

To: All Members (for Information)

When calling please ask for:

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Calls may be recorded for training or monitoring

Date: 20 September 2023

Executive Co-Portfolio Holder for Housing Decisions

Cllr Nick Palmer

Cllr Paul Rivers

Dear Councillors

The EXECUTIVE CO-PORTFOLIO HOLDER FOR HOUSING DECISIONS will sit to consider the reports and recommendations set out in the attached Agenda, as follows:

DATE: THURSDAY, 28 SEPTEMBER 2023

TIME: 11.30 AM (or at the conclusion of the Landlord Services Advisory Board meeting scheduled for 10am on the same day, if later)

PLACE: COUNCIL CHAMBER, COUNCIL OFFICES, THE BURYS,
GODALMING

The Agenda for the Meeting is set out below.

The meeting can be viewed remotely via [Waverley Borough Council's YouTube channel](#) or by visiting www.waverley.gov.uk/webcast.

Yours sincerely

Susan Sale
Executive Head of Legal & Democratic Services & Monitoring Officer

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NOTES FOR MEMBERS

Contact Officers are shown at the end of each report and members are welcome to raise questions, make observations etc. in advance of the meeting with the appropriate officer.

AGENDA

1. **MINUTES** (Pages 5 - 6)

To agree the Minutes of the meeting held on 20 July 2023.

2. **DECLARATIONS OF INTEREST**

To receive from members, declarations of interest in relation to any items included on the agenda for this meeting, in accordance with the Waverley Code of Local Government Conduct.

3. **QUESTIONS FROM MEMBERS OF THE PUBLIC**

The Co-Portfolio Holder for Housing to respond to any questions received from members of the public for which notice has been given in accordance with Procedure Rule 10.

The deadline for receipt of questions is 5pm on Tuesday 25 September 2023.

4. **QUESTIONS FROM MEMBERS OF THE COUNCIL**

The Co-Portfolio Holder for Housing to respond to any questions received from Members in accordance with Procedure Rule 11.

The deadline for receipt of questions is 5pm on Tuesday 25 September 2023.

5. **HOUSING ASSET MANAGEMENT IT SOLUTION (PART EXEMPT)** (Pages 7 - 42)

The housing services asset management IT system (AMS) is a core system that stores all housing asset information on c.5000 properties and their components. The AMS supports the delivery of core services to tenants alongside the housing management system (HMS). It is essential that the

council has a clear understanding of housing assets to manage and maintain homes effectively and meet regulatory and legal requirements.

Recommendation

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

1. The strategy used to procure an AMS, comprising of a direct award of over £100,000
2. Following the framework guidance on issuing direct award to MIS Active Management System through the Vertical Application Solution, a Crown Commercial Framework Agreement, RM6259; and
3. The delegation of authority to award the resultant contract to the Executive Head of Housing.

Reason(s) for Recommendation:

Following a comprehensive review into the service needs and research into what is available on the market, one product has been identified. It is the only product on the market that meets our user needs, fulfils our technical requirements, and can be installed as a stand-alone system and not part of an integrated HMS.

6. HOUSING REVENUE ACCOUNT BUY BACK EX-LOCAL AUTHORITY PROPERTY, WEYBOURNE, FARNHAM (PART EXEMPT) (Pages 43 - 82)
[Wards Affected: Farnham Weybourne]

The purpose of this report is to request the approval to buy back an ex-council home in Weybourne, Farnham to provide quality housing in an area with high housing need. The purchase of the home will be funded from the Housing Revenue Account buy back reserve. After one year from purchase the property will start to make a net income contribution to the Housing Revenue Account.

Recommendation

That the Executive - Co Portfolio Holder for Housing (Operations & Services) is asked to:

1. Approve the principle of the buy back on the terms set out in the report, and the use of the buyback reserve for this, together with any related professional costs and Stamp Duty Land Tax. Further approves the property being appropriated for Housing Purposes as part of the Housing Revenue Account.
2. Delegate to the Executive Head of Housing to approve the final terms of the purchase.

3. Grant delegated authority to the Executive Head of Legal and Democratic Services to approve the final form of wording of any legal agreements related to the purchase.

Reason(s) for Recommendation:

To support the Council's ability to meet housing needs in the borough.

7. AIDS AND ADAPTATIONS HOME EXTENSION WORKS PROCUREMENT – FARNHAM (FULLY EXEMPT) (Pages 83 - 92)

The purpose of this report is to make recommends to seek approval from the Executive Co-Portfolio Holder of Housing the provision of major adaptations to a council property in Farnham, to meet the needs of a disabled child. The family's Occupational Therapist has confirmed that the adaptations are necessary and appropriate.

Recommendations

That the Executive Co-Portfolio Holder for Housing (Operations & Services) is asked to:

1. Approve an application for major adaptations to a council home to facilitate the needs of a resident disabled young person, with the agreed scheme budget subject to the Council entering into a joint funding agreement with Surrey County Council.
2. Approve the overall allocation from the Aids and Adaptions Budget to part fund the cost of the adaptations, and delegate authority to the Executive Head of Housing to enter into an agreement with Surrey County Council to fund the balance of the overall scheme costs.
3. Delegate authority to the Executive Head of Housing to procure and award a contract to carry out the adaptations referred to in the exempt report, subject to the Council entering into a joint funding agreement with Surrey Council.

Reason(s) for Recommendation:

The reason for making these recommendations to the Executive are so that the housing needs of a family with a disabled child are met.

For further information or assistance, please telephone Ben Bix, Democratic Services Manager, on 01483 523226 or by email at Ben.Bix@waverley.gov.uk

WAVERLEY BOROUGH COUNCIL

MINUTES OF THE EXECUTIVE CO-PORTFOLIO HOLDER FOR HOUSING DECISIONS - 20 JULY 2023

(To be read in conjunction with the Agenda for the Meeting)

Present

Cllr Paul Rivers

Apologies

Also Present

19 MINUTES (Agenda item 1)

Co-Portfolio Holder for Housing (Operations and Services), Cllr Paul Rivers, approved the minutes of the meeting held on the 23rd February 2023.

20 HOUSING SERVICE: DAMP AND MOULD POLICY (Agenda item 5)

Having considered the comments of the Landlord Services Advisory Board (Executive Working Group), the Executive Co-Portfolio Holder for Housing, Cllr Paul Rivers:

RESOLVED to approve the adoption of the new damp and mould policy for social housing tenants, with immediate effect.

Reason for the decision:

The Housing Ombudsman Service has recommended all Councils have a damp and mould policy in place.

21 FIRE EQUIPMENT SERVICING CONTRACT PROCUREMENT (Agenda item 6)

Having considered the comments of the Landlord Services Advisory Board (Executive Working Group), the Executive Co-Portfolio Holder for Housing, Cllr Paul Rivers,

RESOLVED to approve the signing of a Fire Equipment Servicing contract with Sureserve Fire and Electrical Ltd for the period 2023 to 2026.

Reason: Waverley Borough Council has statutory requirement to ensure all fire alarms, emergency lighting, fire extinguishers and automatic opening vents are

regularly tested and maintained in line with industry standards, in order to protect resident and other visitors from the effects of smoke and fire, and to ensure escape routes are kept free of smoke and fire. This contract is required in order to facilitate the fulfilment of these obligations.

Overview & Scrutiny Committee - Resources

22 HOUSING REVENUE ACCOUNT BUY BACK OF EX-LOCAL AUTHORITY PROPERTY, SHAMLEY GREEN (Agenda item 7)

Having considered the comments of the Landlord Services Advisory Board (Executive Working Group), the Executive Co-Portfolio Holder for Housing, Cllr Paul Rivers,

RESOLVED to,

1. **approve the principle of the buy back on the terms set out in the report, and the use of the Buy Back reserve for this , together with any related professional costs and Stamp Duty Land Tax, and further approves the property being appropriated for Housing Purposes as part of the Housing Revenue Account.**
2. **delegate authority to the Executive Head of Housing Services to approve the final terms of the purchase.**
3. **delegate authority to the Executive Head of Legal and Democratic Services to approve the final form of wording of any legal agreements related to the purchase.**

Reason: to support the Council's ability to meet housing needs in the borough.

Overview & Scrutiny Committee - Resources

23 EXCLUSION OF THE PRESS AND PUBLIC (Agenda item 8)

The meeting commenced at 11.30 am and concluded at 11.37 am

Chairman

Waverley Borough Council

Report to: Executive Co-Portfolio for Housing (Operations & Services)
Decisions

Date: 28 September 2023

Ward(s) affected: All

Report of Director: Community Wellbeing

Author: Amy Hardie, Housing Service Improvement Officer

Tel: 01483 523487

Email: amy.hardie@waverley.gov.uk

Executive Portfolio Holder responsible: Cllr Paul Rivers

Tel: 01483 420747

Email: paul.rivers@waverley.gov.uk

Report Status: Part Exempt

Housing Service's Asset Management System Procurement Decision: excluding exempt information

1. Executive Summary

1.1 The housing services asset management IT system (AMS) is a core system that stores all housing asset information on c.5000 properties and their components. The AMS supports the delivery of core services to tenants alongside the housing management

system (HMS). It is essential that the council has a clear understanding of housing assets to manage and maintain homes effectively and meet regulatory and legal requirements.

1.2 Not available in the public domain.

1.3 Following a comprehensive review into the service needs and research into what is available on the market, one product has been identified. It is the only product on the market that meets our user needs, fulfils our technical requirements, and can be installed as a stand-alone system and not part of an integrated HMS.

2. Recommendation

1.1 That the Executive Co-Portfolio Holder for Housing approves:

- the strategy used to procure an AMS, comprising of a direct award of over £100,000
- follow the framework guidance on issuing direct award to MIS Active Management System through the Vertical Application Solution, a Crown Commercial Framework Agreement, RM6259, and
- the delegation of authority to award the resultant contract to the Executive Head of Housing.

3. Reason(s) for Recommendation:

3.1 A comprehensive review of suitable AMS products has been undertaken. The review has consisted of:

- identifying user need including regulatory and legal asset requirements
- identifying technical requirements to:
 - ensure compatibility with Housing IT systems, and
 - ensure compatibility with IT infrastructure,
- ensuring data and information management principles can be upheld, and
- providing opportunities for continuous improvement and future proofing where possible

3.2 Providers have been analysed based on risk in relation to:

- Integration with IT systems
 - How they fit with housing and corporate IT systems
- Capability
 - Can meet specification
- Futureproof
 - Modern technology

- Can meet data aspirations
- Fully integrated HMS available

3.3 One provider has been found that will be able to align with our needs with minimum risk. If required in the future the system is capable of being implemented at Guildford Borough Council for a reasonable cost.

3.4 Due to the urgent need to replace Keystone to protect our asset data, it is recommended that a light implementation or first phase of the replacement product is carried out to protect asset information in the short term, while viable long-term plans are agreed.

3.5 Since the AMS project initiation document was approved in January 2023, a Housing Service IT systems review was carried out during April/May 2023 by [Acutance Consulting Limited \(ACL\)](#) and has informed the recommendations in this report.

3.6 There are two main IT software procurement frameworks for this type of procurement provided by Crown Commercial Services. [G cloud](#) is predominantly set up for buying cloud based services and is limited to a two-year contract term. [Vertical Application Solution \(VAS\)](#) is set up for locally hosted software and the term of the contracts are not limited.

3.7 The council's preference is to host software, and the system is likely to be in place for at least five years. However, officers will seek to include a break clause to give flexibility. Therefore, VAS is the preferred procurement framework.

3.8 Lot 3: Housing, Environment and Planning Solutions in the VAS framework has 28 suppliers. Of these, three offer housing management systems but only one, MIS Active Management Systems, offers asset management as a standalone option.

3.9 Earlier market research consisted of contacting IT suppliers to identify the range of asset management products available. Five IT suppliers carried out demonstrations of their product to a range of officers in Housing and IT and were reviewed against the council's requirements. One provider, MIS Active Management Systems, can align with the requirements with minimum risk and are on the preferred procurement framework.

3.10 Suppliers have been asked as part of this process what the cost implications of future collaboration with Guildford is likely to be. MIS Active Management Systems have stated there will be no charge for contractual changes. There will be no software cost and annual charges are charged at £1 per property. There will be an implementation cost for migration of data and configuring the system to allow for user permissions to be split and accessed by both services.

4. Exemption from publication

3.1 Yes, part of the report. All exempt information has been omitted from this report and can be found in the confidential version (Annex 1).

3.2 Not available in the public domain.

5. Purpose of Report

- 4.1 To seek approval to secure a contract with MIS Active Management Systems Limited to provide Active H software for a least 5 years to replace the Housing Service's asset management IT system.
- 4.2 The asset management system is a core system that stores information on housing assets of c.5000 homes and the components within those homes which informs capital works programmes and cyclical work cycles. It also holds some legal compliance information such as the asbestos register which contractors are required to access before entering homes to carry out works. It will also hold data from the stock condition survey currently being undertaken.

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. The housing regulatory landscape is evolving in response to the Housing White Paper 2017. Tenant Satisfaction Measures (TSMs) were introduced in April 2023 to assess the performance of registered providers of social housing in England. The TSMs measure both tenant satisfaction and compliance with consumer standards set by the Regulator for Social Housing. Effective data management directly impacts on both as it sits at the core of being able to improve our services to meet the needs of our tenants, meet regulatory requirements, and meet our commitments to reducing carbon emissions from our homes.
- 7.2. Not available in the public domain.
- 7.3. The project will ensure that AMS is fit for purpose, both now and in the future. The new system will help deliver the objectives and targets in the Housing Asset Management Strategy 2022-2030.
- 7.4. The council is currently undertaking a stock condition survey of all its homes at the cost of £300,000. For the data collected to be stored, managed, and used effectively a new AMS is required.

8. Consultations

- 8.1. No formal public consultation process required.
- 8.2. Report will be shared with Landlord Services Advisory Board.

9. Key Risks

- 9.1. Not available in the public domain.

10. Financial Implications

- 10.1 Within the 2023/24 capital budget an allowance of £60,000 was made to upgrade/change the AMS. This, alongside the revenue budget of £26,400, which is the existing budget for maintenance of the system, will be used to fund this proposal. The ongoing maintenance cost of £13,700 for the MIS system will result in a saving of £12,700 from 2024/25 onwards.
- 10.2 The first phase of implementation can be managed within existing resources, with the Housing Asset Management team and support from the IT, Business Transformation, and Service Improvement teams. The second phase, developing compliance and planned works systems, is likely to require additional resources. A request for resource is to be made separately, as this report covers the procurement and phase one only.

11. Legal Implications

- 11.1 The report is seeking approval of a procurement strategy and delegation of authority to award the resultant contract.
- 11.2 Not available in the public domain.
- 11.3 It is proposed that the services be procured via Vertical Application Solutions Framework RM6259 (the framework agreement/FA). The FA is in place until September 2025 and has been lawfully procured. Call off must be undertaken in accordance with the procedure outlined in schedule 7 of the FA and the resultant contract must be in the form set out in schedule 6 of the FA.
- 11.4 The strategy for procuring these services as outlined in section three of the report will ensure compliance with Chapter 8 PCR 2015 and the council's Contract Procurement Rules.
- 11.5 The decision to award will be subject to further report to Head of Housing and the legal team must be consulted for the purposes of engrossment and sealing of the call off

contract. For the purposes of compliance with regulation 112, upon award of the contract, the council must publish certain information about the resultant contract on Contracts Finder.

- 11.6 Finally, there are no immediate data protection issues arising from the report. Should any arise during the procurement process, they will be resolved by way of special conditions being set out in the order form.

12. Human Resource Implications

- 12.1. Staff training on the AMS

13. Equality and Diversity Implications

- 13.1. The current system is limited to how it records aids and adaptations and how disability information is passed to contractors. The new system will seek to improve this, enabling services to be tailored to tenants needs.

14. Climate Change/Sustainability Implications

- 14.1. The service is committed to reducing its carbon footprint. Having better quality data on our homes will allow us to manage resources efficiently when decarbonising homes.
- 14.2. The system has a planned maintenance function so decarbonisation projects can be managed more efficiently.
- 14.3. The provider achieved ISO 14001 accreditation in 2022. ISO 14001 provides assurance to company management and employees as well as external stakeholders that environmental impact is being measured and improved.

15. Summary of Alternative Options

Do nothing

Not available in the public domain.

Alternative option 1 – Interim solution

An alternative option has been to consider an interim solution while further reviews of the council's wider IT infrastructure are undertaken. An interim solution was not found. There is not a corporate asset management system that could be used.

16. Conclusion

16.1 A comprehensive review and market research has been completed to identify the most suitable new AMS. Thank you to the IT Manager, Data Manager, Procurement Officer, and housing team for their support and engagement with the project. An AMS system and provider has been identified and the team are ready to progress to the implementation project to improve asset information and services to tenants.

17. Appendices

17.1 Annex 1: Committee report including confidential information (Exempt)

17.2 Annex 2: Project Outcome Report (Exempt)

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	21/06/2023 CK
Legal / Governance	21/06/2023 AO
HR	16/06/2023 JD
Equalities	n/a
Lead Councillor	22/08/2013
CMB	01/08/2023
Executive Briefing/Liaison	22/08/2023
Committee Services	20/09/2023

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Waverley Borough Council

Report to: Executive – Co Portfolio Holder Decision Meeting
Date: 28 September 2023
Ward(s) affected: Farnham
Report of Director: Community Wellbeing
Author: Hugh Wagstaff, Strategic Asset Manager
Tel: 01483 523363
Email: hugh.wagstaff@waverley.gov.uk
Executive Portfolio Holder responsible: Paul Rivers
Tel: 01483 420747
Email: paul.rivers@waverley.gov.uk
Report Status: Part Exempt

Housing Revenue Account Buy Back Ex-Local Authority Property, Weybourne, Farnham

1. Executive Summary

The purpose of this report is to request the approval to buy back an ex-council home in Weybourne, Farnham to provide quality housing in an area with high housing need.

The purchase of the home will be funded from the Housing Revenue Account buy back reserve. After one year from purchase the property

will start to make a net income contribution to the Housing Revenue Account.

2. Recommendation

The Executive - Co Portfolio Holder is asked to:

- 2.1. Approve the principle of the buy back on the terms set out in the report, and the use of the buyback reserve for this, together with any related professional costs and Stamp Duty Land Tax. Further approves the property being appropriated for Housing Purposes as part of the Housing Revenue Account.
- 2.2. Delegate to the Executive Head of Housing to approve the final terms of the purchase.
- 2.3. Grant delegated authority to the Executive Head of Legal and Democratic Services to approve the final form of wording of any legal agreements related to the purchase.

3. Reason(s) for Recommendation:

- 3.1. To support the Council's ability to meet housing needs in the borough.

4. Exemption from publication

- 4.1. Partial Exemption. Annexes exempt.

5. Purpose of Report

- 5.1. To delegate authority to the Executive Head of Housing to purchase the property for a mutually agree sum.

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. The home located in Weybourne, Farnham is a 3 bed semi-detached freehold property constructed circa 1960's. The property was purchased from the Council, by a Housing Association in 2012 at a reduced price of £90,000 due to a restrictive covenant in place restricting its use to "sheltered housing or support housing only", as such the property cannot be sold for general housing use, without the covenant being removed.
- 7.2. The current owner has approached the Council with an opportunity to buy back the property.
- 7.3. In Dec 22, the Council instructed an independent valuation of the property with Consultants Perry Hill (annexe 1).
- 7.4. In June 23, following a period of negotiation Perry Hill have recommended the purchase of the property with vacant possession at an agreed purchase price of £215,000 as equitable. (Annexe 2)
- 7.5. There is a reserve available specifically for buy back within the Housing Revenue Account.
- 7.6. The works to bring the property up to a lettable standard will be procured through a competitive tender. The required budget for the works has already allocated from the Housing Operations' planned works budget allocation for 2023/24.

8. Consultations

- 8.1. The Portfolio Holder for Housing has been consulted and has approved the recommendations in the report.

9. Key Risks

- 9.1. The purchase of the home does not proceed because the seller withdraws.

10. Financial Implications

- 10.1. There is a buy back reserve and the total available is £908,000. The purchase of this property will be funded from this reserve. Any revenue costs will be funded from existing revenue budget within the Housing Revenue Account (HRA). Once let, the rental income from this property will cover the costs of maintenance and any other running costs. From year 1 this property will start to make a net income which will contribute to the bottom line of the HRA business plan and support the long-term sustainability of the business plan.

11. Legal Implications

- 11.1. The Council is empowered to acquire property in relation to providing social housing, this includes the repurchase of property previously sold. In undertaking such purchases, the Council has to have regard to its duties of best value and ensure that any purchase represents fair value for money.

12. Human Resource Implications

- 12.1. No HR implications

13. Equality and Diversity Implications

13.1. This report supports families with children to be housed in homes that meet their housing needs.

14. Climate Change/Sustainability Implications

14.1. Works undertaken to the home will ensure the home meets at least an Energy Performance Certificate (EPC) C standard when let.

15. Conclusion

15.1 The purchase of the property will help the Council meet the housing need of its residents and provide a net income to the Housing Revenue Account after 1years.

16. Background Papers

There are no background papers, as defined by Section 100D(5) of the Local Government Act 1972).

17. Annexes:

Annexe One – Valuation Report – Exempt

Annexe Two – Recommendation letter – Exempt

Annexe Three – DCLG 2012 approval - Exempt

Please ensure the following service areas have signed off your report.
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Service	Sign off date
Finance / S.151 Officer	CK 30.06
Legal / Governance	IH 30.06
HR	N/A

Equalities	30.06
Lead Councillor	4.07
CMB	11.07
Executive Briefing/Liaison	22 August 2023
Committee Services	

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