



The Tenant Services Authority (TSA) has set the scene for a new world of social housing regulation where tenants are at the very heart of decisions about their homes and how services are delivered by their landlords.

The TSA launched [A new regulatory framework for social housing in England](#) on 12 November 2009. The new approach to regulation will see greater emphasis placed on the relationship between landlords and their tenants at the local level - one where tenants are at the heart of shaping, influencing and monitoring the services they receive.

The final phase of the consultation on the proposed standards ends on 5 February 2010. The standards focus on six areas: tenant involvement and empowerment, home (including repairs and maintenance), tenancy (including allocations and rent), neighbourhood and community (including anti-social behaviour), value for money, and governance and financial viability.

So what will this mean for tenants?

- A greater focus on issues that matter the most to them, such as repairs, tackling anti-social behaviour and affordable rents
- More opportunities to have their say, to get involved and hold their landlord to account
- More feedback from the landlord, including an annual report setting out just how well they are doing against local standards that have been set to complement the national standards.

If you want more information about this or wish to comment, please go to <http://www.tenantservicesauthority.org> or ring 0845 230 7000.