

Report of the Portfolio Holder for Housing

Regulator of Social Housing - Judgement Update1. Purpose of Report

To provide an overview of the judgement from the Regulator of Social Housing and to share the key activities within the revised Service Improvement Plan.

2. Recommendation

Cabinet is asked to NOTE the judgement from the Regulator of Social Housing and the key activities within the revised Service Improvement Plan.

3. Detail

The Regulator for Social Housing (RSH) completed a thorough inspection of Broxtowe Borough Council in October 2025, in relation to the Regulator's consumer standards. During the inspection, the Regulator met with tenants, officers and elected Members and reviewed a wide range of documents and data.

Following the inspection, the Council has received a C3 rating from RSH, meaning that the Council is not meeting the Regulator's requirements and must work to improve its position. This is the first time that the Council has been assessed in this way following the introduction of new regulations as part of the Social Housing (Regulation) Act 2023.

The Regulator acknowledged that the Council has been engaging constructively have assurance that there is a commitment to ensuring improved outcomes for our tenants. Progress has been made since the inspection in October to meet the Regulator requirements and improve service delivery. This includes:

- Colleagues contacting our tenants to check that their records are up to date. This is helping us to clarify the diverse needs of our tenants, which will enable us to proactively tailor services. Officers have contacted over 1,500 tenants so far, with the aim of reaching out to all tenants by 31 March 2026.
- Implementing a new system that captures and distributes each fire safety action to colleagues and contractors, which enables us to monitor progress and mitigate risk. The introduction of this system has contributed to the reduction of fire safety actions to around 3,400.
- Agreement to complete the final 1,200 stock condition surveys by 31 December 2026.

- Inviting tenant representatives onto the Housing Improvement Board, which will improve information sharing and enable better scrutiny of performance.

Meetings have recently taken place with the Leader of the Council, the Deputy Leader and the Portfolio Holder for Housing, with colleagues receiving the key message that improvement to meet the Regulatory standards is a top priority. Quarterly update reports will be shared with Cabinet going forward.

Please refer to **Appendix 1** for a copy of the full RSH judgement and **Appendix 2** for an overview of the key activities within the revised Service Improvement Plan.

4. Key Decision

This report is not a key decision.

5. Updates from Scrutiny

This report is not required to be considered by the Policy Overview Working Group or the Overview and Scrutiny Committee.

6. Financial Implications

The comments from the Interim Deputy Chief Executive and Section 151 Officer were as follows:

There are no financial implications to consider for the Housing Revenue Account at this stage. Any uplift in costs going forward that cannot be contained within existing resources would require approval by Cabinet.

7. Legal Implications

The comments from the Head of Legal Services were as follows:

The legislative powers of the Regulator of Social Housing are set out in the Social Housing (Regulation) Act of 2023 however S.193 of the Housing and Regeneration Act 2008 introduced the inspection programme which states that the 'regulator may set Standards for registered providers as to the nature, extent, safety, energy efficiency and quality of accommodation, facilities or services provided by them in connection with social housing'.

The regulatory judgement is a formal process as part of the assessment on the Council's Landlord functions. The report sets out the details around the judgement and actions required. Failure to adhere to the recommendations of the Regulator will have consequences. It is imperative that the Regulators recommendations are considered and implemented as soon as practicably possible.

8. Human Resources Implications

Not applicable.

9. Union Comments

The Union comments were as follows:

Comments from This report did not contain any direct or negative impact on Broxtowe employees so no further comment required by Unison.

10. Climate Change Implications

The climate change implications are contained within the report.

11. Data Protection Compliance Implications

This report does not contain any OFFICIAL(SENSITIVE) information and there are no Data Protection issues in relation to this report.

12. Equality Impact Assessment

As this is not a change to or a new policy an equality impact assessment is not required.

13. Background Papers

Nil.