

Tenants Voice Cymru Forum



Consultation – setting timescales for social housing landlords to respond to reports of hazards which have significant health impacts





Agenda

Background

The consultation

Questions/discussion

Awaab's Law - England

Awaab's Law: Named after Awaab Ishak.

Tragic Incident: Awaab died due to prolonged exposure to mould in social housing.

Purpose: To ensure tenant safety and wellbeing.

Steering Group

Steering Group: Established to consider the findings from the England's Better Social Housing Review (BSHR) in the Welsh Social Housing context.

Collaboration with key stakeholders.

Objective: To ensure the safety and wellbeing of tenants in Wales by minimising any risk from potentially serious hazards

Steering group proposal

Specifying rules

WHQS 2023:
Introduces standards
into statute.

Enhanced
Accountability

Monitoring through WHQS Compliance



WHQS Compliance:
Monitoring through
compliance returns.



Regular Reporting: Ensuring
adherence to new standards.



Performance Evaluation:
Assessing social landlords'
actions.

Tenant Safety



WELSH GOVERNMENT COMMITMENT:
HIGH QUALITY HOMES AND SAFE AND
HEALTHY LIVING CONDITIONS.



NEW RULES: ADDRESSING HEALTH
HAZARDS IN SOCIAL HOUSING.



TRANSPARENCY, ACCOUNTABILITY
AND CONSISTENCY: SOCIAL
LANDLORDS' RESPONSIBILITIES.

Ongoing Consultation

- Currently seeking stakeholders' views.
- Aim to Improve tenant well-being.
- We want timely Hazard Remediation, including addressing damp and mould promptly.
- Aim to reduce Health Issues, including respiratory conditions

The consultation questions

Should the rule cover all hazards set out in Schedule 1 of the HSSRS (Wales) regulations 2006?

Should the rule only apply where a hazard presents a ‘significant risk’ to the health or safety of an individual tenant and where the hazard results from building component defects or disrepair that are within the landlord’s control?

If you think the rule should only apply in the event of a “significant risk to health” being present, how should the “significant risk” be determined?

The consultation questions

Should the rule specify a common timeframe for investigation and remedy apply to all Welsh social landlords or allow timeframes to be agreed locally with tenants following a consultation by the landlord.

In your view, what is a reasonable time (in calendar days) for a reported hazard to be investigated?

If the rule is applied only to hazards that present a 'significant risk' do you agree that remedial works should therefore all be categorised as emergency repairs for the purpose of target completion times?

The consultation questions

If the rule is applied to all hazards, not just those that present a 'significant risk', do you think there should be a common definition of the types and nature of hazard remedies which should be treated as emergencies, or should Welsh social landlords agreed locally with tenants following a consultation by the landlord.

Once an investigation has been completed, if the hazard cannot be remedied under normal emergency repair targets, do you agree that the tenant should be issued with a written plan detailing the arrangements made to manage the risks to the tenants pending full remedy along with a defined contact.

The consultation questions

If you agree that a remedy plan should be provided, what would you consider is a reasonable time (in calendar days) to provide the tenant with a copy of the remedy plan?

Should the rule also require social landlords to collect and report on tenant satisfaction with their landlords' response to their complaint of a hazard and with any remedial works subsequently carried out to remedy the hazard?

This question is specifically aimed at social landlords - Considering your current policy and procedures in relation to Hazards and other repairs, do you think the proposed rule will result in any material additional resource implications?

Questions/Discussion

