

LONDON BOROUGH OF CAMDEN	WARDS: All
REPORT TITLE: Building Safety Act & Regulatory Standards	
REPORT OF: Director of Property Management	
FOR SUBMISSION TO: Housing Scrutiny Committee Council	DATE: 11 September 2023 18 September 2023
<p>SUMMARY OF REPORT:</p> <p>The Council is committed to the highest standards of resident safety and has carried out significant work to improve the safety of its homes. The Council approved its Fire and Building Safety Charter in July 2021 and is an early adopter in relation to regulatory change, playing an active role in Government working groups to develop the new regulations. Its work to improve resident safety spans all tenures and forms part of our ambition that Camden has decent, safe, warm, and family-friendly housing to support its communities. This report sets out how the Council has secured resources, has implemented change and is meeting the requirements of the Fire Safety Act 2021, Building Safety Act 2022 and the Social Housing (Regulation) Act 2023 as they take effect. The report also describes the changes and investment the Council has already made in relation to fire and building safety and how the Council will be taking additional action to respond to the Regulatory Notice issued in July 2023.</p> <p>LOCAL GOVERNMENT ACT 1972 – ACCESS TO INFORMATION: No documents that require listing were used in the preparation of this report.</p> <p>CONTACT OFFICER: Melissa Dillon: Resident Safety Engagement & Governance Lead E-mail: melissa.dillon@camden.gov.uk, Tel. 0207 974 3100</p>	
<p>RECOMMENDATIONS:</p> <p>The Housing Scrutiny Committee is asked to:-</p> <ul style="list-style-type: none"> (i) Comment on the report and advise on any updates they would like to receive in the future; and (ii) Refer the report to Council for discussion and noting. <p>The Council is asked to note the report.</p>	

Signature:



Gavin Haynes
Director Property Management

Date: 25 August 2023

1. INTRODUCTION

- 1.1 The Council is committed to the highest standards of resident safety and has carried out significant work to improve the safety of its homes. The Council approved its Fire and Building Safety Charter in July 2021 and is an early adopter in relation to regulatory change, playing an active role in Government working groups to develop the new regulations. Its work to improve resident safety spans all tenures and forms part of our ambition that Camden has decent, safe, warm, and family-friendly housing to support its communities. This report sets out how the Council has secured resources, implemented change and is meeting the requirements of the Fire Safety Act 2021, Building Safety Act 2022 and the Social Housing (Regulation) Act 2023 as they take effect. The report also describes the changes and investment the Council has already made in relation to fire and building safety and how the Council will be taking additional action to respond to the Regulatory Notice issued in July 2023.

2. NEW LEGISLATION AND REGULATIONS

- 2.1 Following the Grenfell tragedy and the Chalcots evacuation in 2017 the Council did not wait and was one of the first landlords to fully remove ACM cladding from its tall buildings and to develop an industry leading A1 fire rated façade which is being installed at the Chalcots. The Council gave residents a voice through its Fire Safety and Compliance Advisory Panel and its survey of all 33,000 households – asking residents what mattered to them most about safety in their home and any concerns they had – this leading to the creation of the Council’s [Fire and Building Safety Charter](#).
- 2.2 The Government set up a range of working groups and an Early Adopter group that have helped shape regulations and legislation. The Council has taken an active part in these groups and this has helped it to prepare for the implementation of the Fire Safety Act 2021 and Building Safety Act 2022. These working groups include:
- Fire Safety Reform Implementation Review Group (Home Office – assessing impacts and lessons learnt)
 - Design and Implementation Group (Home Office – shaping regulations and guidance)
 - Safety Case Consultative Group (Building Safety Regulator – working with the Health and Safety Executive on developing building safety cases and reports)
- 2.3 As part of its proactive dialogue with Government departments the Council also played a key role in the examination of composite fire doors and their real-world performance, this following the proactive testing of doors by the Council and sharing of results, ultimately leading to changes in guidance and the products deemed suitable.
- 2.4 The Council has not waited for the Government to complete the preparation and publication of the remaining advice, guidance and secondary legislation flowing from the Fire Safety Act or Building Safety Acts and which continues to be issued on an intermittent basis during the 18-month to 2-year transitional period which concludes April 2024. Camden is also implementing a range of fire safety regulations required by the Fire Safety Act including:
- Installation of way finding signage in 18+ metre buildings
 - Installation of secure information boxes in 18+ metre buildings

- Provision of external wall design & construction materials to the London Fire Brigade (LFB) for 18+ metre buildings
 - Fire door inspection regime for 11+ metre buildings
 - Lift and fire safety equipment fault reporting to LFB for 18+ metre buildings
 - Provision of information about the importance of fire doors to residents of all Council homes
- 2.5 Camden has also carried out specialist Fire Risk Appraisal external wall façade checks (FRAEW) in line with PAS 9980:202 guidance published by Government on steps that can be taken to identify, assess and categorise the risks posed by external wall systems and identify works that might improve the risk rating of a building. To date FRAEW checks have been prioritised according to agreed criteria and completed on 51 buildings with 3 more to be completed during August.
- 2.6 The Building Safety Act 2022 (BSA) has introduced enhanced safety duties for the owners of high-rise residential buildings and buildings over 11 metres in height. It defines high-rise buildings as those with two or more residential dwellings and that are over 18 metres or 7+ floors in height. The BSA also created the following new regulatory bodies to provide effective oversight of a more rigorous building safety regime:
- the Building Safety Regulator (BSR)
 - the National Regulator of Construction Products
 - the New Homes Ombudsman
- 2.7 In response to the BSA the Council has established a team of 10 experienced Building Safety Managers as part of its Resident and Building Safety team, the structure for which is set out in Appendix 1. High-rise buildings must be registered with the Building Safety Regulator and key building information submitted by 30 September 2023, the Council is on target to register its c.150 tall buildings by the deadline.
- 2.8 Building Safety Managers are preparing Building Safety Case reports on our high-rise blocks, these are required to document all relevant construction, management and maintenance information for all residential high-rise building and will be submitted to the BSR for assessment. Information on this can be found on the Council's website ([Safety cases for high rise buildings - Camden Council](#)) and on the BSR website at [Building information - Building safety - HSE](#).
- 2.9 The BSR will issue Building Assessment Certificates for each block and they are expected to be valid for 5 years. Building Safety Cases must be kept up date, and re-submitted for assessment if the management, maintenance, use and occupation of a building or its construction or structure changes. The Council's safety cases will be submitted to the BSR in tranches over five years from April 2024. The submission criteria for each tranche is based on the height and complexity of buildings and the tranches are detailed in Appendix 2.
- 2.10 The Council continues its participation in Government working groups and is tracking the implementation of the legislation closely. At the time of writing a range of secondary regulations and guidance had yet to be issued. On 17 August 2023, Government said that in September 2023 it will publish regulations that will cover:

- the information that accountable persons for occupied higher-risk buildings need to keep as golden thread information (necessary for Building Safety Case submissions required from April 2024)
- the information that accountable persons for occupied higher-risk buildings need to share with residents and other people who are involved in ensuring the safety of the building.

2.11 Government has also said that regulations setting out the Building Safety Regulator fees and charges for Building Safety Case assessment and any investigation carried out by BSR will be published in September 2023. The Council is preparing for the following new regulations:

Regulation to be issued	Anticipated requirement
High-Rise Building Registration & Safety Cases	Publication of requirements for the content of Building Safety Case reports for high-rise buildings to be submitted for approval by the Building Safety Regulator from April 2024
Building Control Gateway 2 & 3 Regulations	Requirement for construction and occupation stage approval by Building Safety Regulator to new high-rise buildings and the refurbishment of existing high-rise buildings
Emergency Evacuation Information Sharing	Subject to Government response to public consultation. Landlord duty to residents requiring support to evacuate in event of an emergency
Development Levy	Details of the funding levy and payment regime applied to new developments to fund the remediation of existing high-rise buildings and leaseholder protection
Mandatory Occurrence reporting for safety breaches and incidents	Details of the regime that will apply to the reporting of safety breach and incidents to the Building Safety Regulator
Construction Product Regulation	Details of construction product approval regime and relationship to building control regulations to be published by newly established Construction Products Regulator

2.12 In addition to the new fire and building safety acts, the Social Housing (Regulation) Act received Royal Assent in July 2023. This legislation will set up a proactive approach to the regulation of Council and housing association landlords on consumer issues such as safety and tenant engagement. The Act provides new enforcement powers for the Regulator of Social Housing (RSH) to tackle landlords who are failing to meet their consumer standards.

2.13 The Regulator of Social Housing monitors housing providers and sets standards for the homes they provide. On 25th July 2023 the RSH opened public consultation on revisions to their regulatory consumer standards. [Consultation on the consumer standards - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/social-housing-regulator-consumer-standards). The new consumer standards give tenants greater power to hold their landlords to account.

2.14 The consultation is on four draft consumer standards covering specific expectations and outcomes that all registered providers (RPs) will be expected to achieve and is open until 17th October 2023. The final version of these standards are expected to be in force from April 2024, the standards are listed below and more detail is included in Appendix 3:

- Safety and Quality Standard
- Transparency, Influence and Accountability Standard
- Neighbourhood and Community Standard
- Tenancy Standard

- 2.15 To prepare for the introduction of the new Consumer Standards, a Housing Safety and Regulatory Board, chaired by the Executive Director Supporting Communities, has been established. This board will assess the Council's position against the standards and determine any changes need to policy and practice.
- 2.16 The regulatory survey of tenant satisfaction has been commissioned from HouseMark, who are experts in this field, and will start in September 2023. A third-party specialist has also been appointed to assist the Council in a self-assessment against the Consumer Standards. This will assess compliance against each of the standards and identify action where this is needed.
- 2.17 In terms of the safety and quality standard, many requirements are aligned with the Council's approach to compliance under its [Fire and Building Safety Charter](#). With regards the decent homes standard, the 2023 stock condition survey is nearing completion and this will provide a fresh analysis of the Council's position. It will also support a review of our asset management strategy and planned programmes of work in the Autumn of this year.
- 2.18 Updates in relation to the Council's work to meet the new Consumer Standards will be brought to the Housing Scrutiny Committee.

3. WORK TO IMPROVE FIRE AND BUILDING SAFETY

- 3.1 The Chalcots evacuation and the fatal fire at Daleham Gardens in 2017 brought into sharp relief the need for the Council to change its approach to fire and building safety, both in terms of how it commissioned and published Fire Risk Assessments (FRAs) but also its governance and the resources needed to deliver the works identified.
- 3.2 Many of the changes made were reported to Cabinet in July 2021 and this also saw the introduction of the Council's fire and building safety charter. Key points to highlight are:
- The appointment of a Director of Resident Safety who reviewed our FRA cycle and methodology. This led to a new FRA survey form, a change control process for immediate high-risk issues and a strict three-year programme for FRAs to be completed
 - The establishment of the Fire Safety and Compliance Advisory Panel (FSCAP) which is co-chaired by the Cabinet Member and a resident representative. This has met quarterly since early 2018 and is held in public with the LFB, residents, elected members and senior officers as panel members
 - The expansion of our fire safety advisory team in 2018, and further changes in 2020 which established the current Property Management division including:
 - A new building and resident safety team
 - A dedicated fire safety capital works team
 - Additional dedicated resources in the repairs team
 - A new property data and systems team to track all compliance data
 - A commitment to install hard-wired smoke detection in all tenanted homes
 - A thorough internal audit carried out in 2019 to determine what additional improvements were needed to governance, systems and performance.
- 3.3 Key outcomes from this work include:
- Every block that needs one has a valid FRA, with assessments consistently delivered through a dedicated supplier

- Strong governance with fortnightly meetings across relevant teams (repairs, landlord services, capital works, estate services) to track progress, risks and monitor performance on the delivery of fire safety actions, plus a monthly board meeting to cover all areas of compliance
- A referral route for emergency issues identified by FRA assessors and 15 occasions when our risk change control process has been used to deal with immediate risks and agree mitigations with the London Fire Brigade
- A new fire safety policy and a new communal area policy which balances how residents use their home with the need to remove combustible items
- Additional resources and new ways of working for clearing combustible items
- Quarterly checks of communal areas and testing of alarms in all street properties
- Excluding the Chalcots, we have spent over £66m on fire safety works since 2017 and our future capital works budgets now total £68m. Once the Chalcots is included, the Council has allocated £296m, of which £208m is its own funds, to the delivery of fire safety capital works. Completed works include:
 - Fire resistant front doors to 10,000 homes
 - Communal alarms in 1,200 blocks
 - Various works to more than 1,100 blocks including compartmentation, fire retardant paint, signage and emergency lighting
- The Council has set aside £4.5m each year to fund its work to deliver the requirements of the Fire Safety Act 2021 and the Building Safety Act 2022, to help deliver these legislative requirements we have appointed 10 new Building Safety Managers

3.4 Progress in relation to the above work has been reported quarterly to the FSCAP. The Cabinet also signed off the Fire and Building Residents Safety Charter in July 2021 and the first annual report was sent to all residents of council homes in October 2022. The corresponding report to the FSCAP highlighted the volume of fire safety works the Council has been delivering and the need to make additional progress, challenges include:

- Procurement activity and suppliers not being able to hold their pricing. We have had some tenders withdrawn and / or works not mobilised effectively, this leading to re-procurement and commissioning work directly from the supply chain
- We have dedicated teams in place and experienced officers working across the capital works team, repairs service and the fire and building safety team. It can be challenging however to secure the extra capacity needed for peaks of activity.
- Gaining access for fire safety work that might be intrusive or take time – this particularly being the case for hard-wire smoke detection and door replacement works. We are working with contractors, delivery teams and our neighbourhood housing officers to communicate the importance of the work with residents and to make sure our correspondence and arrangements for making appointments are of a high standard

3.5 All of the above factors are considered in the following section and in the action plan that we will be agreeing with the RSH.

4. REGULATORY NOTICE

4.1 The RSH contacted the Council following the Daleham Gardens sentencing hearing which concerned the tragic death in the fire that took place in 2017. The Council submitted information concerning all areas of compliance for the housing portfolio (i.e. fire, legionella, asbestos, gas, electrical and lifts).

4.2 The RSH noted that although the Council had made substantial changes in relation to fire safety and had delivered over 40,000 actions since 2020, it had 9,000 overdue actions that remained and that 400 of these were high risk. The RSH also said that the Council should have made better progress in installing hard-wired smoke and Carbon Monoxide detectors, as it had 9,000 hard-wired smoke detectors and 4,000 Carbon Monoxide detectors still to install.

Why were there 400 overdue high-risk actions

4.3 At the time of our contact with the RSH the Council had 400 high-risk actions overdue and of these one-third had a timescale of 10 days to resolve. The number of overdue actions has been reducing as we focus on the oldest and highest risk actions first and by 23 August 2023, the number of overdue high-risk actions had fallen to 102. The high-risk actions related to:

- Metal security grilles placed on front entrance doors by residents. These accounted for 89 of the “10 day” actions – we have been reviewing our advice to residents regarding these and have recently sent a further letter advising these should be removed. We will then work with residents to remove gates and determine any concerns we need to address in doing so.
- Repairs to front entrance doors – for example checking the fire rating of glazed panels or reinstating a door closer – these are all assigned to our repairs service
- 30 related to combustible items left by residents in communal areas – we have a new process and dedicated resources in place to clear these more quickly
- 4 related to alarm queries
- 5 related to mobility scooter storage and 10 related to compartmentation checks
- The remainder related to miscellaneous actions such as trip hazards

4.4 The remaining 102 high-risk actions relate to 78 door repairs, 13 clearances, and 11 miscellaneous actions; of these 67 are no access cases and 35 are scheduled for completion in September.

When will the 9,000 actions be addressed

4.5 Our current FRA cycle generated over 50,000 actions in total and we’ve closed over 43,000 since 2020 as below, with between 10,000 and 15,000 actions closed each calendar year. The Council has closed 7,447 actions this calendar year to date:

	2020	2021	2022	2023 (ytd.)	Total
Actions closed	10,231	15,531	10,293	7,447	43,502

4.6 The current position on all remaining overdue actions is summarised below:

Team(s)	Overdue actions	Current position
Capital works	4,759	Our most recent priority work packages have been onsite since early 2023. We also awarded five large geographical packages in July 2023 covering items such as door replacements. However, one contractor refused to honour its tendered rates on two of the packages and we moved to the next contractor on the list. Capital works packages will be delivered this financial year and next.

Team(s)	Overdue actions	Current position
Repairs	2,695	We have had to repackage our repair works following non-delivery by a contractor in 2022 and we have largely commissioned specialist suppliers directly. This remaining work will be completed this calendar year.
Landlord services	620	In early 2023 we piloted a more robust approach to the removal and disposal of combustible items and this has now been fully mobilised. Correspondence has also been issued to blocks that have front door grilles identified and we will be taking a risk-based approach to enforcement. Actions to be closed this calendar year.
Estate services	367	These primarily relate to improvements required to bin-stores and refuse areas. Actions are to be closed this calendar year.
Building safety / fire safety teams	519	These actions require commissioning of further investigative surveys to provide further assurance, these will be closed this year

- 4.7 With regards the installation of carbon monoxide alarms and smoke detectors, the latest figures are provided below. CO alarms are scheduled to be installed by December 2023 and smoke detectors by March 2024 subject to access. The Council will also be offering tenants interim battery smoke detectors where they are placed later in the programme for hard-wired detection and this outreach work will be completed in September.

	Tenanted homes with relevant appliances	CO alarms	Tenanted homes	Smoke detectors
Number required	13,706		23,548	
Total installations		10,322		17,111
% installed		75%		73%

Additional actions being taken

- 4.8 The Council remains focussed on achieving the highest standards of resident safety. It has many measures already in place such as programmes of work and internal monitoring arrangements, and it is now stepping up delivery to close actions more quickly and provide additional reporting to residents on this. We will:
- Put in place an action plan with the RSH – this will be approved by the Council’s Leader, will be published, and will set out how the Council will complete its overdue actions in the agreed timescales, make sure it promptly closes down future high-risk actions, and how it will complete the installation of smoke and Carbon Monoxide detectors in the timescales set out
 - Make sure the action plan is correctly resourced and we have robust arrangements to maintain the pace of delivery, including getting access to homes
 - Introduce other measures such as the universal key system for street property communal areas so we can carry out our regular checks on a rigid schedule
 - Report our performance on fire safety actions each month to FSCAP members, the Housing Scrutiny Committee and publish our updates on our website

Third party assurance

- 4.9 Over the past year the Council has been working with specialist third party advisors to develop its approach to the implementation of the Fire and Building Safety Acts and its accountability frameworks. The next stage of this work is to carry out a third-party audit of our fire safety management processes and introduce a fire safety management system that meets the requirements of British Standard 9997 (BS9997).

- 4.10 BS9997 is an organisational management system designed by the British Standards Institute to provide a framework for organisations of all sizes to manage their approach to fire risk in a holistic risk-based way.
- 4.11 The third-party audit and BS9997 process will provide evidence to residents and the RSH of the commitment of the Council's senior leaders to provide the resources, support, and awareness to manage fire risk in a consistent way across the organisation.

5. COMMENTS OF THE DIRECTOR OF FINANCE

- 5.1 The Council's fire and building safety activities described in this update represent a significant investment of Housing Revenue Account resources. As set out in paragraph 3.3, the Council has allocated £296m to the delivery of fire safety capital works since 2017 and has an annual revenue budget of £4.5m for fire and building safety work.
- 5.2 When legislation introduces new duties for local authorities, usually the government provides "new burdens" funding. However very little additional funding has been made available to implement the duties contained in the Fire Safety Act 2021, Building Safety Act 2022 and Social Housing (Regulation) Act 2023. Therefore apart from the Chalcots capital works and some other capital works carried out on the Cromer Estate (total capital grant of c.£87.6m), these costs have had to be met from within the existing resources of the HRA.
- 5.3 The new duties have come at a time when the HRA is dealing with inflationary pressures in materials, labour and energy and following the period of enforced 1% rent reductions between 2016 and 2020 which have undermined the financial sustainability of the HRA. It is estimated that since 2016 the HRA lost out on £105m in income that would have been spent on management and maintenance and income this year is £30m lower than it would have been had Government had allowed rents to keep pace with inflation. The rent reductions not only limited the scope to fund new revenue budgets for fire and building safety but also the annual contributions to the Major Repairs Reserve which fund the fire and building safety capital programme along with other capital works. This means that the fire and building safety works have largely been funded by making savings elsewhere and/or reducing budgets for other revenue and capital activities. The situation has been compounded by the below inflation rent increase imposed by government in 2023/24.
- 5.4 The Chalcots fire safety works are largely funded by DLUHC grant administered by the GLA. However, some of the costs are not eligible for grant so the Council is having to meet them from its own resources. As set out in a recent report to Cabinet, the estimated cost of these works has risen¹. This means that the ineligible element funded by the HRA has increased and DLUHC still need to agree to fund the increases to the eligible element. The Council did also receive a £19m court settlement relating to the Chalcots Estate but this has largely offset the revenue costs of evacuating the estate and keeping residents safe incurred in previous years rather than funding the capital costs of the works or the cost of implementing the new legislation.

¹ [2023 2024 Update on the Councils Medium Term Financial Position.pdf \(camden.gov.uk\)](#) paragraphs 2.42 and 2.72.

6. COMMENTS OF THE BOROUGH SOLICITOR

6.1 The Borough Solicitor has been consulted and has no comments to add.

7. ENVIROMENTAL IMPLICATIONS

7.1 The installation of new facades to the latest standards at the Chalcots and Cromer estates will improve the thermal comfort of these buildings – both in terms of heating and cooling. The universal key system for street properties will enable the Council to set up clear schedules for alarm testing that will reduce vehicle movements, repeated visits by different trades and the associated Carbon emissions.

8. APPENDICES

8.1 Appendices to this report are:

- Appendix 1 – Structure of Resident and Building Safety Team
- Appendix 2 – Building Safety Case submission tranches
- Appendix 3 – Regulator of Social Housing Consumer Standards

Report Ends

Appendix 1 – Resident and Building Safety Team

Director of Property Management

Head of Resident & Building Safety

Fire Safety Advisor
Manager

Health & Safety Manager

Building Surveyor
x 2

Building Safety Manager
Team Leader x 1

Fire Safety Advisor x 4

Senior Technical
Compliance
Manager
(Schools)

Asbestos
Manager

Health & Safety
Advisor x 3

Health & Safety
Apprentice x 1

Resident Safety
Engagement Lead x
1

Building Safety Manager x
10

Admin Coordinator
x 1

Asbestos
Compliance
Officer
x 2

H&S Systems
Coordinator
x 1

Resident Safety
Engagement and
Governance Lead x
1

Appendix 2 – Building Safety Case submission tranches

Tranches 1 & 2

Tranche 1	Ward	Tranche 2	Ward
1-80 Dalehead	St. Pancras & Somers Town	1-72 Park View (4 blocks)	St. Pancras & Somers Town
1-80 Gilfoot	St. Pancras & Somers Town	1-44 Englefield	Regents Park
1-80 Oxenholme	St. Pancras & Somers Town	1-44 Swallowfield	Regents Park
1-114 Godwin Court	St. Pancras & Somers Town	1-56 Cayford	Gospel Oak
1-70 Bucklebury	Regents Park	1-56 Palgrave	Gospel Oak
1-70 The Combe	Regents Park	1-90 Templar (5 blocks)	Fortune Green
1-120 Bacton	Gospel Oak	1-120 Vesage Court	Holborn & Covent Garden
1-91 Denton	Haverstock	1-56 Chancellors Court	Holborn & Covent Garden
1-50 Monmouth House	Kentish Town South	1-56 Babington Court	Holborn & Covent Garden
1-160 Southfleet	Haverstock	1-54 Jeygrove Court	Holborn & Covent Garden
1-102 Mary Green	Kilburn	1-107 Woodhall	Regents Park
1-102 Casterbridge	Kilburn	1-64 Hardington	Haverstock
1-102 Snowman	Kilburn	1-32 Ellerton	Fortune Green
1-137 Lulworth	Camden Square	30/40 Grafton Way	Bloomsbury
9A York Way	Camden Square	25 Gresse St (flats 1-92)	Bloomsbury
1-72 Blashford	Primrose Hill	11-84 Medway Court	Bloomsbury
1-3, 5, & 7-161 Bray	Primrose Hill	1-62 Winter Garden House	Holborn & Covent Garden
1-161 Burnham	Primrose Hill		
1-158 Dorney	Primrose Hill		
1-161 Taplow	Primrose Hill		
1-166 Cavendish Mansions	Holborn & Covent Garden		
1-187A O'Donnell Court	Bloomsbury		
2-212A Foundling Court	Bloomsbury		

Tranches 3 & 4

Tranche 3	Ward	Tranche 4	Ward
1-59 Crowndale Court	St. Pancras & Somers Town	1-42 Holmrook	St. Pancras & Somers Town
1-67 Cartmel	Regents Park	1-29 Faversham House	St. Pancras & Somers Town
1-60 Langdale	Regents Park	1-32 The Chenies	St. Pancras & Somers Town
1-60 Harrington	Regents Park	Mayford	St. Pancras & Somers Town
1-60 Hawkshead	Regents Park	1 -32 Waterhead	Regents Park
1-60 Mackworth	Regents Park	1-28 The Tarns	Regents Park
1-44 Grassmere (2 blocks)	Regents Park	1-34 Winchester Apartments	Regents Park
1-44 Borrowdale	Regents Park	1-35 Heybridge	Camden Town
1-44 Patterdale	Regents Park	1-32 Widford	Haverstock
1-23 Grisedale	Regents Park	1-32 Mead Close	Haverstock
1-16 Ennerdale	Regents Park	1-32 Rugmere	Haverstock
1-44 Derwent	Regents Park	1-27 Hazel House	Haverstock
1-44 Rydal Water	Regents Park	1-27 Rowan House	Haverstock
1-71 Fairfield	Regents Park	1-42 Campden House	South Hampstead
1-32 Lindale	Regents Park	1-43 Hickeys House	South Hampstead
1-62 Candida Court	Camden Town	1-26 Noel House	South Hampstead
1-62 Lorraine Court	Camden Town	1-37 Warnham	Kings Cross
1-56 Torbay Court	Camden Town	1-42 Windmill	Holborn & Covent Garden
13-62 Barrington Court	Gospel Oak	1-40 Haddo House	Highgate
1-48 Wendling	Gospel Oak	1-43 Grangemill	Kentish Town North
1-54 Emminster	Kilburn	1-36 Bridge House	Haverstock
1-56 Langhorne Court	South Hampstead	Boswell and Richbell	Holborn & Covent Garden
1-52 Tayler Court	South Hampstead	1-42 Falcon	Holborn & Covent Garden
1-54 Farjeon Court	South Hampstead	1-75 Gordon Mansions	Bloomsbury
1-48 Glynde Reach	Kings Cross	1-35 Hunter House	Bloomsbury
1-50 Blemundsby	Holborn & Covent Garden		
1-51 Aborfield	Kentish Town South		
1-59 Greatfield	Kentish Town South		
1-60 Augustus House	Regents Park		
1-44 Langdon House	Holborn & Covent Garden		
1-30 Laystall Court	Holborn & Covent Garden		
1-33 Mullen Tower	Holborn & Covent Garden		
8 Newton St, Flats 1-50	Holborn & Covent Garden		
1-70 Seymour House	Bloomsbury		
1-32 Somerton House	Bloomsbury		

Tranche 5

Tranche 5	Ward
1-24 Mardale	Regents Park
24-82a Castle Court	Camden Town
1-24 Tottenham	Haverstock
1-32 Beauvale	Haverstock
2 Vicars Road, Flats 1-21	Gospel Oak
1-24 Glover House	South Hampstead
131 - 143 Belsize Road, Flats 1-47	South Hampstead
2 Greville Street, Flats 1-10	Holborn & Covent Garden
6 Greville Street, Flats 1-10	Holborn & Covent Garden
14-16 Wrotham Road	Camden Square
1-29 Chalford	South Hampstead
1-24 Falcon House	Kilburn
1-14 Beaconsfield	Holborn & Covent Garden
1-14 Springwater	Holborn & Covent Garden
1-38 Bramber	Kings Cross
1-23 Trentishoe Mansions	Holborn & Covent Garden

Appendix 3 – Regulator of Social Housing Consumer Standards

This Appendix provides an update on new legislation which brings with it significant changes to the regulatory landscape for social housing. In November 2020, the Government published the Social Housing White Paper which was widely consulted upon and became the Social Housing (Regulation) Act 2023, receiving Royal Assent in July 2023. It aims to offer greater protection against serious hazards, and better-quality homes and services to social housing tenants. The Act introduces enhanced responsibilities and powers for the Regulator of Social Housing (RSH); revised consumer standards and Code of Practice for registered social landlords; and the requirement for social landlords to carry out a regulatory annual tenant satisfaction survey starting from this financial year, 2023/24.

On 25 July 2023 the RSH opened public consultation on their strengthened draft consumer standards, and a Code of Practice to accompany them [Consultation on the consumer standards - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/social-housing-consumer-standards). The changes to the current consumer standards are designed to make a meaningful difference to tenants, be achievable by landlords, and be able to be regulated. The consultation closes on 17 October 2023, with the standards coming into force from April 2024.

Tenant satisfaction measures

The RSH is introducing 12 tenant satisfaction measures which were finalised in September 2022. They are a key part of the new regulatory regime where landlords need to collect the satisfaction data from tenants via an annual survey (regulatory survey) and submit results, along with data on 10 performance areas, to the regulator prior to April 2024. The 22 performance areas, listed in the table below, will be submitted to the regulator, benchmarked against other registered social landlords, and will be available for scrutiny by tenants.

Tenant satisfaction measures	Source
Overall satisfaction 1. Overall satisfaction with the service provided by the landlord.	Survey
Keeping properties in good repair 2. Satisfaction with repairs 3. Satisfaction with time taken to complete most recent repair 4. Satisfaction that the home is well-maintained 5. Homes that do not meet the Decent Homes Standard 6. Repairs completed within target timescale	Survey Survey Survey Landlord data Landlord data
Maintaining building safety 7. Satisfaction that the home is safe	Survey
Safety checks 8. Gas safety 9. Fire safety 10. Asbestos safety 11. Water safety 12. Lift safety	Landlord data Landlord data Landlord data Landlord data Landlord data

Tenant satisfaction measures	Source
<p>Respectful and helpful engagement</p> <p>13. Satisfaction that the landlord listens to tenant views and acts upon them</p> <p>14. Satisfaction that the landlord keeps tenants informed about things that matter to them</p> <p>15. Agreement that the landlord treats tenants fairly and with respect</p>	<p>Survey</p> <p>Survey</p> <p>Survey</p>
<p>Effective handling of complaints</p> <p>16. Satisfaction with the landlord’s approach to handling of complaints</p> <p>17. Complaints relative to the size of the landlord</p> <p>18. Complaints responded to within Complaint Handling Code timescales</p>	<p>Survey</p> <p>Landlord data</p> <p>Landlord data</p>
<p>Responsible neighbourhood management</p> <p>19. Satisfaction that the landlord keeps communal areas clean and well-maintained</p> <p>20. Satisfaction that the landlord makes a positive contribution to neighbourhoods</p> <p>21. Satisfaction with the landlord’s approach to handling anti-social behaviour</p> <p>22. Anti-social behaviour cases relative to the size of the landlord</p>	<p>Survey</p> <p>Survey</p> <p>Survey</p> <p>Landlord data</p>

Camden has commissioned Housemark, a data insight company jointly owned by the National Housing Federation and the Chartered Institute of Housing, to conduct the survey on our behalf. The field work will start in September and is anticipated to be completed by December, with results available to the Council by February, ahead of the submission deadline of 31 March 2024.

Regulatory consumer standards and Code of Practice

The Social Housing (Regulation) Act 2023 introduces revised consumer standards for the social housing sector, against which the RSH has increased powers to proactively scrutinise and monitor landlords’ performance from April 2024. The Act also gives the regulator power to issue a Code of Practice to support landlords understand how to achieve compliance with the proposed new standards.

The regulator has recently opened a 12-week consultation with tenants, landlords and other stakeholders on the revised outcome-focused consumer standards, and associated Code of Practice. The consultation ends on 17 October 2023. The four draft consumer standards are:

1. **The Safety and Quality Standard** – ensures landlords provide tenants with safe, good quality homes and effective landlord services. It is expanded to explicitly include safety and minimise risks to tenants, requiring that landlords have accurate stock condition records at an individual property level that are kept up-to-date and based on a physical assessment of all homes. The proposals also include provision for ensuring all actions arising from health and safety assessments are carried out within appropriate timescales; that tenants can report issues easily; that tenants are kept informed of completion timescales and of progress; and that support for adaptations is clearly communicated to tenants and facilitated.

2. **The Transparency, Influence and Accountability Standard** – ensures landlords treat tenants with fairness and respect, that tenants can influence landlord decision-making, hold their landlord to account and make complaints when necessary. Landlords also need to use data to consider tenants’ diverse needs; ensure fair access to and equitable outcomes from services; provide clear communications and information on service standards and performance; conduct early, meaningful consultations on any major changes; offer a wide range of meaningful opportunities to influence and scrutinise services; and carry out and report findings of the regulatory annual tenant satisfaction survey.
3. **The Neighbourhood and Community Standard** – ensures landlords work with others to make sure tenants live in safe and well-maintained neighbourhoods where environmental and economic well-being is promoted and where anti-social behaviour and hate incidents are deterred and tackled effectively (ensuring they are easy to report, responded to promptly and tenants are kept informed on the progress of their case). Regarding domestic abuse, landlords need to have an effective policy in place and strategies for supporting victims and their children.
4. **The Tenancy Standard** – ensures landlords let homes in a fair and transparent way taking account of the needs of tenants and prospective tenants; support tenancy sustainment - including for licensees; support and provide good information on mutual exchanges; and end tenancies properly – giving good and timely information on alternative housing options as necessary.

Inspections and increased enforcement powers

The RSH is developing a new approach for carrying out inspections for all large registered social landlords against the above consumer standards at least every four years. The regulator has stronger powers to reduce notice of inspection from 28 days to 48 hours. Also, the ‘serious detriment test’ which set a high bar for regulator intervention has been scrapped. Inspections will be modelled on the current in-depth assessment process that the regulator uses to assess housing association performance against their economic standards. The regulator advises that where it has uncovered poor economic performance, it has taken action that has involved changes in leadership and restructuring the way that the landlord is organised and run; and that its approach to consumer regulation would be equally robust.

The RSH will publish the conclusions of individual consumer inspections and has new powers to issue performance improvement plan notices (PIPNs) where landlords fail, or are at risk of failing, to meet the necessary standards or providing information to the regulator. The PIPNs will require landlords to produce performance improvement plans which will be made available to tenants; and there will be penalties (fines and/or compensation) for landlords that do not meet the standards or requirements. Fines for non-compliance with the standards are unlimited. The RSH will have the right to undertake surveys of properties directly, obtain warrants to access properties, and undertake emergency repairs where there is a serious risk - recharging the cost to landlords.

Where the RSH meets unreasonable resistance it will have increased powers to remove officers. They also have the power to set standards on the competence and conduct of all staff ‘involved in the provision of housing management services’. Mandatory qualification requirements for senior housing managers and executives will be set and will apply equally to tenant management organisations (TMOs). The specific qualification requirements are yet to be decided upon.

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