

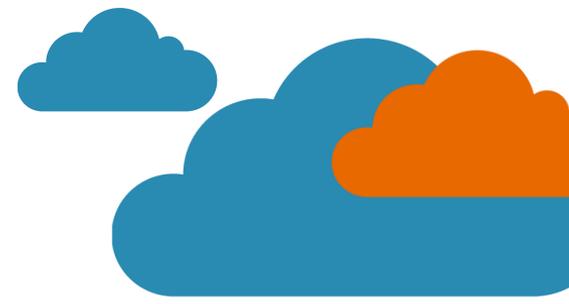


You matter | Ti'n cyfri

WHQS23 & Tenant Engagement:

Staff Network

What needs to be done now (p36)



By March 31, 2025, housing providers in Wales need to:

1. Assess the condition of their stock and determine the work required to meet the WHQS.
2. Estimate the investment needed to achieve the standard.
3. Engage with tenants regarding the programme.
4. Prepare and submit a Compliance Policy to the Welsh Government.
5. Update Business Plan to reflect the WHQS programme.

Tenants involved in: making decisions

‘...At its heart, WHQS 2023 is a tenant focused Standard...’

‘tenants should be encouraged to take the opportunity to be involved in making ANY decisions that affect their community and environment’.

P6

Landlord to explain:
How that will work,
how will tenants know etc]
What is definition of ANY decision

Tenants involved in: shaping your WHQS programme

‘Social landlords are actively encouraged to engage with their tenants to shape their programme of works’

“It is expected that tenants are shown how the programme was developed, and how tenant and/or tenant groups views and priorities have influenced the programme.”

p36

Landlord to explain:
How will tenants influence?
how will tenants know - needs a
comms plan.

Tenants involved in: shaping your WHQS programme

“The programme should be reviewed annually or following an up-date of stock information or stock condition data.

Any programmes should be the product of tenant engagement and their views should form part of the development of the programme.”

p.35

Landlord to explain: ,
how will tenants be involved in the
ongoing and annual review
How wil it work, what resources?

Tenant's retrofit experience and feedback should shape the WHQS works



‘Social landlords are actively encouraged to engage with their tenantsto take account of feedback from other tenants’ lived experience of retrofits’

P36

Think Points:

- i) How does that process work? Do the tenants know their feedback and data is being used to shape the work?
 - might give more detail or extra insight
- ii) How does it shape the work?
- iii) Do lead tenant groups see the insight and able to challenge the approaches.



Setting higher standards:



All social landlords are required to develop and maintain a compliance policy. To allow landlords time to respond to the requirements within the Standard, this must be in place by the end of March 2025.

The compliance policy must be:

- **signed off by the Board or equivalent for LHAs;**
- **published to demonstrate open and transparent working; and**
- **reviewed annually.**

Landlord to explain: how will they publish and communicate it- how will tenants know etc – how do they comment on it etc – needs comms plan

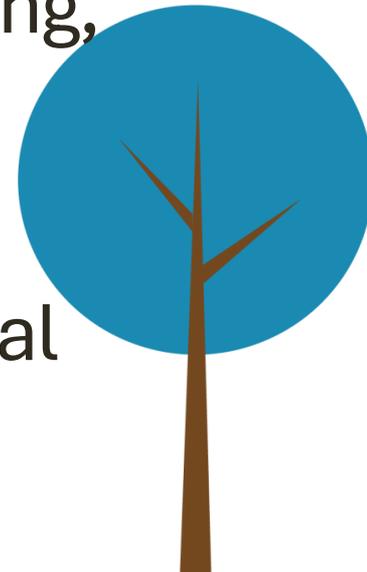


Some things to think about.....



Scope of engagement

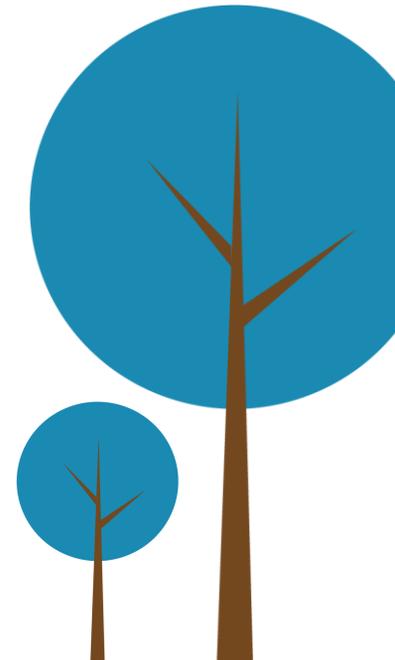
1. **Corporate** - organisation wide programme, WHQS overall strategy & plans, tracking , e.g. Tenant monitoring groups
2. **Local** - locality/estate/scheme based - focus on local issues relating to WHQS plans , implementation, performance
3. **Special interest** - e.g. Low energy heating, green spaces , digital connectivity, contractor standards
4. **EDI issues** - e.g. disability needs, cultural needs, language/communication needs



Compliance Policy (March 2025)

Some ideas - what to include

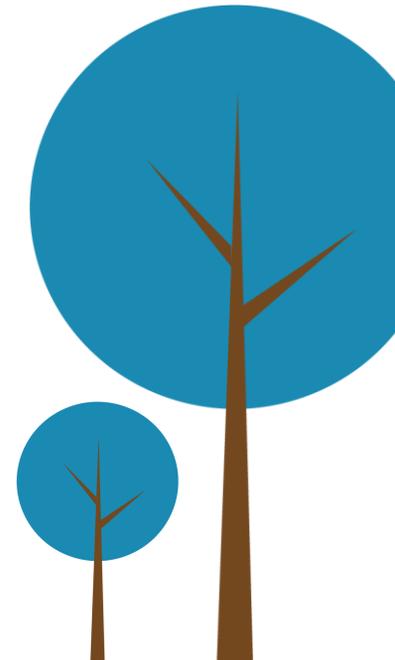
- **Your organisation's commitment to engaging Tenants in WHQS** – resources, budget, who is leading on or has responsibility for the TE requirement of WHQS
- **What has happened so far?: how Tenants have influenced your WHQS programme** - how tenants priorities, concerns, needs, and Tenant profile is shaping the programme.
Learning from previous retrofit programmes about the tenant experience.



Compliance Policy (March 2025)

Some ideas - what to include

- **Going Forward – Plans for Tenant Engagement** - demonstrate how Tenants will play an active role working with you to design and implement the programme together, agreeing priorities AND “making decisions..”
- **How Tenants have or will scrutinised/challenged the programme** - demonstrate how Tenants have been your ‘critical friend’.



Compliance Policy (March 2025)

Some ideas - what to include

- How you will publish the programme for all Tenants to see it AND how Tenants have been engaged in designing this communication – accessibility, formats, easy to find & *“how the programme was developed, and how tenant and/or tenant groups views and priorities have influenced the programme.”*
- How Tenants will be engaged in monitoring, reviewing and evaluating the programme

