

Tenant Involvement Unconference Time

Thursday 26th April 2018

Supported by WHASP ☺
(Warrington Housing Association Scrutiny Panel)





The Plan for Today



Housekeeping, the plan and ground rules!



OPEN SPACE CONFERENCE

PARTICIPANTS-DRIVEN



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OS

We are encouraging networking today

- 9.45 Registration and refreshments
- 10.15 Housing policy and direction. What does this tell us?
What does it mean?
- 11.00 Unconference session one (T&C will be replenished)
- 12.00 Feedback
- 12.30 Lunch – Yum! and more networking
- 1.30 Unconference session two
- 2.30 Feedback
- 2.55 Prize draw
- 3.00 Close

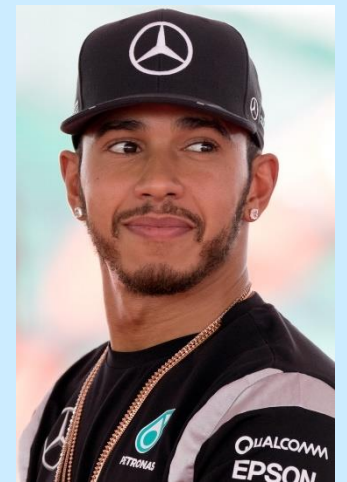
To start
.....a bit of crystal ball gazing

Policy Round Up

... and some space to chat about what this means for
tenants and landlords



Who am I?



White Paper – Feb 2017



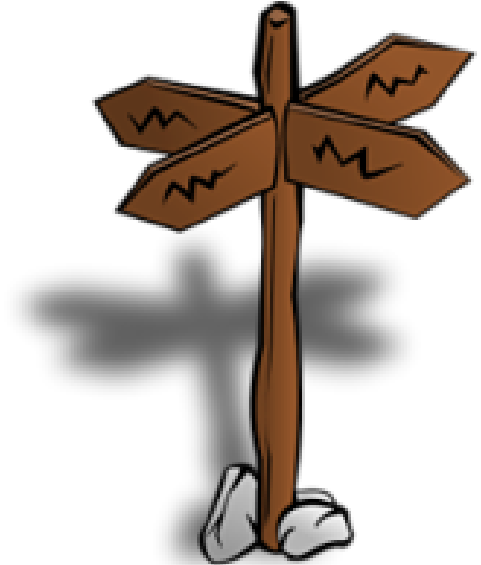
- Planning for the right homes in the right places
- Building homes faster
- Diversifying the market
- Helping people now

www.gov.uk/government/consultations/fixing-our-broken-housing-market-consultation



Brexitone year to go

- Building and other materials
- Movement of people
 - ✓ Staffing
 - ✓ Tenancies
- Exiting the European Investment Bank
- People and Communities





Conservative Party Election Promises

- **New homes:** build 500,000 new homes between 2020 and 2022, on top of the existing pledge to build 1m by 2020
- **Councils:** help for councils to build, “but only those councils who will build high-quality, sustainable and integrated communities” a **new generation of social rent**
- **Public land:** repeat of the 2015 pledge to build 160,000 homes on government land (and new plans to compulsory purchase land) **no new money**
- **Homelessness:** halve rough sleeping in next parliament and eliminate it by 2027 with a new “homelessness reduction taskforce” and a Housing First pilot **Homelessness taskforce**
- **Right to Buy extension:** no mention of the Right to Buy extension for housing associations, or the sell-off of council homes to pay for it
- **Welfare:** “no plans for further radical welfare reform” and a pledge to continue the roll-out of Universal Credit

Grenfell Tower Fire – June 2017

- Cladding
- Fire Doors
- Desktop assessments
- Escape
- Sprinklers



- Tenant engagement conversations with the former Housing Minister
- Just restarted now with the National Tenant organisations and National Trade bodies
- Police investigation
- Regulator of Social Housing – serious detriment – intervention = reactive

Health and Safety

- Fire Risk Assessments
- Fire alarm tests
- Gas
- Other fuels
- Legionella - water
- Asbestos
- Accident & incident reporting
- Electricity
- Lift testing
- Business Continuity plans
- Insurance
- Door entry



- How can you support your landlord to communicate what to expect to tenants?
- What performance data do you see?
- How can you help your landlord to make tenants feel safe?
- Do you know your homes?
- How does your Board and tenants gain assurance that regulations are being met
- Can you trust expert advice?

Number of tests

Number of completed tests

Number where works are complete

Independent Review of Building Regulations and Fire Safety – Interim Report



- Less than 10% of residents in *Call for Evidence* thought current systems for raising concerns are adequate
- Calls for greater resident participation in fire risk assessment process
- Limited options / routes to raise concerns
- Lack of a national tenants representative body made it difficult to gain advice on options available

Full Report – Spring 2018

Some speculation about is in it – for sharing

Equality and Human Rights Windrush Generation



- Scandal over the treatment of immigrants who arrived in the UK after the World War II to address labour shortages
- When Mrs May was home secretary in 2012, she introduced strict new rules which required employers, health services and landlords to demand evidence of people's immigration status
- Scandal – a multitude of reports have come out about mostly elderly people being denied services, losing their jobs and even facing deportation
- Windrush generation had arrived as children on their parents' passports. Lived in Britain for many decades - paying taxes and insurance - they never formally became British citizens
- Amid the tightening of the immigration rules, an estimated 50,000 long-term UK residents could now be facing problems

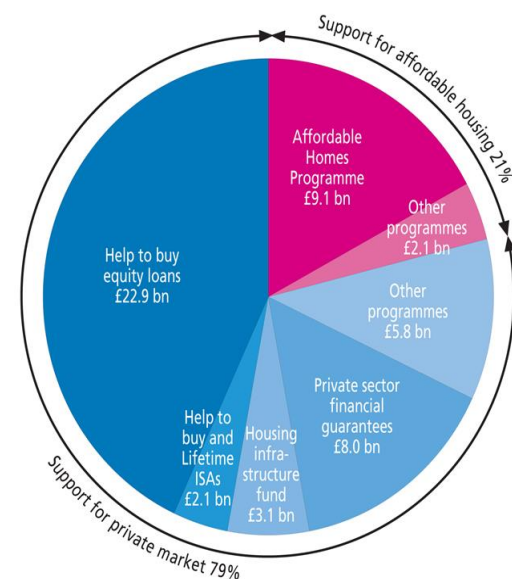
Homelessness - Housing First Pilots



- Create and support a national movement of Housing First services, improving the lives of, and support for, some of society's most excluded people
- Provide a stable, independent home and intensive personalised support and case management to homeless people with multiple and complex
- No conditions around 'housing readiness' before providing someone with a home
- Housing First is a different model because it provides housing 'first', as a matter of right, rather than 'last' or as a reward
- Breaks the cycle of instability

The Current Consultation Frenzy!

- Ministry of Housing, Communities and Local Government - Roadshows
- **Rethinking Social Housing** - CIH - May 17 Survey Results
- **Benefit to society** - let us end social housing stereotypes
- **Shelter** – Social Housing Commission
- **NHF** – Creating our Future campaign / Tenant Panel
- **TAROE Trust** – Manifesto for Change



Homes for the Many Labour's Green Paper (April 2018)



- Legal definition of affordability
- Cancel Right to Buy (50,000 a year)
- Cancel bedroom tax
- End to council lifetime homes ban
- Decent Homes 2 (and finish decent homes 1)
 - Fire safety - sprinklers
 - New rights for affordable housing residents
 - Tenants on boards
 - Consumer rights standards
 - Vote on regeneration schemes
- English sovereign land trust
- Lager house building programme



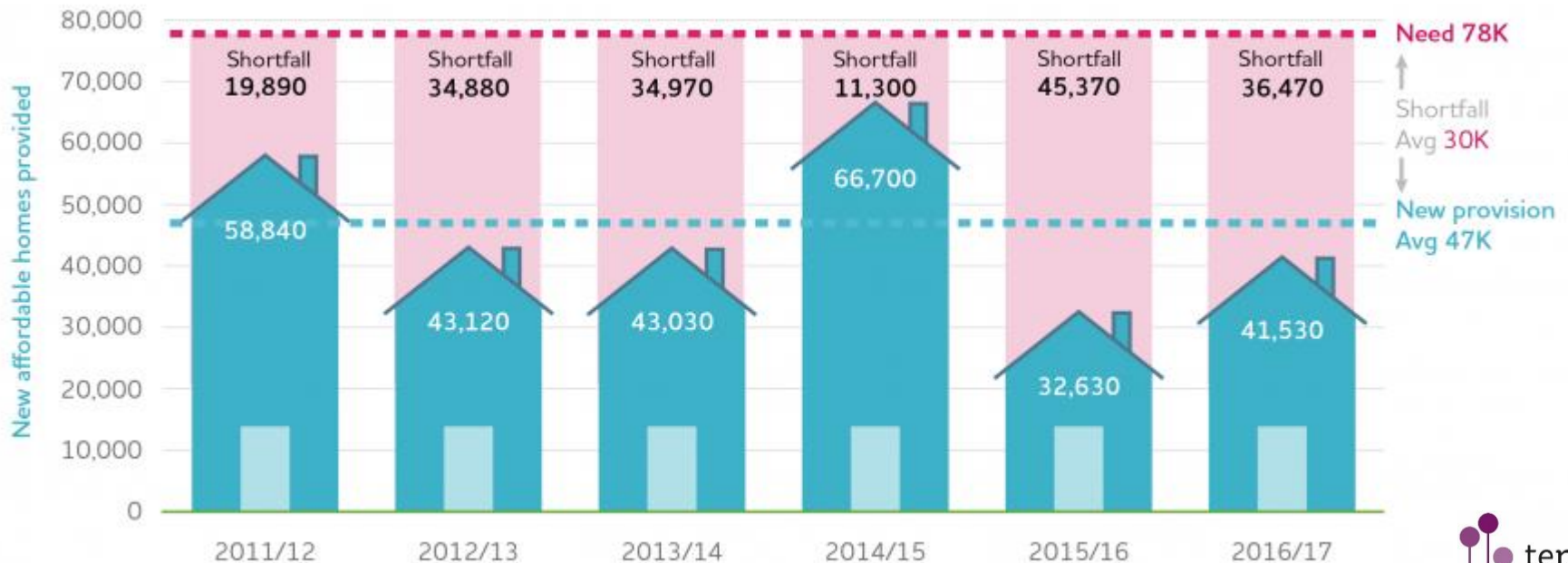
Speculating – Summer 2018

Gov't Green Paper on Housing

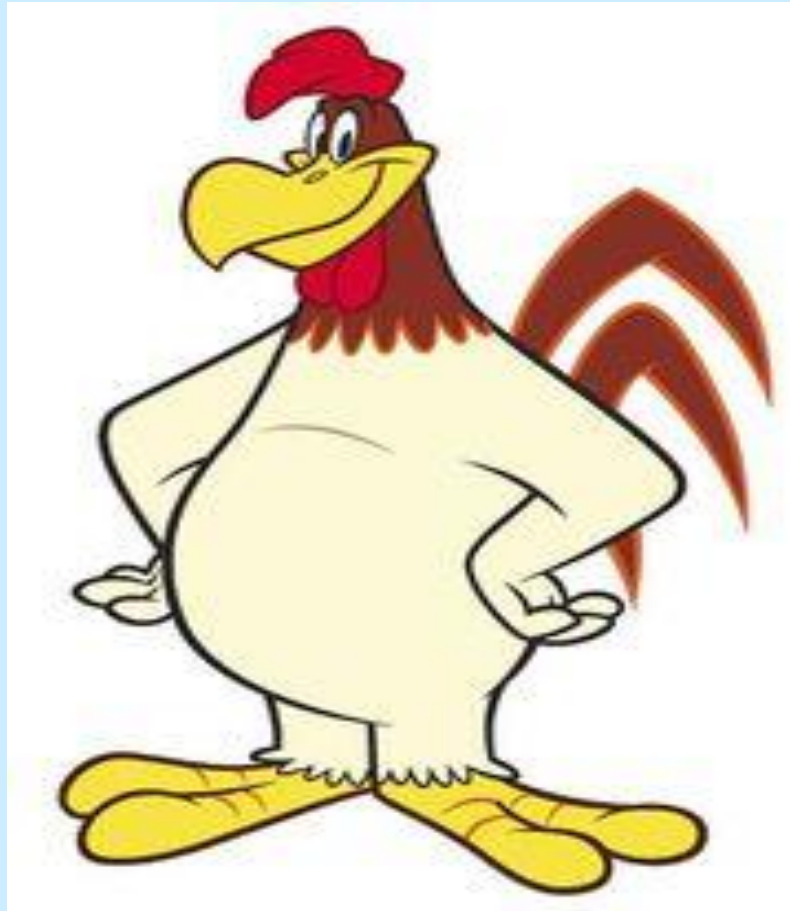
£20billion for help for owners to buy since 2010

Safety issues, quality of social homes, tenant rights, service management, homelessness, subletting and wider issues of community and local economy

JRF 180,000 short 2011-17



Announcements



Rents after 2020



Rents are going up again after a long drought and service cuts

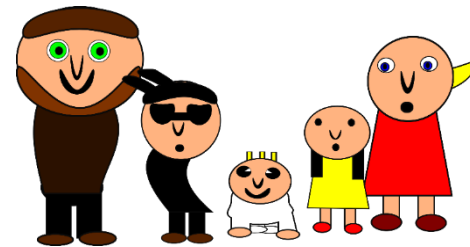
“If HAs sit on their hands in terms of development – the rent settlement could be quite unpleasant”

Julian Ashby

Rent standard will be revised, but the announcement was made in October 2017:

- ✓ Rents will go down by 1% a year until 2020
- ✓ Then a return to Consumer Price Index (CPI) plus 1% rent rises for five years after 2020.

Welfare Reform



- Local Housing Allowance is a way of working out how much housing benefit you can get to help pay the rent if you have a private landlord
- **Local Housing Allowance** – LHA scrapped for social housing tenants including sheltered and supported housing tenants and those under 35 years of age
- **Survey (July) from the National Federation of Arm's-Length Management Organisations (NFA) and the Association of Retained Council Housing (ARCH)** has revealed the total shortfall in rent from tenants claiming Universal Credit is £6.68m, despite Universal Credit claimants only making up 2.6% of tenants

Supported Housing

On 25 October, the Prime Minister announced that the LHA cap would not apply to supported housing nor the wider social housing sector.

New consultation January 2018:

The new funding model will come in from 2020 with the following elements being proposed:

- a funding system that leaves funding for housing costs in long-term and sheltered housing services in the benefits system
- a 'sheltered rent' for sheltered and extra care housing to keep rent and service charges at an appropriate level
- housing costs for short-term services to be paid through local councils

Right to Buy

The Housing and Planning Act 2016

Right to Buy

- RTB £75K to-London's 100K discount (**2011 increase**)
- No loss in affordable Homes
- Affordable homes definition – includes low cost home ownership
- HAs x 6 pilots

*63,518 homes sold LAs and 19,765 HA sold
15,981 replacements*

Delays - July 2018 (Midlands pilot)

- One Region Pilot
- RTB to at least April 2018:
- Sale of high value voids
- Portable discount



On Housing Policy & Announcements

- 1 What support do tenants/tenant groups need to engage in Housing Policy?
- 2 Is there anything we can do to support our landlords?
- 3 What does all this mean for customers?



Changes at the Regulator and in Regulation



The Regulator's Amicable Divorce Oct 2017?



Homes and Communities Agency =

Homes England, +

Social Housing Regulator

Homes England – Build -Build more – Build even more

Regulator of Social Housing (RSH) – governance, financial viability, rents and VFM



Tenant Involvement and Empowerment Standard (April 2017)

- On the 6 April 2017, the regulator no longer has a mechanism to gain assurance on the quality and effectiveness of the consultation undertaken with tenants
- HCA will no longer be informed until after the event of disposals of homes (tenanted or otherwise)



New

- Must consult occupied tenants on sale/demolition

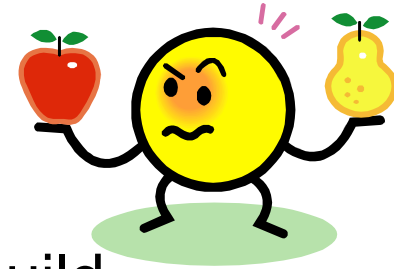
Existing

- Must consult tenants on significant changes in management which will affect them

Meanwhile down South Gentrification

- Better Homes for Local People– Mayor of London – Ballots
- Social Housing Replacement – grant conditions

New VFM Regulatory Standard April 2017



- Transparency
- Accountability
- 6 areas of reporting – costs, viability and new build
- VFM Focus in strategic objectives or a strategy
- Demonstrate VFM to stakeholders – YOU
- Demonstrate optimum benefit from resources and assets
- VFM Approach to decision making and improving performance, options appraisal, target setting and monitoring performance
- Publish performance and measurable plans to address underperformance
- Show understanding of costs and outcomes
- Implications for structures, partnerships, mergers, procurement, geography, business streams

Consumer Regulation Review 2017



- Report no. 5
- Serious detriment
- The threshold set in legislation for regulatory intervention for a breach of the consumer standards is intended to be significantly higher than that of the economic standards
- Number of tenants affected with breach and seriousness/duration of failure – risk of harm
- Failure may be reflected in the governance judgement – transparency, information to boards, risk and internal controls, boards response to failure
- Consider HSE actions/refer to Ombudsman
- Proper oversight of gas, fire asbestos and legionella safety

531 referrals, 217 to Consumer Regulation panel, 105 full investigations and 7 breaches

On Regulation:

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Unconference Time



Feedback



Name Badges, Feedback Forms and Thanks



Thanks for Supporting the Unconference



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