

# Resident's working group to review Wandsworth's Housing Service Standards

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Workshop 2: Safety and quality



# Welcome



Housekeeping

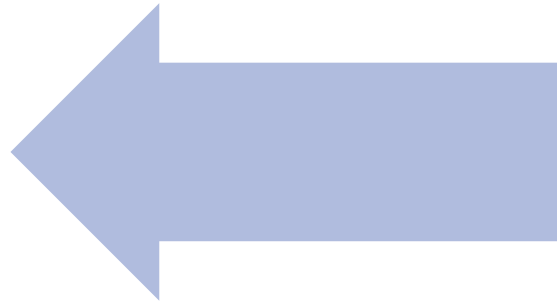
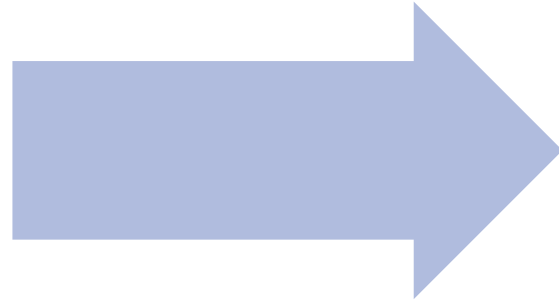


Introductions



What will we do today

# Safety





# Safety – what the regulator expects

- All landlords must provide homes and services that are safe.
- Ensuring tenants' homes are safe is the fundamental responsibility of a landlord and the Social Housing Regulation Bill expands our fundamental objectives to explicitly include safety. We will reflect the importance of safety across the new standards.
- We are considering not only the safety of tenants' homes and communal areas but also safety of the tenants living within those homes and how services are delivered.
- Landlords must understand their health and safety obligations and identify and act on associated risks and issues so that tenants remain safe in their homes.

# Current Safety Service Standards



- Service every tenanted property that has a gas supply every 12 months and ensure we gain access to all properties to undertake gas servicing
- Review Fire Risk Assessments regularly on all purpose built blocks and properties with communal areas owned and managed by the Council
- Inspect water tanks and carry out appropriate water sample testing
- Carry out health and safety inspections of communal areas on estates every 3 months, picking up on any graffiti, vandalism etc.



# Working Group – questions

What are the most relevant standards to you?

What do you expect from us?

Is there anything missing?

Are there any amendments needed?



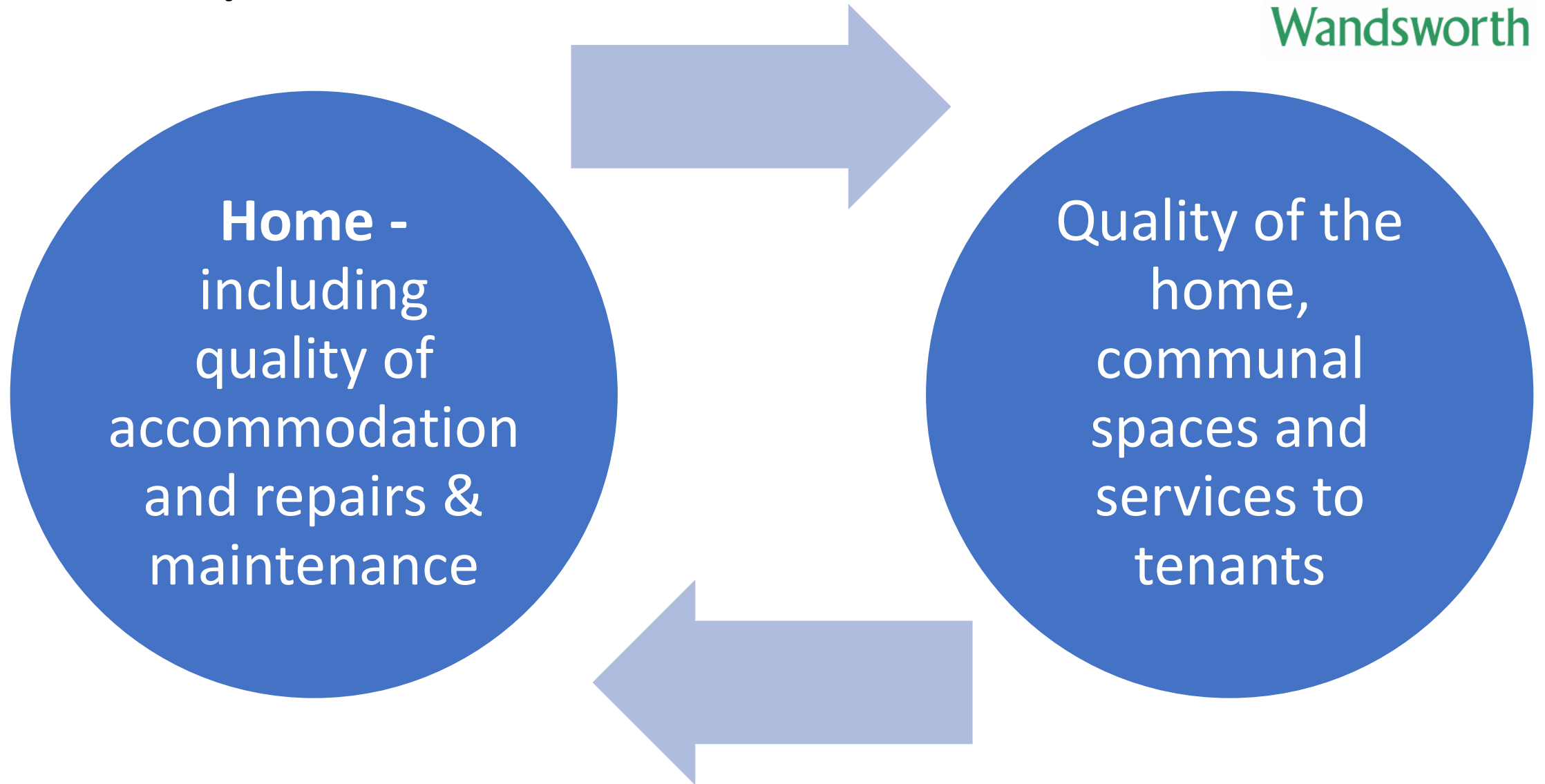
# Safety – what to consider

Our legal requirements under the Building Safety Act and new Building Safety Regulator

What safety means to you

Experiences with safety, building safety and fire safety?

# Quality of Home and Services





# Quality – what the regulator expects



- All landlords must provide good quality homes.
- We have seen recent examples of poor quality homes which are unacceptable and have rightly placed a public spotlight on the quality of social housing.
- Through our existing standards we already expect landlords to provide good quality homes and comply with the Decent Homes Standard. We know that damp and mould in particular is a reason why some homes do not meet the decent homes standard.
- We will continue to expect that tenants' homes meet the Decent Homes Standard, and we will be looking to strengthen our standards in this area. We will also expect landlords to have robust evidence that they meet our standards.
- Tenants tell us that the effectiveness of the repairs service they receive has a substantial influence on the trust and confidence they have in their landlord. This means that both having an effective repairs and maintenance service, and keeping tenants informed about repairs and planned improvements are central to delivering good quality homes.

# Current Quality Service Standards



- Answer 99.5% of all WATCH emergency calls within 3 minutes
- Operate the WATCH emergency alarm service 24 hours a day, every day of the year
- Provide two newsletters a year for all those who receive the WATCH Lifeline Service
- Carry out repair satisfaction surveys for completed repair orders and use responses to monitor and improve service and performance
- Inspect a percentage of all repair orders after they have been completed to ensure value for money and works have been completed to the right standard
- Monitor and report our performance for percentage of repairs completed in local target time across all priorities
- Provide more services online so it is easier to report repairs or raise queries
- Treat you as an individual who has the right to be treated with courtesy, fairness and respect
- Be responsive to customer needs and aim to ensure that you can make best use of our services



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# Quality – what to consider

When booking a repair or requesting a service, what was the most important thing?

Time? Quality? Communication?