

T3 Residential Limited

New Homes Policy

1 Introduction

- 1.1. T3 Residential Limited (“**T3 Residential**”) is committed to providing high quality sustainable new homes that meet the needs of tenants and comply with all relevant legal, regulatory, and quality standards. This policy sets out our approach to acquiring, developing, and managing new homes, ensuring they are safe, affordable, and aligned with our strategic objectives.

2 Legal and Regulatory Responsibilities (not exhaustive)

- 2.1 This policy is aligned with the following legislative and regulatory requirements:
- Social Housing (Regulation) Act 2023;
 - Regulator of Social Housing’s Consumer Standards;
 - Building Safety Act 2022;
 - Future Homes Standard (energy efficiency and low-carbon heating);
 - Housing Act 2004 (Decent Homes Standard);
 - Equality Act 2010;
 - Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025; and
 - New Homes Quality Code scope and objectives.

3 Scope and Approach

- 3.1 This policy applies to all new homes developed or acquired by us, including the tenures currently offered, categorised as London Living Rent, Discounted Market Rent and Social Rent and any subsequent tenure types we may offer in future.
- 3.2 The policy applies to all staff, managing agents, vendors and partners involved in development and acquisition.

4 Planning and Design

- 4.1 All new homes will comply with planning requirements and incorporate Future Homes Standard principles. Designs will prioritise safety, accessibility, and sustainability, including low-carbon heating and insulation. We will work closely with architects and planners to ensure that developments meet local housing needs and align with community priorities.
- 4.2 Environmental considerations will be embedded in the design process, ensuring homes are energy-efficient and resilient to climate change. Accessibility standards will be applied to support inclusive living.

5 Quality Assurance

- 5.1 Homes will meet the New Homes Quality Code standards, with independent inspections carried out at key stages of construction. Quality benchmarks will be documented and monitored throughout the build process to ensure compliance with statutory and contractual requirements.
- 5.2 Defects management procedures will be established to address any issues promptly. Our defects management procedures will encompass and fully comply with the requirements of the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025. Post-completion

reviews will be conducted to capture lessons learned and continuously improve quality standards.

6 Procurement and Partnerships

- 6.1 Vendors and developers will be selected through transparent procurement processes that prioritise quality, value for money, and compliance with health and safety standards. All partners will be required to demonstrate experience and capability in delivering sustainable housing.
- 6.2 Partnership agreements will include clear performance measures and accountability provisions. Regular reviews will be conducted to ensure partners meet agreed standards and deliverables.

7 Allocation and Lettings

- 7.1 All properties on new developments will be allocated in accordance with our Allocations and Lettings Policy, taking account of s106 agreements and nomination agreements, as applicable.

8 Resident Engagement

- 8.1 Tenants will be consulted on the scope of offers for local service delivery, where appropriate, ensuring that services reflect the needs and preferences of the communities they serve. Engagement will take place in line with the principles within our Resident Engagement Strategy.
- 8.2 For our higher risk buildings, (“HRBs”) the Principal Accountable Person will prepare and regularly review a resident engagement strategy in relation to building safety decisions in line with the requirements of the Building Safety Act 2022.
- 8.3 A copy of the latest engagement strategy will be provided to all tenants.

9 Handover and Aftercare

- 9.1 We will establish a document store for all documentation provided for each new development confirming the documentation expected to be provided by developers to ensure the information is accessible and to confirm expectations on information required.
- 9.2 The store for each development will include, but not be limited to, information on property safety, construction, warranties, asset management information, safety certification and, as appropriate, mechanical and electrical systems, heating systems, renewable technologies and any specialised equipment.
- 9.3 A structured handover process will ensure tenants understand their home's features. Comprehensive information packs will be provided, and orientation sessions offered where needed.
- 9.4 Aftercare services will include a dedicated contact point for tenants to report defects and queries. We will introduce a latent defect process to ensure that defects in building structure or materials which are not apparent in the early life of the building, are dealt with appropriately and promptly for the safety and satisfaction of tenants.
- 9.5 We will monitor satisfaction levels and address issues promptly to maintain trust and quality.

10 Policy Review

- 10.1 The board is responsible for ensuring this policy is kept up to date, implemented within the organisation and monitored and evaluated.

- 10.2 The policy will be reviewed every two years or more frequently as a result of an incident occurring, feedback obtained, internal/external audits and change in legislation or regulation. This process ensures the policy continues to be appropriate, adequate and effective.

11 Background Documents

- 11.1 This policy should be read in accordance with the following policy documents:

- Resident Engagement Policy;
- Complaints Policy;
- Allocations and Lettings Policy;
- Repairs and Maintenance Policy;
- Damp and Mould Policy; and
- Health and Safety Policy.

December 2025

Current version	Data approved	Date for Review	Document Owner	Date change log updated
1.0	December 2025	December 2026	Linzzie Wallace	n/a