



**THE HOUSING CRISIS -
HERE'S WHAT WE CAN DO**

COMING HOME - TACKLING THE HOUSING CRISIS TOGETHER

INTRODUCTION

We all know how urgent the housing crisis is in our country. We know there's so much to be done. The Church of England – with, of course, many other partners and fellow travellers – has committed to get involved in new, challenging and practical ways. In July 2021, the Church's governing body, General Synod, voted overwhelmingly in support of a motion to the effect that addressing housing need and strengthening communities is an integral part of mission and ministry of the Church of England. The Motion stated,

“recognising that the housing crisis harms all society and responding to housing need is an integral part of the mission and ministry of the Church of England, particularly in so far as it affects the poorest and most marginalised.”

But what about local churches and communities? What can they do to make a difference?

This document, created, pro bono, by three architects and urban designers working for the prestigious firm Allies and Morrison, is a brilliant step-by-step guide, taking us from aspiration (if only..), through inspiration (yes, this is what we can do..) ... and on to perspiration, the dedication and focussed commitment of creating homes and communities where people will love to live.

It isn't a quick fix or an easy option. The steps described in this guide demand patience, stickability, and a dogged determination to achieve new homes for those who need them and communities which involve and embrace us all.

Be sure, there may be opposition – people who resist change or say it just can't be done.

But be assured that, when you go down this road and follow the steps set out in this guide, your service and witness will not be in vain.

I am most grateful to Jane Manning, Eleanor Jolliffe and Lizzie Lancaster for their generosity, their expertise and the clarity of the guide they have created.

Thank you all whose aspiration is to change the world, whose inspiration is to make a practical difference and whose dedication, physical, mental and emotional will ensure that, thanks to the courage of your convictions, more people will have decent homes and belong to welcoming communities.

Rt Revd Dr Guli Francis-Dehqani
The Bishop for Housing
May 2022

ABOUT COMING HOME

Coming Home - Tackling the Housing Crisis Together, the report of the Archbishops' Commission on Housing, Church & Community, was published in February 2021 (www.churchofengland.org/about/archbishops-commissions/housing-church-and-community).

In the report you will find there lots of examples of housing initiatives around the country. The report highlights the national housing crisis we're in – with not enough decent homes affordable for all. It sets out a positive vision for truly affordable housing and stronger communities. It concludes: "the housing crisis is neither accidental nor inevitable." Now it is the time for action.

To enable this work to go forward, the Archbishop of Canterbury has appointed a Bishop for Housing, an Advisory Group and an Executive Team. The Report sets out clearly our vision for what good housing should look like - rooted in five core values – the five S's:

- **Sustainable:** We are stewards of God's good creation. So creating sustainable homes which work with, not against, nature is an essential part of our calling as co-creators with God.
- **Safe:** The Grenfell disaster highlights the urgent priority we should be giving to safety. Homes should be places where all people feel safe.
- **Stable:** Good housing policy creates stable communities, where people can, if they wish, put down roots and build lives, families and communities.
- **Sociable:** Homes should be places where hospitality and sharing can be possible and developments need community spaces to enable interaction and fellowship.
- **Satisfying:** Homes and communities should be places we delight in - not just clumps of houses.

Regarding the terms "social" and "affordable" housing, we would like to see a definition of "affordable housing" based on income rather than average market rent. At the moment, the usual understanding of "social" is 60% of average market rent in an area, and "affordable" is 80%.

The **Coming Home** report makes several key recommendations to Government and the nation. It calls for:

- a better regulated private rented sector.
- real changes to the way temporary accommodation is provided and managed.
- (the main recommendation) a long term, cross-party housing strategy.

The Church of England owns a lot of land, much of it rural – around 200,000 acres. We have some larger plots and many smaller plots. In every village, town and city there are local churches with land and buildings such as a vicarage and church hall. Can there be small scale developments of 4 – 10 homes in some locations, for

- young families being forced to move because they can't afford a local home;
- older people with nowhere local to downsize to;
- people needing supported living accommodation;
- homeless people desperate for somewhere to live; and / or
- ex prisoners with nowhere to go.

This isn't about selling off church land, but about using it sustainably for real benefit to the community. By retaining ownership where possible, we can more actively help to ensure high quality, eco-friendly homes for those who need them most.

Those five 'S's – our core principles – are at the heart of our vision. But there is a sixth 'S' – Sacrifice. At the heart of the Christian story is the sacrificial self-giving of Jesus Christ. So, we're working to mobilise the Church's resources to play a far more substantial - and sacrificial – role in tackling the scandal of rotten, unaffordable, unsafe housing which too many of our fellow citizens have to endure. And we hope others will catch this vision and be willing to make sacrifices also, if our country is to become a place where everyone belongs, everyone is valued and everyone truly loves to live.

WHAT WE CAN DO

This is a guide to the - sometimes daunting - design and construction process. It isn't exhaustive and won't answer every question you have but it should provide a road map covering key pitfalls, milestones and sources of more detailed information. Whilst this guide has been developed for the Church of England, we hope it could be of use to other community groups too. We have highlighted church-specific advice in blue bullet points to enable this.

For most churches, the local community is at the centre of what we do. This makes us very different to the average developer. For the developer, consultation can too often be a necessary annoyance. For the church this is a chance to involve the community we serve.

The church itself needs to understand and approve the potential works – and this means talking with and listening to the local community. The planning authority will welcome such an approach. Local councillors, community leaders and even the MP will find it easier to support our plans if they hear about things early and directly. They can give support but they do not want to be surprised by what is being proposed.

Please remember our difference: we build to support the community. We are there for the long term, unlike a developer who builds and leaves. We will live with what we have built as part of the community.

Every project is different and will have different opportunities and constraints but we think the key to success on any project is to build a great team encompassing all areas - client, design and construction. Having appropriately trained, qualified and experienced people supporting you will help ensure the best possible outcomes for you - and the residents you want to welcome to your community.

The guide follows the construction process by roughly aligning with the Royal Institute of British Architect's (RIBA) work stages. These are widely used within the construction industry to break down the build process. From the view of a church group - or other reader of this guide - most of the input

and work is in the early stages of the project. By the time you reach the spatial, coordination and technical design most of this should be handled by your professional team. However, by understanding the process so you can see what is ahead, you can manage what can be a long and complex project, and get management systems in place for maintaining and running the building(s) when they are complete.

The first key steps for any group considering building on church land is to identify the available land and collate as much information as possible about it, the community and their needs. By identifying the opportunities and constraints at this stage it's possible to determine whether a building or development is feasible or not. Once a building or development is considered feasible more information about the outcomes, whose permission is needed, and how it could deliver on the five 'S's' needs to be collated into a project brief. Then charities, church or diocese mechanisms and potential partnerships need to be investigated and considered. At this point it will become clear whether it is right to take the project to planning.

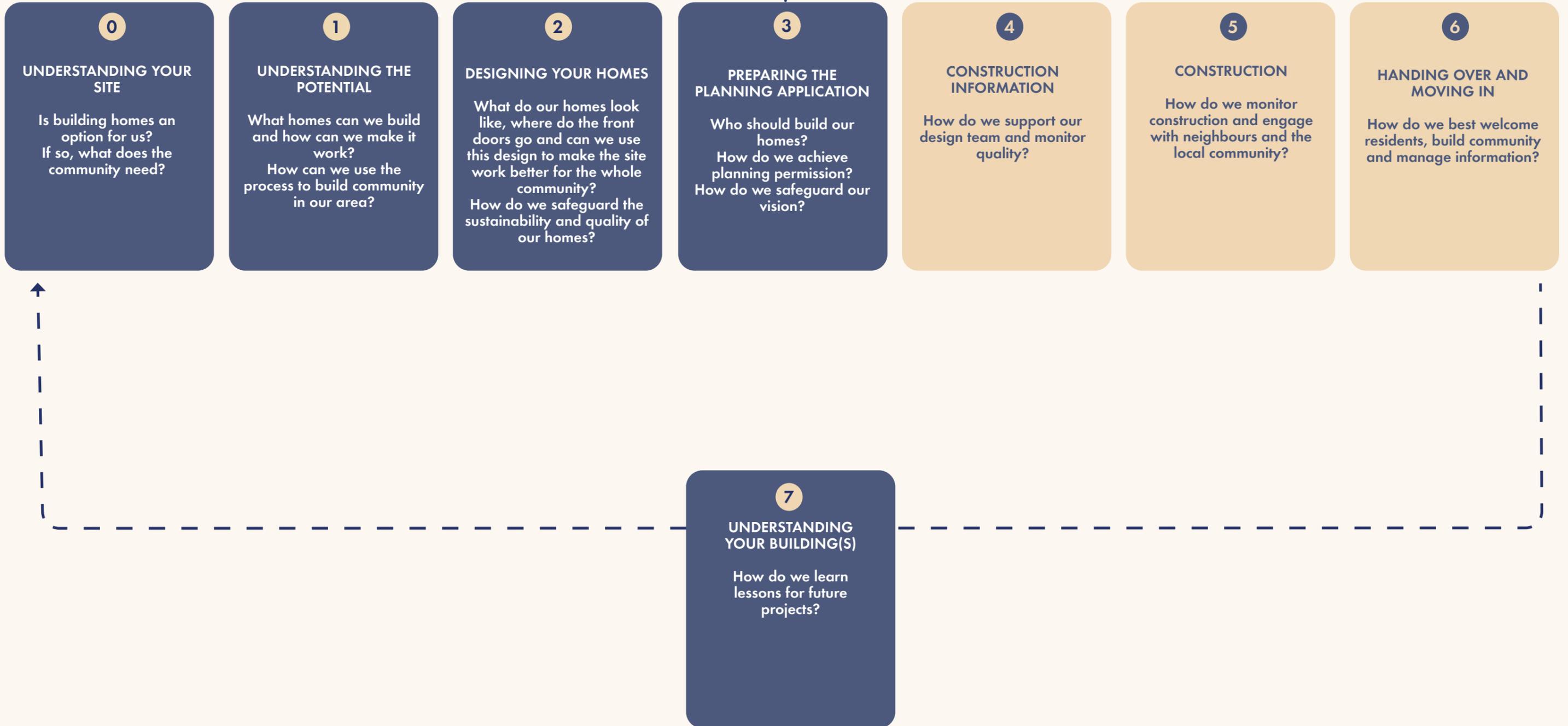
From this point onwards the design is drawn up, detailed and prepared for planning applications and, eventually, construction. Throughout there will be hundreds of decisions, compromises, and adjustments so it's important to work with an appropriately qualified and experienced professional team with whom you have a good working relationship. Once the building(s) near completion it is important to get the management structures into place for when the building is handed over, using the opportunity of having experts on site to train maintenance and management staff or volunteers so that the building and its services are maintained and work as designed.

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THE PROCESS

Increasing need for professional team

Mostly handled by professional team



0

Understanding your site

This is a key stage, and much of the work is done before there is a professional team appointed to help and guide. It's largely about feasibility and information gathering. This stage roughly correlates to Stage 0 in the RIBA Plan of Work.



Key questions

- Is building homes an option for us?
- If so, what does the community need?

The key things to consider at this stage are first - what land is there that could be used and what do we know about it? Is there an adjacent landowner we could work with to maximise the potential of our land? Once this is established what does the community need? Is it homes or something else? If the land has existing buildings can we save carbon by re-purposing the buildings we already have? By working through these questions we can establish whether building is feasible or whether there are showstopper obstacles to the project.



Core tasks

REFLECT ON 'LESSONS LEARNED'

- If you have been through the process before or have experience in development **reflect on 'lessons learned'** that can enrich and improve the process ahead. If you know of other churches that have successfully delivered new homes, draw on their reflections.

UNDERSTAND YOUR SITE

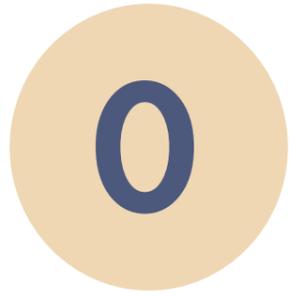
- **Identify potential development site(s), their ownership and charitable status** as well as any conditions attached to the use of the land.
- Identify whether there are any **adjacent landowners** who may be amenable to working with you.
- **Gather information about your site from all sources.** Even if not apparently directly useful now it may be of immense use later. Explore local history books, church records, look for old record drawings, Quinquennial reports etc. What has it been used as over history and what role does it play now?
- **Look at the Local Authority Local Plan**, and work out the planning designations that cover your site. Is it protected open space, within a conservation area, part of a Listing or within a defined town centre boundary?
- **Consider the character and history of the sites** - the Local Authority may have a character study or townscape and landscape documents. Or you could look at Design and Access statement submissions from nearby planning applications to draw out an understanding of local character and relevant constraints.
- **List out any constraints on building or land use** including any listed building restrictions.

UNDERSTAND YOUR LOCAL AREA'S NEEDS

- **Identify local housing needs** - Local Authorities prepare assessments on housing need and some of these will include specific needs for affordable housing or special housing which can be informative on particularly acute local needs. In addition, are there local housing groups who have done studies, what needs are you seeing through parish outreach work or hearing anecdotally? Consider working out a community profile or statement of need.

COLLATE ASPIRATIONS

- **Collate aspirations for the project** - scale, style, sustainability, accessibility, public space, biodiversity etc. At this point it is still blue sky thinking. Aspirations can and likely will be narrowed as the process goes forward and distills into a buildable project.
- **Consider the meaning of 'best value'** in relation to the land, your aspirations and any charitable obligations.



Statutory processes

- Strategic appraisal of planning considerations
- Understand the pre-application process and fees and the preferences of the Local Planning Authority on this process.

People to talk to

- Identify key local volunteers and create a steering group
- Identify key stakeholders and start speaking with the community about what is needed locally
- From this work out the structure of the client team from the parish. This should be the people who will be involved in briefing the professional team, managing the project for the parish and making the decisions. Who will be the key contact and/ or decision maker?
- Engage with whichever charity/ charities have an interest in your site- [this could include the PCC, The Diocese or The Church Commissioners](#). (There may be other charities with an interest too)
- [Archdeacon, Diocesan Secretary or Diocesan Registrar should have information about land ownership and attached conditions](#)
- Identify funding sources to fund professional advice. For example the charitable arm of the church insurer has some funds as may local charities or housing justice groups.
- By the end of Stage 0 look to take professional advice to check the viability (both financial and architectural) of the scheme. This could be a surveyor and/ or an architect. Be careful when working with professional services offered for free, however generous. Make sure the person or firm has the correct credentials and relevant experience and that their professional indemnity insurance will cover any advice they give.

Documents that may be useful



- **RIBA Plan of Work**
[architecture.com/knowledge-and-resources/resources-landing-page/riba-plan-of-work](https://www.architecture.com/knowledge-and-resources/resources-landing-page/riba-plan-of-work)
- **RIBA guide to working with an architect**
[architecture.com/working-with-an-architect](https://www.architecture.com/working-with-an-architect)
- **LETI Client Guide for Net Zero Carbon Buildings**
letlondon.org.uk/clientguide
- **SPAB Guide to energy efficiency in old buildings**
spab.org.uk/sites/default/files/documents/MainSociety/SPAB%20Briefing_Energy%20efficiency.pdf
- **Local Plan for the area the land is in:** at this stage you only need to look at key sections, not the whole plan - it's important at this stage to have a sense of the overarching growth strategy and the design approach in order to judge how any proposal might sit within or in conflict with this. Refer to your Local Authority website.
- **Any local design guidance or codes:** there is no need to look at detailed guidance, but it's important to understand the Local Planning Authority's approach and priorities.
- **Draft London Guide to Delivering Quality Homes** (much of the advice is applicable outside of London): https://www.london.gov.uk/sites/default/files/mol_delivering_quality_homes_handbook_draftnovember2021.pdf
- **Prince's Foundation Housing Britain Report**
<https://d16zhuza4xzjgk.cloudfront.net/files/housing-britain-2019.pdf>



1

Understanding the potential

This stage is the point at which what you want to build is crystallised into a project brief and your professional team begins to take shape. This stage roughly correlates to Stage 1 in the RIBA Plan of Work.



Key questions

- **What homes can we build and how can we make our plan work?**
- **How can we use the process to build community in our area?**

At this stage the key outcome is a project brief. This will provide a business case for the Diocese and therefore an idea about whether or not to continue with the project to planning. Tied into this is how the project could deliver on the five 'S's and who could manage the project when it is complete. Other people begin to become key at this point - seeking permissions from involved charities and stakeholders, building a professional team and always considering how you and they are delivering on the Coming Home Charter for Good Development.



Core tasks

DEFINE BRIEF

- Set out key outcomes - for example what level of sustainability and quality objectives do you want to meet? What are your spatial requirements and mix of home types? What percentage will be wheelchair accessible? Is it about 100% affordable homes? What kind of private or public outdoor space is needed? Can some of the site be used for community uses or to provide better public space for the neighbourhood? Even if some aims are slightly ambitious they will help your professional team to understand your priorities.

DEFINE PARTNERSHIP & FUNDING OPTIONS

- Calculate the costs needed to bring the project forward - do you need to fundraise to support the professional work?
- Set out partnership options and preferences and consider management options once the project is completed.
- Consider where aspirations may need to be tempered in line with partnership or budget - agree compromises and 'deal-breakers' before it's all 'baked in' by any legal arrangements.
- Identify sources of potential funding - Homes England/ Local equivalents to the Greater London Authority/ Levelling Up Fund/ local funding sources

DEVELOP YOUR UNDERSTANDING OF THE SITE

- Commission a site survey - look for buried services, consider the impact of any graves.
- Check uses of land - both current and future.
- Understand the limits placed on your development by any applicable charity law

CONSTRUCT YOUR TEAM

- Appoint the design team and a lead consultant - this should be an architect or project manager. Your Diocese may not have the appropriate person. You do not need to progress the project just using church personnel - development of this type requires specialist skills and training. Your lead consultant may be able to advise on other consultants. Agree how you will engage with the professional team - who will lead on inputs, feedback and decisions.
- Check the professional credentials and Professional Indemnity Insurance coverage of your design team and ask to speak to past clients. Your working relationship with them is really important and they need to be people you trust, and who you feel hold your priorities at heart. Don't work with people who make you feel bullied into things you don't want, or who you feel you cannot discuss things with or ask questions. Construction is a long, emotional and sometimes complex process and the team you build is key to its success.
- Appoint all design and professional team members under formal, ideally industry standard, appointment contracts such as those provided by the RIBA. This will protect both you and them.

Statutory processes

- Your professional team should be able to help with/ lead on all of the below.
- Source pre-application planning advice
- Initiate collection of H&S pre-construction information (CDM 2015 regulations).
- Building Safety Bill - the Bill imposes conditions on professional teams and information gathering. Ensure you understand any obligations you or your team have and that the correct procedures are put in place in plenty of time.
- Future Homes Standard - this is in draft and will come into force in 2025 so may impact your project.

People to talk to

- Local community - further understanding of needs and priorities
- Identify development partners
- Homes England/Greater London Authority/local equivalent - funding options
- Architects/Project Managers
- Church Commissioners - if you are deconsecrating a church agree with them their position on their option to take 1/3 value of land of the deconsecrated church.
- Congregation - at this stage it is important to engage the congregation once the concept of development has been drafted and there is a good level of certainty that it could be acceptable in planning terms. The congregation are both partners to the proposal as well as providing a good sense check on how the local community are likely to view the proposal
- Church Buildings Council - if the project could require the demolition of any existing church buildings you will need to discuss this with the Church Buildings Council to ascertain if they would be minded to support demolition.

Documents that may be useful



- **National Design Space Standards**
www.gov.uk/government/publications/technical-housing-standards-nationally-described-space-standard
- **London Housing Guide**
https://www.london.gov.uk/sites/default/files/interim_london_housing_design_guide.pdf
- **CDM client responsibilities**
<https://www.hse.gov.uk/construction/cdm/2015/summary.htm>
- **Going Digital**
www.ukbimalliance.org/wp-content/uploads/2018/11/UKBIMA_Going-Digital_Report1.pdf
- **The Society for the Protection of Ancient Buildings (SPAB)**
www.spab.org.uk
- **Historic England Assistance for Owners**
<https://historicengland.org.uk/advice/hpg/assistanceforowners/>
- **BIM for heritage**
<https://historicengland.org.uk/images-books/publications/advice-guidance-new-backlist>



Your hopes...

Example of how to capture community wishes for the future of the local area and site

2

Designing your homes

This stage is all about concept design - essentially spatially planning your homes and beginning to realise your aspirations. Lean on your professional team! This stage roughly correlates to Stage 2 in the RIBA Plan of Work.



Key questions

- **What do our homes look like, where do the front doors go and can we use design to make the site work better for the whole community?**
- **How do we safeguard the sustainability and quality of our homes?**

This is the point where the brief begins to turn into architectural drawings and a cost plan and design programme are drawn up. We begin to find out where the front doors go, what the windows look onto - and to come up against the inevitable compromises that need to be made to deliver a project in real life. The question to keep asking is if those compromises maintain the heart of your project, or if it is being re-shaped as something other than what you expected.



Core tasks

DEVELOP YOUR DESIGN

- Your architect will prepare the concept design, undertaking design reviews and consultation with key stakeholders
- Through the architectural design process work out where your brief may have to be compromised on or developed in line with site/ financial/ planning and regulatory constraints. This should be a process led by your architect and will likely be iterative. A lot of work goes into making well thought through designs and legible drawings so try not to ask for too many options. Work collaboratively with your professional team.

START PLANNING FOR THE CONSTRUCTION PROCESS

- Consider the interim/ decanting strategy for any existing uses on site. Where might the groups who currently use the site go during construction - even if they come back into a new space when the development is complete?
- Consider the phasing of development
- If you are planning on procuring the homes using the common 'Design and Build' (D&B) procurement route 'Employer's Requirements' may be defined at this stage. This is arguably a little early in the design process and may lead to a loss of design control as it is too early for your design team to be in control of the detailed and technical design. Defining Employer's Requirements at this stage may lead to a lower quality development than you had hoped for.

2

Statutory processes

- Your architect / project manager should be able to guide and lead these processes and ensure the necessary documents are produced.
- [Engage with the DAC Planning Process.](#)
- If you haven't already done so undertake a pre-application consultation with the Local Authority Planning Department. There is a fee attached to this.
- There is an option to pursue outline planning application at this stage which may be suitable for some schemes.
- Agree routes to Building Regulation compliance - Local Authority Building Control or an Approved Inspector?
- Any requirements of the Building Safety Bill - potentially Gateway One may be applicable at this stage in the process.

Documents that may be useful



- **Constructing Excellence procurement fact sheet**
<https://constructingexcellence.org.uk/wp-content/uploads/2015/03/procurement.pdf>

People to talk to

- Community consultation - this needs to be thoughtfully planned and programmed, ensuring local people can fully engage with the proposals and that their comments and suggestions can influence the design.
- [Archdeacon](#) - consider providing a monthly report on progress. Compiling this may be sensible anyway to evidence decisions and progress to any relevant stakeholders and to comply with any charitable conditions.



3

Preparing the Planning Application

This stage is all about developing the design, preparing the planning application and planning the construction process. It roughly correlates to Stage 3 in the RIBA Plan of Work.



Key questions

- Who should build our homes?
- How do we achieve planning permission?
- How do we safeguard our vision?

By the end of this stage you will be looking at a Planning Application and it will be time to start thinking about how to make the drawings a reality. How should the building work be procured? Which developer or contractor should you work with and how would they deliver on the five 'S's and the Coming Home Charter for Good Development?



Core tasks

DEVELOPING THE DESIGN

- Throughout this stage your architects and engineers will be working hard to spatially coordinate the architectural and engineering elements of the design. For example making sure there is space for the necessary plumbing, electrics, and structural support while maintaining the spatial aspirations.
- Initiate change control and brief change procedures to track project change and scope creep
- From this point onwards change to the design gets more complex and more costly so make sure you fully understand the design that is being developed and that it incorporates everything that was agreed to be important.

CHOOSING THE CORRECT PROCUREMENT ROUTE

- The end of Stage 3 is a common time to define the Employer's Requirements for a Design & Build (D&B) procurement route. The more detailed your employer's requirements the higher level of control you have over the final detail of your project.
- Another alternative is to look at a two stage D&B procurement where an initial tender is done at this stage in order to find a preferred contractor. They can then work on a pre-contract services agreement with the design team through stage 4 to define the Employer's Requirements at a later stage. This will give you more control of the design but may incur higher costs at this and the next stage.
- Take professional advice on procurement, and contracts. Try to stick to standard contract forms if you can - RIBA/ NEC & JCT contracts are developed to evenly balance risk across the parties. Take legal advice for any adjustments to contracts or for bespoke contract forms.
- When considering contractors ask to visit past built projects to see the quality of their work. Ask for your architect's experience on working with the contractor. Establish their track record, how the quality of the build will be benchmarked, how the change process works. Ask all your questions now, no question is a stupid question.

3

Statutory processes

- Your architect/ project manager should be able to guide and lead these processes and ensure the necessary documents are produced.
- By the end of this stage a planning application both to the Local Authority *and the DAC should have been made*
- The design should be reviewed against building regulations
- The Building Safety Bill - Gateway One is likely to be applicable



People to talk to

- Archdeacon - monthly report on progress
- Stakeholder consultation for any major design changes prior to planning.
- Keep talking to the local community and be available to answer questions to help build local confidence in the project.



4

Construction Information

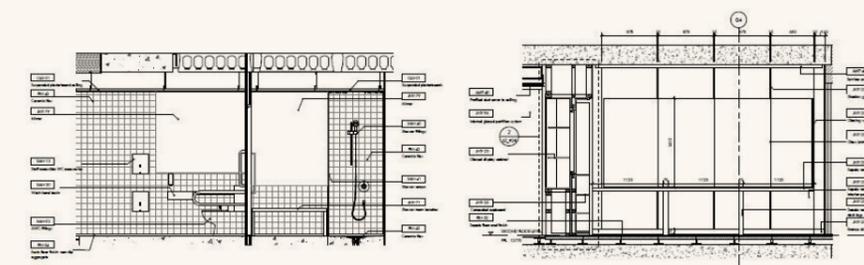
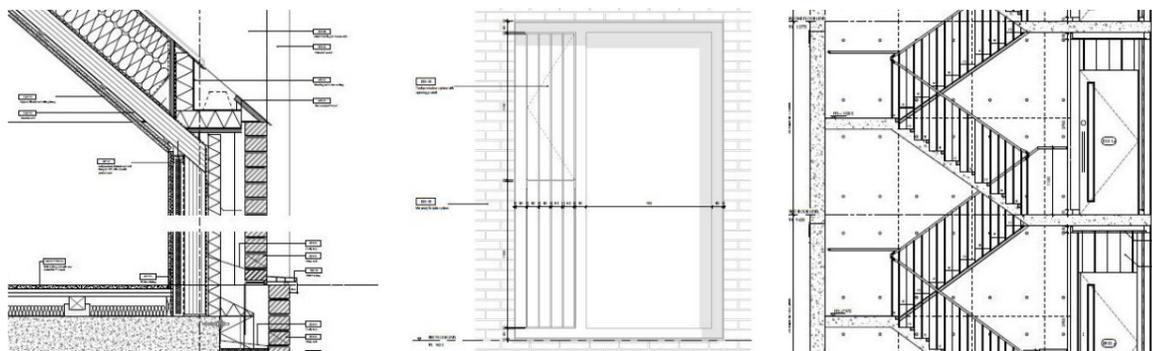
This stage is all about technical design ready for construction. It's mostly handled by your professional team and roughly correlates to Stage 4 in the RIBA Plan of Work.



Key questions

- **How do we support our design team and monitor quality**

During this stage the questions that need to be asked are usually related to the constraints of ideas coming up against processes, construction methods and contractor and supplier input. As you progress towards construction you need to think about the way a building is built and how you will safeguard the quality and thought you have put in to this point once the project goes on site.



Core tasks

DEVELOPING THE DESIGN

- Your architects and engineers will be working hard to coordinate the finer technical design, draw the details for construction and get the necessary regulatory approvals. Some change to layout is almost inevitable as the finer detail of the myriad overlapping building regulations are overlaid with the constraints of various building systems. Make sure you understand and are happy with these changes that are driven by design development.
- Changes after this point (after the contract with a builder is signed) get expensive. Try to limit changes but make sure you insist on the quality of design and construction that has been agreed to.

PREPARING FOR CONSTRUCTION

- If procurement wasn't finalised at the previous stage this is the moment to do it. Take professional advice. Be clear on what you are signing up to, what is included and what isn't. Ensure there are safeguards in place to monitor quality throughout.
- If you are using a D&B procurement route a clerk of works or client side architect for a 'compliance monitoring' role is a good way to keep trained eyes on the build process.
- Consider site logistics. Much of this will be handled by your contractor but ensure you understand any constraints on any uses that intend to continue on/ adjacent to the build site during the construction phases.

People to talk to

- [Monthly report on progress for supporters/ partners](#)

5

Construction

This stage is all about constructing your homes! It's mostly handled by your professional team and roughly correlates to Stage 5 in the RIBA Plan of Work.



Key questions

- **How do we monitor construction and engage with neighbours and the local community?**

This stage is all about construction- finally seeing a built result of all your work. It's important to get good professional advice to monitor the progress and quality of the build. The other key step at this stage is to start putting in place the plans for the management of the building(s) when they're complete and start training key management team members.



Core tasks

- Insist on regular updates throughout the construction process.
- If you are using a design and build or construction management type procurement route make sure there is a professionally qualified person acting in a compliance monitoring and quality assurance role.
- Changes at this point are expensive. Try to limit changes but make sure you insist on the quality of design and construction that has been agreed to.
- Start considering putting into place the ongoing management plans you made in Stages 0-2. Taking time to get the right team together and making sure they understand the building(s) and how they work may pay dividends later in better maintenance/ ongoing management savings.
- Consider working with the contractor to provide a bulletin for neighbours and local residents so they can understand the aims and progress of the construction project. Good communication may help build and maintain good relationships during what may be a noisy and inconvenient process for the people around the building site!

People to talk to

- Monthly report on progress for supporters/ partners

6

Handing over and moving in

This stage is the point at which you welcome residents to your homes. Your role in the process is increasing again, work with your professional team to carry out a full handover.



Key questions

- **How do we best welcome residents, build community and manage information?**

This stage is about a full and well managed handover of the project. It's important to make sure all the correct documentation and approvals are in place before residents move in, that the management strategy is in place and maintenance teams understand how the buildings and its services work and are maintained.



Core tasks

- During handover consider using a 'soft landings' approach to understand the running of your building
- If BIM was part of your deliverables make sure you have someone equipped to use the information you will shortly get
- Make sure you get the health and safety file and O&M (operations and maintenance) manuals and that you understand how they work.
- Undertake any relevant training on cleaning and maintenance regimes
- Make sure the appropriate regulatory sign offs and ongoing insurances are in place
- Consider how community uses or new public space can be introduced to your local community.
- Welcome residents!

People to talk to

- Monthly report on progress for supporters/ partners

7

Understanding your building(s)

This stage is all about monitoring the performance of the building(s) and learning lessons for the future



Key questions

- **How do we learn lessons for future projects?**
- This stage is about making your homes better to live in year on year and feeding back into the collective construction knowledge of the Church and its partners to make future projects more successful. It's a moment to reflect on the design process and to check if everything is working and functioning as expected and thinking about what you might do better if you did it all again.



Core tasks

- Consider gathering in use data e.g. electrical usage. If, for instance, energy bills are much higher than expected check maintenance and operation regimes are being followed, and consider getting back in touch with the design team
- Contribute to the Coming Home feedback loop- reflect on the process, lessons learned, and how they could contribute to your, or others' next project.