



Bron Afon 

Our WHQS 2023 Compliance Policy

a short summary

WHQS sets the standards for housing quality across Wales. This tells landlords how to make sure homes are safe and in good condition.

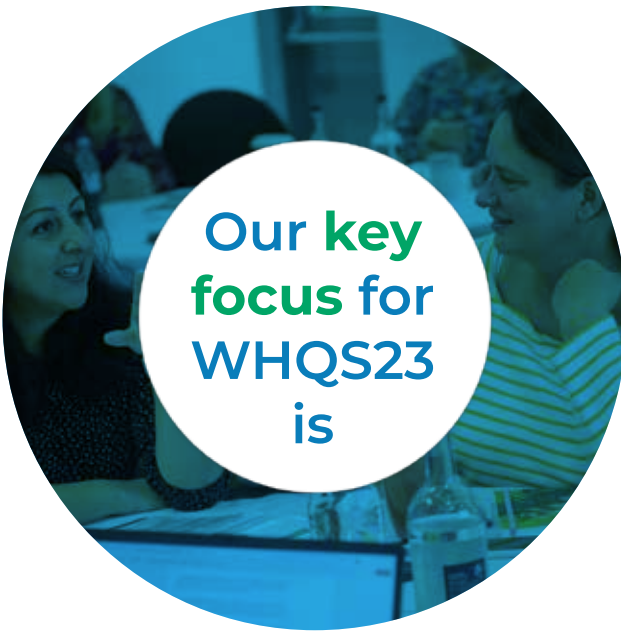
The main addition to WHQS is it was updated in 2023 to help make homes energy efficient, so they do not cost too much to heat and are not bad for the environment

You can read more about the main things included in the standards [here](#)

We want to continue to provide good quality, safe, warm homes. We want everyone to have a place they are proud to call home.


Bron Afon has been working closely with Welsh Government and our partners in the housing sectors in Wales to help us prepare for the changes.





**Our key
focus for
WHQS23
is**

- ④ Work with our customers so they understand what WHQS23 means for them and can get involved if they want to.
- ④ Respond to the global climate emergency and take the right action for our homes and communities.
- ④ Being open about the actions we take and what we can and cannot do. Regular reviews so we can continue to improve.
- ④ How the Standard connects with other laws like the Housing Health and Safety Rating System, the Renting Homes (Wales) Act 2016, and building and fire safety rules.
- ④ This guides how we are preparing our business and our workforce to put our plans in place for the delivery of WHQS23.



We have written a policy which sets out how we will fully comply with the standard.

This compliance policy includes information of what we will develop, the things we will put in place and the checks we will make to meet WHQS23.


It is a detailed document which you can read on our website [here](#)




**Our
WHQS23
Compliance
Policy**

What are the main things I need to know about Bron Afon's WHQS 23 Compliance Policy?


Here is a short summary of our policy


 Safety is always our top priority. We want to make sure your home is as safe as it can be. We will make sure it is in good condition.

 We want you to feel informed, involved, and supported during the implementation of the Standard. We plan to communicate clearly and work with our customers, so they understand the benefits of the WHQS 23.

 It highlights how we will address challenges to meet the new standard for our homes.

 We will seek to reduce our carbon footprint when we build new homes and carry out home improvements.


 Every new tenant (contract holder) will get a statement explaining the purpose of WHQS23. It will summarise where the home meets the Standard, and any areas that still need improvement, along with reasons why.

 Our communities are important. The policy sets out how we will continue to help build communities where people feel proud to live and work and how we will protect the environment.

This includes:

- ⌄ Helping nature by looking after green spaces.
- ⌄ Woodland and tree management.
- ⌄ Working with partners on community projects.
- ⌄ Helping communities with getting online and digital skills.
- ⌄ Giving back through our community benefit funding.
- ⌄ Offering apprenticeships to young people living in Torfaen.

 We will use data to understand the conditions of all the homes we manage. We will collect and maintain the right data to support our decision making on investments and works needed for your homes.

 Set dates every year to review our progress by people and organisations who are outside of Bron Afon. This will help us improve as we progress with our delivery of the Standard.