

OUR MISSION WALTHAM FOREST

Housing Asset Management Strategy 2026-31
Resident Engagement feedback and responses

Introduction

Resident engagement was carried out between October 13th and November 12th through the Let's Talk website, two focus groups, and telephone interviews. 86 residents took part in the consultation.

Residents' comments were sought on the entire strategy, focusing particularly on sections 3, 6, 8, 9 and 11.

The following general themes were identified in the comments, which have been reflected in the changes made to the strategy:

- Ensuring sufficient support for vulnerable residents and residents with disabilities.
- Holding contractors to account for repairs performance, particularly where standards are not being met.
- Residents being more involved in decision making and holding the council to account.
- Clearer governance and decision making.
- Be more transparent communicating why certain properties have been prioritised for investment.
- Delivering value for money.
- More clarity on what decent homes means for the council's existing housing stock.
- Ensuring biodiversity is safeguarded when major works are carried out

Summary of key changes

Section	Change	Reason for proposing change
Section 2 – Introduction		
Introduction	Text added stating the purpose of the strategy is to: • Set out priorities for the next five years (2026-2031) for managing, maintaining and investing in the council's housing assets. • Define key investment principles for the HRA Capital Investment programme to maintain and improve the council's housing stock in the short-term and into the future. • Provide a delivery plan and set out the outcomes the council is aiming to achieve over the lifetime of the strategy.	Address a comment made at the first focus group meeting to state the purpose of the strategy more clearly.
Section 7 – Asset Management Priorities		
Priority 2 – Decent Homes	Additional text added: • Giving more detail on what Decent Homes means in relation to the Decent Homes Standard. • Commitment to develop a programme of planned works targeted at addressing the root causes of damp and mould and leaks. • Commitment to improving accessibility within our housing stock through the delivery of the council's aids and adaptations programme. • Commitment to inform residents on the outcome of the stock condition surveys.	Responds to the following comments received during the consultation process: • Further clarity on how decent homes is assessed: • More detail on how existing homes will be improved. • Not being advised on the outcome of stock condition surveys. • More detail on how the council will make adjustments for vulnerable residents with health conditions/ disabilities
Priority 3 – Planned works and repairs	Additional text added: • Commitment to ensure biodiversity is safeguarded during planned works	Responds to comments from Waltham Forest Swifts Group, a community wildlife conservation organisation, about the potential impact of maintenance works on local wildlife
Priority 5 – Estate Regeneration	Additional text added stating: We will deliver estate improvements funded through Neighbourhood Community Infrastructure Levy (NCIL) funding, with focus on projects that help to improve accessibility, resident health and wellbeing and tackle the climate crisis.	Responds to the following comments received during the consultation process. • More detail on how the council will make adjustments for vulnerable residents with health conditions/ disabilities.

Summary of key changes

Section	Change	Reason for proposing change
Section 8 – Capital Investment Programme		
Housing Delivery Estate Regeneration and Acquisitions Programme	Additional text added: Avenue Road and Montague Road are identified as regeneration priorities, as the comprehensive redevelopment of these estates provides an opportunity to significantly increase the supply of good quality homes and improve the quality of the external spaces in these estates. Grant funding has been secured from the GLA's Affordable Housing Programme to support the delivery of these regeneration schemes. Further estate regeneration opportunities will be explored during the life of the strategy.	To address a comment about wanting to understand why these estates had been prioritised.
Section 9 – Resident Engagement		
Participation in Decision-Making	Additional text added: Wider resident consultation via Let's Talk consultation platform, & focus groups on future planned works programmes.	To address comments about being clearer about how residents will be involved in decisions.
Transparent communication	Additional text added: Regular updates via the Residents News Magazine on which estates will be undergoing major works, explaining why certain properties have been prioritised for investment . We will also keep residents informed about how contractors are investing in the local community, such as job and apprenticeship opportunities for local residents. We will improve the way we communicate with leaseholders about major works planned on their homes, in line with the Leasehold and Freehold Reform Act. We will be making leasehold service charges clearer and more predictable by giving early notice of major works and estimated costs. Leaseholders will be provided with detailed breakdowns of actual spending on works on their building and future projections each year, along with supporting evidence for all charges.	To address comments to: • Involve residents more, can check what has been delivered, send adequate notices. • Understand how contractors are investing in the community. • Be more transparent on what charging leaseholders
Supporting Resident with vulnerabilities	Additional text added: We will review and improve how resident information is shared between council staff and contractor, ensuring that people triaging repair requests and booking appointments can access known information about resident health, vulnerabilities and communication needs, to be shared with contractors visiting people in their homes. We will make sure staff are trained in making reasonable adjustments to residents who need them.	More detail on how the council will make adjustments for residents with health conditions or disabilities

Summary of key changes

Section	Change	Reason for proposing change
Section 9 – Resident Engagement continued		
Satisfaction Surveys	Additional text added: will share satisfaction survey results and explain how we are responding to feedback via the Residents News magazine.	Respond to comments received:about sharing the results of satisfaction surveys and outcomes of works carried out.
Section 10 – Managing Risk		
Risk Management table, new risk added: Ensuring value for money is achieved, and works are carried out to the required standard.	Text added: 1. Planned works programmes are competitively tendered to ensure contractors have the capacity and capability to deliver the works, and provide value for money. 2. Regular inspections are carried out by the council's Surveyors and Clerk of Works whilst works are being undertaken and at practical completion, 3. Communicate with residents the outcome of inspections, progress of works, and when works have been completed and signed off by the council.	Responds to comments about: - How is the council going to make sure money stretches far enough with rising costs. - Keeping residents up to date on works being carried out.
Section 11 - Governance		
Reporting to Stakeholders	Additional text added: <u>Housing Investment Group</u> – monitors capital spend, delivery of works and outcomes achieved, and risks. (Chaired by the Director of Housing Assets and Delivery). <u>Housing Senior Leadership Team</u> - strategically directs, manages, and improves all housing services, ensuring they meet statutory duties and residents' needs (Chaired by the Corporate Director for Housing) <u>Strategic Leadership Team</u> - turn the elected councillors' strategic vision into operational reality. This includes managing day-to-day operations, setting and monitoring overall direction, ensuring high performance, and managing risk for the organization. The SLT is responsible for delivering services, creating and implementing policies, and ensuring the council can meet the future needs of the community within its budget. (Chaired by the Chief Executive)	Responds to comments about: - making outcomes measurable; clarifying governance, Key Performance Indicators, and resident oversight; - Being clearer who does what.

Summary of key changes

Section	Change	Reason for proposing change
Section 11 - Governance		
Reporting to Stakeholders	Additional text added: • <u>Resident Influence and Accountability Panel</u> - gives social housing tenants and leaseholders a meaningful voice in decisions about their homes and services, and to hold the council to account. • <u>Resident Newsletter</u> – updates residents on the performance of the strategy, what has been delivered, and what is planned. • <u>Resident Scrutiny Panel</u> - provides a formal way for residents to question and influence the decisions and services provided by the council. The panel investigates specific issues, gathers evidence from the community, and make recommendations to improve services, ensure accountability, and hold the council accountable for its actions.	Responds to comments about • Making outcomes measurable; clarifying governance, Key Performance Indicators, and resident oversight; • Being clearer on the roles of people and stakeholder groups.