

The Greenwich Homes Standard

Ensuring good quality housing



www.royalgreenwich.gov.uk


ROYAL borough of
GREENWICH

The Greenwich Homes Standard defines the standard which will allow investment in the Royal Borough's housing stock to be prioritised and targeted. It will also enable all Royal Borough council tenants and leaseholders to understand the level at which the Council's housing stock will be maintained.

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The Royal Borough of Greenwich is committed to providing good quality and well maintained homes.

The Greenwich Homes Standard helps the council prioritise its future investment in housing to ensure that tenants continue to have access to homes of high standard and benefit from opportunities to upgrade homes, where funding allows.

It sets out the important role tenants play by working with the Royal Borough of Greenwich to keep their homes well maintained, and assist our contractors to complete important works on time and with minimum disruption.

The Greenwich Homes Standard builds on the success of The Decent Homes Programme. This new programme further improves the condition of council properties bringing them up to modern day standards.

How will council tenants benefit?

- It will bring council tenants' homes up to modern day standards.
- It will use a 'whole house approach' to carry out refurbishment work (subject to available funding, age and condition of properties) and with minimum disruption wherever possible.
- The Royal Borough will also ensure contractors provide a high quality standard of workmanship.

How does it compare with the Decent Homes Standard?

The Government introduced **The Decent Homes Standard** in 2000 with the aim to tackle disrepair in social housing and to provide minimum standard housing conditions. It was updated in 2006 to take into account the Housing Act 2004 and included the Housing Health and Safety Rating (HHSRS). However, the standard only had FOUR main items that had to be delivered:

- 1) To meet the minimum statutory requirement, i.e. being free of Housing Health and Safety Rating System Category 1 Hazards.
- 2) The property being in a reasonable state of repair.
- 3) To have reasonable modern facilities and services with properties needing 3 or more of the following:
 - a reasonably modern kitchen (20 years old or less)
 - a reasonably modern bathroom (30 years old or less)
 - adequate noise insulation (where external or neighbourhood noise is a problem)
 - adequate size and layout of common areas for blocks of flats.
- 4) Provide a reasonable degree of thermal comfort i.e. the occupants are able to heat their homes to a reasonable level.

By 2010, 98% of Royal Greenwich properties had met **The Decent Homes Standard** – one of the highest to achieve this in London.

What will the Greenwich Homes Standard deliver?

Using a 'whole house approach' it will carry out refurbishment work (subject to available funding, age and condition of properties) that includes:

- Internal Refurbishment
- External Refurbishment
- Communal Areas
- Environment

Internal Refurbishment

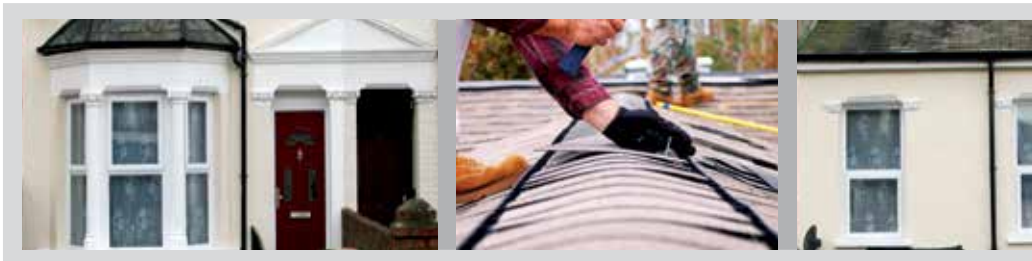
- **Kitchen refurbishment*** – council homes 20 years or more will be replaced.
- **Bathroom refurbishment** – council homes that are 30 years old will be refurbished.
- **Rewiring** – all electrical installations in properties that are 45 years old or poor condition will be rewired.
- **Central Heating Systems and Domestic Boilers**
 - All domestic gas fired boilers 15 years old or more will be replaced.
 - Pipe work and radiators 30 years or more will be renewed.
 - Storage heaters more than 30 years old will be replaced.

* Please note that the replacement of electrical or gas appliances are not included in kitchen refurbishments



External Refurbishment

- **Roof Covering**
 - all roof coverings 60 years old or more will be replaced.
 - new pitched roof coverings will be in a material to match the existing slate and tile.
 - chimney stacks will be repaired or renewed as necessary.
 - insulation within the roof space including loft insulation will be installed to meet building regulations.
 - all flat roof coverings 25 years old or more will be replaced.
 - green roof coverings will be maintained according to recommendations.
- **Solar Photovoltaic (PV)** – where feasible, the installation of solar panels will be incorporated.
- **Wall Insulation** – where possible solid wall properties will have external insulation fitted.
- **Window Replacement** – all windows that are 40 years old in houses and bungalows and 30 years old in flats will be replaced.
- **External decorations** – all previously painted surfaces, including external stores, garages, fencing and railings, will have any necessary minor repairs.
- **Front Entrance Doors** – all front entrance doors will be provided with adequate security in accordance with good practice and relevant standards.



Communal Areas

- **Internal Communal Areas** – communal doors will provide adequate fire and smoke protection in accordance with the risk assessment.
- **Communal Decorations** – all previously painted and non-painted surfaces, will have any necessary minor repairs including handrails and balustrades.
- **Communal Heating Systems and Boilers** – communal boilers that are in poor condition or more than 20 years old will be replaced and radiators more than 40 years old or in poor condition will be renewed.
- **Lifts** – lifts that are more than 15 years old or in poor condition will be refurbished. Lift and systems that are more than 30 years old or in poor condition will be replaced.
- **Water Tanks (communal and domestic)** – water tanks that are more than 20 years old or in poor condition will be replaced with new plastic tanks.
- **Door Entry Systems** – door entry systems more than 20 years old or in poor condition will be replaced with a modern system including handsets and entry phone main panels.
- **Integrated Reception Systems (digital TV)** – that are more than 20 years old or in poor condition will be replaced.
- **Communal Lighting** – energy efficient lighting will be fitted in internal and external communal areas and light sensors to ensure lights are only on when required.
- **Fire Risk Assessments** – carried out in each block at least every 2 years in accordance with Regulatory Reform (Fire Safety) Order 2005.



Environment: outside areas, building and infrastructure

- **Boundary Fences** – will be replaced and upgraded if it joins public land.
- **Estate Paths** – paths, pavements and carriageways will be inspected annually to identify any repairs and improvements. Consideration will also be given to an alternative design to improve accessibility e.g. replacing steps with a ramp.
- **Play Areas** – will be inspected every month by qualified inspectors to ensure the safety of the boundaries, gates, ground works, equipment and safety surfacing.
- **Sheds** – subject to available funding the Royal Borough will try to maximise storage facilities outside of the blocks for residents.
- **Garages** – the Royal Borough will endeavour to refurbish where needed and/or when suitable to create safe parking.
- **Signage** – estate signage will be inspected as part of the formal estate inspection process and renewed as required.
- **Tenant Information Boards** – the condition of the estate boards will be checked as part of the formal estate inspections. The aim is to encourage tenant activity on all estates and to keep Royal Borough tenants informed using the boards.
- **Estate Greens and Planting** – the Royal Borough supports and encourages a number of council tenants groups who have taken over small parts of estate greens and turned them into communal shrub and vegetable gardens.



Tenants' Responsibilities

In order to ensure that repair and maintenance works are carried out efficiently with minimum disruption, council tenants are also expected to play their part. As far as possible, we would like council tenants to allow the Royal Borough or contractors access to their homes to carry out any necessary repairs and improvements.

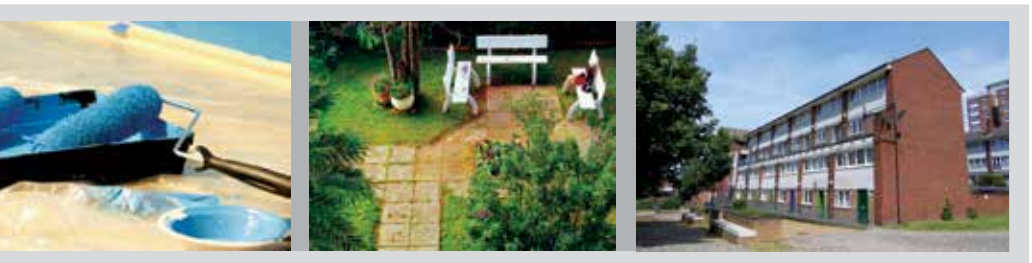
To maintain the level of *The Greenwich Homes Standard*, and as part of their Tenancy Agreement Royal Borough tenants should also keep their homes in good order. Any deliberate damage to their property will incur charges and this includes any damage resulting from any unauthorised alterations,

modifications and conversions to their homes. For all DIY alterations council tenants are required to have written permission from their Tenancy Management Team before any alterations are made.

Repairs

They will continue to be carried out as usual.

*To request repairs please visit:
www.royalgreenwich.gov.uk/housing
Email: housing.repairs@royalgreenwich.gov.uk
Tel: 020 8921 8900*



What can you expect?

The Royal Borough 'whole house approach' to refurbishment work is well underway.

Although many Royal Greenwich homes received some improvements under **The Decent Homes Programme** such as boilers, kitchens and rewiring, some works such as windows and roofs were not replaced as they did not fail under the decent homes criteria. For example, they might have been old but they were not in poor condition. Or they were in poor condition but had not reached their full life expectancy. Now under **The Greenwich Homes Standard**, components such as window and roofs will be replaced if they are either old or in poor condition.

Also the 'whole house approach' allows for other work areas to be tackled (that were not covered under **The Decent Homes Programme** such as bathrooms, lifts and communal areas)

while contractors are on site. This will help to minimise disruption for tenants and to reduce long term maintenance costs.

At the same time Royal Greenwich also plan to tackle fuel poverty and some of our least energy efficient properties will receive external wall insulation to improve the energy efficiency of the walls. As a result, council tenants will benefit from warmer homes and in turn, lower fuel bills.

Further information can be found at: www.royalgreenwich.gov.uk/councilhousing





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