotes a viable, efficient and well-governed social housing sector able to deliver and maintain homes of appropriate quality that meet a range of needs. It does this by undertaking robust economic regulation focusing on governance, financial viability and value for money that maintains lender confidence and protects the taxpayer. It also sets consumer standards and may take action if these standards are breached and there is a significant risk of serious detriment to tenants or potential tenants.
2. More information about how RSH regulates against its [standards](#) is available in [Regulating the Standards](#).
3. For press office contact details, see our [Media enquiries page](#). For general queries, please email enquiries@rsh.gov.uk or call 0300 124 5225.

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