

# BCHG HOUSING QUALITY STANDARD

The Government's Decent Homes Standard sets out the basic maintenance and repair standards that all housing association homes must have met by 2010 and continue to meet going forwards. All our homes met the Decent Homes Standard by the due date.

With help from our residents, Black Country Housing Group has set out an enhanced 'Housing Quality Standard' that goes beyond these national standards so that your home is a place you love, and you know what to expect when we look after and improve your home.

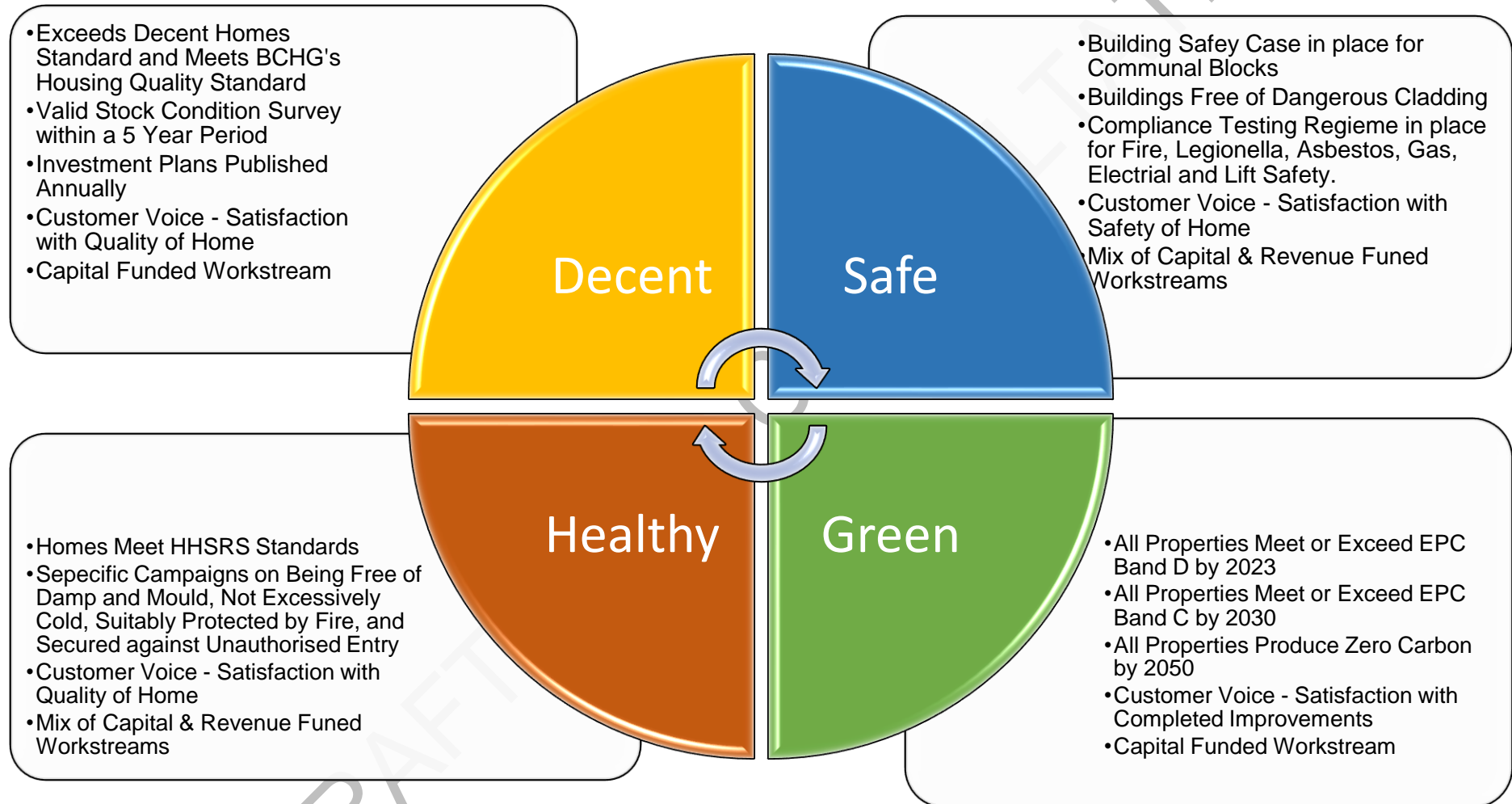
We want you to be happy, safe, and secure in the place you live, as we know the standard of your home has a huge impact on your quality of life.

When we take care of your home, our aim is to not only meet, but exceed these national housing standards. Our Housing Quality Standard outlines what you can expect from us when we improve your home and replace key items such as kitchens and bathrooms.

This guide explains about the requirements of the Decent Homes Standard and how BCHG's Housing Quality Standard goes beyond it.

## BCHG'S HOUSING QUALITY STANDARD

BCHG's approach to defining the quality of our housing portfolio can be summarised below which covers the 4 key areas of Decency, Safety, Healthy and Green.



The 4 key areas above are further broken down into more detail in the following pages;

## KITCHENS

### THE DECENT HOMES STANDARD REQUIRES A KITCHEN TO BE:

- Less than 20 years old
- Have adequate space
- No risk to health and safety

### THE BCHG STANDARD MEETS THIS AND IN ADDITION AND IT WILL GENERALLY COMPRISE OF:

- New base and wall units with a choice of colours and handles
- Stainless steel sink and taps
- 38mm worktop with a choice of colours
- Ceramic tiled splash backs between worktops and wall units and behind the cooker space, with a choice of colours
- Non slip vinyl sheet floor covering in a choice of colours
- Relocation and provision of new electric sockets and extractor fan
- Redecoration and refitting of existing incidental items such as blinds, kitchen roll holders etc.
- New kitchens will be designed in full consultation with you to ensure we meet your individual needs.

## BATHROOMS

### THE DECENT HOMES STANDARD REQUIRES A BATHROOM TO BE:

- Less than 30 years old

### THE BCHG STANDARD MEETS THIS AIM AND IN ADDITION AND IT WILL GENERALLY COMPRISE OF:

- A matching white bath, wash hand basin and toilet
- Ceramic tiled splash backs and shower area as appropriate, with a choice of tiles.
- Non slip vinyl sheet floor covering in a choice of colours
- An upgrade of electrics to modern standards
- An extractor fan
- Decoration and refitting of items such as toilet roll holders, soap dishes, etc

All new bathrooms will be designed in full consultation with you to ensure we meet your individual needs.

## CENTRAL HEATING

**THE DECENT HOMES STANDARD REQUIRES A CENTRAL HEATING SYSTEM TO BE EFFICIENT, WHICH IS DEFINED AS A SYSTEM THAT IS:**

- Gas or oil programmable central heating
- Electric storage heaters
- A warm air system
- An under floor system
- Programmable LPG/solid fuel central heating
- Similarly, efficient heating systems which may be developed in the future

**THE BCHG STANDARD AIMS TO ENSURE THAT YOUR KEY CENTRAL HEATING COMPONENTS WILL BE GENERALLY BE REPLACED WITHIN THE FOLLOWING TIMESCALES:**

- Gas boiler **15 years**
- Electric boiler **15 years**
- Electric storage heaters **20 years**
- Complete central heating radiators and pipework **40 years**

**WHEN REPLACING HEATING SYSTEMS, WE WILL ALSO CONSIDER ALTERNATIVE FUEL SYSTEMS AND AIM TO GIVE THE BEST BALANCE BETWEEN REPLACEMENT COST AND FUEL EFFICIENCY. FOR EXAMPLE:**

- We will only use the most efficient 'A' rated gas condensing boilers
- When replacing radiators, we will fit thermostatic radiator valves and where appropriate alter sizes to minimise the need to redecorate
- We use modern efficient programmable electric storage heaters or electric combination boilers
- We will consider the use of more sustainable heating systems such as solar heating, ground, and air source heat pumps

## WINDOWS

### THE DECENT HOMES STANDARD REQUIRES WINDOWS:

- Not to be old - This is defined as 'not older than 40 years'
- Not to be in poor condition - This is defined as the requirement to replace at least one window or repair/replace a sash or main component to two windows

### THE BCHG STANDARD MEETS THIS REQUIREMENT AND AIMS TO ENSURE THAT YOUR WINDOWS WILL HAVE

- Double glazing with multi point high security locking systems with lockable handles
- Internally beaded glazing for added security
- Openings with the facility to be locked in an 'ajar' position
- A choice of pattern or obscure glass
- An option to replace sliding patio doors with french doors, or vice versa
- When replacing windows, we will generally use UPVC, but we will consult with you on the materials used if this differs.

## DOORS

### THE DECENT HOMES STANDARD REQUIRES EXTERNAL DOORS:

- Not to be old - This is defined as 'not older than 40 years'
- Not to be in poor condition - This is defined as the requirement to replace at least one external door

### THE BCHG STANDARD MEETS THIS REQUIREMENT AND AIMS TO ENSURE THAT YOUR WINDOWS WILL HAVE

- Double glazing, with Internal glazing beads for added security
- Multi point high security locking systems with lever handles, door pull, spy hole, numbering, and letter plate
- When replacing external doors, you will be offered a choice of door design.

## ROOFING

### THE DECENT HOMES STANDARD REQUIRES ROOFS:

- Not to be old - This is defined as 'not older than 50 years' and
- Not to be in poor condition - This is defined as the requirement to replace 50% of the roof covering

### THE BCHG STANDARD AIMS TO ENSURE THAT YOUR ROOF COVERING WILL BE REPLACED WITHIN THE FOLLOWING TIMESCALES:

- Concrete tiles **50 years**
- Clay tiles **65 years**
- Man-made slate **65 years**
- Natural slate **75 years**

When replacing your roof covering, we will generally replace like for like, but we will consult with you at the time.

### RE-ROOFING WILL INCLUDE:

- Renewal of roof tiles, felt and battens
- Renewal of gutters and rainwater pipes as appropriate
- Upgrade of loft insulation to a minimum of 270mm where needed
- Renewal of fascia's with white PVC-U

## SAFE – HOME SAFETY

### BCHG ARE BOUND BY MANY AREAS OF LEGISLATION IN RELATION TO HOME SAFETY, WHICH INCLUDE THE FOLLOWING:

- Homes (Fitness for Habitation) Act 2018
- RSH Home Standard
- Decent Homes Standard
- Housing Health and Safety Rating System 2006
- Gas Safety (Installation and Use) Regulations 1998
- Defective Premises Act 1972
- Landlord and Tenant Act 1985
- Environmental Protection Act 1990
- Housing Act 2004
- Control of Asbestos Regulations 2012

### THE BCHG STANDARD AIMS TO ENSURE THAT YOUR HOME AND WHERE APPLICABLE, COMMUNAL AREAS ARE SERVICED AND INSPECTED FOR THE FOLLOWING ITEMS:

#### Inside of Properties

- Gas Safety Check – Every 12 Months
- Electrical Safety Check – Every 5 Years
- Thermostatic Mixing Valve Service (Where fitted) – Every 12 months
- Stock Condition Survey – Every 5 Years
- Customer Voice - Satisfaction Measured with Safety of Home

#### Communal Areas

- Fire Alarm, Sprinkler System, Dry Risers and Smoke Vent Service – Every 6 Months
- Fire Risk Assessment and Fire Extinguisher Service – Every 12 Months
- Ensure a Building Safety Case is in Place for Each Block by end of 2021 – Reviewed every 2 Years
- Buildings are Free of Dangerous Combustible Cladding
- Water Outlet Temperature Checks (Communal Areas) – Every Month
- Thermostatic Mixing Valve Service (Where fitted) – Every 12 months
- Asbestos Condition Inspection – Every 12 Months
- Gas Safety Check (Communal Boiler) – Every 12 Months
- Electrical Safety Check (Communal Areas) – Every 5 Years
- Emergency Lighting Test – Every Month
- Electrical Laundry Room Safety Check – Every 12 Months
- Lift Service – Every 3 Months

## **GREEN – ENERGY EFFICIENCY OF HOMES**

**BCHG ARE FOLLOWING THROUGH ON THE GOVERNMENTS CLEAN GROWTH STRATEGY TO IMPROVE ENERGY EFFICIENCY OF OUR HOMES WHICH INCLUDES;**

- All rented properties to achieve EPC Band C by 2030
- Achieving Net Zero Carbon by 2050

**THE BCHG STANDARD AIMS TO ENSURE THAT YOUR HOME IS ENERGY EFFICIENT BY COMPLETING THE FOLLOWING ITEMS:**

- Ensure all homes have an Energy Performance Certificate
- Ensure all homes meet EPC Band D or above by 2023
- 80% of BCHG Homes meet EPC Band C by 2025
- Deliver a pilot of Home Heating Automation through Google Nest/Hive Home
- Ensure external walls have sufficient thermal insulation
- Ensure roof spaces have sufficient thermal insulation (and in some cases floors)
- Ensure provisions for low energy lighting are made available
- We will only use the most efficient 'A' rated gas condensing boilers
- When replacing radiators, we will fit thermostatic radiator valves
- We use modern efficient programmable electric storage heaters or electric combination boilers
- We will consider the use of more sustainable heating systems such as solar heating, ground, and air source heat pumps
- Customer Voice – Satisfaction Measured on Completed Improvements



## **HEALTHY – PROVIDING HOMES FREE OF HEALTH HAZARDS**

**BCHG ARE BOUND BY MANY AREAS OF LEGISLATION IN RELATION TO HOME HEALTH, WHICH INCLUDE THE FOLLOWING:**

- Housing Health and Safety Rating System 2006
- Homes (Fitness for Habitation) Act 2018
- RSH Home Standard
- Housing Act 2004
- Defective Premises Act 1972
- Landlord and Tenant Act 1985
- Environmental Protection Act 1990

**THE BCHG STANDARD AIMS TO ENSURE THAT YOUR HOME IS FREE OF HEALTH HAZARDS BY ENSURING THE FOLLOWING:**

- Homes Meet Housing Health and Safety Rating System (HHSRS) Standards
- Stock Condition Survey completed every 5 Years
- Providing a Responsive Repair Service 24 hours a day, 7 days a week
- Providing a Planned Maintenance service, delivering major works to improve homes
- Being Free of Damp and Mould, Not Excessively Cold, Suitably Protected by Fire, and Secured against Unauthorised Entry
- Customer Voice - Satisfaction Measured with Quality of Home