

# Draft WHQS Compliance Policy

## Background

The Council owns around 10,900 properties and in addition there are 417 leasehold flats. The Council balloted tenants early in 2012 in respect of transfer of their homes to a registered social landlord. Tenants voted to remain with the Council. During the ballot the Council had outlined to tenants a retention plan to achieve Welsh Housing Quality Standard (WHQS) by 2020. Towards the end of 2012 a more detailed investment strategy and implementation plan was agreed following further consultation with tenants. There are separate programmes for internal and external works operating on a community basis with concurrent contracts in the three housing areas (Lower Rhymney Valley, Upper Rhymney Valley, and Eastern Valleys). The contract works are split roughly 50:50 between the in house work force and contractors. There will be a separate environmental programme.

Due to a number of setbacks that resulted in programme slippage during 2014/15, the investment strategy was updated in February 2015. Since then a number of decisions have been taken that will impact on this programme and another re profiling of the programme will be undertaken prior to the commencement of the 2016/17 financial year.

The WHQS business plan is based on the Savills stock condition survey undertaken in 2008. The conclusion from the survey was the stock had been well maintained on a day to day basis but required substantial investment to meet the requirements of the WHQS. A significant number of components were identified as having reached or were reaching the end of their useful life and required replacement in the short term. The main areas of failure against the Standard related to the lack of internal modernisation to the properties and issues surrounding the environment around the properties.

With the lapse of time since the Savills survey and given that the survey was only a 15% sample, and that there was continuing investment in the stock between 2008 and 2012 it was determined that all properties would need to have an individual survey to determine the scope of the works necessary to meet the standard and / or verify whether previous works were fully compliant with the standard. The surveys are also used to update/amend the asset database for component renewal beyond 2020.

The Council has an in house team of surveyors who use the WHQS Guidance (July 2008) as a means to establish the scope of work required to each property. The surveyors have to exercise judgement in reaching a determination as to whether any component should be renewed, and whether any component may fall out of compliance prior to 2020. Every property is different due to works undertaken in previous years under either planned programmes or response repairs.

The contract approach and general specification was the subject of extensive dialogue with a representative group of tenants following the ballot. The Council attempts to ensure that the minimum requirements of all parts of the standard are met, but in many instances will go beyond the minimum to achieve a satisfactory outcome for tenants. However this approach has to be balanced against the cost implications for the budget. This does not mean that every tenant will get exactly the same and especially in those circumstances where work has previously been undertaken that already achieves the standard. Also there may be physical and cost considerations that limit what is practical and reasonable.

## Interpretation of WHQS

The scope of work for each property is assessed on the basis of The Welsh Housing Quality Standard Guidance July 2008, and in particular Parts 1,2,3,4 and 7, and by application of The Standard Assessment Checklist. Internally work is focused on four key components – kitchens, bathrooms, rewires, and heating systems. Externally it is the condition of key components including roofs, windows, doors, walls, paths and fences. The topography of the County Borough is a particular constraint when it comes to external works as many properties have steep gardens and there are extensive retaining walls. In addition there is a garage stock of in excess of 1200 garages in variable condition on sites throughout the major estates.

From the individual surveys a schedule of work for each property is prepared. Properties are then grouped together to create packages which are then issued to the relevant contractor or the in house work force depending on the community area.

Where it is apparent from the first visit to the property that the household may have special needs a referral is made to the Occupational Therapist within the Tenant Liaison Team. The OT officer will make an assessment and as necessary prepare an intervention plan recommending adaptations which are then incorporated within the works schedule. It is the Council's policy to undertake work that is necessary to bring the property into compliance with the standard. This will include any component that is judged will require renewal or replacement prior to 2020, but otherwise component replacement will be deferred until after 2020 and included in future planned maintenance programmes.

## Interpretation and Recording of Acceptable Fails

The Council accepts that residents' should have a choice about the works proposed for their homes. If, for whatever reason, the tenant decides they do not want the improvement work undertaken this will be accepted. The only exception to this would be where there is a health and safety consideration, for example electrical rewiring, and in these circumstances the landlord would enforce the work. Where the tenant refuses work this will be recorded as an acceptable fail due to resident's choice.

Where properties drop out of the programme they will subsequently be dealt with either when they become void or as part of a mop up contract in the latter part of the programme. The position with voids is that the minimum necessary work will be undertaken to enable the property to be re let in the shortest time as the emphasis is delivering the WHQS through a planned programme. However where the condition of the property is such that one internal component has to be replaced (e.g. kitchen or bathroom) this will be to WHQS, and any other internal components that require renewal will be undertaken at the same time.

The accommodation in the individual units of many of the sheltered housing schemes has limited space to fully meet the space standards of WHQS and they may be recorded as acceptable fails for reasons of timing, cost and physical constraint. Six schemes are subject to review in respect of remodelling and where this proceeds meeting the WHQS will be part of the design criteria. However remodelling may not take place prior to 2020 for all schemes.

In order to meet the needs of certain tenants with disabilities a wet room may be installed resulting in the provision of a shower but no bath. When the property is re let the wet room will normally remain if in good condition. Depending on the family circumstances of the new tenant the landlord may replace the wet room with a bath and over bath shower.

The use of the acceptable fail criteria will be applied in a common sense manner. For example there are a number of properties where party walls are absent within the loft space, or defective. In terms of WHQS this raises both safety and security considerations. But practically it is only possible to deal with this matter when the properties are being re roofed. A common attic void can be recorded within the database (see IT section) and the work would be deferred on the grounds of timing and physical constraint. A note should be added to the asset records to include within roof works post 2020.

The extent of external works may be constrained by topography and some acceptable fails are likely due to physical constraint and cost of remedy. In these circumstances it is difficult to see how an acceptable fail could be converted to a pass at any time without major civil engineering works or estate redevelopment. For the foreseeable future this is very unlikely.

## IT Systems

With separate programmes for internal and external works there are in excess of 20,000 individual property projects. The IT systems manage the information flows from the initial survey stage, works scheduling, through the works stage, to the completion and valuation process. The management and monitoring of the WHQS Programme is via Keystone. This provides core asset management (KAM), contract management (KPM), component accounting, cyclical servicing, and energy measurement functions. The Keystone system utilises a Microsoft SQL Server database and a Microsoft Windows application server. Mobile working is undertaken by CCBC staff using Keystone's Foundation (FOU) software on Dell tablets using Microsoft Windows 8.

### *Keystone components and WHQS*

The Savills' survey was a component based stock condition survey which has been used to establish the data base but subsequently enhanced to ensure that each of the WHQS elements has a corresponding component or components (see appendix 1 Keystone Component List). Certain WHQS elements do not relate to a physical component and can only be confirmed as compliant by surveyor observation.

There are approximately 13,500 property assets in the system – homes, garages, block and communal assets. After the initial data conversion of the Savills' survey an exercise was undertaken to identify components that had been installed by CCBC planned maintenance works, responsive repairs, and end of tenancy works. This improved the data quality by replacing cloned data based on estimated component ages with data based on actual installation dates within specific properties. Component information continues to be updated via stock condition surveys and works contracts.

### *Updating component information via stock condition surveys*

There are separate internal and external works surveys. Surveyors conduct internal condition surveys via tablet pcs and record compliance status for WHQS components. At the same time a contract survey is undertaken to identify all the items of work required prior to the 2020 deadline. Where no work is required for a component prior to 2020, surveyors will update the Keystone database with their assessment of when the item will require repair/renewal. This also applies for external works surveys.

## Updating component information via contract works

In order to ensure that every Council owned home is compliant with WHQS each individual property is added to both an internal and external contract of works, even if no works are to be undertaken on a property. Contracts are created within the Keystone contract management module. For internal works these contracts usually contain 20 to 30 properties and may also have sub contracts for associated works where a separate contractor is undertaking the work e.g. heating, electrics, tiling, flooring, or asbestos works.

Contract surveys are carried out that identify works required using a schedule of rates (SOR). These SOR items are added to a schedule of works (SOW) for each property. Where works are not required because components are already compliant (and will be at 2020) dummy SOR items are added at an elemental level i.e. one per kitchen, bathroom, heating, and electrics, rather than component level. The same applies for external work that has been previously achieved.

The same elemental level approach is used for recording acceptable fails under WHQS. For example if kitchen work is refused by a tenant individual acceptable fails would not be recorded against all components within a kitchen, but a single fail against the kitchen as a whole would be recorded. This approach has been adopted as a practical measure to reduce the complexity of the surveying process and to reduce the overall number of data items recorded.

Recording actual works required, acceptable fails and work that has been previously achieved enables compliance to be tracked for each individual property within the WHQS Programme. The data collected from the surveys is extracted and loaded into a data warehouse which is then used for management reporting.

The table below shows a typical data warehouse table for three properties in the same contract.

Data item	Property 1	Property 2	Property 3
Contract ID	54	54	54
Property Reference	A1960023	A1960027	A1960033
Kitchen Element	Type-Kitchen Full Works	Type-2 kitchen	
Bathroom Element	Type-Bathroom with wet room and WC	Type-2 bathroom	
Electrics Element	Type-In House Rewire	Type-No Type Specified	Type-No Type Specified
Heating Element	Type-Radiator Renewal	Achieved Previously	Type-Boiler and Rads Renewal
Unsurveyed Count			1
Completion Status	3. Complete	1. Incomplete	
Complete Count	1	0	
No Work Count			
Compliant	1		

Property 1 is WHQS compliant in relation to internal elements because works have been completed to kitchen, bathroom, electrics and heating. Property 2 is not yet compliant because the works identified on the kitchen, bathroom and electrics have not been completed, but the heating element is already compliant and requires no work. Property 3 has been identified as “un surveyed” because there are items missing from the kitchen and bathroom elements.

As each SOR item has a value it is possible to track commitment costs for each property and contract in the WHQS Programme. Schedule of work items for a property are marked as completed and then valued using the Keystone system, providing actual cost information. Variations to the original schedule of work can also be identified and monitored.

Completions and variations can be undertaken on site using tablet pcs or in the office.

The data collected for each contract is used by the Keystone system to produce;

- Automated letters to tenants
- Bills of quantities
- Valuations
- Site instructions
- Other contract documentation

This provides significant efficiencies as schedules of works, tenants, properties and contract related data does not have to be re keyed in order to populate these documents. This approach ensures that everyone involved in the process is working from a single set of data within the Keystone system. Keystone also stores scanned image copies of kitchen / bathroom plans, contract related spreadsheets and other associated documentation against individual contracts providing a full audit trail.

When contracts have been completed all works carried out in that contract that relate to the components listed in the Appendix 1 (Keystone Component List) are automatically updated with actual component installation dates and with new replacement dates beyond 2020.

#### *Data Audits*

The Keystone system has an audit table associated with most of the major database tables. These audit tables track the majority of the insert, update and delete transactions undertaken by users within the system, together with the name of the user carrying out the transaction and the date that the transaction took place. A comprehensive audit trail is therefore available for changes to the information held in the database.

In addition to the internal audit tables within Keystone CCBC staff who manage the database have developed a range of audit reports that identify errors and inconsistencies within the data. These reports are checked by staff and corrections applied when necessary.

#### *Data Warehousing*

WHQS information within the Keystone database is regularly extracted, transformed and loaded into the data warehouse where it is combined with information from the other housing systems. The use of the data warehouse enhances performance management reporting and management decision making.

The data warehouse facilitates the snapshotting and storage of WHQS performance management information which allows the historical context to be preserved in order to accurately evaluate performance over time.

The data warehouse also allows for enhanced auditing of data within the Keystone system. To aid interrogation of the database a series of financial, contract and customer satisfaction dashboards have been developed. All dashboards have high level summary data but can be searched down to individual properties.

## WHQS Compliance Certificates

In the period to 2020 tenants will be provided with a pass/ fail certificate where a property is being re let together with information from the indicative works programme as to when it is anticipated the property will be fully compliant. This information can be generated from the Keystone database.

## WHQS Progress and Reporting

Delivering the WHQS is a Corporate Plan priority for the Council.

The WHQS Programme is an Improvement Objective (Investment in homes to transform lives and communities); is part of the 2013-16 Outcome agreement No 3 with Welsh Government (Welsh Homes Improving Quality); and is a priority in the Single Integrated Plan under the Prosperous Caerphilly theme (P2 Improve standards of housing and communities).

In September 2012 a Caerphilly Homes Task Group was established with 7 tenants and 7 councillors. The terms of reference include:

“To review and make recommendations on the overall strategic direction and allocation of resources appertaining to the WHQS and the housing service” and

“To monitor progress in achieving the WHQS and the service improvement commitments made in the addendum document issued to tenants as part of the ballot process.”

A half year and a full year report is presented which sets out progress across all the contracts with a volume metrics analysis and expenditure analysis. Based on the customer satisfaction surveys there is a summary of overall satisfaction and an assessment of the extent to which the Charter for Trust service standards are being met by the contractors.

The Caerphilly Homes Task Group is consulted on any programme changes necessary to ensure the overall objective of delivering WHQS by 2020 is achieved.

Key changes to the investment plan and additional measures to support the implementation of the programme are determined by the Cabinet.

The Policy and Resources Scrutiny Committee receive regular reports relating to performance against annual targets.

There is a tenants' Repairs and Improvements Group which is monitoring progress towards the WHQS against the commitments made by the Council at the time of the ballot.

## Independent Verification

The Internal Audit service will be used to verify the systems used to collect, store, and ensure the accuracy of information used to demonstrate progress in implementing the WHQS Programme. Provision will be made in the Internal Audit Plan on an annual basis to test aspects of the system and ensure the validity of the information used to demonstrate compliance with WHQS.

An initial review of data collection and management was undertaken by Internal Audit during early 2015. This identified a number of improvements and in particular there should be one

integrated system providing a comprehensive data base for all management information. An action plan is being prepared in conjunction with the IT Service to address the audit recommendations.

### Annual Financial Investment in Stock

The Welsh Government has a requirement for retention local authorities to prepare a housing stock Business Plan. The Business Plan is a long term financial forecast reliant on key assumptions to assess the financial viability of achieving and maintaining the Welsh Housing Quality Standard within a timeframe.

The Business Plan is a key document for WG as part of the criteria for awarding the Major Repairs Allowance (MRA) grant. The purpose of the MRA is to provide a financial contribution towards the cost of capital works to achieve the WHQS by 2020 and maintain it thereafter. The Business Plan is submitted annually to support the MRA application and has a 30 year time horizon. It identifies all the costs required to operate the Housing Revenue Account (HRA) as well as forecasting rental income streams and potential operating surpluses that can be utilised to fund the WHQS capital programme. It is, however, reliant on making assumptions at a point in time and the Business Plan does have to be regularly updated due to constantly changing circumstances. Assumptions underpinning the Business Plan relate to:

- Interest Rates
- Inflation
- Rental increases
- Voids and bad debts
- Right to Buys
- Management and Response costs

Changes in these assumptions will affect the level of operating surpluses that the programme is dependent on, as well as increasing risks to the cost of borrowing that the Business Plan relies on. Significant assumption changes can therefore have an impact on meeting and maintaining WHQS.

The 15% stock condition survey carried out by Savills in 2008 has formed the basis for the financial modelling in the Business Plan for the capital investment that is required to meet and maintain the WHQS. The 15% data has been extrapolated to the whole of the housing stock to produce a financial requirement per property to achieve WHQS. As the works programme progresses and more up to date information on each property is collected, the financial assumptions used from the Savills survey are updated in both Keystone and the Business Plan.

The current Business Plan has original data from the Savills survey from 2020/21 onwards. Capital works to 2019/20 are constantly updated to reflect actual work required to achieve WHQS by 2020. Current indications suggest £216m is required to meet the standard by 2020.

It is anticipated that works from 2020/21 will be revised in the Business Plan once the WHQS is near completion so that all components identified are included in the correct year going forward for their expected lifecycle replacement.

The Business Plan works on unit cost per total stock for the major cost elements and multiplies this against the estimated stock levels expected in each year based on assumptions about Right to Buy. The cost per unit for Capital and Response is shown in Appendix 2. This is taken from the current Business Plan and therefore reflects the current WHQS position up to 2019/20 and the Savills costs per unit from 2020/21 onwards. The Response and Cyclical cost reflect the current position and maintains this for the remainder of the plan. The plan accounts for inflationary increases year on year as a key assumption.

In April 2014 self financing was introduced in Wales. This enables Welsh local authorities with housing stock to retain all the rental income generated from the housing stock replacing the limitation imposed by the previous HRA subsidy system. In order to become self financing the local authorities had to make a one off payment to buy out the subsidy and agree to a borrowing cap.

The cost of the buy out has been factored into the current Business Plan with a significant increase in interest and loan charges. This has been offset favourably from the savings achieved by no longer paying a negative subsidy charge. However the introduction of the borrowing cap has limited the flexibility if there are any major cost increases in the WHQS Programme. The current plan borrowing requirement is £44m to meet the standard by 2020 with some £16m headroom before the cap is reached. The Business Plan has to ensure the borrowing limit is not compromised while still ensuring WHQS achievement by 2020.

The annual capital programme flows from the investment strategy and Business Plan that sets out how the WHQS will be delivered by 2020. The renewals and improvements are based on either internal or external works grouping relevant components together to create works contracts by community area. The capital programme budget for 2015/16 is £36m. The renewals element is £30m based on a planned programme of work to 4,500 properties. Due to the slippage that has arisen and the increase in the carried forward balances within the HRA a first tranche of borrowing is not projected as being required until the 2016/17 year.

Actual expenditure is showing significant variances from the Savills cost plan estimates, particularly for external works. A cost plan review will be undertaken prior to the 2016/17 financial year to examine the trend in the valuations for the internal works together with tendered prices on external works contracts in the Upper Rhymney Valley and the Eastern Valleys together with an assessment of the impact on the Business Plan.

### Community Benefits

The Council is committed to ensuring that the WHQS capital investment delivers wider outcomes to help transform lives and communities. Community benefit clauses have been incorporated within the supply partner and the main internal works contracts. These are longer term contracts and include both core and non core community benefits.

The supply partner contract worth an estimated £70m over a period of 10 years requires Robert Price to create the following minimum opportunities throughout the contract period as a core requirement of the contract:

- 1000 FTE person weeks of employment opportunities
- 50 unwaged work experience opportunities for people aged 16+
- 5 apprentice starts and completions
- 10 employment opportunities for people registered as long term unemployed (more than 26 weeks)



The contract places an obligation on the supply partner to complete the Value Wales Toolkit on an annual basis but this has proved difficult when collating information relating to the benefits and impact of a materials supply only contract.

The internal works contractors are required to deliver the following minimum requirements as core:

	Numbers – Lot 1	Lots 2 & 3
Permanent F/T Employment Opportunities	18	6
Opportunities for Long Term Unemployed	12	6
Apprenticeship Starts and Completions	24	12
Unwaged Work Experience Opportunities (16+)	120	60
Graduate Opportunities	6	6

In addition the following core requirements are also included:

- Deliver a minimum of 6 meet the buyer events
- Pay all supply chain partners within 10 days of invoice
- Advertise all tier 2 opportunities via the Sell 2Wales website
- Provide training and transfer of business acumen to supply chain
- Undertake 18 primary and secondary school visits throughout the duration of the contract (18 per lot)
- Volunteer at 18 school / college events (18 per lot)
- Work with schools / colleges to help develop bespoke qualifications
- Minimise the amount of waste sent to landfill
- Minimise / avoid movements and associated business mileage

The following non core requirements have been included in the internal works contract arrangements:

- Adoption of the Living Wage
- Add value to existing community initiatives
- Add value to existing community funds

In order to capture the impact and benefits generated as a result of incorporating community benefits into WHQS internal works contracts the contractors are mandated to complete the Value Wales Toolkit on a bi annual basis.

Around 50% of the total programme will be undertaken by the Council's in house work force. The majority of this work force resides within the County Borough and as a result will spend part of their salaries locally helping to sustain the local economy. The workforce has been increased to around 145 operatives from the original 100 through a combination of permanent, fixed term and agency contracts.

The Council is using the small lots exemption within the Public Contracts Regulations to target a percentage of the external improvement works on Caerphilly based companies to bring direct benefit to the local economy.

## Consultation

The Compliance Policy has been the subject of consultation with the tenants Repairs and Improvements Group; the Caerphilly Homes Task Group; Policy and Resources Scrutiny Committee. The Cabinet considered the final draft and recommended the policy for adoption by the Council.

*(Consultation responses to be incorporated as appropriate)*

## Approval

The Compliance Policy was approved by Council on x March 2016.

## Appendices

Appendix 1 Keystone Component List

Appendix 2 Financial Investment in Stock (based on current business plan assumptions)

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(First Draft July 2015)

APPENDIX 1 – KEYSTONE COMPONENT LIST

<b>Repair Element</b>	<b>Parent Component</b>	<b>Child Component</b>	<b>Child Component Attribute</b>
Bathrooms	Bathroom	Bathroom	Bathroom Only
Bathrooms	Bathroom	Bathroom	Bathroom with Shower
Bathrooms	Bathroom	Bathroom	Shower Over Bath
Bathrooms	Bathroom	Bathroom Extract Fan	Present/Not Present
Bathrooms	Bathroom	Bathroom Layout	Adequate
Bathrooms	Bathroom	Bathroom Layout	Inadequate-Imprvmnt Not Poss
Bathrooms	Bathroom	Bathroom Layout	Inadequate-Imprvmnt Possible
Bathrooms	Bathroom	Bathroom non-slip floor	Present/Not Present
Bathrooms	Bathroom	W.C. (Additional)	Present/Not Present
Bathrooms	Bathroom	WHB (Additional)	Present/Not Present
Heating Systems	Heating Systems	Condensation/Damp/Ventilation	Condensation/Damp/Ventilation
Heating Systems	Heating Systems	Heating - Boiler type	Electric Heating
Heating Systems	Heating Systems	Heating - Boiler type	From Communal Boiler
Heating Systems	Heating Systems	Heating - Boiler type	Gas Boiler
Heating Systems	Heating Systems	Heating - Boiler type	Gas with Back Boiler
Heating Systems	Heating Systems	Heating - Boiler type	Oil Boiler
Heating Systems	Heating Systems	Heating - Boiler type	Other
Heating Systems	Heating Systems	Heating - Boiler type	Solid fuel
Heating Systems	Heating Systems	Heating - Boiler type	Gas Condensing Boiler
Heating Systems	Heating Systems	Heating - Boiler type	Air/Solar Source Heating
Heating Systems	Heating Systems	Heating - Boiler type	Planned CESP boiler works
Heating Systems	Heating Systems	Heating - Radiators/Storage heaters	Radiator Heating
Heating Systems	Heating Systems	Heating - Radiators/Storage heaters	Storage Heating
Heating Systems	Heating Systems	Plumbing (CWST & HWST)	Present/Not Present
Heating Systems	Heating Systems	Water Main	Present/Not Present
Communal	Communal Bathrooms	Communal Bathroom	Present/Not Present
Communal	Communal Bathrooms	Communal Plumbing Distribution	Present/Not Present
Communal	Communal Bathrooms	Communal Shower Rooms	Present/Not Present
Communal	Communal Bathrooms	Communal W.C/Disabled W.C	Present/Not Present
Communal	Communal Bin Store	Communal Bin Store/Refuse Chute	Present/Not Present
Communal	Communal Boilers	Communal Boiler	Present/Not Present
Communal	Communal Electrical	Communal CCTV	Present/Not Present
Communal	Communal Electrical	Communal Door Entry System	Present/Not Present
Communal	Communal Electrical	Communal External Security/Walkway Lighting	Present/Not Present
Communal	Communal Electrical	Communal Fire Alarm Systems	Present/Not Present
Communal	Communal Electrical	Communal Mains Electrical Distribution	Present/Not Present
Communal	Communal Electrical	Communal Wiring/Emergency Lighting	Present/Not Present
Communal	Communal Ext Doors	Communal Doors - Main Entrance	Present/Not Present
Communal	Communal Ext Doors	Communal Doors - Secondary Entrance	Present/Not Present

<b>Repair Element</b>	<b>Parent Component</b>	<b>Child Component</b>	<b>Child Component Attribute</b>
Communal	Communal Ext Doors	Communal Doors - Store Room/Boiler Room	Present/Not Present
Communal	Communal Kitchens	Communal Kitchen	Commercial
Communal	Communal Kitchens	Communal Kitchen	Domestic
Communal	Communal Lifts	Communal Passenger Lift	1 to 2 Floors Served
Communal	Communal Lifts	Communal Passenger Lift	3 to 5 Floors Served
Communal	Communal Roof	Communal Chimney	Present/Not Present
Communal	Communal Roof	Communal Fascias/Soffit/Bargeboards	Not Present (open or finlock)
Communal	Communal Roof	Communal Fascias/Soffit/Bargeboards	Present/Not Present
Communal	Communal Roof	Communal Loft Insulation (mm)	100mm or Less
Communal	Communal Roof	Communal Loft Insulation (mm)	101 - 199mm
Communal	Communal Roof	Communal Loft Insulation (mm)	200mm +
Communal	Communal Roof	Communal Loft Insulation (mm)	Not Applicable
Communal	Communal Roof	Communal Rainwater Goods	External
Communal	Communal Roof	Communal Rainwater Goods	Finlock Lining
Communal	Communal Roof	Communal Rainwater Goods	Internal
Communal	Communal Roof	Communal Roof - Flat	Asphalt
Communal	Communal Roof	Communal Roof - Flat	Corrugated Sheeting
Communal	Communal Roof	Communal Roof - Flat	Felt
Communal	Communal Roof	Communal Roof - Flat	Lead/Other Specialist
Communal	Communal Roof	Communal Roof - Flat	Other
Communal	Communal Roof	Communal Roof - Pitched	Clay
Communal	Communal Roof	Communal Roof - Pitched	Concrete Tiles
Communal	Communal Roof	Communal Roof - Pitched	Natural Slate
Communal	Communal Roof	Communal Roof - Pitched	Other/Specialist
Communal	Communal Roof	Communal Roof - Pitched	Synthetic Slate
Communal	Communal Roof	Communal Roof Structure Sagging	Sagging at party wall
Communal	Communal Windows	Communal Window	Present/Not Present
Electrical Systems	Electrical System	Ceiling Track Hoist - NEW not Savills	Present/Not Present
Electrical Systems	Electrical System	Consumer Unit	Present/Not Present
Electrical Systems	Electrical System	Detector - CO (Carbon Monoxide)	Present/Not Present
Electrical Systems	Electrical System	Drymaster - NEW not Savills	Present/Not Present
Electrical Systems	Electrical System	Lighting External	Present/Not Present
Electrical Systems	Electrical System	PV Panel - NEW not Savills	Present/Not Present
Electrical Systems	Electrical System	PV Panel Invertor - NEW not Savills	Present/Not Present
Electrical Systems	Electrical System	Stairlift - NEW not Savills	Present/Not Present
Electrical Systems	Electrical System	Vertical Lift - NEW not Savills	Present/Not Present
Electrical Systems	Electrical System	Wiring	Wiring - Certified
Electrical Systems	Electrical System	Wiring	Certificate Electrical EOT
External Doors	External Door	Door - External Front/Back/Side/Balcony	Fibre Glass

<b>Repair Element</b>	<b>Parent Component</b>	<b>Child Component</b>	<b>Child Component Attribute</b>
External Doors	External Door	Door - External Front/Back/Side/Balcony	PVCu
External Doors	External Door	Door - External Front/Back/Side/Balcony	Steel
External Doors	External Door	Door - External Front/Back/Side/Balcony	Timber
External Doors	External Door	Door - Flat Direct Entrance	Present/Not Present
External Doors	External Door	Doors - Patio	Fibre Glass
External Doors	External Door	Doors - Patio	PVCu
External Doors	External Door	Doors - Patio	Steel
External Doors	External Door	Doors - Patio	Timber
External Doors	External Stores	Door - External Store (to dwelling)	PVCu/GRP/Other
External Doors	External Stores	Door - External Store (to dwelling)	Timber
External Doors	Outbuilding Door	Door - Outbuilding	Other
External Doors	Outbuilding Door	Door - Outbuilding	Timber
External Works	Balcony	Balcony Balustrading / Railings	Present/Not Present
External Works	Balcony	Balcony/Walkway Floor	Present/Not Present
External Works	Canopies	Canopy	Present/Not Present
External Works	Disabled Adaptations	Disabled Adaptation	Handrails to Steps/Ramp
External Works	DPC	DPC/Dampness	Present/Not Present
External Works	Drainage	Drainage	Drainage
External Works	Fences Gates & Walls	Fences/Gates	Metal Security
External Works	Fences Gates & Walls	Fences/Gates	Present Other
External Works	Fences Gates & Walls	Walls - Boundary	Present/Not Present
External Works	Lintels	Lintel	Lintels
External Works	Parking	Parking (on Roadway)	Present/Not Present
External Works	Parking	Parking Off-Road (within demise)	Present/Not Present
External Works	Paths & Hardstands	Paths & Hardstanding	Present/Not Present
External Works	Porch (pod type)	Porch	Present/Not Present
External Works	Structural Stability	Structural Stability / repair	Structural Stability / repairs
External Works	Structural Stability	Structural Stability / repair	No Structural Issues
External Works	Wall	Wall - Finish	Insulated overcladding
External Works	Wall	Wall - Finish	Non Trad
External Works	Wall	Wall - Finish	Other Cladding / Panelling
External Works	Wall	Wall - Finish	Pointed Brickwork
External Works	Wall	Wall - Finish	Pointed Stonework
External Works	Wall	Wall - Finish	Render
External Works	Wall	Wall - Finish	Tile Hanging
External Works	Wall	Wall - Finish	Un-Repaired Non Trad.
External Works	Wall	Wall - Insulation	Cavity Filled
External Works	Wall	Wall - Insulation	Cavity Unfilled
External Works	Wall	Wall - Insulation	Solid Insulated
External Works	Wall	Wall - Insulation	Solid Uninsulated
External Works	Wall	Wall - Insulation	Planned CESP solid wall insulation
External Works	Wall Outbuilding	Walls - Outbuilding	Other
External Works	Wall Outbuilding	Walls - Outbuilding	Pointed Brickwork/Stonework

<b>Repair Element</b>	<b>Parent Component</b>	<b>Child Component</b>	<b>Child Component Attribute</b>
Garages	Garage	Door - Garage	Other
Garages	Garage	Door - Garage	Steel
Garages	Garage	Door - Garage	Timber
Garages	Garage	Roof - Garage	Flat Roof
Garages	Garage	Roof - Garage	Pitched Roof
Garages	Garage	Walls - Garage	Other
Garages	Garage	Walls - Garage	Pointed Brickwork/Stonework
Garages	Garage	Window - Garage	Present/Not Present
Kitchens	Kitchen	Kitchen	Present/Not Present
Kitchens	Kitchen	Kitchen Extract Fan	Present/Not Present
Kitchens	Kitchen	Kitchen Layout	Adequate
Kitchens	Kitchen	Kitchen Layout	Inadequate-Imprvmnt Not Poss
Kitchens	Kitchen	Kitchen Layout	Inadequate-Imprvmnt Possible
Kitchens	Kitchen	Kitchen non-slip floor	Present/Not Present
Mains Pow. Detectors	Detectors	Detector - Multisensor (hard wired)	Present/Not Present
Mains Pow. Detectors	Detectors	Heat Detector - NEW not Savills	Present/Not Present
Mains Pow. Detectors	Detectors	Smoke Detectors (Hard Wired)	Present/Not Present
Other Items	Other Items	Asbestos information	Asbestos survey - full
Other Items	Other Items	Asbestos information	Asbestos survey - partial
Other Items	Other Items	Asbestos information	Full Management Survey - Void
Other Items	Other Items	Asbestos information	Full Management Survey - WHQS
Other Items	Other Items	Asbestos information	Full Management Survey - Historic
Other Items	Other Items	Asbestos information	Localised R&D Survey
Other Items	Other Items	Asbestos information	Partial Survey
Other Items	Other Items	Asbestos information	Bulk Sample Certificate
Other Items	Other Items	Asbestos information	Certificate of Cleanliness
Other Items	Other Items	Asbestos information	Clearance Certificate
Other Items	Other Items	Asbestos information	Work on non-licensed asbestos
Other Items	Other Items	Asbestos information	Asbestos Removed
Other Items	Other Items	Improvements to flats	Bedsit Modification
Other Items	Other Items	Sound Insulation	Potential Excessive Noise
Other Items	Other Items	Sound Insulation	Sound Insulation Difficulties
Other Items	Other Items	Z - Other Item	General Repairs / Dis-repair
Other Items	Other Items	Z - Other Item	Plaster repairs - walls/ceilings
Roofs & Associated	Outbuilding Roof	Roof - Outbuilding	Flat Roof
Roofs & Associated	Outbuilding Roof	Roof - Outbuilding	Pitched Roof
Roofs & Associated	Roof	Chimney	Present/Not Present
Roofs & Associated	Roof	Common attic void	Yes/No
Roofs & Associated	Roof	Fascias/Soffit/Bargeboards	Not Present (open or finlock)
Roofs & Associated	Roof	Fascias/Soffit/Bargeboards	Present/Not Present
Roofs & Associated	Roof	Loft Insulation (mm)	100mm or Less

<b>Repair Element</b>	<b>Parent Component</b>	<b>Child Component</b>	<b>Child Component Attribute</b>
Roofs & Associated	Roof	Loft Insulation (mm)	101 - 199mm
Roofs & Associated	Roof	Loft Insulation (mm)	200mm +
Roofs & Associated	Roof	Loft Insulation (mm)	Not Applicable
Roofs & Associated	Roof	Loft Insulation (mm)	CESP loft insulation 270mm+
Roofs & Associated	Roof	Rainwater Goods	External
Roofs & Associated	Roof	Rainwater Goods	Finlock Lining
Roofs & Associated	Roof	Rainwater Goods	Internal
Roofs & Associated	Roof	Roof - Flat	Asphalt
Roofs & Associated	Roof	Roof - Flat	Corrugated Sheeting
Roofs & Associated	Roof	Roof - Flat	Felt
Roofs & Associated	Roof	Roof - Flat	Lead/Other Specialist
Roofs & Associated	Roof	Roof - Flat	Other
Roofs & Associated	Roof	Roof - Pitched	Clay
Roofs & Associated	Roof	Roof - Pitched	Concrete Tiles
Roofs & Associated	Roof	Roof - Pitched	Natural Slate
Roofs & Associated	Roof	Roof - Pitched	Other/Specialist
Roofs & Associated	Roof	Roof - Pitched	Synthetic Slate
Roofs & Associated	Roof	Roof Structure Sagging	Sagging at party wall
WHQS	WHQS	WHQS 1a) Is the house structurally stable & no disrepair? (P)	Yes/No
WHQS	WHQS	WHQS 1b) Is the dwelling free from damp? (P)	Yes/No
WHQS	WHQS	WHQS 2) Window limiting stays fitted on first floor windows?	Yes/No
WHQS	WHQS	WHQS 2a) Stairs must have at least one handrail (P)	Yes/No
WHQS	WHQS	WHQS 2b) Adequate space for kitchen appliances (S)	Yes/No
WHQS	WHQS	WHQS 2c) Work surface sufficient for food preparation (S)	Yes/No
WHQS	WHQS	WHQS 2d) Kitchen storage sufficient to meet needs (S)	Yes/No
WHQS	WHQS	WHQS 2e) Kitchen sockets sufficient & convenient (S)	Yes/No
WHQS	WHQS	WHQS 2fi) Flooring to the kitchen non-slip (S)	Yes/No
WHQS	WHQS	WHQS 2fii) Flooring to the bathroom non-slip (S)	Yes/No
WHQS	WHQS	WHQS 2g) External fire escape (S)	Yes/No
WHQS	WHQS	WHQS 2h) Adequate fire alarm equipment (NOT SMOKE) (P)	Yes/No
WHQS	WHQS	WHQS 2i) Bedrms have escape route not passing thru other roo	Yes/No
WHQS	WHQS	WHQS 2k) Bedroom window locks	Yes/No

<b>Repair Element</b>	<b>Parent Component</b>	<b>Child Component</b>	<b>Child Component Attribute</b>
		without automatic locking (S)	
WHQS	WHQS	WHQS 2n) Doors & windw have reasonable level of security (P)	Yes/No
WHQS	WHQS	WHQS 2o) Gardens safe for play & easy to maintain (P)	Yes/No
WHQS	WHQS	WHQS 3b) Ext doors & windows adequately draught proofed (P)	Yes/No
WHQS	WHQS	WHQS 3c) Living room separated from main entrance (S)	Yes/No
WHQS	WHQS	WHQS 3d) Hot water tank effectively insulated (P)	Yes/No
WHQS	WHQS	WHQS 4b) Adequate facilities for washing, drying & airing (S)	Yes/No
WHQS	WHQS	WHQS 6a) Roads & footpaths accessible & safe (S)	Not Applicable
WHQS	WHQS	WHQS 6a) Roads & footpaths accessible & safe (S)	Yes/No
WHQS	WHQS	WHQS 6b) Landscaping affects safety in protected areas (S)	Yes/No
WHQS	WHQS	WHQS 6c) Is there adequate street lighting (S)	Yes/No
WHQS	WHQS	WHQS 6d) Adequate & safe play space for young children (S)	Yes/No
WHQS	WHQS	WHQS 6e) Adequate/practical/maintainable communal areas (S)	Yes/No
WHQS	WHQS	WHQS 6f) Dwellings clearly identified with defined boundary	Yes/No
WHQS	WHQS	WHQS 6g) Utility services practically located & identified (S)	Yes/No
WHQS	WHQS	WHQS 7a) Dwelling has sufficient space for everyday living	Yes/No
WHQS	WHQS	WHQS 7b) Internal & external general storage space adequate	Yes/No
WHQS	WHQS	WHQS 7c) Dwelling layout meet the special cultural needs (S)	Yes/No
WHQS	WHQS	WHQS 7d) Dwelling has necessary adaptations (S)	Yes/No
WHQS	WHQS	WHQS 7e) Garden with level area >=10m2 near dwelling (S)	Yes/No
WHQS	WHQS	WHQS 7f) Paved access to the drying line & garden gate (S)	Yes/No
WHQS	WHQS	WHQS 99 Bathroom achieved previously	Yes/No
WHQS	WHQS	WHQS 99 Electrical rewiring achieved previously	Yes/No
WHQS	WHQS	WHQS 99 Heating install achieved previously	Yes/No
WHQS	WHQS	WHQS 99 Kitchen achieved previously	Yes/No
Windows	Outbuilding	Window - Outbuilding	Present/Not Present
Windows	Window	Windows	Other Double Glazed
Windows	Window	Windows	Other Single Glazed
Windows	Window	Windows	PVCu Double Glazed
Windows	Window	Windows	PVCu Single Glazed
Windows	Window	Windows	Timber Single Glazed
Windows	Window	Windows	Timber Double Glazed



## APPENDIX 2

### FINANCIAL INVESTMENT IN THE STOCK - EXPRESSED PER UNIT

	Response	WHQS	Other	TOTAL
	£	£	£	
2015/16	953	2961	373	4287
2016/17	955	2629	420	4004
2017/18	957	3191	420	4569
2018/19	959	2583	421	3963
2019/20	960	1678	422	3060
2020/21	962	381	109	1452
2021/22	964	381	109	1454
2022/23	966	381	109	1456
2023/24	968	381	109	1458
2024/25	969	1148	109	2226
2025/26	971	1371	109	2452
2026/27	973	1371	109	2454
2027/28	975	1371	109	2456
2028/29	977	1371	109	2457
2029/30	979	1371	109	2459
2030/31	980	1931	109	3021
2031/32	982	1931	109	3023
2032/33	984	1931	109	3025
2033/34	986	1931	109	3026
2034/35	988	1931	109	3028
2035/36	990	664	109	1763
2036/37	992	664	109	1765
2037/38	994	664	109	1767
2038/39	996	664	109	1769
2039/40	997	664	109	1770
2040/41	999	1219	109	2327
2041/42	1001	1219	109	2329
2042/43	1003	1219	109	2331
2043/44	1005	1219	109	2333
2044/45	1007	1219	109	2335

*Based on current business plan assumptions*