

**National Standards Self-Assessment (July 2018)**

**Home Standard**

Standard	Outcome	Evidence	Gaps	Action to be taken/ Local offer
<b>1</b>	<b>Required outcomes</b>			
<b>1.1</b>	<b>Quality of accommodation</b>			
	Registered providers shall:			
<b>a)</b>	ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance <sup>1</sup> and continue to maintain their homes to at least this standard.	<p>Prior to the transfer of the Byker stock from Newcastle City Council to the BCT in 2012, a programme of decent homes improvements had been delivered across the Byker estate both internally and externally. 188 properties were omitted from the programme.</p> <p>Upon stock transfer, BCT developed a planned approach to encourage the 188 internal properties who omitted to opt back in. An omit contract was delivered in 2013 to 19 properties, and a second omit contract completes on site in August 2018 bringing a further 19 properties up to the decent home standard (DHS) internally.</p> <p>Additionally, all omitted properties are automatically picked up when the property becomes void. As at July 2018 a further 90 properties have been completed and brought up to the DHS internally.</p> <p>Following a 100% stock condition survey in 2016, comprehensive investment profiling has been undertaken in line with BCTs Business Plan to ensure all BCT</p>	<p>61 omitted properties in Byker currently do not meet the DHS internally.</p> <p>All BCT properties meet the DHS externally.</p>	<p>All voids are checked for decency compliance on an ongoing basis. Stock condition data is updated on the completion of all component replacements.</p> <p>All 61 omitted properties are receiving a periodic electrical test during 2018/19. 9 properties have been inspected to date with satisfactory results. Tenancy enforcement action will be taken where appropriate to access the omitted properties and complete rewiring, remedial or DHS works.</p>

Standard	Outcome	Evidence	Gaps	Action to be taken/ Local offer
		<p>properties continue to meet the DHS and components are replaced in accordance with DHS lifecycles.</p>		
<p><b>b)</b></p>	<p>meet the standards of design and quality that applied when the home was built, and were required as a condition of publicly funded financial assistance, if these standards are higher than the Decent Homes Standard</p>	<p>Investment in BCTs stock ensures it meets the DHS with planned component lifecycle replacements.</p> <p>Where BCT have converted vacant buildings, the new homes confirm fully to the DHS and building regulation standards.</p> <p>This applies to the conversion of Chirton House to create 16 new apartments and the conversion of 10 hobby rooms to create new homes for affordable rent.</p> <p>Works are on site to convert 45-47 Brinkburn Street into 4 apartments for affordable rent. This conversion will complete in October 2018 and the new homes will meet the DHS.</p> <p>Partial secured by design and lifetime homes standards have been achieved where feasible when converting empty buildings, will full compliance unachievable due to the limitations of converting existing buildings.</p> <p>The upgrade of the Byker Wall included full window and door replacement to 397</p>	<p>None.</p>	

Standard	Outcome	Evidence	Gaps	Action to be taken/ Local offer
		properties. The windows have been replaced with high performance, secured by design, 'b' rated windows and secured by design external doors.		
c)	In agreeing a local offer, ensure that it is set at a level not less than these standards and have regard to section six of the Government's Decent Homes Guidance.	The DHS is applied across all BCT properties.	None.	
	<b>Repairs and maintenance</b>			
	Registered providers shall:			
a)	provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time.	<p>During 2015 Savills undertook a comprehensive review of the BCT R&amp;M service to evaluate its VFM in the context of the current market, the customer's journey and an overview of future delivery options. Although KPI performance suggested high levels of customer satisfaction with the R&amp;M service, feedback in BCTs STAR survey and customer consultation ranked R&amp;M as the tenant's highest priority for improvement.</p> <p>In October 2016, BCT entered into a cost sharing arrangement with Karbon Solutions Limited (KSL) for the delivery of Property Services.</p> <p>These services include repairs and maintenance (R&amp;M), void maintenance</p>	None.	

Standard	Outcome	Evidence	Gaps	Action to be taken/ Local offer
		<p>and the delivery of compliance and ancillary related contracts.</p> <p>R&amp;M analysis on BCT properties is scrutinised monthly to ensure effective budget and performance management, to deliver against KPI targets and forecast accurate spend. BCT strive to achieve housemark median performance against all R&amp;M KPIs by 2020.</p> <p>Repair trend analysis is also carried out quarterly to recommend areas for a planned maintenance approach.</p> <p>R&amp;M KPI performance information including customer satisfaction results undertaken by an independent organisation, are reported quarterly to BCT Board for discussion. Results are published on BCTs website.</p> <p>BCT tenants are provided a range of options for reporting repairs – either online, in person or by Freephone telephone to BCT.</p> <p>Tenants are provided a convenient appointment time against the particular repair target timescale for completion. Dynamic scheduling is used for delivering the repairs service and multi-skilled operatives are able to carry out additional</p>		

Standard	Outcome	Evidence	Gaps	Action to be taken/ Local offer
		repairs highlighted by tenants during their visit or if required arrange a further convenient appointment for the tenant.		
b)	Meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.	<p>All BCT properties comply with Health and Safety (H&amp;S) inspection regimes in accordance with good practice or legislative requirements. 5% of annual gas safety checks receive a quality control check / audit.</p> <p>All areas of H&amp;S compliance are monitored monthly and progress reported 6 monthly to BCT Board. A verbal update on H&amp;S compliance is provided at all BCT Board meetings.</p> <p>All BCT properties are electrically tested every 10 years or whilst void, with the exception of DHS internal omits which are periodically tested every 5 years. A programme is established for replacing mains powered smoke detectors every 10 years.</p> <p>Following the Grenfell Tower disaster, all tenants living in the Byker Wall and its link blocks were provided with fire safety advice.</p> <p>Advice on tenants regularly testing their mains powered smoke detectors has</p>		Fire safety advice is being developed for all BCT property types to be included in tenancy signups as good practice wef 10/2018.

Standard	Outcome	Evidence	Gaps	Action to be taken/ Local offer
		<p>been included in 2017/18 BCT newsletters.</p> <p>BCT has considered the findings of the May 2018 Independent Hackitt Review and provided an update to BCT Board on the 10 key recommendations and BCTs planned steps to respond.</p>		<p>The Secretary of State for Housing, Communities and Local Government responded to the Hackitt Review and has agreed that the current system is not fit for purpose and requires major reform and culture change. He supports the principles behind the recommendations for a new system. The Government now needs to consider how to use these recommendations to deliver a new regulatory system that will keep high-rise buildings safe. BCT will proactively implement its planned steps in preparation for the new legislation.</p>
<b>2</b>	<b>Specific expectations</b>			
<b>2.1</b>	<b>Quality of accommodation</b>			
2.1.1	Registered providers may agree with the regulator a period of non-compliance with the Decent Homes Standard, where this is reasonable. Providers shall ensure their tenants are aware of the reasons for any period of non-compliance, their plan to	Any properties which don't meet the decent homes standard are as a result of tenants omitting from the DHS programme	61 omitted properties in Byker currently do not meet the DHS internally.	<p>All voids are checked for decency compliance on an ongoing basis.</p> <p>All 61 omitted properties are receiving a periodic electrical</p>

Standard	Outcome	Evidence	Gaps	Action to be taken/ Local offer
	achieve compliance and then report on progress delivering this plan.	All omits receive periodic electrical inspections every 5 years or earlier where identified. Testing cycles are planned and monitored closely by BCT and appropriate action taken.		test during 2018/19. 9 properties have been inspected to date with satisfactory results. Tenancy enforcement action will be taken where appropriate to access the omitted properties and complete rewiring or remedial works.
2.2	<b>Repairs and maintenance</b>			
2.2.1	Registered providers shall ensure a prudent, planned approach to repairs and maintenance of homes and communal areas. This should demonstrate an appropriate balance of planned and responsive repairs, and value for money. The approach should include: responsive and cyclical repairs, planned and capital work, work on empty properties, and adaptations.	<p>The repair service delivers a responsive and emergency repairs service.</p> <p>Planned investment work is undertaken through BCTs investment programme to maximise the benefit of BCTs VAT shelter up to 2027. Any first time decent homes upgrades to voids are VAT recovered through our shelter agreement.</p> <p>Cyclical painting programmes and are in place across all BCT stock.</p> <p>During 2016 BCT conducted a 100% stock condition surveys of all its assets and have developed a comprehensive approach to planned and capital investment works.</p>	None.	
2.2.2	Registered providers shall co-operate with relevant organisations to provide an	BCT work in partnership with Newcastle City Council and our tenants to provide	None.	

Standard	Outcome	Evidence	Gaps	Action to be taken/ Local offer
	adaptations service that meets tenants' needs.	an Adaptations Service suitable to meet tenant's needs. BCT has an annual budget to support these adaptations.		

Completed by	Michelle Bell
Designation	Director of Property & Development
Date Completed	19/7/18