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# Fenland Scrutiny Panel

4<sup>th</sup> March 2024



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# New Consumer Standards and Clarion Commitments

Kirsten Wildman, Regional Director

# The Social Housing Regulation Act

*'to improve the regulation of social housing to strengthen the rights of tenants and ensure better quality, safer homes'*



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- Strengthen the Regulator of Social Housing
- Improve Consumer Standards
- Establish a Code of Practice on consumer issues
- Provide greater transparency for tenants
- Strengthen the relationship with the Housing Ombudsman and the Regulator

1. **To be safe in your home.** We will work with industry and landlords to ensure every home is safe and secure.
2. **To know how your landlord is performing,** including on repairs, complaints and safety, and how it spends its money, so you can hold it to account.
3. **To have your complaints dealt with promptly and fairly,** with access to a strong Ombudsman who will give you swift and fair redress when needed.
4. **To be treated with respect,** backed by a strong consumer regulator and improved consumer standards for tenants.
5. **To have your voice heard by your landlord,** for example through regular meetings, scrutiny panels or being on its Board. The Government will provide help, if you want it, to give you the tools to ensure your landlord listens.
6. **To have a good quality home and neighbourhood to live in,** with your landlord keeping your home in good repair.
7. **To be supported to take your first step to ownership,** so it is a ladder to other opportunities, should your circumstances allow.



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# RSH Vision for Consumer Regulation

Landlords maintain tenants' homes so that they are safe and of a decent standard and landlords provide a quality service

Where things go wrong, complaints are handled effectively, and things are put right

The relationships between tenant and landlords underpinned by shared expectation of fairness and respect and a shared understanding of their respective rights and responsibilities.

Landlords demonstrate that they understand the diverse need of the communities that they serve, and their services reflects that.

Tenant understand, use, and have confidence in the recourse that they have to get problems resolved

Stakeholders have confidence that landlord's commitment to their tenants is underpinned by effective consumer regulation, whether that landlord is a housing association, council, or for profit.

# Four New Consumer Standards



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## Safety and Quality

- **Stock Quality**
- Decency
- **Health and Safety**
- **Repairs, Maintenance and Planned Improvement**
- Adaptations



## Transparency, Influence and Accountability

- **Fairness and Respect**
- **Diverse Needs**
- Engagement with Tenant
- Information about Landlord Services
- Performance Information
- Complaints
- Self-Referral



## Neighbourhood and Community

- Maintenance of Shared Spaces
- Local Cooperation
- Safer Neighborhoods
- Domestic Abuse



## Tenancy

- Allocations and Lettings
- Tenancy Sustainment and Evictions
- Tenure
- Mutual Exchange

## Cross Cutting Themes

Data

Assurance

Oversight

Customer Involvement

Customer Insight

Accessibility

Improvements

# Customer – on a page



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Vision

**We provide positive customer service tailored to meeting customers' needs now and in the future.**

Strategic objectives

**Positive experience**  
We deliver quality services in an easy and accessible way, through customers channel of choice so that they have a positive experience every time they engage with us

**Shaping services**  
We work with and listen to our customers so together we continually improve our services and local neighbourhoods

**Improving life chances**  
Create opportunities by helping more people to find work, develop digital skills and effectively manage their finances whilst leveraging our scale to maximise social value.

**Successful tenancies**  
We provide additional support for vulnerable residents who need help to sustain their tenancy.

**Local partnerships**  
We build effective local partnerships so we can advocate on behalf of our customers

Projects

**Service offer and delivery model - Knowing our customers - Digital optimisation - Successful tenancies - Positive learning culture**

Success measures

1. 80% Customer Satisfaction
2. Customer ease score of 3
3. Less than 40 complaints per 1k homes

1. 75% have trust and confidence in Clarion
2. 75% say Clarion treats me fairly and respectfully

Over 150m of social value added per annum

Delivery against successful tenancies framework

Improved local stakeholder perception (target TBD once stakeholder plan is in place by April 2023)



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Our  
**Clarion**  
**Commitments**





***Our commitment No.1***

We will provide services that are easy to access and respond promptly to your enquiries.



***Our commitment No.2***

We will listen, keep you informed, and treat you fairly and with respect.



***Our commitment No.3***

We will keep your home well maintained.



***Our commitment No.4***

We will maintain your building's safety.



***Our commitment No.5***

We will work to ensure that Clarion neighbourhoods are safe, clean and well maintained.



***Our commitment No.6***

We will help you to manage your tenancy by offering additional support services.



1. We will provide services that are easy to access, and respond promptly to your enquiries
2. We will listen, keep you informed and treat you fairly and with respect
3. We will keep your home well maintained
4. We will maintain your buildings' safety
5. We will work to ensure that Clarion neighbourhoods are safe, clean and well maintained
6. We will help you manage your tenancy by offering additional support services





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# Clarion 2050

Paul Norman, Director of Strategic Asset Management



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# Clarion



Shaping tomorrow, today.

1

Right homes,  
right location

Homes in the areas that we work, which meet the other five strategic principles.

2

Understanding  
our homes

We understand the condition of our homes, the investment required over the whole life cycle and our customers perception of the homes we provide and maintain.

3

Safe homes

Homes that meet legal and regulatory requirements to make sure they're safe for our customers.

4

Sustainable  
homes

Homes are net zero carbon ready and works undertaken reduce the customer's energy use.

5

Place Shaping

Understanding our neighbourhoods and communities, Creating spaces for people and nature, promoting mental and physical health and wellbeing.

6

Financially  
strong

Building capacity and resilience into our long-term financial plan to enable progressive investment in our homes and communities.



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# Clarion Homes in Fenland..

Sally Greetham, Head of Operations

# Stock numbers in Fenland



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Property Type	Numbers
General Needs	3683
Leasehold/ Freehold	182
Shared Ownership	92
Livesmart (retirement schemes)	13 locations/ 361



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# Managing our Empty Homes

No of lettings in Fenland..

	General needs	Live-smart	Total
April 23- Jan 24	92	38	130
April 22 – Mar 23	118	47	165



Maximise the occupancy of our homes.

**Target: 98.4%**

**Target exceeded: 98.6%**

*Source –*

*Clarion Commitments Dec 23*



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# Managing Anti-Social Behaviour

- Take details and Risk Assess
  - Agree Action Plan
  - Work with other agencies
- == Incidents of crime should be reported to the Police
- talk to neighbours, mediation
  - Legal action, as a last resort





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Maintaining  
our homes...

Carl Grimmer, Regional Director

# Maintaining our homes

- **Delivery Model**
- **Performance**
- **Empty Homes**
- **Leaks, Condensation, Damp and Mould**
- **Challenges**
- **Customer Satisfaction**





# How are we performing?

<b>Clarion Response</b>	
% Repairs completed in 24 hours	98.16%
% Repairs completed in 28 days	61.77%
% Commercial first time fix	84.82%
% Customers satisfied (Localz)	91%
% Customers satisfied (TLF)	93.3%

<b>Swale – Gas / Oil contractor</b>	
% Repairs completed in 24 hours	93.57%
% Repairs completed in 28 days	96.29%
& Gas compliance checks	99.74%
% Customers satisfied (TLF)	90.2%



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# Sustainable Homes – Project update

Carl Grimmer/ Sally Greetham



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## Sustainable Homes Progress Update

### Demonstrator Phase

- 57 Properties completed since 2021
- Designed to achieve EPC C and Space Heating Demand 50 kWh/m<sup>2</sup>/year

- Improvement Measures

Windows, doors, cavity, loft and in some cases external wall insulation (EWI), heating and ventilation upgrades, enabling works including extending rafters/roof verges and ground works to facilitate external wall insulation due to thickness and depth of EWI. Some associated roof renewals and installation of PV panels.

- Total project anticipated cost to completion £8.2M
- Expenditure in 2023/24 £859,000
- Four properties at Garden Lane, significantly delayed due to UK Power Networks issues are now progressing and will complete in April 2024
- Property at 19 Station Drive, delayed due to structural issues is now progressing and will complete in April 2024



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## Sustainable Homes Progress Update

### Wave 1

- 170 Properties completed since 2022
- Designed to achieve EPC C and Space Heating Demand 90 kwh/m<sup>2</sup>/year (where EWI required, it has been designed to meet 70 kwh/m<sup>2</sup>/year)

- Improvement Measures

Windows, doors, cavity, loft and in some cases external wall insulation (EWI), heating and ventilation upgrades, enabling works including extending rafters/roof verges and ground works to facilitate external wall insulation due to thickness and depth of EWI. Some associated roof renewals

- Total Anticipated cost to Completion £11.3M
- Expenditure in 2023/24 £6.4M





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## Sustainable Homes Progress Update

### Wave 2

- Wave 2 began April 2023
- 49 properties due to complete by 31 March 24
- Designed to achieve EPC C and Space Heating Demand 90 kwh/m<sup>2</sup>/year

- Improvement Measures

Windows, doors, cavity and loft insulation, heating and ventilation upgrades. Properties selected which did not require external wall insulation for this phase


- Total Anticipated cost to Completion £1.8M (2023/24)



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## Plans for 2024/25

- First 50 Properties selected in the Murrow and Wisbech-St-Mary area. Works to begin from 01 April 2024
- Total number of properties for completion in 2024/25 to be confirmed
- EPC assessments and Retrofit Assessments completed for most of these addresses
- Target will be - space heating demand 90kwh/m<sup>2</sup>/year
- Works will include some external wall insulation due to the number of bungalows included (larger perimeter in relation to space increases potential heat loss). Where ewi installed the target SHD will be 70 kwh/m<sup>2</sup>/year



*EWI added*



*EWI with Brick Slips Finish*



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## Resident Feedback

“We have already noticed how cosy our rooms are now. We can’t thank you enough for all of this amazing work.”

Railway Road resident

“The work has updated the whole bungalow, made it more energy efficient and brought running costs down considerably – going from around £105 a week before the work to £58 since. The property holds the heat, and our new air source heat pump runs quietly and efficiently.

Our new smart meter shows a symbol when the electricity is being powered by the solar panels and it is lovely using the washing machine or dishwasher knowing it’s at that moment costing us nothing.”

Churchill Road, Gorefield resident



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# Developing new homes Fenland

Dan Read, Regional Partnerships Director



# Springfield Avenue, March



- 40 social rent homes
- 28 x 2 bedroom houses (79-82m2)
- 12 x 3 bedroom houses (95m2)
- Cocksedge Building Contractor Ltd Bury St Edmunds awarded Contract
- Planning approval June 2023
- Start On Site July 2024
- Practical Completion March 2026





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# Home-link

Sally Greetham, Head of Operations



# Home-Link update

## Applicants on the Fenland housing register

	Emergency	Band A	Band B	Band C	Band D	TOTAL
January 2024	2	165	631	537	357	1692
March 2023	2	206	579	534	423	1744
March 2022	0	153	458	463	361	1435
March 2021	2	125	350	450	432	1359

## New applications received

	New appl. received
Apr 23 – Jan 24	1217
2022/23	1381
2021/22	1726
2020/21	1507





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# Clarion Futures

Yvonne Ogden, Communities  
Manager

**£84,645** direct investment into Fenland  
**£247,000** leveraged in via match funding

# Headlines



**Funded**  
youth  
provision  
across  
Wisbech,  
Whittlesey  
and March

**Funded**  
solar energy  
for Wisbech  
Community  
Farm

**Funded**  
Time Credits  
to support  
Fenland  
volunteers

**Funded**  
food hubs  
March and  
Whittlesey

Over **1000**  
volunteering  
hours

**1289**  
YP  
engaged

**2628**  
Families in  
Fenland  
supported  
with cost of  
living

**19**  
organisations  
received  
funding and  
support

**£20k**  
support for  
Green  
projects

**£55k**  
grant  
funding for  
partners

**874**  
people  
supported  
with their  
wellbeing

## Clarion Futures Digital

*Online everyday, safely and securely*

### Digital Device Scheme Loans

- Mobile Phone
- Tablets
- Laptops
- Mifi units / Data
- Accessories

### Digital Skills Training

- Online
- In person

### Digital drop in sessions

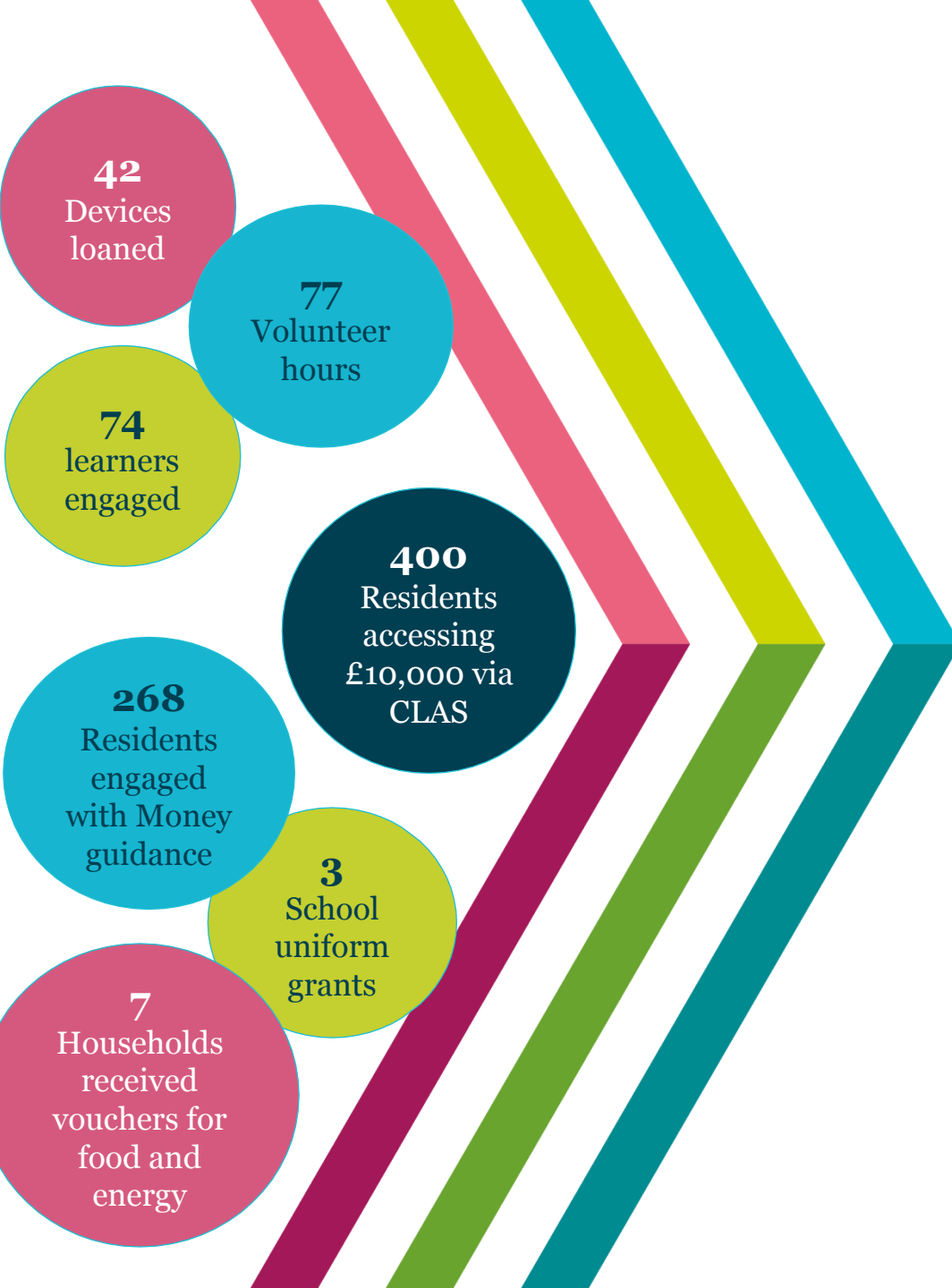
- Ferry Project
- Queen Mary Centre
- Lyons Court/Salem Court

## Clarion Futures Money

We have supported households in the Fenland area with vouchers for food and energy.

We have also assisted 3 families with a grant to help with the purchase of school uniforms for their children.

We continue to be a champion for the Local Assistance scheme in Cambridgeshire delivering grant support in Fenland. In 2023/24 we have helped 40 residents in Fenland accessing funding of just under £10,000 through CLAS.



# Employment and Training

19 Fenland residents supported into work

£24k support for skills and training



Our Jobs and Training Team have partnered with People and Animals at the Wisbech Community Farm.

Delivering Functional Skills Maths & English for NEETs

Introductory Courses in Land based Careers

ASDAN short courses in:

Equine Welfare and Behaviour,

Horticulture and Grounds

Maintenance.

School Engagement



1 Community Centre redecorated



85 people engaged in skills and training

# Clarion and Fenland Partnership working

<b>Leased units for temp accommodation</b>	<b>15</b>
<b>Next Steps/ Rough Sleeper/ accommodation programme</b>	<b>10</b>
<b>Housing First</b>	<b>8</b>







ANY QUESTIONS?