


Monthly Housing Insight

A Message from our Managing Director...

-  In our last edition we focused on Fire Door Standards, highlighting the critical role fire door safety plays in protecting residents and supporting compliant, high-quality housing. Ensuring that fire doors are correctly specified, installed and maintained remains a fundamental element of effective building safety management.
-  In this edition, we turn our attention to the Regulator of Social Housing Consumer Standards, we will provide a reminder of the core standards currently in force and outline proposed regulatory updates that are now under consultation. These proposals form part of a wider reforms aimed at strengthening safety, transparency and accountability across the social housing sector.
-  We also share insight into how tenant-inclusive procurement can support organisations in meeting regulatory expectations, embedding resident voice in service design, and delivering improved repairs and maintenance outcomes.

James Manifold, Managing Director



Industry Update:

Consumer Standards Update 2026

 The **Regulator of Social Housing** currently regulates Social Housing landlords against Four Consumer Standards.

Existing Consumer Standards (in force):

- **Safety and Quality Standard** – homes must be safe, well maintained and meet legal and Decent Homes requirements.
- **Transparency, Influence and Accountability Standard** – landlords must be open and transparent with tenants, provide clear and accessible information, and ensure tenants have meaningful opportunities to influence decisions about their homes and services.
- **Neighbourhood and Community Standard** – landlords are expected to work with tenants and partners to maintain safe, clean and well-managed neighbourhoods. Addressing issues such as anti-social behaviour and environmental quality.
- **Tenancy Standard** – homes must be allocated fairly and tenancies managed clearly and consistently.


 The regulator is consulting until 3rd March 2026 on proposed updates that would introduce or strengthen requirements in the following areas:

- ❖ **Staff competence and professional conduct** – embedding competence and conduct expectations within the TI&A standard, so that landlords ensure staff delivering housing services have the appropriate skills, knowledge and behaviours, supported by effective training and oversight.
- ❖ **Tenants' access to information** – proposals to give tenants stronger rights to request and receive information about how homes are managed, decisions are made and services are delivered.
- ❖ **Electrical Safety reporting** – enhanced transparency on electrical safety compliance, including a proposed new Tenant Satisfaction Measure (TSM) focused on electrical safety checks.

These proposals are not yet confirmed. If approved, the updated requirements are expected to come into effect from October 2026. All existing Consumer Standards remain in force. <https://www.gov.uk/government/consultations/consultation-on-changes-to-the-tia-standard/consultation-on-changes-to-our-consumer-standards-and-requirements-accessible-version>

Impart links Consultancy

Delivering Value Through Tenant-Inclusive Procurement


 **Challenge:** Delivering high-quality repairs and maintenance services across social housing requires contracts that reflect the real needs of residents, while also meeting regulatory, financial and operational expectations.




Key stake holders must be assured that procurement decisions are transparent, inclusive and aligned to local priorities.

The challenge was to design a procurement approach that balanced efficiency and value for money with meaningful tenant involvement and early stake holder engagement.

At Impart links, we help organisations embed tenant insight throughout the procurement process.

 **Solution:** Early engagement sessions were held with multiple tenant groups and elected members to explore service priorities, discuss procurement options and shape the target operating model. These sessions enabled open discussion around what good looks like from a resident perspective, including standards, communication, and contractor behaviour. Tenant representatives also participated in the evaluation of bids, bringing valuable insight and helping to strengthen accountability and transparency.

 **Outcome:** The result was a procurement process that was collaborative, transparent and resident focused, delivering contracts that better reflect the needs of the tenants and communities. Tenant involvement strengthened confidence in the process, improved trust between the residents and the organisation, and ensured that quality, social value and customer experience were central to contractor selection.



Meet the Team

This month we shine a spotlight on Ben Clark, one of our Project Managers and a key member of the Impart links team.

Ben plays a vital role in overseeing the Stock Condition Survey side of the business, ensuring projects are delivered efficiently, accurately, and to the highest standards. From coordinating surveys to managing timelines and maintaining quality, Ben helps keep everything running smoothly for our clients and partners.

With extensive experience as a Project Manager in the construction industry, Ben has worked on major national infrastructure projects, including HS2 and Hinckley Power Point Station, overseeing multiple contracts simultaneously.

His attention to detail and proactive approach, and ability to manage complex programmes make him a vital part of the team. His work supports informed decision-making and long-term asset planning, helping deliver real value for our clients.

How we can help?

Need help with compliance, repairs or planned maintenance?

At Impart links we combine consultancy expertise with maintenance delivery to give housing providers complete support. Whether it is meeting new compliance standards, improving asset data, or delivering urgent repairs, we help you stay one step ahead.

Contact us at: admin@impartlinks.com

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