



Proposed Regulatory Standard

Is a standard necessary/helpful?

- Standards are a positive thing
- Promotes consistency / level playing field
- Helpful to have a regulatory standard
- Should apply to all landlords including private
- Yes!
- Provide a benchmark
- It should apply to all social housing providers (NIHE / HA) relevant to all SL – evidence based approach
- Discussed whether it should go further –ie legislation?
- Should include PRS
- Very useful from tenants perspective

Is proposed standard clear & understandable?

- No
- Wording of standard in consultation document needs to be reviewed/ unclear if relates to ALL landlords or just HA's- should be ALL
- Ambiguity on detail provided in draft document
- Need to defined further what is meant in standard by reference to 'other customers'?

How will/should standard be monitored?

- Not adequate to look at documents produced – need evidence of impact



- Queries on how proposed standard would be applied to HA's/NIHE – how would outcomes/impact of TP be measured
- Independence of regulator is fundamentally important
- Tenants should be involved / given the choice in being involved in assessment process i.e measuring LL against standard.
- Common sense to involve tenants
- Upskill tenants to enable them to be involved in assessment/regulation (similar to Scottish model)
- Tenants should be involved in assessing landlords against standards
- Issues re costing / scale of associations

Thoughts/comments on proposal for Tenants advocate

- Champion to safe guard rights of tenants?
- Needs greater clarity/definition before potential value could be assessed
- Term means different things to different people
- Role is unclear
- Maybe disempowering for tenants if not right role/right person
- More clarity needed
- How would outcomes be measured
- Is this role taken by other organisations? (SCNI)
- How would it be funded?