

<b>REPORT TO:</b>	<b>FINANCE AND MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM: 11</b>
<b>DATE OF MEETING:</b>	<b>23 NOVEMBER 2023</b>	<b>CATEGORY:</b>
<b>REPORT FROM:</b>	<b>STRATEGIC DIRECTOR (SERVICE DELIVERY)</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>JASON DHESI (ASSET AND IMPROVEMENT MANAGER)</b> <a href="mailto:jason.dhesi@southderbyshire.gov.uk">jason.dhesi@southderbyshire.gov.uk</a> <b>NICOL PICKLSEY (REPAIRS AND VOIDS MANAGER)</b> <a href="mailto:nicol.picksley@southderbyshire.gov.uk">nicol.picksley@southderbyshire.gov.uk</a>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>HOUSING COMPLIANCE IN CONJUNCTION WITH NEW REGULATOR CONSUMER STANDARDS</b>	
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: HCS01</b>

## **1.0 Recommendations**

Members are asked to:

- 1.1 To accept the proposals outlined in the Financial Implications part of this report in order to meet key legal and regulatory requirements.
- 1.2 Seek approval to agree the expenditure proposals outlined in this report following approval by Housing and Community Services Committee on 16 November 2023
- 1.3 To delegate authority to the Strategic Director (Service Delivery) to procure the software and surveys recommended in this report, using an approved procurement option.

## **2.0 Purpose of the Report**

- 2.1 The report continues to update the Committee with progress on preparing for the Regulator of Social Housing's (RSHs) white paper originally brought to this Committee's attention on 28 January 2021.
- 2.2 The report seeks to gain permission to commission a programme of continual Stock Condition and Asbestos Risk surveys.
- 2.3 Once the results of the commissioned Stock Condition and Asbestos Surveys is available, permission is sought to use the information to create new budgets with rolling programmes of associated works to remediate any findings that breach legal and/or regulatory requirements or standards, to include proactive removal and associated

costs of asbestos where the risk or condition of the asbestos containing materials (ACMs) indicates this is the best course of action.

- 2.4 The report seeks permission to procure and implement a full asset management software solution to manage the associated asset, compliance, and health and safety workstreams.
- 2.5 The report seeks permission to increase the voids budgets based on the increased number of voids being made ready to let and the increase in costs that need to be factored in for material costs, labour costs and electrical regulation changes that have increased the specifications required; and to ensure the lettable standard is met.

### **3.0 Executive Summary**

- 3.1 Imminent changes to the RSHs Consumer Standards are tabled to come into force in April 2024. The newly proposed standards were published in July 2023 (see **Consumer Standards Consultation: Reshaping Consumer Regulation**) and clearly set out what the Regulator requires from social housing providers.
- 3.2 The standards are explicit about having current and up to date risk information at a 'property by property' level. This is to ensure homes are free from health and safety risks and disrepair. The standards also require a high level of tenant engagement and services to be tailored to their diverse needs.
- 3.3 The impact of these changes mean that the council needs asset information readily available via up-to-date stock condition and risk surveys. By doing so, it can efficiently and effectively: plan its improvement programmes; undertake urgent repairs identified; and target resources effectively, using real time information.
- 3.4 It is vital that the information collected in the risk management and stock condition surveys is held in a solution that allows it to be integrated with the existing proprietary housing management software, to meet the compliance, current health and safety legislation, best practice, and regulatory standards, that safeguard the health and safety of residents, our employees, and contractors.
- 3.5 Asbestos Safety and meeting the Decent Homes standard have already been highlighted as an area of concern by several Councils in the UK, who have recently self-referred to the Health and Safety Executive (HSE) for non-compliance. Recent internal reviews in this regard have also highlighted areas of weakness.
- 3.6 This report seeks to create solutions that safeguard the health and safety of our staff, contractors, and residents, by strengthening asset and compliance risk assurance, and mitigating the risk of breaching regulations or RSH requirements.
- 3.7 By undertaking the recommendations of this report, the Council will also be able to strategically manage its asset and compliance obligations, undertake all its planned, reactive, cyclical repair work along with its compliance checks using a risk based, data driven approach and meet all of the Decent Homes and Health and Safety Requirements set out in the RSHs Consumer Standards.
- 3.8 In order to comply it is essential that the properties that we make ready to let meet the regulatory requirements and the work is undertaken prior to the tenant moving into the property.

## 4.0 Detail

### Regulator for Housing: Proposed Consumer Standards

- 4.1 In July 2023 the RSH published its final consultation iteration of the newly proposed Consumer Standards for the social housing sector.
- 4.2 Through the 2023 Act, government have amended the Housing and Regeneration Act 2008 to provide the RSH with powers to publish a Code of Practice that will inform the Consumer Standards. It is anticipated that the details of the final consultation will be accepted and put into full force in April 2024 (see **Consumer Standards Consultation: Reshaping Consumer Regulation**)
- 4.3 The RSH has proposed a range of what it calls 'specific expectations' which provide the basis for which the **Tenant Satisfaction Measures** (TSMs) will be rooted in. The measures require strict and robust reporting around a range of aspects such as the Stock Condition and the way data is managed, the **Decent Homes Standards**, Tenancy Management and Health, Safety and Compliance. The measures are designed to optimise the quality and safety of social housing, whilst also improving the quality of service to tenants.
- 4.4 The new proposed TSMs reiterate much of what was introduced over nearly two decades ago, however, from April 2024 the RSH will have enhanced powers to enforce against non-compliance with the standards it sets out (see TSM Technical Requirements: measures RP01 for Decent Homes p26 and BS01 -BS05 for F.L.E.G.A.L measures p29-34) .

### Decent Homes Standard and Stock Condition Compliance

- 4.5 The Decent Homes standard was first implemented in 2004. The standard states that dwellings should be:
  - a. Free from Category 1 HHSRS Hazards.
  - b. Must be in a reasonable state of REPAIR.
  - c. Must have reasonably modern FACILITIES and SERVICES.
  - d. Must provide a reasonable degree of THERMAL COMFORT.
- 4.6 The Housing Health and Safety Risk System (HHSRS) consists of 29 Risk categories which includes the 'big six' compliance disciplines: Fire, Legionella, Electrical, Gas, Asbestos and Lift (F.L.E.G.A.L) Safety. The F.L.E.G.A.L compliance areas have extensive legal and regulatory frameworks associated with them, for which the Council's CEO is the Duty Holder for, and therefore must be able to demonstrate full compliance.
- 4.7 Stock Condition Surveys need to incorporate three key elements: an assessment of the condition of its key components such as the roof, walls, kitchen, bathroom; a HHSRS assessment to identify any Category 1 Hazards and an Energy Efficiency Performance Certificate (EPC) to determine if the property is at risk of excessive cold.
- 4.8 Under the regulations, if a property has a 'Category 1' hazard under the HHSRS then the house is then classed as 'non-Decent' and under the new proposed Consumer Standards, this must be reported on and as far as reasonably practicable, remediated as a matter of urgency. This information should also be used to inform capital programmes. Currently this is planned on a reactive basis, due to the lack of stock information. (In sections: 2.21; 7.21; 7.22; and 7.30 of *The Department for*

*Communities and Local Government's: Decent Homes Standard, A Guide to Implementing the Decent Homes Standard: 2006)*

4.9 Under Section 5, Part 1 of the Housing Act 2004 it states:

***“Category 1 hazards: general duty to take enforcement action:***

*(1) If a local housing authority consider that a category 1 hazard exists on any residential premises, they must take the appropriate enforcement action in relation to the hazard.”*

Whilst this has previously been interpreted as only applying to the private rented sector, new guidance indicates the same rules applies to social housing landlords.

4.10 Recent internal reviews of compliance and the TSMs has led to some successful process re-engineering, leading to significant improvement in some compliance workstreams, such as Electrical Compliance, which has now increased from 68-95%. However, significant investment in infrastructure is required to strengthen the work that has already commenced.

4.11 The internal risk assurance review also raised several concerns in terms of the lack of risk and stock condition survey data and the lack of systems to manage workflows.

4.12 Historically, the Council has previously relied on cloned stock condition data generated from a sample survey of 20% of its stock in 2018. However, the new Consumer standards explicitly states all stock needs to be regularly surveyed.(See Proposed Consumer Standards on: Stock Condition and Decent Homes pages 19-20). Data received from this informs capital works programmes and health and safety remedials.

4.13 There is currently no established budget for undertaking stock condition surveys. This needs to be done periodically and regularly on a rolling basis every 3 years.

4.14 Stock-condition data is not only vital to determining if homes meet the Decent Homes Standard, but it is also essential to meeting key legal and regulatory compliance requirements which are also incorporated in the HHSRS. Whilst many of these requirements require separate surveys and compliance checks one vital aspect that must be readily available to all staff, contractors and residents is Asbestos information.

### **Asbestos Compliance**

4.15 Recent internal compliance reviews have identified a number of weaknesses in current asbestos risk assurance.

4.16 Under the Control of Asbestos Regulations (CAR2012, Regulation 4 and 5), Housing Act 2004 (Part 1, Section 5), The Health and Safety At Work Act 1974 (Part 1), The Management of Health and Safety at Work Regulations 1999 (Part 3), and Construction and Design Regulations 2015, the Council has a duty to manage, monitor and control the risk of asbestos to its tenants, employees and contractors, by holding a full Asbestos Register that records the presence, location and condition of ACMs and having a plan to monitor and manage the risk to all who are in danger of being exposed.

4.17 Regulations require The Duty Holder to keep the Asbestos Register accurate, up to date, and made available to those that are at risk of exposure.

4.18 Of its 2,950 dwellings and 409 garages, 8 Community Rooms and 85 Communal Areas, it is estimated that around 70% of housing stock contains ACMs.

- 4.19 Due to the absence of any linked compliance software to the main proprietary housing software, the council is currently holding part of its digitised risk surveys in an Asbestos Register hosted by a third party contractor and the remainder in PDF format (that can not be extracted into a register due to the image format of the document). Whilst employees have access to this information, the disparate locations and lack of a complete Asbestos Register, increase the risk of The Duty Holder not meeting their obligations under the regulations.
- 4.20 In addition to the Asbestos Register being incomplete, only a sample of housing stock has been thoroughly assessed for ACMs.
- 4.21 Whilst planned (major) works receive in depth asbestos risk surveys prior to any works within a property, reactive repairs and some contractors are currently relying on archetype information, which could lead to a breach of regulations as this doesn't provide a high level of assurance that the condition of ACMs is being captured and monitored on a property by property basis, this could increase the risk of accidental exposure and result in serious risk or harm to those that come into contact with the ACMs.
- 4.22 To provide greater risk assurance it is recommended that the remaining 70% of the Council's housing and garages are assessed to meet regulatory requirements and regularly assess the condition of the ACMs to determine any deterioration in condition.
- 4.23 The results of the Asbestos Risk Management Surveys would create a full and complete Asbestos Register, whilst also providing the data in which to create future programmes of removals and risk management through periodic monitoring

### **Asset Management Software - Issues**

- 4.24 The strengthened RSH Consumer Standards will catalyse further than ever before, the need to operate and report using a data driven, and risk based approach to managing its assets and compliance. The requirements of the Tenant Satisfaction Measures require in depth tenant engagement and reporting, and this cannot be achieved efficiently or effectively using the current ways of working via Microsoft Teams, emails, and spreadsheets.
- 4.25 A breach of the F.L.E.G.A.L compliance disciplines could cause injury or death and result in the regulator taking action against the Council or prosecution from the Health and Safety Regulator (HSE).
- 4.26 The existing asset recording software (Lifespan) is essentially a database that doesn't link to any other systems within the Council. This is not fit for purpose and does not allow the Council to meet its obligations under the RSHs Consumer Standards under Asbestos and Decent Homes
- 4.27 There is no single version of truth for asset and compliance data. Currently, asset and compliance workstreams are managed through spreadsheets and other disparate locations such as third-party contractor portals, and individual email accounts. This means that stock condition and compliance data is inaccurate and incomplete. This makes complex case management arduous, as Officers do not have a 'single version of truth' that they can refer to, to respond to enquiries or complaints in a timely manner.
- 4.28 There is no centralised reporting. An asset management system should lead on asset components and health and safety data, then feed those into the housing management system for: customer services; tenancy management; or front-line repair teams; to

manage the workflows generated. (see TSM Technical Requirements: measures RP01 for Decent Homes p26 and BS01 -BS05 for F.L.E.G.A.L measures p29-34 for details of reporting requirements)

- 4.29 Information is not available to all stakeholders. No asset software will provide a complete solution, which is why it is vital that the preferred software supplier is able to integrate with the main housing management software system.
- 4.30 A key requirement and focus under the proposed Consumer Standards is Transparency, Influence and Accountability. It requires social landlords to be open, transparent and allow tenants access to key information, whilst also treating them with 'fairness and respect, by 'understanding the diverse needs of tenants that arise from protected characteristics' (page 24 and 25, Section 7 (SE1 and SE2) of Proposed Consumer Standards: Transparency, Influence and Accountability Standard)
- 4.31 There is no visibility or efficient use of resident information: complex cases often require a range of intervention, coordinated across a number of housing teams; such as remediating Category 1 hazards; supporting tenants with tenancy management issues; signposting to other services such as food banks, debt management or charities, whilst also having to keep accurate and contemporaneous records should legal action be required for an injunction to gain access.
- 4.32 There is a lack of automated processes. Whilst the current asset recording software and contractor portals can record results of compliance visits it has no connection or interfaces with other systems, and therefore, cannot manage the sophisticated workflows generated when Compliance, Tenancy Management Issues and / or Category 1 hazards are identified (such as repairs, improvement works or forcible entry to complete compliance checks). This is a key reporting requirement under the TSMs that currently cannot be met efficiently or effectively.
- 4.33 There is no single point of data entry. The relationship between asset information, repairs and tenancy management is symbiotic and requires inputs and outputs from each facet. Current solutions results in multiple versions of master data being double (or triple) entered into various software solutions, to meet the competing demands of the users of the data.

#### 4.34 **Asset Management Software – Current Impact of the Issues**

(see Appendix 1 for further details of the complex workflows needed to run asset and compliance workstreams):

- a. A lack of automation means inordinate amounts of time is expended working on spreadsheets
- b. Poor data quality
- c. Real time data is not available to staff, contractors or residents on demand
- d. A huge manual effort is required to reconcile the data to the master asset register software
- e. Reports have to be manually created from multiple sources as no automated dashboards exist.

#### **Asset Management Software – Benefits of Procuring an Asset and Compliance Software Solution**

##### 4.35 **Secure Document Management:**

- a. Certificates, photographs and relevant documentation are recorded in a central location and viewable for each visit by a range of stakeholders.

#### 4.36 **Efficiently Manage Access Processes:**

- a. Escalation processes for failed access are built in and include the generation and recoding of letters and other communication sent to residents and responsible members of staff, negating the need to manually put together legal packs when applying for a court injunction for access.

#### 4.37 **Manage Service and Inspections Efficiently**

- a. All service and inspection visits can be recorded regardless of if the service was completed
- b. Inspections to be undertaken by Officers or DLO can be undertaken with user defined survey templates using a mobile solution.
- c. Where inspections identify follow up action, the action can be automatically created and assigned to an individual or team (workflow), and there is a full audit trail through to resolution offering full visibility to all workflows.

#### 4.38 **Flexible Integration**

- a. Servicing and inspections have automatic two way integration with the Housing / Repairs systems. This enables sending jobs out and receiving back appointments, such as failed access, completions and certificates
- b. Where integration with Housing / Repairs may not be available a software solution can provide APIs or interfaces with other data sets of third party providers, allowing for data to be fed into the main Housing and Repairs software environment

#### 4.39 **A Strategic View of the Data**

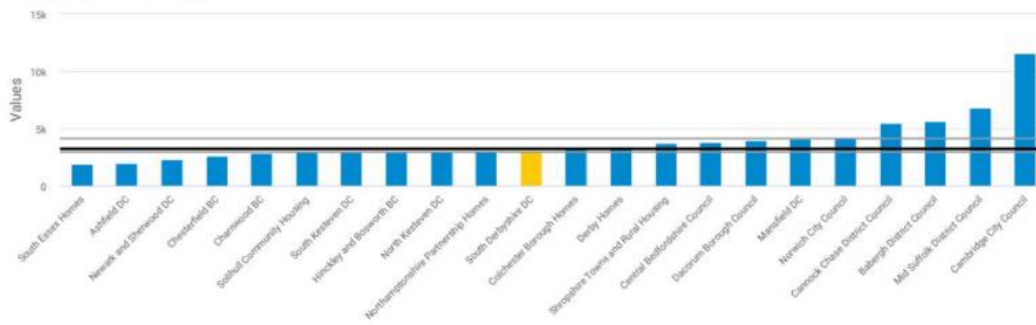
- a. A fully integrated software solution to the proprietary housing management software would provide the facility to maintain data for and report on, independent quality audits of fieldwork
- b. Information on the status of compliance under various workstreams could be visible to those that need it, both within a solution and through integrations with other third party systems
- c. A comprehensive reporting dashboard could be utilised to report to Members, the Housing Regulator, staff and residents

#### 4.40 **Voids Budget Increase**

The budget increase is being requested for the following reasons:

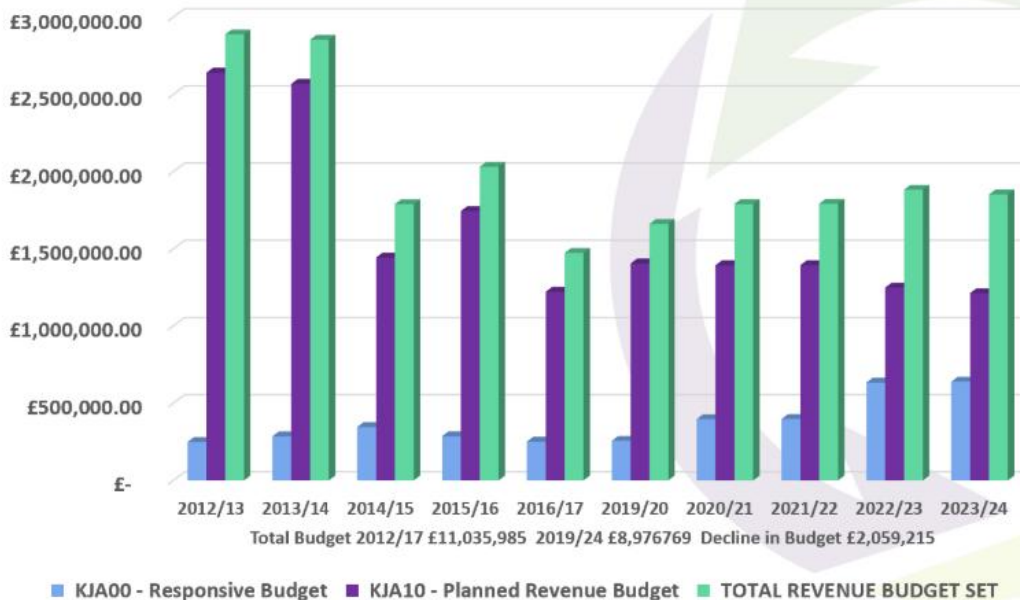
- a. For the whole of the last financial year 2022-2023 the department financially completed 128 voids. In the Q1 and Q2 of 2023-2024, 134 properties have been financially completed.
- b. The budget had been originally agreed had been based on historical figures of £2,500.00 per property with an average of 4.4 properties per week and did not allow for the backlog of void properties already in the system. Currently we are trending at 5.5 properties per week for properties becoming void.
- c. The Council's average cost excluding excessive strategic voids is £3,634.00 per property. This figure is in line with the Housemark reported void costs average of £4,162.37 for 2022-2023. Chart below extracted from Housemark report 2022-2023.

Average cost of a void repair



- d. The Revenue Budgets for planned and responsive repairs has significantly reduced, despite increased costs. The total budget between 2012-2017 was £11,035,985. The total budget between 2019-2024 was £8,976,769. A decline of £2,059,215, however as detailed in the chart below, this significantly dropped from 2013-2014. This has resulted in a significant decline of the property standards.

## Revenue Comparison 2012/17 & 2019/24



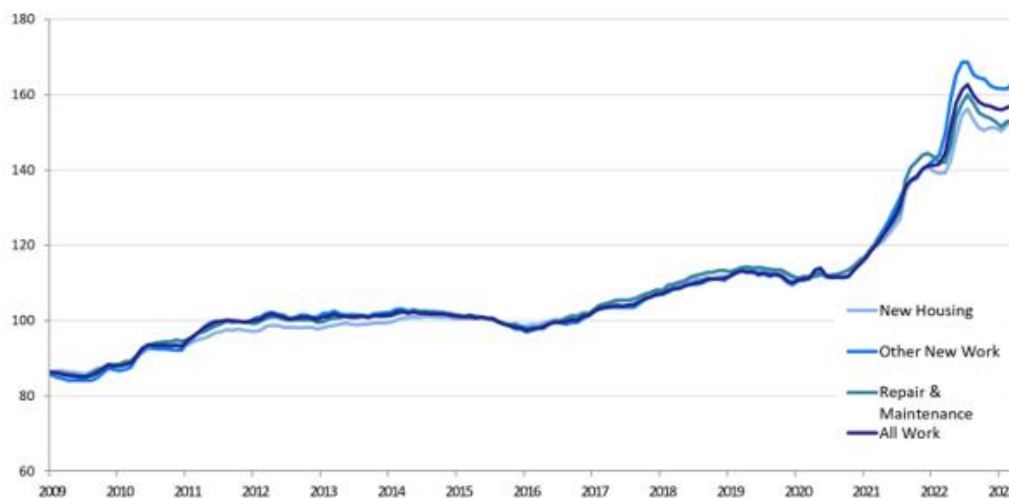
- e. The total Capital average budget between 2012–2017 was £18,778,356. The average budgets between 2019–2024 was £10,879,204. A decline of £7,899,152. This results in a significant decline of property standards and has negative effects of the decency of our homes.
- f. The removal of the planned preventive maintenance budget also puts additional pressure on the void costing.
- g. Regulatory changes to the British Standards ‘BS 7671:2018+A2:2022’ for the mains isolators and additional fire protection has resulted in a significant increase in the costs of the electrical work being undertaken in our properties. It is further impacted by changes required for managing damp and mould in our properties, following the Governments Social Housing White Paper. This is also a Category 1 hazard under the HHSRS.



- h. The budgets have remained static for the last two years despite there being 4 version code/ rate changes to the National Housing Federation (NFH) SORs (Current version is 8). During this time Novus price increases have been benched marked against Version 6.2 with manual uplifts of 8% for 2022–2023 and 10.1% for 2023-2024. Their request is inline with Version 7.2 which was current at the time of their request. For changes to contracts that use NFH SOR, it is recommended, with the introduction of the new system that current versions are used to ensure the current pricing, health and safety, regulatory changes and enhancements are also changed.
- i. Building Materials on average rose 3-5% per year. However following Brexit and the pandemic the world has seen extraordinary increases. The government has released the following information regarding material spends

### Material Price Indices

**Chart 2: Construction Material Price Indices, UK**  
Index, 2015 = 100



- The material price index for **'All Work'** increased by **8.7%** in March 2023 compared to the same month the previous year. This followed an increase of 10.6% in February 2023 compared to February 2022.
- Looking at the year-on-year changes, the **'New Housing'** price index had the greatest increase (+9.5%), whilst the **'Repair and Maintenance'** price index had the lowest increase (+7.5%).

The market has seen significantly inflated prices for the last 3 years, the market is stabilising, but has remained higher than the usual expected growth for those 3 years.

- j. The request for budget also includes the costs for 27 Maple Road, Midway, Swadlincote. This is a property had been rented to the same couple since 1974. There is historical subsidence at the property which the insurance will not cover but extensive works are needed at the property. Currently one quote has been obtained and if agreed in principle, two further quotes will be requested to ensure value for money.

## 5.0 Financial Implications

5.1 The additional resources required for approval are outlined in the below table:

### Additional budget Requirements

Item	Revenue or	2023/24	2024/25	2025/26

	<b>Capital</b>			
Repairs to Void Properties	Revenue	499,000		
Planned Maintenance	Revenue	173,000		
Asbestos Surveys	Revenue	30,000	150,000	
Stock Condition Surveys	Revenue	20,000	230,000	
Implementation of Asset Software	Capital	100,000	0	0
Annual Computer Maintenance of System	Revenue	20,000	60,000	60,000
<b>Total</b>		<b>842,000</b>	<b>440,000</b>	<b>60,000</b>

- 5.2 The repairs to voids £499k is additional to the allocation of earmarked reserves approved at Finance & Management Committee in July 2023. The estimated level of additional expenditure is based on the current run rate of 5.5 properties becoming void per week, due to the trends seen in the first 2 quarters of the year. However, the run level for the previous year was 4.1 if the void levels reduce the spend required could reduce by up to £100k.
- 5.3 The planned maintenance of £173k has arisen due to the planned maintenance programme budget historically subsidising the responsive repair works required for voids. This has led to under resourcing of planned work required for asbestos removal, damp works and heating maintenance.
- 5.4 In order to commence the procurement and contracting of Asbestos Management surveys for all housing stock it is proposed that £30k be allocated for surveys to commence from January 2024 to March 2024 and £150k in the following year to expediate the process from 3 years to 1.
- 5.5 To expediate the programme of Stock Condition Surveys over a 12-month period starting from January 2024 £20k is required in 2023/24 to commence work and £230k in 2024/25 to allow for all housing stock to be assessed.
- 5.6 A complete Asset Management software solution is required to hold all of the asbestos and stock condition survey information with an estimated implantation cost of £100k and a hosting fee of £80k. The additional budget required for the hosting the system will reduce by £20K due to the decommissioning of the current asset recording software 'Lifespan', which the full Asset Management software solution will replace.
- 5.7 The additional expenditure required can be somewhat offset by the favourable position at quarter 2 from rental income due to the reduction of void properties and the HRA's share of investment income from the Councils investment portfolio.
- 5.8 Details of the predicted outturn position including the additional items of expenditure is detailed below:

	<b>Budget</b>	<b>Q2 Forecast (pending FMC review)</b>	<b>Q2 Forecast + Additional Expenditure</b>
Rent and Rechargeable Repairs	- 12,982,571.05	-13,118,868.21	-13,118,868.21
Interest Receivable	-196,604.00	-1,126,278.00	-1,126,278.00

<b>Total Income</b>	- <b>13,179,175.05</b>	<b>-14,245,146.21</b>	<b>-14,245,146.21</b>
Repairs and Maintenance	3,580,001.51	4,081,168.00	4,823,168.00
Managing Tenancies	2,218,464.39	2,321,062.39	2,321,062.39
Supported Housing	729,551.54	707,968.54	707,968.54
Interest Payable	1,508,043.50	1,508,051.50	1,508,051.50
Capital and Debt Repayment	4,807,022.69	4,807,022.69	4,807,022.69
Bad Debt Provision	131,000.00	131,000.00	131,000.00
<b>Total Expenditure</b>	<b>12,974,083.63</b>	<b>13,556,273.12</b>	<b>14,298,273.12</b>

**Net Operating Position** **-205,091.42** **-688,873.09** **53,126.91**

Contingent Sums	2,439,326.00	2,439,326.00	2,439,326.00
Earmark Reserve Drawdown		<b>-133,000.00</b>	<b>-133,000.00</b>

**HRA (surplus)/Deficit** **2,234,234.58** **1,617,452.91** **2,359,452.91**

<b>Capital</b>		
Software replacement/upgrade	Funded from Major Repairs Reserve	£100,000.00

<b>Reserves</b>	<b>HRA General Reserves</b>	<b>Major Repairs Reserve</b>
Balance brought forward	<b>-4,609,000.00</b>	<b>-4,986,832.00</b>
Drawdown	2,359,452.91	100,000.00
<b>Projected Balance March 2024</b>	<u><b>-2,249,547.09</b></u>	<u><b>-4,886,832.00</b></u>

5.9 The additional income being achieved on the HRA will offset some of the additional revenue expenditure of £742k and will impact the budgeted position on the HRA's general reserves by £258k because of the movements for Quarter 2. The allocation of earmarked reserves for voids works of £133k will reduce the impact to the HRA's general reserve moving the deficit on the HRA for the year from £2.23m to £2.36m.

5.10 The current level of HRA general reserves is £4.6m (April 2023) this would therefore reduce by a further £125K, in addition to the budgeted deficit of £2.23m.

5.11 The costs associated with the implementation of the Asset Management software will be funded from the Major Repairs Reserve which stood at £4.99m as at April 2023.

5.12 It is important to note that budgetary could reduce dependant on the levels of voids coming onto the register and the turnaround times giving unbudgeted rental income.

## **6.0 Corporate Implications**

### **Employment Implications**

6.1 None

### **Legal Implications**

6.2 Details of the legal implications can be found in the legislation noted in the background papers section.

### **Corporate Plan Implications**

6.3 None

### **Risk Impact**

6.4 By accepting the recommendations of this report, the Council will be ensuring employees, service users and other third parties who resort to our residential properties, community rooms and garages are safe, so far as is reasonably practicable, from the risk of harm from asbestos exposure and other Category 1 risks under the HHSRS.

## **7.0 Community Impact**

### **Consultation**

7.1 As the recommendations are to undertake elements that are already covered in legislation and we have a duty to comply with current regulations, consultation outside of the housing and leadership team and committee is not applicable.

### **Equality and Diversity Impact**

7.2 There are no negative equality or diversity issues arising from this report

### **Social Value Impact**

7.3 There are no negative social impact issues arising from this report

### **Environmental Sustainability**

7.4 There are no negative environmental sustainability issues arising from this report

## **8.0 Conclusions**

8.1 To meet the increasing demands of the RSH it is recommended that the Council embarks on a programme of investment in its Asset and Compliance operations.

8.2 By approving the capital budget recommendations of this report and supporting further development of other stock and compliance initiatives which will become clearer when the Council has the results from its stock condition and asbestos

management surveys, the Council will ensure that its housing stock remains, safe, legally compliant, and in a good state of repair both now and in the future.

8.3 By investing in an asset management software solution that links to the main housing management software solution, the Council can embark on using a risk based, data driven approach to strategically managing its Assets, whilst also amassing key management reporting information that can be used to demonstrate and manage all its asset and compliance obligations under the Consumer Standards, Tenant Satisfaction Measures and legal and regulatory requirements.

8.4 A software solution would also offer improved ways of working, collaboratively across all teams within housing, using real-time data that could be inputted and updated in any location, including in tenant's homes. This would significantly increase the quality of service and efficiency of operational delivery.

## **9.0 Appendix**

9.1 **Appendix 1** details all of the components, data, and workstreams, required to manage and maintain the Council's Housing stock's asset data and compliance workstreams. These elements are intrinsically linked to the management of the HHSRS, which are predominantly remediated via Reactive Repairs and Tenancy Management.

## **10.0 Background Papers**

*Regulator for Social Housing: Consumer Standards Consultation: Reshaping Consumer Regulation*, published July 2023 ([Link](#))

*Regulator for Social Housing: Tenant Satisfaction Measures, Technical Requirements* published April 2023 ([Link](#))

*Department for Communities and Local Government: A Decent Home: Definition and Guidance for Implementation*, June 2006 Update ([Link](#))

*Department for Levelling Up, Housing and Communities and Ministry of Housing, Communities & Local Government Housing Health and Safety Risk System (HHSRS): Guidance for landlords and property related professionals*, 26 May 2006 ([Link](#))

The risk associated with asbestos will be managed in accordance with the undernoted legislation and guides:

**The Housing Act 2004** ([Link](#))

**The Health and Safety at Work Act 1974** ([Link](#)).

**The Construction (Design and Management) Regulations 2015** (CDM2015) ([Link](#)).

**Managing Health in Construction approved HSE code of practice** (L153) ([Link](#))

**The Control of Asbestos Regulations 2012** (CAR12) ([Link](#)).

**Health and Safety Executive approved code of practice** (L143), second edition, 2013 and guides ([Link](#)).

**The Management of Health and Safety Regulations 1999** ([Link](#))

National Federation Housing Schedule of Rates update

<https://www.nhmf.co.uk/files/dmfile/m3nhf-schedule-of-rates-version-81.pdf>