



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 8 November 2023 at 7.30 pm

Conference Room 1 - 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 Barry (Chair)	Councillor Pesch
Councillor Capozzi (Vice-Chairman)	Councillor Williams
Councillor Adeleke	Councillor Banks
Councillor Barradell	Councillor Link
Councillor Cox	Councillor McArevey
Councillor Johnson	Councillor Pringle
Councillor Mottershead	Councillor Link

For further information, please contact Corporate and Democratic Support

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. Q2 BUDGET MONITORING (Pages 3 - 13)

7. Q2 HOUSING REPORT (Pages 14 - 47)

8. DAMP AND MOULD POLICY (Pages 48 - 57)

9. ACTION POINTS (Page 58)

10. FORWARD PLAN (Pages 59 - 63)



Housing and Community

Overview and Scrutiny Committee

Report for:	Housing and Community Overview and Scrutiny Committee
Title of report:	Financial Performance Quarter 2 2023-24
Date:	8th November 2023
Report on behalf of:	Cllr Ron Tindall, Portfolio Holder for Corporate & Commercial Services
Part:	I
If Part II, reason:	N/A
Appendices:	Appendix A – General Fund Forecast Outturn Position Q2 2023-24 Appendix B – HRA Forecast Outturn Position Q2 2023-24 Appendix C – Projected Housing and Community Capital Outturn Q2 2023-24
Background papers:	None.
Glossary of acronyms and any other abbreviations used in this report:	GF – General Fund HRA – Housing Revenue Account

Report Author

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Responsible Officer

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Corporate Priorities

- A clean, safe and enjoyable environment
- Building strong and vibrant communities
- Ensuring economic growth and prosperity
- Providing good quality affordable homes, in particular for those most in need
- Ensuring efficient, effective and modern service delivery

	Climate and ecological emergency
Wards affected	All
Purpose of the report:	<p>1. To provide details of the projected outturn 2023-24 as at quarter 2 for the:</p> <ul style="list-style-type: none"> • General Fund • Housing Revenue Account • Housing and Community Capital Programme
Recommendation (s) to the decision maker (s):	<p>1. That Committee note the financial position for 2023-24 as at Quarter 2.</p>
Period for post policy/project review:	The Council's financial position is reported to committee on an ongoing, quarterly basis.

1. Exec Summary:

- 1.1** The Quarter 2 financial position of the General Fund is reporting a surplus against budget of £0.536m, the Quarter 2 position has moved from Quarter 1 of £0.231m. In summary this is due to pressures from the imminent public sector pay award £0.500m, employee cost pressures for Neighbourhood operations of an additional £0.109m, additional expenditure on works to trees £0.150m, £0.254m on Place interim costs while offset by increased investment income of £0.551m, and a reduction in borrowing costs of £0.232m
- 1.2** The HRA is reporting a budget pressure of £0.370m at quarter 2 a quarter on quarter reduction of £0.020m. There are increased pressures of £3.777m on repairs and maintenance, and £0.482m on supervision and management costs. These are offset by increased investment income of 0.313m, income from tenants of £1.179m and the £2.538m removal of the Revenue contribution to capital to support the underlying in year budget pressures.

2. Introduction:

- 2.1** This report presents the Council's forecast outturn for 2023-24 as at quarter 2, 30th September 2023. The report covers the following budgets with associated appendices:
- General Fund – Appendix A. A surplus against budget of £0.536m is forecast. Included in this is a pressure of £0.142m against Housing and Community service areas.
 - Housing revenue Account (HRA) – Appendix B. A pressure of £0.370m is forecast.
 - Capital Programme – Appendix C. Housing and Community General Fund Schemes are forecasting an underspend of £0.106m and re-phasing to future years of £0.547m. The HRA capital programme is forecast to budget and re-phasing to future years of £4.523m.

3. General Fund Position – all Scrutiny Committee Areas

- 3.1** Appendix A provides an overview of the General Fund forecast outturn position.
- 3.2** The table below provides an overview by Scrutiny area of the provisional outturn for controllable budgets within the General Fund.

Table 1 Scrutiny Committee	Current Budget £m	Forecast Outturn Quarter 2 £m	Variance		Forecast Outturn at Quarter 1 £m	Movement from quarter 1 to Quarter 2 £m
			£m	%		
Finance & Resources	11.138	12.689	1.551	13.9%	11.760	0.929
Strategic Planning and Environment	12.049	13.033	0.984	8.2%	13.088	(0.055)
Housing and Community	1.953	2.095	0.142	7.3%	1.933	0.162
Total Operating Cost	25.140	27.817	2.677	10.6%	26.781	1.036
Core Funding	(25.140)	(28.353)	(3.213)	12.8%	(27.548)	(0.805)
(Surplus)/ Deficit	0.000	(0.536)	(0.536)		(0.767)	0.231

3.3 There are several variation changes identified between Quarter 1 and Quarter 2 against General Fund and HRA service areas the material changes are outlined in sections 4-7 below.

4. General Fund Position- Housing and Community

Table 2 – Housing and Community General Fund Quarter 2	Current Budget £m	Forecast Outturn £m	Variance	
			£m	%
Housing & Property	1.228	1.201	(0.027)	(0.022)
Corporate and Commercial	(2.412)	(2.341)	0.071	(0.029)
People and Transformation	1.239	1.415	0.176	0.142
Place	1.898	1.817	(0.081)	(0.043)
Total Operating Cost	1.953	2.092	0.142	0.073

4.1 People & Transformation – pressure of £0.176m

A movement of £0.227m is being reported from quarter 1. These overspends relate to additional staffing resources in Customer Services Unit and Communications and Engagement. A large proportion of this is being funded from the increase in the recharge to the HRA.

4.2 Place – Surplus £0.081m

A surplus for the Old Town Hall is reported, due to strong income being received from operations vacancies within the service of £0.104m.

4.3 Corporate & Commercial £0.071

A movement of 0.080 is reported for Corporate and Commercial. Garage Income is currently 2.5% below budget, giving a forecast pressure for the service £0.080m. A large number of garages are currently being repaired focusing on those where there is a waiting list. This will increase the stock available for rent and it is expected that this will increase income for the service.

5 Housing Revenue Account Position

5.1 The HRA is a ring-fenced account relating to the Council's Landlord functions. A guiding principle of the HRA is that revenue raised from rents and service charges must be sufficient to fund expenditure incurred. The provisional outturn position for the HRA is shown at Appendix B.

5.2 The projected HRA balance at the end of 2023-24 is a pressure of £0.370m.

5.3 Supervision & Management - £1.059 pressure against budget

A pressure of £0.662m is being seen on employee budget due to interim management within the HRA while works continue on the Housing Transformation Improvement Programme along with agency staff covering vacancies across the service.

The assumed pay award would cause a pressure of £0.150m across the HRA.

Recharges from the General Fund for Human resources and communication support are forecasting a pressure of £0.102m

5.4 Repairs & Maintenance - £5.090m pressure against budget

Continuing from 2022/23 there has been a continued high demand for repairs and maintenance for housing along with inflationary increases to the works undertaken. The main demand and pressures are from Responsive Repairs and Empty Homes as shown in the table below.

Table 3: Breakdown of HRA Revenue Repairs and Maintenance Financial Forecast

	Budget £m	Year to Date Actual	Forecast Outturn	Variance
Main Contract Overheads	2.183	1.329	2.754	0.571
Cyclical Planned Maintenance	0.933	0.352	0.568	(0.366)
Compliance Planned Maintenance	3.301	1.880	3.558	0.257
Responsive Repairs	4.469	3.734	7.536	3.067
Empty Homes	3.745	2.196	5.306	1.560
Garage recharge to General fund	(0.037)	0.006	(0.037)	0
Total	14.594	9.491	19.684	5.090

5.5 Income – surplus £1.064m

Dwelling rent is forecasting a £0.702m surplus at quarter 2, is based on current occupancy and voids rates. The budget is based on occupation at budget setting, however when a tenancy changes the new tenant is charged rent based on the target weekly rent for the property which is often higher than the previous tenant. Given the number of void relets this has increased the rental income for the service.

Contribution to expenditure is income received from Leaseholders for works to blocks, this work is then recharged based on actual costs. There have been a significant number of major works completed over the last 12 months resulting in a higher income forecast from contributions.

6. HRA- Technical and Accounting Adjustments

6.1 Cash balances remain higher than budgeted as capital HRA spend is 30% behind budget and hence HRA borrowing is also lower than budgeted resulting in increased returns on cash investments continuing

meaning an additional income at quarter 2 to that forecast in quarter 1 of £0.313m a total over achievement of £1.797m for the HRA.

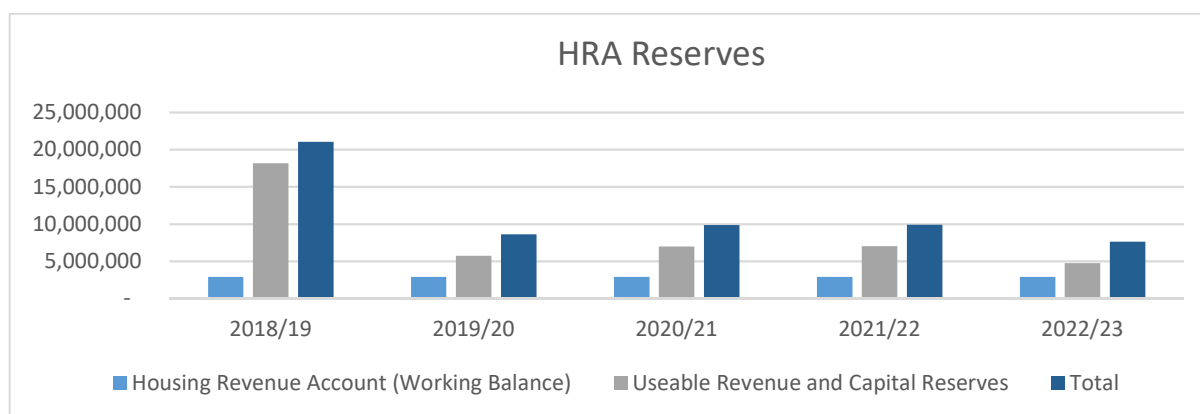
6.2 Given the pressures and demands on the HRA budgets, it is proposed that the budgeted revenue contribution to capital for 2023/24 will be removed. This contribution is being reviewed as part of budget setting and given demand on revenue repairs works this contribution is likely to be removed from future budgets. A reduction in allocation to capital reserves will increase future borrowing requirements and hence will increase future cost of capital projections.

6.3 From analysis of debts held at month 6 and a review of prior years' provision contributions, it is expected that the top up of the bad debt provision for 2023/24 is expected to be below budget by £0.250m.

7. HRA Reserves

7.1 HRA reserves provide a mean by which pressures can be met albeit on a short term basis. Application of these reserve to meet ongoing service pressures is not financially sustainable. HRA reserves are built from surpluses in prior years. Analysis of reserves balances and movement over the last 5 years are shown in the chart below

7.2 Chart 1: HRA reserve levels in since 2018/19



7.3 Along key work on expenditure mitigations and income maximisation, it is recommended that the revenue reserves held in the Strategic Acquisition reserve (previously earmarked for supporting the HRA capital programme) be moved to the HRA revenue commitments reserve. This will enable this reserve to be utilised as required to fund future pressures or opportunities identified.

7.4 As part of the 2023 HRA business plan the finance team are working with the service to assess appropriate short and medium term reserve levels and these will form part of the 2024/25 budget setting process.

8. Capital Programme

8.1 Appendix C shows the projected capital provisional outturn in detail by scheme.

The table below summarises the overall capital outturn position by Scrutiny committee area.

The current budget is the original budget approved by Cabinet in February 2023, plus approved amendments.

The 'rephasing' column refers to projects where expenditure is still expected to be incurred but will now be in 2024-25 rather than 2023-24 ('slippage'), or conversely, where expenditure planned initially for 2024-25 has been incurred in 2023-24 ('accelerated spend').

The 'Variance' column refers to projects which are expected to come in under or over budget and projects which are no longer required.

Table 4 - Capital Outturn 2023-24	Current	Re-phasing	Revised	Forecast	Variance	
	Budget	(To)/from future years	Budget	Outturn	£m	%
	£m	£m	£0m	£m		
Housing & Community GF Total	2.125	(0.547)	1.579	1.472	(0.106)	(5.0%)
HRA Total	69.308	(4.523)	64.784	64.786	0.002	0.0%
Grand Total	71.433	(5.070)	66.363	66.258	(0.104)	(0.1%)

10.2 General Fund Capital Programme Major Variances

General Fund capital budgets are reporting slippage of £0.547m for Housing and Community scrutiny. The slippage includes the following items over £0.100m:

- Verge Hardening £0.455m. The contract for the completion of verge hardening is currently being agreed with works expected to commence on identified sites in 2024/25.

The General Fund is reporting an additional overspend since Qtr. 1 on capital projects of £0.044m. £0.025m relates to improvements to Leisure Courts. Further works have been identified in relation to approach road works which are not covered by the grant being received for the improvement. A request will be made to Cabinet to approve a supplementary budget of £0.025m to fund these works.

The General Fund is reporting underspends on Capital Projects of £0.155m. Works on Old Town Hall and Aragon Close have completed.

10.3 Housing Revenue Account

Following a review of the forecasts and project progression for HRA capital budgets further slippage of £4.523m is reported at quarter 2.

10.4 Supplementary Capital Budget and Capital Virement Requests

A request will be made to Cabinet to approve supplementary capital budget of £0.025m relating to improvements to Leisure Courts. Further works have been identified in relation to approach road works which are not covered by the grant being received for the improvement. A request will be made to Cabinet to approve a supplementary budget of £0.025m to fund these works.


- 10.5** A supplementary capital budget of £195k is required to support enhancements to the councils Leisure facilities, including £102k for the refurbishment of the lighting at Jarman Park, £70k to replace the lift at the Berkhamsted Leisure Centre and £22k contribution towards Building Energy Management System upgrades.

- 11. Financial implications**
- 11.1 Contained within the body of this report.
- 12. Legal implications**
- 12.1 There are no direct legal implications arising from this report.
- 13. Risk implications**
- 13.1 Regular monitoring and reporting on the Council's financial position is one of the key ways in which the organisation manages the potential risk of the weakening of its financial resilience.
- 14 Equalities, Community Impact and Human Rights**
- 14.1 Community Impact Assessments on Council activities are carried out by relevant services with responsibility for those activities. A separate Community Impact Assessment has not been carried out in respect of this report.
- 14.2 There are no Human Rights Implications arising from this report.
- 15 Sustainability implications**
- 15.1 There are no specific sustainability implications arising from this report.
- 16 Council infrastructure**
- 16.1 The content of this report sets out the implications of the Council's activities for its financial resources for 2023-24.
- 17 Conclusions**
- 17.1 The forecast position for 2023-24 at quarter 2 is a surplus of £0.536m against Council General Fund budgets. This includes a pressure of X against Housing and Community service areas. Housing Revenue Account budgets are reporting a pressure of £0.370m.
- 17.2 A forecast position for 2023-24 at quarter 2 is slippage of £0.547m For General Fund capital schemes and £4.523m for the Housing Revenue Account capital schemes.



Dacorum Borough Council
Revenue Budget Monitoring Report for September 2023 (Cost of Services Analysis By Scrutiny Committee)

	Month			Year-to-Date			Full Year		
	Budget £000	Actuals £000	Variance £000	Budget £000	Actuals £000	Variance £000	Budget £000	Forecast Outturn £000	Variance £000
Cost of Services									
Finance and Resources	509	662	153	2,041	4,161	2,120	11,138	12,689	1,551
Housing and Community	(22)	160	182	573	(741)	(1,314)	1,953	2,095	142
Strategic Planning and Environment	657	1,014	357	4,992	4,888	(104)	12,049	13,033	984
Net Cost of Services	1,144	1,836	692	7,606	8,308	702	25,140	27,817	2,677
Other Items									
Investment Income	(63)	(566)	(503)	(378)	(1,629)	(1,251)	(755)	(3,604)	(2,849)
Interest Payments and MRP	62	0	(62)	370	332	(38)	741	509	(232)
Parish Precept Payments	0	0	0	1,234	1,234	0	1,234	1,234	0
Government Grants	(141)	(672)	(531)	(846)	(4,645)	(3,799)	(1,693)	(1,723)	(30)
Taxation (Council Tax and Business Rates)	(1,563)	2,340	3,903	(9,376)	(30,847)	(21,471)	(18,552)	(18,552)	0
Surplus / Deficit on Provision of Services	(1,705)	1,102	2,807	(8,996)	(35,555)	(26,559)	(19,025)	(22,136)	(3,111)
Transfers between Reserves / Funds									
Net Recharge to the HRA	(510)	(61)	449	(3,057)	(139)	2,918	(6,115)	(6,217)	(102)
Net Movement on General Fund Working Balance	(1,071)	2,877	3,948	(4,447)	(27,386)	(22,939)	0	(536)	(536)

 Housing Revenue Account 2023/24 Outturn Revenue Budget Monitoring Report P6				
	Budget	Forecast	Variance	
	£000	Outturn	£000	%
		£000		
Income:				
Dwelling Rents	(60,868)	(61,589)	(721)	1.2%
Non-Dwelling Rents	(104)	(98)	6	-5.8%
Tenants Charges	(1,504)	(1,595)	(91)	6.1%
Leaseholder Charges	(606)	(651)	(45)	7.4%
Interest and Investment Income	(210)	(2,007)	(1,797)	855.7%
Contribution towards Expenditure	(647)	(990)	(343)	53.0%
Total Income	(63,939)	(66,930)	(2,991)	4.7%
Expenditure:				
Repairs & Maintenance	14,594	19,684	5,090	34.9%
Supervision & Management	18,421	19,480	1,059	5.7%
Rent, Rates, Taxes & Other Charges	178	178	0	0.0%
Interest Payable	11,267	11,267	0	0.0%
Provision for Bad Debts	750	500	(250)	-33.3%
Depreciation	15,620	15,620	0	0.0%
HRA Democratic Recharges	406	406	0	0.0%
Revenue Contribution to Capital	2,538	0	(2,538)	-100.0%
Total Expenditure	63,774	67,135	3,361	5.3%
Transfer to / (from) Housing Reserves	165	165	0	0.0%
HRA Deficit / (Surplus)	0	370	370	0.0%
Housing Revenue Account Balance:				
Opening Balance at 1 April 2023	(2,892)	(2,892)	0	0.0%
Deficit / (Surplus) for year	0	370	370	0.0%
Proposed Contributions to Reserves	0	0	0	
Closing Balance at 31 March 2024	(2,892)	(2,522)	370	

CAPITAL PROGRAMME MONITORING BY SCRUTINY COMMITTEE FOR SEPTEMBER 2023

Appendix C

Scheme	Original Budget	Prior Year Slippage	Adj's, Supps, Virements	Adjustments (Slip. C/F)	In-Year Adjustments	Current Budget	YTD Spend	Projected Outturn	Forecast Slippage	Projected Over / (Under)
General Fund										
Housing and Community										
Assistant Director - Place, Communities and Enterprise										
143 Adventure Playgrounds Improvement Programme	500,000	435,535	0	(910,619)	(910,619)	24,916	45,866	45,866	8,143	12,807
144 Capital Grants - Community Groups	20,000	0	0	0	0	20,000	10,000	20,000	0	0
	520,000	435,535	0	(910,619)	(910,619)	44,916	55,866	65,866	8,143	12,807
Head of Asset Management										
148 Disabled Facilities Grants	741,000	343,873	0	(343,873)	(343,873)	741,000	303,586	741,000	0	0
	741,000	343,873	0	(343,873)	(343,873)	741,000	303,586	741,000	0	0
Head of Safe Communities										
152 Rolling Programme - CCTV Cameras	25,000	36,290	0	0	0	61,290	0	25,000	(36,290)	0
153 Alarm Receiving Centre	0	33,627	0	0	0	33,627	0	0	(33,627)	0
154 CCTV Equipment Refresh	110,000	29,782	0	0	0	139,782	20,445	110,000	(29,782)	0
	135,000	99,699	0	0	0	234,699	20,445	135,000	(99,699)	0
Head of Investment and Delivery										
155 Affordable Housing Development Fund	0	458,837	0	0	0	458,837	1,779,062	458,837	0	0
156 Temporary Accommodation - creation of new units	0	71,665	0	0	0	71,665	0	71,665	0	0
160 Aragon Close - Creation of Affordable Housing Move-on Units	0	118,983	0	0	0	118,983	0	0	0	(118,983)
161 Verge Hardening Programme	250,000	205,293	0	0	0	455,293	0	0	(455,293)	0
	250,000	854,778	0	0	0	1,104,778	1,779,062	530,502	(455,293)	(118,983)
Totals: Housing and Community	1,646,000	1,733,885	0	(1,254,492)	(1,254,492)	2,125,393	2,158,959	1,472,368	(546,849)	(106,176)

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CAPITAL PROGRAMME MONITORING BY SCRUTINY COMMITTEE FOR SEPTEMBER 2023

Appendix C

Scheme	Original Budget	Prior Year Slippage	Adj's, Supps, Virements	Adjustments (Slip. C/F)	In-Year Adjustments	Current Budget	YTD Spend	Projected Outturn	Forecast Slippage	Projected Over / (Under)
Housing Revenue Account										
Housing and Community										
Head of Safe Homes										
205 Communal Gas & Heating	0	391,720	0	0	0	391,720	626,022	1,500,000	0	1,108,280
	0	391,720	0	0	0	391,720	626,022	1,500,000	0	1,108,280
Head of Asset Management										
209 Planned Fixed Expenditure	16,650,000	612,295	0	0	0	17,262,295	3,468,153	16,154,015	0	(1,108,280)
210 Pain/Gain Share (Planned Fixed Expenditure)	0	0	0	0	0	0	80,606	0	0	0
211 M&E Contracted Works	0	0	0	0	0	0	974,854	0	0	0
212 DBC Commissioned Capital Works	5,975,000	5,024,882	0	0	0	10,999,882	2,085,832	10,999,882	0	0
213 Special Projects	0	513,021	0	0	0	513,021	0	513,021	0	0
	22,625,000	6,150,198	0	0	0	28,775,198	6,609,446	27,666,918	0	(1,108,280)
Head of Investment and Delivery										
217 Bulbourne	(2,210,742)	2,209,142	0	0	0	(1,600)	9,111	0	0	1,600
218 Coniston Road	0	220,145	0	(77,453)	(77,453)	142,692	(65,537)	220,145	77,453	0
219 Eastwick Row	1,569,000	4,166,856	0	(4,280,660)	(4,280,660)	1,455,196	3,041	291,585	(1,163,611)	0
220 St Margaret's Way	6,330,903	9,687	0	1,092,803	1,092,803	7,433,393	1,888,479	7,665,684	232,291	0
221 Paradise Fields	3,765,365	9,374,973	0	(4,084,338)	(4,084,338)	9,056,000	2,722,769	9,358,000	302,000	0
222 Randalls Ride	2,103,000	2,921,684	0	(548,858)	(548,858)	4,475,826	1,358,907	4,848,088	372,262	0
223 Garage Sites - New Build Developments	4,779,000	1,102,139	0	(1,309,054)	(1,309,054)	4,572,085	2,610,818	4,650,303	78,218	0
224 Willstone	857,000	266,257	0	(543,937)	(543,937)	579,320	334,763	492,886	(86,434)	0
225 Marchmont Fields	2,775,835	6,698,893	0	(4,087,919)	(4,087,919)	5,386,809	3,003,700	4,287,550	(1,099,259)	0
226 Paradise Depot	8,640,000	79,924	0	(2,820,584)	(2,820,584)	5,899,340	25,136	2,804,723	(3,094,617)	0
227 Cherry Bounce	(232,816)	222,980	0	0	0	(9,836)	0	0	9,836	0
228 Stoneycroft and Great Sturgess	789,236	(91,651)	0	(545,005)	(545,005)	152,580	0	0	(152,580)	0
229 Garage Sites B	59,064	(39,064)	0	(20,000)	(20,000)	0	0	0	0	0
230 Great Sturgess Road	500,000	(43,323)	0	(456,677)	(456,677)	0	0	0	0	0
231 RTB Buy-Backs	1,000,000	(1,090)	0	0	0	998,910	437,613	1,000,000	1,090	0
	30,724,845	27,097,552	0	(17,681,682)	(17,681,682)	40,140,715	12,328,801	35,618,964	(4,523,351)	1,600
Totals: Housing and Community	53,349,845	33,639,470	0	(17,681,682)	(17,681,682)	69,307,633	19,564,269	64,785,882	(4,523,351)	1,600
Totals - Fund: Housing Revenue Account	53,349,845	33,639,470	0	(17,681,682)	(17,681,682)	69,307,633	19,564,269	64,785,882	(4,523,351)	1,600

Agenda Item 7



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Report for:	Housing & Communities Overview and Scrutiny Committee
Title of report:	Q2 2023-2024 Housing Performance Report
Date:	7 th November 2023
Report on behalf of:	Councillor Simy Dhyani Portfolio Holder Housing and Property Services
Part:	I
If Part II, reason:	N/A
Appendices:	N/A
Background papers:	None
Glossary of acronyms and any other abbreviations used in this report:	

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Corporate Priorities	<p>A clean, safe and enjoyable environment</p> <p>Building strong and vibrant communities</p> <p>Ensuring economic growth and prosperity</p> <p>Providing good quality affordable homes, in particular for those most in need</p> <p>Ensuring efficient, effective and modern service delivery</p> <p>Climate and Ecological Emergency - working to deliver net zero carbon.</p>
Wards affected	All wards
Purpose of the report:	<ol style="list-style-type: none"> 1. To provide members with an overview of the performance of the Housing Service for Q2 2023-24 2. To present the interventions and actions undertaken to address any performance concerns
Recommendation (s) to the decision maker (s):	<ol style="list-style-type: none"> 1. That members consider the report and scrutinise the actions to address any performance concerns highlighted
Period for post policy/project review:	Quarterly performance reporting

1. Introduction/Background

- 1.1 This report details the performance of the Housing & Property Services during the second quarter of 2023/24, measured against the suite of performance indicators.
- 1.2 Performance is reviewed on a monthly basis via InPhase reports, which provide an overview of the housing service. The Operational Risk Registers are also reviewed by the relevant teams at least quarterly, to reflect any changes internally or externally that have impacted upon the identified risks and to include new risks. Robust mitigations are in place to reduce the risk's likelihood and severity.
- 1.3 This report also outlines any newly arising service pressures and feedback to Members on action taken to address matters arising.

2. The aims of this paper

- To improve service performance within the directorate
- To ensure resident centric services are delivered
- To drive service delivery improvements

- To increase efficiency and focus
- Improve the customer experience
- Ensure appropriate scrutiny of the services delivered

3. The Current Position on Performance

At **Appendix A** there is the In-Phase report on performance, **Appendix B** is our latest compliance position, **Appendix C** is our TSM improvement plan; and links are provided to our HouseMark data (section 4).

Repairs and Complaints management are two of the most challenging areas. There is improvement work underway in both areas and this will be kept under strict supervision to demonstrate improvements.

4. In-Phase Departmental Scorecard

This can be seen at Appendix A

There are 2 'red' indicators for Rent Collected as a percentage of rent owed (excluding current arrears brought forward), and the percentage of responsive repairs completed right first time. Both are detailed below under 'High Risk' areas of the business.

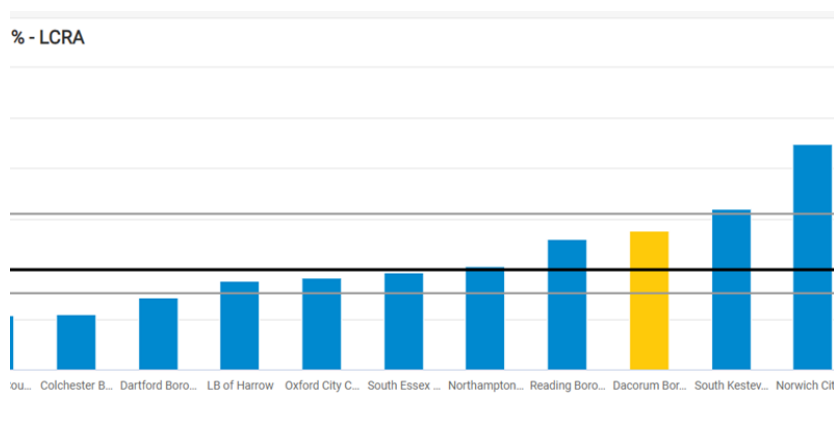
The suite of measures is under review. Work is underway to help triangulate key service information around Performance, Quality and Satisfaction. This will be fed into future reports as this develops.

5. High Risks Areas

Income Collection.

The business plan is dependent upon the income collected. The largest contributor is rent (and to a lesser extent service charges). Given the income is broadly £60M, a 1% reduction in arrears provides a one-off benefit of c.£600,000.

We have collected 96.52% of the due rent as at the end of Sept 23, against a target of 99%. Our performance compared to others can be seen below:



The percentage of arrears collected is lower at this time of year due to the negative impact of no rent free weeks between May and December. Regular monthly payers may find themselves in arrears at the end of these months, leading to Christmas, as the rent being charged over a longer

period than the 4 week monthly payment they are making. A truer reflection of arrears will be after the 2 rent free weeks at Christmas. The performance is stronger than this time last year.

Compliance (including RAACS, Damp & Mould and Disrepair)

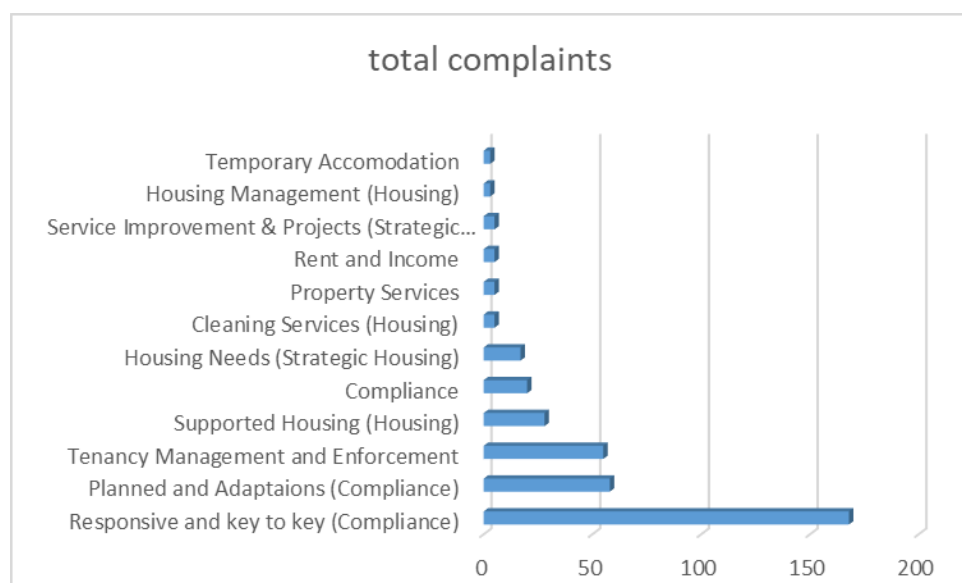
The latest compliance report (Appendix B) demonstrates very good performance on certification and inspection.

Attention is focused on ensuring this strong performance continues and ensuring all arising remedial actions are completed.

Complaints

The key performance metrics are detailed below:

Team	total complaints
Responsive and key to key	168
Planned and Adaptaions	58
Tenancy Management and Enforcement	55
Supported Housing (Housing)	28
Compliance	20
Housing Needs (Strategic Housing)	17
Cleaning Services (Housing)	5
Property Services	5
Rent and Income	5
Service Improvement & Projects (Strategic Housing)	5
Housing Management (Housing)	3
Temporary Accomodation	3



The SQA Team are reviewing all the Q1 and Q2 complaint responses and have started highlighting ways to improve them and will support other teams deliver more consistently. The team will also assist improve complaint tracking and recording the lessons learnt.

Repairs.

The TSM results and monthly transactional surveys are disappointing, as seen below:



The transactional surveys are the best indicator of the likelihood of the TSM figures improving in the future. However, the latest monthly figures are pretty close to the TSM perception scores. The area of responsive repairs is very challenging, Osborne Property Services Ltd (OPSL) have introduced team structure changes to improve accountability and improve service outcomes for our customers. Additionally we have also introduced a jointly agreed service improvement plan to focus on areas of improvement. The service improvement plan is reviewed each week at operational meetings and progress reported monthly.

6. Our Performance compared to others

It is important to measure our performance against our peers, not just against our own targets. We are a member of HouseMark (a bench marking club for social housing nationally), to do this. There is naturally a lag in data as HouseMark collects it in from members and then goes through a process of quality assurance.

[HouseMark Q1 Executive Summary.docx \(sharepoint.com\)](#)

[Housing & Property Services Directorate - Appendix A- Monthly Pulse Quarterly Summary 2023-24 Q1 - Dacorum Borough Council.pdf - All Documents \(sharepoint.com\)](#)

The above highlights the challenges faced by DBC, again in particular for both complaint handling and repair satisfaction.

7 Performance highlights

Housing Operations

7.1 The average time spent in temporary accommodation has been reducing throughout the quarter, although the numbers in B&B have now increased to 23. The service is proactively working with Hertfordshire district colleagues and internal departments to track temporary accommodation

demands, in addition to identify early intervention opportunities with the aim of preventing temporary accommodation placements.

7.2 The time taken to re-let empty homes has decreased to 34 days following targeted management improvements. The Housing Needs team continues to work alongside other internal departments such as Empty Homes and Lettings and ensuring the advertising and allocation process does not impact the key to key process. In the last quarter, for general needs DBC properties, 100% of allocation was made before the property was ready to let. On average in the last quarter, from the 'keys in' email to the offer being made, it took the Housing Needs team 6.76 working days to complete a general needs allocation. Further work will be progressed across departments to further identify opportunities to improve our approach with the aim of positively impacting the void turnaround time.

Safe Communities

7.3 At the end of September 23 we were managing 12 cases of Anti-Social Behaviour. This has reduced since the summer which is a seasonal trend.

7.4 The average waiting time for initial Triage appointments has reduced from a month to a week due to additional resource being increased at the front end of the process.

7.5 The Private Sector Housing team have continued to have success in tackling rogue landlords across the sector, this has been supported by the approval of a new Enforcement Policy at Cabinet. The team is working collaboratively with Property colleagues to review our approach to damp and mould, which will see the development of a refreshed website and information point for all residents to support tackling of this area.

Asset Management

7.6 As at September 23, 89% of all repairs were being completed within timescale. This is short of the target of 97% and an improvement plan is being worked through with the contractor. There are some signs of improvement with the contractors' new Contract Manager as the percentage of repairs completed right first time is 85% in September, compared to 78% in the previous month and the target is 86%.

7.7 The average time to re-let a HRA property continues to perform well and is also well below the current Housemark median and just above quartile 1 performance. Although performance is strong the associated costs are high due to the condition of the properties received and the extent of works required.

Safe Homes

7.8 The latest compliance report (Appendix B) demonstrates very good performance on certification and inspection across all areas.

7.9 Of particular note is the satisfactory EICR performance indicator 99.17%. Although this indicator is Amber and will fluctuate due to the challenges of gaining access without legislative support, the number of properties without a certificate is now only 6. These are the most challenging properties to gain access into, however every effort to gain access to complete the inspection and arising works will continue including legal intervention as required.

8 Performance challenges

Housing Operations

8.1 The number of estate inspections is back on track and new indicators are required to score the inspections. This will give a clearer view of the general conditions on our estates and will be available in Quarter 3.

8.2 There were 2 evictions in September 23 for rent arrears. There is a correlation between increasing arrears levels and eviction. However, we work hard to prevent evictions and the sustainment team will assist any tenant needing help which can range from referrals to other agencies, assistance with benefits, budgeting or making payment arrangements.

8.3 The number of households in B&B's has increased over the quarter to 23. Unfortunately there are limited adapted properties and none that are currently with the Empty Homes Team. It is likely that the households waiting for wheelchair adapted properties will be in B&B accommodation for some time.

8.4 The cost of B&B's increased significantly from April to May due to the large number of temporary accommodation referrals that came through on the day accommodation was required. Working across the Homeless Prevention team to ensure all referrals are made in a timely manner to prevent homeless on the day placements in B&B unnecessarily and also with the Empty Homes team to ensure all temporary accommodation properties are returned as soon as possible. Proactive forecasting and tracking of placements, will enable a planned approach to delivery of temporary accommodation and intention to reduce placements where possible. As temporary accommodation is driven by demand (increased homelessness approaches) it is also important to ensure sufficient supply of accommodation and steps are being taken to deliver additional units of accommodation through our capital programme and the local authority housing fund.

Safe Communities

8.5 The number of incidents of Dacorum High Risk Domestic Abuse cases heard at the Multi-Agency Conference has increased to 51 from the previous quarter where the number was 35 cases. Through our commitment to achieve Domestic Abuse Housing Alliance accreditation, the service continues to identify opportunity to raise awareness and work across the Community Safety Partnership to tackle incidences of Domestic Abuse.

8.6 In May, there was a big jump in homelessness applications which could be due to the increase we have seen in Section 21 notices being issued, however additional impacts sighted at application stage also include, rising cost of living and relationship breakdown. The service is undergoing transformation, with a new toolkit developed for prevention staff to support in prevention and intervention with cases. Additional resource has also been stood up to ease the pressure of potential increased applications from asylum and Ukraine cohorts.

The Homeless Prevention Team are currently looking into their data collection to ensure that there are no discrepancies. This is also part of the Service Improvement Plan.

8.7 The Community Safety Team are working across the Housing Operations service to review our approach to handling anti-social behavior management and to develop a new policy, ensuring that we are aligned with new guidance and the tenant satisfaction measures.

Asset Management

8.8 The percentage of responsive repairs completed first time is challenging due to the nature of reporting and raising a repair. To elaborate, the repair is raised based on what a customer reports, this can often lead to the initial visit resulting in further visits once the issue has been assessed by the trades person.

8.9 There is an improvement plan in place to improve the repairs service, which can be tracked via the percentage of repairs that are completed within target, and transactional satisfaction results.

Housing Operations

8.10 The Tenancy Management team have now defined the estate inspections into neighbourhoods to create a more robust inspection regime, which is seeing supported focussed activity in specific neighbourhoods by way of targeted improvement plans and pilots, which will inform the transformation programme.

9.Risks

The Operational Risk Register has been revised and aligned with the performance information, management information and service plans.

Certain key functions are outsourced to OPSL. There is a lack of central oversight of their customer care performance. We will include their average call handling times, the range of answering times and some evidence of the quality they provide for the Quarter 3 report.

There is a Regulatory risk given the low scores in complaint handling and repairs. Although there are improvement plans in place, there is no immediate improvements showing in the monthly transactional data.

10. Financial and Value for Money implications

As members will be aware the impact of the pandemic, inflation and interest rates have significantly impacted the sector and we are experiencing unprecedented price increases across all areas of Council activity. This fiscal impact is compounded in key areas by the lack of skilled people and materials driving continued escalation of costs. These two factors alone will create a significant cost pressure on available budgets.

This is being fed into the 24/25 business plan, along with other demands to assess the impact on current and future budgets and detailing what additional mitigating actions may need to be introduced.

11. Legal Implications

The Housing Service are required to comply with all statutory and regulatory legislation relating to the delivery of the Housing Operations and Strategic Housing Service. This includes the statutory functions for management of Compliance activity, Homelessness and interim (temporary) accommodation, Housing Allocations, Strategy and Private Sector Housing. This also includes the regulatory functions for the consumer standards and rent setting.

12. Equalities, Community Impact and Human Rights

Community and equality Impact Assessments are developed whenever there is a requirement to change or create a new policy or procedure or significant change to service delivery

Human Rights – There are a number of services that are provided to tenants, residents and leaseholders which involve entering their homes. The policies adopted by the Council are subject to consultation or oversight to make sure that the right to respect for private and family life is considered and balanced against other landlord responsibilities for health and safety.

13. Sustainability implications (including climate change, health and wellbeing, community safety)

Investment programmes are contained within the HRA Business Plan and an element of budget provision has been allocated to future stock sustainability. The performance report includes the responsibilities of the Housing Service in relation to community safety and the health and wellbeing of some of the most vulnerable tenants and residents.

14. Council infrastructure (including Health and Safety, HR/OD, assets and other resources)

The HRA and general fund stock management of the asset is undertaken across the housing service. In line with the HTIP further work is underway to develop a stock investment review process and programme, which will inform future investment decisions.

The management of health and safety related matters are reported into the Corporate Health and Safety Working Group.

15. Conclusions:

This report provides an overview of service performance and interventions implemented to address key areas of performance. Key performance challenges will be subject to ongoing monitoring via the Housing Services Leadership Team, ensuring a collaborative approach to service delivery and ongoing performance.

16. Next steps

1. Better utilise HouseMark data. Currently we input data monthly for the pulse reports and annually for the yearly performance reporting. We will now input our TSM results Quarterly to HouseMark, to improve benchmarking.
2. To share this report with HTIP to help ensure their improvement plans are designed to meet the continuing and emerging needs of the business.
3. To agree if this report covers the main issues or if additional elements need adding in the future.

Resident Service - Housing

Housing Operations - Monthly Performance Scorecard

Measure Code	Measure	Date	Actual	Target	DoT	Performance Trend ↑
HM03	Number of evictions due to arrears in period	Sep 2023	2.00		n/a	
TL01	Current rent arrears as a percentage of the monthly debit.	Sep 2023	4.68%		✖	
SH04	Average time spent in Bed & Breakfast (for those leaving B&B in the period)	Sep 2023	21		n/a	
SH03	Number of households in Bed & Breakfast	Sep 2023	23		n/a	
TL02	Rent collected as a percentage of rent owed (excluding current arrears brought forward)	Sep 2023	96.52%	99.00%	✖	
<p>The percentage of arrears collected is lower at this time of year due to the negative impact of no rent free weeks between May and December. Regular monthly payers may find themselves in arrears at the end of these months, leading to Christmas, as the rent being charged over a longer period than the 4 week monthly payment they are making. A truer reflection of arrears will be after the 2 rent free weeks at Christmas. The performance is still stronger than this time last year. The Service is implementing a revised income collection procedure, which will see proactive steps to recover arrears being taken at an earlier stage than previous processes. This approach, is expected to have a positive impact on arrears performance in the future.</p>						
TST02	Percentage of Tenancy Sustainment cases where rent arrears were reduced	Sep 2023	100%	70%	➡	
SH52	Total Number of placements in temporary accommodation	Sep 2023	186		n/a	
SH02	Average time spent in temporary accommodation (for those leaving TA in the period)	Sep 2023	414		n/a	

Measure Code	Measure	Date	Actual	Target	DoT	Performance Trend ↑
SH05	Cost of Bed & Breakfast in Period	Sep 2023	9,492		n/a	

Safe Communities - Monthly Performance Scorecard

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
CS03	Number of current open ASB cases	Sep 2023	14		n/a	
CS04	Number of ASB cases closed in the month	Sep 2023	12		n/a	
CS05	Safeguarding enquiries responded to within DBC	Sep 2023	33		n/a	
CS06	External Safeguarding requests responded to in period	Sep 2023	17		n/a	
SH01	Number of homelessness applications	Sep 2023	132		n/a	
SH34	Total number of Houses in Multiple Occupation (HMO's) with a license	Sep 2023	141		→	

Asset Management - Monthly Performance Scorecard

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Measure Code	Measure	Date	Actual	Target	DoT	Performance Trend ↑
HPS02	Percentage of stock condition surveys undertaken (as % of total stock)	Sep 2023	9.00%	20.00%	✘	
To date over 1218 surveys have been completed this included 592 actual surveys and 337 cloned surveys for September.						
HPS03	Average time to re-let an HRA property	Sep 2023	34.17	40.00	✔	
This KPI has been reported in target we continue to review our processes to ensure we maintain performance.						
PP13b	Percentage of responsive repairs completed right first time	Sep 2023	85.00%	86.00%	✔	
We have shown a 7% improvement in the period with 85% of repairs completed first time against 78% from August. We are just under the target of 86% and we continue to work with OSPL to drive through further improvements. This includes ensuring correct materials are available to operatives and they are allocated sufficient time to enable repairs to be completed on their first visit.						
HPS01	Percentage of all repairs completed within target	Sep 2023	92%	97%	✔	
PP10	Percentage of emergency repairs completed within 4 hours	Sep 2023	100.00%	99.00%	✔	
We are reporting that 100% of emergencies were attended on time. We have shown an increase of repairs increased 391 to 452 = 15% this will be reviewed at the Operational CORE group meeting to understand the reasons for the increases.						

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Property Services - Monthly Performance Scorecard

Measure Code	Measure	Date	Actual	Target	DoT	Performance Trend ↑
CP06	Percentage of commercial property income received against forecast	Sep 2023	0.60%		✔	
Investment income is 0.6% above target at Month 6. Reconciled Service Charges have been invoiced for YE Mar 23.						
CP01a	Percentage of vacant units	Sep 2023	4%		✔	
CP01a (N)	Number of vacant commercial properties	Sep 2023	26		✔	

Measure Code	Measure	Date	Actual	Target	DoT	Performance Trend ↑
CP05	Percentage commercial property debtors on payment plans	Sep 2023	28%		🟢	

Safe Homes - Monthly Performance Scorecard

Measure Code	Measure	Date	Actual	Target	DoT	Performance Trend ↑
HPS05	Percentage of outstanding High risk FRA actions	Sep 2023	3.19%	5.00%	🟢	
Of the 2664 open risks 85 are classed as high priority						
HPS09	Percentage of annual Asbestos re-inspections completed	Sep 2023	100%	100%	➡	
All non-domestic areas have an asbestos survey						
HPS07	Percentage of communal areas with a current Electrical Installation Condition Report (EICR)	Sep 2023	100.00%	100.00%	➡	
All communal EICR's are less than five years old						
HPS04	Percentage of Fire Risk Assessments (FRA) in place	Sep 2023	100.00%	100.00%	➡	
All buildings have an in date FRA						
HPS10	Percentage of lift inspections completed	Sep 2023	100.00%	100.00%	➡	
All lifts were inspected in September						
HPS06	Percentage of valid Landlord Gas Safety Records (LGSR) in place (annual check)	Sep 2023	100.00%	100.00%	➡	
All 38 communal boilers have an in date LGSR						
HPS08	Percentage of Water Hygiene inspections completed	Sep 2023	100.00%	100.00%	➡	
All water hygiene risk assessments have been reviewed within the two year target date						

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Compliance Report September 2023



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Pages 16—19

HOUSING

Overall RAG Rated summary of the
7 reported metrics

Direction of travel from
previous month

0



2



5



General Fund

Overall RAG Rated summary of the
6 reported metrics

Direction of travel from
previous month

1



1



4





Performance Summary September 2023

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Ref	Compliance	Target	YTD Result	
GD	Percentage of properties with valid gas certificate - Domestic	100.00%	99.98%	↓
GC	Percentage of properties with valid gas certificate—Communal	100.00%	100.00%	↔
ED	Percentage of properties with satisfactory EICR	100.00%	99.17%	↑
FS	Percentage of non domestic assets covered by valid FRA	100.00%	100.00%	↔
AND	Percentage of known asbestos locations re-inspected (communal areas)	100.00%	100.00%	↔
WH	Percentage of water installations covered by risk assessment	100.00%	100.00%	↔
LI	Percentage of communal lifts that require examination (LOLER)	100.00%	100.00%	↔
Items of Additional Oversight				
FRA	Number of Fire Remedial actions		2664	
AR	Number of Asbestos Remedial actions		0	

Points for noting

Area of compliance	Comments
Building Safety	<ul style="list-style-type: none"> • Works to upgrade all doors at three supported housing schemes has been completed. Two additional tenders for remedial works at supported housing schemes have been awarded with commencement dates to be agreed • Gade Tower improvement works continue to make good progress with 95% of flat entrance doors replaced in September - communal doors, decoration and flooring will follow. Works set to complete in early December • Remedial works for balconies at Kylna Court have been completed. The roof terrace remedial works will commence in October with designs approved and contractor appointed • Resident Engagement Strategies have been developed for high rise residential buildings ready for consultation events to start in October. All leaseholders have been written to reminding them of their responsibilities around gas safety
Asbestos	<ul style="list-style-type: none"> • Riverside Environmental are undertaking Domestic surveys and the re-inspection programme of communal areas • We will complete all non-domestic re-inspection surveys this calendar year and the outcomes of these surveys and remedial actions are captured in the report. 78% (896 blocks) of the required surveys have been completed since April
EICR Programme	<ul style="list-style-type: none"> • The number of EICR no access properties has decreased to six • The outstanding six no access properties continue to be the hardest to access and have previous failed appointments. Three of the properties have been progressed to Legal proceedings. We continue to follow a robust six stage auditable access process to support legal proceedings as required • An additional 349 properties where the EICR is out of target was reported as non-compliant in May, this has dropped to 84 in September. The additional contractor and dedicated Lead Officer are focusing hard on these properties in line with the agreed no access process

Percentage of properties with valid gas certificates

100%	Target
99.99%	Previous period (August 23)
99.98%	Current
	YTD trend

Narrative

- Two properties were out of target in September
- Both properties were subsequently serviced on 3rd October

Percentage of properties with satisfactory EICR

100%	Target
98.88%	Previous period (August 23)
99.17%	Current
	YTD trend

Narrative

- 10,208 properties, 8 (8 in August) have not had an EICR , 2 Unsatisfactory (1) and 6 No Access (7)
- An additional 349 properties where the EICR was out of target was reported in May. This figure has already dropped to 84 in September and will continue to be targeted through the planned EICR programme
- 4041 properties were due for EICR's this year, of which 971 are yet to be completed. For additional information so far this year the number of EICR inspections completed is 4193, which includes voids & mutual exchange properties. There are adequate resources to complete the required number for this financial year.



No access EICR Properties

Narrative

- Safer Homes and Tenancy teams collaborate on no access properties to gain access.
- If the tenant misses a booked appointment then they will be referred back to the 6 stage Tenancy process, picking up at the last stage relative to the case.

No Access Process

Stage 1 Phone call between 9am- 5pm and 1st tenancy review audit
 Stage 2 Phone call after 6pm
 Stage 3 Phone call between 9am - 5pm and 1st letter
 Stage 4 Phone call after 6pm and 2nd tenancy review audit
 Stage 5 Phone call between 9am - 5pm and 2nd letter
 Stage 6 Phone call after 6pm, 3rd tenancy review audit and 3rd letter

Legal proceedings

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	Current	Previous Month
Stage 1	27	5
Stage 2	12	8
Stage 3	17	6
Stage 4	5	5
Stage 5	0	0
Stage 6	5	1
Appointment Booked	14	73
Void	5	6
Follow On Works	1	4
Legal	3	3
Other *	3	3
To be progressed *	0	0
Total	92	114

- * Hoarding or wider welfare issues that may require multi agency approach
- * Three stage contractor process has been completed, now with Lead Officer to commence No Access process.

Legal Cases

2 - Court date agreed (31/10 & 16/11)
 1 - Court date pending

The legal process is attached as an appendix to this report.

Percentage of non domestic assets covered by valid FRA

100%	Target
100%	Previous period (Aug 23)
100%	Current
	YTD trend

Narrative	
<ul style="list-style-type: none"> All buildings (1,102) have an in date FRA 	

Percentage of known asbestos locations re-inspected (communal areas)

100%	Target
100%	Previous period (Aug 23)
100%	Current
	YTD trend

Narrative	
<ul style="list-style-type: none"> New re-inspection programme commenced in April 2023 with new contractor, which will result in new surveys for all non-domestic assets. 896 blocks (78%) have been surveyed 	

Percentage of water installations covered by

100%	Target
100%	Previous period (Aug 23)
100%	Current
	YTD trend

Narrative	
<ul style="list-style-type: none"> All 42 properties have an in date Water Hygiene Risk Assessment In the month of September 91 PPM's were all completed within target 	

Percentage of communal lifts that require examination (LOLER)

100%	Target
100%	Previous period (Aug 23)
100%	Current
	YTD trend

Narrative

- 42 passenger lifts were serviced on schedule



Asbestos Non-Domestic Survey Status

Pre 2000 Non-domestic assets	Completed Compliance Surveys	Compliance Surveys Outstanding	Access Issues
1,086	896	190	0

Total number of actions to date	High Risk Actions	Medium Risk Actions	Low Risk Actions	Very Low Risk Actions
2,093	0	0	675	1418

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Narrative

- With 896 surveys completed this year we are 78% through the programme and on track to have all surveys completed before 2024
- To date we have only identified 17 remedial actions which have all been completed in the month they were raised. This should be viewed as a positive and provide assurance that our processes are robust and that the buildings are managed well
- The 2,093 actions are classed as low or very low risk, meaning the ACM can remain in situ as long as it is monitored and managed, which is what the annual re-inspection programme achieves

Number of Fire remedial actions

Priority High	Aug	Sep	Timescale to complete
For Review	0	0	1 Month
In Progress	80	61	3 Months
Planned	23	23	12 Months
Deferred / Further	0	0	3 Months
Total	103	85	

Narrative

2664 live actions within the system:

- 354 In Progress (issued to contractor)
- 0 Open (to be reviewed/issued)
- 2309 Planned (planned programme)
- 1 To be Planned (further investigation required)
- 0 Deferred

Of the live actions 85 are classed as high priority:

- 64 In Progress (issued to contractor)
- 0 Open (to be reviewed/issued)
- 21 Planned (planned programme)
- 0 Deferred/To Be Planned

Narrative

Building Classification:

- Category 1 - High rise residential buildings and large supported housing schemes
- Category 2 - Medium rise buildings and dispersed supported housing schemes
- Category 3 - Low rise buildings
- Category 4 - Buildings with no common parts

Buildings with no common parts do not require an FRA under the Regulatory Reform (Fire Safety) Order 2005

Number of buildings per category

Building Priority	Number	Fire Risk Assessment Frequency
Category 1	44	Annual
Category 2	427	Every three years
Category 3	321	Every five years
Category 4	310	No requirement
Total	1102	

High Priority Actions by building classification

Building Classification	Deferred	In Progress	Planned
Category 1	0	24	12
Category 2	0	40	5
Category 3	0	0	4
Total	0	64	21

Number of FRA Actions Completed

Completed in August	High	Medium	Low	On-going	Total
Category 1	3	20	4	4	31
Category 2	57	80	39	13	189
Category 3	1	4	0	0	5
Total	61	104	43	17	225

	Jobs Raised	Jobs Completed
June	369	364
July	169	243
Aug	92	144
Sep	154	225
Total	784	976

FRA Actions

- On average we would expect to see approximately 100/150 FRA actions per month with the number of actions completed in month to be greater than the number created
- We are undertaking some closer analytical work of the outstanding actions in partnership with Manifest Consultants. This will allow us to better track and progress the medium risk actions
- **A supplementary SLT report is scheduled for November.**

TA Compliance Figures

	Gas Domestic
100%	Previous period (Aug 23)
100%	Current (122 assets)
	YTD trend

	Gas Communal
100%	Previous period (Aug 23)
100%	Current (7 assets)
	YTD trend

	FRA's
100%	Previous period (Aug 23)
100%	Current (8 assets)
	YTD trend

	Asbestos Surveys
100%	Previous period (Aug 23)
100%	Current (6 assets)
	YTD trend

	Water Hygiene RA
100%	Previous period (Aug 23)
100%	Current (2 assets)
	YTD trend

	Domestic EICR's
98.44%	Previous period (Aug 23)
99.22%	Current (129 assets)
	YTD trend

	Communal EICR's
100%	Previous period (Aug 23)
100%	Current (8 Assets)
	YTD trend

Narrative

- A strong compliance performance across all areas
- Of the 129 assets that require a domestic EICR 1 property is out of target. This property will soon be void and the EICR will be completed at this time. The Lead Officer (access) is working with the TA team to gain access to the other remaining property



Damp and Mould Update

	Pre-2023	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Total
Cases Reported	93	45	73	194	119	75	52	51	43	26	771
No of Inspections Carried Out	29	14	20	56	59	79	134	172	112	59	734
Cases Still Open	1	6	20	94	50	28	43	44	52	67	392
(Movement)	(1)	(6)	(20)	(101)	(51)	(53)	(59)	(54)	(52)		

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Narrative

- The number of completed cases has increased to 344, with 61 cases closed within the period
- Progress to increase capacity with an additional contractor has been slow, this has been escalated as this is a risk going into the winter period
- All new inspections are now being carried out within 7 days of being reported
- There have been approx.400 low level additional cases which have been reported following inspections as part of the stock condition surveys, these will be added to the October cases once the cases have been cross checked and validated. None of these fall into the Cat 1/2 HHSRS severity
- There are current resource restraints as one of the damp and mould inspectors has now left and the second had to be deployed to support the management of disrepair cases following the surveyor leaving
- Recruitment is currently underway to appoint 2 x temporary surveyors, which is proving very challenging in the current environment.

Reinforced Autoclaved Aerated Concrete (RAAC) Update

	Pre-2023	Jan 23	Feb 23	Total
Properties Identified	49—61 Pheasant Close	1—29 Hilltop Road	33 –51 Hilltop road	3
Remediation Works Timescales	6 months (including improvement works)	6 months (including improvement works)	6 months (including improvement works)	
Remediation Works Complete	June 2024	June 2024	June 2024	

Narrative

- Precautionary works were completed 11 September, safety platforms have been installed in all blocks where RAAC has been identified
- Weekly inspection continue to be carried out to ensure there is no deterioration in the condition of the building
- A proposal was submitted on 29th September, further clarity and confirmation of the target costs have been requested and will be received by 13th October
- Improvements works will be taking place which will require a S20 notice, including windows, cladding, roofing etc. (any costs for remediation works will not be included in any S20 notice) It is more cost effective to complete all works together
- The removal of the RAAC will be prioritised and all works phased to follow.
- On receipt of the detailed final programme, the remediation dates shown above will be amended.

The Elms









Narrative

- Additional opening up of the façade and the subsequent investigation by independent experts has been completed. The results have been verified and the developers were subsequently written to in September confirming the defects. The developers are in the process of preparing a rectification proposal, but have asked for a time extension. Bevan Brittan having confirmed this request is fair and reasonable and as such the new date for Durkan to submit is the 31 October 2023.
- Quarterly core group and monthly operational meetings are held with building safety, outstanding repairs and day to day issues covered
- Mitigation process updates
 - Line marking in the car park has been completed to keep access for the emergency services clear
 - DENS staff report any issues with internal doors directly to the Compliance Team who will issue an instruction to the relevant contractor
 - Regular site inspections ongoing with representation from the Safe Homes Team and DENS

General Fund Portfolio

Performance

Area	Description	Target	Performance	Trend
Fire	Percentage of properties covered by valid FRA	100.00%	100.00%	
Legionella	Percentage of water installations covered by risk assessment	100.00%	99.30%	
Asbestos	Percentage of known asbestos locations re-inspected	100.00%	100.00%	
Gas	Percentage of properties with valid gas certificate	100.00%	100.00%	
Electrical	Percentage of properties with satisfactory EICR	100.00%	100.00%	
Lifts	Percentage of communal lifts that require examination (LOLER)	100.00%	89.00%	

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Key Points
<ul style="list-style-type: none"> • Strong performance to remediate the outstanding electrical checks which have been outstanding for a number of months due to the need to engage specialist contractors with the relevant and equipment (Confined spaces and Heavy Lifting equipment). • Both Legionella and Lifts are reporting one site out of compliance at the end of September, both of which are booked to be completed in October. • The long standing asbestos issue being managed by HCC at Leverstock Green Library has been resolved allowing access to complete the legionella risk assessment. • Management of lift inspections is transferring to the Building Services team to improve oversight and reporting.

Commercial Portfolio FRA - Total number of assets 149 — (105 Council maintained, 44 leaseholder responsibility)



100%	Target
100%	Previous period (Aug 23)
100%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> On-going process of reviews

Legionella Risk Assessments Total number of assets 149— (109 Council maintained, 40 leaseholder responsibility)

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100%	Target
97.24%	Previous period (Aug 23)
99.30%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> 1 outstanding—Leverstock Green Library HCC have confirmed that the asbestos works at the Library are now complete. This will permit the outstanding Legionella risk assessment review to proceed which will be completed by the end of October.

Asbestos Inspections - Total number of assets 149 - (111 Council maintained, 38 leaseholder responsibility)

100%	Target
100%	Previous period (Aug 23)
100%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> 43 buildings with known asbestos content are undergoing annual re-inspection surveys. Asbestos has been discovered in The Old Town Hall following a leak and subsequent electrical works. Remedial works are taking place.

Gas Safety — Total number of assets 149— (123 Council maintained, 26 leaseholder responsibility)



100%	Target
100%	Previous period (Aug 23)
100%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> On-going process of servicing and inspections

Electrical Testing Total number of assets 149— (107 Council maintained, 42 leaseholder responsibility)

100%	Target
94.39%	Previous period (Aug 23)
100%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> All commercial assets have now been inspected and electrical installation condition reports (EICR) produced

Passenger Lifts - Total number of assets 9, all Council maintained

100%	Target
100%	Previous period (Aug 23)
89%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> 1 outstanding inspection— Victoria Hall Inspection has been booked for completion in October. The management of the lift inspections is moving from the insurance team to Building Services.

Narrative

Assets

- The Dacorum Borough Council commercial property portfolio extends to 1200 premises
- This is recorded for compliance purposes by building or structure, of which there are 149

Evidence and Oversight

Spreadsheet **Property List and Compliance Tracker** is a live document, regularly reviewed and updated to monitor building compliance

At the end of each calendar month, the rules that determine the compliance colour coding are updated

When information about an aspect is received such as an electrical inspection, the date is entered. Following most inspections, for example electrical inspection, there may be findings to address; details of these findings will be stored in the respective building and aspect folder.

- Compliance is achieved when an inspection, survey, or risk assessment has been completed. The spreadsheet does not record completion of follow up actions; documents provided by specialist contractors are stored in shared folders.

Next steps

- Corporate Asset Register, Data centralisation, full process review, GF inclusion in HTIP and read across to TOM

TSM	Q2 Score	Responsible Person	Improvement Actions
Overall Satisfaction	59%	HSLT	<ul style="list-style-type: none"> Main drivers are Repairs and complaint handling (See actions below) SQA Team to review all transactional surveys to support key front-line service delivery by Nov 23
Repairs Service	63%	IK	<ul style="list-style-type: none"> New Contract Manager in place at Osbourne's since August 23 Improvement plan being agreed to start in October 23 Re-procurement of service underway (will last 12/14 months)
Time taken for repair	63%	IK	<ul style="list-style-type: none"> See actions above
Home Well Maintained	57%	MP	<ul style="list-style-type: none"> See actions above and note Asset Management Strategy / business plan refresh 24/25
Home Being Safe	65%	RL	<ul style="list-style-type: none"> Resident Engagement Strategy for High Risk blocks being rolled out to all high rise blocks by end October 23 Information on website to be updated Be-spoke articles required for Dacorum Life
Listening to views and acting on them	43%	HSLT	<ul style="list-style-type: none"> Be-spoke articles required for Dacorum Life on 'You Said, We Did' Piloting an Estate Improvement Plan at in October 23
Keeping tenants informed	57%	SW	<ul style="list-style-type: none"> Dacorum Life monthly TPAS Smart Review underway
Fair & Respectful treatment	64%	HSLT	<ul style="list-style-type: none"> No specific actions underway other than work on corporate values
Complaint Handling	22%	SW	<ul style="list-style-type: none"> Current approach being reviewed by SQA for HSLT/SLT in Oct 23 To introduce tracking of promises made in complaint response to ensure completion

			<ul style="list-style-type: none"> All DMC complaints now tracked separately
Neighbourhood Management	45%	OJ	<ul style="list-style-type: none"> Introduced 4 area inspectors Piloting an Estate Improvement Plan at Grovehill East in November 23 SLA between Housing & Cleaner, Safe & Green
Making a positive contribution to neighbourhood	52%	OJ	<ul style="list-style-type: none"> Piloting an Estate Improvement Plan at Grovehill East in October 23 Building Safety, High Risk visits will incorporate estate improvement elements (7 blocks by end Nov 23)
Approach to handling ASB	53%	JS	<ul style="list-style-type: none"> This improved from Q1, as number of potential points of failure have been removed
Management Indicators - Complaints		AT	<ul style="list-style-type: none"> Agreed for SQA team to lead on improving quality, monitoring transactional satisfaction and improving performance monitoring during Q3
Management Indicators - Compliance		RL	<ul style="list-style-type: none"> Headline figures are strong A scorecard of underlying actions to be shared at HSLT for further assurance, with first one attached to this report
Management Indicators - ASB		JS	<ul style="list-style-type: none"> Statistical returns only
Management Indicators - Repairs		IK	<ul style="list-style-type: none"> See actions above in Repairs (perception) section
Management Indicators – Decent Homes		MP	<ul style="list-style-type: none"> Plans in place to be 100% as at 31/3/24.

Agenda Item 8



HOUSING & COMMUNITY

www.dacorum.gov.uk

Overview and Scrutiny Committee

Report for:	Housing & Community Overview and Scrutiny Committee
Title of report:	Damp, Condensation and Mould Policy 2023 - 2026
Date:	8 November 2023
Report on behalf of:	Councillor Simy Dhyani, Portfolio Holder for Housing
Part:	I
If Part II, reason:	N/A
Appendices:	None
Background papers:	None
Glossary of acronyms and any other abbreviations used in this report:	SLT – Senior Leadership Team TLC - Tenant and Leasehold Committee

Report Author / Responsible Officer

Mark Pinnell, Assistant Director, Property (Interim)



Mark.Pinnell@dacorum.gov.uk / 01442 228731 (ext. 2731)

Corporate Priorities	<p>A clean, safe and enjoyable environment</p> <p>Providing good quality affordable homes, in particular for those most in need</p> <p>Building strong and vibrant communities</p> <p>Ensuring efficient, effective and modern service delivery</p> <p>Climate and ecological emergency</p>
Wards affected	All Borough wards.
Purpose of the report:	<ol style="list-style-type: none"> 1. To present a new draft Damp, Condensation and Mould Policy 2023 - 2026 to committee members.
Recommendation (s) to the decision maker (s):	<ol style="list-style-type: none"> 1. To support the approval of the Damp, Condensation and Mould Policy 2023 - 2026
Period for post policy/project review:	<p>The overview of damp, condensation and mould is reported to SLT each month as part of the overall compliance reporting structure. It is proposed that an annual report demonstrating adherence to the policy is presented to the committee for noting. If industry advice and guidance is altered the policy may need to be reviewed and amended, if this is the case it is proposed that a report is submitted to committee, to identify the changes made.</p>

1. Introduction:

- 1.1 Following the coroners report into the death of 2 year old Awaab Ishak in December 2020, the government announced plans to make major changes to the law on damp and mould.
- 1.2 The Department of Levelling Up, Housing and Communities (DLUHC) announced in February 2023 that new measures on damp and mould would be introduced. This will be known as 'Awaab's law' due to be introduced through the Social Housing (Regulation) Act, with other regulations already planned for the private rented sector.
- 1.3 The Social Housing (Regulation) Act received royal assent on the 20 July 2023. This Act is intended to be the catalyst for a new proactive approach to regulating social housing, ensuring standards are met and taking action against failing landlords.
- 1.4 'Awaab's law' will require landlords to fix reported health hazards within specified timeframes and become an implied term in social housing tenancy agreements. These measures, along with other provisions from the Act, are expected to come into force in 2024.

In summary the Council will need to evidence that we;

- Know where the major cases of damp, condensation and mould are;
- That we have a plan in place to remediate the cause;

- That the works to remediate will be completed within a reasonable timeline
- That we have process in place to review cases to ensure the issue has been resolved;
- That we continue to collect data to inform and improve our approach.

2 Damp, Condensation and Mould Policy 2023 - 2026

2.1 **Appendix 1** is the draft policy. The policy has been written with a joint audience in mind, including our Staff, tenants, residents etc. The document outlines how the Council will deal with instances of damp, condensation and mould in our customers homes whilst also providing additional narrative, relating to the causes and types of damp and mould.

2.2 The policy reflects best practice and current guidance issued from the Government on the 7 September 2023; in summary:

All landlords should:

- Respond sensitively and urgently to identify the severity of any damp and mould and risks to tenants.
- Tackle the underlying issue promptly and act with urgency on concerns around tenant health.
- Ensure tenants are kept informed on steps to address damp and mould.
- Document and photograph the location of the mould.
- Remove mould using qualified professionals where appropriate.
- Identify and tackle the underlying cause(s) including building deficiencies, inadequate ventilation, and condensation – simply removing surface mould does not prevent re-appearance.
- Undertake timely inspection following remedial work to ensure the underlying issue has been addressed, undertaking further investigation and intervention for any re-appearance.

Taking a proactive approach to reduce the risk of damp and mould

All landlords should:

- Have clear processes in place to document, manage and act on reports of damp and mould.
- Understand the condition of their housing stock and proactively undertake the necessary interventions to ventilation, energy efficiency and building deficiencies before damp and mould occurs.
- Understand that some tenants may struggle to heat their homes, making damp and mould more likely to occur, wherein they should consider what support they can provide or signpost tenants to.
- Support tenants to understand what they can do, where appropriate, to reduce damp and mould, but never instead of addressing the underlying cause.
- Build relationships with health and social care and other frontline professionals supporting tenants, to ensure that every opportunity to identify tenants living in homes with damp and mould is utilised, "making every contact count".
- Ensure staff and external contractors are aware of the health risks of damp and mould, the need to address the underlying cause(s) - not just remove visible mould, are aware of any processes for reporting and addressing damp and mould, and are sensitive to tenants' circumstances and vulnerabilities.
- Build relationships with tenants, ensuring they feel encouraged to report damp and mould.

2.3 The policy is the first step to promoting to our residents how we will address issues relating to condensation, damp and mould. We are also developing an easy read 'self help' booklet that will be posted onto the website. The booklet will provide pictorial reference to the types of damp and mould and provide further guidance on what actions can be taken once discovered and what actions will contribute towards prevention of the issues starting.

3 Consultation

- 3.1 The policy has been pulled together to set out how we will respond to reported issues of Damp, Condensation and Mould, once approved the policy will be presented to TLC and communicated out via our website, social media etc.

4 Financial and value for money implications:

- 4.1 The financial impact of damp, condensation and mould is significant and to an extent, unknown due to seasonal variation and demand. In addition to these factors the severity of cases can also vary from working with a customer to educate and support, through to extensive repairs.
- 4.2 The number of surveyors has been increased to cope with the expected seasonal demand of reported issues. In addition to this we are procuring the services of additional contractors to support Osborne Property Services (OPSL) to meet the demand of remedial repairs.
- 4.3 There will be continued scrutiny and oversight of spend in line with existing financial governance procedures.

5 Legal Implications

- 5.1 None arising from this report

6 Risk implications:

- 6.1 None arising from this report

7 Equalities, Community Impact and Human Rights:

- 7.1 None

8 Sustainability implications

- 8.1 None

9 Council infrastructure

- 9.1 None

10 Conclusions:

- 10.1 In conclusion the committee is invited to approve the Damp, Condensation and Mould Policy 2023-2026.



Damp, Condensation and Mould Policy 2023 - 2026

Last reviewed [\[October 2023\]](#)

Damp, Condensation and Mould Policy 2023 - 2026

Overview

This policy is managed and adhered to by the housing service. This policy will be reviewed regularly to ensure compliance with government legislation, guidance and good practice.

Contents

1.0 Policy overview

- 1.1 Introduction
- 1.2 Aim(s) of the policy
- 1.3 Links to Council's corporate aims
- 1.4 Equality and diversity
- 1.5 Policy statement
- 1.6 Emergency Restrictions

2.0 Approach and Responsibilities

- 2.1 The Councils Responsibilities
- 2.2. External and Internal Checks
- 2.3 Tenant Responsibilities
- 2.4 Leaseholders
- 2.5 Private Rented Sector

3.0 Understanding Damp and Mould

- 3.1 Types of Damp

4.0 Links to other corporate strategies and policies

5.0 Legislation

1.1 Introduction

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

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

The Council will continue improving the condition of its homes through targeted investment, whilst also taking advantage of external funding to improve the Energy Performance Certificate (EPC) of a property and the subsequent thermal comfort of our social housing stock.

1.2 Aim(s) of the policy:

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

- Ensure we provide and maintain dry, healthy homes for our tenants.
- Focus on working in partnership with our tenants ensuring that a safe and healthy internal environment is provided.
- Undertake effective investigations and implement all reasonable remedial repair solutions and improvements to eradicate damp.
- Ensure that our tenants have access to and/or are provided with advice and guidance on managing and controlling condensation and mould.

- Ensure that the fabric of the Council's property is protected from deterioration and damage resulting from damp and condensation.
- To utilise the external funding available to support the investment in the Council's stock, improve the EPC ratings and reduce the heating costs for residents.

With the continued commitment to training and collation of data, the Council will ensure that our teams and our contractor's operatives are able to:

- Spot signs of condensation, damp and mould and understand the causes and remedies of these.
- Carry out preventative maintenance to reduce the occurrence of damp and mould.
- Understand our stock and the archetypes of properties that are likely to suffer from damp and mould.
- Make sure that appropriate budget levels are assigned to reducing the cause of damp and mould.



Section 1

Policy Overview

1.3 Links to the Council's corporate aims:

This policy supports the council's priorities, which are set out in the ['Vision and priorities - corporate plan 2020-2025'](#), in particular:

- A clean, safe and enjoyable environment
- Providing good quality affordable homes, in particular for those most in need
- Ensuring efficient, effective and modern service delivery
- Climate and Ecological Emergency - working to deliver net zero carbon.

1.4 Equality and diversity

- The council is committed to promoting equality of opportunity in housing services and has procedures in place to ensure that all applicants and Tenants are treated fairly and without unlawful discrimination.

1.5 Policy Statement

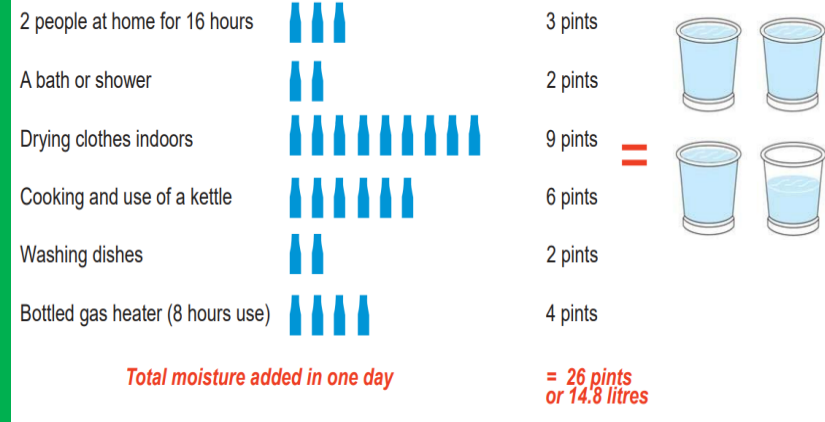
This policy covers how the Council's housing team and tenants can work jointly to control, manage and remediate damp. This includes:

- All housing properties that are tenanted and communal areas, it also includes emergency and temporary accommodation.
- Identifying the types of damp.
- Identifying the council's responsibilities for dealing with damp and condensation.
- Offering guidance, advice and assistance throughout the process to tenants living in council properties or council provided temporary and emergency accommodations.

1.6 Emergency Restrictions

The Council is required to respond to any local or national restrictions imposed by central government. The administration of this and other Council policies could, therefore, be impacted by a pandemic or other emergency for the period that such restrictions are in operation.

Did You Know?



Section 2

Approach and Responsibilities

2.1 The Council's Responsibilities: For the Homes we Own

We will investigate to determine the cause of damp, mould and condensation and carry out remedial repairs and actions in accordance with the tenancy agreement, including:

- We will take the concern seriously, assesses the issue with urgency to identify its severity, and strive to identify and tackle the underlying causes promptly.
- If classed as urgent we will respond and inspect your property within 48 hours. All non-urgent works will be inspected within 7 days.
- Vulnerable people: elderly, disabled, pregnant and those with children under 5 will be prioritised.
- We will promote and provide general advice and guidance on how to manage damp and condensation.
- We complete any remedial works/ measures within a reasonable timescale. The timescale will depend on the severity and urgency of the problem and on the complexity of the solution and the remedial works required:
- We will ensure that remedial work for the treatment of damp, mould or condensation on empty properties is undertaken before being let to new tenants.

2.2 External and Internal checks

Several internal and external checks can be made to identify the sources of damp and mould.

External checks:

- Damaged or blocked pipes, gutters or downpipes
- Broken seals around windows or ill-fitting windows that do not close fully.
- visible structural or facade defects, such as cracks in render or the foundation, missing or broken roof finishes
- Bridged (compromised) damp proof course.

Internal checks:

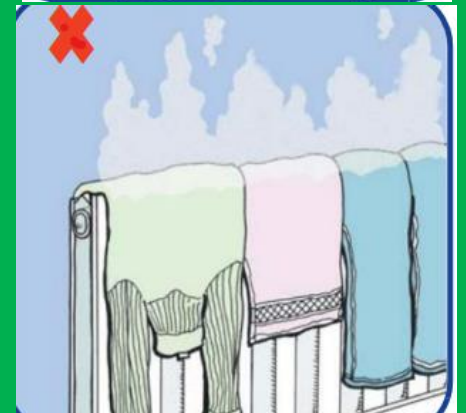
- Peeling wallpaper
- visible damp or staining
- visible condensation
- defective plaster
- consistently high relative humidity, as assessed using a moisture meter or environmental monitors
- low levels of loft or wall insulation
- low internal wall temperature
- damaged, blocked, absent or switched off mechanical ventilation (for example, extractors in kitchens and bathrooms)
- ineffective or broken heating systems

2.3 Tenant Responsibilities

The tenant's responsibilities include:

- The tenant's responsibilities include reporting to the Council evidence of rising and penetrating damp, and faulty equipment that will hamper the management and control of damp and condensation (e.g. faulty extract fan, unable to open windows, lack of heating etc.)

- Keep the house well ventilated e.g. opening windows when cooking / bathing, turning on and ensuring that the extractor fan is working if applicable, keeping trickle vents in windows open, and allowing air to circulate around furniture.
- Tenant management of condensation and small amounts of mould should not be a substitute for assessing and addressing the underlying issue, which should always be the priority.
- The tenant should regularly check for mould and clean signs of mould as soon as they are discovered.
- Allow access for inspections and for the carrying out of remedial works.



Section 2 Approach and Responsibilities

2.4 Leaseholders

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

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

2.5 Private Rented Sector

Where the Council assists with placing an applicant into the private rented sector the Council will provide support and assistance that may involve carrying out a site inspection, identifying the cause of the damp and condensation and notifying the landlord of the findings.

If the landlord does not respond in a satisfactory manner further support will be provided and legal advice will be sought.

Landlords in the private rented sector should:

- Engage with The Council's private rented housing team who will provide advice on issues with damp and mould.
- consult experts who can support in assessing risk, where relevant who can identify and tackle a damp and mould problem.
- signpost tenants who might be struggling to keep their properties warm to organisations that might be able to support those who are at increased risk from the health harms of damp and mould.

Section 3 Understanding damp and mould

3.0 Understanding damp and mould:

Damp is the build-up of moisture in a property. It can affect the fabric of the building such as walls, floors, ceilings and foundations. It can also affect home furnishings and belongings such as carpets, curtains, wallpaper, furniture and clothing. In addition to causing damage, damp can also lead to the growth of mould and can occur in homes for a variety of reasons.

Irrespective of the type of damp, the Council will support our tenants with issues related to damp and mould, and where necessary instruct qualified professionals who can identify and tackle a damp and mould problem.

3.1 Types of Damp

Condensation

This is the most common form of damp.

Condensation happens when moisture generated inside the home cools and condenses onto colder parts of the buildings. For example window frames, corners and low points on walls behind sofas or wardrobes.

Condensation related damp normally shows as water on the windows and black mould on walls and ceilings. A lack of space around possessions and storage that prevents air flow through the property will promote the growth of this mould.

In most cases simply wiping the area with a dry cloth on a daily basis will prevent the growth of mould.

Rising Damp

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

Penetrating Damp (including internal leaks)

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

Traumatic damp

Traumatic damp can be caused by leaking water from waste pipes, overflowing baths or sinks, burst pipes or defective water tanks inside the building.

Mould

Mould is a type of fungus which grows in moist environments. Mould can cause adverse health effects as well as damage to buildings.

Properties can have multiple causes of mould simultaneously, sometimes this can only be determined after initial works raised have not worked as expected.



Section 4

Links to other corporate documents

This policy links to and should be read in conjunction with the following strategies, policies and other documents:

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- [Vision and priorities - corporate plan 2020-2025'](#)
- [The corporate strategy](#)
- [Corporate risk register?](#)
- [Repairs handbook](#)
- [Health and safety policy?](#)
- [Regulator of Social Housing findings on Damp and Mould](#)
- [Condensation leaflet](#)
- [Damp and mould action plan?](#)

Section 5

Legislation

The legislation listed below will be taken into consideration when implementing this policy:

- The Housing Act, 1985
- The Equality Act, 2010
- The Leasehold Reform, Housing and Urban Development Act 1993
- The Housing Act 1996
- Homes (Fitness for Human habitation) Act 2018.
- Landlord and Tenant Act 1985 Section 11 - Repairs and Maintenance.
- Housing Act 2004 - Housing Health and Safety Rating.
- Decent Homes standards.
- Awaabs Law
- Social Housing (Regulation) Act 2023

Housing and Community OSC

Actions arising – 2023

Date of meeting	Action point	Responsible for action	Date action completed	Update on action point
<p><u>19/07/23</u> <u>HC/048/23</u></p>	<p>To take to the Membership Development Steering Group the need for a session on the whole points system.</p>	<p>N Beresford</p>		<p>Actioned Planned for 26/10</p>
<p><u>13/09/23</u> <u>HC/52/23</u></p>	<p>Member development – a visit to the adventure playgroup to view the activities that are happening.</p>	<p>D Southam</p>		

Housing & Community OSC Work Programme 2023/2024

OSC Chairs Meeting to discuss the forward plan:

10:00-11:00 – 21st Nov via Team

16:00-17:00 – 24 Jan via Teams

Meeting Date	Report Deadline	Items	Contact Details	Background information
Wed 8 Nov 23	Friday 27th Oct 23	Action Points (from previous meeting)		<i>To review and scrutinise quarterly performance</i>
		Q2 Quarterly Budget Monitoring Report	Fiona Jump – Head of Financial Services Fiona.jump@dacorum.gov.uk	<i>To review and scrutinise quarterly performance</i>
		Q2 People and Communities Quarterly Reports	Natasha Beresford – Assistant Director Housing Operations and Safer Communities Natasha.beresford@dacorum.gov.uk	<i>To review and scrutinise quarterly performance</i>
		Q2 Housing (Property, Strategic & Delivery, Operations) & Safe Communities Reports	David Barrett – Assistant Director – Strategic Housing and Delivery David.barrett@dacorum.gov.uk Mark Pinnell – Assistant Director Property and Place Mark.pinnell@dacorum.gov.uk Natasha Beresford – Assistant Director Housing Operations and Safer	<i>To review and scrutinise quarterly performance</i>

			Communities Natasha.beresford@dacorum.gov.uk	
		Damp and Mould Policy	Mark Pinnell – Assistant Director Property and Place Mark.pinnell@dacorum.gov.uk	
Wed 6 Dec 2023	24 Nov 2023	Action Points (from previous meeting)		<i>To review and scrutinise quarterly performance</i>
		****Joint Budget**** <i>Ideally no further items to be added</i>		<i>To review and scrutinise quarterly performance</i>
		Strategy Housing (New)	David Barrett – Assistant Director – Strategic Housing and Delivery David.barrett@dacorum.gov.uk	<i>To review and scrutinise quarterly performance</i>
		Repairs & Maintenance Procurement Strategy	Mark Pinnell – Assistant Director Property and Place Mark.pinnell@dacorum.gov.uk	<i>To review and scrutinise quarterly performance</i>
		Fire Safety Legislation: Responsible Person and Duty Holder	Mark Pinnell – Assistant Director Property and Place Mark.pinnell@dacorum.gov.uk	
		VCS Activity Report	Assistant Director - Place,	

			Communities and Enterprise Diane.Southam@dacorum.gov.uk	
Wed 17 Jan 2024	Friday 5th Jan 2024			
		Action Points (from previous meeting)	Kayley Johnston	<i>To review and scrutinise quarterly performance</i>
		Right to Buy Buyback Policy	David Barrett – Assistant Director – Strategic Housing and Delivery David.barrett@dacorum.gov.uk	
		Draft Interim Asset Management Strategy	Mark Pinnell – Assistant Director Property and Place Mark.pinnell@dacorum.gov.uk	
Wed 7 Feb 2024	Friday 26 January 2024	Action Points (from previous meeting)		<i>To review and scrutinise quarterly performance</i>
		Joint Budget <i>Ideally no further items to be added</i>		<i>To review and scrutinise quarterly performance</i>
Wed 13 March 2024	Friday 1 March 2024	Action Points (from previous meeting)		<i>To review and scrutinise quarterly performance</i>

	Q3 Quarterly Budget Monitoring Report	Fiona Jump – Head of Financial Services Fiona.jump@dacorum.gov.uk	<i>To review and scrutinise quarterly performance</i>
	Q3 People and Communities Quarterly Reports	Natasha Beresford – Assistant Director Housing Operations and Safer Communities Natasha.beresford@dacorum.gov.uk	<i>To review and scrutinise quarterly performance</i>
	Q3 Housing (Property, Strategic & Delivery, Operations) & Safe Communities Reports	David Barrett – Assistant Director – Strategic Housing and Delivery David.barrett@dacorum.gov.uk Mark Pinnell – Assistant Director Property and Place Mark.pinnell@dacorum.gov.uk Natasha Beresford – Assistant Director Housing Operations and Safer Communities Natasha.beresford@dacorum.gov.uk	<i>To review and scrutinise quarterly performance</i>
	HRA Business Plan Refresh	Mark Pinnell – Assistant Director Property and Place Mark.pinnell@dacorum.gov.uk	

Public place protection order Revision -. Date tbc

Old Town Hall Review – Diane – TBC

Adventure Playground Review - Diane – TBC

Sports Strategy - Diane – TBC

Cultural Strategy - Diane – TBC

Leisure Contract Management – Diane - TBC

VCS Activity Report – Diane - TBC

VCS Commissioning – Diane – TBC

Rent Policy Update – Oliver Jackson – TBC