

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

## **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.

### **Environmental Sustainability**

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.