



Policy context: Ringing the changes

- Coalition: National operating environment
 - End to central government direction and PIs
 - One size doesn't fit all: local solutions to local issues
- Tenure reform and changes to development model massive implications for asset management and maintenance
- Welfare reform: Tenant focus on how rent is spent
- Regulatory reform
 - End to inspection
 - Hugely increased focus on efficiency and VFM by regulator and lenders
 - Scaled back consumer regulation: Enhanced scrutiny

basics right

 New freedoms: New responsibilities – sector driven improvement

Why a Repairs Campaign?	
Landlords:	Tenants:
Core business area	Area of service affects greatest proportion of tenants.
 Biggest area of spend (£4bn pa – responsive repairs. 10% rechargeable (AC) 	 Area of service of highest priority for tenants (TSA Nat Conversation)
For developing HAs increased pressure on costs. Understanding core costs	 Economic climate / responsibility deliver efficient services (many tenants
Satisfaction with repairs : overall satisfaction with landlord?	disproportionally affected by austerity)

Campaign – aims and objectives

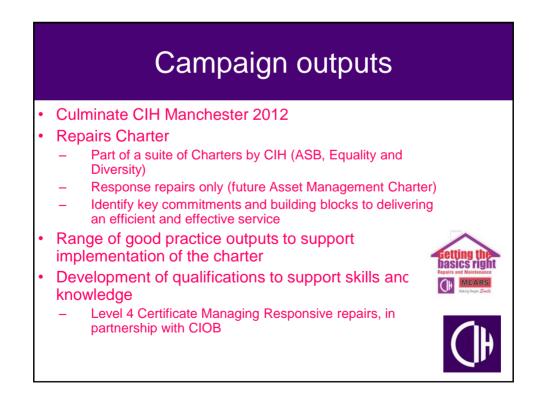
AIM

Challenge existing ways of working and produce a framework of practical advice to landlords, tenants and service providers in delivering an effective responsive repairs service

OBJECTIVES

- 1. Challenge the sector to focus on 'getting the basics right' and consider how services could be delivered differently to drive up standards
- 2. Identify and distinguish between CORE and ADDED VALUE attributes of an effective responsive repairs service
- 3. Produce a sector owned and developed 'charter' for delivering responsive repairs services effectively in social housing
- 4. Produce a range of practical guidance that will support landlords to implement the charter effectively









Next steps

- Online survey closed 20 Jan 2012
- Analyse survey results / consultation feedback and amend draft charter
- Meet steering and advisory groups
- Gathering good practice
- Publish charter and practice tools
- Developing qualification (Sept 11)



