



# Public Document Pack Housing and Community Overview and Scrutiny Agenda

*Scrutiny making a positive difference: Member led and independent, Overview & Scrutiny Committee promote service improvements, influence policy development & hold Executive to account for the benefit of the Community of Dacorum*

**Wednesday 11 October 2017 at 7.30 pm**

## **Conference Room 2 - The Forum**

The Councillors listed below are requested to attend the above meeting, on the day and at the time and place stated, to consider the business set out in this agenda.

### Membership

Councillor Gbola Adeleke  
Councillor Armytage  
Councillor Banks  
Councillor Mrs Bassadone  
Councillor Barrett  
Councillor Conway  
Councillor England

Councillor P Hearn  
Councillor Fethney  
Councillor Imarni (Vice-Chairman)  
Councillor Mahmood (Chairman)  
Councillor Silwal  
Councillor W Wyatt-Lowe

### Substitute Members:

Councillors Howard, D Collins, Clark, Ransley, Tindall and Link

For further information, please contact [Kayley.Johnston@dacorum.gov.uk](mailto:Kayley.Johnston@dacorum.gov.uk)

## **AGENDA**

### **1. MINUTES**

To confirm the minutes from the previous meeting

### **2. APOLOGIES FOR ABSENCE**

To receive any apologies for absence

### **3. DECLARATIONS OF INTEREST**

To receive any declarations of interest

A member with a disclosable pecuniary interest or a personal interest in a matter who attends a meeting of the authority at which the matter is considered -

- (i) must disclose the interest at the start of the meeting or when the interest becomes apparent

and, if the interest is a disclosable pecuniary interest, or a personal interest which is also prejudicial

- (ii) may not participate in any discussion or vote on the matter (and must withdraw to the public seating area) unless they have been granted a dispensation.

A member who discloses at a meeting a disclosable pecuniary interest which is not registered in the Members' Register of Interests, or is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days of the disclosure.

Disclosable pecuniary interests, personal and prejudicial interests are defined in Part 2 of the Code of Conduct For Members

[If a member is in any doubt as to whether they have an interest which should be declared they should seek the advice of the Monitoring Officer before the start of the meeting]

### **4. PUBLIC PARTICIPATION**

An opportunity for members of the public to make statements or ask questions in accordance with the rules as to public participation

### **5. CONSIDERATION OF ANY MATTER REFERRED TO THE COMMITTEE IN RELATION TO CALL-IN**

### **6. COUNCIL NEW BUILD UPDATE (Pages 3 - 24)**

### **7. ANNUAL CONTRACTS REVIEW - SUNREALM & OSBORNE PROPERTY SERVICES LTD (Pages 25 - 40)**

### **8. USE OF LOFT SPACE IN COUNCIL DWELLINGS (Pages 41 - 46)**

### **9. WORK PROGRAMME 2017/18 (Pages 47 - 51)**



<b>Report for:</b>	<b>Housing &amp; Communities Overview and Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>11<sup>th</sup> October 2017</b>
<b>Part:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Council New Build Update</b>
<b>Contact:</b>	Cllr Margaret Griffiths, Portfolio Holder for Housing  Author/Responsible Officer – David Barrett, Group Manager Housing Development
<b>Purpose of report:</b>	To Update the Committee on progress of the Council's programme of building new homes
<b>Recommendations</b>	1. That the committee note progress of the programme
<b>Corporate objectives:</b>	Affordable Housing
<b>Implications:</b>	<u>Financial</u>
<b>'Value for money' implications</b>	The overall development budget is reviewed strategically as part of the annual review of the Housing Revenue Account Business Plan. Each individual scheme following contract award is subject to close financial monitoring with any variances agreed formally through a change control process.  <u>Value for Money</u>  This has been achieved through successful procurement of each scheme and regular cost scrutiny
<b>Risk implications</b>	Risk Assessment completed within the New Build Project Initiation Document (PID) and updated on Corvu on a monthly basis.  A risk assessment is completed for each site by the Employers Agent and reviewed monthly from the award of the contract.

Community Impact Assessment	N/A
Health and safety Implications	Each new build scheme has in place a Principal Designer as required under the Construction Design and Management Regulations. Contractors are required to comply with the Council's H&S policy along with Considerate Constructors requirements. In addition we collect monthly contractor safety performance data along with undertaking an independent H&S audit of construction activities on each live site all of which is issued to our Corporate H&S team.
Consultees:	Mark Gaynor – Corporate Director Housing & Regeneration Elliott Brooks – Assistant Director – Housing Council New Build Project Board
Background papers:	N/A
Historical background <i>(please give a brief background to this report to enable it to be considered in the right context).</i>	In 2012/13 following the introduction of 'Self Financing' the Council committed to developing new Council homes for local people at social rent levels. This report is the latest update.
Glossary of acronyms and any other abbreviations used in this report:	N/A

## 1. Introduction

- 1.1 Dacorum Borough Council's Development Strategy - New Council Homes 2013-2020 '**Building for the Future**' was approved by Cabinet in December 2013 and sets out the Council's ambitious plans for the Council New Build Programme. The Council completed the first three new build developments in Summer 2015, with a further two developments completed in Summer 2016.
- 1.2 This report is to provide a full update on the current development programme. Note a selection of photos and drawings are attached to the back of the report.

## 2. Able House, Figtree Hill, Hemel Hempstead

- 2.1 The Council received planning permission to develop 14 new homes at Able House, Figtree Hill in June 2015. This involved the demolition of the former office block and is on a site in the heart of the Old Town. The development includes 10x1 bed flats and 4x2 bed flats.
- 2.2 In November 2015 Cabinet approved the award of the building contract to the successful bidder Taylor French. The project started on site in April 2016 and was successfully handed over in June of this year. Residents moved in shortly after and the feedback has been positive.
- 2.3 After the terrible fire at Grenfell Tower and the major concern expressed nationally about fire safety and cladding in high rise blocks of flats the Council assessed the fire risk across all of its flat blocks. Able House incorporates approximately 15% of its façade as cladding and is the Council's only block of flats with this being Aluminium Composite Material (ACM). Although not required, and there being no risk to tenants, the Council erred on the side of safety and had the cladding tested.
- 2.4 As with all other ACM cladding samples sent for testing nationally, the cladding on Able House did not pass the newly introduced safety test. On receiving the results we immediately contacted Hertfordshire Fire Service who carried out a comprehensive inspection of the building. Following the inspection the Fire Service classed Able House as low risk. This was due to the fire safety measures in place as well as the limited nature of the cladding.
- 2.5 Nevertheless, in conjunction with the Portfolio Holder for Housing it was decided as a precautionary measure to remove the ACM cladding from Able House. The sections of the building where it has been removed have now been replaced with a suitable render system in a contrasting colour.
- 2.6 The building is now in its defects period and we will continue to monitor its performance.

### **3. Wood House, Maylands Avenue, Hemel Hempstead.**

- 3.1 Situated in the Heart of Maylands this project forms an important part of the regeneration of the overall area. This project comprises a 79 unit development, 42x1 bedroom flats, 37x2 bedroom. The scheme achieved planning permission in March 2016. The development will provide 79 social rented units.
- 3.2 Initially it was proposed that 50% of the new homes would be offered as Shared Ownership with the generated receipts returning to the Housing Revenue Account to fund future development. After consideration and discussions with experts in the marketing and disposal of shared ownership the proposal is being re-considered and re-modelling of the Business Plan is being undertaken to understand the impact of all properties being developed for social rent. Initial work indicates that the overall HRA business plan should be able to accommodate this and a final decision will be taken in consultation with the Portfolio Holder for Housing in October. By reverting to social rented units this change would increase the supply of new homes to those greatest in need.

- 3.3** At the Cabinet meeting in November 2015 it was agreed the ground floor units of the development would be used for an extension of the Maylands Business Centre and provide office space for new businesses.
- 3.4** Jarvis Contracting Ltd was awarded the build contract and commenced on site in March 2017 with completion anticipated during November 2018.
- 3.5** The project is progressing well on site and the construction of the concrete frame is up to third floor level. We have a live webcam of the site available through the Councils website.
- 3.6** In the light of the Grenfell Tower fire a comprehensive review of the fire strategy took place and we revised the specification of some elements the construction including introducing non-combustible insulation into the external wall construction.
- 3.7** Although at this time there is no regulatory requirement to install sprinklers because the dwellings are less than 18 metres in height we took a decision to commission a design for a full sprinkler system. Our intention is either to install a full system whilst on site now or alternatively install only part of the system enabling us at a later date to retrofit a full system should legislation dictated in the future. Although we have not completed our assessment at the time of writing it is looking like our preferred option is to complete a full installation during this construction which our Contractor can accommodate at present with a minor effect on programme.
- 3.8** Additional ground investigations were required prior to commencing on site including breaking out a third hidden concrete slab and further unforeseen obstructions. This resulted in revising the foundation design which in turn added an increase cost to the project.
- 3.9** The project is currently on programme; however with the additional spend on groundworks, changes to the external wall construction and the potential introduction of sprinklers our project contingency sum is under pressure.
- 3.10** In September we accommodated Firefighters from Herts Fire and Rescue Service tackled a simulated rescue from our crane on site which proved to be a successful event and a great example of Partnership working.

#### **4. Swing Gate Lane**

- 4.1** This development will deliver 11 new Council homes - 6X1 bedroom flats, 3X2 bedroom flats and 2X2 bedroom houses. Planning permission for the scheme was granted in June 2015. The Council purchased the site from a private developer in May 2016. The project has been split into 2 phases, the new build consisting of 9 units and the refurbishment of 3 existing dwellings converted to 2 units.
- 4.2** Osbourne Homes Ltd have been appointed to construct the new build element and started on site in August 2017 with completion due during summer 2018.

- 4.3 The Contractor has demolished some existing buildings and is close to finishing groundworks and the foundations all after dealing with a small well that was discovered on site.
- 4.4 We are currently seeking tenders for an Architect to produce a full detailed design for the refurbishment element. This will help us to navigate some of the challenges around the properties being in a conservation area and having a Listed Building status. Once the design is completed we will then seek tenders for the construction with the aim of being on site early 2018.

#### **5. Stationers Place, London Road, Apsley**

- 5.1 This is a 31 flat development which will deliver 10x1 bedroom flats & 21x2 bedroom flats for social rent.
- 5.2 Full planning permission was granted in March 2016. Member approval was obtained to go out to tender and the contract was awarded to Jarvis Contracting Ltd under a Design & Build contract. Jarvis started pre commencement investigations and were originally due to be on site early this Summer however we have a couple of issues to resolve prior to being in a position to start work.
- 5.3 Under planning conditions the Environment Agency (EA) required the culvert that runs under the rear of our land to be opened up and naturalised “de culverted” however, in liaising with the EA and our Contractors engineers it became apparent that the EA required much more than just a naturalised bank for the culvert. Subsequently to meet the EA’s requirements would be unworkable and we are liaising with them to look at alternative solutions.
- 5.4 In addition earlier liaison with the statutory authorities gave us comfort that the various mains supplies across the site could be diverted around the proposed construction, although the gas authority has now discovered that their supply is a shared connection and are therefore currently investigating how this can be relocated. A response is expected within the next month.
- 5.5 These highlighted issues will need fully resolving before we can establish whether the scheme needs to be significantly altered and a realistic start on site date established.

#### **6. Martindale School, Boxted Road, Hemel Hempstead.**

- 6.1 The Council purchased the site from Hertfordshire County Council in May 2015. The scheme had already received outline planning permission for 43 units in February 2015.
- 6.2 After two public consultations a planning application was submitted in August 2017 for consideration and comprised 65 new homes: 33 proposed for outright sale – 17x2 bedroom houses and 16x3 bedroom houses and then 32 new Council homes for social rent – 19 flats (14x1 bedroom & 5x2 bedrooms) plus 5x3 bedroom houses and 8x2 bedroom houses.
- 6.3 We are currently preparing detailed tender documentation to seek a suitable Contractor to build out the scheme. Due to the value an Official Journal of the European Community (OJEU) compliant tender process is required. This

will take approximately 6 months and should see a recommendation to appoint a Contractor be presented April 2018.

- 6.4** Subject to a successful planning application we envisage being in a position to start on site August 2018.

## **7. Westerdale and Northend garage sites, Hemel Hempstead.**

**7.1** The Council has identified 2 garage sites as part of the garage asset strategy for redevelopment, using General Fund resources, for new temporary accommodation housing. They are to be redeveloped in tandem to deliver 6x2 bedroom flats at Westerdale and 4x2 bedroom flats and 2x1 bedroom flats at Northend. The properties would provide an ongoing revenue stream as well as being a valuable flexible asset.

**7.2** After a public consultation the schemes will be submitted for planning approval during early October 2017. In the meantime we are working up specifications to be in a position to obtain construction costs for subsequent approval.

**7.3** We are targeting construction starting on site during the Summer 2018 subject to a successful planning application.

## **8. Pipeline schemes**

**8.1** At the last Cabinet approval was given to purchase a garage site in Burns Drive which came with a planning approval for 6 flats. Unfortunately the seller has withdrawn his offer so we are unable to pursue this further.

**8.2** We are looking at some further sites and undertaking some early feasibility work to assess viability of potential schemes. These are predominately on land we already own and further updates will follow once we have carried out some concept development.

# Able House



Cladding



Render

# Wood House





**LEGEND**

- 2 level Community Office
- 2 level Community 1 Bed
- 2 level Community 2 Bed
- 2 level Community 2 Bed (Bicycle)
- 3 level Office
- 3 level Plant 1 Bed
- 3 level Plant 2 Bed
- 3 level Plant 2 Bed (Bicycle)
- Commercial 1 (Residential Use)
- Commercial 1 (Residential Use)
- Commercial 2 (Bicycle)
- Commercial 2 (Bicycle)
- Office
- Assembly
- Vehicle/Storage
- Electric Car Charging Point
- Street with artificial lighting
- Street enhancement

USE/ACTIVITY	Ground Floor	1st Floor	Second Floor	Total Floor	Fourth Floor	Fifth Floor	Sixth Floor	Total
Commercial 1 Office	Apprenticeship	-	-	-	-	-	-	-
2 level Community 1 Bed (10 spaces/20sqm)	-	4 units	4 units	4 units	4 units	1 unit	1 unit	18 units
2 level Community 2 Bed (10 spaces/20sqm)	2 units	2 units	2 units	2 units	2 units	2 units	2 units	21 units
3 level Plant 1 Bed (10 spaces/20sqm)	2 units	6 units	6 units	6 units	2 units	-	-	22 units
3 level Plant 2 Bed (10 spaces/20sqm)	2 units	6 units	6 units	6 units	-	-	-	18 units
<b>Total</b>								<b>79 units</b>
Assembly	81 sqm	-	-	-	270sqm	630sqm	72 sqm	1083 sqm
Residential Units	82 sqm	-	-	-	-	-	-	82 sqm

② boundary interpreted from Title Plan and measured as necessary

Picture taken 2 minutes ago

Wood House / Camera 1



# Swing Gate Lane





# Stationers Place

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# Martindale





The scheme features both market sale and social rent units.

All 19 flats will be social rented.

Of 46 houses, 13 houses (around 28%) will be social rented.

Overall, almost 50% of the units within this development will be for social housing.



KEY	1 bed	2 bed	3 bed	total
<b>MARKET UNITS</b>				
HOUSES	-	17	16	33
<b>SOCIAL RENTED UNITS</b>				
HOUSES	-	8	5	13
FLATS	15	4	-	19

The diagram opposite illustrates the proposed heights for site.

On the boundary facing Boxed Road, 4-storey apartment block has been positioned, with a reduction to 3 and 2 storey moving south, to relate to the height of the existing dwellings.



KEY	
	2-STOREY
	3-STOREY
	4-STOREY

# Northend

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The scheme provides 9 parking spaces in total with 6 Units

# Westerdale





## AGENDA ITEM:

### SUMMARY

Report for:	<b>Housing &amp; Community Overview &amp; Scrutiny Committee</b>
Date of meeting:	<b>11<sup>th</sup> October 2017</b>
PART:	<b>I</b>
If Part II, reason:	

<b>Title of report:</b>	Performance Review – Total Asset Management Contract & Gas installation and servicing contract
Contact:	Councillor Margaret Griffiths, Portfolio Holder for Housing Responsible Officer – Mark Gaynor, Corporate Director (Housing & Regeneration). Author - Fiona Williamson, Group Manager Property & Place
Purpose of report:	To provide the annual update upon the performance of the Total Asset Management Contract and Gas Servicing and installation Contract.
Recommendations	For members of the Overview and Scrutiny Committee to provide observations and comments on the performance of the two contracts.
Corporate objectives:	To ensure investment in the maintenance and improvement of the housing portfolio is delivered in line with the performance requirements of the contract and provides a high quality, customer focused service that provides value for money.  To promote tenant involvement in the management and delivery of the contracts.
Implications:	<u>Financial</u>  The tenders were awarded on the basis of the most economically advantageous tender. The volumes of responsive repairs and voids are variable and can impact upon the ability to work within budget. This is monitored on a monthly basis and where viable planned works reduced to limit any overspend.
'Value For Money Implications'	<u>Value for Money</u>  The assessment to determine the optimal way to deliver the work strands, by reducing duplication, efficient management of work in progress and improved planning is designed to reduce waste and ensure that value for money is demonstrated and realised over the term of the contract.  This is subject to an ongoing review through the Open Book audits which provide all elements of cost relating to the contract.

Risk Implications	<p>The Total Asset Management Contract combines a large number of planned work programmes, the management of the call centre and the day to day repairs and empty homes repairs.</p> <p>Performance and financial management is essential, as poor performance on this contract would have serious detrimental effects on the tenants and leaseholders and on the reputation of both the Council and the service Provider, Osborne.</p> <p>Gas Servicing and Installation is a high risk area in terms of safety and failure to remain compliant in respect of gas safety is both a risk in terms of statutory compliance and risks to the tenants and adjoining residents.</p>
Equalities Implications	Community Impact Assessments have been undertaken for both of these contracts to ensure they are accessible to all.
Health And Safety Implications	Failure to adequately maintain the properties in a good state of repair and compliant with statutory requirements has health and safety implications.
Consultees:	<p>Councillor Margaret Griffiths, Portfolio Holder Housing</p> <p>Elliott Brooks, Assistant Director Housing Landlord</p> <p>Layna Warden, Group Manager Tenants and Leaseholders</p> <p>Natasha Brathwaite, Group Manager Strategic Housing</p>
Background papers:	<p>Housing and Community Overview and Scrutiny Committee report 14<sup>th</sup> October 2015</p> <p>Housing and Community Overview and Scrutiny Committee report 20<sup>th</sup> July 2016</p>
Historical background ( <i>please give a brief background to this report to enable it to be considered in the right context</i> ).	<p>The Gas Servicing and Installation contract, delivered by Sun Realm, concluded the 4<sup>th</sup> year in 2016-17 and includes the servicing of existing and installation of new boilers.</p> <p>The Total Asset Management contract, delivered by Osborne Property Services Limited, concluded the 3<sup>rd</sup> full year in 2016-17. The contract includes the provision of repairs, voids, improvement work and services including stock surveys and management of the call centre.</p> <p>Both contracts are ACA TPC Partnering contracts and operated using open book accounting and incorporate performance linked profit elements. The contracts both have an initial duration of 5 years with the potential to earn annual extensions based upon satisfactory performance measured by a range of key performance and strategic indicators.</p>
Glossary of acronyms and any other abbreviations used in this report:	<p>HRA - Housing Revenue Account</p> <p>TAM - Total Asset Management</p> <p>(CP12) LGSR Certificate – Landlords Gas Safety Record</p> <p>MEAT – Most Economically Advantageous Tender</p> <p>HMEC – Housing Maintenance and Environment Committee</p> <p>JRP – John Rowan and Partners</p> <p>FFT – Faithorn, Farrell, Timms – Partnering Advisor on the TAM contract.</p> <p>TPC – Term Partnering Contract</p> <p>ACA – Association of Consultant Architects</p> <p>KPI's – Key Performance Indicators</p> <p>OPSL – Osborne Property Services Limited</p> <p>CAT 1 – A breakdown category for boilers that require immediate replacement as they are beyond repair</p>

## **1.0 BACKGROUND**

- 1.1 The Total Asset Management (TAM) Contract with Osborne and the Gas Servicing and installation Contract, with Sun Realm, are two of the most important contracts which the Council deliver to the 10,232 social housing properties. Sun Realm commenced delivery of the contract for work to domestic gas installations, in October 2013 and Osborne commenced the delivery of the Total Asset Management Contract in July 2014, both following robust procurement processes.
- 1.2 Both contracts are being delivered under the ACA TPC 2005, a form of Partnering Contract, amended in 2008 and are based upon a target cost model, whereby the contract and valuations are based upon target costs for various types of work and these are then audited and the actual cost for the delivering the work identified. Open Book Audits are undertaken quarterly to ascertain the actual costs borne by the Service Provider. Any savings (gain) from the Target Cost is shared by the Council and the Service Provider on equal basis. If the total expenditure on the contract exceeds the target costs then the additional costs above target, the pain element, is the responsibility of the Service Provider.
- 1.3 The initial contract duration was 5.5 years, with the option to extend for a further 5 years. Additional 1 year extensions can be earned subject to ongoing annual review of the Service Provider's key strategic indicators, which include compliance, tenant and community engagement, IT development and financial transparency.

## **2.0 GAS SERVICING AND INSTALLATION CONTRACT UPDATE**

- 2.1 The Gas Servicing and installation contract, delivered by Sun Realm covers both gas and solid fuel boilers and the primary functions are;
- a) Servicing of existing installations and issue of Gas Safety Certificates in compliance with the Gas Safety (Installation and Use) Regulations 1998.
  - b) Domestic boiler replacements of both gas and solid fuel.
  - c) CAT -1. Break down Service – including a 24hour emergency make safe provision
  - d) Miscellaneous Work
    - Power Flushing
    - Additional Radiators
    - Flue Replacement/Upgrade
    - Review of new build installations

## **3.0 FINANCIAL PERFORMANCE**

- 3.1 The financial model for the contract is administered using target costs for the replacement of boilers and full central heating systems and on a fixed price per service, which includes for any repairs that are required throughout the year.
- 3.2 Target costs were used to provide cost comparisons at tender stage and to process the monthly valuations, but under the contract financial mechanism using Open Book, there are quarterly audits undertaken of Sun Realm's accounts, to identify the actual cost of the boiler installations. If the actual costs exceed the target this is paid by Sun Realm and any saving that is derived from the actual costs being lower than target is shared between the Council and Sun Realm.

- 3.3 The table below provides details of the audit outturn position from each of quarterly audits undertaken in the financial year 2016-17, which despite some fluctuations in materials costs throughout the period, resulted in £315,802 of savings for the Council to reinvest in additional boiler installations.

<b>Audit Period</b>	<b>Quarter</b>	<b>Total Gain</b>	<b>50% DBC share to reinvest</b>
April – July 2016	Q1 – 2016/17	210,712.01	105,356.00
July – January 2017	Q2&3 – 2016/17	306,543.58	153,271.79
January – April 2017	Q4 – 2016/17	114,349.06	57,174.53
<b>Total Saving</b>		<b>£631,604.65</b>	<b>£315,802.32</b>

- 3.4 In all of the audits undertaken to date there have been savings against the target costs. The contract is structured to incentivise the Service Provider to make efficiency savings against the target costs as this is shared equally 50:50 and the savings realised equate to 14.27% of the contract value in 2015-16 and 15% of the contract value in 2016-17.
- 3.5 The Council will need to work closely with Sun Realm to establish any fluctuations in the actual cost of work and materials, to determine what impact this will have on the level of shared savings in future.

#### **4.0 KEY PERFORMANCE INDICATORS**

- 4.1 Sun Realm have constantly maintained a high degree performance, especially in the critical area of boiler servicing compliance, by working closely with the Council's technical and tenancy teams to undertaking a very pro-active approach in obtaining access to properties. In agreement with the Council, Sun Realm removed the incentive of £100 to tenants who allow access on the first appointment. This has not had a detrimental impact on the percentage of first appointments being kept and has resulted in a saving of £1200 which has been reinvested in boiler installations.

The following table, contains the KPI figures and the percentage of the performance related profit that has been achieved for the year is the full 2%.

<b>Item</b>	<b>Description</b>	<b>Target %</b>	<b>% PRP</b>	<b>Achieved %</b>
Compliance Check	Boiler services either completed or in the process.	100	20%	100
Quality	Proportion of QC checks passed	>95	10%	100
Resident Satisfaction with Quality & Service	Proportion of jobs completed to satisfaction of the resident.	>90	20%	100
Appointment kept	Proportion of appointment kept by the service provider	>98	20%	100
Formal Complaints	Projects completed without any complaints from residents	>99	10%	100
Time	Jobs completed with target time scales	>98	5%	99.9
Health & Safety	Number of jobs with no reportable accidents	1	10%	100
Reducing waste	Amount of waste recycle or diverted from landfill	>75	5%	85

- 4.2 The engineers continued to use concern cards to report social and welfare concerns to the Council, who can then carry out further investigations to determine if there is hoarding or potential safeguarding issues within the household. Whilst these have been limited in number, the referrals to the Council have enabled the tenancy sustainment team to proactively support a number of tenants. In 2016-17 the following cases were identified:
- Very elderly tenant who was finding it difficult to get out of house due to steps.
  - Tenant found bed ridden and vulnerable and engineers unable to service boiler as no credit on meter and in debt.
  - One property found with unreported repairs including leaking plumbing, resulting in damage to ceiling and windows.
  - One property with severe hoarding and decaying food throughout property.
  - One property found in unsanitary condition throughout.

## 5.0 VOLUME OF WORK COMPLETED

- 5.1 The volume of work Completed, during the Financial Year 2016-17, is summarised below:

SERVICING	<b>10,956</b>
TOTAL NUMBER OF PLANNED SYSTEM INSTALLATIONS	<b>919</b>
of which CAT - 1 EMERGENCY BOILER REPLACEMENTS	<b>164</b>

- 5.2 The number of CAT – 1 boiler replacements, continued to reduce from 172 in 2015-16 to 164 in 2016-17, due to the continuing higher levels of investment in the replacement programme and the partnering approach that enables Sun Realm to identify boilers that are nearing the end of their life through the servicing and repairs history.
- 5.3 The replacement programme also had an increase in the number of installations with a further 130 installs being completed in 2016-17, compared to the prior year. The planning and identification of those boilers, due to be replaced, has improved because Sun Realm develop the programmes from the information that is generated through the servicing feedback. This is evidenced by the reduction in the CAT 1 breakdowns.

## 6.0 TECHNICAL PERFORMANCE

- 6.1 The servicing and installation work continued to be scrutinised by an independent auditor, Sterling Consultants, who undertake sample inspections of the completed work and the findings are reported back to the Council for review and Sun Realm.

The tables below provide details of the central heating and boiler installations that were included in the audit summarised in the three categories.

- 6.2 There has been an improvement in the audit process with 39 additional audits being undertaken in 2016-17. Of those installations that were classed as poor, these have been reviewed and the majority were as a result of incomplete information being provided on the completion certificates. This has been an ongoing problem and Sun Realm have provided further training and are exploring the use of tablets, so mandatory fields have to be completed.

Heating Installations	Good	Satisfactory	Poor
April	17	6	2
May	12	2	2
June	11	4	1
July	8	6	1
August	7	11	0
September	13	3	0
October	15	5	3
November	11	4	1
December	6	4	1
January	14	5	0
February	10	3	3
March	15	6	5
<b>TOTAL</b>	<b>139</b>	<b>59</b>	<b>19</b>

## 7.0 CONCLUSION

- 7.1 Sun Realm, continued to provide a consistently high level of service, both in the servicing and installation elements of the contract and this is supported by strong performance against the measured indicators. Additionally there has been a continued willingness to work with the Council to support our more vulnerable tenants and to provide employment opportunities by supporting six apprentices during the year.
- 7.2 The audit programme has been undertaken with good levels of cooperation and transparency from Sun Realm, which has enabled the work to be concluded in a timely manner. Sun Realm has invested in upgrading the software it uses to produce the open book accounts and continued to demonstrate a good understanding of the required detail and format of information necessary to complete the Open Book audits. Sun Realm has also adhered to the Council's timescales for submission and review.
- 7.3 The planned works supervisor, for the installation programmes, has enabled better targeting of investment, which is reflected in the reduction in CAT 1 breakdowns and the increased numbers of installations delivered in the year.
- 7.4 In summary, the overall performance on the contract has remained strong and derived some positive outcomes both in terms of financial savings and excellent levels of customer satisfaction. Sun Realm has assisted in engendering a good working relationship with the Council and both organisations have been keen to identify and manage any waste in the process and this has led to some good results and tangible savings.

## 8.0 TOTAL ASSET MANAGEMENT CONTRACT - PERFORMANCE UPDATE

- 8.1 The Total Asset Management Contract has been provided by Osborne Property Services since the 1<sup>st</sup> July 2014 and has just completed the third full year of delivery.
- 8.2 The Council officers continued to work very closely with Osborne's team, by co-locating at the Osborne depot on the Maylands industrial estate, and undertaking site inspections jointly.

8.3 The contract continues to utilise a range of Key Performance Indicators that are linked to a percentage of the Service Providers profit (3%). The performance is reviewed on a monthly basis and determines the percentage of the profit due on the monthly invoice. Where any reductions in performance are identified appropriate interventions are put in place to address issues as the link to profit is designed to incentivise positive behaviours.

## **9.0 Local Employment and Site Office**

9.1 The Council continued to monitor the employment of the sub-contractors that are employed by Osborne, to ensure the local supply chain contractors continued to have the opportunity to work within the Borough. Osborne currently employs 44% of sub-contractor firms that are based in and around Dacorum and continued to explore opportunities to work with local suppliers and contractors. As many of the local supply chain are smaller companies than their national competitors, some of the larger projects do challenge their capacity.

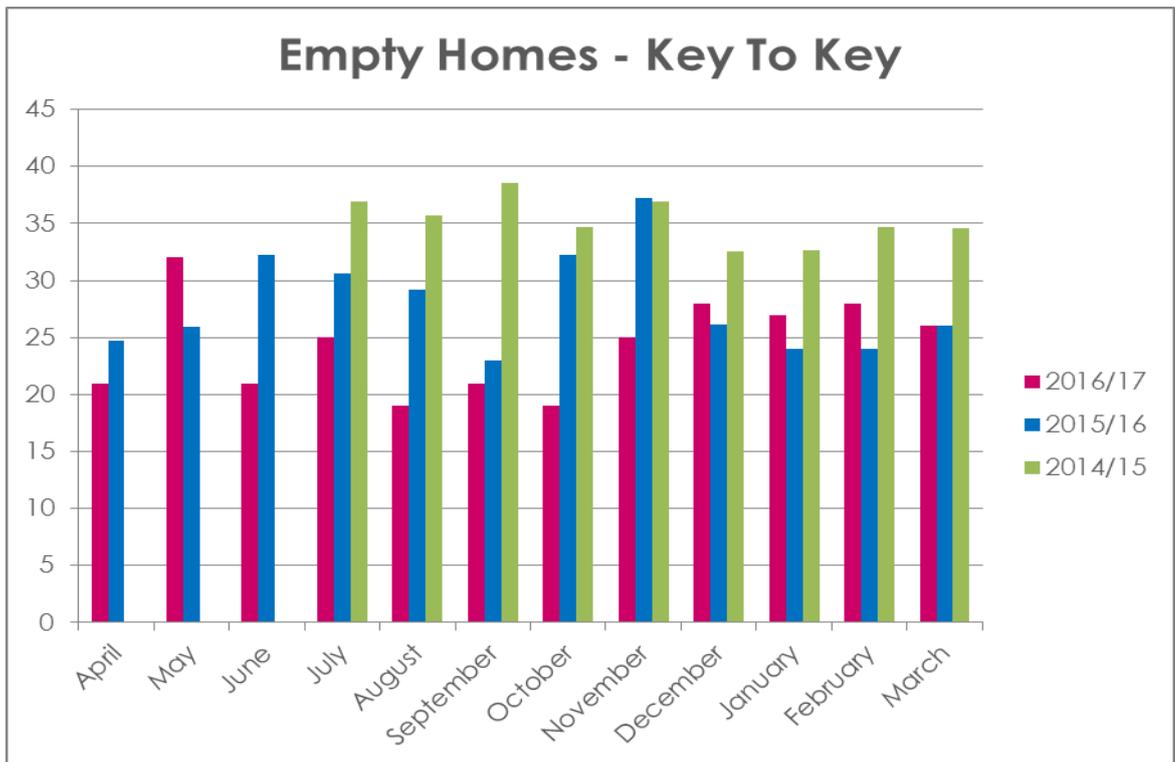
9.2 The out of hours call centre operation was monitored throughout the year to determine the number of calls received between 22.00hrs and 08.00hrs. It was established that the low volume of calls received during these times did not equate to the running costs of the operation and alternatives were provided to the Council for consideration. As a result the out of hours calls are now diverted to a central call handling centre in Manchester between the hours of 22.00 and 08.00. There has been a slight cost reduction in overheads that relate to the call centre but it has reduced the number of directly employed staff, which is disappointing as the call centre had provided 17 new jobs at the commencement of the contract.

9.3 Osborne have maintained the number of directly employed operatives and employed a drainage operative to deal with routine blockages, so that these can be responded to quickly and to reduce the call out charge to drainage sub-contractors. The percentage of site based staff that are from within Dacorum is much higher than sub-contractor and at the end of 2016-17 was 97%.

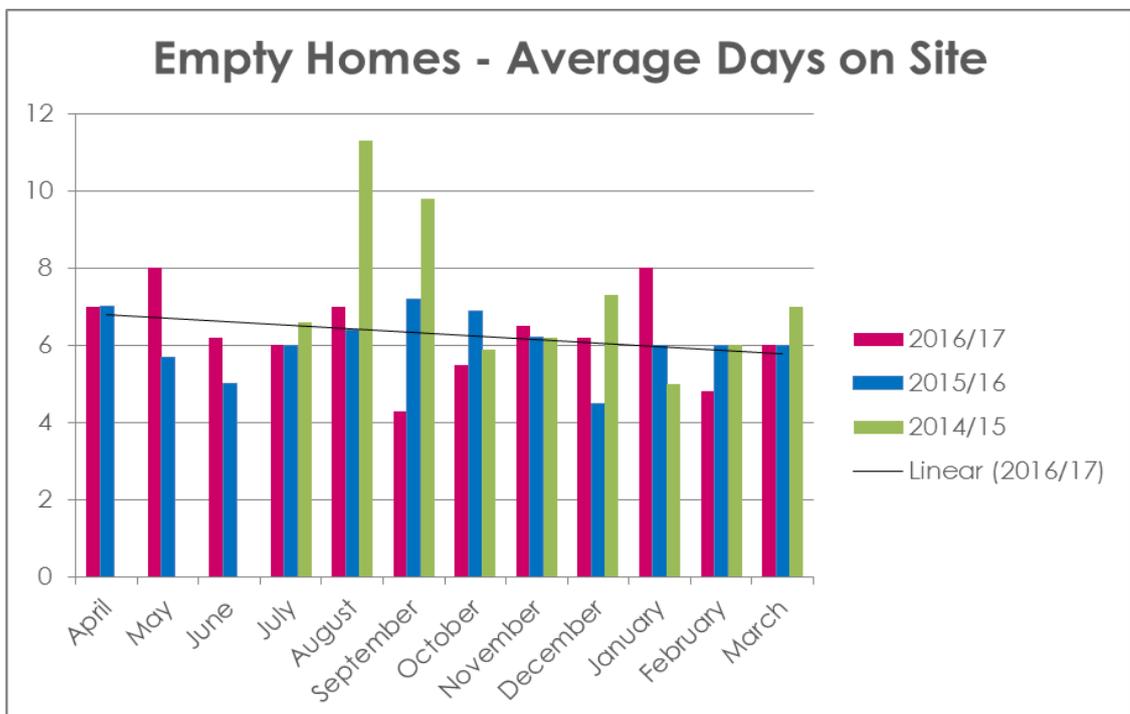
9.4 Osborne also employed 16 apprentices in a variety of trade and office based roles to provide workplace skills training.

## **10.0 Empty Homes**

10.1 The Empty Homes delivery and reduced key to key times continued to deliver very positive performance results. The performance in 2016-17 averaged around 26 days which was 2 days lower than the prior year and significantly better than the 42 days in the year prior to the contract award to Osborne.



10.2 There has also been a reduction in the average time to complete void work on site in 2016-17 and the teams from the Council and Osborne's continued to work closely to reduce duplication and streamline a number of areas in the process. The work continued to be carried out to an increased scope of works than prior to the contract, and with higher volumes following the use of HRA properties as temporary accommodation.



10.3 The empty homes approach is designed to carry out more works prior to the property being re-let to provide the following benefits:

- Less disruption for tenant during tenancy
- Reduction in repair costs / disruption during tenancy
- Better targeting of Aids & Adaptations works for not only immediate incoming tenant but future tenancies
- Property to higher standard is easier to let

10.4 Osborne has completed 215 zero day jobs since the start of the contract. These are jobs when the key is given to them, works carried out, and the key returned on same day. The aim is to identify the work required during a pre-void inspection, which is carried out in the notice to quit period and enables the team to also reinforce the tenant responsibilities in respect of the condition which they are expected to leave their home. The volumes achieved in each of the three years are detailed below:

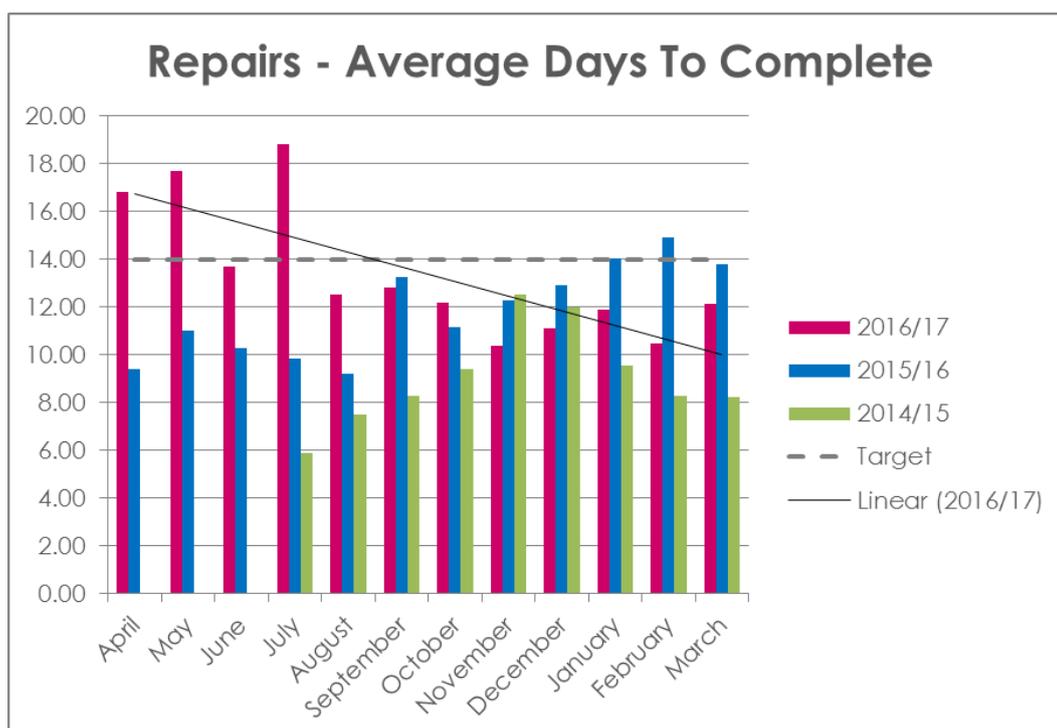
Year	Number of Zero days
14/15	38
15/16	69
16/17	108

10.5 The Osborne Empty Homes Team continued to provide a service that is in the upper quartile of peer organisations for performance in the country.

#### **11.0 Repairs & Maintenance**

11.1 During 2016-17 the overall performance in responsive repairs has been variable. The table below shows the average number of days to complete a repair which in the first quarter exceeded the target for two of the three months. This was in part due to a number of complex jobs in the system, but also as a result in changes in process that took time to introduce and resulted in some problems with ensuring the correct trades attended. There was a change in the senior management team to ensure appropriate, experienced resource was invested in this important area of the service and there were notable improvements, with a reduction in the average days from 19 in July to 13 in August.

11.2 There have been a number of changes in personnel and the re-introduction of a productivity based incentive scheme. There is a direct correlation with these changes and an increase in complaints and above target completion times for some of the responsive repairs. Osborne's management teams are working through an action plan to address the root causes of the jobs that were completed above target to ensure there is improvement in performance this year, which will be closely monitored by the Council.



## 12.0 Planned Works

- 12.1 The programmes in 2016-17 were generated using the stock condition information from the Council's asset database, supplemented by information obtained from the surveys undertaken by surveyors at Osborne and the repairs data.
- 12.2 The planned programme was completed within the financial year, but the external wall insulation project was subject to delays due to the prolonged periods of rainfall. The table below outlines the volumetric completed in 2016-17 by work stream.

Planned Works Work Stream	April 16 to March 17
Kitchens and Bathrooms	456
Full Rewires	14
Re-Wire upgrades	198
Aids and Adaptations	675
External Doors (907 doors to 764 properties)	764
Window replacement	285
External redecoration	32
Roof renewal	50
Tarmac projects	1
Garage Block refurbishment	13
2 room internal redecoration	139
<b>Total</b>	<b>2627</b>

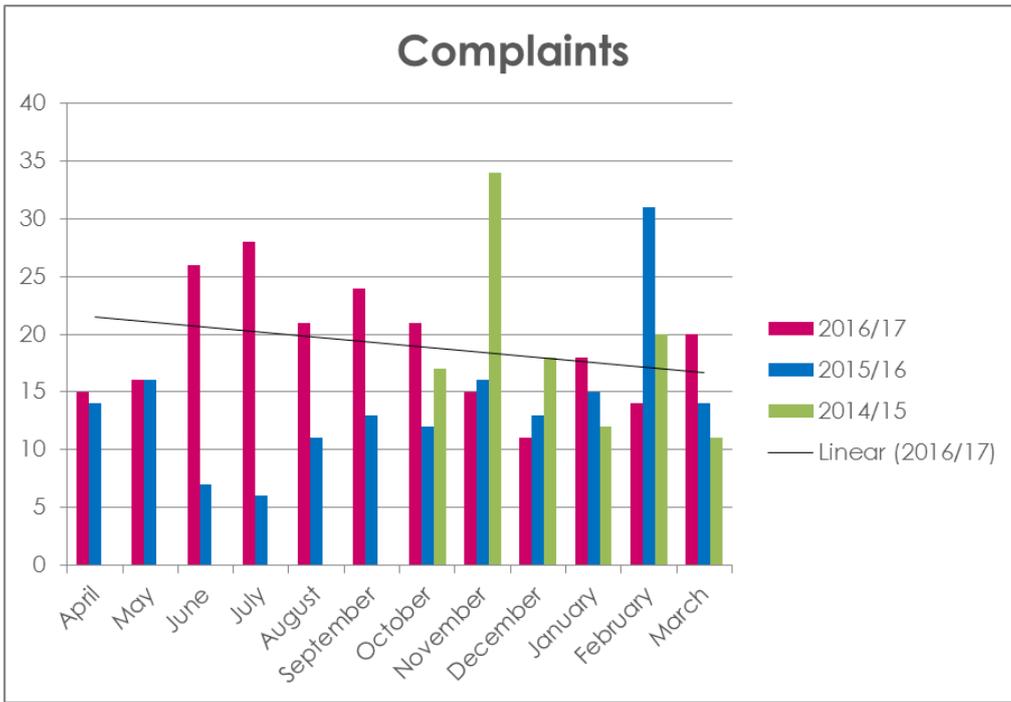
### 13.0 Customer Satisfaction, Complaints and Compliments

13.1 The customer satisfaction levels, in the graph below, show a consistently high level of satisfaction with planned work throughout the year. The repairs satisfaction was variable with some initial problems with customer satisfaction in the first half of the year. The repairs satisfaction coincided with the initial poor performance in the completion of repairs and the high average days to complete repairs indicate that a number were completed out of target.

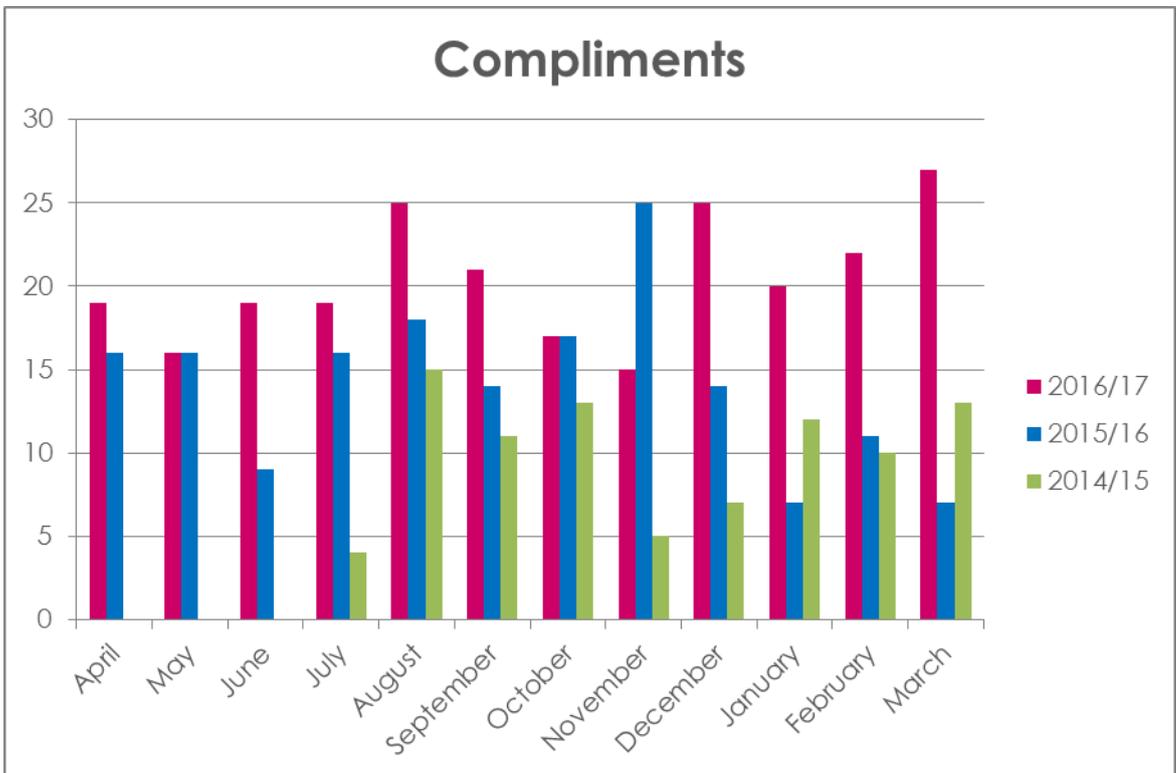


13.2 To provide an additional understanding and assessment of customer satisfaction, analysis of the complaints received, also mirrored the increased timescales for the delivery of responsive repairs and continued to identify a need for improvements in the level and frequency of communication with tenants.

13.4 The number of complaints received remained well below the 1% of all works undertaken, although there was an increase in June and July, which coincided with the increased average time to complete repairs. A number of these complaints centred upon the issues with delays and follow on works, which have been addressed by changes to the planning of follow on work and the strengthening of jeopardy reporting on any jobs at risk of going over target. The volume of complaints reduced in the second half of the year and the figures do include all stage 1 and the Member of Parliament enquiries.



13.5 Compliments are also recorded and this is one area that has recorded a strong improvement. The majority of these relate to planned programmed work, and often as a result of the support that the Customer Liaison Officers provide throughout the process. The increase in compliments provides further assurances to the Council regarding the performance of Osborne to create positive customer experiences.



## 14.0 Community Investment

- 14.1 Osborne has continued to build on and create new community partnerships with the aim to compliment and not compete against existing services and initiatives. Osborne has been proactively working closely with the Council, the voluntary sector, schools and community groups.
- 14.2 During 2016-17 Osborne has supported or delivered 57 initiatives, which resulted in engagement with over 2360 local people. The staff team at Osborne's helped improve 9 community facilities and gave over 330 hours back to the community through staff volunteering, which does not include their Community Investment Manager's contracted hours.
- 14.3 Employability and Skills remained a priority for Osborne's Community Investment and during the year hosted 7 work experience placements for local people, delivering employability skills workshops to schools, colleges and local job clubs, supporting the Connect Dacorum Dragons Apprentice Challenge and at the end of the period opening our new Training Facility at Maxted Court.

## 15.0 Financial Performance

- 15.1 The Open Book audits have been undertaken by the cost consultants JRP in conjunction with the Council's staff and reviewed the actual costs against the contractual target costs.
- 15.2 The audit includes all elements of cost and through the Open Book methodology all documents are available for review, including sub-contractors invoices, materials invoices, salaries and all overhead costs. Osborne provided their periodic statement and complete download from their costing system "COINS", which is interrogated to extract the relevant information to identify the target and actual costs.
- 15.3 The auditors, JRP, noted that Osborne have been co-operative throughout the audit and provided the necessary substantiations. The auditors have identified a number of recommendations to enable the future audits to be undertaken without the need to reference prior periods, which Osborne have committed to implement.
- 15.4 The financial outcome of our audit is detailed below with the gain share achieved in each of the various quarters. Overall there was a gain share of £689,358.78, which equates to 3% of the turnover. The 50% of the gain share was credited back to the Council for investment in works programmes.

Audit Period	Quarter	Total Gain	50% DBC Share
April 16-July 17	Q1	£73,571.24	£36,785.62
July 16-Sept 17	Q2	£95,949.74	£47,974.87
Sept 17- Jan 17	Q3	£340,042.64	£170,021.32
Jan 17 – March17	Q4	£179,795.16	£89,897.58
<b>TOTAL</b>		<b>£689,358.78</b>	<b>£344,679.39</b>

- 15.3 The use of improved forecasting has enabled better control of the overall budget in 2016-17, however in the closing months of the year the repairs expenditure increased as a result of storm Doris and the continued use of HRA properties as temporary accommodation. Non-essential capital works were reduced to offset the increased revenue expenditure.

- 15.4 The volume of voids remained high with 745 completed in the period. The average cost of voids did show some variance in the year and as additional one room units were introduced as temporary accommodation this assisted in reducing the average cost as the scope of works is considerably lower in these properties.

*Voids 14-15 - 713 completed*

*Voids 15-16 - 766 completed*

*Voids 16-17 - 745 completed*

## 16.0 Contract Extension

- 16.1 The contract mechanism enables the Service Provider to earn additional years, up to a maximum of ten, during the initial five year contract period, by the achievement of a number of Key Strategic Indicators, which are detailed in the table below:

Key Strategic Indicators		Target Compliance
1	Performance at or above the target for all KPIs for at least 9 months of the year	100% of the KPI targets met for a minimum of 9 months of the year
2	Transparency and control of costs delivered through the management of Open Book records including sub-contractors information available at Quarterly intervals	Open Book format and protocol to be agreed during dialogue and the information to be presented at quarterly intervals in advance of Core Group meetings. Target in year one 95% - from year 2 onwards 100%
3	Tenant involvement in operational and service improvement activities including meetings, workshops, customer satisfaction surveys and monitoring of corrective action arising from complaints.	Minimum of two tenants involved at operational meetings at least 4 times annually and demonstrable involvement of tenants in other service shaping activities at least 4 times annually.
4	Delivery of community initiatives to support the ambitions of the Councils economic, environmental and social sustainability agenda	The Service Provider is to deliver a range of community initiatives in line with an agreed annual project plan that can achieve tangible benefits to the community.
5	Delivery of integrated Information Technology solutions to ensure that the business intelligence collected through repairs data, component condition information from operatives, tenant preferences, complaints, satisfaction surveys etc. is collated and shared with the client to develop annual programmes for targeted investment and continually develop the asset management strategy	The Service provider is to provide a fully operational IT solution that interfaces with the Council's asset management and/or Housing Management systems to provide real time data regarding the progress of orders from the commencement of the service delivery and develop and agree a protocol for the range and scope of management information that has defined milestones throughout the contract.

- 16.2 Currently two additional years have been achieved and the review of the third year's performance has been concluded. The five strategic indicators have been achieved in 2016-17, however due to the high level nature of the indicators a range of deliverables that set out the priority areas for investment were developed for KSI2 and KSI5. The

contract review will be discussed at the next contract Strategic Core Group Meeting, which is scheduled for the 13<sup>th</sup> October.

## **17.0 Conclusion**

- 17.1 It is essential that The Total Asset Management Contract is delivered to the required quality standard, within the prescribed timescales and available budget. Overall the performance throughout the period, has been satisfactory, but there have been a number of elements of work that have been subject to delays, primarily in the delivery of more complex pieces of work or some of the aids and adaptations. Osborne has made a number of changes to the management of these areas, so these areas are being monitored. In addition the Council and Osborne are currently are working with the Partnering Advisors for the contract Faithorn, Farrell, Timms, to undertake a series of workshops to map some of the processes and establish improved approaches to the areas that are not performing effectively.
- 17.2 The monthly performance summary for the year is contained in Appendix A. The majority of the indicators met or exceeded target throughout the period and for the purpose of passing the KSI, which states that performance should be met for a minimum of 9 out of the 12 month period, all have passed. The overall performance was positive, but the issues with the management of the repairs at the beginning of the year did impact the indicator for repairs and voids completed in target and appointments kept. In addition there were two months were the volume of defects on repairs and voids exceeded the target tolerance and this was addressed with the relevant sub-contractors and operatives to ensure the quality levels are maintained.
- 17.3 Various interventions and changes to the structure of the team at Osborne have been implemented to address the areas of failed performance and these will be closely monitored in the current financial year.
- 17.4 Osborne has demonstrated a commitment to the strategic objectives of the Total Asset Management Contract the TAM manager has been undertaking the analysis of the repairs trends and providing the information on asbestos for migration to the Council's new asset management system, Promaster. The implementation of Promaster will enable the Council to undertake some improved scenario planning to supplement any repairs data that Osborne produces.
- 17.5 There are a number of areas that were subject to an action plan during the year, which have provided a focus to develop some of the value added services that formed the final solutions that Osborne provided during the tendering process. There has been concern that the timescales for delivery of some of the solutions has taken longer than indicated at tender stage and this is subject to ongoing review and scrutiny by the Council's contract team.
- 17.6 The approach being undertaken to the contract continues to be in the spirit of Partnering and the Council and Osborne work very closely together to overcome any issues that arise, to ensure the properties remain in good condition, whilst maintaining high levels of customer satisfaction. There is an acknowledgement that some of the ambitious objectives set out at tender stage require review to determine if they are still a priority, but the Council expect further improvements and efficiencies to be delivered in the current financial year.

**APPENDIX A**

**MONTHLY PERFORMANCE DATA**

Ref	Category	KPI Status	Criteria	Apr-16	May-16	Jun-16	Quarter 1	Jul-16	Aug-16	Sep-16	Quarter 2	Oct-16	Nov-16	Dec-16	Quarter 3	Jan-17	Feb-17	Mar-17	Quarter 4	YTD	
1.1	Defects - Repairs / Voids	PASS	Performance	98%	99%	100%	99%	100%	96%	98%	98%	100%	100%	100%	100%	100%	100%	95%	98%	99%	
				98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
1.2	Defects - Planned	PASS	Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
			Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	100%	98%
2.1	Satisfaction - Repairs	PASS	Performance	98%	97%	93%	96%	99%	95%	98%	97%	96%	98%	99%	98%	100%	100%	99%	100%	98%	
			Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
2.2	Satisfaction - Planned	PASS	Performance	99%	99%	99%	99%	99%	97%	99%	98%	99%	99%	99%	99%	100%	100%	100%	100%	99%	
			Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
3	Formal Complaints	PASS	Performance	0.79%	0.68%	0.98%	0.81%	1.05%	0.93%	0.96%	0.98%	0.84%	0.65%	0.60%	0.70%	0.99%	0.64%	0.86%	0.83%	0.83%	
				<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%
4.1	In Target - Repairs / Voids	PASS	Performance	100%	95%	83%	93%	88%	98%	98%	95%	98%	98%	98%	98%	98%	98%	98%	98%	98%	96%
				98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
5	In Target - Planned	PASS	Performance	100%	96%	98%	98%	98%	98%	99%	98%	99%	98%	100%	99%	98%	100%	100%	99%	99%	
			Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
6	Reducing Waste	PASS	Performance	95%	95%	97%	96%	97%	97%	97%	97%	97%	97%	98%	97%	97%	97%	97%	97%	97%	
			Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
7	Appointments Kept	PASS	Performance	98%	98%	85%	94%	96%	98%	99%	98%	98%	99%	98%	98%	98%	98%	98%	98%	98%	97%
				98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
8	Right First Time	PASS	Performance	79%	77%	78%	78%	80%	86%	85%	84%	86%	87%	89%	87%	88%	88%	87%	88%	84%	
			Target	68%	68%	68%	68%	68%	68%	68%	68%	68%	68%	68%	68%	68%	68%	68%	68%	68%	68%



<b>Report for:</b>	<b>Housing Overview and Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>11 October 2017</b>
<b>Part:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>The Use of Roof Spaces in Council Owned Properties</b>
<b>Contact:</b>	Margaret Griffiths Portfolio Holder for Housing  Author/Responsible Officer Lindsey Walsh – Tenants and Leaseholders Team Leader
<b>Purpose of report:</b>	1. To clarify information regarding the use of roof spaces by tenants and leaseholders in flats and houses belonging to Dacorum Borough Council
<b>Recommendations</b>	1. That the report be noted
<b>Corporate objectives:</b>	1. Affordable Housing
<b>Implications:</b>	<u>Financial</u> No direct costs, a review of the tenancy conditions is already progressing and an additional clause will be added regarding roof spaces.
<b>'Value for money' implications</b>	<u>Value for money</u> To reduce damage to the loft insulation in order to reduce costs in heating and to preserve the Carbon Footprint.
<b>Risk implications</b>	The Housing Services operational risk register is monitored quarterly at the councils Housing and Overview scrutiny committee
<b>Community Impact Assessment</b>	N/A
<b>Health and safety Implications</b>	Confirming there is no access to the roof space for tenants and leaseholders living in flats will reduce the health and safety risks for these occupiers

Consultees:	Margaret Griffiths; Portfolio Holder for Housing Elliott Brooks; Assistant Director of Housing Layna Warden Group Manager Tenant and Leasehold
Background papers:	N/A
Historical background <i>(please give a brief background to this report to enable it to be considered in the right context).</i>	The current tenancy agreement does not clarify the Council's position clearly to tenants and leaseholders regarding using roof spaces for personal storage. Following a recent insurance claim for damages to personal items and a greater focus on health and safety, The Housing Department is to review the content of our tenancy agreement.
Glossary of acronyms and any other abbreviations used in this report:	RTB – Right to buy

## 1. Background

1.1 The roof space in a block of flats is an area of landlords responsibility and constitutes a communal area. The roof space is not included in any tenancy agreements and does not become part of a lease when a tenant exercises their RTB. The tenancy conditions state any communal area. see below .....

44. **You must** not store any belongings in any communal area and you must comply with the Council's Clear Landings Policy.

1.2 It has been identified that some residents are using the loft spaces, compromising the insulation which is being crushed with the weight of personal belongings and affecting access to wiring and communal water tanks. This in turn interferes with the energy efficiency of our properties and can cause areas of black mould growth due to condensation.

1.3 In addition, as this area is not included in any tenancy or leased agreements, the resident's household Insurance does not cover the damage of any items in the event of roof and/or pipe leaks.

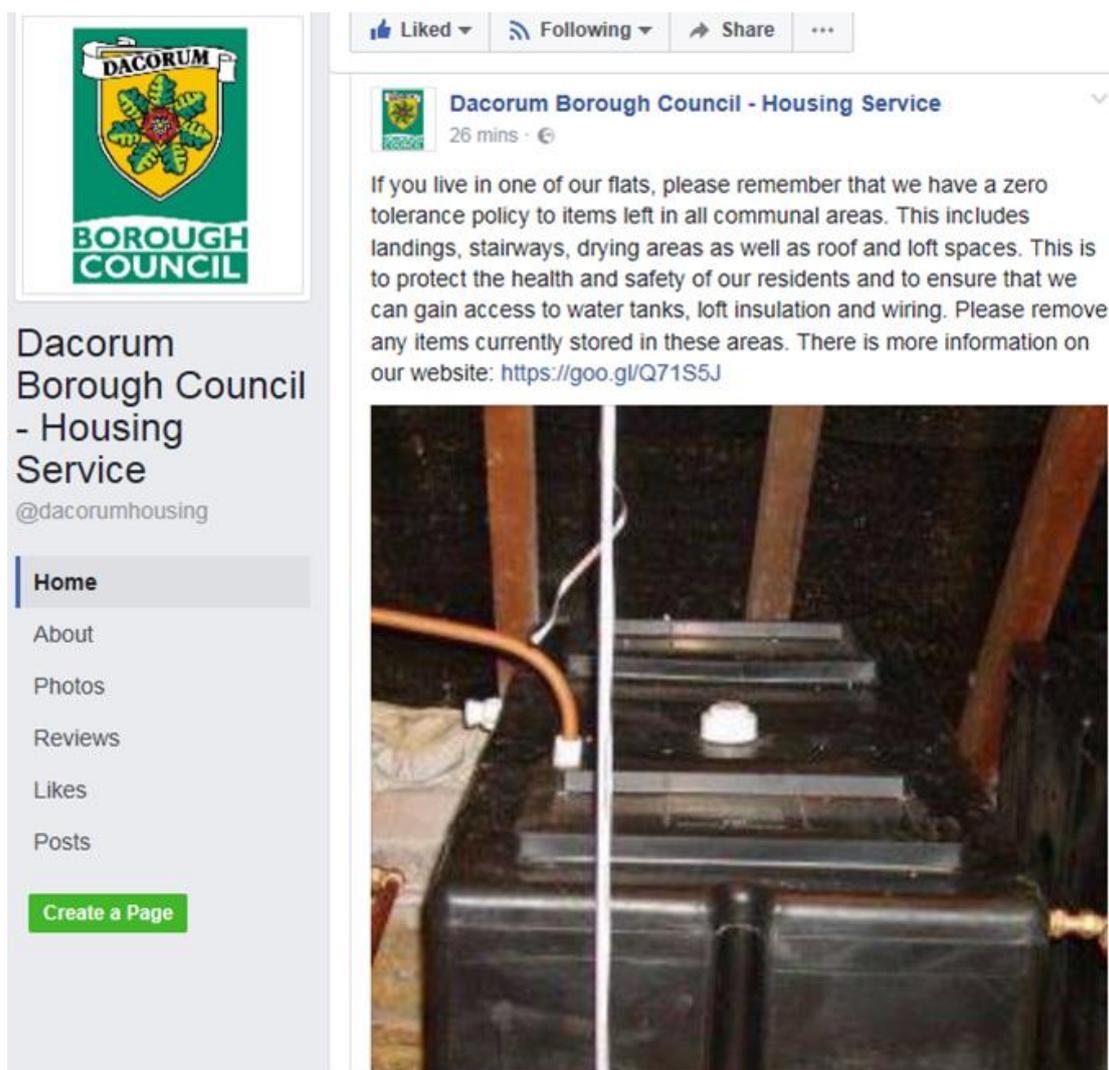
1.4 The Council have to deal with access problems to carry out essential repairs when the area is found full of personal effects and water tanks, wiring and pipes cannot be accessed until the space has been emptied. This is also a health and safety issue when residents are accessing the roof area, balancing across ceiling joists which are not designed to take the same weight as a floor.

1.6 Residents in houses, with no communal roof space, need to ask permission to store items in a loft space. The area may require the tenant to make

alterations to make it safe for access and the correct boarding, ventilation and access to water tanks and wiring would have to be maintained.

## 2 Confirming the Council's position

2.1 Following an insurance claim from a tenant for damage to his personal belongings that were stored in a communal roof space when the roof leaked, and in addition, a current claim for personal injury involving an accident in a roof space, the Council felt it necessary to reiterate its position regarding storing items in communal spaces to our tenants and leaseholders. The Housing Department issued guidance on their Facebook page:



The image shows a screenshot of a Facebook post from the Dacorum Borough Council - Housing Service. On the left is the page header with the council's logo and name. The post itself, dated 26 minutes ago, contains a text message about a zero tolerance policy for items in communal areas and a link to a website. Below the text is a photograph of a dark, cluttered roof space with wooden beams, pipes, and a white cap on a tank.

2.2 Information leaflets were also produced and are available on our website in the Tenant's Handbook

## 3 Regulations

3.1 Dacorum Borough Council have to comply with Building Control Regulation Guidance when advising tenants and enforcing tenancy conditions; If a

tenant living in a house or bungalow intends to use the attic space to store light items such as suitcases and Christmas decorations on loose boarding this is generally satisfactory, however it does compromise the efficiency of the insulation. We must remember that the ceiling joists are intended to act as a fixing for the ceiling below and are not designed for heavy loads.

3.2 To prevent any overloading of the ceiling joists it is recommended that the loose boarding does not cover more than 50% of the usable area. Usable area is that part of the roof space with headroom greater than 1.5m (approximately 4'6").

#### **4 Moving forward**

4.1 There was a lot of feedback and interest from residents, the press and local councillors after the Facebook posting. This enabled the Council to take on board residents views and gave an opportunity to discuss the issue direct with those that had concerns.

4.2 The Housing Department are at present reviewing the tenancy conditions to reflect recent legislative changes and the use of roof spaces will be added to the Tenancy and Leased agreements in order that there is a clear guidance for tenants and leaseholders.

4.3 The Council also regularly review the information leaflet to guide tenants and leaseholders in order to improve the services surrounding this issue.



# Roof spaces and lofts in blocks of flats

## Information for council tenants

Lofts and roof spaces in flats are a landlord-only area, even if the only access is through a hatch inside your home. You would be breaching your tenancy agreement if you entered the loft or placed any belongings in there.

These areas within homes or communal landings must be kept clear so that we as your landlord can gain access to the services inside the roof space.

Roof spaces often contain loft insulation, power cables and water storage tanks.

**You must not store any items in lofts or roof spaces.**

The council is not responsible for the loss of or damage to any personal items stored in the loft under any circumstances.

### Further information:

- The ceiling joists in loft spaces are not designed to carry the same weight as floors within your home.
- Loft insulation can be crushed by stored items, which makes it ineffective and can result in heat loss through the roof. This leads to increased energy costs and could increase the risk of condensation and black mould.
- Stored items could restrict access to water tanks or cables in an emergency and could be a fire risk.
- Items placed in lofts and roof spaces are not be covered by our insurance in the event of a roof leak, burst water tank, fire or electrical faults in the loft.

### Recharges:

Your tenancy agreement states that you must keep your home clean, tidy and in a good state of repair. You must pay us the cost of repairing any damage you cause to the property and fittings.

If we need to move items to carry out work inside a loft space, if any damage is caused by your use of a loft (such as putting a foot through the ceiling) or you leave any items up there at the end of your tenancy then we will recharge you for the cost.

If we identify the owner of items left in a communal roof space the **minimum** charge will be £40.

For more information about your tenancy, please go to [www.dacorum.gov.uk/home/housing/current-tenant](http://www.dacorum.gov.uk/home/housing/current-tenant) or call **01442 228000** and ask for **Housing**



# Roof spaces and lofts in houses

## Information for council tenants

The loft is not part of the living space of your home and must not be used for storing heavy items, but it is included as part of your tenancy.

If you would like to store a few lightweight items, you would need to board out a small part of the loft space. Never place items directly onto loft insulation.

To find out whether your loft is suitable you must complete a 'Tenant's Request for Improvements' form before you start. If you have already boarded part of your loft, you must let us know so that we can inspect the work.

The council is not responsible for the loss of or damage to any personal items stored in the loft under any circumstances.

### Further information:

- The ceiling joists in loft spaces are not designed to carry the same weight as floors within your home.
- Loft insulation can be crushed by stored items, which makes it ineffective and can result in heat loss through the roof. This leads to increased energy costs and could increase the risk of condensation and black mould.
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- Items placed in lofts and roof spaces are not covered by our insurance in the event of a roof leak, burst water tank, fire or electrical faults in the loft.

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Your tenancy agreement states that you must keep your home clean, tidy and in a good state of repair. You must pay us the cost of repairing any damage you cause to the property and fittings.

If we need to move items to carry out work inside a loft space, if any damage is caused by your use of a loft (such as putting a foot through the ceiling) or you leave any items up there at the end of your tenancy then we will recharge you for the cost.

For more information about your tenancy, please go to [www.dacorum.gov.uk/home/housing/current-tenant](http://www.dacorum.gov.uk/home/housing/current-tenant) or call **01442 228000** and ask for **Housing**

## HOUSING AND COMMUNITY Overview & Scrutiny Committee: Work Programme 2017/18

*Scrutiny making a positive difference: Member led and independent, Overview & Scrutiny Committee promote service improvements, influence policy development & hold Executive to account for the benefit of the Community of Dacorum.*

Meeting Date:	Report Deadline	Items:	Contact details:	Contact Details
<p><del>7 June 2017</del></p> <p style="color: red;"><b>Cancelled and moved to July due to the Election</b></p>	<p><del>24 May 2017</del></p>	<p><del>Quarter 4 Performance Reports (&amp; Quarter 4 Operational Risk Reports)</del></p> <p><del>Housing</del></p> <p><del>Resident Services</del></p> <p><del>Budget Monitoring Financial Report</del></p> <p><del>Homelessness Strategy</del></p> <p><del>Update on Tenant Involvement Activities</del></p> <p><del>safeguarding children and safeguarding adults policies</del></p>	<p><del>(PH – M Griffiths, J Marshall, N Harden)</del></p> <p><del>E Brooks, Assistant Director, Housing</del></p> <p><del>J Still, Group Manager, Resident Services</del></p> <p><del>R Baker, Group Manager, Finance</del></p> <p><del>N Brathwaite</del></p> <p><del>E Brooks</del></p> <p><del>Julie Still</del></p>	<p>Moved from April 2017</p>
<p>5 July 2017</p>	<p>21 June 2017</p>	<p>Quarter 4 Performance Reports (&amp; Quarter 4 Operational Risk Reports)</p>	<p>PH – M Griffiths, J Marshall, N Harden)</p> <p>E Brooks, Assistant Director,</p>	

Meeting Date:	Report Deadline	Items:	Contact details:	Contact Details
		<p><b>Housing</b></p> <p><b>Resident Services</b></p> <p><b>Budget Monitoring Financial Report</b></p> <p>Homelessness Strategy <i>will also cover the temporary Accommodation policy and the Homeless Reduction Act.</i></p> <p>Housing Service – Benchmarking report 2015/16</p>	<p>Housing</p> <p>J Still, Group Manager, Resident Services</p> <p>R Baker, Group Manager, Finance</p> <p>N Brathwaite</p> <p>Elliott Brooks and Emily Rae- Maxwell</p>	
6 Sept 2017	23 August 2017	<p><b>Quarter 1 Performance Report</b> (&amp; Q1 Operational Risk Reports)</p> <p><b>Housing</b></p> <p><b>Resident Services</b></p> <p><b>Q1 Budget Monitoring Financial Report</b></p> <p>DENS performance</p>	<p><i>(PH – M Griffiths, N Harden, J Marshall)</i></p> <p>E Brooks, Assistant Director, Housing</p> <p>J Still, Group Manager, Resident Services</p> <p>R Baker, Group Manager, Finance</p> <p>N Brathwaite</p>	<p>Ext: NB -2840</p> <p>Ext: EB -2615 <a href="mailto:Elliott.Brooks@dacorum.gov.uk">Elliott.Brooks@dacorum.gov.uk</a></p> <p>Ext: JS – 2453 <a href="mailto:Julie.Still@dacorum.gov.uk">Julie.Still@dacorum.gov.uk</a></p> <p>Ext: RB – 2162 <a href="mailto:Richard.Baker@dacorum.gov.uk">Richard.Baker@dacorum.gov.uk</a></p>

Meeting Date:	Report Deadline	Items:	Contact details:	Contact Details
		<p>performance report and the safeguarding Policy and Procedures report</p> <p>Update on Tenant Involvement Activities</p> <p>Allocations policy OSC</p>	<p>Julie Still</p> <p>E Brooks/Emily-Rae Maxwell</p> <p>N Brathwaite</p>	<p>Moved from august to sept</p> <p>Moved from august to sept</p> <p>Moved from august to sept</p>
11 October 2017	27 Sept 2017	<p>Annual Contracts Review / Sunrealm &amp; Osborne Property Services Ltd</p> <p>Council New Build Update</p> <p>Use of Loft Space in Council dwellings</p>	<p>Fiona Williamson</p> <p>David Barrett</p> <p>Lindsey Walsh / Layna Warden</p>	<p>Ext: FW 2855</p> <p><a href="mailto:Fiona.williamson@dacorum.gov.uk">Fiona.williamson@dacorum.gov.uk</a></p>
8 November 2017	25 Oct 2017	<p><b>Quarter 2 Performance Report</b> (&amp; Q2 Operational Risk Reports)</p> <p><b>Q2 Budget Monitoring Financial Report</b></p> <p><b>Housing</b></p> <p><b>Resident Services</b></p>	<p><i>(PH – M Griffiths, J Marshall N Harden)</i></p> <p>E Brooks, Assistant Director, Housing</p> <p>J Still, Group Manager, Resident Services</p>	<p>Ext: EB – 2615</p> <p><a href="mailto:Elliott.Brooks@dacorum.gov.uk">Elliott.Brooks@dacorum.gov.uk</a></p>

Meeting Date:	Report Deadline	Items:	Contact details:	Contact Details
		ASB issues in Dacorum	R Baker, Group Manager, Finance  Nicola Lobendhan	
<b>Joint Budget 5 December 2017</b>	<b>22 Nov 2017</b>	Joint Budget OSC Budget 2017-2018  <i>Ideally no further items to be added</i>	James Deane	EXT JD – 2278 <a href="mailto:James.Deane@dacorum.gov.uk">James.Deane@dacorum.gov.uk</a>
<b>24 January 2018</b>	<b>10 Jan 2018</b>	Homelessness Strategy  Update on the Asset Management Strategy	N Brathwaite  Fiona Williamson	Ext: FW 2855 <a href="mailto:Fiona.williamson@dacorum.gov.uk">Fiona.williamson@dacorum.gov.uk</a>
<b>Joint Budget 6 February 2018</b>	<b>24 Jan 2018</b>	Joint Budget 2016-2017  <i>Ideally no further items to be added</i>	James Deane	EXT JD 2278 <a href="mailto:James.Deane@dacorum.gov.uk">James.Deane@dacorum.gov.uk</a>

Meeting Date:	Report Deadline	Items:	Contact details:	Contact Details
21 March 2018	7 March 2018	Quarter 3 Performance Report (& Q3 Operational Risk Reports)  <b>Housing</b>  <b>Resident Services</b>  <b>Q3 Budget Monitoring Financial Report</b>	<i>(PH – M Griffiths, N Tiley, N Harden)</i> E Brooks, Assistant Director, Housing  J Still, Group Manager, Resident Services  R Baker, Group Manager, Finance	EB – 2615 <a href="mailto:Elliott.Brooks@dacorum.gov.uk">Elliott.Brooks@dacorum.gov.uk</a>  JS – 2453 <a href="mailto:Julie.Still@dacorum.gov.uk">Julie.Still@dacorum.gov.uk</a>  <a href="mailto:Richard.Baker@dacorum.gov.uk">Richard.Baker@dacorum.gov.uk</a> RB - 2162

*Items to be scheduled: Dates to be confirmed*

Older Persons Housing Strategy
Temporary Accommodation Strategy

Homelessness Bill (**no date**)