



Regulator of  
Social Housing

**Regulator of Social Housing**

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Ms Ka Ng  
Chief Executive  
Welwyn Hatfield Borough Council

17 January 2023

Sent by email to: [k.ng@welhat.gov.uk](mailto:k.ng@welhat.gov.uk)

Copied to:  
Elliott Manzie: [e.manzie@welhat.gov.uk](mailto:e.manzie@welhat.gov.uk)

Dear Ka

**Welwyn Hatfield Borough Council's compliance with the regulatory standards**

I refer to our ongoing engagement with the Council following the regulator's conclusions in July 2021 that WHBC were non-compliant with our consumer standards.

I am writing to confirm that we are content that the evidence provided by the Council throughout the period of our engagement satisfactorily addresses the areas of non-compliance which led to the publication of our regulatory notice. With that in mind, we will now move to remove the regulatory notice which set out the Council's previous breach of the consumer standards. To confirm this is scheduled for Wednesday 25<sup>th</sup> January 2023.

In the meantime, I wanted to record my sincere thanks to you and Elliott for the positive and constructive engagement we have had throughout the period of our engagement and for your transparency and openness as this case has progressed. Lastly, you are welcome to share the contents of this letter as confirmation of our conclusion in advance of the removal of the regulatory notice from our website.

If you have any questions or it would be helpful to discuss, please do not hesitate to contact me.

Yours sincerely

Jessica Guandalini  
**Senior Advisor, Consumer Regulation**

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