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## How We Are Regulated

Feldon Housing Limited is a **Registered Provider of social housing in England**, regulated by the **Regulator of Social Housing (RSH)**. Our registration number is **5049**.

Being regulated means we must meet strict national standards for the way we manage homes, keep tenants safe, make decisions, and run the organisation responsibly. As a small, for-profit registered provider, we are held to the same core regulatory expectations as larger housing associations.

Regulation ensures that we remain transparent, accountable, financially sound and focused on providing safe, good-quality homes and services.

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## The Regulator of Social Housing

The **Regulator of Social Housing (RSH)** is the independent body responsible for regulating all Registered Providers in England.

Its role is to ensure that social landlords:

- provide safe and good quality homes
- protect tenants and treat them fairly
- are financially viable and well-managed
- spend public and rental income responsibly
- maintain strong governance and effective risk management

The Regulator sets **Consumer Standards** (focused on tenants and homes) and **Economic Standards** (covering governance, financial viability and value for money). The RSH monitors compliance, investigates concerns and can take enforcement action if a provider fails to meet its duties.

## How to Contact the Regulator of Social Housing

- **Telephone:** 0300 124 5225 (option 3)
- **Email:** [enquiries@rsh.gov.uk](mailto:enquiries@rsh.gov.uk)
- **Address:**  
*Referrals and Regulatory Enquiries Team*  
*Level 2, 7-8 Wellington Place*  
*Leeds LS1 4AP*

More information is available at:

[www.gov.uk/government/organisations/regulator-of-social-housing](http://www.gov.uk/government/organisations/regulator-of-social-housing)

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## **Our Responsibilities as a Regulated Provider**

As a regulated landlord, Feldon Housing must:

- Maintain **safe, warm and well-maintained homes**
- Respond promptly to repairs and building safety issues
- Manage risks effectively, including damp and mould (Awaab's Law)
- Comply with all health and safety requirements
- Provide clear and fair tenancy and rent information
- Treat tenants with respect and fairness
- Maintain strong governance and financial controls
- Use public funds and rental income responsibly
- Engage with tenants and listen to feedback
- Work with the Ombudsman to resolve complaints fairly

We report to our Board regularly on how we meet these requirements and take action where improvements are needed.

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## **The Housing Ombudsman**

In addition to the Regulator, tenants have access to the **Housing Ombudsman**, an independent service that investigates complaints about housing services.

We follow the Ombudsman's **Complaint Handling Code** and publish annual performance and self-assessment reports.

- **Website:** [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)
- **Telephone:** 0300 111 3000
- **Email:** [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

If a tenant has made a complaint to us and is not satisfied with our final response, they can escalate the issue to the Ombudsman.

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## **How We Demonstrate Compliance**

We show that we are meeting regulatory requirements by:

- Publishing key policies, financial reports, information about our Board and our performance information for tenants.
- Reporting to our Board on governance, compliance and tenant safety
- Maintaining a risk management framework aligned with RSH expectations
- Working with independent advisors to strengthen assurance
- Carrying out regular checks, audits and policy reviews
- Maintaining open communication with the RSH where appropriate

As a small, for-profit association, we take a proportionate but rigorous approach to regulatory compliance.

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### **Our Commitment**

Being regulated is central to how we operate.

Feldon Housing is committed to:

- Providing safe, high-quality homes
- Protecting our tenants
- Being open, honest and accountable
- Continuous improvement in all areas of our work
- Meeting all regulatory and legal requirements at all times

We welcome feedback from tenants, partners and stakeholders on how we can continue to strengthen our services.

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