

Our grades against standards set by the Regulator of Social Housing

On Wednesday 27 November 2024, the Regulator of Social Housing published the [outcome of its recent routine regulatory inspection](#) of Notting Hill Genesis, your landlord.

This letter provides an explanation of what this means, including details of how to find out more if you would like to. **You do not need to take any action in response and please be reassured that our day-to-day services will continue as usual.**

What's happened

The Regulator of Social Housing sets standards for social housing providers in England. Following a recent routine inspection, the regulator has graded Notting Hill Genesis at level two against their viability standard (V2) and level three against both their governance and consumer standards (G3 and C3).

Our G3/V2/C3 gradings mean that the regulator is satisfied that we meet its financial viability requirements, but that we need to make significant improvements to our governance arrangements in relation to our business planning, risk and control framework, and to our delivery of the outcomes of their consumer standards. Specifically, we need to focus on the regulator's safety and quality standard.

I apologise that we are still not consistently providing the standard of service that all our residents need and deserve. We remain committed to ensuring every one of you lives in a safe, warm and comfortable home, but we know we have more work to do to get there.

What happens next

The regulator acknowledges that we are already taking action and have plans in place to address their concerns. We will continue to work with them now to agree a comprehensive and realistic action plan. That plan will build on the foundations we've established in recent months and on the progress we've made so far through our [Better Together strategy](#).

Find out more

We've put together a list of questions and answers based on the queries we expect you might have. You'll find those on [a dedicated page on our website](#), where we'll also post further information and regular updates on progress.

We have a series of regional resident drop-in sessions planned as part of our usual engagement with customers. We'll ensure someone from our senior team

attends each of those to answer any questions you might have about the regulator's findings. Please [check our website](#) for details of those sessions and to register your attendance if you would like to come.

Many of you have been involved in shaping changes to our services and we will continue to offer opportunities to do so. You can find information about the ways you can get involved in the '[get involved](#)' section on our website.

We will provide regular updates in Connections, our resident bulletin. We send out an electronic version of Connections every other month and produce hard copies twice a year for those of you who prefer not to receive news via email.

If you have any immediate concerns about safety issues in your home, please contact your local officer on their usual number or report it via [My Account](#). You can also call our customer service centre on 020 3815 0000.

Thank you for reading this update and for your understanding as we continue with our plans to provide you all with better and more consistent services. The transformation of our organisation, of the service we provide and of our homes will take time, but we are committed to seeing it through and are confident in our ability to achieve this.

Kind regards,

Patrick Franco, *Chief executive*

Katie Bond, *Chief operating officer*