

**Working in partnership to
raise the standard of service
for tenants**

TSA

**TENANT
SERVICES
AUTHORITY**

Who are we?

- **New regulator for social housing**
- **Cross-domain and independent**
- **Regulator not investor**
- **Clear duties and powers**
- **Outcome focussed**



TSA

**TENANT
SERVICES
AUTHORITY**

Our purpose

We are here to raise the standard of services for tenants

- to **champion** the needs and aspirations of tenants - both those within and those as yet unable to access affordable housing
- to **challenge** providers of affordable housing services to meet or exceed the highest standards of organisational effectiveness and service delivery
- to promote **choice** for tenants and providers of affordable housing



**TSA believes
tenants
should...**



- **be involved in setting targets for key services**
- **have access to information and be able to compare their landlord against others**
- **be involved in monitoring performance of their landlord**
- **be able to trigger intervention when standards aren't met**

TSA

**TENANT
SERVICES
AUTHORITY**

What tenants have told us



- **Polarised views on landlord performance**
- **Repairs and maintenance, rents, good quality homes, anti-social behaviour and enforcing standards are the big priorities**
- **Keeping your promises is important**
- **Opportunities for involvement**
- **Mixed views on choice**

Standards framework



Will form the basis of our expectations of providers

Challenging and aspirational national standards

Underpinned by local agreements and standards, negotiated with tenants

Amplified by Codes of Practice

Breaches of standards and use of new powers

New powers provide a better toolkit to intervene to get things sorted for the benefit of tenants

Doesn't work against the grain of the LPF

TSA

**TENANT
SERVICES
AUTHORITY**

Tiered approach to data collection



Mandatory data collection – small number of high level PIs that would allow comparisons between providers within the same localities

Limited regulatory engagement where indicators show positive direction of travel

Contextual information – TSA will expect providers to collect more detailed data (across the whole organisation and at a local level) but will not specify the detail. This information will be analysed where there are regulatory concerns

Regulatory style



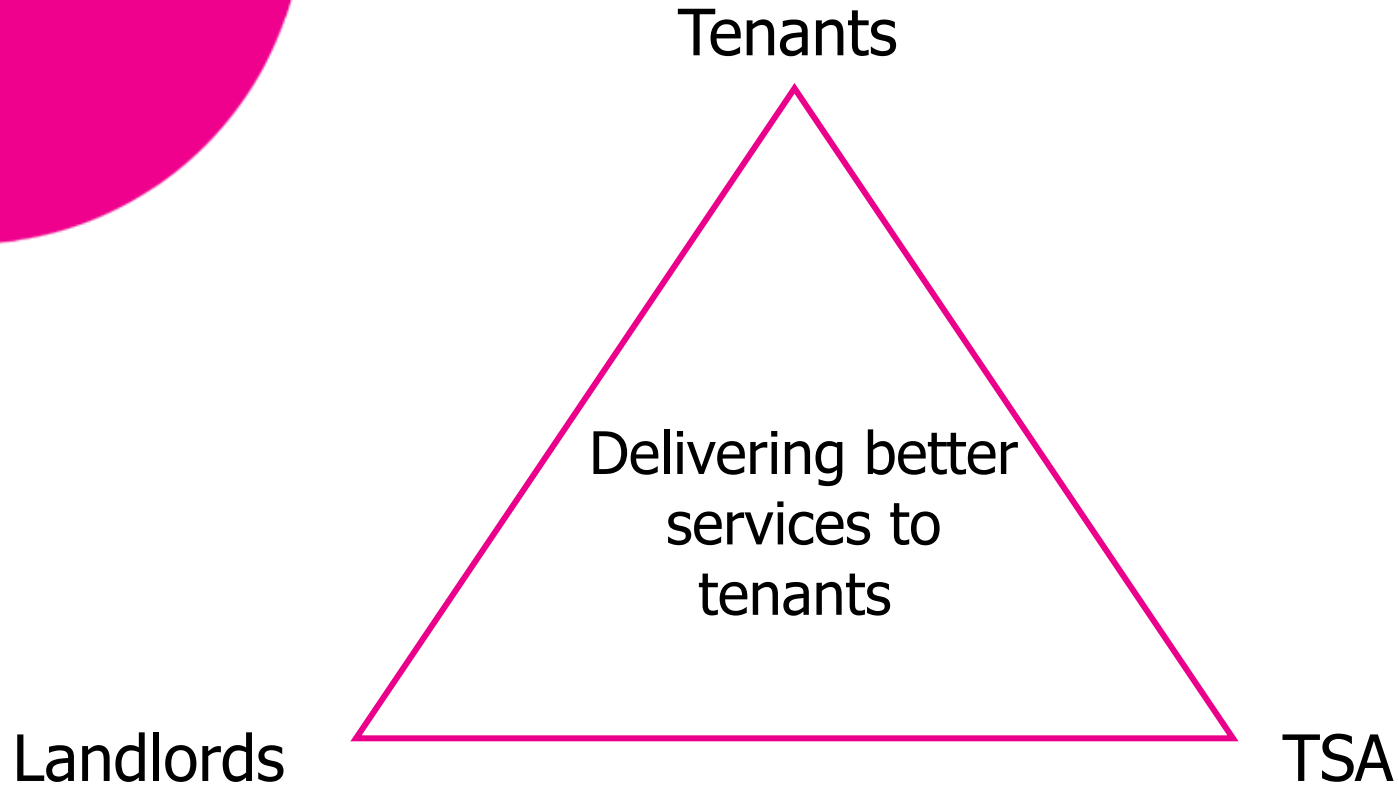
- **Proportionate**
- **Confident, intelligent**
- **Tenant focused**
- **Improvement**
- **Co-regulatory**



TSA

**TENANT
SERVICES
AUTHORITY**

**Working in
partnership to
deliver**



TSA

**TENANT
SERVICES
AUTHORITY**

Our timeline



- **December 2008: New regulator established**
- **Jan - March 2009: National Conversation**
- **Spring 2009: Informal consultation**
- **Autumn 2009: Statutory consultation**
- **December 2009: New powers for RSLs**
(Subject to timing of 'orders')
- **April 2010: New powers for LAs and ALMOs**

Contact us

Tenant Services Authority

www.tenantservicesauthority.org

mark.wagstaff@tsa.gsx.gov.uk

TSA

**TENANT
SERVICES
AUTHORITY**