

MEETING	F496 Technical Services Forum
DATE	Friday 27 th November 2015, 10:00am
VENUE	Media Resource Centre, Llandrindod Wells

Attendance

	Organisation	Name	Contact Jobtitle
1.	Acuity Legal	Jonathan Geen	
2.	Bro Myrddin HA Ltd	Dylan Roberts	Property Services Consultant
3.	Bron Afon Community Housing	John Penaluna	Senior Contracts Manager
4.	Bron Afon Community Housing	Kevin Stephens	Senior Quantity Surveyor
5.	Building Research Establishment	Colin King	
6.	Cartrefi Conwy	Adrian Johnson	Assistant Director - Property
7.	Coastal Housing Group	Gary Morgan	Asset Manager
8.	Coastal Housing Group	Gareth Davies	Director of Development
9.	Community Housing Cymru	Shea Jones	Energy and Sustainability Officer
10.	CT Cantref	Hefin Jones	Property Services Officer
11.	Cynon Taf Community Housing Group	Darrel Powell	Development and Asset Manager
12.	First Choice HA	Andrew Moucher	Maintenance Manager
13.	Grwp Cynefin	R Bryn Davies	Development Manager
14.	Grwp Cynefin	Wyn Rowlands	Maintenance Manager
15.	Grwp Gwalia Cyf	Graham Bertram	Asset Manager
16.	Hendre Group Ltd (Hafod)	Kate Rees	Project Manager
17.	Hendre Group Ltd (Hafod)	Paul Mantle	Head of Maintenance
18.	Melin Homes	Lee Pickett	Head of Construction
19.	Merthyr Tydfil HA	Wyn Williams-Clement	Technical Services Manager

20.	Merthyr Valleys Homes	Gary Colston	Property Services Manager
21.	Merthyr Valleys Homes	Leon Williams	Property Investment Officer
22.	Mid Wales HA Ltd	Jonathon Breeze	Contracts Officer
23.	Mid Wales HA Ltd	Nick Dearden	New Business Team Leader
24.	Mid Wales HA Ltd	Phil Hoskins	Development Officer
25.	Monmouthshire Housing Association	Andrew Knill	Asset Manager
26.	Newport City Homes	John Taphouse	Head of Assets & Investment
27.	Pembrokeshire Housing	David Evans	Stock Asset Management Officer
28.	RCT Homes	Andrew Freegard	
29.	Taff HA Ltd	Dave Cox	Development Manager
30.	Tai Ceredigion Cyf	Colin Downham	Assistant Director of Assets
31.	Tai Ceredigion Cyf	Islwyn Jones	Development Surveyor
32.	Valleys to Coast Housing Ltd	Paul Sawtell	Development Team Manager
33.	Wales & West Housing	Sean Gough	Contract Manager
34.	Welsh Government - Merthyr	Gareth Loundes	
35.	Welsh Government - Merthyr	Helga Warren	Housing Directorate
36.	Welsh Government - Merthyr	Brian Gould	

Apologies

John Littlewood	Cardiff Metropolitan University
Geraint Roberts	Mid Wales HA

Matters arising/action from the last meeting

- CHC has been asked if a sector representative would like to join the BIM4Housing Group. If you would be interested in representing CHC on the group, then please email shea-jones@chcymru.org.uk
- CHC is running a range of training courses aimed at technical staff, nontechnical staff and tenants, in relation to new guidance on understanding moisture risks and understanding damp. Please email shea-jones@chcymru.org.uk for more information.
- CHC has submitted representatives for the sector to the Design out Crime Group in Wales. This is an opportunity to feed in issues around Secured by Design to the police force and others. CHC has been represented by Pembrokeshire HA in the past on the group but members are free to put themselves forward to represent CHC on the group.. There are still inconsistencies in SBD. What is the form of appeal? Please send through any concerns you have in relation to Secured by Design through to shea-jones@chcymru.org.uk so that any issues can be fed into the meetings of the Design out Crime Group.
- Several RSL's are now working with Alabare to help deliver projects and homes for Veterans in Wales. There is still an opportunity to work with Alabare and other partners and funding could potentially still be available. Please email shea-jones@chcymru.org.uk for more information.
- Action agreed: Energy supply company-a sector partnership with an energy supplier. CHC to explore
- Action agreed: CHC has started using yammer which is a social network. The decision has been made for CHC to start using yammer with the sector as an external networking page. You will receive an email from CHC asking you to sign up to a yammer named the "technical services forum" page. When you sign up, CHC will approve your use of the "technical services forum" page and you will be able to share knowledge and discuss issues/opportunities with colleagues from around the RSL sector on this yammer site.
- Action: CHC to contact Chwarae Teg regarding gender equality in construction employment. CITB have produced a video and are spending lots to promote this via women ambassadors-it was noted though that we need to do more. Are we getting the message wrong? CITB happy to discuss further. Welsh Bacolerette in schools-people will be taught this? Increasing minimum wage of apprenticeships? This could mean that RSLs take on less people and also, the NCH have cut the number of apprentices as the wage has gone up, but we also don't want to be forced out of the market by competition. There is no funding for plumbing and electrical next year?- CITB have reduced contract numbers for apprenticeship, unfortunately we have to

concentrate on the core occupations that the majority of levy payers employ. In housing, plumbers and electricians are key-don't know why funding has been cut. **Action:** CHC to lobby on this.

- Returns to mark Adams CEW-numbers on future construction programme plans
- Action: It was asked what requires notification to the local water company? An RSL member said that it isn't common knowledge that you have to notify. Have to notify on building control side of things and to water company? Notification not enforced at moment unless something goes wrong (?) and the water company is unaware if not notified. Please see the briefing note on information on notification of proposed plumbing work" which is available on CHCs website.

1. Colin King, Building Research Establishment – Feedback from the BRE report on the failure of insulation measures

For information on providing better estimates of solid wall insulation savings and improving understanding of solid wall heat losses and occupant behaviour pre and post-insulation, see the website here BRE.Co.uk/swi

The BRE report on the failure of insulation measures has looked at 12 different sites in Wales

Methodology for calculating condensation risk is wrong

Lot of cavities have been done before the Cavity Insulation Guarantee Agency existed and so many schemes have no guarantee.

Works not done by a skilled workforce back then. Unravelling what standards were in place at what time

BS8104 – been looking at the standard

There is an awful lot of rain/water in Wales- you need to ensure that the type of construction can handle it

DECC are Publishing a principles guide (CHC to send this out). Interim document until BS5250 being revised and out in April 2016

DCLG reviewing part C building regs

The surveying stage is key – needs to take into account topography etc. Colin noted that there had been some cavity work under ARBED 1 that has failed – not so much for ARBED 2

If take it the cavity insulation out, then take it all out. If the cavity insulation is in, make sure it's tight and compact and then assess the condition of the cavity wall ties-you may need to replace maybe before putting insulation back in

Cavity wall insulation slumps? Don't put in a building taller than 15m

Don't do on facing brick property unless apply render for protecting. Is the rubble stuck in cavity stopping it filling?

It might cost £300 to put in, but £8000 to take it out

External wall insulation

PAS2030 (being reviewed). Paperwork is sometimes filled in a month after work was done and don't take into account Workmanship in the process

The BBA – becomes invalid if move Satellite dish, gutters etc. You need a good level of detail onsite that you might not get in the required standard

#brelive -look up on Twitter

EWI gets a bad reputation sometimes even when it's good but ventilation in the property hasn't been considered. Informed surveys, verification and checking is needed. Delivery is getting better Colin said... contractors etc are getting better

Colin talked through a case study where works had failed and a timber frame house had to be demolished due to the failed works

No EWI certified products for putting in on timber frame buildings. Wet and rots the wood

There needs to be a retrofit Coordinator for every EWI project. This report for the Wales low zero carbon hub will include recommendations for the Welsh Government and UK Government

Mortar more than the brick is the problem. Stormguard cream is an issue but maintenance of it – issue. If vapour open, need vapour in and out

Wall ties can get worse over the years. Need to invest money for training/skills on site. Every cavity wall done should be notified to building control. Don't remove some of EWI, if removing it, remove it all

New windows don't always help – especially if they don't have vents. Colin noted a case study: new windows made the house warmer but the house was full of mould! Need to make right decision – tell customer they can't have new a window. Need to

get to the source of the problem. If you can't do the job correctly and get it completely right, they don't do it at all. If you get it right, it's a fundamentally good idea- KEY POINT

Colin noted a Tai Ceredigion scheme Under ARBED 2 as very good practice.

Action: CHC to send this BRE report out to the sector

Westminster deregulated the insulation industry in 90's. Now anyone who can meet the minimum standards can install. There used to be 5 big players but there a lot more out there now. The National insulation agency needs to support regulation!

Action: CHC to lobby

How tenants use the home is key as well. This is key particularly for the humidity issue. Need to change behaviours even if that's technically right. You can get highest SAP ratings – doesn't always result in positive outcomes – one fits all isn't the answer, it depends on need. Is it right for people at home and their lifestyle. We have never had a standard for that

Jo Atkins (Ask Jo for a copy of presentation) – presentation on ARBED – EWI didn't take tenants out of fuel poverty

BRE gone out on site with Willmott Dixon to advise

Can't not hang over shoulder watching contractors – need to see what they are doing as much as possible

Action: CHC to send out details of the Cavity Insulation Guarantee Agency presentation from the energy group meeting

Colin warned not to do internal wall insulation

Colin noted good practice in Finland

The Northern Ireland housing executive have had an extraction Strategy due to failures in works

Homes for wales campaign – an update from CHC

The Homes for Wales campaign brings together those who believe everyone has a right to a decent affordable home to call their own.

We ask that the next Welsh Government publishes an ambitious plan for housing as part of the new Programme for Government that sets out how they will end the housing crisis in Wales.

More information here:

<http://homesfor.wales/>

Please support the campaign here:

<http://homesfor.wales/support-the-campaign.html>

The National Assembly for Wales elections are in May. The Homes for Wales rally took place in Cardiff on Friday 4th March.

Here are a few ideas to get you started:

- Tell the story of the housing crisis in your local area (media/social media).
- Let people know what you're doing to alleviate the crisis in your area.
- Case studies – show what a difference it makes to have a roof over your head.
- Town centre events - information for members of the public.
- Coffee morning with stakeholders (and get them to commit their support at the same time).
- Placard making session for tenants. We need lots of placards at the rally!
- Invite a local politician or prospective candidate to visit your office or scheme.
- Run a local targeted Facebook advertising campaign to promote the Homes for Wales website/rally.

We need to get this message out to members of the public and not just housing staff... how can we achieve this?

- One member's CEO is going to abseil off the tallest building in their local area.
- Another member is encouraging tenants to take up a fitness challenge - 'We're challenging government to end the housing crisis, build a stronger Wales.'

Other ideas have included setting up tents on a village green to illustrate the housing waiting list or local housing need, and placing Homes for Wales bunting in conspicuous areas around Wales. Do you have any other ideas? This is your chance to literally put your local area on the Homes for Wales map! Again, please use the **#homesforwales** hashtag for all your activity.

Please use the **#homesforwales** hashtag for all activity, and keep an eye on the Homes for Wales social feed: <http://homesfor.wales/social-feed.html>

The Homes for Wales campaign doesn't stop here. With two months to go until the election, we've got lots of plans for the next phase of the campaign. We're also still looking for your housing stories to publish on the Homes for Wales website, so please keep them coming. Further information on the next phase of the campaign to follow soon!

Environment and sustainability committee – the need to model viability

CHC gave evidence to the National Assembly for Wales committee regarding a smart energy future for Wales. As part of that inquiry, new build and energy efficiency standards were discussed at length. The committee pointed to the Solcer house as an example of good practice that RSLs should follow. Following the committee meeting, it would be useful for CHC to work with the sector to model viability for both new build and existing homes. This will form part of CHCs work with the sector moving forwards, taking into account the review of DQR and WHQS and the review in 2016 of building regulations part L.

Afternoon session – Forum members have a choice between the following 2 breakout groups:

Welsh Housing Quality Standard Compliance – feedback from the WHQS compliance meeting at Coastal's offices in September and next steps

Following the meeting at Coastal's offices, we further discussed the potential to look at developing a template WHQS compliance certificate as a sector including the key elements, to form a basic template which HAs can add to if they want. The group also discussed a common approach to independent verification and the options for independent verification trying to establish the meaning of 'independent.' e.g. Internal surveyors- can they be considered as independent? The group also discussed the processes used for verification and how many properties that each HA checks.

Unfortunately, no agreement was reached as to the next steps and different RSLs wanted to take different approaches. Although CHC hasn't developed a template for the sector for either the WHQS compliance policy or the independent verification approach, CHC has received several RSL's compliance policies and is willing to ask if these can be shared. If you are interested in seeing examples of RSLs's policies, then please email shea-jones@chcymru.org.uk

Some notes from the discussion are included below:

Template – are RSLs should have received a letter from Welsh Government from 6th July. One HA noted that they have followed the template and the board have approved it.

100% compliance – it was noted that we are never going to get 100% compliance as components fall in and out of compliance-Welsh Government need to understand this. The forum noted CHC's role in making this clear to the media etc.

Independent verification – one RSL is using an in house development team?

Independent verification – we need to ensure it's consistent. Is it an external auditor? What level of detail is given to tenants? – we need to be consistent across RSLs-this is a role for CHC.

Methods of independent verification

One HA noted they are going through the audit route. How often-Every 3 years? Audit on database, not going out to the stock to check? Does it mean just checking a database or people/surveyors going out to survey homes? No – checking you have right processes in place is key as well. Shea Jones offered to do a survey to collect information on people's different approaches – there wasn't a full consensus for Shea to do this

One HA noted that external surveyors were finding it difficult to interpret

Can the independent verification be in house? It should be someone with no financial involvement in the work

Debate was had over how far does independent verification go?

One HA noted that as part of compliance, they are setting up a process of collating photo surveys from April this year and this years programme of surveys. They plan to have a proforma of areas that will need to be photographed so each property has enough evidence to satisfy the auditor.

Debate was had over primary and secondary elements. The Welsh Government letter/ document from March 2015 states "Please be reminded that the achievement of WHQS requires the collection of both primary and secondary elements and the inclusion of these in the annual statistical return".

One HA noted that their approach is broken down by components to send out to tenants.

Helga Warren, Welsh Government, a further update and discussion on the SHG application process. Also a speaker from the consultancy acuity legal.

Action: Shea to follow up actions agreed with Helga

Jonathan Geen from Acuity Legal presented to the development break-out session looking at innovative ways to continue to supply affordable housing from JV arrangements, on-lending from Local Authorities and financing arrangements with

Pension Funds. One RSL wanted to continue the discussions regarding on-lending structures which was touched on briefly in the presentation. Please see the presentation for more details. Jonathan's email address is JGeen@acuitylegal.co.uk

Gareth Loundes, Welsh Government, The recycling of waste water based paint and all containers

Some useful information can be seen on the link below:

<http://www.bbc.co.uk/news/uk-wales-33896641>

Gareth Loundes from Welsh Government presented along with Lee Cole from Paint 360 who are Paint re engineering specialists for waste paint. Welsh Government is raising awareness of this supply chain due to its benefits. Gareth provided a very brief background to the collaboration between Merthyr Tydfil Institute for the Blind, RCT local authority and Paint 360 and opportunities moving forward. The collaboration provides a minimum of 15/20 jobs for Merthyr Tydfil Institute for the Blind colleagues. RCT Local authority are recycling/re-using their waste paint Lee then provided a brief presentation from about P360. Paint360 offers the most environmental paint on the market, with seriously low carbon credentials. They have won an award with Skanska

Gary to send through information on what's forecasted in their business plan, how much they spend through their own budgets and how much they have asked the local authority for /how much the local authority have given them. Paint can be distributed though the Merthyr Tydfil Institute for the Blind. External gloss was mentioned.

WHY LOW CARBON

1. Minimising the use of incineration to destroy waste paint / reduce landfill
2. Save on embedded carbon used to prepare raw ingredients
3. Less mining of raw ingredients and the carbon created to move them
4. Hand made to order with no large plant

Bounce Back social enterprise trains in painting and decorating both in prison and the community. Bounce Back social enterprise employs these decorators to subcontract to large construction companies

Paint 360 have engaged with 23 young long terms unemployed helping all of them find full time work. 11 at Paint360 all have Basic English & Maths qualifications

Paint 360 are Partnering with Merthyr Tydfil Institute for the Blind (MITB) for job creation of less abled and vulnerable young people.

Waste Credentials

- Environmental Agency regulated and approved
- Provide R codes and full traceability for any material we process
- ADR trained drivers for logistics
- EA compliant paperwork
- Recycle all containers
- Use recycled packaging for our products

Their vision is to:

Utilise and empower the young long term unemployed as a work force

Support Social Enterprise & construction with bespoke products, closed loop paint recycling schemes and the lowest carbon paint on the market!

Prevent the impact of waste paint on our environment while increasing profitability for our customers

Defra estimates that 50,000,000 litres of waste paint is heading for incineration within the UK this year

Where does the waste paint come from? Hazardous waste companies, Manufacturing companies, Construction, Household Waste Recycling Centres and Large scale contractors

How they do it?

Paint colours remain the same

White and Magnolia may be used as the base for colour matching by adding pigments

Sorting-They sort through, open, stir and smell **every can** of waste paint

Decant waste paint into manageable batch sizes by type, brand then colour

They then blend each batch and remove all forms of bacteria & begin analysis

Analysis

PH levels, SG (Specific Gravity), Opacity, Viscosity

Ingredients

Sourced locally where possible

Quality Control

Each time they add ingredients they re-analyse

On final approval they add a biocide to protect the paint, filter & package

AT THIS STAGE WE HAVE BRAND NEW PAINT

Void – Extra thick super matt contract emulsion

Void Plus – Extra thick mould resistant paint

Fungi Blitz – Fungicidal wash

Nicotine stain blocker – water based reflective stain blocker

Masonry - Great at obliterating graffiti

Fire Void – Nicotine stains & smoke damaged properties

Hoardings – Washable scrub resistant top coat

Egg Shell – Washable emulsion for kitchens and bathrooms

Anti-Bac – Anti bacterial paint with Steritouch technology

See the slides for details of who Paint 360 partner with and their customers.

Summary

High quality paint products with a minimum 90% recycled content

Reduce carbon output

Support Social Enterprise status within your tenders

Reduce the use of incinerators and landfill

Reduce the impact on raw ingredients & carbon to mine them

Recycle all containers

Use recycled packaging where possible

Please see more information on the slides.

Lee's details are below:



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Paint Re-engineering Specialists

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