

Meeting of:	Cabinet
Date of Meeting:	Thursday, 06 February 2025
Relevant Scrutiny Committee:	Homes and Safe Communities
Report Title:	Vale of Glamorgan Council Housing – Policy on Application of the Welsh Housing Quality Standard ‘23
Purpose of Report:	To approve the revised policy on application of the Welsh Housing Quality Standards as required by Welsh Government.
Report Owner:	Cabinet Member for Public Sector Housing and Tenant Engagement
Responsible Officer:	Miles Punter – Director of Environment and Housing
Elected Member and Officer Consultation:	<p>This report is applicable to all Council owned housing throughout the Vale of Glamorgan; therefore, no individual ward Member consultation has been undertaken</p> <p style="text-align: center;">Committee Reports</p> <p style="text-align: center;">Rachel Williams - Accountant</p> <p style="text-align: center;">Head of Housing and Building Services</p> <p style="text-align: center;">Operational Manager - Housing Services</p>
Policy Framework:	This is a matter for Executive decision by Cabinet
<p>Executive Summary:</p> <ul style="list-style-type: none"> • On 23rd March 2020, Cabinet was asked to consider the first revision of the Policy on Application of the Welsh Housing Quality Standard (C287). The Policy was subsequently referred to the Homes and Safe Communities Scrutiny Committee for observations. • This Policy has now been reviewed following the introduction of the new requirements of the Welsh Housing Quality Standard. • There have been a number of changes to the Welsh Housing Quality Standards in a move towards decarbonisation of the rented Housing Sector • The principles of this policy have been discussed with both Welsh Government and the Council’s tenant’s working group to ensure the interpretation of the WHQS continues to meet to objectives of the new standard. 	

Recommendations

1. That Cabinet accepts in principle the revisions to the; 'Vale of Glamorgan Council Housing – Policy on Application of the Welsh Housing Quality Standard', attached at Appendix 1 to this report.
2. That the report be referred to the Homes and Safe Communities Scrutiny Committee for consideration.
3. That subject to no changes to the Policy being recommended by the Homes and Safe Communities Scrutiny Committee the Policy be agreed.

Reasons for Recommendations

1. To approve in principle the revised 'Vale of Glamorgan Council Housing – Policy on Application of the Welsh Housing Quality Standard' as required by Welsh Government, to enable the matter to be considered by the appropriate Scrutiny Committee.
2. To permit the matter to be considered by the appropriate Scrutiny Committee and for any recommendations of this Committee to be considered by Cabinet prior to the final Policy being agreed.
3. To ensure prompt agreement of the Policy should no amendments be suggested.

1. Background

- 1.1 The 'Welsh Housing Quality Standards' (WHQS), were produced by Welsh Government in 2002 with a requirement for all Welsh Authorities to reach the prescribed standard by 2012. Further guidance relating to the application of the standards was issued in 2008, with a prescribed requirement to reach this standard by 2020.
- 1.2 The Vale of Glamorgan Council achieved the Welsh Housing Quality Standard in 2018 and at this point entered the maintenance phase of the standard. By 2020 most social landlords had achieved the standard and work then commenced on taking the standard to the next level.
- 1.3 Following consultation between Welsh Government, Landlords and tenants, a revised standard was developed to deliver further improvements to rented homes, focusing on the environment and sustainable housing. In April 2024, the revised WHQS were launched with the aim of taking the current social housing stock towards net zero.
- 1.4 As part of the Council's requirement under the WHQS, is the production of a compliance policy on the application of the standard. The previous policies on application of the standards have been presented to Cabinet and Scrutiny for

approval, and this third version of the WHQS, seeks to take the Council's Housing stock into the next exciting phase of housing standards.

- 1.5** The policy provided at Appendix A provides the current thinking on delivery and interpretation of the WHQS, with initial thoughts on application being shared with the Tenants Working Group, during a meeting held in November.

2. Key Issues for Consideration

- 2.1** The WHQS covers eight requirements, some of which appeared in the previous version of the standards and some which are new in a move towards reducing the environmental impact of our homes and moving towards more sustainable homes. The categories now covered are:
- Key building components remain in good condition
 - Safe and secure
 - Homes must be affordable to heat and have minimal environmental impact
 - Homes must have an up-to-date kitchen and utility area
 - Homes must have an up-to-date bathroom
 - Homes must be comfortable and promote wellbeing
 - Homes must have a suitable garden
 - Homes must have an attractive and practical outside space
- 2.2** The first set of requirements under the WHQS are for key building components to remain in good condition. The Council's housing asset team have been undertaking programmes of work since the achievement of WHQS 1, to ensure our homes continue to comply with this element of the standard.
- 2.3** The Safe and Secure requirements cover specific building attributes which relate to the safety of our tenants and their visitors. This element of the standards requires all compliance certification to be in place and also sets out the frequencies at which servicing, and inspection should be undertaken. There are some legal obligations in relation to this aspect of the standard and tenants will not have a choice on whether they allow reasonable access for these checks and any subsequent improvement.
- 2.4** The third condition sets out the requirements for homes to be affordable to heat and have minimal environmental impact. This is a completely new addition to the standard and focuses on the move towards 'net zero'. Each and every one of our homes will need to receive a PAS2035 which is the British Standard for retrofitting dwellings and outlines how retrofit projects should be managed and delivered, emphasising a whole-building approach to energy efficiency and decarbonisation. This will provide a range of works to each home which will then be planned for delivery over coming years.

- 2.5** Homes must have an up-to-date kitchen and utility area was part of WHQS 1 and has been upgraded to improve the number of electrical outlets in the kitchen as well as making provision for recycling. This part of the standard will remain ‘tenant choice’ (tenants may refuse to participate in any upgrade programme for this element), because it has not material impact on the function of the home. Some 3,500 homes received new kitchens under the first WHQS investment programme, and so the first major programme of replacement is unlikely to commence until 2027.
- 2.6** Homes must have an up-to-date bathroom, was also part of WHQS 1. It too has been revised to now reflect water saving devices within the bathroom. With the 3,500 bathrooms being replaced in WHQS 1 and the first tranche pf programmed replacements not required until 2037, this part of the standard will be marked as a ‘Conditional Pass’, because premature removal of bathroom fittings is costly and unnecessarily wasteful of natural resources therefore defeating any benefit this part of the standard hopes to achieve. Welsh Government has been consulted on this strategy and are supportive of this approach. This part of the standard will remain ‘tenant choice’ (tenants may refuse to participate in any upgrade programme for this element), because it has not material impact on the function of the home.
- 2.7** The aspects of homes being comfortable and promoting wellbeing, is a new requirement and helps to promote sustainable tenancies from the start. This new requirement places a duty for the Council to provide floor coverings at the start of each tenancy. This section of the standard also places a requirement to address noise and to provide a secure definable boundary.
- 2.8** The next section of the standard is for homes to have a suitable garden, this aspect of the standard was in the first version of the standard, but now recognises some difficulties in the provision of level garden space and now allows this to be provided over two separate areas of 5m² each.
- 2.9** The final part of the standard is for homes to have an attractive and practical outside space. This focuses on the protection of wildlife and consideration of promoting wildlife environments when designing and delivering neighbourhood environmental schemes, as well as the provision of storage for residents at a more local level.
- 2.10** The ‘Policy on Application of the Welsh Housing Quality Standard ‘23’ also includes a compliance policy which is issued to our tenants when entering into a new home. This compliance policy sets out where the home may not meet the new standard and when they can expect the property to reach the new standard. Clearly, at this early stage of implementation, more home will fail the standard than achieve it, but this will change as we begin to improve more homes through our programmes of work.

- 2.11 A revised version of the standard will be needed to reflect future changes and will be presented to Cabinet for approval.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

- 3.1 Looking to the long term** – As a result of procuring any WHQS maintenance schemes / projects the Council will have contracted competent contractors to undertake all aspects of works offering value for money costs over the length of the contract. When developing and designing specifications for WHQS improvement consideration is given to reducing energy consumption and the carbon footprint.
- 3.2 Taking an integrated approach** – The procurement of any WHQS maintenance schemes / projects will be undertaken where possible via consultation with various departments within the Council who use contractors to undertake similar works. Prior to procuring any WHQS maintenance schemes/projects the Development and Investment team looks to use any available frameworks which have given consideration to reducing the carbon footprint and energy consumption.
- 3.3 Involving the population in decisions** – During the development of scheme / project specifications the Housing Quality Design Team representing the tenants have input on decision making for the design. At times where it permits consultation is undertaken with the neighbourhood in relation to environmental improvements. During the procurement of any WHQS maintenance schemes / projects a representative of the Housing Quality Design Forum and Leasehold Officer (when applicable) are kept abreast of the tender process and at interview stage are able to question any potential winning contractors about issues that are important to tenants and leaseholders when contractors work within their homes.
- 3.4 Working in a collaborative way** – When looking to deliver WHQS maintenance schemes / projects the Development and Investment team looks to work collaboratively with Building Services to deliver the works. The Development and Investment team also works collaboratively with the Housing Community Benefits Team to deliver community benefits linked to WHQS maintenance contracts e.g. apprenticeships, work experience for individuals who have been out of work for prolonged periods.
- 3.5 Understanding the root causes of issues and preventing them** – As a result of contracting competent contractors to deliver the WHQS maintenance schemes / projects this should minimise the risk of breaching our statutory obligations to manage the risks presented by any works and ensure a high-quality product for future generations to benefit from.

- 3.6 This proposal will meet:**
Objective 3: Support People at home and in their community.

4. Climate Change and Nature Implications

- 4.1** The focus of WHQS '23 is very much around climate change and reducing the environmental impact. This policy reflects the need to ensure our housing stock is as carbon neutral as possible and for our homes to follow a pathway to reduce or eliminate the carbon production of each home by 2034 or as soon as practically possible.
- 4.2** The policy also covers environmental works and seeks to consider wildlife and the environment in our investment programmes associated with external works.

5. Resources and Legal Considerations

Financial

- 5.1** The investment programme for delivery of WHQS '23 is assessed annually, with the required investment programme being reported to Cabinet for approval in the form of the Housing Revenue Account Business Plan.

Employment

- 5.2** Potential wider employment opportunities and apprenticeships will be considered through the delivery programme associated with this policy.

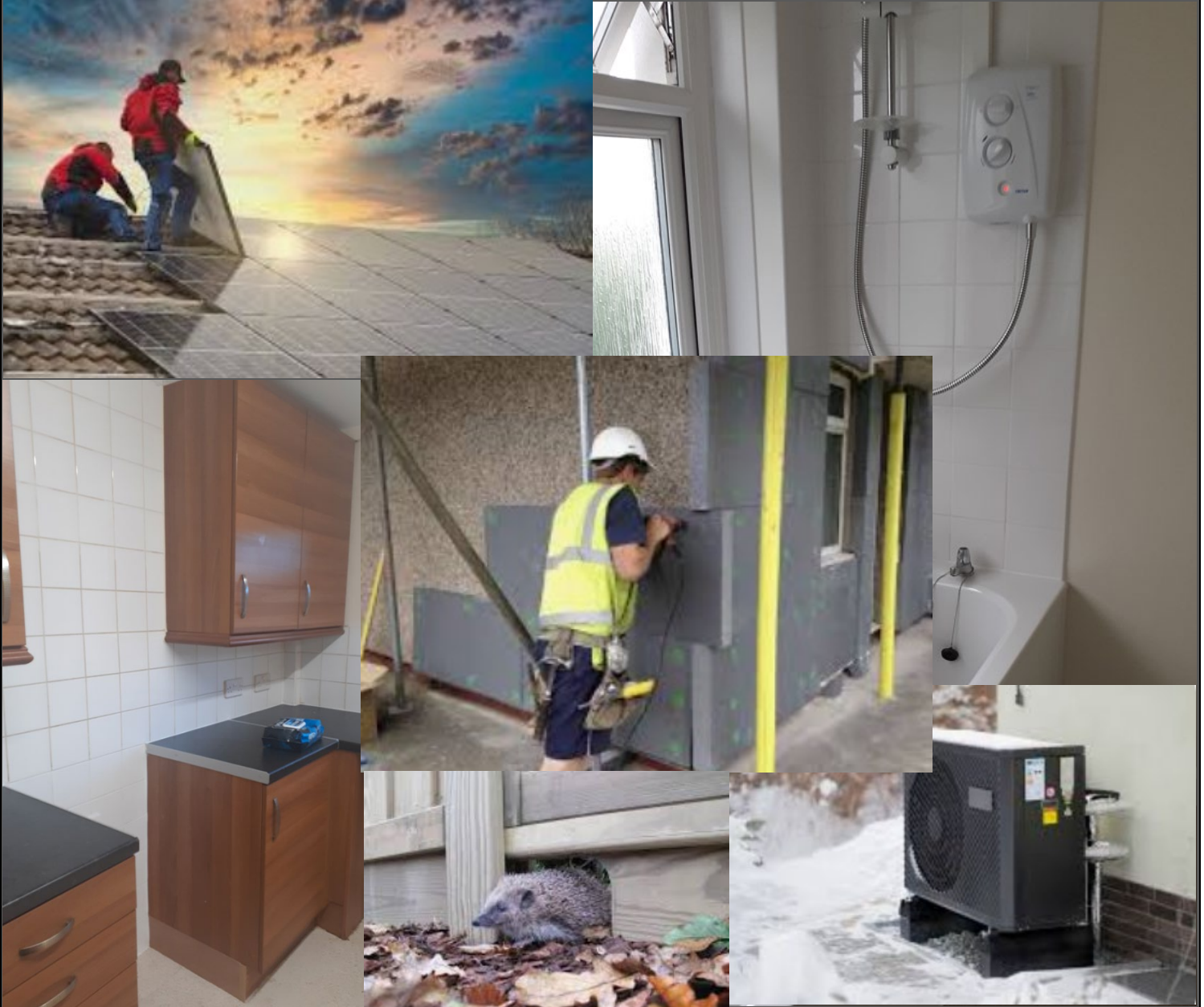
Legal (Including Equalities)

- 5.3** Delivery of WHQS is a legal requirement by all Social Landlords in Wales and each landlord is required to provide a policy on how they interpret the regulations in application to their homes.

6. Background Papers

None.

VALE OF GLAMORGAN COUNCIL



Vale of Glamorgan Council Housing – Policy on Application of the Welsh Housing Quality Standard ‘23

Housing and Building Services
March 2025, Version 3.0
Review date: March 2030

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Section 1 – Introduction

1.1 Aim

The aim of this policy is to provide guidance on the application of the 'Welsh Housing Quality Standards' as applied to the Vale of Glamorgan Council's owned and managed housing stock. Whilst the Welsh Housing Quality Standards are comprehensive, there is room for local interpretation which enables housing providers to tailor the standard to meet local needs and investment demands. This policy seeks to maintain the primary purpose of WHQS by providing homes for Council tenants which are modern, safe, use low carbon fuels and situated in a well-maintained neighbourhood.

1.2 Objectives

The objectives of this document are to:

- Provide an interpretation of the WHQS '23 as applied to the Vale of Glamorgan Council's housing stock
- Provide a methodology in interpretation and recording of Temporary Fail/Conditional Pass
- Provide a methodology for data collection
- Provide a methodology for data storage
- Outline WHQS progress and reporting procedures

1.3 Responsibilities

The responsibility for delivery and application of this policy is allocated to the key individuals and teams below:

Head of Housing and Building Services: to provide appropriate resource to support delivery of the Welsh Housing Quality Standard 2023.

Operational Manager – Building Services: to manage and monitor the application of the policy to all investment programmes, void works and responsive repairs and review this policy at appropriate intervals.

Service Manager – Asset and Investment: to ensure the delivery of this policy through all repair and investment programmes where they can support achievement of the WHQS. To ensure all completed work is accurately recorded on the Asset Management Database (Keystone), regularly review and monitor the data held to ensure ongoing achievement of WHQS. To analyse the data held and complete Welsh Government Statistical returns as required annually. To develop the asset improvement plans and associated Asset Management strategy

Programme Delivery Team: to collate all documentation (e.g. floor plans, M&E certificates, etc.) following the improvement of any property and ensure these are correctly entered onto Keystone.

Asset Management Team: to ensure data is accurately recorded and to monitor the data relating to WHQS, providing reports on WHQS compliance as required.

Void Maintenance Team: to ensure all empty properties meet the Council's adopted Void Standard ready for letting to the new tenant. To identify areas of 'Temporary Fail/Conditional Pass' (e.g. restrictions in the ability to provide a suitable garden area because of steep topography within the available curtilage) and record these on the 'Certificate of Compliance', which is then presented to the new tenant. The Void Maintenance Team are also responsible for ensuring the record details held within Keystone are updated to reflect the status of the property.

Section 2 – Background

2.0 WHQS

- 2.1 The 'Welsh Housing Quality Standard' (WHQS), was produced by Welsh Government in 2002 with a requirement for all Welsh Authorities to reach the prescribed standard by 2012. In 2004 the Welsh Government undertook a revision of the 2002 standards following requests from a number of Council's seeking additional guidance and clarification.
- 2.2 Subsequently a revised Welsh Housing Quality Standard was issued and adopted in 2008, requiring all social housing to have been improved where necessary to reach the standard by 2020.
- 2.3 The Welsh Government have now issued a revised standard to meet the growing global challenge of Climate Change and environmental protection. The following list provides the key elements of the standard, those elements found in the earlier standard (albeit with some change) and the 2023 version are in black below, whilst the new elements of the '23 standard are in blue below:
- in a good state of repair – walls and roofs are structurally sound and the home is free from damp.
 - safe and secure – must meet requirements for safe food preparation, heating provision, security to windows and doors and be safe to move around the home.
 - homes must be affordable to heat and have minimal environmental impact.
 - contain up to date kitchens and bathrooms – kitchens and bathrooms should be modern and designed to ensure their safe use.
 - Homes must be comfortable and promote wellbeing.
 - Homes must have a suitable garden
 - Homes must have an attractive and practical outside space
- 2.4 On the 31st March 2018, the Vale of Glamorgan Council was pleased to announce the completion of the first edition of WHQS at which point it entered the 'Maintenance Phase' of the standard. This version of the policy seeks to take the Council's tenants through the next edition of the standard and into a carbon neutral and environmentally conscious era.

- 2.5 The Vale of Glamorgan openly accepts the key role it plays in leading the local communities towards carbon reduction and protecting the environment, it is also conscious in ensuring that tenants are able to access affordable heating which is easy to operate.
- 2.6 The key to successful delivery of the latest WHQS, is tenant engagement and understanding. The decarbonisation of energy use within the home presents significant change from the carbon fuel systems previously used and to ensure our tenants embrace and understand the new technology, early engagement and introduction is seen as essential. It is also important for our tenants to understand our delivery plan and how PAS2035 guides our investment and range of technology being used in their home.
- 2.7 To ensure opportunity for all tenants to engage in the design of our specifications and processes for delivery of WHQS '23, a range of open days are being staged across the towns and villages within the Vale of Glamorgan. The views and observations of our tenants will then be used to further shape this policy and supporting strategies.

Section 3 – Application of the Standard

- 3.1 The Revised Guidance for Social Landlords on Interpretation and Achievement of the Welsh Housing Quality Standard published in July 2008 is a comprehensive document setting out the standards Local Authorities and Housing Associations should achieve in the delivery of the WHQS. This policy document provides the details of Council's application of WHQS to its Housing Stock and seeks to clarify areas of the standard as they are applied to meet local circumstances.
- 3.2 The Vale of Glamorgan Council's application of the WHQS is set out below and this policy supports the interpretation and achievement of the Welsh Housing Quality Standard', which should be used as the primary reference document, with this document being used to clarify some specific areas of interpretation.
- 3.3 During the delivery of the programme of works towards meeting compliance of the WHQS, there will be a number of works which will fall under either the 'Conditional Pass' or 'Temporary Fail' categories and clearly at the start of the delivery programme many of our homes will fail under the class of 'Temporary Fail', whilst they await the extensive programme necessary to bring them up to standard.
- 3.4 it is therefore essential to understand and define the categorisation of works which will lead to technical passes being presented within the compliance returns. Additionally, some works will be provided with tenant choice such as kitchen and bathroom updates, whilst others relating to safety or carbon management will be deemed essential and reasonable action will be taken to ensure the delivery of such works.

- 3.5 A 'Conditional Pass' is will only be used where the Council is unable to achieve the standard for individual elements and not for the home as a whole and may fall into one of the following categories:
- Physical constraint (e.g. the space available and or topography within a property curtilage may not be sufficient to provide 10m² of level space directly accessible from the home without buying land or considerable supporting infrastructure);
 - Heritage/conservation constraint;
 - Cost prohibitive (e.g. the space available within a flat may not be sufficient to meet the cupboard or worktop requirements within the standard and would require an extension to achieve appropriate space); or
 - Other Metrics and Offsetting - for homes where the affordability to heat and have minimal environmental impact will not be met because of the inherent construction type of a building.
- 3.6 A 'Temporary Fail' will be recorded for programmed works which fall due within 5 years, although at commencement of the programme all our properties will fall within this category because most will need investment in some way or form to achieve the affordability of heat and minimal environmental impact category. Therefore, this will be used for all our homes not meeting the standards in the early years and will then become more targeted towards the end of the delivery programme.
- 3.7 Tenant refusals will be encountered during the delivery programme where tenants either do not want the disturbance or are happy with their current facilities. However, this cannot be applied to parts of the standard which are linked to building safety, or environmental impact. Therefore, the following is a list of exceptions, which may be permitted as tenant refusal under the standard. However, all such failures will be addressed at change of tenancy prior to the new incoming tenant taking occupation:
- **Kitchen** - Kitchens must be less than 16 years old, unless they are in good condition. Where kitchens remain in good condition the Vale of Glamorgan Council reserves the option not to replace the kitchen immediately and to reprogramme replacement to assist in smoothing the investment programme.
 - **Kitchen** - Where the kitchen does not give rise to a significant risk under the Housing Health and Safety Rating System, the kitchen may be retained if the tenant does not want the disturbance of replacement, or if they are more than happy with their current kitchen. The Vale of Glamorgan Council will provide written confirmation of this choice.
 - **Kitchen** - Where a member of the household is undergoing end of life care at home. The tenant does not wish to have the works completed at this time; a Temporary Fail will be recorded until such time the work can proceed
 - **Kitchen** - Kitchens must have sufficient conveniently located power sockets. Where a tenant has installed their own kitchen and there are insufficient power sockets. They do not want their kitchen or tiling disturbed and are happy with the number of sockets they have; this may be recorded as a Temporary Failure.
 - **Bathroom** - Bathrooms must be less than 26 years old, unless they are in good condition. Where bathrooms remain in good condition the Vale of

Glamorgan Council reserves the option not to replace the bathroom immediately and to reprogramme replacement to assist in smoothing the investment programme.

- **Bathroom** - Where the bathroom does not give rise to a significant risk under the Housing Health and Safety Rating System, the bathroom may be retained if the tenant does not want the disturbance of replacement, or if they are more than happy with their current bathroom. The Vale of Glamorgan Council will provide written confirmation of this choice.
- **Bathroom** - Where a member of the household is undergoing end of life care at home. The tenant does not wish to have the works completed at this time; a Temporary Fail will be recorded until such time the work can proceed
- **Bathroom** - Bathrooms and WCs must have suitable flooring. Where tenants have installed their own flooring which provides the sufficient grip not to present a slip hazard, the flooring may remain. The Vale of Glamorgan Council will provide written confirmation of this choice.
- **Electrical Installation Condition Report (EICR)** - Homes must have an electrical safety inspection undertaken by a qualified person at intervals of 5 years or less. The tenant will not be allowed to refuse this inspection or subsequent works. Where tenants refuse to provide reasonable access. The Vale of Glamorgan Council will seek to engage the necessary actions to gain access. A property may be recorded as a 'Temporary Fail until access is made to conduct the inspection and any subsequent work.
- **Low Carbon/Affordable Warmth** – The Vale of Glamorgan Council will strive to provide homes, which are warm, energy efficient, providing minimal (if any) contribution towards global warming, and does not force tenants into fuel poverty. Where improvements are part of the investment journey towards zero carbon (SAP 92), tenants will not be permitted to refuse the improvements just because they do not like or agree with the new technology. However, the Council recognises the journey towards carbon reduction may present some challenges to tenants and in such cases where tenants may be forced into fuel poverty, tenants will not be forced to accept the improvements and properties will be recorded as Temporary Fail – Tenant behaviour/ financial restrictions.
- **Low Carbon/Affordable Warmth** - Where improvements towards low carbon affordable warmth have been refused by tenants, they will continue to be recorded as Temporary fail until suitable alternative technical solutions arrive. However, where improvements have already been installed and the tenants complain of fuel poverty, such improvements will not generally be removed or reverted to the previous standard. However, the Vale of Glamorgan Council recognises the importance of working with our tenants who may be in fuel poverty and we will work with such tenants to work with them and signpost as necessary to help them sustain their tenancy and reduce the impacts of fuel poverty.
- **Low Carbon/Affordable Warmth** - in the pursuit of energy efficiency and carbon reduction, some improvements can have significant impact of the external appearance of the property. Whilst, many improvements are permitted through planning, the installation of such improvements can be significantly more difficult in areas of special interest or conservation. Whilst the Council will make every effort to find a pathway towards SAP92, such improvements may not be possible without changing the external appearance, e.g. EWI, or Solar Panels. In such instances where

achieving the standard is not possible, these properties will be recorded as a 'Conditional Pass' and will be balanced by marrying it to another property which is overperforming and capable of providing an average SAP 92.

- **Damp and Condensation** – the Vale of Glamorgan Council will undertake the necessary works to a property to remedy damp and condensation. However, the eradication of condensation and damp can be dependent on the tenant's interactions within the home. Some tenants may not be able to afford to properly heat the home or may prefer a lower internal temperature than necessary to remove damp and condensation. In such cases the home will remain damp because of the tenant's interactions, and this will be recorded as a 'Temporary Fail', on the assumption it will be rectified at change of tenancy.

3.8 The Vale of Glamorgan Council have a rolling programme of stock condition survey to assess properties against meeting the standard and where any shortfall maybe identified. Additionally, properties are checked at any change of tenancy (void period) and are again checked for any shortfall, with failures either being addressed or referred to programme.

3.9 the following list of requirements have been taken from the guidance and the Vale of Glamorgan's application has been added where necessary. This hopefully provides some clarification on how the Council intends to meet or exceed the requirements.

4.0 **WHQS 2023 Interpretation**

4.1a The Vale of Glamorgan Council endeavours to ensure key building components remain in good condition by being free from fault, deficiency and not promote a HHSRS Category 1 Hazard. These key building attributes are maintained through a combination of major work programmes and localised responsive repair as necessary.

4.1b The Council's Housing Asset Team conduct a rolling programme of stock surveys to ensure the information held on the asset data base is up to date and reflective of the actual condition of the assets. During these inspections any signs of damp are identified and raised for follow on action to prevent the problems escalating. Furthermore, any report of damp and mould is investigated and addressed as necessary.

4.2 **Safe and Secure:**

- structurally stable and free from disrepair
- external walls
- roof structure(s) and covering(s)
- external windows and doors
- chimneys

4.2a Windows and Doors

- New external doors and windows comply with the current edition of 'Secured by Design' at the time of installation. Existing doors and windows are checked during stock survey at change of tenancy to ensure they provide a reasonable level of security as set out in the current edition of 'Secured by Design'.

- 4.2b Stairs and Balustrades
- Stairs must have at least one handrail and not be considered hazardous.
- 4.2c Fire detection - Homes have an adequate fire detection and alarm system installed and maintained to the appropriate British Standard. Properties have hard wired detection systems which meet the current requirements, and they are annually inspected.
- 4.2d Fire escape - Homes have appropriate means of escape in case of fire from the building to a place of safety outside the building, in accordance with building regulation requirements.
- 4.2e Electrical safety and testing.
- Electrical installations, heating installations and appliances. The gas, solid fuel or oil service and safety inspection certificate must be current. All heating installations and appliances must be checked and certified safe by an appropriately qualified person at least annually and as required by law.
- 4.2f Combustion appliances and carbon monoxide detection
- A carbon monoxide detector is fitted in each room containing a fixed gas appliance, an oil-fired combustion appliance, a solid fuel burning combustion appliance or an associated flue. This detector is also hard wired into the fire alarm system.
- 4.2g Electrical lighting and power installations must be checked and certified safe by an appropriately qualified person at least every 5 years as a minimum (*Note – RHW 2016 - Additional Mandatory Requirements the dwelling is FFHH from the occupation date and the occupant must be in receipt of a valid certificate*).
- 4.2h All electrical equipment supplied and owned by the Council for use in homes is safe, complies with the current safety requirements for domestic electrical products and is tested annually.
- 4.2i Common parts of flats and other multi-occupied residential buildings have adequate means of warning and escape from fire in accordance with building regulations requirements. Monthly inspections are made of these areas and any faults are reported for repair at the first available opportunity. Electrical lighting and power installations must be checked and certified safe by an appropriately qualified person at least every 5 years as a minimum. (*Note – RHW 2016 - Additional Mandatory Requirements the dwelling is FFHH from the occupation date and the occupant must be in receipt of a valid certificate*).
- 4.2J All buildings containing more than one dwelling (regardless of whether they also contain common parts) must have a current and up-to-date fire risk assessment.
- The Vale of Glamorgan Council have a rolling programme of fire risk assessment, with remedial works taking place as necessary. Additionally, further assessments are conducted following any major refurbishment programme.

- 4.3 **Homes must be affordable to heat and have minimal environmental impact**, Heating systems will aim to be reasonably economical to run and capable of heating the whole of the home to a comfortable level in normal weather conditions (minimum of SAP 92 – EPC A), in our journey towards our homes must meet a minimum standard of SAP 75 – EPC C by 2029. The installation of measures to achieve SAP 75 will be implemented where the measures are physically practical.
- 4.3a Carbon emissions from homes will be minimised (minimum of EIR 92) where practical. The installation of measures to achieve EIR 92 will be implemented unless the measures are not physically practicable. Where such measures to achieve the standard are currently cost prohibitive, they will be planned and included as part of a future programme of works.
- 4.3b The Vale of Glamorgan Council aims to make all homes a minimum standard of SAP 75 – EPC C by the end of 2029
- 4.3c This element is taken in the context of the whole stock, which aims to achieve carbon emissions equivalent to an EIR 92; homes with a low EIR will be balanced against more efficient homes or other defined Carbon Balancing Measures.
- 4.3d The Vale of Glamorgan Council will carry out a ‘Whole Stock Assessment’ (WSA) and produce ‘Target Energy Pathways’ (TEP) for our homes. From this we will develop a future programme of works towards the energy targets above.
- 4.3e The Vale of Glamorgan Council will provide an annual statement of activity in our annual compliance policy detailing progress within their WSA’s and TEP’s. New homes which comply with WDQR 2021 or the 2023 update, will not need a Target Energy Pathway.
- 4.3f Properties with a ‘Heat Loss Parameter’ of between 2.6 and 2.0 W/m²K or lower are being targeted by improving fabric energy efficiency in the first instance, to ensure effective and efficient operation of low carbon heat sources installed at a later date.
- 4.3g A smart meter will be installed at each home, smart meters are a tenant’s choice and tenants will be encouraged to arrange for a smart meter to be installed, at no charge, with their energy supplier. At change of tenancy, the Council will make arrangements for a smart meter to be installed in each home where not already installed.
- 4.3h Measures to improve water efficiency and reducing water poverty will be installed when replacing fittings and fixed appliances. The Vale of Glamorgan Council aims to reduce potential consumption to less than 110 litres per person per day by installing:
- Dual flush 4.5 / 3 litres per flush
 - Wash hand basin tap* 4.0 litres per minute
 - Shower 8.0 litres per minute
 - Kitchen/Utility tap 5.0 litres per minute
 - Bath 170 litres capacity

- Aerated shower heads / outlets

All the above measures would fall due prematurely of the lifespans set out within the regulations and would be very wasteful of existing materials. It is therefore, planned to replace such fittings and fixtures at end of life.

4.3i Water butts will be installed where appropriate and will be coupled into existing rainwater outlets. The Vale of Glamorgan will provide visible warning labels on the side of the water butt to ensure tenants have advice on how to operate, maintain and minimise any risks created by water stored in water butts. Water butts will be installed during external works or at a change of tenancy.

4.4 Homes must have an up-to-date kitchen and utility area

4.4a Kitchens must be in good condition. - The dwelling must have a kitchen 15 years old or less unless it is in good condition.

4.4b Kitchens must have adequate space for kitchen appliances. - must have 600mm wide spaces for a cooker and a refrigerator and enough clear space in front of the cooker and other units and appliances to operate safely. The refrigerator can be located in a utility area.

4.4c Kitchens must be well organised and contain sufficient work surfaces. - The work surface is permanent, non-porous, 500mm deep, with 800mm along the front edge if straight or 1,000mm if 'L' shaped.

4.4d Homes must have sufficient general storage. - not less than 1.5m² Gross Internal Area (GIA).

4.4e Homes must have adequate space for local recycling requirements. - In addition to provision of space for general waste storage there must be sufficient provision for the collection of key recyclables and storage of food waste in homes. The provision of this may be a combination of internal and external storage.

4.4f Kitchens must have sufficient conveniently located power sockets. - Kitchens must have at least six conveniently located twin power sockets.

4.4g Kitchens and utility areas must have suitable flooring. – The Vale of Glamorgan standard is for non-slip vinyl flooring

4.4h Homes must have adequate facilities for washing, drying and airing clothes. This includes:

- space, power and plumbing for a washing machine;
- external drying line; and
- a heated airing cupboard with at least 1m² of internal slatted shelving provided.

These may be provided in communal laundry facilities e.g. in some sheltered housing schemes

4.5 Homes must have an up-to-date bathroom

- 4.5a Bathrooms and WC facilities must be in good condition. - Bathrooms over 26 years old will be replaced unless they are in good condition. Such bathrooms will not be replaced unnecessarily just to meet the water saving requirements of this standard list above at 4.3h. The Vale of Glamorgan Council replaced over 80 percent of the bathrooms previously under WHQS 1 and many will not fall due for replacement until 2037 at the earliest. Replacing bathrooms unnecessarily is detrimental to the environment, so taps and shower fittings will be replaced with low flow aerated fitting when they are damaged or broken, until such time that the bathroom is scheduled for replacement.
- 4.5b Bathrooms and WC facilities have suitable non-slip vinyl flooring.
- 4.5c Bathrooms have a shower above the bath or a separate shower to either meet mobility needs or because of space and layout issues which would be too expensive to resolve.
- 4.6 Homes must be comfortable and promote wellbeing**
- 4.6a Homes should have sufficient space for everyday living. Homes should provide sufficient space for the occupants as determined by bedroom and living space floor area.
- 4.6b At change of tenancy all habitable rooms (bedrooms and living rooms), staircases and landings located within the home should have suitable floor coverings. The Vale of Glamorgan Council have worked with our tenants' groups to develop the specification and process for floor coverings and this will be updated from time to time.
- 4.6c Exposure to noise should be minimised. - This element covers threats to our tenants and dependants in the property towards their physical and mental health resulting from exposure to noise inside the home caused by lack of sufficient sound insulation or within its curtilage. It does not cover unreasonable noisy behaviour of neighbours (domestic or commercial). This part of the standard seeks to reduce the impact of noise for tenants from ordinary domestic noise between homes entering another, and from excessive traffic or other ambient external noise. The attenuation measures will be sufficient to reduce noise to an average level for a home.
- Measures which could be considered include:
- double/secondary glazing and lobbies to external doors where there are high outside noise levels (e.g. heavy traffic)
 - possible triple glazing near high-speed trains and airports
 - internal floor insulation to reduce impact noise. Good carpets and underlay will assist in this.
 - Considerate positioning of services and fixtures to reduce nuisance between properties e.g. bedrooms not to adjoin next doors kitchen.
- 4.6d As far as possible, homes should suit the specific requirements of the household. – The Vale of Glamorgan Council encourages tenant enquiries relating to culture, family structure, religious practices and the homes internal layout, security, and external spaces, and will develop individual plans and actions in association with the community to provide a mutually agreed

programme of work. This will result in the issues affecting individual communities, receiving a bespoke solution, to meet their specific requirements.

- 4.6e Disabled and older people's housing requirements must be planned for and met in accordance with the duty for reasonable adjustments. The Vale of Glamorgan Council have undertaken a programme of internal refurbishment to our sheltered housing blocks which has included improvements to ensure access for all. These improvements have included automatic openers to internal fire doors, building electric scooter stores with charging points, colour coding to different floors and individual wings of such accommodation. Additionally, we have looked at the approach of individual entrance to ensure they are easy to identify and suitably accessible. The Council has also remodelled unfavoured accommodation, such as bedsits into more accepted flats, which included the provision of wide entrance hallways to provide good wheelchair access within each flat. This work has also incorporated works to the communal areas of flats to provide pleasant sensory garden areas, which are accessible by all and where residents are actively encouraged to get involved.
- 4.6f Homes should be clearly identifiable and have definable boundaries. - Within the First round of WHQS, the Vale of Glamorgan Council developed a comprehensive boundary policy followed by considerable investment, to ensure safe and defendable boundaries to our homes. The continued programme of investment seeks to improve our homes from a good level of security to a higher level of secure rear garden. At the same time all homes have been reviewed to address any issues surrounding identification and difficulty in locating property to enable speedy response the emergency services
- 4.7 Homes must have a suitable garden**
- 4.7a There should be an external level space no smaller than 10m² directly accessible from the home, where spaces are steeply sloping, two areas not less than 5m² will be provided where the space within the curtilage allows.
- 4.7b Paved access from the home to any garden gate. Will be provided, additionally paved access around the building will also be provided to allow safe cleaning of ground floor windows.
- 4.7c Paved access from the home to the drying line if one is present. This will extend along the line of the drying line or around the base of any rotary drier. The area around the line or rotary drier may be included within the requirements of 7a above resulting in dual use space.
- 4.7d Outdoor space must be easy to maintain, and safe. General garden maintenance such a cutting grass, trimming hedges and shrubs are considered routine maintenance issues/ to ensure this is achievable, the Vale of Glamorgan Council will ensure all boundary hedges do not exceed 2.00m in height and grassed areas will be trimmed to a reasonable level. Brambles and other thorny shrubs will be removed unless they provide part of an essential defendable space.

The rear garden space must be safe and suitable for young children to play in. This also includes allowing supervision from the dwelling where practical. Gradients and orientation may make this impractical resulting in a Conditional Pass because of physical constraint. Boundaries will be suitable to prevent young children from leaving the garden and will not encourage climbing. Where the garden is on an incline, the Vale of Glamorgan Council will maintain structurally stable retaining walls with appropriate edge protection to eliminate accidental falls.

4.8 Homes must have an attractive and practical outside space

- 4.8a Lockable storage for cycles and equipment other equipment will be made available, through the provision of an external lockable shed or store. Such stores will include sufficient space for storage for items such as garden equipment, and bicycles, pushchairs and mobility aids which can encourage sustainable travel.

Where communal storage area is available, such as scooter stores within sheltered blocks, separate individual external storage will not always be made available.

- 4.8b The Vale of Glamorgan's Housing service will endeavour to provide adequate, practical, maintainable and safe community space within the Housing estates it manages. The provision of such areas is in some instances beyond the gift of the housing service and will depend on local available space and ownership of such space. Where possible the Housing Service will work in connection with other partners to meet the requirements of the local community. The Housing service will maintain the land it is responsible for but is unable to spend rent on areas where no tenants gain benefit from the development and investment in such land.

Any investment in community space will be reflective of the local needs, e.g. children's play equipment will not be provided in the communal areas of a sheltered housing block.

When developing communal space for local residents, the Vale of Glamorgan Council actively engage with the local residents, both tenants and owners, in understanding the requirements of communal space.

- 4.8c Biodiversity opportunities are incorporated into most the communal and amenity areas owned by the Housing Service, with environmentally friendly areas being introduced to encourage a range of wildlife to exist within the community. This includes re-evaluating our grounds maintenance practices along with the introduction of new habitats to support a range of wildlife.

Section 5 – Managing Data

- 5.1 The Council has invested significant resources in establishing an asset management database, which has been populated through housing stock condition surveys, which have now been completed in most of the housing stock. As a consequence of regular validation surveys, and stock data

updates, the Council's stock condition data provides a high degree of confidence for investment planning and programme development purposes. Subsequently, the stock data, knowledge of the environmental issues and emerging national themes are used to shape the Annual Housing Improvement Programme.

- 5.2 The Keystone system was implemented in June 2011 and will be replaced over the coming years for a new software system linked to an integrated housing management system. This transition from one system to the other is expected to take place over 2025/26.
- 5.3 it is recognised the Keystone system itself is being replaced by newer versions and therefore the development and support of our current database will no longer be provided. This will cause some initial difficulties in reporting some of the data fields being proposed as part of the Welsh Government's WHQS team, reporting process.
- 5.4 To ensure the data held on the asset database remains valid, it is planned to complete a stock condition survey of all property on a five-year rolling programme with 20% of the stock being surveyed each year by an in-house team supported by external providers as necessary.
- 5.5 in the interim and to ensure the data remains valid between surveys, any work completed through the investment, voids and adaptations programmes is updated in the 'Keystone AMS'. Additionally, major work completed by the responsive repairs team, which has an effect on the planned lifespan of an attribute, is manually updated in the data base.
- 5.6 In addition to updating the installation date of each major component, on completion of specific work to each property, key documents are loaded and held on the database such as; gas and electrical safety certificates, asbestos surveys, Energy Performance Certificates, guarantees and warranties.
- 5.7 Gas and electrical safety certificates are checked and validated by the Council's compliance team and the qualifying officer will also conduct random site checks to ensure the certificate has been completed correctly.
- 5.8 On completion of the WHQS validation surveys to each property, any attribute found to not require replacement is given an estimate of its remaining life, to ensure the information held on the system is as reliable as practically possible.

5.9 Data Process Map

Activity		Responsibility	Frequency
1.0	Stock Condition report produced	Development and Investment Manager	Annually/December
2.0	Provisional programme of work developed	Development and Investment Manager	Annually/December

Activity		Responsibility	Frequency
2.1	Work programme allocated to areas and work type	Capital Projects Manager	Annually/December
3.0	Validation surveys completed to scheduled property	HIS officers	3-4 Months prior to commencement of work
3.1	Conditional pass and temporary fails are identified	Client TLO	3-4 Months prior to commencement of work
3.2	Conditional pass, temporary fails and proposed improvements recorded on programme spreadsheet	Client TLO	3-4 Months prior to commencement of work
3.3	Schedule of works to achieve WHQS produced	HIS officers	3-4 Months prior to commencement of work
4.0	Schedule of Work valued	QS/Contractor	2-3 Months prior to commencement of work
5.0	Work undertaken at property	Contractor	In accordance with contractor's programme
5.1	Any variations to scheduled work agreed and recorded on programme spreadsheet	HIS officers	As identified
6.0	Completed work inspected and certified by Client team	HIS Officers	On completion of work
6.1	Satisfaction survey conducted	Client TLO	On completion of work
7.0	Contractor provides contract documentation through electronic portal (EPC, CP12, Electrical work sheet, kitchen designs, etc.)	Contractor	Within 1 month of completion of work
7.1	All CP12's validated (random sample pulled for site checks)	Housing Compliance Officer - Gas	On receipt
7.2	All Electrical Work Sheets validated (random sample pulled for site checks)	Compliance Officer – Electrical	On receipt
7.3	Sample EPC pulled for sense check	Development and Investment Manager	On receipt
8.0	Collate information from programme spreadsheet, contractor's certification, and load onto Keystone.	Business Support Assistant - Assets	Within 1 month of receipt

Activity		Responsibility	Frequency
8.1	Upload all contract documentation onto keystone using correct file directories	Business Support Assistant - Assets	Within 1 month of receipt
8.2	Amend life expectancy/rest installation dates for all attributes surveyed through Validation survey and variation to work	Business Support Assistant - Assets	Within 1 month of receipt
8.3	Record Acceptable fails in Keystone	Business Support Assistant - Assets	Within 1 month of receipt
9.0	Data held on system sample validated for correct input	Business Coordinator	Quarterly
10.0	Data tested – independent sample review of the data held against each property through on-site inspection.	Development and Investment Manager	On completion of programme
11.0	Stock condition surveys to 20% of housing stock to update Keystone data	Development and Investment Manager	Annually

Section 6 – Certificate of Compliance

- 6.3 A 'Certificate of Compliance' has been produced in consultation with tenants to ensure properties comply with WHQS. These certificates are produced and issued following the completion of works to 'Void' properties and are issued to the new tenant at the time of signing for their new tenancy.
- 6.4 The certificate of Compliance is provided at appendix A.

Section 7 – Monitoring Arrangements

- 7.1 Performance Monitoring – Monthly contract meetings are held with each of the main contractors engaged on investment project.
- 7.2 Upon completion of each property, details of the work are updated onto the Asset Management Database 'Keystone'. This enables the data held to remain accurate and enable progress towards achievement of WHQS to be measured against each property. This data is then analysed and monitored by the Management Team to ensure appropriate progress is being made to achieve the standards.
- 7.3 Monthly meetings are held with the senior managers responsible for delivery of the programme to resolve any delivery issues, monitor progress, monitor

budgetary spend and ensure appropriate financial resource is available to meet the standards.

- 7.4 The Council comply with all WHQS monitoring arrangements requested by Welsh Government through annual statistical returns measuring; 'The Welsh Housing Quality Standard' and 'SAP'. These returns monitor any movement on compliance with the standard and are reported annually from the data held on Keystone.

Section 8 – Financial Investment

- 8.1 Annual investment programme is developed from the stock condition data held by the Council. The Council's Asset Management System (Keystone) is able to produce a summary report, which identifies the proposed replacement date of individual components based on projected life expectancy of individual attributes. Costs for replacement attributes are also held on the system and updated to reflect the most recent replacement costs for each individual attribute.
- 8.2 The lifespan and costs held in Keystone AMS are set out in the table provided at appendix B
- 8.3 Community benefits are a key feature of all major contracts procured by the Council. All contractors are aware of the need to deliver community benefits as part of the project and these community benefits are recorded through the 'Community Benefits Tool' available through the Welsh Government's, Policy and Resources toolkit.
- 8.4 The range of community benefits delivered through the WHQS major investment programme have been varied and are reported in more detail through the toolkit. However, examples of the benefits received are provided below:
- 6-week Construction skills course for homeless people to prepare them for their new home
 - Construction Skills Course for local tenants
 - School visits to promote health and safety in and around construction sites
 - Mock interviews with school pupils to prepare them for the workplace
 - Upgraded community buildings toilets
 - Decorated local children's centre
 - Charity Golf event raising £15,000 for the local children's hospice.

Welsh Housing Quality Standard Certificate of Compliance



Address			
Date of inspection		Name of Inspector	

The Vale of Glamorgan Council has duty as landlord, to ensure your home achieves the Welsh Housing Quality Standard (WHQS '23). This certificate is confirmation of your home achieving the required standard and records any areas where it is not technically or physically possible to achieve the full standard (Conditional Pass).

Each category of the WHQS '23 is assessed against the attached criteria and shows any areas where the property cannot meet the standard through Conditional Pass. Where Conditional Pass has been recorded, the Council have no plans or programmes of work to remedy this failure unless otherwise stated. Where this certificate records a Temporary Fail, there are wider programmes of work which are planned to address this element of work. Where possible a proposed date will be provided of this programme, with more detail being available as these works near planned delivery.

Tick

	This property fully meets the WHQS '23 standard
	This property is recorded to have the following WHQS Conditional Passes:

I hereby certify the above property meets WHQS '23 as set out by Welsh Government.

Signed (Inspector) **Date**.....

I have explained to the new tenant how the property meets WHQS '23

Signed (Housing officer) **Date**.....

I understand how my new home meets WHQS '23

Signed (Tenant) **Date**.....

The following standards are to be read in conjunction with The Welsh Governments, Welsh Housing Quality Standards 2023, and the Vale of Glamorgan's Application of the WHQS v3.0

Part 1 – Key building components remain in good condition

Part 2 – Safe and Secure

- a Windows and doors provide a reasonable level of security.
- b Stairs have at least one handrail and are not considered hazardous.
- c Fire detection is present in the home with heat, smoke and carbon monoxide heads fitted as required.
- d The means of escape in case of fire has been assessed and meets the current requirements.
- e Electric and gas installations have a current safety inspection certificate and is included with this certificate.
- f&g Not applicable to this certificate
- h Electrical equipment supplied and owned by the Council for use in your home is safe, complies with the current safety requirements
- i Common parts of flats and other multi-occupied residential buildings have adequate warning and means of escape from fire in accordance with building regulations requirements.
- J A current and up-to-date fire risk assessment, is available upon request.

Part 3 - Homes must be affordable to heat and have minimal environmental impact,

- a Carbon emissions from homes will be minimised (target of EIR 92 by 2035) where practical.
- b&c Not applicable to this certificate
- d The Vale of Glamorgan Council will carry out a 'Target Energy Pathway' (TEP) for your home.
- e Not applicable to this certificate
- f Targeted heat retention measures are either delivered or programmed for delivery.
- g A smart meter has been installed and you will be able to change to your preferred supplier as soon as you are ready.
- h Measures have been installed to reduce water waste and further measures will be delivered through repairs and programmed works. Such measures may include:
 - Dual flush 4.5 / 3 litres per flush
 - Wash hand basin tap* 4.0 litres per minute
 - Shower 8.0 litres per minute
 - Kitchen/Utility tap 5.0 litres per minute
 - Bath 170 litres capacity
 - Aerated shower heads / outlets
- i An external water butt is fitted and you must take precautions to use this safely.

Part 4 - Homes must have an up-to-date kitchen /utility area

- a Kitchens are less than 16 years old unless it is in good condition.
- b Kitchens have adequate space for kitchen appliances.
- c Kitchens contain sufficient work surface suitable to the size of home.
- d Your home meets the general storage requirements.
- e You are provided space for local recycling requirements.
- f You have sufficient conveniently located power sockets in the kitchen.
- g Your kitchen and utility area has non-slip flooring.
- h You have space, power and plumbing for a washing machine, access to an external drying line, and an airing cupboard with slatted shelving.

Part 5 - Homes must have an up-to-date bathroom

- a Bathrooms are less than 26 years old unless it is in good condition.
- b Your bathroom and internal WC has suitable non-slip vinyl flooring.
- c You have a shower above the bath or a separate shower to either meet mobility needs or because of space issues.

Part 6 - Homes must be comfortable and promote wellbeing

- a Your home is allocated on the grounds it has sufficient space for everyday living as your household stands on commencement of this tenancy.
- b All habitable rooms have a suitable floor covering. This floor covering is gifted at commencement of your tenancy and no further ongoing obligation to provide or maintain such coverings is made by the Council from this point forward. Cleaning and replacing floor coverings remain your responsibility.
- c Exposure to noise has been assessed as reasonable within the home and appropriate actions have been taken to reduce external noise elements.
- d As far as possible, your home has been found to meet the current requirements of your household.
- e Reasonable adjustments for disabled and older people's accommodation have been provided
- f Your home has clearly defined boundaries.

Part 7 - Homes must have a suitable garden

- a You have access to a level external space no smaller of no less than 10m² across either one or two areas.
- b Paved access is provided from the home to the garden gate.
- c Paved access is provided around the drying line.
- d Your outdoor space is deemed safe and easy to maintain. General garden maintenance such as cutting grass, trimming hedges and shrubs are considered routine maintenance issues and a tenants ongoing responsibility.
- e The rear garden is deemed safe and suitable for young children to play.

Part 8 - Homes must have an attractive and practical outside space

- a Lockable storage for cycles and other equipment is available, in an external lockable shed or store (where communal storage areas are

available, such as scooter stores within sheltered blocks, separate individual external storage will not always be made available).

- b The Vale of Glamorgan's Housing Service will endeavour to provide adequate, practical, maintainable and safe community space within the Housing estates it manages.
- c Biodiversity opportunities are incorporated into many of the communal and amenity areas owned by the Housing Service.

Draft

This document is available in large print or alternative languages upon request.

The Vale of Glamorgan Council
Housing and Building Services
The Alps
Wenvoe
The Vale of Glamorgan
CF5 6AA

Nov - 2024

Appendix B

Lifecycle replacement assumptions and cost summary

Location	Description	Lifespan (years)	Cost	Measure
External	Replace Boundary Walls in Brick	40	£325.00	Lm
External	Renew Fence and Gates with Chain-link	30	£55.00	Lm
External	Renew concrete Paths	30	£165.00	M ²
Adaptations	Renew Level Access Shower Tray	99	£1,500.00	Each
Adaptations	Renew Wet Room	25	£4,400.00	Each
Bathroom	Renew Bathroom	25	£3,800.00	Each
Bathroom	Renew Bathroom Extract Fan	15	£345.00	Each
Bathroom	Remedy Bathroom Location	200	£1,600.00	Each
Bathroom	Renew Shower Over Bath	15	£560.00	Each
Bathroom	Renew separate WC	25	£325.00	Each
Communal	Renew Door Entry Intercom	15	£385.00	Each
Communal	Renew Fire Alarm Systems	15	£6,500.00	Each
Communal	Renew Communal Fire Equipment	15	£1,150.00	Each
Doors	Renew External Store Doors	20	£345.00	Each
Doors	Renew Composite Door	30	£1,450.00	Each
External	Renew Steps	30	£75.00	Each
Heating	Renew Primary Heating Gas Condensing	15	£2,100.00	Each
Kitchen	Renew Kitchen	15	£5,250.00	Each
Kitchen	Renew Kitchen Extract Fan	15	£345.00	Each
Wiring	Renew CO Detectors	10	£285.00	Each
Wiring	Renew Consumer Unit	25	£875.00	Each
Wiring	Smoke Detectors Mains Wired	10	£285.00	Each
Heating	Renew Heating Electric Radiators	30	£3,700.00	/Dwelling
Heating	Renew Heating Distribution Radiators	30	£1,950.00	/Dwelling
Kitchen	Remedy Kitchen Layout	99	£1,400.00	/Dwelling
Roofing	Rebuild Chimney	60	£3,000.00	/Dwelling
Roofing	Renew Flat Felt Roof Covering	15	£140.00	M ²
Roofing	Renew Fascia/Soffits/Bargeboards	30	£1,200.00	/Dwelling
Roofing	Renew Pitched Roof Cement Profile Sheet	35	£7,200.00	/Dwelling

Roofing	Renew Pitched Roof Coverings Clay	35	£7,200.00 /Dwelling
Roofing	Renew Pitched Roof Coverings Concrete Tile	55	£7,200.00 /Dwelling
Roofing	Renew Pitched Roof Coverings Natural Slate	80	£7,200.00 /Dwelling
Roofing	Renew Rainwater Goods PVC	30	£600.00 /Dwelling
Walls	Repair Wall Finish with Render	50	£60.00 M ²
Walls	Repoint Face Brickwork Wall Finish	55	£65.00 M ²
Walls	Renew Canopy	35	£650.00 Each
Water Main	Renew Water Main	50	£2,800.00 /Dwelling
Windows	Renew Windows Double Glazed PVC	30	£4,000.00 /Dwelling
Wiring	Rewire Property	25	£4,200.00 /Dwelling
Energy	Solar PV – Sit on System	25	£8,500.00 /Dwelling
Energy	Solar PV – Integrated Roof Tiles	25	£11,000.00 /Dwelling
Energy	Solar Batteries	25	£1,800.00 /Dwelling
Energy	Air Source Heat Pump	20	£6,900.00 /Dwelling
Energy	Ground Source Heat Pump	30	£28,000.00 /Dwelling
Energy	Cavity Wall Insulation	42	£5,000.00 /Dwelling
Energy	External Wall Insulation	30	£135.00 /Dwelling
Energy	Loft Insulation	45	£3,000.00 /Dwelling
Energy	Electric Storage Heating System	15	£3,500.00 /Dwelling