



Regulator of
Social Housing

Involvement Week 2025 - Monday 10th November 2025

Regulation and what it means for you involvement

Speaker - Jack Smith, Assistant Director Assessment and
Tenant Engagement

November 2025





Regulator of
Social Housing

Regulation and what it means for you involvement

Jack Smith, Assistant Director
Assessment and Tenant Engagement

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We regulate social
landlords to drive them to
make improvements in
providing more and better
social homes



What does the regulator do?

Set standards

Inspections

Gather data

Investigations

Drive
improvement

How does the regulator work?

Landlord
level

Co-
regulatory

Risk
based

Assurance
based

Outcomes
focused

Transparency, influence and accountability standard

“

1.3 Engagement with tenants

1.3.1 Registered providers must take tenants' views into account in their decision-making about how landlord services are delivered and communicate how tenants' views have been considered.

”

Specific expectations



2.2.1 Registered providers **must give tenants** a wide range of meaningful opportunities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.



2.2.2 Registered providers **must assist tenants** who wish to implement tenant-led activities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.



2.2.3 Registered providers **must provide accessible support** that meets the diverse needs of tenants so they can engage with the opportunities in 2.2.1 and 2.2.2.



2.2.5 Registered providers, **working with tenants, must regularly consider ways to improve and tailor their approach to delivering landlord services** including tenant engagement. They must implement changes as appropriate to ensure services deliver the intended aims.

What does engagement mean to the regulator



...a wide range of
meaningful opportunities
to influence and
scrutinise...

What does all this mean day-to-day





Regulator of
Social Housing

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0300 124 5225

enquiries@rsh.gov.uk

www.gov.uk/rsh

twitter.com/rshengland

www.linkedin.com/company/regulator-of-social-housing

The Regulator of Social Housing regulates registered providers of social housing to promote a viable, efficient and well-governed social housing sector able to deliver and maintain homes of appropriate quality that meet a range of needs.





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Social Housing

National Involvement Week 2025

Accreditation and Excellence: From Culture to Impact

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slido.com
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Involvement Week 2025

Monday 10th November 2025

Accreditation and Excellence: From Culture to Impact

Speakers: El Melbourne Tpas, Steve Shirra Hull City Council and Lewis & Michael from Gentoo.

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TODAY'S SESSION

- 1 Opening**
Scene-setting & core questions
- 2 Case Studies**
Real impact from accredited organisations
- 4 Accreditation Process**
Your route to excellence
- 5 Live Polling**
Interactive questions & insights
- 6 Q&A & Close**
Questions and wrap-up



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In Conversation With



gentoo



The Standards Framework

- 7 themes
- 48 standards
- Culture beats structure



MEETING THE STANDARD



How Scoring Works

Scoring Criteria

Each theme has multiple standards

**Maximum score per standard:
5**

To Pass a Theme:

- No individual standard below 4
- Minimum 80% of total achievable points

Example: Governance Theme

9 standards × 5 points = 45 total

**Minimum pass score = 36
points (80%)**

Assessment Process

- Tpas will conduct a reality checking exercise
- Tpas Assessor provides initial score
- You can challenge findings
- Verification by Tpas Team
- Final Score awarded
- Pass Valid for 3 Years

Below 80%?

- Recommendations for improvement
- Return visit within 12 months

TPAS | Tenant Engagement Experts

Other Tpas programmes



Scrutiny Assured Quality Mark



Smart Review

**Understand how you are performing
against the new regulatory
requirements**



**If you want to know more or
are interested in becoming
accredited contact**

consultancy@tpas.org.uk



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