

Welsh Housing Quality Standards 2023

What you need to know

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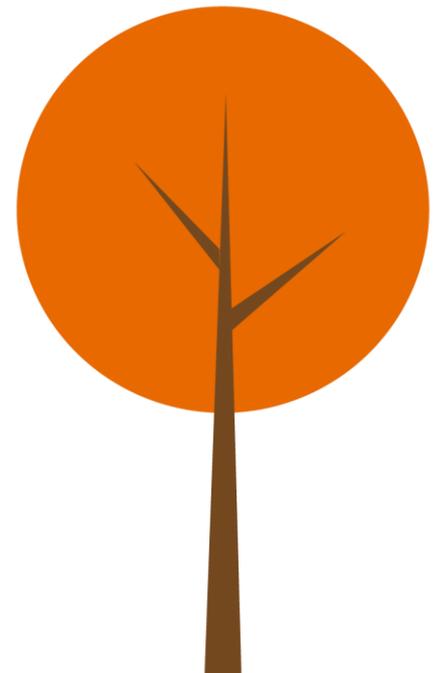


What we'll cover today

Brief background of the Standard

What it means and what happens now

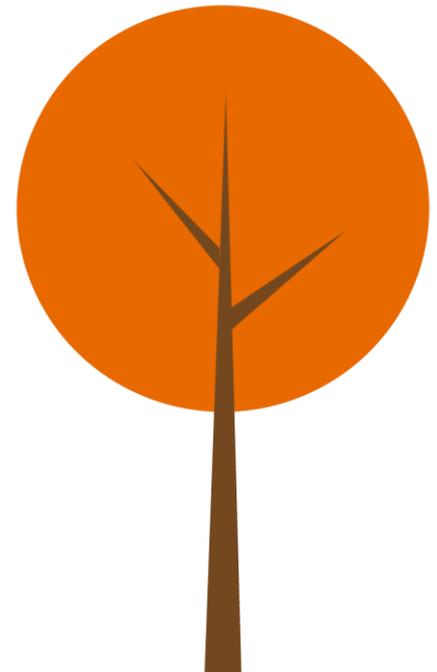
- The key recommendations
- What's next?
- TPAS Cymru's thoughts



A brief background

Welsh Housing Quality Standards (WHQs) were introduced in 2002 to raise the standard and condition of properties in Wales.

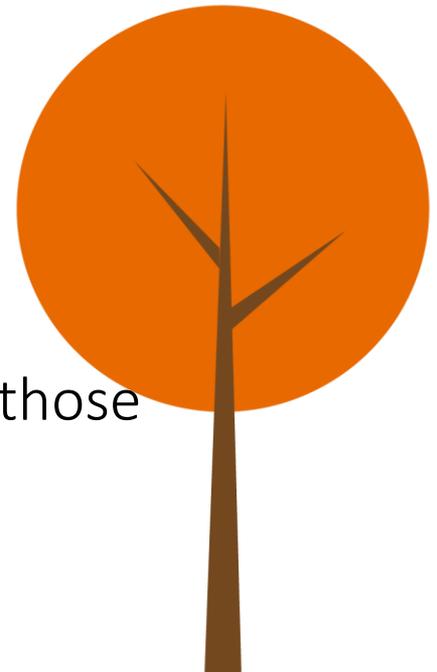
WHQs applies to Registered Social Landlords (RSLs) and Local Authorities with social rented homes.



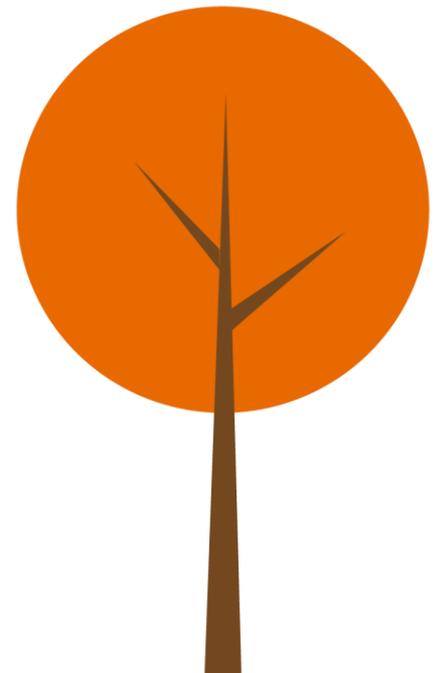
What does it cover?

For landlords to meet WHQS, their housing must be:

1. In a good state of repair
2. Safe and secure
3. Adequately heated, fuel efficient and well insulated
4. Contain up-to-date kitchens and bathrooms
5. Well managed
6. Located in an attractive and safe environment
7. Where possible, suitable for the specific needs of those loving there, such as people with disabilities



**According to Welsh
Government, the Standards
have now been met, and
WHQS 1 can draw to a close..**

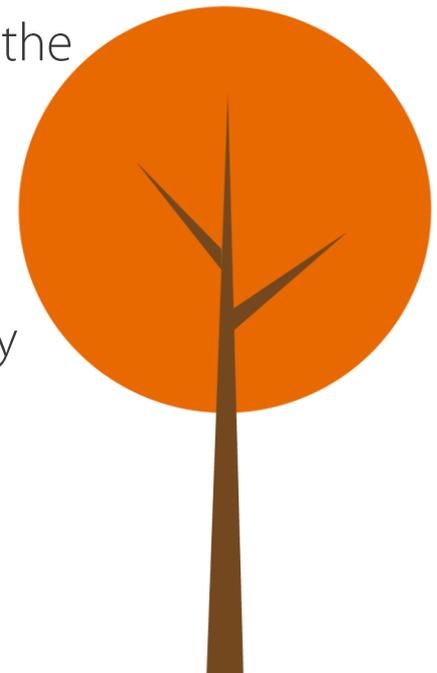


How successful was WHQS 1?

WG commissioned independent researchers to evaluate WHQS 1 in 2021 and the key findings were as follows:

1. The close working relationship between landlords and WG since 2017 helped to build trust, share best practice and improve the level of data collection.
2. 93% of homes in Wales had achieved WHQS by the end of March 2019, which includes 'acceptable fails'. The biggest challenge was the energy performance of the properties.
3. Wales lead the way in a UK context to housing
4. Two out of five tenants had not heard of WHQS but the majority felt that it is important

Issue – tenant engagement and scrutiny was mixed.



Was WHQS1 complete?

TPAS Cymru concern was size of the
'acceptable fails':

Who audits them?

Did tenants living in them know?

**Did these properties get revisited as
tenancy changed? or new technology came
along?**



**What was your experience of
WHQS 1**

Break out rooms - 12 mins

What worked?

What didn't?

How did you involve tenants?

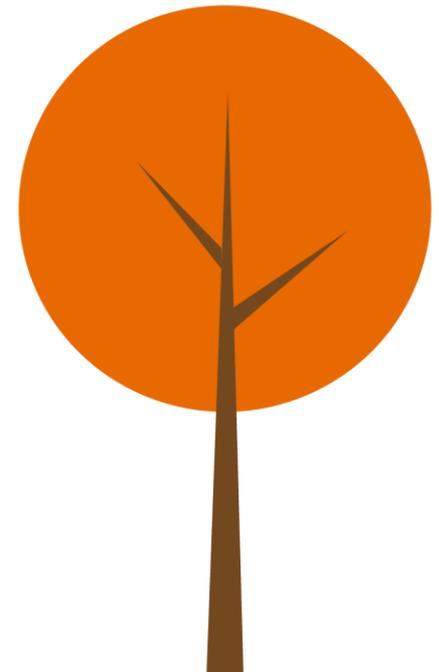


**So, what did they decide
needs to be in WHQS 2?**

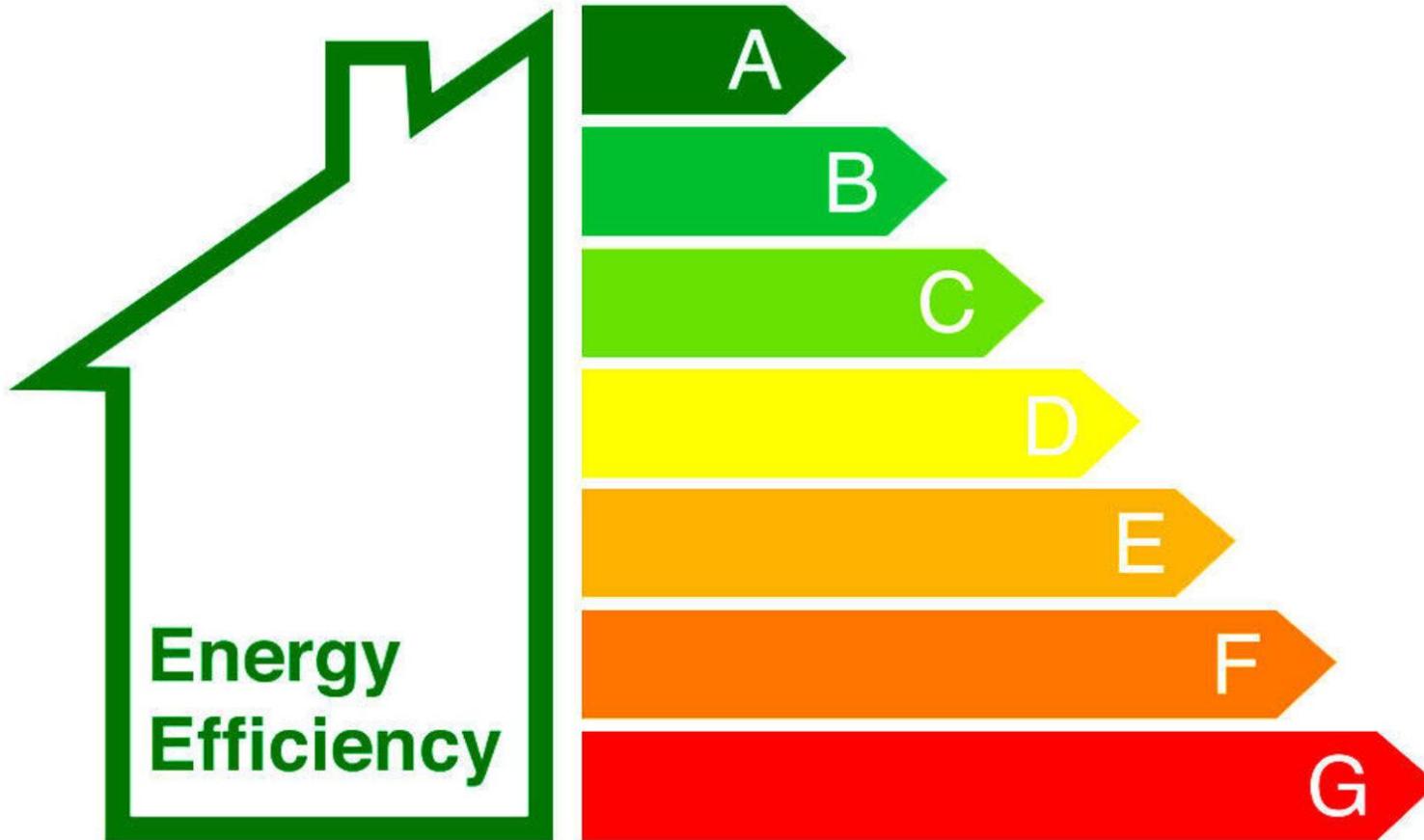
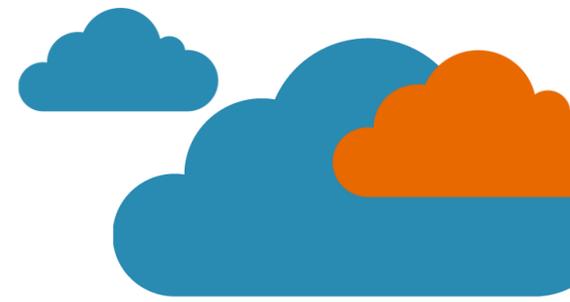


Important points to keep in mind about WHQS2023

- It is a tenant focussed standard
- It keeps quality and anti-poverty requirements at its heart
- It introduces a lot of new requirements



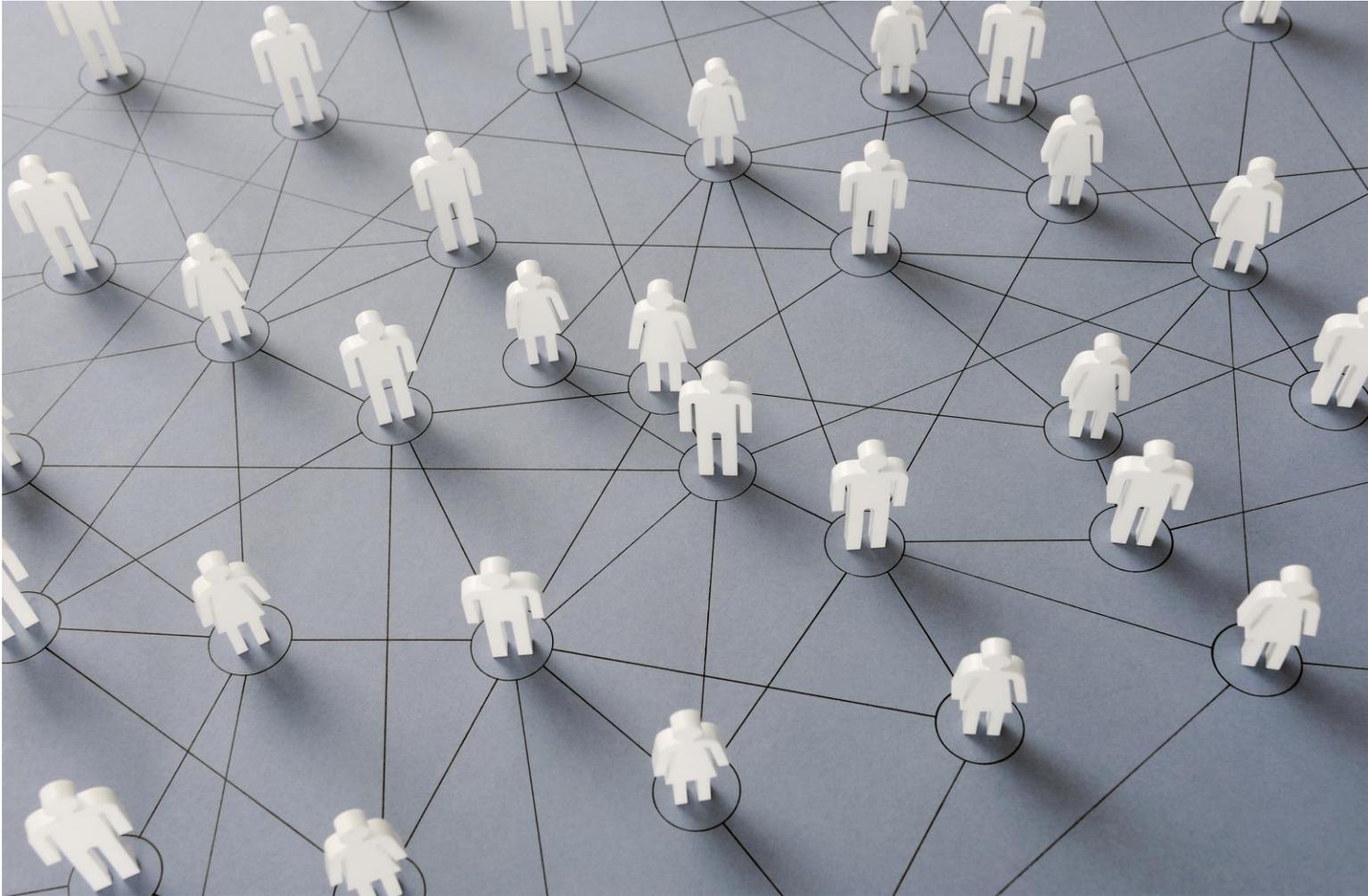
1. Affordable warmth and decarbonisation



2. Data Collection and Direction



3. Communications



4. Flooring (!)



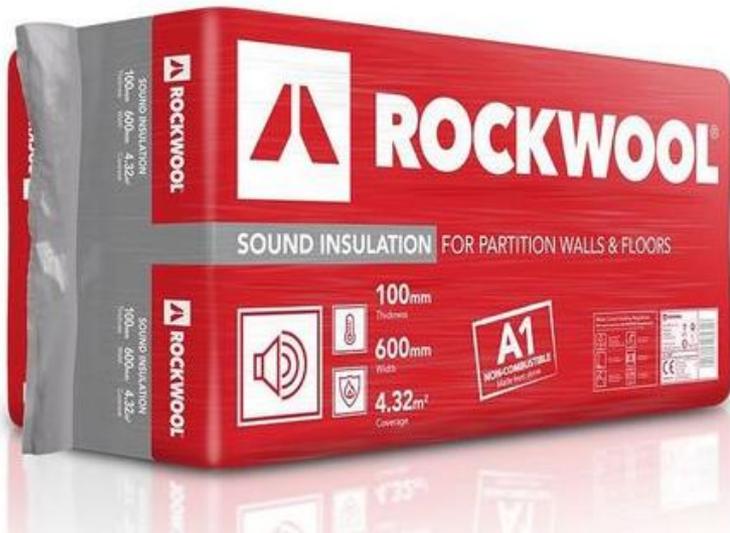
5. Broadband



6. Outdoor Space



7. Noise, smart meters, Water efficiency



Updated: 17 Feb 2023

Eco shower heads: everything you need to know

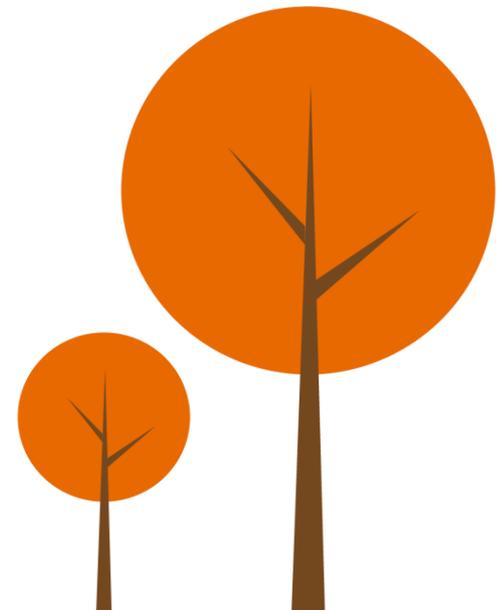
Want to save money but still have a hot and powerful shower? We investigate water-saving shower heads and eco shower gadgets

HC Hardeep Channa

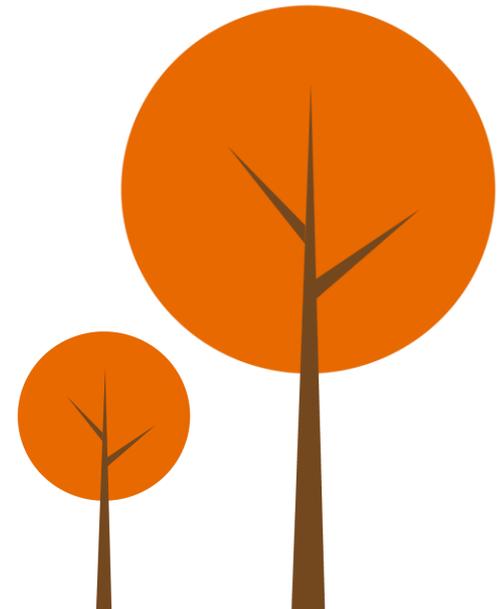
What's next for WHQS 2?

A consultation document was sent out last year based on the recommendations made in review. The consultations have closed, and a summary has been released. WG are fine tuning, and we are waiting on the launch of WHQS 2.

When?

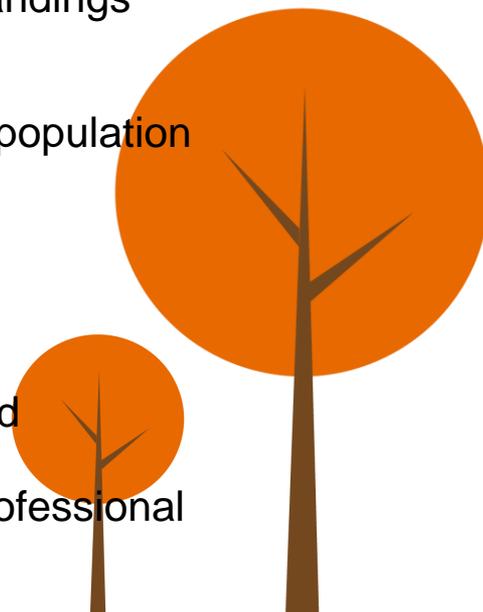


October 24th 2023



The key elements

- Heating systems in homes must be affordable, with a minimum of SAP92 – Energy Performance Certificate A
- The overall carbon emissions coming from social homes must be lessened.
- Landlords must produce a Target Energy Pathway for their homes, following a Whole Stock Assessment
- Unless kitchens are in good condition, they can't be more than 16 years old
- Unless in good condition, toilets and bathrooms must be less than 26 years old
- When a tenant moves into a new home, all rooms, staircases and landings should have suitable floor coverings.
- Landlords should aim to stop digital exclusion amongst their tenant population
- Storage outside of properties should be made available
- Smart Meters- Water Butts
- Fire detection and alarm systems should be installed and maintained
- Annual gas safety certification must be undertaken by a qualified professional

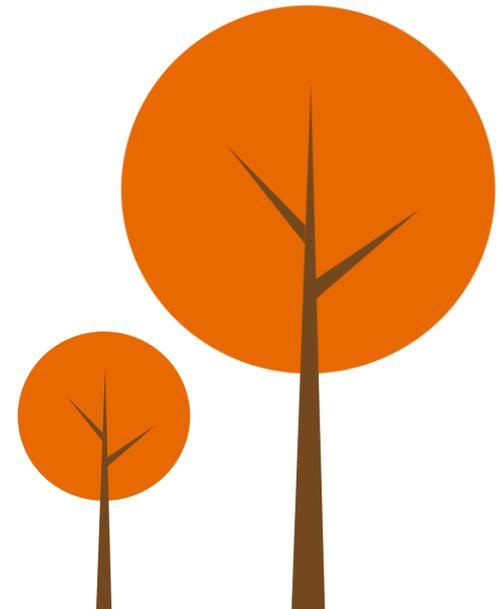


It's all about
**'Affordable
Warmth'**



Monitoring

- No clarity
- But...there will be a requirement for social landlords to provide a line level reporting
- What do you think monitoring should look like?



Breakout rooms - 10 mins

What are landlords plans for ensuring tenants voice is fully reflected in the interpretation of the standard?



What do we think?

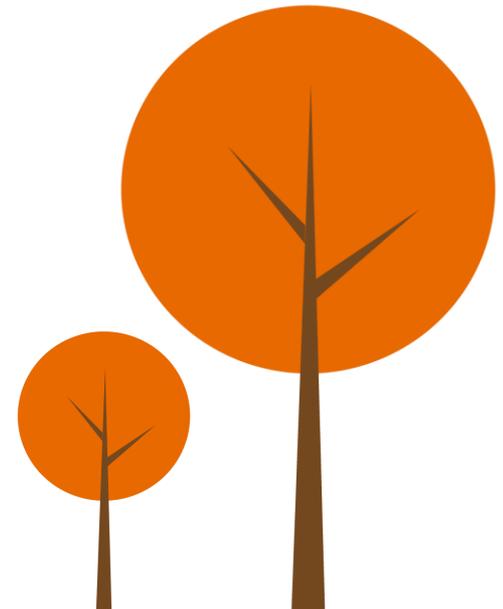
We agree with the ambitious objectives of WHQS 2, particularly around the decarbonisation agenda.

Lowering energy bills is absolutely **key**, and this is done through decarbonisation.

We fully support the commitment to Whole Stock Assessments and a Target Energy Pathway by 2026 and we believe it is essential to enable appropriate planning, resources and engagement with the tenant population.



What do you think? And what would you like TPAS Cymru to help you with?



Thank you!

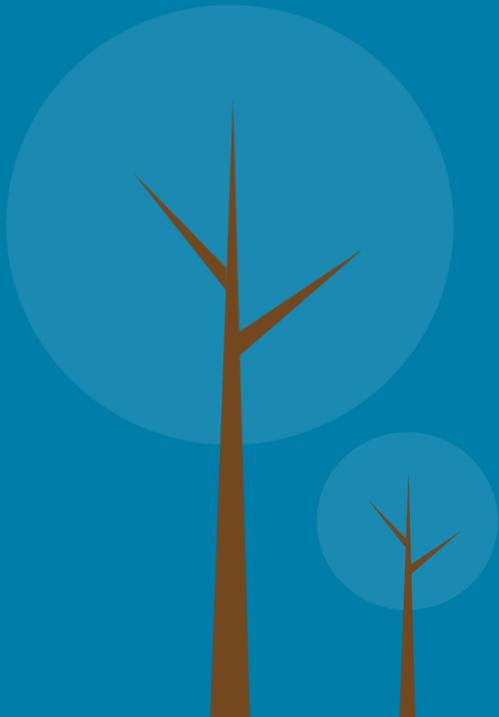




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Future focus



Challenges with Affordable Warmth

Water efficiency

Gardens & outdoors

Tenant Tracking & scrutiny

WG tracking, Performance & Reporting

Standard, Repairs, Replace

Safety /Noise

Flooring

Technology/tracking in homes

Future event?

What happens if can't/will not retrofit?

Acceptable Fails v Sell Off v Demolish

Demolish or retrofit: what does a battle over an estate in Glasgow tell us about housing's big sustainability question?

INSIGHT 02.08.23 7:05 AM BY JAMES RIDING



You matter | Ti'n cyfri