

# WELSH HOUSING QUALITY STANDARD

In 2002, the Welsh Government introduced the Welsh Housing Quality Standard (WHQS) to help improve the quality of social housing in Wales. The Standard means that social housing landlords – such as councils and housing associations – must ensure that homes are in a good state of repair, are warm and secure, and have up-to-date kitchens and bathrooms by 2020.

**Caerphilly County Borough Council** has been making improvements to its council houses in order to comply with the Standard. We wanted to know what the Caerphilly residents (tenants and leaseholders) think about their homes and the Council's housing service. Many residents have already had works completed but some are still waiting for work to start. So we spoke to residents about their experiences of the Council's planned or completed work and here's what they had to say...

Most residents are happy with the condition of their homes and the WHQS improvements the Council has made. Residents are less happy with the outside of their homes.



#### OVERALL SATISFACTION WITH WHQS WORKS

**81%** of residents who have had works are satisfied



#### KITCHEN

**79%** of tenants are satisfied with the overall condition of their kitchen



#### BATHROOM

**79%** of tenants are satisfied with the overall condition of their bathroom



#### TIMELINESS OF WORK

**71%** of residents told us that the Council completed the works when they said they would



#### DESIGN

**67%** of those residents who have had work were included in the design of the improvement works



#### OUTSIDE OF HOME

**59%** of residents are satisfied with how the outside of their homes looks

**'Residents'** means tenants and leaseholders.

Most residents are satisfied with the Council's housing service



#### CONTACTING THE COUNCIL

**85%** of residents can quickly and easily contact the housing service



#### SATISFACTION WITH OVERALL HOUSING SERVICE

**78%** of residents are satisfied with the Council's housing service



#### SATISFACTION WITH NEIGHBOURHOOD

**76%** of residents are satisfied with their neighbourhood as a place to live



#### RESPONDING TO VIEWS

**64%** of residents think that the Council listens to their views about their home and neighbourhood and acts on them

## Around a third of residents have problems heating their homes or experience damp



### HEATING

**34%** of residents find it difficult to heat their homes to a comfortable level in the winter.



### DAMP

**34%** of residents have damp in some parts of their homes

## Residents do not always get the information that they need about WHQS



### INFORMATION

**62%** of residents told us that the Council has told them about WHQS



### EXPLAINING THE NEED FOR THE WORKS

**55%** of residents who have had works told us that the Council explained why the improvement works were needed



### NEXT TWO YEARS

**51%** of residents know if the Council will be making any improvements to their home in the next 2 years



WALES AUDIT OFFICE  
SWYDDFA ARCHWILIO CYMRU

The telephone interviews for **Caerphilly County Borough Council** ran from **23rd April** until **1st May** 2018.

The Wales Audit Office requested from the Council the full list of its residents. The Wales Audit Office then spoke to a sample of around **5%** of all of the Council's tenants and leaseholders. The sample of **514** respondents was divided between tenants and leaseholders based on the WHQS compliance status of the **10,477** homes that the Council provided. Homes can be fully compliant, non-compliant or acceptable fails. The sample also reflects the WHQS status of homes across the area based on the data provided by the Council. **489** tenants and **25** leaseholders responded to the survey.