

Working together

for a safe home for all



Cyngor Sir
CEREDIGION
County Council

Annex 1: Property Standards for Leasing Scheme Wales (LSW)

This annex provides details of the required property standards that a house or flat must reach before it will be eligible to join the Scheme. This document should be read in conjunction with the Scheme guidance document.

In the first instance, the local authority will be required to manage and arrange a full survey and inspection of the property.

Welsh Government requirements are that all mandatory elements below are to be met prior to a lease for the property beginning. If a property fails to meet any of these standards then the local authority can consider offering the property owner a renovation incentive (see Chapter 3 of the Leasing Scheme Wales Guidance) to ensure that all of the mandatory elements are met. All works must be complete and the property must meet the required standard by the local authority prior to the beginning of the lease.

The eligible elements below are **not** required to have been achieved for each property. During negotiations with a property owner, a local authority can offer the property owner a renovation incentive for the purpose of improving any of the eligible elements. It is intended that this added incentive will be offered in order to attract property owners with properties in areas of 'high demand', to the scheme. If the renovation incentive has been accepted then all works must be complete and approved as now meeting the required standard by the local authority prior to the beginning of the lease.

<u>Manda- tory or el- igible</u>	Summary	Detailed description
<u>Manda- tory</u>	Is the dwell- ing structur- ally stable	This is referred to in the HHSRS Operating Guidance as HHSRS Hazard 29.

	<p>and free from disrepair?</p>	<p>Key building components, which have an immediate impact on a dwelling's integrity, must be in good condition by being free from fault, deficiency and not result in an HHSRS Category 1 Hazard. These components include:</p> <ul style="list-style-type: none"> • external walls • roof structure(s) and covering(s) • external windows and doors • chimneys <p>This hazard covers the threat of whole dwelling collapse, or of an element or a part of the fabric being displaced or falling because of inadequate fixing, disrepair, or as a result of adverse weather conditions. Structural failure may occur internally or externally within the curtilage threatening occupants, or externally outside the curtilage putting at risk members of the public (HHSRS Operating Guidance ref: pages 168171).</p> <p>All other building components that have a less immediate impact on the integrity of the dwelling must be in reasonable condition and have reasonable component life remaining.</p> <p>Local authorities should consider whether all open fire places where solid fuel is burnt should be boarded over and sealed appropriately. If not sealed over then ongoing maintenance must be carried out every 6 months for a flue test/heatas certificate and annual chimney sweep and CO detectors should be installed in all appropriate rooms.</p>
<p><u>Eligible</u></p>	<p>Asbestos / MMF / Bio-cides</p>	<p>An asbestos management survey should be done before anyone starts work in a property. Where a property contains asbestos, the property should be made safe, existing asbestos in good condition can be managed insitu (covered or protected and monitored). All exposed asbestos removed.</p> <p>MMF – minimise possible exposure to fibres during instillation, maintenance or removal.</p>

<u>Eligible</u>	Biocides	Biocides – treatment timber or mould growth using biocides should be undertaken when property is uninhabited (FFHH Part 1 Point 5)
<u>Mandatory</u>	Is the dwelling free from damp?	<p>This is referred to in the HHSRS Operating Guidance as HHSRS Hazard 1. This hazard assessment covers threats to health associated with increased prevalence of house dust mites and mould or fungal growths resulting from dampness and/or high humidity. The hazard incorporates threats to mental health and social wellbeing which may be caused by living with the presence of damp, damp staining and/or mould growth.</p> <p>There are many variables to understanding the causes, likely impact and potential hazards relating to the dwelling being free from damp, which means that the assessment should be one of professional judgement rather than measurement. Consideration should be given to the design, condition and state of repair of the dwelling. The location, extent and duration of any dampness identified are important determinants of the effect it may have on dust mite populations and mould growth, and the consequent potential for harm (HHSRS Operating Guidance ref: pages 4853).</p>
<u>Mandatory</u>	Is the staircase and balustrade safe?	<p>This is referred to in the HHSRS Operating Guidance as HHSRS Hazard 21.</p> <p>Staircases and balustrade must be free from deficiency and be free from HHSRS Category 1 hazard. This is referred to in the HHSRS Operating Guidance as HHSRS Hazard 21 (HHSRS Operating Guidance ref: pages 133 138).</p>
<u>Mandatory</u>	Are there adequate fire alarms and equipment?	Common areas of flats must have adequate fire alarms and equipment as defined in current Building Regulations Part B.
<u>Mandatory</u>	Are mains powered	Dwellings must have a suitably located, mains powered (with a backup secondary power source such as a sealed lithium battery) and interlinked smoke alarm on each floor, a heat

	smoke detectors on each floor? Carbon Monoxide detectors	alarm in the kitchen and a carbon monoxide alarm in each room containing an appliance powered by gas, oil or solid fuel.
<u>Mandatory</u>	Is the gas, solid fuel or oil service and safety certificate up-to-date and have all heating installations and appliances been checked and certified safe by an appropriately qualified person as required by law?	<p>Gas, solid fuel, oil heating installations and appliances must have a current safety certificate which has been issued by an appropriately qualified person.</p> <p>Additionally current regulations require landlords to ensure landlord supplied electric appliances are certified safe. The regulations impose the obligation on the supplier of such goods to ensure that they are 'safe' so that there is no risk of injury or death to humans or pets, or risk of damage to property. The regulations cover all mains voltage household electric goods including cookers, kettles, toasters, electric blankets, washing machines, immersion heaters, etc. It is generally accepted good practice that landlords will inspect appliances: when first supplied; annually; at the beginning of each new tenancy.</p> <p>If local authorities decide to take a furnished property on to the Scheme and electrical items are provided for households, it is up to the local authorities or their agents should decide whether to have electrical appliances PAT tested.</p>
<u>Mandatory</u>	Have electrical lighting and power installations been	Electrical lighting, wiring and power installations should be checked and certified safe by an appropriately qualified person as required by law. PIT Test must be carried out by qualified person minimum every five years.

	<p>checked and certified safe by an appropriately qualified person?</p>	
<p><u>Mandatory</u></p>	<p>Are fire risk assessments up to date and satisfactory ?</p>	<p><i>Fire Risk Assessments are required for any premises containing two or more dwellings, or permanent living accommodation for two or more households, regardless of whether they also have communal areas or “common parts”. This includes HMOs but doesn’t include an ordinary house occupied by only one household.</i></p> <p><i>Assessments should be kept under review and up to date. Frequency of review should consider the level of risk and complexity of each premises. A review every year, as well as after major works or significant changes in occupancy is deemed good practice.</i></p> <p><i>The “responsible person” is whoever has control of the premises for a commercial or business purpose. In a residential block this might refer to the landlord (Local Authority), freeholder and private owner. In relation to Leasing Scheme Wales, the Local Authority, property owner and freeholder would be responsible persons with the same legal duties.</i></p> <p><i>it is recommended that local authorities agree with property owners that a current and satisfactory fire risk assessment is provided to the local authority. We would expect Local Authorities to agree with the property owner that they (The Local Authority) will conduct regular review of the risk assessment. The local authority can claim back from Welsh Government the cost of this work through funding allocated for repairs and damages.</i></p>

<p><u>Mandatory</u></p>	<p>Do external doors and windows give a reasonable level of physical security?</p>	<p>External doors and windows must have a reasonable level of physical security. A “reasonable level of security” is defined as being capable of complying with Secured By Design (SBD), although may not necessarily have an SBD certificate.</p> <p>Where it is necessary to replace doors, windows or fencing, the replacements must comply with the Police Force’s ‘SBD specification and be certified as such. On replacement landlords should consider a ‘door set’ which complies with SBD.</p> <p>Internal windows should have restrictors where needed. Where not present toughened safety glass or, where more practical, safety film should be installed on all glass in the property. Non-key locking handles should be fitted to all windows/keys removed.</p> <p>Windows should be compliant if needed as a means of escape (max sill height 1100m)</p> <p>Thumb turn locks should be added to all external doors to provide a means of escape in the event of a fire. All doors to be in good working order/fire doors if required</p> <p>Handrails should be provided for any stepped areas inside and out</p>
<p><u>Mandatory</u></p>	<p>Is the rear garden easy to maintain, reasonably private, safe and suitable for young children to play in?</p>	<p>The rear garden must be easy to maintain. This should be assessed in relation to the intended occupants and will consider issues such as: poor design; space constraints; steep topography.</p> <p>The rear garden must be reasonably private. Secured By Design guidance advises that easy access to the back and sides of the dwelling can be prevented by the provision of locked gates. The use of post and wire fences, low level shrubs or walls is not considered suitable. Trellis topping also makes climbing difficult and will add security.</p>

		<p>The rear garden must be safe and suitable for young children to play in. This also includes allowing supervision from the dwelling. Issues that may be considered in relation to this element are: boundaries should be suitable to prevent children leaving the garden and should not encourage climbing; if the garden is on an incline, the landlord must ensure that the retaining walls are structurally stable and have an appropriate guard rail/balustrade; ensure pathways are even and unobstructed.</p> <p>Landlords will have to assess each garden individually and where possible undertake improvement works despite constraints.</p> <p>Nb. This is not mandatory for communal gardens or no gardens</p>
<u>Mandatory</u>	Is the heating system reasonably economical and capable of heating the dwelling to a reasonable level?	<p>Existing heating systems must be reasonably economic to run. A "reasonably economic to run" heating system would be one that is programmable (i.e. residents can control the temperature and timing), and of a size recommended for the dwelling it serves.</p> <p>The heating system must meet EPC rating E or above.</p>
<u>Mandatory</u>	Are external doors and windows adequately draught proofed?	<p>External doors and windows must be sufficiently well fitting so that they do not cause severe draughts without reducing background ventilation. Additional draught stripping may be considered adequate.</p>

<u>Eligible</u>	<u>Means of cooling property during excessively high indoor air temperatures</u>	Means of controlling the heat within the property either by natural ventilation or air conditioning. Heating systems should be controllable.
<u>Eligible</u>	<u>Natural Light</u>	Sufficient natural light during daylight hours to ensure normal domestic tasks to be carried out without eye strain.
<u>Eligible</u>	<u>Noise</u>	Sufficient sound insulation to reduce exposure to noise in home.
<u>Mandatory</u>	<u>Pest control</u>	Exterior free of cracks or unprotected holes. Service ducting, roof floor spaces effectively sealed but with access. Drain openings, WC basins to be sealed with effective watertight seal.
<u>Mandatory</u>	<u>Is the hot water tank effectively insulate?</u>	The hot water tank must be effectively insulated. A factory foam jacket would be considered adequate. Existing unlagged hot water tanks should have a jacket fitted. This should cut heat loss by around 75%. If there is already a jacket fitted to the hot water tank, it should be at least 75mm (3") thick. If not, it should be replaced with a new heat saving one.
<u>Mandatory</u>	<u>Is there adequate mechanical extract ventilation in the kitchen and bathroom?</u>	There should be adequate mechanical extract ventilation in the kitchen and bathroom to minimise condensation.
<u>Mandatory</u>	<u>Is the kitchen 15 years old or less, unless</u>	All dwellings must have a reasonably modern kitchen which is free from deficiencies. Ideally the kitchen should be 15 years old or less. However, it is accepted that a kitchen may not need replacing if it is older than 15 years and it is in good condition. The areas for consideration in assessing whether or not a kitchen is free from deficiencies are also referred to as under HHSRS as potential Hazard 16. Guidance is given here to highlight

	<p>in good condition?</p>	<p>key points for consideration and to illustrate the relationship between size, layout, design and cleanability. Landlords should read the HHSRS guidance in full. Landlords need to consider whether the kitchen meets the following criteria.</p> <p>Storage - Properly designed food storage facilities in a good state of repair and of adequate size for the household; space for fridge and freezer; sufficient power sockets.</p> <p>Preparation - A kitchen sink, with a separate supply of cold drinking and hot water for each household and a drainer to the sink; a sufficient amount of impervious worktops with adjacent power sockets; the sinks, drainers and worktops in a good state of repair.</p> <p>Cooking - Provision for cooking including an oven and hob (where appropriate); where appropriate, adequately sized oven and/or hob having regard to the number and size of the (potential) household(s) and no disrepair to the oven and/or hob if provided; sufficient space for cooking facilities an oven and/or hob.</p> <p>Design, layout and state of repair - Kitchen facilities should be in a properly designed room or area, laid out so as to make safe and hygienic preparation and cooking of food easy, so reducing the risk of food poisoning and promoting safe practice; kitchens should be laid out so that they are easy to use, provide space for the equipment and provide storage; in the interest of safety they should be designed in a 'u'shape with no through route between doors. This will not always be possible in existing dwellings but to be safe and easy to work in, the aim should be to provide an unbroken sequence of worktop cooker worktop sink worktop; kitchen floors should be even and easily cleanable and worktops should have cleanable impervious surfaces. There should be seals between a sink, a drainer, or a worktop and the adjacent wall surface; kitchen lighting should be adequate and ventilation should be appropriate; HHSRS recognizes that deficiencies with space and crowding can increase the risks associated with a number of other hazards. Small kitchens also increase the risk of accidents.</p> <p>HHSRS Operating Guidance ref: pages (108112)</p> <p>In addition to the minimum standards detailed for existing kitchens, where it is necessary to create a new kitchen or to replace an existing one, it should wherever possible at reasonable cost, be designed to meet the standards of new dwellings ensuring in particular that: there is a work surface each side of the sink bowl, one of which may be the sink drainer; there is a work</p>
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<u>Eligible</u>	Maintenance	Exposure to VOC should be considered when undertaking maintenance of the property.
<u>Mandatory</u>	Are the bathroom and WC facilities 25 years old or less, unless in good condition?	<p>The dwelling must have a bathroom and WC which are free from deficiencies. Ideally these should be reasonably modern i.e. 25 years old or less. However, it is accepted that a bathroom may not need replacing if it is older than 25 years and free from deficiencies.</p> <p>The minimum requirements set out for existing bathrooms are the same for replacement and new bathrooms and should be designed in accordance with the guidance set out below.</p>

		<p>This element is dealt with by HHSRS hazard 17. Guidance here is given to highlight key points for consideration and to illustrate the relationship between size, layout, design and cleanability. Landlords should read the HHSRS guidance in full. In terms of layout, the following factors should be considered when assess the condition of existing bathrooms.</p> <p>Space and layout - There should be a sufficient number of baths or showers and wash hand basins for the residents or potential residents; houses for six or more people should have a second WC with a wash hand basin; houses for eight or more people should have a second bathroom or shower room; bathrooms should not be more than one storey away from the bedrooms; in dwellings with more than one bedroom it should be possible to reach the bathroom without passing through a bedroom; to provide for adequate privacy for the user, each bath or shower should be sited in a bathroom and each WC should be sited in a bathroom or separate compartment provided with a lockable door; the WC should be provided in a naturally or artificially ventilated and lit bathroom or separate WC compartment and should not be open directly and immediately onto a space intended for the storage or preparation of food; the washbasin should normally be located in or near the room containing the WC. The WC, washbasin and bath should be readily accessible at all times without unduly compromising the privacy of the occupants.</p> <p>Cleanability - Where there are deficiencies with the facilities themselves, this clearly can increase the risk from this hazard. In terms of cleanability: water closet basins should have a smooth and impervious surface (such as vitreous china) and be self-cleansing; the internal surfaces of the sink should be smooth, impervious, and capable of being readily cleansed and maintained in a hygienic condition. Cracks, chips or other damage to the internal surface may prevent thorough cleansing; wall, ceiling and floor surfaces must be cleanable</p>
<u>Mandatory</u>	Is there a shower present and working?	The dwelling must have present and working shower, which may be an over bath shower.

<u>Eligible</u>	Is there adequate space for kitchen appliances?	<p>Kitchens should 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 (1200mm in front of the cooker, otherwise 1000mm).</p> <p>Kitchens should be sensibly and logically laid out with a minimum walking distance between major working areas. To plan a practical kitchen, employ the 'Work Triangle'. The 'Work Triangle' is formed by putting units and appliances, with appropriate work surfaces, in such a position as to allow the user to work in a logical sequence through the major work areas (food storage, preparation, washing/cleaning, cooking and serving). Ideally the length of the three sides of the triangle, when added together ought to be between 3600mm and 6600mm.</p> <p>The space for a refrigerator can be located in a utility area.</p>
<u>Eligible</u>	Is the work surface sufficient for safe food preparation?	<p>Kitchens should have an adequate sealed/impermeable work surface for safe and convenient food preparation. Additionally, the work surface should be permanent, nonporous and a minimum of 500mm deep, 800mm along the front edge if straight or 1000mm if 'L' shaped.</p>
<u>Eligible</u>	Is the cupboard storage convenient and adequate?	<p>Kitchens should have convenient and adequate storage cupboards for food, crockery and pots and pans. This should be 1.1m³ in a two person dwelling, increasing by 0.2m³ for each additional person as determined by Nominal Occupancy referred to in Part 7 of this section.</p>
<u>Eligible</u>	Is the number of convenient power sockets in the kitchen and throughout	<p>Kitchens should have at least one convenient power socket close to the main food preparation worktop in addition to that used for the refrigerator.</p> <p>There should be an adequate number of powersockets in all rooms.</p> <p>A Digital TV Aerial should be fitted and working, there should also be a working phone line.</p>

	the house sufficient?	
<u>Eligible</u>	Is the flooring in the kitchen and bathroom safe and suitable for use?	Kitchens and bathrooms should have flooring that is safe and suitable for use in these rooms. Where necessary flooring should be safe and suitable for use in wet areas.
<u>Eligible</u>	Do rooms used for sleeping have escape routes not passing through another room?	Dwellings should be easy to escape from by having an escape route from the rooms used for sleeping to an external door which may be via a landing and staircase to a front door, back door or fire escape. Rooms used for sleeping which cannot be normally exited except by passing through another room should be capable of providing an alternative means of escape as agreed with the Fire Officer.
<u>Eligible</u>	Are window locks without automatic locking action in rooms used for sleeping?	Dwellings should not have windows fitted with window locks with an automatic locking action in rooms used for sleeping. This could pose an obstacle to escape.
<u>Eligible</u>	Is the living room separated from the main entrance door?	The main entrance door should ideally not open directly into the living room. The provision of a lobby area in a living room entered directly by the front door will cut down on unnecessary heat loss.

<u>Eligible</u>	Are there adequate facilities for washing, drying and airing clothes?	<p>There should be adequate facilities for washing, drying and airing clothes, which include: space, power and plumbing for a washing machine; provision for an external drying line; an airing cupboard.</p> <p>These may be provided in communal laundry facilities e.g. in some sheltered housing schemes and multi-storey flats.</p> <p>In the absence of provision for an external drying line, and no communal drying facilities, it is recommended there should be provision for space, power and external venting for a 600mm wide tumble dryer. It should be positioned so that it can be vented directly to the outside air. These spaces will normally be in the kitchen, but may be in a utility area.</p> <p>In dwellings where a hot water tank is present, there should be a heated airing cupboard with at least 1m² of internal slatted shelving provided.</p>
<u>Eligible</u>	Is there sufficient space within the dwelling for every day living?	<p>The dwelling should provide sufficient space for Nominal Occupancy and every day living. Nominal Occupancy is determined by bedroom and living space floor area. Space for every day living is determined by the furniture requirements to suit this Nominal Occupancy.</p> <p>Whether a dwelling has sufficient space for its Nominal Occupancy is driven by its bedroom sizes e.g. a dwelling with three bedrooms, two doubles (over 10m² floor area) and one single (between 6m² and 10m²), would be classified as a five person dwelling and would be expected to have a dining room of at least 7m² and a lounge of at least 16m² (see table on Nominal Occupancy).</p> <p>Where a dwelling has additional rooms (e.g. rooms in a converted loft) that are not being used as bedrooms, then the lounge and dining room sizes need only be sufficient for the actual occupancy of the dwelling.</p> <p>Landlords are advised to use the guidance relating to furniture layout for bedrooms, living rooms and dining rooms in conjunction with the table below to assess the appropriate occupancy level for each dwelling.</p> <p>It is recognised that sometimes individual rooms in an otherwise acceptable dwelling may fall just short of the standard required, and that to enlarge the room in question is not possible or cost effective.</p>

		<p>Landlords should also take into consideration the gender composition and relationship of residents when considering the sufficiency of space within a dwelling as laid out in the Bedroom Standard. The Bedroom Standard states that a separate bedroom is required for: a married or cohabiting couple; an adult aged 21 years or more; a pair of adolescents aged 10-20 years of the same sex; a pair of children aged under 10 years regardless of sex.</p> <p>Any unpaired person aged 10-20 years is paired, if possible, with a child under 10 years of the same sex or, if that is not possible, they require a separate bedroom. The same applies to any unpaired child aged under 10 years.</p> <p>This is then compared with the number of bedrooms available for the sole use of the household. Bedrooms converted to other uses are not included; bedrooms not in use are included unless they are unusable as a bedroom.</p> <p>Minimum furniture requirements are as follows.</p> <p>Living rooms - Adequate number of chairs; settees to seat the maximum nominal number of occupants; three small or two large storage units, one of which may be in the dining area (in single person dwellings, requirements reduces to two small or one large unit); a television.</p> <p>Dining areas - A dining table and chairs to seat the maximum nominal number of occupants. It is emphasised, however, that these circulation space requirements are already modest, as is the amount of furniture allowed for. Circulation space should not be reduced to the point where rooms are cramped and inconvenient.</p> <p>Bedrooms - One person bedrooms (bedroom size more than 6m² and less than 10m²): a single bed and bedside table; a medium chest of drawers (this may be in an adjacent box room or on the landing if it does not impede circulation space); a single wardrobe (freestanding or built in).</p> <p>Two person bedrooms (Bedroom size more than 10m²): a double bed or two single beds or a double bed and a bedside table; a large chest of drawers (this may be in an adjacent box room or on the landing if it does not impede circulation space); a dressing table; one double or two single wardrobes (freestanding or built in). Part 10 of 185 Housing Act relating to overcrowding should be complied with at all times.</p>
<u>Eligible</u>	Is internal and external	The dwelling should provide adequate internal and external general storage space. All dwellings should have adequate and convenient internal and external storage which should include:

	general storage space adequate?	a tall cupboard suitable for storage of brooms etc; high level shelving for storage of cleaning materials out of reach of small children; an airing cupboard (where applicable); a robust and lockable external store, where appropriate.
<u>Eligible</u>	Does the dwelling have the necessary physical aids to suit the requirements of the residents?	The dwelling should have the necessary physical adaptations to suit the professionally assessed requirements of the residents. Landlords should, therefore, consider the particular requirements of individuals and/or groups and where the existing dwelling falls short of their needs, look at possible remedies. Similarly, accessibility issues should be addressed when considering dwellings to be occupied by those with a mobility impairment.
<u>Eligible</u>	Does the garden have a level area no smaller than 10m2 directly accessible from the dwelling?	All dwellings with either a front or rear garden should have a level area of no less than 10m2 that is directly accessible. An area is to be considered directly accessible if access to it can be gained without leaving the dwelling's plot boundaries. Paths and steps may be considered an acceptable method of access.
<u>Eligible</u>	Is there a paved access to the drying line and any garden gate?	Where a dwelling has a garden that requires access from the front or rear boundary to an entrance door the access to them should be fully paved. Where a dwelling has a garden with an area with provision for a drying line, the access to this should be fully paved.

Leasing Scheme Wales – Tenancy Support principles

We believe that the success of Leasing Scheme Wales will be improved by working in collaboration with tenants on the scheme. We have devised a series of principles that outline Welsh Government's expectations for: the quality of services that tenants can expect; the level and type of support that tenants can expect; and how we expect tenants to be able to influence the success and shape of the longer-term structure of the scheme.

Quality:

- All residents will be treated with dignity and respect in all of their interactions.
- Relationships between residents and their landlord / accommodation provider and support services will be based on openness, honesty and transparency.
- Residents can expect their homes to be good quality, well maintained, safe and effectively managed.

Support:

- People can access accommodation as tenants regardless of circumstance, support or historical engagement; housing is affordable, suitable, secure, habitable and adequate.
- Support and accommodation should be separate. Access to accommodation is not conditional on engagement with any generic support that may be offered by the landlord / accommodation provider.
- Support is ongoing, not limited by time, can scale up and down, and can be re-accessed when needed

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- The support provider is aware of the personal history or circumstances of the person, and as a result takes judgements to 'minimise risk' and where necessary adapts practices to meet individual needs.
- Support providers will take into account cultural differences in relation to allocation and access of support.
- Support, information and correspondence should, where possible, be provided in the language of choice for the user.
- Accessible formats should be available upon request.
- There is a commitment to service user involvement, where the person has a very real say in their support, and is able to suggest ways they can be supported. Support should include access to money and/or debt management support where requested.

Engagement and Influence:

- Residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Where practical, communication with tenants will take advantage of technology to ensure that engagement is inclusive and rapid.
- Residents can expect queries and complaints to be dealt with in a timely manner.
- Landlords/ accommodation providers will seek and value the views of residents, and will use this information to inform decisions on the issues that matter to them and can speak without fear.
- Collectively, residents will work in partnership with their landlord/accommodation provider to help improve the service and scrutinise the decisions that affect the quality of their homes and services.

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