



G15 Residents' Group

A forum to unify and promote the resident voice to influence, reform and celebrate social housing
Raise the Views of residents - Promote Quality social housing - Advocate for the Future of social housing

G15 Resident Groups

Consultation Response: Single Construction Regulator (SCR)

Rebuilding Trust Requires Enforcement, Transparency and Embedded Resident Voice

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Introduction

The G15 Resident Group (G15RG) represents residents of London's largest housing associations, including social rent tenants, shared owners and leaseholders living in higher-risk and complex buildings.

Our response is informed by:

- The urgent need for high-quality rented homes
- The importance of aligning standards across all housing tenures
- The lived experiences of G15RG members, who represent diverse demographics and tenure types across London
- Key concerns raised in the media and elsewhere about social housing conditions and building safety
- Ongoing feedback from residents through our engagement forums

We have engaged directly with officials at MHCLG during the development and review of guidance relating to Awaab's Law prior to its publication, and we have worked with the GLA on programme standards and delivery through the Affordable Homes Programme. That experience reinforced a critical lesson:

Trust improves when residents are involved early, when guidance is clear and enforceable, and when accountability is visible. Early resident input strengthens regulatory design and can help identify risks sooner.

Conversely, trust erodes when standards are ambiguous, information is inaccessible, and enforcement lacks urgency. The proposal for a Single Construction Regulator (SCR) therefore presents a critical opportunity to embed these lessons from the outset.

1. Learning from Awaab's Law: Clarity and Timelines Matter

Our engagement around Awaab's Law demonstrated that residents need:

- Clear definitions of compliance.
- Specific, time-bound obligations.
- Unambiguous routes for escalation.
- Transparent reporting of performance.

Where guidance is vague or discretionary, implementation varies, and trust weakens.

The SCR must therefore:

- Set explicit, measurable standards for regulatory intervention.
- Publish expected response and enforcement timelines so residents know what happens next, when and who is responsible.
- Clearly define what constitutes regulatory failure.
- Report publicly on compliance against its own performance benchmarks.

This should include clear published service standards, including expected response times, thresholds for intervention, and transparent reporting against those standards,

Without precision and transparency, reform risks being perceived as procedural rather than protective.

2. Visible Enforcement Is the Foundation of Credibility

Awaab's Law signalled a shift toward enforceable timeframes in housing conditions. That shift improved confidence because it introduced consequences.

For the SCR, rebuilding trust will require:

- Publicly reported enforcement outcomes.
- Clear sanctions for non-compliance at organisational and individual level. Enforcement should be consistent and proportionate, focused on the highest risks to residents and repeat failures.
- Identification of repeat or systemic offenders.
- Clear governance arrangements that protect the regulators independence and ensure that decisions are taken in the interests of both building and resident safety. This should include clear conflict of interest safeguards, transparency about how decisions are made, and publication of outcomes and reasoning where appropriate.

Residents should be able to see that regulatory breaches are addressed through timely action, with transparent outcomes where standards are not met.

3. Embedding Resident Voice- Early, Not Retrospective

Our work with MHCLG and the GLA has shown that structured resident engagement improves regulatory design when it occurs at formative stages, not post-implementation.

For the SCR, this means:

- Statutory resident representation at board level.
- A formal Resident Advisory Panel with defined influence.
- Early resident involvement in developing regulatory standards and guidance.
- An annual published Resident Confidence Report. This should include resident confidence measures, volumes and outcomes of complaints and escalations, and data on timelines from issues raised to resolutions.

Consultation cannot be symbolic. It must shape policy outcomes.

4. Accountability Must Be Traceable Across the Construction Chain

Accountability should be clearly located with the organisations responsible for design, construction and product safety, rather than becoming blurred with the role of building owners and housing providers, so that responsibility for defects and safety failures sits with those involved in creating them.

Awaab's Law addressed landlord response times. The SCR must now address construction-phase accountability by ensuring:

- Named duty holders at each design and construction stage.
- Publicly accessible records of accountable parties.
- Clear alignment with the Building Safety regime to prevent regulatory gaps. Government should clarify how the SCR will interact with existing Building Safety Regulator regime, including gateway approvals, safety case regulation and competence frameworks, so that responsibilities remain clear and regulatory gaps do not emerge.
- Defined redress mechanisms where defects arise post-completion.

Without traceable accountability, trust will remain conditional.

5. Culture Change — Not Just Regulatory Consolidation

Engagement with national policy reform has shown that structural change alone does not guarantee behavioural change.

Residents will judge the SCR on whether it demonstrates:

- Independence from industry influence.

- Strong competence and accreditation standards.
- Conflict-of-interest safeguards.
- Willingness to intervene early rather than retrospectively.
- A commitment to learning and prevention, including publishing insights from inspections and enforcement activity so that risks are identified earlier and similar problems can be prevented across the system.

Without a clear and visible commitment to prioritising safety and quality alongside delivery pressures, the SCR may find it more difficult to rebuild resident confidence.

6. Measuring Trust as a Regulatory Outcome

Awaab's Law placed measurable obligations on landlords. The SCR should apply similar discipline to itself.

We recommend:

- Annual independent measurement of resident confidence in building regulation. This should be independently assessed using resident research and published alongside performance data on timelines, outcomes and enforcement activity.
- Publication of enforcement timelines and case resolution data.
- Transparent reporting of systemic improvements following regulatory intervention.

Trust must be evidenced through performance data, not declared in mission statements.

Conclusion

Our engagement with MHCLG on Awaab's Law and with the GLA on programme delivery demonstrates that resident-informed policy can strengthen regulatory credibility when:

- Standards are clear.
- Timelines are enforceable.
- Accountability is visible.
- Resident voice is institutionalised.

Building safety depends on long term stewardship after occupation, not only what happens at construction stage. This requires access to the information and the support needed to manage risk once buildings are occupied.

The Single Construction Regulator will rebuild trust only if it delivers cultural and operational change alongside structural reform.

The G15 Resident Group remains committed to constructive engagement to ensure that the SCR becomes a regulator that residents can see, understand and trust.