

Housing Maintenance

‘Service design for the future’

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Legislative and Regulatory Context...

- The Housing Act 2004, incorporating the Housing Health and Safety Rating System;
- The Landlord and Tenant Act 1985;
- The Leasehold Reform, Housing and Urban Development Act 1993;
- The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994;
- The Secure Tenants of Local Authorities (Compensation for Improvements) Regulations 2004;
- The Decent Home Standard.

The Housing Act 2004, incorporating the Housing Health and Safety Rating System (HHSRS)...

The 29 Hazards					
1	Damp & mould	11	Crowding and space	21	Falls associated with stairs & steps
2	Excess cold	12	Entry by intruders	22	Falls between levels
3	Excess heat	13	Lighting	23	Electrical hazards
4	Asbestos	14	Noise	24	Fire
5	Biocides	15	Domestic hygiene, pests & refuse	25	Hot surfaces & materials
6	Carbon monoxide & fuel combustion products	16	Food safety	26	Collision & entrapment
7	Lead	17	Personal hygiene, sanitation & drainage	27	Explosions
8	Radiation	18	Water supply for domestic purposes	28	Position & Operability of Amenities
9	Uncombusted fuel gas	19	Falls associated with Baths, etc.	29	Structural collapse & falling elements
10	Volatile organic compounds	20	Falls on the level		

The Landlord and Tenant Act 1985...

- The landlord is responsible and required to keep the property in good state of repair throughout the tenancy:
 - a. *To keep in repair the structure and exterior of the dwelling, including drains, gutters and external pipes;*
 - b. *To keep in repair and proper working order the installations in the dwelling for the supply of water, gas, electricity and for sanitation (including basins, sinks, baths and sanitary conveniences);*
 - c. *To keep in repair and proper working order the installation in the dwelling for space heating and heating hot water.*
- Gas piping and flues serving the property and any gas appliances provided are checked for safety every year;
- Electrical installations and wiring are safe at beginning of tenancy and are maintained in safe condition throughout tenancy;
- Provide a working smoke detector on each storey of a property and a carbon monoxide detector in each room containing a solid fuel burning combustion appliance;
- Provide an Energy Performance Certificate (EPC) for a property before advertising it for rent.

The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994...

- Local authorities must have a right to repair scheme in place for secure, flexible and introductory tenants to use;
- Only certain types of repairs are covered under the right to repair scheme and these are called 'qualifying' repairs;
- Repairs don't qualify for the scheme if it exceeds an estimated cost of £250;
- If a 'qualifying' repair is not completed within the appropriate time limit tenants can claim £10 in compensation. For every extra day, another £2 per day up to a maximum of £50;

▪ Example:

Repair Type	Response time (working days)
Total loss of electric power	1
Partial loss of water supply	3
Leaking roof	7

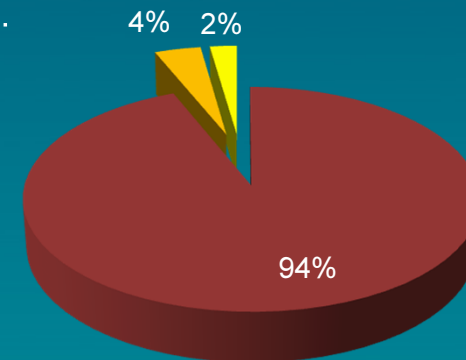
The Secure Tenants of Local Authorities (Compensation for Improvements) Regulations 1994...

- The Leasehold Reform, Housing and Urban Development Act 1993 gives SECURE tenants the right to compensation for certain tenant financed improvements;
- The right to compensation for improvements is subject to qualifying criteria contained in The Secure Tenants of Local Authorities (Compensation for Improvements) Regulations 1994;

Decent Homes Standard 2010 and beyond...

- The Decent Home Standard (DHS) was originally introduced by the government in 2001 as a minimum standard for housing owned by social landlords;
- A decent home is defined as one which meets the following criteria:
 - a. meets the current statutory minimum standard for housing;
 - b. be in reasonable state of repair;
 - c. has reasonably modern facilities (kitchens, bathrooms, boilers and insulation);
 - d. provides a degree of thermal comfort (effective heating and insulation)
- Decent Home Standard compliance as at 1st April 2018.

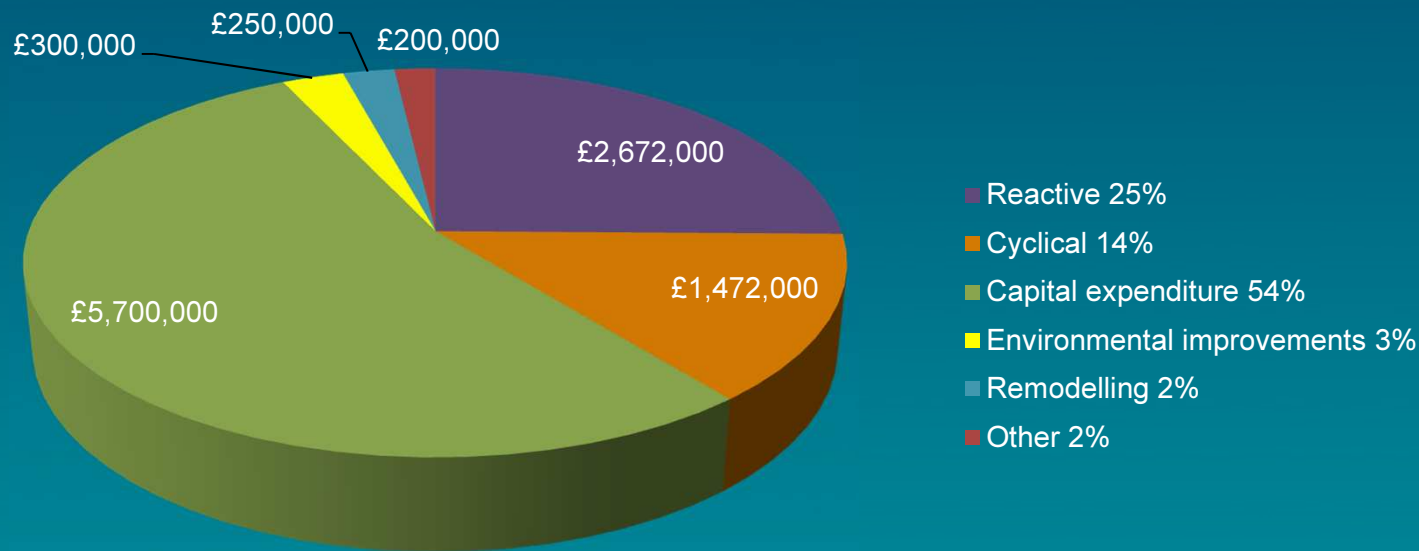
- Standard achieved
- Standard not achieved
- Standard not achieved (tenant refusal)



Key Facts and Figures...

- Currently have 5056 Council dwellings;
- 300 or so voids every year for allocation;
- Service budget (inclusive) 2018/19 £6,374,820;
- 99.26 FTE's;
- HRA Maintenance budget 2018/19 £10,594,000;

Housing Maintenance Budget 2018/19



Customer Demand...

- Housing Maintenance Customer Services Contacts 2017/18:

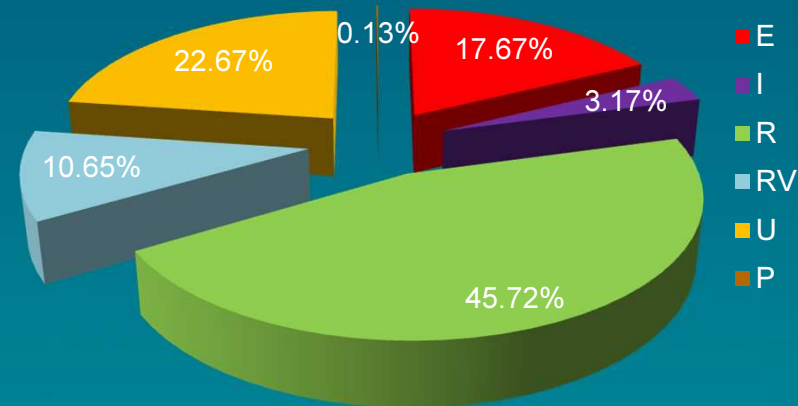
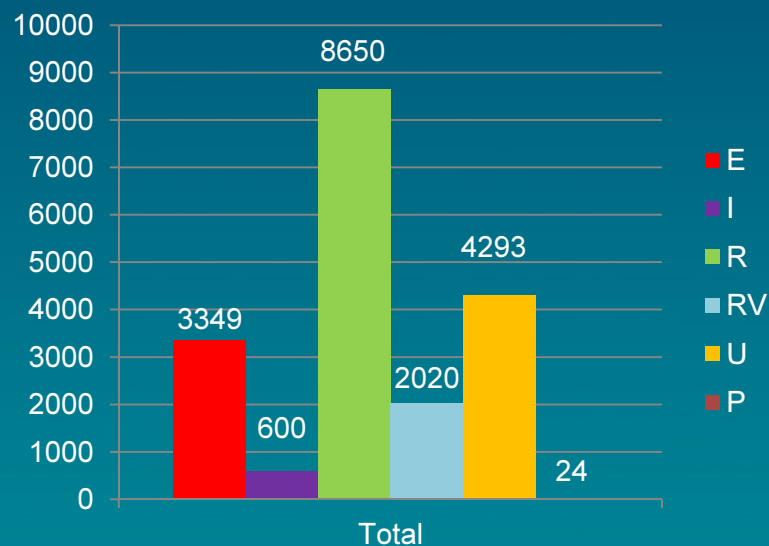
Maintenance and Repairs 2017/18						
Inbound Calls	Answered	%	Abandoned	%	Redirected	%
18,825	17,481	93	1,063	6	281	10



- Current maintenance repair categories:

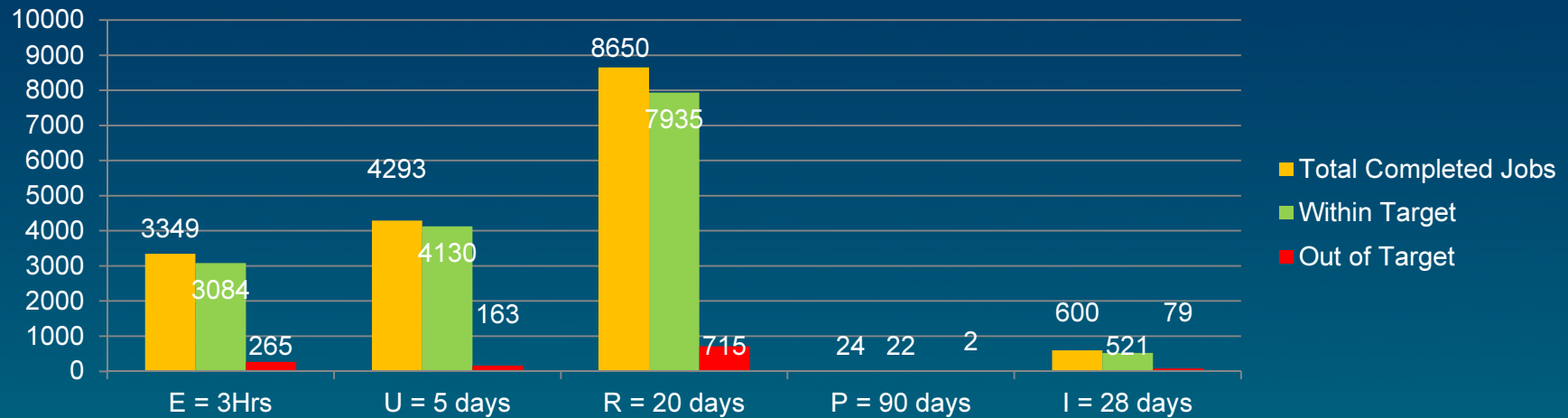
Response Category	Description
E	Emergency – within 3 hours
U	Urgent – within 5 working days
R	Routine – within 20 working days
RV	VOID
P	Planned – within 90 working days
I	Inspection – within 28 working days

- Approximate 18,936 repair requests completed in 2017/18:

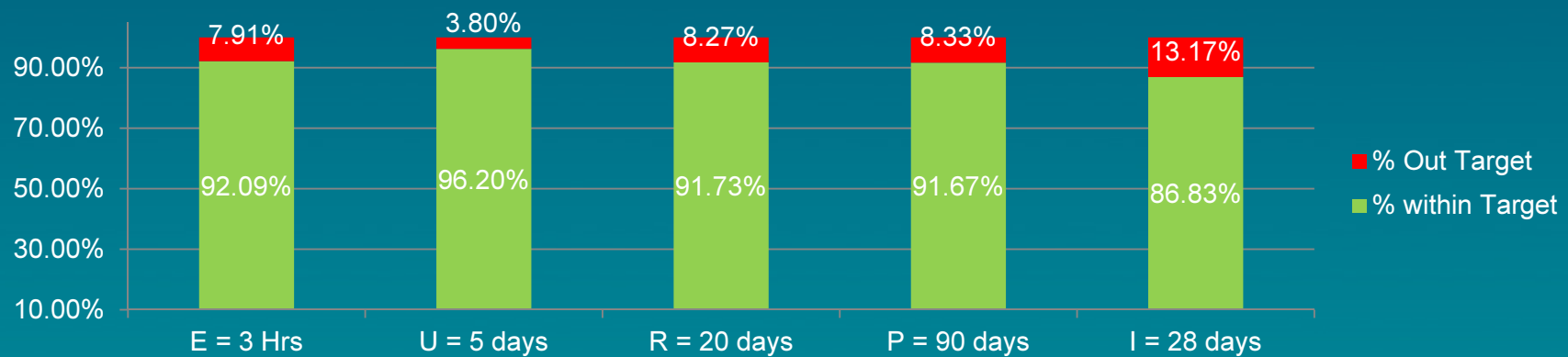


Performance...

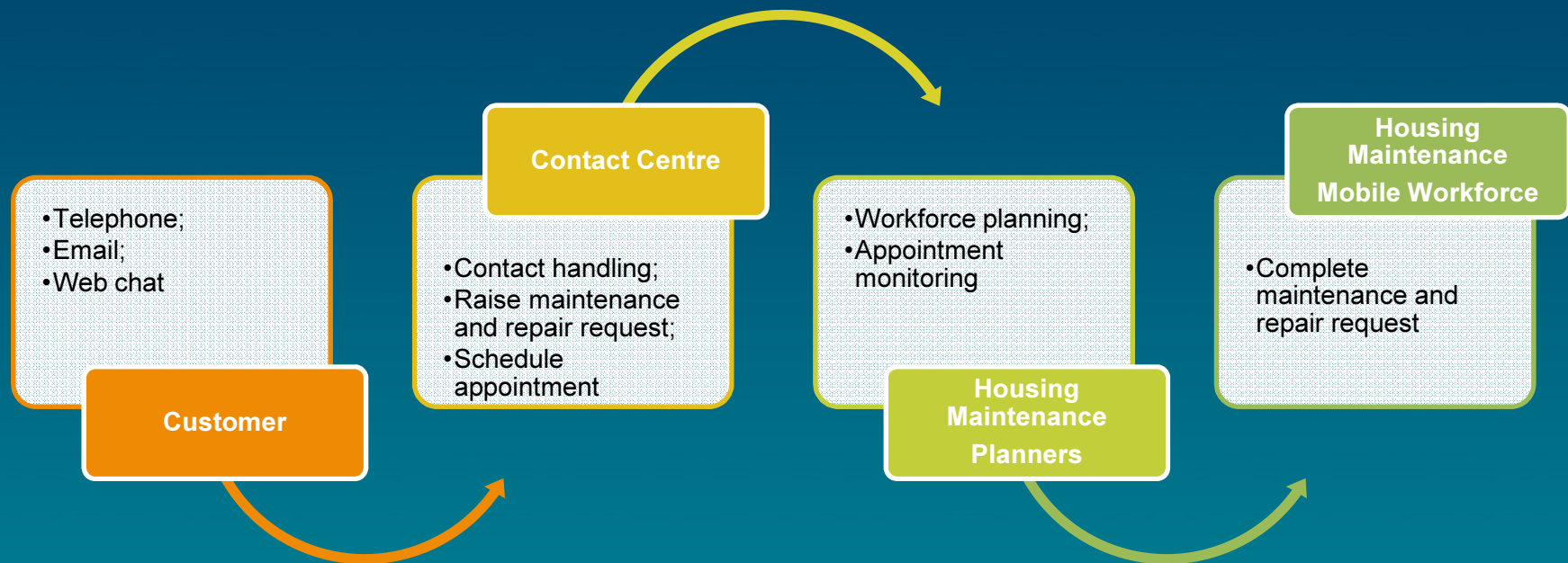
Repairs Completed No's (In/Out of Priority Target)



Repairs Completed % (In/Out of Priority Target)



Customer Journey...



Drivers for change...

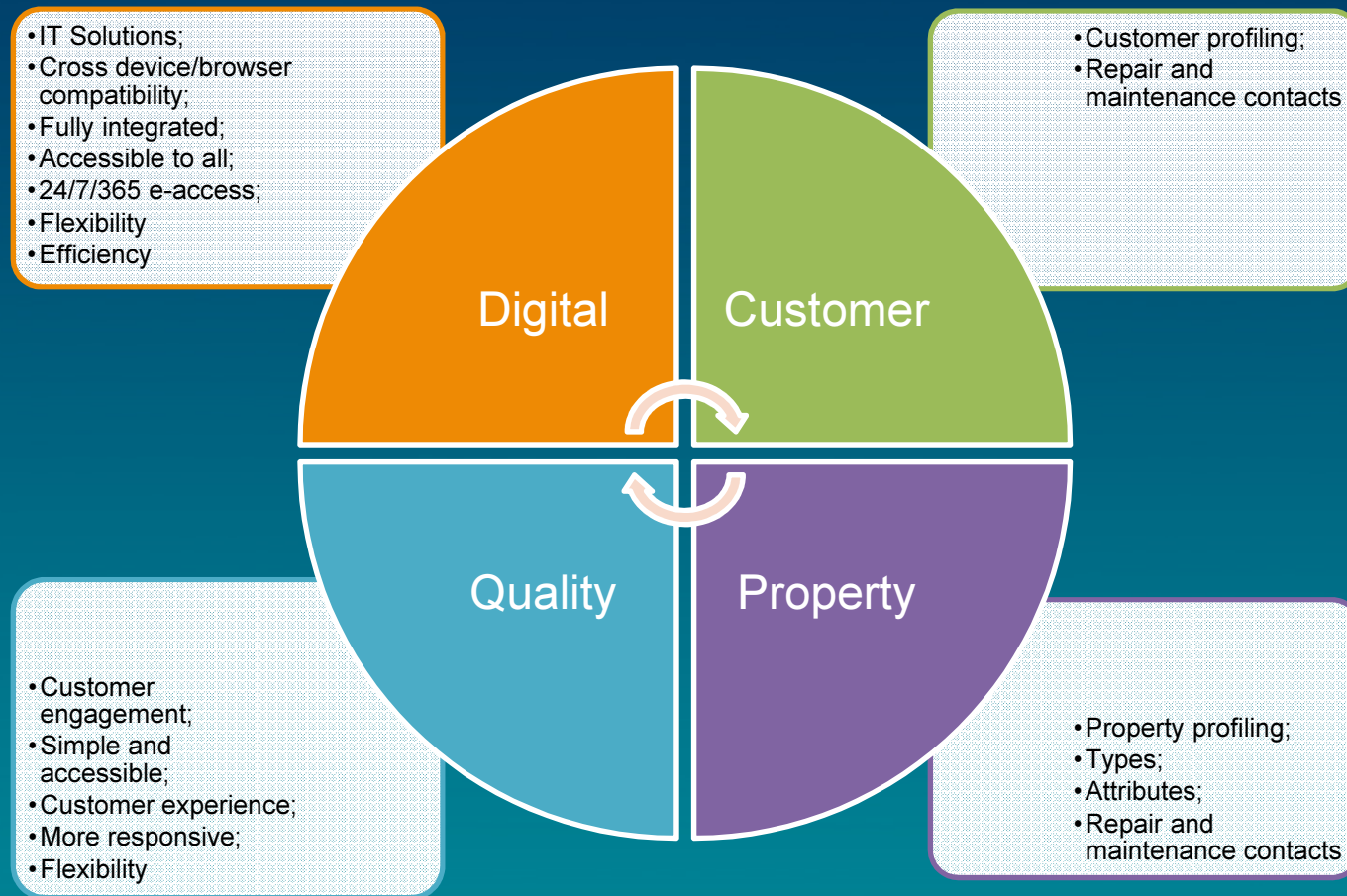
- Delivery and compliance of statutory functions and effective asset management future proofing our housing stock;
- Fire safety review;
- Opportunities to increase efficiency through technology solutions and empower tenants to have greater control and influence on the maintenance and repairs undertaken to their property;
- Robust policies and arrangements.

Direction of Travel...

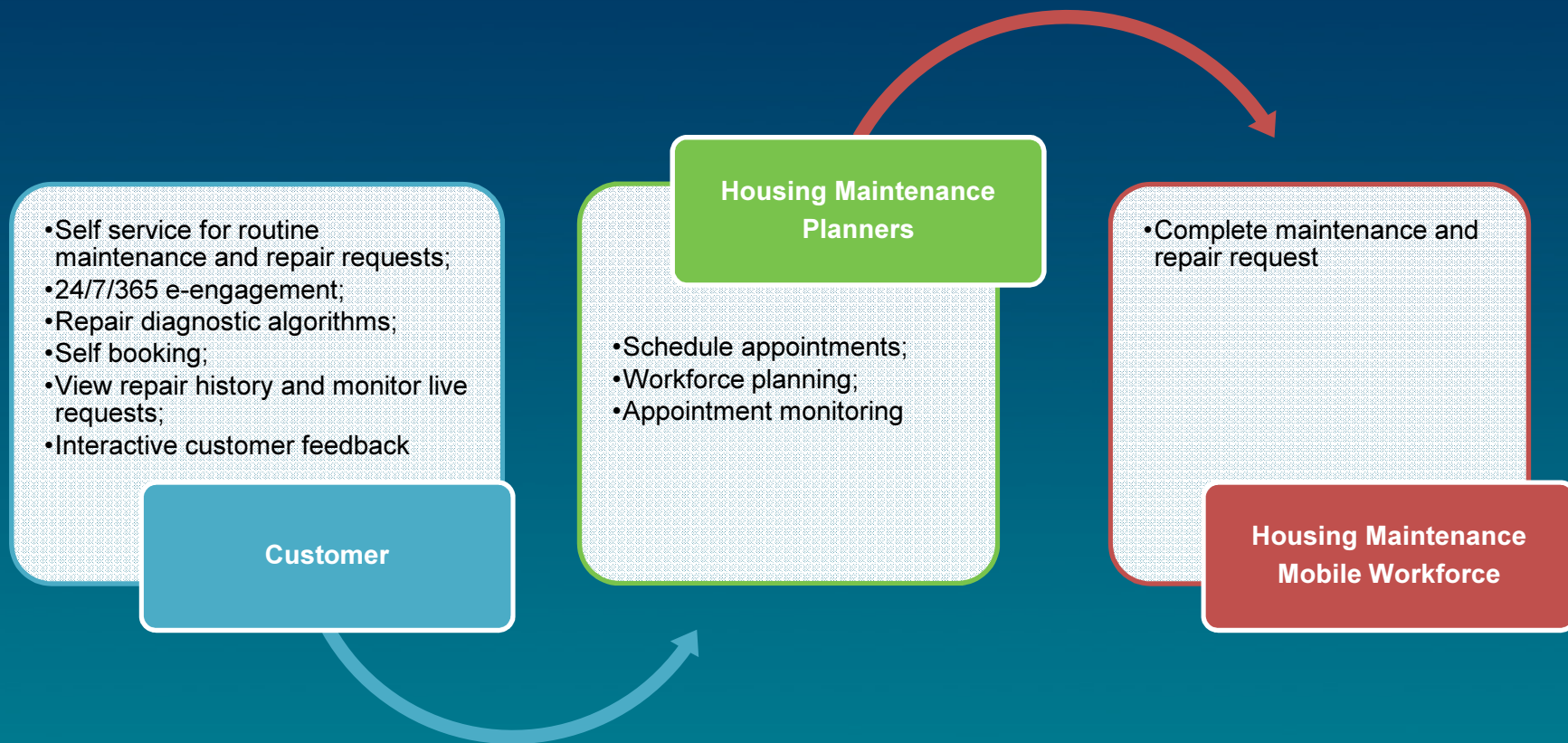
- Working together to achieve more;
- Greater emphasis on being proactive rather than reactive;
- Regular block and estate inspections;
- Clear and robust policies;



- Customer focused and regular engagement;
- Customer demand shift - customer needs and managing expectations;
- Improved access for reporting of maintenance and repair requests (self service);



- Improving end to end customer journey and consider how we can best meet residual demand;



Proposed changes...

- Repair response categories:

Category	Target	Response	Repair
E1	3 hrs	Emergency Respond to make safe/temporary repair	Work necessary to prevent danger to life or extensive damage to property, or if the problem will have an adverse effect on a medical need
E2	24 Hrs	Priority Prevent suffering undue inconvenience or further damage to property	Loss of hot water (31 st Oct – 1 st May) Loss of heating (31 st Oct – 1 st May) Defective light fitting to kitchen, bathroom or stairway; Replacement WC pan, where only 1 WC; Restore flush to WC; Roof leaks; Defective external door locks
U	5 working days	Urgent Minor repair which are non urgent and not an emergency	Sanitary ware; Rain penetration; Minor electrical repairs; Containable leaks; Loss of hot water (1 st May – 31 st Oct) Loss of heating (1 st May – 31 st Oct)
R	20 working days	Routine Includes all other minor repairs	All other general repairs
P	90 working days	Planned Major items of replacement or weather dependent work planning	External repair and painting; Re roofing; Chimney, wall or other masonry repairs
I	28 working days	Inspection Repairs requiring inspection to ascertain nature and to control budgets	Damp and mould; Fencing and gates; More complex repairs

- Introduction of periodic stock condition surveys within all dwellings carried out every five years, incorporating (HHS) 29 hazards inspection;
- Voids will be managed to ensure that the arrangements meet the objectives of policy, rent loss is minimised and properties are available to new tenants at an acceptable standard meeting the Council's legal obligations and the terms of new tenancy's:
 - a. "All components of the dwelling house shall be serviceable, in good working order and free from serious defect."
 - b. Intact and functional tenant alterations or components left for reuse;
 - c. 'Ready to let' Target

CATEGORY		
A	B	C
Good Condition	Average Condition	Poor Condition
Statutory Inspections Serviceable and Functional Minor repairs (1-2 days) Clean & Secure	Statutory Inspections Serviceable and Functional Repair schedule (4-8 days) Clean & Secure	Statutory Inspections None Serviceable or Functional Significant repair schedule Clean & Secure
5 working days	10 working days	Defined by Volume of Works (as soon as reasonably practicable)

- Upfront charging where it is reasonable to do so for repairs which are the responsibility of tenants, using NHF3 schedules to inform cost, and that any debt recovery is considered alongside other strategies, i.e. rent arrears;
- Fair and reasonable approach to the liability of future maintenance (tenant improvements or adaptations) transferring to new tenants under Mutual Exchange;
- Fair and reasonable approach to non standard fencing and gates erected on boundaries which are the responsibility of the Council;
- Enhanced VOID welcome packs to include key safety and emergency information and operating instructions for heating, water, ventilation, etc.

Timeline for implementation...

The following items will be brought to Housing Overview and Scrutiny Panel:

- Fire Safety Policy on 20th March 2019 for implementation on 1st April 2019;
- Drafting overarching Housing Asset Maintenance Strategy and Maintenance Policy, likely to be June 2019;
- Range of bespoke policies including; Gas Safety, Electrical Safety, Lifts and Lifting Equipment and Legionella to follow.

Questions?