

HOUSING COMPLIANCE – ANNUAL REPORT

1. RECOMMENDATION

- 1.1 It is recommended that the Housing and Homelessness Overview and Scrutiny Panel: -
- 1.2 Note the proposed annual Housing Compliance Report in respect of the Housing Services' performance against key statutory compliance measures.

2. INTRODUCTION

- 2.1 This report provides Members with a comprehensive annual report on compliance performance across a range of statutory safety requirements in respect of the Council's housing stock. The Council's Executive Management Team also considers the report.

3. BACKGROUND

- 3.1 Compliance with statutory safety standards is a high priority across the Housing Service. In recent years there has been enhanced reporting of compliance performance with an annual report taken to the Housing and Homelessness Overview and Scrutiny Panel, and twice annual reports to the Council's Executive Management Team.
- 3.2 The new social housing regulatory regime, implemented through the Social Housing Residents' Charter, the recent introduction of Tenant Satisfaction Measures and the new Social Housing Regulation Bill from April 2023, places greater emphasis on tenant safety, and brings about a range of new significant measures to improve the services provided to tenants by registered providers. All registered providers will have to report annually to the Regulator of Social Housing on a wide range of matters, including performance with statutory compliance measures.
- 3.3 One key aspect of the new Social Housing regime is the proposed requirement for registered providers to appoint a named officer to be the health and safety lead. This is a statutory role and the person appointed will be responsible for ensuring the landlord is complying with health and safety regulations and assessing whether it is at risk of non-compliance and report to the Regulator of any risks and failures in compliance. The role will also involve advising the Regulator on how these risks and failures can be addressed, whilst self-referring any breaches of health and safety responsibilities.
- 3.4 The Council's Executive Management Team will consider the appointment of a named officer to perform this proposed function, upon the further detail of requirements being published in the new legislation later in the year.
- 3.5 This report gives a comprehensive overview of all statutory compliance measures across Housing Services.

3.6 The Housing Compliance Team, operate under a suite of policies covering the core statutory compliance areas as follows:

- Control of Asbestos
- Electrical Safety
- Fire Safety
- Gas Safety
- Legionella
- Lifts and Lifting Equipment
- Playgrounds and Play Equipment

4. QUALITY ASSURANCE AND PROFESSIONAL MEMBERSHIPS

4.1 GAS SAFE

4.1.1 The Gas Safe Register is the official list of gas engineers in the United Kingdom, who can work legally on gas appliances and installations and deals with all aspects of the downstream gas industry regulations and operates under an agreement with the Health and Safety Executive (HSE).

4.1.2 The Council is a registered Gas Safe Business, employing 14 registered engineers (including Gas Manager and Gas Supervisor). These Engineers receive training every 5 years to maintain their core competencies, and the Council has to re-register with Gas Safe each year, including the register of Gas Engineers operating under the Council's registered business.

4.1.3 Membership provides the Council with access to technical support, exclusive use of the Gas Safe brand, access to individual Gas Safe Register ID cards and Engineers who can self-certify and notify work required under Building Regulations.

4.1.4 In addition, the Council has commissioned a third-party Corgi Accredited Assessor to carry out a rolling quality assessment regime on a minimum of 5% of the work carried out by the Council's gas engineers each year. The assessment regime allows the Council to monitor performance against regulatory standards, national benchmarking for continuous improvement and gives assurance that identified issues are dealt with promptly and appropriately.

4.2 NATIONAL INSPECTION COUNCIL FOR ELECTRICAL INSTALLATION CONTRACTING

4.2.1 The National Inspection Council for Electrical Installation Contracting (NICEIC) is the largest voluntary register of electrical businesses and assesses over 36,000 registered businesses to ensure that installation work they undertake meets the standards expected.

4.2.2 The Council is a registered business under the NICEIC Approved Contractor Scheme employing 12 registered engineers (including the Electrical Manager and Electrical Supervisor who take the role of registered Qualified Supervisor). These engineers receive training at each edition update of The IET Wiring Regulations to maintain competency.

4.2.3 Membership provides the Council with access to technical support, exclusive use of the NICEIC brand, and Engineers who can self-certify and notify work required under Building Regulations.

4.2.4 Both of these registration schemes require periodic inspection regimes, typically at 3 yearly intervals, to assess that employer businesses have robust safety management processes and/or procedures in place and that these are producing safe work, coupled with selective field work inspections to ensure competency of Engineers. The last audit of the Council's gas and electrical business activities took place in July 2021 and August 2021 respectively, with satisfactory ratings.

4.3 ASSOCIATION OF SAFETY AND COMPLIANCE PROFESSIONALS

4.3.1 The Association of Safety and Compliance Professionals (ASCP) is the leading professional membership organisation for asset safety management and compliance within social housing and facilities management.

4.3.2 The Council joined the scheme in 2019 with member benefits including, twice yearly technical meetings with peer groups and subject matter experts, discounted qualifications/courses, regular industry updates and news, access to online resources – technical bulletins, regulatory updates and presentations. It also provides networking opportunities for benchmarking, learning, and to consider new initiatives or practices within the market to further improve compliance regimes.

4.4 SOUTHERN INTERNAL AUDIT PARTNERSHIP

4.4.1 Regular reviews form part of the Council's annual internal audit plan with Southern Internal Audit Partnership. A review has recently been undertaken on the Council's statutory safety management arrangements for playgrounds and play equipment and EMT will consider the report, alongside recommendations and management responses when it is published in mid-March. A separate audit review is underway for Legionella checks and a further review of electrical safety is due to be completed by the end of June 2023.

5. KEY COMPLIANCE MEASURES

5.1 ASBESTOS

5.1.1 Following a review of the Council's approach to asbestos in 2020/21, several recommendations were implemented, including the adoption of a new Asbestos Policy in October 2021.

5.1.2 The Asbestos Policy ensures that there is clarity in terms of structure and responsibility for asbestos across the Council, with an established Asbestos Working Group overseeing the Council's approach to ensure good practice.

5.1.3 The Housing Service take a lead role in ensuring a consistent approach across the whole Council, with individual Service Managers being required to comply with the same policy for the property assets falling within their respective areas of responsibility. The Council agreed new financial resources as part of its 2022/23 budget to ensure that sufficient staffing levels are in place to support the strengthened arrangements, including a new Corporate Asbestos Manager sitting within the Housing Service.

5.1.4 The Council established a multi-supplier 4-year framework in April 2021 for the provision of providing specialist asbestos related works and services, including surveying, analytical work, training and asbestos removal.

5.1.5 To support the delivery of the Asbestos Policy, a Standard Operating Procedure has been implemented for the control of asbestos which sets out the day-to-day

management systems and associated safe systems of work to prevent, so far as is reasonably practicable, exposure to asbestos fibres from asbestos containing materials (ACMs). This was presented to the Asbestos Working Group on 24 January 2023 following consultation through the Housing Health and Safety Panel and will be launched through a number of staff training sessions during March and April.

- 5.1.6 There is an ongoing training programme to ensure that staff who are likely, in the course of their duties, to come into contact with asbestos or who may have responsibility for managing it, are appropriately trained.
- 5.1.7 A programme of asbestos surveys of all communal areas of housing blocks commenced in December 2020 and is 100% complete, with the remaining surveys complete by March 2022. In addition, 470 individual flats have been surveyed to support the ongoing Housing fire safety work.
- 5.1.8 In addition, asbestos surveys are carried out on all void social housing properties (approx. 350 each year) prior to any maintenance work commencing, which enables the Council to provide asbestos information guides to the incoming tenants.
- 5.1.9 A programme of surveys on all corporate buildings, including offices, depots, public conveniences etc., where maintenance and repairing responsibilities rests with the Council commenced in July 2022 and the programme was concluded in November 2022. The same approach will shortly be followed for corporate leased buildings, where responsibility rests with the council.
- 5.1.10 The roll out of a mobile app containing a simple version of our asset management system will allow our staff to have immediate access to asbestos information from any location, and will go live as part of the Standard Operating Procedure roll out. This will be a major benefit allowing immediate access to asbestos information for operatives 'out in the field' to help prevent any exposure incidents.

5.2 **ELECTRICAL SAFETY**

- 5.2.1 It is considered best practice that the Council carry out periodic electrical installation safety inspections on all housing stock, including communal landlord supplies every 5 years, and at a change of tenancy, as recommended by BS 7671 IET Wiring Regulations. This ensures that national standards for electrical safety are met by the Council. These inspections are carried out by the Council's Housing Maintenance Service using the in-house team of qualified electricians.

DOMESTIC

- 5.2.2 From a total of 5,303 5-year cyclical inspections there are currently 67 inspections overdue, of which 38 have appointments booked, a further 28 have been escalated to the Housing Estates team to support engagement with tenants to gain access and 1 case has been escalated to Legal Services to seek an injunction to gain access. Compliance currently sits at **98.74%**.

LANDLORD COMMUNAL

- 5.2.3 The Council has 165 housing blocks with communal power and/or lighting. Of these landlord electric installations 13 inspections are now overdue having been last inspected in early 2018. External contractors have been commissioned to carry out these inspections as soon as reasonably practicable, with a number already underway. Therefore, compliance currently sits at **92.13%**.

5.3 FIRE SAFETY

BACKGROUND

- 5.3.1 Housing Services adopted a new Fire Safety Policy in 2019 which set out a process for obtaining fire risk assessments and the intervals when these are due. The Fire Safety Policy requires:
- an annual fire risk assessment (FRA) to be carried out in respect of the Council's Extra Care blocks of accommodation, as well as its hostels; these being higher risk properties and,
 - 3 or 5 yearly fire risk assessments in respect of other general needs blocks of accommodation depending on their characteristics and occupancy restrictions.

5.3.2 At the time of adopting the Fire Safety Policy in 2019, the Council carried out fresh fire risk assessments for all its 204 blocks of accommodation to have a baseline of information with which to program necessary fire safety works. These fire risk assessments were carried out by an external contractor during 2019 and 2020.

5.3.3 These assessments raised a total of 1,088 actions requiring work. These ranged from the need to carry out fire door inspections/surveys to consider whether new doors are required, compartmentation surveys, other remedial works and new alarms.

5.3.4 A Fire Safety Operational Group was set up to progress and coordinate all the necessary actions, through three workstreams. These workstreams have been prioritised depending on the nature and characteristics of the properties and are set out below: -

Workstream A - covers the actions in the 3 Extra Care Blocks of accommodation, the 3 historical hostels and 16 number of age restricted blocks of accommodation which have communal lounges and laundry rooms.

Workstream B – Covers 90 blocks considered to be lower risk, as they have limited communal accommodation, largely consisting of communal stairways, and low numbers of vulnerable residents.

Workstream C - Covers the remaining 80 lowest risk blocks of accommodation, most of which have their flat entrance doors open to the air, rather than a communal corridor.

The balance of 12 blocks includes new build developments or recent conversions where no fire risk actions have been raised.

- 5.3.5 The Council is using a combination of in-house resources and external contractors to deal with the necessary actions and previously set aside £5.5 million within the Housing Public Sector Capital Expenditure Programme over 3 years for FRA work, made up of £3 million in 2022/23, £2 million in 2023/24 and £500,000 in 2024/25.
- 5.3.6 The Council has retained the services of project management consultants and a fire safety specialist who is assisting the Council and is working closely with the Fire Service through the Joint Fire Steering Group Liaison Meetings.
- 5.3.7 During 2022/23 significant progress has been made in dealing with these 1,088 actions. At this present time:
- 377 actions have now been completed and closed,

- 544 are in progress with an estimated completion for the majority by Autumn 2023 and,
- 167 lower risk actions are currently outstanding, which will be scheduled in the course of ongoing maintenance activities over the next 12 months. Low risk actions are those where there is little in the way of heat/flame or fire ignition sources and should a fire occur, tenants will be able to react in plenty of time. Examples may include electrical sockets or an uncovered notice board within a communal escape route.

5.3.8 As FRAs are undertaken on a rolling basis continually throughout the year there are always likely to be outstanding actions reported. Each FRA is reviewed within 14 days of completion and high-risk actions scheduled as a priority.

INTERIM PROGRESS

5.3.9 Following the completion of FRAs the Council commissioned detailed fire compartmentation surveys, and fire door inspections of the Council's 3 Extra Care Blocks and a further 12 age restricted blocks, to include preparing floor plans and fire strategy reports. These reports are aiding Officers in scoping the necessary safety works in consultation with enforcement authorities.

5.3.10 A programme of work commenced in the Spring of 2022 on the 3 Extra Care blocks to deal with compartmentation issues, install a new fire alarm system including a Telecare system (to ensure communication between tenants and the onsite care provider), install circa 215 fire doors and other remedial works. Forming part of this work, the Council is piloting a newer innovation, in the form of a fire suppression system, i.e. a sprinkler system in one of the Extra Care buildings. This decision was taken due to the shallow roof pitch of the building, which made it difficult to insert traditional compartmentation materials. The first Extra Care block which includes the pilot fire suppression system is due to complete mid-March, the second mid-April and the third mid-May 2023.

5.3.11 There was a need to temporarily decant 2 buildings (Compton House and Sarum House in Totton) to enable necessary safety work to be undertaken. A two-phase programme of work commenced in the Spring of 2022, and officers made arrangements with each and every tenant of these two buildings to ensure they were adequately housed elsewhere to facilitate the completion of the initial phase over a period of 6 weeks. Tenants returned to Compton House in late May and Sarum House in early August 2022. The second phase of work at Compton House commenced early October 2022 and is nearing completion and Sarum House is currently underway and expected to be completed around late August 2023. In addition to the necessary safety work including 120 replacement fire doors, the scope was extended to include the replacement external doors, windows and roof coverings and internal communal decoration, floor coverings and lighting improvements.

5.3.12 There is also a need to temporarily decant a further building (Robertshaw House in Lyndhurst) to enable necessary safety work to be undertaken. The work necessary within this block replicates that of Compton and Sarum House, including circa 60 replacement fire doors. It is envisaged that the tenants will be absent for a period of 6 weeks commencing early April 2023 and every effort will be made to expediate the work to enable their return. Officers are currently making arrangements with each and every tenant of this building to ensure they are appropriately rehoused during this period.

- 5.3.13 Retrofitted glazed screening enclosing what were originally open balcony walkways on 2 further housing blocks has been removed, and further remediation work is currently in the planning phase and subject to building control approval.
- 5.3.14 Work to retrofit 32 double glazed panels with smoke vents within the stairwells at 7 North Milton Housing blocks is also planned. A building control application has been approved and manufacturing is now underway and will be installed as soon as reasonably practicable. Smoke vents within stairwells are used as a method to effectively expel smoke, heat and fumes in the event of fire breaching a compartment to the means of escape.
- 5.3.15 All blocks of accommodation (across all 3 workstreams in 5.3.4) requiring door inspections and/or fire stopping surveys, have been arranged according to priority as follows:- those blocks where records show that the doors may be non-compliant being treated as a top priority; those that have notional fire doors (i.e. doors that met the standard when the block was originally built) but require inspection to ensure the doors still operate as a fire door; and then other doors, which records show were compliant at the time of installation, but require inspection to ensure they have not been damaged since then. In addition to those fire doors set out in Sections 5.3.10, 11 and 12 above, a further 315 fire doors have been inspected. Of these, 295 have been identified as requiring planned replacement of which 127 have been replaced so far.
- 5.3.16 The Council has appointed a dedicated Housing Fire Safety Manager, supported by a team of 3 Building Safety Officers, who has specific day to day responsibility for ensuring that the highest standards of fire safety measures are in place and embedded across the Council's housing stock.

POLICIES

- 5.3.17 Housing Officers have undertaken a periodic review of the Fire Safety Policy for Housing (Landlord Services). The existing Fire Safety Policy has been updated to incorporate changes in national guidance, expert advice and picks up relevant staffing changes within the Council's Housing Service. The new Policy was presented to the Housing and Homelessness Overview and Scrutiny Panel on 15 June 2022 and adopted by way of Housing Portfolio Holder Decision on 28 August 2022. [Decision - Fire Safety Policy for Housing \(Landlord Services\) Council Services \(newforest.gov.uk\)](#)
- 5.3.18 At its meeting held on 18 January 2023, the Housing and Homelessness Overview and Scrutiny Panel considered a new Mobility Scooter Policy for Housing (Landlord Services). The policy proposes to introduce a registration scheme whereby residents living in Council owned accommodation would apply to the Council to store a scooter safely. The application would then be considered considering the safe storage of the scooter, in particular ensuring that the scooter did not pose any fire safety risks. The proposed policy was supported and will be adopted by way of Housing Portfolio Holder Decision and further strengthens to reduce risk posed by fire. [Agenda for Housing and Homelessness Overview and Scrutiny Panel on Wednesday, 18th January, 2023, 6.00 pm Council Services \(newforest.gov.uk\)](#) (see Item 7).

FIRE RISK ASSESSMENT

- 5.3.19 In December 2022, the Council appointed an external specialist to undertake cyclical FRAs to the Council's housing blocks and corporate buildings for the next 3 years.

THE FIRE SAFETY (ENGLAND) REGULATIONS 2022

5.3.20 The Fire Safety (England) Regulations 2022 have been introduced. The Regulations were introduced under Article 24 of the Regulatory Reform (Fire Safety) Order 2005 and came into force on 23 January 2023 and apply to high-rise buildings, residential buildings with storeys over 11 metres in height and all multi-occupied residential buildings with two or more sets of domestic premises. Although the Council does not have any high-rise or buildings with storeys over 11 metres within its housing stock, the regulations do apply to all multi-occupied residential blocks of flats and requires the Council as Landlord and 'Responsible Person' to:

- Provide tenants with information relating to the importance of fire doors in fire safety, and
- Provide relevant fire safety instructions to tenants, which includes instructions on how to report a fire and any other instruction which sets out what tenants must do once a fire has occurred, based on the evacuation strategy for the building.

5.3.21 The Council included fire door information in the Winter Hometalk edition (sent to all tenants) and wrote to all affected tenants individually on 20 January 2023, enclosing an information leaflet. Information is also included within the sign-up process for new tenancies.

TRAINING

5.3.22 The Housing Service has developed a training regime for applicable housing staff, which includes a bespoke fire safety training booklet covering all aspects of fire safety. 9 fire safety training sessions were delivered to 121 staff during July and August 2022, across 5 tailored tiers for specific staff groups with all attendees receiving a copy of the booklet.

5.3.23 A further training session took place on 7 March 2023 for specific staff to cover BS 5839: fire detection and alarm systems for buildings.

5.4 GAS SAFETY

5.4.1 The Council is required to carry out an annual gas safety inspection of all 4,564 housing properties which contain a gas burning appliance. This work is carried out by the Council's Housing Maintenance and Compliance Service using the in-house team of qualified gas engineers.

5.4.2 As at 23/02/23 there were 36 inspections overdue, of which 2 are currently empty properties. 34 were escalated to the Housing Estates team to support engagement with tenants to gain access. As a result of this action 10 appointments are now booked, engagement continues to seek appointments with 19 tenants, whilst 5 others have been escalated to legal services to seek an injunction to gain access. Compliance currently sits at **99.99%**.

5.4.3 In addition to domestic gas appliances the Council has 404 dwellings served by 21 communal boiler plant rooms supplying heating and hot water. These systems are maintained by the Council's appointed commercial gas contractor on a rolling inspection regime and includes safety inspection, maintenance and repair. All 21 services are compliant. The annual capital replacement programme includes resource provision for future replacement.

5.4.4 Housing Officers have undertaken a periodic review of the Gas Safety Policy for Housing (Landlord Services). The existing Gas Safety Policy was adopted in 2019 and has been updated to consider changes in national guidance and gas safety management arrangements following changes in job roles and resources within the Housing Service. The new Policy is currently going through consultation, scrutiny, and formal approval process.

5.5. **LEGIONELLA SAFETY**

5.5.1 Statutory legislation requires weekly flushing of outlets in communal bathrooms and kitchens etc., plus temperature checks at nearest, intermediate and furthest points from feed tanks or calorifiers in 31 housing blocks where communal water tanks or heating cylinders are present. These checks are carried out monthly to ensure compliance.

5.5.2 Additionally, the Council carries out annual risk assessments, including sampling and cleaning of tanks in all 31 housing blocks, and all actions arising from these risk assessments are dealt with as they arise continually throughout the year. There are always likely to be outstanding recommended actions reported due to commissioned work in progress. Compliance currently sits at **96.78%**.

5.6 **LIFTS AND LIFTING EQUIPMENT**

5.6.1 In domestic properties there are currently 155 stairlifts, 22 track hoists, 3 bath lifts, 1 step lift and 7 through floor lifts. In communal areas there are 11 passenger lifts and 10 stairlifts.

5.6.2 In line with statutory requirements, the Council's Lifts and Lifting Equipment Policy sets out the frequency schedule for lift maintenance and safety inspections. Communal passenger lifts are serviced monthly and undergo a detailed inspection every 6 months. Track hoists, through floor, bath and communal stairlifts are serviced and inspected every 6 months, and domestic stairlifts are serviced and inspected annually. Compliance currently sits at **97.61%**.

5.7 **PLAYGROUNDS AND PLAY EQUIPMENT**

5.7.1 The Council has 7 playgrounds which are the responsibility of Housing Services. These are subject to weekly routine visual inspections undertaken by the Council's Stock Condition Surveyors, plus quarterly operational inspections and annual detailed inspections carried out by specialist RoSPA trained contractors.

6. **OTHER COMPLIANCE MEASURES**

6.1 The Council has several safety systems designed to detect, give early warning and protection in the event of a fire, or give early warning to the presence of carbon monoxide. These consist of:

- Fire Alarms - 34 Blocks
- Automist and fire suppression systems - 2 Blocks
- Automatic opening vents - 8 Blocks
- Firefighting equipment - 22 Blocks
- Smoke detectors – in every property (inspected annually)
- Carbon monoxide detectors – in every room containing a fuel burning appliance, excluding cookers (inspected annually).

- 6.2 These systems are subject to a statutory 6 monthly or annual inspection regime and are fully compliant.
- 6.3 The Council also has 102 Blocks with emergency lighting which illuminate in the event of a loss of power. These are tested on a monthly rolling basis by an external contractor and are also subject to a full battery drain down on an annual basis. All checks are compliant.
- 6.4 In addition to the more conventional gas or electric fuelled heating systems the Council has several alternative fuel source heating systems consisting of:
- 62 air source heat pumps,
 - 24 solid fuel boilers,
 - 37 oil fired boilers,
 - 18 heat recovery systems.

All these are subject to annual inspection and servicing by appointed specialist contractors. Compliance currently sits at **97.50%**.

- 6.5 The housing stock has 51 automatic opening doors. These range from individual entrance doors to properties for those tenants with disabilities, communal entrance doors to blocks and automatic doors to buggy stores. These are tested and inspected 6 monthly. Compliance currently sits at **98.04%**.
- 6.6 The Council has 35 Closomat wash and dry toilets within domestic dwellings for those tenants with disabilities. These are serviced annually. Compliance currently sits at **91.43%**.

7. CRIME AND DISORDER IMPLICATIONS

- 7.1 It is important for Housing Providers to ensure that statutory safety work is carried out to a high standard. Poorly performing landlords can be fined or prosecuted for failing to take the necessary measures to protect tenants.

8. EQUALITY AND DIVERSITY IMPLICATIONS

- 8.1 The Council is required to consider what adjustments it can reasonably make when carrying out work within a tenant's home to deal with disabilities or other issues arising. Such adjustments are considered on a case-by-case basis following consultation and assessment with the Council's Housing Occupational Therapist. As an example, fitting an automatic door opening device when fitting a new fire door.
- 8.2 Implications arising from the capping of gas supplies to ensure safety and compliance are addressed separately in the Gas Safety Policy and Report, but which provide a welfare assessment and practical support to tenants affected by such action.

9. ENVIRONMENTAL IMPLICATIONS

- 9.1 When carrying out works across its stock, the Council looks to use sustainable materials wherever possible.

10. FINANCIAL IMPLICATIONS

- 10.1 The Housing Revenue Account Budget and Housing Public Sector Capital Expenditure Programme 2023/24 was considered by Cabinet at its meeting held on 15 February and is due to be presented to Council at its meeting on 27 February to seek approval.
- 10.2 The cyclical maintenance budget includes resources for the mainstream statutory safety requirements, such as gas, electrical, legionella, and lift inspections etc. Funding of £1.640 million is proposed for 2023/24 to deal with these matters.
- 10.3 The 2023/24 budget also identifies a further £2 million to deal with the necessary ongoing fire safety measures, including compartmentation and new fire doors following fire risk assessments.
- 10.4 The 2023/24 budget also includes additional resources amounting to £459,000 required to meet the requirements placed upon the Council due to the new social housing regulatory regime which delivers high standards of building safety and quality to tenants, plus greater focus on compliance with specific health and safety matters.

11. CONCLUSION

- 11.1 Compliance with statutory safety requirements is a key priority for Housing Services. In recent years, extra resources have been made available to strengthen the Council's approach to statutory compliance work. This work is firmly embedded within the day-to-day work and culture of the Council's Housing Services.

For further information contact:

Ritchie Thomson
Service Manager
Housing Maintenance and Compliance
Tel: 023 8028 5137
Email: ritchie.thomson@nfdc.gov.uk

Background Papers:

[Housing Services Resources 2324 - Arising From The New Social Housing Regulation Changes.pdf \(newforest.gov.uk\)](#)
- Cabinet 15 February 2023.

[Housing Revenue Account Budget and the Housing Sector Capital Expenditure Programme for 2023/24](#) - Cabinet 15 February 2023.