



**KEEP
CALM**
it's
**FINALLY
ARRIVED**



Department for
Communities and
Local Government



“ We will be bringing forward a Green Paper on social housing in England. **A wide ranging, top-to-bottom review of the issues facing the sector...**

it will kick off a nationwide conversation on what has gone wrong with social housing, why it has gone wrong and – most importantly – **how to fix it.**”

Sajid Javid
Communities Secretary



A New Deal for Social Housing

- Comments from the Prime Minister

- Homes are much more than bricks and mortar. They're where we raise our families, put down roots and build communities
- Everyone in this country deserves not just a roof over their head but a safe, secure and affordable place to call their own – and social housing has a vital role to play in making sure they do.
- Commitment to building a new generation of council homes to help fix the broken housing market
- Commitment to the people who live in social housing – treating people with fairness, respect and dignity.



Background

- Ministers met almost 1,000 people, including the bereaved and survivors of the Grenfell community
- Reviewed more than 7,000 online submissions
- Lots of good things, but,
- Lots of feedback on not so good things, things that need to change.....

Need to Tackle

- The stigma associated with social housing
- The need for landlords to listen to residents
- The desire for a culture of accountability and respect

The Green Paper – Five Principles



1. Safe & Decent Homes
2. Swift & effective complaint resolution
3. Empowering residents & making sure their voices are heard
4. The stigma of social housing
5. Boosting supply

Safe & Decent Homes

- Grenfell Tower – a loss of trust in the wider system of fire safety
- External cladding on high rise residential buildings
- Recommendation for clear resident involvement strategy so that residents should be proactively given information about building safety, access to fire risk assessments & clear as to who is responsible for what
- A review of the Decent Homes Standard

Effective Resolution of Complaints

- Supporting tenants to raise complaints
- Speeding up the complaints process
- Transparency
- Consider alternatives/mediation
- Housing Ombudsman – currently a tenant must wait 8 weeks – known as the ‘democratic filter’.
- Considering how to make access to Ombudsman easier

Empowering Residents & Strengthening the Regulator

- Access to meaningful performance information
- Indicators based on what matters to tenants
- Enabling tenants to compare performance
- Introduce measures on dealing with complaints
- Introduction of league tables?
- Rewarding good performance/penalties for poor performance? Could link to future new homes funding?
- Meaningful engagement/scrutiny/use of feedback
- Increasing opportunities and choices

- Leaseholders can experience unique problems and can feel their views are crowded out, may feel service charges do not reflect a good service
- Working group – will look at service charge transparency & how social leaseholders can better input into consultation on major works
- Need for a strong regulatory framework which can oversee standards of delivery across social housing
- Consumer Standards & minimum expected levels of service, irrespective of Housing Association or Local Authority – improved enforcement tools.

- New Homes – applying good design, regardless of tenure
- Cut the energy use in all new buildings
- Homes which support healthy, independent living
- Strengthen guidance to ensure affordable homes are designed to the same high standards as other tenures & are well integrated into developments
- Support for community led developments
- Find ways to encourage residents in social housing to be involved in the planning and design of new developments

Expanding Supply & Supporting Home Ownership

- Ambitious targets – to deliver 300,000 a year by the mid 2020's
- Want to continue to help people become homeowners, but equally mindful of need for replacement subsidised housing for those that need it
- Support for local authorities to build more, increasing borrowing cap, new rent settlement, consulting on reforming right to buy receipts
- Helping housing associations & others to develop affordable homes

Conclusions?

- Welcomed - many positive points within the Green Paper
- Government acknowledges the important role social housing plays in the housing market
- Support for delivering new homes
- High Value Homes – gone....
- Compulsory Fixed Term Tenancies – gone
- Comprehensive Consultation Document – ends 6 November 2018. – Do you want to respond?