



Caerphilly County Borough Council

WHQS

Compliance Policy

Updated June 2020

# WHQS Compliance Policy

## Background

The Council owns around 10,645 properties (count as at 31<sup>st</sup> March 2021) and in addition there are 404 leasehold flats. The Council balloted tenants early in 2012 in respect of transfer of their homes to a registered social landlord. Tenants voted to remain with the Council. During the ballot the Council had outlined to tenants a retention plan to achieve Welsh Housing Quality Standard (WHQS) by 2020 (Since extended to 2021) Towards the end of 2012 a more detailed investment strategy and implementation plan was agreed following further consultation with tenants. There are separate programmes for internal and external works operating on a community basis with concurrent contracts in the three housing areas (Lower Rhymney Valley, Upper Rhymney Valley, and Eastern Valleys). The internal contract works are split roughly 50:50 between the in-house work force and contractors, whereas external works are predominantly undertaken by contractors. Both internal and external works to our sheltered schemes are undertaken by our in-house workforce.

There is a separate environmental programme that will address Part 6 of the WHQS which will end in December 2021. The programme has been informed by an extensive consultation and engagement exercise which has been undertaken throughout the county borough, in 82 neighbourhoods and communities. Over 300 projects have been identified and delivered as a result of the investment of £10.6m. Improvements have included new skate parks and play areas, green gyms, improved street lighting, increased car parking, planting schemes, street furniture and widening pathways to improve accessibility.

The WHQS business plan is based on the Savills stock condition survey undertaken in 2008. The conclusion from the survey was the stock had been well maintained on a day to day basis but required substantial investment to meet the requirements of the WHQS. A significant number of components were identified as having reached or were reaching the end of their useful life and required replacement in the short term. The main areas of failure against the Standard related to the lack of internal modernisation to the properties and issues surrounding the environment around the properties.

With the lapse of time since the Savills survey and given that the survey was only a 15% sample, and that there was continuing investment in the stock between 2008 and 2012 it was determined that all properties would need to have an individual survey to determine the scope of the works necessary to meet the standard and / or verify whether previous works were fully compliant with the standard. We have now undertaken internal and external surveys to all of our properties. The surveys are also used to update/amend the asset database for component renewal beyond 2020 and provide specifications of work for contract packages.

The Council has an in-house team of surveyors who use the WHQS Guidance (July 2008) as a means to establish the scope of work required to each property. The surveyors exercised judgement in reaching a determination as to whether any component should be renewed, and whether any component may fall out of compliance prior to 2020. Every property is different due to works undertaken in previous years under either planned programmes or response repairs.

The contract approach and general specification was the subject of extensive dialogue with a representative group of tenants following the ballot. The Council attempts to ensure that the minimum requirements of all parts of the standard are met, but in many instances will go beyond the minimum to achieve a satisfactory outcome for tenants. However, this approach

has to be balanced against the cost implications for the budget. This does not mean that every tenant will get the same, especially in those circumstances where work has previously been undertaken that already achieves the standard. Also, there may be physical and cost considerations that limit what is practical and reasonable. In addition, tenants have a choice not to accept the work unless there is a health & safety implication e.g Electrical rewiring. These limitations will be recorded as Acceptable Fails under the Welsh Government criteria, the majority of which will fall under Tenant Refusals, and will be included in future planned maintenance programmes.

Performance against the programme is monitored closely and an annual re-profiling exercise is undertaken to take account of any unforeseen issues, contractor performance, access problems and grant funding which may impact on the programme. The re-profiling exercise aims to ensure full compliance continues to be achievable by 2020. The latest re-profiling exercise was reported to members and tenant representatives on 14<sup>th</sup> February 2019. This is anticipated to be the final re-profile as we head into the last stages of the programme, however, following the ongoing Covid-19 pandemic, the works were suspended in many areas which delayed our achievement date of June 2020. Data collected at the end of 2019/20 financial year confirmed that our compliance date of June 2020 was on track had lockdown not occurred

### Interpretation of WHQS

The scope of work for each property is assessed on the basis of The Welsh Housing Quality Standard Guidance July 2008, and in particular Parts 1,2,3,4 and 7, and by application of The Standard Assessment Checklist. Internally work is focused on four key components – kitchens, bathrooms, rewires, and heating systems. Externally it is the condition of key components including roofs, windows, doors, walls, paths and fences. The topography of the County Borough is a particular constraint when it comes to external works as many properties have steep gardens and there are extensive retaining walls. In addition, there is a garage stock of 890 garages throughout the major estates.

From the individual surveys a schedule of work for each property is prepared. Properties are then grouped together to create packages which are then issued to the relevant contractor or the in house-work force depending on the community area.

Where it is apparent from the first visit to the property that the household may have special needs, a referral is made to the Occupational Therapist (OT). The OT will make an assessment and prepare an intervention plan recommending adaptation where necessary, which are then incorporated within the works schedule.

It is the Council's policy to undertake work that is necessary to bring the property into compliance with the standard. This will include any component that is judged to require renewal or replacement prior to 2021, but otherwise component replacement will be deferred until after 2021 and included in future planned maintenance programmes.

### Interpretation and Recording of Acceptable Fails

The Council accepts that residents should have a choice about the works proposed for their homes. If, for whatever reason, the tenant decides they do not want the improvement work undertaken this will be accepted. Where the tenant refuses work this will be recorded as an acceptable fail due to resident's choice. The only exception to this would be where there is a health and safety consideration, for example electrical rewiring, and in these circumstances the landlord would enforce the work. Where the majority of work has been carried out to the standard, but the tenant insists on retaining one element, such as the original flooring, then

this will be classed as a full compliance as opposed to an acceptable fail. This falls in line with the consistent approach applied across the 11 retaining authorities.

Where properties drop out of the programme, they are subsequently dealt with either when they become void or as part of a mop up contract in the latter part of the programme. The position with voids is that the necessary work will be undertaken to bring the property up to the relet standard as agreed with our tenants' group, as the emphasis is delivering the WHQS through a planned programme. However where the condition of the property is such that one internal component has to be replaced (e.g. kitchen or bathroom) then this will result in all components being considered so that the internal of the property will fully comply to the WHQS standard. It is, however, still considered to be more efficient and economically advantageous undertaking the external WHQS works as a planned programme rather than on an individual property basis, so such work continues to be undertaken as part of the main WHQS programme. Integration of the existing Housing Repairs Operations (HRO) Team and the WHQS Team have proved to be very effective in ensuring all properties are considered and that the programme runs as smoothly as possible.

The accommodation in the individual units of the sheltered housing schemes has limited space however the majority now fully meet the space standards of WHQS with a small number recorded as acceptable fails for physical constraint despite new kitchens being provided. Environmental improvements have also been included to each of the sheltered housing schemes addressing part 6 of the standard. Seven schemes remain following completion of the first major remodelling scheme. Four of the seven have now been identified for full refurbishments works with WHQS at the heart of the design criteria, However, remodelling/improvements may not take place prior to December 2021 for all schemes due to a variety of factors including delays associated with Covid e.g. health and safety implications, decant requirements, structural and design limitations and consideration may include selective demolition. it is therefore anticipated the works will be progressed over the next three financial years. The remaining three are still subject to review in respect of remodelling/improvements and where these are progressed meeting the WHQS will be part of the design criteria.

In order to meet the needs of certain tenants with disabilities a wet room may be installed resulting in the provision of a shower but no bath. When the property is re let the wet room will normally remain if in good condition. Depending on the family circumstances of the new tenant the landlord may replace the wet room with a bath and over bath shower.

The use of the acceptable fail criteria will be applied in the hierarchy method prescribed by Welsh Government, but also in a common sense manner. For example, there are several properties where party walls are absent within the loft space, or defective. In terms of WHQS this raises both safety and security considerations, but practically it is only possible to deal with this matter when the properties are being re roofed. A common attic void can be recorded within the database (see IT section) and the work would be deferred on the grounds of timing and physical constraint. A note should be added to the asset records to include within roof works post 2020.

The extent of external works may be constrained by topography and a small number of acceptable fails are likely due to physical constraint. In these circumstances it is difficult to see how an acceptable fail could be converted to a pass at any time without major civil engineering works or estate redevelopment. For the foreseeable future this is very unlikely.

All acceptable fails will be validated prior to completion of the WHQS programme.

## IT Systems

With separate programmes for internal and external works there are more than 20,000 individual property projects. The IT systems manage the information flows from the initial survey stage, works scheduling, through the works stage, to the completion and valuation process. The management and monitoring of the WHQS Programme is via Keystone. This provides core asset management (KAM), contract management (KPM) and energy measurement functions. The Keystone system utilises a Microsoft SQL Server database and a Microsoft Windows application server. Mobile working is undertaken by CCBC staff using Keystone's Foundation (FOU) software on Dell tablets using Microsoft Windows 10. Recently the TOTAL costing system has been adapted to replace the in-house valuations within Keystone as it was felt that Keystone will manage the assets more effectively if costs were managed within a dedicated costing system. This will be particularly beneficial as we move towards our Post 2020 Asset Management Strategy where the in-house workforce will be predominantly managing the work.

## Keystone Components and WHQS

The Savills' survey was a component-based stock condition survey which has been used to establish the data base but subsequently enhanced to ensure that each of the WHQS elements has a corresponding component or components (see appendix 1 Keystone Component List). Certain WHQS elements do not relate to a physical component and can only be confirmed as compliant by surveyor observation.

There are approximately 13,500 property assets in the system – homes, garages, blocks, and communal assets. After the initial data conversion of the Savills' survey an exercise was undertaken to identify components that had been installed by CCBC planned maintenance works, responsive repairs, and end of tenancy works. This improved the data quality by replacing cloned data based on estimated component ages with data based on actual installation dates within specific properties. Component information continues to be updated via stock condition surveys and works contracts. The system will also project life cycle replacement requirements for individual components, which will subsequently be used to inform our future planned maintenance programme post 2020.

## *Updating Component Information Via Stock Condition Surveys*

There are separate internal and external works surveys. Surveyors conduct internal condition surveys via tablet pcs and record compliance status for WHQS components. At the same time a contract survey is undertaken to identify all the items of work required prior to the 2020 deadline. Where no work is required for a component prior to 2020, surveyors will update the Keystone database with their assessment of when the item will require repair/renewal. This also applies for external works surveys.

## *Updating Component Information Via Contract Works*

In order to ensure that every Council owned home is compliant with WHQS each individual property is added to both an internal and external contract of works, even if no works are to be undertaken on a property. Contracts are created within the Keystone contract management module. For internal works these contracts usually contain 20 to 30 properties

and may also have subcontracts for associated works where a separate contractor is undertaking the work e.g. heating, electrics, tiling, flooring, or asbestos works. For external works, contracts can vary in size from a few properties to several hundred.

Contract surveys are carried out that identify works required using a schedule of rates (SOR). These SOR items are added to a schedule of works (SOW) for each property. Where works are not required because components are already compliant (and will be at 2020) dummy SOR items are added at an elemental level i.e. one per kitchen, bathroom, heating, and electrics, rather than component level. The same applies for external work that has been previously achieved.

The same elemental level approach is used for recording acceptable fails under WHQS. For example, if kitchen work is refused by a tenant individual acceptable fails would not be recorded against all components within a kitchen, but a single fail against the kitchen as a whole would be recorded. This approach has been adopted as a practical measure to reduce the complexity of the surveying process and to reduce the overall number of data items recorded.

Recording actual works required, acceptable fails and work that has been previously achieved enables compliance to be tracked for each individual property within the WHQS Programme. The data collected from the surveys is extracted and loaded into a data warehouse which is then used for management reporting.

The table below shows a typical data warehouse table for three properties in the same contract.

Data item	Property 1	Property 2	Property 3
Contract ID	54	54	54
Property Reference	A1960023	A1960027	A1960033
Kitchen Element	Type-Kitchen Full Works	Type-2 kitchen	
Bathroom Element	Type-Bathroom with wet room and WC	Type-2 bathroom	
Electrics Element	Type-In House Rewire	Type-No Type Specified	Type-No Type Specified
Heating Element	Type-Radiator Renewal	Achieved Previously	Type-Boiler and Rads Renewal
Unsurveyed Count			1
Completion Status	3. Complete	1. Incomplete	
Complete Count	1	0	
No Work Count			
Compliant	1		

Property 1 is WHQS compliant in relation to internal elements because works have been completed to kitchen, bathroom, electrics, and heating. Property 2 is not yet compliant because the works identified on the kitchen, bathroom and electrics have not been completed, but the heating element is already compliant and requires no work. Property 3 has been identified as “unsurveyed” because there are items missing from the kitchen and bathroom elements.

As each SOR item has a value it is possible to track commitment costs for each property and contract in the WHQS Programme. Schedule of work items for a property are marked as completed and then valued using the Keystone system or the TOTAL costing system for in-

house works, providing actual cost information. Variations to the original schedule of work can also be identified and monitored.

Completions and variations can be undertaken on site using tablet PCs or in the office.

The data collected for each contract is used by the Keystone system to produce :-

- Automated letters to tenants
- Bills of quantities
- Valuations
- Site instructions
- Other contract documentation

This provides significant efficiencies as schedules of works; tenants, properties and contract related data do not have to be re keyed in order to populate these documents. This approach ensures that everyone involved in the process is working from a single set of data within the Keystone system. Keystone also stores scanned image copies of kitchen / bathroom plans, contract related spreadsheets and other associated documentation against individual contracts providing a full audit trail.

When contracts have been completed all works carried out in that contract that relate to the components listed in the Appendix 1 (Keystone Component List) are automatically updated with actual component installation dates and with new replacement dates beyond 2020.

#### *Data Audits*

The Keystone system has an audit table associated with most of the major database tables. These audit tables track the majority of the insert, update and delete transactions undertaken by users within the system, together with the name of the user carrying out the transaction and the date that the transaction took place. A comprehensive audit trail is therefore available for changes to the information held in the database.

In addition to the internal audit tables within Keystone, CCBC staff who manage the database have developed a range of audit reports that identify errors and inconsistencies within the data. These reports are checked by staff and corrections applied when necessary. There is also one master report which shows a live position of the current compliance position for both internal and external works

#### *Data Warehousing*

WHQS information within the Keystone database is regularly extracted, transformed and loaded into the data warehouse where it is combined with information from the other housing systems. The use of the data warehouse enhances performance management reporting and management decision making.

The data warehouse facilitates the snapshotting and storage of WHQS performance management information which allows the historical context to be preserved in order to accurately evaluate performance over time.

The data warehouse also allows for enhanced auditing of data within the Keystone system. To aid interrogation of the database a series of financial, contract and customer satisfaction dashboards have been developed. All dashboards have high level summary data but can be searched down to individual properties.

## WHQS Compliance Certificates

All new tenants will be provided with a pass/ fail certificate where a property is being re let together with information from the indicative works programme as to when it is anticipated the property will be fully compliant. This information can be generated from the Keystone database.

## WHQS Progress and Reporting

Delivering the WHQS is a Corporate Plan priority for the Council.

The WHQS Programme is an integral part of “The Caerphilly We Want” Corporate Plan 2018-2023 which links to

- Well-being Objective 2: Enabling Employment. Using investment in the housing stock to increase the number of qualified workers and tackle worklessness by providing apprenticeship training and work placements with our in-house workforce and building contractors
- Well-being Objective 3: Address the availability, condition, and sustainability of homes throughout the county borough and provide advice, assistance, or support to help improve people’s well-being.

A dedicated Caerphilly Homes Service Plan (2018-2023) also lists Priority 1A: All Council housing is improved to meet the Welsh Housing Quality Standard by 2020.

Further links outside of the Council where delivering WHQS remains a priority are:

- Improving Lives and Communities: Homes in Wales (Welsh Government, 2010) which sets out the national context for improving homes and communities, including the energy efficiency of existing homes.
- The Welsh Housing Quality Standard: Revised Guidance for Social Landlords on Interpretation and Achievement of the Welsh Housing Quality Standard (Welsh Government, 2008)
- A Healthier Wales: Our plan for Health and Social Care (Welsh Government, 2018)

In September 2012 a Caerphilly Homes Task Group was established with 7 tenants and 7 councillors. The terms of reference include:

“To review and make recommendations on the overall strategic direction and allocation of resources appertaining to the WHQS and the housing service” and

“To monitor progress in achieving the WHQS and the service improvement commitments made in the addendum document issued to tenants as part of the ballot process.”

A half year and a full year report is presented to Cabinet which sets out progress across all the contracts confirming the projected date for final completion, with an overview of the many achievements that have been made as part of the wider commitments and benefits delivered by the WHQS Programme. Based on the customer satisfaction surveys there is a summary of overall satisfaction and an assessment of the extent to which the Charter for Trust service standards are being met by the contractors.

The Caerphilly Homes Task Group (CHTG) is consulted on any programme changes necessary to ensure the overall objective of delivering WHQS by 2021 is achieved.



Key changes to the investment plan and additional measures to support the implementation of the programme are determined by the Cabinet.

The Housing & Regeneration Scrutiny Committee receive regular reports relating to performance against annual targets.

There is a tenants' Repairs and Improvements Group which is monitoring progress towards the WHQS against the commitments made by the Council at the time of the ballot.

A Caerphilly Homes Project Board has been established from the inception of the programme to maintain a strategic focus, oversee progress, monitor performance, and make key operational decisions.

A WHQS scorecard is produced monthly and presented to the Housing Management Team and WHQS Housing Delivery Team. They are also presented to the R&I group as part of their performance focus, the Caerphilly Homes Project Board and CHTG as a progress update, as well as included on the half annually progress reports to Housing & Regeneration Scrutiny Committee & Cabinet. The scorecards confirm the latest position of WHQS compliance for both internal and external works as well as full property compliance. It also shows the weekly target performance for each contractor and includes the levels of tenant satisfactions for internal and external works over in-house workforce and external contractor. The projected date for full WHQS compliance is also included along with a high level financial spend profile.

### Independent Verification

A WHQS review was undertaken by the Wales Audit Office (WAO) during March and April 2017, with a follow up between April and October 2018. The outcome of the review was reported to Cabinet on 30<sup>th</sup> January 2019 and Caerphilly Homes Task Group on 14<sup>th</sup> February 2019 which concluded that *"The Council has responded positively to our June 2017 WHQS report and statutory recommendations by making significant improvements and as a result we now conclude that is likely to meet the WHQS by December 2020"*

The Internal Audit service will be used to verify the systems used to collect, store, and ensure the accuracy of information used to demonstrate progress in implementing the WHQS Programme. Provision will be made in the Internal Audit Plan on a regular basis to test aspects of the system and ensure the validity of the information used to demonstrate compliance with WHQS.

An initial review of data collection and management was undertaken by Internal Audit during early 2015 and was reviewed in 2016. This identified a number of improvements that were undertaken in 2016/17. Further improvements have been undertaken during 2017/18 and an additional review by Internal Audit was carried out in 2018/19 on the validation process where minor recommendations made as part of their review have been met or are on target to be met. To further improve the independent verification procedure, an officer from our Internal Audit team has been seconded into the WHQS team to oversee processes.

### Annual Financial Investment in Stock

The Welsh Government has a requirement for retention local authorities to prepare a housing stock Business Plan. The Business Plan is a long term financial forecast reliant on key

assumptions to assess the financial viability of achieving and maintaining the Welsh Housing Quality Standard within a 30-year timeframe.

The Business Plan is a key document for WG as part of the criteria for awarding the Major Repairs Allowance (MRA) grant. The purpose of the MRA is to provide a financial contribution towards the cost of capital works to achieve the WHQS by 2020 and maintain it thereafter. The Business Plan is submitted annually to support the MRA application and has a 30-year time horizon. It identifies all the costs required to operate the Housing Revenue Account (HRA) as well as forecasting rental income streams and potential operating surpluses that can be utilised to fund the WHQS capital programme. It is, however, reliant on making assumptions at a point in time and the Business Plan does have to be regularly updated due to constantly changing circumstances. Assumptions underpinning the Business Plan relate to but are not limited to:

- Interest Rates
- Inflation
- Rental increases
- Voids and bad debts
- Right to Buys
- Management and Response costs

Changes in these assumptions will affect the level of operating surpluses that the programme is dependent on, as well as increasing risks to the cost of borrowing that the Business Plan relies on. Significant assumption changes can therefore have an impact on meeting and maintaining WHQS.

The 15% stock condition survey carried out by Savills in 2008 originally formed the basis for the financial modelling in the Business Plan for the capital investment that is required to meet and maintain the WHQS. The 15% data was extrapolated to the whole of the housing stock to produce a financial requirement per property to achieve WHQS. Since the works programme has progressed and surveys have now been completed, there is more up to date information on each property which has superseded the financial assumptions used from the Savills survey with actual costs based on information obtained from completed contracts and surveys, in both Keystone and the Business Plan.

The current Business Plan has overwritten the original data from the Savills survey as we have collected more up to date information. We have also confirmed our next five year Post Asset Management Programme to maintain the achievements of the WHQS programme, and these costs have also been included in the Business Plan up to 2025/26, with an indicative affordable budget for the remaining years, pending programme reviews. Capital works are constantly updated to reflect actual work required to achieve WHQS by 2021. Current indications suggest £270m is required to meet the standard by 2021.

In April 2014 self-financing was introduced in Wales. This enabled Welsh local authorities with housing stock to retain all the rental income generated from the housing stock replacing the limitation imposed by the previous HRA subsidy system. In order to become self-financing the local authorities had to make a one off payment to buy out the subsidy and agree to a borrowing cap.

The cost of the buyout has been factored into the current Business Plan with a significant increase in interest and loan charges. This has been offset favourably from the savings achieved by no longer paying a negative subsidy charge. However, the introduction of the borrowing cap has limited the flexibility if there are any major cost increases in the WHQS

Programme. However, UK Government announced the removal of this borrowing cap to assist local authorities to progress with new build as part of the UK Governments initiative to reduce homelessness. Although the cap did not restrict us in achieving the WHQS standard, the removal of the cap will allow us to consider increasing housing supply once the WHQS has been met.

The annual capital programme flows from the investment strategy and Business Plan that sets out how the WHQS will be delivered by 2021. The renewals and improvements are based on either internal or external works grouping relevant components together to create works contracts by community area. The capital programme budget for 2021/22 is £32.9m. This includes expenditure for the completion of the WHQS Programme together with the commencement of the Post Asset Management Programme and our new build programme. Other than our standard £1m for energy works, there is no budget for decarbonisation or retrofit works as we are yet to receive robust guidance from W.G. We have borrowed £40.9m to date to fund the WHQS programme, with the remaining spend funded by the HRA and the Major Repairs Allowance.

Actual expenditure confirms significant variances from the Savills cost plan estimates, particularly for external works. A cost plan review was undertaken in the 2017/18 financial year to examine the trend in the valuations for the internal works together with tendered prices on external works contracts in the Upper Rhymney Valley and the Eastern Valleys together with an assessment of the impact on the Business Plan. Whilst there is considerable variance in the extent of work and costs, the overall impact on the programme is not significant and the Business Plan remains financially viable.

#### Social Value/ Community Benefits

The Council is committed to ensuring that the WHQS capital investment delivers wider outcomes to help transform lives and communities. Core and non-core community benefit clauses were incorporated within the supply partner and the main internal works contracts.

Nevertheless, throughout the duration of the programme to date (June 2019), 48 work placements, 194 permanent jobs and 102 apprenticeships that have been created between the in-house service, external contractors and our supply partner.

Over the course of the WHQS programme, the Council have lost two main contractors; Contract Services and Vinci. Each of the contracts had incorporated within them a comprehensive list of targeted recruitment and training targets pertaining to employment, apprenticeships, work experience opportunities, education and careers advice and support. The loss of the two main contractors has therefore had a significant effect on the number of community benefits delivered via the programme with only ENGIE and Robert Price delivering against the targets incorporated within their contracts.

Nevertheless, throughout the duration of the programme), 48 work placements, 194 permanent jobs and 102 apprenticeships were created between the in-house service, external contractors and our supply partner. During 2020 the Covid-19 pandemic resulted in very little activity being undertaken by WHQS contractors and the WG funded employment support teams were redeployed to undertake Covid-19 front line community support work hence, no further employment or training opportunities were created. Much of the work outstanding following the Covid-19 pandemic has been absorbed in house. However, Caerphilly Homes will continue to ensure that its investment in existing and new housing

stock via its ambitious new build programme, its decarbonisation strategy and also the post asset management strategy (PAMS) will deliver wider social value ambitions.

## Consultation

The Compliance Policy has been the subject of consultations with the tenants' Repairs and Improvements Group, the Caerphilly Homes Task Group and the Policy and Resources Scrutiny Committee. Comments received have been incorporated where appropriate. The Cabinet approved the final draft on 3<sup>rd</sup> February 2016. The policy is reviewed by officers annually and is required to be submitted to Welsh Government as part of the annual MRA application.

## Covid-19

This compliance policy was written on the basis that WHQS would be achieved by June 2020, just ahead of the Welsh Governments target of December 2020.

All our performance indicators confirmed we would have met the standard by June 2020, had the pandemic not occurred. Unfortunately, due to Covid-19, all works had to stop immediately, with the exception of emergency works. Throughout 2020, some external works continued, but very little internal work was carried out, due to the restrictions. As restrictions lifted, officers prepared to restart work but were hit with further local restrictions. As we headed out of 2020, internal works restarted but on a very strict risk assessed basis, meaning less work could be carried out compared to pre-covid timescales, with a reduction of workforce working in tenants homes at any one time, and also a shortage of certain material supplies.

Welsh Government revised their deadline date from December 2020 to December 2021 and we are working towards this deadline. Current indications are that we will be able to achieve full compliance by August 2021 for internals. For externals, this would have been earlier, had it not been for a contractor going into liquidation during the early part of 2021. By the time the legalities have been resolved, and a contract has been repackaged and tendered, this is unlikely to be achieved until the late part of 2021 but is anticipated to be before December 2021 deadline.

## Appendices

Appendix 1 Keystone Component List

**Approved May 2018**

**APPENDIX 1 – KEYSTONE COMPONENT LIST**

<b>Repair Element</b>	<b>Parent Component</b>	<b>Child Component</b>	<b>Child Component Attribute</b>
Bathrooms	Bathroom	Bathroom	Bathroom Only
Bathrooms	Bathroom	Bathroom	Bathroom with Shower
Bathrooms	Bathroom	Bathroom	Shower Over Bath
Bathrooms	Bathroom	Bathroom Extract Fan	Present/Not Present
Bathrooms	Bathroom	Bathroom Layout	Adequate
Bathrooms	Bathroom	Bathroom Layout	Inadequate-Imprvmnt Not Poss
Bathrooms	Bathroom	Bathroom Layout	Inadequate-Imprvmnt Possible
Bathrooms	Bathroom	Bathroom non-slip floor	Present/Not Present
Bathrooms	Bathroom	W.C. (Additional)	Present/Not Present
Bathrooms	Bathroom	WHB (Additional)	Present/Not Present
Heating Systems	Heating Systems	Condensation/Damp/Ventilation	Condensation/Damp/Ventilation
Heating Systems	Heating Systems	Heating - Boiler type	Electric Heating
Heating Systems	Heating Systems	Heating - Boiler type	From Communal Boiler
Heating Systems	Heating Systems	Heating - Boiler type	Gas Boiler
Heating Systems	Heating Systems	Heating - Boiler type	Gas with Back Boiler
Heating Systems	Heating Systems	Heating - Boiler type	Oil Boiler
Heating Systems	Heating Systems	Heating - Boiler type	Other
Heating Systems	Heating Systems	Heating - Boiler type	Solid fuel
Heating Systems	Heating Systems	Heating - Boiler type	Gas Condensing Boiler
Heating Systems	Heating Systems	Heating - Boiler type	Air/Solar Source Heating
Heating Systems	Heating Systems	Heating - Boiler type	Planned CESP boiler works
Heating Systems	Heating Systems	Heating - Radiators/Storage heaters	Radiator Heating
Heating Systems	Heating Systems	Heating - Radiators/Storage heaters	Storage Heating
Heating Systems	Heating Systems	Plumbing (CWST & HWST)	Present/Not Present
Heating Systems	Heating Systems	Water Main	Present/Not Present
Communal	Communal Bathrooms	Communal Bathroom	Present/Not Present
Communal	Communal Bathrooms	Communal Plumbing Distribution	Present/Not Present
Communal	Communal Bathrooms	Communal Shower Rooms	Present/Not Present
Communal	Communal Bathrooms	Communal W.C/Disabled W.C	Present/Not Present
Communal	Communal Bin Store	Communal Bin Store/Refuse Chute	Present/Not Present
Communal	Communal Boilers	Communal Boiler	Present/Not Present
Communal	Communal Electrical	Communal CCTV	Present/Not Present
Communal	Communal Electrical	Communal Door Entry System	Present/Not Present
Communal	Communal Electrical	Communal External Security/Walkway Lighting	Present/Not Present
Communal	Communal Electrical	Communal Fire Alarm Systems	Present/Not Present
Communal	Communal Electrical	Communal Mains Electrical Distribution	Present/Not Present
Communal	Communal Electrical	Communal Wiring/Emergency Lighting	Present/Not Present
Communal	Communal Ext Doors	Communal Doors - Main Entrance	Present/Not Present
Communal	Communal Ext Doors	Communal Doors - Secondary Entrance	Present/Not Present
Communal	Communal Ext Doors	Communal Doors - Store Room/Boiler Room	Present/Not Present

<b>Repair Element</b>	<b>Parent Component</b>	<b>Child Component</b>	<b>Child Component Attribute</b>
Communal	Communal Kitchens	Communal Kitchen	Commercial
Communal	Communal Kitchens	Communal Kitchen	Domestic
Communal	Communal Lifts	Communal Passenger Lift	1 to 2 Floors Served
Communal	Communal Lifts	Communal Passenger Lift	3 to 5 Floors Served
Communal	Communal Roof	Communal Chimney	Present/Not Present
Communal	Communal Roof	Communal Fascias/Soffit/Bargeboards	Not Present (open or finlock)
Communal	Communal Roof	Communal Fascias/Soffit/Bargeboards	Present/Not Present
Communal	Communal Roof	Communal Loft Insulation (mm)	100mm or Less
Communal	Communal Roof	Communal Loft Insulation (mm)	101 - 199mm
Communal	Communal Roof	Communal Loft Insulation (mm)	200mm +
Communal	Communal Roof	Communal Loft Insulation (mm)	Not Applicable
Communal	Communal Roof	Communal Rainwater Goods	External
Communal	Communal Roof	Communal Rainwater Goods	Finlock Lining
Communal	Communal Roof	Communal Rainwater Goods	Internal
Communal	Communal Roof	Communal Roof - Flat	Asphalt
Communal	Communal Roof	Communal Roof - Flat	Corrugated Sheetting
Communal	Communal Roof	Communal Roof - Flat	Felt
Communal	Communal Roof	Communal Roof - Flat	Lead/Other Specialist
Communal	Communal Roof	Communal Roof - Flat	Other
Communal	Communal Roof	Communal Roof - Pitched	Clay
Communal	Communal Roof	Communal Roof - Pitched	Concrete Tiles
Communal	Communal Roof	Communal Roof - Pitched	Natural Slate
Communal	Communal Roof	Communal Roof - Pitched	Other/Specialist
Communal	Communal Roof	Communal Roof - Pitched	Synthetic Slate
Communal	Communal Roof	Communal Roof Structure Sagging	Sagging at party wall
Communal	Communal Windows	Communal Window	Present/Not Present
Electrical Systems	Electrical System	Ceiling Track Hoist - NEW not Savills	Present/Not Present
Electrical Systems	Electrical System	Consumer Unit	Present/Not Present
Electrical Systems	Electrical System	Detector - CO (Carbon Monoxide)	Present/Not Present
Electrical Systems	Electrical System	Drymaster - NEW not Savills	Present/Not Present
Electrical Systems	Electrical System	Lighting External	Present/Not Present
Electrical Systems	Electrical System	PV Panel - NEW not Savills	Present/Not Present
Electrical Systems	Electrical System	PV Panel Invertor - NEW not Savills	Present/Not Present
Electrical Systems	Electrical System	Stairlift - NEW not Savills	Present/Not Present
Electrical Systems	Electrical System	Vertical Lift - NEW not Savills	Present/Not Present
Electrical Systems	Electrical System	Wiring	Wiring - Certified
Electrical Systems	Electrical System	Wiring	Certificate Electrical EOT
External Doors	External Door	Door - External Front/Back/Side/Balcony	Fibre Glass
External Doors	External Door	Door - External Front/Back/Side/Balcony	PVCu

<b>Repair Element</b>	<b>Parent Component</b>	<b>Child Component</b>	<b>Child Component Attribute</b>
External Doors	External Door	Door - External Front/Back/Side/Balcony	Steel
External Doors	External Door	Door - External Front/Back/Side/Balcony	Timber
External Doors	External Door	Door - Flat Direct Entrance	Present/Not Present
External Doors	External Door	Doors - Patio	Fibre Glass
External Doors	External Door	Doors - Patio	PVCu
External Doors	External Door	Doors - Patio	Steel
External Doors	External Door	Doors - Patio	Timber
External Doors	External Stores	Door - External Store (to dwelling)	PVCu/GRP/Other
External Doors	External Stores	Door - External Store (to dwelling)	Timber
External Doors	Outbuilding Door	Door - Outbuilding	Other
External Doors	Outbuilding Door	Door - Outbuilding	Timber
External Works	Balcony	Balcony Balustrading / Railings	Present/Not Present
External Works	Balcony	Balcony/Walkway Floor	Present/Not Present
External Works	Canopies	Canopy	Present/Not Present
External Works	Disabled Adaptations	Disabled Adaptation	Handrails to Steps/Ramp
External Works	DPC	DPC/Dampness	Present/Not Present
External Works	Drainage	Drainage	Drainage
External Works	Fences Gates & Walls	Fences/Gates	Metal Security
External Works	Fences Gates & Walls	Fences/Gates	Present Other
External Works	Fences Gates & Walls	Walls - Boundary	Present/Not Present
External Works	Lintels	Lintel	Lintels
External Works	Parking	Parking (on Roadway)	Present/Not Present
External Works	Parking	Parking Off-Road (within demise)	Present/Not Present
External Works	Paths & Hardstands	Paths & Hardstanding	Present/Not Present
External Works	Porch (pod type)	Porch	Present/Not Present
External Works	Structural Stability	Structural Stability / repair	Structural Stability / repairs
External Works	Structural Stability	Structural Stability / repair	No Structural Issues
External Works	Wall	Wall - Finish	Insulated overcladding
External Works	Wall	Wall - Finish	Non Trad
External Works	Wall	Wall - Finish	Other Cladding / Panelling
External Works	Wall	Wall - Finish	Pointed Brickwork
External Works	Wall	Wall - Finish	Pointed Stonework
External Works	Wall	Wall - Finish	Render
External Works	Wall	Wall - Finish	Tile Hanging
External Works	Wall	Wall - Finish	Un-Repaired Non Trad.
External Works	Wall	Wall - Insulation	Cavity Filled
External Works	Wall	Wall - Insulation	Cavity Unfilled
External Works	Wall	Wall - Insulation	Solid Insulated
External Works	Wall	Wall - Insulation	Solid Uninsulated
External Works	Wall	Wall - Insulation	Planned CESP solid wall insulation
External Works	Wall Outbuilding	Walls - Outbuilding	Other
External Works	Wall Outbuilding	Walls - Outbuilding	Pointed Brickwork/Stonework
Garages	Garage	Door - Garage	Other

<b>Repair Element</b>	<b>Parent Component</b>	<b>Child Component</b>	<b>Child Component Attribute</b>
Garages	Garage	Door - Garage	Steel
Garages	Garage	Door - Garage	Timber
Garages	Garage	Roof - Garage	Flat Roof
Garages	Garage	Roof - Garage	Pitched Roof
Garages	Garage	Walls - Garage	Other
Garages	Garage	Walls - Garage	Pointed Brickwork/Stonework
Garages	Garage	Window - Garage	Present/Not Present
Kitchens	Kitchen	Kitchen	Present/Not Present
Kitchens	Kitchen	Kitchen Extract Fan	Present/Not Present
Kitchens	Kitchen	Kitchen Layout	Adequate
Kitchens	Kitchen	Kitchen Layout	Inadequate-Imprvmnt Not Poss
Kitchens	Kitchen	Kitchen Layout	Inadequate-Imprvmnt Possible
Kitchens	Kitchen	Kitchen non-slip floor	Present/Not Present
Mains Pow. Detectors	Detectors	Detector - Multisensor (hard wired)	Present/Not Present
Mains Pow. Detectors	Detectors	Heat Detector - NEW not Savills	Present/Not Present
Mains Pow. Detectors	Detectors	Smoke Detectors (Hard Wired)	Present/Not Present
Other Items	Other Items	Asbestos information	Asbestos survey - full
Other Items	Other Items	Asbestos information	Asbestos survey - partial
Other Items	Other Items	Asbestos information	Full Management Survey - Void
Other Items	Other Items	Asbestos information	Full Management Survey - WHQS
Other Items	Other Items	Asbestos information	Full Management Survey - Historic
Other Items	Other Items	Asbestos information	Localised R&D Survey
Other Items	Other Items	Asbestos information	Partial Survey
Other Items	Other Items	Asbestos information	Bulk Sample Certificate
Other Items	Other Items	Asbestos information	Certificate of Cleanliness
Other Items	Other Items	Asbestos information	Clearance Certificate
Other Items	Other Items	Asbestos information	Work on non-licensed asbestos
Other Items	Other Items	Asbestos information	Asbestos Removed
Other Items	Other Items	Improvements to flats	Bedsit Modification
Other Items	Other Items	Sound Insulation	Potential Excessive Noise
Other Items	Other Items	Sound Insulation	Sound Insulation Difficulties
Other Items	Other Items	Z - Other Item	General Repairs / Dis-repair
Other Items	Other Items	Z - Other Item	Plaster repairs - walls/ceilings
Roofs & Associated	Outbuilding Roof	Roof - Outbuilding	Flat Roof
Roofs & Associated	Outbuilding Roof	Roof - Outbuilding	Pitched Roof
Roofs & Associated	Roof	Chimney	Present/Not Present
Roofs & Associated	Roof	Common attic void	Yes/No
Roofs & Associated	Roof	Fascias/Soffit/Bargeboards	Not Present (open or finlock)
Roofs & Associated	Roof	Fascias/Soffit/Bargeboards	Present/Not Present
Roofs & Associated	Roof	Loft Insulation (mm)	100mm or Less
Roofs & Associated	Roof	Loft Insulation (mm)	101 - 199mm



<b>Repair Element</b>	<b>Parent Component</b>	<b>Child Component</b>	<b>Child Component Attribute</b>
Roofs & Associated	Roof	Loft Insulation (mm)	200mm +
Roofs & Associated	Roof	Loft Insulation (mm)	Not Applicable
Roofs & Associated	Roof	Loft Insulation (mm)	CESP loft insulation 270mm+
Roofs & Associated	Roof	Rainwater Goods	External
Roofs & Associated	Roof	Rainwater Goods	Finlock Lining
Roofs & Associated	Roof	Rainwater Goods	Internal
Roofs & Associated	Roof	Roof - Flat	Asphalt
Roofs & Associated	Roof	Roof - Flat	Corrugated Sheeting
Roofs & Associated	Roof	Roof - Flat	Felt
Roofs & Associated	Roof	Roof - Flat	Lead/Other Specialist
Roofs & Associated	Roof	Roof - Flat	Other
Roofs & Associated	Roof	Roof - Pitched	Clay
Roofs & Associated	Roof	Roof - Pitched	Concrete Tiles
Roofs & Associated	Roof	Roof - Pitched	Natural Slate
Roofs & Associated	Roof	Roof - Pitched	Other/Specialist
Roofs & Associated	Roof	Roof - Pitched	Synthetic Slate
Roofs & Associated	Roof	Roof Structure Sagging	Sagging at party wall
WHQS	WHQS	WHQS 1a) Is the house structurally stable & no disrepair? (P)	Yes/No
WHQS	WHQS	WHQS 1b) Is the dwelling free from damp? (P)	Yes/No
WHQS	WHQS	WHQS 2) Window limiting stays fitted on first floor windows?	Yes/No
WHQS	WHQS	WHQS 2a) Stairs must have at least one handrail (P)	Yes/No
WHQS	WHQS	WHQS 2b) Adequate space for kitchen appliances (S)	Yes/No
WHQS	WHQS	WHQS 2c) Work surface sufficient for food preparation (S)	Yes/No
WHQS	WHQS	WHQS 2d) Kitchen storage sufficient to meet needs (S)	Yes/No
WHQS	WHQS	WHQS 2e) Kitchen sockets sufficient & convenient (S)	Yes/No
WHQS	WHQS	WHQS 2fi) Flooring to the kitchen non-slip (S)	Yes/No
WHQS	WHQS	WHQS 2fii) Flooring to the bathroom non-slip (S)	Yes/No
WHQS	WHQS	WHQS 2g) External fire escape (S)	Yes/No
WHQS	WHQS	WHQS 2h) Adequate fire alarm equipment (NOT SMOKE) (P)	Yes/No
WHQS	WHQS	WHQS 2i) Bedrms have escape route not passing thru other roo	Yes/No
WHQS	WHQS	WHQS 2k) Bedroom window locks without automatic locking (S)	Yes/No

<b>Repair Element</b>	<b>Parent Component</b>	<b>Child Component</b>	<b>Child Component Attribute</b>
WHQS	WHQS	WHQS 2n) Doors & windw have reasonable level of security (P)	Yes/No
WHQS	WHQS	WHQS 2o) Gardens safe for play & easy to maintain (P)	Yes/No
WHQS	WHQS	WHQS 3b) Ext doors & windows adequately draught proofed (P)	Yes/No
WHQS	WHQS	WHQS 3c) Living room separated from main entrance (S)	Yes/No
WHQS	WHQS	WHQS 3d) Hot water tank effectively insulated (P)	Yes/No
WHQS	WHQS	WHQS 4b) Adequate facilities for washing, drying & airing (S)	Yes/No
WHQS	WHQS	WHQS 6a) Roads & footpaths accessible & safe (S)	Not Applicable
WHQS	WHQS	WHQS 6a) Roads & footpaths accessible & safe (S)	Yes/No
WHQS	WHQS	WHQS 6b) Landscaping affects safety in protected areas (S)	Yes/No
WHQS	WHQS	WHQS 6c) Is there adequate street lighting (S)	Yes/No
WHQS	WHQS	WHQS 6d) Adequate & safe play space for young children (S)	Yes/No
WHQS	WHQS	WHQS 6e) Adequate/practical/maintainable communal areas (S)	Yes/No
WHQS	WHQS	WHQS 6f) Dwellings clearly identified with defined boundary	Yes/No
WHQS	WHQS	WHQS 6g) Utility services practically located & identified (S)	Yes/No
WHQS	WHQS	WHQS 7a) Dwelling has sufficient space for everyday living	Yes/No
WHQS	WHQS	WHQS 7b) Internal & external general storage space adequate	Yes/No
WHQS	WHQS	WHQS 7c) Dwelling layout meet the special cultural needs (S)	Yes/No
WHQS	WHQS	WHQS 7d) Dwelling has necessary adaptations (S)	Yes/No
WHQS	WHQS	WHQS 7e) Garden with level area >=10m2 near dwelling (S)	Yes/No
WHQS	WHQS	WHQS 7f) Paved access to the drying line & garden gate (S)	Yes/No
WHQS	WHQS	WHQS 99 Bathroom achieved previously	Yes/No
WHQS	WHQS	WHQS 99 Electrical rewiring achieved previously	Yes/No
WHQS	WHQS	WHQS 99 Heating install achieved previously	Yes/No
WHQS	WHQS	WHQS 99 Kitchen achieved previously	Yes/No
Windows	Outbuilding Window	Window - Outbuilding	Present/Not Present
Windows	Window	Windows	Other Double Glazed
Windows	Window	Windows	Other Single Glazed
Windows	Window	Windows	PVCu Double Glazed
Windows	Window	Windows	PVCu Single Glazed
Windows	Window	Windows	Timber Single Glazed
Windows	Window	Windows	Timber Double Glazed