



# WALTHAM FOREST HOUSING COMPACT

2024 – 2029



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**CLLR AHSAN KHAN**  
**CLLR ELIZABETH BAPTISTE**

# FOREWORD

**As the borough's first Renters Commissioner, I have been asked by the Leader of the council to focus on working with housing associations and the private rented sector. I'm extremely proud to be introducing our new Waltham Forest Housing Compact 2024-29, which sets out how we will**

**be working together with our housing association partners to provide high quality and genuinely affordable homes, which provide the essential foundation for residents to live a happy and healthy life.**

Thirty housing associations together provide over 17,500 homes for Waltham Forest residents. Affordable homes make up a significant proportion of those homes. It is therefore clearly important that the council and housing associations work together closely to deliver the best housing outcomes we can for these residents.

Housing associations have a long history of working with local authorities to meet housing needs and provide support to residents needing more help with day-to-day life. We believe our role as councillors and Cabinet Members will provide an important link with residents and will help develop the relationship Waltham Forest council has with housing associations, and this Housing Compact will provide a framework for that partnership.



This Housing Compact is an important part of our Housing Strategy 2024-29, and it is our intention to work with partners to deliver the Strategy's vision of "improved and fairer access to high quality and genuinely affordable homes, which provide a foundation for residents to live a happy and healthy life".

Residents will be at the heart of this Compact, as the council and our housing association partners seek to deliver a Housing Strategy that provides "an excellent housing service with high resident satisfaction". This will support the Regulator of Social Housing's new Consumer Standards, which will underpin our approach of putting residents first. The Compact partners, working with councillors and council officers, will seek to ensure excellent building quality, and to support residents through many of life's challenges, whether this is health inequality, employment, training, help with the cost of living or developing a robust response to anti-social behaviour and community safety.

We look forward to developing this partnership with all the council's stakeholders as it progresses.



**CLLR AHSAN KHAN**

Deputy Leader and Cabinet Member  
for Housing and Regeneration



**CLLR ELIZABETH BAPTISTE**

Renters Commissioner



RUTH DAVISON

# FOREWORD

**It has been my pleasure to co-chair Waltham Forest's Housing Compact over the past five years. So much has changed during that time – for citizens, the local authority, and housing associations – that this fresh approach and focus is both much needed and most welcome.**

It is absolutely right that the resident experience is at the heart of Waltham Forest's Housing Strategy and this Compact. For many people in the borough, access to a safe, affordable home is out of reach. Nationally, almost a quarter of all private rented homes would fail the Decent Homes Standard if it applied to private renters (it does not) and a growing number of people in London are in housing poverty, spending more than 30 per cent of their income on rent. Home ownership is a distant dream for many in the borough, with house prices 14

times the borough's average income. Many citizens are struggling to get by, feeling the brunt of the 'cost of living crisis'.

At a time when money to build homes is in short supply, it is welcome that the Compact continues to focus on delivering new, high quality affordable homes in the borough. A decent home is the bedrock for a happy and healthy life.



But it is also proper to focus on the experience of people already living in the 17,500 housing association homes in the borough and signing this Compact commits organisations to improving existing homes and neighbourhoods. It also commits us to being open and honest in our dealings with each other and residents; being responsive and responsible; and collaborating together. As organisations founded in social justice and driven by social purpose, I am sure these are ideals and behaviours we can all embrace and get behind.

Since the first Compact was signed, the full scale of the building safety scandal exposed by the tragedy at Grenfell has unfolded across the country, but has been most acutely felt in the capital. Social landlords cannot access Government funds to make homes safe where the residents are social renters and are having to fund this work

themselves, making it harder to build new homes and make needed investment in existing ones. Delivering on the Compact requires will and focus, but funding for building safety and new homes would make a real difference; as housing providers we will work towards one and push for the other.

All people deserve improved and fairer access to high-quality and genuinely affordable homes which provide the foundation to live a happy and healthy life.

I look forward to working with councillors and council officers, and the housing associations who work in the borough to deliver the next chapter, the Housing Compact 2024-2029.



**RUTH DAVISON**

CEO Islington & Shoreditch Housing Association and Co-Chair Waltham Forest Housing Compact





## SECTION 1.

# INTRODUCTION

## GOOD HOMES AS THE FOUNDATION FOR A HAPPY AND HEALTHY LIFE.

Good housing is an essential pre-requisite for a good life. However, despite Waltham Forest's excellent record of building affordable homes, thousands of residents live in temporary or sub-standard accommodation.

To address this, the council has developed an overarching Housing Strategy. This Strategy requires the council, via this Compact, to continue to work in close partnership with the 30 housing associations active in the borough to improve the supply, quality, and service standards of social landlords in Waltham Forest. The Compact sets out the agreed approach to this challenge.





# THE SCALE OF THE PROBLEM

Our Housing Commission and Housing Strategy identified the depth of the housing crisis in Waltham Forest:

Residents in Waltham Forest are more likely to be homeless than the London average:

**1,757** HOUSEHOLDS  
(During the 2021 to 2022 financial year)

in Waltham Forest were owed a duty under the Homelessness Reduction Act...

...EQUATING TO  
**16.9 HOUSEHOLDS PER 1000**

This is significantly above the national (11.7 per 1,000) and London (14.7 per 1,100) averages.

## Rough sleeping is increasing.

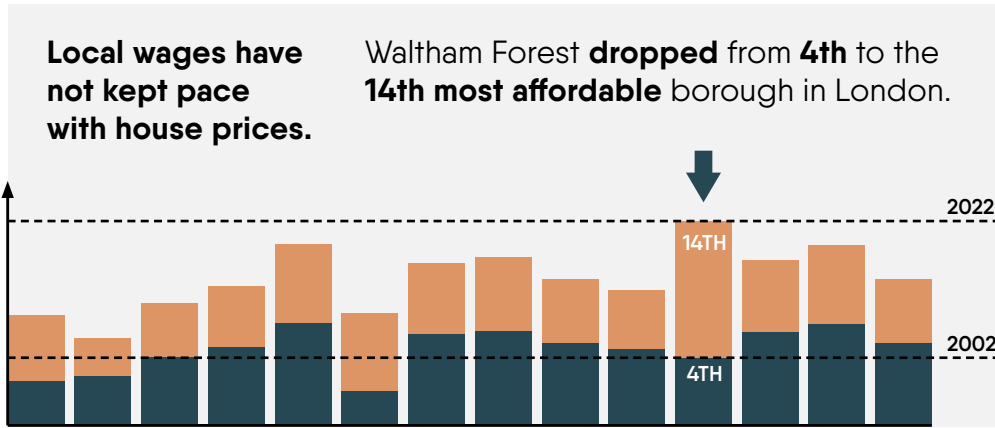
In 2022, **27 people** could be found sleeping rough on a typical autumn night in Waltham Forest, a significant increase on the previous year.



Autumn 2022



### Waltham Forest is one of the fastest changing housing markets in the country:



In response to growing demand, the council has been successful in delivering thousands of new homes for residents:

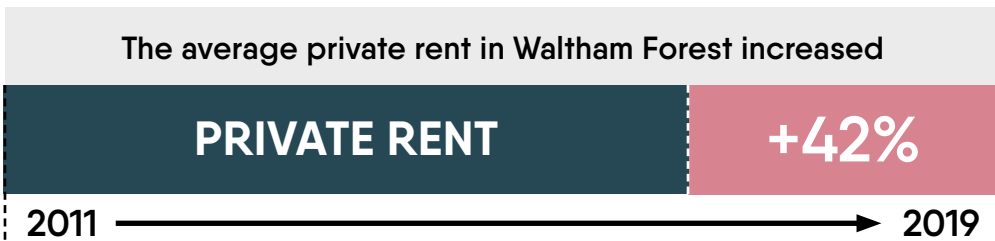
NEW DEVELOPMENT PROVIDED HOMES FOR **1500**



## HOUSEHOLDS

who were on the council's Housing Register.

Of the above households, over half had been on the Housing Register for



(The fastest growth anywhere in the country)



Despite this strong delivery record, it is clear that London's housing crisis has deepened and we need to go further:



**9 in every 1,000**

Waltham Forest residents were assessed as homeless

(4th highest in Outer London)

**Over 8,000**

people are currently on the Housing Register



**9 in every 1,000**

Waltham Forest residents are living in temporary accommodation



## THE AVERAGE ASKING RENT IN OUTER LONDON HAS INCREASED BY

(Between 2022 and 2023)

**13%**

## WALTHAM FOREST'S HOUSING STRATEGY 2024-29

The Housing Strategy sets out how the council, working with partners, will continue to tackle the root causes of the housing crisis, aligning with and building on other key plans for change. The four required outcomes are:

- Homelessness and rough sleeping are prevented so that they become rare, brief and non-recurrent.
- Residents can access homes that meet their needs as their circumstances change.
- Every home in the borough is healthy, safe and affordable to heat.
- Development enhances neighbourhoods and supports stronger, fairer and safer communities.

This Housing Compact is fundamental to the successful achievement of all four outcomes.



## SECTION 2.

# DEVELOPING OUR NEW HOUSING COMPACT

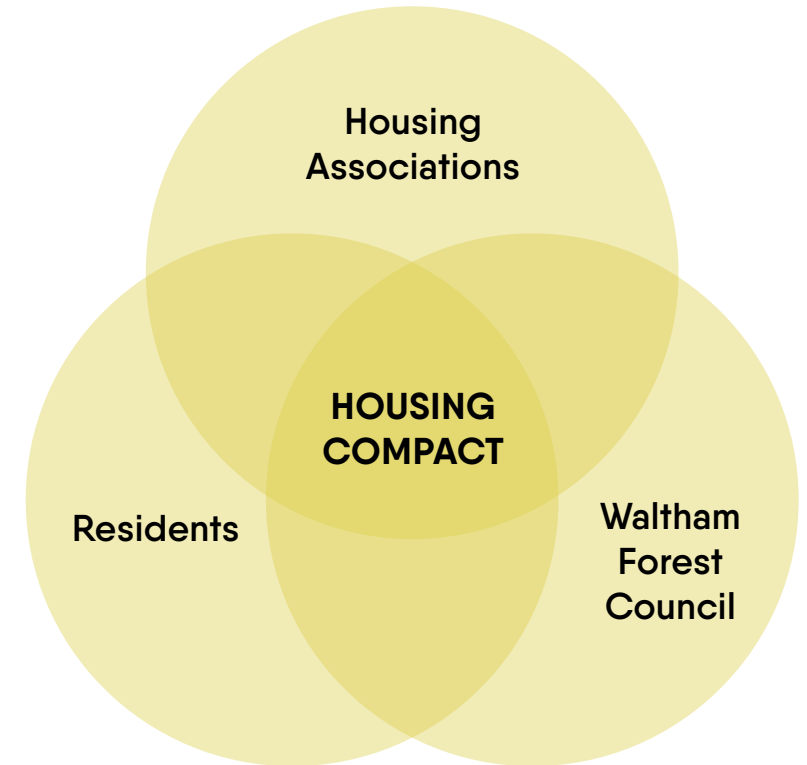


## BACKGROUND

This 2024 Waltham Forest Housing Compact builds on the first Compact, launched in 2019. It set a new framework for the council working collaboratively with housing associations in the borough, to deliver the best housing outcomes for residents.

The Compact is informed by extensive engagement with residents as part of the development of the Housing Strategy, to understand their lived experience. Consultation with councillors, council staff and housing associations was also undertaken. The Compact has adopted the Housing Strategy Outcomes Framework, with a focus on the long-term changes we are striving for, as well as developing an intermediate delivery plan that can improve residents' lives over the course of this phase of the partnership.

The Housing Compact is predicated on acknowledgement that the council has statutory duties to provide housing and other economic, environmental, social services and support, but also recognising that housing associations are independent partners in providing some of these services and are also major investors in the local community. Regulation for all social landlords is conducted through a revitalised Regulator of Social Housing (RSH) and Housing Ombudsman, and it is also vital that the council works closely with housing associations to ensure the highest standards are provided to tenants.









## REVIEWING THE HOUSING COMPACT 2019-2024

This new Housing Compact builds on the Housing Compact 2019-2024, recognising what went well, and highlighting what could be improved. The first Compact was a useful framework for the council to engage with housing associations on a wide range of local and housing priorities. It was flexible enough to adapt through a period of significant disruption and change, including a global pandemic, significant legislative changes regarding building safety, a critical focus on damp and mould brought about by the tragic death of Awaab Ishak, and the cost-of-living crisis.

Notable examples of the work enabled by the Compact include building safety and quality where there has been regular reporting and engagement with the council. Most recently, this has included a focus on damp and mould. There has also been a focus on tackling domestic abuse and a protocol was signed with housing associations in 2022 and a number have received Domestic Abuse Housing Alliance (DAHA) accreditation in this area since that time. Successful joint working has included Peabody's pilot furniture programme, which supports domestic abuse survivors.



Housing associations made a significant contribution to community engagement throughout the Compact life, developing initiatives that covered a range of activities from supporting youth projects, early years programmes, winter warm spaces and food pantries, to employment programmes, scholarship offers and tutoring programmes.

1,172 new affordable homes were delivered by the council and housing associations over the Compact period. This includes 318 affordable homes delivered by housing association partners via the council's Right to Buy Receipts Grant Programme.

The Compact reported regularly to Housing Scrutiny Committee and Cabinet to ensure accountability and oversight.

The partnership has recognised that there are areas it can develop as it moves forward.





**SECTION 3.**

# OUR HOUSING COMPACT

## 2024-2029



## THE COMPACT CONSISTS OF THREE KEY THEMES:

- Four partnership Promises for resident focused services.
- How we work in partnership to deliver these services.
- An outcomes framework that will guide delivery.

These Promises ensure the Compact maintains a resident focused approach to its work, the governance of the Compact will ensure it develops and delivers through strong partnership links, and the outcomes framework will ensure agreed SMART deliverables across the life of the Compact.

## THE COMPACT PROMISES

Four Promises aligned with the RSH's Consumer Standards have been agreed between the council and its housing association partners. These Promises will ensure a strong resident focus across the work of the Compact.

### The four Promises are:-

#### 1. We will be resident focused:

- Residents' voices are at the centre of the service and Compact
- Staff listen to and respect all residents
- Services are inclusive, based on an understanding of tenants' individual needs and diversity is celebrated

#### 2. We will be open and honest:

- Social landlords are transparent about the quality of their service delivery
- All partners have clear mutual expectations (the council, housing associations and tenants)
- Communicate clearly with residents

#### 3. We will be responsible and responsive

- Repairs and complaints are handled effectively
- Accountability is clear

#### 4. We will be collaborative

- Landlords have a collective purpose and vision



- Data and insight is shared
- A coordinated approach to housing management and delivery is engendered
- Resources, expertise and best practices are pooled

To underpin the above Promises and to provide a sense check to its progress, Compact members will engage regularly with residents across the partnership.

## WORKING IN PARTNERSHIP

The Compact will adopt a governance structure that delivers real oversight of the partnership, with a focus on delivering the partner social landlords' shared outcomes.

### Housing compact governance and delivery

To be responsible and responsive, the governance and working structure for the Compact must be robust enough to deliver the outcomes required from the partnership and yet remain agile. A flexible structure will allow the Compact to quickly address emerging issues and new priorities.

The Compact Outcomes Framework is detailed in the Framework section below. This will steer the work of the Compact, which will be codified in an Annual Engagement and Delivery Plan, with more specific early and intermediate policy, programme and project outputs and outcomes. Oversight and direction will be provided by the Compact Leadership Board, with additional council oversight through reporting to Scrutiny Committees and Cabinet.

### Compact Leadership Board

To support collaboration, a board led by the Deputy Leader (Housing and Regeneration) and housing association co-chair, comprising councillors (these will be Portfolio Lead Members relevant to the meeting agenda) and senior council and housing association officers, will meet regularly to direct the delivery of the Housing Compact. The Board will meet four times a year to agree priorities for the Compact and monitor progress, as set out in the annual engagement and work programme. The Board will be attended by relevant subject area leaders across the partnership.

The Board will produce an annual report setting out what it has achieved in the past year and what it intends to do in the following year. The annual report will be presented to the Housing Scrutiny Committee and Cabinet.



The Compact will benefit from the focused leadership and oversight of the Deputy Leader (Housing and Regeneration) and housing association co-chair making it more accountable, with clear direction on expected outputs and outcomes.

### Compact Systems Conveners

Collaboration and effective delivery will also be supported by a Systems Conveners approach, whereby a lead officer from one of the Compact members is identified to set up a focus or working group on a priority area (e.g. community safety) with clear terms of reference and expected outputs and outcomes, set by the Board. The System Convener's role is to bring people together across sector, organisational and community boundaries, enabling learning to be shared across those boundaries and to create positive change in how services are designed and delivered.

Rather than concentrating on individual services or organisations, in the above model, the focus is on changing systems, building connections and being led by people who use services. We believe this approach will better enable those leading on outcomes and actions in the Compact to achieve success. The Conveners will adopt a task and finish approach to their areas of work to ensure SMART goals are delivered.

### Council engagement

The council will continue to engage regularly with all individual housing associations at both a strategic and operational level. It will also engage with housing associations as needed at a strategic board level such as SafetyNet and in key operational partnerships such as the Multi-Agency Safeguarding Hubs (MASH).

### Improved communication and engagement

Being resident focused means engaging with residents and communicating with them in clear, honest, and understandable ways. The Compact will improve engagement and communication with residents and councillors, including developing a 'common language' across all partners.

A key output of the Compact partnership is to develop improved communication amongst social landlords and with councillors and residents. The first step will be to establish a regular newsletter that will advise stakeholders of any events, best practice and new initiatives, and general development relevant to the partnership in Waltham Forest.



The Compact partnership will develop a more proactive approach in its communication and liaison with councillors, ensuring points of contact across organisations are well known and that regular information to members is provided at ward level.

A web page will be developed to ensure that the Compact's work is readily available to stakeholders and residents.

## HOUSING COMPACT OUTCOMES FRAMEWORK

The Housing Compact Outcomes Framework draws on the overarching Housing Strategy and Homelessness and Rough Sleeping Strategy Outcomes Frameworks to reflect the key contributions housing associations and other partners make in delivering these outcomes.

The related short-term and intermediate outcomes and actions are detailed below. Some of these actions will build on and improve existing partnership working arrangements with housing associations.

The council works with housing associations on several local priority programmes including Building Safety and Quality, Climate Action Plan, Community Investment, Community Safety, Employment and Skills, and this will continue under the framework of the Housing Compact 2024-2029.

More detail on the Compact actions to deliver Housing Strategy and wider resident wellbeing outcomes will be set out in an Annual Compact Engagement and Delivery Plan, which will be approved by the Compact Leadership Board with additional oversight through the council's Scrutiny Committees and Cabinet.









# LONG TERM OUTCOME 1:

Homelessness and rough sleeping are prevented so that they become rare, brief and non-recurrent.

## INTERMEDIATE OUTCOMES:

- A. Early intervention and support are improved.
- B. Residents who are homeless or threatened with homelessness are empowered to make decisions which are right for them.
- C. Residents in temporary accommodation are supported into long-term homes.

**1A: Early intervention and support are improved**

Housing Compact Actions:

- Housing associations will work with council services to improve tenancy sustainment.
- Establish a partnership forum with Social Care and Health to improve multi agency solutions and support for residents.
- Enhance current programmes and develop new schemes to prevent homelessness.

### Building on existing partnership working

The council already works with housing associations on projects to reduce rough sleeping, partly funded by the government's Rough Sleeping Initiative (RSI) and Rough Sleeping Accommodation Programme (RSAP).





## 1B: Residents who are homeless or threatened with homelessness are empowered to make decisions which are right for them.

### Housing Compact Actions:

- Develop a data sharing protocol to identify and provide support to residents at risk of homelessness.
- Develop temporary accommodation schemes. This includes exploring the meanwhile use of stalled housing association-owned sites and council sites and participating in the G15's Project 123, which is taking forward collective work by the largest housing association in London to deliver new temporary accommodation.

## Building on existing partnership working

The council already works with housing association partners to repurpose obsolete housing, such as life expired sheltered housing and supported housing hostels, as temporary accommodation.

## 1C: Residents in temporary accommodation are supported into long-term homes

### Housing Compact Actions:

- The council will expand its Tenancy Fraud Service to housing associations to help release unlawfully occupied homes for households in temporary accommodation and the council's Housing Register.

- The council will work with housing associations to support them to provide new affordable homes.

## Building on existing partnership working

The council has been working with housing associations over many years to enable and facilitate them to provide new homes. How we will build on this is covered under other outcomes and actions below.



## LONG TERM OUTCOME 2:

Residents can access homes that meet their needs as their circumstances change.

## INTERMEDIATE OUTCOMES:

- A. Increasing the supply of different types of homes so that residents can stay in Waltham Forest throughout their lives.
- B. New development provides homes for residents who need them most.
- C. Renting is an attractive and secure long-term option.
- D. There are good homes for older people with specialist needs.

**2A: Increasing the supply of different types of homes so that residents can stay in Waltham Forest throughout their lives**

### Housing Compact Actions:

- Working together to enable, facilitate and increase the supply of new affordable homes through the planning process and funding solutions, including the use of council Right to Buy receipts to support developments that are being undertaken by housing associations.
- Working together and with partners to deliver stalled and mothballed housing developments and schemes.
- Working together and with the Greater London Authority (GLA) and national government to enable and accelerate affordable housing delivery.



- Working together to increase the supply of homes through alternate and innovative delivery methods including intensification and Modern Methods of Construction (MMC).

### Building on existing partnership working

The council has 'recycled' retained Right to Buy Receipts to support and increase the number of affordable homes delivered by housing associations. The council's working relationship with the GLA facilitated the council's purchase of 117 homes being developed for sale at Osier Way Leyton to be used to provide rented homes for refugee households.

## 2B: New development provides homes for residents who need them the most

### Housing Compact Actions:

- Working with the local planning authority on master planning and achieving Local Plan housing delivery targets
- Working together to ensure new developments provide homes to meet priority housing needs, including specialist and supported housing.
- Working together to provide a wider range of homes including private rented sector (PRS), discounted market rent, co-living, key worker, and community led housing.
- Review nominations agreement(s) and processes with housing associations to ensure new homes are first let to households with the highest need.

### Building on existing partnership working

The council has a long history of working with housing associations to provide new affordable homes. This includes through providing both land and funding and supporting housing associations to secure funding from other public sector sources such as the GLA.



## 2C: Renting is an attractive and secure long-term option

### Housing Compact Actions:

- Working with partners to provide a range of good quality rented homes, including social rent, London Affordable Rent, discounted and market rent homes, to be let on secured and assured tenancies.
- Working together on the council's PRS Strategy, including regulation of PRS homes provided by housing associations and their PRS subsidiaries.
- Working together to improve the quality and energy efficiency of existing rented homes.
- Working with partners to reduce crime and anti-social behaviour and improve the safety of residents in existing rented housing.

### Building on existing partnership working

The council has a long history of working with housing associations to provide new affordable rented homes. The current development climate means that partners need to look at how they can include a variety of tenures in new developments, including, for example, PRS homes, to make them financially viable. Housing associations also work with the council on community safety initiatives in and around their existing estates.

## 2D: There are good homes for older people with specialist needs

### Housing Compact Actions:

- Work with housing associations to repurpose existing and provide new housing for the third age as per the outcomes in the council's emerging Supported Housing Strategy

### Building on existing partnership working

The council previously worked with housing associations to deliver supported housing schemes on council owned sites, including two extra care schemes at Verdon Roe Court (L&Q) and Windmill Court (Clarion) in Chingford.









## LONG TERM OUTCOME 3:

Every home in the borough is healthy, safe and affordable to heat.

## INTERMEDIATE OUTCOMES:

- A. An excellent housing service with high resident satisfaction.
- B. Health conditions relating to poor quality homes are reduced.
- C. Housing in Waltham Forest is warm and helps the borough to reach net zero by 2030.

## 3A: An excellent housing service with high resident satisfaction

### Housing Compact Actions:

- Partners agree and share a suite of local key performance measures (KPMs) on housing services.
- Monitor partner Tenant Satisfaction Measures (TSMs), as set by the RSH.
- Set up a Housing Compact newsletter to provide stakeholders (housing associations, council officers and councillors) with regular updates on performance and other Compact actions.
- Establish regular ward councillor engagement sessions with housing associations with large stockholdings in particular wards.



- Set up a Compact partners resident engagement and information process.
- Continue to work on delivering the council's Digital Inclusion programme.
- Set up a council web page to enable wider access to key Compact information, including the Annual Engagement and Delivery Plan and key reports.

### Building on existing partnership working

The council has been working with housing associations on a wide range of resident focused initiatives through the first Compact framework and will include and update these under the new Compact framework. More on this is covered under **OUTCOME 4A** overleaf.

### 3B: Health conditions relating to poor quality homes are reduced

#### Housing Compact Actions:

- Continue and build on Building Safety and building quality data and good practice sharing.
- Support and enable partners home improvement programmes and projects.

### Building on existing partnership working

The council has been working with housing associations through the Compact framework on Building Safety through a Task and Finish group to share information and good practice on meeting the new building and fire safety regulations, and more recently on dealing with damp and mould in social housing.

### 3C: Housing in Waltham Forest is warm and helps the borough to reach net zero by 2030

#### Housing Compact Actions:

- Support housing associations to access grants and other funding made available to support retrofit, energy efficiency and environmental sustainability improvement works to existing homes.
- The council will continue to co-lead the pan-London Retrofit Programme with the London Borough of Enfield.

### Building on existing partnership working

Over the period of the last Compact, the council worked with housing associations on the Social Housing Decarbonisation Fund (SHDF) and engaged housing associations on the council's carbon neutral house demonstration project.





## LONG TERM OUTCOME 4:

Development enhances neighbourhoods and supports stronger, fairer and safer communities.

## INTERMEDIATE OUTCOMES:

- A. Development supports thriving and more resilient communities.
  - B. Communities are proud of where they live and feel safe.
- 4A: Development supports thriving and more resilient communities**

### Housing Compact Actions:

- Ensure new homes delivered by Compact partners meet the Secure by Design standard.
- Include 15-minute neighbourhoods' principles in new housing and estate regeneration projects.
- Support housing association developments with local authority funding from retained Right to Buy Receipts and other funding sources.
- Work with housing associations to deliver estate, neighbourhood, area improvement and regeneration schemes and local hubs.
- Work with housing associations on delivering the council's Employment Business and Skills (EBS) initiatives.



- Work with housing associations on community investment programmes and projects that provide a wide range of support for residents.

### Building on existing partnership working

Housing associations already have and are working with the council on a wide range of community investment initiatives, some of which were set up to help residents during the Covid-19 pandemic and the more recent cost-of-living crisis. Initiatives cover food provision, employment and skills initiatives, early years provision, education and youth activities, support for neighbourhood projects and health and wellbeing initiatives.

### 4B: Communities are proud of where they live and feel safe

#### Housing Compact Actions:

- Housing associations will be enabled and facilitated to support the council's Community Safety Strategy.
- Develop a Community Safety Protocol for the Compact partnership.
- Improve joint working on community safety initiatives, such as Safe Streets and the Leyton Drug Action initiative.
- Support housing associations in registering for delegated power to issue Community Protection Notices (CPNs).

### Building on existing partnership working

The council has been working with housing associations on community safety initiatives and dealing with anti-social behaviour including through the MASH.



SECTION 4.

# THE WAY FORWARD



The Compact will put residents first in its approach. This is taken forward in the Compact's four Promises, which align with the approach to Consumer Standards adopted by the RSH.

| COMPACT PROMISE               | CONSUMER STANDARD  |
|-------------------------------|--|
| BE RESIDENT FOCUSED           | <ul style="list-style-type: none"> <li>• Transparency, Influence and Accountability Standard – landlords to be open with tenants and treat them with fairness and respect so that tenants can access services, raise complaints when necessary, influence decision making and hold their landlord to account.</li> </ul> |
| BE OPEN AND HONEST            | <ul style="list-style-type: none"> <li>• Transparency, Influence and accountability Standard – as above.</li> <li>• Tenancy Standard – sets requirements for the fair allocation and letting of homes and for how those tenancies are managed and ended by landlords.</li> </ul>   |
| BE RESPONSIBLE AND RESPONSIVE | <ul style="list-style-type: none"> <li>• Safety and Quality Standard – requires landlords to provide safe and good quality homes and landlord services to tenants.</li> </ul>  |
| BE COLLABORATIVE              | <ul style="list-style-type: none"> <li>• Neighbourhood and Community Standard – landlords' role, working with other agencies, to contribute to the wellbeing of neighbourhoods in which tenants live.</li> </ul>   |



The Compact's new governance approach, with the Deputy Leader (Housing and Regeneration) as dedicated Portfolio Lead Member and a housing association co-chair holding regular sessions throughout the year, will strengthen oversight and delivery of the Compact goals. The Compact Delivery Plan will be set annually by the Compact Board with a focus on residents' priorities.

Regular reporting to the council's Cabinet and Scrutiny Committees, including the presentation of an Annual Report and Forward Plan will ensure the wider accountability of the Compact. Regular resident engagement sessions will not only provide an additional layer of accountability but also serve as a key touchpoint for residents to learn and input into the partnership.

The Compact will be the key tool to deliver the borough's housing priorities across social landlords, providing a real link to jointly resolving issues for residents and develop best practice across Waltham Forest.







**SECTION 5.**

# MONITORING OUR PROGRESS





## MEASURING OUR COMPACT OUTCOMES

We will track our long-term outcomes. As these are long-term objectives, some will not be achieved over the lifetime of a Compact period.

Intermediate and short-term outcomes will be managed through the Compact Board. This work will be delivered through the System Convenors, the council's Housing Partnership team and relevant partners and stakeholders. The progress of these outcomes will be reported annually to Cabinet and Housing Scrutiny Committee.

The Social Housing (Regulation) Act 2023 introduces a new regulatory regime with four Consumer Standards covering Safety and Quality; Neighbourhood and Community; Transparency Influence and Accountability; and Tenancy. The RSH will measure these consumer standards through 22 tenant satisfaction measures (TSMs) starting in April 2024. These TSMs will form the basis of registered provider performance measures for the Compact, with some additional local performance indicators not covered by TSMs detailed overleaf.



| <b>KPM No.</b> | <b>Component</b>   | <b>Frequency</b> |
|----------------|--|------------------|
| 1              | Total overall satisfaction   | <b>Quarterly</b> |
| 2              | Number of Stage 1 complaints received per 1,000 units                        | <b>Quarterly</b> |
| 3              | Percentage of complaints (Stage 1 + Stage 2) responded to within target time | <b>Quarterly</b> |
| 4              | Number of Stage 2 complaints received per 1,000 units                        | <b>Quarterly</b> |
| 5              | Number of councillor and MP enquiries received per 1000 units                | <b>Quarterly</b> |
| 6              | Total number of re-lets  | <b>Quarterly</b> |
| 7              | Average re-let time in days (standard re-lets)                               | <b>Quarterly</b> |
| 8              | Number of units vacant but unavailable for letting at period end             | <b>Quarterly</b> |



|    |  |                  |
|----|--|------------------|
| 9  | Percentage of repairs completed at first visit   | <b>Quarterly</b> |
| 10 | Percentage of Satisfaction with repairs  | <b>Quarterly</b> |
| 11 | Compliance - The number of properties which had the following safety record renewed by their anniversary date <ul style="list-style-type: none"><li>• Gas</li><li>• Asbestos</li><li>• Water</li><li>• Fire Safety</li></ul> | <b>Quarterly</b> |
| 12 | Total number of anti-social behaviour (ASB) cases opened by or on behalf of the provider during the period (including any ASB cases that involve hate incidents).  | <b>Quarterly</b> |



SECTION 6.

# COMPACT PARTNERS





A2 Dominion

Anchor Hanover

Christian Action Housing Association

Clarion

Habinteg Housing Association

Housing 21

Islington & and Shoreditch Housing Association

London & Quadrant

Local Space

Look Ahead

Metropolitan Thames Valley

Network Homes

Newlon Housing Trust

NLM

Notting Hill Genesis

One Housing Group

Orbit Group

PA Housing

Paradigm Housing Group

Peabody Housing Trust

Places for People

Richmond Fellowship

Riverside Group

Sanctuary Housing

Southern Housing

Swan Housing Group

Tamil Housing

Teachers Housing Association

Waltham Forest Housing Association

YMCA St Paul's Group

Waltham Forest Council



## SECTION 7.

# REFERENCES



- 1 Waltham Forest Housing Strategy 2024-29: Good homes as the foundation for a happy and healthy life
- 2 Waltham Forest Homelessness & Rough Sleeping Strategy





Waltham Forest

