

# LANDLORD SERVICES ADVISORY BOARD (EXECUTIVE WORKING GROUP)

Thursday, 25 April 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 John Robini

Robert Stratford, Waverley Tenants Panel

Rod Blackmore, Waverley Tenant's Panel  
(Substitute)

Sally Purcell, Waverley Tenants Panel

### **1 APOLOGIES FOR ABSENCE**

To receive apologies for absence.

### **2 NOTES OF THE PREVIOUS MEETING**

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 CONTRACT EXTENSION: HSL WATER HYGIENE CONTRACTORS (Pages 3 - 8)**

The Board to note the report and make any comments or recommendations to the Executive Co-Portfolio Holder for Housing (Operations & Services) in advance of the Decision meeting on 2 May 2024.

### **7 CONTRACT EXTENSION: PCM GAS AND ELECTRICAL AUDITORS (Pages 9 - 14)**

The Board to note the report and make any comments or recommendations to the Executive Co-Portfolio Holder for Housing (Operations & Services) in advance of the Decision meeting on 2 May 2024.

8 **DAMP AND MOULD REPORT 2023-24** (Pages 15 - 16)

The Board to note the Damp and Mould Report (Apr 2023 – March 2024)

9 **HRA HARDSHIP FUND BREAKDOWN 2023/24**

The Board to receive the spend breakdown of the HRA Hardship Fund from year 2023/24. (Report to follow)

10 **Q4 SOCIAL HOUSING DECARBONISATION FUND WAVE 2.2 REPORT**  
(Pages 17 - 24)

It is recommended that the Board reviews the update on the Social Housing Decarbonisation Fund Wave 2.2 and;

1. Identifies any areas for comment or further exploration, and;
2. makes any recommendations to senior management or the Portfolio Holders for Housing as appropriate.

11 **HOUSING DASHBOARD (STANDING ITEM)**

The Board to receive the latest Housing dashboard data.

12 **HEAD OF HOUSING UPDATE**

The Board to receive a verbal update from the Interrim Head of Housing at Waverley Borough Council.

13 **WORK PROGRAMME**

The Board to receive an update on forthcoming items.

14 **DATE OF NEXT MEETING**

30 May 2024 at 10am.

## **Waverley Borough Council**

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

**Date:** 2<sup>nd</sup> May 2024

**Ward(s) affected:** All

**Report of Director:** Community Wellbeing

**Author:** Ibiyemi Akoto, Compliance Manager

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**Executive Portfolio Holder:** Cllr Paul Rivers

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**Report Status:** Open

**Key Decision:** Yes

# **HSL Contract Extension: Water Hygiene Contractors (Risk Assessment, monitoring, sampling, testing and remedial works) for Waverly Borough Council**

## **1. Executive Summary**

The report outlines the request to enter into an extension period of the existing Water Hygiene Compliance: risk assessment, monitoring, sampling, testing and remedial works contract for services by HSL within Waverley Borough Council.

## **2. Recommendation to Executive**

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

An extension to the current HSL contract by 12 Months (terms and conditions to remain the same) for Water Hygiene Compliance: risk assessment, monitoring, sampling, testing and remedial works Services.

## **3. Reason(s) for Recommendation:**

Waverly Borough Council have a moral and legal duty of care to keep our properties safe and compliant for our tenants to live in without fear of any accidents that could arise due to Water hygiene non-compliance.

Waverley are in the process of reviewing and upgrading the services provided, An extension to the contract will facilitate implementation of an improvement plan to reflect the upgraded services required.

#### **4. Exemption from publication - No**

#### **5. Purpose of Report**

The current contract ends in May 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 HSL for 12 Months – from May 2024 to May 2025 (as per contract terms allow) to continue to carry out: risk assessment, monitoring, sampling, testing and remedial works Services.

## **6. Strategic Priorities**

The report supports the Council's Corporate Commitment to promote Safe Compliant Homes for our tenants and aim to be the best council landlord in the Southeast and to be acknowledged as such.

## **7. Background**

Due to lack of resources within the Compliance and Procurement Team it was deemed appropriate to request to extend the current Water Hygiene contract for a further one year period. This will allow WBC to dedicate the time needed to re-procure a longer term contract over the coming financial year in accordance with the WBC's CPR's.

It has been recognised that there has been a lack of contact management from both WBC and from the contractor themselves which has led to concerns with their performance and priority in managing the relatively small number of properties. However, the Compliance team are working with HSL to implement a service improvement plan, which will include monthly contract progress meetings, review of risk assessment control measures and programme. We are also in the process of recruiting a Compliance Officer to contract manage all water hygiene compliance, upgrade, replacement and project works to enable us to work with HSL to significantly improve water hygiene moving forward.

Continuing with HSL will improve the monthly compliancy and the overall management of water hygiene.

## **8. Consultations**

Tenant Satisfaction Surveys and Landlord Services Advisory Board.

## **9. Key Risks**

The current contract will end in May 2024 unless extended. If the contract ends, then Waverley Borough Council will have no Water hygiene Compliance contractor.

## **10. Financial Implications**

Budgets have been approved for 2024/2025 on February 20<sup>th</sup> 2024.

## **11. Legal Implications**

Louisa Cotton, Procurement officer, has consulted with the framework providers NHF to confirm the request falls within scope, i.e. the contract can be extended by one year from May 2024 until May 2025.

## **12. Human Resource Implications - None**

## **13. Equality and Diversity Implications - None**

## **14. Climate Change/Sustainability Implications - None**

## **15. Summary of Options**

No other reasonable options are currently available or viable, to ensure this workstream continues for 2024 to 2025.

## **16. Conclusion**

It is recommended that the current HSL water hygiene contract for Compliance is extended by 12 Months (from May 2024 until May 2025), to ensure that all water hygiene works: risk assessment, monitoring, sampling, testing and remedial works Services are completed to facilitate Water Hygiene Compliance.

This extension will provide value for money and facilitate ongoing improvement, whilst allowing a longer-term contract to be procured.

<p>Please ensure the following service areas have signed off your report. Please complete this box, and do not delete. Service</p>	<p>Sign off date</p>
<p>Finance / S.151 Officer</p>	<p>22/01/2024</p>
<p>Legal / Governance</p>	<p>26/09/2023</p>
<p>HR</p>	<p>-</p>
<p>Equalities</p>	<p>-</p>
<p>Lead Councillor</p>	
<p>CMB</p>	
<p>Executive Briefing/Liaison</p>	
<p>Committee Services</p>	

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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:** Gareth Plunkett M&E manager

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**Executive Portfolio Holder:** Cllr Paul Rivers

**Email:** paul.rivers@waverley.gov.uk

**Report Status:** Open

**Key Decision:** Yes

## PCM Contract Extension: Gas and Electrical Auditors for Waverly Borough Council

### 1. Executive Summary

The report outlines the request to enter into an extension period of the existing planned works contract for Gas and Electrical Auditing Services by PCM for Compliance Gas & Electrical services within Waverly Borough Council.

### 2. Recommendation to Executive

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

An extension to the current PCM contract by 36 Months (terms and conditions to remain the same) for Gas and Electrical Auditing Services.

### 3. Reason(s) for Recommendation:

Waverly Borough Council have a moral and legal duty of care to keep our properties safe and compliant for our tenants to live in without fear of any accidents that could arise from Gas and Electrical non-compliance.

Waverly have developed a good working relationship with PCM - the current incumbent contractor for auditing of Gas and Electrical compliance.

PCM have delivered a good monthly audit service for the last 30 Months with their contract due to expire in October 2024

#### **4. Exemption from publication - No**

#### **5. Purpose of Report**

The current contract ends in October 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 PCM for 36 Months – from October 2024 to October 2027 (as per contract terms allow) to continue to carry out auditing services of Gas and Electrical compliance.

## **6. Strategic Priorities**

The report supports the Council's Corporate Commitment to promote Safe Compliant Homes for our tenants and its strategic aim to be the best council landlord in the southeast and to be acknowledged as such.

WBC are required to carry out audits of LGSR's and new installation with an independent consultant as per WBC Gas & LPG, solid and Oil Fuel Safety Policy (V3, February 2022)

## **7. Background**

The Compliance team have developed a good working relationship with PCM over the past 30 Months.

WBC has achieved each month, circa 97.3% compliance on their Gas LGSR certification and working towards 100% compliance within the new 5 year EICR (electrical certificates) Cycle from 10 years. Both services are audited by PCM. PCM assist the Compliance team to ensure LGSRs and new installations are carried out competently to required regulations by carrying out monthly audits (10% minimum) on the LGSR/EICRS via site visits, each month, . The contactors have access to the PCM's portal where they can correct any issues found which will be checked again and a monthly report submitted to WBC Compliance for use in the monthly contractor meetings

Continuing with PCM will maintain the monthly assurance works are being carried out in line with Regulations and assist with WBC compliancy.

With the new Gas and Electrical contacts due to commence this financial year, consistency in the audit process was deemed preferable and with agreement, continue with PCM.

The PCM contract will be managed by the M&E Manager with regular monthly review meetings to monitor and assess quality assurance of LGSR, EICR's and planned electrical and heating upgrades.

## **8. Consultations**

Tenant Satisfaction Surveys and Landlord Services Advisory Board.

## **9. Key Risks**

The current contract will end in October 2024 unless extended. If the contract ends, then Waverly Borough Council will have no independent auditing service for the Gas and Electrical Compliance.

## **10. Financial Implications**

Budgets have been approved for 2024/2025 on February 20<sup>th</sup> 2024.

## **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 36 Month agreement commenced on 1st October 2021, for a period of 36 Months (running until October 2024), with the option to extend for 36 Months (from October 2024 until October 2027).

## **12. Human Resource Implications - None**

## **13. Equality and Diversity Implications - None**

## **14. Climate Change/Sustainability Implications - None**

## **15. Summary of Options**

No other reasonable options are currently available or viable to ensure this workstream continues from 2024 to 2027

## **16. Conclusion**

It is recommended that the current PCM contract for Gas and Electrical Compliance is extended by 36 Months (from October 2024 until October 2027), to ensure that all identified works that do not comply or are substandard are notified to Waverly Borough Council Compliance department.

This extension will provided value for money and ensure consistent quality audits, whilst allowing a longer term contract 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	
CMB	
Executive Briefing/Liaison	
Committee Services	

# Agenda Item 8

Waverley Borough Council Damp and Mould Report

Period: 1st April 2023 to 12th March 2024

Created by Loredana Hobbs, Damp and Mould Officer

<b>Total Pre-Inspections</b>	1090
<b>Total DM Pre-Inspections</b>	995
<b>Total DM Orders Raised</b>	307
<b>Total DM Orders Completed</b>	162
<b>Total DM Orders Outstanding</b>	145

## **New Measures Implemented:**

1. DM history for each property to include inspection report, pictures of the services provided/job report, electric certificates
2. The Inspectors are using a new Damp and Mould comprehensive inspection template.
3. Damp and Mould Project Initiation Approved
4. Working on the Procurement documents for the purpose to procure a specialist ventilation company with expertise in condensation and mould.
5. Public Procurement in May-June 2024

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## **Waverley Borough Council**

**Report to:** Landlord Services Advisory Board

**Date:** 25 April 2024

**Ward(s) affected:** All

**Report of Director:** Julian Higson, Interim Strategic Director of Housing and Environment

**Author:** Joe Warriner, Tenant Involvement Officer

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**Report Status:** Open

# **HRA Hardship Fund Spending Report and Breakdown 2023-2024**

## **Executive Summary**

1.1 In October 2022, a Hardship Fund was agreed to assist tenants in need of financial support as a result of that year's rent increase. The fund was £30,000 in that financial year and again in 2023-24, and has increased to £200,000 in 2024-25 as a result of the 7.7% rent increase and the 53 week rent year. The fund is of use by Waverley officers as a last resort, when all other charities and funds have been explored and when a tenant's ability to sustain their tenancy is deemed to be at risk without intervention.

1.2 This report is being presented to the Landlord Services Advisory Board as a breakdown of spending in the financial year 2023-24 and for any comment and any recommendations they may wish to make to senior management or the Executive.

### **Recommendation to LSAB:**

2.1 It is recommended that the Board reviews the breakdown of spending in 2023-24

2.2 and

1. identifies any areas for comment or further exploration, and
2. makes any recommendations to senior management or the Portfolio Holders for Housing as appropriate.

### **Reason(s) for Recommendation:**

3.1 This year, the Hardship Fund has been increased and at the last LSAB meeting there was a desire expressed to be more proactive with the fund. By identifying common areas of usage, the board can recommend targeting certain areas, types of tenancy, or characteristics that tend to be more commonly in need of the fund.

### **Exemption from publication**

4.1 No

### **Purpose of Report**

5.1 To provide a breakdown of spending for the HRA Hardship Fund in the financial year 2023-24 by:

- Type of award
- Property type
- Age of lead tenant

- Area

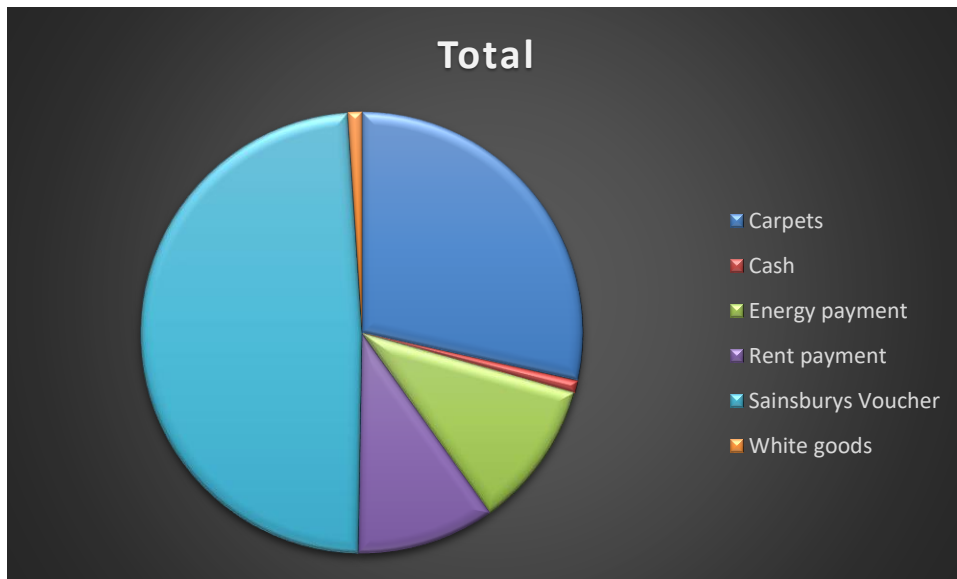
## Strategic Priorities

6.1 To ensure that tenants are able to sustain their tenancies in the face of a 7.7% rent increase and a 53 week rent year.

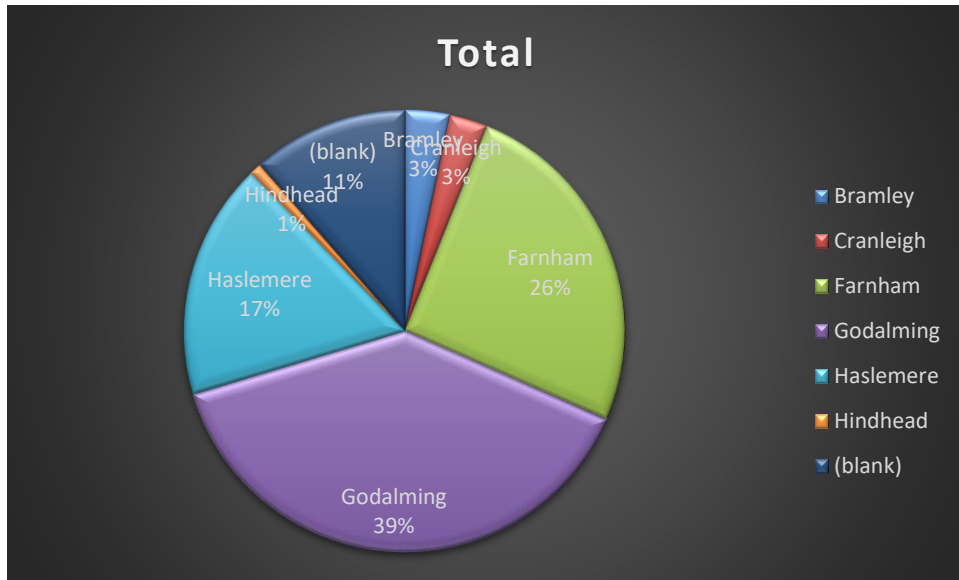
## Data

Overall spend breakdown by Format of Award:

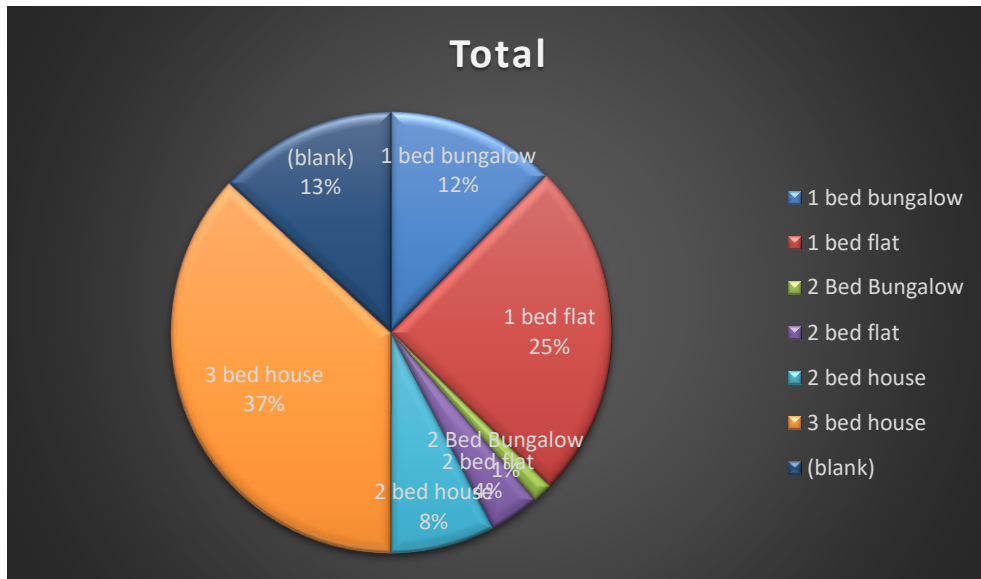
Format of Award	Sum of Amount
Carpets	£6,561.60
Cash	£210.00
Energy payment	£2,499.00
Rent payment	£2,323.49
Sainsburys Voucher	£11,229.70
White goods	£239.00
<b>Grand Total</b>	<b>£23,062.79</b>



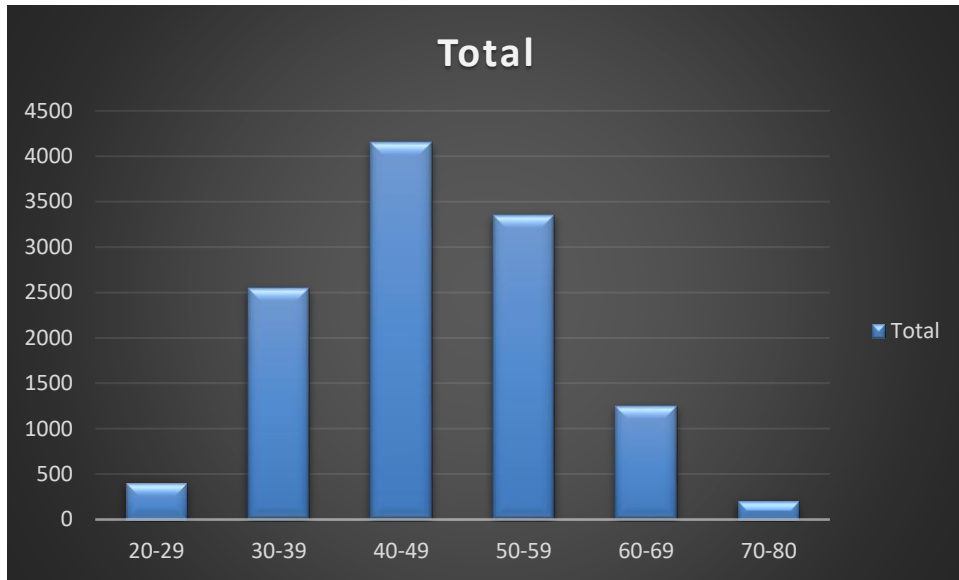
Breakdown by Area:



Breakdown by Property Type:



Breakdown by age:



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## **Waverley Borough Council**

**Report to:** Landlord Services Advisory Board

**Date:** 04 April 2024

**Ward(s) affected:** All

**Report of Director:** Julian Higson, Interim Strategic Director of Housing and Environment

**Author:** Katie Reilly, Energy Efficiency Project Lead

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**Executive Portfolio Holder responsible:** Cllr Paul Rivers

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**Email:** [paul.rivers@waverley.gov.uk](mailto:paul.rivers@waverley.gov.uk)

**Report Status:** Open

## **Q4 SHDF Wave 2.2 Report (January to March 2024).**

### **Executive Summary**

1.1 In January 2024, the Council made a bid for a grant from the Social Housing Decarbonisation Fund: Wave 2.2 competition (SHDF). This bid was successful therefore the Council will implement approved recommendations in Executive Report for 6/2/24.

1.2 This report is being presented to the Landlord Services Advisory Board as an informative and for any comment and any recommendations they may wish to make to senior management or the Executive.

### **Recommendation to LSAB:**

2.1 It is recommended that the Board reviews the update on SHDF Wave 2.2 and

1. identifies any areas for comment or further exploration, and
2. makes any recommendations to senior management or the Portfolio Holders for Housing as appropriate.

### **Reason(s) for Recommendation:**

3.1 The quarterly review of the delivery of SHDF Wave 2.2 is subject to internal as well as external scrutiny. This approach allows for a transparent assessment of how public money is being spent in accordance with approved recommendations. The delivery is still in very early stages, with relevant contracts and agreements still to be assessed and signed therefore as delivery progresses, further updates on assessment against goals and targets will be provided. It also allows the Board to raise any areas of concern to the Joint Management Team or the Executive, where relevant.

### **Exemption from publication**

4.1 No

### **Purpose of Report**

5.1 To provide an update on SHDF Wave 2.2 following Executive approval of recommendations in Executive Report on 6/2/24 which were:

5.2. To seek authority for the Executive Head of Housing, in consultation with the Borough Solicitor, to:



5.2 (a) make a direct award to EON under Regulation 32 (2) (c) of the Public Contracts Regulation to expedite the procurement exercise for the purpose of securing through application, the time-limited grant funding, to deliver energy efficiency works to council homes through a public sector framework (Fusion 21) for the value of £560K.

5.2 (b) enter into a Grant Funding Agreement (GFA), Grant Offer Letter (GOL), Data Sharing Agreement (DSA) and associated documents with the Department of Energy, Security and Net Zero (DESNZ) if the Council is successful in obtaining grant from the Social Housing Decarbonisation Fund.

5.3. To approve expenditure of £280,000 as allocated by the Council as part of the match funding.

This report provides an update to advise that the Council has been successful in its bid for SHDF Wave 2.2 and is in the process of reviewing contracts to make a direct award to E.ON and preparing the return of the relevant Grant Funding Agreement documents to DESNZ to secure the award funding to deliver the programme of works outlined in our bid.

## **Strategic Priorities**

6.1 In response to the Climate Emergency, the Council has committed to achieve Net Zero by 2030.

## **Background**

7.1 The Social Housing Decarbonisation Fund aims to deliver warm, energy-efficient homes, reduce carbon emissions and fuel bills, tackle fuel poverty and support green jobs.

7.2 E.ON - To make the most of the opportunity of the SHDF officers have worked with the energy provider E.ON to develop the bid. Appointing E.ON via direct award will not only offer a quick, compliant route to market, it will also give the Council value for money (the Council's needs will be prioritised) and provide total transparency. It will also allow the Council's Decarbonisation project to commence on time within the set schedule with

a suitable supplier who will deliver the programme through a supply network of approved contractors. The Council will therefore appoint E.ON through direct award via the Fusion 21 Framework, as per approved recommendations in Executive Report for 6/2/24.

7.3 The Council has been successful in its SHDF Wave 2.2 bid and will improve the energy efficiency of 59 of its worst performing homes through a fabric first approach. The grant funding and 25% of the co-funding must be spent by 31<sup>st</sup> March 2025, with the remaining 75% of the co-funding possible to spend until 31<sup>st</sup> March 2026.

7.4 This Report builds on the Executive Report for 6/2/24, with approved recommendations. This Report is an informative on SHDF Wave 2.2 updates.

## **Consultations**

8.1 This Report is for information only and is a standing item on the Landlord Services Advisory Board.

8.2 Tenants whose homes will be improved will be individually consulted through a structured engagement plan. Cold calling and postal correspondence are not sufficient under the funding agreement.

8.3 The Council will be delivering the resident engagement strategy in-house. Our approach needs to be developed early and delivered in tandem with E.ON's construction phase plan. Our engagement strategy should cover pre-works, during and post-works.

## **Key Risks**

9.1 Key funding conditions associated with risk are:

- The delivery window is two years however, the grant funding is only able to be spent in the first year i.e. by March 2025. Grant recipients will be expected to spend 25% of the co-funding by 31<sup>st</sup> March 2025 as a minimum, with any remainder of the co-funding able to be spent

by March 2026. DESNZ will be conducting a financial audit on the Council's spend throughout the term of the Decarbonisation programme.

- Payments are made after expenditure. Payments will be made regularly, at least every 4 months and at most monthly, following receipt of a drawdown request from the Applicant. The grant recipient should retain evidence of spend to provide for reconciliation and evidence checks, which will take place three times per year.
- If the grant funding and at least 25% of the co-funding is not spent by March 2025, the grant recipient (The Council) will not be able to draw down on the grant funding (equivalent to the 50% match funding). The Council would possibly have to find alternative resources to bridge any funding gap, should this happen.

The scrutiny process of key performance indicators, goals and targets, laid out in this Report, allows for an ongoing assessment of potential risks arising from underperformance and the monitoring of improvement or mitigation actions put in place to address potential issues.

## **Financial Implications**

10.1 This Report provides an update on the SHDF Wave 2.2 progress. The bid was successful, and the Council has been awarded £279,181.95.

10.2 As per financial implications outlined in the Executive Report for 6/2/24, there is a budget allocated for the SHDF bid in 2023/24 of £280k. Due to the timings of the bid, it will be a requirement for this to be carried forward to 2024/25. This will be submitted for approval by S151 at year as per the financial regulations.

## **Legal Implications**

11.1 There are no legal implications arising directly from this Report, however the legal implications outlined in the Executive Report for 6/2/24 are considered.

11.2 Legal have reviewed the Grant Funding Agreement documents issued by DESNZ and recommendations are being incorporated. These were returned by 9<sup>th</sup> April and have been applied to secure the grant funding.

## **Human Resource Implications**

12.1 There are no human resource implications.

## **Equality and Diversity Implications**

13.1 There are no direct equality, diversity, or inclusion implications resulting from this Report. Equality impact assessments are carried out, when necessary, across the Council to ensure service delivery meets the requirements of the Public Sector Equality Duty under the Equality Act 2010.

13.2 Our chosen contractor, E.ON, will deliver the programme in accordance with its Equality and Inclusion Policy alongside the Council's Discrimination Policy.

## **Climate Change/Sustainability Implications**

14.1 The installation of the energy performance measures outlined in the programme of works will help:

- deliver warm, energy efficient homes
- improve the comfort, health and wellbeing of the Council's tenants
- tackle fuel poverty

14.2 The homes in the programme of works will meet an Energy Performance Certificate (EPC) C standard as a minimum and their carbon emissions will be reduced. The project will also aim for space heating demand of 90 kwh/m2/year where reasonable and cost effective.

## **Background Papers**

15.1 Executive Report 6/2/24.

## **Appendices**

16.1 n/a

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	16/04/2024 ck
Legal / Governance	16/04/24 GG
HR	n/a
Equalities	n/a
Lead Councillor	16/4/24
CMB	n/a
Executive Briefing/Liaison	n/a
Committee Services	n/a