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Social Housing Green Paper opportunities and risks for the sector?

Pioneering — Bahrain — Construction — Public sector — Energy — Real estate — London — Tax — IT — Dubai — Manchester — Connecting — Knowledge — Pragmatic — Malaysia — Exeter — Thought leadership — Housing — Agile — Creative — Connecting — Private equity — Local government — Manchester — Environment — Focused — Islamic finance — Projects — Abu Dhabi — Corporate finance — Passionate — Team v — Employment — Regulation — Procurement — Expertise — Specialist — Planning — Investment — Committed — Delivery — IT — Governance — IP — Corporate — Infrastructure — Value — Development — Private wealth — Oman — Governance — Birmingham — Corporate finance — Dynamic — Pensions — Dispute resolution — Insight — Banking and finance — Arbitration — Diverse — Regeneration — Care — Communication

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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