

<b>HOUSING &amp; NEW HOMES COMMITTEE</b>	<b>Agenda Item 60</b> Brighton & Hove City Council
--	---

<b>Subject:</b>	<b>Housing Management Performance Report Quarter 2 2015/16</b>		
<b>Date of Meeting:</b>	<b>13 January 2016</b>		
<b>Report of:</b>	<b>Acting Executive Director for Environment, Development &amp; Housing</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Ododo Dafé</b>	<b>Tel: 01273 293201</b>
	<b>Email:</b>	<b>ododo.dafe@brighton-hove.gov.uk</b>	
<b>Ward(s) affected:</b>	<b>All</b>		

**FOR GENERAL RELEASE**

**1. SUMMARY AND POLICY CONTEXT:**

1.1 This Housing Management Performance Report covers the second quarter of the financial year 2015/16.

**2. RECOMMENDATIONS:**

2.1 That the Housing & New Homes Committee notes and comments upon the report, which went to Area Panels in November and December 2015.

**3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:**

3.1 The report continues the use of the 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance, and also trend arrows to provide an indication of movement from the previous quarter. Explanations of performance have been provided for indicators which are red or amber.

**3.2 Key to symbols used in the report:**

Status		Trend	
Performance is below target (red)		Poorer than previous reporting period	
Performance is close to achieving target, but in need of improvement (amber)		Same as previous reporting period	
Performance is on or above target (green)		Improvement on previous reporting period	

3.3 The report includes benchmarking figures from Housemark to compare our performance with other housing providers. Unless stated otherwise, all figures represent the top quartile performance (top 25%) during the year 2014/15 and benchmark against all participating upper tier local authorities with a stock size of 10,000 dwellings or more. These local authorities are as follows:

Aberdeenshire Council  
Bristol City Council  
City of Edinburgh Council  
Dudley MBC  
East Riding of Yorkshire Council  
Fife Council  
Hull City Council  
LB of Barking and Dagenham  
LB of Camden  
LB of Croydon  
LB of Ealing  
LB of Hammersmith and Fulham  
LB of Havering  
LB of Hillingdon  
LB of Islington  
LB of Southwark  
LB of Wandsworth  
North Lanarkshire Council  
North Tyneside Council  
Renfrewshire Council  
Sheffield City Council  
South Lanarkshire Council  
Southampton City Council  
Stoke on Trent City Council  
Swindon BC  
West Dunbartonshire Council

#### 4.0 Rent collection and current arrears

All indicators below are year-to-date, and their targets are for the end of the year, rather than for each quarter. More details about what they measure have been provided following a query from the Business and Value for Money Service Improvement Group.

Performance indicator		Q2 2015/16	Target 2015/16	Status against target	Trend since end 2014/15	Benchmark*
1	Rent collected as proportion of rent due for the year (projected rate for Q4 2015/16 as of Q2)	98.66% (£51.38m of £52.07m)	98.40%			97.54% (RIEN average 2014/15)
2	Tenants with seven or more weeks rent arrears (snapshot at end of Q2)	3% (343 of 11,482)	Under 4.07%			5.48% (RIEN average 2014/15)
3	Tenants in arrears served a Notice of Seeking Possession (NOSP) (total NOSP's served from Q1 to Q2 as % of tenants in arrears at end Q2)	12% (326 of 2,639)	Under 25%	TBC (Q4)	TBC (Q4)	28.95% (RIEN average 2014/15)
4	Tenants evicted because of rent arrears (total evictions from Q1 to Q2 as % of tenants at end Q2)	0.03% (3 of 11,482)	Under 0.29%	TBC (Q4)	TBC (Q4)	0.15% (Housemark upper quartile 2014/15)
5	Rent loss due to empty dwellings (projected rate for Q4 2015/16 as of Q2)	1.1% (£566k of £51.80m)	Under 1.3%			1.07% (Housemark upper quartile 2014/15)
6	Former tenant arrears collected (amount collected from Q1 to Q2 as % of total arrears at end Q2)	19%	35%	TBC (Q4)	TBC (Q4)	14.43% (RIEN average 2014/15)
7	Rechargeable debt collected (amount collected from Q1 to Q2 as % of total debt at end Q2)	4%	20%	TBC (Q4)	TBC (Q4)	-

\*The benchmarking figures for most indicators are provided by the Rent Income Excellence Network (RIEN) analysis of local authorities for 2014/15. Where possible, we use benchmarking data from Housemark, although as their indicators are more generic (covering all range of social landlords, big and small) we primarily use the RIEN indicators because they are specific to rent collection and arrears performance by local authorities.

4.0.1 As of Quarter 2, three indicators are on target (green) and four are to be confirmed for Quarter 4, which are marked as 'TBC (Q4)'. The three indicators which have traffic lights and trend arrows are those where a comparison can be made with end-2014/15, because they either provide a snapshot or an end-year projection. The four others are accumulative over the year (eg the number of evictions as of Quarter 2 include those which took place in Quarter 1 as well) and therefore their traffic lights and trend arrows will not be applied until the Quarter 4 and end-2015/16 report.

#### 4.0.1 Rent collected as proportion of rent due for the year by area

Rent collection area		Q2 2015/16	Trend since last quarter	Q2 2014/15	Trend since Q2 2014/15
1	North (includes Seniors Housing)	99.15% (£14.64m of £14.77m)	↓	98.83% (£14.6m of £14.8m)	↑
2	West	99.07% (£10.46m of £10.56m)	↑	98.51% (£10.4m of £10.5m)	↑
3	Central	98.62% (£9.27m of £9.40m)	↑	98.43% (£9.6m of £9.7m)	↑
4	East	98.02% (£17.01m of £17.36m)	↑	97.44% (£16.7m of £17.1m)	↑
5	All areas	98.66% (£51.38m of £52.07m)	↑	98.24% (£51.2m of £52.2m)	↑

#### 4.0.2 Tenants in arrears by amount

Amount of arrears		Q2 2015/16
1	No arrears	77% (8,843)
2	£0.01 to £49.99	6% (676)
3	£50 to £99.99	4% (463)
4	£100 to £499.99	10% (1,138)
5	£500 to £999.99	2% (250)
6	£1000 or more	1% (112)
7	Total tenants	100% (11,482)

4.0.3 A table presenting information relating to the impact of the Removal of the Spare Room Subsidy (RSRS) for under occupying households is attached as Appendix 1.

## 4.1 Customer services and complaints

Performance indicator		Q2 2015/16	Target 2015/16	Status against target	Trend since last quarter	Housemark benchmark (top quartile)
1a	Calls to Housing Customer Services Team (HCST) answered	71% (11,527 of 16,161)	84%			-
1b	... of which direct dial calls from external customers.	92% (8,243 of 8,937)	-	-		89% (2014/15)
2	Stage 1 complaints upheld	32% (10 of 31)	36% or under			33% (2013/14)
3	Stage 2 complaints upheld	0% (0 of 3)	6% or under			-
4	Customer satisfaction (survey respondents who were very satisfied or fairly satisfied with HCST)	84% (135 of 161)	91%			-
5	Ease of effort (survey respondents who found HCST very easy or fairly easy to contact)	87% (138 of 159)	92%			-

N.B. The Housing Customer Services Team (HCST) carries out customer satisfaction surveys every six months. The latest results are from September 2015, therefore the trend arrows refer to the previous March 2015 survey.

4.1.1 As of Quarter 2, two indicators are on target (green), one is near target (amber) and two are below target (red).

The indicators below target are:

### **Calls to Housing Customer Services Team (HCST) answered**

The overall rate of calls answered has fallen during Quarter 2, to 71%. Calls were abandoned after an average waiting time of 32 seconds and answered calls had an average waiting time of 63 seconds.

This indicator measures calls to the Housing Customer Services Team (HCST) from all sources, including external customers who directly called the HCST, external customers who were transferred or diverted after calling another council number, and internal staff who called this number. At present it is not possible to identify specifically which calls are from external customers using the phone recording system, but there is potential to do so in future. However, it is known that 92% of calls were answered from external customers who directly dialled the HCST phone number (01273 293030). These calls account for around half of the total calls, and are included in the table above.

### **Customer satisfaction**

Of 161 survey respondents who answered how satisfied they were with the overall service from the HCST:

- 100 were very satisfied (62%)
- 35 fairly satisfied (22%)
- 7 neither satisfied nor dissatisfied (4%)
- 7 fairly dissatisfied (4%)
- 12 very dissatisfied (7%).

Where free text was provided by the tenants, the majority of the comments were positive – eg the customer was very happy with the service and the member of staff was really good, followed up afterwards, did everything that could be done and explained everything well. However, a commonly suggested improvement from dissatisfied customers was that the council need to act quicker to resolve the issues they report, particularly as some of them were having to make repeated contact about the same issue.

The indicator near target was:

### **Ease of effort**

Of 159 survey respondents who answered how easy they felt it was to contact the HCST:

- 80 said very easy (50%)
- 58 quite easy (36%)
- 8 neither easy nor difficult (5%)
- 9 nine fairly difficult (6%)
- 4 very difficult (3%).

Those who found it difficult generally suggested that call waiting times should be shorter, and were probably among those customers who experienced waiting times longer than the average of 63 seconds. It is not currently possible to break down call waiting times (for a given period such as a month or a quarter) using the phone recording system. Most customers (66%) said they preferred phone contact to any other method.

## 4.2 Empty home turnaround time and mutual exchanges

Performance indicator (re-let time indicators are in calendar days)		Q2 2015/16	Target 2015/16	Status against target	Trend since last quarter	Benchmark (top quartile)
1a	Average re-let time, excluding time spent in major works	20 (148)	21			22 (LAHS*, 2013/14)
1b	... as above for general needs properties	16 (123)	18			-
1c	... as above for Seniors Housing properties	40 (25)	45			-
2	Average re-let time, including time spent in major works	39 (148)	-	-		41 (Housemark, 2013/14)
3	Decisions on mutual exchange applications made within statutory timescale of 42 calendar days	100% (23 of 23)	100%			-

\*Local Authority Housing Statistics, which are collected and published by central government.

### 4.3 Property & Investment

Performance indicator		Q2 2015/16	Target 2015/16	Status against target	Trend since last quarter	Housemark benchmark (top quartile)
1	Emergency repairs completed in time	100% (2,693 of 2,693)	99%			99.8% (2013/14)
2	Routine repairs completed in time	99.9% (5,994 of 5,997)	99%			99.9% (2013/14)
3	Average time to complete routine repairs (calendar days)	10 days	14 days			-
4	Appointments kept by contractor as proportion of appointments made	97% (8,234 of 8,493)	97%			98% (2014/15)
5	Tenant satisfaction with repairs (very satisfied or fairly satisfied)	97% (1,679 of 1,728)	96%			94% (2014/15)
6	Responsive repairs passing post-inspection	95% (706 of 742)	97%			-
7	Repairs completed at first visit	93% (8,081 of 8,690)	92%			91.6% (2014/15)
8	Cancelled repair jobs	3.2% (312 of 9,621)	Under 5%			-
9	Dwellings meeting Decent Homes Standard	100% (11,662 of 11,662)	100%			100% (2014/15)
10	Energy efficiency rating of homes (SAP 2009)	64.8	64.4			70.4 (2014/15)
11	Planned works passing post-inspection	100% (477 of 477)	97%			-
12	Stock with a gas supply with up-to-date gas certificates	100% (10,171 of 10,171)	100%			100% (2014/15)
13	Empty properties passing post-inspection	99% (161 of 162)	98%			-

Performance indicator		Q2 2015/16	Target 2015/16	Status against target	Trend since last quarter	Housemark benchmark (top quartile)
14	Lifts – average time taken (hours) to respond	1 hour 41 min	2 hours			-
15	Lifts restored to service within 24 hours	97% (124 of 128)	95%			-
16	Lifts – average time to restore service when not within 24 hours	4 days (16 days between 4 lifts)	7 days			-
17	Repairs Helpdesk - calls answered	97% (19,001 of 19,506)	90%			-
18	Repairs Helpdesk - calls answered within 20 seconds	86% (16,299 of 19,001)	75%			-
19	Repairs Helpdesk - longest wait time	3 mins 37 sec	5 mins			-

4.3.1 As of Quarter 2, 18 indicators are on target (green), one is near target (amber) and none are below target (red).

The indicator near target is:

#### **Responsive repairs passing post-inspection**

The target of 95% from previous years was increased to 97%, and performance in Quarter 2 missed the new target.

The post-inspections undertaken have changed over the past year, to ensure all areas of the partnership are monitored appropriately in line with financial risk. All repairs costing over £1,000 are inspected, along with 20% of repairs carried out by sub-contractors and 10% of repairs carried out by directly employed Mears operatives.

Of the 742 responsive repairs that were post-inspected during Quarter 2, 36 failed:

- 15 required further works to complete the repair
- 11 failed due to poor quality work
- 8 were over-claimed (meaning less work was done than was stated on the repair order)
- 1 was failed by the supervisor because the expectations of the tenant were not fully met, although the technical requirements were
- 1 failed due to health and safety reasons.

#### 4.3.2 **Asbestos**

Mears carry out annual inspections of all communal areas that have been identified as containing asbestos based materials, as part of the council's management policy relating to the Control of Asbestos Regulations 2012.

During the 2014/15 financial year, 566 inspections were carried out with no further works required. These properties will continue to be inspected on an annual basis, remaining on the inspection schedule until a time when the asbestos based materials are removed (eg due to the need for works or if repairs are required that result in removal).

#### 4.3.3 **Legionella**

Communal hot and cold water systems are subject to a detailed inspection programme across the council's housing stock. The inspection programme is based upon the Health & Safety Executive's Approved Code of Practice and operates as follows:

##### Seniors Housing

- Checks by Scheme Managers of outlets that do not have a lot of usage, either on a weekly basis or prior to use
- Comprehensive monthly checks of temperature at outlets and within the hot water system.
- Checks of showers on a quarterly basis or as required.
- Annual checks of storage tank condition and calorifier (hot water cylinder)
- Full review of legionella risk assessment every two years or as required.

##### High rise blocks

- All high rise communal tanks and inlets are inspected every six months.
- 20% of all communal water supply services are risk assessed annually.

##### Low rise blocks

- A minimum of 10% of stock with communal tanks are risk assessed annually.

4.3.4 An extract from the draft 2014/15 Annual Legionella Report for Health & Safety Committee is also attached as appendix 3. An extract from the equivalent report for 2015/16 will also be included as an appendix in the Quarter 3 2016/17 Housing Management performance report.

#### 4.4 Estates Service

Please note that Housemark do not provide comparable benchmarking data for the below indicators.

Performance indicator		Q2 2015/16	Target 2015/16	Status against target	Trend since last quarter
1	Cleaning quality inspection pass rate	100% (199 of 199)	98%		
2	Neighbourhood Response Team quality inspection pass rate (minor repairs and bulk waste)	100% (170 of 170)	99%		
3	Cleaning tasks completed	97% (13,085 of 13,543)	98%		
4	Bulk waste removed within 7 working days	98% (785 of 805)	98%		
5	Light replacements/repairs completed within 3 working days	98% (341 of 349)	99%		
6	Mobile warden jobs completed within 3 working days*	96% (1,530 of 1,592)	96%		
7	Incidents of drug paraphernalia collected and reported to the Police	93	-	-	-

\*Includes 7 internal graffiti removal jobs, 6 of which were completed within 3 working days.

4.4.1 As of Quarter 2, four indicators are on target, two are near target and one is provided for information only. The indicators near target are:

##### **Cleaning tasks completed**

Performance was slightly below the 98% target (by 1%) because cleaners had to be pulled off some everyday duties in order to remove drug paraphernalia from common ways, following a rise in problems with drug use in communal areas. Incidents of drug paraphernalia, which are typically higher during the summer, increased from 48 to 93 between Quarter 1 and Quarter 2.

##### **Light replacements/repairs completed within 3 working days**

The target was missed by 1% due to a drop in performance in July, during which seven out of 123 jobs were done late. Only one job was late out of 118 in August, and all 108 jobs in September were done within the three day target.

#### 4.5 Anti-social behaviour (ASB)

Performance indicator		Q2 2015/16	Target 2015/16	Status against target	Trend since last quarter	Housemark benchmark*
1	Victim satisfaction with closed ASB cases during the year (survey respondents from Q1 to Q2 who were very satisfied or fairly satisfied)	81% (13 of 16)	80%			90% (upper quartile, 2014/15)
2	ASB cases closed resulting in tenancy legal action (including eviction)	17% (14 of 84)	-	-	-	-
3	Tenants evicted due to ASB	1	-	-	-	-
4	Success rate of tenancy sustainment officer cases	100% (25 of 25)	95%			-

\*The benchmarking data presented in this table covers 2014/15 but does not use our peer group. The data is sourced from 164 Housemark members who provided this data as part of a specialist ASB benchmarking exercise.

N.B. The 'Victim satisfaction with closed ASB cases' indicator covers the 2015/16 financial year to date and the other three cover just Quarter 2.

#### 4.5.1 Reports of ASB incidents by type

ASB incident category		Q2 2015/16
1	Noise incidents	20% (139)
2	Harassment / threats incidents	21% (142)
3	Hate-related incidents	1% (10)
4	Vandalism incidents	2% (17)
5	Pets / animals incidents	14% (95)
6	Vehicles incidents	4% (29)
7	Drugs incidents	6% (38)
8	Alcohol related incidents	2% (11)
9	Domestic violence / abuse incidents	1% (6)
10	Other violence incidents	3% (23)
11	Rubbish incidents	13% (86)
12	Garden nuisance incidents	7% (45)
13	Communal areas / loitering incidents	5% (34)
14	Prostitution / Sex incidents	0% (0)
15	Other criminal behaviour incidents	1% (7)
16	Total ASB incidents	100% (682)

#### 4.5.2 Reports of ASB incidents by ward during the quarter

Ward	Q2 2015/16 incidents	Incidents per 1,000 properties	Change since last quarter
Brunswick and Adelaide	0	0	0
Central Hove	8	89	1
East Brighton	114	46	44
Goldsmid	20	43	-12
Hangleton and Knoll	85	50	33
Hanover and Elm Grove	44	81	21
Hollingdean and Stanmer	52	34	-6
Hove Park	0	0	0
Moulsecoomb and Bevendean	79	48	3
North Portslade	13	26	-21
Patcham	24	41	0
Preston Park	12	95	10
Queen's Park	137	65	48
Regency	0	0	-2
Rottingdean Coastal	2	69	1
South Portslade	18	42	9
St. Peter's and North Laine	34	65	-4
Westbourne	12	81	-2
Wish	7	14	0
Withdean	1	18	0
Woodingdean	20	40	-11
Total	682	49	112

## 4.6 Tenancy Fraud

Performance indicator		Q2 2015/16	Target 2015/16	Status against target	Trend since last quarter
1	Properties taken back due to tenancy fraud	4	15 by year end	TBC (Q4)	TBC (Q4)
2	Tenancy fraud cases investigated and closed	35	-	-	-
3	New tenancy fraud cases opened	39	-	-	-
4	Total open tenancy fraud cases	64	-	-	-

4.6.1 As of Quarter 2, a total of 12 properties have been taken back due to tenancy fraud so far during this financial year (eight during Quarter 1 and four during Quarter 2) against a target of 15 by the end of the year. The other three indicators are provided for information only.

## 4.7 Seniors Housing

Performance indicator		Q2 2015/16	Target 2015/16	Status against target	Trend since last quarter
1	Individual wellbeing calls made to residents	29,723	-	-	-
2	Residents living in schemes offering regular social activities	97% (846 of 870)	95%		
3	Residents living in schemes offering regular exercise classes	63% (548 of 870)	61%		
4	Schemes hosting events in collaboration with external organisations	91% (21 of 23)	91%		

## 5. COMMUNITY ENGAGEMENT AND CONSULTATION:

5.1 The performance measures in this report demonstrate whether Housing are delivering quality service and are for scrutiny by members, residents and the general public. This report has either been taken to, or will be taken to, the four Area Panels in November and December 2015. The issues raised are as follows:

- At the East Area panel the Head of Income, Inclusion and Improvement noted that customer satisfaction for the Housing Customer Services Team (HCST) is very good in terms of survey response. She stated some possible phone response issues and highlighted a fault with the system in place to refer calls internally ending with an abrupt call back to the original line, resulting in many abandoned calls. Due to this technical issue, the figures will look different next quarter.
- At the Central Area panel a resident raised that the target waiting time for calling repairs helpdesk should be adjusted from five minutes to two minutes. The Head of Income, Inclusion and Improvement explained that targets are usually adjusted at the end of the financial year and they set them to be challenging but realistic. The panel agreed that they wish to see the average waiting time in the next report. Unfortunately, an exact figure cannot be provided as software used to monitor phone calls to the Mears helpdesk does not report average waiting time. However, based on the data in this report, the estimated average waiting time is between 23 and 48 seconds.
- At the West Area panel a resident questioned how many people return satisfaction surveys and whether they are representative. The Performance & Data Analyst to feed back to the resident directly.
- At the North Area panel a Councillor pointed out an error in the table showing 'tenants in arrears by amount', whereby the figure for 'total tenants' was incorrect. The head of Income, Inclusion and Improvement apologised for the error and this has now been amended to the correct figure of 11,482.

## 6. FINANCIAL & OTHER IMPLICATIONS:

### Financial Implications:

- 6.1 The area of performance with the most significant financial impact is the ability to collect rents from tenants. For the second quarter 2015/16, the collection rate is still above the target set for the year which is good news. This continues to be closely monitored as the effects of welfare reform unfold so that appropriate action can be taken to minimise arrears. The level of rent arrears has a direct effect on how much is set aside for bad debts and therefore a direct impact on the resources available to spend on the management and maintenance of tenants' properties. The HRA 2015/16 budget for the contribution to the bad debt provision is monitored throughout the year and is currently forecast to break-even.

*Finance Officer Consulted: Monica Brooks*

*Date: 09/12/15*

### Legal Implications:

- 6.2 There are no significant legal implications arising from this report.

*Lawyer Consulted: Liz Woodley*

*Date: 08/12/15*

### Equalities Implications:

- 6.3 There are no equalities implications arising from this report.

### Sustainability Implications:

- 6.4 The increase in the energy efficiency rating of homes reflects an improvement towards the council's sustainability commitments, among other objectives such as financial inclusion and reducing fuel poverty.

### Crime & Disorder Implications:

- 6.5 There are no direct crime and disorder implications arising from this report. Cases of anti-social behaviour involving criminal activity are worked on in partnership with the Police and other appropriate agencies.

### Risk and Opportunity Management Implications:

- 6.6 There are no direct risk and opportunity implications arising from this report.

### Public Health Implications:

- 6.7 There are no direct public health implications arising from this report.

### Corporate or Citywide Implications:

- 6.8 There are no direct corporate or city wide implications arising from this report. However, two performance indicators featuring in this report ('dwellings meeting

Decent Homes Standard' and 'energy efficiency rating of homes') are among those used to measure success against the Corporate Plan principle of increasing equality.

## **SUPPORTING DOCUMENTATION**

### **Appendices:**

1. Appendix 1. Outline of under occupation arrears and related information
2. Appendix 2. Long-term empty properties
3. Appendix 3. Extract of the Annual Legionella Report for Health & Safety Committee

### **Background Documents:**

1. None

## Appendix 1. Outline of council under occupation arrears and related information

Item	Indicator	Baseline March 2013*	July 2015	Aug 2015	Sept 2015
1	Number of under occupying households affected by the charge	949	727	718	711
2	Percentage of under occupying households in arrears (numbers)	29% (277)	49% (359)	50% (341)	51% (332)
3	Percentage of all current tenants in arrears (numbers)	24% (2,791)	24% (2,786)	23% (2,689)	23% (2,639)
4	Average arrears per under occupying household in arrears	£303	£282	£279	£255
5	Total arrears of under occupying households	£84k	£101k	£95k	£85k
6	Percentage increase in arrears of under occupying households since 1 April 2013 (variance since baseline)	0% (£0k)	21% (£17k)	13% (£11k)	1% (£1k)
7	Percentage increase in arrears of all current tenants since 1 April 2013 (variance since baseline)	0% (£0k)	24% (£153k)	17% (£109)	13% (£82k)
8	Under occupier arrears as a percentage of total arrears	13%	13%	13%	12%
9	Cumulative number of under occupying households moved via mutual exchange since baseline	0	61	64	64
10	Cumulative number of under occupying households moved via a transfer since baseline	0	106	113	115

\*Baseline = before the under occupation charge was introduced in April 2013.

N.B. The arrears figures include both rents and service charges.

## Appendix 2. Long term empty properties

Of the 36 general needs and Seniors Housing properties that have, as of 6 November 2015, been empty for six weeks or more:

- seven are ready to let (two of which are Seniors Housing dwellings)
- 26 require or are undergoing major repairs/refurbishment
- three to be leased to Seaside Homes – last batch was leased in September 2015.

<b>General needs and Seniors Housing long term empty properties (6 weeks or more)</b>		
<b>Calendar days empty as at 06/11/15</b>	<b>Ward</b>	<b>Status</b>
83	East Brighton	To be leased to Seaside Homes
83	East Brighton	Ready to let following major repairs - 2 bedroom flat
307	East Brighton	Ready to let following major repairs - 3 bedroom house.
251	Goldsmid	With BHCC for refurbishment - studio flat
55	Goldsmid	Ready to let following major repairs - 2 bedroom house.
629	Hangleton and Knoll	Ready to let - 4 bedroom house. This property was refurbished to make it wheelchair accessible and to provide a single story extension (which needed to through the market tender exercise and through planning). This property was advertised early to enable joint working with the Occupational Therapist for the family moving in, to agree on the design details to suit their needs. It is due to be let imminently.
118	Hanover and Elm Grove	This Seniors Housing studio dwelling will not be let because it is part of a scheme (Stonehurst Court) which is to be closed as part of the Seniors Housing scheme review, because it cannot be made fit for purpose. The decision was approved by Housing & New Homes Committee in November 2015.
300	Hanover and Elm Grove	As above – Seniors Housing studio dwelling within same scheme.
405	Hanover and Elm Grove	As above – Seniors Housing studio dwelling within same scheme.
419	Hanover and Elm Grove	As above – Seniors Housing studio dwelling within same scheme.
517	Hanover and Elm Grove	As above – Seniors Housing studio dwelling within same scheme.
531	Hanover and Elm Grove	As above – Seniors Housing studio dwelling within same scheme.

<b>General needs and Seniors Housing long term empty properties (6 weeks or more)</b>		
<b>Calendar days empty as at 06/11/15</b>	<b>Ward</b>	<b>Status</b>
98	Hollingdean and Stanmer	To be leased to Seaside Homes
98	Hollingdean and Stanmer	To be leased to Seaside Homes
153	Moulsecoomb and Bevendean	Ready to let - 3 bedroom house
146	Moulsecoomb and Bevendean	With BHCC for refurbishment - 3 bedroom house
139	Moulsecoomb and Bevendean	Undergoing major repairs - 2 bedroom flat
195	Moulsecoomb and Bevendean	With BHCC for refurbishment - 3 bedroom house
111	Moulsecoomb and Bevendean	This Seniors Housing studio dwelling is part of a scheme where works are due to commence to convert unpopular studio flats into 1 bedroom flats. This is being done as part of the Seniors Housing stock review, which Housing Committee accepted in principle in January 2015.
125	Moulsecoomb and Bevendean	As above – Seniors Housing studio dwelling within same scheme.
153	Moulsecoomb and Bevendean	As above – Seniors Housing studio dwelling within same scheme.
265	Moulsecoomb and Bevendean	As above – Seniors Housing studio dwelling within same scheme.
762	Moulsecoomb and Bevendean	As above – Seniors Housing studio dwelling within same scheme.
209	North Portslade	This Seniors Housing studio dwelling is part of a scheme where works are due to commence to convert unpopular studio flats into 1 bedroom flats. This is being done as part of the Seniors Housing stock review, which Housing Committee accepted in principle in January 2015.
363	North Portslade	As above – Seniors Housing studio dwelling within same scheme.
69	Patcham	This Seniors Housing studio dwelling is part of a scheme where works are due to commence to convert unpopular studio flats into 1 bedroom flats. This is being done as part of the Seniors Housing stock review, which Housing Committee accepted in principle in January 2015.
132	Patcham	As above – Seniors Housing studio dwelling within same scheme.
209	Patcham	As above – Seniors Housing studio dwelling within same scheme.
419	Patcham	As above – Seniors Housing studio dwelling within same scheme.

<b>General needs and Seniors Housing long term empty properties (6 weeks or more)</b>		
<b>Calendar days empty as at 06/11/15</b>	<b>Ward</b>	<b>Status</b>
62	Queen's Park	Ready to let - 2 bedroom Seniors Housing flat
195	South Portslade	With BHCC for refurbishment - 3 bedroom house
48	South Portslade	Ready to let - 1 bedroom Seniors Housing flat
125	South Portslade	This Seniors Housing studio dwelling is part of a scheme (Evelyn Court) where works are underway to convert unpopular studio flats into 1 bedroom flats. This is being done as part of the Seniors Housing stock review, which Housing Committee accepted in principle in January 2015.
160	South Portslade	As above – Seniors Housing studio dwelling within same scheme.
272	South Portslade	As above – Seniors Housing studio dwelling within same scheme.
181	Wish	With BHCC for refurbishment - 3 bedroom house
<b>Total of 36 dwellings</b>		

## **Annual Legionella Report for H&S Committee (draft) Housing Extract (Released by corporate H&S Team annually in mid-November)**

### **4.4 Housing**

#### **General:**

1. A new member of staff (Adrian Day) been employed to undertake the role of Building Services Engineer (from July 2014 established from January 2015).
2. Our term contractor is supplying guidance on how we review systems under the new 2014 HSG 274 L8 ACOP.
3. As a risk assessment is a now a firm living document and not on a two year cycle, any new systems and changes to existing installations are assessed and added to the asset list for review as they occur.
4. Housing's M&E Team are working in conjunction with HSL, Mears and P.H. Jones health & safety managers on an "In-Out Asset" sheet which can be used to update the Risk Assessments on HSL's portal, Socius.
5. Approximately 10% of our stock is risk assessed each year (1376 properties). Progress is monitored through monthly contract meetings and by logging on to the contractor's web portal. This is in line with the ACoP guidance that states that similar properties may be reasonably assumed to have similar risks and performance patterns, and therefore may be assessed in groups.
6. The contractor collects & records information on handheld PDAs. This is then stored on their web portal, Socius.
7. BHCC Officers have access to Socius to monitor results.
8. Seaside Homes have been offered their own sign-on to Socius (subject to payment) to view and monitor their dwellings.
9. The Property & Investment (P&I) Building Service Engineer has taken responsibility for Legionella Management for the BHCC Housing offices
10. All Priority Correction Action Forms (PCAFs) are now raised on the PDA and sent immediately by email to the Building Services Engineer to action and sign off.
11. 101 PCAFs have been raised between November 2014 and Nov 2015. Most were for tank clean and disinfection. (photographs of the tanks are sent to Building Service Engineer to comment )
12. Housing is looking at a tank removal program in low rise dwellings, where they have 100% combi boilers fitted.
13. Housing has started its own training (initially focused on Sheltered Schemes) in conjunction with HSL for legionella awareness and flushing

14. The Building Service Engineer has been updating his certification with HSL

15. Housing is reviewing the new risk assessments from HSL.

### **Sheltered Housing:**

1. New risk assessments have been made a priority on sheltered schemes and housing offices.
2. Building Services Engineer is reviewing the water systems in sheltered accommodations and a remedial work list is being built out of this review.
3. Part of the water management budget for financial year 2015/16 has been earmarked for the removal of blind ends and redundant systems
4. Some previously unrecorded decorative water features and little used outlets have been discovered and action taken to remove them or add to the flushing regime where appropriate.
5. Two water features have been removed, and following intervention by the M&E Team the Somerset Point /Essex place water feature has been brought up to a very high standard by the Essex place Tenant's Association (TA). This has been funded and executed by the residents at no cost to the Council. The Building Services Engineer will make periodic site visits to ensure that the maintenance regime is being adhered to.
6. Where other water features exist we have informed residents that they must bring them up to standard and maintain them at their own cost, or have them removed. We have suggested that the TA employ a pond management company (paid for by the schemes TA.) to keep the features in good order.
7. Sheltered Managers will be advised that water features cannot be introduced into the schemes without adequate management controls which would have to be done locally within the scheme.
8. All Sheltered Housing Schemes are being monitored with weekly flushing of outlets where necessary and monthly temperature checking.
9. One-to-one training has been delivered to the Scheme Managers by our contractor in order to help them understand the record keeping, log book and reporting for their schemes. They have also been trained in flushing the outlets in the schemes empty flats and keeping records of any relevant activity.
10. Training has been completed with scheme managers on flushing void flats.
11. Training is ongoing to update the scheme managers in legionella awareness
12. Following a review, TMVs will now only be fitted to bathroom' (not kitchens) within sheltered schemes and if they are requested a Risk Assessment will have to be completed.

## **Planned Preventative Maintenance (PPM):**

A new PPM schedule of works has been introduced with all Sheltered Housing and all High Rise Housing Blocks having six monthly cold water storage tank inspections which include a water sample being taken and analysed. There are 62 sites in total which covers all priority 1 (sheltered housing) & 2 (general dwelling) properties.

## **Major Remedial Works Ongoing/Completed:**

Scope of works being developed by the Building Services Engineer following site inspections and assessment of remedial works required. This includes removal of redundant outlets, blank ends, redundant showers and toilets, cold water storage tanks and old point of use water heaters.

## **Major Remedial Works Planned:**

### **Last financial year 2014/15**

#### **Cold water storage tank replacements:**

- Bristol Estate: (October 2014) Completed
- St John's Mount: (November 2014) Completed
- Somerset House: (Jan – Apr 2015) Completed
- Warwick Mount: (Jan – Apr 2015) Completed
- Theobald House: (Jan – Apr 2015) Completed

### **Financial year 2015/16**

#### **Cold water storage tank replacements:**

- Hereford Court (July 2015) Completed
- Wiltshire Court (August 2015) Completed
- Johnson Bank (September 2015) Completed Napier House (November 2015) Completed
- Barclay House (December 2015) Completed
- Hereford Court break tank August 2015 Completed
- Wiltshire Court break tank August 2015 Completed
- Theobald House break tank January 2016
- Hereford Court Cold water booster set February 2016
- Wiltshire Court Cold water booster set March 2016
  
- Hornby Place Cold water storage tanks will also be replaced
- Programme of other works for 2015/16 TBC for TBM9

*N.B. All major works in General Housing are subject to 2-part leasehold consultation and all major works require 3 tendered quotes. This creates significant delays in commissioning and carrying out the works.*

### **Contract Management:**

1. Monthly meetings are held to monitor progress of the risk assessment programme, PCAFs and remedial works required / ongoing. Also to monitor the performance of the contractor, and build a robust working partnership with good communication.
2. Current attendees are Housing's Building Services Engineer, M&E Operational Coordinator, and the contractor's Contract Manager and Regional Manager.
3. Regular weekly/monthly site visits are carried out to audit current water risk assessments and remedial works. The visits are recorded on spreadsheets stored on the BHCC Housing S/Drive.

### **Monthly reports/ documents produced:**

- Housing Monitoring Summary (schedule of visits)
- New Corporate Risk Assessment built and signed
- Housing PCAF Schedule (Log of PCAFs actions advised & taken)
- Monthly report is sent to Scheme Managers for buildings
- Housing Water Hygiene Executive Summary (other recommended works progress report)
- Housing continues to work with Corporate for a joined up process

### **KPIs:**

Action on this was delayed in anticipation of the new corporate contract which commenced April 2014 and then further delayed by the absence of a Building Services Engineer for Housing. Suggestions on how they should be presented were given to the appointed contractor at the monthly meeting on 7<sup>th</sup> August. Following this the contractor suggested introducing the PDA's to the Housing contract which changes the way they report.

The PDA's started to be used by the contractor's operatives in September 2014 and we are still assessing what is available to us on Socius and whether it meets our KPI reporting requirements. Although the contract is closely monitored and managed and HSL are generally performing well. The format of KPI information is not yet fully agreed and is an area that requires attention to meet the contract requirements

However, overall, with the contract management measures we have in place, Housing can give reasonable assurance of Legionella compliance.

