

LANDLORD SERVICES ADVISORY BOARD (EXECUTIVE WORKING GROUP)

Thursday, 29 February 2024 - 10.00 am

Council Chamber, Council Offices, The Burys, Godalming

A G E N D A

Circulation:

Members:

Cllr Paul Rivers (Chair)

Terry Daubney, Waverley Tenants' Panel
(Vice Chair)

Cllr Jacquie Keen

Cllr Alan Morrison

Cllr Janet Crowe

Cllr John Robini

Chris Austin, Lucas Field Residents Group

Robert Stratford, Waverley Tenants Panel

Sally Purcell, Waverley Tenants Panel

1 **APOLOGIES FOR ABSENCE**

To receive apologies for absence.

2 **NOTES OF THE PREVIOUS MEETING** (Pages 5 - 12)

To agree the notes of the previous meeting.

3 **DECLARATIONS OF INTEREST**

To receive any declarations of interests under the Waverley Members' Code of Conduct.

4 **QUESTIONS FROM MEMBERS OF PUBLIC**

5 **QUESTIONS FROM MEMBERS**

6 **SENIOR LIVING CONSULTATION FEEDBACK** (Pages 13 - 34)

The Board is recommended to:

- review and comment on the completed 2023 action plan and outcomes from the 2022 consultation,
- review and comment on the findings and 2024 action plan from the 2023 consultation, and
- request a progress report on implementation of action plan at the

September 2024 LSAB meeting

7 **HOUSING MANAGEMENT UPDATE**

The Board to receive a presentation update.

8 **AWAAB'S LAW: CONSULTATION** (Pages 35 - 56)

The Board is recommended to:

- review the proposal made in Awaab's law,
- consider the current process to respond to damp and mould reports in light of the proposals, and
- make comments to inform the Council's response to the consultation

9 **SUCCESSION POLICY** (Pages 57 - 68)

It is recommended that the Board:

- Reviews the succession policy and makes any comments to the Housing Management Manager and the Co-Portfolio Holder for Housing (Operations and Services).
- Supports the adoption and implementation of this policy.

10 **SENIOR LIVING POWERED MOBILITY DEVICE POLICY** (Pages 69 - 80)

The Board is recommended to:

- Review the Senior Living Powered Mobility Device Policy and make any comments to the Senior Living and Careline Services Manager and Co-Portfolio Holder for Housing (Operations and Services).
- Support the adoption and implementation of the policy.

11 **PERFORMANCE DASHBOARD DISCUSSION**

Performance Dashboard presentation and discussion.

12 **HRA PLANNED WORKS: EXTERNAL DECORATIONS AND ROOFLINE WORKS CONTRACT EXTENSION** (Pages 81 - 86)

The Board to note the report and make any comments to the Executive Co-Portfolio Holder for Housing (Operations and Services).

13 **HRA PLANNED WORKS: KITCHEN AND BATHROOM CONTRACT EXTENSION** (Pages 87 - 92)

The Board to note the report and make any comments to the Executive Co-Portfolio Holder for Housing (Operations and Services).

14 **HEAD OF SERVICE UPDATE**

The Board to receive a verbal update.

15 **WORK PROGRAMME**

Work programme to follow.

16 **DATE OF NEXT MEETING**

Thursday 28 March 2024 at 10am.

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LANDLORD SERVICES ADVISORY BOARD (EXECUTIVE WORKING GROUP)

25 January 2024

NOTES

Present:

Cllr Paul Follows

Terry Daubney, Waverley Tenants' Panel
(Vice Chair)

Cllr Alan Morrison

Robert Stratford, Waverley Tenants Panel

Apologies:

Councillor Paul Rivers, Councillor Jacquie Keen, Councillor Janet Crowe, Councillor John Robini, Chris Austin and Sally Purcell

55 Apologies for absence

Apologies were received from Councillor Paul Rivers (The Leader will Chair the meeting in Cllr Rivers' absence), Councillor Jacquie Keen, Councillor Janet Crowe, Councillor John Robini, Chris Austin and Sally Purcell

56 Notes of the previous meeting

The notes of the meeting were approved.

57 Declarations of interest

There were none received.

58 Questions from Members of Public

There were none received.

59 Questions from Members

There were none received.

60 HRA Budget 2024/25

Housing Revenue Account Budget 2024/25

The Senior Accountant addressed the Board and delivered a presentation of the proposed HRA Budget 2024/25 and highlighted some key points, including:

- The impact of changes in demand, legislation, and regulation, particularly the Social Housing Regulation Act (2023) and from April 2024 the RSH will be regulating all Social Landlords to ensure adherence to Consumer Standards

- CPI inflation at 4%, forecasting 4.5% for 2024/25 to cover inflation uncertainties, therefore calculating an estimated inflation impact on budgets of £1million for 2024/25.
- Major repairs budget was at £9.6million for year 2024/25 with focus on heating upgrades and critical fire safety works.
- Proposed rent increase of 7.7% for 2024/25, based on the official CPI figure in September + 1%, generating an additional income of £2.1million
- The impact of a 53-week rent year in 2024/25 on tenants in receipt of Universal Credit. The HRA Budget 2024/25 proposes to increase the Hardship Fund to £200,000 to support tenants
- Analysis of various rent increase scenarios (6%, 7%, and proposed 7.7%) and their impact on additional income and borrowing needs. There would be a borrowing Requirement of £23 million with a 7.7% rent increase while a 6% increase would see an additional borrowing requirement of £28million, and the substantial inflation implications on higher borrowing were noted. The 7.7% rent increase equate to an average increase of £11.40 per week.
- Following a service charge review as agreed in the 2023/4 budget process, an under-recovery of £388,000 was identified in service and utility charges for senior living facilities. A stepped 5-year approach towards full cost recovery was proposed, with annual reviews. Utility charges are to increase by 20%, raising the weekly cost from £26 to £31.20. Service charges to rise by 15%, from £20.90 to £24.40 per week. The service charge increase will relate to the year charged, no backdated payments are planned.
- The minimum working balance requirement for the HRA is £2 million for emergency situations and the projected balances for 2024/25 are close to this minimum, for the first time since self-financing in 2012 which highlights limited funds and reserves.

The Tenants Panel Response

The Leader of the Tenants Panel, Terry Daubney, expressed his perspective as a tenant and on behalf of the Tenants Panel. He acknowledged the reasons for the proposed changes and the factors beyond Housing Services' control. He highlighted various reasons for the 7.7% rent increase related to government restrictions, failure to pay off loans, catch-up efforts, and the impact of new legislation addressing urgent needs such as the under-performance in compliance, failure of planned maintenance, stock management, dysfunctional IT systems and damp & mould issues; all of which are not the fault of the tenant.

He mentioned that new legislation was the result of social landlords who were not performing adequately or achieving the Decent Homes Standard. Again, these cannot be attributed to the tenant and the Tenant's Panel take the view that tenants are having to subsidise shortfalls in the system and inadequate performance of the Landlord.

Additionally, tenant satisfaction trends were referred to, indicating a decline in overall satisfaction from 83% in 2017 to 68% in 2023 (STAR survey 2017, TSM

2023). Recent data has shown a decline in tenants' perception of the service in areas such as anti-social behaviour, the Council's contribution to tenant neighbourhoods and communication with the Council. He further noted that 55% of tenants reported that they were generally concerned with the cost of living (TSM 2023).

It was noted that the Tenant's Panel regularly receive complaints from tenants on delays addressing repairs, missed appointments, lack of communication and completion of works. Terry indicated that the housing service is currently experiencing a low level of tenant satisfaction and the increases in rent and other charges would not be welcomed by tenants without proof that services will improve. He expressed the Tenants Panel's difficulty with supporting the proposed budget, considering the financial strain on tenants.

Terry additionally raised questions about the support available for residents facing financial hardship due to the proposed increases, especially Senior Living tenants and young families in 2-3 bed properties with limited incomes above benefit thresholds.

Questions and comments from the Board

Danielle Sleightholme, Tenants Panel Co-Optee, inquired about the possibility of offering standard financial assistance to cover the extra week's rent for people on Universal Credit due to the 53-week year.

The Service Improvements Manager responded, explaining that while a rent-free week is unfeasible, the HRA Hardship fund uplift would support tenants impacted by the 53-week rent year. She emphasised that Universal Credit is complex, and income fluctuations make it challenging to provide a blanket solution. Instead, officers intend to work with tenants on a case-by-case basis to ensure targeted support. There would also be implications for proactively handing out standard payments which tenants may have to declare and this would affect their Credits

The Senior Accountant further advised that the substantial uplift to the HRA Hardship Fund from £30,000 to £200,000 for 2024/25 was in response to the 53-week rent year and increased uptake. It was also mentioned that the Rents Team work proactively with tenants to provide individualised support and the DWP, Household Support Fund had previously been deployed to support tenants with gas caps, damp & mould cases, heating costs & inefficiency, re-carpeting, etc. The Household Support Fund is not expected to be renewed for 2024/25, hence the uplift to the HRA Hardship Fund to keep up with demand. She also noted that discretionary housing payment schemes were available for tenants.

The Leader emphasised that tenants are not always aware of the support available and are often apprehensive to ask for help. He urged that increased publicising and Comms would need to be implemented.

Officers confirmed that information regarding support available for tenants would be made available in the rent increase letter and the next Tenant's Newsletter publication as well as relying on word of mouth and tenant awareness to spread the

message effectively. The message has been communicated to all staff so that they are aware of the support funds for signposting purposes.

The Leader emphasised the need to publicise the HRA Hardship Fund more widely across Waverley. It was suggested that the Communications Team collaborate with the Services Improvement Team to produce additional Comms to publicise the support funds available i.e. via the new website platform called 'Commonplace'. He proposed a Comms Strategy for proactive outreach and signposting and suggested that other Community Support services such as Food Banks, CASWS and Warm Hubs should have the literature available to signpost effectively.

The Senior Accountant advised that if there was a significantly increased demand for the Hardship Fund during the next year, there is a possibility to reallocate the budget to increase the Fund. This will need to be monitored closely in year 2024/25. Officers committed to monitoring the fund closely and adjusting budgets as necessary. However, the necessity of the rent increase was emphasised to avoid additional debt accumulation and unnecessary servicing of debt due to additional borrowing, which will have no direct benefit to tenants.

The Service Improvement Manager added that the 7.7% rent increase would concurrently increase the standards of homes and services, focusing on proactive maintenance to reduce the need for responsive repairs, an ongoing issue seen in the Key Performance Indicators.

The increased revenue would service improvements shown in the Breakdown of capital works detailed in Annex 5, including boiler replacements, roofing works, fire safety works, kitchen replacements, windows & doors, etc to ensure the Council's homes are adhering to regulatory standards. The growth would also increase resources within the Housing Service as detailed in Annex 1 to meet the requirements set by the Regulator. The additional resources will address critical shortfalls in service delivery as evidenced in the Stock Condition Surveys, TSMs and KPIs.

It was clarified that a higher spend in compliance is intended to secure continued compliance with the standards of the Regulator for Social Housing and damp and mould legislation and that an increased number of pipeline housing delivery schemes will need to be resourced.

The Service Improvement Manager spoke about the plan to spend a larger proportion of the money on programmed maintenance and reduce the responsive repair service that is currently underperforming against [KPIs](#) and being outsourced to the contractor.

The Board raised concerns about the 20% uplift in utilities charges as well as the 15% increased Service Charge for Senior Living tenants and suggested that a breakdown of fees and charges should be provided for transparency. Members suggested a breakdown akin to the Council Tax pie chart, with an itemised description to demonstrate what tenants are gaining from the Service Charges.

Cllr Morrison expressed concern about Senior Living residents who may cut down on essentials such as heating and food rather than asking for extra help. He suggested that the Comms plan should increase awareness of the help available to Senior Living residents, including Government support schemes.

The Service Improvement Officer advised that Senior Living facilities which undergo regular staff visits will be made aware of the Hardship Fund. However, there are a number of Senior residents who do not live in those facilities and this is a gap that would need to be bridged as part of the Comms plan i.e. in collaboration with social support services. The Leader advised that the team develop targeted support plans for specific tenant demographics to reduce stigma around hardship support.

The Board stressed the importance of demonstrating tangible benefits from the rent increase to tenants and offering granular information about how the rent increase will address specific issues.

The Leader recommended that a full granular breakdown of the improvements to the service which will be facilitated as a result of the 7.7% rent increase should be presented to tenants as part of the Comms plan. Communications would need to be clear about what tenants will gain from the increased rent and will need to stress the increase in responsive repairs data and how the 7.7% rent rise will address this. Further, responsive repairs and complaints data/KPIs should be provided to tenants to justify the Council's focus on proactive maintenance and compliance.

There was a concern raised about the increase in service charges for leaseholders. In response, the Senior Account advised that these charges were in place to ensure that tenants are not subsidising the cost of officers' time spent on leaseholder correspondence. She agreed to commit to a full review of leaseholder charges for the next budget setting process and ensure that they are costed out per staff time, admin fees, etc to ensure that the basis and evidence of those costs are available.

Actions points identified from the discussion:

- The Service Improvement Team and the Communications Team are to work on developing an improved Comms Strategy to publicise the HRA Hardship Fund to tenants through online avenues as well community support services such as food banks and Citizens Advice South West Surrey.
- Officers are to produce literature to demonstrate a breakdown of the improvements that the proposed rent increase will pay for in granular form and a breakdown of fees and charges akin to the Council Tax pie chart for tenants' information. To be sent alongside the rent increase letter.
- The Finance Team are to closely monitor the movement of the HRA Hardship Fund and to update the Board where necessary.
- The Finance Team are to consider a review of the leaseholder charges for the next budget setting process 2025/26.
- The Democratic Services Officer is to compile a list of comments made by this Committee to be submitted to Full Council in February 2024.

Conclusion from the Tenants Panel

Terry Daubney, Leader of the Tenants Panel, concluded that, whilst sympathetic to the aims and challenges of the Council, the Tenant's Panel would not accept the 7.7% rent increase. Further, the Tenant's Panel would be willing to consider a lower rate increase of 6% and would urge officers and Councillors to consider the financial modelling to accommodate this proposal.

Response from the Leader

- The Leader agreed to commit to the Council providing a summary of the comments made at this meeting to Full Council, alongside the agenda pack.
- The Leader would also commit to the HRA Hardship Fund communications and granularity of the improvements forecasted from the 7.7% increase in rent.
- A written response will be submitted to the Tenants Panel regarding the 6% rent increase proposal, which will include details of what that rise would mean financially and in terms of services.

Resolution

The Board therefore agreed that instead of expressing support or opposition to the 7.7% rent increase, the comments made during the meeting would be compiled into a statement. This statement would be reviewed by the Tenant's Panel and then sent to Terry Daubney for further review and agreement. The statement would become part of the pack presented to Full Council for their consideration.

[There was a unanimous vote in favour]

61 Procurement update

Insurance Contract for Leaseholders

The Service Improvement Manager addressed the Board and noted that the Council would be entering into a new insurance contract for leaseholders, with a provider found to insure Council properties. The cost is just over £100,000, and this decision will be presented to the Executive in February 2024.

Social Housing Decarbonisation Fund Wave 2.2

The Service Improvement Manager advised that a bid has been submitted for the Social Housing Decarbonisation Fund, seeking funding for fabric-first improvements in council homes. The bid is for nearly £250,000. The Council expects to receive news about its success or failure by the end of March. If successful, they will enter into a contract with Eon to commence the works.

62 Executive Head of Housing Update

It was noted that Andrew Smith, the Executive Head of Housing, had left the Council at the end of December. Interim arrangements are being considered for

covering his role across the two Authorities. An advert for the full-time post will be released on 25 January 2024.

63 Work programme

The Board noted the work programme.

64 Date of next meeting

The Board agreed that the date of the next meeting would be Thursday 29 February 2024.

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Waverley Borough Council

Report to: Landlord Services Advisory Board

Date: 29 February 2024

Ward(s) affected: All

Report of Director: Annie Righton, Joint Strategic Director, Community and Wellbeing

Author: David Brown, Senior Living and Careline Services Manager and Amy Walton, Service Improvement Officer.

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Executive Portfolio Holder responsible: Cllr Paul Rivers

Tel: 01483 420747

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Report Status: Open

Senior Living Consultation Feedback

1. Executive Summary

- 1.1 This report is intended to update the Board on the outcomes of the 2022 consultation and to scrutinise the 2023 consultation responses and 2024 Action Plan.

2. Recommendation to LSAB:

- 2.1 That the Board:
 - reviews and comments on the completed 2023 action plan and outcomes from the 2022 consultation,

- reviews and comments on the findings and 2024 action plan from the 2023 consultation, and
- requests a progress report on implementation of action plan at the September 2024 LSAB meeting

3. Reason(s) for Recommendation:

- 3.1 To provide scrutiny on the actions taken since the consultation in 2022 and on the findings and action plan from the consultation in 2023.

4. Exemption from publication

- 4.1 No.

5. Purpose of Report

- 5.1 To share the outcomes of the 2023 Senior Living tenant consultation and to present the draft action plan for review and comment.

6. Strategic Priorities

- 6.1 The report supports the Council's Corporate commitment to promote "*Good quality housing for all income levels and age groups*" and aim to "*be the best council landlord in the South East and to be acknowledged so by our tenants.*"

7. Background

- 7.1 There are eight Senior Living schemes in Waverley, and each contain around 30 self-contained flats with access to a communal lounge, garden, and laundry. There are five Senior Living Officers who work with the Senior Living and Careline Services Manager across the eight schemes to manage the building safety and

maintenance, manage the tenancies of tenants, and promote independence by signposting them to relevant support services.

- 7.2 Following the change in service in 2018 - from sheltered housing to independent living – the Housing Service committed to carrying out an annual consultation with tenants.
- 7.3 An updated version of the 2023 Action Plan from the 2022 Consultation is included as Annexe One to show the actions taken this year based on tenant feedback. Thirteen of the actions have been completed and one remains in progress. This action has been included as action six on the 2024 action plan, attached as Annexe Three.
- 7.4 The 2023 Consultation took place in November. Every Senior Living tenant was given the opportunity to provide feedback via a paper or online questionnaire, at drop-in feedback meetings which were held at each scheme, or via phone or email.
- 7.5 Out of the 266 tenants, 112 provided feedback making the overall response rate 42%. Like last year, almost all tenants chose to use the paper questionnaire.
- 7.6 Across all schemes, the responses were overwhelmingly positive as 91% of respondents stated that they were satisfied or very satisfied with the service provided by Senior Living. A summary of the responses for all questions is attached as Annexe Two.
- 7.7 Specific areas of good practice were highlighted in the responses including the friendly and helpful approach of the Senior Living Officers, communication through letters, the noticeboards, tenants meetings, and the newsletter, and the reassuring nature of the check in calls service.
- 7.8 The responses also highlighted important areas for improvement around the internal decoration of the scheme communal areas, the capacity of some laundry rooms, and individual concerns about building safety. These have been used to create the 2024 action plan.

- 7.9 One of the key themes in the responses to the 2021 and 2022 consultations was about improvements to communication. This year the feedback about communication was overwhelmingly positive demonstrating that the changes made over the last two years have made improvements.
- 7.10 Another improvement highlighted by the responses this year was around tenant understanding of the role of the Senior Living Officers. In previous years the responses indicated confusion about the Officer's role. However, there were very few responses like this in this year's consultation showing that the communication about the role over the last two years has been effective.

8. Consultations

- 8.1 The questionnaire was developed in consultation with the Tenants Panel. The report and action plan were created based on the feedback of Senior Living tenants. The outcomes will be shared with the Senior Living tenants, Tenants Panel, and the Landlords Services Advisory Board.

9. Key Risks

- 9.1 There is an opportunity to use the feedback to improve the service.
- 9.2 There is a risk to the relationship with tenants if the feedback is not acted upon. This will have implications for engagement in future consultations.

10. Financial Implications

- 10.1 The action plan attached as Annexe Three will be delivered within the current budget. If any additional resources are necessary, they will be requested in line with the normal corporate procedures and subject to the usual scrutiny from the relevant committees.

11. Legal Implications

11.1 No legal implications apply.

12. Human Resource Implications

12.1 The action plan attached as Appendix Three will be delivered within the current resources. If any additional resources are necessary, they will be requested in line with the normal corporate procedures and subject to the usual scrutiny from the relevant committees.

13. Equality and Diversity Implications

13.1 Tenants were offered support in completing the consultation to prevent anyone being excluded because of their preferred communication method.

13.2 Any significant changes to the service that result from the action plan will be subject to an Equality Impact Assessment to ensure that they do not have any adverse impacts on equality.

14. Climate Change/Sustainability Implications

14.1 Any works resulting from the action plan will be subject to an environmental and sustainability review where applicable.

15. Summary of Options

15.1 Board to comment on the attached action plan and support its implementation. This will mean that the feedback received in this consultation will be used to improve the Senior Living service.

15.2 Doing nothing will mean that the feedback will be overlooked, which will damage the relationship between Waverley and the Senior Living tenants.

16. Conclusion

- 16.1 By reviewing and commenting on the outcomes and action plans the Board can support the service in ensuring that this feedback gained through the consultation is used to improve the Senior Living service.

17. Appendices

- 17.1 Annexe One 2023 Action Plan.
- 17.2 Annexe Two Summary of responses 2023.
- 17.3 Annexe Three 2024 Action Plan.

Please ensure the following service areas have signed off your report.
Please complete this box, and do not delete.

Service	Sign off date
Finance / S.151 Officer	Not required
Legal / Governance	Not required
HR	Not required
Equalities	Not required
Lead Councillor	8 February 2024
CMB	Not required
Executive Briefing/Liaison	Not required
Committee Services	

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Action No.	Question Reference	Action	Responsible	Resources	Target Date	Completion Date	Updates
1	Overall	Write to all tenants to inform them of consultation outcomes and share action plan.	SIT	Housing Graduate Management Trainee (HGMT)	Feb-23	21/02/2023	09/02/23 draft complete; 21/02 approved by tenants panel and shared with SLOs
2	Overall	Review information available in scheme about the role of the SLO. Especially in relation to organising social events. Continue work in partnership with tenants to organise social activities.	Senior Living and Careline Services Manager (SL&CM)	HGMT	Apr-23	09/02/2023	Included in outcome letter
3	Satisfaction	Communicate with tenants at Falkner Court about the role and responsibility of the Senior Living team in relation to ASB and to reassure them that action has been taken in response to the recent incidents.	SL&CM	HGMT	Apr-23	09/02/2023	Included in outcome letter
4	Communication	Seek ideas from tenants on how tenants meetings could be improved in newsletter	SL&CM	Senior Living Officer (SLO's) and HGMT	Apr-23	09/02/2023	Included in outcome letter
5	Communal Spaces	Ask for further feedback on the use of library/hobbies room and kitchen. Investigate alternative uses that would make these spaces useful to tenants.	SL&CM	SLO's and HGMT	Jun-23	21/02/2023	Included in outcome letter
6	Communication	Review accessibility of noticeboard content. Especially in relation to large print. Use	SL&CM	SLO's	Mar-23	08/03/2023	Raised at Senior Living Team meeting 08/03. Info folder

		information folder if tenants prefer this.					created and font size and style agreed.
7	Communal Spaces	Ensure that tenants are able to give input into decoration of communal areas and lounges by raising it at tenants meetings when decisions about soft furnishing and wall decorations are being made.	SL&CM	SLO's	Mar-23	09/02/2023	Included in outcome letter.
8	Communal Spaces	Review individual accessibility and maintenance requests. Pass to accessibility group. If unable to identify the location based on information given, then pass to SLO to raise at tenants meeting.	SL&CM	HGMT	Mar-23	21/02/2023	Included in outcome letter. SLO investigated all requests.
9	Communal Spaces	Communicate to tenants decision made about communal and personal WiFi.	SL&CM		Mar-23	03/02/2023	03/02/23 DB wrote to all tenants
10	Communication	Officers to review the communication needs of their tenants on an individual basis to ensure that they can access information.	SL&CM	SLO's	Mar-23	08/03/2023	Raised at Senior Living Team meeting 08/03. Agreed accessible standard for text communication.
11	Safety	Continue with project for installing CCTV at each scheme.	CCTV group	CCTV group.	Jun-23	03/07/2023	CCTV installed at each scheme in w/c 03/07.
12	Overall	Obtain HR and Executive Head of Housing approval of new job description for SLO that has been updated to reflect clarified roles and responsibilities.	SL&CM	n/a	Mar-23	Ongoing	Awaiting approval.

13	Accessibility	Complete accessibility action plan developed based on accessibility group review of communal areas and feedback from consultation.	SL&CM	SLO's and HGMT	Sep-23	Sep 2023 now BAU activity	Accessibility group set up and established. Ongoing review. Eg ramps and pathways, accessible standard for text communication
14	Communal Spaces	Share decoration programme with tenants.	SL&CM	Planned Works	Apr-23	BAU activity	Tenants to be consulted once scheme is due for redecoration.

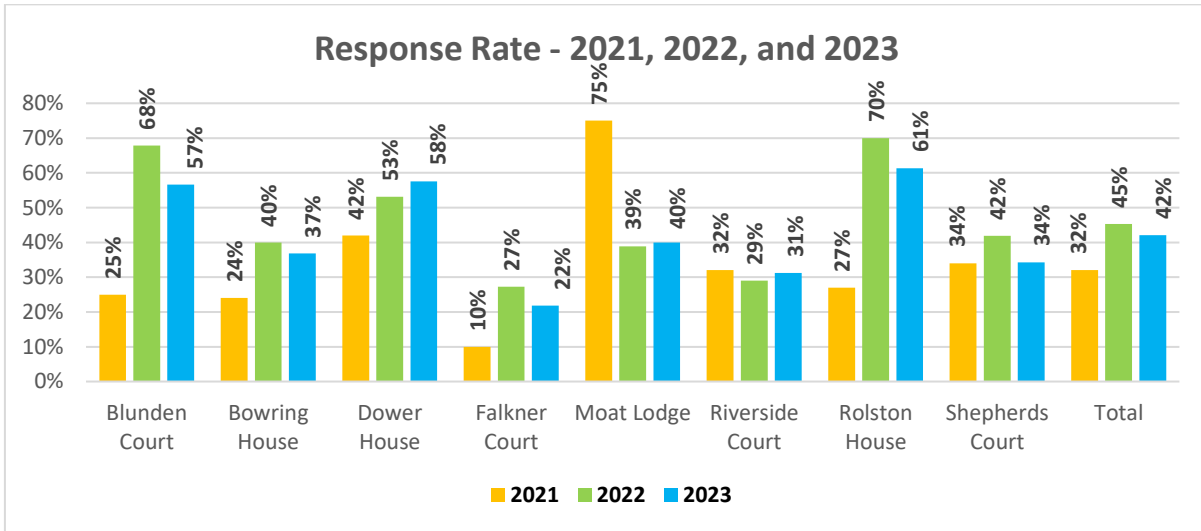
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Senior Living Consultation Responses 2023

Response Rate

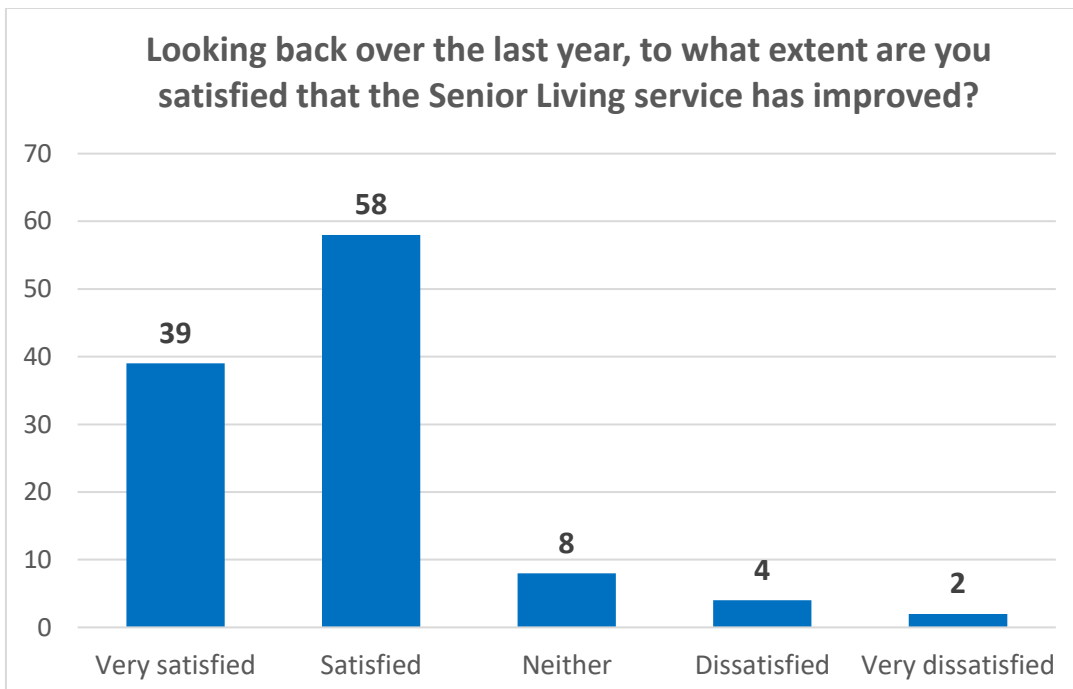
Out of 266 tenants, 112 provided feedback meaning that the overall response rate was 42%.

One questionnaire was received a month after the deadline. Their comments in the free text responses were included but they were not included in the response rate.



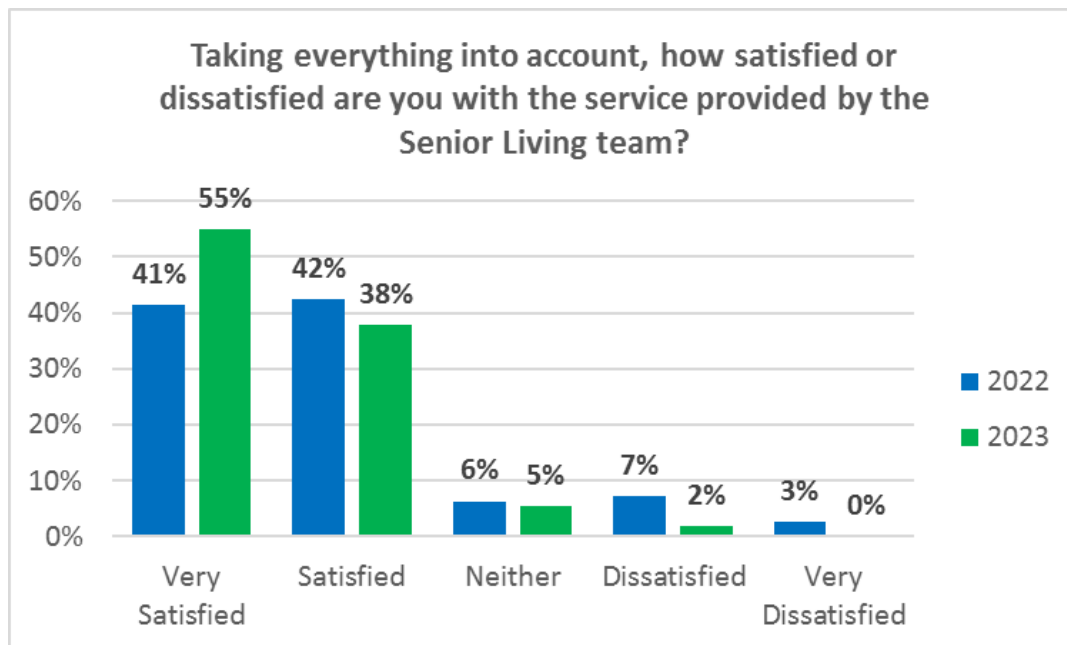
Q1 Looking back over the last year, to what extent are you satisfied that the Senior Living service has improved?

This was a new question added this year. Over 87% of the respondents were satisfied or very satisfied that the Senior Living service has improved over the last year.

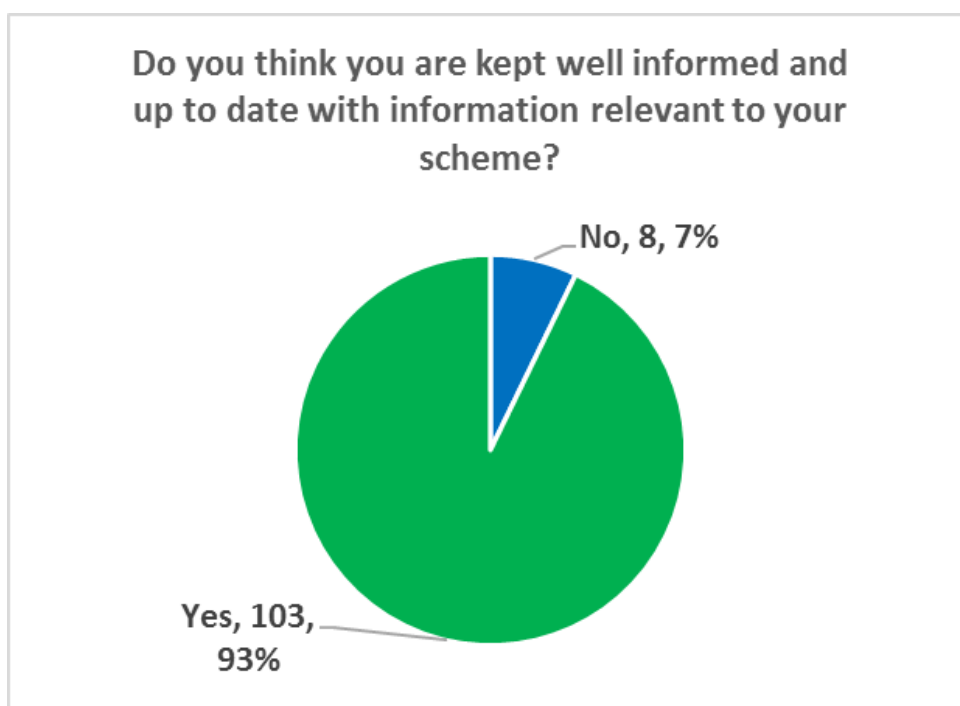


Q2 Taking everything into account, how satisfied are you with the service provided by the Senior Living team?

Over 91% of respondents were very satisfied or satisfied with the service provided by the Senior Living team.



Q3 The service aims to share relevant information with you through newsletters, tenants meetings, noticeboard, and ad hoc letters. Do you think you are kept well informed and up to date with information relevant to your scheme?



Q4 Please provide any comments about what you think works well and what you think needs improving about communication.

There were 36 responses to this question and 23 were about something that works well, eight suggested an area for improvement, and five were about a different topic.

Responses about something that works well:

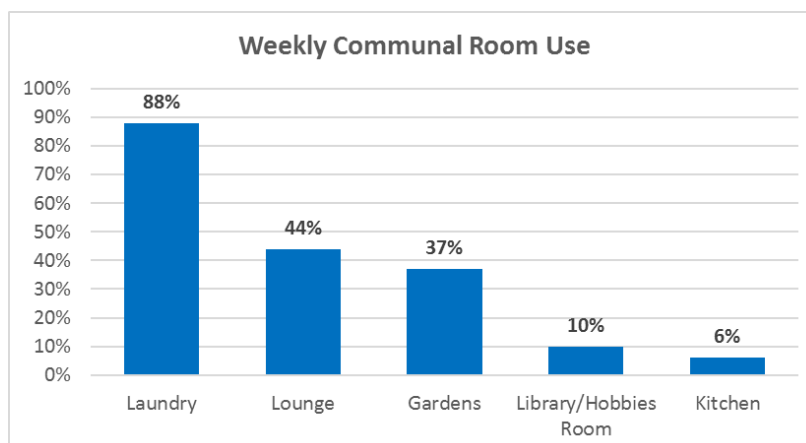
- 12 stated a simple sentence such as “works well” or “communication is great, well informed, and up to date”.
- Two referred to communication in advance about upcoming visits by contractors.
- Three referred to the check in calls as reassuring.
- Two said that they enjoy getting information in the tenants meetings and find them worthwhile.
- Two said that the information in the monthly newsletters is useful.
- One said that communication about repairs is good.
- One said that communication between the Senior Living Officers and Careline (the 24/7 care alarm monitoring centre) is very good.

Responses about something that needs improving:

- Two said that they would like more consistent feedback after tenants meeting or after they have spoken to a Senior Living Officer about something.
- One stated that they would like more tenant consultation on decisions made about the service.
- Two stated that they prefer in person communication and are disappointed that this has decreased.
- Three asked for the Senior Living Officer to be present in the scheme more consistently.
- One requested that new tenants are introduced to everyone.

Q5 The service aims to provide welcoming, clean, and well-maintained communal spaces. Which of the communal spaces in the scheme do you use on a weekly basis?

There were 103 responses to this question and each response was able to select multiple options. The most common response (43 tenants) was to select just the laundry. The graph shows the percentage of the 103 responses that selected each room.



Q6 Please provide any comments about what you think works well and what you think needs improving about the communal spaces? Please include any ideas for how they could be used better.

There were 38 responses to this question and 16 were about something that works well, 18 suggested an improvement, and four were about another topic.

Summary of responses about something that works well:

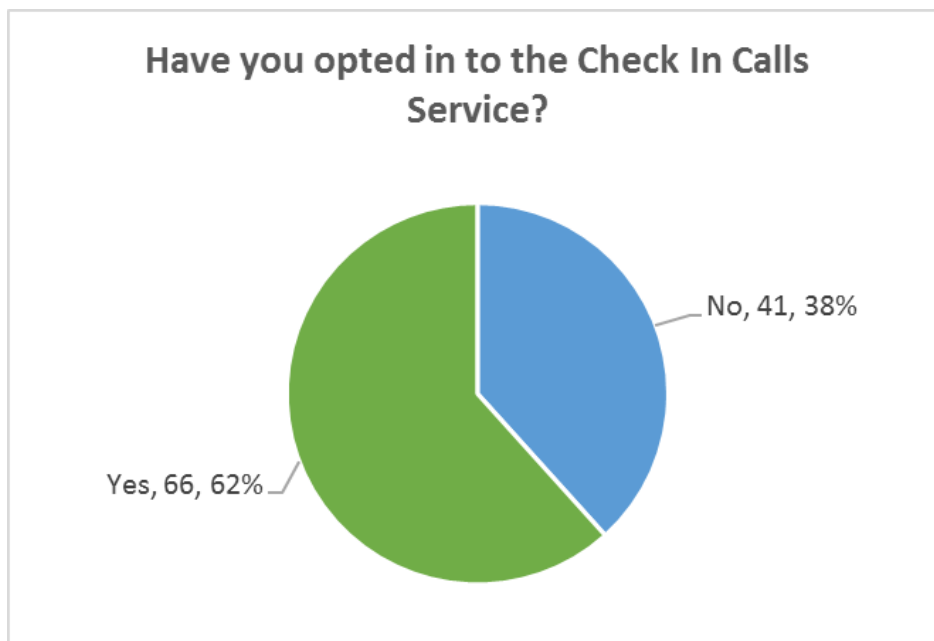
- 11 stated that they are happy with the communal spaces as they are e.g. “all good”
- Three complimented how clean the communal areas are.
- One stated that they like the furniture and decorations.
- One said that they appreciate the social aspect of the communal areas.

Summary of responses which suggested improvements:

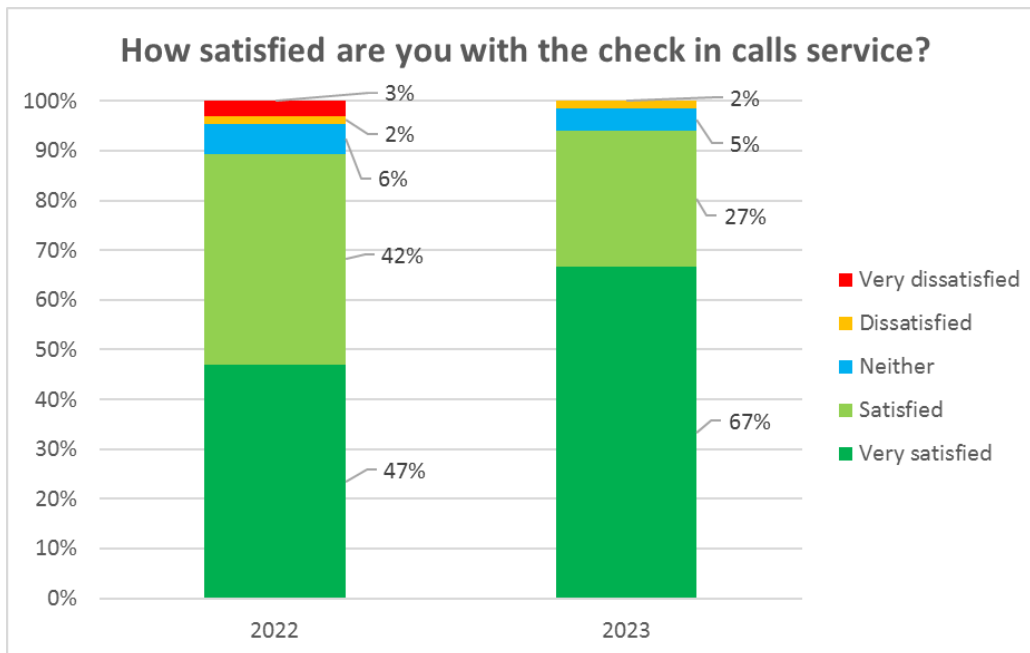
- Four responses from three different schemes requested some redecoration of the internal areas such as deep cleaning the carpet or repainting the walls.
- Three responses from three different schemes requested an extra washing machine and tumble dryer in the communal laundry room.
- Two suggested ideas for social events – film night and coffee morning.
- The nine other responses made specific requests which will be investigated by the Senior Living Officers individually.

Q7 There is an optional Check In Calls service to empower tenants to live independently. Have you opted in to the Check In Calls service?

The Check In Calls service refers to the procedure by which the Officers contact tenants to confirm that they are ok and not in need of immediate help. Tenants can opt in and request their preferred method and frequency of contact – typically this is a weekly call via the intercom.



Q8 How satisfied are you with the check in calls service?



Q9 Please provide any comments about what you think works well and what you think needs improving about the Check In Calls service?

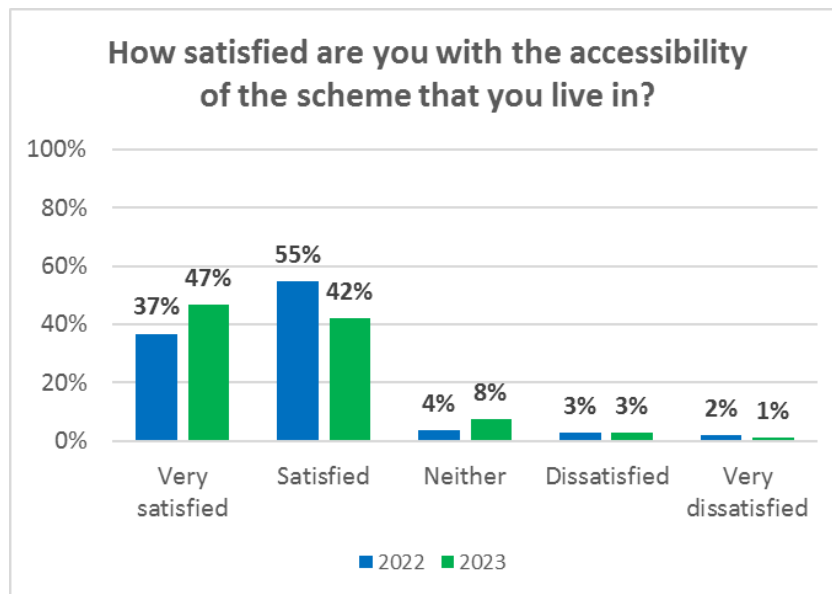
There were 21 responses to this question and 17 were about something that works well, three were suggestions for improvements, and one was about another topic.

Summary of responses about something that works well:

- 13 said something brief about liking the service such as “working well for me” or “I’m happy with how it is”.
- Two said that they found it reassuring to know that someone was checking that they are ok.
- Two complimented the friendly approach of the Senior Living Officers and said that they are always willing to listen.

The three suggestions for improvements asked for more frequent calls to be made to tenants.

Q10 It is important that the Senior Living schemes are accessible to all tenants, including those with disabilities. How satisfied are you with the accessibility of the scheme that you live in?



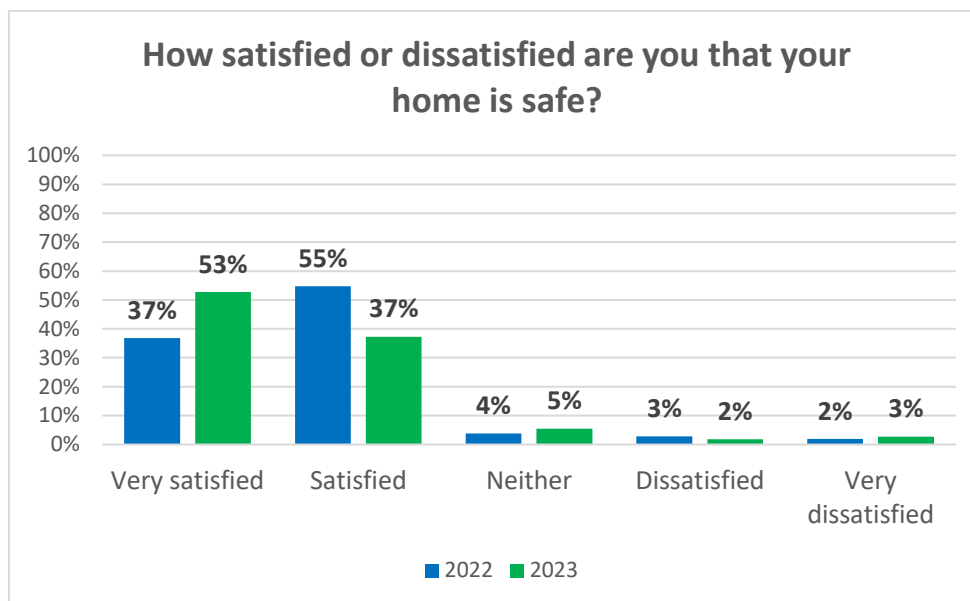
Q11 Please provide any comments about what you think works well and what you think needs improving about the accessibility of your scheme?

There were 27 responses to this question and 12 were about something that is working well, 11 suggested an improvement, and 4 were not relevant.

The positive responses either stated that they had no problems and were happy with their current situation or referred to how easy it is to move around in the communal areas and use the lift.

The responses about something that needs improving referred to specific issues that tenants have identified within the scheme that they live in e.g. a kerb outside that they would like to be lowered. These will be investigated individually by the Senior Living Officers.

Q12 The service aims to provide a building that you feel safe living in. This includes fire safety, security, water hygiene etc. How satisfied or dissatisfied are you that your home is safe?



Q13 Please provide any comments about what you think works well about building safety and what you think needs improving?

There were 39 responses to this question and 16 were about something that works well, 18 suggested an improvement, and five were not relevant to this question.

Summary of responses that were about something that works well:

- 13 were general statements such as “all works well” or “all ok”.
- Three mentioned that they are glad that the CCTV has been installed in the entrance areas.

Summary of responses that suggested an improvement:

- Eight raised concerns about the security of external doors or windows.
- Two asked if the intercom could be louder.
- Two requested external CCTV cameras.
- One asked for more visits from the Senior Living Officers to tenants.
- The others were for specific requests that will be investigated individually by the Senior Living Officers.

Q14 Are there any other comments or suggestions you have that will help to improve the Senior Living service?

There were three responses to this questions that complimented the Senior Living Officers on the work that they do saying that they are efficient, always ready to go above and beyond to help, and are kind to tenants.

There were many responses that repeated issues that had already been raised previously in the questionnaire responses.

There were six responses from four different schemes that mentioned the parking issues outside the schemes. The rest made specific requests that will be dealt with individually.

2024 Action Plan – Annexe Three

Action No.	Question Reference	Action	Responsible	Resources	Target Date	Completion Date
1	All	Write to all tenants to inform them of consultation outcomes and share action plan.	SIT (Service Improvement Team)	SIO (Service Improvement Officer)	w/c 12/02/2024	
2	Communal Spaces	Discuss condition of walls and carpets in internal corridors with SLOs. Review if changes are necessary to planned decoration programme.	SL&CSM (Senior Living & Careline Services Manager)	SLO (Senior Living Officers)	w/c 26/02/2024	
3	Communal Spaces	Discuss laundry room use with SLO. Review if there are enough washing machines and tumble dryers in each scheme for the demand. Order as required.	SL&CSM	SLO	w/c 26/02/2024	
4	Communal Spaces	Review individual accessibility and maintenance requests. Pass to accessibility group. If unable to identify the location based on information given, then pass to SLO to raise at tenants meeting. Raise order/repair requests as required.	SIT	SLO	w/c 26/02/2024	
5	Building Safety	Review security of internal communal areas. Including inspection of all external doors and windows to ensure that they can close and lock. Raise order/repair requests as required. Update communication with tenants about security such as internal signs to remind tenants to close and lock doors and windows.	SL&CSM	SLO	w/c 25/03/2024	
6	Parking	Include reminder about parking provision for tenants at the schemes in the outcome letter to all tenants.	SL&CSM	SLO	w/c 12/02/2024	
6	Job description	Obtain approval of updated job description for Senior Living Officers.	SL&CSM	HR	Dependent on new EHOH	

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Waverley Borough Council

Report to: EWG: Landlord Services Advisory Board

Date: 29 February 2024

Ward(s) affected: All

Report of Director: Community Wellbeing

Author: Jordan-Lucas Dadzie

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Executive Portfolio Holder responsible: Cllr Paul Rivers

Tel: 01483 420747

Email: paul.rivers@waverley.gov.uk

Report Status: Open

Key Decision: No

DLUHC Awaab's law: Consultation on timescales for repairs

1. Executive Summary

This report is intended to share the Awaab's Law proposal, provide officers initial thoughts on the measures and seek the Board's feedback to inform Waverley's consultation response.

2. Recommendation to EWG: Landlord Service Advisory Board

It is recommended that the Board:

- review the proposal made in Awaab's law,
- consider the current process to respond to damp and mould reports in light of the proposals, and
- make comments to inform the Council's response to the consultation.

3. Reason(s) for Recommendation:

3.1 To raise awareness of the proposed legislation and seek Board members views to inform the consultation response.

4. Exemption from publication

4.1 No

5. Purpose of Report

5.1 To share the Awaab's Law proposal, provide officers initial thoughts on the measures and seek the Board's feedback to inform Waverley's consultation response.

6. Strategic Priorities

6.1 The report supports the Council's Corporate commitment to promote "Good quality housing for all income levels and age groups" and aim to "be the best council landlord in the South East and to be acknowledged so by our tenants."

7. Background

7.1 Awaab's Law has been proposed in honour of the tragic death of two-year-old Awaab Ishak in December 2020. Awaab suffered respiratory issues caused by prolonged exposure to black mould in the Rochdale flat where he lived with his family. Despite his parents' complaints to their housing association about the ultimately fatal mould they were having in their home, they were repeatedly ignored. Awaab's law aims to confront the issue of poor housing by recognising the mistakes made by Awaab's death and ensuring social housing landlords are accountable for investigating any hazards, making repairs within strict deadlines as well as assuring tenants' homes are safe and fit to live in.

7.2 The Awaab's Law consultation has been launched by the Housing Secretary, Michael Gove, as part of the amendments to the Social Housing Regulation Act. The law proposes introducing new stricter time limits for social housing providers and forces them to take prompt action when tenants are dealing with dangerous issues such as damp and mould.

7.3 The proposals are wider than the expected damp and mould cases to include all Housing Health Safety Rating System hazards. The consultation runs until 9 March – consultation questions at Annexe One.

7.4 Currently at Waverley, the timescale for dealing with Damp and Mould are to respond in 7 days for urgent cases and 28 days for non-urgent from the date of report. Approximately 300-400 properties are affected by mould every year and in most cases the mould appears to reoccur the following winter.

7.5 Waverley created the Damp Project Working Group to review the Housing Ombudsman Service spotlight report on Damp and Mould and improve the service. The Group developed an action plan to respond to the recommendations, which were reported to LSAB in February 2023. This was followed by the Damp and Mould Policy in July 2023. One of the actions was to recruit a dedicated officer. The team have recently appointed a damp and mould officer who will be in charge on monitoring and responding to cases.

7.6 The current actions available to tackle damp and mould are as follows:

- Mould treatment: apply Bactdet and Halophen to affected wall areas, followed by 2x coats of Biocheck matt performed in 4 four visits.
- Install humidity tracking extractor fans.
- Install Positive Input Ventilation, depending on the gravity of the mould and occupancy.

7.7 When investigating and establishing cause of damp/mould, Policy states that:

All reports of damp and/or mould must be investigated by the Council Thorough inspections using a holistic, whole-house approach must be undertaken, focussing on the fabric of the home. Any reasonable and cost-effective solutions (in line with the Tenancy Agreement see section 8) will be actioned to tackle damp, condensation and mould within timescales specified

8. Consultations

8.1 The primary purpose of Awaab's Law is to set timeframes for social housing landlords to investigate and fix reported health hazards in unsafe homes.

8.2 The consultation seeks views on the specific requirements to be set and how these obligations will impact on residents and landlords. In particular, they are consulting on proposals for:

- timescales for initial investigations of potential hazards;
- requirements to be placed upon landlords to provide written summaries of investigation findings;
- timescales for beginning repair works;
- timescales for completing repair works;
- timescales for emergency repairs;

- the circumstances under which properties should be temporarily decanted to protect residents' health and safety; and
- requirements to be placed upon landlords to maintain adequate record keeping throughout repair works.

8.3 The proposed legal changes would make it mandatory for landlords in England to investigate any hazards within 14 days and start fixing them within a further 7 days. Emergency repairs would also have to be made within 24 hours and failures from landlords to comply with these changes could result in them being taken to court where they may be ordered to pay compensation for to tenants.

8.4 All regulations under the law would also be embedded in tenancy contracts making it possible for tenants to be aware of their landlords' obligations and be empowered to legally demand decent living standards.

9. Proposal

- a. Timescales for initial investigations of potential hazards.

If a registered provider is made aware of a potential hazard in a social home, they must investigate within 14 calendar days to ascertain if there is a hazard.

- b. Requirements to be placed upon landlords to provide written summaries of investigation findings.

Within 14 calendar days of being made aware that there is a potential hazard in a social home, the registered provider must provide a written summary of findings to the resident that includes details of any hazard identified and (if applicable) next steps, including an anticipated timeline for repair and a schedule of works.

c. Timescales for beginning repair works.

If the investigation indicates that a reported hazard poses a significant risk to the health or safety of the resident, the registered provider must begin repair works within 7 calendar days of the written summary being issued.

d. Timescales for completing repair works.

The registered provider must satisfactorily complete repair works within a reasonable time period. The resident should be informed of this time period and their needs should be considered.

e. Timescales for emergency repairs

Hazards that pose significant and imminent danger to residents will require faster action and should be treated as an emergency by the landlord. For example:

- Gas leaks
- Broken boilers
- Lack of water supply
- Electrical hazards such as exposed wiring
- Significant leaks
- Broken external doors or windows that present a risk to home security
- Prevalent damp and mould that is impacting a resident's ability to breathe

The registered provider must action emergency repairs as soon as practicable and, in any event, within 24 hours.

f. The circumstances under which properties should be temporarily decanted to protect residents' health and safety.

In the event that the investigation finds a hazard that poses a significant, or a significant and imminent, risk of harm or danger, and the property cannot be made safe within the specified timescales for Awaab's Law, the registered provider must offer to arrange for the occupant(s) to stay in suitable alternative accommodation until it is safe to return.

g. Requirements to be placed upon landlords to maintain adequate record keeping throughout repair works.

The registered provider will be expected to keep clear records of all attempts to comply with the proposals, including records of all correspondence with the resident(s) and any contractors. If the registered provider makes all reasonable attempts to comply with the timescales but is unable to for reasons genuinely beyond their control, they will be expected to provide a record of the reasons that prevented them from doing so

10. Officer response to proposals

10.1 The team welcome the legislation to give provide greater safety to tenants and:

- i agreed timescales- but need to work with contractor to review/amend contract and timescales for works.
- ii debated about "reasonable time", recognised that tenants to be kept notified of works ordered and timescales.
- iii noted the need to ensure clear process to identify /triage cases that present significant risk to health.
- iv believe that Awaab's Law Legislation needs to reflect right to repair timescales.
- v identified need to improve case management and reporting processes, to ensure clear tenant communications.
- vi noted good practice that Waverley process already includes 6- and 12-month check/reviews.

- vii the property services team have recently undertaken HHSRS training.
- viii recognised the investment required for record keeping, analysis and monitoring of hazards and actions.
- ix recognised additional resources will be required for tenancy amendment – if statute is there a need to change tenancy agreements, and
- x noted need to be proactive in recognising hazards. To use Stock Condition Survey data.

11. Legal Implications

No immediate legal implications. Maintaining homes that are safe and in good condition is a core function of all social landlords.

12. Key Risks

12.1 Not applicable - no decision

13. Equality and Diversity Implications

13.1 Not applicable - no decision

14. Climate Change/Sustainability Implications

14.1 Not applicable - no decision 15. Summary of Options

17.1 Not applicable - no decision

15. Conclusion

15.1 The officer team welcome the proposal in Awaab's law to protect social housing tenants and ensure all landlords response and resolve damp and mould case in a timely manner.

15.2 Tackling damp and mould is important to prevent and mitigate the damaging aspects for tenants, staff and the property asset itself. It is

fundamental that the sector has clear and strict directives specifically directing how damp and mould will be managed and resolved. This will ensure clarity for all staff, stakeholders and tenants as well as managing expectations and meeting best practice.

15.3 Whilst Damp and Mould have been the key subject in this report, it is fundamental that the council can also adopted same open and accountable approach when dealing with all other 29 hazards listed by the HSSR. See Annexe Two.

17. Background Papers

17.1 Awaab's Law: Consultation on timescales for repairs in the social rented sector (January 2024)

17.2 Understanding and addressing the health risks of damp and mould in the home (September 2023)

18. Appendices

18.1 Annexe 1 Consultation Questions

18.2 Annexe 2 Hazards considered by Awaab's law

18.3 Annexe 3 Health Risks of Damp and Mould

Please ensure the following service areas have signed off your report.
Please complete this box, and do not delete.

Service	Sign off date
Finance / S.151 Officer	Not required
Legal / Governance	Not required
HR	Not required
Equalities	Not required
Lead Councillor	8 February 2024
CMB	Not required
Executive Briefing/Liaison	Not required
Committee Services	

Annexe One

Consultation Questions

Q1 Do you agree that Awaab's Law should apply to all HHSRS hazards, not just damp and mould?

Q2 Do you agree the right threshold for hazards in scope of Awaab's Law are those that could pose a significant risk to the health or safety of the resident?

Q3 If you have answered 'no' to any of the questions in this section, please provide an explanation (with evidence where possible) and/or an alternative suggestion.

Proposal 1: Initial investigations of potential hazards

Q4 Do you agree with the proposal that social landlords should have 14 calendar days to investigate hazards?

Q5 Do you agree that medical evidence should not be required for an investigation?

Q6 If you have answered 'no' to any of the questions in this section, please provide an explanation (with evidence where possible) and/or an alternative suggestion.

Proposal 2: Written summaries of investigation findings

Q7 Do you agree with the proposal for registered providers to provide a written summary to residents of the investigation findings?

Q8 Do you agree with the minimum requirements for information to be contained in the written report?

Q9 Do you agree registered providers should have 48 hours to issue the written summary?

Q10 If you have answered 'no' to any of the questions in this section, please provide an explanation (with evidence where possible) and/or an alternative suggestion

Proposal 3: Beginning repair works

Q11 Do you agree with the proposal that if an investigation finds a hazard that poses significant risk to the health or safety of the resident, the registered provider must begin to repair the hazard within seven days of the report concluding?

Q12 Do you agree that in instances of damp and mould, the registered provider should take action to remove the mould spores as soon as possible?

Q13 Do you agree with the proposed interpretation of 'begin' repair works?
(Note: consider 'beginning' repair works would entail a worker being on site physically starting to repair and rectify a hazard.)

Q14 If you have answered 'no' to any of the questions in this section, please provide an explanation (with evidence where possible) and/or an alternative suggestion.

Proposal 4: Completing repair works

Q15 Do you agree that the registered provider must satisfactorily complete repair works within a reasonable time period, and that the resident should be informed of this time period and their needs considered?

Q16 If you have answered 'no' to the question in this section, please provide an explanation (with evidence where possible) and/or an alternative suggestion

Proposal 5: Timescales for emergency repairs

Q17 Do you agree that timescales for emergency repairs should be set out in legislation?

Q18 Do you agree that social landlords should be required by law to action emergency repairs as soon as practicable and, in any event, within 24 hours?

Q19 If you have answered 'no' to any of the questions in this section, please provide an explanation (with evidence where possible) and/or an alternative suggestion.

Proposal 6: Decanting if the property cannot be made safe immediately

Q20 Do you agree that landlords should arrange for residents to stay in temporary accommodation (at the landlord's expense) if the property can't be made safe within the specified timescales?

Q21 If you have answered 'no' to the question in this section, please provide an explanation (with evidence where possible) and/or an alternative suggestion

Proposal 7: Record keeping

Q22 Do you agree that Awaab's Law regulations should include provisions for a defence if landlords have taken all reasonable steps to comply with timeframes, but it has not been possible for reasons beyond their control?

Q23 If you have answered 'no' to the questions in this section, please provide an explanation (with evidence where possible) and/or an alternative suggestion

Impact Assessment - assessing the costs and benefits of Awaab's Law

Q24 Do you agree with the assessment that proposals 1, 3, 4, 5, 6 and 7 will create small net additional costs to the sector?

Q25 If not, please can you provide additional information?

Q26 Do you agree with the assessment of the net additional costs of proposal 2

- [Note Proposal 2: estimated that the average annual costs associated with proposal 2 (written summaries) will be £10.3m for private registered providers and £5.1m for

local authority registered providers. This is a combined total sector average annual cost of £15.4m in present value terms.

Q27 If not, please can you provide additional information

Q28 Do you agree with the assumptions we have made to reach these estimates?
If not, please can you provide additional information?

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Annexe 2 – Hazards considered under Awaab’s Law

It is recommended that Awaab’s Law should take into account the 29 health and safety hazards (detailed below) set out by the Housing Health and Safety Rating System (HHSRS)

The Housing Health and Safety Rating System (HHSRS) assesses 29 housing hazards and the effect that each may have on the health and safety of current or future occupants of the property.

The proposal also suggest that the hazards will be group into categories:

Category 1 Hazard: category 1 hazards are those where the most serious harm outcome is identified, for example, death, permanent paralysis, permanent loss of consciousness, loss of a limb or serious fracture.

Category 2 Hazard: If a hazard is less serious or less urgent, this is known as a category 2 hazard.

Number	Hazard	Health Effects
1	<p>Damp and mould growth Health threats due to dust mites, mould or fungal including mental and social wellbeing health threats associated with damp, humid and mouldy conditions</p>	<ul style="list-style-type: none"> ✓ Respiratory effects caused by toxins from mould: Asthma, airway infections and general symptoms such as cough wheeze and shortness of breath. ✓ Mental health effects caused by poor living conditions. ✓ Other physical health effects including Fungal infections, eczema and irritation.
2	<p>Excess cold Threats to health from cold indoor temperatures. A healthy indoor temperature is 18°C to 21°C</p>	<p>Respiratory conditions: flu, pneumonia and bronchitis Cardiovascular conditions: heart attacks and strokes</p>
3	<p>Excess heat Threats due to high indoor temperatures</p>	<p>Dehydration, trauma, stroke, cardiovascular and respiratory</p>
4	<p>Asbestos and MMF Exposure to asbestos fibres and Manufactured Mineral Fibres (MMF)</p>	<p>Asbestos: Damage to lungs MMF: Damage to skin, eyes and lungs</p>

Number	Hazard	Health Effects
5	Biocides Threats to health from chemicals used to treat timber and mould growth	Risk from breathing in, skin contact and swallowing of the chemical
6	Carbon Monoxide and fuel combustion products Excess levels of carbon monoxide, nitrogen dioxide, sulphur dioxide and smoke	Dizziness, nausea, headaches, disorientation, unconsciousness and breathing problems
7	Lead Threats to health from lead ingestion from paint, water pipes, soil and fumes from leaded petrol	Lead poisoning causing nervous disorders, mental health and blood production issues
8	Radiation Health threats from radon gas and its daughters, primarily airborne but also radon dissolved in water	Lung cancer caused by exposure, which increases amount and length of exposure
9	Uncombusted fuel gas Threat from fuel gas escaping into the atmosphere within a property	Suffocation
10	Volatile organic compounds Threat to health from a diverse group of organic chemicals including formaldehyde that are gaseous at room temperature and can be found in a wide variety of materials in the home	Allergies, irritation to the eyes, nose and skin, headaches, nausea, dizziness and drowsiness
11	Crowding and space Hazards associated with lack of space for living, sleeping and normal household or family life	Psychological distress and mental disorders, increased risk of hygiene issues, accidents and personal space and privacy compromised
12	Entry by intruders Problems keeping a property secure against unauthorised entry and maintaining defensible space	Fear of burglary occurring, stress and anguish caused by burglary and injuries caused by the intruder
13	Lighting Threats to physical and mental health associated with inadequate natural or artificial light, including the psychological effects associated with the view from the property through glazing	Depression and psychological effects due to lack of natural light. Eye strain from glare and inadequate light
14	Noise Threats to physical and mental health due	Psychological and physiological changes resulting from lack of sleep,

Number	Hazard	Health Effects
	to exposure to noise within the property or within its curtilage	poor concentration, headaches and anxiety
15	Domestic hygiene, pests and refuse Health hazards due to poor design, layout and construction making it hard to keep clean and hygienic, attracting pests and inadequate and unhygienic provision for storing household waste	Stomach and intestinal disease, infection, asthma, allergies, disease from rats and physical hazards
16	Food safety Threats of infection from poor provision and facilities to store, prepare and cook food	Stomach and intestinal disease, diarrhoea, vomiting, stomach upset and dehydration
17	Personal hygiene, sanitation and drainage Threats of infections and threat to mental health associated with personal hygiene, including personal and clothes washing facilities, sanitation and drainage	Stomach and intestinal disease, skin infections and depression
18	Water supply Threats to health from contamination by bacteria, parasites, viruses and chemical pollutants due to the quality of water supply for drinking household use such as cooking, washing and sanitation	Dehydration, fatigue, headaches, dry skin, bladder infections and legionnaires disease
19	Falls associated with baths Falls associated with a bath, shower or similar facility	Physical injuries: cuts, lacerations, swellings and bruising.
20	Falls on the level surfaces Falls on any level surface such as floor, yards and paths, including falls associated with trip steps, thresholds or ramps where the change in level is less than 300mm	Physical injuries: bruising, fractures, head, brain and spinal injuries
21	Falls associated with stairs and steps Falls associated with stairs and ramps where the change in level is greater than 300mm. It includes internal stairs or ramps within a property, external steps or ramps associated with the property, access to the property and to shared facilities or means of escape from fire and falls over stairs, ramp or step guarding	Physical injuries: bruising, fractures, head, brain and spinal injuries

Number	Hazard	Health Effects
22	<p>Falls between levels Falls from one level to another, inside or outside a dwelling where the difference is more than 300mm. Including falls from balconies, landings or out of windows</p>	Physical injuries
23	<p>Electrical hazards Hazards from electric shock and electricity burns</p>	Electric shock and burns
24	<p>Fire Threats to health from exposure to uncontrolled fire and associated smoke. It includes injuries from clothing catching fire, a common injuring when trying to put a fire out.</p>	Burns, being overcome by smoke or death
25	<p>Flames, hot surfaces and materials Burns or injuries caused by contact with a hot flame or fire, hot objects and non-water based liquids. Scalds caused by contact with hot liquids and vapours.</p>	Burns, scalds, permanent scarring and death.
26	<p>Collision and entrapment Risks of physical injuries from trapping body parts in architectural features such as trapping fingers in doors and windows and colliding with objects such as windows, doors and low ceilings</p>	Physical injuries such as cuts and bruising to the body
27	<p>Explosions Threats from the blast of an explosion, from debris generated by the blast and from partial or total collapse of a building as a result of the explosion</p>	Physical injuries, crushing, bruising, puncture, fractures, head, brain and spinal injuries.
28	<p>Ergonomics Threats of physical strain associated with functional space and other features at the dwelling</p>	Strain and sprain injuries
29	<p>Structural collapse and falling elements The threat of the dwelling collapsing or part of the fabric being displaced or falling due to inadequate fixing or disrepair or as a result of adverse weather conditions.</p>	Physical Injuries

Annexe 3 - Health effects of damp and mould

Damp and mould within the home can produce allergens, irritants, mould spores and other toxins that are harmful to health.

Even if visible mould is not present, dampness alone can increase the risk of health problems.

Excessive moisture can promote the growth of microorganisms such as mould and other fungi, certain species of house dust mites, bacteria or viruses.

The more serious the damp and mould problem and the longer it is left untreated, the worse the health impacts and risks are likely to be.

Most people come into contact with the substances produced by damp and mould by breathing them in. This means they predominantly affect the airways and lungs.

Damp and mould can cause disease and ill health in anyone, but people with underlying health conditions, weakened immune systems, and some other groups of people are at greater risk of ill-health from damp and mould (see 'People at increased risk from damp and mould').

During the inquest into the death of Awaab Ishak, the Coroner concluded that Awaab's death was a result of a severe respiratory condition due to prolonged exposure to mould (<https://www.judiciary.uk/prevention-of-future-death-reports/awaabishak-prevention-of-future-deaths-report/>). Awaab's death highlights just how crucial it is for landlords to understand the health risks of damp and mould and respond with urgency when cases are reported.

Landlords should advise any tenant who is concerned about the symptoms they are experiencing to consult a healthcare professional. Landlords should not delay action to await medical evidence or opinion - medical evidence is not a requirement for action, and damp and mould should always be addressed promptly to protect tenant health.

Respiratory effects

Damp and mould predominantly affect the airways and lungs. The respiratory effects of damp and mould can cause serious illness and, in the most severe cases, death. The respiratory effects include:

- General symptoms such as cough, wheeze and shortness of breath
- Increased risk of airway infections, including aspergillosis (an infection of the airways with the fungus *Aspergillus*)
- Development or worsening of allergic airway diseases such as rhinitis (a condition causing nasal congestion, runny nose, sneezing and itching), asthma and other conditions that involve inflammation of the airways (including bronchitis, hypersensitivity pneumonitis and chronic obstructive pulmonary disease (COPD)).

In 2019, the presence of damp and/or mould in English residences was estimated to be associated with approximately 5,000 cases of asthma and approximately 8,500 lower respiratory infections among children and adults. In addition, damp and mould were estimated to contribute to 1 to 2% of new cases of allergic rhinitis in that year. Alternative data sources, primarily from self-reporting, suggest that the percentage of dwellings affected by damp and/or mould may be even higher than the estimates used for this study, in which case the total number of cases could be 3 to 8 times greater.

Other physical health effects

Some people who are exposed to damp and mould might experience adverse health outcomes that are not linked to their airways or lungs. These include:

- Irritation of the eye potentially leading to allergic conjunctivitis
- Eczema, and other patches of itchy skin or skin rashes
- Other fungal infections (including, but not exclusively those of the skin), especially in people with weakened immune systems

Mental health effects

Some people who are exposed to damp and mould might experience poor mental health as a result of living in a home with damp and mould.

This could be due to:

- Unpleasant living conditions
- Destruction of property and belongings
- Anxiety related to physical health impacts and/or looking after a relative suffering from damp and mould-related illnesses
- Frustration with poor advice and/or being blamed for damp and mould
- Social isolation as a result of not wanting visitors in the home
- Delays in response or repairs following reporting of damp and mould and/or poor quality of repairs

People at increased risk from damp and mould

Certain individuals may be at increased risk of the health impacts of damp and mould exposure. This could be due to health-related or age-related vulnerabilities, or because they are less able to report and act on guidance related to damp and mould, or simply because they are more likely to live in a home with damp and mould.

People most at risk of health issues from damp and mould

While damp and mould pose a risk to anyone's health and should always be acted on quickly, it is particularly important that damp and mould is addressed with urgency for the groups below as they are more vulnerable to significant health impacts:

- People with a pre-existing health condition (for example allergies, asthma, COPD, cystic fibrosis, other lung diseases and cardiovascular disease) who are at risk of their condition worsening and have a higher risk of developing fungal infections and/or additional allergies
- People of all ages who have a weakened immune system, such as people who have cancer or are undergoing chemotherapy, people who have had a transplant, or other people who are taking medications that suppress their immune system

- People living with a mental health condition
- Pregnant women, their unborn babies and women who have recently given birth, who may have weakened immune systems
- Children and young people whose organs are still developing and are therefore more likely to suffer from physical conditions such as respiratory problems
- Children and young people who are at risk of worsening mental health older people
- People who are bedbound, housebound or have mobility problems making it more difficult for them to get out of a home with damp and mould and into fresh air

People who fall into more than one of these categories are likely to be particularly vulnerable to the health impacts of damp and mould. Landlords should not delay action to await medical evidence or opinion - medical evidence is not a requirement for action.

Groups who are most likely to live in homes with damp and mould

Certain groups are more likely than others to live in homes with damp and mould. This includes:

- People with a long-term illness
- People who struggle to heat their homes and/or are experiencing fuel poverty
- People on low incomes
- People with disabilities
- People from ethnic minority backgrounds
- people living in temporary accommodation

Housing conditions that increase tenants' risk of living in a home with damp and mould

In England, housing stock varies significantly in age, design and building materials, each with different challenges in relation to damp and mould. There are a variety of housing conditions that put people at increased risk of exposure to damp and mould.]They include:

- Homes where residents feel unable to open windows due to concerns about security, noise, or high outdoor air pollution
- Homes that are poorly or inadequately insulated
- Homes with inefficient or ineffective and expensive to run heating systems
- Homes that are poorly ventilated
- Homes without adequate damp proof courses

- Homes that are poorly maintained
- Homes that are overcrowded

Landlords should proactively investigate their housing stock for damp and mould issues, particularly when homes meet any of these criteria.

People who are most likely to face barriers to reporting damp and mould

Tenants may face barriers which may mean they struggle to report damp and mould to their landlord. This may be due to knowledge, language, literacy or communication barriers, personal circumstances, a lack of awareness of legal standards and housing rights in England, or fear of eviction or discrimination, among other things.

Landlords should consider how they might best support these tenants, by building trust and working with other professionals who may be able to provide additional support (see below 'Responding with urgency and sensitivity and taking tenants' needs into consideration' in the section 'Identifying and addressing damp and mould in your property' and 'Building relationships with other professionals' in 'Reducing the risk of damp and mould developing'.

Types of tenants who might face barriers to reporting include:

- People from ethnic minority backgrounds
- People who have moved to the UK within the past 10 years, including people seeking refuge and foreign students
- People moving in and out of homelessness and/or in insecure tenures
- People with a learning disability and/or a neurodiverse condition such as autism
- People living with a mental health condition
- People who are dependent on alcohol and/or drugs
- People in receipt of welfare benefits
- People who live in houses in multiple occupation (HMO)
- people living in the private rented sector who have a fear of eviction
- People without a diagnosed mental health condition or registered disability but with either temporary or on-going support needs

Waverley Borough Council

Report to: Landlord Services Advisory Board

Date: 29 February 2024

Ward(s) affected: All

Report of Director: Community Wellbeing

Author: Amy Walton, Housing Service Improvement Officer

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Executive Portfolio Holder responsible: Cllr Paul Rivers

Tel: 01483 420747

Email: paul.rivers@waverley.gov.uk

Report Status: Open

Succession Policy

1. Executive Summary

- 1.1 This is a report to introduce the updated Succession Policy to the Board for their comment.

2. Recommendation to LSAB:

- 2.1 It is recommended that the Board:
- Review the succession policy and makes any comments to the Housing Management Manager and the Co-Portfolio Holder for Housing (Operations and Services).
 - Supports the adoption and implementation of this policy.

3. Reason(s) for Recommendation:

- 3.1 To give the Board the opportunity to comment on and support the adoption and implementation of the updated policy.

4. Exemption from publication

- 4.1 No.

5. Purpose of Report

- 5.1 To provide tenant scrutiny on adoption and implementation of updated policy.

6. Strategic Priorities

- 6.1 The report supports the Council's Corporate commitment to promote "*Good quality housing for all income levels and age groups*" and aim to "*be the best council landlord in the South East and to be acknowledged so by our tenants.*"

7. Background

- 7.1 Succession is the process by which a tenancy passes to another person after the death of the original tenant. The policy outlines how Waverley Borough Council will respond to succession claims following the death of a tenant and ensures that the Council responds to these claims sensitively, consistently, and in accordance with legislation.
- 7.2 No changes have been made within the policy to the right to succeed as this is a statutory right determined by the Housing Act 1985 and the Localism Act 2011.
- 7.3 The policy was reviewed following an internal audit of the Use and Occupation Accounts in summer 2023. The main update is to provide clarity about Use and Occupation charges.

- 7.4 The Use and Occupation charges are a payment that is made by a person when they are occupying a property, but they do not have the legal right to do so. It is equivalent in value to the rent and any other charges normally paid by the tenant. The updated policy makes clear when and for how long these charges will be used.
- 7.5 This policy also continues to support the efficient use of housing stock. If someone has the right to succeed but the home is not suitable for their needs, then the occupying person receive an elevated banding on the housing register, so they can bid for a suitable property. For example, if a single person succeeds to a three-bedroom home.
- 7.6 The Council will take any protected characteristics as defined in the Equality Act 2010 and any other vulnerabilities into account when making this decision. If the person applying for succession is the spouse or cohabitee of the deceased tenant, then they will have the right to succeed regardless of any underoccupation.
- 7.7 The procedure document has also been updated, in consultation with the Housing Officers.

8. Consultations

- 8.1 The updated policy is being presented to the LSAB so that the tenant representatives have an opportunity to scrutinise it.

9. Key Risks

- 9.1 Temporary loss of rental income and loss of property from overall stock if someone remains in property without the right to succeed. This updated policy aims to minimise this through consistent use of Use and Occupation charges and through outlining when the Council will use legal action to reclaim possession.

10. Financial Implications

- 10.1 There are no financial implications arising from this report.

10.2 The updated policy will be implemented with existing resources.

11. Legal Implications

11.1 This policy ensures that the Council abides by the succession rights set out in the Housing Act 1985 and the Localism Act 2011.

12. Human Resource Implications

12.1 The updated policy will be implemented with existing resources.

13. Equality and Diversity Implications

13.1 An Equality Impact Assessment was carried out. Positive impacts on tenants with disabilities were identified because it will ensure that properties with adaptations are allocated to those who need to use them.

13.2 Negative impacts on older people are possible as they are the group which is most likely to be required to succeed to an alternative property because of underoccupation. However, this also has potential positive impacts as downsizing can mean that the property is more suited to the tenant's needs.

14. Climate Change/Sustainability Implications

14.1 No implications.

15. Summary of Options

15.1 Do nothing.

15.2 Support the adoption and implementation of the updated policy.

16. Conclusion

- 16.1 By commenting on and supporting the adoption and implementation of the updated policy, the Board will be helping the Council to ensure that they respond to succession claims sensitively, consistently, and in accordance with legislation.

17. Appendices

- 17.1 Annexe One – Succession Policy

Please ensure the following service areas have signed off your report.
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Service	Sign off date
Finance / S.151 Officer	CK 6 Feb 2024
Legal / Governance	n/a no change
HR	n/a no change
Equalities	EIA completed
Lead Councillor	8 Feb 2024
CMB	20 Feb 2024 Not required
Executive Briefing/Liaison	Not required
Committee Services	

Waverley Borough Council
Succession Policy

Latest version number: V0.2

Latest publication date: Pre 2020

Lead Officer / Team: Housing Service Improvement Team

1. Document Information & Governance

Approval & Publication:

Approving Body	Approval route requirement	Publication Type	Publication requirement	Review frequency	Document owner
Executive Head of Housing in consultation with Co-Portfolio Holder for Housing	Tenant consultation at LSAB.	External.	Regulatory requirement.	3 years. Next review: January 2027.	SIT.

Version Control Information:

Version	Version Status (<i>Draft, Approved /Published Internally or Externally</i>)	Date	Version Comment	Version Author
V0	Approved and published	Pre-2020		
V0.1	Working Draft	01/11/2023	Creation of the document	AW
V0.2	Final Draft	24/01/2024	Agreed by Housing Management team.	AW

Impact Assessments and Consideration:

Impact Assessment Type	Required / Not Required	Date Completed	Impact Assessments and Considerations Comment	Assessment Owner
Equality Impact Assessment	Required	08/11/2023	No action necessary.	Amy Walton.
Data Protection Impact Assessment				
Climate Change				

2. Document Statement

- 2.1 Succession is the process by which a tenancy passes to another person after the death of the original tenant. This policy outlines how Waverley Borough Council will respond to succession claims following the death of a tenant and ensures that the Council responds to these claims sensitively, consistently, and in accordance with legislation.

3. Introduction

- 3.1 When a tenant dies, given that they were not a successor themselves, the tenancy can be succeeded by an eligible partner or family member.
- 3.2 A tenant is a successor if they previously took over the tenancy from a partner or family member after their death.
- 3.3 The eligibility for succession is determined by the date on which the tenancy began and the relationship between the tenant and the potential successor.

4. Definitions

- 4.1 A spouse is a married partner or civil partner of the tenant.
- 4.2 A cohabitee is someone who lives with the tenant as though they were married or in a civil partnership.
- 4.3 For the purposes of this policy, family members are as defined in section 113 of the Housing Act 1985. This means the tenant's parent, grandparent, child, grandchild, brother, sister, uncle, aunt, nephew, or niece. This includes step-relations.

5. Eligibility for Succession

- 5.1 The tenancy can only be succeeded once. This means that if the current tenant is a successor, then the tenancy will not be eligible for succession after their death.
- 5.2 For joint tenancies where neither of the current tenants are successors, the tenancy will automatically be succeeded by the joint tenant. This is known as survivorship. This tenancy cannot be succeeded again.
- 5.3 Only one person can succeed the tenancy and then this sole secure tenancy cannot be made into a joint tenancy as it cannot be succeeded by the joint tenant.
- 5.4 For sole secure tenancies which started before 1 April 2012 and where the current tenant is not a successor, then the following people are eligible to succeed the tenancy, in order of priority:
 - Spouse or cohabitee
 - Family member who has lived with the tenant as their principal home for at least 12 months. Living with them at another property counts.
- 5.5 For sole secure tenancies that started after 1 April 2012 and where the current tenant is not a successor, only their spouse or cohabitee is eligible to succeed the tenancy.
- 5.6 For sole introductory tenancies that started after 1 April 2012 and where the current tenant is not a successor, only their spouse or cohabitee is eligible to succeed the tenancy. To be eligible a cohabitee must be able to prove that they have lived with the tenant for 12 months. Living with them at another property counts.

- 5.7 Flexible tenancies are no longer used. Any remaining flexible tenancies that have not been converted to secure tenancies yet will be treated like a secure tenancy for the purpose of this policy. If there is an eligible successor, then the tenancy will be converted to a secure tenancy as they succeed.
- 5.8 For joint tenancies where one tenant has died and the tenancy has been succeeded by the other joint tenant, the rent arrears will become the sole responsibility of the surviving tenant. In all other cases the rent arrears will be owned by the deceased tenant's estate.
- 5.9 If the succession is contested between family members, then the Council will determine which potential successor can take the tenancy based on their relationship with the tenant and their housing need.
- 5.10 The Council will require evidence of the relationship between the successor and the tenant to grant them permission to succeed the tenancy. The applicant can appeal this decision by raising a complaint.
- 5.11 Once the succession eligibility has been determined, if necessary, a notice to quit will be served to end the current tenancy.

6. Death of a Tenant with No Successor

- 6.1 If there is no successor, then the tenancy does not end but becomes part of the deceased tenant's estate. The executor of the estate must then surrender the tenancy. Surrendering the keys will be considered equivalent to surrendering the tenancy.
- 6.2 Rent will continue to be charged until the tenancy is ended. In most circumstances, the Council allows a two-week rent-free period for the next of kin to clear the property and return the keys.
- 6.3 If someone without the right to succeed the tenancy continues to live in the property, then the Council will take legal action to evict them. The occupier will be charged a Use and Occupation charge which will be equivalent in value to the rent and any other charges normally paid by the tenant. This charge will be adjusted in line with changes made to other charges in April each year.

7. Assignment

- 7.1 Assignment is the transfer of a tenancy during the lifetime of the tenant. This requires the consent of the council and is normally completed by the signing and witnessing of a Deed of Assignment.
- 7.2 If a tenant obtains a tenancy through assignment, then they are a successor. There are two exceptions to this:
- 7.3 If the assignment took place as part of divorce proceedings and the partner assigning the tenancy was not a successor, then the part who was assigned the tenancy is not a successor either.
- 7.4 If the assignment took place as part of a mutual exchange and they were not a successor to the tenancy that they assigned in the exchange, then they are not a successor for the tenancy that they have been assigned in the exchange.

8. Devolution by Will

- 8.1 This is where a tenant leaves the tenancy to a designated individual in their will. This individual will only be able to succeed the tenancy if they fulfil the eligibility criteria in this policy. The Council will take legal action to regain possession of the property if the will devolves the tenancy to an individual who is not eligible for succession.

9. Suitability of Accommodation

- 9.1 The Council will consider whether the accommodation is suitable for the successor. If the successor would not be allocated the home under Waverley's allocations policy, then they will be offered alternative accommodation. For example, if succession would result in underoccupation.
- 9.2 If the person applying for succession is the spouse or cohabitee of the deceased tenant then they will have the right to succeed regardless of any underoccupation.
- 9.3 The Council will take any protected characteristics as defined in the Equality Act 2010 and any other vulnerabilities into account when making this decision.
- 9.4 The occupying person will be given a place on the housing register with an elevated banding. They will be expected to bid for all suitable properties.
- 9.5 The occupying person will be liable to pay a Use and Occupation charge.
- 9.6 If the occupying person has not moved within six months of joining the housing register then the Council may serve a notice seeking possession and take legal action to regain possession of the property.
- 9.7 The tenant can appeal this decision by raising a complaint.

10. The Legislative Context

- 10.1 Part IV of the Housing Act 1985 outlines who is eligible to succeed tenancies. It states that a joint tenant will take priority for succession, followed by a co-habiting partner, and then a co-habiting family member.
- 10.2 This was modified by the Localism Act 2011 to restrict succession rights to only joint tenants and co-habiting partners for tenancies that started after 1 April 2012.
- 10.3 Schedule 2 of the Housing Act 1985 states that if a tenant succeeds a tenancy, the Council can move to the tenant to more suitable accommodation in some cases, if notice of seeking possession is given between six and twelve months after the tenant's death or the date on which the landlord became aware of the tenant's death.
- 10.4 Equality Act 2010.

11. Document Improvement

- 11.1 The Council welcomes comments and feedback on its policies and procedures. Please contact Neal Davies or the Housing Management Team if you have any comments.

12. Other Related Council Policies / Information

- 12.1 Tenancy Agreement
- 12.2 Housing Allocations Policy
- 12.3 Rent Account Policy
- 12.4 Tenancy Fraud Policy

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Waverley Borough Council

Report to: EWG: Landlord Services Advisory Board

Date: 29 February 2024

Ward(s) affected: All

Report of Director: Community Wellbeing

Author: Amy Walton, Housing Service Improvement Officer

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Executive Portfolio Holder responsible: Cllr Paul Rivers

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Report Status: Open

Senior Living Powered Mobility Device Policy

1. Executive Summary

- 1.1 The Senior Living Powered Mobility Device Policy has been reviewed and updated.

2. Recommendation to LSAB:

- 2.1 It is recommended that the Board:
 - Review the Senior Living Powered Mobility Device Policy and make any comments to the Senior Living and Careline Services Manager and Co-Portfolio Holder for Housing (Operations and Services).
 - Support the adoption and implementation of the policy.

3. Reason(s) for Recommendation:

- 3.1 To provide the Board members the opportunity to comment on the updated policy and support its implementation.

4. Exemption from publication

- 4.1 No.

5. Purpose of Report

- 5.1 Powered mobility devices are used by tenants who live in the Senior Living Schemes. The updates in this policy aim to make the permission process to store, use, and charge a scooter within schemes consistent, reduce fire safety risks, and to improve record keeping.

6. Background

- 6.1 There are eight Senior Living Schemes across the borough. Each has about thirty self-contained flats and a communal lounge, laundry, and garden. There are five Senior Living Officers who work across the eight schemes to manage the building safety and the tenancies.
- 6.2 A powered mobility device is defined in this policy as any electric battery powered machine that is used by an individual to aid their mobility outside of their home. This includes mobility scooters, e-scooters, and e-bikes.
- 6.3 There are approximately 30 mobility devices that are used, stored, and charged across the eight schemes. Five of the schemes currently have a designated communal storage area for mobility devices, with one more storage area under construction at Shepherds Court.
- 6.4 This policy was last reviewed in 2017. Following consultation with Senior Living Officers and Senior Living tenants it was identified that improvements could be made.

6.5 There are two main changes made by the updated policy:

- The procedure that is followed to determine whether permission for a mobility device should be granted has been standardised across all schemes and expanded to include a risk assessment led by the Fire Safety Officer.
- The record keeping about which devices have permission has been improved.

6.5 The updated policy will be used for all new mobility devices brought into the schemes. All devices currently stored in the scheme will be gradually assessed retrospectively, over the next six months.

7. Strategic Priorities

7.1 The report supports the Council's Corporate commitment to promote *"Good quality housing for all income levels and age groups"* and aim to *"be the best council landlord in the South East and to be acknowledged so by our tenants."*

8. Consultations

8.1 Senior Living Officer and Senior Living tenants were consulted informally throughout this process to discuss any challenges with the current practice and evaluate any potential solutions.

9. Key Risks

9.1 The charging of powered mobility devices can pose a fire risk if safety precautions are not followed. This policy ensures that the risk will be evaluated and minimised before permission to charge the device within the scheme is granted.

9.2 Waverley Borough Council has a duty to make reasonable adjustments to their service to make it accessible under the Equality Act 2010. This policy ensures that any adjustments are evaluated to determine if they are reasonable.

10. Financial Implications

- 10.1 There are no financial implications.
- 10.2 The updated policy will be implemented within existing budgets and delivered by existing resources.

11. Legal Implications

- 11.1 None.

12. Human Resource Implications

- 12.1 The Senior Living Officers will continue to be responsible for managing the requests to use, store, and charge a mobility device within the schemes.
- 12.2 The Fire Compliance Officer will be responsible for determining whether it is safe to store and charge a mobility device within a flat.
- 12.3 The Senior Living and Careline Services Manager will be responsible for reviewing any proposed adjustments to determine if they are 'reasonable' and for reviewing any situations where the tenant disagrees with the decision made.

13. Equality and Diversity Implications

- 13.1 An Equality Impact Assessment has been completed. No negative impacts were identified. Positive impacts on people with disabilities that impact their mobility and on elderly people were identified as these groups are likely to rely on mobility devices and this policy will make the process of obtaining permission to use, store, and charge them more consistent.

14. Climate Change/Sustainability Implications

- 14.1 None.

15. Summary of Options

15.1 Support the adoption of the updated policy or not.

16. Conclusion

16.1 The updated policy will make the process through which tenants apply for permission to use, store, and charge a mobility device within the schemes more consistent, reduce fire safety risks and will improve record keeping and therefore, it is recommended that the Board supports its implementation.

17. Appendices

17.1 Appendix 1 – Senior Living Powered Mobility Device Policy.

Please ensure the following service areas have signed off your report.
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Service	Sign off date
Finance / S.151 Officer	CK 6 Feb 2024
Legal / Governance	n/a no change
HR	n/a no change
Equalities	EIA completed
Lead Councillor	8 Feb 2024
CMB	20 Feb 2024 Not required
Executive Briefing/Liaison	Not required
Committee Services	

Waverley Borough Council

Senior Living Powered Mobility Device Policy

Latest version number: 0.2
Latest publication date: 10/01/2024
Lead Officer / Team: Senior Living

1. Document Information & Governance

1.1 Approval & Publication:

Approving Body	Approval route requirement	Publication Type	Publication requirement	Review frequency	Document owner
Executive Head of Housing in consultation with Co-Portfolio Holder for Housing	Tenant consultation at LSAB.	External.	Regulatory requirement.	3 years. Next review: January 2027.	SIT.

1.2 Version Control Information:

Version	Version Status (Draft, Approved /Published Internally or Externally)	Date	Version Comment	Version Author
V0.1	Working Draft	01/12/2022	Creation of the document	David Brown/Amy Walton
V0.2	Approval Draft	08/01/2024	Agreed by compliance and senior living teams.	David Brown/Amy Walton

1.3 Impact Assessments and Consideration:

Impact Assessment Type	Required / Not Required	Date Completed	Impact Assessments and Considerations Comment	Assessment Owner
Equality Impact Assessment	Required	8 January 2023	n/a	Amy Walton
Data Protection Impact Assessment	Not required			
Climate Change	Not required			

2. Document Statement.

2.1. This policy sets out how the Waverley Borough Council Senior Living service will balance the individual need for independence with the safety of all tenants and fulfil its duties to make reasonable adjustments under the Equality Act 2010. It will outline how the service will manage the storage, charging, and use of powered mobility devices by tenants of the Senior Living schemes.

3. Scope.

- 3.1. The following policy applies to all current tenants of Waverley Borough Council Senior Living schemes who wish to store, charge, or use a powered mobility device.
- 3.2. A powered mobility device is defined in this policy as any electric battery powered machine that is used by an individual to aid their mobility outside of their home. This includes mobility scooters, e-scooters, and e-bikes.
- 3.3. For mobility scooters these are divided into three classes under the Use of Invalid Carriages on Highways Regulations 1988. This policy applies to Class 2 and 3 invalid carriages only.
- Class 1 includes any device that is propelled by the user.
 - Class 2 includes any device that is designed for use on the pavement and cannot exceed 4 mph.
 - Class 3 includes any device that is designed for use on both the pavement and the roads and can travel up to 8 mph.

4. Policy Statement.

- 4.1. Tenants must obtain written permission from their Senior Living Officer before purchasing or leasing a powered mobility device that they intend to store, charge, or use at their Senior Living scheme. Senior Living tenants will be permitted to store, charge, or use a powered mobility device on the scheme grounds, where it is deemed safe to do so.
- 4.2. Part of the process of determining whether it is safe should include an inspection by the Fire Compliance Officer and/or a Safe and Well Visit carried out by the Surrey Fire and Rescue Service.
- 4.3. To comply with its duties outlined in the Equality Act 2010, the council will make reasonable adjustments to make it possible for tenants to have a mobility device. To be deemed reasonable the financial and physical scale of the adjustment must be proportionate to the benefit that it will bring to the tenant.
- 4.4. When a tenant is given permission to store, charge, or use a mobility device on the scheme grounds they must not breach the conditions of this permission or their permission may be withdrawn.
- 4.5. If a tenants disagrees with the outcome of their request, then they can appeal via the corporate complaints process.

5. Conditions of permission.

5.1. Storage

- 5.1.1. Powered mobility device must not be stored in communal corridors or rooms at any time.
- 5.1.2. The device must only be stored in the location specified by the Senior Living Officer when permission was granted.
- 5.1.3. Where there is a designated internal or external communal storage area for powered mobility device, spaces will be allocated on a first-come first-served basis. Where there are no spaces available a waiting list will be maintained.

5.2. Charging

- 5.2.1. The manufacturer guidelines must be followed.
- 5.2.2. Devices must only be charged between 8am and 8pm and must be removed from charge as soon as they are fully charged.
- 5.2.3. Devices must only be charged as was specified by the Senior Living Officer when permission was granted.

5.3. Use

- 5.3.1. The tenant is responsible for ensuring that they can operate the device safely. This includes knowing how to use the controls and being adequately aware of their surroundings to respond to hazards in a safe manner.
- 5.3.2. When using a device within the internal communal corridors, they must travel at walking pace and be considerate to other people using the corridor.
- 5.3.3. Any damage to the building caused by the device must be reported to their officer immediately. The cost of the repair will be recovered via the tenant's insurance. If the tenant does not have the appropriate insurance, then the tenant will be personally liable for the cost.

5.4. Insurance and Portable Appliance Testing

- 5.4.1. Tenants must have appropriate public liability insurance to cover against injuries to third parties or themselves and any damage to internal or external parts of the building.
- 5.4.2. Tenants are responsible for ensuring that their device has an annual Portable Appliance Test (PAT). If the device fails this test, it must be repaired or replaced and then pass the test before it is used on scheme grounds again.
- 5.4.3. A copy of the insurance and PAT certificate must be available when requested by the Senior Living Officer.

5.5. Fees

- 5.5.1. There are not currently any fees in place for using a powered mobility device within the schemes. However, the Council reserves the right to introduce fees to account for the cost of the electricity used to charge the devices and the additional wear and tear to communal areas. Tenants will be notified in writing with four weeks' notice if fees are introduced.

6. Breach of conditions of permission.

- 6.1. If a powered mobility device is used on scheme grounds without permission or if the terms and conditions of permission are breached, then the Council reserves the right to remove the device. Fourteen days written notice will be given to residents before removal. However, if the device poses a threat to the safety of the building, then it will be removed immediately and the tenant will be notified of this action in writing.
- 6.2. The council will pass any removal or storage costs to the tenant.

7. Document improvement.

The Council welcomes comments and feedback on its policies and procedures. Please contact the Senior Living and Careline Services Manager if you have any comments.

8. Related documents.

- 8.1. Complaints Handling Policy and Procedure
- 8.2. Powered mobility device request form
- 8.3. Template of letter granting/refusing permission
- 8.4. Powered mobility device register
- 8.5. Information document for tenant

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Waverley Borough Council

Report to: EXECUTIVE CO PORTFOLIO HOLDER FOR HOUSING DECISIONS
and EWG: LSAB

Date: 29 February 2024

Ward(s) affected: ALL

Report of Director: Community Wellbeing

Author: Robert Killick – Planned Works Manager

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Email: robert.killick@waverley.gov.uk

Executive Portfolio Holder: Cllr Paul Rivers

Email: paul.rivers@waverley.gov.uk

Report Status: Open

Key Decision: Yes

HRA Planned Works: External Decorations and Roofline Works Contract Extension

1. Executive Summary

The report outlines the request to enter into an extension period of the existing planned works contract for external redecorations and roofline works, with Ian Williams (Planned) from April 2024 to March 2025.

2. Recommendation to Executive

That the Executive Co-Portfolio Holder for Housing (Operations and Services) approves:

- an extension to the current Ian Williams (Planned) contract by one year (terms and conditions to remain the same) for planned external redecoration and roofline replacement works.

3. Reason(s) for Recommendation:

Waverley have a duty to ensure that the condition of the external fabric of council homes are maintained to a reasonable standard, to ensure that the components maintain performance and are not subject to premature failure.

Cyclical maintenance, including external redecorations and roofline replacement works; are typically included in our annual budgets and asset management strategy.

Ian Williams Limited (Planned) currently supply external redecoration and roofline replacement services to Waverley via a measured term contract, which commenced in April 2019, and was procured on a '5+1+1+1+1+1' year term.

Waverley have developed a good working relationship with the incumbent contractor, Ian Williams (Planned). The quality of the product delivered on-site has been consistent and reasonable over the last few years. Ian Williams (Planned) are providing a good service and value for money.

The Planed Works Team recommend extending this current arrangement for an additional year, until March 2025. This option provides Waverley with the time to procure replacement contracts as well as releasing resources to complete other high-priority procurement workloads.

4. Exemption from publication - No

5. Purpose of Report

The current contract ends in March 2024 unless the contract is formally extended. The contract was designed with an extension clause, in accordance with the contract terms and the initial procurement process.

Therefore, agreement is sought to extend the current contract with Ian Williams (Planned) for an additional one year period – April 2024 to March 2025 (as per contract terms allow) to continue to carry out planned external redecorations and roofline replacement works on a rolling programme basis.

6. Strategic Priorities

The report supports the Council's Corporate Commitment to promote *"good quality housing for all income levels and age groups"* and aims to *"be the best council landlord in the southeast and to be acknowledged so by our tenants"*.

7. Background

The Planned Works Team have developed a good working relationship with the incumbent contractor, Ian Williams (Planned), and the quality of the product delivered on-site has been consistent.

The team are currently on target to complete the following by the end of FY 23/24, to a good standard:

- External Redecorations to about 290 houses and 6 flat blocks containing 26 flats, at a cost of about £375k.
- Roofline Replacement Works to about 20 house and 14 flat blocks containing 72 flats, at a cost of about £250k.

8. Consultations

Tenant Satisfaction Surveys. Landlord Services Advisory Board.

9. Key Risks

The current contract will end in March 2024 unless extended. If the contract ends, then no programmed external redecorations or roofline replacement works will be carried out in FY 2024/25, to the detriment of the housing stock.

10. Financial Implications

The budget FY 2024/25 is currently awaiting final approval, which is due in February 2024.

The proposed budgets for FY 2024/25 are £390k for external redecorations and £90k for roofline replacements. These budgets would enable similar completion results to last years, as listed above, for external redecoration works; however, with a reduced roofline budget, targeted projects would be selected by priority.

11. Legal Implications

Legal advice was sought in this matter and Andrew Ogalo, Contracts and Procurement Solicitor (Interim) provided this advice. Confirming that the original 5-year contract/framework agreement, that commenced on 1st April 2019, and runs until April 2024, can be extended, on a yearly basis, for up to five further years (i.e. 1+1+1+1+1).

12. Human Resource Implications - None

13. Equality and Diversity Implications - None

14. Climate Change/Sustainability Implications

Ian Williams (Planned) operate a waste management system to ensure that materials removed from site are recycled and disposed of in an environmentally friendly way, whenever possible.

15. Summary of Options

No other reasonable options are currently available or viable, to ensure that these workstreams continue in FY 2024/25.

16. Conclusion

It is recommended that the current Ian Williams (Planned) contract for External Redecorations and Roofline Replacement Works, is extended by one year (from April 2024 until March 2025), to ensure that all identified works are completed as planned.

This extension will provide value for money, ensure consistent quality utilising a contractor with a proven track record, whilst allowing longer term contracts to be procured.

Please ensure the following service areas have signed off your report. Please complete this box, and do not delete.

Service	Sign off date
Finance / S.151 Officer	22/01/2024
Legal / Governance	17/01/2024
HR	-
Equalities	-
Lead Councillor	6 February 2024
CMB	31 January 2024
Executive Briefing/Liaison	6 February 2024
Committee Services	

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Waverley Borough Council

Report to: EXECUTIVE CO PORTFOLIO HOLDER FOR HOUSING DECISIONS
and EWG: LSAB

Date: 29 February 2024

Ward(s) affected: All

Report of Director: Community Wellbeing

Author: Robert Killick – Planned Works Manager

Tel: 01483 523 040

Email: robert.killick@waverley.gov.uk

Executive Portfolio Holder: Cllr Paul Rivers

Email: paul.rivers@waverley.gov.uk

Report Status: Open

Key Decision: Yes

HRA Planned Works: Kitchen and Bathroom Contract Extension

1. Executive Summary

The report outlines the request to enter into an extension period of the existing planned works contract for kitchen and bathroom replacements with PILON from April 2024 to March 2026.

2. Recommendation to Executive

That the Executive Co-Portfolio Holder for Housing (Operations and approves:

- an extension to the current PILON contract by two years (terms and conditions to remain the same) for planned kitchen and bathroom replacement works.

3. Reason(s) for Recommendation:

Waverley have a duty to ensure that all their homes have reasonably modern facilities and meet the Decent Homes standard.

PILON currently supplies planned kitchen and bathroom replacement services to Waverley via a measured term contract, which was signed in June 2022, and procured on a '2+2' year term.

Waverley have developed a good working relationship with the incumbent contractor, PILON. The quality of the product delivered on-site over the last 18 months has been consistent. PILON are providing a good service and value for money.

The Planned Works Team recommend extending this current arrangement for two years until March 2026. This option provides Waverley with time to procure replacement contracts as well as releasing resources to complete other current high-priority procurement workloads.

4. Exemption from publication - No

5. Purpose of Report

The current contract ends in March 2024 unless the contract is formally extended. The contract was designed with an extension clause, in accordance with the contract terms and the initial procurement process.

Therefore, agreement is sought to extend the current contract with PILON for two additional years – from April 2024 to March 2026 (as per contract terms allow) to continue to carry out planned kitchen and bathroom replacement works on a rolling programme basis.

6. Strategic Priorities

The report supports the Council's Corporate Commitment to promote *"good quality housing for all income levels and age groups"* and aims to *"be the best council landlord in the southeast and to be acknowledged so by our tenants"*.

7. Background

The Planned Works team have developed a good working relationship with the incumbent contractor PILON, and the quality of the product delivered has been consistent since their start in 2022.

Waverley is currently on target to complete about 60 planned kitchens and planned 75 bathrooms at a cost of about £900k, by the end of FY 2023/24, to a good standard.

This workstream by PILON has also produced a tenant satisfaction score of 94%.

8. Consultations

Tenant Satisfaction Surveys and Landlord Services Advisory Board.

9. Key Risks

The current contract will end in March 2024 unless extended. If the contract ends, then no programmed kitchen and bathroom replacement works will be carried out in FY 2024/25, to the detriment of the housing stock.

10. Financial Implications

The budget for FY 2024/25 is currently awaiting final Council approval, which is due 20 February 2024.

The proposed combined budget for FY 2024/25 is £875k, which would enable similar completion results to last years, c130 replacements.

11. Legal Implications

Legal advice was sought in this matter and Andrew Ogalo, Contracts and Procurement Solicitor (Interim) provided legal advice. Confirming that the original '2+2' year agreement commenced on 1st July 2022, for a period of two years (running until March 2024), with the option to extend for a period of two additional years (from April 2024 until March 2026).

12. Human Resource Implications - None

13. Equality and Diversity Implications - None

14. Climate Change/Sustainability Implications

PILON operate a waste management system to ensure that materials removed from site are recycled and disposed of in an environmentally friendly way, whenever possible.

15. Summary of Options

No other reasonable options are currently available or viable, to ensure this workstream continues in FY 2024/25.

16. Conclusion

It is recommended that the current PILON contract for Kitchen and Bathroom Replacement Works, is extended by two years (from April 2024 until March 2026), to ensure that all identified works are completed as planned.

This extension will provide value for money, ensure consistent quality utilising a contractor with a proven track record, whilst allowing longer term contracts to be procured.

Please ensure the following service areas have signed off your report. Please complete this box, and do not delete.

Service	Sign off date
Finance / S.151 Officer	22/01/2024
Legal / Governance	26/09/2023
HR	-
Equalities	-
Lead Councillor	6 February 2024
CMB	31 January 2024
Executive Briefing/Liaison	6 February 2024
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