


A long-term vision for the housing sector

Katie Teasdale, Head of Member Relations

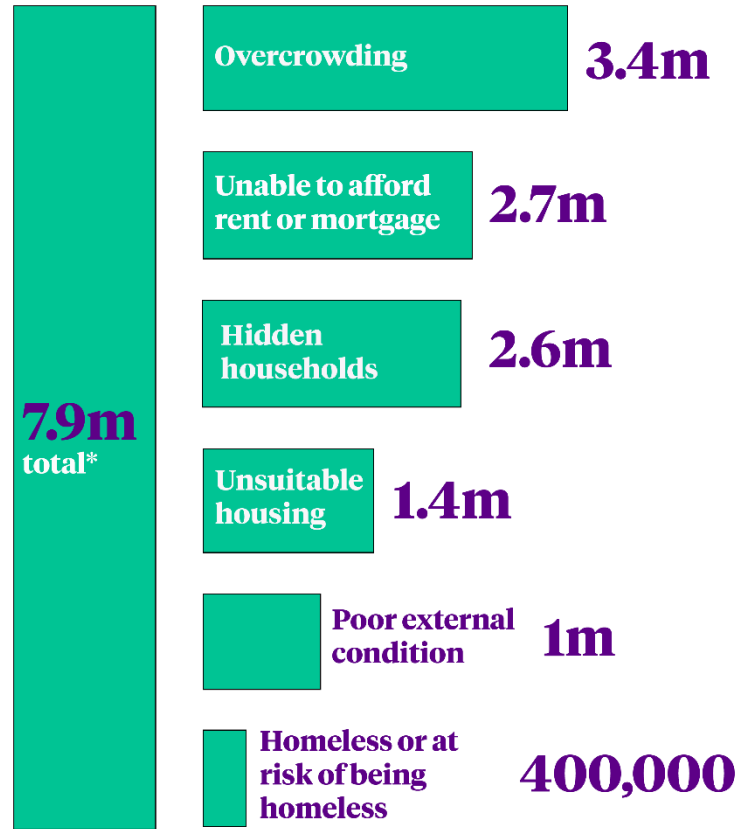


***HOUSING ASSOCIATIONS ARE
UNITED BY A SINGLE PURPOSE—***



***TO ENSURE EVERYONE IN THE
COUNTRY HAS THE OPPORTUNITY
TO LIVE IN A QUALITY HOME THAT
THEY CAN AFFORD.***

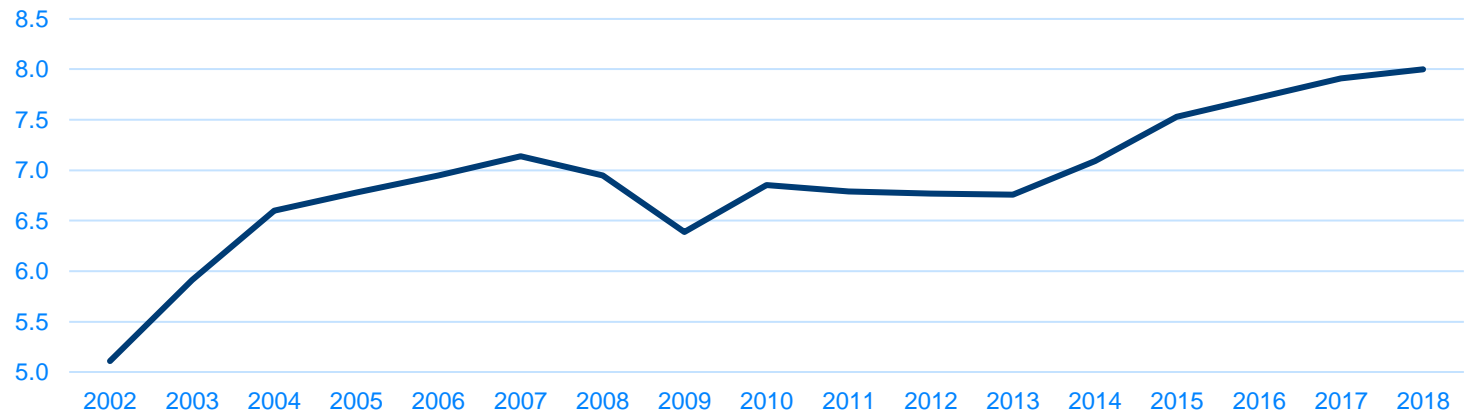
Housing need



*People may experience more than one of these problems with their home, therefore the totals of each problem cannot be directly combined to create the overall total.

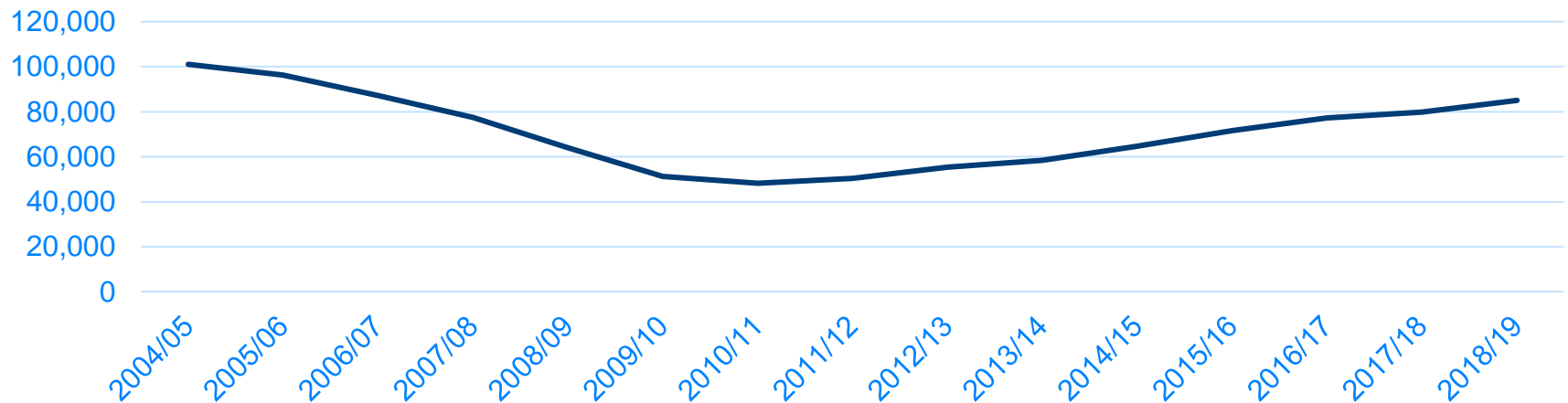
Annual affordability ratio (2002 - 2018)

Ratio of median house price to median gross annual residence-based earnings

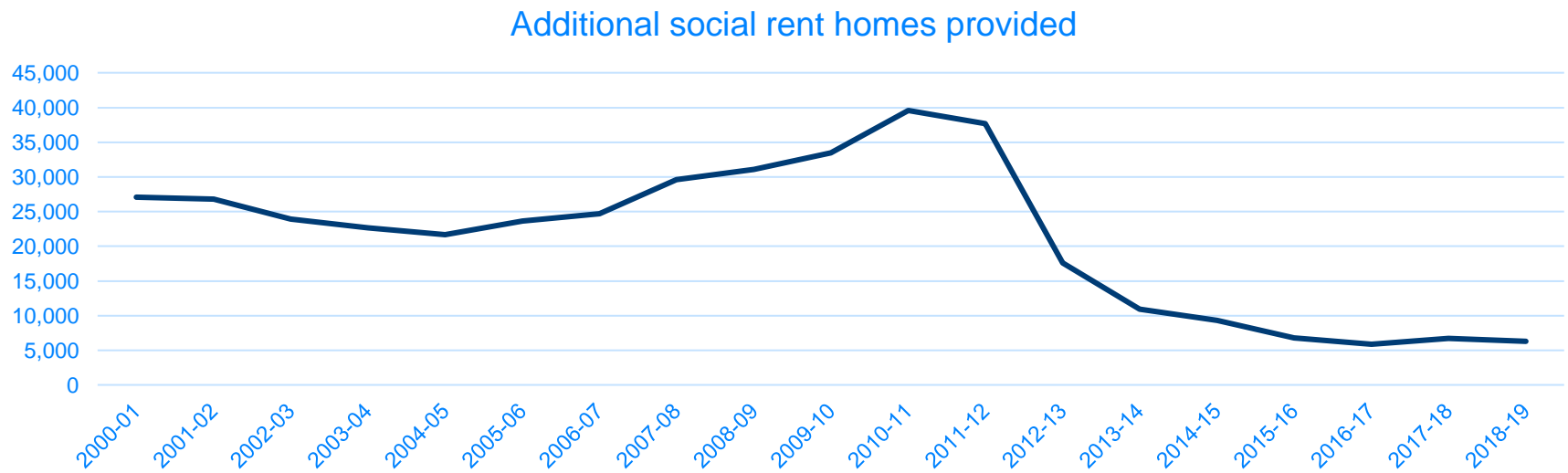


Numbers in temporary accommodation nationally – inc. B&B (National)

Number in temp accommodation in England

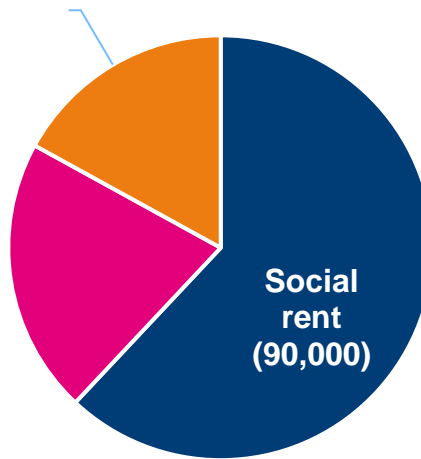


National supply of social rented properties



New homes

To address the backlog and newly arising need we need to build 340,000 homes per year, of which 145,000 need to be sub-market:



Political outlook: the Government

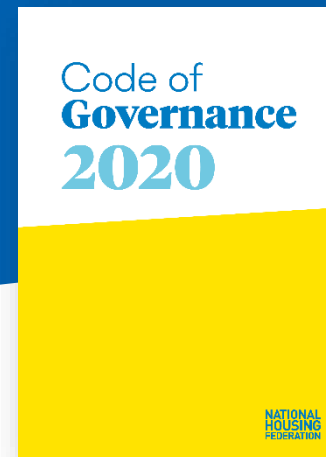


Political update: Labour Party



Policy update

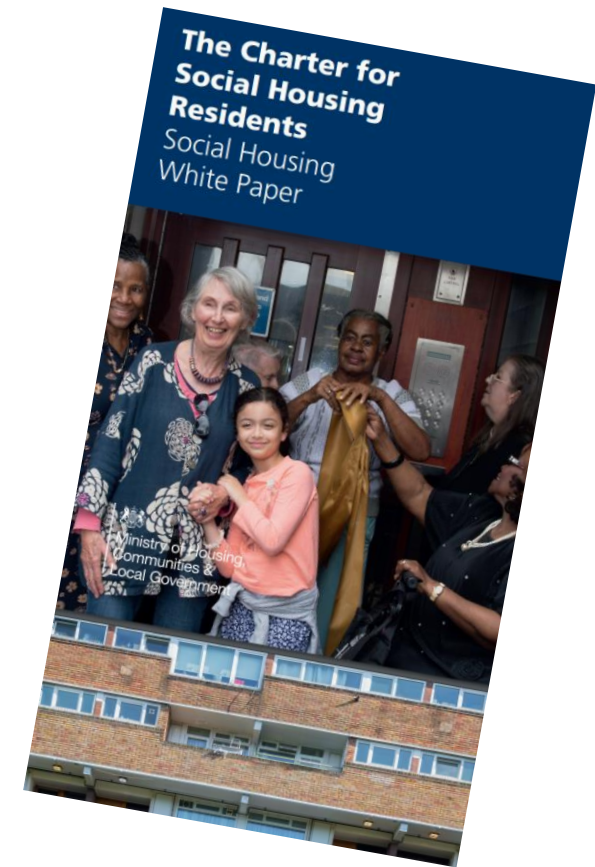
- Social Housing White Paper
- Together with Tenants
- Code of Governance 2020
- And the rest!



**NATIONAL
HOUSING
FEDERATION**

The Social Housing White Paper

- Presents a charter setting out seven commitments that social housing residents should expect from their landlord
- Collates a range of different initiatives and legislative changes, building on the Green Paper and call for evidence on regulation - both published in 2018 – to ensure the charter is delivered
- Clear focus on building and resident safety and resident voice and it aims to deliver the improvements in transparency and accountability promised in the Green Paper
- Less focus on stigma and supply than Green Paper



Our initial reaction

“Broadly as expected, broadly welcome, lots of detail to work through, a couple of things to look out for”

We welcomed the White Paper as backing the sector’s own proactive work to improve accountability, quality, and transparent relationships with residents.

Pleased that the paper welcomes the sector’s proactive work on Together with Tenants and acknowledges both the importance of social housing and the good work of many social landlords.

The Charter

- 1. To be safe in your home.** We will work with industry and landlords to ensure every home is safe and secure.
- 2. To know how your landlord is performing,** including on repairs, complaints and safety, and how it spends its money, so you can hold it to account.
- 3. To have your complaints dealt with promptly and fairly,** with access to a strong Ombudsman who will give you swift and fair redress when needed.
- 4. To be treated with respect,** backed by a strong consumer regulator and improved consumer standards for tenants.

The Charter

5. To have your voice heard by your landlord, for example through regular meetings, scrutiny panels or being on its Board. The Government will provide help, if you want it, to give you the tools to ensure your landlord listens.

6. To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair.

7. To be supported to take your first step to ownership, so it is a ladder to other opportunities, should your circumstances allow

Main proposals

- More proactive regulation of consumer standards (but maintains co-regulatory approach and one regulator) and removal of serious detriment test
 - the Regulator to inspect organisations with over 1,000 homes at least once every four years
- Strengthened consumer regulation so it explicitly includes resident safety
- Stronger ombudsman and easier access through removal of democratic filter
 - new powers from 2021 to issue complaint handling failure orders, compliance with Complaint Handling Code expected
- Focus on transparency and accountability – satisfaction and cost indicators to be published and ‘access to information’

Some other things to look out for

- A potential review of the Decent Homes Standard (with more on energy efficiency likely)
- New nominated responsible person(s) for health and safety and consumer matters
- An intention to tackle anti-social behaviour by clarifying the roles of different agencies
- A review of professional training and qualifications
- A requirement for landlords to seek out best practice on tenant engagement, and to continually improve their approach to communicating and a new resident empowerment programme
- A further consultation on mandating smoke and carbon monoxide alarms in rental homes

Implications for housing associations

- Resident focussed awareness campaign and increased expectations on complaints – need to gear up
- With increased transparency will come questions about reputation
- Increased regulation and proposals on access to information could present a burden – need to ensure we aren't distracted from delivering for residents
- Weighty expectations on boards – nominated responsible person on consumer matters and health and safety

Next steps

- Some proposals need primary legislation – will take time to come through
- The new (consumer) arm of the regulator will be set up – again will take time to come through
- Some conversations may progress more quickly, for example on satisfaction measures
- We need to continue focus on delivering for residents – through the new Code and Together with Tenants
- We will work with you to influence the detail and support you to get ready for implementation

Together with Tenants

- Development started in 2018 in the context of questions arising at the time around accountability and trust between residents and landlords
- Consultation with 500 people, including residents and members
- Online consultation attracted 2500 responses, 80% from residents
- Established the Together with Tenants plan
- Guided by member steering group and Tenant Advisory Panel

[#togetherwithtenants](#)

www.housing.org.uk/tenants



Our four-point plan

1. A new requirement in the National Housing Federation Code of Governance for boards to be accountable to their tenants and residents
2. A new Together with Tenants Charter
3. Tenant and resident oversight and reporting of progress against the Charter
4. Giving tenants and residents a stronger collective voice with the regulator

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Together with Tenants Charter

1. Relationships
2. Communication
3. Voice and Influence
4. Accountability
5. Quality
6. When things go wrong

Tested over 12 months with 130 NHF members and their residents

[#togetherwithtenants](https://www.housing.org.uk/tenants)
www.housing.org.uk/tenants



Roll out

Roll out launched on 20th October 2020 as an open invitation to the sector to sign up. Resources to support sign up include:

- Summary report of the experiences of early adopters
- Guidance on key issues relating to adopting the charter
- Webinars and learning opportunities throughout the year
- Networks to collaborate and discuss with peers

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What does 'sign up' mean

Together with Tenants is not a tick-box exercise. It is not business as usual. Being a Together with Tenants adopter is a commitment to:

- Reinvigorate resident engagement.
- Work collaboratively with residents to design mechanisms for oversight.
- Support residents to hold your organisation to account.
- Be open to the challenges that all of this brings.

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What does 'sign up' mean

Practically, by signing up as an adopter, you're committing to:

- Taking the charter to your board.
- Holding some form of consultation with your residents about the charter.
- Holding some form of consultation with your colleagues about the charter.
- Publishing plans for how the charter will be implemented and how residents will have oversight

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Drivers for change

- Issues raised in the 2018 social housing Green Paper – particularly accountability to residents.
- Changes in UK corporate governance
- Sector challenges and imperative for change on equality and diversity, risk, health and safety.
- Drawing on best practice from other codes – NHS, charities, sports, corporate – and desire to be leading practice.

How we rewrote the Code

We've undertaken an inclusive, open, and wide-reaching process: The consultation took place over three phases:

1. An open consultation on the core principles framing the code
2. A collaborative drafting process.
3. A final consultation on the draft code.

An advisory group of experts, residents and board members tested our thinking throughout.

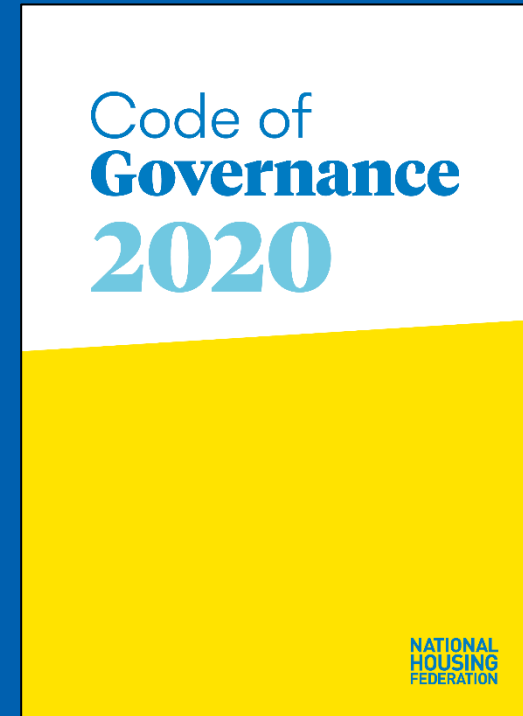


New structure, based on **4 core principles**:

1. Mission and values
2. Strategy and delivery
3. Board effectiveness
4. Control and assurance

New content with **new requirements** and more emphasis on:

- Accountability to residents and other customers
- Equality, diversity and inclusion
- Health and safety
- Environmental and wider sustainability
- Organisational culture
- Reputation and trust



What else is on the sector's agenda? A not exhaustive list...

- Ensuring the health, safety and wellbeing of staff and tenants through the pandemic – especially in supported housing
- New ways of working – digital, customer focused, offices
- Supporting tenants through economic recession- skills, welfare and managing the impact on the bottom line (rent rises in 2021?)
- Reputation and relationships with stakeholders
- Equality, diversity and inclusion
- Managing and mitigating any risks associated with Brexit
- Ensuring building safety
- Delivering zero carbon
- Delivering new homes- navigating the AHP settlement and the Planning White Paper

Offer for Board Members

Why a board member offer?

- The Federation has a duty to support housing association boards to deliver effective governance
- The Federation will engage, challenge and involve board members in our endeavour to influence the policy environment and meet our ambition to deliver
- To develop and utilise the skills, experience and networks of board members across the sector

What does it mean for members

- We will support board members to **develop the insight, networks and ambition** your organisation needs to thrive

