



**Welsh Housing Quality Standard 2023**

**Compliance Policy and Status Monitor  
March 2025**

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## **Section 1: Compliance policy**

### **1.1. Introduction**

The Welsh Government require social landlords to have developed a Welsh Housing Quality Standard (WHQS) 2023 compliance policy by 31 March 2025. The compliance policy must contain information about:

- the social landlord's approach to WHQS 2023
- software that the social landlord uses to manage its assets
- tenants' involvement in making decisions related to WHQS 2023
- independent verification of the social landlord's data
- statements concerning WHQS 2023 that new tenants receive
- progression of elements that WHQS 2023 does not formally measure
- works that are currently too costly to carry out
- plans to increase energy efficiency for each home
- carbon considerations when redeveloping or demolishing properties
- benefits to communities as a result of WHQS 2023.

This compliance policy details what Tai Tarian will do to meet WHQS 2023, and we will review this compliance policy annually.

### **1.2. About WHQS**

The Welsh Government first introduced the Welsh Housing Quality Standard (WHQS) in 2002 with the aim of raising the quality of social homes in Wales. An independent evaluation in 2021 concluded that the standard of social rented housing had increased and that WHQS had benefitted tenants. To further this objective, the Welsh Government introduced a new version of WHQS in 2023 that accounts for societal changes and technological advances.

By 2034, all social housing in Wales must meet and maintain the new Welsh Housing Quality Standard: WHQS 2023. This new standard specifies the following eight requirements for social homes.

1. Homes must be in a good state of repair.
2. Homes must be safe and secure.
3. Homes must be affordable to heat and have minimal environmental impact.
4. Homes must have an up-to-date kitchen and utility area.
5. Homes must have an up-to-date bathroom.
6. Homes must be comfortable and promote well-being.
7. Homes must have a suitable garden.
8. Homes must have an attractive outside space.

Each of the above requirements comprises several 'elements'. A home will meet the standard when it passes all applicable elements. The Welsh Government recognises that some elements do not apply to all homes. Also, some homes will not pass some

elements for various reasons. As such, elements will receive one of the following assessments.

- Pass
- Assumed pass
- Conditional pass
- Temporary fail
- Fail
- Not applicable

Elements will only receive 'conditional pass' or 'temporary fail' assessments, along with an appropriate reason, in line with WHQS 2023 guidance.

### **1.3. Approach to WHQS 2023**

#### **1.3.1. Decision-making related to standard compliance**

When making decisions related to WHQS 2023 compliance, Tai Tarian will:

- interpret the standard reasonably and pragmatically when arriving at 30-year financial forecast cost estimates
- comply with elements where it is reasonable and practical to do so and there is financial provision within the approved budget
- comply with legal repairing obligations
- keep components in good repair, free from what the Housing Health and Safety Rating System (HHSRS) defines as 'category 1 hazards'
- retain components that do not comply with the standard if they are not causing a category 1 hazard and are not at the end of their useful lifespan
- replace components at the end of their useful lifespan
- upgrade replacement components to meet the standard where it is reasonable and practical to do so and there is financial provision within the approved budget
- assess individual tenant needs
- assess compliance using the guidance that the Welsh Government provides
- record, monitor and report compliance using a spreadsheet or database.

When making decisions related to WHQS 2023 compliance, Tai Tarian will not:

- extend or rebuild homes to meet the standard
- change the topography of land to meet the standard.

#### **1.3.2. Approach to meeting and maintaining the standard**

Tai Tarian's approach to meeting and maintaining the standard for our whole stock on an element-by-element basis is as follows. For our route to sign off, see [Appendix 1](#).

Element	Approach
1a) Homes must be structurally stable and free from disrepair.	Our surveying team inspect all properties, and when they find structural defects, we engage a structural engineer to develop a rectification strategy. We have a robust process in place for disrepair claims and ensure that all claims received are given fair assessment and investigation.
1b) Homes must be free from damp.	Our surveying team inspect all properties, and they report damp, mould and condensation (DMC) when they find it. When staff, external contractors or tenants report DMC, we complete a full survey and prioritise clean and treat work to remove any signs of mould. We then programme and complete remedial work to treat the root cause and prevent any reoccurrence.
2a) External doors and windows must provide a reasonable level of physical security.	Our 'in-house' factory manufactures our windows and doors. Our windows and back doors are fully compliant with Secure by Design. We are working to ensure our front doors are also compliant.
2b) Staircases and balustrades must be safe.	Our surveying team inspect all properties, and if they find that staircases or balustrades are unsafe, we treat it as an urgent repair and rectify the issue accordingly.
2c) Homes must have an adequate fire detection and alarm system installed and maintained to the appropriate British Standard.	We fit all properties with suitable and appropriate fire detection systems and inspect them in line with current legal obligations and British Standard requirements at the time of install.
2d) Homes must have appropriate means of escape in case of fire from the building to a place of safety outside the building, in accordance with building regulation requirements.	We ensure that all properties have a suitable means of escape in the event of a fire in line with current legal obligations.
2e) Gas, oil-fired or solid fuel burning combustion appliances and installations must be annually certified as safe by an appropriately qualified person.	We carry out gas safety inspections in line with current legal obligations and aim to complete them up to two months before the expiry date. This ensures continuous compliance and safety. We inspect oil heating sources annually and solid fuel heating sources every six months in

Element	Approach
	line with current legal obligations and best practice.
2f) A carbon monoxide detector must be fitted in each room containing a fixed gas appliance, an oil-fired combustion appliance, a solid fuel burning combustion appliance or an associated flue.	We install carbon monoxide detectors in all rooms with relevant appliances, as well as in all kitchens. We check and upgrade these detectors as necessary as part of our annual gas servicing programme.
2g) Homes must have an electrical safety inspection undertaken by a qualified person at intervals of 5 years or less.	We carry out electrical safety inspections in line with current legal obligations and conduct electrical testing every five years.
2h) All electrical equipment supplied and owned by landlords in homes must be safe, comply with the current safety requirements for domestic electrical products and be tested annually.	All Tai Tarian-owned electrical appliances are inspected in line with current legal obligations.
2i) Common parts of flats and other multi-occupied residential buildings must have adequate means of warning and escape from fire in accordance with building regulations requirements.	We fit all properties with suitable and appropriate fire detection systems and inspect them in line with current legal obligations. We ensure there are adequate fire precautions – including alarms and extinguishers – and suitable fire escapes that can resist fire, smoke and fumes in line with current legal obligations.
2j) All buildings containing more than one dwelling (regardless of whether they also contain common parts) must have a current and up-to-date fire risk assessment.	We ensure that all specialist buildings and communal areas are kept free of obstructions, trip hazards and combustible material to ensure the risk of fire within our buildings is minimised.
3a) Heating systems must be reasonably economical to run and capable of heating the whole of the home to a comfortable level in normal weather conditions (minimum of SAP 92 – EPC A).	We have a fabric-first approach to upgrading the heating efficiency of our properties. This involves installing loft, internal wall or external wall insulation as necessary before employing other efficiency measures. Our heating improvement programme includes an A-rated boiler. Our current budget programming allows for a 20-year life cycle for heating systems. We

Element	Approach
	decide whether to replace individual heating systems depending on their condition, which may allow some heating systems to surpass their expected 20-year cycle. Where gas is not a viable option, we install alternative economical heating systems. We are undertaking trial installations of emerging heating technologies to understand what is most effective. Each property will have a bespoke heating design to ensure that we install the most economical system.
3b) In the interim, all homes must meet a minimum standard of SAP 75 – EPC C.	Target energy pathways determine what improvement works we carry out on individual properties. Our approach is fabric first, followed by green energy production.
3c) Carbon emissions from homes must be minimised (minimum of EIR 92).	When programming improvement measures, we consider carbon emissions with the aim of increasing the property’s environmental impact rating (EIR). We have determined that installing solar photovoltaics (PV) has one of the largest positive impacts in reducing carbon. Therefore, we prioritise solar PV installation on properties that have had fabric works completed.
3d) Landlords must carry out a whole stock assessment and produce target energy pathways for their homes.	We use modelling software called Sava Intelligent Energy. The software allows us to carry out calculations, analyse information and create programmes of work, leading to reduced energy use and carbon in our housing stock.
3e) Homes, and in particular kitchens and bathrooms, must have an adequate amount of ventilation.	Kitchen and bathroom designs include extractor fans. We have engaged an external contractor to test whether these fans achieve the expected extraction rate. The test results will inform decisions about a planned programme of ventilation upgrades across the wider stock.
3f) Landlords must make arrangements for a smart meter to be installed in each home.	We proactively identify homes that would benefit from a smart meter as part of our tenant engagement strategy. Smart meters are often required when improving heating systems or installing solar photovoltaics (PV). Before improvement work begins in occupied properties, we explain the benefits of smart meters to residents. Our in-house tenant liaison

Element	Approach
	officers are knowledgeable and use easy-to-understand materials to aid in their explanations. If tenants have further questions, our dedicated WHQS green energy specialist can help. At pre-void stage, we contact our contracted smart meter installer to establish if a new or upgraded smart meter needs to be fitted. This enables us to install new or upgraded smart meters at change of tenancy.
3g) Measures to improve water efficiency and alleviating water poverty must be installed when replacing fittings and fixed appliances.	The fittings we use for taps, showers and baths meet the maximum performance level guidance. The taps may use adapters to achieve this performance level. We are reviewing the WC dual flushes we install and should have an efficient alternative by April 2025. We do not install or maintain dishwashers or washing machines. In rare occasions, a replacement fitting cannot meet the specified performance level because it must work with the existing appliance. We will assess these cases as 'temporary fail – programmed works within 5 years', as we will update the appliance when appropriate.
3h) Water butts to be installed when appropriate.	Our external works programme and void programme see the installation of water butts. We do not provide water butts when doing so would block paths or require further extensive work to gutters or drainpipes.
4a) Kitchens must be in good condition.	Our kitchen replacement programme is based on an 18-year cycle. We decide whether to replace individual kitchens depending on their condition, which may allow some kitchens to surpass their expected 18-year cycle.
4b) Kitchens must have adequate space for kitchen appliances.	Kitchen designs incorporate all essential appliances, as well as additional appliances, where reasonable and practical.
4c) Kitchens must be well organised and contain sufficient work surfaces.	Kitchen designs are in line with WHQS 2023 guidance.
4d) Homes must have sufficient general storage.	We provide suitable storage where reasonable and practical.



Element	Approach
4e) Homes must have adequate space for local recycling requirements.	We provide suitable storage where reasonable and practical.
4f) Kitchens must have sufficient conveniently located power sockets.	Kitchen designs incorporate electrical requirements in line with WHQS 2023 guidance.
4g) Kitchens and utility areas must have suitable flooring.	Kitchen designs include appropriate flooring.
4h) Homes must have adequate facilities for washing, drying and airing clothes.	We provide facilities where reasonable and practical. We provide shelving where airing cupboards are present. We will not alter the shape of a house to provide an airing cupboard. We gift tumble dryers to tenants if necessary.
5a) Bathrooms and WC facilities must be in good condition.	Our bathroom replacement programme is based on a 25-year cycle. We decide whether to replace individual bathrooms depending on their condition, which may allow some bathrooms to surpass their expected 25-year cycle.
5b) Bathrooms and WC facilities should have suitable flooring.	Bathroom designs include appropriate flooring.
5c) Bathrooms must have a shower and a bath (or shower and sufficient space for the provision of a bath).	Standard bathroom installations include a bath and an over-bath shower. Where disabled facilities are required, we install these in line with recommendations based on residents' needs.
6a) Homes should have sufficient space for everyday living.	Our shared lettings policy matches family size to property size to avoid overcrowding and under occupation wherever possible.
6b) At change of tenancy all habitable rooms (bedrooms and living rooms), staircases and landings located within the home should have suitable floor coverings.	Our void programme sees the introduction of suitable flooring throughout each void property.
6c) Exposure to noise should be minimised.	When staff, external contractors or tenants report noise issues, we investigate with the assistance of independent acoustic consultants. With these consultants, we monitor sound transfer between properties and work to resolve the issue.

Element	Approach
6d) As far as possible, homes should suit the specific requirements of the household.	We assess all applicants and categorise them depending on their eligibility and housing needs. This determines which properties they can bid for. If their bid is successful, they confirm whether the home meets their requirements before accepting the occupation contract.
6e) Disabled and older people's housing requirements must be planned for and met in accordance with the duty for reasonable adjustments.	We receive recommendations for adaptations from occupational therapists and in-house 'trusted assessors' based on residents' needs. We make these improvements when the recommendations are reasonable and practical.
6f) Homes should be clearly identifiable and have definable boundaries.	We provide suitable boundaries where reasonable and practical. All front doors have the property number attached. All blocks of flats and Haven over-55 schemes have clear signage outside.
7a) There should be an external level space no smaller than 10m <sup>2</sup> directly accessible from the home.	We provide a suitable level space where reasonable and practical. We will not change the topography of land to meet the standard.
7b) There should be paved access from the home to any garden gate.	We provide suitable paths where reasonable and practical.
7c) There should be paved access from the home to the drying line if one is present.	We provide suitable paths where reasonable and practical.
7d) Outdoor space must be easy to maintain, and safe.	We assess gardens to ensure they are suitable where reasonable and practical.
8a) External lockable storage for cycles and equipment must be made available.	Our external works programme and void programme see the introduction of suitable storage where reasonable and practical. If no existing outbuilding is available for use or conversion, we provide storage when there is access to a suitable location and sufficient space.
8b) There should be adequate, practical, maintainable and safe community space(s).	We have assessed each communal area and put improvement plans in place. We regularly inspect these areas to ensure they are maintained to a high standard.

Element	Approach
8c) Biodiversity opportunities should be introduced by landlords who own or manage verges, parks, grounds and open green spaces by changing their management of these areas to make them more wildlife friendly.	We have a 'cut and collect' initiative and are involved in planting within the borough. We carried out an extensive exercise to reclassify our land to create more nature-friendly spaces. We work with ecologists to improve our knowledge of how best to help with nature recovery, creating habitats and targeting species that need help to thrive.

### Temporary fails

If an element receives one of the following assessments, we will complete the works at change of tenancy or as part of a new programme of works.

- Temporary fail – tenant refusal
- Temporary fail – tenant delay (timing)
- Temporary fail – tenant behaviour/financial restrictions

### **1.3.3. Intentions for complying with HHSRS obligations**

Tai Tarian will complete a Housing Health and Safety Rating System (HHSRS) assessment on the relevant part of a property that receives a 'fail' for any of the following elements.

- 1a) Homes must be structurally stable and free from disrepair.
- 1b) Homes must be free from damp.
- 2b) Staircases and balustrades must be safe.
- 4a) Kitchens must be in good condition.
- 4g) Kitchens and utility areas must have suitable flooring.
- 5a) Bathrooms and WC facilities must be in good condition.
- 5b) Bathrooms and WC facilities should have suitable flooring.
- 6c) Exposure to noise should be minimised.
- 7b) There should be paved access from the home to any garden gate.

Our approach to rectifying the hazard will depend on whether it is what the HHSRS defines as 'category 1' or 'category 2'. In either case, we will follow up as part of our stock condition survey programme.

#### Category 1 hazards

We will comply with our legal obligation to fix category 1 hazards. Once we have suitably rectified the hazard, we will reclassify the element as a 'pass' or a 'conditional pass'.

#### Category 2 hazards

We will approach category 2 hazards on a case-by-case basis.

- If we deem it necessary to rectify the hazard, we will do so. Once we have suitably rectified the hazard, we will reclassify the element as a 'pass' or a 'conditional pass'.
- If we do not deem it necessary to rectify the hazard, we will immediately reclassify the element as a 'pass' or a 'conditional pass'.

#### **1.4. Database and asset management software**

We hold all WHQS 2023-related property data on a comprehensive spreadsheet. As well as detailing stockographic information, this spreadsheet identifies whether the property meets WHQS 2023 on an element-by-element basis. It is a live spreadsheet, and we use it to monitor progress and identify what works are necessary.

#### **1.5. Tenant engagement**

Tai Tarian's strategy for engaging tenants in meeting and maintaining the standard considers the unique demographics of the communities in which we have properties. We will engage with tenants to understand the local community's needs at the start of each project. We understand the need to meet our tenants 'where they are' and will adapt our engagement methods to maximise tenant participation. Methods include:

- face-to-face events
- information shared on our social media platforms
- short-form video content
- written communications shared in our tenant newspaper or on our website.

Through this, we believe our tenants will be better informed about WHQS 2023 and have a greater understanding of how they can help to shape our programmes of work.

#### **1.6. Independent verification**

Barcud Shared Services provides an internal audit service for Tai Tarian. Barcud operates on an arm's-length basis, being a shared services function for five social housing providers within South Wales. Barcud plays an important role in assessing data, operational processes and controls.

We will engage Barcud's services to independently verify the data we hold and our compliance with WHQS 2023. Barcud will conduct their initial verification in 2026, two years after the standard came into effect. They will then verify the data and our compliance every two years after that.

#### **1.7. Compliance statements for new tenants**

From April 2025, Tai Tarian will issue a compliance statement to each new tenant (contract-holder) at the point of relet. When there is a joint contract-holder, we will

issue a copy of the compliance statement to each person. The compliance statement will support the energy performance certificate (EPC) that tenants receive.

The compliance statement will:

- outline the purpose of WHQS
- confirm the status of each element for that property
- provide details for why an element may not have a 'pass' assessment
- state when programmed works for elements that do not have a 'pass' or 'conditional pass' assessment will occur
- confirm that the property is of a lettable standard.

For an example of the compliance statement, see [Appendix 2](#). The compliance statement may change following consultation with tenants.

## **1.8. Elements not formally measured**

### **1.8.1. Explanatory statements for elements not formally measured**

3d) Landlords must carry out a whole stock assessment and produce target energy pathways for their homes.

Tai Tarian's approach to carrying out a whole stock assessment involves reviewing stock condition data from detailed surveys and evaluating our homes' energy efficiency using energy performance certificates (EPCs).

We use modelling software called Sava Intelligent Energy to assist us with our whole stock assessment and to create a data quality improvement plan. Sava will analyse our stock profile, including factors such as property age, heat loss parameters and carbon footprint. They will provide an overview of estimated average energy costs for heating, hot water and lighting.

Sava will help us to:

- evaluate the energy efficiency of our properties
- identify irregular data
- highlight gaps and opportunities to improve the completeness of our data.

We also contracted Sava to develop customised target energy pathways and comprehensive reports. These enable property-level tracking of recommended improvements and the corresponding implementation timelines. For more information about our approach to target energy pathways, see [section 10](#).

6d) As far as possible, homes should suit the specific requirements of the household.

Tai Tarian reviews all housing applications in line with our shared lettings policy, which we adopted in partnership with Neath Port Talbot County Borough Council. The policy complies with all legal requirements regarding housing allocations and equality. We assess applicants' needs and housing requirements and assign them a category and band accordingly. An applicant's category determines which properties they can bid

for. Once a bid is successful, the applicant views the property and either confirms that the home suits their requirements or refuses the offer of accommodation.

6e) Disabled and older people's housing requirements must be planned for and met in accordance with the duty for reasonable adjustments.

We receive recommendations for adaptations from occupational therapists and in-house 'trusted assessors' based on residents' needs. When the recommendations are reasonable and practical to implement, we classify the related works as small, medium or large.

We aim to maximise potential for disabled and older people to transfer into new-build properties when their homes no longer meet their requirements. We also identify void properties that may be suitable for adaptations when we are unable to adapt a tenant's current property.

8b) There should be adequate, practical, maintainable and safe community space(s).

Tai Tarian's sustainable land management approach provides open spaces for our tenants and the wider community to enjoy. Our in-house land management team are responsible for a range of cyclical and reactive inspections and grounds maintenance. This ensures we identify and manage hazards, maintenance requirements and improvements.

The cyclical maintenance programme involves:

- optimised cutting for all open land and communal gardens
- hedgerow maintenance
- tree management and maintenance
- hard surface maintenance (pathways, entrance areas, patios)
- water course management (culverts)
- playground management and maintenance.

To provide spaces for recreation or socialising, we cut grassed areas regularly from April through to September. We also cut grassed areas that could potentially restrict visibility if left unmaintained.

Where we have established wildflower meadows, we are committed to ensuring the local community can still use and enjoy the spaces safely. As with the grassed areas, we maintain traffic vision zones. Additionally, we cut both the outer perimeter of the meadow, preventing encroachment onto pathways, and nature trails through the grassland, creating an attractive walking route.

8c) Biodiversity opportunities should be introduced by landlords who own or manage verges, parks, grounds and open green spaces by changing their management of these areas to make them more wildlife friendly.

Tai Tarian is committed to improving biodiversity across our land and open spaces in line with our sustainable planet strategy. To maximise our positive impact on the

environment, we collaborate with ecology specialists, organisations and other local landowners, including the local authority.

By planting pollinating shrubs on verges, we both improve the verges visually and create wildlife habitats. We also take part in the national 'No Mow May' event, letting grassland grow through the spring months to benefit self-seeding plants and trees.

We 'cut and collect' in all our meadow areas, cutting and removing grass to promote wildflower growth. This supports meadow wildlife, providing food to bees, butterflies and other important pollinators, which in turn helps to minimise the effects of climate change. Self-seeding trees are starting to grow, and we are creating wildlife corridors into residential areas across the borough.

Additionally, we partner with the Orchard Project – the only national charity dedicated solely to creating, maintaining and celebrating community orchards.

We do not use pesticides to manage our land because of the negative impact they can have on biodiversity. We only use chemical herbicides to actively manage our knotweed areas across the borough.

To further understand how best to help with biodiversity, we will continue to work with ecologists.

### **1.8.2. Broadband and digital connectivity**

In Neath Port Talbot, 99% of residents have access to at least 30Mbps superfast broadband, and 80% of households can access gigabit-capable speeds.

We are collaborating with Neath Port Talbot County Borough Council to enhance digital connectivity in less well-connected areas through the Fibre Community Partnership programme. The programme is supported by the UK government's Gigabit Broadband Voucher Scheme and delivered by the Swansea Bay City Deal.

Tenant engagement is key to the success of this programme, as Openreach will only install fibre broadband once residents generate the target number of vouchers. As such, we will actively work with tenants in these areas to encourage participation.

### **1.9. Cost-prohibitive activities**

Some properties cannot meet certain elements of WHQS 2023 because of prohibitive costs. In these cases, Tai Tarian will plan the necessary measures as part of a future programme of works. These elements will receive the assessment 'conditional pass – cost prohibitive'. Elements 3a and 3c, which relate to decarbonisation, may receive the assessment 'temporary fail – currently cost prohibitive'.

Cost-prohibitive activities include works that:

- do not create a sufficient improvement in quality or cost of energy for the resident

- are not cost effective unless they occur as part of a planned programme, and no programme is in place
- have limited funding available.

For the number of properties with cost-prohibitive elements and the estimated cost of the necessary works, see [Appendix 3](#).

## **1.10. Target energy pathways**

### **1.10.1. Housing stock energy modelling software**

Tai Tarian uses Sava Intelligent Energy, developed by Sava – a leader in energy calculation software and energy performance certificate (EPC) data management. This system helps us to assess our stock and identify potential improvements.

An up-to-date overview of our properties is essential for conducting a comprehensive whole stock assessment and producing target energy pathways to decarbonise individual homes. As such, we refresh the system data on completion of physical works in a property to reflect the newly installed improvement measures.

The target energy pathway reports will also include a combined pathway analysis showing a comprehensive overview of the journey from the current state of individual homes to SAP 92.

### **1.10.2. Data improvement plan**

Tai Tarian recognises the limitations and risks associated with using standalone energy modelling software. Our strategy is to adopt an integrated approach to energy modelling and planning through an asset management system. Such integrations allow for real-time data updates and live tracking of component data and EPCs as required. This ensures data accuracy and enhances the reliability of our system and reports.

### **1.10.3. Non-traditional property archetypes**

Non-traditional property archetypes may pose challenges to decarbonisation, but they also provide unique opportunities to rethink building design and retrofitting. Having accurate data, including up-to-date EPCs, stock condition surveys and retrofit assessments, is essential for making informed decisions about the most effective decarbonisation strategies for these properties.

### **1.10.4. Properties unlikely to meet SAP 75 or SAP 92**

The Sava-generated combined pathway analysis report will identify properties that are unlikely to meet the targets and provide categorised reasons (for example, structural limitations). This data will enable Tai Tarian to make informed decisions about the viability of these properties and conduct appropriate appraisals to assess their suitability for our stock profile.



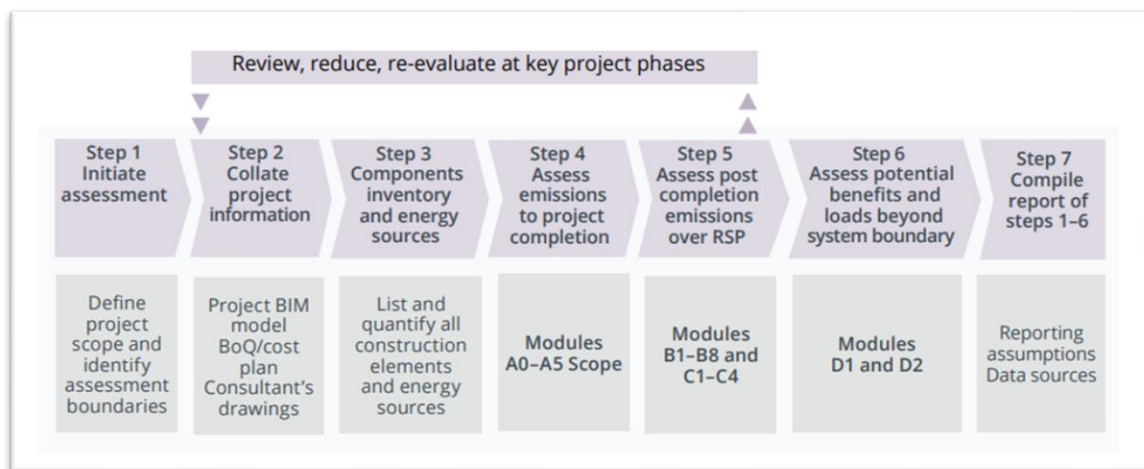
### 1.11. Redevelopment, demolition and carbon

Embodied carbon is the total amount of greenhouse gases emitted during the lifecycle of a building. It is an emerging area of carbon footprinting and includes the emissions from extracting, manufacturing, transporting and disposing of materials. It is estimated that embodied carbon can equate to 60–70% of carbon emissions during the whole life of a building.

Where demolition of existing properties is being considered, Tai Tarian will carry out a whole life carbon assessment in accordance with the Royal Institution of Chartered Surveyors (RICS) *Whole life carbon assessment for the built environment*.

A whole life carbon assessment is the calculation and reporting of the quantity of carbon impacts expected throughout all life cycle stages of a project. It also includes an assessment of the potential benefits and loads occurring beyond the system boundary.

Where possible, we will integrate the assessment into project planning and cost planning from the outset. We will develop these plans in collaboration with the wider project team and update them as the project evolves. Whole life carbon assessments can be carried out during any project phase, using generic information in the early design phases and more specific data as the design develops.



*Recommended steps for reporting on whole life carbon assessment (Whole life carbon assessment for the built environment, Royal Institution of Chartered Surveyors (RICS), August 2024)*

However, we recognise that in some situations, a wider strategic approach may be required for the long-term benefit of the organisation. As such, we will complete an options appraisal which will include a whole life carbon assessment as part of the decision-making process.

In addition to conducting whole life carbon assessments, we will align with the principles of the circular economy. We will do this for all aspects of work, from designing new homes to selecting products for our reactive repairs, major works and development programmes. Procurement will be vital for this. Our procurement team

will work with each area of the business to review specifications and material choices. This will ensure that embodied carbon and end of life is considered at the outset of any project.

Furthermore, we will not replace components if they are not at the end of their useful lifespan and are not causing a category 1 hazard as defined by the Housing Health and Safety Rating System (HHSRS). We will extend the lifespan of components if they are in an acceptable condition and will replace when necessary.

## **1.12. Community benefits**

In collaboration with our tenants, contractors and suppliers, Tai Tarian ensure that local people and communities benefit from our activities. This could be through donations to local charities and community groups or through employment opportunities. We will continue to work with local organisations and businesses to enhance growth.

We plan and measure community benefits generated by the WHQS programme with:

- the Local Multiplier 3 (LM3) tool
- our Value for Money Strategy
- our Social Value Methodology.

### Local Multiplier 3 tool

The LM3 tool measures the impact that an organisation has on the local economy. Through this, Tai Tarian can determine how much total income we generate for the local economy for every £1 of rent we receive.

### Value for Money Strategy

Tai Tarian's Value for Money Strategy involves delivering the best result for our tenants from the rent they pay. Our strategy aligns effectiveness, efficiency, economy and equity (fairness) with our objectives, operational costs and investments. In our annual Value for Money Statement, we measure and report our performance against previous targets, as well as set future targets.

### Social Value Methodology

Social value is the quantification of the importance that people place on the changes they experience within their lives. Tai Tarian's Social Value Methodology allows us to look at the outcomes for people in our communities in addition to the financial impact of our activities.

## Section 2: Status monitor and update

### 2.1. WHQS 2023 progress update

In July 2024, Tai Tarian created an asset management and decarbonisation team to develop an implementation strategy to comply with WHQS 2023. This new team will help us to better understand and manage our property asset data.

As of March 2025, we use Aareon QL as our dedicated asset management software. Our organisation-wide transformation programme identified the need for a more suitable asset management system, and we are prioritising procuring one. We have established a property and portfolio management group to review our needs and requirements to ensure we select the most appropriate system.

We plan to procure this new system before the end of 2026 to improve the management and storage of our asset data. Once implemented, this system will be integrated with the energy modelling software we use – Sava Intelligent Energy – enabling the live transfer of data. This integration will allow us to create instant energy pathways for decarbonising our homes.

Archetype	Total	A	B	C (75+)	C (~74)	D	E	F	G
Airey	62	0	0	3	42	17	0	0	0
Arcal	179	0	0	0	0	179	0	0	0
Bisf	174	3	2	54	107	8	0	0	0
Bison	27	0	6	17	4	0	0	0	0
Cornish	388	0	0	36	142	208	2	0	0
No Fines	870	48	6	256	527	33	0	0	0
Orlit	8	0	0	3	5	0	0	0	0
Rofton	56	0	0	8	46	2	0	0	0
Solid	190	0	0	27	70	93	0	0	0
Timber Frame	355	95	51	39	64	106	0	0	0
Traditional	6452	84	58	1428	3822	1044	16	0	0
Trusteel	146	0	0	69	75	2	0	0	0
Unity	223	0	0	35	97	91	0	0	0
Woolaway	8	0	0	0	7	1	0	0	0
Modular	16	15	1	0	0	0	0	0	0
<b>Total:</b>	<b>9154</b>	<b>245</b>	<b>124</b>	<b>1975</b>	<b>5008</b>	<b>1784</b>	<b>18</b>	<b>0</b>	<b>0</b>
<b>Percentage of total:</b>		<b>3%</b>	<b>1%</b>	<b>22%</b>	<b>55%</b>	<b>19%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

*Energy performance certificate (EPC) rating per property archetype as of March 2025*

### 1. Homes must be in a good state of repair.

#### Stock condition surveys

Tai Tarian's stock condition survey programme commenced in 2022, and as of March 2025, we have surveyed over 7,000 properties (77% of our stock). The remaining surveys are due to be completed by the end of 2025.

Our new asset management and decarbonisation team reviewed our stock condition survey form to ensure it collects the information that WHQS 2023 requires. Our stock condition overview dashboard enables easy identification of the high-level results of the surveys, which show our 'best (A5) and worst (E1)' condition components. This data supports informed decision-making for capital investment planning and improvements in energy performance, playing a crucial role in maintaining the quality of our housing stock.

Stock Condition Overview		A					B					C					D					E					Total	
		A5	A4	A3	A2	A1	B5	B4	B3	B2	B1	C5	C4	C3	C2	C1	D5	D4	D3	D2	D1	E5	E4	E3	E2	E1		
No. of Full Stock Condition Reports Available: 6317																												
Building Fabric	External Walls	1237	44	1	3	0	2044	1645	267	76	1	23	117	1041	227	13	0	1	21	455	11	0	0	0	0	3	21	7253
Roofing	Main Roof	994	44	3	0	0	1480	1381	217	76	0	2	109	939	303	2	0	1	21	272	12	0	0	0	0	3	6	5864
	Fascias, Soffits & Gutting	1002	8	0	1	0	450	1983	211	56	0	3	140	1260	202	6	0	4	81	373	56	0	1	0	3	39	5862	
	Solar PV Present?	742																										
	Canopy	221					2278					1330					409					30					4268	
Kitchen	Units & Worktops	475	41	0	0	0	299	3151	354	34	0	0	274	1870	227	1	0	2	49	2	15	0	0	0	0	3	34	6839
Bathroom	Main Bathroom	785	48	1	0	0	1166	3746	85	4	1	21	493	494	56	1	1	8	16	123	13	0	0	0	0	2	15	7079
	Second Bathroom	55	3	0	0	0	65	130	9	5	0	0	11	78	23	0	0	0	3	27	1	0	0	0	0	2	0	412
Heating	Air Source Heating	27	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	27
	Back Boiler & Gas Fire	0	0	0	0	0	3	1	0	0	0	0	0	3	1	1	0	0	0	7	2	0	0	0	0	0	0	25
	Communal Plant Room	0	0	0	0	0	11	6	20	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	37
	Condensing Combi Boiler	497	48	1	0	0	1243	3284	246	30	1	2	106	997	58	1	0	0	7	72	16	0	0	0	0	1	14	6624
	Electric Heaters	92	0	0	0	0	105	68	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	265
	Electric Storage Heaters	33	0	0	0	0	6	3	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	43
	Free Standing Boiler	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
	Free Standing Combi Boiler	0	1	0	0	0	6	1	0	0	0	0	0	1	3	0	0	0	0	2	2	0	0	0	0	0	1	17
	Solid Fuel Appliance	0	0	0	0	0	8	6	1	1	0	1	2	3	3	0	0	0	0	7	1	0	0	0	0	2	1	36
	System Boiler	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Wall Mounted Boiler	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Wall Mounted Combi Boiler	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	3
		Gas Smart Meter?	Yes 3581																									
		No 2930																										
Electric	Mains	1352	138	1	1	0	2423	2430	90	23	3	3	74	273	58	2	0	0	4	115	4	0	0	0	0	1	11	7006
	Electric Smart Meter?	Yes 4245																										
		No 2373																										
Mechanical Ventilation	Kitchen Ventilation	478					2812					2421					732					144					6587	
	Bathroom Ventilation	459					3301					2196					610					112					6678	
	Second Bathroom Ventilation	24					177					106					47					4					358	
	MVHR Present?	54																										
Windows & Doors	Windows	1254	44	2	1	0	824	1835	184	69	0	4	96	1296	437	4	0	0	25	853	41	0	0	0	0	36	188	7193
	Front Door	1053	62	2	1	0	957	2209	167	48	0	11	107	1008	334	3	0	1	23	893	46	0	0	0	0	36	227	7190
	Rear Door	664	38	2	0	0	749	1496	165	1496	0	7	83	1109	361	5	0	2	35	447	47	0	0	0	0	36	536	7388

Tai Tarian's stock condition overview dashboard

Damp, mould and condensation

*Building the new damp, mould and condensation team*

Damp, mould and condensation (DMC) now forms the seventh strand of property compliance. As part of Tai Tarian's ongoing commitment to ensure homes are safe and free from damp and mould, we created a new team dedicated to working in partnership with tenants to tackle and prevent DMC within their homes. The team has been operational since August 2024 and consists of 16 members of staff.



Members of Tai Tarian's new damp, mould and condensation (DMC) team

Having a dedicated team to tackle DMC allows us to respond quickly to reports of damp and mould. A DMC surveyor attends all properties where DMC has been reported. A full survey is completed, and clean and treat work is prioritised to remove any signs of mould. Remedial work is then programmed and completed to treat the root cause and prevent any reoccurrence. Our in-house tenant liaison officer acts as a link between the team and the tenant, keeping tenants informed of the work progress until completion.

### *Finding our silence*

In furtherance of our aim to 'find our silence' regarding DMC, the DMC team participated in Tai Tarian's pilot 'Tenant Talk Roadshow' in October 2024. Our goal was to raise awareness of the DMC team and educate tenants on the signs of DMC, the importance of reporting DMC at the earliest opportunity and how we can work with tenants to tackle DMC.

During the roadshows, we spoke to several tenants, offered advice on how to spot DMC, explained the various factors that can contribute to DMC and set up a few appointments for tenants who requested a DMC survey. We were also able to provide useful information and advice on promoting a healthy home.

## **2. Homes must be safe and secure.**

### Windows and doors

Tai Tarian manufacture our own windows and front and back doors in a local factory in Seven Sisters, Neath Port Talbot. Each year, we install new, high-performing, double-glazed windows and doors in approximately 300 of our properties.



*Tai Tarian's window and door factory in Seven Sisters*

### Property compliance

#### *Electrical*

Tai Tarian completed 1,884 electrical tests within occupied properties in 2024/2025 and achieved 99.85% compliance across the year. We have several electrical workstreams to ensure legal compliance with servicing requirements and safety



checks, including emergency lighting, positive and mechanical ventilation (PIV/MHVR) and solar photovoltaic (PV) testing.

### Fire

Tai Tarian completed the following fire risk assessments in 2024/2025.

- Communal areas within our general needs blocks of flats: 279
- Haven over-55 complexes: 22
- Walk-up flats: 1,587

We achieved 100% compliance across the year. We also completed over 1,000 remedial actions and improvements identified from our fire risk assessments.

### Gas

Tai Tarian completed gas servicing for 8,864 occupied properties in 2024/2025 and achieved an average of 99.98% compliance across the year.

## 3. Homes must be affordable to heat and have minimal environmental impact.

### Energy performance

#### EPC and SAP

Energy performance certificates (EPCs) rate the energy efficiency of a building. Homes with an 'A' EPC rating are the most energy efficient, and those with a 'G' rating are the least efficient. A home's energy efficiency determines how costly that home should be to heat and light.

The Standard Assessment Procedure (SAP) is a method for measuring a building's energy and environmental performance. Homes with a SAP rating close to 100 are the best performing, and those with a SAP rating close to 1 are the worst performing. The higher a home's SAP rating, the less it should cost to heat and light that home, and it should also have lower carbon emissions.

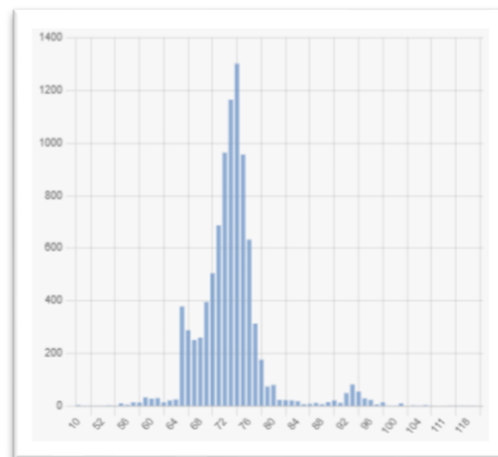
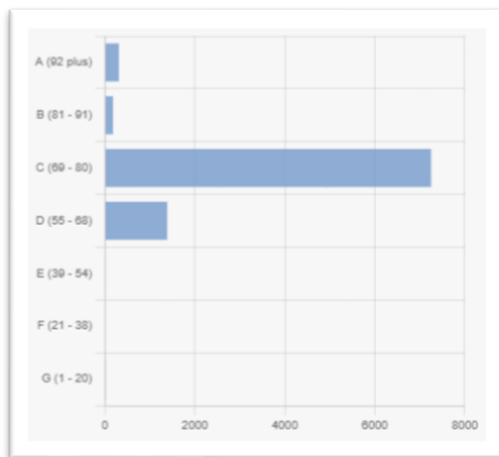
2012/13		2014		19/20		20/21		21/22		22/23		23/24		24/25	
A	0	A	0	A	19	A	40	A	70	A	116	A	178	A	244
B	1	B	1	B	84	B	119	B	88	B	88	B	104	B	124
C	1698	C	4870	C	6937	C	6966	C	6967	C	6971	C	7006	C	6983
D	5020	D	2078	D	1384	D	1396	D	1871	D	1881	D	1814	D	1786
E	902	E	119	E	15	E	15	E	22	E	23	E	36	E	17
F	31	F	0	F	0	F	0	F	0	F	0	F	0	F	0
G	26	G	24	G	0	G	0	G	1	G	1	G	0	G	0
<b>Average</b>		<b>Average</b>		<b>Average</b>		<b>Average</b>		<b>Average</b>		<b>Average</b>		<b>Average</b>		<b>Average</b>	
EPC	D	EPC	C	EPC	C	EPC	C	EPC	C	EPC	C	EPC	C	EPC	C
SAP	62	SAP	70	SAP	72	SAP	72	SAP	72	SAP	72	SAP	72	SAP	73
Co2	3.505	Co2	2.638	Co2	2.373	Co2	2.371	Co2	2.364	Co2	2.332	Co2	2.312	Co2	2.299
<b>Total Co2</b> 21349.88		<b>Total Co2</b> 21341.37		<b>Total Co2</b> 21320.916		<b>Total Co2</b> 21174.56		<b>Total Co2</b> 21108.56		<b>Total Co2</b> 21078.18					
Prmn No 8997		Prmn No 9001		Prmn No 9019		Prmn No 9080		Prmn No 9130		Prmn No 9166					

Tai Tarian's energy performance certificate (EPC) dashboard

In 2024/2025, Tai Tarian completed over 360 EPC assessments. Between 2023/2024 and 2024/2025, the total carbon emissions for all our stock decreased. However, our purchase of new properties that were not energy efficient has affected our overall carbon reduction.

2023/2024		2024/2025	
A	178	A	245
B	104	B	124
C	7006	C	6983
D	1814	D	1784
E	36	E	18
F	0	F	0
G	0	G	0
<b>Average</b>		<b>Average</b>	
EPC	C	EPC	C
SAP	72	SAP	73
Co2	2.312	Co2	2.299
<b>Total Co2</b>	<b>21108.56</b>	<b>Total Co2</b>	<b>21043.1</b>
Prop No	9130	Prop No	9155

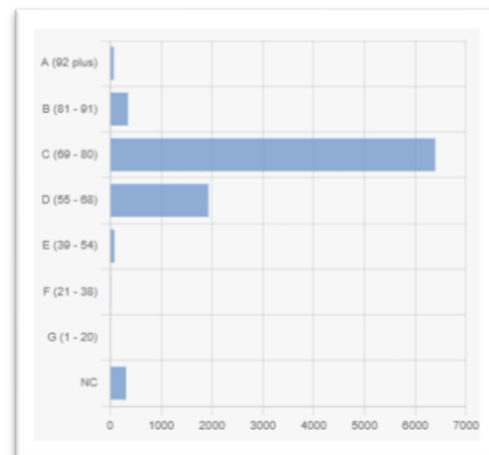
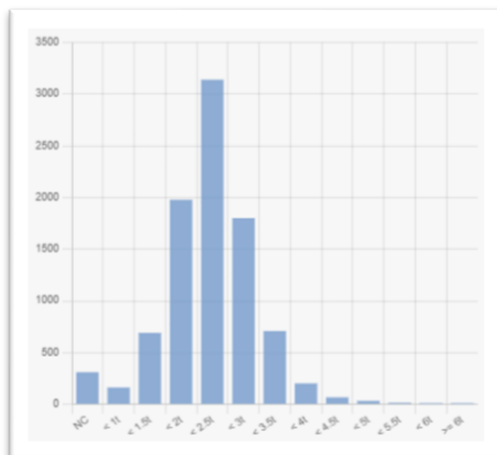
*EPC ratings for 2023/2024 and 2024/2025*



*EPC SAP band and SAP rating as of March 2025*

### *CO<sub>2</sub> and EIR*

Heating and lighting a building requires energy, which leads to carbon dioxide (CO<sub>2</sub>) emissions. An environmental impact rating (EIR) measures the impact a home has on the environment in terms of that home's CO<sub>2</sub> emissions. Homes with an EIR close to 100 have less impact on the environment, and those with an EIR close to 1 have more impact. In the following graph, 'NC' refers to new build properties with full rather than reduced SAP assessments, and Sava does not perform calculations with these.

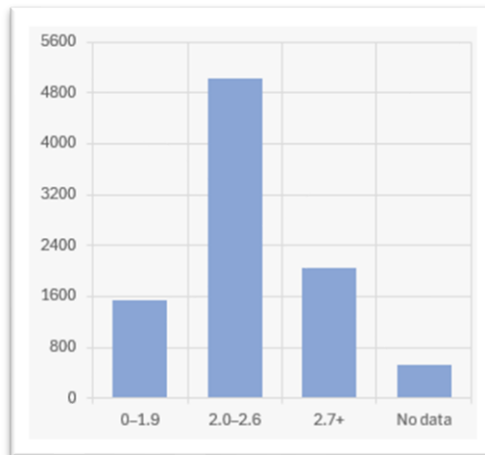


*CO<sub>2</sub> emissions and EIR band as of March 2025*

## HLP

The Heat Loss Parameter (HLP) measures a building's thermal performance, taking the building's total floor area into account. Thermal performance determines whether a home effectively retains heat or keeps cool when desired. Homes with a HLP close to 0 are excellent, and those with a HLP above 3 are poor.

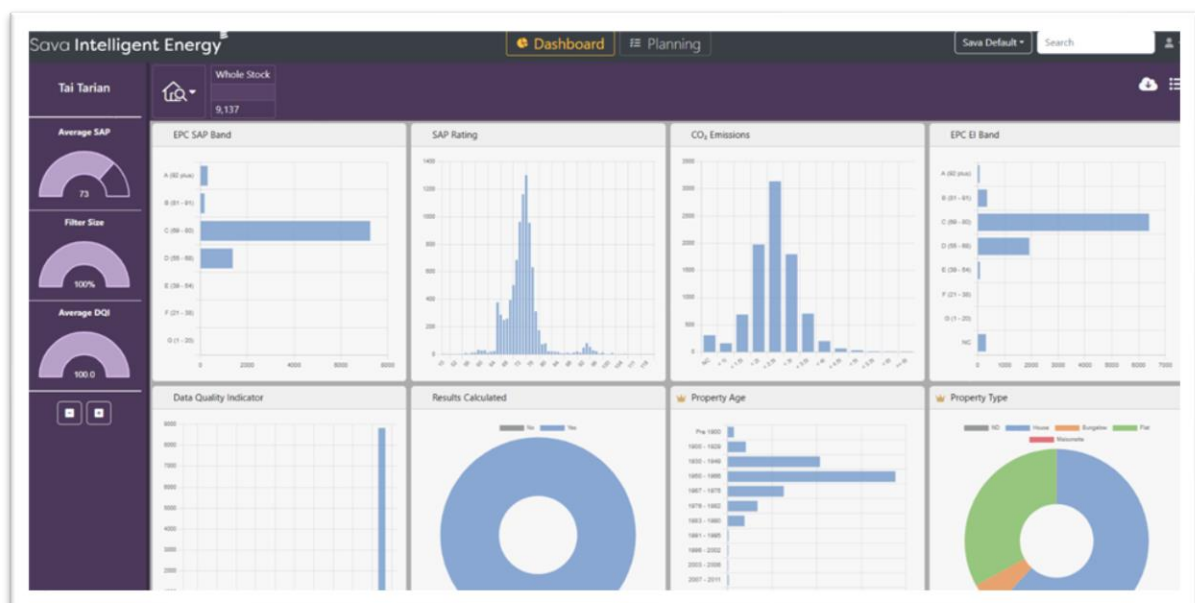
Although WHQS 2023 does not assess HLP, the guidance recommends that homes target a HLP of between 2.0 and 2.6.



*HLP as of March 2025*

## Housing stock energy modelling software

Tai Tarian began using Sava Intelligent Energy in 2024, when we uploaded property details for our stock at the time and EPC data from 2020. In February 2025, we refreshed the data to include newly acquired properties, significant component replacements and updated EPC details. This refresh gave us a current baseline of all our stock.



*Sava Intelligent Energy dashboard*



The target energy pathway reports that Sava produce outline two distinct routes to meeting WHQS 2023.

1. SAP 75 – target for 2030

This includes:

- the carbon reduction impact from recommended improvements
- a breakdown of improvement measures and their associated costs
- the effect improvements have on fuel bills
- an analysis of heat loss parameters across the stock.

2. SAP 92 – target for 2034

This expands on the SAP 75 baseline, detailing additional measures required to reach SAP 92.

It will provide insights into:

- carbon reduction
- specific upgrades
- fuel bill savings
- heat loss improvements.

The combined pathway analysis will highlight:

- the number of properties achieving both SAP 75 and SAP 92 targets
- properties unable to meet the targets, with reasons categorised (for example, structural limitations)
- overall carbon reduction across the stock, along with recommendations for further decarbonisation strategies.

To ensure the accuracy of these reports, we provided Sava with a 30-year planned programme of works, allowing the correct measures to be planned for each SAP pathway. Importantly, Sava Intelligent Energy can produce models using both the SAP 2012 and SAP 10 methodologies. We will use the newer SAP 10 methodology as it most closely represents the true carbon emissions for grid-produced electricity at present.

There are large carbon savings to be had by simply using the correct methodology. Understanding the benefits of SAP 10 means we can create an effective, efficient programme of works based on an accurate assessment of our stock. Conversely, using outdated methodology could lead to an inadequate, needlessly expensive and unnecessarily disruptive programme of works.

#### Data quality improvement plan

As of March 2025, Tai Tarian rely on manual updates to Sava Intelligent Energy to maintain current data. To address this, we are committed to procuring a new asset management system before the end of 2026 which will be connected to Sava

Intelligent Energy. This procurement is a priority for our organisation-wide transformation programme.

We will use Sava for property-specific data around the energy performance of our stock. Because of the level of data that we hold on our properties, we obtained a data quality indicator (DQI) of 100. This was the first time Sava had noted a landlord providing such comprehensive data, as the average DQI is 65. We will continually work with Sava to identify and rectify any inconsistencies with our data.

We are also developing a bespoke data improvement plan which will combine recommendations from Sava with items we identify internally. Our aim is to enhance the information we hold on the main WHQS 2023 reporting elements in addition to base stockographic data. The plan will allow for desktop and on-site verification of existing data as well as ensure the accuracy of newly collected data.

#### Domestic energy assessors

Domestic energy assessors (DEAs) can undertake domestic energy assessments to produce energy performance certificates (EPCs) for our properties. This has decreased our reliance upon external parties to undertake this work. Producing an EPC following completion of improvement works is critical for an up-to-date understanding of the energy performance of our stock.

As of March 2025, Tai Tarian have six qualified and accredited DEAs.

#### Retrofit assessors

Retrofit assessors visit properties and carry out full property surveys. These surveys and their outputs are necessary to inform the decisions made by the retrofit coordinator. The role involves carrying out an appraisal of the dwelling's heritage and architectural features and determining the construction and condition of the property, including the building services such as heating, hot water, ventilation and lighting. Retrofit assessors also identify physical constraints that may prevent energy efficiency measures being installed, as well as defects or structural issues, including damp and mould. They carry out a measured survey as part of the retrofit assessment.

As of March 2025, Tai Tarian have five retrofit assessors.

#### Retrofit coordinators

Retrofit coordinators are primarily responsible for identifying, assessing and managing the technical and process risks commonly associated with domestic retrofit projects. This includes overseeing the design, specification and installation of energy efficiency measures. They carry out carbon calculations, devise a medium-term plan of improvement measures and carry out options appraisals. Importantly, they undertake post-construction evaluation to determine overall success and ensure that lessons are learned for future projects. The retrofit coordinator also signs off that the project complies with PAS 2035 and logs it via TrustMark data warehouse which is an independent quality control organisation ensuring that the correct processes to

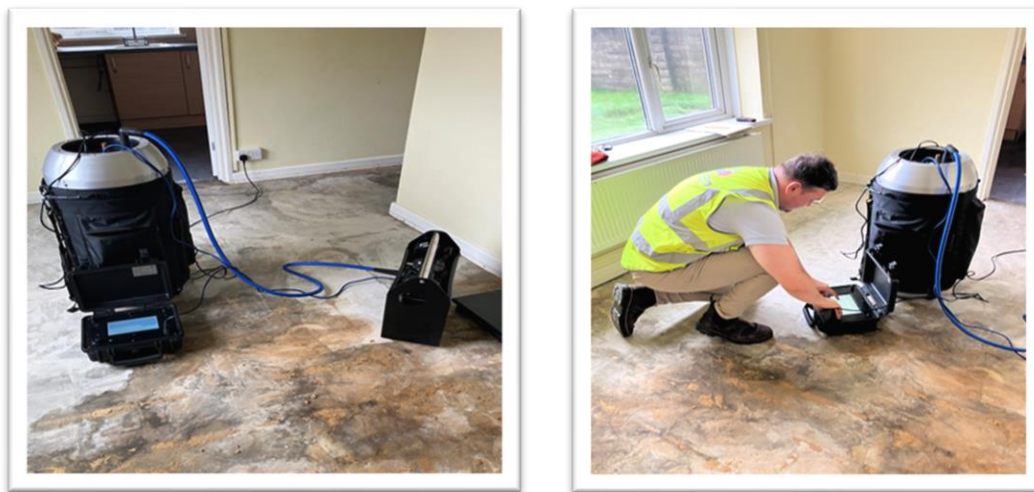
retrofitting are followed and that the installation of energy efficiency measures are carried out to a high standard.

As of March 2025, Tai Tarian have one retrofit coordinator.

### Air testing

Air tightness or leakage testing is a mandatory requirement of the PAS 2035 process. The test results from pre-and post-energy efficiency measures would ideally show an improvement on the air leakage rates for the property. They should also indicate whether additional works may be required to ensure the impact and effectiveness of the energy efficiency measures are not being compromised by other factors. These other factors could include poor quality workmanship or gaps in the fabric internally which may be hidden, such as in between first floor joist ends or where pipework travels from internal to external.

Because of the complexities and different air testing methodologies set out by different accreditation bodies, it has been difficult to publish consistent results from the pre- and post-air tightness tests that have been completed to date. We have now confirmed that we will complete all surveys as per methodologies set out by Elmhurst, our PAS accrediting body. As such, we will be able to better understand the achieved results and improvement in air tightness from the installation of fabric improvement measures.



*Air tightness testing*

As of March 2025, we have two members of staff who are accredited to undertake air tightness testing level 1. This allows us to use real air tightness readings as part of the property performance assessment rather than assumed levels, which are often below the true performance of the property.

### Capital investment delivery programme

In 2024/2025, Tai Tarian plans to spend £17.3m on capital works. This included 30 mansard roof upgrades, 100 external wall insulations, 450 solar photovoltaic (PV) installations, 300 window upgrades, 300 external boundary upgrades, 70 kitchen installations and 100 bathroom installations, among other works.

### Optimised RetroFit Programme

A number of major Optimised RetroFit Programme (ORP) changes throughout 2024/2025 impacted our budget and original capital programme. At the start of the financial year, we had been awarded £2m of ORP grant funding. By the end of the year, we expect to have drawn down just under £8m.

In addition to ORP funding, we have obtained grant funding of £120k as part of the Homes as Power Stations (HAPS) project.

### Building the supply chain

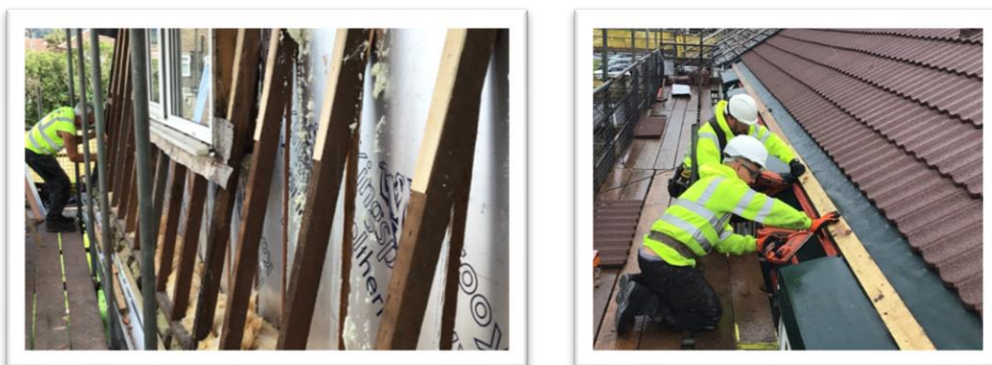
Sufficiently developing a supply chain to deliver works at scale is a necessity for delivering WHQS 2023.

One significant challenge Tai Tarian have faced in 2024/2025 has been the PAS 2030 accreditation of our contractors. There are limited accredited contractors, so we have worked with our supply chain to gain accreditation for the installation of works whilst doing the works. The situation is complex because contractors need individual accreditation for each different element of work. Whilst this has taken time, we hope we now have a supply chain capable of delivery at scale and that will meet the requirements of PAS 2030 going forward.

### Mansard roof upgrades

The 2024/2025 allocation of 30 mansard roofs have all been successfully upgraded using our in-house roofing team.

The upper storeys were fully insulated in addition to the roof 'metrotile' covering replacement. The properties also benefited from upgraded ventilation, an iOpt monitoring system and the installation of low energy lighting, all as part of the PAS 2035 requirement.



*Upgrading a mansard roof*

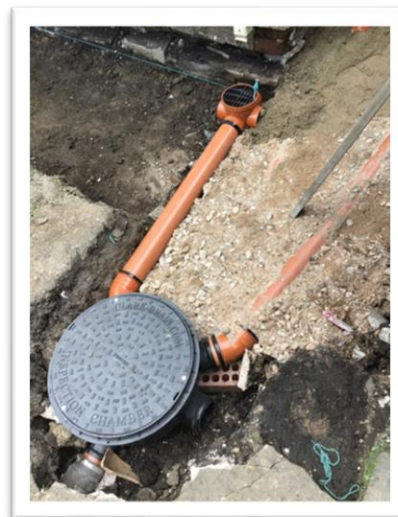
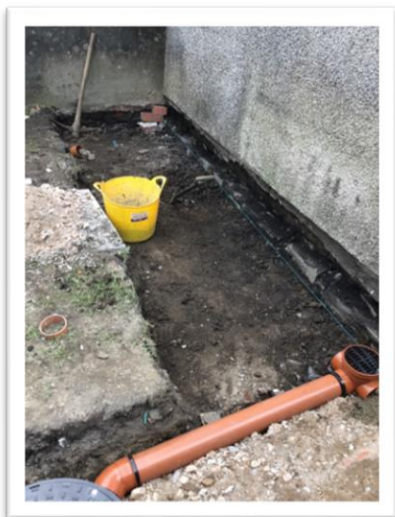


*An upgraded mansard roof*

### External wall insulation

The challenges associated with the latest Optimised RetroFit Programme (ORP) requirement to comply with PAS 2035 are continuing. We are working with the contractor to overcome them as we progress, though inevitably they have slowed works down to date.

The 2024/2025 programme started with a particularly complex batch of 17 properties in one street that all required substantial groundworks in order to apply the external wall insulation (EWI). The following photos show some typical works that were required before EWI installation. Ground levels required lowering, which in turn meant new paths and new drainage were also required.

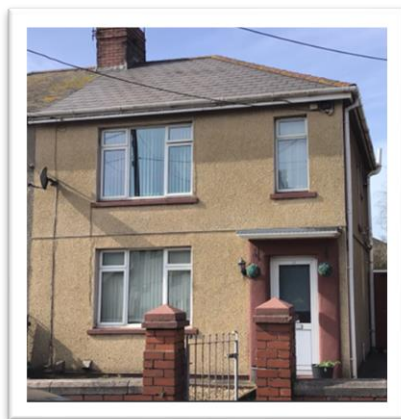


*Required works before external wall insulation installation*

We have overcome these challenges, and the speed of works has now increased significantly.



The following photos are some typical before-and-after examples of EWI completed in 2024/2025.



*Before and after external wall insulation installation*

### Solar PV

In 2024/2025, we completed 450 solar photovoltaic (PV) installations and purchased an additional £1m of PV panels in readiness for installation in 2025/2026.

These works have been key in providing renewable, off-grid energy for our tenants whilst saving around 2.1 tonnes of carbon per annum, per property.

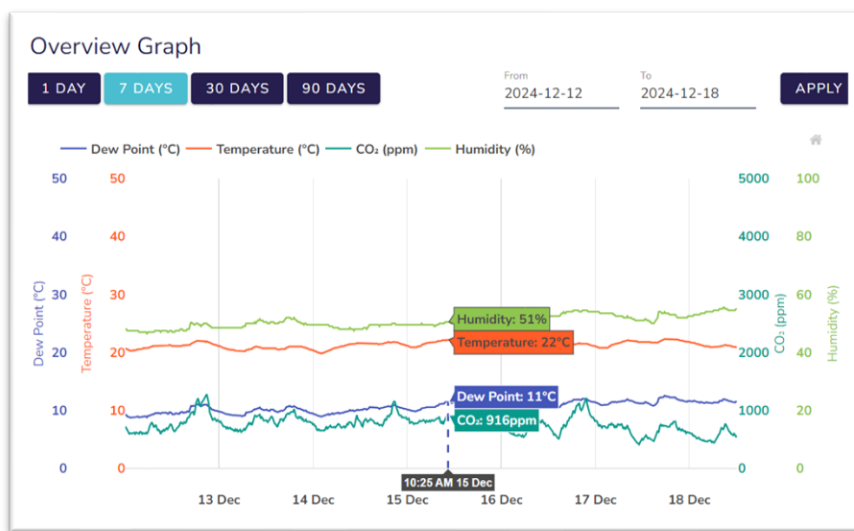


*Solar photovoltaic (PV) on Tai Tarian properties*

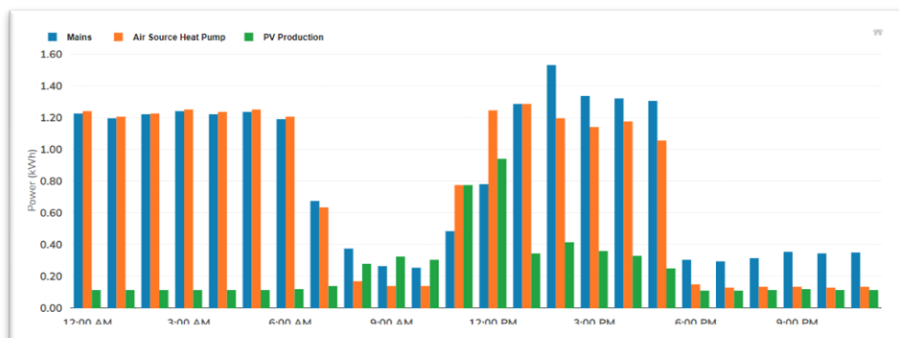
We are in the process of procuring a four-year solar PV framework. This framework will achieve full compliance with PAS 2030 and deliver a significant amount of PV installations in the upcoming years. We have chosen to procure a mix of ‘supply and fit installations’ and ‘installation only’. This will ensure that we gain maximum benefit from any surplus funding that may become available in the years to come.

### iOpt installations

The iOpt system allows us to remotely monitor the property’s internal environment, including heat, humidity and CO<sub>2</sub> levels. Through this, we can determine whether the internal environment is healthy for the occupiers whilst also identifying possible issues relating to inadequate ventilation, damp, mould and condensation. Additionally, the system monitors electrical usage, which helps us to identify high energy use.



*iOpt dashboard for internal environment of one property*



*iOpt dashboard for energy usage of one property*

This energy monitoring has been integral in our trial of high heat retention electric storage heaters. We have been able to ensure that the heating system is appropriately set up and maintained to maximise both its use and dual-rate tariffs.

In 2024/2025, we installed 375 iOpt systems in properties through our fabric, solar photovoltaic (PV) and retrofit void programmes.

## Green voids

The green void project involves a deep retrofit of homes between tenancies. Multiple improvement measures are considered and applied in one scheme of works, made possible because the property is empty. The works generally include:

- either external or internal wall insulation of the external walls
- improved ventilation
- heating upgrades
- possible ground floor insulation (where floors may already require renewal)
- solar panel installation and energy storage (batteries)
- environmental- and energy-monitoring systems.
- In general, the void properties we retrofit are already in need of significant works.

New energy performance certificates (EPCs) can only be finalised after works are completed. However, based on the 2023/2024 green voids, we predict the SAP rating for the 2024/2025 green voids to increase from an approximate average of 68 to 91. Carbon emissions are expected to decrease by approximately 71%.



*A retrofitted green void property*

## Homes as Power Stations

Homes as Power Stations (HAPS) is a regional pioneering project to facilitate the adoption of the 'HAPS approach'. This approach integrates energy-efficient design and renewable technologies in new build and existing housing stock across the public, private and third sectors in the Swansea Bay City Region.

Tai Tarian, Neath Port Talbot Country Borough Council and Cardiff University's Welsh School of Architecture led one phase of the project. Together, we focussed on retrofitting two adjoining semi-detached properties in our existing housing stock, one occupied and one unoccupied. The planned improvement measures identified for this property were based upon our green voids principles of retrofit. The unoccupied property is currently a demonstration house for people to visit to learn more about creating cleaner, greener and more energy-efficient homes via retrofit.





*Homes as Power Stations (HAPS) demonstration house*

The project aims to ‘prove’ the HAPS approach through a phased programme of activity, starting in the public and registered social landlord (RSL) sectors. The project will learn from a comprehensive monitoring and evaluation of technologies process and develop a consistent ‘standard’. This should lead to the aggregation of the supply chain, allowing dissemination of the findings and encouragement for the private sector to adopt the HAPS approach in subsequent phases.

By the end of March 2025, at least 200 people from 43 different organisations will have visited the HAPS demonstration house. Attendees include representatives from the Welsh Government, local government, registered social landlords, energy suppliers, research organisations, architect firms, the education sector and property developers.

### County Flats

Tai Tarian’s flagship scheme, County Flats, uniquely brings together major retrofitting and new build properties. The £17m scheme consists of the retrofitting of 72 existing units and the creation of 55 new build properties. The scheme has been obtaining a range of grants, including Innovative housing programme (£3.7m), Optimised RetroFit Programme (£1.3m) and Social Housing Grant (£3.3m).



*County Flats, Port Talbot, 2024*

Neath-based Hale Construction and sister company SO Modular are delivering the scheme and building and installing the fully modular units.

Phases 1 and 2 are now fully occupied, and phase 3 is well underway, with the fabric works due to be completed by the end of 2024/2025. The scheme is due to fully complete during the summer of 2025.

In October 2024, we welcomed the Cabinet Secretary for Housing and Local Government to the scheme. She said:

*This is a brilliant scheme, and I want to see more projects like this in the years to come. It's incredible to see the difference and to see the whole process of constructing these modular buildings in a factory and then bringing them on site. They just look brilliant. We want to see more of these happening across Wales. Good quality, good environmental standards, and something we do want to see more of.*



*Tai Tarian staff and the Cabinet Secretary for Housing and Local Government at County Flats, Port Talbot*

### Water butts

Tai Tarian install water butts as part of our external works programme and void programme. We install water butts where the rainwater goods are in a suitable position and walkways are wide enough so the water butt does not impede access.

We have installed 25 water butts in void properties as of March 2025.

### **4. Homes must have an up-to-date kitchen and utility area.**

Tai Tarian commenced our kitchen upgrade programme in 2011/2012, at the start of the organisation's creation. As of March 2025, we have upgraded over 8,200 kitchens. The remainder of our stock's kitchens either meet WHQS or were deemed 'acceptable fails' under the previous WHQS.

Because of the new responses available for assessing elements, we no longer class any elements as an 'acceptable fail'. Instead, when needed, we use 'conditional pass'

or 'temporary fail' with an appropriate reason code. We will prioritise temporary fails in programming going forward.

In 2024/2025, we installed 86 new kitchens, 73 of which were in void properties.

## **5. Homes must have an up-to-date bathroom.**

Tai Tarian commenced our bathroom upgrade programme in 2011/2012, at the start of the organisation's creation. As of March 2025, we have upgraded over 7,600 bathrooms. The remainder of our stock's bathrooms either meet WHQS or were deemed 'acceptable fails' under the previous WHQS.

Because of the new responses available for assessing elements, we no longer class any elements as an 'acceptable fail'. Instead, when needed, we use 'conditional pass' or 'temporary fail' with an appropriate reason code. We will prioritise temporary fails in programming going forward.

In 2024/2025, we installed 109 new bathrooms. Of these, 46 were to meet the needs of our tenants and 63 were in void properties. Approximately 40% of the bathrooms that we installed in 2024/2025 were done through our works of adaptation programme.

## **6. Homes must be comfortable and promote well-being.**

### Flooring

Tai Tarian provide flooring in habitable rooms at void stage. As of March 2025, over 300 new tenancies have commenced with a home that has full floor coverings throughout the property.

### Suiting the specific requirements of the household

Tai Tarian have a shared lettings policy, in partnership with Neath Port Talbot Country Borough Council, to establish housing need. The Council retain full responsibility for the policy.

Applicants can advise us of any requirements, such as a particular property type, when completing the housing application form. We assess the applicant's housing need, and this determines which properties they can bid for. Advertisements for available houses specify the property type and layout. Applicants can bid for properties that are suitable for their needs.

We offer properties to the applicants in greatest need, as determined by:

- the shared lettings policy and digital lettings system
- band
- date order
- the type of property that meets their household need.

If the household requires an additional bedroom, as assessed through health or social needs, we may reclassify their bedroom entitlement, even if the property is not fully occupied. We may require supporting evidence when considering such requests.

## Disabled and older people's housing

Each year, Tai Tarian spend around £1m to help to adapt our properties.

Small works involve providing generally inexpensive items relatively quickly, such as grabrails, stair rails or key safes. Medium works require home modifications such as walk-in showers, stairlifts or ramps. Large works require extensions or structural alterations.

Tenants request handrails more than any other adaptation, and access improvements are the second-most requested adjustment.

## Works of adaptation

Tai Tarian's works of adaptation programme aims to allow tenants to continue residing in their home in the event of their health and mobility deteriorating. Without a level access shower facility or wet room, it is likely the tenant would need to move to alternative accommodation.

A recent example involves a 74-year-old tenant living with their partner in a bungalow. The tenant could no longer access the steep steps up to their bungalow or the bath because of breathing difficulties (COPD) and severe arthritis. They did not wish to move out as the bungalow had been their home for over 30 years. They contacted us for help, and we provided new access to the bungalow, allowing safer and easier access for both residents. We also removed the bath and installed a level access shower, a higher toilet and grabrails. These measures increased the tenant's independence in daily life and enabled them to remain in their home safely. The tenant was delighted that they did not have to move to an alternative property.

## **7. Homes must have a suitable garden.**

### External works programme

In 2024/2025, Tai Tarian carried out garden improvement works to over 450 properties through various workstreams. We completed approximately two-thirds of these through a planned major works programme, and the remaining one-third was split equally between our voids programme and works of adaptation programme.



*Members of Tai Tarian's external works team*



Whilst we carried out most of these works in full, ensuring external areas meet the standard, some were partially completed. The partial completions involved reacting to reported repairs in a timely manner, and we will revisit and complete them fully as part of the main major works programme.

### Copper Foundation

Tai Tarian launched the Copper Foundation in 2017, aiming to help people who have little or no work experience to gain skills and work in their local area. Contracts last for 12 months, and recruits work on improving the outside spaces of tenants' homes.

Among Copper Foundation recruits are those who:

- have recently left school
- are returning to work after a period of absence
- want to change careers
- have struggled to find work.

Since its inception, almost 100 people have taken up the opportunities for skills and employment the programme offers. Recruits can work towards trade qualifications that benefit both them and their community, and many continue to develop their careers with Tai Tarian or our contractors.

The Copper Foundation team complete external garden works in about 50 properties per year.



*Members of Tai Tarian's Copper Foundation team*

## **8. Homes must have an attractive outside space.**

### External lockable storage

Tai Tarian install external lockable storage as part of our external works programme and void programme. The storage is often in the form of a shed if no existing outbuilding is suitable for conversion. In 2024/2025, our voids programme created over 80 external lockable stores.

We are considering our wider approach to external lockable storage and will do so in consultation with tenant groups. We will explore prefabricated units that could also function as plant rooms to house solar photovoltaic (PV) inverters and batteries, if we were to install them in the property.

### Community spaces

As of March 2025, Tai Tarian own 174 hectares of land.

- Open space (not associated with a property): 72 hectares
- Communal space (blocks of flats or Haven over-55 schemes): 62 hectares
- Parks and playgrounds: 8 playgrounds and 2 playing fields

We carried out an extensive exercise to reclassify our land to create more nature-friendly spaces. We considered potential health and safety implications, maintenance access requirements and whether the land is suitable for public use. Our land is now categorised into three broad categories for maintenance:

- grassed community areas
- wildflower meadows
- other (requiring a tailored approach).

### Biodiversity opportunities

Changing how Tai Tarian use smaller parcels of land allows us to support and promote biodiversity whilst reducing future maintenance requirements. We are developing a Land Management Strategy and Biodiversity Plan, which we intend to publish in 2027.

In recent years, we have expanded upon our existing 15 hectares of biodiverse shrub, brash and woodland. With guidance from local ecologists, we reclassified a further 17 hectares of our land as wildflower meadows. Wildflower meadows take about five years to fully establish when maintaining them on an annual cycle.

There are approximately 10,000 trees on our open and communal land. In 2023/2024, 6 new parcels of land were planted within the borough, including a new hedgerow at our main office. In 2024, we had 460 mixed hedge rows and 700 shrubs in 8 locations. We have successfully created new habitats on these sites for animals and insects to thrive. The Orchard Project, whom we partner with, have primarily worked with tenants in our Haven over-55 schemes.

Our Community Benefits fund has enabled us to work with trusted contractors and local groups to undertake various projects. Through the fund, we have donated plants, shrubs, trees, gardening equipment and litter-picking tools to enthusiastic community gardeners and groups. These have been well received and contributed to nature preservation and growth in the local areas. Residents are empowered to play a vital role in improving and maintaining biodiversity within their communities.

## Biodiversity case studies

### *Changes to grass cutting*

The biggest change in Tai Tarian's land management approach over the past few years has been in how and when we cut grass. We re-evaluated our existing approach after seeing the difference that not cutting grass in 2020/2021 had on the land around our head office.

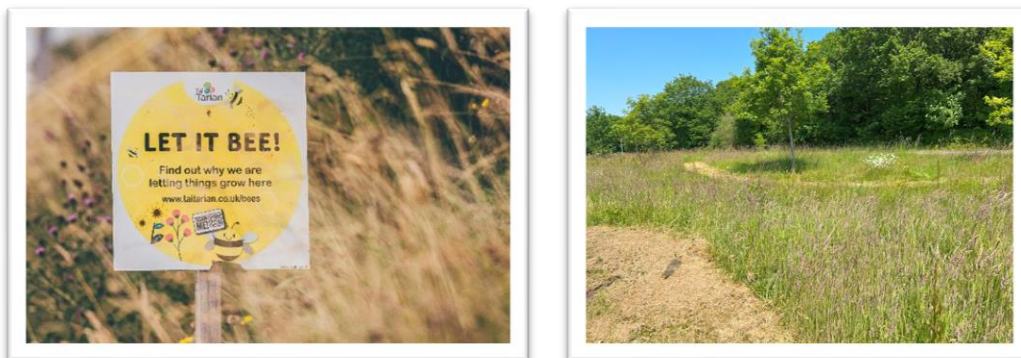
We decided to let things grow in our communities, too. We knew cutting less would encourage native flowers to flourish and attract bees and other pollinators in their search for food, nutrients and nectar. It would also create a better habitat for invertebrates, birds, small mammals, amphibians and reptiles.

We were the first to take this approach to grass cutting in our area, so it prompted lots of questions. We encountered some resistance around the reasoning behind it. The community was used to perfectly mowed grass, so we needed to explain why we were changing our approach to benefit biodiversity.

All front-line staff we given biodiversity training. A key message was 'nature isn't neat' and that beautiful, colour-rich wildflower meadows wouldn't appear overnight, but the approach was still benefiting the planet.

As a result of leaving an area for nature in Cwmllynfell, 30 alder trees, march thistle and common bird's-foot trefoil grew in just a few months. This attracted bees, butterflies, birds and lots of other wildlife. Several of the alder trees were moved to other areas so we could create more woodland habitats in the borough.

Video: <https://www.tiktok.com/@tairarian/video/7244191438261472539>



*Areas where we let nature thrive*

### *B-Lines*

Tai Tarian worked with Buglife Cymru to create habitats that encourage bee migration along identified 'B-Lines'. We planted native plants and created wildflower spaces and community woodlands.

Linking up with our tenants, local schools and community members was key to the success of this work. They partnered with us on projects to enhance green spaces and improve biodiversity in the borough.

### *Office beekeeping*

In 2016, 50,000 bees took up residency at Tai Tarian's head office in Port Talbot, and we trained a member of staff to become our resident beekeeper.

This led to us working with local schools, where we educate children on the importance of bees and encourage them to design and create bug hotels.



*Teaching local children about bees*

### *Bee-friendly residents*

Tai Tarian donated fresh soil and various plants to a local resident in Velindre. The resident successfully transformed a grass verge into a beautiful bee bank with a variety of bee-friendly flowers and shrubs.



*Velindre bee bank*



### *School engagement*

Tai Tarian are keen to increase understanding of what can be done to improve biodiversity in our communities, and local primary schools have embraced our education programmes. Sessions involve a classroom-based presentation on biodiversity and then planting or building bug hotels to enhance nature at the school, thanks to donations from our Community Benefits fund. As a bonus, the pupils have a special visit from our bee mascot, Barnabee.

Video: <https://www.tiktok.com/@tairarian/video/7257454944427478299>

As part of our school engagement initiative, we also contributed biodiversity items to local comprehensive schools. Pupils used these resources to enrich their gardens whilst learning the principles of planting and maintaining flowers and shrubs.



*Local school engagement initiative donations*

### *Litter-picking groups*

Following a request from My Green Valley, a volunteer group in Pontardawe, Tai Tarian donated much-needed litter picking equipment. The group regularly conduct voluntary litter picking walks within the local community.



*Donations to My Green Valley community group*

### *Community orchards*

In partnership with tenants, Tai Tarian coordinated a community orchard project at one of our Haven over-55 schemes in Pontardawe. Tenants got involved in planting plum, apple and pear tree saplings on a grassed area in their communal garden. This new community orchard will provide fruit for generations to come whilst also encouraging biodiversity. The Orchard Project team visited the scheme to weed, mulch and prune the recently planted trees, giving them the best chance to thrive and prolonging their lives. The team also erected new signage for the orchard area.

Video: <https://youtu.be/U-ZyIWrxj0A>



*Riverside Court Haven over-55 scheme*

### *Woodland projects*

Tai Tarian partnered with Neath Port Talbot County Borough Council to install an interactive nature trail in the heart of a rural village in the Afan valley. An area of land had been underutilised and was often a focus of anti-social behaviour. This presented an opportunity to leave a large open space to nature to encourage a habitat for pollinators. Schools and the wider community could use it for education and recreation as well.

We worked with the eco team at a local primary school to:

- design their perfect outdoor space and turn it into a reality
- deliver bug hotel-making workshops
- raise awareness of the B-Line project.

Further collaboration with the school saw them help us to plant 500 trees in the area.



*Woodland projects with local schools*

We also developed a woodland garden with two local schools in Glynneath. Tai Tarian staff cut back trees to open up the woodland's canopy, allowing natural light to reach the floor. This helped some of the natural wildflower to re-establish itself.

The pupils created bug hotels, cleared space, planted wildflower and learnt about the importance of attracting pollinators. They used the area as part of outdoor learning and made posters to be placed around the community that encouraged people to enjoy the woodland garden.

#### *Lend, mend and tend*

Tai Tarian partnered with Sandfields Library in Port Talbot to complete the first phase of a new community garden. Using funds from our Community Benefits scheme and with the assistance of a trusted contractor, we:

- removed a large section of grassed area
- laid fresh topsoil and bark chip
- fitted a new lawn-edging border.



*Grassed area before phase 1*



Spring 2025 will see the rollout of the second phase of the project. Members of the Seniors Coffee Morning Group and children from the local primary school will work together to plant wildflowers and shrubs in the upgraded area.



*Upgraded area ready for phase 2*

## **2.2. Tenant engagement**

### **2.2.1. Tenant events**

In October 2024, Tai Tarian's dedicated WHQS team participated in the organisation's pilot 'Tenant Talk Roadshow'. The team's goal was to meet with tenants to gauge knowledge of, interest in and concerns about WHQS 2023. The team explained the eight main requirements of WHQS 2023 using visual aids and discussed which measures may be applicable for individual tenants. Tenants were receptive to cost-saving and environmentally friendly measures such as solar panel installation and the creation of biodiverse external spaces.



*Members of Tai Tarian's WHQS team at a tenant engagement event*

Our WHQS team then organised two events specific to WHQS 2023 in an area with numerous outstanding stock condition surveys. We offered energy-saving lightbulbs and water-saving advice, with the aim of encouraging more tenants to book surveys. These events were successful, with more tenant participation than expected.

Following the success of the tenant engagement events at the end of 2024, Tai Tarian have planned more events for 2025. These will see staff travelling further afield within the borough to speak to tenants in their communities. The WHQS team will discuss how our proposed programme of works will make tenants' homes safer, greener and better overall. We will also gather tenants' views and opinions, which will help to inform the programme of works.

### **2.2.2. Tenant groups**

To ensure Tai Tarian's engagement strategy is as effective as possible, we will establish tenant groups that have vested interests in specific areas. This will allow tenants to be more involved with aspects of WHQS 2023 they are passionate and knowledgeable about, which should lead to improved outcomes overall.

We will also create regional tenant groups that reflect the interests of different areas within the borough. A unique approach is needed for each community, so we will work with these communities to deliver the programme of works most suited to them.

### **2.2.3. TPAS Cymru**

Tai Tarian will collaborate with TPAS Cymru, the tenant participation advisory service, on best practices for tenant engagement. TPAS Cymru are established specialists for working with tenants, and we will draw on their knowledge and expertise to enhance our approach. We regularly attend WHQS-related events that TPAS Cymru hold, as well as more general tenant engagement activities, and we will work with TPAS Cymru more formally going forward.

### **2.2.4. School visits**

Tai Tarian's school engagement initiative sees us visit local primary schools to talk about biodiversity and provide biodiversity resources to comprehensive schools. We are also an Employer in Residence at NPTC Group of Colleges, informing students about the housing industry and enabling first-hand experience of sites.



*Engaging with local primary school children*

We hope to expand on our work in schools and with young people, as they live in our communities and have fresh insights that can benefit the wider borough. WHQS 2023 positively impacts local areas as well as individual homes, and as current and future residents of these areas, understanding children and young people's opinions is vital.

### **2.2.5. Demonstration videos**

With the aid of tenant ambassadors, Tai Tarian is creating a promotional video to showcase the improvement works we do on our properties. The video will include installations of solar PV and external wall insulation to demonstrate the expected level of disruption, as we know this is something that concerns tenants. The video will be shared on our website and social media to raise awareness of the works and to encourage tenants to get in touch if they have any questions.

### **2.2.6. Smart meters**

Tai Tarian identifies properties that could benefit from smart meters and proactively discuss this possibility with tenants. Our in-house tenant liaison officers are knowledgeable and use easy-to-understand materials to aid in their explanations. If tenants have further questions, our dedicated WHQS green energy specialist can help.



*A member of the WHQS team talking to a tenant*

### **2.2.7. Solar PV**

Before any solar photovoltaic (PV) installation work begins on occupied properties, one of Tai Tarian's in-house tenant liaison officers will contact the tenant. They discuss the planned works and any reservations the tenant may have, especially if the tenant refuses the works. In addition to informational guides, we use a solar savings calculator. This calculator allows tenants to see how much they could save on their electricity bills when using solar power. Although tenants may be aware that solar PV positively impacts the environment, we can demonstrate that it also positively impacts them when used effectively.

### **2.2.8. Storage heaters**

As of March 2025, Tai Tarian have installed electric high heat retention storage heaters in 21 properties, and following up with tenants has been vital. We demonstrate how to

use the heaters to their full advantage and resolve any issues tenants may have with them. We also work with tenants to find an energy tariff that complements their new heating system. This involves engaging with the tenant, determining their needs and offering solutions with the help of a dual-tariff calculator. Feedback has been positive, and suggestions from tenants have informed other engagement activities.

### **2.2.9. Homes as Power Stations**

In conjunction with Neath Port Talbot County Borough Council and Cardiff University's Welsh School of Architecture, Tai Tarian created the region's first retrofitted 'Homes as Power Stations' (HAPS) demonstration house. The house provides an opportunity for tenants and other interested parties to:

- see an energy-efficient, retrofitted house
- interact with and learn about devices and systems that use digital connectivity to improve the home
- ask us questions about the retrofitting process and cutting-edge technology.

To accommodate tenants' daily lives, they can book a visit on a day and at a time of their choice, including in the morning or evening. We have invited tenants living in the area, but any interested tenant is welcome to visit. Through this, we hope to alleviate any concerns tenants may have around retrofitting their homes and using smart technology to manage it.

The Swansea Bay City Deal's Digital Infrastructure Programme helped us to ensure the demonstration house benefits from gigabit-capable broadband and 5G mobile connectivity. This enables the use of appliances with high data demands, maximising technological advantages and allowing for more comprehensive monitoring of the house's environment. Tenants will benefit from increased digital connectivity, and we can provide enhanced support with real-time knowledge of potential issues within the property, making for a better, safer, healthier home.

### **2.2.10. Corporate approach to tenant engagement**

Tai Tarian conducted a comprehensive review of our 16 designated local investment plan areas, leading to the development of individual community plans. Each community plan outlines the specific and diverse needs of each area, and this both informs and drives local engagement activities. As a result, we can adopt an inclusive, three-step approach rather than applying a generic strategy across the borough.

Step 1: Research – We work collaboratively to create community plans in line with the organisation's priorities and its ability to measure social value. The approach includes three themes: education, well-being and employment.

Step 2: Consult – We consult key stakeholders, councillors and primary schools through 'Get together' events.

Step 3: Implement – We plan and coordinate prospective community and biodiversity projects within the local and wider community.

This means:

- we inform tenants of what Tai Tarian are doing and gather their views
- we advise local councillors to ensure they are informed of what Tai Tarian are doing and when it is planned for
- we provide an opportunity for tenants to meet the team – our inspectors, liaison officers and the contractor who will complete work
- we engage with local schools to determine if there are other environmental projects we can help with
- we identify any projects the community can benefit from.

### **2.3. Community benefits**

#### Community Benefits scheme

Tai Tarian have a three-stage engagement process to gather information that gives us a true reflection and understanding of the needs of each area within the borough. We can then fulfil these needs through our Community Benefits scheme. In 2023/2024, we and our contractors enhanced local community facilities by improving internal and external areas of:

- a primary school
- a training centre
- a community hub
- a library.

#### Employer in Residence

NPTC Group of Colleges runs an Employer in Residence programme to help students to become 'career ready'. Tai Tarian was one of the first employers to join this programme and has been involved since 2023. We are committed to delivering a partnership scheme that gives real insight and solid experience to the young people taking part.

As Employer in Residence, we speak to college students and arrange visits to construction sites in collaboration with our local contractors. Students gain first-hand experience of the industry and an understanding of expectations, building on their learning and introducing them to the world of work.

In 2025, 27 students from NPTC Group of Colleges will benefit from CV workshops, interview preparation, site visits and hands-on industry experience with us. This will smooth their transition from education to employment.

Students who previously took part in the Employer in Residence programme have since joined our Copper Foundation, developing their careers and enhancing their skills. This shows how organisations can have a positive impact on young people's work prospects whilst also benefitting the wider community.




## Section 3: Appendices

### 3.1. Appendix 1 – Route to WHQS 2023 sign-off

Element	Verification surveys						Works programmes										Compliance				Land	
	Stock condition surveys	Whole home assessment	Whole home assessment (voids)	Target Energy Pathways	Damp, mould and condensation surveys	Housing assessment	Void	Roofing	Fabric	Windows and doors	Heating	Solar PV and battery	Smart technology	Kitchen	Bathroom	Rewire	Externals	Electrical testing	Gas servicing	Fire risk assessment	Damp, mould and condensation	Land management
<b>1. Homes must be in a good state of repair.</b>	X	X	X		X		X	X	X	X	X	X					X				X	
1a Homes must be structurally stable and free from disrepair.	X	X	X				X	X	X													
1b Homes must be free from damp.	X	X	X		X		X	X	X	X		X					X				X	
<b>2. Homes must be safe and secure.</b>	X	X	X				X		X						X		X	X	X			
2a External doors and windows must provide a reasonable level of physical security.	X						X		X													
2b Staircases and balustrades must be safe.	X	X	X				X															
2c Homes must have an adequate fire detection and alarm system installed and maintained to the appropriate British Standard.							X								X				X			
2d Homes must have appropriate means of escape in case of fire from the building to a place of safety outside the building, in accordance with building regulation requirements.	X	X	X						X											X		
2e Gas, oil-fired or solid fuel burning combustion appliances and installations must be annually certified as safe by an appropriately qualified person.			X																X			
2f A carbon monoxide detector must be fitted in each room containing a fixed gas appliance, an oil-fired combustion appliance, a solid fuel burning combustion appliance or an associated flue.	X	X	X																X			
2g Homes must have an electrical safety inspection undertaken by a qualified person at intervals of 5 years or less.																		X				
2h All electrical equipment supplied and owned by landlords in homes must be safe, comply with the current safety requirements for domestic electrical products and be tested annually.																		X				
2i Common parts of flats and other multi-occupied residential buildings must have adequate means of warning and escape from fire in accordance with building regulations requirements.																				X		
2j All buildings containing more than one dwelling (regardless of whether they also contain common parts) must have a current and up-to-date fire risk assessment.																				X		
<b>3. Homes must be affordable to heat and have minimal environmental impact.</b>	X	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X			
3a Heating systems must be reasonably economical to run and capable of heating the whole of the home to a comfortable level in normal weather conditions (minimum of SAP 92 – EPC A).	X	X	X	X				X	X	X									X			
3b In the interim, all homes must meet a minimum standard of SAP 75 – EPC C.	X	X	X	X				X	X	X									X			
3c Carbon emissions from homes must be minimised (minimum of EIR 92).	X	X	X	X					X	X	X											
3d Landlords must carry out a Whole Stock Assessment and produce Target Energy Pathways for their homes.				X																		
3e Homes, and in particular kitchens and bathrooms, must have an adequate amount of ventilation.	X	X	X		X		X		X	X			X	X	X	X						
3f Landlords must make arrangements for a smart meter to be installed in each home.							X			X	X											
3g Measures to improve water efficiency and alleviating water poverty must be installed when replacing fittings and fixed appliances.			X				X						X	X			X					
3h Water butts to be installed when appropriate.	X		X				X										X					

Element	Verification surveys						Works programmes										Compliance				Land		
	Stock condition surveys	Whole home assessment	Whole home assessment (voids)	Target Energy Pathways	Damp, mould and condensation surveys	Housing assessment	Void	Roofing	Fabric	Windows and doors	Heating	Solar PV and battery	Smart technology	Kitchen	Bathroom	Rewire	Externals	Electrical testing	Gas servicing	Fire risk assessment	Damp, mould and condensation	Land management	
<b>4. Homes must have an up-to-date kitchen and utility area.</b>	X	X	X				X						X	X		X							
4a Kitchens must be in good condition.	X	X	X				X						X										
4b Kitchens must have adequate space for kitchen appliances.	X	X	X				X						X										
4c Kitchens must be well organised and contain sufficient work surfaces.	X	X	X				X						X										
4d Homes must have sufficient general storage.	X	X	X				X						X	X									
4e Homes must have adequate space for local recycling requirements.	X	X	X				X																
4f Kitchens must have sufficient conveniently located power sockets.	X	X	X				X						X										
4g Kitchens and utility areas must have suitable flooring.	X	X	X				X																
4h Homes must have adequate facilities for washing, drying and airing clothes.	X	X	X				X										X						
<b>5. Homes must have an up-to-date bathroom.</b>	X	X	X				X							X									
5a Bathrooms and WC facilities must be in good condition.	X	X	X				X							X									
5b Bathrooms and WC facilities should have suitable flooring.	X	X	X				X							X									
5c Bathrooms must have a shower and a bath (or shower and sufficient space for the provision of a bath).	X	X	X				X							X									
<b>6. Homes must be comfortable and promote well-being.</b>	X	X	X				X	X									X						
6a Homes should have sufficient space for everyday living.							X																
6b At change of tenancy all habitable rooms (bedrooms and living rooms), staircases and landings located within the home should have suitable floor coverings.							X																
6c Exposure to noise should be minimised.	X	X	X				X																
6d As far as possible, homes should suit the specific requirements of the household.							X																
6e Disabled and older people's housing requirements must be planned for and met in accordance with the duty for reasonable adjustments.							X																
6f Homes should be clearly identifiable and have definable boundaries.	X	X	X				X										X						
<b>7. Homes must have a suitable garden.</b>	X		X				X	X									X						
7a There should be an external level space no smaller than 10m <sup>2</sup> directly accessible from the home.	X		X				X										X						
7b There should be paved access from the home to any garden gate.	X		X				X										X						
7c There should be paved access from the home to the drying line if one is present.	X		X				X										X						
7d Outdoor space must be easy to maintain, and safe.	X		X				X	X									X						
<b>8. Homes must have an attractive and practical outside space.</b>	X		X				X										X						X
8a External lockable storage for cycles and equipment must be made available.	X		X				X										X						
8b There should be adequate, practical, maintainable and safe community space(s).																	X						
8c Biodiversity opportunities should be introduced by landlords who own or manage verges, parks, grounds and open green spaces by changing their management of these areas to make them more wildlife friendly.																							X

## 3.2. Appendix 2 – Example of compliance statement for new tenants



### WHQS Compliance Statement

**3 SUNNY CRESCENT**  
Cymmer  
SA1 3JNG  
UPRN: 2256650030  
Date of Statement: 07/03/2025

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- 9 5. Homes must have an up-to-date bathroom.
- 10 6. Homes must be comfortable and promote well-being.
- 11 7. Homes must have a suitable garden.
- 12 8. Homes must have an attractive and practical outside space.

#### Introduction

Welsh Government have set a standard for social housing landlords to reach by 2034. This is called the Welsh Housing Quality Standard (WHQS). It aims to provide affordable housing of good quality suitable for the needs of tenants, not just now but in the future.

Your home must:

- Be in good condition
- Be safe & secure
- Not cost too much to heat
- Have an up-to-date kitchen
- Have an up-to-date bathroom
- Be comfortable
- Have a garden if possible
- Have a nice outside space if possible

Not all parts of the standard will apply to all homes.

This document shows how your new home meets the standard. If your home does not meet a part of the standard, this document gives details and a date for the planned works.

Even if your new home does not meet all parts of the standard, your home is safe, healthy and of a lettable standard.

For more information about the Welsh Housing Quality Standard, contact us at [assets@tatarian.co.uk](mailto:assets@tatarian.co.uk) or visit [www.tatarian.co.uk/whqs](http://www.tatarian.co.uk/whqs)

#### 1. Homes must be in a good state of Repair

1a Homes must be structurally stable and free from disrepair. Status:  Planned Works:  Lettable Standard:

1b Homes must be free from damp. Status:  Planned Works:  Lettable Standard:

#### 2. Homes must be safe & secure

2a External doors and windows must provide a reasonable level of physical security. Status:  Planned Works:  Lettable Standard:

2b Staircases and balustrades must be safe. Status:  Planned Works:  Lettable Standard:

2c Homes must have an adequate fire detection and alarm system installed and maintained to the appropriate British Standard. Status:  Planned Works:  Lettable Standard:

#### 3. Homes must be affordable to heat and have minimal environmental impact.

3d Homes must have appropriate means of escape in case of fire from the building to a place of safety outside the building, in accordance with building regulation. Status:  Planned Works:  Lettable Standard:

3e Gas, oil-fired or solid fuel burning combustion appliances and installations must be annually certified as safe by an appropriately qualified person. Status:  Planned Works:  Lettable Standard:

3f A carbon monoxide detector must be fitted in each room containing a fixed gas appliance, an oil-fired combustion appliance, a solid fuel burning combustion appliance or an associated flue. Status:  Planned Works:  Lettable Standard:

3g Homes must have an electrical safety inspection undertaken by a qualified person at intervals of 5 years or less. Status:  Planned Works:  Lettable Standard:

3h All electrical equipment supplied and owned by landlords in homes must be safe, comply with the current safety requirements for domestic electrical products and be tested annually. Status:  Planned Works:  Lettable Standard:

#### 4. Heating systems must be reasonably economical to run and capable of heating the whole of the home to a comfortable level in normal weather conditions (minimum of SAP 92 – EPC A).

4a Common parts of flats and other multi-occupied residential buildings must have adequate means of warning and escape from fire in accordance with building regulation. Status:  Planned Works:  Lettable Standard:

4b All buildings containing more than one dwelling (regardless of whether they also contain common parts) must have a current and up-to-date fire risk assessment. Status:  Planned Works:  Lettable Standard:

4c Heating systems must be reasonably economical to run and capable of heating the whole of the home to a comfortable level in normal weather conditions (minimum of SAP 92 – EPC A). Current SAP: 66 Current EPC: **D** Status:  Planned Works:  Lettable Standard:

4d In the interim, all homes must meet a minimum standard of SAP 75 – EPC C. Status:  Planned Works:  Lettable Standard:

4e Carbon emissions from homes must be minimised (minimum of EIR 92). Current EIR: 60 Status:  Planned Works:  Lettable Standard:

#### 5. Landlords must carry out a Whole Stock Assessment and produce Target Energy Pathways for their homes.

5a Landlords must carry out a Whole Stock Assessment and produce Target Energy Pathways for their homes. Status:  Planned Works:  Lettable Standard:

#### 6. Homes, and in particular kitchens and bathrooms, must have an adequate amount of ventilation.

6a Homes, and in particular kitchens and bathrooms, must have an adequate amount of ventilation. Status:  Planned Works:  Lettable Standard:

#### 7. Landlords must make arrangements for a smart meter to be installed in each home.

7a Landlords must make arrangements for a smart meter to be installed in each home. Status:  Planned Works:  Lettable Standard:

#### 8. Measures to improve water efficiency and alleviating water poverty must be installed when replacing fittings and fixed appliances.

8a Measures to improve water efficiency and alleviating water poverty must be installed when replacing fittings and fixed appliances. Status:  Planned Works:  Lettable Standard:

#### 9. Water butts to be installed when appropriate.

9a Water butts to be installed when appropriate. Status:  Planned Works:  Lettable Standard:

**4. Homes must have an up-to-date kitchen and utility area.**

**4a** Kitchens must be in good condition. Status    
 Details  Planned Works    
 Lettable Standard

**4b** Kitchens must have adequate space for kitchen appliances. Status    
 Details  Planned Works    
 Lettable Standard

**4c** Kitchens must be well organised and contain sufficient work surfaces. Status    
 Details  Planned Works    
 Lettable Standard

**4d** Homes must have sufficient general storage. Status    
 Details  Planned Works    
 Lettable Standard

**4e** Homes must have adequate space for local recycling requirements. Status    
 Details  Planned Works    
 Lettable Standard

Welsh Housing Quality Standard Compliance Statement

**5. Homes must have an up-to-date bathroom.**

**4f** Kitchens must have sufficient conveniently located power sockets. Status    
 Details  Planned Works    
 Lettable Standard

**4g** Kitchens and utility areas must have suitable flooring. Status    
 Details  Planned Works    
 Lettable Standard

**4h** Homes must have adequate facilities for washing, drying and airing clothes. Status    
 Details  Planned Works    
 Lettable Standard

**5a** Bathrooms and WC facilities must be in good condition. Status    
 Details  Planned Works    
 Lettable Standard

**5b** Bathrooms and WC facilities should have suitable flooring. Status    
 Details  Planned Works    
 Lettable Standard

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**6. Homes must be comfortable and promote well-being.**

**5c** Bathrooms must have a shower and a bath (or shower and sufficient space for the provision of a bath). Status    
 Details  Planned Works    
 Lettable Standard

**6a** Homes should have sufficient space for everyday living. Status    
 Details  Planned Works    
 Lettable Standard

**6b** At change of tenancy all habitable rooms (bedrooms and living rooms), staircases and landings located within the home should have suitable floor coverings. Status    
 Details  Planned Works    
 Lettable Standard

**6c** Exposure to noise should be minimised. Status    
 Details  Planned Works    
 Lettable Standard

**6d** As far as possible, homes should suit the specific requirements of the household. Status    
 Details  Planned Works    
 Lettable Standard

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**7. Homes must have a suitable garden.**

**6e** Disabled and older people's housing requirements must be planned for and met in accordance with the duty for reasonable adjustments. Status    
 Details  Planned Works    
 Lettable Standard

**6f** Homes should be clearly identifiable and have definable boundaries. Status    
 Details  Planned Works    
 Lettable Standard

**7a** There should be an external level space no smaller than 10m<sup>2</sup> directly accessible from the home. Status    
 Details  Planned Works    
 Lettable Standard

**7b** There should be paved access from the home to any garden gate. Status    
 Details  Planned Works    
 Lettable Standard

**7c** There should be paved access from the home to the drying line if one is present. Status    
 Details  Planned Works    
 Lettable Standard

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**8. Homes must have an attractive and practical outside space.**

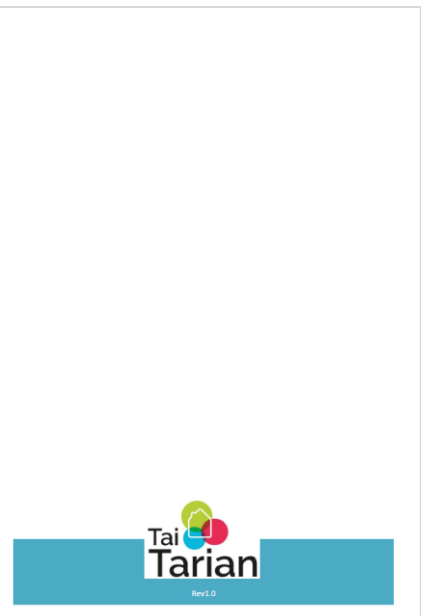
**7d** Outdoor space must be easy to maintain and safe. Status    
 Details  Planned Works    
 Lettable Standard

**8a** External lockable storage for cycles and equipment must be made available. Status    
 Details  Planned Works    
 Lettable Standard

**8b** There should be adequate, practical, maintainable and safe community space(s). Status    
 Details  Planned Works    
 Lettable Standard

**8c** Biodiversity opportunities should be introduced by landlords who own or manage verges, parks, grounds and open green spaces by changing their management of these areas to make them more wildlife friendly. Status    
 Details  Planned Works    
 Lettable Standard

Welsh Housing Quality Standard Compliance Statement



### 3.3. Appendix 3 – Cost-prohibitive activities

The table below shows how many properties have cost-prohibitive elements and the estimated cost of the necessary works, as of March 2025.

Element	Number of properties	Estimated cost (£)
3a) Heating systems must be reasonably economical to run and capable of heating the whole of the home to a comfortable level in normal weather conditions (minimum of SAP 92 – EPC A).	?*	?*
3c) Carbon emissions from homes must be minimised (minimum of EIR 92).	?*	?*
4b) Kitchens must have adequate space for kitchen appliances.	0	0
4c) Kitchens must be well organised and contain sufficient work surfaces.	0	0
4d) Homes must have sufficient general storage.	0	0
6a) Homes should have sufficient space for everyday living.	0	0
6c) Exposure to noise should be minimised.	0	0
7a) There should be an external level space no smaller than 10m <sup>2</sup> directly accessible from the home.	0	0
8a) External lockable storage for cycles and equipment must be made available.	0	0

\*Our target energy pathways will determine the cost of helping properties to meet elements 3a and 3c, and these are not currently available.