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## WHQS 2023 COMPLIANCE POLICY

Effective Date: [March / 2025]

Last Revised: [February / 2025]

Next Revision Due: [February / 2026]

Policy Owner: [Property Department]

Policy Contact: [Owain Owen, Head of Property - Capital]

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## 1. SCOPE / PURPOSE

- 1.1 The Welsh Housing Quality Standard (WHQS) 2023 sets out updated standards that all social housing in Wales must meet to ensure homes are of good quality, safe, and suitable for tenants.
- 1.2 WHQS 2023 builds on the previous standards, with a renewed focus on decarbonisation, digital connectivity, and tenant well-being. Adra (Tai) Cyf is committed to achieving compliance with WHQS 2023 through robust planning, stakeholder engagement, and programme delivery.
- 1.3 This document outlines Adra (Tai) Cyf's approach to achieving full compliance with the Welsh Housing Quality Standard (WHQS) 2023. The updated standard builds on previous requirements, introducing enhanced expectations around decarbonisation, digital connectivity, and tenant well-being. Adra is committed to delivering these improvements through a robust and realistic strategy that reflects tenant needs, operational challenges, and financial viability.
- 1.4 Key milestones and timelines set out in the WHQS 2023 are integral to our approach:

### **By 31 March 2025:**

- Assess the condition of all housing stock and determine the work required to meet the Standard.
- Estimate the investment needed to achieve compliance.
- Complete tenant engagement to align programme delivery with tenant priorities.
- Submit a Compliance Policy to the Welsh Government.
- Update the Business Plan to reflect the investment programme.

### **By 31 March 2027:**

- Produce Target Energy Pathways for achieving decarbonisation goals, informed by the Whole Stock Assessment.

### **By 31 March 2030:**

- Ensure that all properties meet a minimum SAP 75 energy rating.

### **By 31 March 2034:**

- Achieve full compliance with WHQS 2023 for all housing stock.

1.5 Adra's strategy is aligned with these deadlines and focuses on the following:

### 1.6 Strategic Delivery:

- Prioritising properties requiring significant improvements to meet milestones.

- In order to maximise value in investment Adra will be adopting an assessment strategy that is initially lifecycle driven but subject to condition assessment to extend lifecycles where possible.

#### 1.7 Investment in Technology:

- Procuring and implementing a modern Asset Management System (AMS) by 2025 to enhance data collection and compliance tracking.

#### 1.8 Stock Condition and Energy Pathways:

- Achieving a 100% Whole Stock Assessment by March 2027 to inform investment priorities and produce tailored Target Energy Pathways.

#### 1.9 Resident Engagement and Social Value:

- Actively involving tenants in programme planning, ensuring their needs and feedback shape delivery.

#### 1.10 Sustainability and Energy Efficiency:

- Improving energy efficiency and prioritising upgrades for properties with lower Energy Performance Certificate (EPC) ratings.
- Piloting innovative decarbonisation technologies to create scalable solutions.

#### 1.11 Compliance and Accountability:

- Regular reporting to tenants, stakeholders, and the Welsh Government.
- Ensuring independent verification of compliance with WHQS standards to maintain transparency and accountability.

1.12 Adra acknowledges the complexities and challenges of achieving these milestones, particularly regarding cost-prohibitive elements and physical constraints. Through collaboration with external partners and stakeholders, innovative solutions, and careful prioritisation of resources, Adra is committed to delivering high-quality, sustainable homes that meet WHQS 2023 requirements.

1.13 This strategic approach ensures that Adra meets immediate obligations while laying a strong foundation for the long-term delivery of sustainable housing across its portfolio.

## 2. SURVEYS

### 2.1 **Whole Home Survey**

2.1.1 Adra will adopt a comprehensive Whole Home Survey approach to meet the requirements of the Welsh Housing Quality Standard (WHQS) 2023. This unified assessment will integrate key elements, ensuring efficiency, consistency, and a holistic understanding of the housing stock's condition.

### 2.1.2 Objectives of the Whole Home Survey

The Whole Home Survey aims to:

- Gather reliable, up-to-date data on the condition of Adra's housing stock.
- Identify and prioritise improvements required to achieve WHQS compliance.
- Support the development of Target Energy Pathways for decarbonisation.
- Ensure properties remain safe, secure, and healthy for tenants.

## 2.2 **Components of the Whole Home Survey**

### 2.2.1 Stock Condition Surveys

- Evaluate the overall condition of properties, including structural integrity, internal and external elements, and compliance with WHQS 2023 standards.
- Inform investment planning and maintenance schedules to address wear and tear effectively.

### 2.2.2 Housing Health and Safety Rating System (HHSRS) Assessments

- Identify and mitigate risks associated with health and safety hazards.
- Ensure properties provide a safe and healthy environment for tenants.
- Train staff to apply HHSRS principles consistently and accurately.

### 2.2.3 Energy Assessments

- Assess properties' energy performance, focusing on those with low Energy Performance Certificate (EPC) ratings.

## 3. **TARGET ENERGY PATHWAYS (TEPS)**

3.1 Adra is committed to achieving decarbonisation targets as outlined in WHQS 2023. Using data gathered from the Whole Home Surveys we will establish and implement Target Energy Pathways:

- Conduct a comprehensive Whole Stock Assessment (WSA) to evaluate current energy performance and heat loss parameters (HLP).
- Develop and implement TEPs for all properties, prioritising those with EPC ratings of D or below.
- Align all energy efficiency improvements with PAS2035 standards, ensuring compliance with Welsh Government expectations.

3.2 Regularly report progress to the Welsh Government and stakeholders, updating TEPs annually to reflect changing conditions, funding availability, and emerging technologies.

## 4. **ASSESSMENT AND DATA COLLECTION**

4.1 Adra's Whole Home Survey will serve as the cornerstone for enhancing data collection and assessment processes, ensuring WHQS 2023 compliance. Key actions include:

#### 4.2 Regular Property Condition Surveys

- Conducting systematic and comprehensive surveys to gather accurate, up-to-date data.
- Meeting Welsh Government targets for a Whole Stock Assessment by March 2027.
- Transitioning to a rolling survey programme informed by internal strategy post-2027, ensuring data remains current and reliable.

#### 4.3 Modern Asset Management Tools

- Procuring and implementing an advanced asset management system to facilitate real-time monitoring of compliance metrics.

#### 4.4 Innovative Data Collection Methods

- Exploring the use of emerging technologies, including drones, advanced surveying software, and AI, to streamline and improve data collection and analysis.
- This approach will ensure that Adra's housing portfolio is effectively monitored, with actionable insights driving long-term asset management strategies.

#### 4.5 Reporting and Independent Verification

4.5.1 Adra is committed to transparent and timely reporting, ensuring accountability to tenants, stakeholders, and the Welsh Government. The data collected through the Whole Home Survey will form the foundation for reporting, with a focus on:

##### 4.5.1.1 Strategic Use of Data

- Collaborating with the new asset management system provider to develop a robust reporting suite, enabling data-driven decisions to inform Adra's strategic direction.
- Incorporating conditional passes into compliance tracking to ensure a holistic view of progress.

### 5. ANNUAL WHQS COMPLIANCE REPORTS

5.1 Publishing comprehensive reports that detail:

- Progress toward WHQS 2023 compliance milestones, including the 2027 Whole Stock Assessment.
- Overall compliance rates and achievements.
- Specifics on properties granted conditional passes, including the reasons for non-compliance (e.g., physical constraints, tenant refusals, cost limitations) and plans for future reassessment.

#### 5.2 Stakeholder Engagement

- Sharing compliance and conditional pass data with the Welsh Government and other stakeholders, providing a clear rationale and supporting evidence for each conditional pass granted.
- By embedding the Whole Home Survey into its assessment, data collection, and reporting frameworks, Adra ensures a transparent and accountable approach, fostering trust and demonstrating continuous progress toward WHQS 2023 standards.

### 5.3 Independent Verification

5.3.1 To uphold the integrity of its compliance efforts with WHQS 2023, Adra will ensure that its progress is independently verified, focusing on:

- **Engagement with Third-Party Verification** - Partnering with reputable, independent organisations to conduct audits and verify compliance with WHQS 2023 standards.
- **Transparency in Findings** - Publishing the results of independent audits, providing clear insights to tenants, stakeholders, and the Welsh Government on progress, compliance status, and challenges.
- **Proactive Response to Recommendations** - Addressing recommendations or deficiencies identified through independent verification promptly, ensuring continuous improvement and adherence to WHQS 2023 standards.

5.3.2 This independent verification process enhances the credibility and transparency of Adra's reporting, including its management of conditional passes, reinforcing trust with stakeholders and tenants alike.

## 6. TENANT COMMUNICATION

6.1 Tenant engagement is central to Adra's approach to achieving WHQS 2023 compliance. We will use tenant feedback and lived experiences and engage/consult with tenants in accordance with "Your Voice" Participation strategy to inform and influence our programme of works.

6.2 We will keep tenants informed and communicate with them regularly to support them throughout the programme, taking into consideration our tenants' communication preferences, and in accordance with our Welsh Language Policy and our Equality and Diversity Policy.

6.3 We will be transparent with our tenants and ensure they receive the Compliance Statement in accordance with their communication preferences. We will support our tenants to understand the Statements by providing clear information and maintain open dialogue with them on action or progress.

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## 7. CONDITIONAL PASSES AND TEMPORARY FAILURES

7.1 Adra acknowledges that certain properties may not meet all elements of WHQS 2023 immediately due to constraints such as physical limitations, tenant refusal, or cost-prohibitive upgrades. To address these challenges transparently and responsibly, Adra will adopt the following framework:

### 7.2 Conditional Passes

7.2.1 Conditional passes will be granted for properties where specific elements are impractical to achieve under current conditions, such as:

- Physical constraints, including grid capacity limitations, planning restrictions, or site-specific challenges (e.g., National Parks or World Heritage Sites).
- Tenant refusal, cost-prohibitive upgrades, or other valid reasons.
- Adra will document the rationale for each conditional pass, categorising properties to enable clear tracking and monitoring of compliance challenges.
- These properties will be reassessed regularly to determine if circumstances have changed, enabling future compliance.
- Adra will report conditional passes in line with Welsh Government requirements, detailing constraints, mitigation strategies, and any progress made toward resolving barriers.

### 7.3 Temporary Failures

- A temporary fail status will apply where compliance is delayed due to short-term challenges, such as funding gaps, contractor delays, or temporary tenant displacement.
- Adra will develop an action plan for each temporary failure, including specific timelines and steps to achieve compliance as soon as practicable.

### 7.4 Proactive Reassessment and Adaptation

- Adra will establish a system for regular reassessment of properties with conditional passes or temporary failures to account for changing circumstances, such as:
- New funding opportunities or legislative updates.
- Collaboration with external partners, including Welsh Government, CHC, and neighbouring RSLs, to address systemic issues.
- Creative solutions like modular retrofits, space reconfigurations, or innovative energy-efficient upgrades.

7.5 By adopting this approach, Adra ensures transparency and accountability in managing conditional passes and temporary failures while demonstrating a commitment to finding practical, long-term solutions wherever possible.

## 8. IN A GOOD STATE OF REPAIR, SAFE AND SECURE



8.1 Adra is committed to ensuring all properties are maintained in a good state of repair and meet safety standards. Key measures include:

- Implementing a robust maintenance schedule to address wear and tear promptly.
- Installing and maintaining high-quality locks and other security features.
- Regularly inspecting properties to identify and rectify safety issues.

## **9. AFFORDABLE WARMTH, FUEL EFFICIENT AND WELL INSULATED**

9.1 Adra recognise that “affordable” can vary from property to property based on the structure and systems installed as well as the tenant’s situation. It is important to note that several factors relating to this are outside of Adra’s control, however there are elements within our control that we can influence.

9.2 To ensure comfort and energy efficiency, Adra will:

- Provide adequate heating systems that meet modern standards.
- Enhance insulation and reduce heat loss through window and door upgrades.
- Support tenants with advice on energy usage and available financial assistance.
- In order to maximise value in investment Adra will be adopting an assessment strategy that is initially lifecycle driven but subject to condition assessment to extend lifecycles of key components where possible. In doing this consideration will be given to evolving technologies.

## **10. VENTILATION UPGRADES**

10.1 Adra will ensure all properties meet the ventilation requirements of WHQS 2023 by:

- Installing appropriate mechanical ventilation systems in kitchens and bathrooms.
- Evaluating the need for whole-home ventilation systems in properties undergoing significant retrofits or energy efficiency upgrades.
- Ensuring ventilation systems comply with building regulations and are tailored to the specific needs of each property.

10.2 These measures will improve air quality and tenant comfort, aligning with WHQS health and safety standards.

## **11. WATER EFFICIENCY**

11.1 Adra will integrate water efficiency measures into its housing improvement programme to comply with WHQS 2023 targets. Key actions include:

- Ensuring water consumption does not exceed 110 litres per person per day in all properties.

- Installing water-efficient fittings such as low-flow taps, showers, and dual-flush toilets.
- Supporting tenants with advice on reducing water consumption and exploring financial assistance for upgrading water-using appliances.
- The viability of installing water butts on individual properties will be assessed during the voids process.

## **12. FITTED WITH UP-TO-DATE KITCHENS AND BATHROOMS**

- 12.1 Adra will ensure properties are equipped with modern facilities by:
- Upgrading kitchens and bathrooms on a regular cycle to meet current standards.
  - Using high-quality, durable materials to ensure long-lasting improvements.
  - Consulting tenants on design preferences where feasible.
  - In order to maximise value in investment Adra will be adopting an assessment strategy that is initially lifecycle driven but subject to condition assessment to extend lifecycles of key components where possible.

## **13. FLOORING AT CHANGE OF TENANCY**

- 13.1 To meet WHQS 2023 requirements, Adra will provide suitable flooring in all habitable rooms, staircases, and landings for new tenancies. This includes:
- Ensuring flooring is safe, durable, and suitable for tenant needs, including any cultural or accessibility requirements.
  - Consulting tenants on flooring preferences where practical.

## **14. WELL MANAGED**

- 14.1 Adra is committed to exemplary management of its housing stock. This includes:
- Providing responsive and efficient repairs and maintenance services.
  - Maintaining clear and open lines of communication with tenants.
  - Delivering ongoing training for staff to enhance service delivery.

## **15. LOCATED IN ATTRACTIVE AND SAFE ENVIRONMENTS**

- 15.1 Adra recognises the importance of location in tenant well-being. Actions include:
- Improving the appearance and safety of neighbourhoods.
  - Working with the Police, local authorities and communities to address anti-social behaviour.
  - Ensuring public spaces are well-maintained and accessible to all.

## **16. SUITABLE FOR THE SPECIFIC NEEDS OF THOSE LIVING THERE**

#### 16.1 Accessibility and Inclusivity

Adra is committed to creating homes that are accessible and culturally suitable. Key initiatives include:

- Conducting assessments to identify accessibility needs and cultural considerations for tenants, particularly those with disabilities or specific requirements.
- Installing reasonable adjustments such as ramps, grab rails, and adapted kitchens and bathrooms.
- Consulting with tenants and community groups to ensure homes meet cultural and social needs.
- Collaborating with support organisations and healthcare providers to deliver integrated services for tenants requiring additional assistance.

### 17. DIGITAL CONNECTIVITY

17.1 Adra recognises digital connectivity as a vital component of modern living. WHQS 2023 requires properties to support high-speed internet access. Key actions include:

- Ensuring all new properties are equipped with the infrastructure to support broadband speeds of at least 30 Mbps where local infrastructure allows.
- Collaborating with internet infrastructure service providers to improve digital coverage in rural areas.
- Supporting tenants with digital inclusion initiatives to improve access and skills.

### 18. BIODIVERSITY

18.1 Adra will expand its environmental and community strategies to include:

- Enhancing biodiversity through native planting, wildlife corridors, hedgehog highways, and pollinator-friendly initiatives.
- Reducing pesticide use and adopting sustainable landscaping practices.
- Partnering with local organisations and tenant groups to deliver community-led biodiversity projects.
- Providing education and engagement opportunities for tenants to participate in local environmental efforts.

### 19. COMMUNITY AND ENVIRONMENTAL INITIATIVES

19.1 Recognising the importance of external environments, Adra will:

- Maintain and enhance communal areas and gardens.
- Provide safe and accessible play areas for families.
- Implement tenant-led design in outdoor improvement projects.

### 20. ADEQUATE STORAGE

- 20.1 Adra will ensure all properties provide adequate storage by:
- Reviewing storage capacity as part of stock condition surveys.
  - Installing additional storage solutions where required and practically possible.
  - Consulting tenants on specific needs to ensure practical solutions.

## **21. MANAGING COST-PROHIBITIVE ELEMENTS**

- 21.1 Adra recognises that certain elements of the WHQS 2023 may be cost-prohibitive, requiring a thoughtful and strategic approach to ensure compliance while maintaining transparency. The following strategies will guide our efforts:

21.1.1 Securing Funding and Partnerships:

Actively seeking additional funding streams, such as grants, external partnerships, and government incentives, to address cost-prohibitive elements.

Exploring collaborative efforts with external stakeholders, including Welsh Government, CHC, and neighbouring RSLs, to leverage shared resources for compliance.

21.1.2 Prioritisation Based on Risk and Impact:

Prioritising property improvements based on a combination of factors:

- Lifecycle of individual components.
- Condition of components.
- The potential risk to tenant health and safety.
- The impact on tenant wellbeing.
- The availability of adequate funding to address all priorities.

21.1.3 Transparent Communication with Tenants:

- Maintaining open and honest communication with tenants about limitations and realistic timelines for addressing cost-prohibitive issues.
- Providing clear information on the rationale behind prioritisation and timelines for completion.

21.1.4 Asset Performance Modelling for Isolated Properties:

- Implementing Adra's Asset Performance Model to assess the viability of retaining properties requiring substantial investment, particularly when they become void.
- Evaluating whether such investments represent long-term value or if alternative solutions (e.g., demolition or repurposing) are more appropriate.

- 21.2 By adopting this holistic approach to managing cost-prohibitive elements, Adra aims to balance financial constraints with a commitment to compliance and tenant welfare. This strategy is directly aligned with our overall WHQS 2023 compliance efforts, ensuring that cost-related challenges are transparently addressed and incorporated into our ongoing assessment and reporting process.

## **22. COMPLIANCE STATEMENT ON NEW TENANCY**

- 22.1 Adra will provide a compliance statement for all new tenancies, confirming the property meets WHQS 2023 standards or detailing planned improvements. An example of the statement that will be used can be found in Appendix A.

## **23. RISK MANAGEMENT**

- 23.1 Adra recognises that managing risks is crucial to ensuring the successful delivery of its WHQS 2023 compliance programme. A structured and proactive risk management framework will be implemented to identify, assess, mitigate, and monitor risks across all stages of the compliance process. This framework will be fully integrated into the wider strategic planning and reporting mechanisms. The key elements of our risk management approach include:

23.2 Risk Identification:

- Regularly assessing and identifying potential risks, including those related to financial constraints, physical limitations, tenant impact, and regulatory changes.
- Engaging with internal and external stakeholders to identify emerging risks, such as changes in planning policy, energy costs, or construction market fluctuations, that could affect compliance timelines or budgets.

23.3 Risk Assessment and Prioritisation:

- Prioritising risks based on their potential impact on achieving WHQS 2023 compliance, tenant wellbeing, and organisational objectives.
- Using data-driven insights from the Whole Home Survey, asset assessments, and performance modelling to assess the level of risk for individual properties and the overall portfolio.
- Evaluating both short-term risks (e.g., budget overruns, contractor delays) and long-term risks (e.g., regulatory changes, cost-prohibitive elements, or physical constraints) that could impact the achievement of the standard.

23.4 Mitigation Strategies:

- Developing and implementing targeted mitigation strategies to address identified risks, such as diversifying funding sources to manage budget constraints or working with external partners to overcome physical barriers to compliance.
- Where cost-prohibitive or physical constraints are identified, exploring innovative solutions like modular retrofits or phased implementation to reduce risk exposure.
- Ensuring that risk mitigation is part of regular project reviews and is incorporated into Adra's broader strategic framework.

23.5 Monitoring and Review:

- Continuously monitoring and reviewing the risk landscape through regular risk assessments, stakeholder consultations, and progress reporting.
- Using performance data from the new Asset Management System to track the effectiveness of mitigation strategies and identify any changes in risk factors.
- Ensuring that risks and mitigation actions are documented, updated regularly, and aligned with reporting frameworks to maintain transparency with tenants, stakeholders, and the Welsh Government.

## **24. SOCIAL VALUE AND COMMUNITY BENEFITS**

24.1 Adra is committed to maximising social value and delivering tangible community benefits as part of our WHQS 2023 compliance programme. By leveraging our established partnerships and initiatives, including Ty Gwyrddfai, Academi Adra, Ffram24, and the Community Engagement Team, we will integrate social value into every phase of our housing improvement and asset management activities. Key strategies include:

### **24.1.1 Local Employment and Apprenticeships:**

- Creating sustainable local job opportunities and apprenticeships, particularly in construction, maintenance, and green energy sectors, helping to upskill local communities and foster long-term economic benefits.
- Partnering with local educational institutions and training organisations to develop tailored apprenticeship programmes that meet the specific needs of our projects and provide career pathways for local talent.

### **24.1.2 Support for Local Suppliers and Contractors:**

- Actively prioritising local suppliers and contractors in our procurement processes, driving economic growth within our communities and reducing our environmental impact through shorter supply chains.
- Encouraging suppliers to adopt sustainable practices, contributing to the overall green objectives of the WHQS 2023 programme.

### **24.1.3 Community-Centric Projects:**

- Delivering targeted community projects that align with the interests and priorities of tenants, including environmental initiatives, community spaces, and support for vulnerable groups.
- Engaging with tenants to ensure that community projects are directly responsive to their needs, such as improving public spaces, creating opportunities for local groups, and addressing specific social issues within the community.

### **24.1.4 Long-Term Community Engagement:**

- Fostering ongoing collaboration with community stakeholders, including local authorities, charities, and tenant groups, to create a sustainable legacy beyond the completion of housing upgrades.
- Measuring and reporting on the impact of community investment, including employment outcomes, community wellbeing, and environmental benefits, to demonstrate the lasting value of Adra's activities.

24.2 By embedding social value and community benefits into its operational and strategic frameworks, Adra will not only achieve WHQS 2023 compliance but also contribute to the broader prosperity, sustainability, and cohesion of the communities it serves.

## 25. RESPONSIBILITIES AND ARRANGEMENTS

### 25.1

Role	Responsibility
Director of Assets and Development	<ul style="list-style-type: none"> <li>• The Director has overall responsibility of the policy and to ensure compliance with WHQS 2023.</li> </ul>
Property Deputy Director	<ul style="list-style-type: none"> <li>• Support the Director of Assets and Development in executing the policy.</li> <li>• Ensure that all properties meet the WHQS 2023 standards through effective planning and execution of maintenance schedules.</li> <li>• Monitor and report on compliance with WHQS 2023 and other relevant regulations.</li> </ul>
Head of Property Capital	<ul style="list-style-type: none"> <li>• Lead the property management team to ensure all properties meet WHQS 2023 standards.</li> <li>• Develop improvement plans for the housing stock.</li> <li>• Manage tenant communications regarding property maintenance and improvements.</li> </ul>
Property Strategic Manager	<ul style="list-style-type: none"> <li>• Develop and implement strategic plans to ensure long-term compliance with WHQS 2023.</li> <li>• Lead the creation of annual planned investment programmes in line with business objectives.</li> <li>• Oversee the administration of the asset property database to ensure accurate and up-to-date information.</li> <li>• Conduct asset performance evaluations and present options appraisals for future use of stock.</li> </ul>

## 26. DEFINITIONS

- 26.1. WHQS – Welsh Housing Quality Standard
- 26.2. AMS – Asset Management System
- 26.3. EPC – Energy Performance Certificate
- 26.4. HHSRS – Housing Health and Safety Rating System
- 26.5. TEPs – Target Energy Pathways
- 26.6. HLP – Heat Loss Parameters
- 26.7. WSA – Whole Stock Assessments
- 26.8. CHC – Community Housing Cymru

## 27. ASSOCIATED DOCUMENTS

- [Welsh Housing Quality Standard 2023](#)
- [Clss08 - Your Voice - Adra Participation Strategy 2023-2026.pdf](#)

## 28. RECORD OF REVISIONS TO THIS PROCESS

- 28.1 As Adra (Tai) Cyf works towards achieving full compliance with WHQS 2023, it is important to acknowledge that there are still several uncertainties surrounding the new standard, particularly with respect to the funding mechanisms required to meet these ambitious goals.
- 28.2 Given these evolving factors, this policy will remain a live document. It will be reviewed annually to ensure it reflects any new developments, including changes in legislation, funding opportunities, or shifts in best practices that may impact our ability to meet the standard.
- 28.3 Additionally, the policy will be updated as necessary to address significant changes or emerging challenges related to the delivery of the standard.
- 28.4 This flexible approach ensures that Adra can continue to meet the needs of our tenants while adapting to the external factors that may shape the path towards achieving full compliance with WHQS 2023
- 28.5

Issue	Date	Comments (What has been revised?)	Written By	Approved for content
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0	01/03/2016	New Policy	MG	
1	January 2019	1 <sup>st</sup> revision	MO & MG	
2	April 2020	Policy updated to refer to Adra	MO & MG	
3	February 2025	Complete overview of policy to comply with WHQS 2023 standard	OSO	

## **29. EQUALITY AND DIVERSITY**

- 29.1 Adra recognises the needs of a diverse population and always acts within the scope of its own Equality and Diversity Policy.
- 29.2 Adra will ensure that the individual needs of applicants in accordance with this policy, regardless of age, gender, race, class, culture, sexuality, or disability are considered when assessing applications for accommodation.

## **30. DATA PROTECTION**

- 30.1 We are dedicated to ensuring the privacy and security of personal data in accordance with relevant data protection laws and regulations. All personal information collected in relation to the Welsh Housing Quality Standard will be securely stored and processed. We employ stringent measures to prevent unauthorized access, disclosure, or misuse of personal data. Residents have the right to access, correct, or request the deletion of their personal information. By engaging with our services, residents consent to the collection and use of their data as outlined in this policy.
- 30.2 As part of its development, this document and its impact on data privacy has been assessed via a Data Protection Screening, and actions will be implemented as required. Any data gathered for the use of this policy shall be treated with the utmost confidentiality.
- 30.3 Adra are committed to abide by the terms of data sharing agreements as well as any relevant legislation including GDPR.

## **31. COMPLAINT**

- 31.1 Adra recognises your right to bring forward a complaint in relation to the exercise of this policy. Any such complaint will be dealt with under the CCpol01 – Complaints and Concerns Policy.
- 31.2 Adra will ensure that any decisions relevant to this policy are reasonable and comply with relevant policy and legislation.

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## 32. REVIEW OF DECISIONS

- 32.1 Adra recognises the right to request a review of any decision relating to this policy. Any such review will be dealt with following our CCp04- Review of Decision process.
- 32.2 Adra will ensure that any decisions relevant to this policy are reasonable and comply with relevant policy and legislation

## 33. APPENDIX A

### WHQS Compliance Statement

Adra (Tai) Cyf is committed to ensuring that all properties under its management comply with the Welsh Housing Quality Standard (WHQS), which outlines the necessary criteria for the quality and condition of homes in Wales.

This statement confirms that, in accordance with the WHQS, each property will be assessed prior to new tenancies commencing against various elements of the standard, including:

1. **Structural Condition:** All properties are structurally sound, with no significant issues affecting the health, safety, or comfort of tenants.
2. **Energy Efficiency:** Each property meets the required energy efficiency standards to ensure a comfortable and sustainable living environment. This includes appropriate insulation, heating systems, and energy-saving measures.
3. **Plumbing and Electrical Systems:** The plumbing and electrical systems are in safe working order, compliant with all relevant regulations, and provide a reliable and safe service for residents.
4. **Interior and Exterior Conditions:** The internal and external condition of the property is maintained to ensure the home is in good decorative order, with safe and functional fixtures and fittings.
5. **Safety and Security:** Each property meets the necessary standards for fire safety, including the installation of smoke alarms and carbon monoxide detectors, as well as other security features such as locks and outdoor lighting.
6. **Adequate Space and Facilities:** The property provides an adequate amount of living space and access to basic facilities, including kitchen and bathroom facilities, to meet the needs of residents.
7. **Accessibility:** Where applicable, properties are assessed for their accessibility, ensuring they are suitable for residents with specific mobility needs.

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**Property-Specific Compliance:**

This statement provides a framework for compliance, with specific actions and assessments being completed on a **property-by-property** basis. Each property will be evaluated prior to new tenancy commencement to ensure it continues to meet the WHQS requirements on the date that the new tenancy commences, any necessary works will be scheduled as part of an ongoing maintenance program in line with WHQS milestones and where financial and practical constraints permit.

- **Property Address:** [Insert Property Address]
- **Compliance Status:** [Compliant/Non-Compliant]
- **Action Required:** [Detail any actions needed to achieve compliance]
- **Date of Inspection:** [Insert Inspection Date]
- **Officer Name:** [Insert Officer Name]

**Conclusion:**

Adra (Tai) Cyf is committed to achieving full WHQS compliance across its entire housing stock in line with the Welsh Government targets and assessment criteria. We will continue to monitor, maintain, and improve the quality of our properties to ensure they remain safe, comfortable, and suitable for our tenants. It will not be possible, be that practically or financially, to meet every element of the standards in every situation – and this will be recorded and reported to the Welsh Government outlining the reasons.

For further information or to report any concerns regarding a specific property, please contact our customer services team on 0300 123 8084 or [enquires@adra.co.uk](mailto:enquires@adra.co.uk) .