

Preferred Partner Agreement

The provision of affordable housing by Registered Providers in Wokingham
Borough

April 2023 – March 2026

Wokingham Borough Council

&

Metropolitan Thames Valley Housing

Sovereign Housing Association

Silva Homes Limited

Vivid Housing Limited

Housing Solutions

Loddon Homes Limited

Aster Group

A2 Dominion Group

Places For People Group Limited

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1. Introduction

- 1.1 The purpose of this agreement is to set out the nature of the Preferred Registered Provider arrangement between Wokingham Borough Council and selected RP Partners.
- 1.2 Preferred Partnering in the context of this Agreement comprises a number of elements whose broad purpose is to ensure a strategic, integrated, sustainable and cost-effective approach to the activities of selected Registered Providers (RPs) in Wokingham.
- 1.3 This Agreement is not intended to be a legally binding document. It is a statement of intent by the parties to it, who undertake to use all reasonable endeavours to meet the Agreement principles through a partnership approach.

2. Objectives and parameters

- 2.1 The main objectives of the parties to this Agreement are:
 - To develop, manage and maintain a range of general needs, supported housing, temporary accommodation, housing for customers with complex needs and other affordable housing options to meet identified needs within Wokingham, in order to contribute to the continued development of Wokingham as a prosperous and thriving community, with a safe and sustainable environment.
 - To work together with local communities and other agencies to promote equality, social inclusion, and a safe and healthy environment for all.
 - To maximise the investment of public and private funding in order to achieve this.
- 2.2 Preferred Partnering will therefore include the following key features:
 - Selection of a limited number of RPs to deliver the bulk of the programme provided they perform effectively as outlined in the Agreement

- Consistency of approach to new development, in line with local policies and strategies
- Joint development of strategies to meet both identified housing needs and broader economic and community regeneration objectives
- Agreement of overall parameters such as development standards and management performance to be achieved by the partner RPs
- Delivery of high-quality services to all stakeholders
- Promotion of active participation by tenants and residents in the management of their homes and in activities which develop and sustain the local community

3. The Parties

3.1 Parties to this Agreement are:

- Wokingham Borough Council
- Metropolitan Thames Valley Housing
- Silva Homes Limited
- Vivid Housing Limited
- Housing Solutions
- Loddon Homes Limited
- Aster Group
- A2 Dominion Group
- Places for People Group Limited

4. Duration and review of the Agreement

- 4.1 This Agreement will come into effect in April 2023, or as soon as ratified by the parties. It will last for an initial period until March 2026, when a review of the partnership and each RP will take place, as set out later in this Agreement. Subject to the results of the review, it will last for a further two-year period until March 2028. The parties are expected to remain the same, subject to the outcome of the review.

- 4.2 The partnership will meet quarterly to take forward this Agreement. There will also be quarterly regular meetings individually with each selected RP as well as a 6 monthly and annual assessment of RP performance.

5. Summary of Roles

5.1 Wokingham Borough Council will:

- Be the lead agency in identifying local housing needs and developing an overall housing strategy. It will ensure that both needs and strategy are regularly consulted upon and reviewed.
- Ensure that RPs are involved in strategy development.
- Explore opportunities for joint funding of schemes or provision of other resources, such as land (subject to available resources)
- Facilitate cooperative working to ensure the effective delivery of Preferred Partnering objectives.
- Monitor and review the performance of RP partners.
- Review the effectiveness of the Preferred Partnering arrangement.
- Co-ordinate partnership meetings and the dissemination of information

5.2 The RPs will:

- Contribute actively to the development, implementation and review of Wokingham's Housing Strategy and other related strategic agendas.
- Ensure effective governance arrangements that will deliver their aims, objectives and intended outcomes for tenants in a transparent and accountable manner.
- Work within the context of Wokingham Borough Council's Housing Strategy, Affordable Housing Delivery Strategy, Allocations Policy, Affordable Housing SPD including any planning policies, Climate Change Emergency Action Plan and/or other policies or strategies relating to affordable housing.

- Work with Wokingham Borough Council, and Homes England, to bring forward bids for funding from the Affordable Homes Programme (where appropriate) and/or other funding opportunities which meet local priorities, offer value for money and are deliverable.
- Offer advice, expertise and assistance in developing and delivering new policies and exploring opportunities (such as, feasibility work)
- Ensure that public funding allocated is taken up effectively and to timetables agreed with Homes England and the local authority. Effective controls and procedures should be put in place to guarantee the security of assets and the proper use of public funds, as well as systems to monitor and accurately report the delivery of these plans.
- Seek to maximise the input to housing investment in Wokingham from private finance and other sources. This includes preparedness to land bank, and forward fund schemes when required.
- Seek to invest RCGF proceeds from the sale of Wokingham properties within the Borough.
- Work with Wokingham Borough Council to prevent homelessness, address local housing needs and tackle wider issues such as the impacts of welfare reform, cost of living and fuel poverty.
- Provide Wokingham Borough Council with nomination rights to all newly developed properties in line with the principles set out in Annex A
- Build new, and improve existing homes to agreed standards set out in Section 5 of the Government's Decent Homes Guidance, to be made available to Wokingham residents at agreed affordable housing rental levels and prices.
- Decarbonise new build homes and retrofit existing homes to make them cheaper to live in, minimise carbon emissions and assist with reducing fuel poverty.
- Provide a cost-effective repairs and maintenance service to homes and communal areas that respond to the needs of, and offers choices to, tenants.

- Maximise value for money in the design, procurement and development of new homes, endeavouring to achieve continuous improvement in the construction industry.
- Manage accommodation to at least any minimum standards set out by Homes England, and those required by the local authority.
- Provide the information necessary for the local authority to evaluate their performance within the Agreement.
- Promote social inclusion, economic well-being and sustainable communities through participation in activities to benefit RP tenants, and the communities they live in.
- Work in partnership with other agencies to prevent and tackle anti-social behaviour in the neighbourhoods where they own homes, representing strong leadership, commitment and accountability.
- Work in partnership to provide accommodation and support for those fleeing domestic violence and access funding where available in partnership with Wokingham Borough Council
- Promote local labour opportunities, and work with Wokingham Borough Council to develop new initiatives to promote local training and employment
- Help to raise the profile of affordable housing in Wokingham Borough by working jointly with the Council to produce a Communication Plan to provide at least one positive good news story relating to Wokingham Borough residents every 12 months and to make use of social media to raise the profile of affordable housing and highlight important events/news.
- Promote tenant involvement in decision making, for example how housing related services are delivered and in the formulation of their landlord's housing related policies and strategic priorities. Should consult tenants at least once every three years on the best way of involving tenants in the governance of the organisation's housing management service
- Implement and meet the Governments Tenant Satisfaction Measures which have been set by the Regulator of Social Housing. Ten of the

measures will be collected by landlords directly, and 12 will be measured by landlords carrying out tenant perception surveys. These will allow tenants to scrutinise their landlords performance, giving insights on where they might look to improve their services.

- Work with residents to produce and publish a Tenants Charter
- Keep the Council informed of housing management contacts and any changes to personnel. At a minimum these need to include personnel dealing with leasehold development and homelessness reduction.
- Comply with duties under the Equalities Act 2010

5.3 All parties will

- Endeavour to agree openly, and in keeping with Best Value principles the best use of resources to meet partnership aims.
- Work to achieve the targets set out in the partnership action plan contained in Annex B.
- Contribute to the monitoring and review of the Preferred Partner process.
- Seek ways to meaningfully involve residents and potential residents in the monitoring and review of the partnership, providing opportunities for involvement and empowerment.
- Be openly accountable to other relevant bodies not involved in the partnership directly.

6. Allocation of development sites

- 6.1 Whilst Wokingham Borough Council will endeavour to secure that Section 106 sites are transferred to RP Partners; in most instances it will not be possible to allocate sites to one partner RP. Wokingham Borough Council will ensure that all partner RPs are aware of the basis upon which offers should be made to developers (in line with Planning Policy) to ensure that there is a 'level playing field'.
- 6.2 Special initiatives, such as stock transfer, major regeneration or special needs housing will be dealt with outside of this Agreement.

- 6.3 Some partner RPs may be more proactive or successful than others in seeking out potential development opportunities regarding property owned by private or other public sector bodies within Wokingham. It is recognised that particular efforts ought to be reflected in support for public funding (where necessary), provided that performance standards and priority housing needs would be met.
- 6.4 Council owned sites will be dealt with through the Council's Corporate Capital Strategy, and Asset Management Plan. Where opportunities arise to develop Council-owned sites for affordable housing, Loddon Housing will be the default provider for the Council, however where capacity is limited or opportunities for joint working are available partner selection will be discussed at Preferred Partner meetings, to ensure a fair and transparent process.

7. Development Standards

- 7.1 It is agreed that RPs undertaking developments under this Agreement will meet or exceed Design and Quality Standards set out from time to time by Homes England
- 7.2 Wokingham Borough Council reserves the right to propose additional standards, and to seek agreement from the parties to this Agreement to implement them. This might relate, for example, to the provision of homes designed for wheelchair users or other residents with special needs; to the achievement of space standards acceptable for long-term usage, or to minimise harmful environmental impact.

8. Rents

- 8.1 The parties to this Agreement acknowledge the importance of achieving and maintaining rent levels which are affordable to tenants on low incomes and which not do form a barrier to employment.
- 8.2 RP partners are expected to have due regard to the Council's Allocations Policy.

- 8.3 RP partners are expected to develop new homes within Homes England rent guidelines.
- 8.4 RP partners are expected to keep abreast of welfare reforms and the impacts on the tenants within the borough.
- 8.5 Parties to this Agreement will maximise social rent properties wherever possible. This will help address the cost of living crisis for future residents in Wokingham Borough. RP partners are expected to liaise with the local authority in respect of the level of social rented properties on new developments where there are financial viability concerns. RPs are expected to pay due regard to the local authority's relevant affordable housing policies.

9. Lettings and Nominations

- 9.1 It is expected that 100% of initial and at least 75% of subsequent nominations to properties developed by Preferred Partner RPs during the period of this agreement be offered to Wokingham Borough Council in line with the Heads of Terms set out in Annex A of this Agreement.
- 9.2 All parties are mindful of the need to create balanced communities in affordable housing developments and will work together to develop local lettings plans or allocation policies, particularly for first lettings, and management policies which address a variety of needs and also seek to build a stable and sustainable community.
- 9.3 RP partners are expected to have due regard to Wokingham's adopted Tenancy Strategy.
- 9.4 It is expected that the RPs will adhere to the requirements including timescales set out in the Nominations Agreement (Appendix A)

10. Tenant Involvement/Community Consultation

- 10.1 All parties to this Agreement recognise the importance and value of effective consultation with tenants and residents, and will seek to

promote active tenant participation in the provision and management of social housing, and in wider community-based regeneration initiatives. Particular attention should be given to ensuring that the views of BME tenants are sought.

- 10.2 Where required, RPs will hold or participate in events, or local steering groups to consult on, and oversee new developments.
- 10.3 Meet Wokingham Borough Council's Tenants' Charter aims, wherever possible.
- 10.4 Meet the Governments Tenant Satisfaction Measures once published against the Regulator of Social Housing timelines.
- 10.5 Work with residents to produce and publish a Tenants Charter. In the meantime, work towards the new Charter for Social Housing Residents as set out in 'The Charter for Social Housing Residents - Social Housing White Paper'

11. Supported Housing

- 11.1 Due to an increase in supported housing need in the borough it is expected that the RPs will assist the council in providing a pipeline of supported housing which will be included in the development programme related to this Agreement, as specified by the local authority. This may involve the RPs repurposing stock, identifying suitable land and any other viable opportunities.
- 11.2 Supported Housing is required for care leavers, vulnerable adults transitioning from adult social care, homeless and/or rough sleepers and other vulnerable adults.
- 11.3 Processes for identifying specialist RP providers will be dealt with separately.
- 11.4 In addition, RP parties to this Agreement may be asked to work in partnership with identified specialist providers, on occasion to facilitate new provision.

12. Community Development and Regeneration

- 12.1 The parties to this Agreement appreciate the need to relate the development and management of affordable housing to the broader context of the needs of the communities within which it is located.
- 12.2 The parties recognise the added value of developing a collaborative approach to developing policies and practices which improve the quality of life of all local residents. They will work with each other and with residents and a range of other partners to this end, paying particular attention to employment, training, life skills, and broader community development issues.
- 12.3 The RPs will seek to play a constructive role, with Wokingham Borough Council in regeneration strategies and initiatives which develop in Wokingham, as well as ensuring that the management of their own homes takes full account of the need to build sustainable communities.
- 12.4 The parties to this Agreement acknowledge the importance of ensuring RPs input positively into community development on new large-scale developments. They will work collaboratively and with other relevant parties to ensure the integration and development of communities within these new developments.
- 12.5 The parties recognise the importance of measuring social value to establish the positive benefits the RPs have on individuals and communities (new and existing). This will assist all parties to make informed decisions about how to improve services and therefore improve positive results.

13. Existing Stock

- 13.1 The parties recognise the importance of the RPs maintaining the quality of their existing stock as well as developing new homes. The achievement of this will be one of the factors considered in the annual and mid-term reviews of performance.

- 13.2 It is acknowledged that there will be occasions when it is appropriate for an RP to dispose of some of its existing stock, for example, when it is uneconomic to renovate it to the standards required. It is agreed that the partner RP's will consult the local authority prior to any disposals within the borough, and that as far as possible the proceeds of any sales will be reinvested in affordable housing within Wokingham.
- 13.3 All RPs are committed to improving the energy efficiency of their existing homes and are encouraged to access funding streams such as the Social Housing Decarbonisation Fund and the Warm Homes Fund grant.
- 13.4 All RPs are committed to building new homes that use modern methods of construction and new technologies to meet future residents needs. This will reduce fuel costs and assist with the current cost of living crisis.

14. Discrimination/Joint working with the Police

- 14.1 RPs will ensure that they are abiding by protocols developed by the Community Safety Partnership, when dealing with, reporting, and recording racial or other discriminatory incidents that are brought to their attention.
- 14.2 Partner RPs should all participate when required in the Community Safety Partnership, and attend case monitoring meetings, as convened by the Community Safety Partnership.
- 14.3 Partner RPs should work with Thames Valley Police, and Wokingham Borough Council to maintain a Joint Protocol on information exchange between affordable housing providers and the Police.

15. Reporting, Monitoring and Review

- 15.1 RPs will provide Wokingham Borough Council with an annual delivery plan relating to the development of new homes. This will be provided in the format requested by the local authority, and will include quarterly milestones relating to site acquisition, planning, development and completion of new homes, as well as community initiatives. Wokingham

Borough Council will liaise with RPs on a quarterly basis to keep these plans up to date.

- 15.2 RPs will meet with Wokingham Borough Council quarterly to report and discuss progress against all the delivery plan targets and actions relating to new development, tenant engagement, nominations, specialist housing schemes, community based projects, climate emergency/sustainability, repairs, employment skills and opportunities, domestic abuse and antisocial behaviour as well as to discuss new development opportunities and any other matters.
- 15.3 Progress against all delivery plan targets (see action plan) will be reviewed at each Preferred Partner meeting, and will form of an annual assessment of each RPs performance by Wokingham Borough Council. It will also be used to inform the mid-term review of the Preferred RP Partnership, and each RP.
- 15.4 Performance data gathered and published by Homes England and any other requirements identified through this Agreement will inform the annual and mid-term review of the RPs and the Partnership.
- 15.5 If at any time Wokingham Borough Council comes to the view that a particular RP is not performing to a standard consistent with the status of the Preferred RP partner, they will bring this promptly to the attention of the RP and actively seek agreement to a positive resolution of the matter.
- 15.6 If satisfactory progress cannot be achieved within a reasonable timescale, it will be open to the local authority to suspend, or if necessary, exclude an RP from participation as a preferred partner to this Agreement.

16. Arbitration

- 16.1 Any dispute that cannot be resolved within two months will be referred to an arbiter, jointly agreement. The President of the Institute of Arbitrators will be asked to nominate an arbiter where the partnership is unable to agree, and the costs of this process will be shared between the Council and the RP.

17. Variations to this Agreement

- 17.1 Variations will only be carried out following consultation and agreement of all members of the partnership.

18. Signatories

- 18.1 This Agreement is signed on behalf of the Parties as follows:

Wokingham Borough Council

Metropolitan Thames Valley Housing

Vivid Housing Limited

Sovereign Housing Association

Housing Solutions

Silva Homes

Loddon Homes Limited

Aster Group

A2 Dominion Group

Places for People Group Limited

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ANNEX A

Nominations Service Level Agreement

Heads of Terms

1. The SLA will be an agreement between Wokingham Borough Council and its Preferred RP Partners
2. The SLA will apply to all affordable housing dwellings secured through Section 106 agreements within the Borough of Wokingham during the term of the Preferred Partner Agreement. The SLA will be applied retrospectively to cover re-lets and re-sales of affordable housing completed before the Preferred RP Partnership was established (except where specific nomination rights agreements are already in place)
3. Nominations rights will be sought for an eighty-year period
4. For both rental and shared ownership dwellings, the Council will have 100% nominations rights to initial lettings and/or sales and 75% (3 out of every 4) for all subsequent vacancies
5. All reference to 'days' is assumed to refer to calendar days except where otherwise specified

Shared Ownership – To be amended following national changes to shared ownership

6. For initial disposals, the RP will initially seek referrals from the Help to Buy Agent (currently Radian Housing Group) covering Wokingham. Upon receipt of referrals, the RP will issue a written notice listing the referrals ('Release Notice') to the Council as soon as possible and at least six weeks before setting out details of the dwellings, including its proposed sale price, equity share, rent on unsold equity and service charge and seeking for referrals to be nominated to the scheme in priority order.

7. Within 14 days of receipt of a Release Notice or Resale Notice, the Council will supply to the RP the names and addresses of up to three Nominees per dwelling in priority order.
8. The RP will interview and/or carry out affordability checks on the Nominees within 21 days and notify the Nominee and the Council of their decision within 7 days of the interview.
9. If after the initial nominations, there remain unsold dwellings, the RP will request further nominations from the referrals list and the Council will have a further 7 days from receipt of the notification to put forward the names and addresses of further Nominees.
10. If after Point 9, all Council prioritised nominations are exhausted after an 8 week period, the RP will be free to advertise on the open market (assuming appropriate advertising, marketing and promotion has been undertaken) and offers can be made to any applicant in social housing need.
11. For subsequent sales of shared ownership dwellings, the RP will issue written notice ('Resale Notice') of the re-sale to the Council as soon as is reasonably practicable and points 6-10 will apply.

Rented Lettings

12. For initial lets, the RP will request a nomination from the Council in writing specifying size, type and location of the dwelling at least 28 days prior to completion. For every additional nominee required by the RP for a property, a new nomination form is required to be sent to the Council at the same time the RP will provide confirmation as to why the initial applicant was not suitable (no contact; didn't pass affordability assessment). This is for the Council's audit trail.
13. The Council will identify one nominee and details of the applicant/applicants will be sent to the RP within 7 days.
14. The RP will confirm receipt of the council nomination to the Nominee within 10 working days, followed by an offer of the dwelling to the Nominee in writing, or by phone, text or email, and the Nominee will

have 5 days upon receipt of the offer to either accept or reject the dwelling in writing. Formal offers will be made in writing. The RP will copy the Council's Allocations Team into all offers sent to the Nominee.

15. If the Nominee rejects the dwelling or the RP rejects the Nominee, the Council will be asked for a further Nominees within 5 days. Points 13, 14 and 15 will be repeated until a Nominee accepts the dwellings.
16. For subsequent lets, the RP will endeavour to issue at least 14 days written notice of the re-let to the Council and points 13 -17 will apply.
17. The RP will confirm in writing, to the Council's Allocations Team, the new tenancy start date within 10 working days of the Tenancy Agreement being signed.

ANNEX B

RP Partnership Action Plan 2023 – 2026

No.	Activity	Commitment 2023-2026	Actions	Impacts	Lead Party
1	Ensure high quality and well-managed affordable housing is delivered	95% of all affordable housing is delivered by the RP Partnership	<ul style="list-style-type: none"> WBC to negotiate for partner RPs in all Section 106 agreements. All RPs to ensure that they remain competitive. 	<ul style="list-style-type: none"> Control over number of RP's operating in borough Good quality housing and management Compliance with planning policy i.e. grant-free 	Alison Smithen Housing Partnerships and Projects Officer
	Maximise development of affordable housing	A minimum of 150 affordable units completed per annum.	<ul style="list-style-type: none"> All RPs to look to maximise affordable housing opportunities. WBC to ensure planning policy maximises affordable housing via the Affordable Housing Supplementary Planning Document 	<ul style="list-style-type: none"> Ongoing supply of affordable housing to meet local needs (demand for affordable housing currently exceeds supply) Continued reduction in the reliance by WBC on temporary accommodation and B&B 	Alison Smithen Housing Partnerships and Projects Officer

No.	Activity	Commitment 2023-2026	Actions	Impacts	Lead Party
3	Make best use of existing and homes to help address housing need as well as over-crowding and under-occupation.	RPs to work with the Allocations Team to ensure that both new and existing homes are allocated to people with a local connection to the borough	<ul style="list-style-type: none"> 100% of new build properties are allocated to customers on Wokingham Borough Councils Housing Register 75% of re-let properties are allocated to customers on Wokingham Borough Councils Housing Register 	<ul style="list-style-type: none"> Reducing housing need in the borough. Improves social and community cohesion. Residents living in suitable housing for their needs. 	Alison Smithen (Housing Partnerships and Projects Officer)

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No.	Activity	Commitment 2023-2026	Actions	Impacts	Lead Party
4	Maximise development of affordable housing and integrated communities increasing social cohesion.	<p>All RPs to work collaboratively towards new or continued community development on existing and ongoing strategic development sites as well as any new developments to improve social and community cohesion.</p> <p>RPs will measure social value to quantify how different interventions have impacted residents' well-being and quality of life in the borough</p>	<ul style="list-style-type: none"> WBC to ensure affordable housing is maximised through Section 106 process and planning policy. Each RP to deliver in partnership with WBC, or contribute to one or more arts-based community project. Each RP to liaise with WBC on proposed projects prior to commencement. Measure social value on all areas of the business and provide information to the council on a quarterly basis 	<ul style="list-style-type: none"> Ongoing supply of affordable housing to meet local needs. Socially integrated communities on large scale developments Effective housing management promote greater engagement within communities and encourage better health and prosperity 	All RP's

No.	Activity	Commitment 2023-2026	Actions	Impacts	Lead Party
5	Work together with local communities and other agencies to promote awareness of cost of living and fuel poverty concerns to tenants within the borough	Each partner RP to have demonstrated specific activity that addressed cost of living concerns, fuel poverty, tenant engagement how to communicate with local communities issues.	<ul style="list-style-type: none"> All RP's and WBC to seek opportunities for joint-working to ensure uniformity of information being disseminated to tenants. To hold at least one joint event annually to promote awareness of support available to address concerns around the cost of living / fuel poverty, affordable housing, home swap opportunities and employment skills. 	<ul style="list-style-type: none"> Tenants aware of support and assistance available and how to access this to mitigate the impacts. Tenants receive consistent messages. 	All RP's

No.	Activity	Commitment 2023-2026	Actions	Impacts	Lead Party
6	Contribute to the wider strategic housing agenda	Each partner RP to contribute to an annual partnership project to provide apprenticeships, practical qualifications or business training skills.	<ul style="list-style-type: none"> • RP's to influence design of affordable housing to promote health and wellbeing and help to create sustainable communities and social cohesion. • Each partner RP to contribute to an annual project along the lines of the 'Strive' project, or the City-deal funded 'Skills and Employment Hub', focussing on providing individuals living in social housing accommodation with employment skills. Promotion of such programmes within the LEP. 	<ul style="list-style-type: none"> • Links to WBC Health and Wellbeing Strategy • Strategic employment and skills projects will provide social housing tenants with the skills to improve their employment prospects, thereby reducing their need for welfare and social benefits. 	<p>Alison Smithen Housing (Partnerships and Projects Officer)</p> <p>All RPs</p>

No.	Activity	Commitment 2023-2026	Actions	Impacts	Lead Party
7	Contribute to the wider strategic housing agenda (including specialist housing)	<p>Each partner RP to have some involvement in contributing to specialist housing projects and supported housing in the borough for people based on housing need.</p> <p>Each partner RP to feed into housing panel (particularly in considering vulnerable and older people and young people).</p>	<ul style="list-style-type: none"> WBC to continue to work closely with the People Commissioning Team on specialist housing projects for vulnerable residents, (including children in care/care leavers, people fleeing domestic violence, rough sleepers /homeless/risk of homeless and those supported by WBC adult social care team) Opportunities to develop specialist housing to be embraced by RPs. Each RP to provide/in the process of providing one specialist housing scheme over the next three years. 	<ul style="list-style-type: none"> Maximisation of the wider benefits of partnership working Maximisation of opportunities to develop specialist housing and meet key housing needs. Improve the lives of those most in need. 	<p>Alison Smithen (Housing Partnerships and Projects Officer)</p> <p>All RP's</p>

No.	Activity	Commitment 2023-2026	Actions	Impacts	Lead Party
8	That RPs commit to meeting the requirements of the Social Housing Charter	<p>All RPs provide a meaningful and effective way of engaging with tenants within the borough. That concerns are addressed and that tenants are included in decision making.</p> <p>RPs will work in partnership with WBC to enable them both to share and promote information to borough residents including residents engagement survey.</p>	<ul style="list-style-type: none"> • Use the Governments Tenancy Management Standards to measure tenants' satisfaction and provide this to the council on a quarterly basis from April 2023. • All RPs to meet or exceed their own repairs targets annually. • All RPs to provide a contact list of staff who can assist the council in communicating with the RP tenants via the RPs website or other means where possible. 	<ul style="list-style-type: none"> • Tenants feel involved in decision making and feel that their landlord is listening and providing them with an excellent service. • Increase in standards across RPs services. 	<p>Alison Smithen (Housing Projects and Partnerships Officer)</p> <p>All RPs</p>

No.	Activity	Commitment 2023-2026	Actions	Impacts	Lead Party
9	Contribute to the wider strategic housing agenda relating to improving energy efficiency and reducing fuel poverty	<p>Each partner RP to assist with reducing carbon use in new build developments and build homes to the highest energy efficiency standards.</p> <p>Each partner to assist with reducing carbon use by using sustainable products to retrofit existing properties.</p>	<ul style="list-style-type: none"> • All RPs to aim to provide EV charging points for all new build affordable homes (rented/shared ownership & First Homes). • All RPs to complete a stock survey of all existing Wokingham properties by January 2024, share this with us. • All RPs to bring all existing stock to an EPC C rating by 2030. • All RPs to measure and report back on the SAP and EPC rating of all your new developments in Wokingham”. 	<ul style="list-style-type: none"> • Maximise fuel efficiency for new and current residents. • Assist with meeting the Climate Change Emergency Plan targets. 	<p>Alison Smithen (Housing Partnerships and Projects Officer)</p> <p>All RP's</p>

No.	Activity	Commitment 2023-2026	Actions	Impacts	Lead Party
10	To tackle anti-social behaviour at its root causes	Each partner RP to have some involvement in a community project to tackle anti-social behaviour.	<ul style="list-style-type: none"> All RP's to think of any ideas relating to their involvement in a local community project to tackle anti-social behaviour, e.g. community artwork within housing developments to prevent vandalism, housing partnership community meetings with police services/community support and arts based community projects with target groups in partnership with WBC. 	<ul style="list-style-type: none"> Reduction in concerns relating to anti-social behaviour An increase in feelings of safety and well-being for residents 	<p>Alison Smithen (Housing Partnerships and Projects Officer)</p> <p>All RP's</p>
11	To support and assist those living with domestic violence to enable them to feel safe either in their current home or by moving to alternative permanent accommodation	Each partner RP	<ul style="list-style-type: none"> All RPs to provide accessible information on their websites offering advice and assistance regarding domestic violence. The Council and RPs to liaise with the Domestic Abuse Co-ordinator to provide of at least 3 new refuge accommodations within Wokingham Borough. 	<ul style="list-style-type: none"> Provide transitional accommodation and support for those who are fleeing domestic abuse. 	<p>Alison Smithen (Housing Partnerships and Projects Officer)</p>

No.	Activity	Commitment 2023-2026	Actions	Impacts	Lead Party
12	Help to raise the profile of affordable housing in Wokingham	RPs to work jointly with the Council to promote good news stories relating to Wokingham Borough.	<ul style="list-style-type: none"> • RPs and Council work together to produce a Communication Plan to promote at least one good news story per annum. • All RP's to think ahead to forthcoming schemes within Wokingham Borough and possible PR opportunities, including where Wokingham Borough residents have been involved in any specific projects. • RP's and WBC to make use of social media to raise the profile of affordable housing and highlight important events/news. 	<ul style="list-style-type: none"> • Positivity around affordable housing and tenants • Households aware of opportunities such as shared ownership, First Homes, OPSO and HOLD which may reduce some pressure on the housing waiting list for affordable rented properties 	<p>Alison Smithen (Housing Partnerships and Projects Officer)</p> <p>All RP's</p>

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