



**WELSH HOUSING QUALITY
STANDARD (WHQS) and
DEVELOPMENT QUALITY
REQUIREMENTS (DQR)
CONSULTATION GROUP
Feedback Booklet**

5TH APRIL 2016

What was the aim of the consultation?

Welsh Government asked Housing Associations to consult on the implementation of a mandatory standard for the WHQS and on the DQR. They specified what questions needed answering.

How the focus group was run

We invited tenants who had been involved in the first WHQS consultations in the stock transfer. The Community Regeneration Manager and the Assistant Director of Property Services presented about the



WHQS standards followed by a question and answer session.

The Development and Sustainability Officer presented information about the DQR

followed by a question and answer session.

Results of the consultation

The main questions that the Welsh Government asked were:

1. What are your views on the proposed standards and guidance?
2. What do you think the benefits and/or dis-benefits of using this standard and guidance?
3. What changes do you think are needed?



These questions were discussed and the feedback from the tenants included:

- The standard ensures that every tenant can expect a safe, nice home.
- They are good written standards that everyone can look at.
- They ensure that there will be the same standard for everyone.
- It was agreed that when houses that do not meet WHQS due to tenant refusal of works, then the term should be changed to 'conditional pass' rather than an 'acceptable fail.'

Regarding the DQR element, the same basic questions were asked by Welsh Government and the comments from tenants were as follows:

- Notional floor areas need flexibility for the DQR.
- Intermediate homes – DQR should be relaxed for this type of home.
- More homes needed for young people.

We then looked at how best to make all tenants aware of WHQS and how much work Cartrefi Conwy have done so far in meeting the original deadline of 2012. The participants suggested: -

- Newsletter
- Fun Day/Any events – promotion.
- Open days on properties
- Website – telling tenants when work will be done to their homes.
- Certificate – production of a certificate that comes with a property saying what needs to be done in the next 5 years. The group suggested that the certificate include a phrase- ‘If work not done please contact us and find out why....’

What happened next?

The feedback from this session was included in Cartrefi Conwy's formal reply to the Welsh Government. Feedback from all Social Landlords in Wales is being considered by the Welsh Government and will form the basis of whether they make WHQS and DQR mandatory for all social landlords.

Introduction of the Certificate

Following the feedback from the session, Cartrefi Conwy have created a certificate to inform tenants of what improvement work has been carried out in the last 5 years, and what can be expected for their home in the next 5 years. All new tenants will receive this certificate when they receive the keys to their new home.