

Statement on Clarion Housing Association – 12 August 2021

News story

An update on the Eastfields Estate in Merton.



We received a referral from Clarion Housing Association in relation to homes on its Eastfields Estate in Merton. Whilst there were clearly individual repairs issues which required resolution, our investigation did not find evidence of systemic or organisational failure which indicates a breach of the consumer standards.

Notes

- Our remit in social housing complaints is about whether the provider we regulate has breached our [regulatory standards](#).
- Complaints about specific problems or disputes that tenants (or groups of tenants) have with their landlords usually fall within the remit of the Housing Ombudsman.
- Regardless of the source of the information, all referrals to us about social housing consumer issues are considered under the same three-stage process. In this process we consider: whether the issue is within our remit; whether a breach or potential breach of our consumer regulatory standards has occurred; and if a breach or potential breach has occurred, whether it meets the serious detriment test.
- In deciding whether a breach or potential breach of our consumer regulatory standards has occurred, we are looking at whether there has been systemic or organisational failure, for example a systemic breakdown or failure in the organisation's systems and processes.

- We summarise the lessons that can be learned from our consumer regulation casework each year in our [consumer regulation review](#).

Further information

1. For press office contact details, see our [Media enquiries page](#). For general queries, please email enquiries@rsh.gov.uk or call 0300 124 5225.
2. The Regulator of Social Housing promotes a viable, efficient and well-governed social housing sector able to deliver homes 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.

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