



19 July 2019

Dear CEO,

## **Our Consumer Regulation Review 2018-19**

I am writing to draw your attention to our [Consumer Regulation Review 2018-19](#) which is published today.

The Consumer Regulation Review provides a summary of the Regulator's consumer regulation work for the year 2018-19. It includes case studies to demonstrate our approach to consumer regulation, as well as key lessons we wish to share with the sector and explains our current role and mandate as set by Parliament.

The report focuses on the importance of social housing providers complying with all of the consumer standards, including how they engage with their tenants, how they respond to neighbourhood issues, and how they allocate their properties.

In terms of health and safety, the report reminds social housing providers about the importance of having effective systems in place to ensure the homes where their tenants live are safe. We are also urging all social housing providers to look at how accountable they are and how they are transparent with their tenants.

Most registered providers are well-run and can demonstrate they meet the expectations set out in the regulatory standards, but on occasions, issues do arise that represent a risk to tenants and where intervention by the regulator is required. We would encourage providers to review the lessons set out in the report, and consider what they can learn from these to ensure that tenants' homes are safe, of good quality and well-managed, and that they are accountable to tenants.

For that reason, I would ask that you bring this letter and the Consumer Regulation Review to the attention of your board or elected members.

As ever, transparency with the Regulator is essential. Based on our co-regulatory approach, we would expect providers of social housing to notify the Regulator of any potential breaches of the consumer standards in a timely manner.

If it would be helpful to discuss this letter, or the Consumer Regulation Review itself, please let me know.

Yours sincerely

**Fiona MacGregor**  
Chief Executive

