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NLM Press Release

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Following the first inspection by the Regulator of Social Housing NLM has undergone since crossing the threshold of 1,000 homes, we are hugely disappointed to receive G3, C3 and V2 Regulatory Judgment. The Regulator identifies issues within our governance and consumer outcomes, where we have been found to be non-compliant with Regulatory Standards

Our Board and Executive Team take these matters extremely seriously and we are working to address them as a matter of priority, while continuing to deliver homes and services that meet the needs of our residents. Work is actively underway to address the identified concerns, and we are actively engaging and working closely with the Regulator. We remain optimistic that, through our collaborative efforts and ongoing improvements, we will be able to come out of G3 and C3 within a short period.

We are learning from this judgement and recognise that this is an important moment for reflection and change. We have already started to put in place the right structures and processes to ensure long-term, sustainable compliance including progressing actions to strengthen our governance.

We remain fully committed to providing safe, decent homes and high-quality services to our tenants. While the regulator acknowledged areas of good practice and high tenant satisfaction, we agree that there is more to do.

Yahya Hafesji
Chair

Aziz Rahim
Chief Executive