

BEYOND COMPLIANCE

Rethinking Quality, Innovation & Outcomes in Social Housing

From standard solutions to smarter,
resident-focused outcomes



FROM COMPLIANCE TO OUTCOMES

The Decent Homes Standard transformed housing quality.

It gave the sector:

- ❖ A clear benchmark
- ❖ A minimum standard
- ❖ A framework for improvement
- ❖ Better outcomes for residents

The shift:

From measuring **standards**
→to measuring **outcomes**

But expectations have changed.

Today housing providers are being asked to deliver so much more than compliance. They are being asked for:

Warm homes · Affordable homes · Safe homes · Healthy homes

Compliance is no longer enough.



WINDOWS & DOORS: FROM COMPONENT TO STRATEGY

Once a maintenance decision. Now a strategic decision.

Windows and doors influence:

- ❖ Energy efficiency
- ❖ Resident comfort
- ❖ Ventilation
- ❖ Security
- ❖ Safety
- ❖ Damp & mould
- ❖ Asset longevity
- ❖ Resident satisfaction

Windows and doors are
no longer at the edge of
housing strategy.

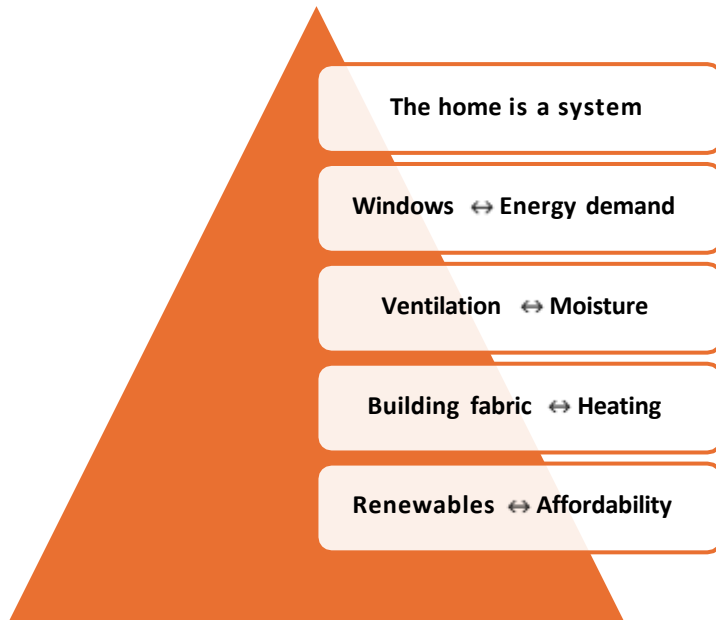
*They are becoming part of
the solution.*

**Few interventions influence so many
priorities at once.**

RESIDENTS DON'T EXPERIENCE PROGRAMMES

We think in programmes. Residents experience homes.

We see	Residents experience
Window programme	A warmer home
Roofing programme	A safer, drier home
Decarbonisation programme	Lower energy costs
Solar programme	Greater affordability



**Meaningful
outcomes require
an integrated
approach.**

THE INNOVATION GAP

Whole-house delivery can simplify procurement.

But there can be a trade-off.

Traditional model:

- ❖ Main contractor
- ❖ Multiple workstreams
- ❖ Tight margins
- ❖ Less room for innovation

What gets lost?

- ❖ Specialist expertise
- ❖ Emerging SME innovation
- ❖ On-the-ground solutions
- ❖ Better outcomes for residents



Innovation often
ends up in the:
'Too hard/ too busy'
bucket

INNOVATION IN ACTION: THIN TRIPLE GLAZING

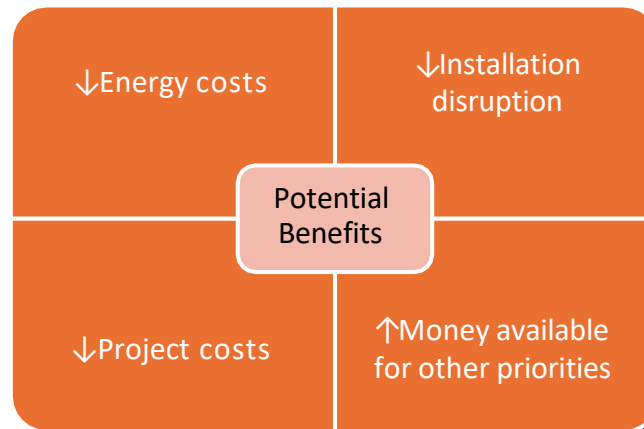
Better thermal performance doesn't have to mean bigger disruption.

Thin triple glazing

- ❖ Better thermal performance
- ❖ Lighter than conventional triple glazing
- ❖ Reduced sealed-unit width
- ❖ Can fit within traditional double-glazed frames

Why does this matter?

For properties with relatively recent windows:
Replace the glazing - not necessarily the whole window.



ONE SIZE DOESN'T FIT ALL

Standardisation has delivered consistency and scale.

But should every property receive the same solution?

SCENARIO 1

**Busy high street + rear bedroom
+ damp & mould**

Potential priorities:

- ✓ Enhanced security
- ✓ Solar control / shading
- ✓ Enhanced ventilation
- ✓ Improved thermal performance

SCENARIO 2

**High-rise flat + single parent
+ two children + autism**

Potential priorities:

- ✓ Ventilation
- ✓ Laminated glazing
- ✓ Noise reduction
- ✓ Reduced disruption
- ✓ Fewer contractor visits

Same client. Very different homes. Very different needs.

PLACE BASED SPECIFICATION & INNOVATION IN ACTION

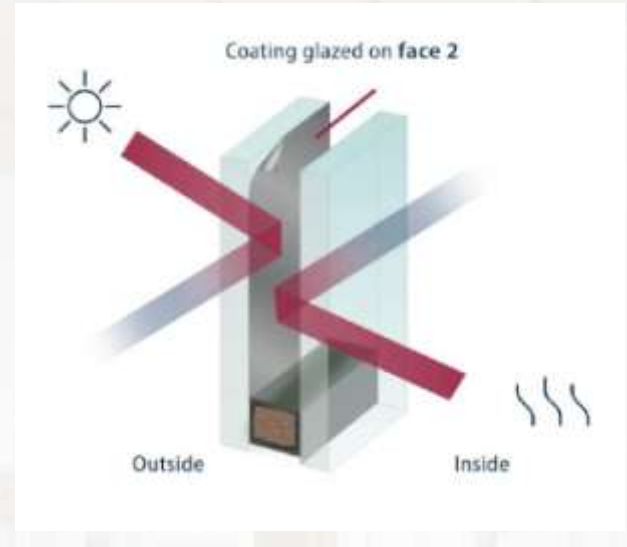
CESSA HOUSING

Brief: Replace the windows and combat overheating in the properties.

- ❖ South facing frontage, 100 yards from the sea front, with rear elevation in continuous shade.

Solution: 'sun control' glazing.

- ❖ 70% light transmission to keep bright natural interiors
- ❖ G Value of 0.33, blocking two thirds of solar heat
- ❖ Centre pane U Value of 1.0



FROM STANDARD SPECIFICATION TO INTELLIGENT SPECIFICATION

Innovation isn't about finding one universal solution.

It is about having a **broad toolkit** - and knowing **which tool to use, where and when**.



The future isn't standardisation OR innovation.
It's knowing when to use both.

COMBINING WORKSTREAMS

What if we mixed the traditional work streams to widen the resource pool?



Windows + Solar

By combining delivery differently, we can potentially:

- ❖ Use existing infrastructure
- ❖ Share depots and delivery teams
- ❖ Reduce resident disruption
- ❖ Reduce project costs through shared prelims/access
- ❖ Reduce appointment fatigue
- ❖ Accelerate energy-cost reductions

One visit.

Multiple outcomes.

THERE IS NO SILVER BULLET

No single product can solve:

Decarbonisation

- ❖ Ventilation
- ❖ Damp & mould
- ❖ Affordability
- ❖ Safety
- ❖ Compliance



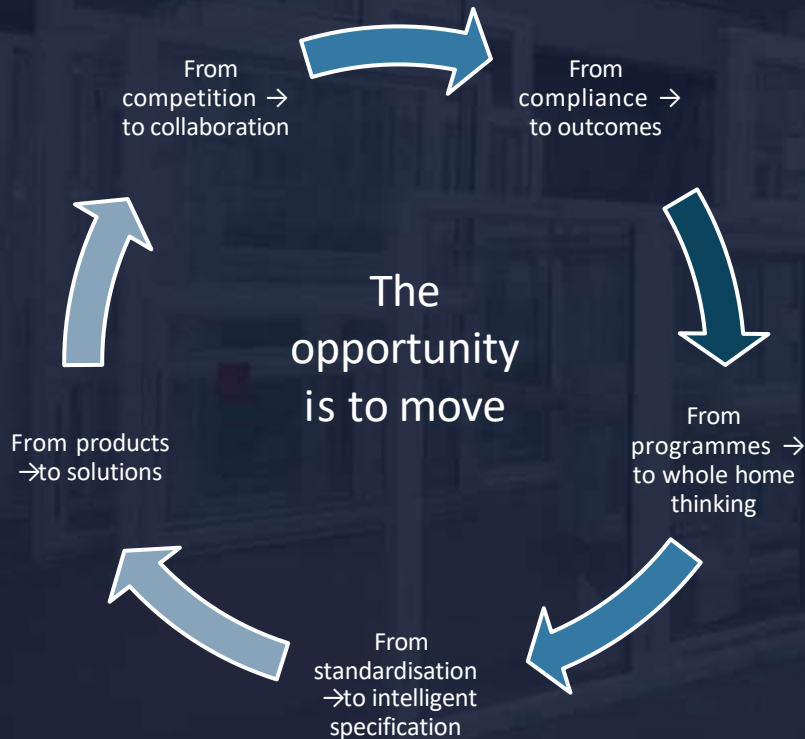
So perhaps the future of asset management isn't:
Standardisation vs Innovation

Perhaps it is:

- ✓ Intelligent specification
- ✓ Brave collaboration
- ✓ Outcome-led procurement

A BETTER WAY FORWARD

Better homes. Better outcomes.



The question isn't:

"What product should we install?"

It's:

"What outcome do we want to achieve for this resident?"

Thank you

If you'd like to continue the conversation,
please come and speak to me.

