

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.