

Housing Overview and Scrutiny Committee



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Thursday, 14 November 2024 at 2.00 pm
Council Chamber - South Kesteven House,
St. Peter's Hill, Grantham. NG31 6PZ

Committee Members: Councillor Lee Steptoe (Chairman)
Councillor Zoe Lane (Vice-Chairman)

Councillor Matthew Bailey, Councillor Emma Baker, Councillor Anna Kelly,
Councillor Bridget Ley, Councillor Penny Milnes, Councillor Habibur Rahman and
Councillor Paul Wood

Agenda

This meeting can be watched as a live stream, or at a later date, [via the SKDC Public-I Channel](#)

1. **Public Speaking**
The Council welcomes engagement from members of the public. To speak at this meeting please register no later than 24 hours prior to the date of the meeting via democracy@southkesteven.gov.uk
2. **Apologies for absence**
3. **Disclosure of Interest**
Members are asked to disclose any interests in matters for consideration at the meeting.
4. **Minutes of the meeting held on 19 September 2024** (Pages 3 - 17)
5. **Announcements or updates from the Leader of the Council, Cabinet Members or the Head of Paid Service**

- 6. Housing Compliance figures report** (Pages 19 - 28)

To provide the committee with updates on the position of Housing compliance standards in relation to Social Housing landlord function
- 7. Earlesfield Project Overview November 2024** (Pages 29 - 34)

To update the committee on the progress of the Earlesfield Project, providing an overview of the project position, completed works and projected timescales.
- 8. New Build and Acquisition Update** (Pages 35 - 40)

To provide the Committee with an update on the new build and acquisition pipeline.
- 9. Corporate Plan 2024-27 Key Performance Indicators: 2024/25 Mid-Year (Q2) Report** (Pages 41 - 48)

This report outlines South Kesteven District Council's performance against the Corporate Plan 2024-27 Key Performance Indicators (KPIs) from July-September 2024.
- 10. Update on the Social Housing Decarbonisation Fund Wave 2.1** (Pages 49 - 54)

This report provides an update on the Social Housing Decarbonisation Fund project to upgrade South Kesteven District Council housing stock with energy efficiency measures.
- 11. Rough Sleeper Initiative update** (Pages 55 - 58)

The purpose of this report is to provide the Committee with a comprehensive update on the future of the Change 4 Lincs team who are our rough sleeper initiative team hosted by South Kesteven. This report presents the future plans for our response to rough sleeping
- 12. Repairs and Maintenance Policy** (Pages 59 - 77)

To gain approval for new repairs policy effective from April 2025.
- 13. Work Programme 2024/25** (Pages 79 - 81)
- 14. Any other business which the Chairman, by reason of special circumstances, decides is urgent**

Meeting of the Housing Overview and Scrutiny Committee

Thursday, 19 September 2024,
2.00 pm



SOUTH
KESTEVEN
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Committee Members present

Councillor Lee Steptoe (Chairman)
Councillor Zoe Lane (Vice-Chairman)
Councillor Matthew Bailey
Councillor Emma Baker
Councillor Bridget Ley
Councillor Penny Milnes
Councillor Paul Wood
Councillor Charmaine Morgan
Councillor Tim Harrison

Other Members present

Councillor Steven Cunnington
Councillor Phil Gadd

Cabinet Members

Councillor Ashley Baxter, Leader of the Council
Councillor Virginia Moran, Cabinet Member for Housing
Councillor Rhea Rayside, Cabinet Member for People and Communities

Officers

Alison Hall-Wright, Director of Housing and Projects
Sarah McQueen, Head of Housing
Debbie Roberts, Head of Corporate Projects, Performance and Climate Change
Mark Rogers, Head of Technical Services (Housing)
Phil Swinton, Health, Safety and Compliance Manager
James Welbourn, Democratic Manager and Deputy Monitoring Officer
Lucy Bonshor, Democratic Officer

19. Public Speaking

An email had been received from Karen Oliver from Helping Hands who made the following statement.

Helping Hands was a new community group which had started up 25 weeks ago.

Helping Hands Grantham opened up to help the public with the cost of living by taking in donations and giving them back out but we now find ourselves with homeless people that are actually rough sleeping coming to us for help as they feel the council have failed them.

SKDC say you can only have a hotel room if you meet priority needs which I fully understand but we have several cases that meet priority needs but are refused even though they have provided evidence about their complex medical issues. We have had these decisions turned around because of our persistence but why are these people being let down and left on the streets?

Who is medically trained to understand the medical records that are requested from the public?

We have had a letter from SKDC saying they don't want to engage with us but we been given no choice in this matter as the public are signing GDPR statement asking us to help them.

We have several homeless clients who are willing to come to a separate meeting to explain how they been treated and spoken to and I think this would be a good idea to build a better relationship with the public that find themselves homeless.

3.4 on Agenda

In July 2024 the report says it was reported 5 individuals sleeping rough this figure is not correct as our emails to SKDC in that period report 10 which we can name them all. So the figure is the same as last year if that figure for 2023 is correct.

The Leader of the Council asked for clarity in respect of the business was it a charity, business or CIC. The business was a Community Group. A further question was asked about whether or not it had a constitution to which Ms Oliver stated that it had. The Leader stated that he would like to meet with the group in the future.

The Cabinet Member for Housing stated that when a client approached the Council as homeless, an assessment was conducted to see whether the Council believed they were a priority need as defined within the homelessness legislation. The Homeless Code of Guidance, Chapter 8 on priority stated that when determining whether an applicant, in any of the categories stated in paragraph 8.14 was vulnerable, the housing authority should determine whether, if homeless, the applicant would be significantly more vulnerable than an ordinary person would be if they became homeless, this is the assessment that the Council's housing team must complete. This did not require the team to be medically trained but rather trained in assessing whether any medical issues declared would have an impact on a person's vulnerability should they be street homeless. It is for the Housing Options Team to make this decision, not external agencies to dictate to us. The Council did not reverse decisions based on any persistence from external agencies. Decisions would only be reviewed if the client presented further information or evidence that was not available to the Council when the initial decision was made.

In relation to Rough Sleeper returns, these are compiled on evidence gathered from incoming referrals and our Rough Sleeper Outreach Teams Who verified that the individuals were bedding down overnight. All calls were recorded and calls to the Housing Options Team had been reviewed. The Housing Option Team displayed nothing but professionalism and respect despite being faced with verbal abuse and foul language at times. Aggression and abuse against Council staff would not be tolerated.

The Chairman asked Ms Oliver if she had a supplementary question. Ms Oliver proceeded to speak about an individual case and was advised that this was a public meeting and individual cases should not be discussed, they could be discussed outside the public meeting.

The supplementary question was that individuals were coming to Helping Hands who they felt were meeting the priority need and they were not being housed it was only when their organisation got involved that something happened.

The Cabinet Member for Housing responded that Helping Hands had only been in existence for less than six months and they were not sufficiently trained to determine when clients presented themselves as homeless whether they were vulnerable or not.

The Chairman stated that with the Committees agreement he was altering the order of the agenda and that the item on homelessness would be moved to agenda item 6. It was proposed, seconded and **AGREED** to move the item on homelessness to agenda item 6.

20. Apologies for absence

Apologies for absence were received from Councillor Anna Kelly who was substituted by Councillor Charmaine Morgan and Councillor Habib Rahman who was substituted by Councillor Tim Harrison.

21. Disclosure of Interest

None, however, Councillor Charmaine Morgan declared an interest in respect of the agenda item on Build and Acquisition update as she was the Chairman of Planning and took no part in the discussion.

22. Minutes of the meeting held on 6 June 2024

The minutes of the meeting held on 6 June 2024 were proposed, seconded and **AGREED**.

23. Announcements or updates from the Leader of the Council, Cabinet Members or the Head of Paid Service

The Cabinet Member for Housing informed the Committee that Alison Hall-Wright had been appointed as Director of Housing and Projects and that Sarah McQueen had been promoted to Head of Housing.

The Chairman of the Committee congratulated the Officers.

24. Homelessness and Rough Sleeping Update

The Cabinet Member for Housing updated the Committee on the current position on the status of homelessness and rough sleeping within South Kesteven. The report appended to the agenda also detailed what the Council's homelessness duties were and provided details of existing interventions to address homelessness and rough sleeping.

There had been an increase in homelessness applications in the last two years which was in line with the national homelessness figures. In comparison there had been a decrease in the number of rough sleepers compared to last year's figures.

The spend on temporary accommodation for 2023/24 where the Council had a duty to house people was £500,000 which had exceeded the set budget.

The report outlined the Council's duty when dealing with homelessness applications and rough sleepers and detailed other initiatives that the Council explored which included partnership working, early preventions and interventions.

The Director of Housing and Projects stated that the 2023/24 base budget had been £50,000 but it had been increased to £467,000 through the receipt of grant funding. As part of the budget setting process last year the Council had increased the base budget from £50,000 to £200,000 which recognised the increased pressure that had been placed on the Council through its statutory homelessness duty. A further grant from the Homelessness Prevention Government Grant of £268,000 had been received for the current financial year which had increased the total budget to £468,000.

The following comments/questions were raised:

- Priority Need and the Council's response if a person did not meet the definition of Priority Need
- The increased trend in homelessness both locally and nationally due to the housing crisis and what the Council's strategic response was so that it was not reliant on short-term hotel spend or bed and breakfast accommodation.
- How homelessness was managed, this was dictated by the Homelessness National Guidance manual and priority need primarily dictated who the Council had a duty to provide short-term accommodation for.

- If a person did not meet the priority need, legislation guided the Council in relation to what other duties could be undertaken.
- If a person was not provided with temporary accommodation the Council looked at what other options were available. Such as access to the housing register or private rental options or rooms in shared houses.
- Partnership working - improving relationships with Private landlords to see if the private sector could be accessed for accommodation.
- Demand for stock and affordable housing outweighed supply.
- Working with other districts if the person wished to relocate, however this could be challenging.
- Accommodation was not always the answer in relation to both homelessness and rough sleepers who often had extremely complex needs which was where partnership working came in.
- Partnership working included mental health support providers, adult social care. If accommodation was provided it was important that a holistic support package was in place to support the person in their accommodation.
- Did the Council have any specialist accommodation – the Council did not have any specialist supported accommodation; it would work with partners such as adult social care to help provide this type of accommodation.
- The number of rough sleepers was queried and it was stated that the Council had an Outreach Team that covered South Holland, West Lindsey, North Kesteven as well as South Kesteven.
- Mechanisms were in place so that anyone, including the public could report instances of rough sleeping through StreetLink to the Team.
- Intelligence was gathered through partner agencies such as The Passage and also The Beehive to verify the number of rough sleepers.
- The team had links with CCTV colleagues who could usually tell if someone was on the street.
- If rough sleepers did not present themselves then they couldn't be validated.
- The Outreach Team did an incredible job.
- Were there any deals with the accommodation used to bring costs down and when communicating with homelessness people how did they charge their phones.
- It was stated that there were various outlets where mobile phones could be charged without cost.
- Communicating with homelessness people could be challenging – the mobile phones provided out were literally only a phone which could make calls and text and which had a longer battery life than a smartphone.
- What links did the Council have with charities such as Crisis and Shelter and what work were we doing with them.
- Reference was made to Embassy Village in Manchester which had been in the news recently which had been built at a cost of £3.5m for 40 units for temporary accommodation for the homeless.
- The Council did link in with homeless charities where possible. Shelter had been in and delivered training in the past as well as training models of good practice from other organisations.

- Going forward initiatives would be explored in respect of temporary accommodation.
- Would medical information be requested in respect of homeless people – yes to see how it impacted their ability to cope on the streets, clear guidelines were adhered to as per the legislation.
- Homeless people with complex needs, medical, physical would be signposted to other support agencies such as Crisis.

Further comments were made in respect of extra support needs, Change4Lincs, that officers had to work within the homelessness legislation, investing the budget into a longer term solution, people with complex needs required help but didn't want it, joined up working with external partners who had the relevant expertise to deal with people with complex needs.

Funding for Change4Lincs would be known in December and each of those authorities within the Change4Lincs group would be looking at what they wanted in respect of the rough sleeper initiative going forward, whether it remained a joint delivery service or whether some organisations wanted to deliver it themselves.

A comment was made about StreetLink and getting the Communication Team to advertise that information about spotting and reporting rough sleepers and the Head of Housing agreed that a refresher communication was due. A Member commented that not everyone who was homeless wanted to be put in accommodation and their choice had to be taken into consideration and gave an example to the Committee.

The Chairman thanked the public speaker for attending and thanked the Committee for a productive debate.

25. Stock Condition Update

The Director of Housing and Projects gave an update in respect of the Stock Condition survey.

In 2020 the Council commissioned a stock condition survey to be carried out. During this process approximately 2,100 properties were not accessed. A temporary contract had therefore been awarded to Penningtons to undertake the stock condition surveys for the properties not accessed to undertake the survey, as properties need to meet the decent homes criteria. To date 1244 out of the 2100 had been surveyed. The outstanding properties had been handed over to ImpartLincs who would be carrying out the stock condition surveys for the next four years and these would be starting in October 2024. This will be an annual rolling programme with 1,000 properties surveyed per year. As part of the stock condition surveys EPC ratings would also be carried out to enable comprehensive EPC data to be loaded on to the APEX housing system. A comprehensive report was planned to come before the Committee in March 2025.

One Member stated that it was vital that stock condition surveys were undertaken to find out the condition of the Council's housing stock. He asked what happened to the information over the rolling six year period. The Director of Housing and Projects replied that it informed the improvement programme and the 30 year business plan. Work was programmed to avoid any major “spikes” in the programme to keep it running smoothly.

A further question was asked about scheduled works that were planned and it was stated that these would be programmed as part of the improvement works required through the stock condition survey.

➤ **Action**

A report on Stock Condition to be added to the Work Programme for March 2025.

26. Complaints Policy/Ombudsman Code

The Head of Housing updated the Committee on the recent changes that had been made to the Housing Ombudsman Complaints Handling Code. The Code had taken effect from 1 April 2024 and had brought improvements to enhance the consistency, transparency and fairness to the complaints handling process by social landlords. The Code re-enforced the importance of reaching a resolution where possible informally. The new Code had introduced a new five day window where complaints could be acknowledged and gave the Council the opportunity to contact residents/tenants to try and deal with the issue. If communication was the issue, then a phone call could actually resolve the complaint.

Another significant change was the requirement for more detailed and transparent reporting on complaint handing. Complaints data is published but more detailed information is now required, what was the outcome, how long it had taken to resolve the complaint to enable greater accountability. The Code also emphasised the need to learn from the complaints made and a working group had been set up to look at the outcome of complaints and the outcome of any Ombudsman rulings to learn from them.

New enforcement measures mean that non-compliance with the Code and complaints not being dealt within in line with the Complaints Policy, could result in the Council being held accountable.

The new Code provides clearer expectations for landlords and better protection for tenants focusing on accountability and transparency which in turn would mean continued improvements for housing services.

Members noted the update.

27. Riverside Sheltered Housing Scheme Heating System Update

The Cabinet Member for Housing presented the report which updated the Committee in respect of the ongoing situation with the heating system at the Riverside Sheltered Housing Scheme in Grantham. A comprehensive feasibility study had been completed by Pick Everard in respect of the communal heating system and this was appended to the report. The feasibility study made recommendations in respect of remediation and enhancement works to ensure the continued operation of the system in the short-term and also provided long-term options for the system.

The Cabinet Member for Housing referred Members to Table 1 within the report which listed short-term rectification/enhancement works. The Cabinet Member for Housing together with the Director of Housing and Projects and other Officers had gone through the list and confirmed those items that were essential to be completed. Special mention was made in relation to the boilers and the provision of a control panel which would alert officers immediately if there was a problem to enable it to be addressed before the building became cold.

Reference was made to the common room in the building which was not really used sufficiently to have work carried out. Although the boilers are within their expected lifespan it had been decided that they would be replaced. The Council is working with the current contractor to plan a programme of works to commence as soon as possible.

It was noted that a complete review of the sheltered housing provision was required across the district and until this was undertaken the long-term options outlined within the report would be deferred.

The Ward Member for the Riverside area who was sitting on the Committee asked if any of the proposed works would interrupt supplies to properties and if so, were provisions in place to address this. He felt that clear communication needed to be sent out to tenants in respect of the work proposed and a timeframe. The Cabinet Member for Housing stated that as soon as everything was confirmed then the residents and the Ward Councillors would be advised accordingly.

The Director of Housing and Projects stated that there was likely to be some interruption depending upon when the work was carried out, as the boilers would have to be taken out and replaced. All the flats except for eight, which were on an old system and would be looked at separately, had an immersion heater. Officers had visited 45 flats to date, to check which immersion heaters required to be wired up. Once all flats had been visited work would be undertaken to wire the immersion heaters up to enable residents to be able to access hot water whilst the boilers were being replaced. Officers also checked those properties that had had an electric shower installed as part of the improvement programme. Once properties without an electric shower were identified, work would be carried out to install an electric shower. It was stated that all properties should still have portable heaters in from when the system failed the previous year. She stated that she appreciated

that there was a cost to the tenant and this would be factored in to see what financial support could be offered. It was noted that the heating system was very complex and the work that needed to be carried out to replace the boilers was also complex. Meetings could be arranged with tenants in the complex to address any concerns they had.

It was reiterated that any communication needed to clear about what and when work was being carried out. The Cabinet Member for Housing stated that she would be happy to attend face to face meetings with Officers' and the tenants.

Members welcomed the report which they felt had been a long time coming especially for the tenants who had no heating the previous year. Another of the Ward Councillors for the Riverside area asked about the cost of the new boilers and it was noted that they were still waiting on the cost. He asked that the Ward Councillors be kept informed of progress.

It was stated that the six boilers were to be replaced by five boilers of a higher wattage and once a comprehensive quote was known this would be shared with the Committee.

➤ **Action**

Verbal update in respect of Riverside Sheltered Housing Scheme to the Committee in November 2024.

One Member expressed concern about reimbursement following the previous heating problem with some tenants waiting between six to eight months. It was noted that the Housing Department was in a different place to where it was 12 months ago and the task was to complete the remediation works on the current heating system.

Further discussion followed with comments being made in respect of pipework, the boilers and the complex nature of the heating system.

Councillor Gadd who had been instrumental in highlighting the problems being encountered by the residents at Riverside in respect of the heating system and who had raised the issue in 2016 prior to him being elected as a Councillor was on the whole thankful for the report but felt that this should have been undertaken back in 2016 when the problems had first been raised and before the Council had referred itself to the Regulator in November 2019. He asked Officers to read again the report undertaken by Julie Pickering to familiarise themselves with the demographics of the tenants that lived at Riverside and the problems that had happened.

Members noted the update.

(15:31 – 15:48 a short adjournment took place)

28. Right to Buy Scheme

In introducing the report, the Chairman reminded the Committee that the new Government had stated that they would be carrying out a complete review of the Right to Buy (RTB) Scheme. It was noted that the review would take several months and results of the review would not be known until Spring 2025.

The Cabinet Member for Housing presented the report which provided the Committee with details in respect of the current RTB Scheme and the number of properties sold. The report detailed the criteria that had to be met by tenants who wished to purchase their properties under the RTB Scheme and the amount of discount they received which depended on length of time the tenant had been with a public sector landlord, whether the property was a flat or house and the value of the property.

If the Council had incurred expenditure in building or maintaining the property, the cost floor rule would be applied which ensured that the purchase price was not lower than the investment in the property.

- For properties built or acquired prior to 2 April 2012 the total expenditure incurred over the last 10 years is calculated.
- For properties built or acquired after 2 April 2012 the total expenditure incurred over the last 15 years is calculated.

If a RTB property was sold within 10 years of it being purchased, then it must be offered back to the Council to purchase. Paragraph 2.6 of the report listed the discounts to be repaid if the RTB property was sold within five years of purchase.

In July 2024 the Government introduced increased flexibility for the use of RTB receipts for the period 2024-25 and 2025-26 which allowed the Council to fund 100% of the cost of replacement affordable housing from RTB receipts, previously this had only been 50%. The cap on the number of replacement properties that could be acquired had also been removed.

As previously stated, a wider review of the RTB scheme would be taking place and a consultation would be taking place in Autumn 2024.

Appendix 1 to the report detailed the RTB data from 1980 – 2023 and the Cabinet Member for Housing thanked Charles James for his work in putting the information together. These thanks were also echoed by the Chairman of the Housing OSC.

A question was asked in respect of properties that had been adapted and it was stated that these properties were ringfenced from the RTB Scheme. The Vice-Chairman asked if this ring fence also applied to sheltered housing properties which was confirmed by the Director of Housing and Projects. A further question was asked about de-designation of properties particularly in sheltered accommodation

and it was stated that this would be addressed once the result of the consultation by the Government was known.

Members noted the report.

29. Housing Compliance Figures

The Cabinet Member for Housing presented the regular report which gave the status of the compliance figures in relation to the Council's landlord function. Legionella, Asbestos, Fire Risk Assessments and Lift Inspections were all 100% compliant. Electricity inspections were at 92.41% with numbers remaining consistent. Gas inspections were at 99.14% compliant, after a dip in July due to a number of rescheduled inspection dates by tenants. The ability to cap properties who failed to allow access had played a significant part in the figures before the Committee. The new contractor Aaron Services had worked hard to reduce the back log created by tenants and the outgoing contractor.

Of the 40 households reported as non-compliant this had reduced as five tenants were in hospital and 20 had been added to the Court warrant for external capping for September 2024. It was stressed that capping was only used as a final resort to enable access to properties to ensure they are safety compliant.

The format for reporting damp and mould had been amended to provide greater details for reporting damp and mould works. Information had been previously held in different formats but everything had been amalgamated to one spreadsheet to allow for greater scrutiny. Currently there were 758 properties in total, of these, 410 had been completed, 348 had outstanding works within the programme, 564 had works outstanding, 371 are with the contractors and 193 were with the Council's own damp and mould team which had been set up to be dedicated to damp and mould cases. It was noted that some properties may have more than one outstanding task.

Questions were asked about the capping of properties and it was stated that three attempts to contact the tenant were made either by letter, phone, email or in person before capping was considered with each case being looked at individually to ensure no vulnerable person was put at risk. The Compliance Officer asked for the Committees support to continue to pursue the external capping of gas appliances at the point of expiration of the safety certificate.

Members discussed the figures with comments being made in respect of:

- the checking of smoke and Carbon monoxide detectors, when access was granted to a property these were checked at the same time as other checks that were made.
- The progress made in respect of work in relation to damp and mould in properties.
- Clarity in respect of visits to properties it was stressed that tenants did have the opportunity to state a time and date for a visit.

The Cabinet Member for Housing asked the Committee for their view in respect of withholding non urgent repairs to a property which had an outstanding request for access to the property to carryout safety checks, this was not in respect of any urgent repairs such as a burst water main but just non urgent repairs. Those Members present were minded to support the suggestion put forwarded.

Further discussion followed and it was noted that the capping of properties only took place Monday – Thursday. It was proposed, seconded and **AGREED** that the Committee supported the continued capping of external gas meters at the point of expiration of the safety certificate.

Recommendation

That the Committee supported the continued capping of external Gas meters at the point of expiration of the safety certificate.

The Committee also noted the latest compliance position for August 2024, the revised way of reporting damp and mould and to receive further updates at its next scheduled meeting.

30. Earlesfield Project Overview August 2024

Members received a progress report in respect of the Earlesfield Project. To date a total of 64 properties had either been completed as part of phase 1 or work was currently being undertaken as part of phase 2.

A meeting was held on 13 August 2024 which was attended by the Director of Housing and Projects, the Contract Manger and United Living's Contract Manger, Director and Tenant Liaison Officer. Despite previous assurances by United Living in respect of the project, the recent performance figures and the number of property completions did not suggest that the project was on track. At the meeting it was reiterated that the project completion date was 31 March 2025. United Living had now provided a project plan which provided assurance that all properties should be complete and returned to the Council by 28 March 2025. Monthly meetings were still taking place to ensure that the project remained on track. As part of the Social Value element of the contract with United Living a new kitchen was due to be installed at the Grantham West Community Centre shortly to benefit all those using the facility. The value of work was estimated at £5,000.

One Member raised concern about what he saw as delays with the project. Although he had no problem with the project itself, he asked what reasons had been given for the further delays. The Director of Housing and Projects stated that there had been some slippage which had been down to the capacity of the workforce. However new tradespeople had been sourced and single points of failure had been removed. Monthly meetings to monitor the project were ongoing and there was no reason that the project would not be completed on time.

Reference was made to the asbestos surveys which had impacted work at the beginning of the project but this had now been resolved. It was asked whether extra work had been added to the contract to which the Director of Housing and Projects stated that no extra work had been added, but some of the decanted properties had required new flooring and decoration but this had not impacted the project.

The Chairman commented that any major project of this nature would encounter “bumps” however, any issues raised by tenants had been rectified as soon as possible. A question was asked in respect of the appendix and what “P” stood for, to which the Director of Housing and Projects responded.

Members noted the current updated position.

31. New Build and Acquisitions Update

The Cabinet Member for Housing updated the Committee on the last position in respect of new builds and acquisitions.

(Councillor Charmaine Morgan declared an interest in this item as Chairman of the Planning Committee and took no part in the discussion)

The scheme of 20 units at Swinegate, Grantham was progressing and was on target for completion by July 2025.

The Council received the completed development of four units at Elizabeth Road, Stamford on 23 August 2024, the handover had been attended by the Cabinet Member for Housing. All units had already been let.

The Planning Committee had granted planning permission for the 21 units at Larch Close, Grantham in November 2023. However, a new planning application will be submitted to change the original 2 x 4 bedroom requirement to 4 x 2 bed properties due to the higher costs of building materials and rental income associated with these properties.

Following feedback from a public consultation exercise the infill development at Wellington Way, Market Deeping had been reduced from 14 units to 11 units and a planning application was due to be submitted in September 2024.

Pre application and feasibility work was still being undertaken in respect of sites at Gorse Rise, Grantham, Kesteven Road, Stamford and Bourne End Road Estate, Colsterworth. Purchases of properties in Stamford and Grantham were currently ongoing and more information would be available at the next meeting of the Committee.

A question was asked in respect of replacing housing stock to which the Director of Housing and Projects responded.

Members noted the current position.

32. Garage Site Update Report

The Cabinet Member for Housing presented the report which provided the Committee with an update in respect of the Council's garage sites and sought support for the development of a Garage Site Action Plan.

Currently the Council had 830 individual garage units of which 455 had been assessed with regard to their suitability for development. Seventy-one units across the district had been reported by residents as needing repairs which would be completed by the repairs team to ensure that they remained safe and usable.

It was proposed that a Garage Site Action Plan be put in place to ensure that the management of the garages and surrounding land was both effective and efficient. The plan would aim to maximise rental income for the Council and identify development opportunities for affordable housing on land where garages were no longer needed.

The Action Plan would be based on the following key considerations:

- Deliver Sites for Development – the Council's Corporate Plan identifies the need to "Build more houses on derelict land".
- Improve Sites where demand is High – these sites would be prioritised for investment
- Consider Alternatives where development is not viable and demand is low – options may include demolishing garages to create parking spaces.

One Member asked for a list of garage sites and was referred back to the meeting in March 2024 at which a comprehensive list had been appended to the garage site report. It was noted that if there were any particular sites that Members were interested in, they should contact the Head of Corporate Projects, Performance and Climate Change. Another Member made reference to being able to build flats above garages but currently this was not something that was being considered due to the size of the garages and also the possible presence of asbestos within the flat roofs.

The Garage Site Action Plan would be added to the work programme to come to the Committee in March 2025.

➤ Action

Garage Site Action Plan to be added to the Work Programme for the Committee in March 2025.

The Committee noted the report and the proposal for a Garage Site Action Plan.

33. Work Programme 2024/25

The Chairman assured one of the Members present that Voids would be included on the Work Programme for the November meeting of the Committee.

The following regular updates were down for November:

- Housing Compliance Monitoring
- Earlesfield Project
- New Build & Acquisitions

Together with KPI's 2024/25: Mid-year (Q2) Report

A question was asked about the rolling programme in respect of fob maintenance. The Director of Housing and Projects stated that she would email Members with the current details.

➤ Action

The Director of Housing and Projects to email the Committee with the current fob maintenance schedule.

Other items to be included were the Stock Condition update which had been referenced during the meeting and the Director of Housing and Projects asked that Change4Lincs be also added to the agenda for November 2024.

34. Any other business which the Chairman, by reason of special circumstances, decides is urgent

None.

35. Close of meeting

The meeting closed at 4:33pm.

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**SOUTH
KESTEVEN
DISTRICT
COUNCIL**

Housing Overview and Scrutiny Committee


Thursday, 14th November 2024

Report of Councillor Virginia Moran
Cabinet Member for Housing

Housing Compliance Figures

Report Author

Phil Swinton, Health, Safety and Compliance Manager.

 phil.swinton@southkesteven.gov.uk

Purpose of Report

This report seeks to update the Housing Overview and Scrutiny Committee on the status and progress of the compliance figures in relation to the Council's landlord function and proposed actions in relation to Gas compliance.

Recommendations

The Committee is recommended to:

- 1. Note the latest compliance position for October 2024.**
- 2. Receive further updates at its next scheduled meeting.**

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing Effective council
Which wards are impacted?	(All Wards);

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 The financial considerations arising from compliance requirements have been incorporated in the HRA budgets. Failure to maintain high standards of compliance could lead to an increased risk of safety and financial implications.

Completed by: Paul Sutton Interim Head of Finance (Deputy 151)

Legal and Governance

- 1.2 This compliance update provides Members with an opportunity to monitor progress against key risk areas, which is to be welcomed from a governance perspective. The legal implications for non-compliance are incorporated within the risk ratings.

Completed by: Graham Watts, Monitoring Officer

Risk and Mitigation

- 1.3 Risks will be identified via the work plans with any actions agreed. Dealing with compliance matters requires a comprehensive approach to risk management, particularly in respect of assessing priorities and critical actions.

Completed by: Tracey Elliott, Risk Governance and Risk Officer

Health and Safety

- 1.4 The key focus in meeting the regulatory standard is to ensure that tenants, leaseholders, their households, and visitors live in homes that are, as far as is reasonably practicable, safe with hazards minimised. This is reflected in the key compliance areas that are monitored and reported to Committee.

Completed by: Philip Swinton, Health, Safety and Compliance Manager

Equalities, Diversity, and Inclusion

- 1.5 All equality issues are identified with the necessary compliance and improvement activities taking place on a case-by-case basis. Each equality impact is carefully considered when actioning a compliance or regulatory change. This is reflected in the key compliance areas that are monitored and reported to Committee.

Completed by: Philip Swinton, Health, Safety and Compliance Manager

Climate Change

- 1.6 Any capital improvement plans, especially in the context of dealing with the essential gas, electrical and other works will aim to maximise the energy efficiency measures and reductions in carbon emissions.

Completed by: Serena Brown: Sustainability and Climate change Officer.

2. Background to the Report

- 2.1. Following the lifting of the Social Housing Regulatory notice it was agreed that Members will continue to receive update reports on progress to ensure that they have oversight of broad progress around the key areas of activity and can scrutinise work where required.

3. Key Considerations

- 3.1. The Housing Overview and Scrutiny Committee is asked to note the current compliance figures to the end of October 2024 (3.5 -3.12).
- 3.2. The process of capping external meters, which was supported by this Committee in September, has enabled the Council to continue to increase safety standards in the housing stock.
- 3.3. The implementation of capping external meters is not a decision that was taken lightly, and this remains under review as we move into the winter period. Updates will continue to be provided as part of these reports.
- 3.4. The Council has now received legal advice on obtaining access to undertake an Electrical Installation Condition Report (EICR) and officers are exploring the options available to implement the most efficient and effective resolutions.
- 3.5. Legionella – 100% compliant with required inspections
- 3.6. Asbestos – 100% compliant with required inspections

- 3.7. Fire Risk Assessments – 100% compliant with required inspections.
- 3.8. Lift inspections (LOLER) - 100% compliant with required inspections
- 3.9. Gas safety inspections – Steady at 99.24% compliant. The process of capping external meters has continued to encourage tenants to provide access for us to undertake these safety critical inspections.
- 3.10. The electrical inspections compliance rate has increased by 1.1% to 93.51%. This is due to an additional 64 properties being confirmed compliant in October. The compliance team are working with colleagues in housing to increase tenant engagement. There is still an unacceptable rate of lost appointments when tenants fail to provide access. As with Gas entry, the legal route will be a last resort but in situations where tenants fail to allow access the council must and will take all reasonable steps to inspect these properties and ensure that safety standards are maintained.
- 3.11. Smoke and CO – 100%. An additional 685 inspections were completed during October bringing the total number of inspections completed by Aaron Service since 1 April 2024 to 4,187.
- 3.12. Damp and Mould – 848 damp and mould inspections have been undertaken with works completed at 488 of the properties. The following table provides details regarding the number of damp and mould reports the Council has received since December 2022. All of the remaining works/reinspections have been programmed in and updates regarding the progress of the completion of works will continue to be provided to this committee.

Damp/mould	December 2022 – December 2023	Outstanding	January – August 2024	Outstanding	September – October 2024	Outstanding
Number of report	424	86 (112*)	334	193 (253*)	90	81

*comparison data from the report presented to committee on 19 September 2024

- 3.13. **Leadership Compliance Meetings:** Chaired by the Chief Executive / Director for Housing and Projects and attended by the Leader of the Council and the Cabinet Member for Housing these meetings have been a continued feature of the more detailed compliance review process being undertaken. This group ensure specific responses to the changing compliance review process and manage tenant and

communication responses to actions associated with key service and regulatory responses.

- 3.14. **Regular Reports to Committees and Cabinet:** The necessary reporting to appropriate committees will continue and will change as per the committee needs. Members are invited to comment on this report content and confirm their views and observations relating to the detail contained within this report.

4. Other Options Considered

- 4.1 The figures are provided by the Compliance Team and the process used has been verified through external audit and the Housing Regulator. There are currently no other options which require consideration in relation to the provision of figures.

5. Reasons for the Recommendations

- 5.1. To secure and maintain a strong position of compliance in respects of housing services, including the identification of appropriate resources, funds, and service improvements in a timely manner.

6. Consultation

- 6.1. The necessary consultation with tenants and Members of the Council continues to be undertaken as required through timely reporting, dispatch of letters, skyline publications, dedicated customer telephone enquiry line and an updated website. This process will continue and the engagement with tenants particularly will be amended as needed to reflect the needs and requirements.

7. Background Papers

- 7.1. List any background papers and where they can be accessed.

8. Appendices

- 8.1. Appendix A – Compliance Figures August – October 2024
8.2. Appendix B Gas and EICR Sept – October

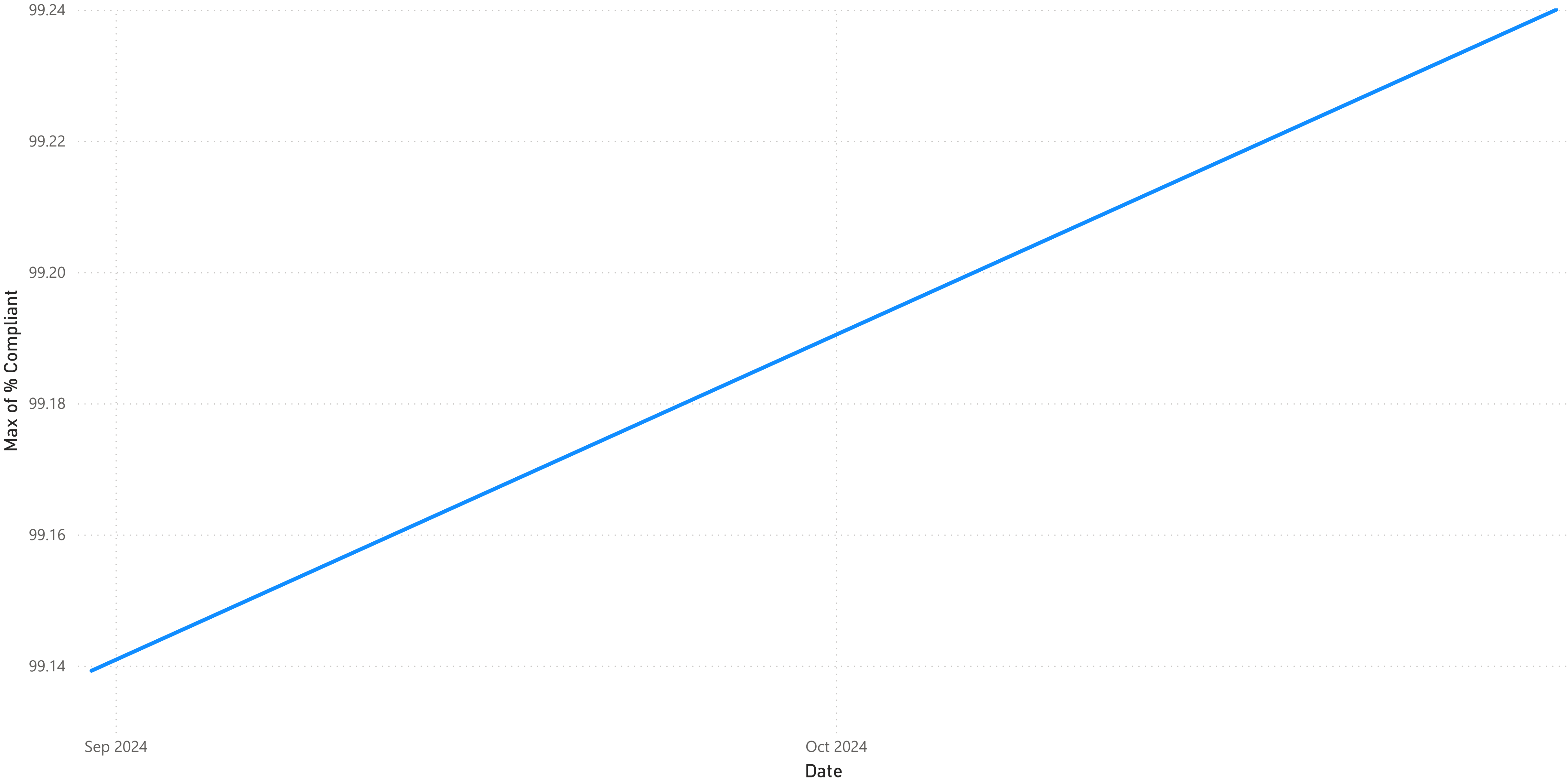
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31/08/2024				30/09/2024				31/10/2024			
Baseline number	Compliant	Non Compliant	% Compliant	Baseline number	Compliant	Non Compliant	% Compliant	Baseline number	Compliant	Non Compliant	% Compliant
Legionella 33	33	0	100.00%	33	33	0	100.00%	33	33	0	100.00%
Gas 4647	4607	40	99.14%	4647	4612	35	99.24%	4647	4612	35	99.24%
Electric 5853	5409	444	92.41%	5853	5409	444	92.41%	5853	5473	380	93.51%
Asbestos Reg4 259	259	0	100.00%	259	259	0	100.00%	259	259	0	100.00%
FRA 147	147	0	100.00%	147	147	0	100.00%	147	147	0	100.00%
Lifts 13	13	0	100.00%	13	13	0	100.00%	13	13	0	100.00%
Smoke and CO 5853	5853	0	100.00%	5853	5853	0	100.00%	5853	5853	0	100.00%
Damp and mould jobs								848	488	360	57.54%

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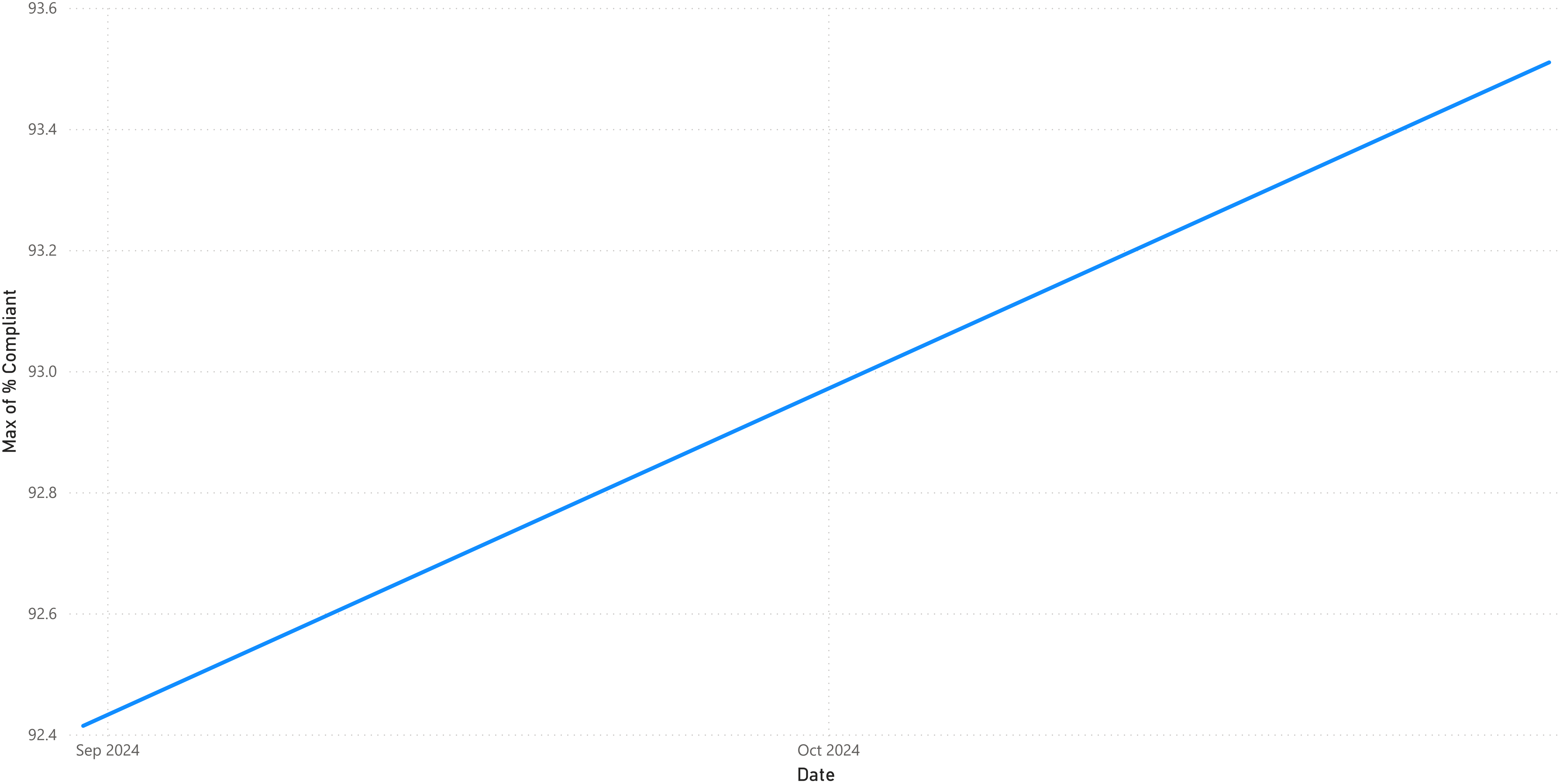
Gas

Max of % Compliant by Date



Electrical

Max of % Compliant by Date





SOUTH
KESTEVEN
DISTRICT
COUNCIL

Housing Overview and Scrutiny Committee

Thursday, 14 November 2024

Councillor Virginia Moran

Cabinet Member for Housing

Earlesfield Project Overview November 2024

Report Author

Andrew Garner, Planned Works Manager - Technical Services

 andy.garner@southkesteven.gov.uk

Purpose of Report

To update the committee on the progress of the Earlesfield Project, providing an overview of the project position, completed works and projected timescales.

Recommendations

That Committee note the contents of the report and the progress being made to deliver on the Earlesfield Project to resolve long standing issues within our housing stock.

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities? <i>(delete as appropriate)</i>	Housing
Which wards are impacted?	Grantham - Earlesfield.

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 There are no significant financial implications arising from this report, which is to note progress.

Completed by: Paul Sutton, Interim Head of Finance (Deputy 151)

Legal and Governance

- 1.2 There are no significant legal and governance implications associated with this report which is to note progress made on the project.

Completed by: Mandy Braithwaite, Legal Executive

2. Background to the Report

- 2.1 The Council has a clear commitment in its Corporate Plan 2024-2027 to ensure that all residents can access housing which is safe, good quality, sustainable and suitable for their needs and future generations and this project which focuses on improving houses on the Earlesfield Estate in Grantham, will contribute towards achieving this commitment.
- 2.2 There have been site visits undertaken to completed properties by Cabinet Members and the Ward Members.
- 2.3 As noted in the report presented to the Committee on 19 September, 45 properties were completed under phase 1. Progress on the project under Phase 2 is continuing with 28 properties complete and handed back to tenants. A further 18 properties are currently in progress and are at various stages of work. This leaves a further 30 properties to be started.
- 2.4 At the Core Group meetings held on 13 August 2024 and 28 October 2024 the Council raised concerns in relation to the poor progress that was being made on the project. United Living have provided a comprehensive action plan to address the delivery of the contract. This plan includes new members of staff to oversee key points of the project, both in terms of management and day to day delivery. A site meeting will be held during w/c 4 November 2024 where the project plan will

be reviewed to establish the mitigations that are required to ensure the remaining properties are completed by 31 March 2025.

- 2.5 The dedicated Tenant Liaison Officer is dealing with all tenant issues on handover to ensure they are familiar with the new fitments following the improvement works that have been carried out in their home.
- 2.6 Monthly progress meetings take place with United Living, these will continue to monitor the on-site works and quality. At each meeting it is strongly reiterated to United Living that the project must be completed by the end of March 2025.
- 2.7 All works are checked for defects by SKDC site staff prior to handover.
- 2.8 The quality of work on handover is good with only very minor defects being reported. This is testament to the new members of staff as promised following the Core meeting on the 6th of September.
- 2.9 An unannounced visit from the Health and Safety (HSE) took place at one of the properties where asbestos removal works were taking place on the 24 September. During their visit they examined, documentation, procedures and airlocks. The HSE Inspector left site satisfied that the removal works were being completed in a safe and correct manner with no intervention fees levied.
- 2.10 The current progress is shown on Appendix 1.

3. Key Considerations

- 3.1 45 Properties have been completed under phase 1. 28 properties have been completed under phase 2 so far with a further 18 properties at various stages of work. Additional properties will be started as the programme progresses.
- 3.2 Current primary risks associated with this project are:
 - Adequate resources are allocated by United Living to enable project completion by the end of March 2025.
 - Access to all properties on the programme to enable the licenced asbestos removal to take place safely.
 - Works are completed to a high standard with the aim of zero defects on handover.
 - To ensure that the allocated budget is spent within the current 24/25 financial year.
- 3.3 Mitigation measures for the above key points are being monitored on a day to day basis and through regular monthly progress meetings by both SKDC staff and the contractor, United Living.

- 3.4 The Core Group meetings also monitor the project risks from a strategic perspective. (Next Core Group meeting is scheduled for 25 November 2024.)

4. Reasons for the Recommendations

- 4.1 Report is for information and noting.

5. Appendices

- 5.1 Appendix 1

UPRN	House Number	Address	Area	Postcode	Kitchen replacement	Bathroom Replacement	DPI fitted	Full revite	Partial Revite	Boiler Replacement	Full heating replacement	Fire Stopping	Loft Insulation	Replace Front door	Replace Rear door	Replace windows	Asbestos survey complete	Kitchen Design		Step Out	Asbestos removal	Electical	Heating	Fire Stopping	Plaster Boarding	Plaster Kitchen bathroom	Plumb Bathroom	Fit Kitchen	Wall tiling / floor screed	Windows & Doors	Decoration	3rd fix all trades	Finishing	Final clean	Actual Completion Date	Claimed	
																		Booked/ Completed	Delivery																		
1012379	21	Ivatt Court	Grantham	NG31 7RF	Y	Y	Y	Y		Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	10%	15%	20%	25%	30%	35%	40%	45%	50%	60%	65%	70%	80%	90%	100%	07/06/2024	
1012357	2	Ivatt Court	Grantham	NG31 7RF	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	10/05/2024		
1008237	2	Gannet Court	Grantham	NG31 7RR	N	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	N/A	N/A	Y	Y	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y	Y	Y	Y	17/05/2024		
1012459	7	Ivatt Court	Grantham	NG31 7RF	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	10/05/2024		
1007949	12	Falcon Court	Grantham	NG31 7RP	N	N	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	N/A	N/A	Y	Y	Y	Y	Y	Y	N/A	N/A	N/A	N/A	Y	Y	Y	Y	Y	24/05/2024		
1008204	10	Gannet Court	Grantham	NG31 7RR	Y	N	Y	Y		N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	17/05/2024		
1009309	15	Mallard Court	Grantham	NG31 7RW	N	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	N/A	N/A	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	07/06/2024		
1012426	3	Ivatt Court	Grantham	NG31 7RF	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	24/05/2024		
1009503	5	Mallard Court	Grantham	NG31 7RW	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	21/06/2024		
1008077	7	Falcon Court	Grantham	NG31 7RP	N	N	Y	N		N	N	Y	Y	Y	Y	Y	Y	N/A	N/A	Y	Y	Y	N/A	Y	Y	Y	Y	N/A	Y	Y	Y	Y	Y	Y	21/06/2024		
1007927	10	Falcon Court	Grantham	NG31 7RP	Y	Y				Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	02/07/2024		
1010668	143	Thames Road	Grantham	NG31 7SR	Y	Y	Y	Y		N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	12/07/2024		
1008099	9	Falcon Court	Grantham	NG31 7RP	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	05/07/2024		
1010624	135	Thames Road	Grantham	NG31 7SR	N	Y		Y		Y	Y	Y	Y	Y	N	N	Y	N/A	N/A	Y	Y	Y	Y	Y	Y	N/A	Y	N/A	Y	Y	Y	Y	Y	Y	12/07/2024		
1014364	3	Sturrock Court	Grantham	NG31 7RQ	Y	Y	N	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	22/08/2024		
1009514	6	Mallard Court	Grantham	NG31 7RW	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	23/07/2024		
1009490	4	Mallard Court	Grantham	NG31 7RW	Y	P	N	Y		N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	26/07/2024		
1009423	27	Mallard Court	Grantham	NG31 7RW	Y	Y	Y	Y		N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	15/08/2024		
1014079	11	Stirling Court	Grantham	NG31 7RJ	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	24/09/2024		
1009412	26	Mallard Court	Grantham	NG31 7RW	Y	P	Y	Y		N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	13/09/2024		
1012324	17	Ivatt Court	Grantham	NG31 7RF	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	24/09/2024		
1012277	12	Ivatt Court	Grantham	NG31 7RF	Y	Y	N	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	19/09/2024		
1011387	11	Gresley Court	Grantham	NG31 7RH	Y	Y	Y	Y		N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	15/10/2024		
1009398	24	Mallard Court	Grantham	NG31 7RW	N	N	Y	N		N	N	N	N	Y	Y	Y	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Y	Y	Y	Y	Y	21/06/2024		
1008919	22	Kestrel Court	Grantham	NG31 7RN	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	25/09/2024		
1011398	12	Gresley Court	Grantham	NG31 7RH	Y	Y	Y	Y		N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y			
1009014	9	Kestrel Court	Grantham	NG31 7RN	Y	Y	N	Y		Y	P	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	09/10/2024		
1014262	1	Sturrock Court	Grantham	NG31 7RQ	N	P	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	N/A	N/A	Y	Y	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y	Y	Y	Y	16/10/2024		
1009332	18	Mallard Court	Grantham	NG31 7RW	Y	Y	N	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	22/10/2024		
1010599	129	Thames Road	Grantham	NG31 7SR	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y			
1011569	8	Gresley Court	Grantham	NG31 7RH	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y			
1009343	19	Mallard Court	Grantham	NG31 7RW	Y	Y	Y	Y		Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y														
1009445	29	Mallard Court	Grantham	NG31 7RW	Y	Y	Y	Y		N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				
1007961	14	Falcon Court	Grantham	NG31 7RP	Y	Y	N	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y							
1009525	7	Mallard Court	Grantham	NG31 7RW	Y	Y	N	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y										
1008839	15	Kestrel Court	Grantham	NG31 7RN	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y			
1014057	1	Stirling Court	Grantham	NG31 7RJ	Y	Y	N	Y		N	P	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				
1011376	10	Gresley Court	Grantham	NG31 7RH	Y	N	Y	Y		N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y							
1008953	3	Kestrel Court	Grantham	NG31 7RN	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y														
1014331	17	Sturrock Court	Grantham	NG31 7RQ	N	Y	Y	Y		N	Y	Y	Y	Y	Y	Y	Y	N/A	N/A	Y	Y	Y	Y														
1008873	19	Kestrel Court	Grantham																																		



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Housing Overview and Scrutiny Committee

Thursday, 14 November 2024

Report of Councillor Virginia Moran,
Cabinet Member for Housing

New Build and Acquisition Update

Report Author

Debbie Roberts, Head of Corporate Projects, Policy and Performance

✉ Debbie.Roberts@southkesteven.gov.uk

Purpose of Report

To provide the Committee with an update on the new build and acquisition pipeline.

Recommendations

It is recommended Members of the Housing Overview and Scrutiny Committee note this report to inform and support their ongoing work programme.

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing
Which wards are impacted?	All Wards

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 The 2024/25 HRA Capital Programme includes a £9.099m budget for Housing Development investment, this budget will also be utilised to fund strategic acquisitions.
- 1.2 It is important that the HRA has a continual housing growth strategy, which is designed to offset the rental loss from properties sold through to Right to Buy. Without new rental streams offsetting those lost, the sustainability of the HRA would be eroded.

Completed by: Paul Sutton Interim Head of Finance (Deputy s151)

Legal and Governance

- 1.3 Regular reporting on agreed actions and measures is to be welcomed from a governance point of view, as it provides a transparent mechanism for reporting on performance.

Completed by: Mandy Braithwaite, Legal Executive

Risk and Mitigation

- 1.3 No significant risks have been identified.

Climate Change

- 1.4 The contents of this report do not have a direct impact on the Council's carbon emissions or the carbon emissions of the wider district. More detailed information on carbon impact of individual projects is outlined within the relevant project documentation.

2. Background to the Report

- 2.1 The purpose of this report is to provide the Committee with an update regarding the new build housing pipeline and purchases using the Local Authority Housing Fund (LAHF 2).

- 2.2 The approved Corporate Plan 2024-2027 clearly sets out how South Kesteven District Council intends to meet the mission “to ensure that all residents can access housing which is safe, good quality, sustainable and suitable for their needs and future generations.”
- 2.3 The Corporate Plan, Priority 4 identifies ‘Housing’ as a key priority with high quality housing essential for all, and the council is committed to working with partners to provide this by:
- Facilitating a range of appropriate and sustainable housing and community facilities for future generations and the emerging needs of all our communities.
 - Delivering exemplary and high-quality services for housing and homelessness.
 - Increasing the supply of sustainable and high-quality Council-provided housing.
 - Working with developers and private landlords to ensure sustainable, affordable, and high-quality housing is facilitated.
- 2.4 There are many schemes within the district that are at various stages of the pipeline, an update on each one is as follows: -

Swinegate, Grantham

- 2.5 The scheme is progressing well and is on target for completion by July 2025.
- 2.6 Monthly contract meetings are held with Lindums and the wider project team and updates will continue be provided to the committee regarding the progress of the scheme.
- 2.7 The progress photographs below show that brickwork is progressing, the roof works are planned to commence at the end of November which will make the building watertight.



Figure 1- progress pictures from 16.10.24

Larch Close, Grantham

- 2.8 The 21-unit scheme was granted planning permission on 8th November 2023.

- 2.9 On 9 July 2024 Cabinet approved the contract award to Mercer Building Solutions to build 19 units at Larch Close. The original scheme also included 2 x 4 bedroom houses but due to the higher build costs and rental income associated with these properties the decision was made to submit a variation to the application to replace these houses with a two bedroom fully adapted bungalow and a three bedroom fully adapted bungalow to meet the need for adapted properties for applicants on the Council's Housing Register.
- 2.10 Mercer Building Solutions are currently working on discharging the planning conditions and will be submitting a planning application in November 2024 for the change of properties.
- 2.11 Work on site is planned to commence in January due to the design process and submission of the planning documentation.

Wellington Way, Market Deeping

- 2.12 Following feedback from the public consultation the proposed scheme has been reduced from 14 units to 11 units.
- 2.13 The planning application has been delayed as the Council are waiting for a biodiversity net gain report for the site so the planning application will be submitted in November 2024.
- 2.14 The procurement documents are being drafted which will enable the procurement of a developer to commence whilst the planning application is being considered. The contract will not be awarded until the outcome of the planning application has been determined.

Gorse Rise, Grantham

- 2.15 This is a former garage site that was demolished in February 2020.
- 2.16 Following pre-application advice the designs have been amended and the planning application is due to be submitted in November 2024.

Kesteven Road, Stamford

- 2.17 The site consists of an irregular parcel of land of approximately 1.3 acres in size and includes a combination of a garage block, car parking area and open space.
- 2.18 Feasibility has been ongoing for some time but has now identified the best option and layout for the site with an 11 unit scheme being explored due to the biodiversity net gain requirements. This has been reduced from 18 units to enable more green space to be retained.

- 2.19 Early engagement with ward members has commenced and a pre-planning application has been submitted.

Bourne End Road Estate, Colsterworth

- 2.20 Due to structural issues within the timber frame and thermally poor performance there are opportunities on this estate to demolish some of the existing stock and rebuild with more units due to large plot sizes.
- 2.21 Pre-Application feedback has been received and a full application will be submitted in November 2024, once the biodiversity net gain report has been received.

3. Key Considerations

- 3.1 In order to achieve the numbers of houses that the Council has a requirement to deliver each year there will be a hybrid approach to new builds to work closely with developers on planning schemes which need to include a number of affordable units, the Council will discuss purchasing these (similar to a Registered Provider) and also purchasing properties offered back to the Council via the Right to Buy scheme. The first phase of the affordable housing units acquired in Corby Glen is progressing well and visits to the site to check progress have been undertaken with 4 x 3 bedroom properties due to be handed over before the end of March 2025.
- 3.2 The Council is seeking to acquire 12 one-bedroom apartments in Grantham subject to searches, surveys and legal enquiries. Information regarding this acquisition will be made available once completed.
- 3.3 Local Authority Housing Fund 2 – the Council has accepted the second stage of the funding which is to deliver a further eight properties, seven ‘main element’ 2/3 bed properties and one ‘bridging element’ 4 bed+ property.
- 3.4 The Council has met this 8-unit need with all houses being on various new build schemes in and around the Bourne area. These were all offered by the deadline of the funding and are progressing with legal services currently.
- 3.5 The Council placed a bid on a property in Grantham that could have been converted to 4 x temporary accommodation units but was unfortunately unsuccessful. The team are seeking opportunities to purchase other accommodation that could be converted into temporary accommodation for the future. Any updates will be provided to the Committee on this.

4. Other Options Considered

- 4.1 The Council needs to have a hybrid approach to purchasing and building its affordable housing to meet the needs of our residents.

5. Reasons for the Recommendations

- 5.1 This is a regular report where Members are invited to scrutinise and comment on performance.

6. Consultation

- 6.1. Consultation with ward members for individual schemes is undertaken with the Cabinet Member for Housing for affordable housing schemes prior to submission of a planning application.



**SOUTH
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Housing Overview & Scrutiny Committee

Thursday, 14 November 2024

Report of Councillor Philip Knowles,
Cabinet Member for Corporate
Governance and Licensing

Corporate Plan 2024-27: Key Performance Indicators Report - Mid-Year (Q2) 2024/25

Report Author

Charles James, Policy Officer

 Charles.James@southkesteven.gov.uk

Purpose of Report

To present the Council's performance against the Corporate Plan 2024-27 Key Performance Indicators (KPIs) for quarter 2 2024/25.

Recommendations

That the Committee:

- 1. Reviews and scrutinises the performance against the Corporate Plan Key Performance Indicators in relation to the delivery of the Corporate Plan 2024-27.**

Decision Information	
Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing
Which wards are impacted?	All

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 There are no significant financial implications arising from this report, which is for noting.

Completed by: Paul Sutton Interim Head of Finance (Deputy s151)

Legal and Governance

- 1.2 Regular monitoring of service area performance by the relevant Committee of the Council is to be welcomed and represents good governance. This report is for noting and there are no significant legal or governance implications arising from the report.

Completed by: Graham Watts, Assistant Director (Governance & Public Protection) and Monitoring Officer

2. Background to the Report

- 2.1 The Corporate Plan 2024-2027 was adopted by Council on 25 January 2024. It was proposed actions, key performance indicators (KPIs) and targets would be developed by the relevant over view and scrutiny committees, which would retain oversight of the performance management arrangements at a strategic level.
- 2.2 The actions within the remit of this Committee with accompanying measures were presented to and agreed by the Committee on 21 March 2024.

3. Key Considerations

- 3.1 This report is the first of the new reporting cycle, and covers the period July to September 2024 (Quarter 2 2024/25).
- 3.2 Appendix A presents the overall performance against the nine actions being presented in this session. Commentary by the responsible officer is provided for each action. Performance is summarised using a RAG system as follows:
- 3.3 Six of the actions are rated Green. These are actions which are on or above target as planned.
- 3.4 Three actions are rated as Amber, these are those off target by less than 10% or where milestone achievement is delayed but with resolution in place to be achieved within a reasonable timeframe.
- 3.5 Zero actions are rated as Red. These are actions that are significantly below target.
- 3.6 ENVIRO5 & HOUS4 are presented together as a single item on Appendix A. ENVIRO5 directs the Council to undertake the wider implementation of energy efficiency and renewable energy opportunities across its owned stock. That agenda is currently being delivered through the £3.3 million SHDF (Social Housing Decarbonisation Fund) programme. HOUS4 tracks the programme's progress.
- 3.7 The KPIs have been developed in close consultation with the relevant Officers for each service. It is expected that the KPI suite will experience a degree of evolution over the next four years. This improvement will be prompted by the needs of decision makers and the Committees, and further consideration of how to best meet those needs by Officers.

4. Other Options Considered

- 4.1 As Council has agreed the Committees will lead monitoring performance, there are no viable alternatives. An absence of performance arrangements would mean the delivery of the Corporate Plan is unmonitored and prevent continuous improvement. A purely internal KPI suite would prevent effective and transparent scrutiny and accountability.

5. Reasons for the Recommendations

- 5.1 This is a regular report where Members are invited to scrutinise and comment on performance.

6. Appendices

- 6.1 Appendix A – Corporate Plan 2024-27 KPI Report: Housing OSC Mid-Year (Q2) 2024/25

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Corporate Plan 2024-27: KPI Summary Report Q2 2024/25 – Housing Overview & Scrutiny Committee							
Index	Priority	Action	Owner	Target/s	Q2 Value	Q2 Status	Manager Commentary
ENVIRO5 & HOUS4	Sustainable South Kesteven & Housing	Review and implement energy efficiency and renewable energy opportunities across the sheltered and social housing properties.	Head of Service: Housing Technical Services	% of owned properties EPC C or above (100% EPC C by 2030)	56.91% of owned properties EPC C or above	Below Target	Works are currently in progress at 78 properties, however completions are below forecast due to contractor delays and residents refusing air source heat pumps. As a result the Council have submitted a change request to the Department of Energy Security & Net Zero (DESNZ) to increase the number properties where external wall insulation and solar PV panels will be installed and to reduce the number of air source heat pumps installations.
		Deliver the £3.3m decarbonisation programme.		Implementation of energy conservation measures (All properties on programme completed by year end)	161/367 properties completed on Wave 2 SHDF (Social Housing Decarbonisation Fund) programme		
HOUS1	Housing	Review the quality of existing properties across all tenures and seek to reduce the impacts of poor housing on residents and communities.	Head of Service: Housing Technical Services	Number of properties with category 1 or 2 HHSRS(Housing, Health & Safety Rating System) damp & mould hazards (own stock)	30 HHSRS fails (17 category 1)	Below Target	Positive progress has been made in Q2 to collate HHSRS (Housing, Health & Safety Rating System) data and report performance. The team are focussing on completing HHSRS tasks and there has been a significant improvement in numbers from Q1 (50 HHSRS fails/33 category 1) to Q2 (30 HHSRS fails/17 category 1) in the Council owned housing stock. 88.84% of Council dwellings meet the Decent Homes Standard. The Council has completed 1,244 stock condition surveys to 30 September 2024 with a further 677 planned to be completed by 31 March 2025 which will ensure that up-to-date stock information is held for the Housing Stock.
				% of own Properties meeting the Decent Homes Standard (100%)	88.84%		
HOUS5	Housing	Ensure the Council's housing stock is high quality and suitable for the needs of tenants now and into the future. Seek to dispose of properties which are economically unviable.	Head of Service: Housing Technical Services	Properties with EICR (Electrical Installation Condition Reports) up to 5 yrs. old	92.41%	On Target	EICR (Electrical Installation Condition Reports) compliance data has been maintained at 92%+ throughout the quarter, the compliance and housing teams are reviewing the options available to support improving this position. Gas compliance has improved with 99%+ being maintained throughout the quarter.
				% Dwellings with valid gas safety certificate	99.21%		

Index	Priority	Action	Owner	Target/s	Q2 Value	Q2 Status	Manager Commentary
HOUS6	Housing	Continue to improve the turnaround period and standard of properties.	Head of Service: Housing Technical Services	Average void times (days) - 100 days year 1 - 80 days year 2 - 60 days year 3	126 calendar days (143 average days YTD)	Below Target	<p>Positive progress is being made to reduce average voids days:</p> <ul style="list-style-type: none"> Q1 – 159 days <ul style="list-style-type: none"> Minor voids 88 days Major voids 256 days Q2 – 126 days <ul style="list-style-type: none"> Minor voids 75 days Major voids 193 days <p>The number of completed void properties has increased:</p> <ul style="list-style-type: none"> Q1 – 123 days Q2 – 132 days <p>135 new void properties were received in Q2 and at the end of Q2 106 void properties were work in progress.</p> <p>The Council are in the process of procuring a second major voids contractor which will support the team in achieving 100 days by 31 March 2025.</p>
HOUS7	Housing	Deliver a high quality, planned and responsive repairs service.	Head of Service: Housing Technical Services	Emergency repairs completed on time target 75%	97%	On Target	<p>Significant progress has been made to develop the new IT system for repairs (QL) including setting up new reports tools to monitor performance.</p> <p>In Q2 new reports were launched to enable improved performance monitoring and the team have set up processes to record repairs management data on a monthly basis to give a clear understanding of performance and track progress. The data is used to inform the approach to reducing the overdue work in progress and improve performance.</p> <p>In September the Rant and Rave system was relaunched to capture tenant satisfaction, as it had not been used since March 2024. The</p>
				Non-emergency repairs completes on time target 70%	64%		
				Overall satisfaction with repairs service target 75%	88.8%		

							system will continue to be developed to monitor tenant satisfaction going forwards.
Index	Priority	Action	Owner	Target/s	Q2 Value	Q2 Status	Manager Commentary
HOUS8	Housing	Deliver a pipeline of new build housing following a hybrid approach of construction and acquisition when appropriate to maximise funding streams.	Head of Corporate Projects, Performance, New Build & Climate Change	Deliver 80 properties over life of Corporate Plan (2024-27) (20 per annum)	8	On Target	<p>All LAHF2 (Local Authority Housing Fund) house acquisitions will be completed by December 2024, the 8 properties are all new builds so no works will be required before occupation.</p> <p>The Council are purchasing 36 affordable units at Corby Glen. Regular site visits are planned to monitor the build programme with the Housing Developer, who are on target to deliver the phases to 2027. The first 4 properties will be delivered in March 2025. The Council is continually reviewing the stock that is being offered as buy backs and opportunities to purchase houses on larger developments.</p> <p>Elizabeth Road, Stamford –. All units have been let to applicants on the housing register.</p> <p>Larch Close - Works have been delayed due to delays in awarding the contract and the complexities around discharging the conditions. Mercer Building Solutions are working on the detailed designs and discharging the planning conditions.</p> <p>The hybrid approach the Council takes to increase the Housing Stock ensures that the use of capital receipts and S106 contributions are maximised.</p>
				Delivery of Swinegate, Grantham development (20 properties)	Works continue on schedule with completion still due in July 2025.		
				Delivery of Elizabeth Road, Stamford development (4 properties)	Delivered on time & budget on 23rd August 2024		
				Delivery of Larch Close, Grantham development (21 properties)	Works to commence in Jan 25.		
HOUS9	Housing	Develop a joint approach to bringing Empty Homes back into use.	Head of Public Protection	A working group is planned to establish a new approach to Empty Homes. The creation of KPI measures will	To be developed	On Target	The Empty Homes (Officer) Working Group formed in March 2024 and since that time have had 3 meetings. The first task was to update the Empty Homes Strategy which was adopted by the Council in July 2024. The Group are currently developing KPI's. The Council is in the process of engaging with another local authority

				be an objective of said group.			with expertise in effectively managing empty homes to explore the potential for working in partnership.
Index	Priority	Action	Owner	Target/s	Q2 Value	Q2 Status	Manager Commentary
HOUS12	Housing	Deliver an effective Housing Options Service	Head of Service: Housing	Number of cases overdue a full homelessness decision	4 out of 111 cases (4%)	On Target	<p>There has been an improvement in the number of overdue full homelessness decisions (6 out of 92 cases (7%) in Q1). A full homelessness decision means the Council has accepted a full homeless duty.</p> <p>Domestic Abuse support cases remain high, a budget request has been submitted to create a permanent Domestic Abuse Officer role which will enable the Council to fulfil its duty to provide support to victims of domestic abuse.</p> <p>There has been an increase in the number of highly complex homeless cases where accommodation alone will not provide a solution as additional support is required to maintain a tenancy. A budget request has been submitted to create a tenancy support officer role which will provide designated support to vulnerable clients in temporary accommodation with the aim of assisting them into more settled accommodation.</p>
				Number of homelessness approaches (domestic abuse presented separately) For Information only	547 (35 for Domestic Abuse)		
				Number in temporary accommodation and temporary accommodation spend. For Information only	51 households (£251k spend YTD)		
				Number of successful homelessness outcomes (for all the duties owed) For Information only	102		
HOUS13	Housing	Protect our most vulnerable residents with robust safeguarding processes.	Head of Service: Housing	Number of safeguarding referrals (for information only)	10	On Target	The Council has a strong safeguarding lead team in place who continue to promote awareness of safeguarding across the organisation. The Council recently completed a Section 11 Children's Safeguarding Audit which was awarded 100% compliance.



**SOUTH
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COUNCIL**

Housing Overview and Scrutiny Committee


Thursday, 14 November 2024

Report of Cabinet Member for Housing,
Councillor Virginia Moran

Update on the Social Housing Decarbonisation Fund Wave 2.1

Report Author

Peter Park, Decarbonisation Project Manager (Technical Services)

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Purpose of Report

This report provides an update on the Social Housing Decarbonisation Fund project to upgrade South Kesteven District Council housing stock with energy efficiency measures.

Recommendations

The Committee is recommended to:

- 1. Note the update on the Social Housing Decarbonisation Fund project and upgrades to council properties made through the current programme.**
- 2. Note the update for the next round of funding Warmer Homes Social Housing Fund (WH:SHF)**

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Sustainable South Kesteven Housing
Which wards are impacted?	(All Wards);

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 There are no financial implications arising directly from this report.

Completed by: Paul Sutton Interim Head of Finance (Deputy s151)

Legal and Governance

- 1.2 This is a progress report for noting, therefore there are no legal and governance implications that aren't already outlined in the body of the report.

Completed by: James Welbourn, Democratic Services Manager and Deputy Monitoring Officer

Climate Change

- 1.3 The Social Housing Decarbonisation Fund project is a key arm of South Kesteven District Council's Climate Action Strategy. Upgrades to Council owned properties will reduce energy consumption and carbon emissions while mitigating energy costs for tenants.

Completed by: Serena Brown, Sustainability and Climate Change Manager

2. Background to the Report

- 2.1 The Council has a clear commitment in its Corporate Plan 2024 – 2027 to ensure that all residents can access housing which is safe, good quality, sustainable and suitable for their needs and future generations which this project will contribute towards achieving.
- 2.2 The Council is responsible for around 6,000 properties which are let to tenants. The average Energy Performance Certificate (EPC) for the Council's housing stock is an EPC D. There is a requirement for the Council to achieve an average of at least EPC C across the portfolio by 2030 to mitigate fuel poverty for our tenants, as well as to contribute to wider decarbonisation of the district of South Kesteven. This will require a significant programme of targeted energy efficiency upgrades.

- 2.3 Wave 2.1 of the Social Housing Decarbonisation Fund was announced in 2022 by the Department for Business, Energy and Industrial Strategy (BEIS) as an £800m fund designed to support local authorities and registered social housing providers to deliver warm, energy-efficient homes, reduce carbon emissions and fuel bills, tackle fuel poverty, and support green jobs.
- 2.4 The key objectives of SHDF Wave 2.1 are to:
- deliver warm, energy efficient homes
 - reduce carbon emissions
 - tackle fuel poverty
 - support green jobs
 - develop the retrofit sector
 - improve the comfort, health and wellbeing of social housing tenants
- 2.5 Since project delivery commenced in November 2023, the Council has achieved year one grant allocation spend of £1.192m from the Department for Energy Security and Net Zero (DESNZ). The balance of funding to be utilised in 2024/25 is £1.999m.
- 2.6 The project is being delivered in three distinct phases, in line with the relevant primary energy measures identified for each property:

	Primary Measure	Number of properties
Phase 1	Solar PV Panels	148
Phase 2	Air Source Heat Pumps (ASHP)	180
Phase 3	External Wall Insulation (EWI)	39
Total		367

- 2.7 To date 136 properties have received Solar PV arrays, 11 cavity wall extractions and re-fills, 3 loft insulation upgrades and 12 ventilation measures. Additional visits have been made to properties to install boarding and mains lighting in loft spaces to ensure compliance for serviceable items in the roof space.
- 2.8 Phase 2 of the project, where the primary measure focus is ASHP's is progressing; the Council has completed 45 ASHP installations which are currently progressing through the sign off process. There have been 48 tenant refusals to date on this workstream. The team have worked hard to allay the concerns raised by residents about fitting heat pumps and prior to fitting and installation a full design and retrofit assessment is completed. This evidences whether any additional insulation and ventilation is required prior to installation to ensure that

the property is suitable for a ASHP and in addition, solar panels are installed to eligible properties to reduce energy costs.

- 2.9 Phase 3 of the project is underway at Turnor Crescent, Grantham as a targeted whole street approach, for EWI (external wall insulation). Several properties on the street have already benefitted from the fabric upgrade so this phase will focus on EWI for the remaining Council owned properties. A site compound has been established on the grassed area to mitigate the impact of the scheme on traffic and the available parking on the street.
- 2.10 A building notice for the scheme has been completed and the existing appearance of the properties has been maintained.
- 2.11 Due to the high number of tenant refusals for ASHP's the project team are reprofiling the project to increase the number of EWI and solar PV installations which will ensure both the grant funding and number of energy efficiency measures achieved is maximised. A change request has been submitted to the DESNZ for the proposed changes, which will be subject to approval from the Change Request Panel.
- 2.12 The Secretary of State for Energy, Security and Net Zero has now announced the next phase of funding for Social Housing Decarbonisation, the Warm Homes: Social Housing Fund (WH:SHF). The bid window opened on 30 September 2024 and will close at midday on 25 November 2024. The funding requirements will be similar to the current wave of funding; however funding will be over a 3 year period and all Council dwellings with an EPC rating of less than C will be eligible for the scheme.
- 2.13 The Council published a Request For Information (RFI) to potential delivery partners, which closed on 30 August 2024. The Council received 27 RFI's from potential delivery partners for the next round of funding. The RFI's were reviewed and scored with 4 potential delivery partners shortlisted and interviews were held with each of them during w/c 14 October 2024. A delivery partner has been selected who will support the Council with producing the bid, and, if successful, delivering the next phase of work. This will put the Council in a strong position in submitting a bid and ensure a robust strategy for delivery should the Council be successful in securing funding, enabling a swift mobilisation on the next phase of work.

3. Key Considerations

- 3.1. This report is provided for information and Members are asked to note the progress to date to improve the energy efficiency of the Council's housing stock through the Wave 2.1 delivery programme together with our work to bid for the next wave of funding through WH:SHF.

4. Other Options Considered

- 4.1 There is a vision to achieve an average of at least EPC C across the Council's housing portfolio by 2030. The use of funding through the Social Housing Decarbonisation Fund was identified as the best way forward to deliver these upgrades.

5. Reasons for the Recommendations

- 5.1. The report is provided for information to track progress of the Social Housing Decarbonisation Fund project.



SOUTH
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Housing Overview and Scrutiny Committee

Thursday, 14 November 2024

Report of Councillor Virginia Moran
Cabinet Member for Housing

Rough Sleeper Initiative update

Report Author

Sarah McQueen, Head of Service (Housing)

 sarah.mcqueen@southkesteven.gov.uk

Purpose of Report

The purpose of this report is to provide the Committee with a comprehensive update on the future of the Change 4 Lincs team who are our rough sleeper initiative team hosted by South Kesteven. This report presents the future plans for our response to rough sleeping

Recommendations

The Committee is recommended to:

1. Note the latest update regarding the future of the Change 4 Lincs team

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Connecting communities Housing Effective council
Which wards are impacted?	(All Wards);

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 There are no financial implications arising from directly from this report, which is for noting.

Completed by: Paul Sutton Interim Head of Finance (Deputy s151)

Legal and Governance

- 1.2 There are no significant legal or governance implications arising from this report, which is for noting.

Completed by: Graham Watts, Monitoring Officer

2. Background to the Report

- 2.1 Change 4 Lincs is an initiative which has been set up to tackle rough sleeping across 4 local authority areas: South Kesteven District Council, North Kesteven District Council, West Lindsey District Council and South Holland District Council
- 2.2 The team is hosted by South Kesteven District Council and was created by each district contributing their Rough Sleeper Initiative funding. The team was launched in October 2020 and funding is secured until March 2025.
- 2.3 The team consists of 8 team members who provide an outreach service, support service and access into the private rented sector. The team is managed by our Homelessness and Rough Sleeper Manager but managers from the other three districts also provide support to help shape the service.
- 2.4 Regular Change4Lincs Strategic Partnership Meetings are attended by the district leads and operational meetings are held with the officers to discuss and plan actions for specific cases. This allows for the progress of the initiative to be reviewed, and feedback to be received from the partners.
- 2.5 Rough sleepers can be referred to Change 4 Lincs by each Local Authority Housing team as well as by the general public where a rough sleeper has been

spotted. The team then seek to visit the rough sleeper onsite to capture all relevant information, discuss their options and help to formulate a support plan

- 2.6 The support provided by the team is bespoke for each client dependent upon their needs. Support includes assistance with budgeting, benefit claims, signposting to mental health services and substance misuse services.
- 2.7 This is a transitional support service with the clear aim of supporting clients back into settled accommodation.

3. Key Considerations

- 3.1. Change 4 Lincs was launched in 2020 and in 2022 the Council was awarded a 3 year allocation of Rough Sleeper Initiative (RSI) funding to run the scheme until March 2025.
- 3.2. However, the Council has faced significant challenges in its commitment to deliver an effective service to a wide geographical area.
- 3.3. The outreach service is a key challenge. The Change4Lincs team travel across all 4 districts to visit rough sleepers where a referral has been received. The funding must cover the cost of travel which creates a significant budget pressure.
- 3.4. The Change4Lincs team is hosted by SKDC, good communication and frequent operational meetings have been developed with the other district councils, however the team does not have the opportunity to develop working relationships with the Housing Option teams at the other district councils to the same degree as they do at SKDC.
- 3.5. A further challenge is the cost of nightly accommodation as the team have some very complex cases so sourcing permanent accommodation can be challenging. This resulted in a high number of placements for long periods of time which caused significant overspends in 2021/22 and 2022/23.
- 3.6. In 2023/24 the service model was amended to focus on the support element rather than the accommodation offer which enabled the Council to recover the overspends from 2021/22 and 2022/23. This has resulted in the Council having sufficient budget in 2024/25 to enable short term accommodation placements to be provided on a discretionary basis.
- 3.7. Despite having this dedicated team in place, over the past few years there has been a gradual increase in the number of rough sleepers across all districts which

is consistent with national figures. The following tables shows the number of rough sleepers between 2017 and 2023.

District	2017	2018	2019	2020	2021	2022	2023
South Kesteven	4	3	7	5	2	7	9
North Kesteven	1	2	1	1	0	1	2
South Holland	5	6	12	6	5	7	10
West Lindsey	0	1	1	1	2	2	6

- 3.8. The Council would like to move away from the Change4Lincs model and explore opportunities to utilise future RSI funding to create a bespoke service for the district which would meets the needs of Rough Sleepers and improves integration with the Housing Options team. The team would continue to work alongside Lincolnshire District Council colleagues which would ensure that best practice continued to be shared. desire
- 3.9. The future of the RSI funding and not yet been announced by Central Government which creates challenges when planning future service delivery. The 4 district councils included in the Change4Lincs Partnership have therefore been developing plans on the assumption that the current funding structure will be extended for a further 12 months.
- 3.10. If this is the position, then SKDC will still receive the funding as the approved accountable body and confirmation would be required from government regarding the underlying cancellation to enable to funding to be distributed between the District Councils.
- 3.11. Update will continue to be provided to the Housing Overview and Scrutiny Committee regarding future funding and the Change4Lincs Initiative.



SOUTH
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COUNCIL

Housing Overview and Scrutiny Committee

Thursday, 14 November 2024

Report of Cabinet Member for Housing,
Councillor Virginia Moran

Repairs and Maintenance Policy

Report Author

Mark Rogers, Head of Service (Technical Services)

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Purpose of Report

To inform the Committee of the updated Repairs and Maintenance Policy effective from April 2025.

Recommendations

That the Committee:

1. Notes the contents of the reports and the updated Repairs and Maintenance Policy and
2. Recommends the approval of the updated Repairs and Maintenance Policy to Cabinet, effective from April 2025.

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing Effective council
Which wards are impacted?	(All Wards);

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 There are no financial implications arising directly from this report.

Completed by: Paul Sutton Interim Head of Finance (Deputy s151)

Legal and Governance

- 1.2 There are no legal or governance implications that are not already outlined within the body of the report.

Completed by: James Welbourn, Democratic Services Manager and Deputy Monitoring Officer

Health and Safety

- 1.3 The requirement to provide timely repairs and maintenance on statutory and safety related matters as outlined by Housing standards and the Housing Act are clear. The outlined Policy will support this and aligns with the Total Housing Compliance Policy to provide assurance that works are completed.

Completed by: Philip Swinton Health, Safety and Compliance Manager

2. Background to the Report

- 2.1. Following the recommendations from the recent repairs audit and the appointment of a new Head of Service (Technical Services) in June 2024 the existing Repairs and Maintenance Policy has been reviewed and updated.
- 2.2. The document has been streamlined to make it more customer friendly and clarify the approach to delivering the repairs and maintenance service.
- 2.3. The updated policy includes the proposal agreed by Committee at its meeting on 19 September 2024 that whilst there are outstanding requests for access to properties to complete essential inspections/surveys then the Council will refuse to undertake non-emergency reactive repairs.

- 2.4. The updated policy also addresses the requirement from the regulator to set out clear timeframes for carrying out reactive repairs.

3. Key Considerations

- 3.1. The Regulator of Social Housing regulates local authorities and housing associations, including setting Consumer Standards which housing providers must follow. Within the Consumer Standards is the Safety and Quality Standard which became effective from April 2024.
- 3.2. The Safety and Quality Standard requires that registered providers have the following in place:
- An accurate, up to date and evidenced understanding of the condition of their homes that informs their provision of good quality, well maintained and safe homes for their tenants.
 - Tenant's homes must meet the standard set out in the governments decent homes guidance and continue to maintain their homes to at least this standard.
 - Take all reasonable steps to ensure that the health and safety of tenants in their homes and associated communal areas.
 - Provide an effective, efficient and timely repairs, maintenance and planned improvements service for homes and communal areas.
 - Assist tenant seeking housing adaptations to access appropriate services.

4. Other Options Considered

- 4.1 To not update the Repairs and Maintenance Policy. This option was discounted for the reasons given in paragraph 2.1 above.

5. Reasons for the Recommendations

- 5.1. To ensure an updated Repairs and Maintenance Policy which meets regulatory requirements and our internal auditors' expectations.
- 5.2. To ensure the most efficient and timely repairs service for the Council's customers.

6. Appendices

6.1 Appendix A – Repairs and Maintenance Policy

Front and back pages to be added and uploaded to SKDC website after consultation and Cabinet approval.

1. Scope of Policy

- 1.1 This policy sets out the overall approach that South Kesteven District Council (the Council) will take in relation to the repairs and maintenance of the housing properties it owns or manages.

2. Policy Statement

- 2.1 The Council is committed to delivering a range of maintenance services to best meet customer, legal and regulatory needs and to ensure that homes and communal facilities are safe and well maintained.

3. Responsibilities and Risk

3.1 Responsibilities

- All customers are responsible for reporting repairs to the Council and allowing access to their homes to complete work in accordance with their tenancy agreement.
- All customer facing colleagues and operatives are responsible for spotting repairs, reporting and recording information they gather.
- The Repairs Contact Centre is responsible for logging repairs reported.
- Our trades teams and appointed contractors are responsible for safely and effectively completing works in our homes.
- Technical colleagues are responsible for inspection, remediation, diagnosis and offering solutions.
- Managers for the above teams are responsible for ensuring the policy is understood and followed for existing and new colleagues.
- Managers are responsible for reviewing and reporting on the effectiveness of the policy and ensuring compliance.

3.2 *Non-compliance with this policy and regulatory and legislative requirements contained within it could result in:*

- Properties not meeting the Consumer Standard as required by the Regulator of Social Housing, specifically the Safety and Quality Standard.
- Failure to hold an accurate record of stock condition.
- Failure to meet the decent homes standard.
- Failure to meet health and safety requirements.

- Failure to provide an effective repairs and maintenance service including planned improvements and assisting tenants seeking adaptations to their homes.
- A financial penalty, regulator intervention and reputational damage.
- Failure to maintain expenditure within agreed budgets.
- Failure to maintain properties to a good standard, impacting on overall value of the housing stock.

4. Policy Outline

4.1 The Council classifies its maintenance activities according to the type and frequency:

4.2 *Responsive Maintenance*

This is generally unforeseen demand driven maintenance, typically reactive repairs reported by customers and void repairs carried out when a property becomes vacant.

4.3 *Cyclical Maintenance*

These are regularised programmes of maintenance undertaken at pre-determined frequencies. Examples of cyclical maintenance include, but are not limited to:

- Safety inspections and tests (e.g. gas and fire safety tests)
- External painting
- Service contracts

The specific arrangements for building safety related cyclical maintenance are provided for in separate policies.

4.5 *Planned Maintenance*

These are planned programmes to update or upgrade properties or neighbourhoods, or to replace key components such as kitchen or bathrooms. Planned programmes often include an element of customer choice. The timing of replacements is agreed annually and informed by our stock condition survey database.

4.6 The Council undertakes a programme of stock condition surveys each year, including carrying out housing, health and safety rating inspections and energy performance certificates if required. The Council will use this data to assess the quality of its homes and to inform future planned works programmes. Data collected through stock condition surveys is held on the council's asset management database and is used to report against the decent homes standard.

- 4.7 Cyclical and planned maintenance programmes are updated on an annual basis and include indicative plans for the next four years.
- 4.8 The Council will also carry out special projects to upgrade properties to improve the energy efficiency of its homes and to meet the government's target of all homes meeting EPC C by 2030.

5. Responsive Repairs Service

5.1 *Reporting Repairs*

To ensure the service is accessible for all customers, the Council will maintain a range of ways for repairs to be reported. These include:

- By phone
- Online
- Directly to council employees

- 5.2 Customers must allow access to their home for any work, inspections or surveys to be carried out by the Council or any of its contractors or representatives.

- 5.3 All requests for repairs by customers will be assessed against the Council's repairing obligations, as outlined in the Tenancy Agreement and Tenants Handbook.

- 5.4 The Council may charge for undertaking repairs where damage has been caused by the customer, members of the household or visitor to the property.

5.5 *Repairing Responsibilities*

Under the terms and conditions of the Tenancy Agreement, there are repairs that are the council's responsibility and others that are the customers responsibility.

5.6 *South Kesteven District Council Responsibilities*

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 Agreement and Tenant Handbook. These responsibilities include:

- All repairs to the structure and exterior of the property (including drains, gutters and external pipes and any other fixtures and fittings provided by the council.
- Maintenance of communal areas, including grounds maintenance and lighting to these areas.
- External paintwork.

- The repairs and proper working order of installations for the water, gas and electricity.
- Repair and proper working order of installations for space heating and heating water.
- Internal walls, floors and ceilings, doors and doorframes, door hinges and skirting boards (but not including internal painting and decoration).
- Chimneys, chimney stacks and flues.
- All fixtures and fittings including kitchen cabinets and bathroom suites and showers.
- Boundary walls and boundary fencing if adjoining a public area or highway.

5.7 Full details of the Council's responsibilities are contained in Appendix A.

6. Repairs Timescales and Appointments

6.1 The responsive repairs service exists to undertake work that can't wait for cyclical or planned programmes of work and categorises according to their urgency. The three levels of responsive repairs service offered by the Council are:

Repair Service	Repair Type	Appointment offered
Emergency Repairs (initial attendance within 4 hours and make safe within 24 hours. Follow up work may be required).	<p>Attendance to deal with an immediate and serious risk to people or property. For example:</p> <ul style="list-style-type: none"> • Severe water leaks • Total loss of power and major electrical faults • Total loss of heating (November to March – attend within 24 hours) • Passenger lift faults • Major roofing leak or drainage problems • Major structural problems caused risk to persons safety • Failed smoke or CO alarms to ensure minimum 	No

	coverage is provided	
<p>Non-Emergency Repairs (customers offered mutually convenient appointment at first point of contact where possible. If works are of a larger more complex nature, customer would be informed and repair relogged under major repair category).</p> <p>Non-Emergency Repairs will be completed within a single visit where possible within 20 working days.</p>	<p>All non-emergency repairs that need to be carried out to remedy building defects or component failure and that cannot wait for cyclical or programmed works.</p>	<p>Yes (AM/PM/between schools runs/all day appointments offered). Evenings or Saturday mornings may be offered by agreement.</p>
<p>Major Repairs Initial assessment within 10 working days and completed within 60 working days).</p>	<p>Larger scale, more complex non-emergency repairs that need to be carried out to remedy building defects or component failure and that cannot wait for planned/programmes works. These may include multiple trades and replacement works, or batched works such as fencing replacements or footpath repairs.</p>	<p>Yes (AM/PM/between schools runs/all day appointments offered). Evenings or Saturday mornings may be offered by agreement.</p>

6.2 The Council operates an out of hours service to complete emergency repairs to make safe the property until a full repair can be undertaken. An emergency repair is restricted to circumstances where there is a danger to life, a safety hazard, the potential for more extensive damage or is needed to ensure a home is secure. Example of these include:

- Gas escapes
- Exposed live electrical cables
- Severe Water leaks

- Major drainage problems

- 6.3 The Council will investigate reports of damp and mould including proactively supporting tenants to prevent the problem. Should the need arise to report damp and mould, we will refer to our damp and mould policy and procedures.
- 6.4 If a customer is refusing to grant the Council access to carry out essential annual gas safety checks, heating checks, electrical testing and stock condition surveys), then the Council will refuse to undertake any non-emergency reactive repairs until these have been completed.
- 6.5 The Council will comply with right to repair legislation and timescales as contained in Appendix B.

7. Home Improvements

- 7.1 A secure tenant has the legal right to make alterations and improvements to their home if they obtain written permission before they carry out any work and seek all relevant permissions including Planning and Building Regulation approvals.
- 7.2 The Council will not unreasonably withhold consent to a request to carry out improvements/alterations. If consent is provided, the customer will be become responsible for any subsequent repairs, maintenance or replacement of the improvement/alteration.
- 7.3 At the end of the tenancy, a customer may claim compensation for certain eligible improvements carried out if they have the relevant consent.
- 7.4 Full details are provided in the councils guide to undertaking your own home improvements.

8. Aids and Adaptations

- 8.1 The Council will ensure that its housing stock meets the needs of customers who have disabilities by:
- Updating a database of homes which have either been purpose built or adapted to meet the needs of a disabled person/persons.
 - Establishing an annual budget which it will use to fund minor adaptations to the homes of existing customers.
 - Having in place servicing contracts for adaptations equipment regardless of how it was originally funded.

Full details are provided in the Councils Aids and Adaptations Policy.

9. Leaseholders/Shared Ownership Obligations

- 9.1 We will not carry out repair for leaseholders where the terms of the lease state that a repair is their responsibility. Leaseholders' repairs responsibilities are set out in detail within the individual lease agreement. We will not carry out repairs to homes we manage for third parties unless expressly identified in formal agreements.
- 9.2 We will consult with leaseholders before entering into a Qualifying Long-Term Agreement. This is an agreement that is 12 months or more in length where a leaseholder may have to contribute £100 or more in any 12-month period. We will also consult leaseholders before carrying out Qualifying Works. This is a repair or major works where a leaseholder will be required to contribute £250 or more. We will comply fully with the requirements placed on managing agents/landlords in respect of the consultation.

10. Equality and Diversity

- 10.1 The Council is committed to providing an equal opportunity to the service for all tenants and leaseholders. Any action taken under this policy will comply with current equalities legislation.
- 10.2 The Council's staff and contractors will operate in such a way to ensure that they meet the needs of individual residents and to ensure that they do not discriminate on the grounds of:
- Age
 - Disability
 - Gender reassignment
 - Marriage and civil partnership
 - Pregnancy and maternity
 - Race
 - Religion and belief
 - Sex

11. Complaints

- 11.1 We aim to meet the needs of our customers by providing an excellent service. However, it is acknowledged that occasionally things go wrong, and

customers may wish to complain. Should the need arise to make a complaint, we will refer to our complaints policy and procedures.

12. Monitoring and Review

- 12.1 Performance and customer satisfaction will be monitored using our suite of key performance indicators and reported through to respective committees, senior management teams and scrutiny panels to identify areas for review and improvement.
- 12.2 Members of the Council will monitor the effectiveness of this policy and recommend policy changes to improve service delivery and customer experience.
- 12.3 This policy is reviewed every 3 years or on the introduction of new legislation or best practice. This policy will remain valid for use until a new version is available.

13. Associated Documents

- 13.1 List of documents – associated policies, procedures and publications:
 - Aids and Adaptations Process
 - Asset Management Strategy
 - Customer Feedback Policy
 - Compensation Policy
 - Damp and Mould Policy (to be drafted)
 - Equality, Diversity and Inclusion Policy
 - Health and Safety Policy
 - Recharge Policy
 - Total Housing Compliance Policy
 - Voids Policy
 - Tenancy Agreements and Tenants Handbook

14. Where this Policy can be Found

- 14.1 This policy will be made available on our website.

APPENDIX A

Ref	Item	Type of Repair	Us	You	Notes and Exceptions
BP1	Bathroom	Baths, shower trays and wash basins This is the bath / basin itself, for taps, plugs etc please see individual items listed			Except unblocking wastes and cleaning of heavy soiled or lime scale damaged baths or basins
BP2	Bathroom	Chains and plugs on any sink, bath or basin			
BP3	Bathroom	Bath panels (if fitted by South Kesteven District Council)			
BP4	Bathroom	Seals around the bath and sink units			Cleaning including limescale & mould treatment of seals is the responsibility of the tenant
BP5	Bathroom	Tiling or aqua boarding (where supplied and fitted by SKDC)			Cleaning including limescale & mould treatment of seals is the responsibility of the tenant
BP6	Bathroom	Showers -electric or mixer (unless fitted by you)			Except shower curtain track/rail
BP7	Bathroom	Shower head & hose			Except damage through lack of cleaning & limescale removal
BP8	Bathroom	Toilets / WC and associated plumbing			Except blockages caused by tenant misuse, eg nappies, wipes etc.
BP9	Bathroom	WC / toilet seats			
CA1	Communal Areas	Communal areas, such as lifts, entrance halls, stairs, passageways and TV aerials.			Service Charges may apply
CA2	Communal Areas	External areas, lighting, pathways, car parking			Service Charges may apply

TM1	TV & Media	TV aerials & WiFi, sockets, and cabling.			Unless Communal
TM2	TV & Media	Telephone points & cabling			Including the installation of telephone lines where one has not been installed previously.
E1	Electrical	Fixed wiring, sockets and lighting			
E2	Electrical	Fuseboard / Consumer Unit			Unless resetting trip switches / RCD's which should be checked before reporting
E3	Electrical	Light Fittings (Fitted by the Council)			Except light bulbs, dimmer switches, fuses, fluorescent tubes and starters
E4	Electrical	Switches and socket fittings			Except where damaged by tenants, dimmer switches or switches/sockets fitted by tenants
E5	Electrical	External front entry light			Tenants are responsible for exterior lighting to the garden.
EX1	External	Garden paths			Including steps, footpaths and ramps that provide access to your front, rear or side door only
EX2	External	Garden patios & decking			
EX3	External	Gardens, cut lawns, trim hedges, shrubs and trees.			Hedges should be maintained to a height of approximately 2 metres. Tenants are required to request permission to plant new trees / hedging or fast-growing shrubs
EX4	External	Driveways installed / adopted by the Council			The Council will not repair tenant installed or any type of gravel / paving slab /grass driveways.
EX5	External	Fencing & Gates			Except where a recognisable hazard exists eg some

					communal paths or roadway. An assessment of a fence meeting these criteria will be made following an inspection by the Council. The Council may choose to do the repair as planned programme work, rather than a response repair.
EX6	External	Drains, Gully's			Tenants are responsible for keeping gullies free of leaves and other debris.
EX7	External	External decoration			Where previously painted by the Council
H1	Heating	Includes all main Boiler or heat pump repairs or breakdown			
H2	Heating	Electric heating systems repairs or breakdown			
H3	Heating	Leaking radiators			
H4	Heating	Thermostatic Radiator Valves			Except where damaged by tenant
H5	Heating	Bleeding Radiators			
H6	Heating	Topping up water pressure			
H7	Heating	Relighting Pilot light			Including the setting of any heating controls or programmers
H8	Heating	Secondary heating, gas/electric/solid fuel fires and surrounds			Secondary heating, gas/electric/solid fuel fires and surrounds
HW1	Hot Water	Hot water cylinders			
HW2	Hot Water	Immersion heaters			
IR1	Internal Repairs	Carpentry eg skirting, window boards, stairs, stair rails, weather boards.			Except where damage has been caused by tenants
IR2	Internal Repairs	Floorboards			Unless broken due to carpeting.
IR3	Internal Repairs	Floor covering			Excludes fitted thermoplastic vinyl tiles.

					These can only be removed or altered by the Council
IR4	Internal Repairs	Internal doors (including frames, hinges, door jambs and handles).			Tenants are responsible for adjusting internal doors to suit floor covering.
IR5	Internal Repairs	Internal door locks			
IR6	Internal Repairs	Internal walls and plaster			Except minor plaster cracks up to 10mm wide/ repair of small holes. The Council will not reskim or plaster following the stripping of wallpaper.
IR7	Internal Repairs	Internal decoration to your home			The Council will not be responsible for repairs arising from decorating activity
K1	Kitchen	Domestic appliances			E.G. cookers and built in appliances, fridges, washing machines etc, unless supplied by the Council.
K2	Kitchen	Kitchen units, cabinets and door, unit handles			Except damage caused by tenant misuse, eg Child or pet damage, painting unit doors
K3	Kitchen	Kitchen sink & taps			Except blockages caused by tenant misuse, eg food waste and fats.
K4	Kitchen	Dishwasher waste traps			
K5	Kitchen	Washing machine waste trap			Excluding blockages
K6	Kitchen	Worktops			Except damage caused by tenant misuse
K7	Kitchen	Tiling			Except damage caused by tenant misuse, painting tiling etc
K8	Kitchen	Cooker supply - gas & electric			Tenants are responsible for the correct connections of appliances to supply

P1	Plumbing	Plumbing repairs and leaks to any part of the dwelling.			Except for tenant appliances eg washing machines and dishwasher taps/hoses
S&S 1	Safety & Security	Smoke & Carbon Monoxide Detectors			Hard wired detectors will be maintained by the Council, Battery operated detectors will be maintained by the tenant including replacement of batteries.
S&S 2	Safety & Security	Front / Back door Locks			We will replace all defective locks through normal wear and tear, except where damage has been caused by tenants or loss of keys.
S&S 3	Safety & Security	Loss of keys or door entry fobs			Including repairs to forced entry if you get locked out
S&S 4	Safety & Security	Communal doors & access systems			
S&S 5	Safety & Security	Infestations in your home.			Of any kind, to include mice, cockroaches and bed bugs. The Environmental Health Department will be able to offer advice on dealing with infestations
S&S 6	Safety & Security	Infestations in communal areas			This may be subject to a service charge
ST1	Structure	External Doors (including frames, hinges, locks, door jambs, letterboxes and handles).			Except where damage has been caused by tenants
ST2	Structure	Glazing			Except tenant damage. If criminal damage, the Council will replace but a crime number must be obtained (the Council will not accept an incident number) within 24 hours of the damage. Tenants will be recharged for broken glazing

					replacement without a crime reference number.
ST3	Structure	Windows and frames			Except loss of window keys.
ST4	Structure	Roofs, including guttering and external rainwater goods, soffits and fascia's			
ST5	Structure	Brickwork & Render			
ST6	Structure	Garages / Out buildings/Storage Sheds, where these are provided by the Council			Where these are used by tenants for other than the original purpose, eg for washing/drying/fridge/freezer, the Council will not be responsible for contents or tenant alterations
W1	Waste	Waste and rubbish			Including dustbins and refuse areas within your own garden. Dustbin and refuse areas in common parts will be maintained by the Council. Recharges will be made for inappropriate disposal of goods in communal areas.

APPENDIX B

Right to Repair (statutory timescales)

Landlords will comply with the Right to Repair provisions contained within Section 96 of the Housing Act 1985 as reformed by section 121 of the Leasehold Reform, Housing and Urban Development Act 1993. Qualifying minor repairs must be completed within set timescales. Should we not complete such work on time, the tenant has the right to request for another contractor to undertake the work and to seek compensation from the landlord. Qualifying repairs and timescales are set out in the table below. These timescales only apply where access is provided by the tenant.

REPAIR TYPE	DAYS
Total loss of electric power	1
Partial loss of electric power	3
Unsafe power or lightning socket, or electrical fitting	1
Total loss of water supply	1
Partial loss of water supply	3
Total or partial loss of gas supply	1
Blocked flue to open fire or boiler	1
Total or partial loss of space or water heating between 1 st November and 30 th April	1
Total or partial loss of space or water heating between 1 st May and 31 st October	3
Blocked or leaking foul drain, soil stack or (where there is no other working toilet in the property) toilet pan	1
Toilet not flushing (where there is no other working toilet in the property)	1
Blocked sink, bath or basin	3
Tap which cannot be turned	3
Leaking from water or heating pipe, tank or cistern	1
Leaking roof	7
Insecure external window, door or lock	1
Loose or detached banister or handrail	3
Rotten timber flooring or stair tread	3
Door entry phone not working	7
Mechanical extractor fan in internal kitchen or bathroom not working	7

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Housing Overview and Scrutiny Committee: Updated Work Programme 2024/25

No	Item	Meeting Date	Lead Officer	Requirements	Notes (including reporting timeframes)
Items - Thursday 14 November 2024					
1.	Housing Compliance Monitoring update	14 Nov 24	Phil Swinton	Regular update	Regular Update at each meeting
2.	Earlesfield Project update	14 Nov 24	Alison Hall-Wright	Regular update	Regular Update at each meeting
3.	New Build and Acquisitions update	14 Nov 24	Debbie Roberts/Suniel Pillai	Regular update	Regular Update at each meeting
4.	KPI's 2024/25: Mid-year (Q2) Report	14 Nov 24	Debbie Roberts	Update	To include Voids
5.	Social Housing Decarbonisation Fund	14 Nov 24	Mark Rogers	Update	
6.	Homelessness	14 Nov 24	Sarah McQueen	Update	
7.	Draft repairs policy	14 Nov 24	Mark Rogers		Report to November Committee if policy is ready
20 January 2025					
1.	Housing Compliance Monitoring	20 Jan 25	Phil Swinton	Regular update	
2.	Earlesfield Project	20 Jan 25	Alison Hall-Wright	Regular update	
3.	New Build & Acquisitions	20 Jan 25	Debbie Roberts/Suniel Pillai	Regular update	

4.	Fire Compartmentalisation	20 Jan or 24 Mar	Phil Swinton	Update on work completed	verbal/report
5.	Damp and Mould Policy	20 Jan	Mark Rogers		
24 March 2025					
	Regular updates: <ul style="list-style-type: none"> • Housing Compliance Monitoring • Earlesfield Project • New Build & Acquisitions 				
	Stock Condition	24 Mar 25	Mark Rogers	Update	Update report following verbal report given at 19 September 2024
	Garage Sites and their development update	24 Mar 25	Debbie Roberts/Suniel Pillai	Update	Update report following report submitted 19 September 2024
Future Items					
	Rent and Service Charge Policy	<i>TBC</i>	Celia Bowen	Policy document outlining how the Council will calculate and charge rent and service charges for the housing stock	
	Fabric First	<i>TBC</i>			
	Repairs Workshops	<i>TBC</i>		New dates to be confirmed 2024	
	Homelessness Strategy/Budget Review	<i>TBC</i>			

	Sheltered Housing Allocations Review	<i>TBC</i>			
	Decent Homes	<i>From April 2025</i>	Mark Rogers	Report on decent homes – work carried out in respect of properties	To be a regular update report going forward from April 2025

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