

## Technical services forum March 11<sup>th</sup> 2016

<b>MEETING</b>	F534 Technical Services Forum
<b>DATE</b>	Friday 11 <sup>th</sup> March 10:00am
<b>VENUE</b>	Media Resource Centre, Llandrindod Wells

	<b>Organisation</b>	<b>Name</b>	<b>Contact Jobtitle</b>
1.	Cadwyn HA	Ben Hodge	Cooperative Housing Co-ordinator
2.	Cartrefi Cymunedol Gwynedd	Daniel Parry	Assistant Director of Assets
3.	Cartrefi Cymunedol Gwynedd	Ian Atkinson	Director of Assets and Infrastructure
4.	Chartered Institute of Housing Cymru	Richard Medley	Director (Assets & Neighbourhoods) - CIH consultancy
5.	Coastal Housing Group	Caroline Howlett	Senior Project Manager
6.	Community Housing Cymru	Shea Jones	Energy and Sustainability Officer
7.	Cynon Taf Community Housing Group	Darrel Powell	Development and Asset Manager
8.	Cynon Taf Community Housing Group	Ian Carter	Director of Development and asset Management
9.	Family HA (Wales) Ltd	Darrin Davies	Head of Property Services
10.	First Choice HA	Andrew Mouncher	Maintenance Manager
11.	Grwp Cynefin	R Bryn Davies	Development Manager
12.	Grwp Gwalia Cyf	Elfed Roberts	Head of Projects
13.	Grwp Gwalia Cyf	James Eades	
14.	Hanson Formpave	Simon Rees	Technical Sales Manager Wales
15.	Hafod	Matthew Davies	
16.	Hendre Group Ltd	Paul Mantle	Head of Maintenance Services
17.	Linc-Cymru Housing Association	Richard Hallett	Development Manager
18.	Melin Homes	Lee Pickett	Head of Construction
19.	Merthyr Valleys Homes	Gary Colston	

20.	Mid Wales HA Ltd	Phil Hoskins	Development Officer
21.	Monmouthshire Housing Association	Andrew Knill	Asset Manager
22.	Newport City Homes	Tom McEwan	Senior Asset Surveyor
23.	Pembrokeshire Housing	Nigel Sinnett	Group Property Services Director
24.	Seren Group Ltd	Mark Trounce	Project Manager
25.	Seren Group Ltd	Stephen Traves	Project Manager
26.	Taff HA Ltd	David Cox	Development Manager
27.	United Welsh	Richard Mann	Director of Development
28.	Valleys to Coast Housing Ltd	Paul Sawtell	Development/ Contracts Manager
29.	Welsh Government - Merthyr	David Holmes	Senior Development and Standards Manager - Homes & Places Division

Matters arising/action from the last meeting

### **Recommended non-statutory standards for sustainable drainage (SuDS) in Wales**

Please see the link below to view the recommended non-statutory standards for sustainable drainage (SuDS) in Wales – designing, constructing, operating and maintaining surface water drainage systems. The Next steps will be to work with stakeholders to determine how best take forward the SuDS agenda, as set out in Welsh Government Water Strategy for Wales. This will include looking considering whether to commence the Flood and Water Management Act 2010 (Schedule 3) which requires new developments to include SuDS features that comply with national standards, and provides for their adoption and maintenance, and how to ensure that all SuDS infrastructure is adopted and maintained. In the meantime these recommended standards will enable designers, property developers, local authorities and other interested parties to both demonstrate that they have taken account of the Welsh Government’s planning advice on Development and Flood Risk and to pilot the standards.

The guidance has been developed by Welsh Government:

<http://gov.wales/topics/environmentcountryside/epq/flooding/drainage/?lang=en>

Secured by design-Nigel provided an update. Nigel sits on the Designing Out Crime officers group on behalf of the RSL sector, so please feed any concerns to Nigel to feed into the group [nigel.sinnett@pembs-ha.co.uk](mailto:nigel.sinnett@pembs-ha.co.uk)

The Group Nigel is on going to a lot stricter on SBD certificates

Key points

### **National update**

There was a debate about what SBD officers are called. There are a variety of terms ranging from ALO to CPDA to **DOCO**. It was agreed that DOCO would be the preferred term in the future

Home office crime prevention strategy due to be issued shortly. This will be complimentary to the police's own crime prevention strategies

Mentoring requirements identified for police officers

There is a debate going on about charging for SBD advice and certification. Officers at very high level see an opportunity for income generation against the backdrop of severe budget cuts. Troops on the ground (DOCO's) see it as a no-brainer and are actively resisting this.

### **WG consultations**

Police actively involved in this and will be responding to the following

Planning consultation

Building regulations consultation document q

DQR and WHQS consultation

It was noted that there was a proposed new 'Quality Mark' being proposed by BRE.....it was envisaged that this would cover similar issues to the old Code for sustainable homes. attendees were advised to have a look at this. WG representative David Holmes said WH would be taking a look

Planning TAN 12. This now includes links and reference to security. Published in March 2016. It was expected that a 'Safer Places' document would be issued by the Police shortly

### **Training**

I asked about the potential for training. I was advised that Mick Reynolds would be the likely trainer. It was suggested that CHC contact Rob Chapman or Mike Harvey in the first instance to get an idea of what members were looking for and then to

make some arrangements. I suggested that perhaps an afternoon session at a future TSF meeting perhaps? (rather than 2 break-outs)?

## **Current Focus**

DOCO's focusing on PAS 24 'permanent and visible' labelling as very important and with no leeway. DOCO's would accept retro-labelling.

DOCO's also looking closely at access control systems for 4 or more dwellings

## **AOB**

There was a debate around whether the sector could provide the police with a list of WG approved grant funded schemes so that DOCO's could ensure that all WG funded schemes actually had an SBD certificate

I raised the issue of what DQR called for.....'designed to comply fully with SBD standards'.....did that mean Gold? It was confirmed that it did mean Gold standard

## **Secured By design**

A recent annual SBD training event provided an update on SBD requirements. To accompany this we have been issued with the new "Secured by Design Homes 2016" guide, which replaces the old "New Homes 2014" version. You will be able to access this on the SBD website. In the main there are no changes that will affect HA's other than the ones listed below. We now have a Gold, Silver and Bronze level of certification and the awards made will be dependent upon the number of sections that each development achieves. The new system incorporates section 1, 2a, 2b and 3. This supersedes the old section 1, 2 and 3. I would envisage that due to you mainly dealing in social housing, you will need to achieve full SBD and therefore will automatically be achieving the Gold standard.

## **External Doorsets**

All external doors allowing direct access into the dwelling should meet one of the following:

- **PAS 24:2012**
- **PAS 24:2016**
- **STS 201 Issue 4:2012**
- LPS 1175 Issue 7.2 (2014) SR2 min.
- STS 202 Issue 3 (2011) Burglary rating 2 or

- LPS 2081 Issue 1 (2015) Security Rating B+

In the main your standard will be PAS24:2012 and increasingly PAS24:2016.

### **Windows, Roof Windows and Roof lights**

All easily accessible windows should meet the following:

- PAS 24:2012
- PAS 24:2016
- STS 204 Issue 4:2012
- LPS 1175 Issue 7.2 (2014) SR1
- STS 202 Issue 3 (2011) BR1 or
- LPS 2081 Issue 1 (2015) SR A

In the main your standard will be PAS24:2012 and increasingly PAS24:2016.

Easily accessible is now defined as:

**Window/door** – any part of which is within 2mts vertically of an accessible flat level surface such as ground, basement level or access balcony

**Window** – within 2mts vertically on a flat or sloping roof (with a pitch of less than 30 degrees), that is within 3mts of ground level.

### **Communal dwellings Doorsets**

1-4 dwellings sharing 1 communal entrance – Doorset to meet PAS 24:2012 / PAS 24:2016

5-25 dwellings sharing 1 communal entrance – Doorset to meet LPS 1175 Issue 7.2 (2014) SR2 min or PAS 24:2012 tested to BS EN 1627 Resistance Class 3.

### **Door entry and access control systems**

1-4 dwellings – key access.

5-10 dwellings – key access (dependent upon crime risk), or electronic key fob, card or key, or number code with remote release from the dwelling, audio and visual (preferably colour) communication.

11-25 dwellings – electronic key fob, card or key, or number code with remote release from the dwelling, audio and visual (preferably colour) communication.

Over 25 dwellings - as above and additionally, vandal resistant external door entry panel, images recorded, battery backup facility for up to 6hrs and every event of the entry system recorded and stored for 30 days.

### **Street lighting**

Increasingly, there have been issues with sections of developments not having adequate street lighting provision. This is mainly in areas of non-adoptable road surfaces and car parking areas. It is important that these areas are included in the street lighting design to achieve SBD certification. I would respectfully ask that consideration is given to liaise with architects and lighting engineers at a very early stage in the process to ensure that this is covered.

### **Parking**

Like street lighting, there have been many examples of parking provision not meeting the expected standard as set out in SBD, in particular around areas of flats. This is not an issue linked to any one association, it is common across the board. I would again respectfully ask that consideration is given to liaise at an early stage to rectify this. It may be advisable to consider re-designing developments to incorporate flats throughout the area "pepper potting" if you like. That can improve the parking issues that are associated with groups of flats and can in fact, potentially negate the sometimes experienced "us and them" scenario. Car parking, irrespective of the house type, should be directly in front of each dwelling and where this is unachievable parking should be in small groups close to the dwellings and in full view of their active rooms.

CHC is clarifying with Welsh Government as to what level of SBD that DQR envisages. We need to have this dialogue with Welsh Government in terms of technical standards, audit, etc. If you need any clarification on these points or have any concerns then please feel free to contact [lan.whiteford@dyfed-powys.pnn.police.uk](mailto:lan.whiteford@dyfed-powys.pnn.police.uk)

Mixed sites-how to apply SDB-quite difficult. Private estates don't comply with SDB, . some SBD requirements should fall in building regs, some in planning so we don't have this issue with mixed estates and how to apply SBD as its only in SHG funded schemes at the moment.

Energy and design standards should be in building regs.

Where's the appeals process for SBD? There isn't one?

**Action:** CHC needs to be write to the chief inspector?

Welsh Government note conflicts with local planning. National planning guidance by Welsh Government is interpreted differently by LA planning teams. Conflict with planning policies because SBD only sits within grant funded schemes.

## **Ian Carter, Cynon Taf HA, feedback from the Strategic Asset Management Training event in Merthyr**

Ian noted Wrekins approach top asset management-their DLO team works on weekends. This implementation and fresh approach to repairs has helped them and has saved them money over the year

Look at benchmarking in asset management and costs in the market etc. Look at contractors perspective. Get more community value out of contracts compared to frameworks

Assets should be at the top of our asset managers. HSE was at CHCs health and safety group—the key message was to make sure you've got your risk and compliance in order. The health and safety have been focusing on hand and arm vibrations recently although respiratory diseases could be the next big issue like hand and arm vibrations has been. Lots of issues with disrepair claims such as damp! Respiratory issues are prevalent in construction.

Community housing group takes about asset and liability. Ian has looked at at different approaches to maintenance such as United Welsh approach. We need more business knowledge on how assets are performing. Nigel Sinnett-Pembrokeshire HA are reviewing their asset managements system and Welsh Government have seen and liked the report. Something you think is performing well is failing-HA's need to address this as it could be something simple making it fail and could easily become a good performing asset.

There was overwhelming support to keep tech services forum as it is-the forum will therefore be kept in its current form.

**Action:** a working group for asset management group could be set up- a strategic type task and finish group that feeds into the technical services forum. Ina Carter is happy to discuss this with CHC.

## **The Welsh Government consultation on Mandatory Quality Standards for new, rehabilitated and existing homes-David Holmes Welsh Government**

Whatever is approved as part of this DQR mandatory standards consultation is going to be interim. We need blue sky thinking, a blank sheet in terms of where we want to go with housing. We need a new standard going foreran. Welsh Government are

commissioning a piece of work to look at models for housing-what works, what doesn't. David noted Bill Dunstars zero bills home and the Solcer House as potential models:

<http://www.solcer.org/news-items/uks-first-smart-carbon-positive-energy-house/>

<http://www.zerobillshome.com/zerobillshome/>

We need an objective analysis to inform policy moving forward, to inform the new Government. Welsh Government want to work with the sector and get views on key issues moving forward. David Holmes wants to set up a think tank with a clear terms of reference.

The point was made that we should be working with building control and not have two standards-should have one standard in Wales for all housing tenures-social and private sector. We shouldn't have dual designs?

There isn't actually a standard for rehabilitated homes?

Planning gain is actually sector subsidy? Therefore we need to pull in the LA's in this. They are a mess to how they apply planning for s106 agreements. Depends which legal officers drafts s106-then approve something which doesn't comply with either DQR and WHQS. Different approaches.

What's the driver to make DQR legislation?? Making it mandatory sends ripples in what is already a sensitive market for funding. Welfare reform, older person housings deferred response on LHA's-timing of this DQR review could be better. Maybe look at something when welfare reform etc settles down as getting funding is becoming more difficult. All change creates uncertainty in the market.

DQR group-complete lack of engagement with the private sector. They didnt want to engage. Problem with bringing in a national standard, is the private sector will resist it-key issues is the footprint size and costs. They feel they won't get it back in the sales market

DQR not really changing a great deal. Elfed-big concern-standard applying to all social housing with or without grant. Hard to apply mandatory standard to non funding schemes-it will dry up activity-will reduce numbers in an already stressed environment.

Part L review this year- not best time for this DQR/WHQS review.

Margins 30% in south west etc. Margins 20% in wales due to regulations etc. limited resources-going to use it in an area with 30% margin.

David, interested to find out how new standards working in England-minimum room sizes. David asked for further information on headline figures-Nigel raised it.



Needing to target resources around social housing is silly when you see standards some private sector all building too- need generic standard for housing in Wales. These homes are going to be here for years and years –with 2 standards for private sector and social housing, we aren't addressing the general objective across Wales.

Storage is an issue in private sector? Private sector housing isn't designed for future adaptations. Storing up problems.

BRE are launching their home quality mark-replacement for code for sustainable homes. There's going to be flexibility in the way it's used:

<http://www.homequalitymark.com/>

What's Welsh governments view on the standard?

**Action:** David Holmes Welsh Government is keen to hear the sectors views on the home quality mark. Members to send in thoughts to [Hugh-Russell@chcymru.org.uk](mailto:Hugh-Russell@chcymru.org.uk)

There are Conflicts between what DQR requires and what lifetime homes requires. Particularly 3 bedroom homes-lifetime homes requires structure for a shower, DQR doesn't require it?

Since the technical services meeting, Shea has received the below from Seren:

### **Loftus Garden Village**

With the homes at Loftus, the aim was to include all of the items in DQR that Seren felt offered additional value to the residents, however there were a couple of DQR items that we looked very carefully at, which we felt had a slightly negative impact on the layout of the properties.

#### **Ground floor shower room**

We understand that the provision of the ground floor shower room is one of the key focuses in the current DQR review and this is something that we looked really carefully at when designing the homes at Loftus Garden Village. None of the homes at Loftus have ground floor shower rooms, instead they are equipped with a well-proportioned ground floor cloakroom, which complies with Approved Document M. To maintain future flexibility, we have provided a shower floor gully (beneath the screed) in the adjacent lounge and have constructed the wall between the lounge and W.C with a timber cassette, which could be easily removed to create a shower room in the future. In utilising this approach, residents can enjoy a larger lounge than would normally be provided, making better use of ground floor space.

#### **Stair winders**

When looking at the first floor layout of the homes at Loftus, we really wanted to achieve good sized bedrooms together with a good amount of storage. We felt that the provision of a straight run stair in smaller 2 and 3 bedroom properties resulted in large amounts of useable floor space being wasted in corridors and landings, reducing the size of bedrooms and the amount of first floor storage. At Loftus, we have designed the smaller homes with 3 winding treads at the top of the flight, which fully complies with Approved Document K. (AD-K actually permits 4 winding treads at the top of the stair, however in our opinion, limiting this to 3 provides a much safer stair, while reducing the size of the landing area and consequently providing much better bedroom sizes). We also consulted a number of stair lift manufacturers who have confirmed that the stairs are compatible for the future installation of a stair lift.

As discussed at Llandridnod Wells, these are the two main areas where we have deviated slightly from DQR, however we feel that the advantages of providing more useable space in the lounge, bedrooms and store cupboards, plus the flexibility of being able to provide a ground floor shower room and stair lift in the future, far outweigh non-compliance with these items.

Furniture issues in DQR-adequate furniture-quite vague. One sofa? Felt that the current requirements are too prescriptive-now there's more flexibility entrusting peoples design teams to know e.g. how much furniture is needed. Transferring responsibilities to the people's design teams-need to make sure they are competent. How are Welsh Government going to audit? How do you argue adequate furniture? Putting it into law-how would the law judge it is adequate, as reasonable?

RNIB stuff in there is still very prescriptive

Anomalies in s106 as applied differently across Wales. Some building in acceptable fails throughout the design. Nigel –tenants moved from social housing home to persimmon s106 house-stairs aren't as wide and has fallen. WHQS mentions hazardous

How is the rent first policy being applied?. Intermediate rents-targeting people on lowest incomes not on housing benefit. LA's are misconceiving-don't understand development viability in terms of private sector development. Viability model assumes inflation over rent. Richard used the Cardiff council model-we need to put pressures on LA's and the private sector-shouldn't intermediate rent based on LHA?? Should be people on low income

Seen lul in supported housing due to caps in SP funding. S106-trying to deliver extra care without grant. United Welsh board feel they need to deliver more older peoples housing due to ageing population etc-rents working just above LHA caps. Model working well with plc-if change comes in under local housing allowance in

2017 it could really impact-general feeling is Government will come up with an exemption.

### CHC update (a short video) -local housing allowance and potential impacts on future schemes

England-not looking at schemes but individual needs? Needs of individuals-do you need accommodation with a lift?? People in extras care schemes who don't need the services? The facility over meets their needs-doesn't make sense. Allocations policy-how you spread your offer.

LHA rates are frozen but there are 115 rates across Wales-these could decrease even though they are frozen, etc . The LHA changes could have big impacts on development viability! Please see Paul Langleys presentation on LHA which will go out with these notes-it explains the LHA changes in greater details.

In one place-health and housing-once there is recognition housing can deliver better services than through health services, we could get additional revenue. Social services refused a scheme in Cardiff as felt Cardiff would bear the burden of cost of care and other LA's benefit from it. Not the best approach? Need to register the facility to get over this-but costs of providing service ramps up for registered nurses, etc . United Welsh were looking to build scheme with private service-need the intervention of Welsh Government. Savings from Revenue budgets for LA's is phenomenal in terms of these buildings and services preventing health admissions to hospital, etc? United Welsh seem to be carrying on with general needs developments everywhere across all their 11 Local authorities despite the local housing allowance changes.

Shea encouraged everyone to attend the CHC event on the 21<sup>st</sup> on Local housing allowance

Action: CHC to explore the impacts of LHA on development. Members to send through evidence about impacts of LHA on both their general needs schemes in different areas and their older persons schemes such as supported housing, extra care etc.

### Ben Hodge, Cadwyn Housing Association, Nu Life Furniture project

Nu Life has received 3 years of grant funding from the Big Lottery fund. They are socially driven. Nu Life prevents people going to loan sharks etc to meet their needs. Look at the slides-Nu Life has roots firmly in housing etc. Nu Life has ambitions for a multi site project so want other HA's to get involved. Sustainable Tenancies are key. Tenant's satisfaction has greatly increased on the back of these projects. Divert from landfill . Nu Life has about 5 paid staff, 15 volunteers. They

are teaching people to repair furniture, white goods, how to do electrical checks, etc, learning admin, PR etc. Nu Life has helped 5 people back to paid employment . Nu Life is doing a pathways to apprenticeship programme for fixing white goods, pathways for self employment – Nu Life isn't just as simple as furniture re-use and repair. Nu Life supports the community and ties in with as many local community initiatives as possible-it is part of keep Grangetown clean process-reduce fly tipping, collect waste, etcv. Nu Life is pushing the community focus. Nu Life restores, repairs and upcycles. Nu Life doesn't always sell to vulnerable people, but also sell to more able to pay people to balance the model and incoming funds.

Nu Life is offering other RSL's to be partners. Nu Life had an agreement with the Marriot hotel-bought beds for cheap-£30-£35. Nu Life was the preferred partner as they are able to deliver on time before they had a new delivery of beds. Nu Life is happy to provide services they might not provide at the moment. E.g. they have a van and resource- Nu Life can pick up stuff from decant properties. Nu Life is unique compared to the British Heart foundation etc. Nu Life could clear voids for products they can re-use and rubbish from voids if you wanted. Look at the "What we need from you" slides if you want to consider partnering with Nu Life. Nu Life has carried out office removals etc as well- Nu Life has been picked over other contractors as they have a social purpose. Nu Life helps vulnerable people get into employment/voluntary work ready for employment. There's a website for more information:

<http://nulifefurniture.co.uk/>

Nu Life also have twitter, facebook, etc. More information can be seen here:

<https://www.youtube.com/watch?v=96l5C01JcWg>

Please email [Ben.Hodge@cadwyn.co.uk](mailto:Ben.Hodge@cadwyn.co.uk) if you want to discuss further

How far will Nu Life go-to Swansea ?

**Action:** [icarter@cynon-taf.org.uk](mailto:icarter@cynon-taf.org.uk) Cynon Taff mentioned someone who's done a lot with Gwalia on Biomass etc-CHC to invite him along to a future CHC technical services or energy meeting?

**Break out sessions:**

**Development KPI's-discussion led by Richard Mann, United Welsh? Or a session on s106. Or Rachel Moxey (some good stuff in timber report)**

## **Notes from breakout session with Richard Mann on S106 Good Practice**

LA's often writing S106's trying to limit sales to local people only from a very specific area, with cascading requirements to surrounding local areas, in perpetuity. Lender issues with this.

Lenders were recognising re-sale issues and there was a reluctance to lend on these terms even taking into account the Mortgagee in Possession clauses

Difficulty in purchasers obtaining mortgages due to inconsistent S106 wording by LA's

WLGA guidance on wording of S106's should be followed by all LA's.....this may not be happening though

New guidance currently being drafted by WLGA. Richard involved in this

Importance of getting the form of transfer right. Ideally the S106 agreement should be attached to the form of transfer

There was a discussion about the need for standardising the approach across Wales. To get this there would need to be a buy-in from all LA members in Wales

Inconsistency in build and quality standards requirements was discussed. Again there is a need for a standardised approach to this across Wales

Best practice would be to agree a spec and design standard as part of the WLGA S106 guidance.....need to explore how best to achieve this with WLGA representatives (potential action point Shea?). For example some S106 agreements require properties to be to DQR (which is the best solution) but some require properties to be to WHQS.

Price paid for S106 properties is also variable. 3 Dragons toolkit envisages the price supporting DQR, but often is based on delivery of a WHQS standard so actually paying more than you should

There is a need to set the date at which the ACG has been valued at in the S106 as often the developers will agree the viability at one ACG and then wait the develop until the increased ACG's have been issued

Lack of consistency in the application of commuted sums instead of the provision of affordable rented housing

S106-one LA says to DQR/WHQS, one doesn't. One says 45% ACG for LCHO, some say 70% for LCHO.

**Redefining asset management - what does modern asset management look like? Richard medley, Director (Assets & Neighbourhoods) CIH consultancy**

## Definitions for asset management

Charter were project members. Look at slides-housing assets biggest risk so effective asset management crucial. Delivering neighbourhoods is part of modern asset management

Focus on compliance rather than deciding whether money should be spent on property as it can't be made fit for purpose?

One HA did extra repairs when in tenant's properties, to save going back but ended up over spending loads of asset management budget

United Welsh model-tenant satisfaction. Model took away surveying staff? Impacts of this?

One integrated model was noted -decorum council and Osborne? Planned responsive? Look into this model online. It's not about which model you have- whatever model you've got, its how you use the model you've got. It's about trust with the contractor/DLO. Tenants trust gas engineers, etc-contractors know what's in the properties. Trust helps if got DLO in place.

A successful model somewhere else might not work for you-asset management approach needs to respond to local operating context. E.g, are you a traditional HA, an LSVT?etc

I2i project-delivering wider benefits to asset management:

<http://www.cih.org/i2i/about>

Non asset data can really influence asset management-who goes to who to share data-void data, tenancy letting data, housing markets etc. Asset managers need more impetus and more of a drive to collect that data to drive asset management decisions

Is commercial sector much more in tune with value of properties? E.g. International property data bank speaker that Richard had seen-great model that's been piloted by many HA's about collecting and using data to help develop a picture about the performance of stock. Organisations who have been involved in the project said that it worked well. Those who use the system can benchmark asset management performance.

**Action:** Should CHC benchmark for the system?

Affinity Sutton-brought in external consultants -don't do it now. Midland hearts-developed own model (they were on the project). Home-grown project where

developed in house talent-case study- **Action:** CHC to ask [Richard.Medley@cih.org](mailto:Richard.Medley@cih.org) for more info on this. These approaches and models take time and money and co-operation between departments but could well be worth it if you maximise the potential of the model. Use as tool to develop decision making.

Need to use data in a practical sense

Might save 10% on procurement if replaced all kitchens in area at one time if bought everything at the same time, but will be more expensive than having a needs based renewal and only replace kitchens when they need to be replaced.

Asset intelligence roles in a team-pulling together data, etc-could be a useful role.

Look at key messages slide

CIH has a performance tool

Intelligent asset management slide-note that number 1 isn't writing your Asset management strategy - Asset management strategy can only be written when you understand the performance of your housing stock

You can download the "working together to redefine asset management" off <http://cih.org/> –ask [Richard.Medley@cih.org](mailto:Richard.Medley@cih.org) if you cant find the document. CIH Starting a working together project in May-involve 10-15 organisations. Last 12 months-there are 6 collective collaborative main sessions-each organisaition sends 3 people to each session. Collaboration between projects. Individual support from CIH consultancy is on offer for a critical review of your asset management and maintenance service. It isn't free though- there's a project charge!

The Welsh Local Government association has developed best practice for s106 for LCHO

### **Housing Adaptations update**

More information will be sent out to the sector regarding the enhanced adaption systems review which CHC took part in with Welsh Government and other stakeholders.

### **Frameworks**

Procurement for housing is looking at regional frameworks –way forward is to look at local frameworks. Can CHC help with procurement in terms of volume? Identify gaps and make sure there's procurement framework for it or we all purchase from one provider? (or set up a sector wide OJEU call), or find out if loads of members are using the same contractors on same framework and if can get cost savings? This might still be dodgy though. Could work for appointing lawyers or something though-

those who use e.g. Hugh James or even consultants-charged different rates-can we drive rates down with value?

### **Levels and what type of compensation for tenants from property disposal and any examples of Decant Policies**

Offer a home loss payment. How much?

### **Tenant alteration**

Compensation for tenants alterations- [paul.mantle@hafod.org.uk](mailto:paul.mantle@hafod.org.uk) -has a formula for this-happy to send this through.

**Action:** CHC to ask Paul to send through information

Compensation for tenant improvements. Google it-will find some HA policies on this