

THE CIPFA HOUSING ADVISORY NETWORK



THE TENANT SERVICES AUTHORITY

THE REGULATORY FRAMEWORK FOR SOCIAL HOUSING IN ENGLAND FROM APRIL 2010

This document sets out the new regulatory framework that social housing providers have to meet from April 2010. At its heart are six standards, and against each of these, THE tsa have described the outcomes landlords should meet and the TSA's specific expectations of them.

The six standards cover:

Tenant involvement and empowerment – which contains requirements relating to customer service, choice and complaints; involvement and empowerment; and understanding and responding to diverse needs of tenants

Home – which contains requirements relating to quality of accommodation; and repairs and maintenance

Tenancy – which contains requirements relating to allocations; rent*; and tenure

Neighbourhood and community – which contains requirements relating to neighbourhood management; local area co-operation; and anti-social behaviour

Value for money

Governance and financial viability*

* This standard or part of standard does not apply to local authorities.

The regulatory framework has been developed in collaboration with tenants, local authorities, housing associations and many other partners. Its aim is to help improve the services provided for the eight million people who live in social rented and shared ownership homes in England.

In addition to [The Regulatory Framework for Social Housing in England from April 2010](#), the TSA has published:

[The Regulatory Framework for Social Housing in England from April 2010 – Annexes to the TSA's Regulatory Framework Document](#)

[The Regulatory Framework for Social Housing in England from April 2010 – The TSA's Consent to Disposals](#)