



Regulator of
Social Housing

Mid Suffolk District Council (42UE) Regulatory Judgement

14 October 2026

Our Judgement

	Grade/Judgement	Change	Date of assessment
Consumer	C2 Our judgement is that there are some weaknesses in the landlord delivering the outcomes of the consumer standards and improvement is needed.	First grading	October 2026

Reason for publication

We are publishing a regulatory judgement for Mid Suffolk District Council (Mid Suffolk DC) following an inspection completed in October 2026.

This regulatory judgement confirms a consumer grading of C2. This is the first time we have issued a consumer grade in relation to this landlord.

Summary of the decision

From the evidence and assurance gained during the inspection, our judgement is that there are some weaknesses in Mid Suffolk DC delivering the outcomes of the consumer standards and improvement is needed, specifically in relation to outcomes in our Safety and Quality Standard. Based on this assessment, we have concluded a C2 grade for Mid Suffolk DC.

Since 2011, Mid Suffolk DC has worked together with Babergh District Council and has a fully integrated staffing structure under one Chief Executive.

How we reached our judgement

We carried out an inspection of Mid Suffolk DC to assess how well it is delivering the outcomes of the consumer standards as part of our planned regulatory inspection programme. We considered all four of the consumer standards: Neighbourhood and Community Standard, Safety and Quality Standard, Tenancy Standard, and the Transparency, Influence and Accountability Standard.

During the inspection we observed meetings of the Joint Overview and Scrutiny Committee and Cabinet, a Heads of Housing fortnightly meeting, the portfolio holder's monthly briefing and the Tenant Board. We met with tenants, the leader of the council and the Cabinet Member for Housing. We interviewed staff and reviewed a wide range of documents provided by Mid Suffolk DC.

Our regulatory judgement is based on a review of all the relevant information we obtained during the inspection as well as analysis of information supplied by Mid Suffolk DC in its regulatory returns and other regulatory engagement activity.

Summary of findings

Consumer – C2 – October 2026

The Safety and Quality Standard requires landlords to have an accurate, up-to-date and evidenced understanding of the condition of their homes that reliably informs the provision of good quality, well maintained and safe homes for tenants, and to ensure that tenants' homes meet the requirements of the Decent Homes Standard. Mid Suffolk DC has provided assurance that it has an accurate, up-to-date and evidenced understanding of the condition of its homes with 97% of its homes having been surveyed within the last five years. It has plans in place to complete the remaining surveys. Mid Suffolk DC reported that 13% of its homes did not meet the Decent Homes Standard. Mid Suffolk DC acknowledges that this is an area of weakness and has plans in place to ensure all homes meet the Decent Homes Standard over the next year.

The Safety and Quality Standard also requires landlords to identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas, and ensure that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales. We have some assurance that Mid Suffolk DC is meeting its obligations in relation to

landlord health and safety compliance, and reported performance is strong. However, information is held across multiple systems and spreadsheets resulting in a reliance on manual processes and increasing the risk of errors. We found evidence that this risk had materialised. Mid Suffolk DC acknowledges that this is an area of weakness and is making progress to mitigate this risk through system improvements.

The Safety and Quality Standard also requires landlords to provide an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible. Mid Suffolk DC has provided assurance that it is meeting these requirements. Repairs have been an area of focus for the council, and a service review and restructure has led to improved outcomes for tenants. The number of overdue repairs has reduced significantly over the past two years, and performance against repairs targets has improved to the extent that anticipated outcomes for tenants are being met.

The Neighbourhood and Community Standard requires landlords to work in partnership with relevant organisations to deter and tackle anti-social behaviour and hate incidents in the neighbourhoods where they provide social housing. We have assurance that Mid Suffolk DC has policies and procedures in place to deter and tackle anti-social behaviour, and we saw evidence of partnership working, including the use of tools and legal powers in response to anti-social behaviour. Mid Suffolk DC also has plans in place to strengthen its oversight of service delivery and performance.

In relation to the Tenancy Standard, we saw evidence that Mid Suffolk DC offers tenancies or terms of occupation that are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community and the efficient use of its homes. Mid Suffolk DC has plans in place to further develop its approach to tenancy management through a programme of tenancy reviews prioritised by risk.

We gained assurance that Mid Suffolk DC is committed to treating tenants with fairness and respect. During the inspection we observed a positive culture from officers and councillors towards tenants, and we saw evidence that tenant engagement is accessible with multiple opportunities for tenants to get involved. Mid Suffolk DC gathers tenants' views in a range of formal and informal ways and tenants are provided with meaningful opportunities to influence and scrutinise strategies, policies and services. We saw evidence that feedback and scrutiny provided by tenants has directly and positively impacted on service delivery in areas such as complaints.

We have seen evidence that Mid Suffolk DC has up-to-date knowledge of tenants and is using the information it holds about its tenants to tailor services to meet tenants' diverse needs and to deliver fair and equitable outcomes. Mid Suffolk DC

has processes in place to keep information up to date and address any gaps in its knowledge of tenants. Tenant information is being used to inform service design and delivery with a focus on targeting activity and responding to identified needs.

The Transparency, Influence and Accountability Standard requires that landlords provide information about their services as well as performance information to enable effective scrutiny by tenants. Information is provided to tenants about Mid Suffolk DC's services and performance through various methods, enabling tenants to understand how they can use services and what to expect, as well as how services are performing. In-depth performance information is shared through governance structures and engagement forums, and this is an area Mid Suffolk DC is continuing to improve.

Overall, we gained assurance that Mid Suffolk DC ensures complaints are addressed fairly, promptly and effectively. The complaints process is accessible to tenants, and recent changes have led to improved complaint response times. Mid Suffolk DC has identified that this is an area where work needs to continue to ensure recent changes are embedded. This is overseen by the Complaints Taskforce which includes tenants, councillors and officers. Mid Suffolk DC provided evidence that it learns from complaints, identifying when improvements need to be made and responding accordingly.

Mid Suffolk DC has engaged constructively with us and has demonstrated that it understands the issues it needs to address. It is taking action to address the weaknesses identified. This includes remediation works to ensure all homes meet the Decent Homes Standard and making changes to systems and processes to improve the quality of landlord health and safety data.

Background to the judgement

About the landlord

Mid Suffolk DC owns and manages around 3,500 social homes in Suffolk.

Since 2011, Mid Suffolk DC has worked together with Babergh District Council and has a fully integrated staffing structure under one Chief Executive. The two councils remain separate entities with individual Housing Revenue Accounts but share a housing management team and housing service provision.

Our role and regulatory approach

We regulate for a viable, efficient, and well governed social housing sector able to deliver quality homes and services for current and future tenants.

We regulate at the landlord level to drive improvement in how landlords operate. By landlord we mean a registered provider of social housing. These can either be local authorities, or private registered providers (other organisations registered with us such as non-profit housing associations, co-operatives, or profit-making organisations).

We set standards which state outcomes that landlords must deliver. The outcomes of our standards include both the required outcomes and specific expectations we set. Where we find there are significant failures in landlords which we consider to be material to the landlord's delivery of those outcomes, we hold them to account. Ultimately this provides protection for tenants' homes and services and achieves better outcomes for current and future tenants. It also contributes to a sustainable sector which can attract strong investment.

We have a different role for regulating local authorities than for other landlords. This is because we have a narrower role for local authorities and the Governance and Financial Viability Standard, and Value for Money Standard do not apply. Further detail on which standards apply to different landlords can be found on our [standards page](#).

We assess the performance of landlords through inspections and by reviewing data that landlords are required to submit to us. We also respond where there is an issue or a potential issue that may be material to a landlord's delivery of the outcomes of our standards. We publish regulatory judgements that describe our view of landlords' performance with our standards. We also publish grades for landlords with more than 1,000 social housing homes.

The Housing Ombudsman deals with individual complaints. When individual complaints are referred to us, we investigate if we consider that the issue may be material to a landlord's delivery of the outcomes of our standards.

For more information about our approach to regulation, please see [Regulating the standards](#).