

'Getting the Basics Right'

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What we will cover today

- Introductions
- The policy / operating context
- 'Getting the basics right' our campaign:
 - Campaign aims, objectives and
 - Outputs and milestones
- Repairs Charter - progress
- Discussion / workshop



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
- **New freedoms: New responsibilities – sector driven improvement**



Why a Repairs Campaign?

Landlords:

- Core business area
- Biggest area of spend (£4bn pa – responsive repairs, 10% rechargeable (AC))
- For developing HAS increased pressure on costs. Understanding core costs
- Satisfaction with repairs : overall satisfaction with landlord?

Tenants:

- Area of service affects greatest proportion of tenants.
- Area of service of highest priority for tenants (TSA Nat Conversation)
- Economic climate / responsibility deliver efficient services (many tenants disproportionately 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



Campaign outputs

- Culminate CIH Manchester 2012
- Repairs Charter
 - Part of a suite of Charters by CIH (ASB, Equality and Diversity)
 - Response repairs only (future Asset Management Charter)
 - Identify key commitments and building blocks to delivering an efficient and effective service
- Range of good practice outputs to support implementation of the charter
- Development of qualifications to support skills and knowledge
 - Level 4 Certificate Managing Responsive repairs, in partnership with CIOB



Sector owned - Get involved

- **Small Project team – CIH and Mears**
- **Steering group – key sector stakeholders**
- **Advisory group – balanced representation of landlord type and delivery method**

- **General interest group – keep up to date!**
 - Email: repairs@cih.org



Workshop

1. **The commitments**
2. **The building blocks**
3. **Is anything missing?**
4. **The challenges?**



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)



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