



Consultation on
Revisions to the
Regulatory
Standards

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RS1	The organisation has effective strategic leadership and governance arrangements which enable it to achieve its purpose and objectives		
a)	Has a strategy which reflects its vision, culture and values and sets out how the organisation will achieve its core purpose as a social landlord	a)	Has a strategy which reflects its vision, culture and values and sets out how the organisation will achieve its core purpose as a social landlord
b)	Complies with its own governing documents and meets the requirements of an appropriate Code of Governance	b)	Complies with its own governing documents and meets the requirements of an appropriate Code of Governance
c)	Sets and delivers measurable, evidence-based commitments across all areas of its business in relation to equality, diversity, and inclusion (including anti-racism and tackling hate crime) reflecting the diversity of the communities it works in and with	c)	Sets and delivers measurable, evidence-based commitments across all areas of its business in relation to equality, diversity, and inclusion (including anti-racism and tackling hate crime) reflecting the diversity of the communities it works in and with <i>Note: deletion as evidence-based commitments should suffice</i>
d)	Has a diverse Board, reflecting the communities the RSL works in and with, and has the skills and knowledge required to be effective	d)	Has a diverse Board, reflecting the communities the RSL works in and with, and has the skills and knowledge required to be effective
e)	Makes logical decisions based on clear, good quality information which includes assessment of risk and, where appropriate, the views of tenants	e)	Makes logical decisions based on clear, good quality information which includes assessment of risk and seeks assurance on the quality of data underpinning Board reporting <i>Note: views of tenants covered in RS1e and RS4</i>
f)	Enables and supports tenants to influence strategic decision making	f)	Can demonstrate the difference tenant involvement and feedback makes to strategic decision-making
g)	Complies with all relevant legislation, regulatory requirements and statutory guidance and communicates in a timely manner with the regulator, including on material issues that relate to actual or potential non-compliance	g)	Complies with all relevant legislation, regulatory requirements and statutory guidance and communicates in a timely manner with the regulator, including on material issues that relate to actual or potential non-compliance

RS2	Robust risk management and assurance arrangements are in place		
a)	Has an effective framework for risk management, internal controls and assurance that enables it to successfully identify and manage existing and emerging risks which threaten delivery of its strategy or compliance with legislative or regulatory requirements	a)	Has an effective framework for risk management, internal controls and assurance that enables the identification and management of existing and emerging risks which may threaten delivery of its strategy or compliance with legislative or regulatory requirements and ensures that social housing assets are not put at undue risk. This includes understanding and managing the risks posed by subsidiaries.
b)	Does not put social housing assets or tenants at undue risk	b)	Note: now included in a) above. Reference to tenants was often confused to tenant safety which is covered <i>in RS1c, RS3 and RS9</i>
c)	Maintains accessible and up-to-date business continuity, contingency and disaster recovery plans	b)	Maintains accessible and up-to-date business continuity, contingency and disaster recovery and cyber security plans

RS3	High quality services are delivered		
a)	Keeps tenants safe in their homes and promptly identifies and corrects any under-performance or non-compliance on landlord health and safety matters		<i>Note: Moved to RS9</i>
b)	Delivers services which meet the diverse needs of tenants	a)	<p>Delivers, and maintains strong tenant satisfaction with, high quality services including:</p> <ul style="list-style-type: none"> • Provision of effective repairs, maintenance and adaptations service • Support to maintain tenancies • Personal safety, including response to ASB, domestic abuse and hate crime • Allocation of homes to meet housing need including homelessness <p><i>Note: This has combined elements of existing RS3 b) and c) and is more explicit about the service areas to be addressed</i></p>
c)	Achieves and maintains high levels of tenant satisfaction with services	b)	<p>Ensures that services are fair and deliver equitable outcomes for tenants in response to their individual needs</p> <p><i>Note: new content. Original (c) incorporated in (a) above.</i></p>
d)	Makes landlord performance information available to tenants	c)	<p>Makes landlord performance information available to tenants which is sufficient to enable scrutiny and challenge</p>

RS4	The organisation's culture supports and empowers tenants to influence the design and delivery of services		
a)	Creates a culture which values and promotes tenant involvement		<i>Note: Now embedded in the overarching regulatory standard above so that culture becomes intrinsic to the standard</i>
b)	Enables tenants to understand the organisation's approach to tenant involvement, how they can get involved and how the organisation will listen to and act on tenants' feedback and learns from complaints.	a)	<p>Has an effective framework for tenant involvement that is well publicised, provides a range opportunities for tenants to be involved and can demonstrate that tenants are satisfied with the framework.</p> <p><i>Note: Change in wording to make a clearer distinction between requirements of RS4 b) and c).</i></p>
c)	Provides opportunities for tenants to be involved, can demonstrate that tenants are satisfied with them and can demonstrate the difference involvement is making	b)	<p>Can demonstrate the difference tenant involvement is making to the design and delivery of services including listening and acting on tenants' feedback and the lessons learnt from complaints.</p> <p><i>Note: Change in wording to make a clearer distinction between requirements of RS4 b) and c)</i></p>
d)	Can demonstrate diverse tenant views and expectations inform the development and review of housing and related services, and the response to any under-performance	c)	<p>Can demonstrate diverse tenant views and expectations inform the development and review of housing and related services, including the response of the RSL to any significant service failure</p> <p><i>Note: Change to clarify wording</i></p>

RS5	Rents and service charges are affordable for current and future tenants		
a)	Ensures all applicable rules and statutory guidance (including the current rent agreement) are complied with	a)	Ensures all applicable rules, statutory guidance and any supplementary sector agreements are fully complied with

RS6	The organisation has a strategic approach to value for money which informs all its plans and activities		
a)	Determines its strategic approach to value for money, ensuring the approach relates to its social purpose, and makes strategic and operational decisions in line with it	a)	Determines its strategic approach to value for money and can demonstrate that it achieves value for money in delivering its strategy and services to stakeholders, including tenants <i>Note: More succinct wording to combine RS6 a) and b)</i>
b)	Can demonstrate to stakeholders, including tenants, that it achieves value for money in delivering its strategy and services		

RS7	Financial planning and management is robust and effective			
a)	Sets financial plans which enable it to deliver its strategy and achieve its social purpose, and there is appropriate reporting to the Board against these plans	a)	Sets financial plans which enable it to deliver its strategy and achieve its social purpose, and there is appropriate reporting to the Board against these plans	
b)	Is financially viable in the short, medium, and longer-term, and maintains sufficient funding and liquidity to support this	b)	Is financially viable in the short, medium, and longer-term, and maintains sufficient funding and liquidity to support this	
c)	Monitors, reports on, and complies with all covenants it has agreed with funders	c)	Monitors, reports on, and complies with all covenants it has agreed with funders	
d)	Identifies and effectively manages risks to the delivery of financial plans including appropriate stress testing, scenario planning and use of internal thresholds	d)	Identifies and effectively manages risks to the delivery of financial plans including appropriate stress testing, scenario planning, mitigation planning and use of internal thresholds	
e)	Has an effective treasury management strategy and associated processes	e)	Has an effective treasury management strategy and associated processes	

RS8	Assets and liabilities are well managed		
a)	Has an accurate and up to date understanding of its assets and liabilities	a)	Has an accurate and up to date understanding register of its assets and liabilities and uses this to inform strategic and financial decisions <i>Note: More succinct wording to combine RS8 a) and c)</i>
b)	Maximises the use of assets to achieve its social purpose and the objectives of the organisation	b)	Maximises the use of assets to achieve its social purpose and the objectives of the organisation, including understanding the performance of social and financial assets.
c)	Uses accurate information about assets and liabilities to inform strategic and financial decisions		

RS9	The organisation provides safe, high-quality accommodation		
a)	Ensures publicly funded homes meet all applicable standards, rules and statutory guidance issued in connection with quality of accommodation, including the current Welsh Housing Quality Standard	a)	<p>Ensures publicly funded homes meet all applicable law, standards, rules and statutory guidance issued in connection with quality and safety of accommodation and the current Welsh Housing Quality Standard. This should include:</p> <ul style="list-style-type: none"> • Maintaining complete and accurate stock condition data • Setting investment plans in response to environmental sustainability targets <p><i>Note: Changes to be more explicit about tenant safety and provide greater clarity on the specific areas to be addressed</i></p>
		b)	<p>Keeps tenants safe in their homes and promptly identifies and corrects any under-performance or non-compliance on all landlord health and safety requirements</p> <p><i>Note: Moved from RS3 to align with RS9 which is now about building quality and safety, wording has not been changed.</i></p>

Proposed regulatory judgement category narratives

Current regulatory judgement statuses:

Judgement		Both Governance (including Service Delivery) and Financial Viability
Compliant	Green	The association meets the regulatory standards and will receive routine regulatory oversight.
	Yellow	The association partially meets the regulatory standards and has the potential to be able to achieve the required improvements with increased regulatory oversight.
Non-compliant	Amber	The association partially meets the regulatory standards and is unlikely to be able to achieve the required improvements without regulatory intervention.
	Red	The association partially or wholly does not meet the regulatory <u>standards</u> and it is necessary for the regulator to take statutory action.

Proposed regulatory judgement categories:

Rating	Governance (including Service Delivery)	Rating	Financial Viability
Green	The association meets our requirements.	Green	The association meets our requirements.
Yellow	The association needs to make improvements in some areas to continue to meet our requirements.	Yellow	The association meets our requirements and needs to continue to manage material risks to maintain this position.
Amber	The association does not meet our requirements and is working closely with the Regulator to ensure that serious regulatory concerns are addressed.	Amber	The association does not meet our requirements and is working closely with the Regulator to ensure that serious regulatory concerns are addressed.
Red	The association does not meet our requirements, and it is necessary to take statutory action in response to serious regulatory concerns.	Red	The association does not meet our requirements, and it is necessary to take statutory action in response to serious regulatory concerns.

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