

CONSUMER STANDARDS

What are they?

Consumer standards introduced by the Regulator of Social Housing (RSH) require social landlords to provide safe, high-quality homes and treat tenants with fairness.

These standards, which follow the Social Housing Regulation Act 2023, focus on safety, repairs, transparency, and accountability. They are enforced through proactive inspections.

The four main consumer standards are:

- **Safety and Quality Standard:** Landlords must ensure homes are safe, well-maintained, and that repairs are carried out promptly, including addressing damp and mould.
- **Transparency, Influence and Accountability Standard:** Requires landlords to be open with tenants, handle complaints effectively, and use Tenant Satisfaction Measures (TSMs) to report performance.
- **Neighbourhood and Community Standard:** Mandates that landlords keep shared spaces safe and clean, and work with other agencies to support the local area.
- **Tenancy Standard:** Sets requirements for fair allocation and management of tenancies.

They apply to all registered providers of social housing, including local authorities. You can find out more about them in the [Consumer Standards Code of Practice](#).

For more information and details on how LRHS complies with these standards please contact:

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