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# Social Housing Green Paper opportunities and risks for the sector?

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# Content – 5 principles

- Homes – safe and decent
- Dispute resolution – swift and effective
- Residents – empowered and listened to
- Stigma – addressed
- Social housing supply – boosted. Home ownership – encouraged

# Complaints resolution

- Speed and complexity – existing consultation
- What else for social housing?
  - Better information re processes
  - Regulatory involvement – Code of Practice
  - Improved Housing Ombudsman performance
- Concern about roles of Ombudsman vs Regulator and resident expectations

# Empowered residents and beefed up Regulator

- KPIs and league tables
  - Repair performance
  - Building safety
  - Complaints handling
  - Respectful resident engagement
  - Responsible neighbourhood management
- Regulator to prepare, monitor and publish KPI performance
- Additional “consumer rating”?
- Carrot/stick – access to development funding
- Review of Tenant Involvement and Empowerment Standard

# Enhanced service choice

- Acknowledgement of limited choice
- New stock transfer programme? (Community based?)
- Resident service takeovers?
- VFM for leaseholders

# A Stronger Regulator

- Review of the consumer regulation framework
- Code of Practice for consumer standards
- De-restriction of Regulator's powers?
- Proactivity on KPIs
- Extension to LAs and other bodies?
- Review of enforcement powers

# Expanding Supply/Supporting Home Ownership

- Change in mood music
- LAs
  - Removal of borrowing cap – (post Green Paper)
  - New rent settlement – CPI + 1% (2020)
  - Potential extension of use of RTB receipts
  - Repeal of high value voids legislation
- What about Council Housing companies?
- Can Local Authorities deliver alone?
- Role of Housing Delivery Partnerships

# Expanding Supply / Supporting Home Ownership

- HAs
  - Strategic partnerships
  - Future longer term funding certainty
  - Reopening Affordable Housing Guarantee scheme?
- VRTB – not dead
- Facilitating shared ownership



# Safe and decent homes

- Decent Homes Standard – review
- £400m cladding fund
- Enhanced resident engagement
  - Overhaul of fire safety/Building Regulations
  - Information provision
  - Communication pilots

## Decent Homes 2?

- Challenge of resources – investment in existing homes vs new supply – issue for RPs and LAs
- What are priorities?
  - Thermal efficiency/Fuel poverty
  - Legacy decent homes works
  - Estate works
- Investment vs Demolition and re-build
  - Politics of regeneration

## Decent Homes 2 – What now?

- Flexible procurement strategies
- Proactive asset management
  - What stock performs?
  - What doesn't?
  - What metrics?
- Hackitt review

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