



CAERPHELLY HOMES TASK GROUP – 15TH DECEMBER 2016

SUBJECT: SHELTERED HOUSING COMMUNICATIONS

REPORT BY: CORPORATE DIRECTOR COMMUNITIES

1. PURPOSE OF REPORT

- 1.1 To provide an update in relation to progress to date on communicating to residents the Council's plans to complete the Welsh Housing Quality Standard (WHQS) investment programme in the sheltered housing schemes.

2. SUMMARY

- 2.1 A report was presented to CHTG on the 19th May, 2016 advising members that the WHQS work to sheltered housing schemes will be managed internally.
- 2.2 A further report was presented to and endorsed by the CHTG on the 7th September, 2016 with a programme for the next 3 years for the delivery of the work for each scheme. See Appendix 1 & 2.
- 2.3 The in-house workforce will undertake the WHQS improvement works, both internally and externally to the majority of the sheltered housing schemes, supported as necessary by sub-contractors.
- 2.4 The feasibility/design studies for the six sheltered schemes identified for possible remodelling proposals remain separate from this programme and are being taken forward by the Council's Building Consultancy team.
- 2.5 This report provides a further update on activities undertaken to communicate with tenants of sheltered schemes regarding this programme.

3. LINKS TO STRATEGY

- 3.1 The WHQS is intended to ensure that all local authority and housing association homes are improved and maintained to achieve specified standards.
- 3.2 The Single Integrated Plan 2013-2017 has a priority 'to improve standards of housing and communities, giving appropriate access to services across the County Borough'.
- 3.3 The Council's Local Housing Strategy 'People, Property and Places' has the following aims:- 'To provide good quality, well managed homes in communities where people want to live and offer people housing choices which meet their needs and aspirations'.
- 3.4 The Wellbeing of Future Generations Act 2015 sets out the following wellbeing goals which link with the aims of this report:-

- A resilient Wales
- A prosperous Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities
- A Wales of vibrant culture and thriving Welsh language
- A globally responsible Wales

4. THE REPORT

- 4.1 The report presented to CHTG on the 7th September, 2016 advised members that the WHQS work to the sheltered housing schemes will commence in April 2017 with programmes planned for the surveying and proposed work for the 28 schemes over the next three financial years.
- 4.2 The Council has 34 sheltered housing schemes including one extra care scheme. Members have previously been advised that six schemes have been identified for possible remodelling and will be considered separately as to future options for the schemes. The Building Consultancy Team has been tasked with undertaking feasibility studies for the six schemes.
- 4.3 The programme will need to be supported by sufficient resources to meet the projected timelines.
- 4.4 Of the eleven schemes listed for the first year of the programme three schemes, St Peters Close, Ysgwyddgwyn and St Clares have already had the internal works completed and will be progressed separately by the WHQS Team for the remaining external and environmental works. The tenants will be contacted directly by the WHQS Team for updates and consultation.
- 4.5 For the remaining eight schemes being considered in the first year surveys commenced on 12th October and a more accurate work profile for each scheme will be established following these detailed surveys, with a view to commencing work on site on the first schemes from April 2017.
- 4.6 Currently the surveys being undertaken are in advance of their proposed dates as the WHQS Team make good progress with the survey programme.
- 4.7 The Building Consultancy Team is in the process of completing the feasibility studies for three of the schemes identified for possible remodelling, namely Castle Court, Ty Melin and Ynyswen. The options and costings for these schemes will be reported on separately once completed. The feasibility studies for the remaining three schemes will follow.

5. COMMUNICATIONS

- 5.1 A local press release was published to raise general awareness and an email and hard copy letter version of this email has been distributed to all Members to advise them of the programme. Appendix 3.
- 5.2 All sheltered housing tenants have been provided with an update by letter to confirm the current proposals for their specific scheme. The 3 variations of these letters are attached as appendices to this report. See Appendices 4, 5 and 6. These include the letter to the tenants of the schemes identified as potentially suitable for remodelling.
- 5.3 Specific WHQS/Housing Management scheme meetings have commenced for the schemes where surveys are imminent and where work is planned to start in 2017/18. All tenants were advised of these meetings in their update letter. Introductions to the WHQS and management teams are included as a part of these meetings in addition to advising tenants on what works

are being considered in their homes and the scheme. Tenants also have the opportunity to raise any related questions to the teams. Five scheme meetings have already been completed and the remaining three have been given meeting dates within the next three months. Staff attendance has varied at each scheme but has typically included the WHQS Project Manager, Older Persons Housing Manager, Sheltered Housing Officers, WHQS Occupational Therapist, Tenant Liaison Officers, WHQS Surveyor and Estate Management Officer. The proportion of residents attending these meetings has varied considerably by scheme, however there will be further opportunities for residents to discuss the programme and any concerns they may have as the work programme progresses.

- 5.4 For the schemes being considered in years 2018/19 and 2019/20, tenants are being updated generally through the quarterly tenant scheme meetings they have with members of the Older Persons Housing Team, with WHQS/management meetings to be programmed nearer their individual survey dates. Fourteen tenant scheme meeting updates have been completed since the programme was confirmed and the remainder are scheduled for updates by the end of the financial year. It is considered to be too early in the process to provide any detailed updates or introductions to staff for these tenants at this stage.
- 5.5 Tenants have been advised that WHQS/Management meetings for the schemes being considered in the second and third year of the programme will be scheduled as the programme evolves and in consideration of any changes to the planned survey dates.
- 5.6 A list of questions raised by tenants at the meetings held to date is attached for information. See Appendix 7.
- 5.7 As the surveys roll out and work commences, ongoing support will be available for tenants through a dedicated Tenant Liaison Officer, Occupational Therapist, an assigned WHQS Foreman, WHQS Surveyor, Project Manager, Older Persons Housing Team and Sheltered Housing staff.
- 5.8 The WHQS Communications & Tenants Engagement Officer will also be publicising a newsletter for tenants to keep them informed as the programme evolves.

6. WELL-BEING OF FUTURE GENERATIONS

- 6.1 This report contributes to the Well-being Goals as set out in Links to Strategy above. It is consistent with the five ways of working as defined within the sustainable development principle in the Act in that:

Long Term – improving and future proofing our properties; Compliance with DDA/RNIB Visibly Better

Prevention – providing well maintained, safe, warm and secure homes; preventing disrepair and promoting low maintenance for the future

Integration – improved standards of housing and community environments

Collaboration – joined up working arrangements within in-house teams, cost effective procurement arrangements and improved shared IT recording facilities

Involvement – tenant meetings, consultation and information updates to obtain the views of the residents

7. EQUALITIES IMPLICATIONS

- 7.1 This is an information report; therefore there are no potential equality implications and no requirements to complete a full Equalities Impact Assessment.

8. FINANCIAL IMPLICATIONS

- 8.1 There are no financial implications associated with the communications information provided in this report
- 8.2 The full extent of the work can only be determined by surveys of the individual complexes. The Housing Business Plan has accounted for the costs of undertaking WHQS to all our schemes, however, if the outcome of the surveys indicates significant increased expenditure is required, a further report will be submitted to provide members with the relevant details and the potential impact on the programme.

9. PERSONNEL IMPLICATIONS

- 9.1 There are no personnel implications associated with the communications information provided, however, action is being taken to increase resources within the WHQS team to deliver the agreed programme.

10. CONSULTATIONS

- 10.1 Comments received have been incorporated within this report.

11. RECOMMENDATIONS

- 11.1 The report is for information.

12. REASONS FOR THE RECOMMENDATIONS

- 12.1 To advise the CHTG on progress made in communicating to affected tenants the Council's plans for completing the WHQS works programme to sheltered housing schemes.

13. STATUTORY POWER

- 13.1 Housing Acts 1985, 1996, 2004, 2014 and Local Government Act 2000.

Author: Angela Hiscox, Older Persons Housing Manager
Consultees: Christina Harray, Corporate Director of Communities
Councillor Dave Poole, Deputy Leader and Cabinet Member for Housing
Shaun Couzens, Chief Housing Officer
Fiona Wilkins, Public Sector Housing Manager
Marcus Lloyd, WHQS and Infrastructure Strategy Manager
Jane Roberts-Waite, Strategic Co-ordination Manager
Gail Williams, Interim Head of Legal Services and Monitoring Officer
Alan Edmunds, WHQS Implementation Project Manager

Appendices:

- Appendix 1 - CHTG report dated 7th September 2016
Appendix 2 - Proposed Sheltered Housing Programme, appendix to the above report
Appendix 3 - Letter to Councillors (duplicate of email sent out)
Appendix 4 - Letter to tenants of schemes to be considered for remodelling
Appendix 5 - Letter to tenants of schemes to be considered in 2018/19 & 2019/20
Appendix 6 - Letter to tenants of schemes to be considered in 2017/18
Appendix 7 - Frequently Asked Questions



CAERPHILLY HOMES TASK GROUP – 7TH SEPTEMBER 2016

SUBJECT: SHELTERED HOUSING SCHEMES

REPORT BY: CORPORATE DIRECTOR COMMUNITIES

1. PURPOSE OF REPORT

- 1.1 To provide an update in relation to the Welsh Housing Quality Standard (WHQS) investment programme to the sheltered housing schemes.

2. SUMMARY

- 2.1 A report was presented to CHTG on the 19th May, 2016 which advised members that the WHQS work to sheltered housing schemes will be managed internally.
- 2.2 The in-house workforce will undertake the WHQS improvement works, both internally and externally to the majority of the sheltered housing schemes, supported as necessary by sub-contractors.
- 2.3 The feasibility/design studies for the six sheltered schemes identified for possible remodelling proposals is being taken forward by the Council's Building Consultancy team.
- 2.4 This report provides a further update on progress and sets out the scheduled programme for the delivery of schemes being undertaken by the in-house workforce. Further reports will be submitted in the future in relation to the schemes identified for remodelling proposals.

3. LINKS TO STRATEGY

- 3.1 The Welsh Housing Quality Standard (WHQS) is intended to ensure that all local authority and housing association homes are improved and maintained to achieve specified standards.
- 3.2 The Council is committed to ensuring that the WHQS investment transforms not only homes but also lives and communities.
- 3.3 The Single Integrated Plan 2013-2017 has a priority 'to improve standards of housing and communities, giving appropriate access to services across the County Borough'.
- 3.4 The Council's Local Housing Strategy 'People, Property and Places' has the following aims:- 'To provide good quality, well managed homes in communities where people want to live and offer people housing choices which meet their needs and aspirations'.
- 3.5 The delivery of the WHQS environmental programme is coterminous with the aims of the Wellbeing of Future Generations (Wales) Act 2015 which requires public bodies to work towards a shared vision comprising 7 goals and adopt the 5 "Ways of Working". The goals and the 5 Ways of Working will underpin the delivery of the programme and include planning and acting for the long term, integration, involvement, collaboration and prevention. The WHQS investment in Council homes to transform lives and communities is a Well Being Objective.

4. THE REPORT

- 4.1 The report presented to CHTG on the 19th May, 2016 advised members that the WHQS work to the sheltered housing schemes would be managed internally and that the work itself for the majority of schemes, would be undertaken by our in-house workforce.
- 4.2 The Council has 34 sheltered housing schemes which include one extra care scheme. Members have previously been advised that six schemes have been identified for possible remodelling, and these will be addressed in the future via a separate report.
- 4.3 The remaining 28 schemes are made up of the following:-
- Flats and communal areas under one roof
 - Bungalows or flats grouped around a communal block
 - Blocks of flats and communal facilities under one roof, plus external blocks of flats
- 4.4 The in-house workforce will undertake both internal and external works to the schemes as one contract, supported as necessary by sub-contractors.
- 4.5 In order to progress the works in line with the 2020 deadline, a completely separate programme of work has been scheduled (attached as Appendix 1) which will be managed and delivered independently to the main programme.
- 4.6 The programme will need to be supported by sufficient resources to meet the projected timelines. A high level review of the works utilising the Savills stock condition survey has enabled us to identify the type and number of staff and operatives required and adverts will be placed on a phased basis to recruit the required resources. A more accurate work profile will be established following more detailed surveys, which will result in a further review of the programme and resources.
- 4.7 There will also need to be a review of our procurement requirements to ensure the in-house workforce are adequately supported in the delivery of this programme with specialist contractors e.g. commercial heating, fire alarms, passenger lifts, electrical, I.T services, roofing. Discussions are taking place with colleagues in Procurement Services to progress this.
- 4.8 Based on information currently available, it is anticipated that one of the schemes included in the programme for 2017/18 will need to be fully or partially decanted due to the type and scale of works required. This will be arranged and funded by Caerphilly Homes in consultation with the tenants concerned.

5. EQUALITIES IMPLICATIONS

- 5.1 This is an information report; therefore there are no potential equality implications and no requirements to complete a full Equalities Impact Assessment.

6. FINANCIAL IMPLICATIONS

- 6.1 Based on the Savills stock condition survey, there is a budget provision of £10.1m (£3.1m external works, £7m internal works) in the business plan. However the full extent of the work can only be determined by surveys of the individual schemes.
- 6.2 There is already evidence to suggest that the WHQS budget may be under pressure and, therefore, it would be prudent not to commit further major unbudgeted expenditure in the period up to 2020. If the outcome of the surveys indicates significant increased expenditure is required, a further report will be submitted to provide members with the relevant details and the potential impact on the programme.

7. PERSONNEL IMPLICATIONS

- 7.1 Action is being taken to increase resources within the WHQS team to deliver the programme set out in Appendix 1. It is anticipated that the additional resources will be utilised to establish a separate team to focus on the delivery of the WHQS works to our sheltered housing schemes, independently of the main programme.

8. CONSULTATIONS

- 8.1 Comments received have been incorporated into this report.
- 8.2 Meetings will take place with tenants at each of our sheltered schemes following approval of the programme to make them aware of the proposed timescales and to provide a broad outline of the extent of work that is planned to be undertaken at their schemes.
- 8.3 In line with existing procedures surveys for the 2017/18 programme will commence in October, 2016 which will determine the full extent of works required to each of the tenants' homes. As part of this process tenants will be consulted to ensure work is specified to meet their specific needs.

9. RECOMMENDATIONS

- 9.1 The report is for information.

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 To advise the CHTG on the programme to deliver the WHQS works to the Council's sheltered housing schemes.

11. STATUTORY POWER

- 11.1 Housing Acts 1985, 1996, 2004, 2014 and Local Government Act 2000.

Author: Shaun Couzens, Chief Housing Officer
(Tel: 01443 8664208/01495 235314/Email: couzes@caerphilly.gov.uk)

Consultees: Cllr David V Poole - Deputy Leader & Cabinet Member for Housing
Christina Harry - Corporate Director Communities
Marcus Lloyd - Deputy Head of Programmes
Jane Roberts-Waite - Strategic Coordination Manager
Fiona Wilkins - Public Sector Housing Manager
Angela Hiscox - Housing Manager
Lesley Allen - Principal Accountant

Appendices:
Appendix 1 – Proposed Sheltered Housing Programme

PROPOSED SHELTERED HOUSING PROGRAMME

2017/2018

Ty Bedwellty (26 units)	- Under one roof
Palmer Place/Gibbs Close, Bryn Road (39 units)	- Bungalows & communal
Horeb Court (21 units)	- Bungalows & flats with communal
St Peters Close (30 units)	- Bungalows & communal
Y Glyn (37 units)	- Bungalows & flats with communal
Ysgwyddgwyn (25 units)	- Bungalows & flats with communal
Waun Rhydd (32 units)	- Bungalows & flats with communal
Glyn Syfi (33 units)	- Bungalows & communal
St Clares (33 units)	- Bungalows & communal
Glynderw (33 units)	- Bungalows & communal
The Willows (30 units)	- Bungalows & communal

2018/2019

Gwyddon Court (40 units)	- Under one roof & outside flats
Ty Mynyddislwyn (31 units)	- Under one roof
Woodland View (22 units)	- Flats & communal
Maesteg (28 units)	- Flats & bungalows with communal
Oaklands (32 units)	- Bungalows & communal
St Gwladys (22 units)	- Under one roof & outside flats
Pleasant Place (32 units)	- Bungalows & communal
Grove 1 (32 units)	- Bungalows & communal
Grove 2 (32 units)	- Bungalows & communal

2019/2020

Highfield Court (23 units)	- Under one roof
Alexander Court (20 units)	- Under one roof
Ty Isaf (13 units)	- Under one roof
Tredegar Court (39 units)	- Under one roof & Tredegar St Flats
Hafod Y Bryn (30 units)	- Flats & communal
Prospect Place (31 units)	- Bungalows & communal
Heol Islwyn (33 units)	- Bungalows & communal
Greenacres (32 units)	- Bungalows & communal

Public Sector Housing
PO Box 129
HENGOED
CF82 9BQ
Deputy Chief Executive / Dirprwy Brif Weithredw
Nigel Barnett ICSA, CIPD, MBA



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Your Ref/Eich Cyf:
Our Ref/Ein Cyf:
Contact/Cysylltwch Alyson Colman
Telephone/Ffon: 01495 235374
E Mail/E Bost:
Date/Dyddiad: 3 October 2016

Dear Councillor

WHQS PROGRAMME FOR SHELTERED HOUSING

Please find attached report and appendix in relation to the above matter.

The programme has been agreed to enable the Council to progress WHQS work to 28 sheltered housing schemes over the next 4 years, with completion by the end of March 2020. The other 6 schemes identified for remodelling are not included in this programme and will be considered separately.

A press release has been published to raise general awareness and every tenant will have a letter to inform them of the progress for their specific scheme.

I have attached 3 sample letters which will give you a better understanding of what information is being given to tenants depending on the position of each scheme within this project. We will continue to communicate with tenants as the programme progresses and will notify them of any changes to the proposals as necessary.

I would advise that surveys have been programmed for each scheme and tenant scheme meetings will be arranged nearer the relevant survey dates. For the schemes where surveys are imminent, WHQS/Housing scheme meetings have already been set up to provide more details, to introduce the relevant staff and to answer any queries the tenants may have.

A greener place Man gwyrddach

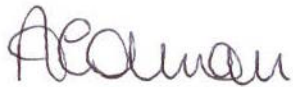


Correspondence may be in any language or format | Gallwch ohebu mewn unrhyw iaith neu fformat

As you may be aware, regular quarterly tenant meetings are held at each scheme and updates will also be provided during these meetings.

I hope this information is of assistance and if you have any further queries please do not hesitate to contact me.

Yours sincerely



Angela Hiscox
Older Persons Housing Manager

Attch



Older Peoples Housing Services
Public Sector Housing CCBC
PO Box 129
Hengoed
CF82 9BQ

Gwasanaethau Tai Pobl Hŷn
Tai y Sector Cyhoeddus CBSC
Blwch Post 129
Hengoed
CF82 9BQ

|TENBOTH|
|HOUSEADD1|
|HOUSEADD2|
|HOUSEADD3|
|HOUSEADD4|
|HOUSEADD5|

Contact/Cysylltwch â Cerys Williams
Direct line/Llinell Uniongyrchol 01495 235448
Your ref/Eich Cyf |PROPREF|
Our ref/Ein Cyf SHEL21-REMODELLING
Date/Dyddiad |LETTERDATE:DR|

Dear |TENGREET|,

REMODELLING SCHEMES

Following on from earlier information provided to you, I would advise you that a programme of work has now been agreed to progress Welsh Housing Quality Standard (WHQS) work to 28 sheltered housing schemes.

As you are aware, however, your scheme is included in the 6 remaining schemes which have been identified for possible proposed remodelling and is not, therefore, included in this current WHQS programme at this time.

Following on from earlier information and consultation with you, I would remind you that this remodelling work, if approved, is not proposed to start until after 2020, with a view to completing all six schemes by 2025. Any work to be considered for your scheme will be subject to a full feasibility study to consider the options available to the Council for future improvements. However, if the outcome of the study is favourable and affordable within existing budgets, it may be possible that some work may commence in advance of 2020.

Our Building Consultancy Team is undertaking the feasibility studies and will be visiting your scheme to complete a full survey before 2020. Two schemes have been surveyed already and the remainder of the schemes will be visited in due course.

As soon as we have the findings of the survey and the future proposals are available, we will be in touch to update you.

This programme is very complex and may be subject to change; however we will give you as much notice as we can if there are any changes made to the current proposals.

**Deputy Chief Executive / Dirprwy Brif Weithredwr:
Nigel Barnett ICSA, CIPD, MBA**

In the meantime we will keep you updated during your quarterly tenants' scheme meetings. I would like to thank you for your co-operation and patience to date and hope to be able to provide you with more detailed information sometime next year.

Yours sincerely,



Angela Hiscox
Housing Manager – Older Persons



Upper Rhymney Valley
Area Housing Office
Gilfach House
William Street, Gilfach
Bargoed CF81 8ND
Tel: Tel: 01443 873535
Fax:
Email: Email: urvaho@caerphilly.gov.uk

Swyddfa Ardal Tai
Cwm Rhymni Uchaf
Ty Gilfach
Stryd William, Gilfach
Bargod CF81 8ND
Ffôn: Ffôn: 01443 873535
Ffacs:
Ebost: Ebost: urvaho@caerphilly.gov.uk

Contact/Cysylltwch â
Direct line/Llinell Uniongyrchol
Your ref/Eich Cyf
Our ref/Ein Cyf
Date/Dyddiad

Dear

WELSH HOUSING QUALITY STANDARD (WHQS) PROGRAMME OF WORK FOR SHELTERED HOUSING SCHEMES

Following on from earlier information provided to you, we are pleased to advise that a programme has now been agreed to enable the Council to progress WHQS work to 28 sheltered housing schemes over the next 4 years, with completion by the end of March 2020. This programme was also endorsed by the Caerphilly Homes Task Group which includes Tenants Representatives.

Our own in-house workforce will undertake both internal and external works to the schemes, supported as necessary by sub-contractors.

Before any work can start each scheme and property will require a survey. The WHQS Surveyor will consider what internal and external works will be required.

Internal works could include new kitchens, bathrooms, heating and electrical rewiring but this will be subject to the findings of the survey. You will also be consulted in relation to the internal works so that this work meets your specific needs. External works could include, for example, new doors, guttering/downpipes and roofing works. The work identified will vary from property to property and only the work necessary to bring the properties up to the Welsh Housing Quality Standard will be considered.

The surveys for your scheme are planned to commence in XXXX. The WHQS work is scheduled to be carried out between XXXXX and XXXXX.

While these surveys and the WHQS works are taking place your Sheltered Housing Officer will be available to offer you support when in attendance at the scheme. You will also be provided with details of a WHQS Tenant Liaison Officer as a point of contact for any queries concerning the work. Your Older Persons Housing Team will also be available for any queries and staff at your local Housing Office will be available for any tenancy management related assistance.

**Deputy Chief Executive / Dirprwy Brif Weithredwr:
Nigel Barnett ICSA, CIPD, MBA**

This programme is very complex and may be subject to change, however we will give you as much notice as we can if there are any changes to the current proposals and before work commences.

In the meantime we will update you when we can during your quarterly tenants scheme meetings.

There will also be a tenants meeting nearer the programmed survey date where council staff will be present at this meeting to offer introductions, provide you with further information and to give you an opportunity to raise any questions you may have.

Yours sincerely,



Angela Hiscox
Housing Manager - Older Persons

**Deputy Chief Executive / Dirprwy Brif Weithredwr:
Nigel Barnett ICSA, CIPD, MBA**



Eastern Valleys
Area Housing Office
Unit 5
The Market Place
Blackwood NP12 1AU
Tel: Tel: 01495 235229
Fax: Fax: 01495 235391
Email: Email:
eastvalleyaho@caerphilly.gov.uk

Swyddfa Dai Ardal
Y Cwm Dwyreiniol
Uned 5
Lle'r Farchnad
Coed Duon NP12 1AU
Ffôn: Ffôn: 01495 235229
Ffacs: Ffacs: 01495 235391
Ebost: Ebost:
eastvalleyaho@caerphilly.gov.uk

Contact/Cysylltwch â
Direct line/Llinell Uniongyrchol
Your ref/Eich Cyf
Our ref/Ein Cyf
Date/Dyddiad

Dear

WELSH HOUSING QUALITY STANDARD (WHQS) PROGRAMME OF WORK FOR SHELTERED HOUSING SCHEMES

Following on from earlier information provided to you, we are pleased to advise that a programme has now been agreed to enable the Council to progress WHQS work to 28 sheltered housing schemes over the next 4 years, with completion by the end of March 2020. This programme was also endorsed by the Caerphilly Homes Task Group which includes Tenants Representatives.

Our own in-house workforce will undertake both internal and external works to the schemes, supported as necessary by sub-contractors.

Before any work can start each scheme and property will require a survey. The WHQS Surveyor will consider what internal and external works will be required.

Internal works could include new kitchens, bathrooms, heating and electrical rewiring but this will be subject to the findings of the survey. You will also be consulted in relation to the internal works so that this work meets your specific needs. External works could include, for example, new doors, guttering/downpipes and roofing works. The work identified will vary from property to property and only the work necessary to bring the properties up to the Welsh Housing Quality Standard will be considered.

The surveys for your scheme are planned to commence in xxxxxxx. The WHQS work is scheduled to be carried out between xxxxxxxxxx and xxxxxxxxxxxx.

While these surveys and the WHQS works are taking place your Sheltered Housing Officer will be available to offer you support when in attendance at the scheme. You will also be provided with details of a WHQS Tenant Liaison Officer as a point of contact for any queries concerning the work. Your Older Persons Housing Team will also be available for any

**Deputy Chief Executive / Dirprwy Brif Weithredwr:
Nigel Barnett ICSA, CIPD, MBA**

queries and staff at your local Housing Office will be available for any tenancy management related assistance.

This programme is very complex and may be subject to change, however we will give you as much notice as we can if there are any changes to the current proposals and before work commences.

There will also be a tenants meeting held in the communal lounge at the xxxxxxxxxxxx Sheltered Housing Scheme on xxxxxxxxxxxxxxxx. Council staff will be present at this meeting to offer introductions, provide you with further information and to give you an opportunity to raise any questions you may have.

We look forward to seeing you there.

Yours sincerely,

Angela Hiscox
Housing Manager - Older Persons

**Deputy Chief Executive / Dirprwy Brif Weithredwr:
Nigel Barnett ICSA, CIPD, MBA**

SHELTERED HOUSING WHQS PROGRAMME – TENANTS MEETINGS

FREQUENTLY ASKED QUESTIONS

1. Will the damp and condensation problems be sorted when the work is undertaken?
2. Will we have wet rooms?
3. Do I have to have the work done?
4. I have fitted my own kitchen, will I be entitled to a new one?
5. What about those tenants who have brought their properties up to a better standard, will they be disrupted?
6. Will the communal areas/kitchen/toilets be improved?
7. Who agrees that the standard of work is satisfactory once its completed?
8. Will we have help to move things?
9. How will tenants manage when the work is being done?
10. Will I have to move out?
11. What if I don't have anywhere to move out to?
12. What will happen to my belongings if I have to move out?
13. Who is doing the work?
14. Will the extractor system be sorted?
15. Why have contractors been used elsewhere and we are having Council workmen?
16. Does the work include new windows and doors?
17. Will the survey include garden sheds?
18. Will you be providing storage?
19. Will paths and outside walls/pillars and gates be renewed?
20. Do you have enough money to complete the programme?
21. Can you confirm that all work will be completed by a qualified tradesperson?
22. What will be the timescale for the work to be completed in each property?
23. Do we have to have electrical work done?
24. Why are you providing blanking plates?
25. Do we have to have trunking if electrics done or will the cables be put into the wall?
26. Will you be providing extra car parking facilities?
27. Will you be providing a scooter store?
28. What is the WHQS standard – can we have a copy of the document?
29. Can we have an automatic door to the communal area/scheme?
30. Can we have new internal doors?
31. Can the fire doors be reviewed, they are too heavy for us to open?
32. Can we have handrails?
33. Can we have speeding and parking restrictions?
34. Will the car park area be resurfaced?
35. Will the external patios be renewed?
36. Will the trees be cut back or removed, we have problems with leaves?
37. Can we have an extra washing machine/tumble drier?
38. Can our trip switches be moved when the electrics are done, they are too high for us to reach?
39. Can we have a new bin store?
40. Can we have sensors on the lighting to save on electricity costs?

41. Can we have external sensor lights on our bungalows?
42. Can we have ramped access and existing steps replaced with ramps?
43. Will this work actually go ahead, we've been promised before and it didn't happen?
44. Will the shrub beds be replanted?
45. Can we have raised flower beds?
46. Will our defective roof be sorted?
47. Will the window openers be upgraded?
48. Can we have a rear exit to our bungalow instead of a window?
49. Can we have garden sheds?
50. If you have put your own kitchen in will you be made to take it out?
51. Who can we get advice off when the work is being done?
52. Can we have a canopy over the front door?
53. Will drainage issues be resolved?
54. Will the handrails be painted?
55. Will our medical/mobility needs be considered when the work is undertaken and being decided?
56. Will you be knocking toilets and bathrooms into one?
57. Will you be painting the outside of the buildings?
58. Will you repaint the white lines on the steps and in the car park?
59. Why are we in the last year of the programme?
60. Can we have individual stopcocks?
61. Will they be upgrading/renewing the heating system?
62. Can we have our own heating controls?
63. Will signage at schemes be renewed?
64. Can we have a residents only parking sign?
65. Will you change the bathroom door to open outwards?
66. Can we have a passenger lift?
67. What if I am not able to be at my property when you want to come in and do the work?
68. Can I keep my bath if I don't want a shower?
69. What external work will be done?
70. Will you keep us informed?
71. Will you tell us what work is being carried out beforehand?
72. Will you be removing pullcords?
73. Will you be redecorating the properties when the work is done?
74. Will you be doing flooring in the properties?
75. I've fitted my own oven & hob, can I keep it, will it be redesigned into my new kitchen?
76. Will we have gas and electric cooker points?
77. Will you be installing CCTV?
78. Can we have new benches?
79. Will you be renewing carpets in the communal areas?
80. Can we have another laundry room where the guest room is at the moment?
81. Can we have windows that open in the upstairs communal landing area?
82. Will we have a choice of kitchens and bathrooms?
83. Will the communal shower room remain?
84. What will you do with the bedsits?

- 85. Why are you doing an asbestos survey?
- 86. Can the handles/locks on the gates be changed, they are too difficult to open?
- 87. Will the team be experienced in carrying out such large projects?
- 88. Will the buildings be cladded?
- 89. Can we be assured that all properties will be done?