

14 September 2017

HOUSING COMMITTEE

A meeting of the Housing Committee will be held on **TUESDAY 26 SEPTEMBER 2017** in the Council Chamber, Ebley Mill, Ebley Wharf, Stroud at **7.00 pm.**



David Hagg
Chief Executive

Please Note: This meeting will be filmed for live or subsequent broadcast via the Council's internet site (www.stroud.gov.uk). By entering the Council Chamber you are consenting to being filmed. The whole of the meeting will be filmed except where there are confidential or exempt items, which may need to be considered in the absence of the press and public.

AGENDA

- 1 **APOLOGIES**
To receive apologies for absence.
- 2 **DECLARATIONS OF INTEREST**
To receive declarations of interest.
- 3 **MINUTES**
To approve the minutes of the meeting held on 20 June 2017.
- 4 **PUBLIC QUESTION TIME**
The Chair of Committee will answer questions from members of the public submitted in accordance with the Council's procedures.
DEADLINE FOR RECEIPT OF QUESTIONS
Noon on THURSDAY 21 SEPTEMBER 2017.
Questions must be submitted in writing to the Chief Executive, Democratic Services, Ebley Mill, Ebley Wharf, Stroud and sent by post or by Email: democratic.services@stroud.gov.uk

- 5 **WORK PROGRAMME**
To consider the work programme.
- 6 **MEMBER REPORTS**
a) Performance Monitoring
b) Housing Review Panel
- 7 **CAPITAL PROJECT MONITORING**
a) Tenant Services Capital Programme
b) Assistance to Affordable Housing Providers
c) Disabled Facilities Grants
d) Sheltered Modernisation Project
e) New Homes and Regeneration Programme
- 8 **BUDGET MONITORING REPORT 2017/18 Q1**
To note the outturn forecast for the General Fund and HRA Revenue budgets and Capital programmes for this Committee.
- 9 **REFURBISHMENT AND REGENERATION OF COUNCIL OWNED PROPERTIES AND ENVIRONMENT**
To inform Members of the potential to invest in the Council's estates over a number of years.
- 10 **HOUSING REPAIRS AND PLANNED MAINTENANCE POLICY 2017-2020**
To approve the above policy.
- 11 **MEMBERS' QUESTIONS**
See Agenda Item 4 for deadline for submission.

Members of Housing Committee

Councillor Mattie Ross (Chair)	Councillor Norman Kay
Councillor Chas Townley (Vice-Chair)	Councillor Phil McAsey
Councillor Catherine Braun	Councillor Jenny Miles
Councillor Miranda Clifton	Councillor Tom Skinner
Councillor Colin Fryer	Councillor Debbie Young
Councillor Julie Job	1 vacancy

Tenant Representatives

Ian Allan
Sadie Tazewell

HOUSING COMMITTEE

20 JUNE 2017

7.00 pm – 8.55 pm
 Council Chamber, Ebley Mill, Stroud

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Minutes

Membership

Councillor Mattie Ross **	P	Councillor Norman Kay	P
Councillor Chas Townley *	P	Councillor Phil McAsey	A
Councillor Catherine Braun	P	Councillor Jenny Miles	P
Councillor Miranda Clifton	P	Councillor Elizabeth Peters	A
Councillor Colin Fryer	P	Councillor Tom Skinner	P
Councillor Julie Job	P	Councillor Debbie Young	P

** = Chair * = Vice Chair P = Present A = Absent

Tenant Representatives

Ian Allan	P	Sadie Tazewell	P
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Other Councillors in Attendance

Councillors George Butcher and Steve Lydon.

Officers in Attendance

Strategic Head (Tenant and Corporate Services)	Asset Operations Manager
Head of Housing Contracts	Business Development Manager
Head of Housing Management	Principal Accountant
Head of Asset Management	Democratic Services Officer

At the request of the Chair, members unanimously agreed to bring Agenda Item 10 forward after Agenda Item 4, Public Question Time.

HC.001

APOLOGIES

An apology of absence was received from Councillor Liz Peters.

HC.002

DECLARATIONS OF INTEREST

There were no declarations of interest.

HC.003

MINUTES – 28 MARCH 2017

RESOLVED

That the minutes of the meeting held on 28 March 2017 are confirmed and signed as a correct record.

HC.004 **PUBLIC QUESTION TIME**

Mr K Wilkes submitted questions on behalf of Mrs K Wilkes and Mr R Baker which were answered by the Chair. (Refer to the Council's [webcast](#) and [Item 4](#)). The Chair replied to supplementary questions confirming that if committee members requested information they would be given it and improvements had not been made to No.10 because of the cost.

HC.005 **PROPERTIES AT GLOUCESTER STREET AND BRADLEY STREET, WOTTON-UNDER-EDGE**

The Head of Asset Management outlined the above report and answered members' questions. The Town Council had met and suggested that if the land was not viable for social housing, that it be offered to it for public car parking. Ward members were supportive of the proposal to redevelop the site but with certain qualifications which were discussed. Members were very concerned that tenants may be forced to move when they did not wish to and were assured that tenants would be given considerable support, advice, financial assistance and time to move in accordance with the Council's Decanting Policy. An option could be for tenants to be decanted into suitable temporary accommodation and then given the choice to move back into a new property.

In view of the concerns over one of the tenant's wish to remain in their current home, members agreed amendments to the decision box to add a requirement that prior to applying to issue a Notice of Seeking Possession Order (Nosp), consultation takes place with the Chair, Vice-Chair and ward members and a requirement to report back to Committee to decide the means by which the site would be redeveloped.

Upon the vote the amendments were unanimously agreed.

- RESOLVED**
- 1. To authorise each of the following officers, namely the Heads of Asset Management, Housing Management and Housing Contracts (in consultation with the Chair and Vice-Chair of Housing Committee and relevant Ward Councillors):**
 - a. to make decisions in accordance with the Council's Decanting Policy;**
 - b. to serve demolition notices on relevant tenants, and**
 - c. to issue Notices of Possession Orders.**
 - 2. That the decision on the means of redeveloping property at Gloucester Street/Bradley Street is brought back to Committee**

HC.006 **WORK PROGRAMME 2017/18**

The Chair confirmed that there was a meeting arranged on Thursday to discuss the work programme and future reports.

RESOLVED **To note the work programme.**

HC.007 **APPOINTMENT OF PERFORMANCE MONITORING REPRESENTATIVES**

RESOLVED **To re-appoint Councillors Debbie Young and Catherine Braun for the current civic year.**

HC.008 **MEMBER REPORT – PERFORMANCE MONITORING**

The last report would be circulated to members.

HC.009 **CAPITAL PROJECT MONITORING**

The Head of Housing Contracts outlined the position on the five capital projects within the remit of committee and confirmed that each committee would be receiving similar update reports. Officers answered members' questions.

RESOLVED **To note the update on capital projects.**

HC.010 **HOUSING REVENUE ACCOUNT (HRA) OUTTURN 2016/17 – SUMMARY OF VARIANCES**

The Chair apologised for the revised report that had been circulated to members and highlighted the minor changes; paragraph 5. of the decision box and text in paragraph 44.

The Principal Accountant summarised the report and answered members' questions.

- RESOLVED**
- 1. To note the HRA revenue and capital outturn for 2016/17, as shown in Table 1 and Table 4;**
 - 2. To support the revenue reserve transfers and capital slippage, as set out in Table 2 and Table 5;**
 - 3. To support the reprofiling of the 2017/18 New Build Programme budget, as set out in Table 6;**
 - 4. To support an additional budget of £700,000 for housing acquisitions in the 2017/18 capital programme;**
 - 5. To approve affordable rents on properties built or acquired using Right to Buy receipts.**

HC.011 **MEMBERS' QUESTIONS**

Questions were submitted by Councillor Liz Peters. (Refer to the Council's [webcast](#) and [Agenda Item 11](#)).

The meeting closed 8.55 pm.

Chair

STROUD DISTRICT COUNCIL
HOUSING COMMITTEE
26 SEPTEMBER 2017
WORK PROGRAMME

**AGENDA
ITEM NO**

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Date of meeting	Matters to be considered at the meeting	Notes
12.12.17	Work Programme	Leads: Chair and Strategic Head Tenant and Corporate Services
	Member Reports a) Performance Monitoring b) Housing Review Panel	Leads: Cllrs Debbie Young & Catherine Braun Chair: Cllr Chas Townley
	Capital Project Monitoring a) Disabled Facilities Grant Scheme b) Affordable Housing – Support to Registered Providers c) Planning and Cyclical Works d) New Homes e) Sheltered Modernisation	Leads: Head of Environmental Health Policy Implementation Manager Head of Contract Services Business Development Manager Business Development Manager
	Budget Reports	Lead: Accountancy Manager
20.02.18	Work Programme	Leads: Chair and Strategic Head Tenant and Corporate Services
	Member Reports a) Performance Monitoring b) Housing Review Panel	Leads: Cllrs Debbie Young & Catherine Braun Chair: Cllr Chas Townley
	Capital Project Monitoring a) Disabled Facilities Grant Scheme b) Affordable Housing – Support to Registered Providers c) Planning and Cyclical Works d) New Homes e) Sheltered Modernisation	Leads: Head of Environmental Health Policy Implementation Manager Head of Contract Services Business Development Manager Business Development Manager

27.03.18	Work Programme	Leads: Chair and Strategic Head Tenant and Corporate Services
	Member Reports a) Performance Monitoring b) Housing Review Panel	Leads: Cllrs Debbie Young & Catherine Braun Chair: Cllr Chas Townley
	Capital Project Monitoring a) Disabled Facilities Grant Scheme b) Affordable Housing – Support to Registered Providers c) Planning and Cyclical Works d) New Homes e) Sheltered Modernisation	Leads: Head of Environmental Health Policy Implementation Manager Head of Contract Services Business Development Manager Business Development Manager
	Budget Reports	Lead: Accountancy Manager
	Handyperson Service – income generation opportunities	Lead: Maintenance and Voids Manager

Information sheets sent to Committee Members

Date sent and ref no.	Topic
H-2017/18-001	Non-Traditional Stock Action Plan
H-2017/18-002	Sheltered Housing Modernisation Project
H-2017/18-003	New Homes and Regeneration Programme
H-2017/18-004	Small Sites, Garages and Disposals Update
H-2017/18-005	Corporate Asset Management Strategy Action Plan

HOUSING COMMITTEE

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26 SEPTEMBER 2017

Report Title	CAPITAL PROJECT MONITORING
Purpose of Report	To inform the Committee of progress on capital projects within its remit. A - Tenant Services Capital Programme B - Assistance to Affordable Housing Providers C - Disabled Facilities Grants D - Sheltered Modernisation Project E - New Homes and Regeneration Programme
Decisions	The Committee notes the reports.
Consultation and Feedback	Budget setting has previously been agreed at Council. Progress has been discussed with the Tenant Reps for Housing Committee, the scrutiny members assigned by Housing Committee and the Chair and Vice Chair of Housing Committee.
Financial Implications and Risk Assessment	<p>Item A - The capital budget for 2017/18 was approved by Council in February 2017. The capital programme for ongoing major works and maintenance is funded within the HRA Medium Term Financial Plan. This will be reviewed annually to ensure that the budget continues to support the delivery plan within the overall affordability of the HRA.</p> <p>Items B & C - There are no direct financial implications as this report is for information only. Any additional expenditure outside of the agreed budget must be reported separately.</p> <p>Items D & E - There are no direct financial implications as this report is for information only. These programmes will continue to be monitored through ongoing budget monitoring and any changes in profiling would need to be included within a budget report.</p> <p>Lucy Clothier, Principal Accountant Tel: 01453 754343 Email: lucy.clothier@stroud.gov.uk</p> <p>Risk assessment by the report author (item A) The capital programme of planned and cyclical maintenance provides relevant information of content and performance in the delivery of works. These are monitored and managed via Key Performance Indicators (KPI's).</p>

Legal Implications	The capital projects referred to are pertinent to the Council's high level strategic risks concerning housing services in particular CCR5 and CCR14. (Ref: r1109c1109d1209) K Trickey, Legal Services Manager Email: karen.trickey@stroud.gov.uk
Report Author (s)	Item A - Kevin Topping, Head of Housing Services Tel: 01453 754196 Email: kevin.topping@stroud.gov.uk Item B - Pippa Stroud, Policy Implementation Manager Tel: 01453 754099 Email: pippa.stroud@stroud.gov.uk Item C - Jon Beckett, Head of Environmental Health Tel: 01453 754443 Email: jon.beckett@stroud.gov.uk Items D – Kimberly Read, Sheltered Housing Project Manager Tel: 01453 754175 Email: kimberley.read@stroud.gov.uk Items E - Leonie Lockwood, Business Development Manager Tel: 01453 754153 Email: leonie.lockwood@stroud.gov.uk
Options	This report is for information only.
Performance Management Follow Up	Update reports are to be supplied to this committee within the timeline of the committee work programme.
Background Papers/ Appendices	Item A - Appendices can be supplied on request of specific KPI's.

Item A - Tenant Services Capital Programme

1.0. Introduction

- 1.1. The following report provides an ongoing **executive summary** of the Capital Projects within the remit of the Housing Committee. The purpose of this report is to advise Committee on progress and management of the capital projects and allow members to question project managers. The first report was presented at June 2017's Housing Committee where members asked for further detail within each report and for information sheets to be attached where appropriate.
- 1.2. The first quarter has been completed and positions of works against budget spend are detailed in 2.1.

2.0. Current position

- 2.1. The first quarter works of the capital programme are as follows broken down by contractor:

NKS (North of the district)					
	Delivered to Date	Actual Spend	Budget	Projected Outturn	Variance
Planned works					
Kitchens	0	0	386,250	215,136	171,114
Bathrooms	3	12,115	386,250	281,165	105,085
External works	10	59,665	850,000	830,423	19,577
Disabled adaptations (Both sides of the district)	15	76,231	308,000	240,000	68,000

Mears (South of the district)					
	Delivered to Date	Actual Spend	Budget	Projected Outturn	Variance
Planned works					
Kitchens	28	97,965	386,250	327,337	58,913
Bathrooms	0	0	386,250	204,447	181,803
External works	0	0	850,000	807,254	42,746

Proframe (Both sides of the district)					
	Delivered to Date	Actual Spend	Budget	Projected Outturn	Variance
Doors & windows	19	13,633	515,000	514,694	306

Glevum (Both sides of the district)					
	Delivered to Date	Actual Spend	Budget	Projected Outturn	Variance
Heating & boiler upgrades	54	218,652	690,000	730,000	(40,000)

Mitie & Bell (Mixed sides of the district)					
	Delivered to Date	Actual Spend	Budget	Projected Outturn	Variance
Painting/communal areas	0	0	515,000	400,000	115,000

3.0. Performance

3.1. Performance in the first quarter has been slow, however, spend projection is due to accelerate over the next 2 quarters. All works have been subject to accurate stock validations which have caused some works to be removed or deferred to future years. Coupled with more robust contractor management and the revision of the key performance indicator suite, making this a smarter tool to analyse contractor performance and resident satisfaction within specific work streams.

3.2. To note, an additional commercial boiler upgrade at St Nicholas Court has been added to the programme, causing a forecast overspend. The current existing system condition and potential system failure was highlighted following a stock condition survey.

4.0. Summary

4.1. We continue to be committed to a smarter way of working and more robust contract management, which in turn has reflected in the slow start and the current spend levels for the first quarter. Programmes of work have been fully validated and issued to our service providers.

Item B - Support to Social Housing Providers Capital Programme

1.1. The Council has a small General Fund capital programme that provides occasional grant assistance to housing associations, and this supplements the much greater resources available to them from the Homes and Communities Agency.

1.2. The Council's Affordable Housing Capital Programme comprises a mixture of recycled funding from the old Stroud Homebuy scheme, which ceased in 2014, where properties then bought under the scheme have now been sold on and the grant repaid, and s.106 commuted sums where developers have paid a contribution to the provision of affordable housing elsewhere rather than providing it on-site.

1.3. We allocate our resources to those schemes that best meet housing need in the Stroud district in terms of type, location and tenure. However, value for money is also a consideration, and those projects that produce the greatest number of homes for the lowest grant cost are obviously more attractive.

1.4. At the time of writing, there was £50,000 in uncommitted funds remaining in the s.106 code, and £230,000 of former Homebuy funds being held. The residual Homebuy funds are likely to be committed to support a large-scale ExtraCare scheme for older people, should a suitable site be identified.

1.5. Recent funding allocations and forthcoming commitments are set out below:

Location	Grant	No of units	Grant Per Unit	Provider	Date paid	Notes
Littlecombe, Dursley	£240,000	22	£11,000	SDC	July 2013	SDC regeneration site
Bisley Old Road Stroud	£130,000	23	£5,700	Stonewater	July 2014	All rented homes
Lynch Road Berkeley	£66,374	10	£6,600	Fortis	March 2016	Abnormal costs for sewer re-routing
Commitments						
Stagholt Standish	£30,000	7	£4,300	Two Rivers	Feb 18	Rural site
Elm Road Stonehouse	£90,000	8	£11,300	Two Rivers	Sept 17	Off the shelf purchase

Item C - Disabled Facilities Grants

- 1.1. The Council has a statutory duty to provide Disabled Facilities Grants (DFG) under the Housing Grants, Construction & Regeneration Act 1996. Funding is provided by Central Government for this purpose through the Better Care Fund (BCF) which is jointly administered by the County Council and Clinical Commissioning Group (CCG).
- 1.2. The DFG is a means tested grant to assist disabled occupants to remain living safely in their own homes by the provision of adaptations such as stairlifts and wet floor showers. The maximum limit for a DFG is £30,000.
- 1.3. This is a statutory function and the Council has no discretion as to the use of these funds and no control over demand as referrals must come from the County Council Occupational Therapy Service. There is no waiting list and all applications are dealt with expediently.
- 1.4. For 2017/18 a sum of £330,000 has been identified in the BCF for DFG's in the Stroud district and this is considered sufficient to meet demand based on previous expenditure. Any unspent allocation has to be returned to the BCF.
- 1.5. The table below illustrates the numbers of approvals and expenditure since 2015.

Year	No. of DFG's Approved	Amount Paid
15/16	27	£269,935
16/17	31	£279,710
17/18 Q1	4	£48,454

Item D - Sheltered Modernisation Project Update

1.1. Dryleaze Court, Wotton-under-Edge

We have now successfully relocated all residents at Dryleaze Court to alternative accommodation. Planning permission for the new laundry facility has been secured and the contract is being tendered. The contractor will be appointed ready to start on site at the beginning of October. The work will comprise the conversion of two existing garages to provide a new laundry facility.

The main building at Dryleaze Court will be closed off. However secure access to communal areas will remain to enable residents in the surrounding bungalows to continue using the existing laundry facility at the top of the building. This arrangement will remain in place until the new laundry facility is complete and ready for use in early November.

Dryleaze Court will now be marketed for sale in line with the Committee's decision in June 2016, to dispose of the Council's freehold interest in the property.

1.2. Ringfield Close & Tanners Piece, Nailsworth

The planning application for new purpose built older persons accommodation at Tanners Piece is currently pending consideration. It is likely that the application will be called in for review at Development Control Committee, due to the

sensitive nature of the site. Due to a full agenda it is not likely to go to Committee until October/November and at which point a decision will be made.

The new development will provide 7 one bedroom flats and 4 two bedroom flats, as well as a lift and scooter store facility. The design of the new flats will encourage independent living and in addition they will be energy efficient, reducing the overall running costs of the properties.

Numbers 26 and 28 Ringfield Close were marketed for sale and both properties have now been successfully sold.

1.3. Cambridge House, Dursley

We will begin the consultation with residents to begin re-housing them in early 2018.

1.4. Glebelands, Cam

We will begin the consultation with residents to begin re-housing them in early 2019.

1.5. Ex-Warden Accommodation

The ex-scheme warden's accommodation at Dryleaze House is virtually complete and is partially occupied. The conversion at Trinity Drive in Minchinhampton will be completed by September. These schemes have endured delays due to service installations.

Planning permissions have been secured for the conversion of the ex-wardens accommodation at Grange View, George Pearce House, Malvern Gardens and Hamfallow Court. The contract is out to tender and a contractor will be selected in mid-September ready for a start on site in October. It is anticipated that the conversions will be complete and ready for occupation by January 2018.

We remain in negotiation with a local charity specialising in support for vulnerable people. They are interested in leasing three of our ex-warden properties, Grove Park Road, Archway Gardens and Willow Road. Negotiations are progressing well and leases are currently being drafted and agreed.

1.6. Sherborne House

An architect has been appointed and a number of options for scheme improvements have been identified. An interior designer and furniture supplier have also been appointed to work with the architect on the delivery of the improvements to the scheme.

Officers will begin consultation with residents at Sherborne House shortly to open dialogue about the changes and improvements to their communal areas. The residents will be able to engage in activities with the interior designer to select colour schemes for the communal lounge, kitchen and corridors.

The work is due to start in January 2018 and the next step will be to procure a contractor to undertake the works.

1.7. Communication

The second issue of the Sheltered Modernisation News went out to all residents in July. The third issue of the Sheltered Modernisation News is due out in October.

Due to the sensitive nature of the information, Members requiring information on re-housing and numbers of voids are asked to contact officers direct.

Item E - New Homes and Regeneration Programme

1.0. Introduction

- 1.1. Stroud District Council has an objective to invest in 150 new Council homes by March 2018 and has also approved the regeneration of 3 sites where defective Woolaway properties are to be replaced with new homes providing a total number of 236 homes.
- 1.2. In addition to the construction of new homes, the programme includes the properties purchased from Hanover in 2013/14 and the conversion of the ex warden's properties funded through the Sheltered Housing Modernisation Project.
- 1.3. An additional budget of £700,000 was approved at Strategy and Resources on the 13 June, with 30% of that budget funded from right to buy receipts, to purchase properties on the open market. It is anticipated that this will deliver up to four new properties.

2.0. Programme

- 2.1. To date 189 new homes have been built. These comprise 35 new homes at Minchinhampton, 22 at Littlecombe, all 4 phases of our regeneration scheme at the Top of Town in Stroud where 53 new homes have been completed, 4 new homes at an ex garage site at Fishers Road, Berkeley, 6 additional properties at The Corriett, 51 homes at our large regeneration scheme at Mankley Road in Leonard Stanley, 4 homes that replaced 2 defective Woolaway properties in Far Green Coaley and the new 14 unit scheme at Chapel Street in Cam. These 189 new homes are a mix of tenures with 150 for rent and 39 for shared ownership.
- 2.2. Together with the properties purchased from Hanover and the 11 ex wardens conversions, where houses have been converted to flats to create additional units, the Council has provided 218 new homes.
- 2.3. The conversion of a further 4 ex-wardens houses are to be completed this financial year along with the property purchases which will bring the total to 226, depending upon the values of properties acquired.
- 2.4. This leaves the delivery of 10 units to reach the target of 236 and there is budget remaining to deliver approximately 19 new homes.

The table below sets out the schemes within the programme.

Scheme	No. of Units	Status
New Homes Completed		
Hanover, Dursley	18	Completed
Ex Warden conversions	11	Completed
Minchinhampton Woolaways	35	Completed
Top of Town, Stroud -Phase 1	22	Completed
Littlecombe, Dursley	22	Completed
Leonard Stanley Woolaways	51	Completed
Top of Town – Phase 2	13	Completed
The Corriett, Cam	6	Completed
Fisher’s Road, Berkeley	4	Completed
Hillside, Coaley	4	Completed
Top of Town – Phase 3	12	Completed
Chapel Street, Cam	14	Completed
Top of Town – Phase 4	6	Completed
Sub Total	218	
Completions by Year End		
Ex Warden conversions	4	Design stage
Property purchases	4	Feasibility
Sub Total	8	
Balance of Programme		
The Ship Inn, Bridgend	10	Design Stage
Southbank, Woodchester	5	Feasibility
Site to be identified	4	Design Stage
Sub Total	20	
Grand Total	245	

3.0. Balance of Programme

- 3.1. The Ship Inn site is in the design stage with feedback awaited from highways that may require some changes to the layout of the scheme prior to a planning application being submitted within the next few months with work starting in 2018/19. This is later than planned due to various issues on the site. This scheme is now due to deliver 10 new homes with a mix of 6 properties for rent and 4 for shared ownership.
- 3.2. A scheme to develop 5 homes at Southbank Woodchester is in contract but has experienced delays due to drainage issues for the site and issues with the contractor. We propose to terminate the contract with the contractor and have obtained a revised budget estimate from our Employer’s Agent to deliver the scheme and this figure has been included within our budgets for the remainder of the programme. There are various abnormal on the site such as piled foundations and the viability of the site is in question. Further financial appraisals are currently being carried out with one of the options being to introduce some shared ownership properties on to the site.
- 3.3. There is a remaining budget of £565k to complete the programme due to the fact that the Council has not been able to persuade owner occupiers to sell or swop their properties at Top of Town to enable a more comprehensive demolition and replacement option to be carried out at the top of Mason Road.

The two properties at the top of Mason Road attached to the owner occupied properties are now on the market. Various alternative sites are being considered and, once initial sketch plans have been prepared, consultation will take place in order that a recommendation can be brought to members in December on which site to progress to deliver more homes from this remaining budget.

- 3.4. Due to the delays stated above and the need to find an alternative site, the completion of a number of the units will not take place until the end of 2018/19. The re-profiling of the budget for 2017/18 has therefore been carried out to reflect this situation, as members were advised would be necessary in the June update report. The revised figures are included within the HRA outturn report for this meeting.
- 3.5 As a condition of receiving grant from the HCA, the Council has to be part of their compliance audit process and was selected to have schemes audited in the 2016/17 compliance audit programme. The purpose of the compliance audit exercise is to carry out a comprehensive review of a sample of HCA funded schemes to validate adherence to the HCA guidelines as set out in the Capital Funding Guide and any other supplementary compliance audit criteria.

The HCA uses the audit findings to inform their future investment decisions and to reassure the HCA chief accounting officer that public funds have been properly used.

The HCA awards green, amber and red gradings and the Council received the highest award, a green grading, for the audit, which demonstrates that it meet their requirements. This included two low severity breaches, the same issue for each scheme, as the Council had not carried out a whole life costing assessment. This is now to be done on all schemes.

HOUSING COMMITTEE

26 SEPTEMBER 2017

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Report Title	BUDGET MONITORING REPORT 2017/18 Q1
Purpose of Report	To present to the Committee a forecast of the outturn position against the revenue budget and Capital programme for the General Fund and HRA for 2017/18.
Decision(s)	The Committee RESOLVES to note the outturn forecast for the General Fund and HRA Revenue budgets and Capital programmes for this Committee.
Consultation and Feedback	Budget holders have been consulted about the budget issues in their service areas. The feedback has been incorporated in the report to explain differences between budgets and actual income and expenditure.
Financial Implications and Risk Assessment	There are significant levels of revenue underspends and capital slippage in the HRA, which will need to be considered as part of the budget setting process. The ongoing capital programme should be set at a realistic level, with the New Build programme reprofiled to reflect the deliverability of schemes. David Stanley – Accountancy Manager Tel: 01453 754100 Email: david.stanley@stroud.gov.uk
Legal Implications	Report for noting only; no legal implications to report on the information provided, beyond the need for the Council to effectively manage its finances both HRA and General Fund, an issue which is particularly pertinent at current time due to the strategic risks regarding the Council's budget position over the medium term. (Ref: r0709/c1209/d1209) K Trickey, Legal Services Manager Email: karen.trickey@stroud.gov.uk
Report Author	Lucy Clothier, Principal Accountant Tel: 01453 754343 Email: lucy.clothier@stroud.gov.uk
Options	None
Performance Management Follow Up	Budgets will continue to be monitored on a regular basis by budget holders supported by Finance. Further finance reports will update the committee in December 2017 and April 2018, with the outturn position reported to Strategy and Resources Committee in May 2018.

Stroud District Council General Fund Medium Term Financial Plan (MTFP) position

Members should note that the following relates to the General Fund MTFP position only. The HRA MTFP will be included in the Budget Setting papers at Housing Committee in December.

1. The Committee has previously been advised that we are faced with a challenging financial climate.
 - Stroud will be the first council in Gloucestershire to lose all government Revenue Support Grant (RSG) and will pay more money back to government than other councils in Gloucestershire (£549,000 from our own resources will go to Whitehall in 2019/20. Cheltenham will pay £391,000 and Cotswold will pay £218,000. The other three districts - Gloucester, Tewkesbury and Forest of Dean will continue to receive small amounts of RSG.
 - The current MTFP has already built in council tax increases of £5 per annum – the maximum allowed under government rules before triggering the need for a referendum of council taxpayers.
 - Potential changes to New Homes Bonus will mean further reduction to this 'reward' payment and, as a result, our income will fall regardless of performance.
 - The Government has yet to decide on business rate retention by local government. The expected primary legislation has been abandoned.
2. **It is against this background that it is important that budgets are not overspent. In cases where an overspend is forecast, management action must be taken to minimise or mitigate the impact on the council's financial position of an overspend.**
3. The current MTFP, approved by Council in February 2017, anticipates that there will be a £3.5m gap between the Council's income and expenditure by 2020/21. At that point we will have used up all our reserves unless we take action before then.
4. **Generating income and creating even greater efficiencies remain as important as ever, but there are likely to be cuts to the committee's budgets to close the funding gap. The budget setting process during the autumn will need to focus on these, with the budget proposals being considered by Strategy and Resources Committee on 18th January 2018.**

Background

5. This report provides the first monitoring position statement for the financial year 2017/18. The purpose of this report is to notify members of any known significant variations to budgets for the current financial year, highlight any key issues, and to inform members of any action to be taken if required.

6. **Due to the volume of information contained in the report, it would be helpful where members have questions on matters of detail if they could be referred to the report author or the appropriate service manager before the meeting.**

General Fund Revenue Budget position

7. Council approved the General Fund Revenue budget for 2017/18 in February 2017 including budget proposals of the administration. This committee had previously considered the standstill budget at its meeting in December 2016.
8. The latest budget for Housing Committee taking into account the carry forwards is £583k (Original Budget was £562k).
9. The monitoring position for the service at 30 June 2017 shows a projected net **underspend of £30k (-5.1%)** against the latest budget, as summarised in Table 1. This underspend is stated net of transfers to reserves and carry forwards. The overall position on the General Fund will be considered by Strategy and Resources Committee at their meeting in October 2017.
10. The outturn position is mainly attributable to the major items outlined in Table 2 with an explanation of the significant variances that have arisen. (a significant variation is defined as being +/- £20,000 on each reporting line).

Table1 – General Fund Revenue budgets Housing Committee 2017/18

Housing Committee	Para Refs	2017/18 Original Budget (£'000)	2017/18 Revised Budget (£'000)	2017/18 Forecast Outturn (£'000)	2017/18 Outturn Variance (£'000)
Homelessness	12	259	259	233	(26)
Housing Strategy		89	110	106	(4)
Private Sector Housing		214	214	214	0
Housing (General Fund) TOTAL		562	583	553	(30)

11. The table below outlines the key variances for this Committee.

Table 2 - Headline Budget variances

Housing Committee	Para Refs	Overspend / (Underspend) (£'000's)
Homelessness	12	
Salary underspend		(25)
Bed and breakfast expenditure		50
Bed and breakfast income		(51)

12. Homelessness – (£26k) underspend

(Phil Bishop extn 4063, phillip.bishop@stroud.gov.uk)

Salary savings of £25k have been identified across Housing Advice and Homelessness Prevention. This is largely due to delays in recruiting to vacant posts.

Spend on bed and breakfast continues to be higher than budgeted, however this is currently offset by income from corresponding Housing Benefit claims. With the rollout of full Universal Credit in the district from October 2017, the income received is likely to reduce, which could create an ongoing pressure within the service.

General Fund Capital Programme

13. The Housing General Fund Capital Programme of £389k was approved by Council in January 2017. This has subsequently been revised to £489k following the approval of the carry forwards/slippage and profiling changes by Strategy and Resources Committee at their meeting in June 2017.

14. Table 3, below, shows the General Fund Capital Outturn forecast for the Housing Committee 2017/18, projecting slippage of £119k at this stage of the financial year.

Table 3 – Housing Committee Capital Programme

Housing Capital Schemes	2017/18 Revised Budget (£'000)	2017/18 Spend to date (£'000)	2017/18 Projected Outturn (£'000)	2017/18 Outturn Variance (£'000)
Affordable Housing – Support to Registered Providers	239	0	120	(119)
Private Sector Housing Strategy (see paragraph 16)	250	72	250	0
TOTAL General Fund Capital	489	72	370	(119)

15. The Councils Capital programme for 2017/18 is reported and updated regularly throughout the year by the responsible officers.
16. The Private Sector Housing Strategy is primarily used for Disabled Facilities Grants and is funded (via the County Council) through the Better Care Fund. Although the approved budget is £250k, the full allocation for the Stroud District Council area is substantially higher (over £500k) and funding will be provided by Gloucestershire County Council for all spend up to this higher allocation amount.
17. Further detail on the capital programme can be found in the Capital Project Monitoring Report.

Housing Revenue Account Budget position

18. The original net Housing Revenue Account budget for 2017/18 is a transfer from reserves of £3.088m, as approved by Council at their meeting in January 2017. This has now been revised to a transfer from reserves of £3.578m taking into account the additional capital budget as approved by Strategy and Resources in June 2017.
19. The monitoring position for the service at 30 June 2017 shows a projected net underspend of £1.149m (-5.0% of gross spend) against the latest budget, as summarised in Table 4.
20. Table 5 shows the HRA Capital spend and projected outturn for 2017/18.

Table 4 – HRA Revenue Summary

	Para Refs	2017/18 Original Budget (£'000)	2017/18 Latest Budget (£'000)	Forecast Outturn (£'000)	Outturn Variance (£'000)
Income					
Dwelling Rents and Service Charges	21	(22,269)	(22,269)	(22,480)	(211)
Other Charges and Income	22	(661)	(661)	(638)	23
Total Income		(22,930)	(22,930)	(23,118)	(188)
Expenditure					
Supervision and Management	23	5,301	5,311	5,021	(290)
Repairs and Maintenance	24-28	3,658	3,658	3,112	(546)
Sheltered Housing Service	29	1,441	1,441	1,365	(76)
Other Expenditure	30	552	552	552	0
Sheltered Housing Modernisation	31	425	425	333	(92)
Revenue Funding of Capital Programme (Depreciation and RCCO)	32	10,562	11,052	11,052	0
Provision for Bad Debts	33	100	100	100	0
Total Expenditure		22,039	22,539	21,535	(1,004)
Other Costs and Income					

Interest Payable/Receivable	34	3,476	3,476	3,426	(50)
Transfers to/(from) Earmarked Reserves	35	503	493	586	93
Transfers to/(from) General Reserves	36	(3,088)	(3,578)	(3,578)	0
Total Other Costs and Income		891	391	434	43
Total Housing Revenue Account		0	0	(1,149)	(1,149)

Further detail of this breakdown is as follows:

21. Dwelling Rents and Service Charges – (£211k) additional income

This includes rents and charges received for dwellings from tenants and leaseholders.

Income is expected to be £211k (0.9%) higher than budget.

22. Other Charges and Income – £23k reduced income

This includes all other income such as garages and shops, as well as the contribution from the General Fund for shared areas (e.g. grounds maintenance) and income from renewable energy schemes.

Income from garages is reducing as garages are taken out of use pending disposal/redevelopment.

23. Supervision and Management – (£290k) underspend

This includes staffing and tenancy management costs.

An underspend of £290k is currently expected in this area due to there being no planned drawdown on the contingency budget (£185k), and also some staffing vacancies in the Systems Team and Asset Management.

24. Repairs and Maintenance – (£546k) underspend

This includes planned and responsive maintenance, including void costs.

25. Planned Maintenance – (£168k) underspend

There was a delayed start for the new contractor on external decorating that will result in some of the programme slipping into next year. Some other planned areas, such as smoke detector servicing is now being undertaken by the In-house Gas Team, providing additional savings to the planned maintenance budget.

26. Gas In-house Provider – (£24k) underspend

Savings of £24k are currently expected.

27. Voids – (£272k) underspend

Void spend is currently low, and if this continues, it is expected that a saving of £272k will be made against budget. This will be monitored throughout the year as the level or cost of voids could fluctuate.

28. Responsive Maintenance – (£82k) underspend

Due to the reactive nature of works, it is difficult to predict the works required during the year and the forecast will be continually monitored.

Sheltered Housing Service – (£76k) underspend

This includes the expenditure on sheltered housing, not including the Sheltered Housing Modernisation project.

A salary underspend of £72k is expected due to a number of posts being vacant for part of the year.

29. Other Expenditure – on budget

This includes the cost of maintaining communal areas and grounds maintenance.

30. Sheltered Housing Modernisation – (£92k) slippage

This is the cost of the Sheltered Housing Modernisation programme, which is funded from Transfers to and from Earmarked Reserves.

A reduced number of decants have occurred during the year. The balance of £92k will remain in the Earmarked reserve in order to contribute towards funding the decanting of residents from Cambridge House and Glebelands which will begin in 2018/19.

31. Capital Financing – on budget

This is the revenue funding of the capital programme and includes Depreciation charge (which in the HRA must be spent on capital works) of £5,156k, and Revenue Contribution to Capital Outlay (RCCO) of £5,896k, which is used to top up the funding in order to support the approved capital programme.

32. Provision for Bad Debt – on budget

This is the provision for non payment of rent and charges.

33. Interest Payable/Receivable – (£50k) underspend

This is the net amount of interest payable on borrowing, less interest received on investments.

The budget includes an amount of £50k for payment of interest on Right To Buy (RTB) receipts to be repaid to Government. It is currently hoped that this won't be necessary, but is dependant on both the HRA capital programme and the use of RTB receipts by a Registered Provider in the area, being delivered within the timescales. Any slippage would result in RTB receipts needing to be repaid, which would incur interest costs.

34. Transfers to/from Earmarked Reserves – £93k reduced transfers from Earmarked Reserves

This is the net position of transfers to and from Earmarked Reserves for projects such as Sheltered Housing Modernisation.

The current forecast in Sheltered Housing Modernisation means that £93k of the budgeted transfer will not be needed in 2017/18. This amount will therefore remain in the reserve and can be allocated in a future year.

35. Transfers to/from General Reserves

Funding approved from HRA General Reserves

HRA Capital Programme

36. The following table shows the full capital programme for 2017/18

Capital Summary	2017/18 Revised Budget (£'000)	Spend to date (£'000)	2017/18 Projected Outturn (£'000)	2017/18 Outturn Variance (£'000)	Slippage (£'000)
Central Heating	690	(100)	690	0	0
Disabled Adaptations	308	(77)	120	(188)	0
Estate Works	0	12	0	0	0
Kitchens and Bathrooms	1,545	(36)	1,052	(493)	0
Major Voids	515	5	379	(136)	0
Asbestos/Radon and Compliance	453	22	175	(278)	0
Doors and Windows	515	(13)	515	0	0
Electrical Works	206	77	200	(6)	0
Damp Works/Insulation	124	0	100	(24)	0
Renewable Heating 1	0	(572)	0	0	0
Non-Traditional Properties	340	0	340	0	0
Door Entry	206	0	206	0	0
External Works	1,700	199	1,638	(62)	0
Total - Major Works	6,602	(483)	5,415	(1,187)	0
Woolaways - Minchinhampton	0	0	3	3	0
Woolaways-Leonard Stanley (New Build)	0	(89)	0	0	0
Woolaways-Top of Town (New Build)	0	4	4	4	0
The Corriett	0	(39)	1	1	0
Berkeley	0	(5)	3	3	0
Hillside, Coaley	0	(85)	2	2	0
Southbank, Woodchester	578	2	0	(578)	1,000
Chapel Street, Cam	574	294	533	(41)	3
Littlecombe	0	(28)	2	2	0
New Homes Contingency	250	0	0	(250)	562
Fountain Crescent	0	2	0	0	0
Woolaways-Top of Town Phase 2	0	(35)	5	5	0
Woolaways-Top of Town Phase 3	168	175	203	35	1
Ship Inn	1,510	5	25	(1,485)	1,434
Woolaways-Top of Town Phase 4	1,191	138	489	(702)	1
Miscellaneous Properties	700		700	0	0
Total - New Build	4,971	339	1,970	(3,001)	3,001
Sheltered Housing Modernisation	1,542	53	971	(571)	571
Queens Court	0	15	0	0	0
Total Capital Expenditure	13,115	(76)	8,356	(4,759)	3,572

37. Major Works – (£1,187k) underspend/slippage

Spend on Major Works is expected to be £1,187k below budget. This is a combination of reduced spend in areas such as Major Voids, Asbestos and Disabled Facilities Grants, as well as reprogramming of the kitchens and bathrooms contract and slippage in external works. Any slippage in contracts at this point in the year will lead to a revised programme for the following year as part of the budget setting process and so has not been included in the slippage figures. The programme will continue to vary through the year due to uncontrollable variables such as the weather and tenant refusals.

38. New Build and Development – (£3,001k) slippage

2017/18 will see the completion of the final phases at Top of Town and the completion of the mixed tenure scheme at Chapel Street, Cam. Some final consultant fees a number of our completed schemes are also due during the year.

As reported in June, in the New Homes Information Sheet, the New Homes and Regeneration budget will need to be reprofiled. Funding to deliver The Ship Inn, Southbank, Woodchester and the balance of the programme is now expected to fall into 2018/19. The reprofiling of funding in order to complete the programme will be brought to members in December as part of the budget setting process.

39. Sheltered Housing Modernisation– (£571) slippage

Capital expenditure has been adversely affected by the planning delays and ecology issues relating to the new build scheme at Tanners Piece. Budgeted expenditure was £750k for this year and anticipated spend is in the region of £45k. Slippage has been reduced by increased costs incurred for the conversion of the ex-warden properties, as well as the provision of a new laundry facility for residents at Dryleaze Court.

40. Further detail on the capital programme can be found in the Capital Project Monitoring report.

STROUD DISTRICT COUNCIL

AGENDA

HOUSING COMMITTEE

ITEM NO

26 SEPTEMBER 2017

9

Report Title	REFURBISHMENT AND REGENERATION OF COUNCIL OWNED PROPERTIES AND ENVIRONMENT
Purpose of Report	To inform Committee members of the potential (including financial risk) to invest in our estates over a number of years.
Decisions	Committee resolves that: A phased approach in line with the HRA's aspirational goals to enhance the external aspects of our properties over a number of future years to improve the aesthetics of our tenants homes.
Consultation and Feedback	Chair and Vice Chair of Housing Committee Appropriate officers linked to the project Corporate Team, Housing Review Panel
Financial Implications and Risk Assessment	<p>The Medium Term Financial Plan (MTFP) for the HRA includes an amount of £1.17m for estate refurbishment over a five year period. Any funding allocated over this amount would require savings to be made in other areas of housing, and should be considered against the wider priorities of service delivery.</p> <p>If the regeneration delivered benefits the community as a whole, and not just tenants, a contribution should be made from the General Fund to reflect the wider community benefit in line with the Local Government and Housing Act 1989. This is not funded and would be an additional cost to the General Fund.</p> <p>Lucy Clothier, Principal Accountant Tel: 01453 754343 Email: lucy.clothier@stroud.gov.uk</p> <p>Risk assessment by the report author The availability of suitable financial resource post 2020 will determine the viability of this programme. Planning for such significant investment (potentially £1</p>

	million per year) will need to be sourced from existing budgets including the building of reserves over a number of years. This would affect the delivery of existing programmes.
Legal Implications	This is a significant strategic risk (CCR5) and is linked to the Council's more general corporate budget risk (CCR1). The Risk Register needs to be updated by the responsible officers in any event and controls reviewed in view of the committee's decisions. (Ref: r07/09c11/09d12/09) Karen Trickey, Legal Services Manager Email: karen.trickey@stroud.gov.uk
Report Author	Kevin Topping, Head of Housing Services Tel: 01453 754196 Email: Kevin.topping@stroud.gov.uk
Options	Not to agree due to financial risk or agree elements of the decisions
Performance Management Follow Up	12 month review via briefing note to members on status and effectiveness of the programme if agreed
Background Papers/ Appendices	Appendix A – Types of works to be considered Appendix B – Demographic data

1.0. Background

- 1.1. This report follows directly from the Corporate Asset Management Strategy and Action Plan which was presented to Housing Committee in September 2016.
- 1.2. Stroud District Council is one of the few authorities nationally which still retains its stock of social housing, which stands at 5187 at the time of writing this report. A number of our estates identified in this report were built between 1952 and 1978 and other than planned and cyclical maintenance on our properties, they have not been subject to significant investment. A number of our estates have also had significant losses of stock due to the Right to Buy scheme introduced in the 1980's which may have a bearing on committee's view of prioritising investment (see Appendix B). The projected amount of cost associated with works are expected to be up to £1 million per estate per year. Where available, grant funding would be applied to reduce the cost to the HRA.

2.0. Current position

- 2.1. A number of estates have been identified by officers in terms of regeneration and refurbishment to improve the aesthetics and kerb

appeal of our stock. Locations, if agreed, would be phased and prioritised by Housing Committee with works to commence after 2021 with areas actioned subject to financial resource being available, and consideration of the local community priorities.

2.2. Not in Priority Order

- Mathews Way/Allen Drive/Duderstadt Close/Archway Gardens (Paganhill Estate)
- Woodcock Lane/Juniper way (Stonehouse)
- Hinton Court (Sharpness)
- Acre Street/Oak Drive (Kingshill estate, Dursley)
- Bearlands (Wotton-under-Edge)

2.3. Impacts from other work streams

A stock condition programme has been in place for over a year and we continue to accumulate intelligence regarding our stock. In addition, a validation programme appraising our non traditional stock and making suitable decisions regarding sustainability will also feed into this programme of refurbishment. The garage rationalisation programme linking to potential development opportunities will ensure we are suitably joined up in our approach to all works in, on and around our estates.

2.4. Affected work streams

In order that sufficient funding is set aside, budgets would need to be realigned for major external programmes such as roofing, and smaller internal programmes such as kitchens and bathrooms, where all components would be surveyed and re-assessed in terms of their life cycle. This is an area of risk and may lead to increased costs on the responsive maintenance budget.

2.5. Financial risk

Due to the uncertain climate which includes a lack of clarity over the 1% rent reduction currently in place, the potential impacts of other aspects of the Housing and Planning Act and the borrowing cap limits, there must remain a degree of caution when looking at this project some of which is aspirational.

3.0. Summary

- 3.1. This report is the first stage of a planned process to develop a positive, effective and aesthetically pleasing aspect to our council estates. Regular briefings to members will be presented (subject to this one being agreed) as matters progress. There will be the opportunity once sites have been agreed and suitably prioritised, to consult more widely with the tenants and residents of our estates to establish what matters

to them and their communities. There would also be a timeline for procuring works, which at this level of spend would take approximately 12 to 24 months depending on complexity, which is why the project needs to be planned correctly. The areas would include:

- Initial appraisal, brief report to include photographs and general observations e.g. boundaries, topography, access, trees/buildings etc
- Consultation with residents
- Prepare drawings/designs
- Discuss proposals with SDC's planning department and make an application for outline planning permission (if appropriate)
- Advise on the need for specialist consultants/contractors.

APPENDIX A

Types of works to be considered and costs (based on current schedule of rates – SOR's).

Tarmac Vs Flagstones

- Tarmacing an area is based on a price of £31.30 to £41.51 per square metre.
- Flagging an area is based on a price of £21.40 to 28.53 per square metre.

Concrete Bollards Vs Low level fencing/chains

- Installing bollards is based on a price of £76.92 to £102.56 per bollard.
- Installing low level fencing (1.2M high) is based on a price of £25.70 to 34.27 per metre.

Painting vs. Render/Cladding

- Painting varies depending on the external facade of the property, e.g. masonry, previously painted masonry, half render/half masonry and full render (painted) the costs vary between £187.00 to £560.00.

Other areas to consider which would be subject to costings outside of our contractors current SOR's may include major landscaping or parking solutions, we could also consider the expansion of some pilot programmes involving creating bicycle racks and bin stores.

Please note that costs will increase year on year; the current uplift figure is 4%.

Grounds maintenance

The current contract has the associated costs mentioned below. If works were agreed, which would reduce these costs but still enhance the neighbourhood including the use of the handyperson service for low level maintenance (weed control etc.), then this would be a natural efficiency saving. Further efficiencies could be gained by a more dynamic use of current staff who are delivering site functions to sheltered schemes.

Description	Cost
Park Road/ Park Parade	
<i>Total maintenance cost grass areas</i>	£1,294.33
Juniper Way	
<i>Total maintenance cost grass areas</i>	£96.90
Woodcock Lane	
<i>Total maintenance cost grass areas</i>	£158.96
Acacia Drive	
<i>Total maintenance cost grass areas</i>	£2,239.23
<i>Sweep/ Weed control Hard Standing</i>	£735.06
<i>Hedges</i>	£920.98
Total	£3,895.27
Oak Drive	
<i>Total maintenance cost grass areas</i>	£630.59
<i>Sweep/ Weed control Hard Standing</i>	£459.14
Total	£1,089.73
Hinton Court	
<i>Total maintenance cost grass areas</i>	£133.52
<i>Sweep/ Weed control Hard Standing</i>	£121.48
Total	£255.00
Bearlands	
<i>Total maintenance cost grass areas</i>	£1,088.72
<i>Sweep/ Weed control Hard Standing</i>	£191.33
Total	£1,280.05
Total annual maintenance cost for all the above sites	£8,070.19

APPENDIX B

Demographic data

The following information relates to how many properties are retained by the Council. This may help inform the priority list in terms of social value and benefit to our tenants.

Location						
Paganhill Estate						
Council retained numbers	Allen Drive	27	Duderstadt Close	15	Mathews way	94
Private numbers	Allen Drive	3	Duderstadt Close	0	Mathews way	31

Woodcock Lane/ Juniper Way				
Council retained numbers	Woodcock lane	43	Juniper Way	33
Private numbers	Woodcock lane	24	Juniper Way	4

Sharpness		
Council retained numbers	Hinton Court	12
Private numbers	Hinton Court	0

Dursley				
Council retained numbers	Acacia Drive	28	Oak Drive	38
Private numbers	Acacia Drive	7	Oak Drive	22

Wotton-under-Edge		
Council retained numbers	Bearlands	36
Private numbers	Bearlands	11

Information supplied by Gloucestershire Police involving crimes of Violence/Public Order/Criminal Damage/Arson, where the named suspect/offender was aged U18.

Parish	2015/16	2016/17
Juniper Way/Woodcock Lane (Stonehouse)	0	6
Oak Drive/Acacia Drive (Dursley)	2	0
Hinton Court (Sharpness)	0	0
Bearlands (Wotton-under-Edge)	0	0
Paganhill Estate	No data	No data

Information relating to each area showing the level of rent arrears and the number of Anti Social Behaviour (ASB) cases reported to Tenant Services. *Figures are correct as at June 2017, however, please note that ASB cases are not a snapshot due to their complex nature and some will be cumulative.*

Parish	Rent Arrears over £1K	number of tenants above £1K	ASB Cases
Dursley	32552.52	21	3
Paganhill	13542.21	9	6
Stonehouse	16101.11	11	4
Wotton-under-Edge	5933.88	4	4
Sharpness	1262.94	0	0

It is interesting to note that the level of rent arrears is not necessarily a factor relating to ASB, however, with an environment that residents can enjoy and take ownership for, it would be expected to lead to improved behaviour not only from the aesthetic perspective but also peer pressure for those who do appreciate a more pleasant living environment.

STROUD DISTRICT COUNCIL

AGENDA

HOUSING COMMITTEE

ITEM NO

26 SEPTEMBER 2017

10

Report Title	HOUSING REPAIRS AND PLANNED MAINTENANCE POLICY 2017-2020 (INCLUDING THE DAMP AND MOULD POLICY)
Purpose of Report	To inform committee of the policy review.
Decisions	To RESOLVE to approve the Housing Repairs and Planning Maintenance policy 2017-2020 (including the Damp and Mould Policy)
Consultation and Feedback	Relevant managers, Chair and Vice Chair of Housing Committee and Corporate Team.
Financial Implications and Risk Assessment	<p>The policy sets out the obligations of the Council in regards of repairs and maintenance, and the ongoing cost of this will need to be reflected in the budget allocation in both the Medium Term Financial Plan, and the 30 Year Delivery Plan.</p> <p>Name: Lucy Clothier, Principal Accountant Tel: 01453 754343 Email: lucy.clothier@stroud.gov.uk</p> <p>Risk assessment by the report author Failure to maintain and manage responsive repairs, planned works and damp and mould may lead to reputational and financial risk in terms of Homes and Communities Agency (HCA) compliance and compensation claims against the authority.</p>
Legal Implications	<p>The policy largely addresses internal management and operational issues for officers' and tenants' clarity. Non compliance with the relevant provisions by the Council will, irrespective of legal requirements, open the Council to challenge or complaint. Nevertheless, for relevant provisions to be readily enforceable against tenants, the policy and procedures provided for will need to form part of the tenancy terms and conditions.</p> <p>Karen Trickey, Legal Services Manager Tel: 01453 754369 Email: karen.trickey@stroud.gov.uk</p>
Report Author	Colin Scott, Responsive Maintenance and Voids Manager Tel: 01453 754180 Email: colin.scott@stroud.gov.uk

Options	None
Performance Management Follow Up	Information sheet update to members as and when the policy requires amendments from operational matters or legislation changes.
Background Papers/ Appendices	Appendix A – Housing Repairs and Planned Maintenance Policy 2017-2020 Appendix B – Damp and Mould policy

1.0. Introduction

1.1. The Repairs and Maintenance policy was last updated and presented to Housing Committee in 2013. In line with the review period, this policy, which now incorporates the damp and mould policy has been comprehensively reviewed to ensure it is fit for purpose and relevant. Stroud District Council is committed to providing an effective repair, planned and cyclical maintenance service in order to ensure high levels of resident satisfaction and to protect the value of its housing stock.

2.0. Benefits

- Clear guidance for officers and tenants when dealing with responsive and planned works.
- Clear guidance for officers and tenants when dealing with damp and mould.
- Added value by delivering seminars for colleagues and residents (inc. leaseholders) on damp and mould.
- Long term value for money savings as a result of clear understanding of what the Council will do or won't do.
- Clarity on what is the tenant's responsibility.
- Clarity on timelines for delivery of works.

3.0. Outcomes

- The Repairs and Planned Maintenance policy has been reduced by 12 pages.
- The Damp and Mould policy has been reduced by 3 pages.
- Removed irrelevant items such as full legislative text.
- Made the document more useful to non-technical readers by removing jargon.
- Ensures the policy is up to date, published in the public domain and open to scrutiny.

HOUSING REPAIRS AND PLANNED MAINTENANCE POLICY 2017 - 2020

STROUD DC

PART 1 - POLICY BACKGROUND & COVERAGE

- 1.1. This policy details the arrangements for the planned, cyclical and responsive maintenance of properties owned by the Council.

Key Principles of the Repairs and Planned Maintenance Policy

- 2.1. The Council will maintain its housing stock in good condition by providing an effective repairs and maintenance service to residents.
- 2.2. The Council will ensure that its repairs and maintenance service reflects the following overall principles:
 - to provide a flexible, convenient and customer oriented repairs service that gives priority to the safety, comfort and convenience of residents.
 - to repair and maintain the housing stock to a minimum level of the Decent Homes Standard.
 - to meet the Council's legal and contractual obligations.
 - to ensure the services provided are cost effective and obtain the best value for residents from available financial resources.
 - to ensure the principles of health and safety and the equalities act 2010 are central to working procedures and practices.
 - to maximise economic benefits where possible by creating employment and training opportunities in maintenance related work and by purchasing goods and services locally.
 - to measure and monitor customer satisfaction and make use of the information to continuously improve services.

Responsibilities of the Resident

- 2.3. The resident is responsible for reporting repairs to the Council and must allow access to their home in order for any work, including assessments such as a stock condition survey, to be carried out.
- 2.4. The resident is responsible for the maintenance, repair and replacement of certain minor items within the home, as set out in the Tenancy Handbook.

Responsibilities of the Council

- 2.5. The Council is responsible for the maintenance, repair and replacement of the structure and common parts of its properties, as set out in the Tenancy Handbook.

Relevant legislation and regulatory compliance

- 3.1. The Council will ensure that properties are repaired and maintained in accordance with best practice and relevant policy and legislation.

PART 2 - PLANNED AND CYCLICAL MAINTENANCE POLICY

- 1.1. The Council will develop and deliver, planned and cyclical maintenance programmes, to ensure that its homes are maintained in a good condition and meet the Decent Homes Standard.

Developing the Planned Maintenance Programme

- 2.1. The planned maintenance programme includes all planned programmes of improvement.
- 2.2. The Council will use the following information to plan and develop its planned maintenance programmes:
 - information from periodic stock condition surveys
 - retention of asset information relating to each property for the following:
 - condition of property's elements
 - expected life of the component
 - information about asbestos present in the property
 - information about the energy performance of properties
 - Housing Health and Safety Rating System (HHSRS)
- 2.3. In developing its annual planned maintenance programme the Council will take into account the following:
 - the impact of the programme to the tenant
 - the current condition of the property against the standards required
 - budgetary constraints
 - the impact on other maintenance work streams
- 2.4. The Council will publish information about its planned maintenance programme each year. This will include details of the works to be undertaken and the areas that will benefit from the work. The information will be published in the tenants' newsletter and on the Council's website.
- 2.5. The Council will achieve value for money in delivering planned maintenance programmes by ensuring current and future contracts are procured correctly in line with regulatory requirements and contract management is at the core of officers approach. Information about contracts awarded and partnering arrangements will be published in the tenants' newsletter and on the Council's website.

Enabling Tenant Choice

3.1. Where the Council undertakes planned improvement works it will offer the tenant(s) of the property choices of selected finishes from its own range of available products. This will apply to the:

- colour of finish of internal plasterwork from an agreed range of colours
- the door and worktop finishes of kitchen units
- colour of tiles in the bathroom and kitchen
- colour of floor covering
- style and colour of external doors
- colour of external walls

Cyclical Maintenance Work

4.1. Cyclical maintenance works are programmes which are repeated at regular intervals. The Council will undertake the following programmes on a cyclical basis:

- external surfaces of the property that require an applied finish to maintain its weather tightness (subject to stock condition survey).
- landscaping and grounds maintenance of communal gardens and of open ground on estates.
- all statutory servicing requirements where applicable:
 - gas servicing
 - electrical circuit testing
 - portable fire equipment
 - fire systems
 - water storage systems
 - lifts
 - safety equipment
 - welfare equipment
 - door entry

4.2. At the beginning of each financial year, the Council will review and agree its schedule of cyclical service contracts for its properties as developed through the medium term financial plan. The schedule will be led by the Council's Asset Management Information systems and will be prioritised against the following factors:

- the impact to the resident
- meeting current legislation
- the current condition of the property
- long term impact of not servicing the property/equipment
- budgetary constraints
- the impact on other maintenance work streams

- 4.4. All statutory service contracts will be carried out in accordance with the relevant legislation. The Council will keep appropriate records for inspection and verification by the appropriate inspectors.

Appointments

- 5.1. Where planned and cyclical maintenance works require access to the tenants' home, the Council will contact the tenant(s) providing them with advance notice of the intended commencement of the work, its anticipated impact on the tenant(s) and the contact details of the contractor who will be undertaking the work.
- 5.2. The Council's contractor undertaking the work will arrange any appointments with the tenant(s) who will be given at least two week's notice prior to a contractor carrying out the work.

Quality Control

- 6.1. The Council believes that the quality of its planned and cyclical maintenance service is extremely important, not only to ensure the health, safety, comfort and satisfaction of its residents, but also to protect the fabric and value of its properties.
- 6.2. The Council requires all staff and contractors working in residents' homes to comply with its published code of conduct.
- 6.3. The Council's Planned Maintenance Officers, in partnership with residents, are responsible for monitoring the standard of work carried out.
- 6.4. All residents who receive works will be encouraged to submit resident satisfaction feedback surveys after the works have been completed in a variety of formats. For example, these formats include telephone, text, interactive, paper and verbal, to help assess the performance of the works.
- 6.5. The Council will ensure that all completed works are inspected. Any performance issues arising from the post inspection process will be resolved by the relevant officers.
- 6.6. Where a resident records their dissatisfaction with the quality of any works carried out to their home or the attitude/performance of the contractor (either during the work or after completion), this will be referred to the relevant officer, who will investigate promptly and initiate any appropriate remedial action. They will also ensure that the resident is kept informed of any action being taken.
- 6.7. The Council's complaints policy is also available to any resident who is dissatisfied with the maintenance works provided and can be found on the Council's website.

PART 3 - RESPONSIVE REPAIR SERVICE

Reporting Repairs

1.1. Tenants can report repairs to the Council in any of the following ways:

- in person at the main Council Offices
- by telephone (including an out-of-hours number for reporting emergency repairs)
- by email (repairs@stroud.gov.uk)
- by letter via any member of Tenant Services' staff or their ward councillor
- via tenants' and residents' associations or representatives

Repair Categories and Target Timescales for their completion

2.1. The Council has established three categories of responsive repair, these are:

○ **Emergency Repairs**

These are repairs that need to be carried out to avoid serious danger to the health and safety of the occupants or where a failure to carry out the repair could cause extensive damage to buildings and property. Examples of emergency repairs would include loss of all electrical power in the property, blockage of WC, unable to secure main entrance to property. Emergency repairs will be completed within 4 hours of the defect being reported to the Council.

○ **Urgent Repairs**

These are repairs that may affect the comfort of residents and may cause damage to the property if not carried out urgently. Examples of urgent repairs would include renew light fitting, repair leaking pipe in the property, unblock drain. Urgent repairs will be completed within 5 working days of the repair being reported to the Council.

○ **Routine Repairs**

These are repairs that are not urgent, although they may cause inconvenience to residents. Examples of routine repairs would include easing an internal door, clearing an overflowing gutter. Routine repairs will be completed within 28 working days of the defect being reported to the Council.

Each repair request will be placed into one of the three categories and the work ordered.

In some instances the Council may need to inspect the defect to establish the precise nature of the repair work required. In such cases the Council will usually undertake the inspection within 5 working days.

Appointments

- 3.1. An appointment will be offered to the tenant whilst reporting the repair where possible. However, should the tenant wish to arrange an alternative appointment, they will be provided the contractors with contact details to arrange a mutually convenient appointment for the work to be completed.

Quality Control

- 4.1. The Council believes that the quality of its responsive maintenance service is extremely important, not only to ensure the health, safety, comfort and satisfaction of its residents, but also to protect the fabric and value of its property.
- 4.2. The Council requires all staff and contractors working in residents' homes to comply with its published code of conduct.
- 4.3. The Council's Maintenance Officers, in partnership with residents, are responsible for monitoring the standard of work carried out.
- 4.4. The Council will ensure that a proportion of responsive repairs are inspected once they have been completed. Any performance issues arising from these post-inspections will be referred to the contractor for investigation.
- 4.5. Where a resident has recorded dissatisfaction with any service work carried out to their home, this will be investigated by the Maintenance Officer, who will ensure that any necessary remedial works are carried out.
- 4.6. The Council's complaints policy is also available to any resident who is dissatisfied with the maintenance works provided.

PART 4 - RECHARGEABLE REPAIRS POLICY

- 1.1. The Council aims to maximise its financial resources to enable improvements to be carried out to homes and services. The Council will ensure that tenants meet the costs of repairs they have responsibility for.
- 1.2. The Tenancy Agreement sets out tenants' responsibilities for repairs, these are:
 - repairing any damage caused by themselves or visitors to their homes.
 - lock changes.
 - decorating the inside of their properties and keeping them in a good state of decoration.
 - completing minor repairs to woodwork and plaster.

- providing and maintaining TV aerials (except shared services).
- repairing their own electrical appliances.
- maintaining and repairing garden paths - except those that give access from a public footpath into and around the property.
- maintaining and repairing garden fences and gates - except those connected to public land.
- maintaining and repairing garden sheds and greenhouses - repairing and replacing small items such as keys, washing lines, WC seats and shower curtains (except those in shared areas such as Sheltered Schemes).
- maintaining and repairing electric showers – except those installed by the Council or those not designated as tenant’s responsibility when they took on the tenancy.

Recharging tenants for repairs

- 2.1. The Council will charge residents for repair works carried out on their behalf where this expenditure has been caused either by damage which is not the result of fair wear and tear, or by unauthorised alterations to the property.
- 2.2. Payment/payment plan will be agreed in full before any re-chargeable repairs work is carried out, with the following exceptions where:
 - an emergency response is required.
 - the property has to be made secure at the direction of the police where they have forced entry (costs will be recharged as appropriate to either the resident or the police).
 - the repair is prejudicial to the health and safety of the household (for example faulty electrics).
 - the disrepair could cause or is causing damage to other parts of the property or to other properties.
 - the Council considers that the disrepair could lead to deterioration in the appearance of the area.
 - the Council is satisfied that genuine hardship exists.
- 2.3. In the above circumstances, an affordable repayment plan will be agreed and confirmed in writing with the resident and the Council.
- 2.4. In exceptional circumstances, the Council may consider waiving the cost of the re-chargeable repair. All cases will be considered on an individual basis.

Rechargeable Repairs undertaken during a tenancy

- 3.1. All requests for repairs reported by tenants will be assessed against the Council’s repairing obligations, as outlined in the Tenancy Agreement and Tenancy handbook.

- 3.2. Where a reported repair is deemed to be the responsibility of the tenant, the tenant will be informed that they are responsible for that repair under the terms of their Tenancy Agreement. This includes damage that may have been caused accidentally, for instance a window smashing in the wind.
- 3.3. Where a repair is needed as a result of criminal activity that has not been caused by the tenant, a member of their family or a visitor to their home, the resident will not be charged for the cost of any works providing written confirmation with a **crime reference number** is obtained from the Police (an Incident Number is not sufficient).
- 3.4. Where a repair is needed as a result of criminal activity that has been caused by the tenant, a member of their family or a visitor to their home, the resident will be charged for the cost of any works. Where appropriate, the Police will also be informed of any criminal activity that has taken place.
- 3.5. Where damage is caused by the Police whilst executing a warrant and no conviction is secured against the tenant or a member of their household or a visitor to their home, the resident will not be held liable for the cost of the repair and the Council will seek to recover the cost of the repair from the Police.
- 3.6. Where damage is caused by the Police whilst executing a warrant and a conviction is secured against the tenant or a member of their household or a visitor to their home, the resident will be held liable for the cost of the repair.

Rechargeable Repairs at the end of a tenancy

- 4.1. On receipt of a valid notice to end a tenancy, arrangements will be made with the tenant for the property to be inspected. Following this inspection, the tenant will be informed in writing of any work for which they are responsible prior to vacating the property.
- 4.2. Any re-chargeable works not carried out by the tenant before they vacate the property will be undertaken by the Council and the cost of the works will be re-charged to the former tenant.
- 4.3. A situation may arise where an end of tenancy inspection is not able to be carried out in the presence of the tenant, for instance where the property has been abandoned. Further, some repairs for which the tenant is responsible may occur after the end of tenancy inspection has taken place. In these circumstances an empty property inspection will take place and a photographic record taken of any damage caused or work required to the property which is deemed to be the former resident's responsibility.

- 4.4. Where the Council is aware of a forwarding address, the former resident will be advised in writing that they will be re-charged any costs incurred by the Council and the debt will be pursued in a manner which accords with the Council's Rent and Other Income Collection and Recovery Policy.
- 4.5. Where no forwarding address is known, a record will be kept of any outstanding re-chargeable repairs. The Council will pursue the debt from the former tenant should their new address later become known.

PART 5 - REPAIRS TO EMPTY PROPERTY

- 1.1. The Council is committed to making the most effective use of its housing stock in order to maximise rental income, meet housing need and maintain good estate management.
- 1.2. The Council will adopt a pro-active approach to property management to ensure that empty (void) properties do not significantly detract from a neighbourhood's appearance, security or sustainability.
- 1.3. This policy details the arrangements for undertaking repairs to empty properties owned by the Council.
- 1.4. In managing its empty properties, The Council aims to:
 - minimise the length of time a property remains unoccupied
 - minimise rental loss
 - minimise empty property repair costs
 - ensure that all empty properties comply with legal and health and safety requirements.

Repairing Empty Properties

- 2.1. The Council will deem a property to be empty in the following circumstances, where:
 - the tenant has formally terminated the tenancy by written notice.
 - the tenant has died and there is no successor.
 - the tenant has abandoned the tenancy, where the appropriate action has been taken to end the tenancy.
 - the tenant has been evicted, following court action for possession.
- 2.2. The Council will ensure that all empty properties are repaired and re-let in accordance with closely monitored target timescales to ensure efficient and accountable management of empty properties. The Council will ensure that all homes are repaired in such a way as to ensure a high standard of repair and cleanliness for its empty properties.

- 2.3. Wherever possible the Council will undertake a Pre-Termination Inspection (PTI). This will identify any works that can be completed during the notice period, further reducing void times. A full inspection of the property will be carried out to ensure the property has been left in a satisfactory condition. Inspections will be undertaken within set target timescales. The inspection will identify the repairs required to the property to enable it to be suitably let.
- 2.4. In recognition of the need to minimise re-let timescales, the Council will undertake some minor repairs after occupation. The new tenant will be advised of any outstanding works at the sign-up interview.
- 2.5. The Inspection will identify any outstanding rechargeable repairs and note any remedial work required resulting from resident damage, in line with the Rechargeable Repair Policy. Photographic evidence of the condition of the property will be recorded.
- 2.6. The Council will undertake the following tests in all empty properties:
 - test all gas appliances and pipework to ensure that they are safe and comply with the regulations and produce a Landlord Gas Safety Record (LGSR)
 - test the electrical circuitry to ensure compliance with the latest regulations.
 - test the water supply and drainage system.
 - identify and catalogue asbestos containing materials (where appropriate).
- 2.7. Appropriate cost effective security measures will be put in place where this is considered necessary.
- 2.8. A post inspection will be carried out following the completion of repairs on all properties before re-letting, to ensure the works have been completed to a satisfactory standard.
- 2.9. The Council will not decorate properties, unless they are in very poor condition, or if the resident is elderly or infirm or the empty property is in a sheltered housing scheme. In all other cases, The Council will provide assistance with decoration costs which reflect the need for decoration.
- 2.10. The Council will undertake pro-active estate management to improve environmental conditions, for example maintaining garden and common areas during the period the property is empty.

PART 6 - THE RIGHT TO REPAIR SCHEME

- 1.1. The Secure Tenants of Local Authorities (Right to Repair) Regulations SI. 1994 No 133, sets qualifying times for certain qualifying repairs and

requires all local authorities to advise tenants who are reporting any of the qualifying repairs of:

- their rights under the Right to Repair Scheme.
- the timescales set out in the Right to Repair Scheme to complete the repair (either 1, 5 or 28 days).
- the details of a second contractor should the Council's main contractor fail to undertake the work within the required timescale.

1.2. The Right to Repair provides tenants with a right to receive a prescribed amount of compensation, should the Council's contractor fail to undertake the repair within the qualifying time.

Implementing the Right to Repair Scheme

2.1. The Council will implement the Right to Repair Scheme by:

- advising tenants upon request who are reporting qualifying repairs of their rights under the Right to Repair Scheme.
- providing compensation to tenants where they have enacted their rights and we have failed to undertake repairs within the qualifying time, at the levels prescribed.

PART 7 - THE RIGHT TO UNDERTAKE AND RECEIVE COMPENSATION FOR IMPROVEMENTS

1.1. Part IV of the Housing Act 1985 established that all local authority tenants are secure tenants¹ and that all secure tenants have the right to undertake improvements to their home, subject to receiving the landlords consent (1).1.2 The Leasehold Reform, Housing and Urban Development Act 1993 gives secure tenants the right to compensation for certain tenant financed improvements that have had the written permission of the Council.

1.2. The right to compensation for improvements is subject to certain qualifying criteria and regulations contained in the Secure Tenants of Local Authorities (Compensation for Improvements) Regulations S1 1994 No. 613.

The Right to Undertake Improvements

2.1. All tenants have the right to undertake improvements to their homes, on condition that they have been given prior written consent from the Council.

¹ Amended by S124 Housing Act 1996 which provided local authorities with the opportunity to establish Introductory Tenancies for the first 12 months of a tenants tenancy

- 2.2. On receipt of a written request to undertake an improvement, the tenant will be visited in their home by a Council officer.
- 2.3. The tenant will receive within 1 calendar month notice of whether consent has been granted to their request to carry out an improvement to their home.
- 2.4. Permission to carry out an improvement will not be unreasonably withheld, but permission may be withheld if the requested improvement will:
 - be non-compliant with current legislation.
 - be unduly expensive to maintain.
 - make the dwelling difficult to let in the future.
 - be unsuitable to possible future occupants.
- 2.5. Tenants who undertake improvements to their home will be responsible for the maintenance of the improvement, throughout the lifetime of their tenancy.

Compensation for Improvements

- 3.1. Compensation payments for improvements are not payable until the tenancy comes to an end.
- 3.2. The Secure Tenants of Local Authorities (Compensation for Improvements) Regulations SI 1994 No. 613 sets out:
 - details of tenants who will qualify for compensation for improvements.
 - a list of qualifying improvements and the notional life of the improvement.
 - formula to be used in the calculation of compensation to qualifying tenants.

PART 8 – AIDS AND ADAPTATIONS SERVICE

- 1.1. The Council will ensure that its housing stock meets the needs of residents of the district who have disabilities by:
 - maintaining a register of homes which have either been purpose built or substantially adapted to meet the needs of a disabled person/persons.
 - establish an annual budget which will be used to fund works of adaptation to the homes of existing tenants.

Works of Adaptation to the Homes of Existing Tenants

- 2.1. We will set aside a specified sum of resources each year, to enable adaptations to be undertaken to the homes of tenants who have disabilities.
- 2.2. We will accept applications from tenants for adaptations to their homes, to meet specific needs. We will require all applicants to be visited in their home by an Occupational Therapist, employed by Gloucestershire County Council, who will assess the work that requires to be completed to the property.
- 2.3. Following the production of a report by the Occupational Therapist, recommending the works to be undertaken to the home, which are necessary and appropriate to meet the needs of the person with a disability who occupies the property, we will consider whether the extent of the works are reasonable and practicable.
- 2.4. In taking into account whether the works are reasonable and practicable, we will consider the following:
 - the architectural and structural characteristics of the property, and whether these make certain types of adaptation inappropriate.
 - the practicalities of carrying out adaptations to the property, for example trying to adapt a property with narrow doorways, halls, and passages suitable for use by some-one in a wheelchair or making a property with difficult or limited access suitable for a person using a wheelchair.
 - conservation considerations and planning constraints, which may prevent certain types of adaptation being carried out.
 - the impact on other people where works reduce or limit the existing facilities or amenities in the property.
- 2.5. Where we consider that it is not reasonable and practicable to undertake an adaptation to a property, we will write to the tenant informing them of our decision with 28 days of the decision being made. In addition we will arrange to meet the tenant at their home to discuss other housing options that are available to them, to meet the needs of the person with a disability. This could include applying for a transfer to a more suitable property that is easier to adapt such as ground floor accommodation, a bungalow or sheltered housing.
- 2.6. Where we consider that it is reasonable and practicable to undertake an adaptation, the completed application will be placed onto the adaptations waiting list. We will advise the applicant that their application has been placed on the waiting list, the work that we will undertake to their home and the estimated date that work will commence to their home, within 28 days of receiving the report from the Occupational Therapist (OT).

- 2.7. The list of applications for adaptations will be worked through in date order i.e. work will be undertaken to the home of the applicant whose application is dated the earliest. However, in exceptional circumstances where the Occupational Therapist, following their visit to the applicant, recommends that as a consequence of the needs of the applicant work should be completed as a matter of priority, we will place that applicants' case above all others on the waiting list.
- 2.8. In cases where the work required could potentially exceed £1,000, the Council will require the applicant to submit a means testing assessment.

PART 9 - REVIEW OF HOUSING REPAIRS AND PLANNED MAINTENANCE POLICY

- 1.1. This policy will be reviewed by the Council every three years unless there is a change in legislation or regulation.
- 1.2. Where there has been a change in legislation which has an impact on the policy, the policy will be reviewed within 3 months of the legislation or regulation coming into affect.

DAMP AND MOULD POLICY

STROUD DC

PART 1 - POLICY BACKGROUND & COVERAGE

1.0. Introduction

- 1.1. Studies estimate that in the UK between 10-50% of homes are affected by damp¹. Social housing and low income communities where there is often overcrowding, lack of appropriate heating, ventilation and insulation can experience a substantially higher proportion of damp and mould than the national average.
- 1.2. In addition, high energy costs prevent the adequate heating of many homes during winter (fuel poverty) leading to increased condensation and indoor dampness.
- 1.3. Stroud District Council tenants could fall into either or both of the above criteria which increase the likelihood of living in a home which suffers from damp and mould.
- 1.4. Sufficient evidence has been found to link exposure to indoor mould with upper respiratory tract symptoms, coughing, and wheezing in otherwise healthy people.
- 1.5. Numbers of dust mites are elevated by damp indoor environments; dust mites affect allergies and asthma.
- 1.6. Studies have shown that dampness and mould are associated with approximately 30-50% increases in respiratory and asthma related health outcomes.
- 1.7. People living in homes with damp and mould may also experience depression and anxiety due to the conditions.
- 1.8. Damp and Mould related health outcomes may affect people regardless of age or current health; the elderly and children are most at risk.
- 1.9. Poor housing conditions result in frequent absence from school for children due to ill-health, in educational under-achievement and less earning power. Based on GCSE results alone it is calculated that the cost to children living in poor housing conditions amounts to a total of £14.8 billion in lost potential earnings.

2.0. Key Principles of the Damp and Mould Policy

- 2.1. The key principles of the Damp and Mould policy are:
 - To ensure we provide and maintain dry, warm, healthy homes for our tenants.
 - To ensure that the fabric of our property is protected from deterioration and damage resulting from damp and mould.

2.2. We will achieve these aims by:

- Informing tenants to make lifestyle changes which reduce condensation.
- Informing both tenants and staff about the health risks of living in damp and/or mouldy homes.
- Publicising damp remediation work that we can do.
- Training staff and operatives to:
 - spot signs of condensation, damp and mould and understand the causes and remedies of these
 - carry out maintenance to reduce the occurrence of damp and mould
- Knowing our stock and the archetypes of properties that are likely to suffer from damp and mould. Understanding the components in our properties which may cause damp.
- Investing in both preventative and reactive measures.
- Planning resources i.e. to respond to higher demand in winter.
- Making sure that appropriate budget levels are assigned to reducing the cause of damp and mould.
- Providing our officers with the correct equipment to assess damp in properties and find resolution to the problem if it is our responsibility.
- Complying with all statutory and regulatory requirements and with best practice relating to the provision of this service.
- Treating tenants in a fair and non-discriminatory way, in accordance with our Equalities Act 2010.
- Liaising with other Social Housing Landlords, Environmental Health and other Energy Advice agencies.

3.0. Relevant legislation and regulatory compliance

3.1. We will ensure that we carry out damp and mould services in accordance with best practice and relevant policy and legislation, including the following:

4.0. Landlord and Tenant Act 1985, Section 11 – Repairs and Maintenance

4.1. We are responsible for:

- maintaining the structure and exterior of the property, keeping it in good repair including drains gutters and external pipes.
- keeping installations for the supply of water, gas, electricity and sanitation in good repair and proper working order.
- keeping installations for space heating and water heating in good repair and proper working order.

5.0. Housing Act 2004 – Housing Health and Safety Rating System

5.1. Damp and Mould Growth - Includes threats to physical and mental health from:

- House dust mites
- Mould or fungal growth

5.2. Both are caused by dampness and/or high humidity.

5.3. Causes of dust mite and mould and fungal growth are related directly to dampness which is caused by:

- Reduced ventilation levels;
- Increased humidity, especially beyond 70% ; and
- Warmer indoor temperatures in winter because of dwelling design in renovated houses.

5.4. Potential preventive measures that could have a significant effect on likelihood and harm outcomes relating to moisture production and ventilation:

- Damp proof courses, membranes and detailing around doors and window openings.
- External fabric kept in good repair to avoid rain penetration.
- Frost protection for pipes and tanks.
- Properly installed baths, sinks etc., with properly installed drainage.
- Properly installed and maintained rainwater goods.
- Properly ventilated roof and under floor spaces to ensure timber remains air dry.
- Adequate extraction of moisture laden air during peak times, like cooking and bathing and laundry.
- Heating type.
- Continuous low-level background ventilation where necessary.
- Sufficient means of ventilation to cope with moisture from normal domestic activities without the need to open windows that could lead to heat loss, noise and security risks; and
- Appropriate ventilation for dwellings of high occupant density.

6.0. Best Practice

6.1. We will regularly seek best practice from organisations who deliver damp and mould services and adopt any good practices which will help us to tackle this issue.

PART 2 - Damp and Mould Trends and Locations

1.1. At Stroud District Council, officers have reported that the most common causes of damp and mould in our properties are:

- **Cold Bridging** - this can be in many areas including insulation not fully going in the eaves of a roof, raking eaves, concrete mullions and lintels, poorly installed cavity wall insulation and many other examples.
- **Blocked vents** - on many occasions ventilation provided either mechanical or background ventilation being blocked off, broken or covered.
- **Finlock gutters** - this type of guttering is notoriously defective and leaks leading to penetrating damp and cold bridging for condensation.
- **Type and location of radiators** - heating systems are not always to the performance standard required to prevent condensation and far too often radiators are located on the internal walls creating colder external walls and may be undersized for the room volume.
- **No extractor fans in kitchens, bathrooms and utility rooms.**
- **Unvented and condensing tumble dryers** - these produce a serious amount of water vapour in the space encouraging condensation.
- **Bridging Damp** - there are many cases of bridging damp from render systems going below the DPC to ground level, concrete paving and ground levels being increased, entrance canopy roofs and wall tie snots not cleared.
- **Leaking of insufficient guttering** - there are many cases where guttering is overflowing, leaking joints, lack of maintenance for clearing gutters and in some cases particularly outbuildings where there is no guttering.
- **Lack of pointing on brickwork** - for various reasons there is poor or broken away pointing on parts of brick walls; this may have created cold spots for condensation and opportunity for penetrating damp.
- **Penetrating Damp from render systems** - this could be because they have exceeded their life span and also because the mix is too dense.
- **Tenant and resident lifestyle** - the way some tenants and residents conduct their everyday living can cause excessive humidity within a property, creating conditions where mould can thrive. Lack of adequate ventilation is the primary cause, but drying clothes on radiators, cooking with lids off pans and even tropical fish tanks all add to the moisture levels within a property.
- **Fuel Poverty** – it is now recognised that fuel poverty is becoming a major factor in the increase that has been seen in damp and mould problems. Tenants and residents are unable to afford to heat their homes effectively or evenly which then creates the conditions for moulds to thrive.

PART 3 - AREAS OF RESPONSIBILITY

1.0. Tenant's responsibilities

1.1. Mould can be caused by condensation and may adversely affect your health and our property. Tenants are responsible for making sure that the way they live their lives does not cause significant amounts of condensation that results in mould growth.

1.2. Condensation is caused by:

- Humidity of indoor air
- Low temperature
- Poor ventilation

1.3. Mould caused by condensation is usually black and typically grows in bathrooms, kitchens and bedrooms.

1.4. Support available to help you:

- You can find advice about how to prevent or reduce condensation in our document "preventing damp in your home" available via the website - Go to the Stroud District Council website, Tenant Services area (www.stroud.gov.uk).
- Contact our Repairs Advisors on 01453 754852.

2.0. The Council's responsibilities

2.1. We are responsible for insulating your home in accordance with Decent Homes Standard to help reduce the likelihood of condensation occurring.

2.2. We are responsible for maintaining your home to avoid penetrating and rising damp or for carrying out remedial action if these do occur.

2.3. Penetrating and rising damp is typically misdiagnosed, but can sometimes be caused by:

- Lateral rain penetration
- Condensation or entrapped moisture
- High ground levels
- Bridging of damp proof courses
- Defective rainwater goods
- Salt contamination (Hygroscopic salts can absorb moisture from the air and cause staining – REF: Watts Pocket Handbook 2004)
- Water leaks from windows, roof, overflow pipes, gutters or drainpipes, internal plumbing
- Defective or non-existent damp proof course

- Inadequate cleaning and drying after major leaks and bursts or floods
- Penetrating or rising damp usually leaves a tide mark

PART 4 - TRAINING

- 1.1. We will ensure that all of our staff and contractors have training to raise awareness and create a good understanding of this policy.
- 1.2. We will ensure that all of our staff, other relevant Council staff (visiting officers) and contractors have training to raise awareness of and create a good understanding of damp and mould issues, related issues (i.e. health), causes and measures to combat these.

PART 5 - DAMP AND MOULD

1.0. Preventative Work

- 1.1. To reduce the occurrence of condensation, damp and mould in our homes we will:
 - Promote information about how to reduce condensation.
 - Identify a list of components most likely to cause damp.
 - Liaise with our contractors to monitor these items and when officers carry out repairs visits and arrange to replace any components where the condition has deteriorated and may result in damp.
 - Highlight any areas of concern at the time of each stock condition survey.
 - Carry out work to fix any problems that are found.
 - Tackle fuel poverty through a range of initiatives set out in the Energy Strategy, starting with those who are most vulnerable and in need. These include, replacing inefficient heating with traditional or renewable heating, insulation programmes and whole property 'retrofit works' which address all areas which affect the warmth of your home.
 - Investigate the possibility of providing secure drying areas in communal flat blocks to reduce the need to dry washing on radiators or inside flats.
- 1.2. We aim to carry out a stock condition survey for each property every 5 years and would like to work towards a property MOT system within the next 5 years.
- 1.3. Review each damp and mould works order raised after 6 months to see if the proposed solution has been effective.
- 1.4. All Maintenance teams to follow damp and mould policy to prevent damp and mould by tackling issues when involved with works on the property.

2.0. Reactive Work

- 2.1. When you contact us in relation to a damp and mould issue we will:
- Complete a property and diagnostics questionnaire with you by telephone when you report a problem to ensure we have enough information and can keep records.
 - If the outcome shows that condensation is likely to be causing the problem we will discuss ways in which you can make changes to improve the situation
 - If the outcome shows that damp is likely to be present in your home, we will
 - fix the problem if it is our responsibility and to advise the tenants of how to resolve the issue if it is a lifestyle issue and not a problem with the building
 - carry out a full property service which reviews things like heating, pipes, rainwater goods, damp proof course and loft insulation where the problem is not as easy to identify
 - Carry out a full property survey, including an inspection of cavity wall insulation, thermal imaging, take damp and humidity measurements and carry out an underground survey via CCTV if appropriate
- 2.2. We will evaluate the results of the survey to establish the cause of the problem and advise you of the remedial action we will take, steps you should take and any further work that is required in the future, together with a timeframe for this.
- 2.3. Offer a damp and mould leaflet prior to each visit arranged in connection with these issues.

PART 6 - VALUE FOR MONEY

- 1.1. Fixing damp and mould once it has taken hold of a property can be extremely costly. By enhancing stock condition surveys to include a full property service as well monitoring any potential causes of damp and mould during day-to-day visits, the cost to the service should reduce.
- 1.2. A full property service may also reduce reactive repairs unrelated to damp and mould issues.
- 1.3. There could be a financial implication to SDC if property services are introduced because we may pick up a greater number of repair items that residents may not be aware of.
- 1.4. The cost to other public services such as the health service will reduce by improving living conditions.