

New TSA landlord comparison website shines light on housing association performance



The Tenant Services Authority have developed a free web tool that allows tenants to compare the performance of housing associations in their area.

During consultation, tenants informed the TSA of the performance areas they would most like to see compared and what they would find most useful. They include comparing your rent with the local average and seeing how associations compare in overall service and repairs and maintenance.

To access the web tool visit the TSA's website:

www.tenantservicesauthority.org

and click on the **find and compare landlords link** in the top right-hand corner of their homepage.

TSA Chief Executive Peter Marsh said, "We have received lots of feedback from tenant who find it difficult to compare landlord performance. This online tool gives you an easy way of challenging your landlord if their performance is worse than others in the area".

The TSA is the regulator for social housing in England. Its role is to raise the standard of services for tenants. It is currently sounding out views on its plans for a set of standards that housing associations and local councils will have to meet from 1 April 2010.