



Housing Scrutiny – 1st December 2020

**Delivering Better Homes through
strategic stock investment
Social Housing White Paper**

**Delivering Better
Homes through
Strategic stock
investment**

Our Asset (Investment) strategy – 5 key themes



- Improving Building Safety

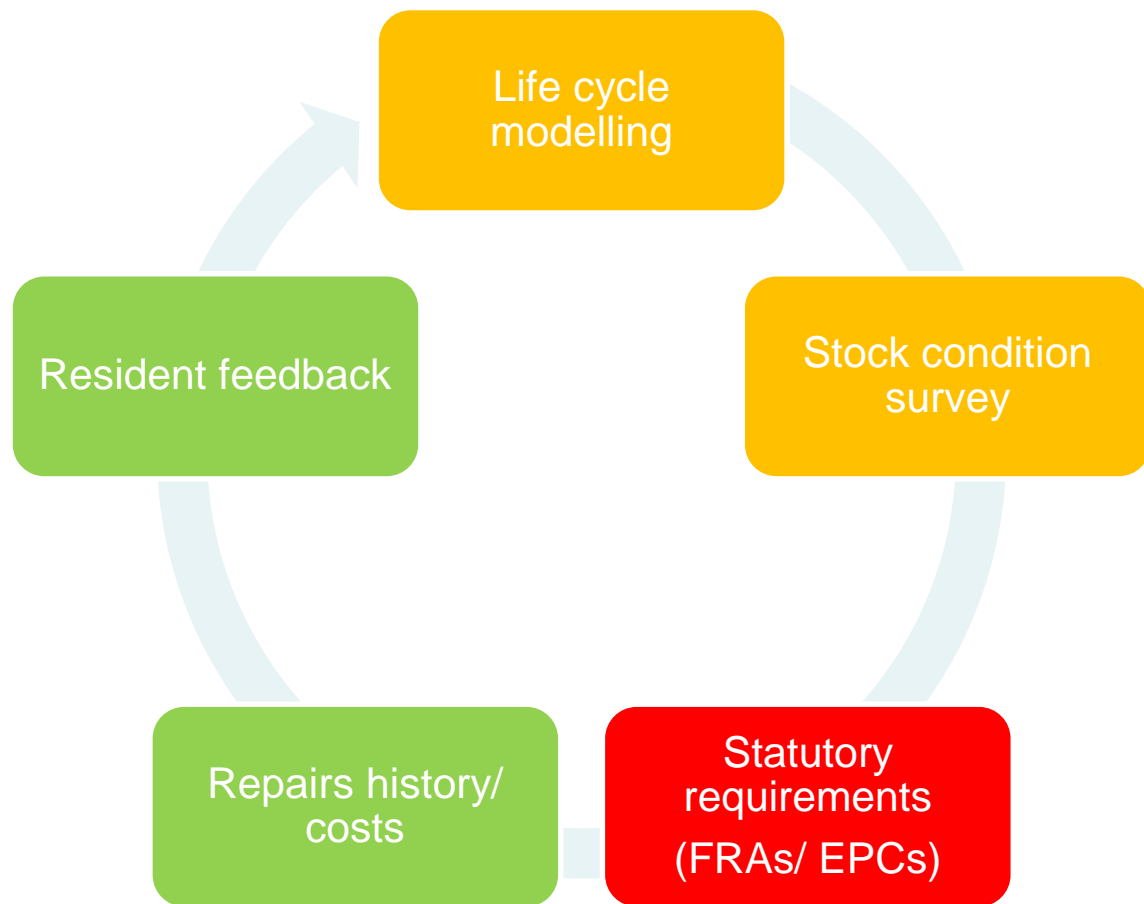
- Designing out ASB

- Replacing aged infrastructure ahead of critical failure

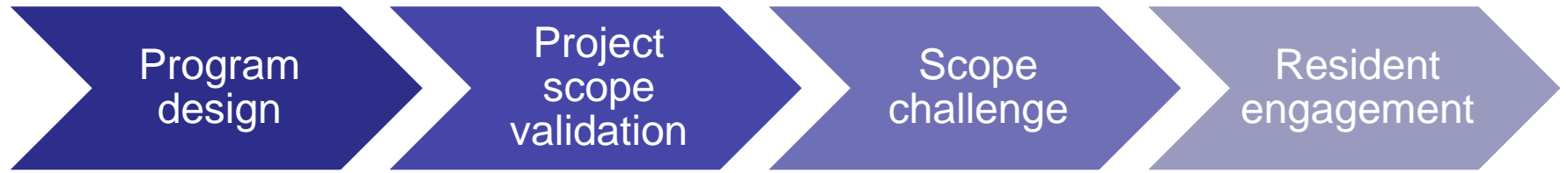
- Creating sustainable homes for the future

- Reducing maintenance and service costs through informed product selection/ innovation

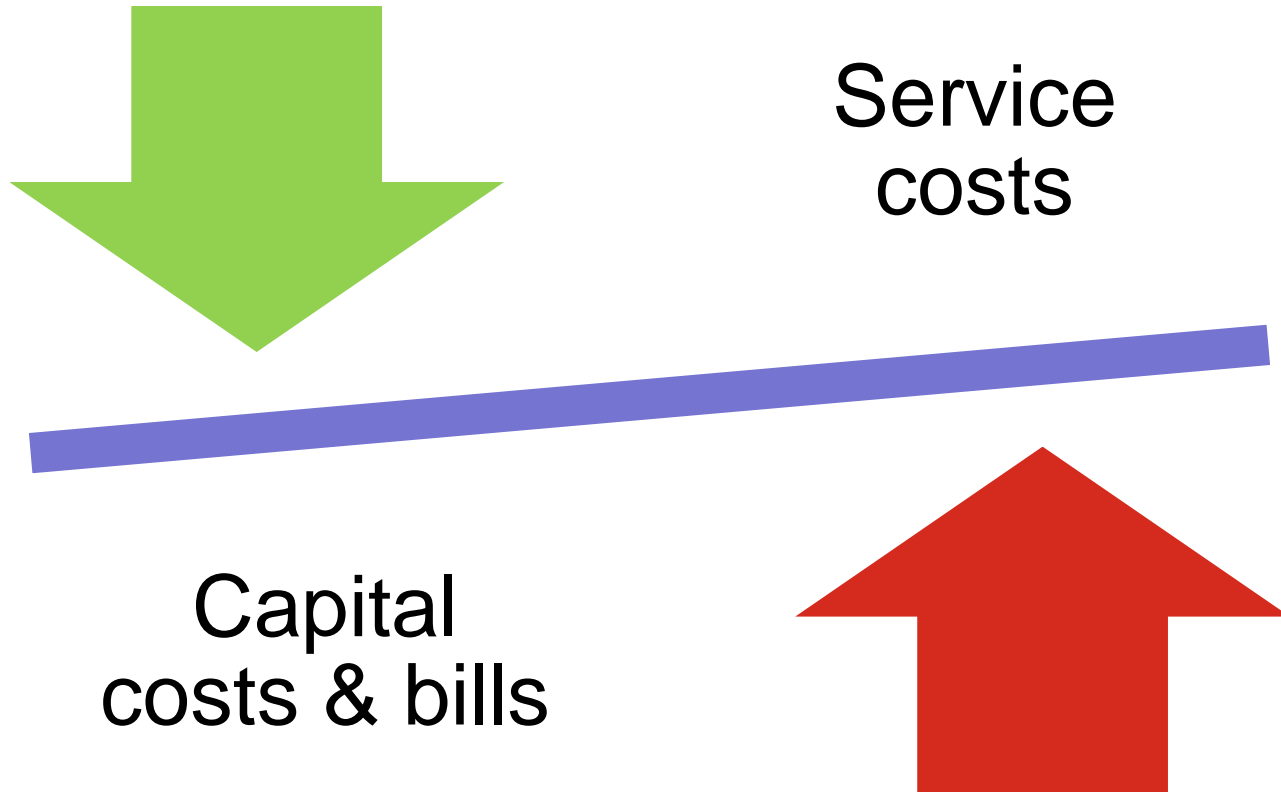
How do we decide what works are required?



How do we ensure we do the right works at the right time?



Balancing capital investment and affordability



Our 5 year investment plan

Year 1	2019/2020	£29m
Year 2	2020/2021	£36m
Year 3	2021/2022	£62m
Year 4	2022/2023	£44m
Year 5	2023/2024	£35m



Managing Value & Quality – Changes this year

- All contracts are subject to a competitive tender exercise to ensure VFM
- Greater emphasis on quality control, when analysing tender returns
- Products selection now driven by quality, performance and life expectancy (rather than cost)
- Quality monitoring outsourced on main contracts to ensure robust inspection processes are in place.



Building Safety – External wall systems

- No buildings with ACM in stock
- No building over 18m (6 storeys) with HPL remaining
- 4 blocks below 18m (4 storeys) with HPL to be remediated
- Work will commence in 2021 to remediate balcony finishes and timber cladding systems across low rise stock
- EWS 1Forms, being procured (subject to marker capacity)



Building Safety – HRRB Retrofit & Safety case file creation programme

- Four year programme of retrofitting high rise stock, commencing this year;
- @£65m investments to deliver safe, sustainable and connected buildings;
- Intrusive nature of the works, will allow for safety case files to be created ahead of regulator requirement (minimising cost impact – circa £30-40k per block)



Building Safety – Wider stock investment programme

- Three year borough wide fire door set replacement programme
- Specialist term contract for completion of passive fire safety works (Feb 2021)
- In-flat fire detection programme
- Emergency lighting programme
- Sprinkler retrofit programme to specialised housing schemes



Resident engagement:

- New resident engagement strategy
- Improved communication (across platforms)
- Residents charter & safety responsibilities
- Improved accessibility to information on safety & compliance
- Access to a dedicated Building safety managers for residents living in HRRBs

New advisory web pages for residents:

[Home](#) / [Services](#) / [Housing](#) / [Council housing](#) / Safety at home

Safety at home

[Tower blocks](#)

[Electrical safety](#)

[Gas safety](#)

[Keeping shared areas clear](#)

[Fire safety](#)

[Water safety](#)

[Condensation, damp and mould](#)

[Balcony, window and roof safety](#)

Gas safety

Every year about 14 people die from carbon monoxide poisoning caused by poorly installed and maintained gas appliances.

When gas doesn't burn properly carbon monoxide is produced, which is poisonous. You can't see it, taste it or smell it, but carbon monoxide can matter of hours.

If you suspect there is a gas leak:

- Open all doors and windows straight away
- Shut off the gas supply at the mains (a large lever usually next to the gas meter)
- Call the National Gas Emergency Service on 0800 111 999
- Don't smoke, light matches, lighters or cigarettes
- Don't turn electric switches on or off

The next 5 -10 years:

Years 2-5:

- Retrofit HRRB to ensure buildings are safe and sustainable;
- Reduce risk across remaining stock;
- Achieve 100% DH
- Pilot whole house Carbon Zero retrofit scheme (2021)

Years 6-10

- Sustaining DH (ahead of possible new standard)
- Continued investment in safety
- Increasing investment in improving and sustaining estates
- Increasing investment in sustainability improvements

Social Housing White Paper 2020



<https://www.gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper>

Social Housing White Paper

– A new Charter for Social Housing Tenants

The Government has now published the Social Housing White Paper. The Charter sets out what every social housing resident should expect from social housing providers the themes include;

1. Be safe in your home
2. Landlord performance
3. Complaint handling
4. Be treated with respect
5. Have your voice heard by your landlord
6. Have a good quality home and neighbourhood to live in
7. Be supported to take your first step to ownership

What the white paper means for the social housing sector and residents?

- This white paper sets out what the government will do to ensure landlords live up to this new Charter.
- It highlights the need to work with the Regulator of Social Housing (“the regulator”) to create a strong, consumer regulatory regime, meaning more formal standards against which landlords are regulated
- It means the council must be transparent about its performance and decision-making – so that tenants and the regulator can hold them to account
- We must put things right when they go wrong
- We must listen to tenants through effective engagement

Regulation of Social Housing

The Regulator of Social Housing regulates registered providers including local authorities to promote viable, efficient and well-managed social housing.

Regulatory standards - Split into two areas Economic and Consumer.

Economic – Rent Standard, Value for Money

Consumer – Home Standard, Tenancy Standard, Neighbourhood and Community Standard, Tenant & Involvement Empowerment Standard.

The Regulator collects data and undertakes assessments on services to ensure we deliver a service that is value for money, meets the Rent Standard, is well-managed and ensures tenants of social housing have the opportunity to be involved in its management and to hold their landlords to account;

Charter 1: To be safe in your home

- More regulation on building safety
- Requirement for social landlords to identify a nominated person responsible for complying with their health and safety requirements.
- Consult on mandating smoke and carbon monoxide alarms in social housing.
- Consult on measures to ensure that social housing residents are protected from harm caused by poor electrical safety.
- Work with organisations supporting the development of statutory and good practice guidance on engaging residents in all tenures on safety issues.
- Sharing of knowledge between the Health and Safety Executive and the Building Safety Regulator

Charter 2: Landlord Performance

- Tenants should be able to hold their landlords to account, they need information on how their landlord is performing, what decisions it is making and who is responsible.
- The Regulator is expected to bring in a set of tenant satisfaction measures for all landlords on things that matter to tenants such as ASB measures, repairs, complaint handling and building safety.
- Landlords will be expected to provide a clear breakdown of how their income is being spent and will be published alongside their tenant satisfaction measures.
- Landlords will be expected to report to every tenant on tenant satisfaction matters at least once a year, if not continuously, using technology.

Charter 3: To have your complaints dealt with promptly and fairly

- The consultation outlines how we need to speed up and improve the way complaints are resolved
- Gives more powers to the Housing Ombudsman such as the introduction of a new Complaint Handling Code from January 2021.
- Landlords will be required to comply with the Housing Ombudsman's Complaint Handling Code, ensuring that they have good processes in place to respond swiftly and effectively to complaints.
- Working with the Housing Ombudsman landlords will run awareness campaigns so social housing residents know their rights, are confident in navigating their routes to complain, and are aware of how to escalate to get the answers they need.

Charter 4: To be treated with respect

- The Regulator of Social Housing has been asked to provide a consumer regulation function that holds all landlords to account for their services. It will be given more powers such as,
- Publish a Code of Practice on the consumer standards to be clearer on what landlords are required to deliver.
- Can tackle failing landlords by removing the cap on the level of fines it can issue
- Introduce Performance Improvement Plans for landlords failing to comply, undertake more inspections of landlords
- Reduce the notice period for surveys on the condition of properties, introducing new powers to arrange emergency repairs where there is evidence of systemic landlord failures.

Charter 5: Complaints Handling Accountability

The Housing Ombudsman has set high standards and accountability for landlords to improve handling of complaints.

- From March 2021 the Housing Ombudsman will publish the details of cases it has determined on its website, and data on individual landlords' complaint volumes, categories and outcomes.
- This will support the new tenant satisfaction measures the regulator is developing on complaints handling. It will ensure social housing residents can better hold their landlords to account on the way they handle complaints
- We must ensure our corporate process for handling complaints aligns with the measures outlined in the white paper as there will be greater co-operation between the Housing Ombudsman, the Regulator of Social Housing and the Building Safety Regulator

Charter 5: Have your voice heard by your landlord

The best landlords engage well with their residents and listen to them with respect however the white paper wants to improve customer engagement to ensure residents do not feel patronised, ignored or treated with disrespect.

- The Regulator wants more Tenant Empowerment and will support this by delivering training programmes open to all social housing residents.
- More training programmes for staff at all levels to improve the service
- The Regulator will require landlords to show how they have sought out and considered ways to improve tenant engagement.

Charter 6: Have a good quality home and neighbourhood to live in

The White paper outlines the importance for residents to enjoy good well managed neighbourhoods, decent homes and access to green space. The Government plans to,

- By Autumn 2021, review the Decent Homes Standard and consider whether it needs to be updated to ensure it is delivering what is needed for safety and decency.
- The review will consider the fit with wider government objectives such as ensuring buildings and neighbourhoods are safe, being resilient to climate change and is practical to deliver.
- Supporting tenants facing anti-social behaviour and crime including the different responsibilities that police, local authorities and their landlords have

Charter 7: Be supported to take your first step to ownership

The paper outlines the governments commitment to ensure more social tenants have the opportunity to buy a home and have;

- Introduced a new shared ownership model that will be fairer, more consumer-friendly and more accessible.
- Announced that around half of the homes delivered by the new Affordable Homes Programme will be for affordable home ownership.
- Announced a new Right to Shared Ownership, meaning that most new grant-funded housing association homes for rent will give residents the opportunity to purchase a 10% (or more) stake in their home and to purchase further shares in future.

Any Questions