



Agenda

Housing Committee

Monday, 27 June 2022 at 7.00 pm

Council Chamber, Town Hall, Ingrave Road, Brentwood, Essex CM15
8AY

Membership (Quorum – 3)

Cllrs White (Chair), Mrs Pearson (Vice-Chair), McLaren, S Cloke, Cuthbert, Mrs Davies, Heard, Mrs Hones and Kendall

Substitute Members

Cllrs Fryd, Lewis, Hossack, Poppy and Mrs Slade

Agenda

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Jonathan Stephenson
Chief Executive

Town Hall
Brentwood, Essex
17.06.2022

Information for Members

Substitutes

The names of substitutes shall be announced at the start of the meeting by the Chair and the substitution shall cease at the end of the meeting.

Where substitution is permitted, substitutes for quasi judicial/regulatory committees must be drawn from Members who have received training in quasi- judicial/regulatory decision making. If a casual vacancy occurs on a quasi judicial/regulatory committee it will not be filled until the nominated member has been trained.

Rights to Attend and Speak

Any Members may attend any Committee to which these procedure rules apply.

A Member who is not a member of the Committee may speak at the meeting. The Member may speak at the Chair's discretion, it being the expectation that a Member will be allowed to speak on a ward matter.

Members requiring further information, or with specific questions, are asked to raise these with the appropriate officer at least two working days before the meeting.

Point of Order/ Personal explanation/ Point of Information

Point of Order

A member may raise a point of order at any time. The Mayor will hear them immediately. A point of order may only relate to an alleged breach of these Procedure Rules or the law. The Member must indicate the rule or law and the way in which they consider it has been broken. The ruling of the Mayor on the point of order will be final.

Personal Explanation

A member may make a personal explanation at any time. A personal explanation must relate to some material part of an earlier speech by the member which may appear to have been misunderstood in the present debate, or outside of the meeting. The ruling of the Mayor on the admissibility of a personal explanation will be final.

Point of Information or clarification

A point of information or clarification must relate to the matter being debated. If a Member wishes to raise a point of information, he/she must first seek the permission of the Mayor. The Member must specify the nature of the information he/she wishes to provide and its importance to the current debate. If the Mayor gives his/her permission, the Member will give the additional information succinctly. Points of Information or clarification should be used in exceptional circumstances and should not be used to interrupt other speakers or to make a further speech when he/she has already spoken during the debate. The ruling of the Mayor on the admissibility of a point of information or clarification will be final.

Information for Members of the Public

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The Chair of the meeting may terminate or suspend filming, photography, recording and use of social media if any of

these activities, in their opinion, are disrupting proceedings at the meeting.

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Evacuate the building using the nearest available exit and congregate at the assembly point in the Car Park.



Minutes

Environment, Enforcement & Housing Committee Monday, 7th March, 2022

Attendance

Cllr Pearson (Chair)	Cllr Fryd
Cllr Mrs Hones (Vice-Chair)	Cllr Haigh
Cllr Barber	Cllr Heard
Cllr Dr Barrett	Cllr Kendall
Cllr Bridge	

Apologies

Substitute Present

Cllr Mrs Pound

Also Present

Cllr Hossack
Cllr White

Officers Present

Angela Abbott	- Corporate Manager - Housing Needs and Independent Living
Greg Campbell	- Corporate Director (Environment & Communities)
Tracey Lilley	- Corporate Director (Housing & Community Safety)
Nicola Marsh	- Corporate Manager - Housing Estates
Ian Winslet	- Strategic Director - Regeneration and Housing Development
Daniel Cannon	- Community Safety Manager
Alan Marsh	- Arboricultural Officer
Phoebe Barnes	- Corporate Manager - Finance
Niamh Butler	- Governance and Member Support Officer
Claire Mayhew	- Corporate Manager (Democratic Services) and Deputy Monitoring Officer
Otilie West	- Climate & Sustainability Officer

LIVE BROADCAST

[Live broadcast to start at 7pm and available for repeat viewing.](#)

307. Apologies for Absence

There were no apologies for absence received.

308. Minutes of the previous meeting

Members **RESOLVED** that the minutes of the Environment, Enforcement and Housing Committee held on 13th December 2021 were a true record.

309. Year in Review

A presentation from officers Greg Campbell and Tracey Lilley was given to the committee to highlight all that has been achieved from this committee during the last municipal year. Mr Campbell advised members of the committee that the presentation would be circulated via email.

The Chair, echoed by committee members, thanked the work of officers for all that was achieved in an exceptional year.

Members were able to ask Officers questions based on the presentation.

310. Chairs Update

The report began on page 11 which highlighted the work the committee have done throughout the year.

311. Environment Strategy

Brentwood Borough Council has been undertaking positive action in moving forward its carbon reduction agenda including the implementation and procurement of electric vehicle chargers, creation of a car club, fleet change over to electric or alternative fuels, the launch of Brentwood Environmental Business Alliance (BEBA) and the planting of woodlands. However, the Council want to further their carbon reduction agenda and create a direction of travel towards carbon neutrality that ties in with the Council's aspirations and government targets.

The report therefore discusses the creation of an Environment strategy for consultation that will align the actions taken so far, focus on the needs of the borough and assist residents, businesses and other interested groups to be able to take active part in delivering the borough targets. During the debate it was identified that the target date did not reflect a previous decision of the Council. This date will be amended to reflect the date agreed at previous committee moving forward and the strategy amended.

A motion was **MOVED** by Cllr Mrs Pearson and **SECONDED** by Cllr Mrs Hones to agree the recommendations in the report.

Following a discussion a vote was taken and it was **RESOLVED UNANIMOUSLY** that:

Members are requested to:

- 1. Approve the strategy for consultation.**
- 2. Consider feedback response of consultation to the next Environment, Enforcement & Housing Committee.**
- 3. Review the strategy annually.**

312. Tree Management Strategy

Brentwood Borough Council has a substantial stock of trees within its ownership, and it is essential for a strategy to be adopted by the authority to promote environmental sustainability and have a clear direction for tree maintenance for the future. This strategy must be made available to the wider public to give a greater understanding of the benefits of trees and the impact they will have on our future generations and climate.

A motion was **MOVED** by Cllr Mrs Pearson and **SECONDED** by Cllr Mrs Hones to agree the recommendations in the report.

Following a discussion a vote was taken and it was **RESOLVED UNANIMOUSLY** that:

Members are requested to:

- 1. Agree the draft Tree Strategy for consultation.**
- 2. Report back to the Environment, Enforcement & Housing Committee following consultation on the Draft Tree Management Strategy.**

(Cllr Kendall declared a non-pecuniary interest by virtue of a member of the Climate Action Group)

313. NES Report

The issue of littering across the borough has been raised by members of the public and the Council have worked with National Enforcement Solutions (NES) for the past 12 months to tackle the growing issue effectively without a financial burden to the Council.

It is hoped that through the partnership with NES the Council would extend the 12-month pilot to enhance our provision around environmental enforcement particularly in relation to littering offences and fly tipping.

NES will continue to provide an 'end to end' environmental crime service at no cost to the Council.

A motion was **MOVED** by Cllr Mrs Pearson and **SECONDED** by Cllr Mrs Honess to agree the recommendations in the report.

Following a discussion a vote was taken and it was **RESOLVED UNANIMOUSLY** that:

Members are requested to:

To approve NES to work with delegated authority for a further 12 months.

Reasons for Recommendation

To ensure that the Council fulfil its Corporate objective around environmental issues and improve our enforcement activity.

314. Proposal to enhance Housing Key Performance Indicator Reporting

The Council, in its 'Brentwood 2025' Corporate Strategy, has stated 'Improving Housing' as a central plank of its ambition and has committed to "drive continuous improvement in housing services". The report looks to the future of the housing service and as a first step aims to improving performance reporting to this committee to inform future decision making on changes brought forward. This reporting will offer a 2022 baseline and ongoing assessment on the success or otherwise of future recommendations implemented.

A motion was **MOVED** by Cllr Mrs Pearson and **SECONDED** by Cllr Mrs Honess to agree the recommendations in the report.

Following a discussion a vote was taken and it was **RESOLVED UNANIMOUSLY** that:

Members are requested to:

Approve a suite of 10 Housing Key Performance Indicators for quarterly reporting as a standing item at this committee.

315. Outcomes of the Tenants Leaseholder Survey

Cllr Pearson addressed Item 12 (Outcomes of the Tenants Leaseholder Survey) before addressing the remaining items.

A STAR (Survey of Tenants and Leaseholders) Perception Survey for Brentwood Council was carried out from September 2021 to October 2021. The survey was carried out by M.E.L. Research.

The survey's results identified the areas for the Council to consider. In addition, the Council received a number of verbatim remarks from those who responded.

The Housing Team have developed an action plan to that responds to the issues raised. Some of the actions identified are covered by existing delivery plans by the Council based on previous feedback, and a specific plan is in place for the new areas of action needed.

The Council will be updating residents in the forthcoming Annual Report on the feedback received and the action being taken, in a "you said, we did" style.

A motion was **MOVED** by Cllr Mrs Pearson and **SECONDED** by Cllr Mrs Honess to agree the recommendations in the report.

Following a discussion a vote was taken and it was **RESOLVED UNANIMOUSLY** that:

Members are requested to:

To note the results of the STAR survey and approve the Action Plan for 2022/23.

Reasons for Recommendation

In terms of improving overall perceptions, understanding service priorities and where to put focus into is important 80% of tenants say that the repairs and maintenance is a priority to them. This area was the hardest service to operate through the pandemic so it is understandable that this will have impacted overall satisfaction. The core repair service performance is good compared to other organisations and a key focus going forward will be the communication with residents and how non-standard repairs or properties are responded to.

Strengthening the tenant's voice is important because of the wider policy context for social landlords and with the implementation of the Social Housing White Paper expected later this year. Ensuring tenants feel that the Council is easy to deal with, and keeping tenants informed and giving ample opportunity to making views known will go a long way to improving perceptions of how valued they feel as a tenant. This will be a key challenge and is being addressed through an updated Resident Engagement Strategy.

At 9.00pm in accordance with Rule 10.1 of the Council's procedural rules, Members resolved to continue the meeting for a further 30 minutes. The meeting was adjourned at 21:00 for 5mins for a comfort break

316. Strategic Housing Delivery Programme

The report summarises progress since the last report to Committee on 13th December 2021 on the development of a pipeline of new affordable homes through the development and regeneration of various Housing Revenue Account (HRA) owned sites. As a reminder, this Strategic Housing Delivery Programme (SHDP) is made up of two distinct elements, 1) the regeneration of Brookfield Close and Courage Court, Hutton to develop 62 zero carbon homes and 2) the development of a range of smaller HRA sites to deliver a further 80 Zero Carbon homes on a further 8 council owned sites. All of these new homes will contribute to, and be managed within, the Council's HRA.

In addition, the report also updates Members on progress with the conversion of 17, Crescent Road, Brentwood, into two new apartments and a newly emerging regeneration project at Harewood Road, Pilgrims Hatch, the 'Harewood Regeneration' and the completion of 3 new homes at Whittington Mews. The Council's Corporate Strategy 'Brentwood 2025' commits to Introducing "innovative Carbon reduction and absorption schemes", "identify opportunities for low emission and green developments" and using 'brownfield sites efficiently, such as council owned garage sites, to provide affordable homes...".

A motion was **MOVED** by Cllr Mrs Pearson and **SECONDED** by Cllr Mrs Hones to agree the recommendations in the report.

Following a discussion a vote was taken and it was **RESOLVED UNANIMOUSLY** that:

Members are requested to:

To note continuing progress in the delivery of new Council homes through the SHDP.

317. Resident Engagement Strategy 2022-2027

The Social Housing White Paper has brought a renewed focus on the importance of empowering and listening to social housing residents. Meaningful engagement with residents drives better services and ensures residents are involved in decisions that affect their housing.

The regulatory framework governing social housing is made up of regulatory requirements, codes of guidance and regulatory guidance. The regulatory requirements concerning resident engagement include the Tenant Involvement and Empowerment Standard 2017. This states that social housing providers should ensure that tenants are given a wide range of

opportunities to influence and be involved in the formation of their landlord's housing-related strategic priorities, decision making about how services are delivered, performance scrutiny and the management of their homes.

The Resident Engagement Strategy and Resident Engagement Structure are included as appendix A and sets out how this activity will be delivered, monitored and delivered.

Appendix A for this item was not included in the agenda. Committee members were emailed a copy prior to the meeting and a paper copy was also available for them upon arrival.

A motion was **MOVED** by Cllr Mrs Pearson and **SECONDED** by Cllr Mrs Hones to agree the recommendations in the report.

Following a discussion a vote was taken and it was **RESOLVED UNANIMOUSLY** that:

Members are requested to:

To approve the Resident Engagement Strategy 2022 to 2027.

Reasons for Recommendation

This strategy adapts our resident engagement practice to provide more choice on how residents engage with the Council, to enable residents with a wide variety of backgrounds to influence service delivery.

The Social Housing White Paper will bring a change to the level and type of regulation for Local Authorities with an emphasis on proactive engagement with residents.

318. Update on Homelessness & Rough Sleeping Strategy & Delivery Plan 2020-2025

In 2020 the Council launched its Homelessness and Rough Sleeping Strategy for the period 2020 to 2025. The document was approved subject to consultation with local stakeholders. The consultation was however delayed to the impact of the pandemic and the issue of consultation was not concluded until recently.

The Council continued to implement the strategy and work with partners on the response to the pandemic. In October 2021, the Council re-visited the issue of consultation and circulated a delivery plan with the strategy seeking feedback on their content.

There were no proposed changes to the strategy, as the issues remain valid. The delivery plan has evolved and takes into account the local impact of the pandemic on homelessness and rough sleepers. The delivery plan is presented to members for approval.

A motion was **MOVED** by Cllr Mrs Pearson and **SECONDED** by Cllr Mrs Honess to agree the recommendations in the report.

Following a discussion a vote was taken and it was **RESOLVED UNANIMOUSLY** that:

Members are requested to:

To approve the delivery plan for the Council's Homelessness and Rough Sleeping Strategy 2020-2025.

Reasons for Recommendation

To ensure that the Housing Department has documentation to support the work on homelessness and rough sleepers and engage stakeholders on the local strategy and plans in place.

In accordance with Rule 28 of the Council's Procedure Rules, the business of the meeting not having been concluded by two hours after its start, the Committee voted to continue with the meeting for 30 minutes. Since the business of the meeting had not been concluded by 9.30pm the Committee voted to continue with the meeting for an additional 30 minutes.

319. Leasehold Payment Options Policy

To assist leaseholders with making payments on the major repair works that the Council undertakes in its role as a freeholder and landlord, the Council needs to formally set out what the options are. The policy at Appendix One sets out the options for how the Council will implement these.

A motion was **MOVED** by Cllr Mrs Pearson and **SECONDED** by Cllr Mrs Honess to agree the recommendations in the report.

Following a discussion a vote was taken and it was **RESOLVED UNANIMOUSLY** that:

Members are requested to:

To approve the Leasehold Payment Options Policy in Appendix A.

Reasons for Recommendation

To ensure that the Housing Department has documentation to support the approach to seeking payment for major repairs, including offering options for those resident leaseholders that are not able to make payment upon receiving the invoice.

320. Mobility Scooter Policy

The proposed Mobility Scooter policy is presented for approval by members. This is a new policy to provide clarity on the Council's approach to the use of mobility scooters in Housing Revenue Account (HRA) properties and communal areas, as well as any temporary or emergency housing provided by the Council.

Once approved the Council will work with residents to implement the policy in a pragmatic way, based on the resources available and the demand to store mobility scooters where the Council provides accommodation.

A motion was **MOVED** by Cllr Mrs Pearson and **SECONDED** by Cllr Mrs Hones to agree the recommendations in the report.

Following a discussion a vote was taken and it was **RESOLVED UNANIMOUSLY** that:

Members are requested to:

To approve the Mobility Scooter policy.

Reasons for Recommendation

To ensure that the Housing Department has documentation to support the implementation of managing requests for mobility scooter storage and how to manage their presence on sites.

321. Urgent Business

There were no items of urgent business to discuss.

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Minute Item 317

Brentwood Borough Council

Resident Engagement Strategy

2022 to 2027

Introduction

The Resident Engagement Strategy sets out how the Council intends to engage with its tenants and leaseholders and the people who live in the communities to which the Council has responsibilities towards, both as a landlord and as a registered provider of social housing.

Background

The investigation into the Grenfell Fire Tragedy in June 2017 put into focus the relationship landlords have with their tenants. One of the findings of the investigation was the need for tenants be given a strong voice with which to hold their landlord to account for the services they provide and for residents to also have a stronger platform to scrutinise service delivery.

The Government is to reflect this in the updated social housing legislation and the proposed changes to regulation. One of the principles of the proposals set out a number of ways to ensure resident's voices are heard these included a call for landlords to make performance information accessible and clear to residents and a regulatory review.

For Local Authorities, there will be a change to the level and type of regulation, with an emphasis on proactive engagement on these issues from the Regulator.

The Council encourages involvement from our tenants to provide feedback on our services by traditional methods such as surveys and meetings but understand that resident involvement needs to adapt to the way residents engage with information, digital change is happening, in 2019 93% of all UK households have access to the internet.

We will provide a choice of how tenants engage with the Council, through online platforms, estate specific engagement with the aim for the Council engaging directly with residents.

The Council will invite tenants from a wide variety of backgrounds to influence service delivery. We will endeavour to ensure that no group is under-represented.

We hope that by implementing these measures we will continue to improve service delivery, help tenants to maintain their tenancies and encourage resilience in communities.

Property Portfolio

Our current housing stock is made up of the following tenants/leaseholders

General Needs	2045
Sheltered Housing	435
Leaseholders	449
Shared Ownership	14
Total	2943

Profile of Residents

The age profile of our tenants is as follows:

Age group of lead tenant	Percentage
18-30	8.0%
31-50	31%
51-64	26%
65-80	25%
Over 81	10%

The gender profile of our tenants is as follows

Female	63%
Male	37%

The aims of Tenant and Leaseholder Engagement

This strategy is to ensure the following aims for the engagement with tenants and leaseholders.

Aim	Method
To be local	We will meet residents on estates and have an active presence in the areas where we have properties through our front-line housing teams and our contractors.
To be relevant	The Council will ensure that we are listening to what our tenants and leaseholders want by consulting them on the service we provide and provide opportunities to provide feedback and make recommendations.
To act on feedback	We will continue to monitor feedback on the services provided (i.e., what is provided and how it is provided). The Council will confirm how tenant feedback and recommendations have led to service improvements.
To be open	We will publish key performance information through the Council's website and listen to the feedback from residents. Where changes are made following feedback, this will be provided on the website, through a "you said, we did" approach.
To encourage independence	The Council will assist tenants and leaseholders who want to engage locally by providing resources to support this.
To use technology	Where appropriate the Council will use technology for surveys and meetings, enabling feedback and engagement in resolving issues and improving services.

Measures of Success

To ensure that this strategy delivers for tenants and leaseholders, the Council will be focused on the following measures of success.

Measures of Success
Tenants and leaseholders are satisfied that their views have been taken into consideration.
There are good return rates for satisfaction surveys (when compared to other Registered Providers).
That specific comments made on satisfaction surveys are followed up and acted on.
There are examples where the Council has acted on feedback, through a “you said, we did” approach.
A variety of methods are used to engage residents.
A variety of residents engage on housing issues, providing feedback, and taking an active role.
A decrease in complaints

Resident Engagement Structure

The following methods will be used to engage with residents. Some of the methods are less formal and with less time commitment, whereas others are more formal in nature and require a higher level of commitment and time.

Area	Method
Co-design with residents – Task and Finish Groups	Engaging with residents on the areas that need to be improved within services and how residents are involved. To co-design the services and their design with residents, so that services are adapted to meet local circumstances and needs. Task and Finish groups set up to address a specific issue
Routine Satisfaction Surveys	These are satisfaction surveys that are used on a regular basis to receive feedback on performance. In the main, these relate to routine repairs and gas servicing.
General Satisfaction Surveys	<p>These are surveys that are used to receive feedback on residents' satisfaction in general terms with the services and properties provided, as well as the area in which residents live.</p> <p>The Council and its contractors will follow up on the learning from the surveys and the specific comments that are made.</p> <p>A Star survey was carried out in September 2021 and an Action Plan will be developed to look to raise satisfaction. The survey will be completed in September 2023.</p>
On-line forum/portal	Customers who are happy to do so can take part in email responses to questions to help us gain insight into particular issues or aspects of the service

Area	Method
Estate Walkabouts	Tenants and Leaseholders are invited to join the Council's staff on estate walkabouts. Sometimes these events are run jointly with other organisations.
Tenant Talkback	<p>An involved group of residents will be asked their views on specific areas of action and service delivery.</p> <p>This group will help to provide a scrutiny role on anything before it is presented to the Environment, Enforcement and Housing Committee.</p>
Tenant Safety	Engaging with residents on the safety of their homes, what the Council does to keep tenants and leaseholders safe and is the information on safety clear and easy to understand.
Contractor Reviews	Residents are involved in assessing the performance of the repairs and maintenance contractors both during contracts and at the procurement stage.
Regeneration	Where there is a need to regenerate a building or areas, we will engage residents as part of the decision-making process and to help design how the regeneration is delivered.
New Developments	Residents impacted by the development of new homes will be engaged as part of the process for planning the new properties.
Activities provided by contractors	We will seek contractors to provide social value through activities that supports the Council's aims and those of the contract or partnership in place.
Out and About	We will work with Health and Well Being team and utilise the trailer to go out and about to talk to residents in the community
Local Offers	Performance measures reported to residents quarterly on website on measures agreed by residents that are important to them.
Data insight	Analysis of complaint trends, satisfaction survey results to inform trends.
Annual Report and newsletters and information on website	<p>Residents involved in the design of the Annual Report to residents and the performance information included.</p> <p>Information provided to residents on services on website and regular newsletters.</p>

Committee: Housing Committee	Date: 27 th June 2022
Subject: Chairs Update	Wards Affected: All
	For Information

YMCA update

The YMCA have now started to accept referrals into the YMCA. Due to the level of refurbishment required they will be undertaking a phased opening of the building. At present there is not a confirmed opening date for the Scheme. A joint referral panel has been set up between Housing Options and the YMCA and referrals are currently being considered by the panel. Currently, we are working towards offering a specialised Housing Advise Service in partnership with the YMCA.

Community Alarms Closure

The majority of users have now been transferred over to Lifeline 24. Currently, we have 9 remaining users that have not yet transferred over as we have not received any response to our efforts to contact them. We had originally intended for the project to be complete by January 2022 but had seen delays due to non-response by customers and in a high number of cases required a greater deal of one 2 one support in dealing with paperwork, setting up and testing equipment. Dedicated Housing Officers continue to work closely with Lifeline 24 to ensure a smooth transition in handover. It is anticipated that this project will be complete by July 2022.

Member briefing site visits

Officers are currently in the process of drafting a programme of proposed member briefing site visits to both existing Housing Stock and also new development sites. These proposals will be circulated to all members of the Housing Committee for consultation in due course.

Home insulation grants

The Council is actively working towards an application for the second wave of the Governments Social Housing Decarbonisation Fund. This is due to open for application in late August. We are working with our Partners Axis Europe and external consultants to identify eligible properties and ensure works are specified to the correct PAS2035 requirements. This piece of work is key for securing the relevant funding.

Key Performance Indicators

At the March 2022 Environment, Enforcement and Housing Committee we set out that we are introducing 10 KPI's to present to future committees. We consider that these are judged to offer a mix of financial, technical and qualitative performance as a starting point and in similar format to that produced at the Audit and Scrutiny

Committee meetings. As new issues or priorities develop these can be adjusted for regular reporting and reviewed for their continued usefulness annually.

Committee(s): Housing Committee	Date: 27 June 2022
Subject: Co-option of Tenants Representatives	Wards Affected: All
Report of: Tracey Lilley, Corporate Director – Housing & Community Safety	Public
Report Author/s: Name: Angela Abbott, Corporate Manager – Housing Needs & Delivery Telephone: 01277 312500 E-mail: angela.abbott@brentwood.gov.uk	For Decision

Summary

The report sets out proposals to co-opt representatives of Tenants Talkback into the Environment, Enforcement and Housing Committee for housing related items, in accordance with the Council constitution.

Recommendation(s)

Members are asked to:

- R1. Approve that Tenant Talkback be invited to send two representatives to each meeting of the Housing Committee where public housing items are to be discussed.**
- R2. Approve that the representatives of Tenants Talkback be co-opted onto the committee for the duration of the consideration of these items, and have the right to speak, but not vote.**
- R3. Request that the Corporate Manager (Estates) arrange appropriate training of the representatives.**

Main Report

Introduction and Background

1. Members will be aware that Tenant Talkback is the group of Council Tenants and Leaseholders who meet regularly with Housing staff and Councillors to discuss various subjects that affect them. This is made up of Tenants and Leaseholders from different estates and areas in the Borough.
2. Tenant Talkback remains our main consultative panel, gaining feedback from Tenants and Leaseholders on all policies, procedures, and projects that the Housing department are working on. Group members are keen to continue their

work and would also like to recruit more members to Tenant Talkback and boost their profile.

3. The Compact includes the following paragraph:

Two representatives from the Talkback Group are invited to attend the Housing Committee in a non-voting role. They are able to speak on housing-related items at the Chair's discretion.

4. In the previous operation of the Housing Committee this arrangement operated on an informal basis.
5. The Council's updated Constitution was adopted at the Annual Council meeting on 15 May 2013 (Minute 11 refers) and further changes have been made subsequently.

Context

6. Following the adoption of the Council's new constitution, the previous informal operation of Tenant Talkback's right to speak at committee needs to be formalised.
7. The new constitution has anticipated such an arrangement in Part 4.1 of the Constitution (Council Procedure Rules) paragraph 25, which reads:

"Co-option

Generally, a committee, or a sub-committee may co-opt two persons onto the committee. Any persons so co-opted may speak but not vote."

8. In order to maintain the commitment of the Tenant Participation Compact, it is recommended that Tenant Talkback be invited to send two representatives to each meeting of the Housing Committee where public housing-related items are to be discussed. The representatives will be able to speak but not vote. It is recommended that their right to speak be on similar basis of other members of the committee.
9. Representatives will not be able to participate when the committee goes into a closed session.
10. It is important that Talkback Representatives receive a similar level of training to other committee members to ensure they are confident in the process of the operation of the committee.
11. It is anticipated that Tenant Talkback will send the same individuals to each meeting, which will be helpful to ensure consistent understanding of the Committee process. However, it is also acknowledged that substitute representatives may also need to be sent.

12. Consequently, it is recommended that the Housing Manager arrange appropriate training for a number of Tenant Talkback representatives to ensure both the regular delegates and any substitutes have had the benefit of appropriate training.

Reasons for Recommendation

13. To ensure that the Housing Department provides effective and transparent representation of local people's views.

Consultation

14. Consultations have taken place with Tenant Talkback who agreed with the report. However, members consider that representatives should have the right to speak at the Committee and sent a copy of the agenda prior to the meeting

References to Corporate Plan

15. Drive continuous improvement of our housing services and continue a service improvement programme to ensure our services are delivered efficiently.

Implications

Financial Implications

Name/Title: Phoebe Barnes – Corporate Manager Finance (Deputy S151)

Tel/Email: 01277 312500/phoebe.barnes@brentwood.gov.uk

16. There are no financial implications of the recommendations.

Legal Implications

Name & Title: Amanda Julian, Corporate Director (Law & Governance) and Monitoring Officer

Tel & Email: 01277 312500/amanda.julian@brentwood.gov.uk

17. There are no direct legal implications.

Economic Implications

Name/Title: Phil Drane, Corporate Director (Planning and Economy)

Tel/Email: 01277 312500/philip.drane@brentwood.gov.uk

18. There are no direct economic implications.

Equality and Diversity Implications

Name/Title: Kim Anderson, Corporate Manager (Communities, Leisure & Health)

Tel/Email: 01277 312500/kim.anderson@brentwood.gov.uk

19. The Public Sector Equality Duty applies to the Council when it makes decisions. The duty requires us to have regard to the need to:

- a) Eliminate unlawful discrimination, harassment and victimisation and other behaviour prohibited by the Act. In summary, the Act makes discrimination etc. on the grounds of a protected characteristic unlawful
 - b) Advance equality of opportunity between people who share a protected characteristic and those who do not.
 - c) Foster good relations between people who share a protected characteristic and those who do not, including tackling prejudice and promoting understanding.
20. The protected characteristics are age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, gender, and sexual orientation. The Act states that 'marriage and civil partnership' is not a relevant protected characteristic for (b) or (c) although it is relevant for (a).
21. The proposals in this report will not have a disproportionate adverse impact on any people with a particular characteristic.
22. The recommendations support effective representation of local people's views, which in turn supports equality of housing opportunities and life chances.

Other Implications (where significant) – i.e., Health and Safety, Asset Management, Risk Management, Section 17 – Crime & Disorder, Sustainability, ICT.

None

Background Papers

- None

Appendices to this report

- None

Committee(s): Housing Committee	Date: 27 June 2022
Subject: Strategic Housing Delivery Plan (SHDP)	Wards Affected: All
Report of: Ian Winslet, Strategic Director	Public
Report Author/s: Name: Paulette McAllister, Programme Lead, Strategic Housing Delivery Programme	For Information

Summary

This report summarises progress of the development of a pipeline of new affordable homes through the development and regeneration of various Housing Revenue Account (HRA) owned sites. As a reminder, this Strategic Housing Delivery Programme (SHDP) is made up of two distinct elements, 1) the regeneration of Brookfield Close and Courage Court, Hutton to develop 62 zero carbon homes alongside the Harewood Regeneration Project consisting of around 40 new zero carbon homes, and 2) the development of a range of smaller HRA sites to deliver a further 80 Zero Carbon homes on a further 8 council owned sites.

The Council's Corporate Strategy 'Brentwood 2025' commits to Introducing "innovative Carbon reduction and absorption schemes", "identify opportunities for low emission and green developments" and using 'brownfield sites efficiently, such as council owned garage sites, to provide affordable homes...".

Brookfield Close and Courage Court Regeneration Update

1. This scheme has planning consent for 62 new zero carbon in use affordable homes. The decanting of the Council's tenants at this first regeneration site is continuing to progress. As of the date of this report, 65% of all affected Council owned properties are vacant, a further 9% by the end of June 2022, bringing the total decant by the end of June to 74%. It is anticipated that all tenants will have left by end August 2022.
2. The first buy back (of 6) of former Council owned properties sold under the Right to Buy was completed on the 29 April 2022, a further four are at various stages of negotiation. It remains possible that one property may require the Council to undertake a compulsory purchase (CPO) process. Given that the offers made are consistent with the RICS 'Red Book' valuation methodology plus a 7.5 -10% premium payment on top, CPO is unlikely to result in a significantly improved financial outcome for the owner concerned. It is of course the owners' right and judgement to require the Council to go through such a process.
3. In anticipation of the site being 100% decanted, the Council's appointed technical advisors, Hamson Barron Smith (HBS) (part of the NPS Group) are developing a strategy for the procurement of the main contractor which, given the specialist zero carbon 'in use' nature of the specification will likely require some 'pre-qualification' to ensure delivery capability. HBS are developing their strategy with the Council's procurement and SHDP delivery teams. A future report to this

committee (most likely within the next two cycles) will lay out that strategy with a timetable.

Harewood Regeneration Update

4. This scheme is at advanced design development stage and is anticipated to be submitted for planning by September 2022, plans for the regeneration will be brought to this committee for update prior to submission. Preapplication with planning officers is already in progress. The Harewood Regeneration project, subject to approval, will result in 29 of the Council's poorest quality and currently rented homes, mostly of a post-war 'pre-fabricated' construction with timber and felt roofs, being replaced with, early feasibility suggests, 40 new energy efficient homes using modern construction methods. All affected homes are currently rented and therefore no 'buy-back' of homes will be required to facilitate the regeneration.
5. This emerging scheme continues to be developed with input from the community; to date, three stages of engagement with residents directly affected and wider residents within the site context has taken place, this includes a Public Exhibition. This component of the Regeneration will culminate in a detailed Statement of Community Involvement (SCI) being submitted as part of the future planning application.
6. The dedicated community support team for Harewood Regeneration is led by Barton Wilmore who are engaged to ensure resident support through the Regeneration process beyond 'planning'. To date residents have received two information booklets and one-to-one calls directly to discuss views and concerns. Ward Councillors have been kept updated on progress.

Small Sites Programme Update

7. Pellings LLP, the Council's technical advisor for the small sites programme have secured planning permission for the first site within the pack of 8 further expected applications for new homes. Willingale Close, Hutton, as reported to this Committee at its last meeting, was considered and unanimously approved by the Planning Committee on 22nd February 2022 and will offer the provision for 3 x 3 Bed Zero Carbon (in use) Council Homes. Technical assessment and procurement of a contractor is currently in progress.

Ingleton House, Stock Road, Ingatestone

8. The delivery team is not yet at a stage where it can determine exact new home numbers on this site. This project is currently undergoing detailed technical and

heritage impact assessment following the consideration of options and the decision taken by this Committee in September 2021 to regenerate this site for new affordable homes. Resident consultation with all those affected is about to commence (target July 2022) including those in adjacent council dwellings, private owners, local business and the local sports and social club. Ward Councillors will be given a schedule of engagement with the local community prior to commencement. The expectation is that this site will proceed to planning in Autumn this year. The delivery team is aware of the desire to find an alternative site in the area for health provision and is working on identifying both a potential plot in the Council's ownership but also the need to support health providers to identify their own opportunities and support those too. Once complete NHS providers will be approached. Direct active engagement will only follow once a site has been identified.

9. In addition to the above, a further two sites are expected to be formally submitted for planning in Autumn 2022; these will be made after community engagement and presentation to this committee planned at the next meeting. Ward Councillors will be updated prior to formal submission and notified on forthcoming wider Community Engagement sessions (see paragraph 12 below for specific detail).

17, Crescent Road, Brentwood

10. Works on site are progressing to convert this vacant Council owned property into 2 x 2 Bed (3 person) affordable homes by the appointed contractor Colnesett Ltd. Completion is expected early August 2022. The scheme is currently on budget with no slippage on programme delivery to report. Ward Councillors have been kept updated on progress.

Acquisition, former Right to Buy property at Four Oaks, Ingrave Road.

11. Four Oaks, a small Council owned housing estate on Ingrave Road, Brentwood, has been previously identified to this committee as a future potential opportunity for new homes in the Council's small sites programme. The Council has recently acquired the sole property which was outside of its ownership having previously been sold under Right to Buy provisions.

Programme Consultation update

12. Extensive resident consultation has already taken place on Brookfield Close and is in progress at Harewood Regeneration. To take this work further into the wider programme, a competitive tender through the Places for People Framework was undertaken to secure a dedicated Community Engagement Team. The successful candidate, Barton Wilmore has been appointed and are preparing a bespoke programme for engagement at Ingleton House, Four Oaks and

Highwood Close. Ward Members will be notified as part of the engagement process of the scope and timetable.

Development of Website information

13. A 'New Council Homes' webpage is now available highlighting the programme and showing new homes in development. Each site has a dedicated section indicating type and number of homes and timeline for delivery, tenure (either affordable rent or shared ownership) and a vignette of the scheme. <https://www.brentwood.gov.uk/search?q=council+homes>

References to the Corporate Plan

14. The Council's Corporate Strategy 'Brentwood 2025' commits to Introducing "innovative Carbon reduction and absorption schemes", "identify opportunities for low emission and green developments" and using "brownfield sites efficiently, such as council owned garage sites, to provide affordable homes...". The SHDP and specific proposals in this report contribute to all of these strategic objectives.

Implications

Financial Implications

Name/Title: Jacqueline Van Mellaerts, Corporate Director (Finance & Resources) and Section 151 Officer

Tel/Email: 01277 312500 jacqueline.vanmellaerts@brentwood.gov.uk

The Strategic Housing Delivery Plan is expected to spend £60million over 5-7 years. This is currently reflected in the HRA 30-year business plan. The 30-year Business plan is updated to reflect the timeline of development to help ensure the business plan remains relevant and affordable going forward.

The SHDP requires revenue and capital resources from the HRA to deliver this programme. The finance structuring on each scheme is dependent on whether Homes England Grant Funding is applicable, whether any Section 106 is available and if Retained Right to Buy Capital Receipts can be utilised. Any difference requires borrowing which incurs financing costs that are to be borne by the HRA.

To date the following costs have been incurred in delivering the SHDP

Site	Revenue	Capital	Total
Whittington Mews		1,186,325	1,186,325
Crescent Road		116,435	116,435
Brookfield/Courage Court		1,334,579	1,334,579
Willingale Close		43,086	43,086
Harewood Road		164,950	164,950
Other	69,341	599,164	668,505
Total	69,341	3,444,539	3,513,880

Costs associated with the 'New Council Homes' website page have been met from existing budgets and resources.

The acquisition of former Right to Buy property, 13 Four Oaks to assemble this site for future regeneration, was met from the SHDP Capital budget that has been approved by Full Council as part of the Budget setting process.

Name & Title: Amanda Julian, Corporate Director (Law & Governance) & Monitoring Officer

Tel & Email: 01277 312500/amanda.julian@brentwood.gov.uk

The Council must follow the statutory process when looking to develop or regenerate areas. This includes serving the statutory notices and holding consultations. The Council in following the process is mitigating the risks of challenge as the programme moves forward.

Economic Implications

Name/Title: Phil Drane, Corporate Director (Planning and Economy)

Tel/Email: 01277 312500 philip.drane@brentwood.gov.uk

The Council's Housing Strategy provides further detail to the Corporate Strategy and recently adopted Local Plan. The Strategic Housing Delivery Plan adds specific detail on a programme of sites that utilise council-owned land to deliver new affordable homes with environmentally-led innovations. Housing delivery plays a vital role in the local economy, both in terms of short-term construction related benefits (i.e. technical preparatory work, on-site jobs and supply chains), and longer-term accommodation provision for people who can contribute to the local economy in a range of ways. This helps to ensure that the borough remains an attractive place to live, work and visit.

Background Papers

None

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Agenda Item 6

Committee(s): Housing Committee	Date: 27 June 2022
Subject: Key Performance Indicators	Wards Affected: All
Report of: Tracey Lilley, Corporate Director – Housing & Community Safety	Public
Report Author/s: Name: Nicola Marsh, Housing Manager Telephone: 01277 312 981 E-mail: nicola.marsh@brentwood.gov.uk	For Information

Summary

Key Performance indicators are collected across all services in the Housing Department and help monitor how we are performing across a set list of key areas.

This report presents these Key Performance Indicators to Members of the Housing Committee with a commentary for each one which details why we are under performing and noting where a high level of performance has been achieved.

Main Report

Introduction and Background

1. Housing collects a large range of Key Performance Indicators (KPI's) each month, however, in order to provide an overview of the department's services, 10 of our most prudent KPI are presented within this report.
2. The performance measures presented are compiled through direct information that we gather as an authority as well as information provided to us by our Repairs and Maintenance contractor, Axis.
3. The KPI's that are reported on were agreed by Members in March 2022 at the Environment, Enforcement and Housing Committee.

Issue, Options and Analysis of Options

4. The table below shows our current performance year to date, broken down into monthly performance with a commentary for each one.

	Description		Commentary
HO1	Average re-let times for homes (DAYS)	41	We have seen a slight decrease in the average re-let times.
HO2	Percentage rent collected from current tenants as a percentage of rent due	91.11%	<p>The collection rate is very low in comparison to the previous 4 quarters. Initial investigations into the potential cause of the decreased collection rate appears to be a genuine inability for residents to pay or a lack of prioritisation of essential expenditure such as rent payments for people that would normally have a higher level of disposable income.</p> <p>In order to address the issues our residents are facing we are currently setting up a new Support service for residents to allow for early intervention working closely with our Housing Advice team to prevent arrears from building and re-introducing the support call service which will allow us to signpost residents to debt Advisory Services and Mental Health services.</p>
HO3	Rent arrears of current tenants as a percentage of rent due	6.40%	The percentage of arrears against potential rent roll has increased significantly which from data assessed by RentSense it is clear that the trend is an increase in arrears across the UK
HO4	Number of Households living in temporary accommodation	23	<p>There has been a small increase in the numbers in temporary accommodation due to various factors;</p> <ul style="list-style-type: none"> • Increase in evictions from PRS accommodation • Hospital discharges • Increase of approaches from families with complex needs that require larger or lift assisted accommodation <p>We also foresee further pressure from Ukrainian refugees requiring accommodation either through the family route or where there are sponsorship breakdowns</p>
HO5	Homes without a current gas safety certificate	16	<p>The full summer service programme has started, and this is a rolling number.</p> <p>The compliance and estates management teams are working together to gain forced entry access and attending court</p>

			<p>appearances to obtain right of entry under the Environmental Protection Order.</p> <p>In order to reduce this number a new meeting has been set up which are held on a fortnightly basis delivering a progress update on the hard to access properties where solutions are discussed, and action plan put forward.</p>
HO6	Level of Arrears (£) at the end of quarter	£817,012.72	<p>Despite 100% of cases being reviewed by Housing Officers on a weekly basis, It is clear that the cost-of-living crisis is affecting our tenants who are struggling to maintain their finances.</p> <p>We are experiencing the highest arrears figure seen to-date. There has also been a significant increase in the number of requests for financial advice and assistance and applications for discretionary housing payments (DHP) being received.</p> <p>A review of our data with RentSense has predicted that up to 26% of our tenants could be classed as 'in poverty' with a disposable income of less than £2 per week.</p> <ul style="list-style-type: none"> • High level debt remains a problem and the reduction is being hindered by the Courts either refusing enforcement against suspended court orders or delays in court hearings being listed. • There is an unusually high number of new arrears cases, with tenants who have been consistently good at maintaining their rent accounts falling into arrears. • With the introduction of the 'taper rate', universal credit will be reduced for 100% of our claimants.
HO7	Actual Number of homes empty for greater than 3 months	1	The property is being used as a training flat for Axis.
HO8	Electrical Safety inspections outstanding	626 Dwellings 5 Communal	Total number of properties is 2561 which is broken down into 124 blocks and 2437 dwellings.

			626 is the number of EICR tests that need to be undertaken to complete total testing to the entire stock which is on a rolling programme with Axis. A fortnightly meeting is held to deliver a progress update and discuss any hard to access properties.
HO9	Fire Safety Risk Assessments outstanding	0	None are outstanding.
HO10	Overall Resident Satisfaction – STAR Survey 2022		<p>The results are based on a rate of 656 responses from a mixture of general needs, Leasehold and Sheltered tenants</p> <p>Very Satisfied – 20% Fairly Satisfied – 39% Satisfied – 59% Neither – 14% Dissatisfied – 28% Fairly Dissatisfied – 14% Very dissatisfied – 14%</p> <p>The results show that Repairs & Maintenance and Overall quality of your home are the top two priorities for residents.</p> <p>The lowest satisfaction rate was found in feeling valued and promises being kept.</p> <p>Those that who are satisfied find the Council are easy to deal with are most likely to be satisfied with the overall service provided compared to other core measures, suggesting that improvements to this measure will see overall perceptions increase</p>

Consultation

5. Key Performance Indicators are reported to the Senior Leadership Monthly
6. They are also reported quarterly to our Tenant Talkback group.

References to Corporate Plan

7. Drive Continuous improvement of our Housing Services

Implications

Financial Implications

Name/Title: Jacqueline Van Mellaerts, Corporate Director (Finance & Resources)

Tel/Email: 01277 312500/jacqueline.vanmellaerts@brentwood.gov.uk

8. There are no direct financial implications. However there are indirect implications such as reporting high level rent arrears which has been addressed within the report.

Legal Implications

Name & Title: Amanda Julian, Corporate Director (Law & Governance) and Monitoring Officer

Tel & Email: 01277 312500/amanda.julian@brentwood.gov.uk

9. Monitoring performance assists the Council in contract management and monitoring its statutory compliance.

Economic Implications

Name/Title: Phil Drane, Corporate Director (Planning and Economy)

Tel/Email: 01277 312500/philip.drane@brentwood.gov.uk

10. There are no direct economic implications. It is important that the council monitor outputs across all services to maintain and improve performance, which can be linked to wider economic benefits for the borough and more specific economic related key performance indicators.

Equality and Diversity Implications

Name/Title: Kim Anderson, Partnerships, Leisure & Funding Manager

Tel/Email: 01277 312500/kim.anderson@brentwood.gov.uk

11. The Public Sector Equality Duty applies to the Council when it makes decisions. The duty requires us to have regard to the need to:
 - a. Eliminate unlawful discrimination, harassment and victimisation and other behaviour prohibited by the Act. In summary, the Act makes discrimination etc. on the grounds of a protected characteristic unlawful
 - b. Advance equality of opportunity between people who share a protected characteristic and those who do not.
 - c. Foster good relations between people who share a protected characteristic and those who do not, including tackling prejudice and promoting understanding.
12. The protected characteristics are age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief,

gender, and sexual orientation. The Act states that 'marriage and civil partnership' is not a relevant protected characteristic for (b) or (c) although it is relevant for (a).

13. The proposals in this report will not have a disproportionately adverse impact on any people with a particular characteristic.

Other Implications (where significant) – i.e. Health and Safety, Asset Management, Risk Management, Section 17 – Crime & Disorder, Sustainability, ICT.

None

Background Papers

None

Appendices to this report

None

Committee(s): Housing Committee	Date: 27 June 2022
Subject: Damp, Mould and Condensation Policy	Wards Affected: All
Report of: Tracey Lilley, Corporate Director – Housing & Community Safety	Public
Report Author/s: Name: Nicola Marsh, Housing Manager Telephone: 01277 312 500 E-mail: nicola.marsh@brentwood.gov.uk	For Decision

Summary

Damp, Mould and Condensation has been a known issue for a number of years. However, following the introduction of the Homes (fitness for Human Habitation) Act 2018, we have seen an increase of disrepair claims being brought against the Council and many focus on the aforementioned issue.

Although there has been information on our website for a number of years and leaflet literature available to residents, in discussion with our legal team, it is prudent to implement a full Damp, Mould and Condensation Policy.

Recommendation(s)

Members are asked to:

R1. Approve the draft Damp, Mould and Condensation Policy for implementation.

Main Report

Introduction and Background

1. Damp, Mould and Condensation has been a known issue for a number of years. However, following the introduction of the Homes (fitness for Human Habitation) Act 2018, we have seen an increase of disrepair claims being brought against the Council and many focus on the aforementioned issue.
2. Although there has been information on our website for several years and leaflet literature available to residents, in discussion with our legal team, it is prudent to implement a full Damp, Mould and Condensation Policy.

3. The Policy details the responsibility of both residents (tenants and leaseholders) and the Council in regard to managing Damp, Mould and Condensation to provide clarity to both parties.
4. Whilst Damp, Mould and Condensation can be caused by a multitude of contributing factors, one of the main issues we have experienced within the borough is our legacy buildings based on their original construction.
5. Where the fabric of the building is not currently well insulated, airtight or ventilated. This causes draughts in the property and usually results in the overuse of heating by residents. This then leads to a build-up of moisture in the property that cannot escape due to lack of ventilation.
6. This ultimately leads to condensation.
7. The Government is currently focussing a vast amount of grant funding to improve properties energy efficiency (retrofit) by a fabric first approach, tackling insulation, air tightness and ventilation to increase the EPC rating.
8. The Council is actively working to secure this funding through grant bids and where we have already been granted monies, we are already implementing retrofit works.

Issue, Options and Analysis of Options

9. This policy aims to support our intentions to work alongside Government schemes, as well as building in retrofit solutions to all planned works programmes going forward.
10. At first, the options we have to improve the buildings within our borough will be bespoke. However, as we progress, the solutions will develop into a standardised bank of options for the various issues encountered.

Reasons for Recommendation

11. It has been recommended by our legal advisors to have a policy in place to support not only disrepair cases, but to futureproof the dwellings occupied within the borough.

Consultation

12. This policy has been brought before our Tenant Talkback group who agreed that the tenant responsibilities are reasonable requests and it is important to consider how we educate tenants on the causes and solutions of damp and mould.

References to Corporate Plan

13. Provide Decent, safe, and affordable homes for local people.
14. Develop a 5-year planned maintenance programme for Council Housing.

Implications

Financial Implications

Name/Title: Jacqueline Van Mellaerts, Corporate Director (Finance & Resources)

Tel/Email: 01277 312500/jacqueline.vanmellaerts@brentwood.gov.uk

15. There are no direct financial implications. Available budgets are included within the Medium term Financial Strategy to carry out remedial repairs, variances are reported to Policy, Resources & Economic Committee throughout the year.

Legal Implications

Name & Title: Amanda Julian, Corporate Director (Law & Governance) and

Monitoring Officer

Tel & Email: 01277 312705/amanda.julian@brentwood.gov.uk

16. The Council by adopting a policy will be able to show compliance with the legislation and be able to mitigate potential challenges.

Economic Implications

Name/Title: Phil Drane, Corporate Director (Planning and Economy)

Tel/Email: 01277 312610/philip.drane@brentwood.gov.uk

17. There are no direct economic implications.

Equality and Diversity Implications

Name/Title: Kim Anderson, Partnerships, Leisure & Funding Manager

Tel/Email: 01277 312634/kim.anderson@brentwood.gov.uk

18. The Public Sector Equality Duty applies to the Council when it makes decisions. The duty requires us to have regard to the need to:
 - a. Eliminate unlawful discrimination, harassment and victimisation and other behaviour prohibited by the Act. In summary, the Act makes discrimination etc. on the grounds of a protected characteristic unlawful
 - b. Advance equality of opportunity between people who share a protected characteristic and those who do not.
 - c. Foster good relations between people who share a protected characteristic and those who do not, including tackling prejudice and promoting understanding.

19. The protected characteristics are age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, gender, and sexual orientation. The Act states that 'marriage and civil partnership' is not a relevant protected characteristic for (b) or (c) although it is relevant for (a).
20. The proposals in this report will not have a disproportionately adverse impact on any people with a particular characteristic.

Other Implications (where significant) – i.e. Health and Safety, Asset Management, Risk Management, Section 17 – Crime & Disorder, Sustainability, ICT.

None

Background Papers

- Homes (fitness for Human Habitation) Act 2018

Appendices to this report

- Appendix A: Damp, Mould and Condensation Policy Draft February 2022

Brentwood Borough Council

Damp, Condensation and Mould Policy

February 2022

Introduction

Condensation and mould in a property are generally caused by a fault with the building (i.e. the landlord's responsibility) or how the building is used by the occupier (i.e. the tenant's responsibility). This policy sets out broadly how the Council will address the issues of damp and condensation, and the resulting mould that occurs.

The Council will respond to these issues in accordance with the relevant policy and legislation. The Council will work with residents where mould is present and identify the solutions to this problem, some of which will be for the Council to take and some will be for residents to implement.

The Council will continue improving the condition of its homes, taking advantage of external funding to improve the Energy Performance Certificate (EPC) of a property and helping to reduce the associated heating costs. The Council will work with residents to implement the external grants awarded and the impact their implementation has on residents.

Aims of the policy

The policy aims to assist in the delivery of a service that will be able to:

- Ensure we provide and maintain dry, healthy homes for our tenants.
- Focus on working in partnership with tenants ensuring that a safe and healthy internal environment is provided.
- Undertake effective investigations and implement all reasonable remedial repair solutions and improvements to eradicate damp.
- Ensure that tenants have access to and/or are provided with advice and guidance on managing and controlling condensation and mould.
- Ensure that the fabric of the Council's property is protected from deterioration and damage resulting from damp and condensation.
- To utilise the external funding available to support the investment in the Council's stock, improve the EPC ratings and reduce the heating costs for residents.

The Council will ensure that our teams and our contractor's operatives are able to:

- Spot signs of condensation, damp and mould and understand the causes and remedies of these.
- Carry out preventative maintenance to reduce the occurrence of damp and mould.
- Knowing our stock and the archetypes of properties that are likely to suffer from damp and mould (e.g. solid wall insulation) and the components in our properties which may cause damp.
- Making sure that appropriate budget levels are assigned to reducing the cause of damp and mould.

Scope of the policy

The scope of this policy covers how the Council's housing team and tenants can work jointly to control, manage and eradicate damp. This includes:

- All housing properties that are tenanted and communal areas, it also includes emergency and temporary accommodation.
- Identifying the types of damp: rising, penetrating and condensation damp.

- Identifying the council's responsibilities for dealing with damp and condensation.
- Offering guidance, advice and assistance throughout the process to tenants living in council properties or council provided temporary and emergency accommodations.
- Identifying situations where the council will not be able to undertake works to rectify condensation damp.

Legislation

The scope of this policy is covered by legislation including the following:

- Housing Act 1985.
- Homes (Fitness for Human habitation) Act 2018.
- Landlord and Tenant Act 1985 Section 11 - Repairs and Maintenance.
- Housing Act 2004 - Housing Health and Safety Rating.
- Decent Homes standards.

Types of damp

The types of damp covered by the policy include: rising damp, penetrating damp and condensation damp.

a) Rising Damp

This where there is a movement of moisture from the ground rising up through the structure of the building through capillary action.

b) Penetrating Damp (including internal leaks)

This is where water penetrates the external structure of the building or internal leaks that cause damp, rot and damage to internal surfaces and structure. The cause of this may include:

- Water ingress due to defective or poor original design / workmanship of the structure.
- Defective components for example roof coverings, external wall doors and windows.
- Defective or blocked rainwater gutters and pipes.
- Defective or leaking internal waste pipes, hot and cold water and heating systems.
- Flooding due to burst pipes.

c) Condensation Damp

Condensation occurs when moisture held in warm air comes into contact with a cold surface and then condenses producing water droplets. The building conditions and features that can increase the risk of condensation include:

- Inadequate ventilation, either not in place or not used e.g. natural opening windows, trickle vents and mechanical extraction in bathrooms and kitchens.
- Inadequate heating, e.g. undersized radiators.
- Inadequate thermal insulation, e.g. defective wall and loft insulation.
- Poor building design and construction – specific cold areas (bridging) which are integral with the building construction.
- Defective insulation – e.g. dislodged insulation in lofts.

The living conditions that can lead to condensation include:

- Lack of ventilation – not opening windows, blocking up vents, not turning on extractor fans, not allowing air to circulate around furniture.
- Lack of adequate heating – not heating the house which can be a result of fuel poverty.

- High humidity - not covering pans when cooking and drying laundry inside the house can contribute to this.
- Lack of space around possessions and storage, that prevents air flow through the property. .

The Council's Responsibilities

The Council shall investigate to determine the cause of damp, mould and condensation and carry out remedial repairs and actions in accordance with the tenancy agreement, including.

- The Council will ensure that remedial work for the treatment of damp, mould or condensation on void properties are undertaken before being let to new tenants.
- Diagnose the cause of damp correctly and deliver effective solutions based on dealing with the cause of the damp not just the symptom.
- Promote and provide general advice and guidance on how to manage damp and condensation.
- The Council will ensure that the relevant staff are aware of and understand the delivery of the service that will meet the aims of this policy.
- The Council will ensure that competent contractors are employed to carry out any works associated with damp.
- The Council will inform the tenant of the findings of the investigations following the visit. This will include identifying the possible causes of damp, recommending effective solutions, all necessary remedial works and the estimated timescales to complete the works.
- When the Council is satisfied that in partnership with the tenant all reasonable efforts in managing condensation damp has been carried out and this has not been successful, the Council will visit the property and investigate the matter further.
- The Council is responsible for insulating Housing Revenue Account (HRA) properties in accordance with Decent Homes Standard to help reduce the likelihood of condensation occurring.
- The Council is responsible for maintaining a tenant's home to avoid penetrating and rising damp and for carrying out remedial action if these do occur.
- The Council will undertake reasonable improvement works required to assist in the management and control of condensation damp, e.g. the installation of mechanical extractor fans, air vents and repairing existing insulation.
- Remedial works will only be carried out where it is reasonable and practical to do so. The Council will have regard to the constraints of the existing building design and structure and will take a pragmatic approach in finding appropriate solutions. In some cases this may mean that the Council will need to sell or dispose of the property.
- The Council will make good internal surfaces following any remedial work carried out ensuring that surfaces are prepared to a condition ready for the tenant to redecorate.

The Council will not be able to control condensation damp where it is unreasonable or impractical to do so or if any remedial action would be ineffective for example:

- Poor construction or design (not meeting current construction and living standards) for example: Cold bridging areas in the fabric of the building that cannot be eliminated.
- Non habitable rooms, e.g. out –buildings and sheds that have been converted including linking buildings between the house and out building and other add-on structures.
- Unheated or uninsulated external toilets and store rooms.

The Council will respond to a report of damp and condensation and complete any remedial works/measures within a reasonable timescale. The timescale will depend on the severity and urgency of the problem and on the complexity of the solution and the remedial works required.

Under certain exceptional circumstances where the tenant is unable to carry out mould washes or redecoration the Council will provide support and assistance.

Where Internal conditions within a home (for example as a result of overcrowding and excessive hoarding of personal belongings) are having an effect on the health and wellbeing of the occupants or are preventing inspections or remedial works being carried out, the Council will provide support and assistance to review the tenant's options that may include moving to more appropriate alternative suitable accommodation. Effective remedial action will not be possible in these instances until the situation(s) has been resolved.

If it is unsafe for the occupants to remain in the property while the works are carried out, alternative accommodation arrangements will be made. This may be on a day by day basis or a temporary decant to an alternative property.

Tenant Responsibilities

The tenant's responsibilities include:

- The tenant's responsibilities include reporting to the Council evidence of rising and penetrating damp, and faulty equipment that will hamper the management and control of damp and condensation (e.g. faulty extract fan, unable to open windows, lack of heating etc.).
- The tenant should regularly check for mould and clean signs of mould as soon as they are discovered.
- Allow access for inspections and for the carrying out of remedial works.

Tenants are asked to manage condensation damp by reducing the conditions that lead to condensation damp by:

- Keeping the presence of moisture to a minimum e.g. covering pans when cooking, drying laundry outside, keeping the kitchen or bathroom door closed when cooking or bathing.
- Adequately heating rooms and keeping humidity between 40-60%. The average recommended temperatures should be maintained at around 20°C, bedrooms around 16-19°C, corridors around 15-18°C
- Keep the house well ventilated e.g. opening windows when cooking / bathing, turning on and ensuring that the extractor fan is working if applicable, keeping trickle vents in windows open, and allowing air to circulate around furniture.
- If an inspection by the Council shows that all reasonable measures are in place for the tenant to adequately manage the condensation damp, further advice and support will be given to the tenant.

If the tenant fails to take the advice and reasonable steps to reduce damp the tenant may be recharged for any resulting repairs required which are considered to be result of this neglect.

Where remedial works and mould wash treatments have been undertaken by the Council, the tenant is responsible for redecoration and it is recommended that anti-fungal paint is used.

Leaseholders

Leaseholders shall manage and maintain their properties including damp and condensation in accordance with their lease agreement. The Council do not carry out damp and condensation remedial works to leasehold properties unless covered by the lease.

Any neglect by the leaseholder to manage or carry out repairs for which they are responsible for and where this has a direct impact on the condition of a Council owned property will be dealt with in accordance with the lease.

Private Rented Sector

Where the Council assists with placing an applicant into the private rented sector the Council will provide support and assistance that may involve carrying out a site inspection, identifying the cause of the damp and condensation and notifying the landlord of the findings. If the landlord does not respond in a satisfactory manner further support will be provided and legal advice will be sought.

Review

The Policy will be reviewed every three years and also in response to legislative or regulatory changes.

Committee(s): Housing Committee	Date: 27 June 2022
Subject: Approval of Management Move Policy	Wards Affected: All
Report of: Tracey Lilley, Corporate Director (Housing and Community Safety)	Public
Report Author/s: Name: Angela Abbott, Corporate Manager (Housing Needs and Delivery) Telephone: 01277 312500 E-mail: angela.abbott@brentwood.gov.uk	For Decision

Summary

This report presents the Management Move Policy to the Committee for approval.

The policy provides a clear framework for when management moves are considered and ensures that the Council is transparent in its processes and procedures.

Recommendation(s)

Members are asked to:

R1. To approve the Management Move policy included in Appendix A.

Main Report

Introduction and Background

1. The Management Move Policy sets out how the Council's Housing Service approach to managing emergency situations where tenants are unable to remain in their homes for a period of time or who may require urgent permanent re-housing.
2. A number of management move situations are outlined in the policy along with the solutions the Council will implement.
3. This policy does not cover temporary moves or decants that occur as this will be fall under the Council's Decant Policy.
4. If agreed, the policy (and the associated procedure) will be published on the Council's website.

Reasons for Recommendation

5. To ensure that the Housing Department has a policy covering the way that management moves are managed and how tenants will be treated.

Consultation

6. Consultations have taken place with the appropriate staff within the Council. The Tenant Talkback group have been consulted on the policy's content of the policy because this reflects the legislation in place, and the policy has been created to seek authorisation from members for the implementation of this.

References to Corporate Plan

7. Drive continuous improvement of our housing services.
8. Continue a service improvement programme to ensure our services are delivered efficiently.

Implications

Financial Implications

Name/Title: Jacqueline Van Mellaerts, Corporate Director (Finance & Resources)

Tel/Email: 01277 312500/jacqueline.vanmellaerts@brentwood.gov.uk

9. There are no direct financial implications, however should a management move be agreed, there are costs associated to the housing service, as each transfer will result in void charges, staff time and administrative costs. The circumstances of the applicant will therefore need to be extremely serious to justify a management move as stated in the policy. Budgets will be monitored as per our budget management processes.

Legal Implications

Name & Title: Amanda Julian, Corporate Governance Solicitor & Deputy Monitoring Officer

Tel & Email: 01277 312500 / amanda.julian@brentwood.gov.uk

10. The Committee by adopting a policy will assist in mitigating any challenges to decisions made with regard to Management Moves.

Economic Implications

Name/Title: Phil Drane, Director of Strategic Planning

Tel/Email: 01277 312610/philip.drane@brentwood.gov.uk

11. There are no direct economic implications.

Equality and Diversity Implications

Name/Title: Kim Anderson, Corporate Manager Communities, Leisure and Health

Tel & Email: 01277 312634/kim.anderson@brentwood.gov.uk

12. The Public Sector Equality Duty applies to the Council when it makes decisions. The duty requires us to have regard to the need to:
 - a. Eliminate unlawful discrimination, harassment and victimisation and other behaviour prohibited by the Act. In summary, the Act makes discrimination etc. on the grounds of a protected characteristic unlawful
 - b. Advance equality of opportunity between people who share a protected characteristic and those who do not.
 - c. Foster good relations between people who share a protected characteristic and those who do not, including tackling prejudice and promoting understanding.

13. The protected characteristics are age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, gender, and sexual orientation. The Act states that 'marriage and civil partnership' is not a relevant protected characteristic for (b) or (c) although it is relevant for (a).

14. The proposals in this report will not have a disproportionately adverse impact on any people with a particular characteristic.

15. Effective representation of local people's views, through Tenants Talkback which supports equality of housing opportunities and life chances.

Background Papers

None

Appendices to this report

- Appendix A: Draft Management Move Policy

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Brentwood Borough Council

Management Move Policy

March 2022 - Version 2

Introduction

A management move is where a high priority transfer status is given to a council tenant of a Housing Revenue Account (HRA) property because of the tenant's exceptional circumstances which requires the tenant to move urgently out of their home or the area.

This policy has been introduced to provide clarity on the circumstances where a management move would occur and how this would be overseen by the Council.

Purpose

This policy sets out the Council's approach to managing emergency situations where tenants are unable to remain living in their homes for a period of time or who may require urgent permanent re-housing in specific circumstances.

This policy outlines our approach to letting the Council's Housing Revenue Account (HRA) properties only in cases of a management move.

This policy does not cover temporary moves or decants that occur where the tenant returns to the same property and relates to the implementation of permanent moves only.

This policy should be read and applied in conjunction with the Lettings Policy.

Criteria for a Management Move

When letting the Council's homes it is the aim to house those in greatest need of housing. The Council recognises that there will be exceptional situations where tenants may require urgent re-housing in specific circumstances.

Agreeing to a management move is exceptional, as the decision overrides the Choice Based Lettings process and as a result delays the rehousing of other applicants on the transfer list and housing register who may also have high needs.

There is also a cost to the housing service, as each transfer will result in void charges, staff time and administrative costs. The circumstances of the applicant will therefore need to be extremely serious to justify a management move.

The Council will consider every case on its individual merits, and ensure the approach is reasonable and effectively controlled and monitored.

The following circumstances are where a management transfer would apply:

Threats to life and limb: A threat to life or limb occurs when a tenant, or member of the tenant's family (who lives at the same address), is the victim of a threat of physical harm. A threat would be considered where it can be demonstrated that perpetrators have been physically engaged in actions aimed at causing personal injury to either the tenant or other persons residing with them and that a move is required. This can include physical damage to their property or belongings. In deciding if the threat is credible, we will consider any current or previous actions or patterns of behaviour displayed by the perpetrators. We will also consider where there is a continuous and

escalating pattern of more severe threats to the tenant. In these situations, the combination of all previous incidents suggest that a serious threat, assault or other forms of physical harm is more likely to be carried out against the tenant or one or more members of the tenant's family who live at the same address. Examples of this would include anti-social behaviour and domestic abuse.

Properties in need of major work: This is when a property is in need of major work that cannot be reasonably carried out with the tenant in occupation, where the works are expected to exceed 6 months or the property needs to be sold or converted to a different use. The tenant's individual circumstances will determine whether they could be expected to occupy the premises whilst the works are carried out in accordance with the Council's Decant Policy.

Offer of a Management Move

If a permanent management move is agreed by the Council, only one reasonable offer will be made. Usually this will be anywhere in the Borough considered safe and for this to be for the same type and size of accommodation that the tenancy covers. Any variation to the existing size of property will need to be justified and based on appropriate evidence. Where the current property is larger than your current needs you may be asked to move to a smaller property and any incentives available for downsizing may apply.

Out of borough moves may be required where the risk of violence is deemed severe or where the perpetrator resides in the Borough. This decisions will need to be supported by appropriate evidence.

Review of this policy

This policy and procedure will be reviewed should there be any legislative changes that could impact upon it.

Terms of Reference Housing Committee

The functions within the remit of the Housing Committee are set out below:

- 1) Affordable housing
- 2) Housing strategy and investment programme where the Policy, Resources and Economic Development Committee does not decide to exercise such functions as the superior Committee.
- 3) The Housing Revenue Account Business Plan where the Policy, Resources and Economic Development Committee does not decide to exercise such functions as the superior Committee
- 4) Housing standards, homelessness, homelessness prevention and advice
- 5) Housing needs assessment
- 6) Housing benefit - welfare aspects
- 7) Private sector housing and administration of housing grants
- 8) Tenancy Management and landlord functions
- 9) To make recommendations to Policy, Resources and Economic Development Committee on the setting of rents for Council homes.

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Members Interests

Members of the Council must declare any pecuniary or non-pecuniary interests and the nature of the interest at the beginning of an agenda item and that, on declaring a pecuniary interest, they are required to leave the Chamber.

- **What are pecuniary interests?**

A person's pecuniary interests are their business interests (for example their employment trade, profession, contracts, or any company with which they are associated) and wider financial interests they might have (for example trust funds, investments, and asset including land and property).

- **Do I have any disclosable pecuniary interests?**

You have a disclosable pecuniary interest if you, your spouse or civil partner, or a person you are living with as a spouse or civil partner have a disclosable pecuniary interest set out in the Council's Members' Code of Conduct.

- **What does having a disclosable pecuniary interest stop me doing?**

If you are present at a meeting of your council or authority, of its executive or any committee of the executive, or any committee, sub-committee, joint committee, or joint sub-committee of your authority, and you have a disclosable pecuniary interest relating to any business that is or will be considered at the meeting, you must not :

- participate in any discussion of the business at the meeting, of if you become aware of your disclosable pecuniary interest during the meeting participate further in any discussion of the business or,
- participate in any vote or further vote taken on the matter at the meeting.

These prohibitions apply to any form of participation, including speaking as a member of the public.

- **Other Pecuniary Interests**

Other Pecuniary Interests are also set out in the Members' Code of Conduct and apply only to you as a Member.

If you have an Other Pecuniary Interest in an item of business on the agenda then you must disclose that interest and withdraw from the room while that business is being considered

- **Non-Pecuniary Interests**

Non –pecuniary interests are set out in the Council's Code of Conduct and apply to you as a Member and also to relevant persons where the decision might reasonably be regarded as affecting their wellbeing.

A 'relevant person' is your spouse or civil partner, or a person you are living with as a spouse or civil partner

If you have a non-pecuniary interest in any business of the Authority and you are present at a meeting of the Authority at which the business is considered, you must disclose to that meeting the existence and nature of that interest whether or not such interest is registered on your Register of Interests or for which you have made a pending notification.