



TANI

2024



Breakout Two

Re-fitting the Future: The WHQS Route Map

Sesiwn dau

Ail-osod y dyfodol: Map tuag at SATC

Darren Hatton, Head of Housing Standards, Welsh Government

Amanda Lawrence, Tenant Scrutiny Team, Newydd Housing Association

Chair: Geoff Davies, Board Member, Chartered Institute of Housing Cymru



RE-FITTING THE FUTURE: THE WHQS ROUTE MAP

Darren Hatton

Head of Housing Standards

WHQS

- Housing is a key priority for Welsh Government.

Living in a quality home brings a wide range of benefits to health, learning and prosperity. As a Government we have a desire to improve outcomes in health and wellbeing and educational attainment as well as alleviating poverty and reducing carbon emissions.

- Tenant at the heart of WHQS

Social landlords need to engage with their tenants to shape their programme of works and to take account of feedback from other tenants' lived experience of retrofits, in order to improve how homes can be efficiently and effectively maintained, upgraded and decarbonised in future.

- Programme for Government commitment

Decarbonise more homes through retrofit, delivering quality jobs, training and innovation using local supply chains.

WHQS and link to ORP

- ORP 3 aligned with WHQS Part 3 by providing homes which are more energy efficient and cheaper to run.
- Pursuing a 'Fabric First' approach to retrofitting homes.
- Address factors such as skills, procurement, finance models and material selections.
- Creates an evidence base to inform future standards, policy and investment decisions: <https://www.gov.wales/optimised-retrofit-programme-case-studies>
- Linked to the Net Zero Carbon Hwb – which will combine shared learning and solutions – launches next: 24 April.

WHQS dates

Page 36: [Welsh Housing Quality Standard 2023 \(gov.wales\)](https://gov.wales/welsh-housing-quality-standard-2023)

By 31 March 2025

- Assess the condition of their stock and the work necessary to meet the Standard;
- Estimate the investment needed to achieve the Standard;
- Complete tenant engagement on the programme;
- Prepare and submit a Compliance Policy to the Welsh Government; and
- Update the Business Plan to reflect the programme.

WHQS dates

Page 36: [Welsh Housing Quality Standard 2023 \(gov.wales\)](https://gov.wales/welsh-housing-quality-standard-2023)

By 31 March 2027:

- Element 3d: Produce Target Energy Pathways, informed by their Whole Stock Assessment;

By 31 March 2030 (Appendix 5: Compliance dates):

- Element 3b: all homes must meet a minimum of SAP 75 – EPC C;

By 31 March 2034:

- Confirmed that all their housing stock meets the Standard; with the exception of elements 3a and 3c, which are set by element 3d.

Welsh Government funding and support

- 2024-25:
 - £108m WHQS budget
 - £70m ORP allocation
 - £18m WHQS 2023 Implementation grant
- Going forward, as a team, we would seek to consolidate the WHQS and ORP budgets to create a minimum annual £200m budget.
- Three-year funding of the Net Zero Carbon Hwb
- Housing Decarbonisation – Community of Practice
- Decarbonisation Route Map
- Warm Homes Programme
- Net Zero Skills Action Plan
- Heat Strategy and Local Area Energy Plans
- WHQS relationship manager team

THANK YOU

HOUSINGDECARBONISATION@GOV.WALES

[SIGN UP TO HOUSING DECARBONISATION NEWS \(WELSH LANGUAGE
VERSION\)](#)

[SIGN UP TO HOUSING DECARBONISATION NEWS \(ENGLISH LANGUAGE
VERSION\)](#)

Breakout Two

Re-fitting the Future: Wales' Response to the Better Social Housing Review

Sesiwn dau

Ail-osod y dyfodol; Ymateb Cymru i'r Adolygiad Tai Cymdeithasol Gwell

Ian Walters, Head of Regulation, Welsh Government

Hayley MacNamara, Policy and External Affairs Manager, Community Housing Cymru

Cllr Andrea Lewis, Deputy Leader, Welsh Local Government Association

Chair – Matthew Dicks, National Director, Chartered Institute of Housing Cymru



Cartrefi
Cymunedol
Cymru


Community
Housing
Cymru



Keeping tenants safe; responding to damp, mould and condensation

Hayley Macnamara, Policy and External Affairs

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CHC's objectives:

1. Support members to connect with each other to share practice and actions that will support them to deliver and manage effective and compliant services.
2. Inform and influence changes to policy and/or regulation so that it reflects the views of Members to strengthen service delivery and quality.
3. Support our members to navigate increased scrutiny on disrepair of their homes and manage sector wide reputational risk.

Progress to date

What's gone well?

Collaboration

- Developing **policy solutions and cross-sector support with partners**
- Provided space for **members to inform solutions and identify practice support** through our multidisciplinary task and finish group
- Worked with TPAS Cymru to act as a **critical friend on tenant comms.**
- Developing advice for tenants on complaints and claims.

Supporting and connecting members

- Asset management webinar series
- Sharing tenant comms resources
- Online community of practice
- Board member support from Campbell Tickell

CAMPBELL
TICKELL

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Cymru

Could it happen here?

The governance of housing health and safety



March 2024



Trivallis.
Warm and Well



A guide to caring for
you and your home



- ★ Advice and regular communication
- ★ Supporting tenant needs
- ★ Holistic approach to remedy
- ★ Proactively identifying cases
- ★ Smart tech monitoring
- ★ Refining repair processes/utilising touch points



As the weather changes, condensation may become a more common occurrence throughout your home 🏠

Here are some ways you can tackle condensation in your home when using your bathroom!

We're always here to help! If you need more guidance or support, please contact us.



Challenges & ongoing support

Additional pressures:

- Cost of living / energy prices
- Claim farms & no access
- Costs of maintenance/repairs
- The weather!

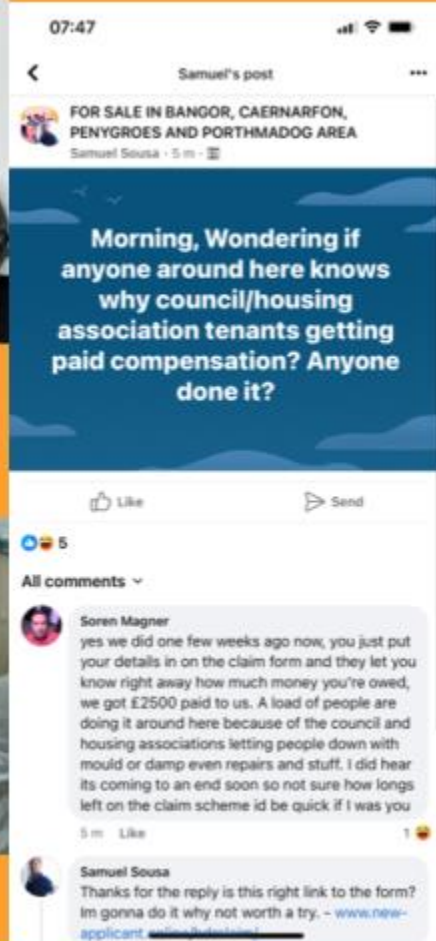
Identified areas for further support:

- Supporting organisational culture
- Good governance and assurance
- Professional workforce
- Using lived tenant experiences to design/improve services

Providing assurance:

- Demonstrating and evidencing the sector's commitments
- Setting expectations on repairs

Achieved via: Stakeholder identified opportunities



Diolch yn fawr.
Thank you.



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