

**“This is a new and challenging era for social housing. I want to establish the Tenant Services Authority as a modern, effective regulator with the needs and aspirations of tenants at its heart. We will set the standards that will define what social housing should provide and keep a close watch on the financial viability of providers.”**

**Anthony Mayer** Chairman  
Tenant Services Authority

## Our statutory objectives

- 1 To encourage and support a supply of well-managed social housing, of appropriate quality, sufficient to meet reasonable demands
- 2 To ensure that actual or potential tenants of social housing have an appropriate degree of choice, and protection
- 3 To ensure that tenants of social housing have the opportunity to be involved in its management
- 4 To ensure that registered providers of social housing perform their functions efficiently, effectively and economically
- 5 To ensure that registered providers of social housing are financially viable and properly managed
- 6 To encourage registered providers of social housing to contribute to the environmental, social and economic well-being of the areas in which the housing is situated
- 7 To encourage investment in social housing (including by promoting the availability of financial services to registered providers of social housing)
- 8 To avoid the imposition of an unreasonable burden (directly or indirectly) on public funds
- 9 To guard against the misuse of public funds
- 10 To regulate in a manner which minimises interference, and is proportionate, consistent, transparent and accountable

## Contact details

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**“a modern, effective regulator with the needs and aspirations of tenants at its heart.”**

A new beginning for social housing

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“The Tenant Services Authority (TSA) is a new regulator charged with promoting the interests of tenants in affordable housing.

I want the TSA to lead a revolution in the engagement of tenants in the work of providers. We will start by shaping our new standards focused on what tenants tell us are their priorities.

The TSA will help shape the affordable housing landscape for the 21st Century, challenging complacency and promoting excellence in everything we do.”

Peter Marsh Chief Executive  
Tenant Services Authority

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## What we stand for

The Tenant Services Authority (TSA) is the new independent regulator for social housing in England, formally launching in December 2008. Our role is to:

- **champion** what tenants, leaseholders and residents want from their housing
- promote **choice** for tenants and providers of affordable accommodation
- **challenge** providers of affordable accommodation to meet or exceed the highest standards of organisational effectiveness and delivery

## Driving higher standards

The TSA will focus on the **needs and aspirations of tenants**, and on **outcomes** as the key drivers in improving performance. Central to our work will be a comprehensive data set including key performance indicators measuring landlords’ performance, and listening to the views and complaints of tenants.

In leading the drive to higher standards, we will share expertise and provide an encouraging voice for landlords.

Our approach will be **co-regulatory** – working in partnership with the Boards of providers to ensure that they provide the highest possible standards. We will also be **proportionate** – celebrating success where we find excellence and intervening to raise standards where we need to.

## Shaping our standards

In autumn 2008, we will launch a national conversation with tenants where we will establish what matters most and listen to what people want from the TSA.

In particular we’re keen to hear what standards people think affordable housing

providers should aspire to and how the new regulatory framework should operate.

We will use these views to shape a second phase of informal consultation in the Spring of 2009 which will help us prepare a full formal public consultation in the summer of 2009.

## Why we are different

The regulation of housing associations is currently carried out by the Housing Corporation, and of council housing by the Audit Commission and central Government.

The TSA will be an **independent** social housing regulator that is responsible for the regulation of **all** social housing whether it is provided by local authorities, non profit

housing associations or for-profit private companies.

We will have an explicit focus on developing and applying common standards regardless of the type of provider and with enhanced powers to deal with failure to meet its standards.

## Timeline

July 2008	Housing and Regeneration Act
December 2008	TSA formal launch
December 2008 – February 2009	First phase of tenant consultation on key priorities
Spring 2009	Developing the new framework – an open consultation with tenants and landlords based on tenant priorities
Summer 2009	Formal consultation on detail of regulatory framework
Autumn 2009	Progressive implementation of new framework begins
Spring 2010	Target date for the inclusion of local authorities in regulatory system