



Regulator of
Social Housing

Safe Homes and Sustainable Futures: A Perspective from the Regulator for Social Housing

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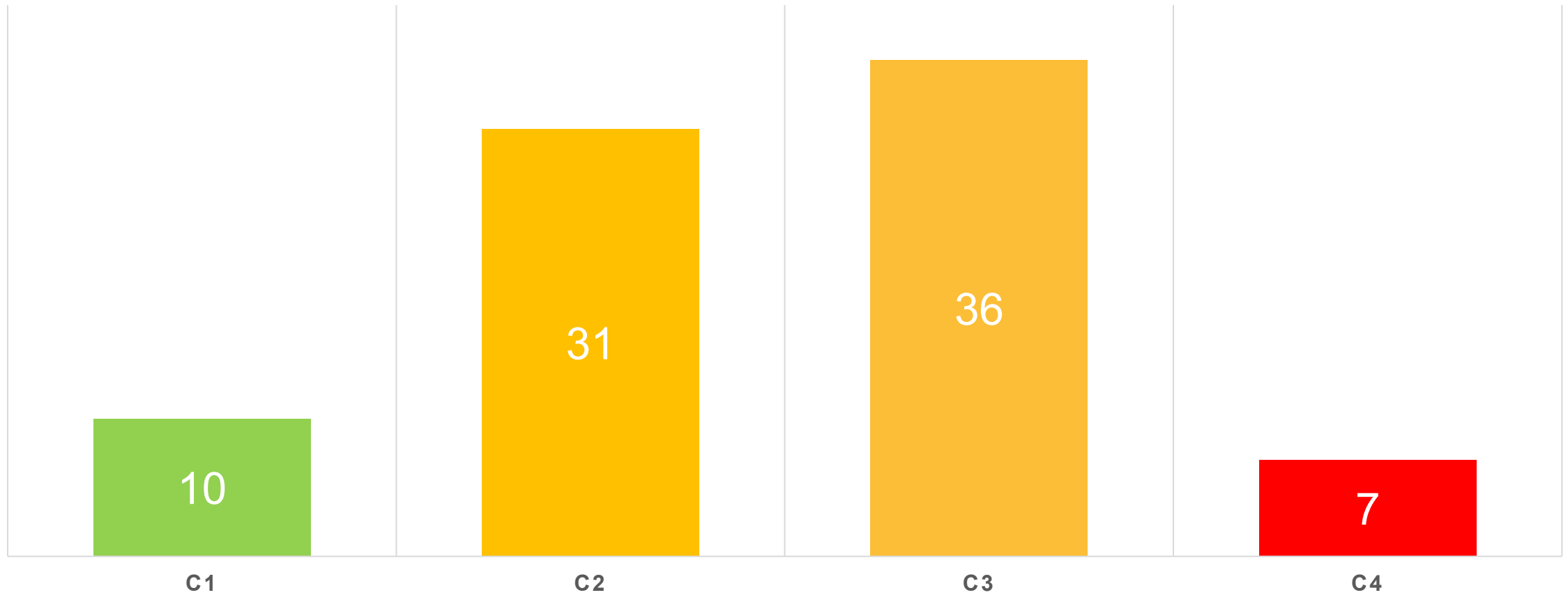
Assistant Director Regulatory Engagement

1 July 2026



Two years of LA inspections

CONSUMER GRADES AS OF APRIL 2026



Key themes – Safety and Quality

- Understanding of stock quality/DHS
- Health and safety compliance including completion of remedial actions
- Repairs service
- Damp and mould
- Challenges of access issues

TI&A expectations across all consumer standards

- Engagement with tenants in high rise buildings
- Learning from complaints and disrepair claims
- Improving access for stock surveys and H&S checks
- Consultation about service standards i.e. repairs
- Involvement in key strategies: i.e. Asset management strategy
- Effectiveness of tenant engagement
- Tenant data and equitable outcomes
- Performance information

Key themes – cross cutting issues

- Data and systems
- Management of third parties/other management arrangements
- Reporting and oversight of performance
- Assurance and audit
- Self-referrals

Regulation and the role of the councillors

- Councillors need to have a strong grip on the performance backed up by evidence
- Councillors should understand the risks and issues faced and ensure action is taken to mitigate and address them
- Councillors will meet with us during planned inspections
- Councillors should ensure improvements are being made

On the horizon

- Local Government Reorganisation
- Competency and Conduct
- Electrical Safety requirements
- Further requirements of Awaab's Law
- DHS2/MEES



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The Regulator of Social Housing regulates for a viable, efficient, and well governed social housing sector able to deliver quality homes and services for current and future tenants.