



Borough of Tamworth

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**HOMELESSNESS PREVENTION AND SOCIAL
HOUSING SUB-COMMITTEE**

8 February 2023

Dear Councillor

A meeting of the Homelessness Prevention and Social Housing Sub-Committee will be held in **Town Hall, Market Street, Tamworth on Thursday, 16th February, 2023 at 6.00 pm.** Members of the Committee are requested to attend.

Yours faithfully

A handwritten signature in black ink, appearing to be 'A. B.', followed by a long horizontal line extending to the right.

Chief Executive

A G E N D A

NON CONFIDENTIAL

- 1 Apologies for Absence**
- 2 Minutes of the previous meeting (Pages 5 - 8)**
- 3 Declarations of Interest**

To receive any declarations of Members' interests (pecuniary and non-pecuniary) in any matters which are to be considered at this meeting.

When Members are declaring a pecuniary or non-pecuniary interest in respect of which they have dispensation, they should specify the nature of such interest. Members should leave the room if they have a pecuniary or non-pecuniary interest in respect of which they do not have a dispensation.

4 Social Housing (regulation) Bill and Council Housing compliance (Pages 9 - 28)

(Report of the Portfolio Holder for Homelessness Prevention and Social Housing & Assistance Director – Neighbourhoods)

5 Damp and Mould in Council Housing Properties (Pages 29 - 34)

(Report of the Assistant Director, Assets)

6 Progress Report on the implementation of Price Per Property for Housing Repairs (Pages 35 - 36)

(Report of the Assistant Director, Assets)

Access arrangements

If you have any particular access requirements when attending the meeting, please contact Democratic Services on 01827 709267 or e-mail democratic-services@tamworth.gov.uk. We can then endeavour to ensure that any particular requirements you may have are catered for.

Filming of Meetings

The public part of this meeting may be filmed and broadcast. Please refer to the Council's Protocol on Filming, Videoing, Photography and Audio Recording at Council meetings which can be found [here](#) for further information.

If a member of the public is particularly concerned about being filmed, please contact a member of Democratic Services before selecting a seat.

FAQs

For further information about the Council's Committee arrangements please see the FAQ page [here](#)

To Councillors: A Farrell, M Cook, T Jay, S Peale and P Turner.

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MINUTES OF A MEETING OF THE HOMELESSNESS PREVENTION AND SOCIAL HOUSING SUB-COMMITTEE HELD ON 12th OCTOBER 2022

PRESENT: Councillor A Farrell (Chair), Councillors M Cook, S Peaple, S Doyle and D Maycock

The following officers were present: Tina Mustafa (Assistant Director Neighbourhoods) and Paul Weston (Assistant Director Assets) and Tracey Pointon (legal Admin and Democratic Services Manager)

7 APOLOGIES FOR ABSENCE

Apologies were received from Councillors T Jay and P Turner.

Councillor S Doyle and Councillor D Maycock were in attendance as substitutes

8 MINUTES OF THE PREVIOUS MEETING

Minutes of the meeting held on 15th June were approved as a correct record

(Moved by Councillor A Farrell and seconded by Councillor S Peaple)

9 DECLARATIONS OF INTEREST

There were no declarations of interest

10 COUNCIL HOUSING - SOCIAL HOUSING REGULATION BILL AND PREPAREDNESS

Tina Mustafa - Assistant Director Neighbourhoods gave a presentation on the Social Housing White Paper and gave an update on the progress of the Self-Assessment.

Tina Mustafa introduced the Committee to Iris (Chair) and Sally (V Chair) of the Tenant Consultative Group. The committee welcomed Iris and Sally. TCG members were observing subject to the Monitoring Officer confirming how TCG members can engage with the Committee as part of the meeting.

Councillor Farrell thanked Sally and Iris for attending the meeting.

Councillor Farrell is attending the Corporate Scrutiny meeting on 17th November to discuss the Social Housing (regulation) Bill Preparedness.

Councillors sought clarity on the Rent Cap, what will this cause in lack of investment. Consultation closes 12th October 2022, and the Government will provide the outcome by the end of the year. If the Government does agree it will mean considerable loss of income.

Concerns were raised over the Green agenda if this rent cap is implemented.

11 COMMUNICATIONS WITH HOUSING LEASEHOLDERS

Verbal Update from Paul Weston Assistant Director Assets on the Communications with Housing Leaseholders. The communications and processes are being looked at by a working group and will be reported back to Corporate Scrutiny before going back to Council.

12 EXCLUSION OF THE PRESS AND PUBLIC

To consider excluding the Press and Public from the meeting by passing the following resolution:-

“That in accordance with the provisions of the Local Authorities (Executive Arrangements) (Meeting and Access to Information) (England) Regulations 2012, and Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during the consideration of the following business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Act and the public interest in withholding the information outweighs the public interest in disclosing the information to the public”

At the time this agenda is published no representations have been received that this part of the meeting should be open to the public.

(Moved by Councillor A Farrell and seconded by Councillor S Peaple)

13 PRESENTATION ON PRICE PER PROPERTY FOR HOUSING REPAIRS

The Committee received a presentation from Equans the Repair provider for Tamworth Borough Council to present Price Per Property for Housing Repairs.

Leader

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Thursday, 16 February 2023

Report of the Portfolio Holder for Homelessness Prevention and Social Housing & Assistant Director - Neighbourhoods

Social Housing (regulation) Bill and Council Housing compliance

Exempt Information

None

1.0. Purpose

- 1.1. To update Homelessness Prevention and Social Housing Sub-Committee on preparedness' for meeting requirements in the Social Housing (Regulation) Bill likely to commence 2023/2024
- 1.2. To set out the emerging arrangements for the proposed Tenant Satisfaction Measures to be submitted April 2023 by all landlords to the Regulator Social Housing

2.0. Recommendations

- 2.1. To note progress of Cabinet decisions (10/11/22) on preparedness' for the Social Housing (Regulation) bill and revised consumer standards including latest directions on Tenant Satisfaction Measures

and

refer any recommendations to Corporate Scrutiny on 08/03/23 informing the planned report to Cabinet on 06/04/23 on the ***Councils regulatory compliance with the Consumer standards required for its Council Housing Services***

- 2.2. To receive a further discussion paper on the HRA Business Plan detailing arrangements for tenant/leaseholder consultation and scenario testing – informing a Cabinet paper set for September 2023.

3.0. Executive Summary

- 3.1. The Regulator of Social Housing published its latest policy paper on Reshaping [Consumer Regulation: Our Implementation Plan](#) on 12/1/23. The Council has continued to prepare for this new legislation (due within the next year 2023/2024) as part of the Social Housing (Regulation) bill and strengthening standards for its tenants and leaseholders.

3.2. New consumer standards

The Regulator describes the new consumer standards as outcome focussed. Building on existing ones to encompass all the areas set out in the White Paper. Previous policy papers - [Reshaping consumer regulation: our principles and approach](#) set out the six themes the future consumer standards would cover.

Safety	Landlords' safety responsibilities including safety within the home and in communal areas
Quality	Quality of the home, communal spaces and services to tenants
Neighbourhood	Landlords' role, working with other agencies, to contribute to the wellbeing of neighbourhoods in which tenants live.
Transparency	Landlords' role in making information accessible to tenants including roles and responsibilities within landlords, so tenants know who is responsible for matters relating to consumer standards
Engagement and accountability	Engagement between landlords and tenants, including how complaints are handled. Landlords' accountability to tenants and treating tenants with fairness and respect.
Tenancy	Requirements on landlords in respect of tenancies, including allocations policies and opportunities for tenants to move.

Subject to the Bill being passed by Parliament, and government issuing the relevant Directions, new standards will be consulted on by the summer of 2023. A power for the regulator to set standards for competency and conduct has already been added to the Bill, and the Regulator will be working with government and stakeholders on how this will be implemented. It is possible that further changes could be made to the Bill including professional standards.






















The self-assessment and associated improvement plan Tamworth commissioned in 2022, included a base line assessment against existing consumer standards along with a forecast of likely compliance against new areas proposed. This showed compliance with Tenancy & Home Standards with areas for improvement across Tenant Involvement Empowerment & ASB standards.

- 3.3. Conversations started with Tamworth's shadow Homelessness & Housing Subcommittee last February 2022 on these proposals from Government and the Regulator. In June and October 2022 members were continued to be updated on the Social Housing White paper including the Charter for Social Housing Residents; engaged in the debate on the Councils commissioned & external self-assessment against proposed consumer standards and its preparedness' around the improvement plan. Supporting this have been comprehensive discussions at Corporate Scrutiny (17/11/23 and 08/03/23) informing Cabinet decisions on 10/21/22 and also planned for 06/04/23 on overall progress.
- 3.4. The resourcing of this considerable piece of work remains in progress as budget setting proposals are finalised. As this self-assessment and improvement plan represents an organisational wide impact; it is evident this will require cross-fertilisation across all teams within the Council (as set out last time to Committee) and require programme co-ordination.
- 3.5. Whilst those resourcing proposals are being formulated the Council continues to prepare for submission of Tenant Satisfaction measures. Under the Regulators directions there are 22 Tenant Satisfaction measures; including 10 management indicators and 12 perception measures.
- 3.6. A data capture exercise has been supported externally and is set out at **Annex one** showing progress across the 10 management indicators. An informal workshop took place with House mark on 07/2/23 and as members the Council will benefit from external support to test its overall quality assurance of these measures'; ahead of submission April 2023. At this time the Council is still awaiting guidance on whether there will be a PORTAL or whether uploading will be via Councils usual statutory returns such as CORE/NROSH returns.

The summary page lists the 10 indicators and in all cases data can be extrapolated to support the Regulators technical definition. As data is submitted this base line will

undoubtedly be used for comparative and assessment purposes – likely to determine inspection schedules.

TSM – Measured by Landlords Directly

TSM code	TSM name	Person's responsible	RAG/Summary	TSM Technical Requirements
CH01	Complaints relative to the size of the landlord	Zoe (Nicola Hesketh)	 	
CH02	Complaints responded to within Complaint Handling Code timescales	Zoe (Nicola Hesketh)	 	
NM01	Anti-social behaviour cases relative to the size of the landlord	Tina (Lee Birch)	 	
RP01	Homes that do not meet the Decent Homes Standard	Paul	 	
RP02	Repairs completed within target timescale	Paul (Martin Harper)	 	
BS01	Gas safety checks	Paul (Barry Curtis)	 	
BS02	Fire safety checks (Data	Paul (Barry Curtis)	 	
BS03	Asbestos safety checks	Paul (Barry Curtis)	 	
BS04	Water safety checks	Paul (Barry Curtis)	 	
BS05	Lift safety checks	Paul (Barry Curtis)	 	

TruemanChange.

- 3.7. The remaining 12 Tenant satisfaction measures related to perception and are shown below. Changes are also shown following the Regulators consultation nationally and which now form part of the required Directions. Committee are invited to share initial observations around **a) methodology for undertaking this survey and b) any additional questions required as the Council as a landlord can ask supplementary ones.**

TSMs collected from tenant perception surveys		
Code	Title	Change
TP01	Overall satisfaction	No change
TP02	Satisfaction with repairs	Minor change to survey question wording
TP03	Satisfaction with time taken to complete most recent repair	No change
TP04	Satisfaction that the home is well-maintained	Changed to be an individual TSM (well-maintained and safe were previously combined in one TSM)
TP05 [was TP04]	Satisfaction that the home is safe	Changed to be an individual TSM and minor change to survey question wording
TP06 [was TP05]	Satisfaction that the landlord listens to tenant views and acts upon them	Minor change to survey question wording
TP07 [was TP06]	Satisfaction that the landlord keeps tenants informed about things that matter to them	Minor change to survey question wording
TP08 [was TP07]	Agreement that the landlord treats tenants fairly and with respect	No change
TP09 [was TP11]	Satisfaction with the landlord's approach to handling complaints	Changed to add a filter survey question
TP10 [was TP08]	Satisfaction that the landlord keeps communal areas clean and well-maintained	Change to survey question wording, including removal of 'safe' (which will be covered by revised TP05)
TP11 [was TP09]	Satisfaction that the landlord makes a positive contribution to neighbourhoods	No change to lead proposal. Minor change to survey question wording
TP12 [was TP10]	Satisfaction with the landlord's approach to handling anti-social behaviour	No change
	Tenant knowledge of how to make a complaint	TSM removed from suite

- 3.8. House mark have suggested some organisations are commissioning a base line assessment ahead of April using these measures as it is anticipated there will be a 20-25% reduction in satisfaction. The benefits of this are in providing an early base line by which to target management interventions ahead of a formal submission to the Regulator by March 2024. However, as Tamworth already have historic status/star data along with transactional satisfaction data, this suggests the emphasis should be

on obtaining high quality feedback that supports tailored service improvement; rather than seeking to explain drops in satisfaction when this is already anticipated. For example, the Councils Annual Report shows transactional satisfaction levels of c88% annually (overall satisfaction with the landlord) this is forecast to drop to between 50-60% in the first annual survey.

Tamworth have historically commissioned independent researchers to undertake satisfaction surveys (BMG. MEL, etc). This methodology has targeted a representative sample across all its demographic and stock types. Supported by field research as well as online techniques. It is suggested more work is done on developing this satisfaction strategy with the Tenant Consultative Group and forms part of the wider cabinet proposals in April.

3.9. Cabinet decisions approved on 10/11/22 are set out at 4.1 in this report, showing the work-streams involved and progress to date. As the Council prepares its resourcing proposals to co-ordinate and deliver step change on this work – officers invite the Committee’s view on the

- **Improvement plan – so that any further questions; observations and feedback can be used to inform updates to Corporate Scrutiny in March and onward Cabinet paper in April 2023 agreeing the SMART improvement plan and specific highlighted work-stream areas**
- **Feedback on the initial data gathering exercise on the 10 management tenant satisfaction measures attached at annex one**
- **Feedback on Tenant Satisfaction measures proposed around seeking tenants satisfaction and perception on landlord performance.**

4.0. Progress on Cabinet Recommendations 10/11/22

4.1. A key priority is to create capacity within the Council to lead, co-ordinate and ensure compliance with the Regulators approach to ensuring high levels of performance and service delivery for its council housing stock. It is envisaged this will be in place once the budget setting arrangements have been concluded and will lead on the development of work-streams set out.

Cabinet approved on 10/11/22	Management Actions
Endorse the findings from the external Self-Assessment reported November – link here	The Self-assessment was considered by Corporate Scrutiny on 17/11/22 with further update planned on 08/03/23 informing Cabinet paper on 06/04/23
Delegate authority to the Council’s Monitoring Officer to ensure nominated representatives from the Tenants Consultative Group (Chair &/or Vice Chair) form part of the Council’s Homelessness Prevention and Social Housing Sub-Committee in compliance with the Council’s constitutional & legal framework; noting the Committee fully supported this at their meeting on the 12th of October 2022	The Council’s constitution is under review by the Councils Monitoring Officer, and she has confirmed (06/2/23) that arrangements for formally co-opting Tenant Consultative Group nominated members is under review by the legal team and Terms of Reference will be shared with Committee as soon as practical

Approve the self-assessment improvement framework shown here ; referring it to Corporate Scrutiny for further development on 17th November 2022; delegating the SMART detail to the Portfolio Holder for Homelessness Prevention and Social Housing	This was discussed at Corporate Scrutiny on 17/11/22 and details are shown here . At a scoping meeting in January 2023, it was agreed with the Chair, Vice Chair and Portfolio Holder to be further scrutinised on 08/03/23 so that amendments to the improvement plan can be incorporated into the Cabinet paper set for 06/04/23 as it is recognised each of the areas requires more detail
Retrospectively approve the response to DLUHC on the proposed rent cap shown at Annex 4 and discussed at the Council's Homelessness Prevention and Social Housing Sub-Committee on 12th October 2022	This has been built into the Councils budget setting arrangements –implementing a rent cap of 7% across all its council stock (including exempt accommodation where the Council could charge CPI+1%)
Delegate authority to the Portfolio Holder Homeless Prevention and Social Housing to agree the consultation arrangements with Tenants and Leaseholders on the HRA business plan arrangements following the Government's announcement on the rent cap and its associated impact on financial planning.	Several workshops have been held internally with senior officers and the Councils external advisor from CIH on the HRA business planning and scenario testing. It is recommended this is considered at a future Committee once the detail and consultation plan is drafted for Committee input and ahead of formal Cabinet decisions
Delegate approval to the Head of Paid Service and Chief Executive to approve the resourcing arrangements; noting policy changes of £100k are being built into the Council's budget setting processes (subject to approval) to deliver the improvement plan and	Resourcing has been agreed 'in principle' through the budget setting process. Subject to the final Full Council approvals proposals will be brought forward as outlined in the Cabinet report in November 2022
Ensure the Council complies with the Regulators decision statement on the submission of new tenant satisfaction measures	<p>The Regulator of social housing has finalised the Tenant Satisfaction Measures and published its decision statement setting out the technical requirements from April 2023</p> <p>Working papers are attached outlining the initial data gathered for the Tenant Satisfaction Measures'. The 10 appended relate to management information that should be submitted by April 2023; the remaining 12 are perception measures and will require scoping with the Tenants Consultative Group before final decisions are proposed to Cabinet in 2023/2023 on the strategy for obtaining this feedback</p>

4.2. Future Regulatory Inspection

The Regulator proposes that it will deliver a programme of inspections of larger landlords (those with more than 1,000 homes). Once enacted, the Bill requires an inspection plan that will outline which types of providers being inspected on a regular basis and the circumstances when reactive or no-notice inspections will be carried out. This will provide clarity for tenants and landlords about how the regulator is going about delivering inspections across the sector as a whole.

Inspecting local authority landlords

[As part of the Guidance issued 13/1/23](#) the Regulator confirmed Local authorities are also subject to the same consumer standards as housing associations. As locally

accountable democratic bodies, regulation of local authorities' governance or financial viability is outside the scope of our work. This means that inspections of local authority landlords will solely focus on consumer issues. The inspections will have the same focus on service outcomes and accountability and the same depth and rigour. Focus will be on assurance that councillors are getting about the quality of homes, service performance and their engagement with tenants. Tested against a range of sources of evidence such as data from the tenant satisfaction measures the Housing Ombudsman and feedback from tenants gathered through the inspection process. We will include some local authority landlords in our pilots.

5.0. Resource Implications

5.1. There is no direct resourcing implications.

6.0. Legal/Risk Implications Background

6.1. The risks around non-compliance have been reported to Cabinet and centre around statutory non-compliance and conventional intervention if the Council fails to meet consumer requirements

7.0. Equalities Implications

7.1. Tailored access to service based on an understanding of tenant and leaseholder demographics' is at the heart of the new regulator culture and will be central to the improvement plan.

8.0. Environment and Sustainability Implications (including climate change)

8.1. Safety and Quality of tenants' homes is a central theme to the new regulatory framework and will directly contribute to the council's agenda around climate change.

Report Author

Tina Mustafa – Assistant Director Neighbourhoods

Appendices

- 1 **Tenant Satisfaction Measures – emerging data capture - attached**
- 2 [Improvement Plan – Feedback and Areas for improvement](#)
- 3 [Reshaping Consumer Regulation](#)
























Recovery & Reset Programme
Tina Mustafa – Programme Director & Trueman Change

TSM Data Collection Summary
January 2023

Summary

- Work in progress – Management shown, still subject to housemark validation pre April 2023.
- Housemark workshop – Portal still awaited from the regulator 07/02/2023.
- Strategic consideration for perception measures (TSM x 12).
- Resource considerations for ICT infrastructure for uploading to portal.
- Resource co-ordination to reality check TSM submission prior to upload to portal.

TSM – Measured by Landlords Directly

TSM code	TSM name	Person's responsible	RAG/Summary	TSM Technical Requirements
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CH02	Complaints responded to within Complaint Handling Code timescales	Zoe (Nicola Hesketh)	 	
NM01	Anti-social behaviour cases relative to the size of the landlord	Tina (Lee Birch)	 	
RP01	Homes that do not meet the Decent Homes Standard	Paul	 	
RP02	Repairs completed within target timescale	Paul (Martin Harper)	 	
BS01	Gas safety checks	Paul (Barry Curtis)	 	
BS02	Fire safety checks (Data	Paul (Barry Curtis)	 	
BS03	Asbestos safety checks	Paul (Barry Curtis)	 	
BS04	Water safety checks	Paul (Barry Curtis)	 	
BS05	Lift safety checks	Paul (Barry Curtis)	 	

CH01 – Complaints relative to the size of the Landlord

Number of:

1. stage one complaints and
 2. stage two complaints
- received per 1,000 homes:

Reporting Frequency	Complaints	Stage 1	Stage 2
Q1	26	To be completed	To be completed
Q2	8	To be completed	To be completed
Q3	6	To be completed	To be completed
Q4	10	To be completed	To be completed
Annual	50	To be completed	To be completed
Link to data	Not received		

The two metrics to be reported must be calculated as follows:

1. Stage one complaints

A. Number of stage one complaints made by tenants in the relevant stock type during the reporting year.

Divided by

B. Number of dwelling units owned of the relevant stock type at year end.

Multiplied by 1,000.

2. Stage two complaints

A. Number of stage two complaints made by tenants in the relevant stock type during the reporting year.

Divided by

B. Number of dwelling units owned of the relevant stock type at year end.

Multiplied by 1,000.

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

CH02 - Complaints responded to within Complaint Handling Code timescales

Proportion of:

1. stage one complaints responded to *and*
2. stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

The two metrics to be reported must be calculated as follows:

1. Stage one complaints response time

A. Number of stage one complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing

Divided by:

B. Number of stage one complaints made by tenants in the relevant stock type during the reporting year.

Multiplied by 100.

2. Stage two complaints response time

A. Number of stage two complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing

Divided by

B. Number of stage two complaints made by tenants in the relevant stock type during the reporting year.

Multiplied by 100.

Reporting Frequency	Complaints
Q1	2
Q2	1
Q3	1
Q4	0
Annual	4
Link to data	Not received

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

NM01 - Anti-social behaviour cases relative to the size of the landlord

Number of:

1. anti-social behaviour cases, of which
2. anti-social behaviour cases that involve hate incidents opened per 1,000 homes.

The two metrics to be reported must be calculated as follows:

1. Anti-social behaviour cases

A. Total number of anti-social behaviour cases opened by or on behalf of the provider during the reporting year (including any ASB cases that involve hate incidents).

Divided by

B. Number of dwelling units owned of the relevant social housing stock at year end.

Multiplied by 1,000.

2. Anti-social behaviour cases that involve hate incidents

A. Number of anti-social behaviour cases (as reported in part 1) that involve hate incidents opened by or on behalf of the provider during the reporting year.

Divided by

B. Number of dwelling units owned of the relevant social housing stock at year end.

Multiplied by 1,000.

Reporting Frequency	ASB Cases	Involving hate
Annual	164	1
Link to data	Not received	

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

RP01 - Homes that do not meet the Decent Homes Standard

Proportion of homes that do not meet the Decent Homes Standard

Reporting Frequency	Data received
Annual	28
Link to data	Not received

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A. Number of dwelling units owned to which the Decent Homes Standard applied which failed the Decent Homes Standard at year end.

Divided by

B. Number of dwelling units owned to which the Decent Homes Standard applied at year end.

Multiplied by 100.

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

RP02 - Repairs completed within target timescale

Proportion of:
1. non-emergency and
2. emergency
responsive repairs completed within the target timescale.

The two metrics to be reported must be calculated as follows:

1. Non-emergency repairs

A. Number of non-emergency responsive repairs completed within the reporting year.

Divided by

B. Number of non-emergency responsive repairs completed during the reporting year.

Multiplied by 100

2. Emergency repairs


A. Number of emergency responsive repairs completed within the providers target timescale during the reporting year.

Divided by

B. Number of emergency responsive repairs completed during the reporting year.

Multiplied by 100

Providers must report the target timescales for completing (both emergency and non-emergency) responsive repairs used to generate this TSM.

Reporting Frequency	Data received
Annual	94.79%
Link to data	 RP02

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

BS01 - Gas safety checks

Proportion of homes for which all required gas safety checks have been carried out.

Reporting Frequency	Data received
Annual	99.57%
Link to data	S:\Housing and Health Directorate\Housing\1 Repairs\1 ENGIE\Gas\Gas Servicing\2022 – 2023

A. Number of dwelling units owned for which all required gas safety checks were carried out and recorded as at year end.

Divided by:

B. Number of dwelling units owned for which gas safety checks were required to have been carried out as at year end.

Multiplied by 100

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

Data for Housing Stock requires separation from commercial stock.

BS02 - Fire safety checks

Proportion of homes for which all required fire risk assessments have been carried out.

Reporting Frequency	Data received
Annual	100%
Link to data	S:\Housing and Health Directorate\Housing\1 Repairs\1 Graham Environmental\Corporate\Meetings\2022-23

A. Number of dwelling units owned within properties that required an FRA for which all required FRAs were carried out and recorded as at year end.

Divided by

B. Number of dwelling units owned within properties for which an FRA was required to have been carried out as at year end.

Multiplied by 100

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

Data for Housing Stock requires separation from commercial stock.

BS03 - Asbestos safety checks

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.

Reporting Frequency	Data received
Annual	100%
Link to data	S:\Housing and Health Directorate\Housing\1 Repairs\1 Graham Environmental\Corporate\Meetings\2022-23

A. Number of dwelling units owned within properties that required an asbestos management survey or re-inspection for which all required asbestos management surveys or re-inspections were carried out and recorded as at year end.

Divided by:

B. Number of dwelling units owned within properties for which an asbestos management survey or re-inspection was required to have been carried out as at year end.

Multiplied by 100

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

Data for Housing Stock requires separation from commercial stock.

BS04 - Water safety checks

Proportion of homes for which all required legionella risk assessments have been carried out.

	Data received
Annual	100%
Link to data	S:\Housing and Health Directorate\Housing\1 Repairs\1 Graham Environmental\Corporate\Meetings\2022-23

A. Number of dwelling units owned for which all required legionella risk assessments (LRAs) were carried out and recorded as at year end.

Divided by:

B. Number of dwelling units owned for which an LRA was required to have been carried out as at year end.

Multiplied by 100

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

Data for Housing Stock requires separation from commercial stock.

BS05 - Lift safety checks

Proportion of homes for which all required communal passenger lift safety checks have been carried out.

	Data received
Annual	100%
Link to data	S:\Housing and Health Directorate\Housing\1 Repairs\1 ENGIE\Lift Service & Maintenance\2022-2023

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A. Number of dwelling units owned within properties with communal passenger lifts for which all Lifting Operations and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded as at year end.

Divided by:

B. Number of dwelling units owned within properties with communal passenger lifts as at year end.

Multiplied by 100

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

Data for Housing Stock requires separation from commercial stock.

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Thursday, 16 February 2023

Assistant Director, Assets

Damp and Mould in Council Housing Properties

Exempt Information

Not exempt

Purpose

This report provides an update on the Council's review and general approach to dealing with reports of damp and mould in council properties.

Recommendations

It is recommended that:

1. Note the contents of this report
2. Support the purchase and deployment of monitoring equipment where appropriate.

Executive Summary

Following the tragic death of Awaab Ishak in which the Coroner attributed prolonged exposure to severe damp and mould as a cause of death there has been a significant amount of activity in the media, from the Government and from the Regulator for Social Housing focussed on the causes and impact of damp and mould in the home.

The Secretary of State for Levelling Up, Housing & Communities (Michael Gove) contacted all social housing landlords setting out the Government's stance on Damp & Mould in properties, the Regulator for Social Housing also made contact with all social housing providers seeking information on the approach taken to understanding and tackling damp & mould and the underlying causes with a very clear position that damp and mould could not simply be written off as 'tenant lifestyle'

In order to formulate our response to the Regulator for Social Housing we completed a desktop review of damp and mould cases reported to us over a period of time, it is fair to say that prior to the recent media attention the volume and frequency of reports have been generally consistent and not significant in numbers. We have previously issued advice leaflets to tenants on how they can help in controlling condensation in their homes, this leaflet has been reviewed and updated.

The Council has always treated reports of damp and mould as repairs in line with the repairs policy, any reports are subject to an inspection and a course of action agreed. In some cases the causes are obvious, such as leaks from pipes or damage to the structure; in these cases the underlying cause is addressed and then the arising damage can be treated. Where there are no immediately obvious causes further investigation will be carried out, often there will be some immediate action taken to deal with any mould that may be present, advice on how to reduce the likelihood of condensation and mould will also be given.

Unfortunately, on reviewing our data in relation to reported incidents of damp and mould there are no immediately obvious patterns in terms of property location or property type and it appears that it is not uncommon to have two identical neighbouring properties where one has reports of damp and mould and the other doesn't. This makes formulating a plan to address particular property types difficult.

Actions taken since contact from Regulator for Social Housing: -

- Review of historic repairs reporting relating to damp & mould.
- Review and re-issue of information leaflet for tenants.
- Repairs staff have received some training from an external contractor on controlling condensation and mould.
- Equans have carried out 'toolbox talks' with operatives to identify and issues in properties and also advise on any issues that may cause or contribute towards condensation so that tenants can be supported.
- New SOR codes have been added to Orchard to specifically capture reports of damp, condensation and mould to make trend analysis simpler.

Planned actions: -

- Formal training for staff on damp, condensation and mould booked for 18th April, HQN will be conducting this training.
- Review of repairs policy to take account of Regulator For Social Housing comments on causes and treatment.
- Purchase of monitoring equipment for use in properties where the causes of an issue aren't immediately obvious.
- Consideration to be given a specific policy setting out the approach to dealing with damp, condensation and mould.

Whilst the Government and Regulator for Social Housing have made it clear that landlords can't simply attribute damp, condensation and the arising mould to 'tenant lifestyle' the undeniable fact of the matter is that there are cases where the way in which a property is occupied can contribute to the build-up of excessive moisture in the air which under certain circumstances can condensate on cold surfaces such as windows, if this condensation is allowed to accumulate it can go on to result in mould growth. The usual advice given where this is thought to be the case is to ensure proper ventilation and heating in the property. Unfortunately, with the increased pressure on household finances many are now struggling to adequately heat their homes and may typically heat just one room in the house; this will almost certainly result in an increase in condensation related issues being reported. Where it is made known to us that tenants are struggling to afford heating their homes this will be reported to the Tenancy Management Team who will seek to identify any support that may be available to the tenant to assist.

Monitoring reported incidents, identifying any trends, early action and early intervention will continue to be important going forward.

Options Considered

This report provides an update on the current position and planned actions. No specific options have been considered at this juncture. The current approach and repairs policy will be applied when issues are reported.

Consideration is to be given to the purchase and use of specific monitoring equipment where it is felt that it would be useful and appropriate to do so.

Resource Implications

The cost of dealing with any issues arising will be met through the housing repairs budget. The cost of purchasing and operating monitoring equipment is negligible and can be met from the housing repairs budget

Legal/Risk Implications Background

There are no new legal or risks arising from this report as dealing with repairs relating to damp, condensation and mould have always been a landlord responsibility.

Given the level of recent exposure on the issue the risk of reputational damage has increased and there is the likelihood that the number of complaints, disrepair claims and Ombudsman Complaints will increase.

The Regulator For Social Housing is likely to be keeping a watching brief on the issue and any failure to respond could risk intervention.

Equalities Implications

None specifically identified from this update report.

Those with existing health problems are more likely to be affected by mould in a property. Those on low incomes are more likely to have difficulties in adequately heating their homes.

Environment and Sustainability Implications (including climate change)

No specific items identified as a result of this update although it should be recognised that by improving the thermal performance and ventilation in properties to address climate change there will be positive benefits in relation to damp, condensation and mould.

Background Information

N/A

Report Author

Paul Weston – Assistant Director Assets

List of Background Papers

N/A

Appendices

Updated condensation leaflet.

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How to Control Condensation

The following steps can be taken to reduce and control your condensation problem:

Raise the temperature

The best way to heat your home is through steady background heating left on throughout the day. This is because warmer air can hold more moisture, and as the temperature of the structure increases, the possibility of condensation forming on surfaces is reduced. It is the repeated fluctuation of room temperatures that allows mould to appear, as each time the room cools down, the moisture in the air settles onto the cold surfaces, which in turn never get a chance to dry out fully.

- Try to heat the whole house rather than just one room.

Remember, as the surface temperatures of the property are increased, the likelihood of condensation forming is reduced.

Cleaning the mould

Once the steps listed have been taken, you should find that the condensation problems reduce, however, any existing mould will not disappear. It will need to be washed off and treated with a fungicidal wash, which is generally available in supermarkets and DIY stores, or you could use diluted bleach. It is important that you follow the manufacturer's instructions for important health and safety information that will enable you to use the products safely.

Are my damp symptoms caused by condensation?

Not all dampness is caused by condensation, sometimes dampness can be as a result of:

- Leaking internal or external pipes
- Roof leaks caused by broken, missing or faulty tiles, guttering or chimney flashings
- Rising damp because of a defective damp proof course or faulty rendering, mortar joints or blocked cavities.
- Dampness of this nature will often result in a 'tide mark' and can occur at any time of the year.

If you think that your home is suffering from one of the above defects please phone

Housing Repairs Team
on 0800 1830044.

Email: repairs@tamworth.gov.uk

Other useful contacts:

OFGEM: 0800 444202

Alternative Formats:

If you require this document in another format or language please contact us.

Tel: (01827) 709709 or email enquiries@tamworth.gov.uk

Tamworth Borough Council
Marmion House, Lichfield Street,
Tamworth, Staffs. B79 7BZ
www.tamworth.gov.uk

Controlling condensation and mould in your home

Condensation

What causes condensation?

There are 3 main causes of condensation:








- Too much moisture production in your home
- Insufficient ventilation
- Cool temperatures.

Everyday activities such as bathing and showering, cooking, boiling the kettle, drying clothes indoors, topping up fish tanks etc add moisture to the existing moisture already present in the air. Moisture is added to the air by just breathing alone.

Portable gas and paraffin heaters should not be used under any circumstances apart from being against your tenancy agreement they are a health and safety hazard.

During the winter months (October – April) internal surface condensation may become more prevalent as the cold external temperatures have a knock-on effect to the external structure of the building, inducing cold surfaces ideal for condensation and subsequent mould growth. Although mould growth can be an all-year problem if air is not allowed to circulate within the property.

How much moisture can be produced in your home in a day?

2 people active for 1 day	3 pints	
Cooking and boiling a kettle	6 pints	
Having a bath or shower	2 pints	
Washing clothes	1 pint	
Drying clothes	9 pints	
Using a paraffin or bottled gas heater	3 pints	
Total amount of moisture produced in your home for 1 day	24 pints	

Reduce Moisture Levels

Ordinary daily activities can produce a lot of moisture quite quickly. Some steps you can take to reduce moisture production in your home are:

- When cooking, cover boiling pans, close the kitchen door and open the window. Use the extractor fan if fitted.
- When bathing or showering, close the bathroom door and open the window until the air moisture level has reduced sufficiently. Use the extractor fan if fitted.
- If you are running a bath, put the cold water in first to reduce the amount of steam.

- Ensure that tumble dryers are properly vented to the outside.
- Dry clothes outside or where this is not possible, in the bathroom with the door closed and windows open or extractor fan on.
- Do you have a tropical fish tank that regularly requires topping up with water? The water that has evaporated from the tank has added to the moisture level of the air within your home. You could consider fitting a lid.

Increase ventilation

Increasing ventilation will prevent moisture laden air from being trapped in your home. Actions that can be taken could be as simple as opening a window. If you have trickle vents fitted to your windows, try to keep them open as much as possible too, especially in habited rooms.

Move furniture away from the walls slightly to allow air to circulate behind them.

It's better to provide ventilation at the point where moisture is produced if possible.

Where do you find condensation?

It can be found on and adjacent to windows, in the corners and edges of rooms, behind and inside wardrobes and cupboards – especially if they are against an external wall. Condensation can also form on cold floor surfaces such as concrete floors underneath floor coverings and result in damp floor finishes.

Thursday, 16 February 2023

Report of the Assistant Director, Assets

Progress Report on the implementation of Price Per Property for Housing Repairs

Exempt Information

Not Exempt

Purpose

This report provides a progress update on the implementation of the Price Per Property model for the Council's housing property.

Recommendations

It is recommended that:

1. Committee notes the content of this report

Executive Summary

On 1st December 2022, Cabinet approved the implantation of a Price Per Property [PPP] model for delivering housing repairs in favour of the current, and previously used Schedule of Rates [SOR] pricing model.

Since the transition to PPP was approved by Cabinet the housing repairs team led by the Head of Repairs have been working with the Contracts Manager and Quantity Surveyors at Equans to develop the delivery of the service under the PPP model.

As set out in the Cabinet report the PPP model relates only to general housing repairs, gas servicing has always been delivered using a PPP model, planned works and void works will continue to be delivered using the SOR. The PPP model includes all reported repairs with a SOR value up to £7,000, which based on historic data would include all repairs carried out since the inception of the current contract.

Key tasks undertaken since approval of the move to the PPP model: -

- Scoping meeting with contractor to ensure that all parties fully understand how the model will work.
- Identification of works that would fall into planned programmes.
- Development of new SOR codes that can be used as markers in the housing repairs system to properly capture repairs and ensure that a robust repairs history is maintained.
- Agreement reached on the level of detail required when logging repairs.
- Housing management system [Orchard] updated to take account of PPP model.
- Review of annual budgets and inclusion of costs in the budget forecasts and Housing Revenue Account business plan.

Key tasks to be completed before implementation: -

- Updating of Repairs Policy to reflect implications of the move to PPP.
- Training for Council and Contractor staff on the implications of the move to the PPP model.
- Review and closing-down of all jobs issued and completed before 31st March 2023 to ensure a smooth transition to the PPP model.

Post implementation tasks: -

- Move from quantitative checks on completed work to solely qualitative checks.
- Review repairs reported against repairs completed to ensure that all jobs reported are being completed in line with the contract.
- Work with contractor to maximise the mutual benefit of the move to PPP in improving service to the tenants.

Options Considered

No new options considered since approval by Cabinet.

Resource Implications

The move to PPP can be delivered within budget.
No new resource implications since approval by Cabinet

Legal/Risk Implications Background

No new risk identified since approval by Cabinet.

Equalities Implications

Now new issues identified since approval by Cabinet.

Environment and Sustainability Implications (including climate change)

Now new issues identified since approval by Cabinet.

Background Information

The proposals relating to the move to a PPP model have previously been discuss at this committee and have been approved by Cabinet.

Report Author

Paul Weston – Assistant Director Assets

List of Background Papers

None

Appendices

None