



# Hearing the Tenants Voice in the Regulation of Housing Associations in Wales

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## Who Regulates Housing Associations in Wales?

The Welsh Government's Housing Regulation Team regulates housing associations registered in Wales, which are also known as 'Registered Social Landlords' (RSLs).

The aim of regulation is to:

- protect the interests of current/future tenants and other service users
- ensure good quality social housing, in terms of it meeting the Welsh Housing Quality Standard, services which meet tenants' needs, value for money and financial viability
- maintain the confidence of funders who lend to housing associations (e.g. banks and building societies)

The work of the Regulation Team is overseen by the Regulatory Board for Wales (RBW).

## What is the Regulatory Board for Wales (RBW)?

The Regulatory Board, for Wales is in place to hold the Welsh Government's Regulation Team to account.

The Board is independent and made up of key housing figures from across the UK. The purpose of the Board is to examine the regulatory performance and activity of the Welsh Government and the housing sector. The Board also advises the Cabinet Secretary for Communities and Children, Carl Sargeant, on the performance and related policy implications.

Understanding and hearing the views of tenants of housing associations is important to the Board so that tenants' concerns and interests are reflected in their work.

## How will the voice of tenants be heard by the RBW?

Understanding and hearing the views of tenants of housing associations is important to the RBW so they can ensure that regulation is working. They want to be able to

find out about tenants' priorities and concerns generally and views on important priority areas for the Board, such as value for money.

The Board want to be able to gather the views of tenants from a wide range of tenants; geographically, from all backgrounds and tenants who are not currently involved with their landlords. To do this the Board will work with TPAS Cymru who will establish a range of ways for tenants to be engaged with the RBW.

These will include gathering tenant views at regional tenant networks and events; focus groups and forums to discuss particular issues.

TPAS Cymru will also establish ways for more tenants to engage and share their views through online methods and social media. This will include setting up a new 'Tenant Pulse' database of tenants who are interested in sharing their views by email or post.

This new approach to the involvement of tenants with the Regulatory Board will be rolled out from April 2017 and will be monitored through a 'Making it Work' Steering Group.

Cabinet Secretary for Communities & Children (includes Housing)



Regulatory Board for Wales (RBW)



Tenants' views, concerns and priorities gathered through:

- Regional face-to-face networks and events
- 'Tenants' Pulse' – consultation on-line or by post
  - Special interest forums & focus groups

(TPAS Cymru)

## How can I find out more?

You can contact TPAS Cymru for more information or to express an interest to being part of the 'Tenant Pulse' database.

[enquires@tpas.cymru](mailto:enquires@tpas.cymru)

Post: TPAS Cymru , 77 Conway Rd, Colwyn Bay, Conwy, LL29 7LN

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