

Waverley Borough Council

Information note to: Landlord Services Advisory Board

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Author: Katie Reilly, Energy Efficiency Project Lead

Tel: 01483523544

Email: katie.reilly@waverley.gov.uk

Waverley Homes Standard Information Note

The purpose of this information note is to inform the Landlord Services Advisory Board of an intended project that will involve Waverley Borough Council tenants and leaseholders. The details of the project are to be agreed and the below provides an informative only on an outline plan. Further information will be brought to the Landlord Services Advisory Board as the project develops.

Project Summary:

To co-develop a Waverley Homes Standard with our tenants and leaseholders. The Standard will be broken down into service standards and building standards which will include, but is not limited to, communication, new-build design standards, lettable standard and component selections.

The purpose of developing this new standard is to:

- develop a shared vision for what high quality homes look and feel like in Waverley
- bring teams across the service together behind one shared vision, working on common goals
- streamline decision making processes
- improve workflow efficiency
- uphold a quality for our homes that we are proud of

The new standard will be co-developed with officers, members, tenants and leaseholders. An engagement strategy will be agreed and will include a tiered approach including internal and external key stakeholder workshops, letter surveys and individual conversations. It is important the engagement strategy seeks to be inclusive and encourages representative input from our residents and leaseholders. Officers and Members from across the Council will be included in stakeholder workshops and 1:1 conversations. As the draft Standard evolves, tenants, leaseholders, officers and members will be engaged and consulted.

Project deliverables:

- A succinct public-facing document which provides a clear description of the Standard for officers, residents and leaseholders.
- Sharepoint folder with sub-folders which organise relevant templates, guidance and standards for officers to use to deliver the agreed Standard.

Desired outcomes:

- A meaningful engagement process with officers, residents and leaseholders which informs a co-designed Standard for Waverley council-owned homes.

- An accessible, legible, and short front-facing document which outlines the new Standard, for officers to implement and residents to hold us to account on.
- An improved quality of service delivery standard
- An improved quality of buildings standards (new-build and existing)

Project programme:

Subject to approval from the Head of Service it is anticipated that desktop research will begin in June, stakeholder engagement to be undertaken over the summer months (officers, members, tenants and leaseholders) and the draft standard to be drafted in the autumn.

Recommendation:

LSAB are asked to comment on the proposals in this note and advise on agreement to the approach being taken.