

Please ask for Democratic Services

Phone (01283) 595722/ 595848

Typetalk 18001

DX 23912 Swadlincote

Democratic.services@southderbyshire.gov.uk

Our Ref

Your Ref

Date: 12 April 2021

Dear Councillor,

Housing and Community Services Committee

A Meeting of the **Housing and Community Services Committee** will be a **Virtual Committee**, held via Microsoft Teams on **Tuesday, 20 April 2021 at 18:00**. You are requested to attend.

Yours faithfully,



Chief Executive

To:- **Labour Group**

Councillor Rhind (Chairman), Councillor Mulgrew (Vice-Chairman) and Councillors Heath, Richards, Shepherd and Tilley.

Conservative Group

Councillors Atkin, Churchill, Corbin and Mrs. Haines.

Independent Group

Councillors Dawson and Roberts

AGENDA

Open to Public and Press

- 1** Apologies and to note any Substitutes appointed for the Meeting.
- 2** To note any declarations of interest arising from any items on the Agenda
- 3** To receive any questions by members of the public pursuant to Council Procedure Rule No.10.
- 4** To receive any questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 5** CAPITAL AND REVENUE GRANTS AWARD - DFG **3 - 24**
- 6** HOUSING REPAIRS POLICY **25 - 58**
- 7** COMMITTEE WORK PROGRAMME **59 - 64**

Exclusion of the Public and Press:

- 8** The Chairman may therefore move:-
That in accordance with Section 100 (A)(4) of the Local Government Act 1972 (as amended) the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraph of Part I of the Schedule 12A of the Act indicated in the header to each report on the Agenda.
- 9** To receive any Exempt questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 10** PREVENT DUTIES FOR LOCAL AUTHORITIES (UNDER SECTION 26 OF THE COUNTER-TERRORISM AND SECURITY ACT 2015)

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 5
DATE OF MEETING:	20th APRIL 2021	CATEGORY: RECOMMENDED
REPORT FROM:	ALLISON THOMAS - STRATEGIC DIRECTOR (SERVICE DELIVERY)	OPEN:
MEMBERS' CONTACT POINT:	LUCY MITCHELL lucy.mitchell@southderbyshire.gov.uk	DOC:
SUBJECT:	CAPITAL AND REVENUE GRANTS AWARD - DFG	
WARDS AFFECTED:	ALL WARDS	TERMS OF REFERENCE:

1.0 Recommendations

- 1.1 That the Committee endorses the award of grant funding, totalling £67,330, to the West Mercia Citizens Advice Bureau (CAB) to deliver a digital inclusion service to disabled residents living in privately owned or rented housing.
- 1.2 That the Committee endorses the award of grant funding, totalling £94,943, to the South Derbyshire Community Voluntary Service (CVS) to deliver a handyperson help at home and holistic advice service to older, vulnerable, and disabled residents living in privately owned or rented housing.
- 1.3 That the Committee grants delegated authority to the Strategic Director - Service Delivery, in consultation with the Chairman of the Committee, to use the remainder of the £350,000 funding to enhance the services in 1.1 and 1.2 on the same terms as agreed, if demand for these services outstrips the supply of equipment available.

2.0 Purpose of the Report

- 2.1 To update the Committee about the Disabled Facilities Capital and Revenue Grant Funding Programme (the Programme), as previously agreed by this Committee in November 2019, and inform the Committee about the process used to assess and score the tenders received, and the outcome of these assessments.
- 2.2 To seek approval to award the requested grant funding to the successful tenderers.
- 2.3 To update the Committee on the budget position of the Programme.
- 2.4 To seek approval to delegate authority to the Strategic Director - Service Delivery, in consultation with the Chairman of the Committee, to utilise the remainder of the £350,000 budget allocation to expand the services that have been successfully

awarded funding, should this be required on the same basis as agreed. Any departure from these terms would be reported to Committee.

3.0 Executive Summary

- 3.1 The funding available to support the delivery of the Programme is allocated from the surplus Disabled Facilities Grant (DFG) budget, otherwise known as the Better Care Fund (BCF). A total of £350,000 was allocated to the Programme by this Committee in November 2019.
- 3.2 A competitive tender process was opened for a period of ten weeks, from the 17 November 2020 to 29 January 2021. A total of two bids were received, one from the CAB to deliver digital inclusion services to disabled residents living in privately owned or rented housing, and one from the CVS to deliver a handyperson and holistic advice service to vulnerable, older, and disabled residents living in privately owned or rented housing.
- 3.3 The proposals were both comprehensively assessed and scored using the publicised mechanism for the assessment of tenders and both are considered by officers to meet the minimum thresholds required for funding to be awarded through the Programme.
- 3.4 There is adequate funding available to support both of the proposals in their entirety, with £11,610 of revenue funding and £117,320 capital funding remaining after allocating the requested amounts to the two proposals.
- 3.5 It is, therefore, recommended that the Committee awards the full amount of funding requested to both the proposals.
- 3.6 It is acknowledged that the delivery of both schemes may be restricted due to the level of demand exceeding the amount of equipment available. It is for this reason that the Committee is asked to approve the full allocation of the £350,000, in order to use any surplus funds to enhance the proposals approved within this report on the same terms, should officers confirm that additional funding is necessary, appropriate, reasonable, and practicable. Any departure from these proposals would be reported to Committee for approval.

4.0 Detail

- 4.1 The Council, under the DFG legislation and subsequent Private Sector Housing Assistance Policy (the Policy), is committed to enhancing the opportunities available for its disabled, vulnerable and older residents to live healthily and well at home, to remain living as independently as possible and to participate fully in society. The aims of the Policy are to:
 - Increase the number of people who are able to live independently and safely at home.
 - Contribute to the aims of the BCF to reduce delayed transfers of care, minimise avoidable hospital admissions and facilitate early discharge from hospital where possible (reduce bed-based care).

- Improve the health, wellbeing, and quality of life of people living within the District.
- Remove or reduce housing related defects that are detrimental to a person's health.
- Reduce the number of households living in fuel poverty by improving the energy efficiency of the District's private sector housing stock.
- Increase the number of empty properties brought back into use, particularly where this accommodation can be used to relieve homelessness.
- Support the coordination and integration of services to deliver person centred outcomes.

- 4.1 The Council receives annual funding to deliver mandatory DFGs and other schemes that meet the requirements of the DFG legislation from the Government via Derbyshire County Council. In the financial year 2020/21, the Council received a DFG allocation of £792,375 which was added to the underspend from 2019/20 of £1,599,074 to give a total budget of £2,391,449 in 2020/21.
- 4.2 In the November 2020 Spending Review, the Government announced a 13.5% national increase in DFG funding, from £505M in 2020/21 to £573M in 2021/22. While the local allocation of DFG funding is yet to be announced, it is likely that the Council will see an increase in its funding allocation to add to any underspend from 2020/21. The DFG budget position will be subject to a further report to this Committee in May 2021.
- 4.3 In November 2019, a report was presented to this Committee seeking permission for £350,000 of the surplus DFG funding to be allocated between a capital grant fund of £150,000 and a revenue grant fund of £200,000. The premise of both these grant funding streams was to support opportunities to promote independence and improve the health and wellbeing of older, vulnerable and disabled residents living in privately owned or rented accommodation, as aligned with the DFG legislation and aims set out in the Policy.
- 4.4 It was envisaged that both the grant funds would be open to receive bids through a competitive exercise, which would allow for proposals to be assessed on their strategic fit and benchmarked against each other to ensure the Council supported the most impactful service for the funding available, therefore delivering value for money.
- 4.5 Proposals for the revenue grant fund, if successful, would deliver the service over a 12-month pilot period, reporting results quarterly to inform any decision on future investment and extension. Proposals solely for the capital grant fund would have no ongoing financial obligations.
- 4.6 In March 2020, the country went into a national lockdown in response to the COVID-19 pandemic and the Council's committees were postponed until further notice. It was imperative the Council had a mechanism to respond quickly to the rapidly increasing needs of our vulnerable residents, and permission for authorising services was devolved to the Council's Chief Executive Officer.
- 4.7 The Council had already received a proposal in principle from the CVS called Circles of Support in relation to a 12-month project they wished to pilot, utilising £58,797 of

the available revenue funds. The service, as originally proposed, would link vulnerable residents to other services and groups to improve their overall health and wellbeing. In light of the new needs of the community, the service was modified to utilise paid staff and volunteers to deliver food parcels, prescriptions, and other essential items to residents, who, due to the shielding measures put in place, were unable to leave their homes. This revised service was sanctioned for the full amount requested by the Chief Executive in March 2020.

- 4.8 In Quarter three of the 2020/21 financial year, the Strategic Housing Team, in collaboration with the Community Partnership Officer, devised guidance, assessment criteria and an application form for interested parties to tender competitively for the remaining available grant funds, full details of which can be found in appendix A.
- 4.9 The Programme sought to receive innovative proposals from not-for-profit organisations already operating within the District, specifically to assist disabled, older, or vulnerable people living in private sector accommodation in the District with opportunities to continue living safely and independently within their own homes and communities.
- 4.10 In November 2020, the application information was circulated widely among various voluntary and not-for-profit groups operating within the District via the Health and Wellbeing Board and the CVS. The Programme closed on 29 January 2021 with two proposals being received: one from the CAB and one from the CVS. Both of these proposals passed the first stage pre-assessment process and were passed to the officer panel, convened on the 24 February 2021 for scoring. Each of these proposals are outlined in more detail below.

4.11 CAB Proposal – Digital Inclusion Service

The CAB's proposal consists of the provision of practical support and mentoring to access digital technology and online services. The service targets support to people living in privately owned or rented accommodation in the District who have physical disabilities, learning disabilities and/or mental ill-health.

Support will be provided to access a wealth of online information, from being more energy efficient and reducing fuel poverty, to reducing health inequalities by accessing health services, digital health information and toolkits. Areas of support could include (list not exhaustive):

- Managing money online
- Online shopping
- Socialising online
- Using social media
- Watching and listening online
- Using online public services
- Using online health services and toolkits
- Using toolkits to reduce carbon footprint, reduce energy usage and save money on energy bills
- Looking for employment

- Staying safe online

The project would deliver at least two Policy aims by supporting improved health, wellbeing and quality of life outcomes and reducing fuel poverty for residents. It also supports the ambitions of the newly approved Equality, Diversity and Inclusion Strategy, which, as part of its actions states that the Council will work with partners to raise awareness and support action around digital exclusion and signpost residents to digital support services.

The grant funding requested by the CAB totals £67,330, comprised of £59,650 of revenue grant funding to pay for two full-time posts to assess customer need and recruit volunteers to deliver the mentoring programme, and £7,680 of capital grant funding in order to purchase tablets to loan out to customers in the service and deliver a grant fund to ensure that customers who have gained these new skills can continue to access services online.

At assessment, the CAB proposal scored 39 out of a possible 60, or 65%, with the panel observing that the level of detail contained within the proposal which gave strong assurances on both the deliverability and value for money. The panel support the proposal and recommended that the full amount of funding be awarded.

CVS Proposal – Handyperson Help at Home (HHH) and HHH Plus

The CVS proposal encompasses the delivery of a handyperson service with holistic support and signposting. The handyperson service includes the installation of a range of physical adaptations and low-level improvements in the home to increase the safety and independence of vulnerable, older, and disabled residents living in privately owned or rented properties. The adaptations and improvements could include the following (list not exhaustive):

- Installation of grab rails and other aids
- Installation of key safes
- Minor home repairs
- Eliminating fall risks (carpet trips, changing light bulbs, fixing curtain poles/tracks, putting up shelves and pictures etc.)

The service will also provide a wraparound holistic support offer to those accessing the service, Handyperson Help at Home (HHH) Plus, ensuring that beneficiaries of the service are aware of a range of support services provided by the CVS and other partners agencies, e.g., befriending scheme, income maximisation and benefit entitlement, mandatory DFGs, energy performance advice etc.

The project will deliver multiple Policy aims by increasing the number of people able to live independently and safely at home, reducing bed-based care, improving the health, wellbeing, and quality of life of residents, reducing housing related defects, and delivering person centred outcomes.

The grant funding requested by the CVS totals £94,943, comprised of £69,943 of revenue grant funding to pay for two full-time posts to deliver and instal the measures

outlined above, and £25,000 of capital grant funding in order to purchase equipment such as grab rails and key safes etc.

At assessment, the CVS proposal scored 37 out of a possible 60, or 62%, with the panel observing the level of detail contained within the proposal demonstrated significant alignment with the aims and objectives of both the Policy and DFG legislation and gave assurances on both deliverability and value for money. The panel support the proposal and recommended that the full amount of funding be awarded.

4.9 Budget Position

Revenue Budget Approved	£200,000.00
--------------------------------	--------------------

Organisation	Approval Date	Amount Committed
Circles (CVS)	24/03/2020	£58,797.00
Digital Inclusion (CAB)	TBC	£59,650.00
Handyperson Scheme (CVS)	TBC	£69,943.00
TOTAL		£188,390.00
Remainder		£11,610.00

Capital Budget Approved	£150,000.00
--------------------------------	--------------------

Organisation	Approval Date	Amount Committed
Digital Inclusion (CAB)	TBC	£7,680.00
Handyperson Scheme (CVS)	TBC	£25,000.00
TOTAL		£32,680.00
Remainder		£117,320.00

Table 1.

- 4.10 The guidance document, found in appendix A, capped the amount of grant available through the tender process to a maximum of £75,000 for revenue grants and £25,000 for capital grants. This was to ensure that the Council could provide its support to the majority of the proposals submitted should there have been a significant interest in the Programme. In hindsight, this was not the reality with only three organisations enquiring about the funding and two subsequently submitting proposals.
- 4.11 These caps were, therefore, unnecessary and it is acknowledged by officers that the delivery of both of these services may be curtailed due to the level of demand exceeding the amount of equipment available within the original grant levels set.
- 4.12 In light of the low take up of the competitive tender process, it is proposed that the remainder of the funding, £11,610 revenue and £117,320 capital, should be utilised to support service expansion of the two approved services, on the same terms where officers can confirm this is necessary, appropriate, reasonable, and practicable. Any change to the proposals would be reported to Committee for approval.

5.0 Financial Implications

- 5.1 The funding has been allocated to the Programme in a previous report to this Committee, dated November 2019.
- 5.2 Funding is available through the significant surplus of available DFG funding, the budget position for this has been partly outlined in 4.1 and 4.2 of this report.
- 5.3 Both the capital and revenue funding streams as part of the Programme are able to support both proposals in their entirety, without requiring additional funding from elsewhere, see Table 1 in 4.9.
- 5.4 The proposals have no financial implications on the Council's general fund or housing revenue account.

6.0 Corporate Implications

Employment Implications

- 6.1 The funding will be provided in the form of a grant to the successful tenderers, any employment implications will solely lie with these organisations.
- 6.2 Any ongoing employment liability and Transfer of Undertakings (TUPE) requirements would be explored should the pilot projects be extended past the original 12-month term. This will be the subject of future Committee approval.

Legal Implications

- 6.3 The funding will be provided in the form of a grant, limiting the Council's exposure to any legal implications.
- 6.4 Grant conditions will be attached to the payments, including performance reporting, and the ability to audit the service.

Corporate Plan Implications

- 6.5 The services will support the Council in delivering the Corporate Plan aims under the theme 'Our People' by:
- Engaging with our communities - supporting and celebrating volunteering, community groups and the voluntary sector; and
 - Supporting and safeguarding the most vulnerable, encouraging independent living and keeping residents healthy and happy in their homes and promoting health and wellbeing.

Risk Impact

- 6.6 Any risks are covered (and reviewed) within the tenderer's risk assessments, submitted as part of the assessment process.
- 6.7 Each individual organisation will hold the required level of insurance(s) during the 12-month pilot term of the service.

- 6.8 The Council will seek to add relevant grant conditions to the provision of the funding to lessen the Council's exposure to any associated risk.

7.0 Community Impact

Consultation

- 7.1 As part of the competitive tender exercise, the tenderers had to show that the proposed services were required. This included gap analysis and consultation with the likely recipients of the services.

Equality and Diversity Impact

- 7.2 The Council has an obligation to demonstrate that it has due regard to the potential impact of discrimination, harassment, victimisation, and any other conduct prohibited within the Equality Act 2010 (the Act) in the delivery of the services it provides directly, and similarly service it decides to fund utilising public money. Under the Act, the Council also has a duty to promote equality and to foster good relations between people with protected characteristics and those that do not.
- 7.3 Any equality issues, and the impact of these, is covered within the tenderer's Equality Impact Assessment (EIA) submitted as part of the assessment process.
- 7.4 The services recommended for funding will specifically support two groups that have protected characteristics within the Act, age, and disability. By supporting these services, the Council is delivering in its duties under the Act.
- 7.5 The CAB service also supports the ambitions of the newly approved Equality, Diversity and Inclusion Strategy, which, as part of its actions states that the Council will work with partners to raise awareness and support action around digital exclusion and signpost residents to digital support services.

Social Value Impact

- 7.6 The services will create local employment opportunities for a minimum of four people, alongside this, both proposals indicate the use of volunteers to deliver the services and both organisations are committed to providing training and support to volunteers as part of the services delivered.
- 7.7 The services are likely to have a positive impact in reducing direct and indirect costs to health and social care budgets. The organisations will report on the impact of this activity, and any other relevant outcomes in quarterly performance reports to the Council.

Environmental Sustainability

- 7.8 The CAB proposal will allow residents to access online services, thus reducing the need to travel and their reliance on requiring documents in a paper format.

8.0 Conclusions

- 8.1 The services outlined within this report support the aims of the Policy and most importantly are aligned with the legislative requirements of the DFG, which the Council must adhere to when developing services utilising DFG funding.
- 8.2 Both services will benefit disabled, older, and vulnerable private sector residents of South Derbyshire, and will provide skills, knowledge and equipment that will last well beyond the length of the 12-month pilot term.
- 8.3 The bid assessment process has proven that the services supported are deliverable, offer the Council value for money, positively impact on identified, unmet needs, and are strategically aligned with the Council's Corporate Plan outcomes.
- 8.4 The Council has a significant underspend on the DFG budget (a separate report on DFG budget position will be brought before this Committee in May 2021). These services provide a way of utilising a proportion of the budget whilst benefitting the needs of the District's private sector residents.

7.0 Background Papers

BCF Report November 2019: [REPORT TO: \(cmis.uk.com\)](#)

BCF Report November 2020: [REPORT TO: \(cmis.uk.com\)](#)

BCF Action Plan 2020: [Document.ashx \(cmis.uk.com\)](#)

Private Sector Housing Assistance Policy: [Document.ashx \(cmis.uk.com\)](#)

Disabled Facilities Capital & Revenue Grant Funding Programme 2019/20 to 2021/22

Guidance Notes

Team: Strategic Housing
Date: October 2020



Contents

1. Introduction.....	3
2. Programme Aims	3
3. What Projects Can Be Supported?	4
4. Who Can Apply?	5
5. Funding	5
6. Council Assistance	6
7. Application Process	6
8. How to Apply?	7
9. When to Apply?	7
10. What Happens Next?.....	7
11. Scoring Criteria	8
11.1. Pre-Assessment	8
11.2. Scoring Matrix	9
11.2.1. Aims & Outcomes (20% weighting)	9
11.2.2. Analysis of Need, Impact & Community Engagement (20% weighting)	9
11.2.3. Deliverability (30% weighting)	10
11.2.4. Project Costs and Value for Money (20% weighting)	10
11.2.5. Equality and Diversity (5% Weighting)	11
11.2.6. Partnerships Working and Person-Centred Approach (5% Weighting)	11
12. Grant Conditions.....	11
12.1. Capital Grants	11
12.2. Revenue Grants	12
12.3. General	12
13. Cooperation	13

Version Control

Version	Description of version	Effective Date
1	Disabled Facilities Capital & Revenue Grant Funding Guidance	1 st October 2020

Associated Documentation

Description of Documentation
Private Sector Housing Assistance Policy V2

1. Introduction

South Derbyshire District Council (the Council) is welcoming proposals from not-for-profit organisations, either based or already operating within the District, for its Disabled Facilities Capital and Revenue Grant Funding Programme (the Programme) to support opportunities to improve the independence, health, and wellbeing of our vulnerable and disabled residents.

The Council is keen to consider innovative proposals for the use of the funding that align with the aims outlined in the Private Sector Housing Assistance Policy and the purpose of the Disabled Facilities Grant (DFG) capital grant, which is to assist disabled people living within the District with physical adaptations or improvements to the home that enable independent living. Proposals submitted under the Programme must be aligned with these fundamental requirements and offer tangible solutions to enable our residents to continue living safely and independently in their own homes and local communities.

Applications for funding could be in the form of developing new services or extending an existing one to meet unmet demand, providing adaptations or adjustments to allow residents to access community buildings or purchasing items of equipment that enables a new group to launch or expand.

A total of £350,000 has been identified towards the Programme from the Council's DFG budget. This has been divided between a capital grant fund of £150,000 and a revenue grant fund of £200,000, available through funding rounds proposed in 2019/20 and 2021/22, or until all of the funds have been allocated to successful projects.

The purpose of these guidance notes is to provide organisations considering applying for the Programme an understanding of the eligibility criteria that must be met, provide assistance with the application process, and offer insight into how the grant criteria will be applied by the Council when assessing the proposals.

2. Programme Aims

Proposals must meet **one or more** of the Private Sector Housing Assistance Policy aims, in regard to:

- Increasing the number of people who are able to live independently and safely at home.
- Contributing to the principle aims of the Better Care Fund to reduce delayed transfers of care, minimise avoidable hospital admissions and facilitate early discharge from hospital where possible (reducing bed-based care).
- Improving the health, wellbeing, and quality of life of people living within the District.
- Removing or reducing housing related defects that are detrimental to a person's health.
- Reducing the number of households living in fuel poverty by improving the energy efficiency of the District's private sector housing stock.
- Increasing the number of empty properties brought back into use, particularly where this accommodation can be used to relieve homelessness.

- Supporting the coordination and integration of services to deliver person centred outcomes.

Of equal importance is that the proposal meets **all** the fundamental principles of the DFG funding, namely that it:

- Supports solely the residents of South Derbyshire and residents must live in the private sector (proposals that include residents from out of area or Council tenants or people in residential care will need to show match funding from other sources).
- Delivers a service or solution to residents who are disabled¹ or vulnerable² to enable them to continue to live independently in their home.
- Delivers physical or tangible alterations or improvements to a person's home or community building or provide a housing related service that will support people in living independently or safely in their home.

3. What Projects Can Be Supported?

The Council will support a variety of innovative projects through the programme providing they benefit disabled or vulnerable residents of South Derbyshire and align with the aims outlined in Section 2.

Examples of projects include, but are not limited to:

- Improving access to, and/or use of, community buildings particularly for people with a wide range of disabilities, for example, the provision of permanent ramping to aid access to a community building or the provision of accessible toilet/bathing facilities for people with a disability.
- Purchasing equipment to support a new group or initiative for the different cohorts identified, such as the provision of new technology such as a hearing loop.
- Establishing new services or extending an existing services that support residents with housing related issues in order for them to remain living at home, for example, the delivery of a handyperson service to install keysafes and grab rails and minor home repairs, or a dementia advice service that also offers practical solutions or technology to support with independent living.

Projects must be for the benefit of the residents of South Derbyshire, if the proposal is for a wider audience, the application should attempt to identify the number of residents the proposal will support from outside of the District and show how other funding will be secured.

A condition of this funding stream is that it must support only private sector residents (i.e. not Council tenants or people in residential care). If the proposal is to offer a project or service that will

¹ a physical or mental impairment that has a 'substantial' (more than minor or trivial) and 'long-term' (12 months or more) negative effect on someone's ability to do normal daily activities.

² have a significant health condition that is made worse by living environment such as cardiovascular or respiratory conditions, suppressed immune system, terminal illness (list not exhaustive) or vulnerable by age.

benefit both private sector residents and the groups outlined above, which is preferred for equality reasons, the application must show how the applicant will secure match funding opportunities.

The programme will not fund political or religious activities. Work to religious buildings are excluded unless they fulfil a substantially wider community role beyond the confines of the religious purpose of the building. This wider community role will need to be robustly evidenced and any offer of funding will be conditional on this wider purpose being achieved.

Retrospective funding will not be awarded for equipment already purchased or work that has already been undertaken.

If you have a project in mind, the Council can provide you with initial advice on whether it will meet or can be tailored to meet the funding criteria.

4. Who Can Apply?

Any community organisation or partnership based and/or currently operating within South Derbyshire, providing it is operating on a not-for-profit basis and has:

- A constitution or set of rules defining their aims, objectives, and operational procedures for reinvesting surpluses back into the organisation.
- A bank or building society account with at least two joint signatures.
- Recently approved and signed accounts, or for newly formed organisations a business plan incorporating at least a 12-month financial forecast.

Not-for-profit in the context of this scheme refers to:

- Charities, Community Interest Organisations (CIO's), constituted community groups and clubs.
- Parish Councils for projects that are outside of their statutory duties.
- Community Interest Companies (CIC's) will be considered if all activities, as well as distribution of surplus, can be shown to be for community benefit. (Some CIC's, while using surpluses for community benefit, undertake activities that are not specifically for community benefit.)

Individual applications, applications from commercial organisations or from the Local Authority will not be accepted.

5. Funding

A total of £350,000 has been identified towards the Programme from the Council's DFG budget. This has been divided between a capital grant fund of £150,000 and a revenue grant fund of £200,000, available through funding rounds during the periods of 2019/20 to 2021/22, or until all of the funds have been allocated to successful projects.

- Capital funding applications between £500, up to, and including, £25,000 will be accepted.

- Revenue funding applications between £5,000, up to, and including, £75,000 will be accepted.
- Larger projects are considered as grant applications for over £10,000.

6. Council Assistance

The Council are happy to have an initial meeting to discuss the proposal and provide advice, in conjunction with our partners, on how best to develop the project, where to source further funding opportunities, how to apply to the programme and guidance to understand the assessment criteria and priorities of the programme.

7. Application Process

Organisations should indicate whether they are applying for the capital and/or revenue grant funding programme. If the application is for larger grants, over and including £10,000, additional information will need to be supplied along with the application form.

The application must show how the proposal:

- Relates to the priorities as highlighted within the Private Sector Housing Assistance Policy, 2019-2022.
- Is aligned with the purpose of the DFG funding.
- Is formulated on robust evidence of local need, including any community engagement activity and the results of this engagement.
- Can evidence that the community itself is committed to and involved in the delivery of project, such as the use of volunteers from the community.
- Can attract other grants, and what other grants have been secured or fundraising has been undertaken.
- Is deliverable in the long term. For funding requests over £10,000, a project plan that shows how this will be achieved including timescales for delivery should be included.
- Is realistic.
- Offers value for money.
- Supports equality, diversity and partnership working.

Additionally, when assessing the application, the Council will consider:

- The management and finance of the organisation.
- The value of the applicant's contributions and that of other funding partners, including non-cash contributions, self-help, business sponsorship, gifts in kind etc.
- Funds already available within the organisation.
- The extent to which an organisation serves an area outside the District and the extent to which, if any, the organisation receives grants from other sources.

- Project planning and staffing.
- An analysis of need and impact.
- A business and delivery plan for projects over £10,000.
- Risk analysis appropriate to the size of your project.
- Commitment to equal opportunities within the project. For larger projects, an equality impact assessment will be required.
- Monitoring and evaluation proposals.

Each application for funding shall be considered on its merits and judged on the information provided.

8. How to Apply?

Contact Lucy Mitchell in the Strategic Housing Team at lucy.mitchell@southderbyshire.gov.uk to arrange for a preliminary discussion or to request an application form.

9. When to Apply?

The Council will open the Programme funding round in November 2020, with the application closing date of **Friday 29th January 2021 at 4pm**. Further funding rounds may be considered in the following financial year, subject to the availability of funding.

Unsuccessful applicants may be eligible to resubmit updated applications to any future rounds of the scheme, subject to funding being available.

10. What Happens Next?

Once your application has been submitted you will receive acknowledgement of receipt. An assessment will be undertaken on the project's initial eligibility for funding by the Strategic Housing Team within 4 weeks of the closing date. Should the proposal **not** meet one or more of the critical elements of the funding or there is supporting evidence missing, the application will be rejected, and the applicant will be informed of this decision in writing.

Should the proposal meet all of the essential eligibility criteria, it will be submitted to the officer Panel (the Panel) for assessment. The Panel will score all the applications received against the set criteria for the Programme as published. The Panel will make recommendations for support based on a number of factors, first and foremost the scores through the assessment process but also judgements about the level of funds available, anticipated future demand and whether the project is time critical.

The Panel will then make their recommendations for funding to the Housing and Community Services Committee, scheduled for the 20th April 2021. Following approval at Committee, the applicant will be advised of if their proposal has been unsuccessful or successful, and with the latter, any grant conditions that are applicable.

11. Scoring Criteria

Applications for the Programme will be scored using the following assessment, criteria and scoring matrix:

11.1. Pre-Assessment

Mandatory Requirements	Pass/Fail	Comments
Is the proposal from a not-for-profit organisation based or operating within South Derbyshire?		
Is the amount requested within the grant limits?		
Has all the required supporting evidence been submitted with the proposal?		
Does the proposal meet one or more of the Private Sector Housing Assistance Policy aims?		
Does the proposal meet the requirements of the Disabled Facilities Grant funding?		
Does the proposal solely to provide a service/scheme to benefit the residents of South Derbyshire alone? If no, does the proposal identify match funding?		
Does the project or service solely benefit people residing in the private sector (not residential care or Council tenants)? If no, does the proposal identify match funding?		
Does the proposal meet the needs of people classified as disabled in accordance with the Equality Act 2010, or vulnerable?		
Does the proposal support independent living, for example, make physical or tangible changes to a person's home or community building (i.e. adaptations, alterations, improvements, repairs, equipment, or technology) or provide a housing related service to keep people living independently or safely in their homes?		
Data Protection Considerations		
For revenue grants, has the proposal fully considered any data protection and GDPR issues?		

For revenue grants, will a Data Protection Impact Assessment and Information Sharing Agreement be required by the organisation prior to implementation?	N/A	
Equality and Diversity Considerations		
Has the proposal fully considered any equality and diversity implications for the scheme/service?		

11.2. Scoring Matrix

11.2.1. Aims & Outcomes (20% weighting)

How clearly do the aims and objectives of the proposal align with the Disabled Facilities Grant legislation and the aims of the Private Sector Housing Assistance Policy?

3	Essential contribution	
2	Good contribution	
1	Minor contribution	
0	No contribution	

Does the proposal give enough assurance that the outcomes stated will be achieved and how these, and any additional benefits, will be measured?

3	Strong assurances given	
2	Good assurances given	
1	Minor assurances given	
0	No assurances given	

11.2.2. Analysis of Need, Impact & Community Engagement (20% weighting)

Does the proposal clearly identify a need for the scheme/service, including extensive research and local engagement activity?

3	Extensive research and consultation	
2	Some research and consultation	
1	Little research and consultation	
0	No research or consultation	

What impact will the project have on the community or groups identified?

3	Large scale impact	
2	Significant impact	
1	Limited impact	
0	Minor impact	

11.2.3. Deliverability (30% weighting)

Does the proposal give enough assurance that the organisation is equipped to deliver the proposal on time, on budget and manage and run the service/scheme in the future?

3	Fully equipped	
2	Capable	
1	Appears weak	
0	Unable to manage	

Does the proposal robustly identify any risks to delivery and sufficiently mitigate against these risks?

3	Risks identified and contingency plans in place	
2	Some risk analysis and management	
1	Little risk analysis and management	
0	No risk analysis	

Does the proposal identify any long-term maintenance or running costs of the proposal and how it will be self-sufficient following the grant period ending?

3	Forward strategy documented and in place	
2	Some consideration given to a forward strategy	
1	Little consideration given to a forward strategy	
0	No forward strategy	

11.2.4. Project Costs and Value for Money (20% weighting)

Has the proposal been adequately costed and evidenced over the lifetime of the project?

3	Detailed estimate of costs over a period of time including inflation	
2	Some attempt to estimate costs based on similar projects	
1	Lack of estimated cost	
0	No detailed estimates	

Does the proposal identify any added value, such as the use of volunteers, community involvement, SME's or added social and environmental value?

3	Large scale added value	
2	Some added value	
1	Little added value	
0	No added value	

11.2.5. Equality and Diversity (5% Weighting)

Does the proposal sufficiently identify equality and diversity considerations and mitigate against these where identified?

3	Significant reference/mitigation of E&D considerations	
2	Some reference/mitigation of E&D considerations	
1	Little reference/mitigation of E&D considerations	
0	No reference/mitigation of E&D considerations	

NB: Please note applications that score zero on this point will not be progressed.

11.2.6. Partnerships Working and Person-Centred Approach (5% Weighting)

Does the proposal identify the extent of working with partners and/or support person-centred delivery?

3	Partnership working and/or a person-centred approach is integral to the project	
2	Some partnership or third-party involvement and/or person-centred approach	
1	Minimal partnership working and/or person-centred approach	
0	None	

All applications will be scored against the above criteria based on the information provided in the application form. A maximum of 3 points will be awarded for each criterion and weighted in accordance with the individual weightings.

Applications with the highest scores are most likely to be successful, especially at times when funding availability is limited.

The Council reserves the right to refuse low scoring applications on the basis that the proposal has not scored highly enough to meet the funding objectives.

12. Grant Conditions

The Council will offer grants with the following conditions:

12.1. Capital Grants

1. The work must be completed, and all invoices received by the 31st March 2022.
2. The grant will be valid for a period of nine months from the date of award, during which time the service or work must have commenced. (This period may be extended subject to the applicant being able to demonstrate that the project has progressed and that there is the likelihood of success.)

3. Grant payments will generally be released upon receipt of invoices on the completion of works, however, the flexibility to approve stage payments can be arranged with prior approval. Each request for this will be considered on merit.
4. It is a condition of any grant towards any community building, including recreational facilities, village halls, community centres etc that in the event of the land or buildings ceasing to be so used, or sold, or appropriated for another purpose, the Council reserves the right to claim a share of the proceeds or value as appropriate, based on the proportion of the grant to the value of the land or building, subject to the overriding supervision of the Charity Commission where applicable.

12.2. Revenue Grants

1. The service must be fully operation within three months of the funding being awarded.
2. Grants will be paid quarterly in arrears following submission of agreed quarterly outcome monitoring, for smaller organisations/grants, flexibility on funding and performance monitoring arrangements will be considered.

12.3. General

1. Offers of funding are based upon the submitted project and the commitment of the other partners and/or funders. Any subsequent changes in the details of the project and its finances will lead to a review of the assistance offered by the Council.
2. Payments will be made directly to a bank or specific project account in the name of the organisation. If the applicant is a new or small organisation the Council will consider working with an organisation such as South Derbyshire CVS who has the capacity to hold funds on behalf of other organisations.
3. An agreed review, monitoring and reporting process will be put in place to ensure that the aims and objectives of the project are met. Some projects may also have additional conditions applied to them, the extent of which will be agreed at an early stage.
4. Acknowledgement: the support of South Derbyshire District Council should be acknowledged on any literature specific to the project, in press articles or at the premises. The Council can provide copies of their logos.
5. A grant will only be approved in advance of the scheme being carried out. There will be no grants awarded for work already started or completed prior to approval.
6. Your organisation must agree to allow the Council's officers to inspect the service or completed work and your records on request, including your book of accounts.
7. If the application is made by an organisation registered for VAT purposes, the grant will only be paid on the amounts after the deduction of any VAT, only net amounts should therefore be shown on the application and claim form.

13. Cooperation

To enable the Council to process the application as effectively as possible, please:

- Complete the application form fully providing all relevant information and documentation required, this will prevent any unnecessary delays in assessing the application.
- Provide a daytime contact number or email address as this will help to resolve any queries as quickly as possible.
- Keep us informed of any change in circumstances as soon as possible as this may affect the application.

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 6
DATE OF MEETING:	20th APRIL 2021	CATEGORY: (See Notes) DELEGATED or RECOMMENDED
REPORT FROM:	STRATEGIC DIRECTOR - SERVICE DELIVERY	OPEN
MEMBERS' CONTACT POINT:	PAUL WHITTINGHAM Paul.whittingham@southderbys.gov.uk	DOC:
SUBJECT:	HOUSING REPAIRS POLICY	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: (See Notes)

1.0 Recommendations

- 1.1 That the draft Housing Repairs Policy (Appendix A) is approved for consultation with tenants.
- 1.2 That a final version of the Policy is returned to the Committee after the consultation period for final approval.

2.0 Purpose of the Report

- 2.1 The purpose of the report is to present to the Committee a draft revised Housing Repairs Policy prior to consultation with tenants and other stakeholders.

3.0 Executive Summary

- 3.1 The current Housing Repairs Policy has been in place since 2013 and has been reviewed in the light of changes to legislation, regulation and the Council's Housing Asset Management Strategy.
- 3.2 There are several significant changes proposed in the revised Policy, especially with regard to property safety, climate change and the move towards delivering more work on a planned and cyclical basis.
- 3.3 The revised Policy does retain the priority classification of repair works.

4.0 Detail

- 4.1 The current Housing Repairs Policy has been reviewed and a revised Policy is proposed which, subject to approval by the Committee, it is proposed will undergo consultation with tenants and other stakeholders for a period of six weeks .

- 4.2 Contained within the Policy are specific sections covering the obligations of the Council as landlord and its tenants with regard to:
- a. Responsive Repairs
 - b. Planned and Cyclical Maintenance
 - c. Safety in Homes
 - d. Environmental Sustainability
 - e. Rechargeable Repairs Policy
 - f. Void Properties
 - g. Repairs Under Right to Buy
 - h. Leasehold repairs
- 4.3 The revised Policy seeks to align the delivery of repair and maintenance services with the five key priorities within the Council's revised Housing Asset Management strategy, which are summarised as:
- a. Ensuring that the housing stock meets and where possible exceeds statutory and/or regulatory standards
 - b. Improving energy efficiency and reducing fuel poverty
 - c. Delivering efficient and cost-effective services whilst achieving high levels of customer satisfaction
 - d. Meeting the needs of households where a resident has additional needs or support requirements.
 - e. Identifying and regenerating uneconomic housing through the collection and maintenance of effective and accurate stock management information.
- 4.4 The revised Policy is also aligned with the suite of Housing Safety Policies all of which have been recently approved by the Committee.
- 4.5 It also provides the opportunity to align service delivery with the wider changes in Housing Legislation such as the Homes (Fitness for Human Habitation) Act 2018 and the guidance within the Housing White Paper which was presented to the Committee in January 2021.
- 4.6 To achieve this there are specific additions to the revised Policy with regard to Safety in Homes and also to the condition of properties to be let. The revised Policy allows for more work to be carried out in properties where major improvements may have been necessary anyway within the next five years.
- 4.7 Also included in the revised Policy is a clear commitment to shift the emphasis of repair services towards being a more planned service and away from an overly responsive service in line with the recommendations of the Housing Quality Network (HQN) review presented to the Committee in June 2019.
- 4.8 Day-to-day repair works will still be carried out in timescales subject to their classification as being either Emergency, Urgent or Routine works as stated within the original policy document. Wherever possible, appointments for repairs will be made at the first point of contact with the tenant. A further review of these priority timescales and the ability to deliver all repairs by planned appointment will be completed once the necessary "dynamic scheduling" software is procured and implemented.

5.0 Financial Implications

- 5.1 There are no direct financial implications within this report.

6.0 Corporate Implications

Employment Implications

- 6.1 There are no direct employment implications contained within this report.

Legal Implications

- 6.2 The draft Policy has been reviewed by the Council's Head of Legal and Democratic Services who has confirmed its compliance with current housing law.

Corporate Plan Implications

- 6.3 This policy contributes directly to the aims within the Council's Corporate Plan:
- a. Supporting and safeguarding the most vulnerable. With partners encourage independent living and keep residents healthy and happy in their homes. Promote health and wellbeing across the District. Improve the condition of housing stock.
 - b. Tackle climate change Strive to make South Derbyshire District Council carbon neutral by 2030.

Risk Impact

- 6.4 This Policy contributes directly to managing the risk identified in the Service Delivery Risk Map: SD3 – Safety standards Failure to comply with basic safety standards in flats/blocks with communal areas.

7.0 Community Impact

Consultation

- 7.1 The draft Policy will be subject to a six-week consultation period with tenants and other stakeholders. After the completion of this consultation the final version of the policy will be returned to the Committee for approval.

Equality and Diversity Impact

- 7.2 An Equality Impact Assessment of the revised Policy will be completed after the consultation period has ended.

Social Value Impact

- 7.3 The proposed Policy contributes directly to achieving the aims of the Council's Sustainable Community Strategy to develop:
- a. Healthier communities
 - b. Safer and stronger Communities.

- 7.4 The revised Policy specifically addresses environmental sustainability and reinforces the links between the Policy and the Council's climate change ambitions.

8.0 Conclusions

- 8.1 The proposed Housing Repair Policy is timely and necessary in order to maintain the delivery of repair services in line with current and emerging legislation, guidance and regulation.

9.0 Background Papers

- 9.1 None.

HOUSING REPAIRS POLICY

HOUSING SERVICES
- April 2021

Date

Contents

Version Control	3
Approvals.....	3
Associated Documentation	3
1 INTRODUCTION	4
2 POLICY AIMS AND OBJECTIVES.....	4
3 ASSET MANAGEMENT STRATEGY.....	5
4 Legal Framework	5
5 Responsive Repairs.....	6
5.5 Rechargeable Repairs	14
5.6 Quality Assurance.....	14
5.7 No access.....	15
5.8 Cancellations	15
5.9 Right to Repair	15
5.10 Customer Satisfaction	15
6 PLANNED AND CYCLICAL MAINTENANCE	15
6.1 Planned Maintenance	15
6.2 Cyclical Maintenance	16
6.3 Capital works	16
6.4 Safety in homes	17
6.5 Fire	17
6.6 Legionella	17
6.7 Gas Servicing and Maintenance	17
6.8 Electrical	18
6.9 Asbestos.....	18
6.10 Lifts.....	18
7 ENVIRONMENTAL SUSTANABILITY.....	18
8 RECHARGEABLE REPAIRS POLICY	19
9 Rechargeable Repairs Procedure	20
9.1 Purpose	20
9.2 Identifying Rechargeable Repairs	20
9.3 Deliberate Damage	20
9.4 Unauthorised alterations/additions to the property	21
9.5 Accidental Damage.....	21



9.6	Criminal Damage	21
9.7	Avoiding Further Damage	21
9.8	Out of Hours Repairs Service	21
9.9	Recharging a Tenant	21
9.10	Inspections and Rechargeable Repairs.....	22
9.11	Recharging the tenant after a void inspection	22
9.12	Invoices for recharges.....	23
9.13	Examples of Rechargeable Items	23
10	VOID PROPERTIES.....	23
10.1	Re-let Repairs.....	23
10.2	Decoration Allowance	26
11	REPAIRS UNDER RIGHT TO BUY	27
12	LEASEHOLD PROPERTIES	27
13	Monitoring Performance	29
14	POLICY REVIEW	30

Version Control

Version	Description of version	Effective Date
01-02	Initial & reviewed Repairs Policy	Feb 2013
03	Whole content update - Repairs policy	Feb 2021

Approvals

Approved by	Date
Draft – Paul Whittingham	15/2/21
Housing and Community Services Committee Approval for consultation	11/3/21

Associated Documentation

Description of Documentation	Date./Ref
SDDC Corporate Plan	2020-2024



SDDC Housing Asset Management Strategy	2020
SDDC Environmental Management System	STEMS-01

1 INTRODUCTION

- 1.1 The Council is committed to providing high quality, affordable housing. The Council aims to ensure its housing stock is well maintained by providing a comprehensive, consistently high-quality repairs and maintenance service for all of its tenants and residents.
- 1.2 This Policy covers the areas of reactive and planned maintenance cyclical maintenance and major repairs and outlines the Council's broad aims in relation to its repairs and maintenance service. It sets out a range of general principles that will guide the activities and standards of service that the Council aim to implement.
- 1.3 The Council will endeavour to ensure that all properties are repaired and maintained to a standard which promotes a safe home environment for all tenants and residents whereby repairs and maintenance continues to be a top priority and the Council will work deliver these services through its in-house Repairs Team and contractors that meet the Council's procurement, regulatory and performance standards.

2 POLICY AIMS AND OBJECTIVES

- 2.1 This Policy aims to support the objectives within the Council's Corporate Plan.
 - To tackle climate change through striving to make South Derbyshire District Council carbon neutral by 2030 by working with residents, businesses and partners to reduce their carbon footprint.
 - To supporting and safeguarding the most vulnerable by encouraging independent living and keeping residents healthy and happy in their homes.
 - To promote health and wellbeing across the by Improving the condition of housing stock and public buildings.
 - To deliver excellent services by ensuring consistency in the way the Council deals with its service users
 - To have in place methods of communication that enable customers to provide and receive information
 - To ensure technology enables the Council to effectively connect with our communities and to Invest in the workforce.
 - To transform the Council by providing modern ways of working that support the Council to deliver services to meet changing needs.
- 2.2 It will do this by delivering the vision and actions within the Council's Housing Asset Management Strategy "Through high quality services, delivered in partnership, the provision of well-maintained, affordable homes that meet the requirements and aspirations of the people of South Derbyshire".



3 ASSET MANAGEMENT STRATEGY

The Council's Housing Asset Management Strategy outlines five priorities for the Council.

Priority One

The Council is committed to ensuring that the housing stock not only meets the national Decent Homes Standard (DHS), but that it exceeds the standard where resources and finances allow. The Council's ambition is that its housing stock not only continues to meet statutory and/or regulatory standards but offers a quality of accommodation that exceeds the Decent Homes Standard and meets the developing needs of current and future tenants.

Priority Two

Improving energy efficiency and reducing fuel poverty.

Achieving high levels of energy efficiency in existing homes.

Priority Three

Repairing and maintaining properties to agreed standards is an essential element of the Housing Asset Management Strategy. Having in place a well-designed repairs and maintenance framework which enhances and delivers the most efficient and cost-effective service, whilst achieving high levels of customer satisfaction is the main aim of the service

Priority Four

Meeting the needs of households where a resident has additional needs or support requirements and disabled households to maintain the availability of housing stock that meets the particular housing needs of older, vulnerable and disabled households will continue to be a priority due to the increase in the ageing population, and the needs of people who are vulnerable, and/or have support needs in the District.

Priority Five

Being resilient: Identifying and regenerating uneconomic housing through the collection and maintenance of effective and accurate stock management information

4 Legal Framework

The Policy complies with the Council's responsibilities under the following-

- Housing Act 1985 (as amended)
- Housing Act 2004
- Landlord and Tenant Act 1985 (as amended by The Homes (Fitness for Human Habitation) Act 2018)
- Equalities Act 2010



- The Decent Homes Standard - A Decent home: the definition and guidance for implementation (June 2006 update)
- The Housing Health and Safety Rating System – guidance for Landlords and Property Related Professionals (May 2006)

5 Responsive Repairs

5.1 The Council aims to provide tenants with a range of methods for reporting repairs and sufficient information to help with the early and accurate diagnosis of repair problems.

- All tenants will be supplied with information that provides details how to report repairs in person, by telephone or by e-mail, including emergencies and outside normal office hours;
- Procedures will be simple and accessible to tenants; All housing staff will accept repair requests and report repairs which come to their attention;
- Staff who process repair requests will have appropriate technical training;
- An appointment will be arranged if the Council requires access to the property or the tenant requests that they would like to be present when the repair is carried out.
- Where possible appointments will be made at the first point of contact; Some repair requests will require inspection before work is ordered. If so, the Council will inspect on a day agreed by mutual consent.

5.2 Completed Right First Time

The Council aims endeavours to complete repairs at the first visit and:

- Within the appropriate timescale agreed locally with tenants.
- Without the need for an operative to be recalled.

Due to the nature of some repairs, one or more visits may be planned by the Council to carry out the works. A visit to fix the immediate problem will be treated as “right first time” and subsequent works for example to replace the repaired element will be treated as separate orders for works.

5.3 Responsibility for Repairs

The Council has a legal obligation to keep the structure of the house in good repair meet statutory requirements and the regulatory requirements set by Government through the Housing Regulator.

Some items of repair and maintenance are contractually the responsibility of the tenants, under the terms of their Tenancy Agreement.



The Responsibility of the Council and the Tenant for Repairs

The table below shows who is responsible for what. Generally, any items which are fitted or replaced by the tenant become the tenant's responsibility to repair and maintain.

Bathroom - Who is responsible?

	SDDC	Tenant	Comments
Baths	♦		
Shower unit		♦	Unless the Council provided the unit
Toilet bowl	♦		
Toilet cistern	♦		
Toilet seat	♦		Unless provided by the tenant
Wash hand basin	♦		
Taps	♦		Unless provided by the tenant
Plugs and chains	•		

Doors - Who is responsible?

	SDDC	Tenant	Comments
Outside doors including hinges, handles and letterbox	♦		Unless provided by tenant
Door name plate/number		♦	
Door bell		♦	Unless the Council provided it
Door locks (outside)	♦		Unless the tenant has broken or lost the key
Keys		♦	
Glass in door or screen		♦	Unless caused by vandalism/break-in supported by a crime incident number



Inside doors	♦		
Locks on inside doors		♦	
Door entry system	♦		

Electricity - Who is responsible?

	SDDC	Tenant	Comments
Electric plugs		♦	
Fuse on plugs		♦	
Electric wiring (including sockets)	♦		
Fuse box, fuses/MCB	♦		
Fuses (main) ELCB	♦		
Light holder (including pendants and ceiling roses)	♦		Unless provided by the tenant
Light bulbs		♦	
Fluorescent tubes & starters		♦	
Supply of electricity		♦	In conjunction with electricity provider
Elect appliance/system fitted by the tenant		♦	Unless adopted by the Council.

Heating - Who is responsible?

	SDDC	Tenant	Comments
Ash carrier or pan	♦		
Fire grate, nest or basket	♦		
Fire front, surrounds and hearth	♦		
Fire tools		♦	



Fireplace tiles	♦		
Solid fuel central heating	♦		
Back boiler	♦		
Coal bunkers	♦		Only if solid fuel heating is provided by the Council
Chimney sweeping	♦ *	♦	*The Council will sweep the chimney once a year. Dependant on type and amount of fuel burnt it is recommended that the tenant may wish to arrange for the chimney to be swept independently
Gas fires	♦		
Gas central heating (including water pipes, radiators, timers, thermostats, pumps, etc.	♦		
Gas water heater	♦		
Gas piping	♦		
Electric fires (fixed)	♦		
Electric central heating	♦		
Immersion heater	♦		
Any heating appliance or system fitted by you		♦	Unless adopted by the Council. Tenants must ask for permission before installing any heating appliance.

Kitchens - Who is responsible?

	SDDC	Tenant	Comments
Cookers		♦	



Kitchen work tops	♦		Unless provided by the tenant
Kitchen units	♦		Unless provided by the tenant
Sink bowl and drainer	♦		Unless provided by the tenant
Any kitchen fittings provided by you		♦	

Plumbing - Who is responsible?

	SDDC	Tenant	Comments
Down pipe (soil and rain)	♦		
Drains	♦		
Guttering	♦		
Overflow	♦		
Water supply (including cold & hot water storage tanks and pipes)	♦		
Tap washers	♦		
Sink plugs and chains	♦		
Washing machines and fittings		♦	Unless provided by the Council

Structure - Who is responsible?

	SDDC	Tenant	Comments
Chimney including pots and cowls	♦		
Roof including slates and tiles	♦		
Roof skylight	♦		
Fascia boards/soffit boards etc.	♦		



Brick work	♦		
Rough cast	♦		
Foundations	♦		
Damp-proof course	♦		
Walls	♦		
Plaster/plasterboard	♦		
Floors	♦		
Ventilator	♦		
Skirting boards	♦		
Loft hatch	♦		
Stairs (inside)	♦		
Banister	♦		
Stairs (outside)	♦		
Steps to entrance	♦		
Porches	♦		Unless installed by tenant
Handrail (outside)	♦		If installed by the Council

Windows - Who is responsible?

	SDDC	Tenant	Comments
Glass in outside windows	♦		Unless broken deliberately
Glass panels or screens inside	♦		Unless broken deliberately
Glass triple/double glazed	♦		Unless installed by tenant
Window frames	♦		
Window fittings and catches	♦		Including sash cord windows
Window sill	♦		



Other - Who is responsible?

	SDDC	Tenant	Comments
Front and side boundary fences or walls adjoining open land	♦		
Rear boundary fences		♦	
Fences between gardens		♦	
Gates	♦		Unless provided by the tenant
Driveways		♦	Unless it forms part of a pedestrian access to the house
Paths giving access to house	♦		
Garages	♦		Only if it was provided by the Council
Greenhouses		♦	
Garden sheds		♦	
Outbuildings		♦	Unless it was provided by the Council

Other - Who is responsible? Continued

	SDDC	Tenant	Comments
Pigeon lofts		♦	
Drying areas	♦		
Parking areas (communal)	♦		
Clothes poles	♦		
Rotary dryers		♦	Unless provided by the Council
Ropes for pulleys, rotary dryers or poles		♦	Unless provided by the Council



Communal areas to flats	♦		
Communal stair lighting	♦		
Inside decoration		♦	Unless communal area. Minor plaster patch repairs allowed after “steaming” wall paper.
Outside decoration	♦		
Hard wired Smoke/fire alarms	♦		Replacing batteries is the tenant’s responsibility and weekly testing by the tenant is highly recommended
Carbon monoxide detectors	♦		If fitted by the Council
Washing machines and dryers provided by the Council	♦		
Pest control	♦	♦	Dependant on type of pest
Floor coverings including Laminate flooring		♦	Unless provided by the Council e.g. kitchen floor tiles
Fire detection equipment in communal areas	♦		

5.4 Repairs Categories and Timescales

It is necessary to categorise repairs in order that work required throughout the District can be properly programmed in order to ensure that the most urgent work to tenants’ homes is completed first.

Repairs will be categorised as follows:

- Emergency within 1 Calendar day
- Urgent within 3 calendar days
- Routine within 20 calendar days
- Planned within twelve months

Emergency and urgent work can be broadly defined as follows:

5.4.1 **Emergency** Where there is an immediate risk:

- (ASAP up to 1 day)
- a) to life and limb
 - b) of serious damage to the property
 - c) to the security of the property



- d) of severe inconvenience or hardship to the tenant e.g. no heating in the winter

Urgent

Where delay could cause:

- a) danger to life and limb
- b) damage to property
- c) a security risk
- d) considerable inconvenience to the tenant e.g. no hot water

5.4.2 Routine. All other minor repairs will be done within 20 working days under the routine category.

Some works that do not fall into the category of being emergency or routine, such as extensive re plastering or external work to properties will be added to programmes of planned or cyclical maintenance.

Exceptions to the timescales would only be made where, for medical or social reasons, the repair required is necessary due to the increased vulnerability of the tenants concerned and where carrying out the repair in the normal timescale would cause suffering to the occupiers.

5.5 Rechargeable Repairs

The Council will carry out repair work for which it is responsible in accordance with the terms of the Tenancy Agreement. However, charges will be levied where a repair becomes necessary as a result of wilful and /or negligent actions of the tenant's household or visitors which is not caused by fair wear and tear. Further information on the process for charging is provided in section 7.

5.6 Quality Assurance

Some jobs will require a pre-inspection before the repair appointment can be arranged. The pre-inspection will be used to establish the extent of the works and will be carried out by an inspector or a nominated contractor representative. Following the visit to the property the tenant will be advised if a repair is required the priority of the repair and whether any of this work will be rechargeable to the tenant. In order to monitor the quality of the repairs service the Council will inspect a proportion of completed works. Alongside this the Council will contact a number of tenants to gain feedback on the repairs service. This information is used to continually review and improve the repairs service.



5.7 No access

It is the responsibility of the tenant to provide access to carry out repairs and for inspections to be carried out. If the tenant fails to provide access for the appointment a missed appointment card will be left requesting the tenant to contact the Council to rearrange as soon as possible. If access has not been allowed after three attempts, the tenant will be informed that the repair has been either been cancelled or that the Council may take further legal action to gain access. Where the repair is an emergency or a health and safety matter, the Council will continue to make contact prior to the repair being cancelled. If the repair poses a serious safety risk for other residents or the building, the Council will take appropriate steps to gain access.

5.8 Cancellations

Repairs will only be cancelled when:

- The tenant requests it.
- The work is to be completed on a planned programme of works
- In cases of no access where the Council considers that the repair is not an emergency or urgent in which case the Council will take legal action to gain access.

5.9 Right to Repair

Section 96 of the Housing Act 1985 (as amended) gives tenants the “Right to Repair”. Tenants have the right to have certain urgent and minor repairs carried out where the repair may affect health, safety or security. If the Council does not undertake the repair within the target time, nor complete the repair after a second request, tenants may be entitled to compensation. It should be noted that the “Right to Repair” does not give tenants the right to carry out a repair and then seek compensation from the Council.

5.10 Customer Satisfaction

The Council takes any level of dissatisfaction with its repairs service, or performance of its contractors, seriously and always welcome feedback. If a tenant is dissatisfied with our service this we will aim to remedy this immediately. If this is not successful then complaints will be will be dealt with through the Council’s complaints policy. Tenants will be asked to provide satisfaction information with which the Council will aim to improve its services

6 PLANNED AND CYCLICAL MAINTENANCE

6.1 Planned Maintenance

The Council has a robust and transparent system of planning and costing future maintenance work. This is based upon the recording of detailed, accurate and up to date information on its properties and their components and features. Regular



technical inspections are undertaken as a means of collecting this information, while all members of the Council's staff team are actively encouraged to feedback information about the condition of any properties they visit.

Certain works such as kitchen and bathroom replacement will generally be carried out on a planned basis and not as the remedy to an individual repair request.

The Council ensures that information on repair work carried out is used to inform the system for planning future maintenance requirements with the aim of carrying out more work on a planned or cyclical basis, reducing the amount of responsive repairs and providing a more efficient service overall.

6.2 Cyclical Maintenance

Cyclical maintenance is work required to be carried out on a regular basis to ensure the safety of tenants and to prevent the gradual deterioration of a property, its components and finishes and also to ensure that property / area standards are maintained. Our cyclical programme includes the following:

Gas Servicing and safety checks	Annual
Periodic repairs	Annual (high risk locations)
Estate Maintenance	5-Yearly
Asbestos survey (Communal areas)	Annual
Electrical Inspections	5-yearly
Legionella Inspections	10% of stock following void works
Gutter cleaning	Bi-annually

6.3 Capital works

Large scale improvements such as kitchens, roofs, bathrooms, hard standings and external painting will be undertaken on a programmed basis in accordance with the stock condition survey and Housing Asset Management Strategy and Plan. Where it is absolutely necessary for properties to be empty whilst these works are carried out then the Council will offer alternative accommodation under the same terms as the existing tenancy. The Council will make appropriate arrangements for the tenants to move home. This may include payments towards the cost of any removals, reconnection of services or other expenses incurred in the process of moving. Once the works are complete then the tenants will be expected to move back into the refurbished property.



6.4 Safety in homes

Under the Decent Homes Standard, the Council's responsibility to ensure all category 1 hazards found under the HHSRS (Housing Health Safety Rating System) are dealt with within 24 hours of discovery. The Council has a suite of individual policies to ensure the safety of tenants in their homes.

6.5 Fire

Smoke and fire detection equipment fitted in individual properties and communal areas will be inspected and serviced in line with manufacturer's instructions.

The Council's aim is to fit hard wired smoke detectors to all properties. In homes with two or three storeys, a detector will be fitted on each floor. These will be linked so all detectors are activated when one is set off.

Some homes have carbon monoxide detectors. The Council's policy is **not** to install carbon dioxide detectors to all homes. Where installed it is the tenant's responsibility to test the detector on a regular basis, change the batteries and report any issues.

6.6 Legionella

The Council will carry out its legal duties to consider, assess and control the risks of exposure to Legionella to our tenants. This requirement stems from the Control of Substances Hazardous to Health Regulations 1989; Section 3(2) of the Health and Safety at Work Act 1974 making provision for the legislation to apply to landlords of both business and domestic premises Legionella. The Council will carry legionella risk assessments in line with our Legionella policy and procedures. Legionella risk will be managed through regular monitors where necessary.

6.7 Gas Servicing and Maintenance

The Council recognises the critical importance of ensuring gas pipework and appliances in properties are in a good, safe, working order. The Council will meet all statutory duties in relation to gas safety management and associated health and safety legislation. In doing so the Council will maintain effective administration systems to ensure all gas systems in tenanted properties are subject to an annual service; the keeping of appropriate records as well as the accurate monitoring of and reporting on progress of the servicing programme.

It is a legal requirement to ensure that all properties with a gas installation are checked on an annual basis. The gas safety policy outlines the requirements and procedures to ensure this is adhered to.

The gas installation is also checked when a property becomes empty prior to the new tenant taking the property.



In fulfilling the legal responsibilities, the Council will pursue a clearly defined process in order to secure access to properties for the purpose of enabling servicing work to be carried out. Where necessary this will include taking appropriate action to gain entry.

The Council will appoint independent Gas Safe Register approved contractors to carry out annually, on a sample basis, a quality assurance check of the principal gas safety contractor's work. The outcomes and any actions taken to progress any issues raised by the independent contractor will be reported to the Council

6.8 Electrical

The Council will ensure the electrical installation within all properties is safe. Full electrical safety checks are carried out when a property becomes empty prior to the new tenant taking the property. The electrical installation will also be visually checked for safety when an electrician visits the property. This includes planned maintenance works and repairs calls. The electrical installation will also be checked on a five-year cycle when no other visits have taken place.

6.9 Asbestos

The Council will establish if asbestos containing materials (ACM) are within its properties, in line with our Asbestos policy and procedures. This information will be made available to the Council's staff, contractor's and tenants where necessary. The Council recognises the dangers presented by asbestos and has a detailed Asbestos Management Policy and Procedure in place. These describe the general approach and particular steps it shall take in order to meet relevant legal, health and safety, and best practice requirements.

6.10 Lifts

The Council will meet all legislative and regulatory requirements in relation to lift safety management. This incorporates the arrangements that the Council has in place to manage risks to protect employees, tenants, contractors and others who may work on, occupy, visit or use its premises, or who may be affected by its activities. This applies to all passenger lifts, goods lifts, lifting accessories, stair lifts, hoists, through floor lifts, platform lifts tail lifts and mobile elevated work platforms (MEWP) in all communal and domestic premises.

7 ENVIRONMENTAL SUSTAINABILITY

Effective environmental management is critical to our success. The Council has set challenging targets for continuing to improve its environmental performance.

The Council is committed to delivering current and future sustainable homes supported by responsible business practices. This means operating with integrity;



controlling and minimising potentially negative impacts and maximising our positive impact wherever possible.

The Council has set strategic environmental objectives as part of its 2020-2024 Corporate Plan that apply across all parts of the Council including its operational footprint and the management and development of its tenants' homes. These objectives, with associated targets, help the Council to continually improve. The delivery of these objectives is supported by the Council's Environmental Management System.

The Council's objectives are to:

- Improve the energy efficiency of its homes and be efficient in its carbon emissions from the use of energy and fuel
- Improve the climate resilience of its homes and its operations
- Eliminate, reduce, reuse and recycle waste produced across the organisation
- Obtain an externally certified Management system that meets the requirements of ISO14001:2015
- Use water efficiently within the organisation and support its residents to do the same
- Strive to procure sustainable products, materials and contractor services
- Remain committed to the prevention of pollution and promotion of biodiversity
- Ensure compliance with legal and other requirements and sign up to other relevant environmental standards for continual improvement
- Engage its stakeholders and form partnerships to promote positive environmental practice
- Continue to reflect on what the Council, as a progressive local authority, can contribute to the sustainability challenge.

8 RECHARGEABLE REPAIRS POLICY

General Guidance

8.1 The Council defines a rechargeable repair as a repair for which the cost is to be charged to the tenant. This is when the repair is due to wilful damage, neglect or accident caused by the tenant, by any member of the tenant's household or by visitors to the property.

8.2 The Council considers a repair to be rechargeable in any one of the following circumstances:

- Where damage is caused to a property accidentally by the tenant, by any member of the tenant's household or by visitors to the property. This is at the Council's sole discretion
- Where damage is caused to the property through wilful negligence of the tenant, any member of the tenant's household or by visitors to the property.



- Where damage is caused by vandalism to the property by the tenant, any member of the tenant's household or by visitors to the property.
- Where the damage is caused to the property by the tenant or a member of the tenant's household through an unauthorised alteration or addition to the property.
- Repairs which are specifically the tenant's responsibility.
- Where damage is caused by an unrecorded burglary or unrecorded attempted burglary. If the incident is reported to the police and a crime number is obtained, then damage to the property will normally be repaired by the Council. However, in cases of where a repeated burglary may be as a result of illegal or inappropriate tenant behaviour the Head of Housing will have discretion to decide on a recharge being applied.
- Where damage is caused by the Police or other authorised organisation with lawful powers of entry, in the execution of a warrant of entry, and evidence of wrong-doing is found.

9 Rechargeable Repairs Procedure

9.1 Purpose

The purpose of this procedure is to clarify the circumstances in which a tenant will be recharged with the cost of carrying out repairs. Every tenant is advised to obtain household insurance that includes damage by acts of vandalism, accident or attempted or actual burglary.

9.2 Identifying Rechargeable Repairs

A rechargeable repair can come to the attention of Housing Services in a number of ways.

- When the repair is reported by the tenant.
- Through a pre-repair inspection
- Through a pre-termination inspection
- Through a void inspection
- On other routine home visit by Housing Staff

9.3 Deliberate Damage

Where damage has occurred through the wilful negligence or a deliberate act of the tenant, or a member of the tenant's family or a visitor to the property, the repair is rechargeable.

Action may be considered that could lead to the eviction of the tenant from a property in instances of serious damage.



9.4 Unauthorised alterations/additions to the property

Where it is found that the alteration or addition is dangerous, remedial work will be ordered to make safe immediately, without providing the tenant the opportunity to carry out the work themselves. The Council shall inform the tenant within one working day of the reasons for undertaking the work.

Where the unauthorised alteration/addition is not dangerous and permission has not been sought or given, an inspection will be undertaken. If the work is assessed to have detracted from the value or the condition of the property, the tenant will be given four weeks within which to reinstate the property or item to the original condition. Failure to comply with this notice will result in works being carried out by the Council and recharged. A decision must be reached on the tenant's ability to remedy the situation. Where this is not practical, the Council will undertake the work and recharge to the tenant.

9.5 Accidental Damage

Where the damage occurs accidentally to a property, its fixtures or fittings, the Council shall assess where the damage was caused to an item, which had a limited lifespan, whether a recharge should be applied.

9.6 Criminal Damage

Where damage is as a result of criminal activity the tenant must report this to the Police and obtain a crime reference number. The Council will consider whether to recharge the repair to the tenant.

9.7 Avoiding Further Damage

Where it has been established that a repair is rechargeable, and failure to complete the repair would lead to further damage to the property, its fixtures and fittings, the repair will be ordered and the tenant charged.

9.8 Out-of-Hours Repairs Service

The out-of-hour's repairs service is intended to deal only with genuine emergency repairs. Where a tenant makes a false statement in order to have a repair completed out of hours when it is not an emergency, the tenant may be recharged with the cost of that call out charge. area tenant can get advice on whether a repair is an emergency or not by calling 01283 221225 .

9.9 Recharging a Tenant

Where it has been decided that a repair is rechargeable and the work has not already been undertaken through any of the provisions made above, the Council shall inform the tenant, giving them a chance to make good the damage themselves. If the tenant decides to make good the damage themselves, the Council shall specify to the tenant the timescale within which to do so and the specification of works required.



At the end of this period, the Council shall inspect the work. Where the work is complete, the Council shall check to ensure it is to the specification required by the Council. Where the work is not to the specification required, the Council shall give the tenant a further reasonable period to remedy the situation.

Where the tenant is to be recharged, the tenant's signature shall be obtained on a standard recharge request, prior to ordering any works. Written confirmation must be sent to the tenant explaining the reason for the recharge, the cost of the repair and VAT, and the methods of payment, within three working days of the repair work being raised.

Where the tenant refuses to accept responsibility and there is clear evidence that the damage has been caused by the tenant, the works, if seriously affecting the safety and structural integrity of the property, will be undertaken and recharged to the tenant in any event. If there is any disagreement in the decision of the Council, the tenant has the right to challenge that decision and obtain a second opinion. In addition to this the tenant has recourse to the Council's complaints procedure.

If the tenant's repair request is deemed to be re-chargeable and the notice of the repair is not causing a safety or structural integrity problem to the property, the repair will not be undertaken by the Council unless the tenant accepts and signs to agree that the cost will be recharged prior to being undertaken. In this case it would be the tenant's responsibility to carry out the repairs to an acceptable standard. If the repair is left undone and the tenancy terminated then the cost of repairs would be recharged to the former tenant

9.10 Inspections and Rechargeable Repairs

Pre-vacation inspections will be carried out by the Council during the notice period prior to the tenant vacating to establish possible rechargeable repairs. This will be undertaken for all notified terminations, transfers and mutual exchanges where access is possible before the tenant vacates the property.

9.11 Recharging the tenant after a void inspection

If a forwarding address is known for the former tenant, the Property Inspector shall inform the former tenant in writing of the reasons for the recharge, cost of the repair and the method of payment. An invoice should be produced and sent to the tenant within four weeks of the repair being completed.

Where a forwarding address is unknown the Council will seek to trace the address through its own means and utilisation of a tracing company. If still no address is found details of the recharge will be held and reinstated if the former tenant reappears as a housing applicant.



9.12 Invoices for recharges

Invoices for rechargeable repairs shall be treated as sundry debts and not a sub account of the main rent account.

9.13 Examples of Rechargeable Items

The following are examples of repairs that will be classed as tenant responsibilities and therefore recharged to the tenant. The Council will make allowances for reasonable “wear and tear “over the duration of the tenancy.

- Replacement banisters and balustrades removed by tenant.
- Any damage to internal doors.
- Damaged electric sockets and switches, where painted by tenant.
- Lock change, when keys lost or stolen
- Renew house numbers
- Renew letter plates
- Renew plug and chain to wash-hand basin, bath or sink
- Re-glazing
- Rubbish left when vacating property
- Unblocking waste trap to wash-hand basis, bath or sink.
- Worktops and kitchen units damaged
- Loss of window lock keys
- Unauthorised alterations (cost to rectify)
- Wilful damage and neglect, e.g. cigarette burns, damage by pets
- Removal of graffiti/stickers
- Correction of wilful or accidental damage to decoration
- Clearing and tidying gardens.

10 VOID PROPERTIES

The Council aims to let void properties as quickly as possible in order to minimise rent loss due to void works. In order to achieve this, the Council will work with the outgoing tenant to ensure that the property is left in a clean and tidy manner. The Council has a minimum lettable standard in place and this defines as far as practically possible the nature and extent of repair work that will be carried out prior to a property being let. This standard will be periodically reviewed in consultation with tenants to ensure that it meets general expectations and good practice. Where void properties are likely to require major improvement (e.g. rewiring, new kitchen or bathroom) in the next five years then these works will be completed whilst the property is vacant. This will reduce the likely level of responsive repairs required after letting and provide for a more efficient method of delivering these improvements in an empty rather than occupied property.

10.1 Re-let Repairs

The Council wishes to re-let its properties safely and as quickly as possible. However, the Council is under a Legal duty to ensure that the property is Fit for human Habitation



at the point of letting within the meaning of the Homes (Fitness for Human Habitation Act 2018) with, regard to its condition in respect of the following matters:

- repair,
- stability,
- freedom from damp,
- internal arrangement,
- natural lighting,
- ventilation,
- water supply,
- drainage and sanitary conveniences,
- facilities for preparation and cooking of food and for the disposal of waste water;
- in relation to a dwelling in England, any prescribed hazard which are:
 - damp and mould growth
 - excess cold
 - excess heat
 - asbestos and manufactured metal fibres
 - biocides (chemicals that treat mould)
 - carbon monoxide
 - lead
 - radiation (from radon gas, which is airborne or in water)
 - uncombusted fuel gas (leaks in gas appliances)
 - volatile organic compounds (chemicals which are gases at room temperature)
 - crowding and space
 - entry by intruders (such as not having a lock on your front door)
 - lighting
 - domestic hygiene, pests and refuse (including inadequate provision for disposal of waste water and household waste)
 - noise
 - food safety
 - personal hygiene, sanitation and drainage
 - water supply
 - falls associated with bath or shower
 - falls associated with stairs and steps
 - falls on the level (danger of falling on a flat surface)
 - falls between levels (danger of falling from one level to another, for example, falls out of windows)
 - electrical hazards
 - fire and fire safety
 - hot surfaces and materials
 - collision and entrapment
 - explosions
 - physical strain associated with operating amenities (i.e. very heavy doors)
 - structural collapse and falling elements



In order to achieve this South Derbyshire District Council has a minimum standard for to be met by all properties being relet.	
Cleanliness	All properties will be thoroughly cleaned.
Appliances	All appliances will be tested as necessary and checked for working condition.
Services	<p>All properties will have a full electrical inspection. A copy of the certificate will be passed to the incoming tenant at sign up.</p> <p>All properties with gas will have a gas soundness test carried out. The resultant certificate, along with the current existing landlord's gas safety certificate, will be passed to the incoming tenant at sign up.</p> <p>Suitable meter box keys will be provided.</p>
Decoration	All walls and ceilings will be in a good state of repair and decoration, or a decoration allowance will be issued (Decoration Vouchers).
Heating	<p>All properties will either have full central heating or an alternative space heating system. The systems will be checked for effective operation.</p> <p>An instruction leaflet explaining method of operation will be passed to the incoming tenant at sign up.</p>
Kitchens	All properties will have kitchens that are clean and serviceable, worktops should permit the safe preparation of food.
Fire Protection	All properties will comply with all current fire regulations and be fitted with one mains wired smoke detector per floor.
Bathrooms	All properties will have bathrooms that are clean and serviceable.
Floors	All properties will have floors that are sound and cleanable.
Security	All properties will be secure and three keys per lock type will be provided. If window locks are fitted, keys will be provided.
Windows	All windows will be secure and checked for operation.
Insulation	All roof spaces will be insulated.
Damp	All properties will be free from damp and mould growth.



Roofs	All roofs will be structurally sound and weather tight.
Drains/Gutters	All drains/gutters will be free from obstruction and leaks.
Garages and Outhouses	All garages and outhouses will be checked for condition and be free from rubbish.
Fences/ Boundaries	All fences and walls forming a boundary should be intact and in good condition. Where fencing is in poor condition and has to be removed – simple post/wire fencing will be installed.
Garden Rubbish	All gardens will be left in a manageable condition for the incoming tenant.
Paths/Driveway	All paths/driveways will be sound and free from trip hazards.

There may be some non-urgent repairs that can be carried out after a new tenant has occupied the property.

10.2 Decoration Allowance

Internal decoration of properties is the responsibility of tenants under the tenancy agreement. The Council will make sure that the decoration requirement of the Fit to Let Standard is achieved for all properties. In some cases, this may mean that a property or part of a property has been decorated. In others, the Council currently has a decoration allowance scheme to assist tenants with the redecoration of their new home. This operates as follows:

- where decoration is carried out by the Council it will be a basic standard of magnolia emulsion for walls and white gloss paint for internal joinery.
- as part of the post termination inspection, an assessment will be made of the decoration allowance to be paid. There is a maximum figure £300 per property or this may be varied by the Head of Housing by up to 100%; in exceptional circumstances.
- in the case of transfers, if redecoration requirements are only revealed at the post termination inspection, the estimated cost of the work will be deducted from any decoration allowance payable to the previous tenant prior to them taking their new tenancy;
- the decoration allowance will normally be paid in vouchers to be redeemed at a nominated DIY store. Alternatively, a cheque up to the allowance value can be issued on production of receipts within one month of taking up the tenancy. Tenants will be advised that they should buy the decorating supplies within one month of taking up the tenancy.



11 REPAIRS UNDER RIGHT TO BUY

Until the purchase is completed, the Council must keep in repair, the structure and exterior of the property and keep in repair and proper working order, the installations in the house for the supply of water, gas and electricity and for sanitation.

Additionally, the Council is obliged to carry out all Qualifying Repairs under the Tenants Right to Repair, apart from those cited above, Qualifying Repairs also include items such as leaking roof, blocked sink, bath or basin and loose or broken banisters or handrails, Repairs will continue to be re-charged if the tenant has caused damage to the property or fittings.

The Council also has an obligation to carry out gas servicing on an annual basis until the date that the house is sold to the tenant

12 LEASEHOLD PROPERTIES

More details regarding the repair and maintenance of Leasehold properties are included within the Council's Leaseholder Handbook.

The Council insures the structure of the building on behalf of the leaseholders and its other tenants. The Council and leaseholders have certain responsibilities under the terms of the lease. A summary of the main responsibilities for each party are listed below, however, you will need to refer to your lease for full details of all the responsibilities:

Council Responsibility	Leaseholder Responsibility
All issues relating the structure and communal areas of the building	Internal decoration of the flat.
All communal areas both internal and external.	Internal floor coverings and floor boards.
All communal fixtures and fittings including rainwater pipes, gutters and fascia boards.	Internal fixtures and fittings which include internal pipes, taps, sinks and sanitary fittings.
The provision of any communal TV aerial, cleaning service and communal electricity	The maintenance of any heating system which serves the leaseholder's property including the annual gas servicing and any repairs.



The repair and maintenance of any shared pathways, boundary walls and car parking areas, as well as communal gardens and grassed areas.	Fuses, light fittings and other electrical and gas appliances, including the connection to mains electrical and gas supplies provided by authorised supply companies
The provision of an adequate buildings insurance policy.	<p>Fences and boundary walls that have been sold to the leaseholder as indicated in the lease agreement.</p> <p>Outside drainage.</p> <p>Any additions to the original structure that the leaseholder has made with the Council's consent including conservatories, porches and sheds.</p> <p>Maintenance of door entry systems that serve the property.</p> <p>The freezing or bursting of internal pipes.</p> <p>Fire risk assessment work.</p> <p>Internal wall coverings as well as internal doors, tiles and skirting boards and the like.</p> <p>Replacement and cleaning of windows</p>

12.1 The leaseholder should report repairs for which the Council is responsible either by phone, e-mail or in person.

Dealing with repairs where there is a mutual obligation on the Council and leaseholder can be a complex process. However, it is important that an owner-occupier pays an appropriate share of the bill for common part repairs.

- when tenants submit an application to purchase they will be given advice on the implications of their decision including future maintenance issues and mutual repair obligations
- when the sale is finalised, the new owner is provided with a simple list of mutual repair obligations reflecting the terms of the missive of sale;
- at the same time the new owner will be advised of the Council's policy for mutual repairs and the arrangements for dealing with mutual repairs;
- all tenants who have previously purchased properties should be advised of the arrangements for dealing with mutual repairs.



- in the case of routine repairs the Council and the owner will have the opportunity to obtain estimates for the work and agree on who should carry out the work with the cost being shared;
- in the case of emergency or urgent repairs the work may have to be done without estimates and agreement reached on the cost after completion of the work.

13 Monitoring Performance

It is important to assess whether repairs have been carried out to a satisfactory standard and that tenants are satisfied with the way they are carried out.

The Council shall maintain internal information systems which are based around ensuring effective monitoring, control and reporting of its repairs and maintenance activities. Comprehensive records of all repairs and maintenance work shall be held with a view to demonstrating transparency in the way work has been carried out and authorised.

The Council will monitor repairs and maintenance performance using both regulatory and local performance indicators as follows:

Performance Indicators

- Number and average time taken to complete Emergency repairs.
- Number and average time taken to complete urgent and routine repairs
- Tenant satisfaction with repairs and maintenance services.
- How many times in the reporting year the Council did not meet its statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check
- The number of pre and post inspections carried out.
- All repairs expenditure against specific budgets.
- Average time taken to complete Void repairs. The Council will periodically ask tenants about their satisfaction with the repair and maintenance service. This may be through the regular STAR tenant satisfaction survey or through individual, ad- hoc surveys. These will be completed within the framework of the Housing Customer Engagement Strategy

To further assess the quality of repair work the council will carry out inspections of

- 10% of all repairs completed
- repairs to void properties
- repairs to external/communal areas

This sample will be increased in areas where contractors may be performing poorly or there are particular areas of dissatisfaction raised by tenants.



14 POLICY REVIEW

The Council will review this Policy every five years in consultation with tenants. More regular reviews will be considered where, for example, there is a need to respond to new legislation/policy guidance. Reviews will consider changes to legislation, regulations, performance standards and good practice.



REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 7
DATE OF MEETING:	20th APRIL 2021	CATEGORY: DELEGATED
REPORT FROM:	STRATEGIC DIRECTOR (SERVICE DELIVERY)	OPEN
MEMBERS' CONTACT POINT:	DEMOCRATIC SERVICES 01283 59 5848/5722 democraticservices@south-derbys.gov.uk	DOC:
SUBJECT:	COMMITTEE WORK PROGRAMME	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: G

1.0 Recommendations

1.1 That the Committee considers and approves the updated work programme.

2.0 Purpose of Report

2.1 The Committee is asked to consider the updated work programme.

3.0 Detail

3.1 Attached at Annexe 'A' is an updated work programme document. The Committee is asked to consider and review the content of this document.

4.0 Financial Implications

4.1 None arising directly from this report.

5.0 Background Papers

5.1 Work Programme.

Housing and Community Services Committee – 20th April 2021 Work Programme

Work Programme Area	Date of Committee meetings	Contact Officer (Contact details)
Reports Previously Considered By Last 5 Committees		
Community and Environment Partnership Scheme Grant	7 th July 2020	Chris Smith / Ian Hey
Review of the South Derbyshire District Council Surveillance Policy	7 th July 2020	Chris Smith / Ian Hey
Homelessness and Rough Sleeping	7 th July 2020	Paul Whittingham Housing Services Manager (01283) 595984
Corporate Plan 2020-24: Performance Report (2019-2020 Quarter 4 – 1 January to 31 March)	7 th July 2020	Fiona Pittman Head of Organisational Development & Performance 01283 595735
Disabled Facilities Grants	7 th July 2020	Paul Whittingham Housing Services Manager (01283) 595984
Housing Asset Management Strategy	20 th August 2020	Paul Whittingham Housing Services Manager (01283) 595984
National Forest Service Level Agreements	20 th August 2020	Hannah Peate Active Communities & Health Partnership Manager

		01283 595973
England Tree Strategy Consultation	20 th August 2020	Mary Bagley Head of Culture and Community Services
Contribution to Active Derbyshire	20 th August 2020	Hannah Peate Active Communities & Health Partnership Manager 01283 595973
Community and Environmental Partnership Scheme	20 th August 2020	Ian Hey Community Partnership Officer (01283) 228741
Corporate Plan 2020-24: Performance Report Q1	1 st October 2020	Clare Booth Corporate Performance & Policy Officer (01283) 595788
Homefinder, Housing Allocations Policy	1 st October 2020	Paul Whittingham Housing Services Manager (01283) 595984
Housing Customer Engagement Strategy	1 st October 2020	Paul Whittingham (01283) 595984
Roundabout Sponsorship	1 st October 2020	Mary Bagley Head of Culture and Community Services
Corporate Plan 2020-24: Performance Report Q2	19 th November 2020	Clare Booth Corporate Performance & Policy Officer (01283) 595788
ASB Community Trigger	19 th November 2020	Mary Bagley Head of Cultural & Community Services Mary.bagley@southderbyshire.gov.uk
Modern Slavery Statement 2019-20	19 th November 2020	Mary Bagley Head of Cultural & Community Services Mary.bagley@southderbyshire.gov.uk

Homeless Out of Hours Services	19 th November 2020	Paul Whittingham Head of Housing (01283) 595984
Housing Income Management Policy	19 th November 2020	Paul Whittingham Head of Housing (01283) 595984
Homeless out of Hours Services	19 th November 2020	Paul Whittingham Head of Housing (01283) 595984
Better Care Funding Allocation - Financial Position	19 th November 2020	Eileen Jackson Strategic Housing Manager (01213) 595763
Service Based Budgets	5 th January 2021	Vicki Summerfield Head of Finance Victoria.summerfield@southderbyshire.gov.uk
HRA Budget 20/21 and Financial Plan 2030	5 th January 2021	Vicki Summerfield Head of Finance Victoria.summerfield@southderbyshire.gov.uk
HRA Budget 20/21 and Financial Plan 2030	28 th January 2021	Vicki Summerfield Head of Finance Victoria.summerfield@southderbyshire.gov.uk
Draft Homeless Strategy (Including Temporary Accommodation)	28 th January 2021	Paul Whittingham Housing Services Manager (01283) 595984
Derbyshire County Council Assistive Technology Contract Options	28 th January 2021	Paul Whittingham Housing Services Manager (01283) 595984
Social Housing White Paper	28 th January 2021	Paul Whittingham Housing Services Manager (01283) 595984
Green Homes Grant – Local Authority Delivery Phase 1B	28 th January 2021	Matt Holford, Head of Environmental Services (01283) 595856

Corporate Plan 2020-24: Performance Report Q3	11 th March 2021	Clare Booth Corporate Performance & Policy Officer (01283) 5957880
Housing Customer Engagement Strategy	11 th March 2021	Paul Whittingham Housing Services Manager (01283) 595984
Housing Income Management Policy	11 th March 2021	Paul Whittingham Housing Services Manager (01283) 595984
Safer Streets Funding - Swadlincote Centre	11March 2021	Chris Smith Communities Team Manager (01283) 595 924
Contribution of Active Derbyshire	11March 2021	Hannah Peate Active Communities & Health Partnership Manager 01283 595973
Provisional Programme of Reports To Be Considered by Committee		
Capital and Revenue Grant Award, DFG	20 th April 2021	Lucy Mitchell Housing Development Officer Lucy.mitchell@southderbyshire.gov.uk
Housing Repair Policy	20 th April 2021	Paul Whittingham Housing Services Manager (01283) 595984
Health and Housing Strategy 2021-23	June 2021	Eileen Jackson Strategic Housing Manager (01213) 595763
Housing Domestic Abuse Policy	June 2021	Paul Whittingham Housing Services Manager (01283) 595984

Derbyshire County Council Telecare/ Independent Living Update	June 2021	Paul Whittingham Housing Services Manager (01283) 595984
Housing Cleaning Services	June 2021	Paul Whittingham Housing Services Manager (01283) 595984
Homeless and Rough Sleeper Strategy	June 2021	Paul Whittingham Housing Services Manager (01283) 595984
Swadlincote Woodlands Local Nature Reserve status	July 2021	Malcolm Roseburgh Cultural Services Manager (01283) 5955774
Policy on Access to Allotments	July 2021	Malcolm Roseburgh Cultural Services Manager (01283) 5955774
Tree and Hedge Strategy and Policy Report	TBC	Mary Bagley Head of Cultural & Community Services Mary.bagley@southderbyshire.gov.uk
Improvements to Midway Community Centre	TBC	Malcolm Roseburgh Cultural Services Manager (01283) 5955774
Methodology for Assessment of Affordable Housing Development	TBC	Eileen Jackson Strategic Housing Manager (01283) 595763