



Welsh Housing Quality Standards

**Compliance Policy and Status Monitor
March 2021**

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1.0 Introduction

In March 2015 the Welsh Government advised all social landlords that a Welsh Housing Quality Standard (WHQS) Compliance Policy needed to be in place by 1st April 2016.

The requirement for a Policy was introduced following the outcome of a Welsh Government commissioned report into WHQS, which was commissioned to inform the Housing and Regeneration Minister and Welsh Government Officers about:

- How landlords judge and communicate that they are implementing, or have implemented, the Standard in accordance with the guidance on interpretation of WHQS published in July 2008.
- The extent of independent, external, verification of compliance with the WHQS amongst landlords.
- The extent to which community benefits have been achieved by WHQS improvement programmes.

Key recommendations were that Welsh Government should:

- Remind landlords of the necessity of collecting both primary and secondary data;
- Require each landlord to produce a WHQS Compliance Policy which contains a brief specification that accurately expresses and clarifies their interpretation of the WHQS guidance;
- Agree a definition of 'independent verification' with the sector followed by appropriate guidance.

This Policy clarifies Tai Tarian's approach to the following:

1. Link to Welsh Government statistical return
2. Tai Tarian's interpretation of WHQS
3. Data collection and verification
4. Tai Tarian's approach to achieve WHQS by element
5. The use of Acceptable Fails
6. Interpretation and recording of Community Benefits

NB. This document refers to Tai Tarian throughout; however, it covers a period and decisions made whilst registered as NPT Homes.

2.0 About WHQS

The Welsh Housing Quality Standard was introduced in 2002 and an updated version with guidance was issued in 2008. The guidance is intended to help social landlords interpret and implement the Welsh Government's requirements in relation to the physical standards of their existing dwellings and their improvement.

The standard aims to ensure that dwellings are of a good quality and suitable for the needs of existing and future residents. It is recognised that it will not be economically, or practically, feasible to bring all dwellings up to the standard expected in a modern dwelling.

Minimum requirements, which develop the standard in greater detail, are considered to be an acceptable minimum. Each element of the Standard has been categorised as either a Primary or Secondary element:

- A Primary element is one that impacts on the safety of the residents.
- A Secondary element is more focused around the comfort of the residents.

The requirements are not intended to be exhaustive and social landlords should always consider whether they are satisfied that the best possible solution has been achieved.

WHQS comprises 7 Parts:

1. In a good state of repair – The dwelling must be structurally stable, free from damp and from disrepair. The key building components; the walls, the roof structure and coverings, external windows, doors and chimneys must all be in good condition.
2. Safe and secure – The standard considers the risk posed by staircases, kitchens and bathrooms. It also considers the risk of fire within a dwelling in terms of escape routes and also whether the dwelling has adequate fire alarms and electrical installation.

Part 2 also considers the level of security within a dwelling and requires that the dwellings have a reasonable level of physical security. Also included is the consideration for safe gardens suitable for young children to play in.

3. Adequately heated, fuel efficient and well insulated – All dwellings must be capable of being adequately heated at an affordable cost to the residents. Landlords need to consider whether or not a dwelling is deemed to be adequately heated, fuel efficient and well insulated.
4. Contain up to date kitchens and bathrooms – All dwellings must have reasonably modern facilities, services and amenities. There must be adequate facilities for preparing, cooking and storing food. The kitchen must be 15 years old or less and the bathroom 25 years old or less, unless in good condition and meet the safety, space and layout criteria; designed in accordance with Minimum Requirements.
5. Well managed – Housing should be fairly, efficiently and well managed to address the needs of tenants as individuals and as part of a community.
6. Located in attractive and safe environments – All dwellings should be located in an environment to which residents can relate and in which they can be proud to live.
7. As far as possible, suit the specific requirements of the household – The accommodation provided within the dwelling should, as far as possible, suit the needs of the household.

Assessment – The Use of Acceptable Fails

In all cases, landlords will assess elements as Pass, Fail or Not Applicable. In cases where this is not possible, it may be appropriate to employ the Acceptable Fail category. An Acceptable Fail is only possible on individual elements and not the dwelling as a whole. An Acceptable Fail may only be used in one, or a combination of, the following situations:

- Cost of remedy
- Timing of remedy
- Resident's choice
- Physical constraint

Welsh Government Reporting

Annually, Tai Tarian is required to report its progress towards achieving WHQS compliance. The reporting format is not in line with the 7 Parts outlined in WHQS and is reported on an elemental basis, as set out below.

Table 2 - Stock compliance with the WHQS by component, at 31 March 2015

<< Guidance

Component	Stock at 31st March 2015	Fully compliant* stock for given component at 31 March 2015	Compliant* stock for given component subject to acceptable fails at 31 March 2015	Non-compliant* stock for given component	Percentage fully compliant* / compliant* with acceptable fails for given component	Expected year of full compliance* for all stock for given component
	a	b	c	d	e	f
1 Roofs and associated components	8,955	6,952	0	2,003	78%	2017
2 Windows	8,955	8,530	62	363	96%	2017
3 External doors	8,955	8,530	62	363	96%	2017
4 Kitchens	8,955	6,567	865	1,523	83%	2017
5 Bathrooms	8,955	6,374	717	1,864	79%	2017
6 Energy rating (SAP ≥ 65)	8,955	1,917	0	7,038	21%	2017
7 Central heating systems	8,955	8,067	378	510	94%	2017
8 Electrical systems	8,955	7,613	51	1,291	86%	2017
9 Mains powered smoke detectors	8,955	7,613	51	1,291	86%	2017
10 Gardens and external storage up and including the boundary of the property	8,955	8,955	0	0	100%	

*= Compliant properties should include any properties where a particular element of WHQS is not applicable and hence not assessed.

Comment

[Home](#) |
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 [Definitions Guidance](#) |
 [Specific Elements Guidance](#) |
 [Contact Information](#) |
 [Survey Respo](#)

NOTE: The above table is for visual purposes only.

3.0 Tai Tarian's Current Position

3.1 An Overview

The 'Compliance Policy and Status Monitor April 2017' confirmed that, as of March 31st 2017, all Tai Tarian properties achieved WHQS Compliance.

Tai Tarian has been extremely successful in utilising community benefit clauses to enhance the local economy.

Since its inception, Tai Tarian has had a proven track record as a strong "anchor institution" within Neath Port Talbot Borough and has positively contributed towards the local economy. Over the past 5 years the Value Wales "LM3" toolkit on the major improvement programme has evidenced a further £1.99 created in the local economy for every £1 spent by the organisation.

The WHQS Environmental and External Boundaries programmes are the last major investment created by transfer and, as such, represents the last opportunity to create a sustainable economic legacy of transfer. Using our experience of anchor institutions and foundational economics with results that are robust and measurable, we have created the "Copper Foundation"; a vehicle which will utilise a proportion of the programmed works to create training and job opportunities for those further away from the labour market.

This vehicle will create training opportunities and access level entry jobs utilising a level of work and investment contained within the five year programmes. The proposal is targeted to generate 80 opportunities over 7 years. Because of the emphasis on entry level employment the proposal is seen as a job, rather than a scheme.

3.2 Data Collation and Verification

The borough has been divided into 15 LIPs and has been further divided into 54 Wards for programming purposes. The Wards have been developed on a geographical basis to minimise the spread of the works across the borough. In terms of WHQS compliance, we have established clear, work related, elements which correlate with the reporting format required by the Welsh Government. These are:

1. Structural
2. Roofs
3. Building Fabric – Damp, SAP, render, EWI
4. Windows and doors
5. Heating
6. Kitchens
7. Bathrooms
8. Electrical rewires
9. External boundaries
10. Housing Health & Safety Rating System (HHSRS) – including asbestos management

All data is held within a central database/spreadsheet and identifies all component failures, compliance and relates to the elements noted above.

Score	Count	Category
Pass	500	8 plus Fails
Severe	5425	6-7 Fails
Satisfactory	2397	4-5 Fails
Good	723	1-3 Fails
Excellent	148	0 Fails
TOTAL	9196	

Element	Pass	Severe	Satisfactory	Good	Excellent
Structural	118	0	9	0	2583
Roofs	82	91	1483	9	1103
Building Fabric	0	0	28	0	15
Windows and doors	1.1	1.3	1.3	1.4	1.5
Heating	1.0	1.1	1.2	1.3	1.4
Kitchens	1.0	1.1	1.2	1.3	1.4
Bathrooms	1.0	1.1	1.2	1.3	1.4
Electrical rewires	1.0	1.1	1.2	1.3	1.4
External boundaries	1.0	1.1	1.2	1.3	1.4
HHSRS	1.0	1.1	1.2	1.3	1.4

NOTE: The above table is for visual purposes only.

The database collates all works completed and monitors progress made since we started the Improvement Programme.

Tai Tarian gathers its property data from various surveys.

- Asbestos Surveys

Tai Tarian completed asbestos surveys to all our properties as part of our WHQS programme. Any actions/mitigation measures identified were implemented and managed by our Asbestos team and are in line with our Asbestos Management Plan.

- Stock condition surveys

Property surveys continue to be completed by our Building Surveyors for works that form part of the Planned Maintenance Programme. Work is being undertaken with a consortium on a new stock condition survey template and process, in line with the decarbonisation agenda. A full House Stock condition Survey Programme is due to commence in 2021 and details will be outlined in the Asset Management Plan.

- Energy efficiency assessments

Energy efficiency information has become an increasingly important element of the stock condition data due to the carbon reduction agenda and fuel poverty issues that many of our tenants find themselves in (34% of households in Wales are classified as being in fuel poverty).

WHQS requires a minimum SAP rating of 65. Every property at Transfer held a SAP rating and these ratings have been/are being used and updated to identify the energy efficiency works required to achieve the minimum requirements. A review of the existing SAP data has been completed and the data continues to be updated.

- HHSRS and External Surveys

A review was undertaken of the HHSRS requirements and all “Category 1” issues dealt with. Any remaining issues are being dealt with as part of the external boundaries programme.

3.3 Component Life Expectancy

Tai Tarian identified component life expectancies that link directly with financial regulations and their depreciation structure. Tai Tarian component life expectancies

are identified in the table below and will be updated in line with financial component life cycle amendments, as appropriate.

Component Depreciation Structure	
Principal Component	Depreciation Life
Structure	100
Roof Structure & Coverings	40
External Wall Finish	30
Electrical Installations	30
Doors	25
Windows	25
Bathrooms	25
Kitchens	15
Heating	15
Landscaping & Groundworks	60
Fixture & Fittings	20
Passenger Lifts	20
Stair lifts & Hoists	10

3.4 Tai Tarian's Interpretation of WHQS

Tai Tarian has applied the following interpretation of the WHQS to their housing stock.

We will:

- Comply with primary elements of WHQS where it is “reasonable and practical” to do so and there is financial provision within the approved budget.
- Comply with secondary elements of WHQS where it is “reasonable and practical” to do so and there is financial provision within the approved budget.
- Plan to meet the environmental aspects of WHQS where it is “reasonable and practical” to do so.
- Comply with “legal repairing obligations” and keep components in good repair, free from “category 1 hazards” as identified in the Housing Health & Safety Rating System.
- Take a “reasonable and pragmatic” approach to the interpretation of WHQS when arriving at cost estimates for the 30 year financial forecast.
- Replace components at the end of their useful and/or component life.

- When components are replaced at the end of their useful and/or component life span, take the opportunity to upgrade components to meet Primary elements of WHQS where it is “reasonable and practicable” to do so and there is financial provision within the 30 year financial forecast.
- When components are replaced at the end of their useful and/or component life, take the opportunity to upgrade components to meet Secondary elements of WHQS where it is “reasonable and practicable” to do so.
- Use the standard WHQS assessment check lists issued by Welsh Government when assessing compliance.
- Record WHQS compliance using excel for monitoring and reporting.
- Where components do not meet WHQS from a detailed technical design guidance perspective, but do not cause a category 1 hazard under the Housing Health and Safety Rating System (HHSRS), these components shall be passed.
- Assess the needs of the individual tenants.

We will not:

- Replace components that don't comply with WHQS and are not causing a category 1 hazard, which are younger than their useful and/or identified component lifespan. These will be replaced at the end of their useful and/or component lifespan in line with the points set out above.
- Extend or rebuild homes to meet WHQS. Instead we will carry out an “options appraisal” for the property or property type.
- Change the topography of land, including estates and gardens, to meet WHQS/DQR.
- Extend or provide gardens to meet WHQS.
- Provide external sheds to meet WHQS.
- Classify components as “acceptable fails” where they have not met elements of technical design guidance and they do not cause a category 1 hazard under the Housing Health and Safety Rating System.

4.0 Achieving WHQS Compliance

Our verification and compliance is based on an 'elemental sign off' approach. As each element of work is completed, various parts of WHQS are verified as a result.

Our 'sign off' process is based on an "8 stage" approach which can be noted in table 1 below. The sign off includes compliance with both Primary and Secondary elements. These are:

4.1 Building Fabric

4.2 Windows and doors

4.3 Kitchen and bathroom

4.4 Heating and Electrical

4.5 Fire

4.6 Communal

4.7 Externals

4.8 Housing Management

4.1 Building Fabric

Data verification/surveys – Tai Tarian created a Forward Planning Team that manages all the building surveys required for delivering the works. We employ a number of ‘in house’ surveyors and engage the services of external consultants to manage peak demand.

Tai Tarian completed a number of surveys to establish that the building fabric is in a suitable condition to achieve WHQS and also to ensure the property is in a suitable condition for our tenants to live. These included a specific building fabric survey which considered the condition of the roof, external wall and the window and doors. In conjunction with the surveys an internal damp survey was carried out to identify the presence of any damp within the property.

Implementation of works – These works were completed by March 2017. An ongoing Fabric programme is continuing, maintaining our properties to a high standard.

WHQS Verification and Compliance - The building fabric notes 2 Primary elements; 1a and 1b of the WHQS criteria. Tai Tarian adopted a criteria of 100% ‘sign off’ for each property when works were completed.

	Building Fabric		Comments
1a	The dwelling structurally stable and free from disrepair.	Primary	All properties have been surveyed by our surveying team. Where structural defects are indicated - a structural engineer is engaged to develop a rectification strategy.
1b	The dwelling free from damp.	Primary	Damp surveys have been completed to all properties deemed necessary. Once completed any rectification works identified are transferred to the relevant improvement programmes.

4.2 Windows and Doors

Data Verification/surveys – The window and door programme derives from historical data and the WHQS programme was designed only to replace all single glazed windows. Going forward the programme will be based on a mix of age, condition and other surrounding issues e.g. some Haven Housing schemes being done as part of the overall refurbishment.

Implementation of works – The windows and doors are manufactured by our ‘in house’ factory in Seven Sisters. The installation is completed by an external sub-contractor. Once completed each property is registered with FENSA.

WHQS Verification and compliance – The window and door notes 2 Primary and 1 Secondary criteria. All are considered as part of the survey process.

	Windows and Doors		Comments
2k	The dwelling should not have windows fitted with locks with an automatic locking action in rooms used for sleeping.	Secondary	Lockable handles will be provided to accessible windows only. Locks are not fitted to rooms used for sleeping accommodation.
2n	The dwelling must have a reasonable level of physical security.	Primary	The window programme is fully compliant with Secure by Design (SBD).
3b	External doors and windows must be sufficiently well fitting so that they do not cause severe draughts.	Primary	All windows have been manufactured and installed in line with British Standard.

4.3 Kitchen and Bathroom

Data verification/surveys – At survey stage both primary and secondary elements are considered as part of the design process. All primary conditions will be addressed and all secondary criteria will be considered where reasonable and practical.

Where works are carried out the secondary compliance is not recorded due to the extremely complex data recording this is required.

Implementation of works - These works are being delivered by our Framework contractors. Tai Tarian adopts a criteria of 100% ‘sign off’ for each property completed.

WHQS Verification and compliance – The Kitchen and Bathroom notes 4 Primary and 7 Secondary criteria. All are considered as part of the survey process. Those properties that are within their current life span will be assessed as part of the future rolling programme.

	Kitchen and Bathroom		Comments
2a	Stairs must have at least 1 handrail.	Primary	Each property is inspected as part of the K&B survey process. If a handrail is deemed necessary one is provided as part of this programme.
2b	The kitchen should have adequate space for appliances.	Secondary	All essential appliances are incorporated within the kitchen design. Where reasonable and practical, all additional appliances are also included within the kitchen design. The kitchen design is completed and agreed with each tenant, and in some cases the tenants may choose to incorporate appliances instead of storage space. In this scenario the kitchen is not deemed as an Acceptable Fail.
2c	The kitchen should be a well organised working area with adequate work surfaces for resting pans and food preparation.	Secondary	All kitchen designs are completed in line with WHQS guidance.
2d	The kitchen should have sufficient storage to meet the needs of the residents.	Secondary	Where reasonable and practical the storage requirements identified within WHQS are adhered to.
2e	The number of convenient power sockets in the kitchen should be sufficient.	Secondary	An assessment of the electrical requirements are incorporated in to kitchen design. Where reasonable and practical additional appliances are also included.
2f	The dwelling should have flooring suitably designed for kitchens and bathrooms, and, where necessary, flooring suitable for use in wet areas.	Secondary	Appropriate and suitable flooring has been specified with our kitchen and bathroom specification.
3e	Kitchens and bathrooms should have an adequate amount of mechanical ventilation.	Secondary	Extractor fans are included within the design of each kitchen and bathroom.
4a	The dwelling must have a kitchen 15 years old or less unless it is in good condition.	Primary	The kitchen programme and future replacement programme is based on the lifespan indicated in this document.
4c	The bathroom and WC facilities must be 25 years old or less, unless it is in a good condition.	Primary	The bathroom programme and future replacement programme is based on the lifespan indicated in this document.
4d	The dwelling must have a bathroom with a bath and shower which may be an over bath shower.	Primary	All standard bathroom installations include a bath and an over bath shower. Where disabled facilities are required, guidance will be in line with OT recommendations based on the needs of the resident.
7d	All necessary physical aids required by the residents should be provided.	Secondary	Where disabled facilities are required, guidance will be in line with OT recommendations based on the needs of the resident. Where the recommendations are deemed reasonable and practical, the improvements are made.

4.4 Heating and Electrical

Data verification/surveys – The heating programme is derived from historical stock data that highlighted any properties with a boiler fuel efficiency rating of D or lower. The programme includes the removal of all back boiler heating systems and also the replacement of all ‘non-gas properties’ with gas powered heating systems or air source heat pump; tenants have the choice to remain with their coal systems.

The electrical is programme also derived from historical data that includes pre-1990 rewire installations.

Implementation of works – Contractors have been appointed and are currently carrying out the upgrades. Tai Tarian adopts a criteria of 100% ‘sign off’ for each property completed.

WHQS Verification and compliance - The heating and electrical element notes 6 Primary elements.

WHQS compliance requires the inclusion/input of the Tai Tarian Compliance team; in particular, our gas servicing team ensure all gas heating systems are inspected every 12 months in line with our legal obligations.

Compliance with SAP is also included within this section. WHQS requires all of our properties to achieve a SAP rating of 65 or above. Compliance with this is based on achieving a pass against external wall, heating and window programmes. The property will fail, unless all 3 elements are classed as acceptable. Once all basic measures have been done the SAP should be greater than 65. Once all 3 elements have been completed a new SAP assessment will be carried out.

	Heating and Electrical		Comments
2l	The gas, solid fuel or oil service and safety certificate must be current. All heating installations and appliances must be checked and certified safe by an appropriately qualified person as required by law.	Primary	All heating and electrical appliances will be inspected in-line with the current relevant legislation.
3a	Heating systems must be reasonably economical to run and capable of heating the whole of the dwelling to	Primary	The heating improvement programme includes an ‘A’ rated boiler. Where gas is not a viable option, alternative economical heating solutions will be specified and installed.

	a comfortable level in normal weather conditions.		
3d	The hot water tank must be effectively insulated.	Primary	Any insulation required will be provided as part of the heating programme and service inspection programme.
2h	The dwelling must have adequate fire alarms and equipment.	Primary	All properties will be fitted with suitable and appropriate fire detection and will be inspected in line with our legal obligations.
2j	The dwelling must have a suitably located, mains powered smoke alarm (with a back-up secondary power source such as a sealed lithium battery) smoke alarm on each floor.	Primary	All properties will be fitted with suitable and appropriate smoke alarms and will be inspected in line with our legal obligations.
2m	Electrical lighting and power installations must be checked and certified safe by an appropriately qualified person.	Primary	All properties will be inspected and checked in line with our legal obligations.

4.5 Fire

Data verification/surveys

All properties that fall under the Regulatory Reform (Fire Safety) Order 2005 are assessed by the Tai Tarian's Compliance Team. These include all common areas of flats, maisonettes and Haven Housing schemes.

The Regulatory Reform (Fire Safety) Order 2005 does not cover single private dwellings.

Implementation of works

Fire doors have been fitted to all flats to provide a 30 minute Fire Rated Door Set as required by Fire Risk Assessment and Regulatory Reform Order 2005 (FSO).

WHQS Verification and compliance

These consist of 3 Secondary elements which cover the comfort of a resident as opposed to Health and Safety issues.

	Fire		Comments
2g	The dwelling should have an external fire escape.	Secondary	Where reasonable and practical a suitable fire escape will be provided in line with current legal obligations.
2i	The dwelling should have an escape route from the rooms used for sleeping to an external door which does not pass through another room.	Secondary	Where reasonable and practical a suitable fire escape will be provided in line with current legal obligations.

3c	The main entrance door should not open directly into the living room.	Secondary	Where reasonable and practical, a suitable layout will be provided in line with current legal obligations.
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4.6 Communal

Data verification/surveys

All communal areas within blocks of flats are surveyed in conjunction with our Compliance Team. Where specific issues requiring immediate action are discovered, our Compliance team are notified and carry out any required works.

Implementation of works

An improvement programme is now well established for upgrading our communal areas and will continue for a further 2 years.

WHQS Verification and compliance

Each property is signed off by our Works Inspectors and a copy held on file.

	Communal		Comments
6e	Communal areas should be practical and maintainable.	Secondary	Each communal area has been assessed and an improvement programme in place to upgrade. Regular inspections of our communal areas are undertaken to ensure they are maintained to a high standard.

4.7 Externals

Data verification/surveys

The Tai Tarian external strategy was developed and agreed with Board via a sub-Board working party.

External HHSRS surveys have been completed to all our properties. Where Category 1 issues are identified, these have been rectified.

Implementation of works

An OJEU tender has successfully been completed and 1 contractor remains (plus Copper Foundation) and are delivering the improvement works.

WHQS Verification and compliance

The external element notes 1 Primary element and 11 Secondary elements. All are considered as part of the survey process. Where 'reasonable and practicable' all elements are considered and implemented.

	Externals		Comments
2o	All opportunities must be taken to make gardens safe and suitable for young children to play in, easy to maintain and reasonably private.	Primary	Where reasonable and practical, gardens will be assessed to ensure gardens are suitable and appropriate.
4b	The dwelling should have adequate facilities for washing, drying and airing clothes.	Secondary	Where reasonable and practical adequate facilities will be provided.
6a	All roads and footpaths should be accessible and provide safety.	Secondary	All roads and footpaths under Tai Tarian ownership will be inspected to ensure they are safe and suitable.
6b	There should be soft and hard landscaping.	Secondary	Where reasonable and practical, landscaping will be provided if deemed appropriate.
6c	Street lighting should be adequate.	Secondary	All lighting within Tai Tarian ownership will be assessed to ensure it is suitable and adequate.
6d	There should be safe play areas for young children.	Secondary	All owned play areas are inspected to ensure they are suitable and appropriate.
6h	Car parking should also be practically located and should be visible to residents.	Secondary	Where reasonable and practical, suitable and appropriate car parking will be provided within Tai Tarian land ownership.
7b	The dwelling should have enough storage both internally and externally.	Secondary	Where reasonable and practical, suitable storage will be provided.
7e	Dwellings with a garden should have directly accessible, reasonably sized level area.	Secondary	Where reasonable and practical, a suitable level will be provided.
7f	The dwelling should have paved access to any garden and drying line.	Secondary	Where reasonable and practical, suitable paths will be provided.
6f	The dwelling should be clearly identified with definable boundaries.	Secondary	Where reasonable and practical, suitable boundaries will be provided.

4.8 Housing Management

The Welsh Government Regulatory Assessment establishes whether the RSL has met the delivery outcomes in connection with their functions relating to the provision of housing and matters relating to governance and financial management set out in 'The Regulatory Framework'. The scope considers if the RSL is a well governed, managed

and financially viable organisation against ten delivery outcomes. The Regulator’s judgement of Tai Tarian for 2020 is “Standard”.

From a statutory statistical framework perspective performance across a range of indicators reported to the Welsh Government has been deemed acceptable.

	Housing Management		
5a	The dwelling fairly, efficiently and well managed.	N/A	This element of the Standard is not relevant to the assessment process and future financial planning at this stage.
6g	Utilities should be clearly identified.	Secondary	Each improvement programme will indicate the location of all relevant utilities required by tenants.
7a	The dwelling should provide sufficient space for everyday living.	Secondary	Our Shared Lettings Policy matches family size to property size to avoid overcrowding and under occupation wherever possible.
7c	The dwelling layout should meet the specific cultural needs of tenants.	Secondary	Tai Tarian is committed to ensuring equality and diversity in all its activities.

5.0 The Use of Acceptable Fails

All Acceptable fails have been categorised into the 4 categories noted below:

- Cost of remedy
- Timing of remedy
- Resident's choice
- Physical constraint

Properties with acceptable fails are mainly as a result of tenants refusing the work. Reasons given include tenants not wanting the disruption, tenants happy with existing element etc.

Our current plan includes budgets to address these, however, completion of work continues to be dependent on tenants' acceptance.

6.0 Community Benefits

Tai Tarian is committed to contributing to the social, economic and environmental well-being of the wider community.

Our Community Benefits Policy has recently been updated, and includes the following key objectives:

- To ensure that Tai Tarian's community benefits policy provides local employment opportunities by incorporating contractual clauses which are legally binding for all suppliers of goods, services or works in to all contracts.
- Community benefits will be clearly defined within the contract requirements.
- To ensure all suppliers will provide community benefits as a result of the contract condition requirement as part of the award of any contract. These must be agreed with the employer prior to delivery of said community benefits. Providing training with recognised qualifications to promote a multi- skilled local workforce.
- To promote training and career opportunities by working in partnership with NPT schools, educational establishments and existing local training providers.

- To develop local supply chains and provide introductions to major contractors to develop longer-term working relationships and contract opportunities for local businesses.
- The ability to offer local disadvantaged community members an apprenticeship/trainee place.
- To support the development of community owned social enterprises to supply goods and services.
- Work closely with local residents and public bodies to help local communities tackle problems and improve the quality of life

In practice we will ensure:

- Targeted recruitment and training, as well as the community benefits menu of options across all activities on all contracts valued at £100,000 or more. Furthermore, there will be an expectation that a minimum of 52 person weeks of targeted recruitment and training is delivered per £1m of spend, as a core requirement, in addition to any other community benefits.
- Contracts between £25,000 and £100,000 deliver one or more activities as detailed in the i2i Community Benefits Menu of Options. Contracts under £100,000 may also partake in targeted recruitment and training if the contractor so wishes
- In contracts less than £25,000, contractual clauses will set out the specific targets for delivery. These will be established prior to tender / quotation, and included within a menu of options for the tenderers to complete.

7.0 Verification and Compliance

Tai Tarian has implemented a comprehensive Verification and Compliance process that consists of:

- Comprehensive surveying process, including a proactive damp survey
- Well maintained and efficient excel database
- 100% 'sign off' of all improvement works.

Tai Tarian has been working with Barcud on the independent verification of the works carried out. A thorough audit was carried out by BARCUD and a substantial assurance rating was provided with no recommendations required.