



Ministry of Housing,  
Communities &  
Local Government

# The Charter for Social Housing Residents

## Social Housing White Paper

CHIC

Lucy Hutton

# Why the Social Housing White Paper?

- The **Grenfell Tower tragedy** on 14 June 2017 led to seismic changes to the Department's programmes of work and approach to social housing.
- In setting the terms for the Public Inquiry, it was agreed that Ministers would look at **wider concerns raised** by the tragedy, particularly the **relationship between landlords and tenants**.
- We ran a wide-ranging consultation where Ministers engaged with over **1,000 people across the country and 7,000 more online**, asking residents about what really mattered to them.
- This produced the **Social Housing Green Paper** and a **Call for Evidence on Social Housing Regulation** in August 2018.
- In the consultation supporting the Green Paper we met a further **500 people and received 1,000 views online**.



# The Charter for Social Housing Residents

## Social Housing White Paper

### The Charter for Social Housing Residents

Social Housing  
White Paper



1. **To be safe in your home.** We will work with industry and landlords to ensure every home is safe and secure.
2. **To know how your landlord is performing,** including on repairs, complaints and safety, and how it spends its money, so you can hold it to account.
3. **To have your complaints dealt with promptly and fairly,** with access to a strong Ombudsman who will give you swift and fair redress when needed.
4. **To be treated with respect,** backed by a strong consumer regulator and improved consumer standards for tenants.
5. **To have your voice heard by your landlord,** for example through regular meetings, scrutiny panels or being on its Board. The Government will provide help, if you want it, to give you the tools to ensure your landlord listens.
6. **To have a good quality home and neighbourhood to live in,** with your landlord keeping your home in good repair.
7. **To be supported to take your first step to ownership,** so it is a ladder to other opportunities, should your circumstances allow.



## Chapter 1: To be safe in your home

“Social landlords have a key role to play in supporting their residents to feel safe in their homes. For residents, knowing you live in a safe, secure building is of paramount importance, for your physical safety and for your mental health.”

- **Legislate** to require social landlords to identify a **nominated person** to comply with **health and safety requirements**.
- **Consult on mandating smoke and carbon monoxide alarms** in social housing sector.
- **Consult** further on ways to ensure social housing residents are protected from harm caused by poor **electrical safety**.
- Create a culture where landlords **engage effectively with their residents on safety issues**.

## Chapter 2: To know how your landlord is performing

- **Transform the consumer role of the Regulator for Social Housing** so it proactively monitors and drives landlords' compliance with improved consumer standards **while retaining robust economic regulation.**
- Regulator to develop a system for collecting and publishing a **set of tenant satisfaction measures for landlords.**
- **Introduce a new access to information scheme** so social housing tenants of housing associations and other private registered providers can access information about their landlord.
- **Require landlords** to provide information on how their income is being spent.
- Require landlords to **identify a senior person** in their organisation to ensure they **comply with consumer standards** set by the regulator.

"We want to ensure a culture change whereby landlords are more open with residents, beyond the information provided through tenant satisfaction measures."

## Chapter 6 : To have a good quality home and neighbourhood to live in

- **Review of the Decent Homes Standard underway-** whether and how the current standard needs to change including how social housing can support the UK's commitment to net-zero carbon emissions by 2050.
- **Improving neighbourhood and place:** we will consider highlighting use of open and green spaces as part of the Decent Homes Standard review.
- **Tackling ASB** - the government to provide clear guidance to residents about how and where to access support. New tenant satisfaction measures will cover neighbourhood management including tackling ASB.
- **Allocation of housing:** we will publish the results of the allocations evidence collection exercise announced in Social Housing Green Paper in due course and consider the findings to ensure that housing is allocated in the fairest way possible.
- **Review of staff professionalisation** to look at how well housing staff are equipped to deal with **people with mental health needs** and develop best practice for landlords working with those residents.





# Implementation Progress

## On Safety and Decency

- We have launched the Decent Homes Review and it will be conducted in two parts
  - Part one will seek to understand the case for change to criteria. Work has commenced and a Sounding Board of sector experts set up. The work is expected to run to the Autumn 2021.
  - If a case for change is made, part two will run from Autumn 2021 to Summer 2022 and will consider how decency should be defined.
  - We anticipate that our main outcome will be a refreshed Decent Homes Standard
- We have announced the launch of a new working group to inform our consultation on Electrical Safety and their first and second meeting has taken place
- We are analysing responses to our consultation on Smoke and Carbon Monoxide Alarms, which closed in January



*“Since March 2019 we have been running a **Social Sector (Building Safety) Engagement Best Practice Group** bringing together social landlords and residents from across the country to test approaches to engagement on building safety and foster stronger partnerships between residents and landlords”*

## And . . .

- **We have published the final report and recommendations of the Social Sector (Building Safety) Engagement Best Practice Group.**
- **Focused on three areas:**
  - information and understanding;
  - landlord and resident responsibilities; and
  - action to take in the event of a fire
- **Identified practical ways** to improve communication on building and fire safety
- **The outcomes of which** are intended not only to benefit residents and landlords in the social sector but also **to be applied more widely across other tenures**
- **We hugely value the voluntary effort that residents** have made to identify practical ways to improve communication on building safety, **and the support and time contributed by landlords**



# Implementation Progress

## On the new regulation regime

- The Regulator of Social Housing has recently appointed a Director of Consumer Regulation Kate Dodsworth, who will start in the summer as part of its preparations for the expansion of its consumer regulation function
- Is actively taking forward work to develop the new Tenant Satisfaction Measures, including early engagement with the sector
- We are currently recruiting new Board Members for the Regulator with consumer experience, to strengthen the Board's expertise as the Regulator moves to proactive consumer regulation
- We are drafting the Social Housing Regulation Bill to implement the new consumer regulation regime, which will be introduced when Parliamentary time allows





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# Charter for Social Housing Residents Social Housing White Paper

QUESTIONS?



# Cladding replacement and Building Safer



# Content

- Cladding situation
- Associated work
- Sprinklers
- FRA Level 4 work
- Implications of the Hackitt report
- Governance and actions
- Lessons learned
- Current position
- Questions



# Cladding situation

- 17 High rise
- 13 blocks had varying quantities of ACM and clay tiles
- 3 block had Cat 2 ACM with clay tiles
  - initially thought to have passed BR135 - defective fire barriers
- 1 block full clay tile
- Defective clay tiles discovered
- Defective / missing fire barriers



# Associated work

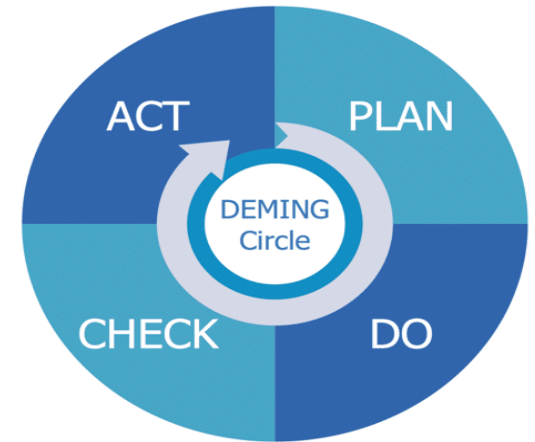
- Waking watch - MHCLG interim measures
- Alarm installation – MHCLG interim measures
- Change to stay safe policy (not stay put)
- Remove 1960's individual gas supply to 3 high
- Sprinkler installation
- Independent L3 and L4 FRA to high rise and sheltered schemes





# Actions and delivery

- Secure internal budget
- Resident engagement
- Appoint fire specialist
- Close working with GMFRS / MCC BCO / Homes England MHCLG
- High rise task force
- Agree replacement system
- Appoint contractor
- Start January 2018
- Completion Oct 2019 (delay due to latent defects)
- Homes England grant
- Homes England audit



# Sprinklers

- Sprinkler installation to 17 high Rise circa 1,100 properties 2 to 3 year programme
- Estimated cost £3k / property
- Risks
  - Resident acceptance
  - S20 Leasehold charge
  - Access
  - Link with existing fire alarm
  - Asbestos in surface finishes
  - Increased cost, trace heating, pipe boxing



# FRA Work

- Level 4 FRA (Fire Risk Assessments) destructive inspection to ensure appropriate fire compartmentation
- Fire Door inspections and checking the installation – certificate alone not sufficient
- Internal doors and walls form a protected route
- Communal ducts and risers, upgrade fire stopping
- Surface coatings, class 'o' paint surface spread of flame
- Dampers and fire collars
- Composite wall systems part of FRA
- Fire Lift ?





# Hackiit review - implications

- Building regulations are not fit for purpose – to be overhauled
- New Building Safety regulator (JCA - Fire, Building regs, HSE) (
- Accountable person / Duty holder responsible for building safety risk (client, principle designer, principle contractor etc)
- Golden thread of information (part of future IDA?)
- Building safety certificate
- Building safety case
- Building Safety Manger – ( what / who )
- Building information on MCHLG system
- Three gateways
- Regular resident access / engagement strategy
- EWS1 form to be completed



# Governance and action

- Establish a fit for purpose H&S and compliance team
- FRAS training
- Appoint independent Fire Engineer
- L4 FRA for BAR
- Full review of existing stock
- Establish internal governance team
- Action plan for delivery recommendations

# Lessons learned

- Establish good working relationship with building control and the fire service
- Regular honest tenant consultation
- Early engagement of a Fire Engineer
- Get the procurement right (consultants and contractors)
- Check previous contract (latent defects)
- Maintain quality records (audit trail)



# Sector position

- HA's more advanced than the private sector
- Several Local Authorities still have ACM to remove
- Limited take up on Building Safer recommendations
- Uncertainty around JCA / Regulator
- What sanctions will be imposed
- Uncertainty with existing stock



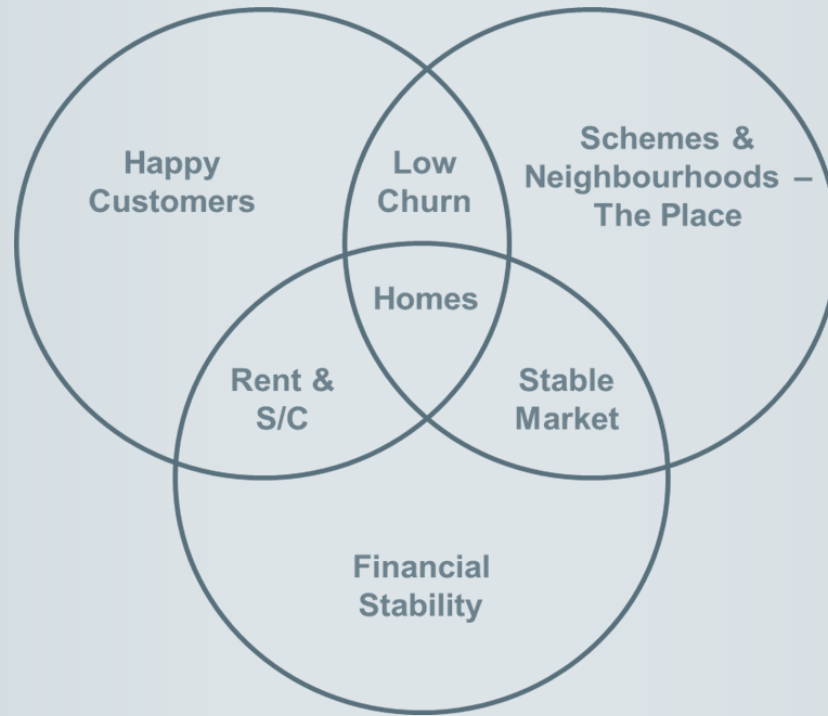
[www.shutterstock.com](http://www.shutterstock.com) - 627858644

# Asset Management Now is the Time for Action

John Fisher  
Chief Executive, CHIC

Communities and Housing Investment Consortium Limited

# Great Customer Service is all about great homes



- Once investment in existing customers homes is provided for, what capacity is left for development?
- Not the budget to raid anymore!



Decent Homes –  
A Missed  
Opportunity for  
Great Homes &  
Neighbourhoods



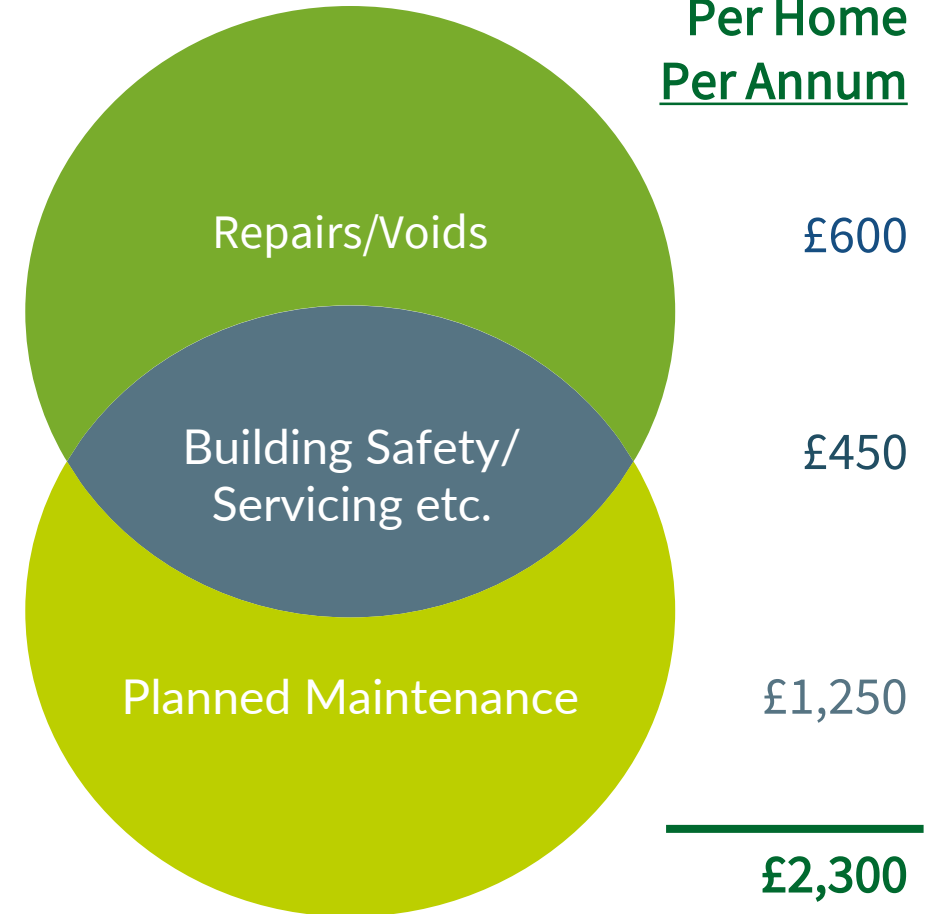
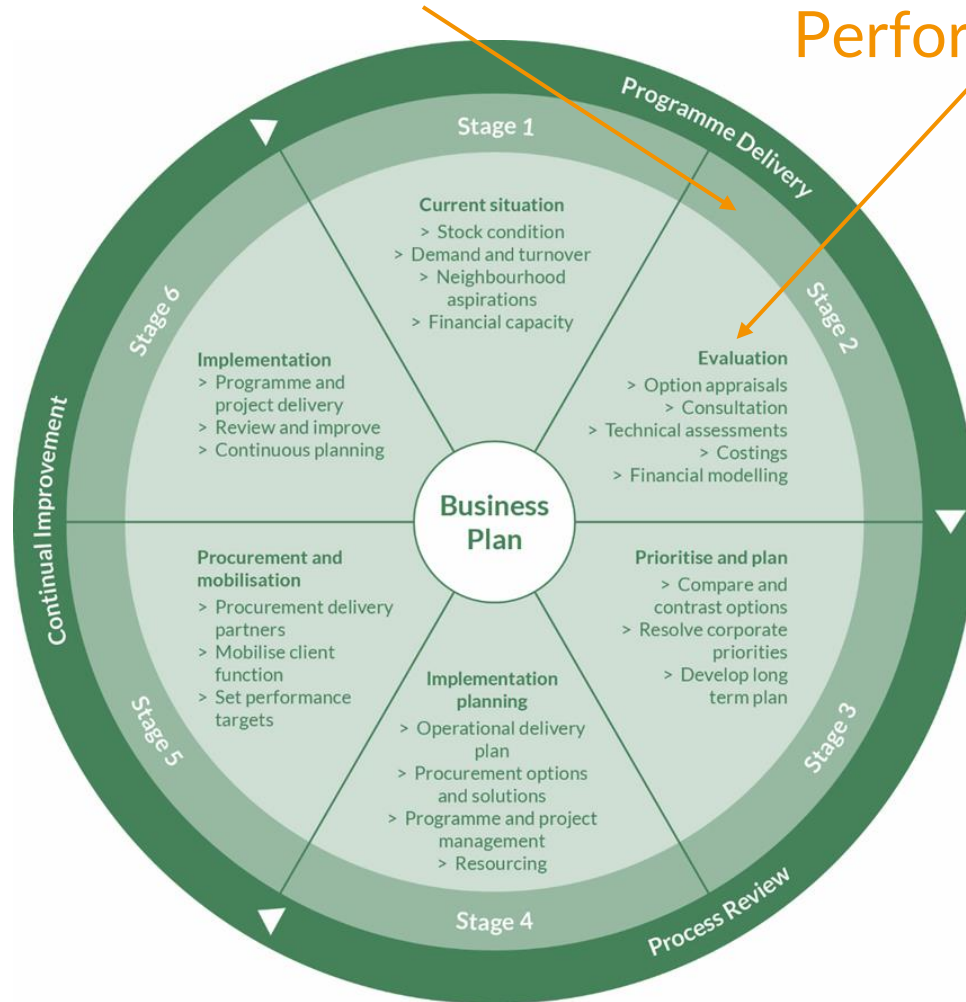
Now Decent Homes  
plus great places  
plus warm homes



# Asset Management Strategic Planning

Asset Performance

Energy Performance



# Responsive Repairs

- A key service for residents
- Emergency or appointed?
- Delivered in-house or by a contractor?
- Local employment = social value

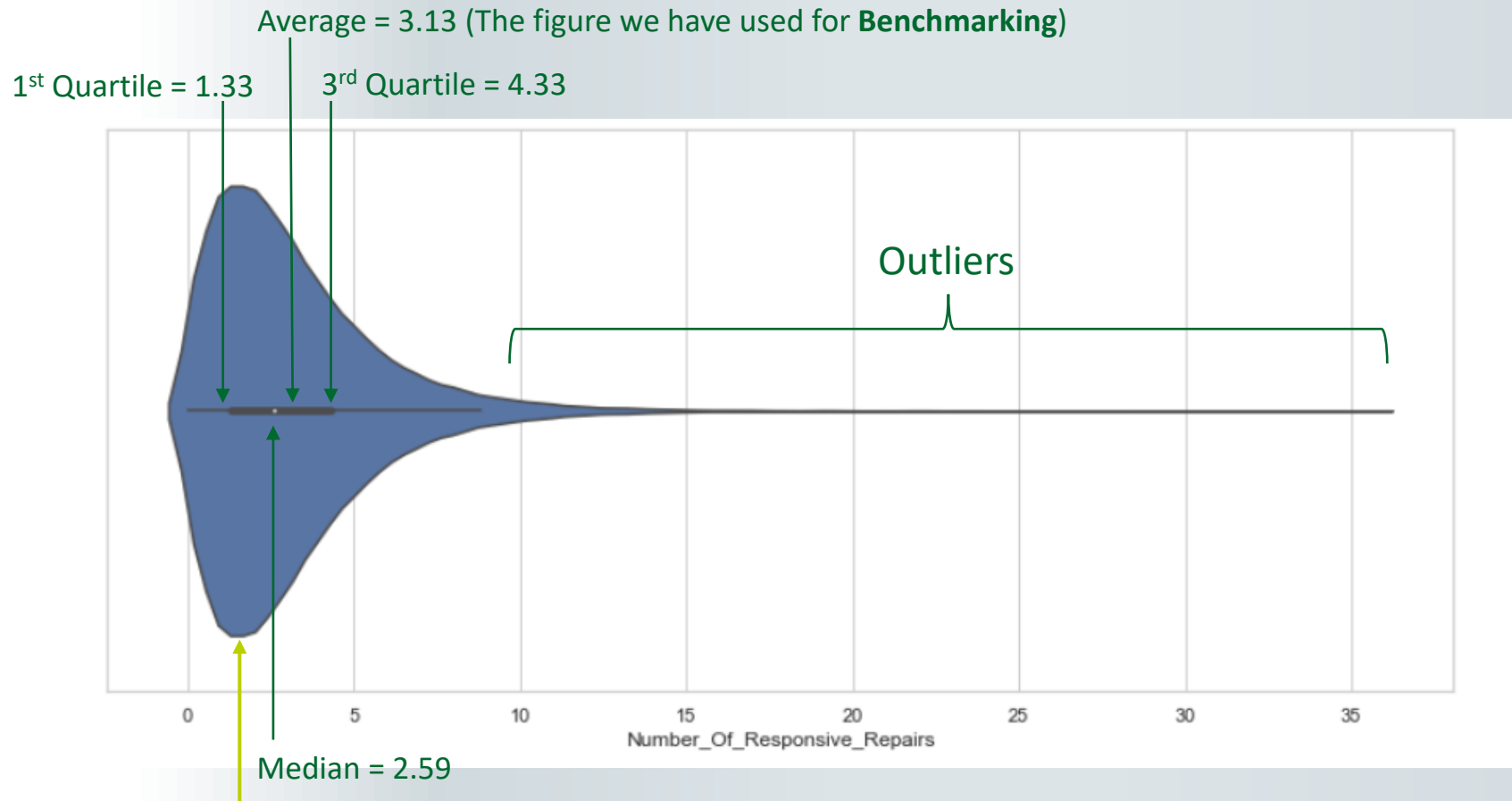
c. 10% of rental income **each year, every year, every home**

# Voids

- Clear standard and cost?
- For reletting, or invest whilst empty?

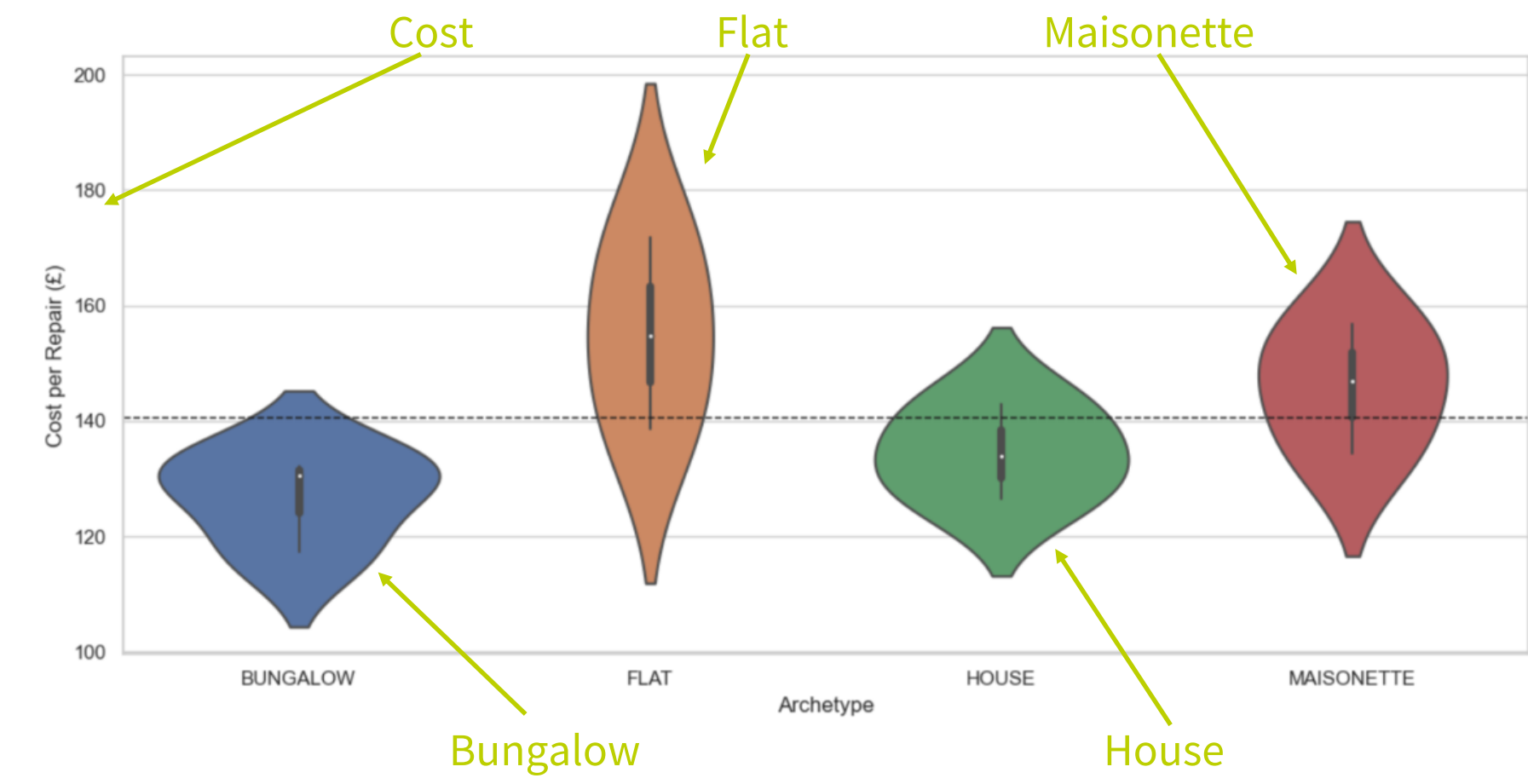


# Repairs Volumes – Outliers



Did you know  
some tenants  
have one  
repair a  
fortnight?

# Did you know flat repairs cost more than houses?



# Did you know younger people demand more from your business than older?

Tenant Age Bands	Responsive Repairs PUPA
25 yrs old or younger	3.71
25 to 30 yrs old	3.34
30 to 35 yrs old	3.30
35 to 55 yrs old	2.92
55 to 65 yrs old	2.60
More than 65 yrs old	2.45
<b>Grand Total</b>	<b>2.82</b>

Tenant Age Bands	Rent Arrears (weeks)
25 yrs old or younger	4.32
25 to 30 yrs old	4.28
30 to 35 yrs old	3.84
35 to 55 yrs old	2.72
55 to 65 yrs old	1.30
More than 65 yrs old	0.39
<b>Grand Total</b>	<b>2.10</b>





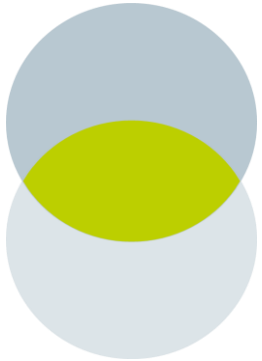
# Building Safety = People Safety

## 'BIG SIX'

1. Gas Safety
2. Electrical Inspections
3. Lifts & Lifting Equipment
4. Water Hygiene
5. Asbestos Management
6. Fire Safety

BUT c. 50  
asset areas  
to worry  
about

Lower Cost: High Importance



# Building Safety

- Know the asset base
- Know the rules/best practice
- Have the right contract in place
- Have accountable leadership
- Provide robust assurance
- Consider service: maintain: replace contracts



CHIC's  
Compliance  
Frameworks

It will cost what it will cost

# Planned Maintenance



Not Major Repairs!  
The Big Money



# Data Data Data

BLOCK

SCHEME

TENURES

CLIENT GROUP

ARCHETYPE

MARKET		
Sub-Category	Tests	Core Tests
Affordability	11	5
Local Market	5	-
Neighbourhood	1	1
Deprivation Index	3	1
	20	7

FINANCE		
Sub-Category	Tests	Core Tests
Financial Performance	10	8
Asset Performance	8	6
Asset Investment	6	6
Decarbonisation Costs	6	2
Capital Values	4	2
	34	24

PEOPLE		
Sub-Category	Tests	Core Tests
Customer Perspective	11	7
Staff Perception	6	5
Social Factors	11	4
	28	16

PROPERTY/ASSET		
Sub-Category	Tests	Core Tests
Asset Suitability	12	9
Energy Performance	12	5
Location	4	1
Tenure	2	1
Facilities	2	1
	32	17

BEDROOMS

RENT

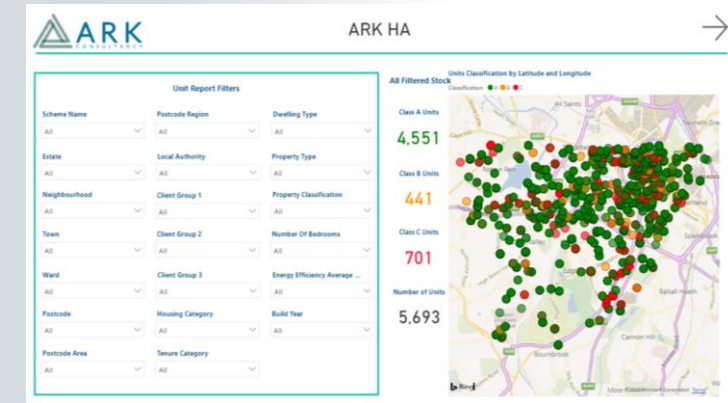
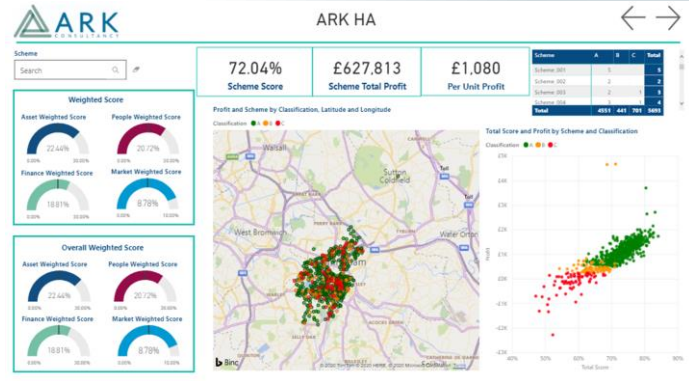
SERVICE CHARGE

GIS CO-ORDINATES



114 DATA TESTS / >60 CORE

# ARK's Strategic Asset Performance Model



Mixing the silos



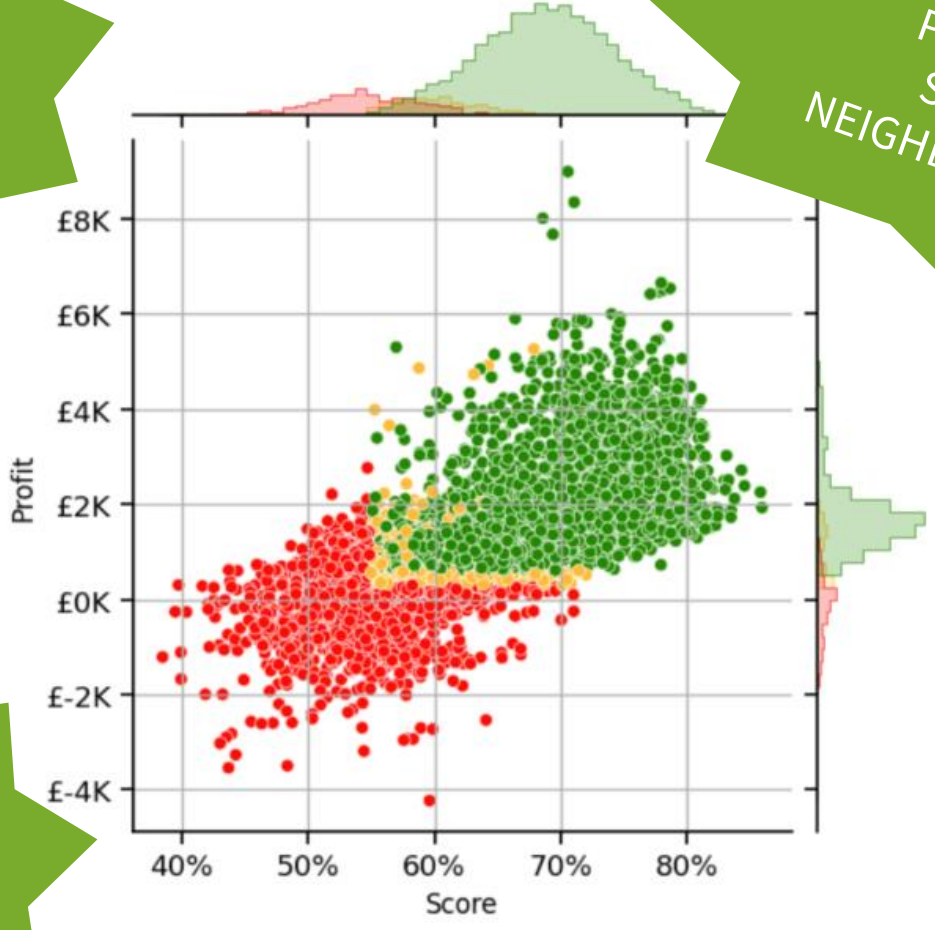
# Current Asset Performance – Use Data Intelligently

114 DATA TESTS >60 CORE

PROPERTY LEVEL  
SCHEME LEVEL  
NEIGHBOURHOOD LEVEL

Profitability

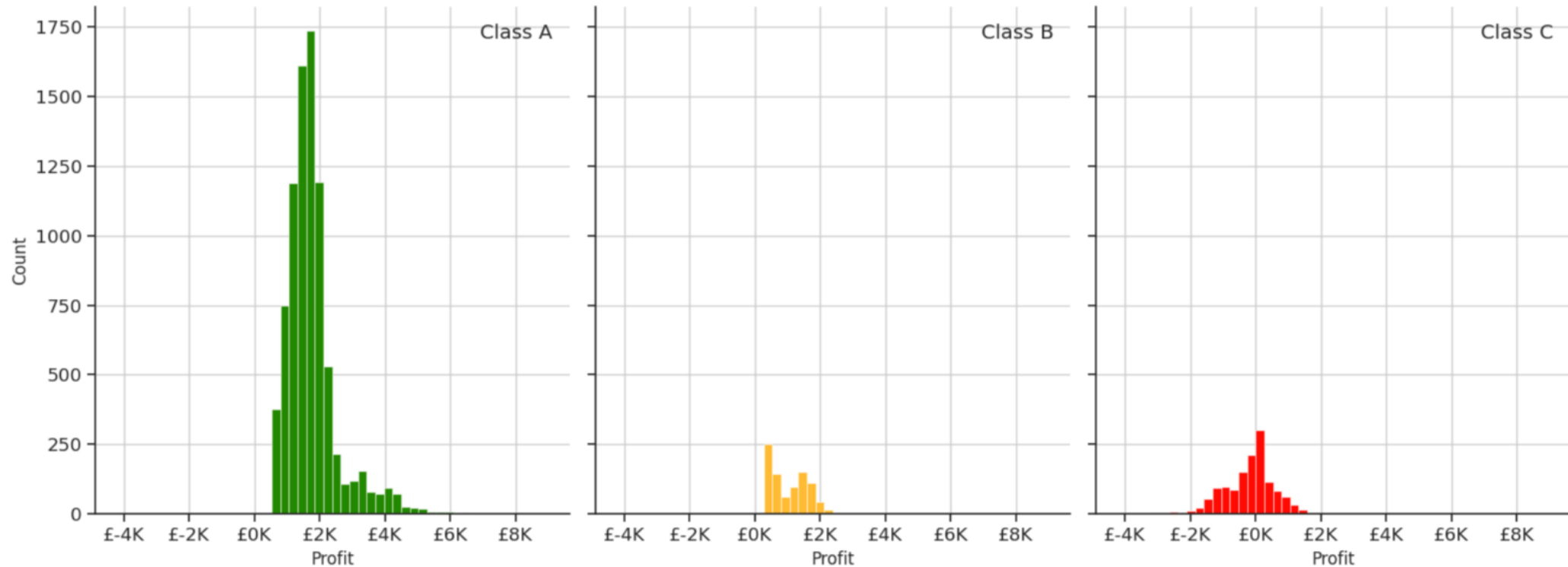
ENERGY DATA TESTS – 12 SO FAR!



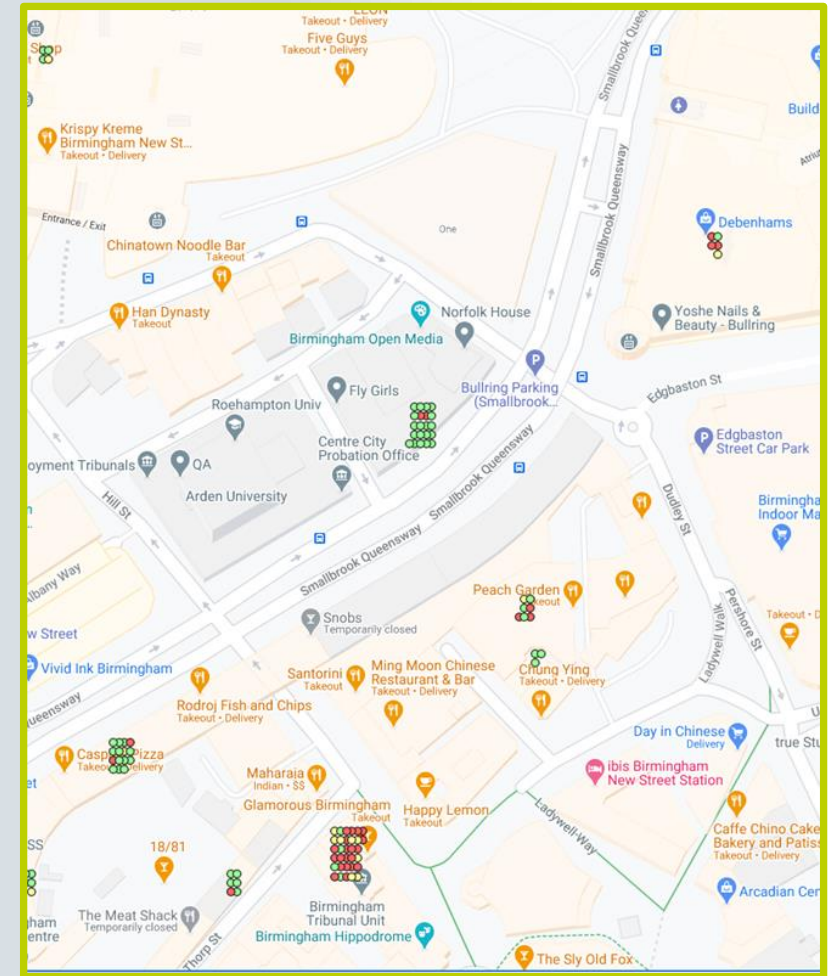
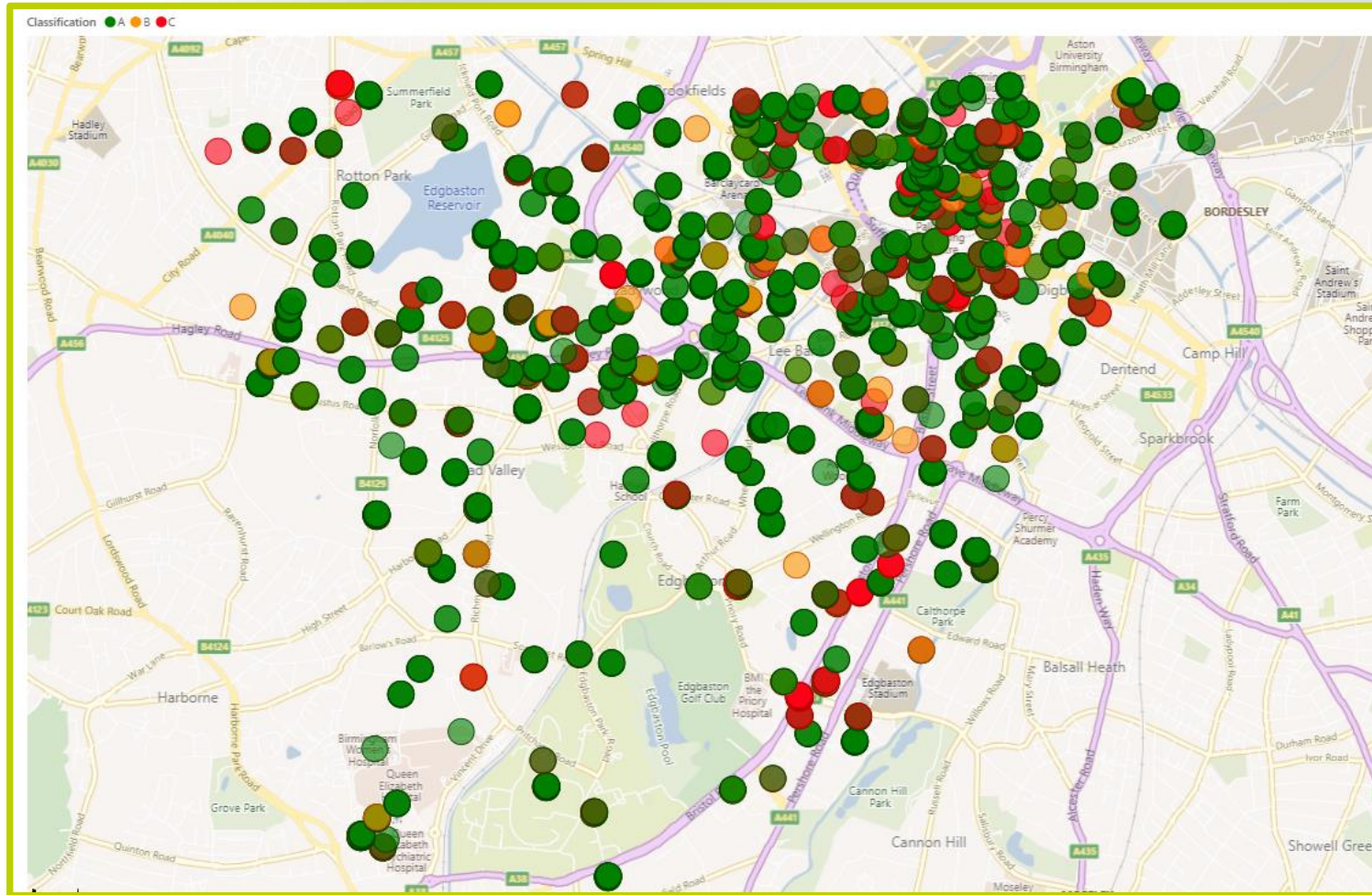
Relative Asset Performance

Asset Score

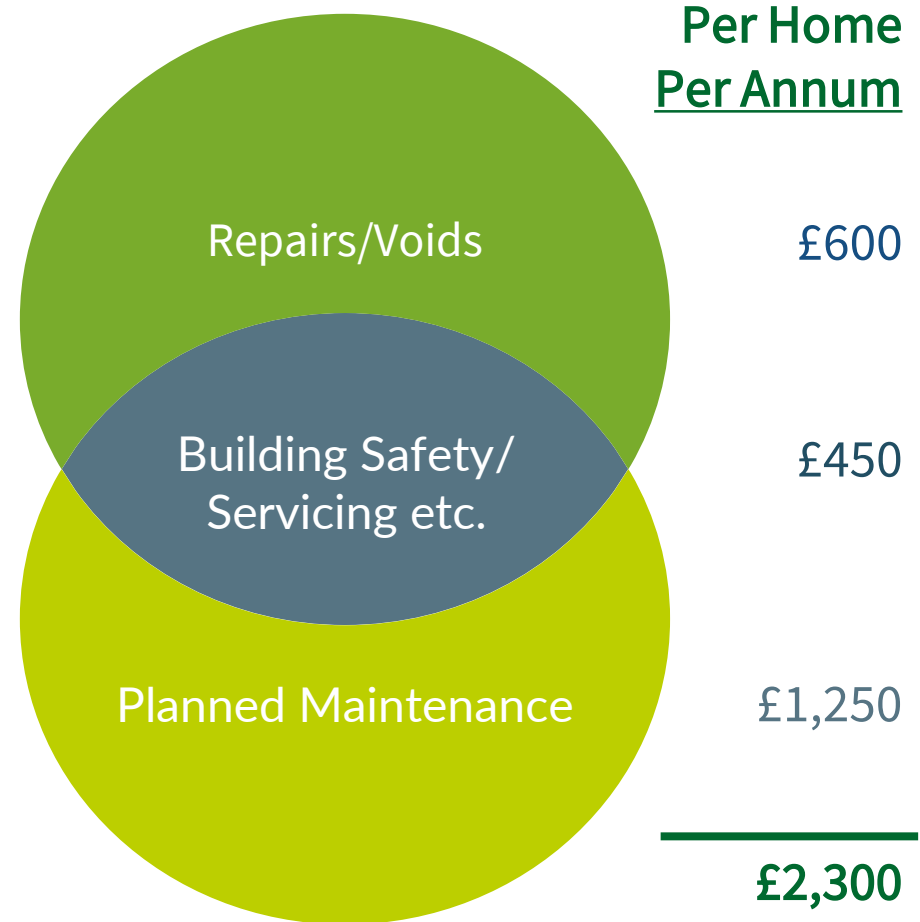
# Asset Classes Compared



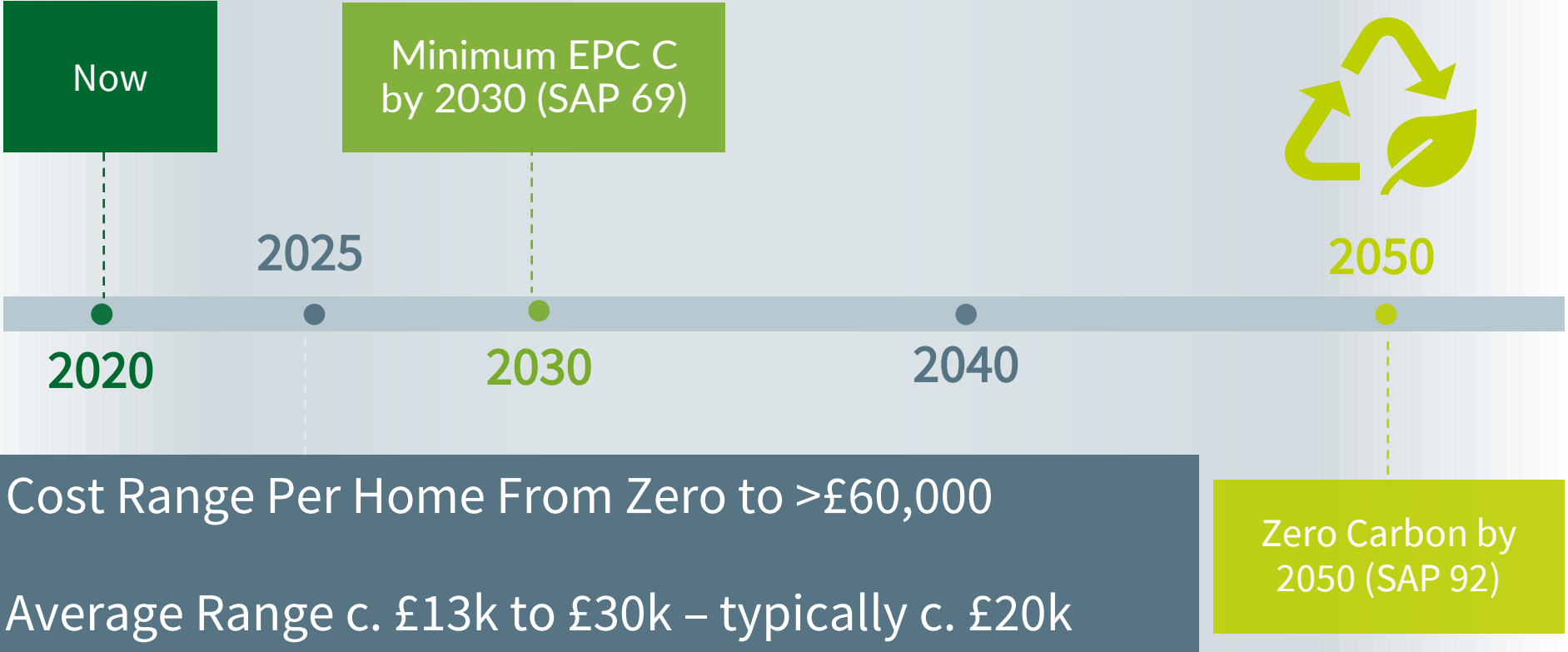
# Mapping – Home, Scheme or Neighbourhood Issue?



# So Average Investment?

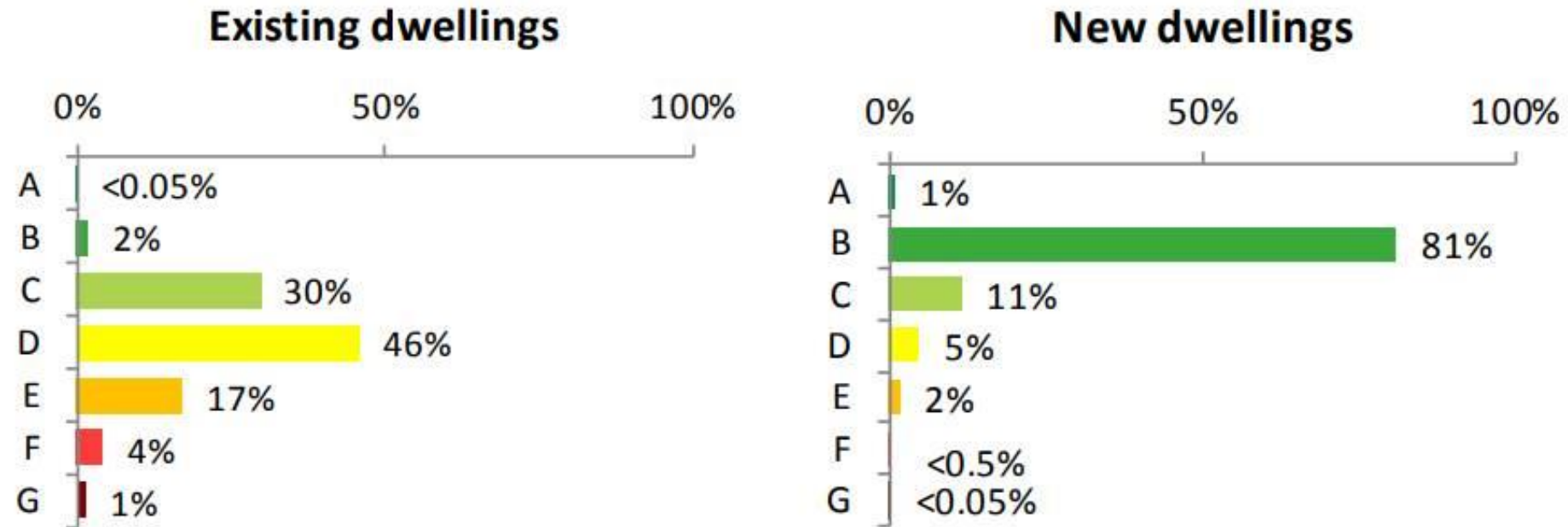


# And Now the Biggest Challenge for All Landlords





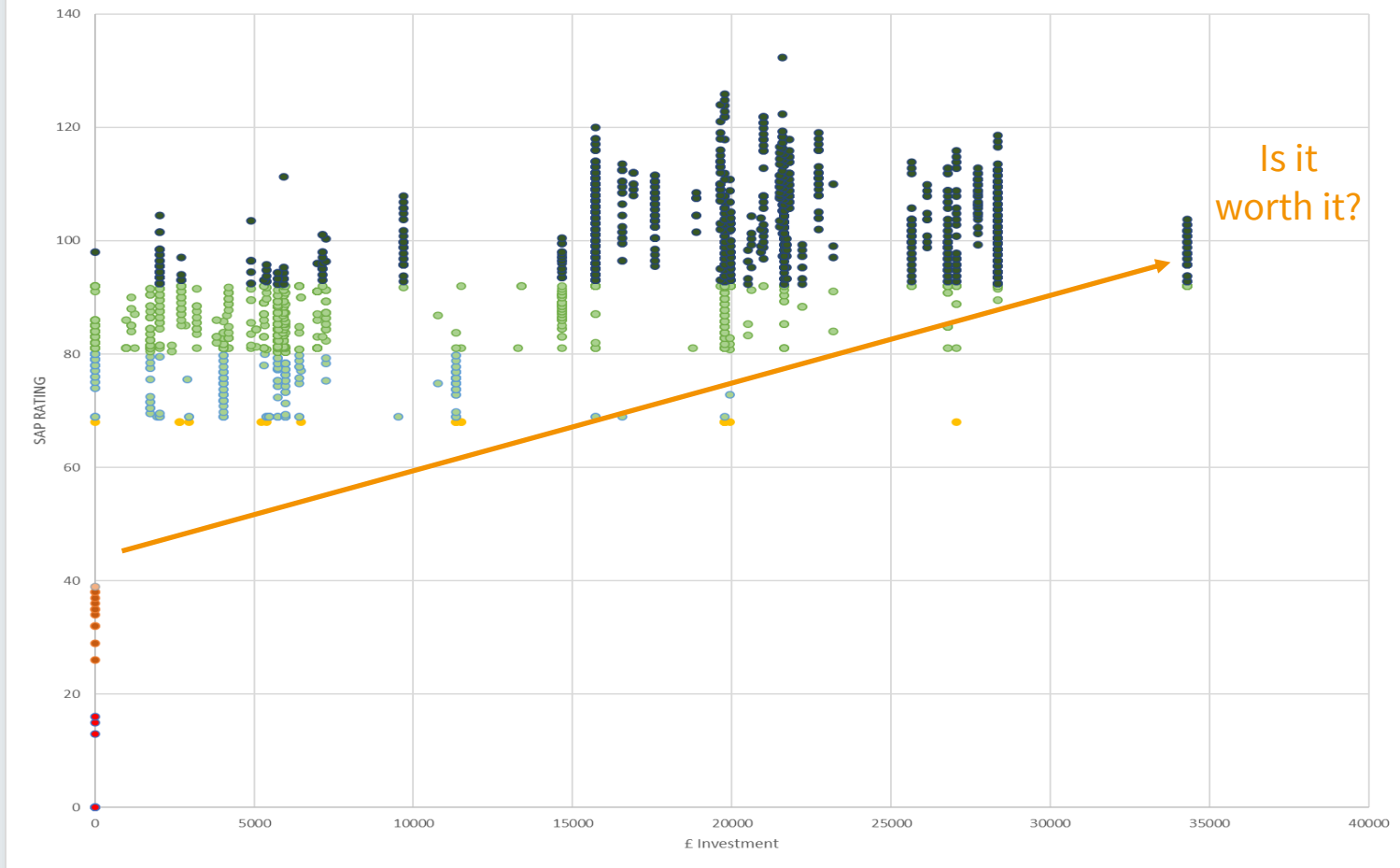
# The Scale of the Carbon Challenge



CHALLENGES: conservation areas, listed buildings, solid walls, non-traditional dwellings

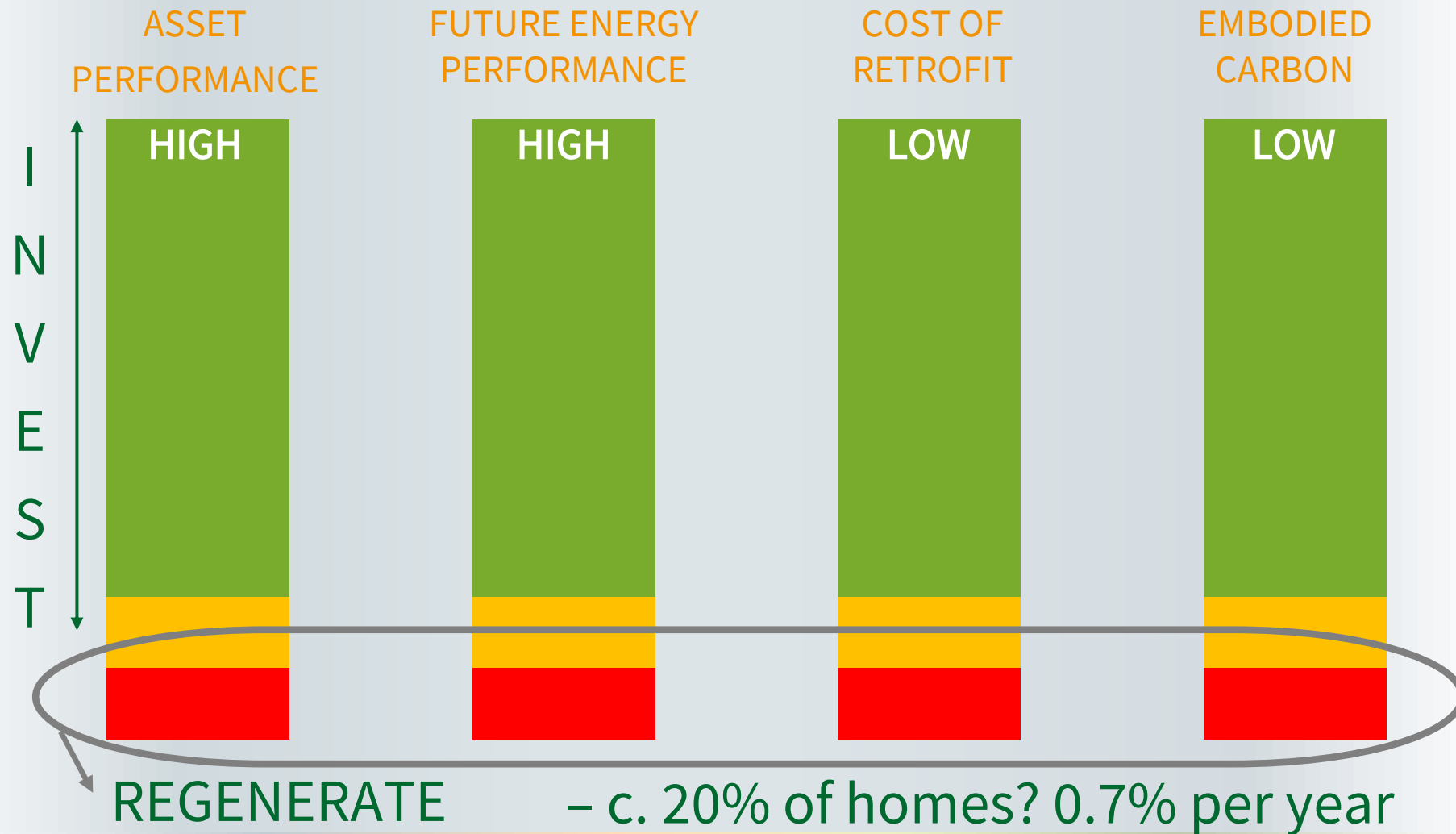
# SAP/EPC vs. Investment Cost

SAP RATING



RETROFIT INVESTMENT COST

# Asset Investment Planning



# Asset Management – Now is the **Time For Action**

- Great Repairs and Voids Service = No Disrepair
- Safe Buildings = Safe People
- Planned Investment in Great Homes, Great Schemes & Great Places

## And the Cost?

	The Sector to 2050	Each Home Each Year
'Normal' Asset Spend	£346bn	£2,300
Zero Carbon	£104bn	£700
<b>Total</b>	<b>£450bn</b>	<b>£3,000</b>
	+ 30%	(£90k over 30 years)

# Strategic Asset Management – CHIC's Prediction?

Being intelligent (with data) = informed investment and zero carbon

BUT

- >20% of the sectors homes need replacing/regeneration by 2050
- Lots of new technology to come, but fabric first
- CHIC collaborative offset solution?
- Labour and skills gap needs to be addressed = Social Value
- Rents will have to help fund the investment
- MMC is the solution to the regeneration

Don't forget – CHIC can help on all fronts



Thank You

Action!



John Fisher  
June 2021

