



Housing Committee

Wednesday, 16 November 2022 at 7.30 pm

**Council Chamber, Runnymede Civic Centre,
Addlestone**

Members of the Committee

Councillors: J Gracey (Chairman), J Hulley (Vice-Chairman), D Coen, M Cressey, M Darby, R Davies, S Dennett, P Snow, S Whyte and S Williams
Mrs J Hill for the purposes affecting Council housing tenants

In accordance with Standing Order 29.1, any Member of the Council may attend the meeting of this Committee, but may speak only with the permission of the Chairman of the Committee, if they are not a member of this Committee.

AGENDA

Notes:

- 1) Any report on the Agenda involving confidential information (as defined by section 100A(3) of the Local Government Act 1972) must be discussed in private. Any report involving exempt information (as defined by section 100I of the Local Government Act 1972), whether it appears in Part 1 or Part 2 below, may be discussed in private but only if the Committee so resolves.
- 2) The relevant 'background papers' are listed after each report in Part 1. Enquiries about any of the Agenda reports and background papers should be directed in the first instance to **Mr A Finch, Democratic Services Section, Law and Governance Business Centre, Runnymede Civic Centre, Station Road, Addlestone (Tel: Direct Line: 01932 425623). (Email: andrew.finch@runnymede.gov.uk).**
- 3) Agendas and Minutes are available on a subscription basis. For details, please contact Democratic.Services@runnymede.gov.uk or 01932 425620. Agendas and Minutes for all the Council's Committees may also be viewed on www.runnymede.gov.uk.

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The Chairman will make the final decision on all matters of dispute in regard to the use of social media audio-recording, photography and filming in the Committee meeting.

List of matters for consideration

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Part I

Matters in respect of which reports have been made available for public inspection

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| 1. | Notifications of Changes to Committee Membership | |
| 2. | Minutes | 4 - 8 |
| | To confirm and sign, as a correct record, the Minutes of the meeting of the Special Housing Committee held on 18 October 2022 (Appendix 'A'). | |
| 3. | Apologies for Absence | |
| 4. | Declarations of Interest | |
| | Members are invited to declare any disclosable pecuniary interests or other registrable and non-registrable interests in items on the agenda. | |
| 5. | Tenants' Satisfaction Survey | 9 - 10 |
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Part II

Matters involving exempt or confidential information in respect of which reports have not been made available for public inspection.

Runnymede Borough Council**Housing Committee****Tuesday, 18 October 2022 at 7.30 pm**

Members of the Committee present: Councillors J Gracey (Chairman), J Hulley (Vice-Chairman), D Coen, M Cressey, R Davies (Substitute, in place of A King), S Dennett, P Snow and S Williams.

Members of the Committee absent: Councillors M Darby and S Whyte.

273 Minutes

The minutes of the meeting of the Committee held on 21 September 2022 were confirmed and signed as a true record.

274 Apologies for Absence

Apologies were received from Councillor S Whyte.

275 Declarations of Interest

None received.

276 Tenancy Policy/Strategy

The Head of Housing Services & Business Planning reminded Members that approval was given at the June Committee for officers to commence a consultation exercise.

The Council has a legal responsibility to publish a Tenancy Strategy, which was last completed in 2018. It must also publish a Tenancy Policy for use in allocation of its own stock and changes in the Tenancy Strategy should be reflected in the Council's Tenancy Policy, which was last published in 2015.

The Council currently offers two, five and ten year tenancies and secure tenancies for those who held them before 1 April 2012 or anyone moving into IRL. The only significant changes within the new strategy and therefore the policy were as follows:

- Two-year tenancies were no longer recommended for RPs or to be used by RBC as they do not provide adequate security for the tenant.
- Five-year tenancies were previously offered to households moving into a two-bedroom property due to demand for that size, this has been changed to any family size home where all members of the household are over 16 years of age. This would enable a review only when the youngest family member is 21.
- Households with children under 16 would receive a 10-year tenancy.
- Five-year tenancies would be offered to tenants of properties with significant adaptations with more than one bedroom regardless of the age of the children.

Most RPs operating in the borough are large national organisations who had their own overarching Tenancy Policy and did not follow the Tenancy Strategy of each borough. Whilst legislation was complied with and the Council consulted with all RPs with properties in Runnymede, a very limited response was received.

Resolved that –

- 1) The Tenancy Policy/Strategy was approved for implementation from 19 October 2022.**

277 Electrical Safety Policy

The Head of Housing Technical Services advised that the electrical safety policy set out the department's intentions to ensure that all HRA properties were maintained to a high standard in relation to electrical work and installation.

Electrical safety was one of the failures raised by the Regulator of Social Housing's Notice on the borough in 2019. Since then the certification rate had gone from around 45% to 100%, and it was envisioned that the policy would help the service maintain that rate.

The policy would help the Council to ensure that it meets its obligations as a landlord and seeks to provide assurance that electrical safety was adequately managed, ensuring the safety of tenants, leaseholders, and the general public.

The Committee chair thanked officers for the work in achieving 100% electrical safety compliance, adding that following a government consultation legislation was likely to make full compliance mandatory, and it was positive that the Council was ahead of the curve.

A Member asked about the prospect of installing EV units in homes in future, and the Head of Housing Technical Services advised that priority would be getting the basics right, but new technologies would always be under consideration to make officers and tenants' lives easier.

In response to a further Member question about certification, the Corporate Head of Law & Governance confirmed that since 2021 private landlords were required to have electrical installations inspected by a competent and trained individual every five years, and landlords would have to provide a copy of the electrical safety report to tenants and local authority if need be. Failure to do so could result in a fine of up to £30,000.

Resolved that –

The Electrical Safety Policy was approved for implementation.

278 Older Person Strategy

The Corporate Head of Housing advised Members that the strategy was approved in September 2021 and would be brought back to Committee on an annual basis.

One of the aims of the strategy was to provide first class accommodation at the Council's IRLs, which had been assisted by Committee approval of improvements to the communal areas in the IRLs, whilst work to improve the physical accommodation would commence in spring 2023.

Other actions achieved included putting in place a Local Lettings Plan to restrict access to younger people without a support need, along with consultations on the Moving with Support and Communal Lounge policies. There would be regular engagement and consultation with the residents of IRL accommodation.

279 Exclusion of press and public

By resolution of the Committee, the press and public were excluded from the remainder of the meeting during the consideration of the remaining matters under Section 100A (4) of

the Local Government Act 1972 on the grounds that the discussion would be likely to involve the disclosure of exempt information of the description specified in paragraph 3 of Schedule 12A to Part 1 of the Act.

280 **Planned Maintenance Update**

The Head of Housing Technical Services gave an update on the status of a structural report recently undertaken on an HRA asset within the borough.

The survey had indicated that parts of the asset were at the end of their natural lives, however there were structurally no issues, and any damage was as a result of water ingress.

Officers therefore recommended actively managing the site until such a time where the long-term plans for the wider area became known.

This would involve monthly checks for water ingress, regular cleaning and annual surveys. Should the situation change a report would be brought to Housing Committee as a matter of urgency.

Officers agreed to keep Members updated on the outcome of the surveys undertaken.

Resolved that –

- 1) **Committee noted the details within the report.**
- 2) **Committee agreed with the recommendation that the asset was left in situ and actively managed.**

281 **Housing Revenue Account Development**

The Committee considered an item under a Housing Revenue Account development in the borough that would require full Council approval of a £5m supplementary estimate to be spread over the next two years to proceed from Royal Institute of British Architects (RIBA) stage 1 to 3.

It was also seeking full Council approval to delegate to Housing Committee to proceed with RIBA Stage 1, noting that the project can be halted by Housing Committee if the project is not proven to be viable at the end of RIBA Stage 1.

The Housing Service's HRA Business Plan and the Housing Development Strategy had committed the Council to creating an additional 125 social housing units, and officers had been exploring the possibility of regenerating the Parkside area of New Haw as part of that target.

The units on the estate are poorly performing in terms of energy efficiency, are not mortgageable, they are of a prefabricated design and not been designed to last for so long.

It was therefore proposed to deliver 450+ new units on the site, utilising private sales to cross-subsidise the delivery of affordable housing.

The site boundary had been identified and constraints and a delivery brief established.

Subject to Housing Committee and full Council approval, communication to residents would begin almost immediately, with letters to residents planned for 21 October 2022, and public events earmarked for 31 October and 1 November. Regular newsletters would follow to

those impacted by the development, and there would be a webpage dedicated to the development.

Residents had been informed in 2019 that some initial feasibility testing was in the pipeline.

The Corporate Head of Housing added that doing nothing on the site was not an option, as it would result in the units being re-built at a significant cost to the HRA and one that is likely to exceed the cost to the HRA of the proposed redevelopment.

The Committee Chair added that further Special Housing Committees were likely to be required to cover off key milestones, however this would be judged on a case-by-case basis. Furthermore, the properties were on large plots of land, and part of the regeneration would see an increase on the density of housing.

Whilst acknowledging it would be long-term, the timescales of the project were currently unknown, and much would depend on the feasibility and viability studies.

The Corporate Head of Housing advised that Planning officers had been involved in the initial stages of the project, however advice was being sought about their continued involvement to prevent any pre-determination. The Corporate Head of Law and Governance added that guidance would suggest an external Planning Consultant would be required who was extremely familiar with the policies of the Council.

A Member asked about flood alleviation, and was advised that a number of technical solutions would be available to mitigate the impact. The feasibility study would establish the most appropriate method. However any form of flooding in the area was extremely rare, and it was acknowledged that the nearby waterway was a canal rather than river.

Queries were expected from freehold property owners about Compulsory Purchase Orders. The Committee Chair confirmed that they would be fairly recompensed and supported in any way possible, including the consideration of the option of moving into one of the new properties.

The Committee Chair advised that the Council did not intend to make a profit from the development, with the primary aim to deliver an affordable development. Furthermore, a number of options would be delivered to Committee in terms of mixture of social and affordable rent.

The Corporate Head of Housing added that the spending profile would have to be closely monitored. Avoiding carrying significant borrowing would mean that the option would remain to carry out simultaneous developments across the borough.

The Corporate Head of Housing advised the Runnymede Council Residents' Association rep that the Council would be unable to block any right-to-buy requests on the development unless there was evidence that a property would be demolished within 24 months. However, the likely risks would be made very clear in the event that any requests were made.

Recommended to full Council on 20 October that –

- 1) Committee approved the recommendation to full Council of a supplementary revenue estimate to be spread over the next two years to proceed from RIBA Stage 1 to 3.**
- 2) Committee approved the recommendation to full Council to delegate authority to Housing Committee to proceed with RIBA Stage 1 following the resolution of recommendation (2) by full Council, noting that the**

project can be halted by Housing Committee if the project is not proven to be viable at the end of RIBA Stage 1.

282 **Fire Door Procurement**

The Head of Technical Services advised that during 2021/22 the Housing Department undertook a range of passive fire prevention works at one of its HRA locations in the borough it had come to light that the original installation of fire doors and surrounds had been completed to an unacceptable level.

The Housing Technical Services Team had drawn together a set of specifications and designs to replace all door sets within the building in order that they all met the required 30 to 60 minutes as recommended within the fire strategy document and The Regulatory Reform (Fire Safety) Order 2005

The proposed contractor had been through the Council's procurement processes, and along with installing the fire doors they also manufacture their own products, reducing the risk of supplier delay.

The expected timeline would be 12-16 weeks.

Resolved that –

- 1) Committee approved the procurement of replacement fire doors in order that they all meet the required 30 to 60 minutes as recommended within the fire strategy document and the Regulatory Reform (Fire Safety) Order 2005**
- 2) Committee agreed to the appointment of the specified contractor via the LHC framework to undertake works to an agreed sum.**

(The meeting ended at 9.03 pm.)

Chairman

Tenants' Satisfaction Survey (Housing, Angela Horsey)

Synopsis of report:

This report outlines the arrangements made to undertake the recent Tenants' Satisfaction survey

Recommendation(s):

That Members note the background to, and findings of, the Tenants' Satisfaction survey

1. Context and background of report

- 1.1 Throughout October tenants have had the opportunity to complete an online satisfaction survey, to say what they think of the landlord services provided by the Council. The results will be presented to the meeting.
- 1.2 Runnymede has 2,843 council tenants. No large-scale satisfaction survey of tenants has been undertaken for over 10 years. The Tenant and Leaseholder Engagement Strategy puts a greater emphasis on listening to our customers in ways that are convenient to them, and to responding to customer feedback. The results will also provide a baseline assessment of our current performance in advance of regulatory changes to be enacted in the Social Housing (Regulation) Bill, under which the Regulator of Social Housing will become a proactive consumer regulator.
- 1.3 RBC had made a successful bid for the government's Prop Tech Engagement fund, which supports the widespread adoption of digital citizen engagement tools and services.

2. Runnymede Council Tenants: What do you think?

- 2.1 Using 'Prop Tech' resources, the online satisfaction survey was designed with social impact Tech company Built ID, who hosted the survey at [Give My View](#).
- 2.2 The fourteen questions were based around 'industry standard' questions to enable benchmarking but were also designed to be quick and easy to complete to encourage participation, using images, emojis, etc. Social media, direct mailing and the Council's website were used to encourage residents to have their say. Paper forms with pre-paid envelopes were posted on request.
- 2.3 The responses have been analysed by Built ID. Following the presentation of the survey results to this meeting, the findings will be published on the website, in the tenants' newsletter in the spring, and will be used to inform business decisions going forward.

3. Policy framework implications

- 3.1 The Housing Business Centre Plan includes a commitment to undertaking a satisfaction survey of tenants this year. The Prop Tech funding made it possible to conduct a digital survey instead of the traditional STAR survey.

3.2 The Tenant and Leaseholder Engagement Strategy includes the following aims:

- Improved customer satisfaction as we learn from service user feedback
- Better value for money as we focus on tenants and leaseholders priorities
- Increased diversity of residents who chose to engage.

4. Resource implications/Value for Money

4.1 Funding for on-going satisfaction surveys will be included in next year's Business Centre Plan for approval.

5. Legal implications

5.1 None.

6. Equality implications

6.1 The digital survey aimed to reach tenants who have been under-represented in traditional surveys and customer feedback methods, especially younger people.

7. Environmental/Sustainability/Biodiversity implications

7.1 There are no known implications

8. Conclusions

8.1 The digital Tenants' Satisfaction survey was open during October. Members are asked to note the reasons and arrangements made for conducting the survey, the plans for publishing the findings, and the results of the survey which will be presented at the meeting.

(To resolve)

Background papers

None

Runnymede Borough Council Garage Strategy

Synopsis of report:

The Housing Business Centre Plan 2022/23 commits the service to developing a Garage Strategy

The draft strategy was discussed at the Housing Member Working Party meeting in February 2022 and presented to the Housing Committee in June.

The consultation results are included in appendix A.

The results of the appraisals of the initial sites in appendix B.

Recommendation(s):

- I. Housing Committee members note the consultation results and the outcome of the appraisal of the 14 lowest demand garage sites**
- II. Housing Committee members approve the Runnymede Garage Strategy**

1. Context and background of report

- 1.1 The Housing Business Centre Plan 2022/23 commits the service to establishing a Garage Strategy.
- 1.2 The draft strategy has been discussed at the Housing Member Working Party in February 2022. The draft strategy was also presented to the June 2022 Housing Committee meeting where agreement was given to consult on the content of the strategy and undertake an initial appraisal of the first fourteen lowest demand sites.

2. Report and, where applicable, options considered and recommended

- 2.1 Appendix A summarises the results of the public consultation exercise. Consultation took place from 1st September to 27th October and generated 31 individual pieces of feedback. These included concerns over: -
 - The need for increased security at garage sites
 - The lack of alternative parking
 - The lack of alternative storage facilities available
 - Concern around the garage tenancy agreement and the clause on storage
 - Concerns over safety and anti-social behaviour in car parks
 - The need for any redevelopment that would meet existing needs, such as storage units and parking.
- 2.2 Appendix B summarises the results of the appraisal of the 14 initial sites. These sites are in a poor condition with low levels of demand.
- 2.3 The sites at Fernlands Close and Little Green Road are in a very poor condition.

- 2.4 Other sites at Franklands Drive, Broomfield Road, Coopers Close, Field View, Frithwald Road, Kings Road, South Grove are of non-traditional build.
- 2.5 Some sites may have development potential, although this would need exploring further and legal due diligence. Furthermore, financial feasibility will need to be undertaken to ascertain viability.
- 2.6 A business case proposing a future direction for the remaining sites will be brought to Housing Committee/Corporate Management Committee shortly.
- 3. **Policy framework implications**
 - 3.1 The Garage Allocation Policy is due for review – this will be taken to Housing Committee shortly.
 - 3.2 The Housing Business Centre Plan 2022/23 commits the service to developing a Garage Strategy
- 4. **Resource implications/Value for Money**
 - 4.1 There are no resource implications through approval of the Runnymede Garage Strategy.
 - 4.2 There may be resource implications as the future of each garage site is appraised and a strategy for each site is devised.
 - 4.3 The current condition of the garages is of concern particularly with regard to their age, obsolescence and the possibility of them having harmful materials. The cost of maintaining and upkeeping these garages may well exceed any potential revenue received.
 - 4.4 Whilst the garage land sits within the HRA, the rents that are received for the garages come into the General Fund. Any development proposals would have to account for the loss of revenue to the Fund but also reflect if potential development or other uses are financially viable
- 5. **Legal implications**
 - 5.1 Under the provisions of section 12 Housing Act 1985 a local housing authority may provide and maintain in connection with housing accommodation provided by them (a) buildings adapted for use as shops, (b) recreation grounds, and (c) other buildings or land which will serve a beneficial purpose in connection with the requirements of the persons for whom the housing accommodation is provided.
 - 5.2 The provision of garages by the Council is permitted under category (c) mentioned above. The rise in car ownership historically meant that there was a need to meet the needs of persons in housing accommodation who owned cars. The construction of garage sites arose to address situations where residents were unable for practical reasons to park their cars by their properties or the design of estates meant that it was desirable to avoid motor vehicles being parked on streets.
 - 5.3 Clearly the provision of garages carries with it an ongoing financial exposure and it is only prudent, in respect of the ongoing management of any asset, that a periodic review is undertaken of the asset and a strategy for the management of the asset is developed.

6. Equality implications

- 6.1 Reviewing the use of Council owned garage sites has no equality implications

7. Environmental/Sustainability/Biodiversity implications

- 7.1 A number of the garage sites are under-utilised spaces.
- 7.2 These areas are not designed to encourage biodiversity and could be designed in a better way to promote biodiversity

8. Other implications (where applicable)

- 8.1 The consultation undertaken with residents on this strategy was undertaken in line with the Council's Consultation Strategy principles.
- A. Consultations should have a clear purpose and start at an appropriate stage
 - B. Consultations should take account of the groups being consulted
 - C. Consultations should be clear and concise
 - D. Consultations should last for a proportionate amount of time
 - E. Responses to consultations should be published in a timely fashion and facilitate scrutiny

- 8.2 Consultation commenced on 1st September 2022 and ended on 27th October 2022

9. Timetable for Implementation

- 9.1 This strategy will be implemented immediately following Housing Committee approval.
- 9.2 An annual update on the delivery of the actions contained within the strategy will be reported to November Housing Committee.

10. Conclusions

- 10.1 Residents understand the reason why Runnymede Borough Council are developing a garage strategy.
- 10.2 Residents have articulated some issues for the authority to consider when implementing the strategy
- 10.3 The Housing Service following the consultation are not proposing any changes to the draft Garage Strategy as presented to Housing Committee in June 2022 (appendix C). Approval is being sought for the strategy in its June 2022 form.

(To resolve)

Background papers

None

Appendix A

Garage Strategy Consultation feedback

Overview

The purpose of this consultation was to inform residents of the draft garage strategy, which may involve the redevelopment of a garage they rented.

How we consulted

- We contacted those who rent a garage from the Council we have an email address for **396**
- We emailed those currently on the waiting list for a garage, and who we have a **276**
- We held two consultation events at locations being considered for redevelopment
 - 21st September 5.30pm – 6.30pm, Garfield Road – **6** attendees
 - 28th September 1.30pm-2.30pm, Ripley Avenue – **0** attendees
 - Attendees were provided with an information pack of the strategy
- A dedicated webpage was created and has been visited **770** times since August.
- Residents were informed of the upcoming consultation in our online annual report [Housing annual report – Runnymede Borough Council](#)

Feedback

The purpose of informing residents and consulting was to give residents the opportunity to express their views, on what we assumed would have a negative impact.

We received **25** emails from residents to our dedicated Listening inbox, and **6** people came to talk to us at the consultation events.

Comments consisted of:

- Increase security at garage sites
- Lack of alternative parking
- Lack of alternative storage facilities available
- The terms of the garage tenancy agreement and the clause regarding storage
- Concerns of safety and anti-social behaviour
- Residents were keen for us to consider the redevelopments that would meet existing needs, such as storage units and parking.

Appendix B

Results of the initial site appraisals

14 sites have been identified where over 20% of the garages are 'void'.

	Occupied	Void	Sum:	% void
BARONS WAY	12	4	16	25%
BROOMFIELD ROAD	20	8	28	29%
COOPERS CLOSE	7	4	11	36%
FERNLANDS CLOSE	12	11	23	48%
FIELD VIEW	18	8	26	31%
FRANKLANDS DRIVE	14	7	21	33%
FRITHWALD ROAD	12	4	16	25%
GALSWORTHY ROAD	58	16	74	22%
HERIOT ROAD	34	10	44	23%
HOLLY CLOSE	23	6	29	21%
LANE CLOSE	17	5	22	23%
LITTLE GREEN LANE	15	5	20	25%
SOUTH GROVE	11	3	14	21%
ST ANNS CLOSE	35	10	45	22%

	Barron's Ways	Broomfield Road	Coopers Close	Fernlands Close	Field View	Franklands Drive	Frithwald Road	Galsworthy Road	Heriot Road	Holly Road	Lane Close	Little Green Lane	South Grove	St Ann's Close
Are there any uneven surfaces causing trip hazards	No	No	No	No	No	Good	No	No	No	No	No	No	Yes	No
Are there any visible obstructions to garage areas?	No	No	No	No	No	No	No	No	No	No	No	No	No	No
Door frame condition	Poor	Poor	No	Poor	Fair	Poor	Poor	Poor	Poor	Fair	Fair	Poor	Poor	Fair
Ironmongery condition	Poor	Poor	Poor	No	Poor	fair	Fair	Fair	Poor	Fair	Fair	Poor	Fair	fair
Locks - all present and secure	No	No	Poor	No	Yes	Yes	No	No	No	Yes	Yes	No	Yes	Yes
Highway crossing areas - Record condition of garage block forecourt	Fair	Fair	No	No	fair	Good	Good	Good	Fair	Good	Good	Fair	Fair	Good
Entrance route - Record condition of garage block forecourt	Good	Good	Good	No	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
Changes of level - Are there any uneven surfaces causing trip hazards	No	Yes	Fair	Poor	Good	Yes	No	No	Yes	Yes	No	Yes	Yes	No
Surface finish - what is the condition of the finish	Yes	Yes	No	Poor	No	Yes	N/A	N/A	Yes	Yes	No	No	Yes	No
Obstructions / Hazards - are there any visible obstructions to garage areas	No	No	No	Poor	No	Yes	No	No	No	No	No	No		No
Ramp - Record condition of any ramp leading up into garage including location information.	N/A	N/A	N/A	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Turning space - Is there sufficient space to safely turn	Yes	Yes	Yes	Good	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Visibility - Level of visibility when pulling out of garages.	Good	Good	Good	Fair	Good	Good	Good	Good	Good	Good	Good	Fair	Good	Good
Walls - Record condition of visible external walls	Good	Fair	Fair	Poor	fair	fair	Good	Fair	Fair	Fair	Fair	Fair	Fair	Fair
Guttering - Record condition of guttering.	N/A	Poor	N/A	Yes	N/A	Poor	Poor	Poor	Poor	Poor	fair	Poor	No	Fair
Down pipes - Record condition of down pipes.	N/A	Poor	N/A	N/A	N/A	Poor	Poor	Poor	Fair	Poor	fair	N/A	Poor	
Roof - Record condition of roof	Poor	Poor	Poor	Poor	Fair	Poor	No	No	Fair	No	Fair	Poor	Fair	Fair
Drainage gully - Are gullies draining well and clear of rubbish, leaves etc	Yes	No	No	Good	No	No	No	No	No	No	Yes	No	No	N/A
Drain / access covers - Are access covers safe and secure?	N/A	Yes	N/A	Poor	N/A	No	N/A	Yes	Yes	Yes	N/A	N/A	N/A	N/A
Doors - To be added to cyclical programme?	N/A	N/A	N/A	Poor	N/A	Poor	N/A	N/A	N/A	N/A	N/A	N/A	No	N/A
Asbestos survey carried out?	No	No	No	No	No	No	No	No	No	No	No	No	No	No

Garage Strategy 2022 - 2028

Making the best use of our garages



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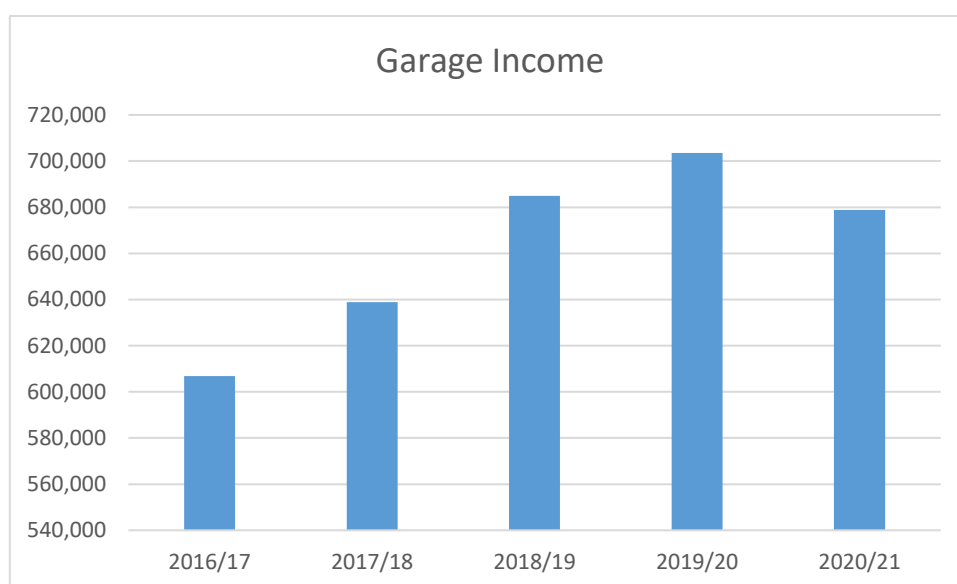


Purpose of the Strategy

Garages form a significant part of the Council's asset base. Garages are located across the borough: -

	Sum:
Addlestone North Garages	34
Addlestone South Garages	324
Chertsey Garages	281
Egham Hythe Garages	99
Egham Town Garages	125
Englefield Green Garages	156
New Haw Garages	95
Tied Garages	88
Virginia Water Garages	12
Sum:	1214

Garages are anticipated to generate £679,070 in income in 2021/22. This compares to previous years – see graph (garage rents in 2022/23 will be £13.75 + VAT where applicable)



A number of garages are empty (248) and also a proportion are in need of investment to preserve their useful life.

There are concerns regarding the size of many of our garages. "The garages were designed for cars, which are smaller than the average car today. Garages were originally offered for vehicle storage, whereas now the majority are used for storing



other items. Car usage has changed considerable over the last few decades with many families having two cars and also people requiring parking for company vehicles and vans. The current provision of garages is not always the best solution to resolve parking issues.”

The above is a quote from Broxtowe Borough Council’s Garage Strategy – reflecting an issue with garage provision across the local authority sector.

9% of the Council’s garages are rented by someone living outside of the borough. Most of these tenants live on the edge of the borough – but some live as far a field as Abergavenny, Cambridge, Rochester, Southampton, Taunton and Yeovil. This poses the question whether a garage in these circumstances can be being used for a vehicle?

Aims of the Strategy

This strategy is focused on delivering three clear aims. Metrics for measuring success will be identified later in the strategy.

1. To understand the condition of our garage stock – focusing initially on the sites with high ‘void’ numbers – enabling decisions to be made regarding the viability of each site.
2. To maintaining the revenue stream generated by the sites
3. To chart a gradual move away from garage provision – to a product with a longer-term future.

Strategic Context

Links to the Corporate Plan

Improving our Economy

Investing in our garage sites, improving the assets themselves or redeveloping them for an alternative use will generate additional economic activity. If this is kept locally this will lead to additional jobs and expenditure within Runnymede.

Enhancing our Environment

Improving our assets and redeveloping the sites where investment is not viable will enhance the built environment within the borough.

Ensuring that any new building is done to high energy performance standards is essential to ensure the Council delivers on its environmental commitments.

This strategy has emerged following considerable engagement with existing residents, Council tenants, applicants for garages within Runnymede, residents of the borough, Local Councillors and wider stakeholders.



Links to other Housing Strategies

Housing Strategy

The Housing Strategy identifies four strategic aims for the Housing Service.

1. Enable access to affordable housing for local people
2. Increase the provision of affordable housing including low cost home ownership
3. Ensure good quality affordable housing is available to local people in both social and private sector
4. Promote the delivery of specialist housing to meet the identified needs of local people

The production of a Garage Strategy will on a number of sites support the strategic aim of enabling 'access to affordable housing for local people' and increasing 'the provision of affordable housing including low cost home ownership'.

Housing Revenue Account Business Plan

The Housing Revenue Account Business Plan identifies the following key themes and ambitions:

- Optimising Income and Efficiencies
- Good Quality Housing
- New Council owned homes
- Review and modernise provision for older tenants
- Well managed neighbourhoods

The development of a Garage Strategy supports the delivery of the following two aims:

1. Optimising Income and Efficiencies – by ensuring the existing stock is delivering the greatest revenue return to the authority
2. New Council owned homes – as some sites will be identified for residential development

Housing Asset Management Plan 2021-2026

The Housing Asset Management Plan 2021-2026 states the following on garages: -

A garage strategy will be delivered to support the Asset Management Plan in 2021/22 identifying areas for investment in the garage stock and opportunities for repurposing sites.



Our route to delivery

Understand the condition of our garage stock – focusing initially on the sites with high ‘void’ numbers – enabling decisions to be made regarding the viability of each site.

14 sites have been identified where over 20% of the garages are ‘void’.

	Occupied	Void	Sum:	% void
BARONS WAY	12	4	16	25%
BROOMFIELD ROAD	20	8	28	29%
COOPERS CLOSE	7	4	11	36%
FERNLANDS CLOSE	12	11	23	48%
FIELD VIEW	18	8	26	31%
FRANKLANDS DRIVE	14	7	21	33%
FRITHWALD ROAD	12	4	16	25%
GALSWORTHY ROAD	58	16	74	22%
HERIOT ROAD	34	10	44	23%
HOLLY CLOSE	23	6	29	21%
LANE CLOSE	17	5	22	23%
LITTLE GREEN LANE	15	5	20	25%
SOUTH GROVE	11	3	14	21%
ST ANNS CLOSE	35	10	45	22%
Sum:	966	248	1214	20%

Once the condition of these sites has been established the viability of each site will be considered. A viability tool kit will be established which will consider: -

1. Build type – more traditional build types are anticipated to have a longer life expectancy and will be easier to maintain.
2. Investment required per garage
3. Demand for garages on the site – if demand is strong (i.e. there is demand for over 30% of the garages on the site) this will indicate the chances of achieving the payback period.
4. Payback period – if the payback period exceeds 5 years an alternative use will be considered for the site

Proposals on future use of sites identified as unviable will be put to Runnymede Borough Council’s Housing and Corporate Management Committees in November 2022.



Maintain the revenue stream generated by the garage sites

It is essential that the income stream provided by the Council's garages are maintained. A reduction in income will have a significant impact on services and may lead to cuts in customer facing services.

We will review the condition of each site and consider from a range of options proposals for the future use of the site where the site is considered unviable; these include, but are not limited to: -

- Mixed tenure residential development – although due to the location of the sites this may not be available in many circumstances
- Reprovision as storage units
- Provision as parking areas
- Purchase of parcels of land by surrounding homeowners
- Commercial provision

Mixed tenure residential development

The provision of mixed tenure residential developments enables additional affordable housing to be provided – delivering on a key strategic aim of the Housing Service. Housing for private sale or rent provides an income making up for the lost income from a reduction in the number of rented garages.

The following sites have already been identified for development: -

1. Beechwood, Ashwood and Holly Close
2. Garfield Road
3. Ledger Drive
4. Parkside/Braeside
5. Ripley Avenue

Other sites may be brought forward once viability assessments have been completed for the initial 14 sites.

Chart a gradual move away from garage provision – to a product with a longer-term future.

If sites are considered unviable and are not suitable for residential development alternative uses will be considered.

This could include commercial development or potentially storage provision. A viability assessment would be required for each site to consider their future use.

Metric for measuring success

Level of voids

Demand

Income



Delivery Action Plan

The delivery action plan aims to ensure delivery of the objectives above. Dates for delivery if not published as part of the original strategy will be updated as soon as possible. Updates will be given to members as part of the annual review of the strategy.

Aim: <i>Understand the condition of our garage stock – focusing initially on the sites with high ‘void’ numbers – enabling decisions to be made regarding the viability of each site.</i>	
Action	Delivery target date
Develop a viability tool kit to assess the viability of garage sites	March 2022
Complete a stock condition survey of initially 14 sites	September 2022
Tender out a package of work to improve the condition of the first tranche of the sites identified for retention	??
Complete a stock condition survey of the remaining 68 sites	??

Aim: <i>Maintain the revenue stream generated by the garage sites</i>	
Action	Delivery target date
Redevelop the initial 5 sites identified for development.	December 2028
Identify sites from the initial 14 sites with high void levels for redevelopment	November 2022

Aim: <i>Chart a gradual move away from garage provision – to a product with a longer-term future.</i>	
Action	Delivery target date
Advertise and promote the existing garage sites – via the tenant’s newsletter + other routes	March 2022 + September 2022 And regularly within future newsletters and wider Council communications
Put alternative proposals on the future of the remaining 14 initial sites where redevelopment is not possible to the Housing and Corporate Management Committees	November 2022
Complete viability assessments of the remaining 68 sites	??
Put proposals on the unviable sites to the Housing Committee	??



Private Rented Sector Offer Policy (Housing, Andy Kefford)

Synopsis of report:

Approval for consultation is requested for a reviewed Private Rented Sector Offer (PRSO) Policy

Recommendation(s):

Members approve a consultation exercise on the reviewed PRSO policy

1. Context and background of report

- 1.1 The Localism Act 2011 introduced offers within the Private Rented Sector as a lawful means of discharging a homeless duty. Prior to this unless it was with the agreement of the applicant an offer of social housing would be made to a household to whom a main homeless/housing duty was owed. Recognising the increased pressure on social housing and the expanded role of the private sector this legislation enabled Local Authorities to change the way they operated.
- 1.2 The Private Rented Sector Offer Policy (PRSO) was implemented in 2015 but has not been reviewed since that date.

2. Report

- 2.1 A new draft policy is attached at Appendix A.
- 2.2 Where possible homelessness will be prevented or relieved through an offer of a private sector tenancy. Where immediate and suitable offers of accommodation can be found in the private sector these will be made to households threatened with homelessness, thereby avoiding the need for them to go into temporary accommodation which is costly for applicants and the Council and is disruptive for households.
- 2.3 If a household is placed in temporary accommodation the Council will continue to look for an offer within the private sector to offer them. Applicants are encouraged to look for their own accommodation and where appropriate the Council will assist with a deposit and rent in advance if the property meets the required standards and is considered suitable. If a household wishes to live in a particular area of the Borough, they will be encouraged to source their own offer as the Council is unable to consider area preference other than in exceptional circumstances. The small geographical area of Runnymede means that an offer anywhere in the borough is likely to be deemed suitable due to the short distance from existing employment, education, support network etc.
- 2.4 In order to support the PRSO policy the Council has invested in the Magna Carta Lettings service which works with private landlords and incentivises them through payments and management schemes to take tenants nominated by the Local Authority.

- 2.5 The use of the PRSO policy ensures that properties are available through the Housing Register for households seeking to access social housing; many of whom are in the private sector or unsuitable accommodation. Subject to meeting the eligibility and qualification criteria households made an offer within the private sector can join the Housing Register.
- 2.6 When determining whether a PSRO unit is suitable consideration will be given to the individual needs of the household, any disabilities requiring adaptations and the affordability of the offer.
- 2.7 It is appreciated that the PRSO policy is not always popular with households it is applied to, due to most applicants seeking assistance with their housing needs aspiring to a social housing tenancy but the demand for social housing in Runnymede considerably exceeds supply. It is essential to balance the needs of those facing homelessness with the need for a Housing Register that enables people to access social housing within a reasonable timescale and that homelessness is not incentivised by a perceived fast track into social housing.
- 3. **Policy framework implications**
- 3.1 This policy operates alongside the Council's Housing Allocation Scheme June 2021, Homelessness & Rough Sleeping Strategy 2019-24, and Tenancy Strategy 2022-26
- 4. **Resource implications/Value for Money (where applicable)**
- 4.1 Use of the private sector for preventing and relieving homelessness has reduced the Temporary Accommodation costs to the Council
- 5. **Legal implications**
- 5.1 The Localism Act 2011 (sections 148 and 149) introduced provisions which enable local housing authorities to bring their statutory housing duty under section 193 of the Housing Act 1996 to an end, by making an offer of a private rented sector tenancy rather than a social housing tenancy. The creation of a policy enables the local housing authority to set out the basis on which it will use that power.
- 6. **Equality implications**
- 6.1 This is a review of an existing policy with no significant changes. An EIA (Equality Impact Assessment) screening with updated data has been shared with the Equalities Group
- 7. **Environmental/Sustainability/Biodiversity implications**
- 7.1 None identified
- 8. **Consultation**
- 8.1 An 8-week consultation will take place with stakeholders to include applicants who have approached as homeless and current applicants on the Housing Register. The policy will be placed on the consultation area of our website with a short questionnaire to capture feedback

9. **Timetable for Implementation**

- 9.1 Results of the consultation will be brought back to the March 2023 meeting of this Committee.

10. **Conclusions**

- 10.1 Members are asked to approve the revived PRSO policy for a consultation with Stakeholders

(To resolve)

Background papers

- 1) Housing & Community Services Committee 9/1/2013 Use of The Private Rented Sector To Discharge Homeless Duty
- 2) Housing Committee 2/9/2015 Private Rented Sector Offer For Homeless Households And Out Of Area Policy Including Temporary Accommodation

RUNNYMEDE BOROUGH COUNCIL

Homeless Discharge into the Private Rented Sector Policy

Review due:

Definitions

No	Term	
	Private Rented Sector Offer	Defined by the Localism Act 2011 as an offer of an assured shorthold tenancy made by a private landlord to an applicant. To end the Main Duty, the tenancy must be for a period of at least 12 months. The council must have arranged the availability of the property to discharge its homelessness duty.
	Homelessness applicant	This is a person who completes an application to be assessed as homeless or threatened with homelessness. This policy refers to a homelessness applicant as 'the applicant'.
	Prevention duty	Housing authorities have a duty to take reasonable steps to help prevent any eligible person (regardless of priority need status, intentionality and whether they have a local connection) who is threatened with homelessness from becoming homeless. This means either helping them to stay in their current accommodation or helping them to find a new place to live before they become actually homeless. The prevention duty continues for 56 days unless it is brought to an end by an event such as accommodation being secured for the person, or by their becoming homeless.
	Relief duty	If the applicant is already homeless, or becomes homeless despite activity during the prevention stage, then a relief duty is owed. . This relief duty lasts for 56 days unless ended in another way.
	Main housing duty	If homelessness is not successfully prevented or relieved, a housing authority will owe the main housing duty to applicants who are eligible, have a priority need for accommodation and are not homeless intentionally.
	Priority Need	People recognised as having a greater need for assistance with acquiring housing such as pregnant women, families with children, and those who are homeless as a result of being a survivor of domestic abuse or due to an emergency such as a fire or flood. Other groups may be assessed as having priority need because they are vulnerable as a result of old age, mental ill health, physical disability, having been in prison or care or as a result of becoming homeless due to violence.

	Suitable Final Offer of Accommodation	Referred to in this policy where an offer of accommodation is made to an applicant under a prevention, relief duty or main duty.
	Local Housing Allowance	The Valuation Office Agency Rent Officers determines Local Housing Allowance (LHA) rates used to calculate housing benefit and Universal Credit Housing element for tenants renting from private landlords. This is issued by Government and is subject to local rents. Runnymede is within two LHA areas.

1. Introduction

- 1.1. The Housing Act 1996 (as amended) sets out Local Housing Authority's statutory responsibilities to those that are eligible for assistance and are homeless or threatened with homelessness.
- 1.2. Following assessment of an applicant's homeless application the Council may owe an applicant a prevention, relief or the main housing duty and the Council are required to secure suitable accommodation for applicants.
- 1.3. Local Housing Authorities must take reasonable steps to help all eligible homeless applicants to secure accommodation for at least 6 months and are able to discharge their homeless duties through securing suitable, available accommodation for the household. This offer of accommodation can be in the private rented sector.
- 1.4. There is a higher demand for social housing in Runnymede than there are available social homes. This means that not all homeless applicants can readily access affordable housing within the social housing sector. Therefore, the private rented sector has an important role to play in providing good quality accommodation and flexibility to meet household needs.
- 1.5. This approach gives local housing authorities greater opportunity to use the private rented sector to satisfy households housing needs and reduce the local authorities need to use temporary accommodation. It has long been recognised that placing families in short term temporary accommodation, especially Bed and Breakfast style accommodation, can be detrimental to all members of the household concerned.
- 1.6. This policy sets out Runnymede Borough Council's approach to discharging homeless duties owed to applicants into the private rented sector.

2. Aims

2.1 The aims of this policy are:

- To make the best use of good quality private sector accommodation
- To use the private rented sector to discharge statutory duties owed
- To widen the choice of housing solutions available to homeless applicants
- To enable applicants to find appropriate housing quickly and to give a greater degree of choice
- To build positive relationships with private sector landlords
- To reduce reliance and pressure on temporary accommodation, including reducing B&B use
- To ensure movement and relieve pressure on the Housing Register
- To improve standards of private rented sector housing

3. Private Rented Sector Offer (PRSO)

3.1 An offer of accommodation in the private rented sectors is known as a PRSO (private rented sector offer). Runnymede Borough Council will consider a PRSOs to prevent or relieve homelessness in all cases.

3.2 If the Council considers an available private rented sector property to be suitable for the needs of an applicant, a PRSO of that property is likely to be made. This supports the objectives of the Homelessness Reduction Act 2017 which is to prevent and relieve homelessness.

3.3 The individual needs and circumstances of the homeless household will be considered when deciding whether to make a private rented sector offer. In considering the individual circumstances of each household, we may not consider a PRSO to be appropriate if the applicant is vulnerable, requires supported accommodation or is unlikely to be able to sustain a private rented tenancy, or if a member of the household requires significant adaptations to make the property suitable.

3.4 PRSO made under the prevention or relief duties, will be for an assured shorthold tenancy with a minimum initial term of 6 months and offers made under the main duty will be for a minimum initial term of 12 months.

- 3.5 Applicants are encouraged to locate their own private rented sector accommodation and the Council may be able to provide financial support to secure a property. Where the Council make a PRSO, the Council must ensure that it is suitable in accordance with the Homelessness (Suitability of Accommodation) (England) Order 2012. Applicants have the right to request a review of the suitability of any PRSO made at the prevention, relief, or the main duty stage.

Location

- 3.6 Runnymede will, where reasonably practical, seek to offer private rented sector accommodation within the Borough, except in the following circumstances:
- Where it considers it beneficial to move the applicant out of the area, for example, to reduce the risk of domestic abuse, other violence, or harassment, or to assist a person to break away from a detrimental situation, such as drug or alcohol abuse, or where support and specialist services are available outside of the borough;
 - When the applicant wishes to move away from Runnymede, including where the applicant has found the accommodation themselves;
 - Where there is no suitable accommodation within the Borough;
 - Where it is not reasonably practicable to secure accommodation within the Borough within a reasonable time, having regard for the general housing conditions prevailing in the local area
- 3.7 It is relevant to note that the Borough is geographically small, and the private rented sector market produces limited suitable properties at the Local Housing Allowance rate. Therefore, there may be occasions where it is appropriate to make out of borough PRSO, taking into account other areas that have reasonable facilities and transport links.
- 3.8 In considering whether a property is suitable the Council will consider:

a) The significance of any disruption caused by the location to employment, caring responsibilities, or education of the household

If the applicant (or their partner) are in employment (usually taken to be at least 16 hours per week). If they are in employment, then the location must be within a reasonable travel to the work area of that employment and have transport links frequent enough to enable this.

If the applicant is verified as the carer for another person, who cannot readily withdraw this care without serious detriment to the well-being of the other party,

then the location will need to be of sufficient proximity to enable this, even if this may require public transport. Although sometimes inconvenient it is not always unreasonable to rely on public transport.

If any members of the household are undertaking GCSEs at school (Years 10 & 11 – children aged 14 to 16), or other proven vital examination, then they should not be required to change schools. Due to the small size of the borough if it is practicable for children within this age group to travel to their existing school for the period of study, an offer not in the immediate vicinity of the existing school may be made if public transport is available.

b) The proximity & accessibility to medical facilities & other support which are used by, or essential to the well-being, of the household

If the applicant or any member of the household requires specialist medical treatment or support, which can only be provided in Runnymede, then the location will need to be of sufficient proximity to enable this, although this may require public transport. RBC will also have regard to other medical treatment or support required by the applicant or any member of the household, and where health professionals consider that it will be significantly detrimental to change provider or location. Significantly means exceptional and not desirable by either applicant or health professional

c) The proximity & accessibility to local services, amenities & transport

Regardless of location, RBC will seek to offer accommodation that is reasonably accessible to local services and amenities, especially for persons on low incomes, and those with a need to rely on public transport.

Affordability

- 3.9 Housing authorities will need to consider whether the applicant can afford the housing costs without being deprived of basic essentials such as food, clothing, heating, transport and other essentials specific to their circumstances. Housing costs should not be regarded as affordable if the applicant would be left with a residual income that is insufficient to meet these essential needs.
- 3.10 The Council will ensure that any PRSO made is affordable for the tenant and their household based on the facts of their application. The Housing Solutions Team will carryout a thorough income and expenditure check, including an assessment of reasonableness of non-essential expenditure and entitlement to welfare benefits.

Property Size and standards

- 3.11 In considering whether a property is suitable, the Council will have regard to the household composition and the space in the accommodation, including the impact of any particular medical needs. The Council will ensure that the property is not overcrowded at the time of PRSO.
- 3.12 The Council will ensure that any property being considered for use meets the suitability requirements, including:
- Ensuring the property is in a reasonable physical condition, and free from any Category 1 hazards as defined by the Housing, Health and Safety Rating system
 - That the property meets the required gas safety regulations i.e. by having an up to date Gas Safety Certificate
 - The property meets the electrical equipment regulations i.e. by having an up to date electrical safety certificate
 - If the property is a HMO (house in multiple occupation) that it is appropriately licenced.
 - That it has appropriate fire safety precautions, including working smoke alarm
 - All properties will require a valid Energy Performance Certificate (EPC) to be provided by the landlord
- 3.13 In considering whether a property is suitable the Council must be satisfied that there is no evidence to suggest that the landlord of the property cannot be considered as a 'fit and proper person' as defined by Section 66(2) of the Housing Act 2004.
- 3.14 The Council will be satisfied that the landlord has provided a written tenancy agreement which is adequate for the purposes of a PRSO.
- 3.15 The Council is required to assess whether accommodation is suitable for each household individually, and case records should demonstrate that they have taken the statutory requirements into account in securing the accommodation, including general duties such as the Public-Sector Equality Duty.

Re-application after two years

- 3.16 Where an applicant was made a PRSO to discharge the Council's main housing duty, should they become homeless again within two years of accepting the offer and so long as they are eligible and have not become homeless

intentionally, the Council will owe them the main s.193 duty in accordance with the Housing Act.

- 3.17 The date from which the two years begin is the date of acceptance of the PRSO, not the date when the tenancy was granted or when the applicant moved in.

4. Refusal of PRSO and Reviews

- 4.1 Households will only be made one suitable offer of accommodation and the Council will discharge its duty upon refusal.
- 4.2 Applicants will be advised of their right to request a review of the suitability of the accommodation offered and the review will be carried out in accordance with the review regulations. Applicants are able to accept a PRSO offer, move in and request a review of the suitability of the accommodation.
- 4.3 Where the Council concludes that the PRSO is suitable, the Council will consider its duty to be discharged and no further offer of accommodation will be made. Where the applicant accepted and moved into the property, this will remain available to them, but where a property has been refused and the review finds that the offer was suitable, no further offer of housing will be made, and the applicant will be responsible for securing their own housing.
- 4.4 Where an offer of accommodation is made under a prevention duty and the offer is refused, this will not affect any further duties that may be owed to the applicant. However, it may be the case that the same accommodation may then be offered to an applicant as a relief duty where this is appropriate and suitable. Where a final offer is made at relief stage, and this is refused it will preclude the applicant from being owed the main duty.
- 4.5 Applicants are able to appeal to the County Court on a point of law should they remain dissatisfied with the review outcome.

5. Monitoring and performance management

- 5.1 We aim to review this policy in 2 years to ensure it reflects current legislation and latest examples of best practice.

- 5.2 Overall monitoring and review of this policy will be undertaken in consultation with staff, Surrey County Council ASC, Runnymede Community Services team and other relevant partners and stakeholders.

6. Legal and Regulatory Framework

Legislation

Housing Act 1996 Part VII - Duties on local authorities to assist people who are homeless.

Homelessness Act 2002 – An Act outlining the functions of local housing authorities relating to homelessness and the allocation of housing.

The Homelessness (Priority Need for Accommodation) Order 2002 provided updated information on priority need groups

Housing Act 2004 – Provided details on housing conditions and the regulation of Houses in Multiple Occupation, among other housing issues.

Localism Act 2011(Part 7, s148 and s149)) – Enabled local authorities to discharge their duty towards homeless households in priority need by using privately rented housing irrespective of whether the household is in agreement with this.

The Homelessness Reduction Act 2017 - Updates the Housing Act 1996 Part VII and places additional duties on local authorities to prevent and relieve homelessness.

The Homelessness (Review Procedure etc) Regulations 2018

The Equality Act 2010 - Places a general duty on all public bodies to have due regard to eliminate discrimination, advance equality of opportunity and foster good relations between different people.

Regulations

The Homelessness (Suitability of Accommodation) Order 1996 (SI 1996/3204).

The Homelessness (Suitability of Accommodation) (England) Order 2012 (SI 2012/2601).

Supplementary Guidance on the homelessness changes in the Localism Act 2011 and on the Homelessness (Suitability of Accommodation) (England) Order 2012 – explains the changes section 148 and 149 of the Localism Act make to the homelessness legislation.

Article 3 of the Homelessness (Suitability of Accommodation) (England) Order 2012 concerns the suitability of privately rented accommodation offered to certain applicants who are homeless or threatened with homelessness.

The Homelessness Code of Guidance for Local Authorities (2018) Local housing and social services authorities must have regard to this guidance when exercising their functions relating to people who are homeless or at risk of homelessness.

7 Equalities Implications

7.1 In producing this document an Equality Impact Assessment (EIA) screening has been carried out and is available as a separate document. If you would like to see a copy of this please request this directly by emailing housingsolutions@runnymede.gov.uk or contacting Housing Solutions on 01932 838383.

7.2 An EIA is a way of assessing the impact, or likely impact, that a particular policy, procedure or decision will have on particular groups.

8. Related strategies/Documents

7.1 This policy operates alongside the Council's Allocation Scheme **June 2021**, Homelessness & Rough Sleeping Strategy 2019-24, Private Rented Schemes Policy, and **Tenancy Strategy 2022 -26**

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9. Version Control

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
V1	October 2022	Review and refresh of 2015 version		Andy Kefford	

Independent Retirement Living Communal Lounge Policy (Housing, Andy Vincent)

Synopsis of report:

A draft of the Independent Retirement Living Communal Lounge Policy was presented to Housing Committee in September 2022.

Permission was given by Committee for Runnymede Borough Council's Housing Service to consult with Independent Retirement Living residents on the draft policy.

Consultation has been concluded and the policy is being presented for approval.

Recommendation(s):

- I. Housing Committee note the consultation results and the inability of the Housing Service to engage with Independent Retirement Living residents on this issue.**
- II. Housing Committee approve the Independent Retirement Living Communal Lounge Policy (Appendix A).**

1. Context and background of report

- 1.1 There is currently no policy in place for the use of Communal Lounges within our Independent Retirement Living (IRL) schemes. Historically managers have overseen the use and it is now deemed appropriate to have a consistent policy in place for all five schemes.
- 1.2 This policy applies to Runnymede Borough Council (RBC) tenants, and anyone that visits tenants in a IRL scheme.
- 1.3 This policy outlines the use of the communal lounges which exist in all of the Council's Independent Retirement Living Schemes (IRL).
- 1.4 This draft policy was considered by the Housing Member Working Party on 4th April 2022 and was presented to the Housing Committee in September 2022 – where approval for consultation was given. The proposed final policy is unchanged from the draft report considered by September's Committee.

2. Report and, where applicable, options considered and recommended

- 2.1 Independent Retirement Living Scheme Managers have discussed the Communal Lounge Policy with residents of their schemes.
- 2.2 Posters have been displayed in RBC's Independent Retirement Living Schemes setting out the aims of the policy (see appendix B).
- 2.3 Details of the policy and consultation exercise was set out on the Runnymede Borough Council website – see enclosed link [Housing consultations and surveys – Runnymede Borough Council](#)

2.4 Unfortunately no formal consultation feedback has been received.

3. **Policy framework implications**

3.1 Within the Housing Older Persons Strategy 2021-2024 the Council commits to improving the communal areas in IRL and this policy ensures those spaces are accessible to all residents with appropriate use, managed by the Council.

4. **Resource implications/Value for Money (where applicable)**

4.1 There are no resource implications of approving the Communal Lounge Policy.

4.2 The policy is created to ensure the use of the lounges is controlled and that only appropriate organisations which benefit all residents are able to use them.

5. **Legal implications**

5.1 The provision of a room with furniture in it and facilities within a property owned by the Council is subject to several Statutory regulations:

- Regulatory Reform (Fire Safety) Order 2005
- The Housing Act 2004
- Building Regulations 2000, 2010
- Health and Safety at Work Act 1974
- Anti-Social Behaviour Crime and Policing Act 2014
- Furniture and Furnishings (Fire Safety) Regulations 1988

6. **Equality implications**

6.1 The Equality Impact Screening for this policy found a full impact assessment is not required as this new policy is being put in place to ensure consistency in the use of Communal Lounges in a fair and transparent way.

6.2 There is no evidence that tenants with any of the nine protected characteristics will be negatively impacted by this policy. Rather, it is anticipated that this policy will promote equality.

6.3 It is therefore considered that the Council will comply with its Public Sector Equality duty when endorsing this Policy and a full impact assessment is not required at this stage.

7. **Environmental/Sustainability/Biodiversity implications**

7.1 None identified

8. **Other implications (where applicable)**

8.1 The consultation undertaken with residents on this policy was undertaken in line with the Council's Consultation Strategy principles.

- A. Consultations should have a clear purpose and start at an appropriate stage
- B. Consultations should take account of the groups being consulted
- C. Consultations should be clear and concise
- D. Consultations should last for a proportionate amount of time

- E. Responses to consultations should be published in a timely fashion and facilitate scrutiny
- 8.2 Consultation commenced on 23rd September 2022 and ended on 1st November 2022
- 9. **Timetable for Implementation**
- 9.1 This policy will be implemented immediately following Housing Committee approval.
- 9.2 This policy forms an action within the Runnymede Borough Council Housing Older Persons Strategy 2021-2024. The progress in delivering that strategy is reported to the September Housing Committee annually.
- 10. **Conclusions**
- 10.1 This policy is essential to bring consistency and assurance to residents and Runnymede Borough Council that Independent Retirement Living communal lounges are being used appropriately.
- 10.2 Residents have had the opportunity to comment on the policy, no views have been expressed.

(To resolve)

Background papers

September 2022 Housing Committee report – proposing the draft policy and for tenant consultation to be conducted [DRAFT AGENDA REPORT COVER SHEET](#)
(runnymede.gov.uk)

RUNNYMEDE BOROUGH COUNCIL

Use of Independent Retirement Living Communal Lounges Policy

Review due:

1. Introduction

1.1 This policy applies to Runnymede Borough Council (RBC) tenants, leaseholders, and anyone that visits tenants or leaseholders.

1.2 This policy outlines the use of communal lounges within our Independent Retirement Living Schemes (IRL).

2. Aim

2.1 The aim of this policy is to ensure;

- Safe use of communal lounges
- Communal lounges are used in the best way to benefit all tenants, leaseholders, staff and visitors.
- Communal lounges can be safely evacuated in the event of an emergency

2.2 This policy provides a framework for how communal areas will be managed and what is expected of residents.

3. Scope, definitions and legislation

3.1 The legislation that applies to this policy: ;

- Regulatory Reform (Fire Safety) Order 2005
- The Housing Act 2004
- Building Regulations 2000, 2010
- Health and Safety at Work Act 1974
- Anti Social Behaviour Crime and Policing Act 2014
- Furniture and Furnishings (Fire Safety) Regulations 1988

4. Communal Lounge

4.1 The Council has five IRL Schemes. Each scheme has a communal lounge which is a space that can be used by all residents.

4.2 Tenants' own items should not be stored in these areas.

4.3 Communal lounges are managed by the scheme manager. Permission for items to be placed in the communal lounges must be granted by the scheme manager.

4.4 The following are classed as permissible items that can be in communal lounges but not limited to;

- Festive lights subject to installation and testing agreed and completed by RBC
- Festive decorations subject to installation by RBC
- Soft furnishings installed by RBC. No furniture to be gifted or donated for storing/placing in communal lounges
- Walkers or Wheelchairs which are in use, subject to a risk assessment.

4.5 Communal lounges can be used with scheme manager's approval for (not an exhaustive list);

- Family visits
- Coffee mornings
- Celebrations
- Approved events
- Selling of appropriate items
- Physical fitness sessions.

4.6 The communal lounge cannot be booked out by residents and will always remain open to all tenants.

5. External Organisations

5.1 In some instances external organisations may request to use the communal lounges within the IRL schemes. Such requests need to go to the scheme manager for approval and must include:

- Evidence of suitable insurance cover
- Confirmation that the event is suitable for IRL tenants to attend if desired.
- DBS checks (where appropriate)

6. Unauthorised Items in Communal Lounge

6.1 Residents are not permitted to leave any items in the communal lounge. If any items are found in communal lounges which breaches this policy, the Council will take action to remedy.

6.2 The Council will consider the following before taking any action;

- Whether the item poses an immediate risk to residents and visitors
- Whether ownership can be reasonably determined and whether further investigations are necessary.

6.3 If possible, the IRL scheme manager will provide written notice to the owner(s) of the item(s) to allow them to be removed. If items are not removed within the required timescale the Council will remove them and tenants may be recharged for the removal.

6.4 The Tenancy Agreement includes a condition that residents must not keep items which would constitute a health or fire safety risk in communal areas.

7. Consultation, communication and training

7.1 All current IRL tenants have been consulted on the proposals in this policy.

8. Monitoring and performance management

8.1 We aim to review this policy in three years to ensure it reflects current legislation and latest examples of best practices.

8.2 A breach of this policy will be a breach of the IRL resident's tenancy agreement. IRL scheme managers will work with residents to maximise the use of the communal areas within these guidelines, a persistent and deliberate breach of the policy, impacting negatively on other residents could result in enforcement action.

9. Equalities Implications

9.1 In producing this document an Equality Impact Screening found that a full impact assessment is not required as this new policy is being put in place to ensure consistency in the use of communal lounges in a fair and transparent way.

10. Related strategies/Documents


RBC Tenancy Agreement

11. Version Control

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
V1	August 2022	First Draft completed and updated		Luisa Cantore-Norris	

Appendix B

Poster in Independent Retirement Living Scheme promoting the new policy



Using our communal lounges

The communal lounges are for you to socialise with fellow residents, friends and family. They can also be used for events and activities.

To make sure they benefit everyone, are safe, and can be easily evacuated if needed, there are a few guidelines we ask residents to follow.

The lounges are available to all residents, and are for:

- ✓ Family visits.
- ✓ Coffee mornings.
- ✓ Celebrations and events.
- ✓ Festivities.
- ✓ Fitness sessions.
- ✓ Selling appropriate items.
- ✓ Tenant association meetings.


We encourage residents to use the lounges for these type of activities but please ask the manager for permission first.

The lounges cannot be booked out by residents and will always remain open to everyone living at Beomonds.

Residents must not leave personal items in the lounges. If they are left there and the owner can be identified, managers will ask for your items to be taken away. If the item remains, the manager will have it removed.

Thank you for your co-operation.

For the full Communal Lounge Policy, speak to your scheme manager or visit www.runnymede.gov.uk

Runnymede
BOROUGH COUNCIL 

Performance Report, (Housing, Angela Horsey)

Synopsis of report:

This report provides the results of the Key Performance Indicators and available Tenant Satisfaction Measures for quarter two. It also outlines potential rent increases for 2023/24

Recommendation(s):

None. This report is for information only.

1. Context and background of report

- 1.1 This report informs Members of the results of the Key Performance Indicators and available Tenant Satisfaction Measures for the second quarter of 2022/23.
- 1.2 The Regulator of Social Housing has now finalised the new Tenant Satisfaction Measures (TSMs) that social landlords will be required to collect. The regulator will collect data on the performance of social landlords through 22 TSMs. These mirror the five themes of the Social Housing White Paper and comprise 12 Tenant Perception Measures and 10 Management Information Measures.

2. Performance

2.1 Table 1 Key Performance Indicators: Results for Quarter 2

	Performance Indicator	Target	Result Q1	Result Q2
H1	Percentage of non-emergency repairs completed within target timescale	90.0%	94.8%	95.8%
H2	Average number of calendar days to re-let a void property (excludes major works voids).	25	68	37
H3	Satisfaction with the overall reactive repairs service received (% of total number of responses returned).	95.0%	95.5%	92.7%
H4	Number of households in B&B for more than 2 weeks	4	10	16
H5	Rent arrears of current tenants as a percentage of rent due	1.75%	2.36%	2.42%
H6	Percentage of homes that do not meet the Decent Homes Standard	30%	29%	25%
H7	Percentage of stock with valid annual landlord gas safety certification	100%	99.9%	99.9%
H8	Percentage of stock with valid Electrical Installation Condition Report certification	100%	99.8%	99.9%

H9	Number of outstanding high risk Fire Risk Assessment actions	70 for Q1 30 for Q2	34	34
H10	Number of reported anti-social behaviour cases opened per 1,000 properties		5.3	8.7

- 2.2 1,283 of 1,339 non-emergency repairs were completed within target time.
- 2.3 Performance on 'void turnaround' continues to improve. The mean average results for September (36 days) reflect this positive trend.
- 2.4 Staff shortages meant fewer repairs satisfaction surveys were issued, with 38 out of 41 survey respondents satisfied in quarter two.
- 2.5 The Bed and Breakfast result partly reflects the 'No Second Night Out policy' and the need to provide emergency accommodation for people with complex needs. Limited move on options from B&B have been available for these individuals.
- 2.6 The team is navigating an increasingly difficult environment in terms of rent collection. The total number of tenants claiming Universal Credit has steadily increased. Some tenants in arrears are subject to Debt Relief Orders which limits the action a creditor can take. The newly appointed Tenancy Support Officer is now working with tenants to maximise their income and address their debts. This may also lead to an increase in cases referred through to the Discretionary Hardship Fund, to support longer term tenancy sustainment. The average rent arrears for benchmarked social housing landlords in August was 3.16%.
- 2.7 The Council's contractor has appointed a dedicated engineer who specifically carries out gas servicing. This has resulted in an improvement in gas safety compliance results. In quarter two there were 2,641 certificates out of 2,643 properties. The two properties outstanding have since been certified.
- 2.8 In quarter two there were 2,855 certificates out of 2,858 properties. The three properties outstanding have since been certified. Benchmarked local authorities averaged 91.4% for 2021/22.

3. Tenant Satisfaction Measures

- 3.1 Arrangements are being made to record all the Management Information data required for submission to the regulator and to be published for tenants by April 2024. Tenant perceptions surveys, using the prescribed methodology, will also be put in place, with fieldwork to be completed by March 2024. Social landlords are required to ensure their Boards or Committees are provided with a full view of the results of the TSMs, in order to have sufficient assurance that any emerging issues are being addressed.
- 3.2 The results of the Tenant Satisfaction Measures (Management Information) for quarter two are at appendix A.

4 Analysis of potential rent increases for 2023/24

- 4.1 Members requested analysis of the potential rent increases for the next financial year. At the meeting of this Committee in September 2022 information was

provided on the ability of tenants to pay their rent. This demonstrated that the proportion of tenants with benefit paid directly to the Council and self-payers in significant credit resulted in a low percentage of tenants in financial difficulty who should be the focus of additional support rather than a generic approach to limiting rents.

- 4.2 The current rent settlement allows social landlords to increase their rent annually, by CPI plus 1% for 5 years. However the Government has consulted on a change to this to limit increases. The consultation closed on 12th October and covered rent increases of 3, 5 or 7 % but with an indication that it is likely to be 5%. The Council still has a deficit of £50,000,000 in its Business Plan due to the 4-year rent decrease imposed after the HRA borrowed £104,000,000 to buy itself out of the subsidy system in operation at the time, most of which is still to be repaid.
- 4.3 Figure 1 shows the additional income next year depending on the increase applied is likely to be over £1m less than a raise in line with inflation.

Figure 1

	Govt Consultation%			Inflation %
Potential additional income 2023/4 (- arrears and void costs) with no increase	3	5	7	11
18,519,175	555,575	925,959	1,296,342	2,037,109
Potential increases	19,074,750	19,445,133	19,815,517	20,556,284

- 4.4 Shown in figure 2 is the forecast of *additional* income for the next 25 years depending on the rent increase applied this year. This applies a 3 or 7% increase from year 2. The figures look at the annual cumulative loss by not applying a rise in line with inflation. If the increase is applied in line with the Bank of England's forecast for inflation it will be 11% resulting in an additional £78m over 25 years (if 3% is applied thereafter) compared to the income for the HRA if the rent remained static at 2023/4 levels. If a 5% increase is imposed this will only result in an additional £35m reflecting a loss to the HRA of £43m at a time when costs are increasing dramatically in the sector and the regulatory requirements for social landlords are being extended.

Figure 2 – HRA Income Projections based on 3%, 5%, 7%, 11% rent increases in 2023/24

% Increase	Projected total income over 25 years assuming 3% inflation	Projected total income over 25 years assuming 7% inflation
11	78,536,749	139,901,456
7	49,977,928	89,028,193
5	35,698,498	65,591,527
3	21,419,106	38,154,930

- 4.5 As the costs to the HRA will increase in line with inflation the immediate and long term impact of an imposed 5% increase will be significant to the HRA. Data presented to this Committee in September showed that due to the very low social rents charged in Runnymede and the level of low-income households in receipt of

benefit affordability of their rent is not a significant issue for the majority of current tenants. The procedures in place and use of discretionary funds will ensure that those tenants struggling to meet their rent or other essential costs can be supported through other means. Limiting the rent increase will significantly impact on the funds available to support those households who are struggling in future years and the capital available for development of new housing, the decent homes programmes and energy efficiency measures.

5. Policy framework implications

- 5.1 The key performance indicators presented above are those also presented to the Corporate Management Committee. They form part of the suite of indicators agreed in the Housing Business Centre Plan.

6. Resource implications/Value for Money

- 6.1 Funding for on-going satisfaction surveys will be included in next year's Business Centre Plan for approval.

7. Legal implications

- 7.1 It is the responsibility of governing bodies of local authority registered providers to ensure that reported TSMs have been calculated accurately and in accordance with regulatory requirements. The TSMs are a part of the wider direction of travel towards proactive consumer regulation.

8. Equality implications

- 8.1 One of the aims of the TSMs is to provide tenants with greater transparency about their landlord's performance. The recent satisfaction survey was designed to be as accessible as possible to ensure the results are representative of all tenants. The Tenant Perception Measures need to be collected in a prescribed way for the same reason.

9. Environmental/Sustainability/Biodiversity implications

- 9.1 There are no environmental, sustainability or biodiversity implications.

10. Conclusions

- 10.1 This report sets out the results of the Key Performance Indicators and available Tenant Satisfaction Measures for quarter two. It also informs Members of the potential rent increases for 2023/24, subject to direction from government.

(For information)

Background papers

None

APPENDIX A

Tenant Satisfaction Measures (Management Information) Results for Quarter 2

CH01	Complaints relative to the size of the landlord: 1. Stage one complaints. 2. Stage two complaints	Rented housing	1. 3.16 per 1000 properties. 2. 0.7 per 1000 properties
CH02	Complaints responded to within HO Complaint Handling Code timescales: 1. Stage one complaints (10 days) 2. Stage two complaints (20 days)	Rented housing	1. 92.8% 2. 100%
NM01	Anti-social behaviour cases opened, relative to the size of the landlord	Rented housing	As above
RP01	Homes that do not meet the Decent Homes Standard	Rented housing	As above
RP02	Proportion of: 1. non-emergency and 2. emergency responsive repairs completed within target timescale.	Rented housing	1. As above 2. 97.18%
BS01	Gas safety checks	Rented housing	As above
BS02	Proportion of homes for which all required fire risk assessments have been carried out	Rented housing	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	Rented housing	84%
BS04	Water - Proportion of homes for which all required legionella risk assessments have been carried out.	Rented housing	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	Rented housing	100%

Housing IT System Enhancement Update (Housing, Andy Vincent)

Synopsis of report:

To provide members with an update on the progress made with the Housing IT system upgrade

Recommendation(s):

- i. That members recognise the progress being made to implement Phase 2 of the Housing IT system enhancement.

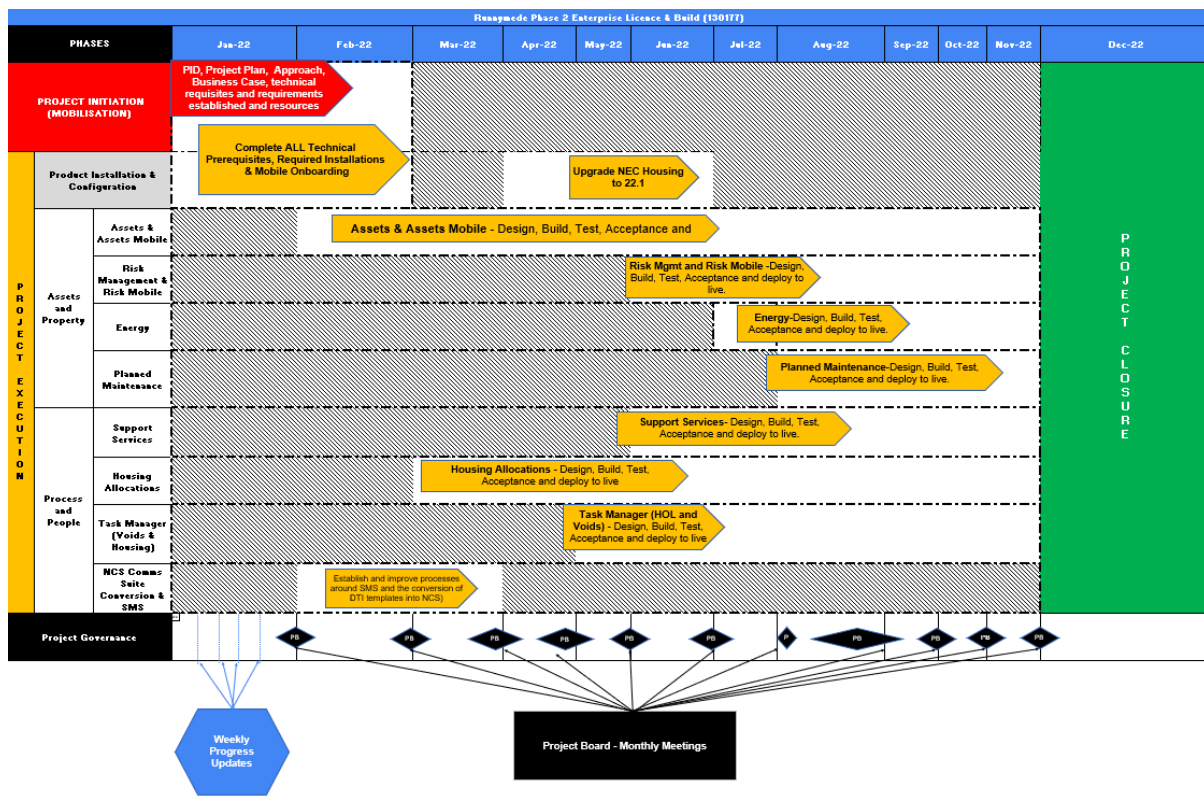
1. Context and background of report

- 1.1 A report was taken to the Housing Committee and Corporate Management Committee of Runnymede Borough Council in September 2021 requesting permission to implement modules approved in June 2020 and to undertake further enhancement work to the Housing Management IT system.
- 1.2 Approval was given to invest capital of £246,382 in the system to implement the following modules:
 - Asset Management
 - Communications Suite
 - Mobile Working
 - Planned Maintenance
 - Risk Management
 - Support Services
 - Task Manager
- 1.3 An SO42 was approved by the Chair and Vice Chair of the Housing Committee in April 2022 for the implementation of an Energy Assessor module – cost £6,000. This has been added to the list of phase 2 modules.

2. Progress Update

Updating RBC's Contract with NEC/Northgate

- 2.1 To support the work to enhance the Housing Management IT system RBC's Digital Services, Housing and Legal staff have worked with NEC to update the existing Support Services Contract to reflect the full service being offered to Runnymede Borough Council.
- 2.2 The contract variation has now been executed.
- 2.3 A project plan is now in place for the modules – with confirmed start and end dates.



2.4 Work to the following modules has been completed: -

- Assets Management
- Communications Suite
- Energy Assessor
- Mobile Working
- Risk Management
- Task Manager

2.5 Work remains to be completed on the following modules: -

- Housing Allocations
- Support Services – work to this module will be completed in November
- Planned Maintenance – this module is due to be signed off on 7th November

Project resources

2.6 The management of phase 2 of the Housing System enhancements are as follows:-

- Digital Services are leading the project management of phase 2.
- Project Sponsorship spans Housing and Digital Services
- The Head of Digital Delivery has been identified as the Project Manager
- NEC will lead the solution design and build of the project
- Weekly project implementation meetings are held with Housing, Digital Services and NEC
- Reports are being given to the Communications and Service Transformation Member Working Group and the PMO monthly.

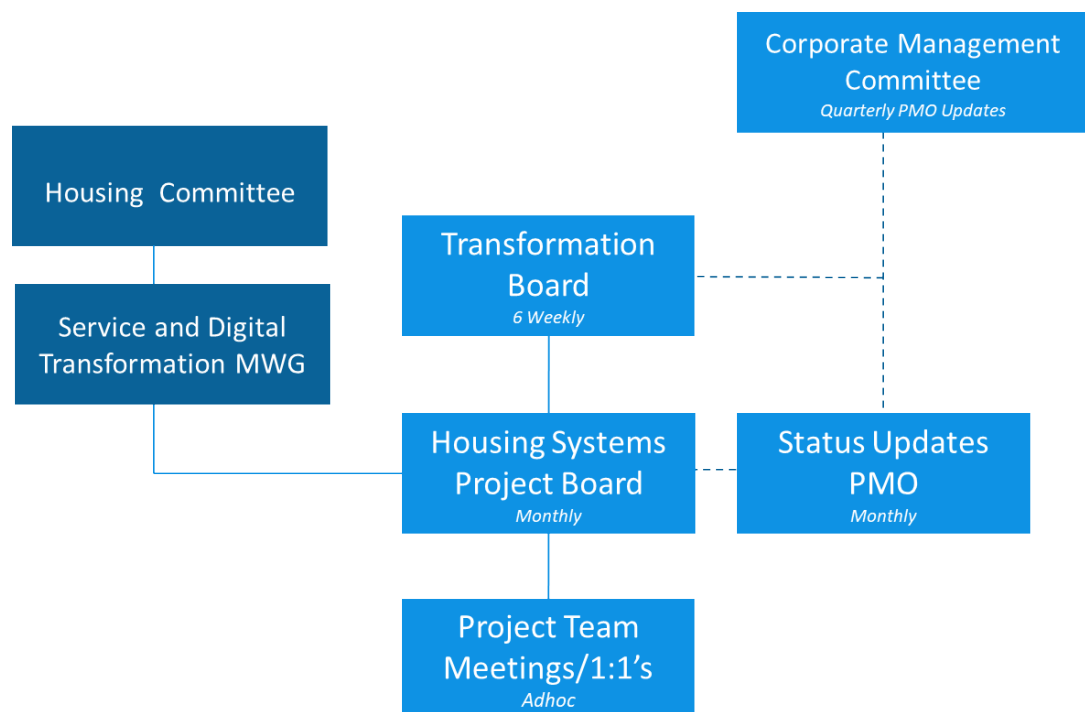
2.7 Project resources have been agreed within the pre-approved £129,000 capital

project implementation costs approved by the Housing and Corporate Management Committees.

- 2.8 The build of the solution will be delivered within a fixed cost and project timeline of a 12-month period – see project plan above.
- 2.9 NEC will be responsible for leading the design and documentation of the individual module solutions, the Council will be responsible for reviewing and approving the system configuration. NEC will then deliver the build. This approach significantly relieves pressure from the Council's Housing Service resources.
- 2.10 A dedicated Project Manager and Project Sponsor from NEC has been allocated to the project, both of which will attend monthly project boards with the Council's project team to report back on progress and to plan the next month ahead.
- 2.11 A project governance structure has been prepared which includes project reporting across the Council's decision-making boards.
- 2.12 Housing Committee has received updates on project delivery at each meeting, and it is anticipated that this project will be completed by the January Housing Committee meeting.

3. Policy framework implications

3.1 Project governance structure:



- 3.2 The update to the Housing Management IT system will enable the delivery of a large part of Runnymede Borough Council Housing Service's improvement agenda. For example, it will give managers the ability to monitor the delivery of services (outside of repairs and rent collection) is in line with agreed policies and procedures, it will enable Housing Technical Services to accurately oversee the implementation of the Council's Decent Homes Programme, plus also enable our

support services to take a significant step forward in modernising their service and evidencing their effectiveness.

- 3.3 The upgrade to the Housing Management IT system is referenced in the Housing Service Business Centre Plan 2022/23

Service/ efficiency improvement	Business Development & Policy Section	Delivery of the Housing IT upgrade programme phase 2	Jan-22	Mar-23
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4. **Resource implications/Value for Money (where applicable)**

- 4.1 The resource implications for Phase 2 of the Housing Management IT upgrade were highlighted to the Housing Committee on 8th September 2021 and approval was granted for a Capital Estimate of £246,382. The implementation works are on track to be delivered on time and to budget.
- 4.2 An SO42 was approved in April and discussed at the June Housing Committee meeting approving additional spend of £6,000 on an Energy Assessor module – this system has now been implemented.

5. **Legal implications**

- 5.1 In fulfilment of its landlord and statutory duties the Council has to record data on its activities for submission in regular Government returns, to demonstrate compliance with policies if required and to meet regulatory Standards. As the expectations on Social Landlords have increased beyond traditional landlord functions it is essential that the Council has a system capable of recording and monitoring this.

6. **Equality implications**

- 6.1 Upgrading the Housing Management IT system will enable data collected by different parts of the service to be shared. For example, currently the Housing Register is held outside of the core housing system – also information on the support needs of residents in our Independent Retirement Living accommodation is also currently held outside of our core housing system.
- 6.2 This improved intelligence will improve our understanding of how services are being accessed and utilised by different parts of the community.

7. **Environmental/Sustainability/Biodiversity implications**

- 7.1 Upgrading the housing management IT system will enable data to be held on the energy performance of the Council's social housing stock alongside other asset information.
- 7.2 Holding this information in one system will ensure the data is updated organically as improvement work is undertaken to tenanted homes. This will guarantee that up-to-date data on our energy performance is always available.

- 7.3 Holding this data centrally will allow the Housing Service to model work programmes designed to improve the energy performance of our stock to identify the most cost-effective way of meeting the Council's commitment of achieving a C energy efficiency rating as a minimum by 2030.

8. **Timetable for Implementation**

- 8.1 Completion of the project will be by the end of December 2022

9. **Conclusions**

- 9.1 This project is a key part of the Housing Service modernisation agenda. It will significantly enhance the capabilities of the current housing management IT system. Provide better intelligence on service provision for managers and Committee members. Plus, ultimately drive tangible improvements in customer facing services alongside cashable and non-cashable efficiencies.
- 9.2 The project is due to conclude in the coming weeks on time and on budget.

(To resolve)

Background papers

Report to the Housing Committee on 8th September 2021 – entitled upgrade to the Housing IT system

[Download%20the%20Addendum%20-%20Item%2010 \(runnymede.gov.uk\)](#)