



# Housing Committee

Wednesday, 11 January 2023 at 7.30 pm

Council Chamber - Civic Centre

## 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, S Williams and 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](mailto:andrew.finch@runnymede.gov.uk)).**
- 3) Agendas and Minutes are available on a subscription basis. For details, please contact [Democratic.Services@runnymede.gov.uk](mailto: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](http://www.runnymede.gov.uk).
- 4) In the unlikely event of an alarm sounding, members of the public should leave the building immediately, either using the staircase leading from the public gallery or following other instructions as appropriate.

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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

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 committee held on 16 November 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. **Housing Service Area Plan 2023/24** 9 - 21
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16. **Exclusion of press and public**

### Part II

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

## Appendix A

## Runnymede Borough Council

## Housing Committee

Wednesday, 16 November 2022 at 7.30 pm

Members of the Committee present: Councillors J Hulley (Vice-Chair, in the Chair), D Coen, M Cressey, M Darby, R Davies, S Dennett, P Snow, S Whyte and S Williams.

Members of the Committee absent: Councillors J Gracey (Chairman).

**335 Minutes**

The minutes of the meeting of the Special Committee held on 18 October 2022 were confirmed and signed as a true record.

**336 Apologies for Absence**

Apologies were received from Councillor J. Gracey.

**337 Declarations of Interest**

No declarations of interest were received.

**338 Tenants' Satisfaction Survey**

Throughout October tenants had the opportunity to complete an online satisfaction survey, to give their views on the landlord services provided by the Council.

The Corporate Head of Housing advised that this was the first survey of its type undertaken for ten years, and the 14 industry-standard questions asked were designed to enable benchmarking whilst being quick and easy to complete to encourage participation.

It was acknowledged that the survey was not statistically valid yet it gave a clear impression and direction of travel whilst setting a baseline for future surveys.

Whilst there had not yet been the opportunity to benchmark against other landlords, a report would be provided to a future member working party and subsequent committee setting out a proposed action plan based on the survey's findings.

The results of the survey were presented during the meeting. The committee was impressed with the response rate and reach of the survey, and even allowing for duplicate entries officers were confident that around 1,000 individuals completed it.

The survey was available through a number of social media channels, and the overall results revealed that tenants felt somewhat neutral about the service the Council provides, with room for improvement. Repairs & maintenance and communication with the Council were the top two themes touched upon by residents.

The vice chair thanked the housing team for the time spent on the survey, adding that when the regulation becomes an act of parliament this would become an annual survey.

**339 Garage Strategy**

The Housing Business Centre Plan 2022/23 commits the housing service to establishing a Garage Strategy. Following June's Housing Committee a consultation and appraisal of the fourteen worst performing sites had been undertaken.

The Corporate Head of Housing reported that work was ongoing with the Council's Assets and Regeneration team to work out which sites had development potential and which sites could be brought back into use in order to generate revenue for the authority.

Appraisals would continue on the remaining 68 sites, and annual updates would be provided to committee on the progress of the strategy.

Committee noted that anecdotally a high percentage of the garages were likely to be used for storage, partially due to modern cars having outgrown traditional garages.

The reason for the detailed analysis was because many of the sites did not have development potential, and therefore they would have to be judged on a case by case basis. Many of the sites were in isolated spots away from the main property, some of which had since been sold and subsequently very few of them lent themselves to better usage.

The Head of Housing Services and Business Planning confirmed there was one large garage site in the borough with development potential. A Member suggested putting any application through as outline planning application. It was added that the housing service did not benefit from the income of garage rentals – this went straight into the general fund – but any sites with development potential would be taken back by the housing service.

A Member highlighted bike lockers being popular and a good revenue generator, and the Corporate Head of Housing confirmed that all options would be considered for the sites, including sale if appropriate.

The Head of Housing Services and Business Planning explained the policy for renting out garages, with priority given to the resident who lives at the location, second priority a local resident, third priority a Runnymede resident, and if all of these options had been exhausted then consideration would be given to someone outside of the borough.

It was felt that automatically applying an uplift to the rental charges in line with inflation would have a detrimental effect due to the likelihood of it driving away potential renters. A Member would follow up with Assets and Regeneration in their capacity as a non-executive director about the prospect of following the example set out in parking charges by keeping fees and charges the same.

#### **Resolved that –**

- 1) Committee noted the consultation results and the outcome of the appraisal of the 14 lowest demand garage sites.**
- 2) Committee approved the Runnymede Garage Strategy.**

#### **340 Private Rented Sector Offer Policy**

The Head of Housing Services and Business Planning advised committee that the policy set out the Council's approach to discharging homeless duties owed to applicants into the private rented sector.

Where possible homelessness in Runnymede would be prevented or relieved through an offer of a private sector tenancy. Where immediate and suitable offers of accommodation could be found in the private sector these would be made to households threatened with

homelessness, thereby avoiding the need for them to go into temporary accommodation which is costly for both applicants and the Council and disruptive for households.

The use of the Private Rented Sector Offer policy ensures that properties are available through the Housing Register for households seeking to access social housing. In assessing the suitability of any offer the Authority 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.

Officers asked for approval for an 8 week consultation, noting that most people seeking assistance with their housing aspire to a social tenancy and do not willingly engage in the process of a private rented property. However, current and recent applicants would be consulted.

In response to a member's concern about the prospect of an A-level age student requiring to move and provisions for their education, the Head of Housing Services and Business Planning advised that given how relatively small Runnymede is education settings could be reached across the borough, and the same principle would apply for families with younger children in need.

A Member asked about the appeal process in the event that an offer of housing is refused given that no second offer is made. The Head of Housing Services and Business Planning advised that residents would always be encouraged to move in to the offer and then seek a review as the Council did not have enough properties to make two housing offers, whilst if that family had children a referral would automatically be made to Children's Services as a further safety net.

The Head of Housing Services and Business Planning advised a Member that only under special circumstances would a cross-border referral be accepted from another authority.

The Corporate Head of Housing advised that there were approximately 35 general needs properties across the borough that were currently empty, however they were all in the process of being repaired and reallocated rather than sat dormant. The waiting list of residents looking for new homes was currently around 1,200

**Resolved that –**

**Committee approved a consultation exercise on the PRSO policy.**

### 341 **IRL Communal Lounge Policy**

Following Committee approval in September a consultation exercise on the draft IRL communal lounge policy had recently concluded and no responses were received, which was felt recognised that residents felt the policy reflected what was already happening within the schemes.

Officers confirmed that the consultation was in the form of posters, website updates, briefings, and all residents had been spoken to in person by scheme managers.

The Council would soon begin investment in its communal lounges and it was desired to make them high class and inclusive environments.

The Corporate Head of Housing confirmed there would be no intention to prevent residents using kitchens for private events such as birthdays, but added that part of the upgrade would be to provide areas that are safe.

A Member suggested finding alternative sources of information when response rates to

consultations were low, such as intelligence from other Surrey authorities, however the Head of Housing Services and Business Planning confirmed that Adult Social Care were consulted extensively on the policy, whilst legislation was the driver for much of what was in the policy.

**Resolved that –**

**Committee approved the Independent Retirement Living Communal Lounge Policy.**

### 342 **Performance Report**

The Head of Housing Services and Business Planning informed Committee that continued improvement to void timescales were being seen and a significant number of properties were being returned within target.

The number of households in B&B was above target, partly due to the Council's no second night out policy, whilst there was an increasing number of single men with complex histories that require a multi-agency approach and recruitment is very difficult within the sector.

Whilst rent arrears were higher than this time last year the figure had reduced over recent weeks and was expected given the cost-of-living crisis.

Electrical and gas certification continue to be excellent with both currently at 100% compliance, whilst the 34 outstanding high risk FRA actions were inspection of fire doors which would be completed by the end of this quarter.

Following a request for the analysis of potential rent increases, the current rent settlement allows social landlords to increase their rent annually, by CPI plus 1% for 5 years. However a government consultation to limit increases was expected to announce that a 5% increase should be applied.

A Member asked about a potential scenario where a person does not qualify for the housing register when they have a housing need. Eligibility and qualification criteria, including financial threshold. This would be reviewed as part of the housing allocations scheme.

A Member highlighted an increase in ASB being high in their caseload, and was keen to encourage the implementation of a Joint Enforcement Team. Housing officers encouraged Members to notify them about any incidents of ASB, which would be followed up by the appropriate officer.

The Corporate Head of Housing reported that the Council were increasingly receiving presentations of people who straddle a range of complex issues such as mental health, alcoholism, etc. Whilst it is right that the Council are there to support them, housing such people in long-term accommodation was not possible with such challenging needs, which was why the short-term accommodation such as B&B was so high.

The Committee chair asked about engagement with the Regulator of Social Housing, and the Corporate Head of Housing confirmed that a letter had been submitted requesting that the notice was rescinded. Whilst electrical and gas safety was now at 100%, decent homes standard was also now extremely close to the desired 75%.

### 343 **Housing IT System Enhancement Update**

The Head of Housing Services and Business Planning reported that phase two of the IT system enhancement was nearing its conclusion and significant work had been undertaken

to specify each new module and then build and test it, a number of which were now in use.

There was no one-size-fits-all for the modules, it was needed to be specified how the Council wanted the system to look and how it would integrate with existing systems, This involved extensive building and testing.

At the conclusion of this phase additional modules would be under consideration to add to what had already been obtained, whilst a substantial amount of work was needed to coordinate with the communications suite to enable the sending of text messages, therefore lots of work on the efficiencies of the modules would remain under consideration.

(The meeting ended at 9.43 pm.)

Chairman

## Housing 2023/24 Service Area Plan (Housing, Andy Vincent)

### Synopsis of report:

This report provides an update on the delivery of the 2022/23 Housing Service Area Plan and a summary of this year's 2023/24 Service Area Plan for approval.

The full proposed Service Area Plan for 2023/24 can be found in Appendix A.

### Recommendation(s):

- i) **Members approve the 2023/24 Housing Service Area Plan**
- ii) **Members note any business cases requiring growth are subject to approval by Housing Committee (or full Council depending on sums).**

## 1 Context and background of report

- 1.1 The annual business planning cycle for 2023/24 commenced with each Corporate Head of Service submitting any planned activity for the next Financial Year which requires growth.
- 1.2 In addition, in conjunction with the relevant Service Chair and Chair of Member Working Party, priority areas arising from corporate strategies have been agreed for the 2023/24 MWP work programme. These form the majority of the service area's planned activity for 2023/24.
- 1.3 Business cases for growth items have then been prepared either as outline documents (further refinement and more detailed exploratory work is required during 23/24 before a full business case can be developed), or final business cases. Final business cases will need to be approved by Housing Committee prior to release of any funds, therefore reports will be submitted for approval during 23/24 where at this stage, only outline business cases can be provided.
- 1.4 Subsequent to review of growth bids, Service Area Plans have been further developed to include planned activity that does not require growth, a Mission Statement to document a narrative of the service area's current position and its direction of travel over the lifecycle of the Corporate Business Plan, and a summary of each of the teams that form the service area and their business-as-usual activity and key statistics.
- 1.5 To ensure a 'golden thread' between Service Area Plans and team and individual plans, Corporate Heads of Service will use the planned activity to set team and individual objectives for 23/24.
- 1.6 Any projects identified as part of planned activity will be added to the project portfolio for 2023/24 and progress monitored and reported on a Quarterly basis to Corporate Management Committee as per the project management methodology.
- 1.7 The final non-corporate Service Area Plans go to their relevant service committee for approval first. A final approval is then sought from Corporate Management Committee approving the Corporate Action Plan (which is an amalgamation of all the

plans for the year). In addition, Corporate Management Committee is also asked to approve any business cases requiring General Fund growth because growth cannot be approved by a service committee with the exception of HRA expenditure up to £100,000 which can be approved by the Housing Committee. Any growth exceeding £250,000 will require the approval of full Council.

## **2 Key Achievements in 2022/23**

2.1 The Housing Service Area Plan 2022/23 contained 28 actions; including: -

- Accreditation for the Support Services Function
- Achievement of ISO 9001 accreditation
- Development of a RBC Garage Strategy
- Delivery of the Older Persons and Tenant Engagement Strategies

2.2 Of these 19 are completed and 5 will be completed prior to the end of the financial year (March 2023)

- One has been postponed:
  - Procurement of work to Surrey Towers' roof
- Two are not complete:
  - Accreditation for the income collection service
  - Implementing service charges for the expanded caretaking service
- One will be completed in the new financial year:
  - A survey of RBC owned trees – see the Housing Service Area plan 2023/24

## **3 Housing Service Area Plan 2023/24**

3.1 The full Housing Service Area Plan can be found in Appendix A. A summary is provided below.

3.2 Service Area Mission Statement:

- *We are committed to continuous improvement of the housing services we provide – be that support for homeless households, the allocation of social housing, management of our own properties, our repairs service, the provision of adaptations, improvements to Council owned properties etc.*
- *We aim to provide quality, empathetic and compassionate housing services. We want to get services right first time and put things right as quickly as possible if they go wrong.*
- *We want to build trust by listening more to the views of service users and by being clear about what we can and cannot deliver.*
- *We are delivering on many of the objectives in our corporate strategies – specifically in relation to climate change, health and wellbeing and community empowerment.*

3.3 Key new areas of work in 2023/24: -

- Work required to meet our obligations under the Building Safety Act
- Conduct a survey to identify the condition of trees on Housing owned land
- Undertake a tenant survey to enable the service to report on the Tenant Satisfaction Measures
- Phase 3 of the Housing IT enhancement programme
- Housing Tenancy Agreement Review
- Increase to the Housing Discretionary Fund
- Investment in and upgrade of estate paths
- Upgrade of two boilers in our Independent Retirement Living accommodation
- Establishment of a central Housing Systems Team
- Piloting a Tenant Incentive Scheme
- Reviewing the RBC Tenants Handbook
- Seeking accreditation for a tenant engagement activity

#### **4 Policy framework implications**

- 4.1 This Plan supports the delivery of the Corporate Business Plan.
- 4.2 Specifically, those actions arising from Corporate Strategies that will be addressed in delivering the Service Plan can be seen in the Planned Activity list in Appendix A described as CBP Strategy Action in the Type of Initiative column.

#### **5 Resource implications**

- 5.1 The following proposed initiatives require growth to be able to be delivered:

##### Revenue

- Undertaking essential fire safety work
- Resources for an annual tenant satisfaction survey (STAR Survey of Tenants and Residents) - a business case on this initiative will be presented to the March Housing Committee \*\*
- Phase 3 of the Housing IT enhancement programme \*\*
- Review of the Housing Tenancy Agreement - a business case on this initiative will be presented to the March Housing Committee \*\*
- Establishment of a Housing Systems Team
- Piloting a Tenant Incentive Scheme \*\*
- Growing the Housing Tenants Discretionary Fund

##### Capital

- Improvement of estate paths
- Upgrade of boilers in two Independent Retirement Living schemes to air source heat pumps – rather than replacing with gas boilers \*\*

\*\* still subject to approval by Housing Committee

- 5.2 Provisional budgets for these schemes have been incorporated into the Housing Revenue Account Business Plan and budgets will be released upon Committee approval for the schemes to progress.

#### **6 Legal implications**

6.1 There are a number of areas within the plan which address issues of compliance. Tenant Satisfaction Measures, preparation for the implementation of the Building Safety Act 2022 etc

6.2 The plan also seeks to strengthen the evidence that the service complies with the regulatory standards: -

The Economic Standards (Governance and Financial Viability and Value for Money are not applicable to a local authority landlord) :

- [Governance and Financial Viability Standard](#)
- [Value for Money Standard](#)
- [Rent Standard](#)

The Consumer Standards:

- [Home Standard](#)
- [Tenancy Standard](#)
- [Neighbourhood and Community Standard](#)
- [Tenant Involvement and Empowerment Standard](#).

6.3 Under the provisions of the Housing Act 1985 local housing authorities are established and various powers are granted to local housing authorities to provide and manage housing accommodation they provide. The Service Plan is a document created by the Council which outlines the various actions it will take, in its capacity as a local housing authority, to manage the housing accommodation it provides. Whilst there is no legal requirement to create a Service Plan, such a document provides relevant information to enable the organisation and residents understand the tasks which will be undertaken over a fixed period of time.

## **7 Equality implications**

7.1 Equality Impact Assessments will be conducted for projects impacting on tenants/residents being delivered as part of this plan.

7.2 This will ensure that any equality implications are identified and addressed before new initiatives are introduced.

## **8 Environmental/Sustainability/Biodiversity implications**

8.1 A number of actions within the Housing Service Area Plan 2023/24 seek to address environmental/sustainability issues. They are included within the Council's Climate Change Strategy.

They include: -

- New homes will be built to an EPC rating of A
- Develop a heating plan to help the service transition away from gas
- Reduce the amount of waste going to landfill

## **9 Other implications (where applicable)**

9.1 A review of the service specific risks impacting on the service have been undertaken as part of compiling the Housing Service Area Plan.

- 9.2 The following risks have been identified impacting on the service:
- Housing Revenue Account income forecast not met
  - Reduction in the number of existing and new PRS opportunities to place households in private rented sector
  - Failure to comply with regulator's code - and new definition of the 'Decent Homes Standard'
  - Claims for disrepair from tenants against the Housing Service
  - Health and Safety requirements are not met within the Housing stock relating to fire risk control, asbestos management, legionella, gas and electrical safety, lifts, safe working practices within the housing stock and building safety in general.
  - Failure to achieve compliance on electrical testing
  - Ensure that vulnerable customers are protected from exploitation
  - Contracts are not properly procured
  - Data collated/ reported may be inaccurate.
  - Disclosure of personal data to someone who is not entitled to that data e.g. via telephone conversation or email
  - Loss of Council owned device containing personal data results in disclosure of personal data
  - Unauthorised access to Council systems which allows access to personal data
  - Failure to dispose of documentation containing personal data in a secure fashion results in disclosure of personal data
  - Critical member(s) of staff unable to attend work due to sickness
  - Regeneration of HRA stock not achieved
  - New development not achieved
  - New IT system not procured
  - Council Garages not maintained
  - Asset Management Plan is not fit for purpose
  - Temporary Accommodation portfolio does not reflect current need
  - A third caretaker is not appointed. Caretaking is not extended to 12 additional blocks.
  - Housing Allocations scheme is not fit for purpose
  - Failure to implement Homelessness Strategy
  - Fraud increases/is not tackled
  - Staff safety from working alone
  - Contracts are not being managed effectively
  - Inability to recruit to key roles
  - Unauthorised alternations to Council owned properties by tenants
  - The resource implications of support to refugees and asylum seekers
  - Rising costs exceeding income

## 10. **Conclusions**

- 10.1 A significant amount of work has been undertaken to move the service forward in 2022/23
- 10.2 Three accreditations have been achieved, it is hoped that the Regulatory Notice will be removed in January 2023, work is progressing on the Parkside Regeneration, a new repairs, maintenance, and voids contractor has been recruited and mobilised, the Housing IT system has been upgraded, a bid has been made to the Social Housing Decarbonisation Fund for funding to bring our Council owned properties up to a C energy efficiency rating etc.

10.3 23 additional service improvements are planned for 2023/24. These are focused on meeting the Council's key ambitions for the service:

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

**(To resolve)**

**Background papers**

Housing Business Centre Plan (Service Area Plan) 2022/23

<https://democracy.runnymede.gov.uk/documents/s3385/Housing%20Business%20Centre%20Plan%20202223.pdf>

**Service Area Plan for Financial Year 2023/24**

Business Unit: Housing

Corporate Head of Service: Andy Vincent

Version: 1.3 FINAL DRAFT

**Approvals**

Approved by CLT:	07/12/2022
Approved by Service Chair:	Date
Approved by Service Cttee:	Date

**Service Area Narrative and Mission Statement**

- We are committed to continuous improvement of the housing services we provide – be that support for homeless households, the allocation of social housing, management of our own properties, our repairs service, the provision of adaptations, improvements to Council owned properties etc.
- We aim to provide quality, empathetic and compassionate housing services. We want to get services right first time and put things right as quickly as possible if they go wrong.
- We want to build trust by listening more to the views of service users and by being clear about what we can and cannot deliver.
- We are delivering on many of the objectives in our corporate strategies – specifically in relation to climate change, health and wellbeing and community empowerment.

**Business Unit:****Housing**

CHoS

Andy Vincent

Service Area 1:

Housing Solutions Service

Service Area 2:

Housing and Neighbourhood Services

Service Area 3:

Housing Maintenance and Technical Services

Service Area 4:

Business Development and Policy Section

Service Organisational Structure

[Link to the Council's Organisation Chart](#)

Budget Book Information

[Budget information 2022-23](#)

Description of Service (1)

Housing Solutions Service

## Main purpose

- To deliver an excellent customer focussed Housing Solutions Service that is compliant with relevant legislation and statutory guidance.
- To work to prevent homelessness, and to take reasonable steps to prevent and relieve homelessness for all eligible applicants.
- To ensure that all applicants seeking housing advice receive tailored housing solutions aligned with legislation, the Homelessness and Rough Sleeping Strategy and the Housing Allocations Scheme.
- Allocation of social housing in accordance with legislation. Key

## functions

- Administration of the online Housing Register (1220 applicants registered as at 31st March 2022)
- Allocation of social housing under the Housing Act 1996 Part VI within the Council stock (178 new tenancies in 2021/22) plus nominations to Registered Providers (83 successful nominations in 202/22)
- Administration of Downsizing scheme (8 households downsized in 2021/22) and promotion of best use of the housing stock
- Partnership working with Housing Associations including liaison on nominations and new Affordable Rent properties.
- Homelessness and Housing Advice provision duties compliant with legislation (199 homelessness applications and 702 approaches for housing advice in 2021/22)
- Personalised Housing Plans provided as part of each homeless application.
- Homeless prevention 54 preventions (average of 63% cases prevented in 2021/22)
- Tenancy Sustainment
  - Referrals made and liaison meetings held with supported housing providers.
- Surrey wide protocols for vulnerable groups (re-drafting of the 16 & 17 year olds and Leaving Care protocols commenced in 2021/22)
- Manage Magna Carta Lettings in order to maximise private rent housing opportunities and promote the option of housing within the private rent sector (36 new private rented tenancies started in 2021/22)
- Attendance at various fora e.g. representing Surrey at Strategic Management Board and representing RBC at MARAC (Multi-Agency Risk Assessment Conference) and MAPP (Multi Agency Public Protection Arrangements) and strategic groups e.g. NW Surrey Domestic Abuse Forum and Strategic Housing Group for Young People Partnership working including regular liaison with SCC regarding care leaver move on and ensuring care leavers are on the housing register.
- Carry out reviews of statutory homelessness decisions and decisions relating to suitability of accommodation under the Housing Act 1996 (9 s.202 reviews with none overturned, zero s.204 appeals in 2021/22).

Description of Service (2)

Tenancy Services

Main purpose: To maximise the rent collection for each of the Housing Revenue Account (HRA) homes and General Fund garages; to support the Council's tenants in sustaining their tenancies and to take proportionate action when tenancy obligations are breached.

## Key functions

- Rent collection (Annual debit of nearly £17m for current tenants, DIYSO properties and ground rent)
  - Tenancy management (2843 HRA properties as at April 2022)
  - Management of Independent Retirement living (IRL) schemes and supporting residents to maintain their independence and reduce social isolation.
  - Dedicated tenancy sustainment and financial inclusion case work; and referral to and liaison with partner agencies
  - Administering rent recovery policy, making County Court possession applications and court advocacy
  - Former tenant arrears collection
- Garage rent collection for garages (£686,000 in 2021/22)
- Tenancy Audits, management of fixed term tenancies and changes to tenancies e.g. requests for joint tenancies, succession etc.
  - Estate inspections and improvements
  - Estate caretaking and cleaning of communal areas
  - Responding proactively to complaints about anti-social behaviour caused by council tenants (175 cases in 2021/22)
  - Processing Right to Buy applications (19 in 2021/22)
  - Liaison with DWP to address welfare reform and Universal Credit issues
  - Leaseholder queries
  - Working to promote anti-fraud activities and investigating suspected social housing fraud, including allocations, sub-letting and RTB fraud
  - Setting up new tenancies and managing introductory and fixed term tenancies through a schedule of home visits
  - Management of annual rent and service charges
  - Mutual Exchanges (24 in 2021/22)

Description of Service (3)

Housing Technical Services

Main purpose

- To manage and deliver a statutorily compliant and cost-effective repair and maintenance service for nearly 3,000 Council owned and managed homes plus leasehold properties, communal areas and over 1,000 garages.
- The team provides a comprehensive property maintenance service across all the tenure types that fall within its responsibility. This includes liaising with tenants and the technical and administration functions associated with maintaining properties, including the procurement of various contracts.
- Conversion and adaptation of Council properties to make best use of the housing stock and as appropriate for disabled people.

Key functions

- Asset management
- Contract procurement and monitoring
- Management of day to day, responsive repairs and maintenance carried out by contractors (£1,613,541 on Demand Maintenance, void repairs and decoration allowances in 2021/22)
- Inspection of void properties and oversight of void works carried out by contractors
- Stock condition surveys (500 in 2021/22)
- Planned and cyclical works (£708,220 in 2021/22)
- Major capital projects to ensure compliance with Decent Homes standard and upgrades including kitchen and bathroom replacements (817 improvements in 2021/22) and energy efficiency programmes (38 solar panels in 2021/22)
- Health and safety compliance including fire risk assessments, electrical safety, gas certification, management of asbestos, water hygiene, Energy Performance Certificates etc.
- Unplanned major work e.g. fire, flooding to properties
- Adaptations for disabled RBC tenants and their households (£281,640 in 2021/22)
- Tree management

Description of Service (4)

Business Development and Policy Team

Main Purpose:

developing and supporting the work of the Housing Department, with an emphasis on continuous improvement.

Monitoring,

Key functions:

Performance monitoring, benchmarking and data analysis

- Submission of statutory and regulatory returns and statistics
- ISO 9001 certification to drive continuous improvement
- Strategies, policies and procedures
- Tenant and leaseholder engagement including web content, newsletters, consultation and participation initiatives
- Complaints and feedback
- Promoting and enabling opportunities for new affordable housing (94 new units of affordable housing delivered through planning obligations in 2021/22)
- Partnership working with Registered Providers including provision of leases for supported housing schemes
- Equalities and Data protection

**Service Area Plan for Year 2023/24**

Business Unit: Housing



ID	Type of initiative	Service Area	Description of initiative	Outcomes/ Deliverables	Priority	Additional growth required? Y/N plus indicative costs ££	Growth Y/N	HRA Revenue Growth ££K (sum or max given)	Capital Growth ££K (sum or max given)	Anticipated start date	Anticipated completion date
CC0 19	CBP Strategy Action	Housing	Upgrade all housing stock to EPC C rating by 2030	This work will be funded via existing capital programme, Green Homes Grants and the Social Housing Decarbonisation Fund.	Must - the initiative has to be done	Grant Funding required	Y			Jan-22	Mar-30
H001	Legislative/Regulatory Change	Housing Maintenance and Technical Services	Building safety act fund	One off fire safety works	Must - the initiative has to be done	Yes.	Y	20			
H002	Legislative/Regulatory Change	Housing Maintenance and Technical Services	Conduct a tree survey on HRA land (part of a corporate initiative)	H&S concerns to be addressed	Must - the initiative has to be done	TBC - needs to be costed based on whole organisation requirements. Some can be offset against HRA. (GF growth is £112.5K)	Y	TBC		Mar-23	Nov-24
H003	Service/efficiency improvement	Housing and Neighbourhood Services	Survey of Tenants and Residents (STAR survey)	This is a statutory requirement from April 2023. RBC need to ensure it is providing responses to the tenant satisfaction measures. £15k ongoing	Must - the initiative has to be done		Y	15		Mar-23	Dec-23
HWB 034	CBP Strategy Action	Housing	Minimise the number of Council owned homes within Runnymede that are non-decent.	Compliance with the Housing Regulator's Homes Standard. 100% of homes being Decent planned for March 2027.	Must - the initiative has to be done	Planned programme budgeted in place - performance indicators in place monitoring spend and % of homes decent	N			Mar-21	Mar-27
HWB 041	CBP Strategy Action	Housing	Reduce problem debt amongst housing tenants. Develop and promote a savings culture amongst tenants. Promote the take up of education and employment amongst housing tenants to provide additional financial resilience.	See tenant incentive scheme below for growth	Should - the initiative should be done	These are objectives from the Housing Financial Well Being Strategy - also links to the tenant incentive scheme below for growth	N			Jan-22	Mar-27
HWB 038	CBP Strategy Action	Housing	Improvement in the condition of RBC's Independent Retirement Living + enhancements to the support service.	Upgraded IRL communal areas in line with the objectives established in the Housing Older Persons Strategy	Should - the initiative should be done	Depends on feasibility and design report	N			Sep-21	Mar-26
HWB 035	CBP Strategy Action	Housing	To ensure that the numbers of individuals sleeping rough within the borough are kept to a minimum.	Currently rough sleeping is zero within the borough. The homelessness no-second night out policy has set a clear expectation for the service	Should - the initiative should be done	This is an action from the Council's Homelessness and Rough Sleeping Strategy	N			Mar-19	Mar-24
HWB 037	CBP Strategy Action	Housing	Seek to minimise the time homeless households spend in temporary accommodation.	Processes within Housing Solutions are working well and numbers in temporary accommodation are low. This needs to be monitored constantly	Should - the initiative should be done	This is an action from the Council's Homelessness and Rough Sleeping Strategy	N			Mar-19	Mar-24
CC0 20	CBP Strategy Action	Housing	All new homes to meet EPC A rating	This aspiration is set out in the Housing Development Strategy. This sets a standard for all new developments	Should - the initiative should be done	Built into budget for each new development so no growth.	N		TBC	Sep-21	Mar-26
CC0 21	CBP Strategy Action	Housing	Development of a Council Heating Plan to transition away from gas	This work will not start until March 2024	Should - the initiative should be done	Unidentified and uncosted	N			Mar-24	Apr-30
CC0 22	CBP Strategy Action	Housing	Reduction of waste to landfill	This is an ongoing process with tenants to maximise recycling rates	Should - the initiative should be done		N	TBC		Mar-21	Mar-30
H004	Service/efficiency improvement	Housing	Phase 3 of IT enhancements - NEC Housing (to include launch of Customer Services, ASB and Housing Advice (Homelessness) modules)	£50k on going - per annum for annual updates and new modules.	Should - the initiative should be done	Yes, £50K per annum (HRA revenue)	Y		50	Mar-23	Mar-24

ID	Type of initiative	Service Area	Description of initiative	Outcomes/ Deliverables	Priority	Additional growth required? Y/N plus indicative costs ££	Growth Y/N	HRA Revenue Growth ££K (sum or max given)	Capital Growth ££K (sum or max given)	Anticipated start date	Anticipated completion date
Runnymede Boro	Legislative/Regulatory Change	Housing Solutions Service	Refresh the 2016 RBC tenancy agreement. This will involve updating clauses, reflecting best practice, independent legal advice & extensive consultation	A compliant and effective tenancy agreement £10K is requested as a one off to support a refresh	Should - the initiative should be done	Yes £10K (HRA revenue) 2023/24 only	Y	10		Mar-23	Mar-24
H006	Service/efficiency improvement	Housing and Neighbourhood Services	To respond to the cost of living squeeze - it is proposed that the housing discretionary hardship fund is increased	This proposal is designed to enable the service to support vulnerable tenants with the cost of living squeeze It is proposed to increase the fund from £50k - £75k as a one off	Should - the initiative should be done	Yes. £25K growth on existing budget as one off for 23/24. Goes back to £50K per annum in 24/25. To support cost of living measures	Y	25		Mar-23	
H007	Service/efficiency improvement	Housing and Neighbourhood Services	We have been advised by our provider that there are additional costs for the fraud contract Consider whether we wish to retain the service	This request reflects the additional cost of the fraud contract with our existing provider £10K ongoing	Should - the initiative should be done	Yes. £10K per annum to contribute to Fraud contract with Reigate/Banstead as costs have increased.	Y	10		Mar-23	
H008	Service/efficiency improvement	Housing Maintenance and Technical Services	We manage a considerable number of local paths. Many of these require investment It is proposed that capital is set aside to catch up with a backlog of investment and a programme is developed to proactively manage our estate paths	Upgraded estate paths with trip hazards removed	Should - the initiative should be done	Yes £200k per annum (capital expenditure) for the management of Housing's estate paths	Y		200	Procurement exercise to commence March 2023	
H009	Service/efficiency improvement	Housing Maintenance and Technical Services	Two boilers in our Independent Retirement Living require replacement. It is proposed that we replace these gas boilers in 2 x IRLs with air source heat pumps. This would support CBP Action CC021: Development of a Council Heating Plan to transition away from gas	Improved decarbonisation of heating IRLs	Should - the initiative should be done	Y. £250K budgeted to replace the boilers with a like-for-like gas boiler. Additional £250K growth to replace with air source heat pumps. (Additional 597K if ground source heat pump installed)	Y	0	250	Sep-23	Mar-24
H010	Staff / Resources	Housing and Neighbourhood Services	It is proposed to establish a centralised System and Business Support function This will support the development of the Housing Management System, bolster our debt recovery capacity and take on some essential administrative tasks. Much of this new team exist - this proposal is to bring existing staff into a combined team to increase resilience and to add a small amount of additional resource.	The resources currently within the Housing Business Unit for NEC system support, rent accounting, leaseholder management, service charges and invoice paying are not adequate to support the current business needs and ongoing system maintenance and development. There are a number of single points of failure that present a high risk to the business. This report proposes centralising these functions under a dedicated manager and creating additional posts to ensure that all the modules of the NEC Housing system are adequately supported and the financial functions of the department are appropriately managed. Impact if not implemented: May miss revenue that is due. Inefficient processes and impact on staff wellbeing	Should - the initiative should be done	Y. £140,359 revenue growth incl on costs	Y	140		Mar-23	ongoing
H011	Service/efficiency improvement	Housing and Neighbourhood Services	Developing a Tenant Incentive Scheme is a key part of the Housing Financial Wellbeing Strategy. This will be designed to deliver cost and efficiency savings for the service.	This is designed as a spend to save measure £10,000 ongoing	Could - the initiative could be done if time/resources allow	Yes. £10K per annum (HRA revenue). Spend to save initiative.	Y	10		Jun-23	Mar-24
H012	Service/efficiency improvement	Housing and Neighbourhood Services	The RBC tenants handbook needs refreshing. Particularly to reflect the policy and procedural changes that have been made over the last two years. Also modernising the look and feel of the handbook is essential	There will be some costs associated with refreshing the handbook Design work - £5,000	Should - the initiative should be done	Yes. £5K one off (HRA Revenue)	Y	5		May-23	Jan-24

ID	Type of initiative	Service Area	Description of initiative	Outcomes/ Deliverables	Priority	Additional growth required? Y/N plus indicative costs ££	Growth Y/N	HRA Revenue Growth ££K (sum or max given)	Capital Growth ££K (sum or max given)	Anticipated start date	Anticipated completion date
H013	Staff / Resources	Housing and Neighbourhood Services	The role of the Senior Independent Retirement Living Manager needs looking at the refreshing.  It is possible this will need to increased costs - but additional responsibilities for the Senior IRL Manager.	Modernising the role of Senior IRL Manager - clarifying responsibilities and role profile	Could - the initiative could be done if time/resources allow	£10,000 (incl on costs) from the HRA for additional salary revenue expenditure	Y	10		Mar-23	Jul-23
H014	Service/ efficiency improvement	Housing	RBC wish to seek accreditation for the tenant engagement work undertaken by the service. This is a key part of the Housing Tenant Engagement Strategy and reflects the work undertaken over the last 18months to engage more widely with our tenant population.  We currently anticipate seek TPAS (tenant engagement) accreditation	Evidence of the progress RBC have made on tenant engagement + support with direction setting for further development	Should - the initiative should be done	N					

## Housing Revenue Account Estimates For 2023/24 (Finance, Emma Lyons)

### Synopsis of report:

Members are asked to consider the draft HRA revenue estimates for 2023/24.

### Recommendation(s):

- i) the draft revenue estimates for 2023/24, as set out in Appendix “A” be approved as submitted, and the Full Council be requested to make provision accordingly; and
- ii) the proposed changes in rents and charges (including those for Housing General Fund services) for 2023/24, as set out in pages 47 – 49 of the Estimates, be approved to be effective either from the first rent week of April 2023, or 1 April 2023 as appropriate.

## 1. Context and background of report

1.1 A budget is the expression in financial terms of the Council’s policies over the next year and is a statement of intention against which achievement can be compared. The main objectives of budgeting are:

- Satisfaction of Statutory requirements
- Determining the amount which needs to be raised from Council Tax or rents
- Assisting in the planning and policy making process
- Policy implementation and control
- A means of measurement, and
- Strategic planning.

1.2 Members are asked to consider the draft HRA revenue estimates and fees and charges for 2023/24 as detailed in the attached Appendix “A”.

## 2. Policy framework implications

2.1 The 2023/24 budget is based on the Corporate Plan approved by Council.

## 3. Resource implications/Value for Money

3.1 The Resource implications are fully detailed within Appendix A. Once approved these will form the Housing Committees budget for 2023/24.

## 4. Legal implications

4.1 There are none contained within this report

## 5. Equality implications

5.1 Where any major changes to the structure of any charging regimes are proposed, an Equality Impact Assessment will have been completed by the relevant Budget Manager.

6. **Environmental/Sustainability/Biodiversity implications**

6.1 The budget is the expression in financial terms of the Council's agreed policies and as such there are no specific Environmental, Sustainability, or Biodiversity implications arising from this report. Any implications arising from new initiatives or those marked as being subject to a further report, will be fully explored within those future reports.

7. **Conclusions**

7.1 Members are asked to consider the draft HRA revenue estimates for 2023/24

**(To resolve)**

**Background papers**

# HOUSING REVENUE ACCOUNT

## ANNUAL ESTIMATES 2023/24

### 1. Introduction

- 1.1 The report sets out the estimates and fees and charges for the Housing Revenue Account activities of the Housing Committee.
- 1.2 Once approved, the estimates along with any growth agreed as part of the Housing Service Area Plan for 2023/24, will be incorporated into the 30-year HRA financial Business Plan. This Business Plan will also be amended to reflect the aims and objectives of the new Corporate Business Plan and will be presented to the March meeting of this committee.
- 1.3 Equality impact assessments have been prepared for the services delivered by this Committee. An equality impact assessment is required for new policies included in the draft estimates. These will be prepared by the Budget Manager for the service at the appropriate time.

### 2. Revised estimates 2022/23

- 2.1 The revised estimates have been prepared on a similar basis to the original estimates. The major income and expenditure variations to the original budget are listed below:

<b>Table 1 – Major Variations to the original HRA budget in 2022/23</b>	
	<b>£000</b>
<u>Planned Underspends 2021</u>	
• Void repair works behind schedule	321
• LA Green Homes grant – RBC Contribution – Deadline extended	300
<u>Supplementary Estimates approved during 2022</u>	
• New Housing system licence fees	7
• LA Green Homes grant – Additional RBC Contribution	100
<u>General Management</u>	
• Feasibility revenue expenditure – new builds (Parkside)	1,025
• Increase in IT costs from dual running systems during upgardes	50
<u>Other HRA</u>	
• Increased contribution to corporate fraud expenses	14
<u>Mobile Home Site</u>	
• Higher than anticipated sales commission received 2022/23	(10)
<u>Housing repairs</u>	
▪ Variations in works between financial years (£3,679) Less amounts of those items funded from Major Repairs Reserve (£3,700)	(64)
<u>HRA income</u>	

• Increase in Interest received on balances, due to substantially higher than anticipated levels of interest rates	(750)
Other net changes	(10)
<b>Variation from original to revised budget</b>	<b>983</b>

- 2.2 Initial feasibility and pre-development work on the Parkside regeneration project has begun and is estimated that £1.25m will be spent in the current year funded (initially) from HRA balances.
- 2.3 In major works the Central Heating Programme is progressing faster than anticipated with £1.16m expenditure brought forward from future years spend. However, £5m of other major works is now expected to take place in future years – the majority of this is roof replacement and associated works. This will be largely offset by adjustment to the transfer from the Major Repairs Reserve (MRR).
- 2.4 After taking account of changes in 2022/23, including the budget variations detailed in Table 1 the revised estimated balance in the Housing Revenue Account at 31 March 2023 is estimated to be £29.4m, with a further balance of £4.7m in the Major Repairs Reserve.

### **3. H.R.A. ESTIMATES FOR 2023/24**

#### **Basis of Estimates**

- 3.1 The attached estimates take account of the proposed changes in housing rent levels and other charges, details of which are set out in this report.

#### **Housing repairs - Major works programme**

- 3.2 In previous years the Committee has requested details of what is included in the Major Repairs budget and therefore set out below is the composition of the Major Works budget for 2023/24.

<b>Table 2 – Major works budget for 2023/24</b>	
	£000
<b>Internal Works Programme</b>	
Kitchens & Bathrooms	1,700
Boiler replacement	1,160
Electrical Rewires	200
Fire Door replacement (including Surrey Towers)	400
<b>External Works Programme</b>	
Replacement windows and doors	750
Roofing, Chimneys & rainwater goods (Gutters, downpipes etc)	3,350
External Wall finishes	500
<b>Total Special Works budget in 2023/24</b>	<b>8,060</b>

- 3.3 As a consequence of the large increase in the level of major works and improvements to our Housing stock there will be insufficient funds in the Major Repairs Reserve during

the coming year (2023/24) and therefore the HRA will need to make a further transfer from the HRA balances as set out in the estimates.

### **Debt Charges and Depreciation**

- 3.4 In late March 2022 the Council was required to make its first repayment of the sums borrowed from the Public Works Loan Board (PWLB) in March 2012. This initial payment was fully covered by retained sums arising from Right to Buy sales since 2012. The next repayment of £10m is not due until March 2027, followed by further repayments of £90m that is due to be repaid between March 2032 and March 2042.
- 3.5 Based on current assumptions, the HRA is likely to be able to make the 2027 repayment of £10m in full, using both money set aside for this purpose and using HRA Balances, however it is highly likely that the HRA will have to take out replacement loans in order to service the large repayments between 2032 & 2042 (totalling £90m). The refinancing of these loans may leave the HRA open to increased financing costs.
- 3.6 When we sell properties under the Right to Buy, as well as receiving a set aside sum that needs to be used to re-provide new housing the Council also receives an element to cover the assumed debt on the property. As at April 2022, following the repayment in March, these receipts stood at just over £709,000 and these funds have been set aside in the accounts to cover the PWLB loan repayments as they fall due. It is therefore unlikely that the Council will be able to make future repayments in full on the due dates unless it starts setting additional money aside for the purpose.
- 3.7 As part of the Self-Financing settlement we are expected to set aside an annual sum in respect of the depreciation of our stock. This is based upon prevailing property valuations, which are revalued at the 31 March each year. A new revaluation of our stock based on the "Beacon" principle was carried out by a firm of external valuers in early 2020 and has been updated annually for movements in the local property market.
- 3.8 The sums calculated for depreciation are transferred to the Major Repairs Reserve (MRR) where they can be used to fund any major works carried out to maintain our stock, or to pay off HRA debt as required. However, if there is any balance in the reserve at the end of one year this will automatically be carried forward for use in the next financial year. (A summary of movements in the Major Repairs Reserve can found in the detailed estimates)

### **Other Budgetary changes**

- 3.9 In the current year's budget a provision is included to enable the transfer of up to £30,000 of HRA funds to help top up the DHP contribution received from the DWP. The attached estimates also propose that the Council continues to increase the DHP contribution by a sum of £30,000. Under current rules the Council is obliged to seek permission from the Secretary of State to agree to the proposed transfer to the DHP fund on an annual basis, and therefore officers will contact the Secretary of State at the appropriate time to obtain permission to transfer the proposed £30,000. Members should note that any contribution from the HRA can only be used to help HRA tenants who require assistance, and this assistance is granted using the same criteria as set out in the Councils DHP policy.
- 3.10 Officers are also considering using some of the current Homelessness grants received from the Government to further increase the homelessness prevention fund pot, though as these will be funded from General fund grants they are not detailed in the attached estimates, but will be detailed in the Committee's General Fund estimates.
- 3.11 In recent years we have also included a provision of £20,000 to help those households in financial difficulties who do not meet the criteria of the DHP policy, for example those not on Housing Benefit, and it is proposed to continue making this provision in 2022/23.

This pot will be administered by the Housing Services Manager and Head of Housing & Business Planning to allocate on a case by case basis, using similar guidelines as contained in the Council's DHP policy.

### **HRA Capital Expenditure**

- 3.12 The attached estimates also make provision for the impact of Capital Expenditure on the Housing Revenue Account.
- 3.13 In March 2021 this committee agreed to set up a development fund of £25m (net) over the next five years. This has now been allocated into several schemes which have all been included in the Capital Programme based on the indicative costs for the developments as at the end of November 2022. The sums associated with each scheme will only be released following approval of each scheme by this Committee and, due to the sums involved, the approval of both the Corporate Management Committee & Full Council. For estimation purposes, assumptions have been made about each schemes financing and draft figures for the use of HRA working balances has been included in the estimates.
- 3.14 On 18 October 2022 this committee, and latterly Full Council, approved a budget of £5m to appoint consultants to progress the Parkside Regeneration project. Due to the very nature of such development proposals, in line with local government accounting requirements, these costs will fall on the HRA Revenue budget until such time as the scheme progresses to full construction. When full construction begins these costs will be recharged to the new capital construction budget and the HRA revenue budget will be recredited with the costs transferred. Should it not be possible for the scheme to progress for any reason any expenditure incurred to that point will remain a cost to the revenue account. The budget for 2023/24 assumes a cost of £1.250m being financed from HRA Reserves.
- 3.15 For several years the Council has been acquiring properties in order to help replace those properties sold under the Right to Buy, and to extinguish 1-4-1 receipts. An annual budget of £1.3m for these purchases remains in the Capital Programme for 2023/24 in case of delays to the development schemes. 40% of these costs is met from set aside Capital Receipts, the residual costs of around £780,000 are funded from HRA balances, as detailed in the HRA Estimates summary.
- 3.16 A summary of the effect of the financing of these schemes on the HRA balance can be found in the table at the bottom of page 34 of the appendix.

### **Housing Growth items**

- 3.17 The Housing Area Business Plan 2023.24 set out elsewhere on this agenda includes the following revenue growth items:

<b>Growth Title</b>	<b>£000</b>
One-off fire safety works for compliance with Building safety Act	20
New tenancy agreement – legal advice & consultation	10
Discretionary hardship fund increased	25
Tenant incentive scheme (part of financial wellbeing strategy)	10
<b>HRA - Revenue Only Growth</b>	<b>65</b>

- 3.18 On the assumption that Members are inclined to agree to these, a line with the above total amount has been included on the HRA Summary page to ensure that the costs are included in the budget. Should members wish not to approve any of these growth requests, the budget will be amended accordingly.

- 3.19 For completeness, the growth request also includes the following capital schemes for which it is assumed there will be no additional ongoing associated revenue costs:

	23/24	24/25	25/26
Growth Title	£000	£000	£000
Housing estate paths	200	TBC	TBC
IRL boiler replacement	500	-	-
IT enhancements - NEC Housing	50	50	50
Housing HRA - Capital	750	50	50

## 4 RENT REVIEWS

- 4.1 Current guidance from the government allows providers of Social Housing to increase rents by a maximum of CPI + 1%. (The September 2022 CPI figure was 8.8% which means the Council could potentially have increased rents by 9.8%). However, in the Autumn statement, November 2022 the Chancellor announced social rents would be capped at 7% for the year 2023/24 in order to mitigate the impact of rising inflationary pressures on social tenants. After considering future repayments to the PWLB, and the high level of Housing repairs required in the near future, officers are recommending a rent increase of the full 7% with effect from April 2023.
- 4.2 An increase at this level means that any tenant who receives assistance through Housing Benefits and or Universal Credits will continue to receive similar levels of benefit next year. In a normal year without a cap any increase over the proposed maximum will result in the Council being penalised through the DWP Housing Benefit subsidy mechanism, thereby potentially cancelling out a significant proportion of any betterment achieved. As we are capped at 7% this does not apply this year.
- 4.3 Table 3 shows the predicted average rent levels by property bedroom size, based upon an across the board rent increase of 7% for 2023/24:

No. of Beds	Average weekly rent 2022/23	April 2023 increase (7%)	Average weekly rent 2023/24
	£	£	£
Bedsit	71.32	4.99	76.31
1 Bed	98.06	6.86	104.92
2 Bed	117.54	8.23	125.77
3 Bed	128.40	8.99	137.39
4 Bed	140.34	9.82	150.16
5+ Bed	158.48	11.09	169.57

- 4.4 The proposed increase in rents will result in an average rent in Runnymede of £124.16 in 2023/24, which is around £7.91 more than in the current year.
- 4.5 The above table does not include those properties let on Affordable rents which it is also proposed will increase in line with the guidance where this is possible, within the current

affordability limits. The average rents for the 38 units (at April 2022) let at Affordable rents was £190.66. This includes the 9 new units at St George's Road.

## **5 OTHER HRA RENTS AND CHARGES**

5.1 Rents and charges are set out in the schedule that follows the estimates. The levels of income generated from the proposed charges are included in the estimates for 2023/24.

### **Tenant Service Charges**

5.2 Government policy recommends that services that are over and above that required for general management and maintenance are separately identified and charged to tenants. Local authorities retain discretion to decide what services it is appropriate to charge for. The government expects authorities to increase service charges by no more than inflation (CPI + 1.0%) unless there are clearly identified reasons for a change (e.g. different level of service, energy price increases).

5.3 As in previous years the charges have been reviewed to reflect changes in the costs of services provided at each estate. Details of the new proposed charges are included in the attached fees & charges schedule.

5.4 During the coming year officers are proposing to introduce tenants service charges on temporary accommodation lettings and initially this will only be levied on new tenancies. The charges which will be calculated on a property by property basis, by Housing officers, will be based upon relevant costs so as to ensure that where applicable the tenants will be able to claim Housing Benefits to cover these costs. Once introduced the relevant charges will be included in subsequent years fees and charges tables.

### **Heating and Hot Water charges**

5.5 Charges are made for heating and hot water at Independent Retirement Living (IRL) properties that do not have separate meters. The charges at Beomonds and Floral House cover heating and hot water. The charge at Heatherfields covers heating only as the hot water supplies are separately metered. All three schemes have communal gas boilers.

5.6 Members will be aware that energy prices have been highly volatile recently and it is difficult to predict future movements with any real certainty. Although the Council is able to buy energy supplies in bulk, we are not immune to these price changes.

5.7 This bulk buying meant that the Council was able to leave the charges paid by tenants unchanged for 2022/23 however as anticipated last year these charges now need to increase in-line with inflationary pressures and the standard corporate inflationary increase of approximately 35% has been applied for 2023/24.

	Current charges		New Charges (£)	
	Weekly	Annual	Weekly	Annual
Beomonds	£6.70	£348.40	£9.00	£468.00
Floral House	£6.70	£348.40	£9.00	£468.00
Heatherfields	£3.60	£187.20	£4.90	£254.80

### **Use of Guest Bedrooms**

5.8 A charge is made for the use of guest bedrooms in IRL accommodation. This charge was last increased in April 2019 resulting in a charge of £13.00 a night (including VAT).

This charge normally generates around £500 pa, and no increase is proposed for the coming year.

### **Heathervale Way Mobile Home Site**

- 5.9 An increase in line with those proposed for HRA dwellings of 7% is recommended for the caravan rents to be effective from the first rent week in April 2023. Table 5 sets out the revised weekly rents accordingly:

	No. of units	2022/23	2023/24
		£	£
Single room mobile homes	11	56.30	60.20
Double room mobile homes	6	84.45	90.40

- 5.10 As previously reported, in January 2015 the government introduced new regulations to limit the level of increase in Mobile Home pitch fees (site rents), and this generally limits any uplift to the level of increase in the Retail Price Index (RPI). A further complication is that any increase from April 2023 will need to be based upon the January inflation indices issued in February 2023, and so it is proposed that officers calculate the appropriate increase in late February so that we can advise the residents of the site accordingly. The attached estimates are based upon an increase of 7.0% to match the other capped charges in this report.

### **Rents of Shared Ownership Properties**

- 5.11 Shared Ownership rents are not covered by the 7% cap announced by the Government in November. As set out in the terms of most lease agreements, rents are permitted to increase by a maximum of the Retail Prices Index (RPI) for a given month plus 0.5%. In November, RPI was 14%. This means that rents could increase by as much as 14.5% in 2023-24. This particularly high increase would come at a time when shared owners will also be facing other pressures on their household finances, including rising interest rates. It has therefore been decided to cap this increase in 23/24 to 7%.

### **Shared Houses**

- 5.12 The Council has adapted two properties into Shared houses, which each provide four separately rented rooms. The cost of these works was met from the repairs budget and the intention is that where possible we will use these properties as an alternative to Bed & Breakfast accommodation. Rents for these eight rooms average around £107.00pw plus service charges in 2022 and in order not to breach the affordable rents (80% of market rents) and bearing in mind cost of living pressures, it is proposed that these rents will not be increased in April 2023. It is necessary to limit these rents as otherwise the charges would not be eligible for 100% Housing Benefits assuming the tenant's personal circumstances met the necessary criteria, which could negate one of the main points of creating these facilities.

### **Other charges**

- 5.13 In April 2018 the Council introduced a new Management charge of £17 for the tenants of the IRL schemes, which was created to replace the former Supporting People charge that was covered by a subsidy from Surrey CC. For those tenants in receipt of benefits the costs are picked up as a Service Charge for benefit purposes. In light of the current cost of living climate and the ongoing review of the working arrangements for the IRL managers no change to this charge is proposed for April 2023.

## **6 HRA RISKS**

- 6.1 In setting the budgets for 2023/24 it is important to set out the risks that have been considered and factored into the HRA estimates.

**Universal Credits** – Approximately 865 households are currently in receipt of Universal Credit. Wherever possible we encourage the rental element for these payments to be made directly to the Council. Officers use an analytic system through NEC to monitor and recover rent arrears.

**Inflation** – Traditionally in Housing, inflation was not regarded as a problem as rents tended to be linked to inflation, meaning that when costs increased so did the rents charged. Between April 2016 and March 2020 this was an issue as our rents were reduced annually by 1% while the Government's favoured inflation indices (CPI) was increasing by 2-3% pa. Following the government's decision to once more allow Councils to increase social rents for 5 years from April 2020, it was hoped that inflation would not create such issues in the near future, however rents were capped at 7% for 23/24 whilst inflation was running at 9.6% in October.

**Debt Repayment** – Due to the enforced reduction in rent levels between April 2016 and March 2020 and the need to build new affordable housing in order to utilise the retained "1-4-1 Right to Buy receipts", there is some uncertainty if there will be sufficient funds between 2032 & 2042 with which to pay down the £90m of PWLB loans that fall due in that period. (See also Para 3.5 above).

**Major Insurance incident** – While any costs from a major claim will generally be met in the form of an insurance claim, the disruption caused to the Housing department and tenants within our already constrained stock, places a large imposition on the work force and inevitable disruption to households affected.

## **7 GENERAL FUND FEES AND CHARGES**

### **Other Housing charges**

- 7.2 Following an increase in April 2021 no further changes to the Bed & Breakfast charges have been proposed for the coming year. As a consequence the weekly (and daily) accommodation charges for the use of Bed & Breakfast Accommodation remain unchanged at £182 (daily £26). It is necessary to keep this charge below the LHA rate in order that users of the service can obtain HB support to cover the costs of their stay for this accommodation, and officers will keep an eye on LHA rates with a view to amend charges in subsequent years.
- 7.3 As our charges in respect of Houses in Multiple occupation licences (HMO fees) are already felt to be high, no increase has been proposed for next year.

## **8. H.R.A. - CONCLUSION**

- 8.1 The setting of the estimates for 2023/24 is based upon the assumptions included within the HRA Business Plan (unless specified above), having been updated for developments that have occurred over the last year.
- 8.2 The proposed rent increase of 7% from April 2023 is consistent with government guidance, which will also ensure that the authority will not be penalised through the loss of Rent Rebates subsidy entitlement.
- 8.3 The large increase in the Housing Repairs budget for 2023/24 represents the continuation of a multiyear programme of reversing the low level of expenditure for several years, and will help the authority meet its Decent Homes obligations and includes deferred expenditure from the current year.

- 8.4 The table below shows the HRA estimated balances and reserves at the 31 March each year.

<b>Table 6: HRA estimated balances and reserves £m</b>		
<b><u>Description</u></b>	<b><u>March 2023</u></b>	<b><u>March 2024</u></b>
HRA working Balances	£32.6m	£29.4m
Major Repairs Reserve	£4.7m	£nil
Proceeds from Right to Buy Sales		
- Sums set aside for debt repayment	£1.0m	£1.3m
- Retained 1-4-1 receipts	£1.5m	£0
HRA PWLB loan borrowings	£100.0m	£100.0m

- 8.5 The above table illustrates that while there are considerable balances in the Housing Revenue Account, it should be noted that this needs to cover both current and future spending plans, new developments that may be agreed by this Committee, and also the future need to service the £100m of borrowings between April 2022 and March 2042.
- 8.6 The attached estimates only cover the financial period to March 2024, though it is planned to bring an updated copy of the 30 year HRA Financial model to the March 2023 meeting of this Committee in which members will be able to consider the longer term financial priorities of the Housing Revenue Account.

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## Housing Revenue Account

### Budget for the year ending 31 March 2024

	<u>2021/22</u> Actual £	<u>2022/23</u> Estimate £	<u>2022/23</u> Probable £	<u>2023/24</u> Estimate £
<b><u>Expenditure</u></b>				
General management	1,902,491	2,264,889	3,355,539	3,396,179
Special services management	679,417	927,538	927,768	984,318
Supporting people for Council tenants	112,470	181,800	181,800	177,700
Mobile home site (Net)	(153,600)	(169,050)	(179,050)	(186,100)
Housing repairs	7,586,870	15,201,080	12,157,430	15,193,780
Less funded from major repairs reserve	(3,783,532)	(11,720,000)	(8,020,000)	(10,565,000)
Sale of Council houses administration	0	0	0	0
Other HRA Expenditure	549,569	518,000	532,300	555,600
Debt charges	3,425,430	3,379,000	3,379,000	3,379,000
Depreciation charges	1,980,492	1,963,241	1,963,241	1,963,241
Additional Revenue contribution to Major Repairs reserve	0	6,737,054	6,737,054	3,918,040
Additional Growth requests to be agreed	0	0	0	250,000
<b>Total expenditure</b>	<b>12,299,607</b>	<b>19,283,552</b>	<b>21,035,082</b>	<b>19,066,758</b>
<b><u>Income</u></b>				
Rent from dwellings	16,640,485	17,390,800	17,390,800	18,616,948
Non-dwelling rents and income	197,679	187,200	202,700	216,300
Interest on balances	85,293	95,800	849,000	1,239,000
<b>Total income</b>	<b>16,923,457</b>	<b>17,673,800</b>	<b>18,442,500</b>	<b>20,072,248</b>
<b>Surplus (deficit) in the year</b>	<b>4,623,850</b>	<b>(1,609,752)</b>	<b>(2,592,582)</b>	<b>1,005,491</b>

### Housing revenue account working balance

	<u>2021/22</u> Actual £	<u>2022/23</u> Estimate £	<u>2022/23</u> Probable £	<u>2023/24</u> Estimate £
<b>Balance brought forward</b>	<b>29,254,135</b>	<b>26,945,596</b>	<b>32,632,179</b>	<b>29,432,133</b>
Add surplus (less deficit) in the year	4,623,850	(1,609,752)	(2,592,582)	1,005,491
Capital expenditure - new purchases	(600,465)	(780,000)	0	(780,000)
Capital expenditure - new build programme	(628,854)	(1,430,000)	(48,000)	(5,294,202)
Capital expenditure - further potential schemes	(16,486)	(5,000,000)	0	(750,000)
Capital expenditure - IT Schemes	0	0	(188,797)	0
Capital expenditure - Green Homes	0	0	(370,667)	0
<b>Balance carried forward</b>	<b>32,632,180</b>	<b>18,125,844</b>	<b>29,432,133</b>	<b>23,613,422</b>
<b>Major Repairs Reserve balance</b>	<b>4,003,424</b>	<b>0</b>	<b>4,683,719</b>	<b>0</b>
<b>Total balances</b>	<b>36,635,604</b>	<b>18,125,844</b>	<b>34,115,852</b>	<b>23,613,422</b>

## General management

### Service description

<b>Budget manager:</b>	Corporate Head of Housing - Mr A Vincent
<b>Service function:</b>	General management of the Council's housing stock including <ul style="list-style-type: none"> <li>- Policy and management</li> <li>- Tenancy applications and selection of tenants</li> <li>- Rent collection and accounting</li> </ul>
<b>Legal status:</b>	Sections 20 - 27 of the Housing Act 1985.
<b>Policy objectives:</b>	Set out in the HRA business plan and the strategic plan.

### Budget for the year ending 31 March 2024

	<u>2021/22</u> Actual £	<u>2022/23</u> Estimate £	<u>2022/23</u> Probable £	<u>2023/24</u> Estimate £
<b><u>Expenditure</u></b>				
<u>Employees</u>				
Salaries	807,133	965,100	965,100	975,900
Training and recruitment	21,108	43,000	43,000	47,300
<u>Premises related expenses</u>				
Council tax - empty dwellings	70,297	16,400	16,400	18,040
<u>Transport related expenditure</u>				
Travelling and subsistence	13,800	14,700	14,700	14,800
<u>Supplies and services</u>				
General office expenses	53,722	42,370	42,370	49,347
Communications and computing	66,293	49,470	115,970	101,416
Payment of rent - collection fees	2,889	4,000	4,000	4,400
Legal and other expenses	69,320	56,900	65,690	71,639
Insurance	267,316	303,954	303,954	317,767
Removal and disturbance expenses	5,958	75,000	56,460	75,000
DHP top-up	8,020	50,000	50,000	50,000
<u>Parkside new Housing project</u>				
Pre-development expenditure			1,025,000	1,025,000
<u>Support services</u>				
Capital Charges	10,305	39,915	39,915	39,915
<b>Gross expenditure</b>	<b>2,037,041</b>	<b>2,322,589</b>	<b>3,413,739</b>	<b>3,455,604</b>
<b><u>Income</u></b>				
Grants & contributions	80,100	3,800	3,800	3,800
Legal expenses recovered	1,009	2,000	2,000	2,000
Other Costs Recovered	576	0	500	1,000
Insurance premiums recharged	14,165	14,500	14,500	15,225
Recharge to General Fund	38,700	37,400	37,400	37,400
<b>Gross income</b>	<b>134,550</b>	<b>57,700</b>	<b>58,200</b>	<b>59,425</b>
<b>Net expenditure</b>	<b>1,902,491</b>	<b>2,264,889</b>	<b>3,355,539</b>	<b>3,396,179</b>

## Special services management

### Service description

<b>Budget managers:</b>	Head of Housing Technical Services - Mr S. Allen Housing Services Manager - Mrs A Travers
<b>Service function</b>	Services to HRA tenants including the running costs and management of, plant (e.g. lifts) lighting of staircases and courtyards; caretaking; cleaning and ground maintenance; sheltered accommodation managers; and other services (mainly shared) to HRA tenants.
<b>Legal status</b>	Sections 20 - 27 of the Housing Act 1985. Housing Act 1985 s27BA (consultation with tenants with respect to management)

### Budget for the year ending 31 March 2024

	<u>2021/22</u> Actual £	<u>2022/23</u> Estimate £	<u>2022/23</u> Probable £	<u>2023/24</u> Estimate £
<b><u>Expenditure</u></b>				
<u>Employees</u>				
Managerial and administrative staff	83,400	98,400	98,400	101,700
Scheme managers	32,300	40,600	40,600	40,600
Caretaking and cleaning	133,918	146,750	146,750	146,750
<u>Premises related expenses</u>				
Building maintenance (tenants initiatives)	17,342	200,700	200,700	200,700
Energy and utility costs	142,831	147,470	147,470	199,085
Rent, rates and insurance	5,229	9,600	9,600	10,080
Cleaning and domestic supplies	14,999	15,850	15,850	17,435
Grounds maintenance	127,762	97,090	97,090	100,890
Furniture & Equipment	0	3,200	3,200	3,200
<u>Transport related expenditure</u>				
Use of vehicles	8,095	7,900	7,900	7,900
Car allowances	2,500	2,500	2,500	2,500
<u>Supplies and services</u>				
General expenses - TV Licences	1,559	1,720	1,720	1,720
General expenses (tenants participation)	15,026	33,100	33,100	33,890
Communications and computing	11,491	12,050	12,050	12,050
Community First Initiative	3,237	25,000	25,000	25,000
<u>Support services</u>	96,100	100,400	100,630	100,370
<u>Capital Charges</u>	1,408	1,408	1,408	1,408
<b>Gross expenditure</b>	<b>697,197</b>	<b>943,738</b>	<b>943,968</b>	<b>1,005,278</b>
<b><u>Income</u></b>				
Grants & Contributions	4,380	1,800	1,800	1,800
Sales, fees and charges	13,021	13,900	13,900	18,660
Rents and leases	379	500	500	500
<b>Net expenditure</b>	<b>679,417</b>	<b>927,538</b>	<b>927,768</b>	<b>984,318</b>

## Supporting people (for Council tenants)

### Service description

Budget manager: Housing Services Manager - Mrs A Travers

Service function: To provide support for housing tenants, primarily in our sheltered stock and those using the community alarm scheme.

Legal status:  
 Housing Act 1985 s11A (provision of welfare services)  
 Section 128 of the Leasehold Reform, Housing and Urban Development Act 1993.  
 Section 2 of the Local Government Act 2000.

Policy objective: To provide support for vulnerable clients and collect appropriate Support charges.

### Budget for the year ending 31 March 2024

	<u>2021/22</u> Actual £	<u>2022/23</u> Estimate £	<u>2022/23</u> Probable £	<u>2023/24</u> Estimate £
<b><u>Expenditure</u></b>				
<u>Employees</u>				
Salaries	160,600	192,800	192,800	188,700
<u>Transport related expenditure</u>				
Staff travelling and subsistence	2,700	2,700	2,700	2,700
<u>Supplies and services</u>				
Furnishing - renewals	3,290	16,500	16,500	16,500
Community alarm system recharge	118,200	120,500	120,500	120,500
<u>Support services</u>				
	23,000	19,800	19,800	19,800
<b>Gross expenditure</b>	<b>307,790</b>	<b>352,300</b>	<b>352,300</b>	<b>348,200</b>
<b><u>Income</u></b>				
Grants & Contributions	14,368	0	0	0
Sheltered dwellings tenants charges	177,558	170,500	170,500	170,500
Charges to clients - Community Alarms	3,394	0	0	0
<b>Gross income</b>	<b>195,320</b>	<b>170,500</b>	<b>170,500</b>	<b>170,500</b>
<b>Net expenditure</b>	<b>112,470</b>	<b>181,800</b>	<b>181,800</b>	<b>177,700</b>

## Mobile home site

### Service description

**Budget manager:** Housing Services Manager - Mrs A Travers

**Service function** Supervision, management and maintenance of the Councils mobile home site at Heathervale, providing both private pitches and accommodation for homeless families.

**Legal status** Section 24 of the Caravan Sites and Control of Development Act 1960

**Note:** The budget for this service does not include the capital charge for the Heathervale Site.

### Budget for the year ending 31 March 2024

	<u>2021/22</u> Actual £	<u>2022/23</u> Estimate £	<u>2022/23</u> Probable £	<u>2023/24</u> Estimate £
<b><u>Expenditure</u></b>				
<u>Employees</u>				
Salaries	8,100	8,900	8,900	12,900
Wages	700	700	700	700
<u>Premises related expenses</u>				
Maintenance of vans and site	3,677	3,100	3,100	3,100
Fuel, light, cleaning and water	25,445	25,700	25,700	33,850
Rates, insurance and telephone	3,617	1,500	1,500	1,500
<u>Transport related expenditure</u>				
Car Allowances	100	100	100	100
<u>Support services</u>				
	7,800	8,100	8,100	8,100
<b>Gross expenditure</b>	<b>49,439</b>	<b>48,100</b>	<b>48,100</b>	<b>60,250</b>
<b><u>Income</u></b>				
<u>Fees and charges</u>				
Sale of mobile homes - commission	25,000	20,000	30,000	30,000
Site rents (net of voids)	120,006	129,000	129,000	138,030
Rent of mobile homes (net)	38,833	48,300	48,300	51,680
Water charges	18,750	19,400	19,400	26,190
Miscellaneous	450	450	450	450
<b>Gross income</b>	<b>203,039</b>	<b>217,150</b>	<b>227,150</b>	<b>246,350</b>
<b>Net expenditure</b>	<b>(153,600)</b>	<b>(169,050)</b>	<b>(179,050)</b>	<b>(186,100)</b>

## Housing repairs - maintenance

### Service description

<b>Budget manager:</b>	Head of Housing Technical Services - Mr S. Allen
<b>Service function:</b>	To maintain and enhance the condition of the Council's Housing stock.
<b>Legal status:</b>	Section 11 of the Landlord and Tenants Act 1985
<b>Policy objectives:</b>	To provide a customer focussed repairs service which maintains and improves the condition of our stock.

### Budget for the year ending 31 March 2024

	<u>2021/22</u> Actual £	<u>2022/23</u> Estimate £	<u>2022/23</u> Probable £	<u>2023/24</u> Estimate £
<u>Planned maintenance</u>				
Cyclic works - external decorations	200,092	0	0	0
Cyclic works - communal decorations	0	27,000	27,000	27,000
Annual maintenance and inspection (net)	508,128	616,500	616,500	616,500
Rolling repairs programme	0	8,000	8,000	8,000
<b>Total planned maintenance</b>	<b>708,220</b>	<b>651,500</b>	<b>651,500</b>	<b>651,500</b>
<u>Special works</u>				
Major works - Revenue	0	0	315,000	1,115,000
Major works - Capital	1,976,032	8,820,000	2,860,000	3,605,000
Sheltered scheme works	0	0	0	0
<b>Total special works</b>	<b>1,976,032</b>	<b>8,820,000</b>	<b>3,175,000</b>	<b>4,720,000</b>
<u>Demand maintenance</u>				
Houses, flats and communal areas	723,369	703,000	708,900	708,900
Temporary Accomodation units	19,531	26,000	26,000	26,000
Sheltered housing	58,562	62,000	62,000	62,000
<b>Total demand maintenance</b>	<b>801,462</b>	<b>791,000</b>	<b>796,900</b>	<b>796,900</b>
<u>Major improvement schemes</u>				
Central heating	716,884	1,250,000	2,410,000	1,160,000
Kitchen and bathroom upgrades	1,090,616	1,650,000	1,700,000	1,700,000
Roof replacement works	0	0	850,000	3,350,000
Window & Door replacements	0	0	200,000	750,000
<b>Total major improvement schemes</b>	<b>1,807,500</b>	<b>2,900,000</b>	<b>5,160,000</b>	<b>6,960,000</b>
<u>Other maintenance</u>				
Void repairs and decoration allowances	812,079	551,500	872,500	551,500
Disabled conversions (net)	281,640	200,000	200,000	200,000
<b>Total other maintenance</b>	<b>1,093,719</b>	<b>751,500</b>	<b>1,072,500</b>	<b>751,500</b>
<u>Insurance claims (excl. rent loss)</u>				
Insured costs	7,009	103,000	103,000	103,000
- Less policy excess	(1,000)	(3,000)	(3,000)	(3,000)
<b>Gross cost of insurance claims</b>	<b>6,009</b>	<b>100,000</b>	<b>100,000</b>	<b>100,000</b>
<b>Gross Expenditure</b>	<b>6,392,942</b>	<b>14,014,000</b>	<b>10,955,900</b>	<b>13,979,900</b>
<u>Income</u>				
Insurance company settlement of claims	6,009	100,000	100,000	100,000
<b>Gross Income</b>	<b>6,009</b>	<b>100,000</b>	<b>100,000</b>	<b>100,000</b>
<b>Total maintenance budget</b>	<b>6,386,933</b>	<b>13,914,000</b>	<b>10,855,900</b>	<b>13,879,900</b>

See next page for supervision costs

## Housing repairs - supervision

### Service description

<b>Budget manager:</b>	Head of Housing Technical Services - Mr S. Allen
<b>Service function:</b>	The cost of supervising the maintenance of the Council's Housing Stock
<b>Legal status:</b>	Section 11 of the Landlord and Tenants Act 1985
<b>Policy objectives:</b>	To improve maintenance of the housing stock. To maintain high levels of tenant satisfaction. To achieve and maintain the decent homes standard.

### Budget for the year ending 31 March 2024

	<u>2021/22</u> Actual £	<u>2022/23</u> Estimate £	<u>2022/23</u> Probable £	<u>2023/24</u> Estimate £
<b><u>Expenditure</u></b>				
Salaries	712,135	812,200	814,650	823,700
Training costs	2,270	2,000	2,000	2,000
Car allowances	14,900	15,000	15,000	15,000
Supplies and services	72,252	52,200	64,200	64,200
<b><u>Support services</u></b>	402,280	409,580	409,580	412,880
Recharges	(3,900)	(3,900)	(3,900)	(3,900)
<b>Total supervision costs</b>	<b>1,199,937</b>	<b>1,287,080</b>	<b>1,301,530</b>	<b>1,313,880</b>
Total maintenance costs (previous page)	6,386,933	13,914,000	10,855,900	13,879,900
<b>Gross housing repairs expenditure</b>	<b>7,586,870</b>	<b>15,201,080</b>	<b>12,157,430</b>	<b>15,193,780</b>

### **Improvement works counting as capital expenditure**

(For information only)

	<u>2021/22</u> Actual £	<u>2022/23</u> Estimate £	<u>2022/23</u> Probable £	<u>2023/24</u> Estimate £
Special major works	1,976,032	8,820,000	2,860,000	3,605,000
Central heating programme	716,884	1,250,000	2,410,000	1,160,000
Kitchen and bathroom upgrade works (incl ex	1,090,616	1,650,000	1,700,000	1,700,000
Roof replacement works	0	0	850,000	3,350,000
Window & Door replacements	0	0	200,000	750,000
<b>Total capital repairs</b>	<b>3,783,532</b>	<b>11,720,000</b>	<b>8,020,000</b>	<b>10,565,000</b>
To be met from Major Repairs Reserve	3,783,532	11,720,000	8,020,000	10,565,000

## Sale of Council houses

### Service description

<b>Budget managers:</b>	Housing Services Manager - Mrs A Travers
<b>Service function</b>	To administer the Right to Buy scheme.
<b>Legal status</b>	Part V of the Housing Act 1985, as amended by Part II of the Leasehold Reform, Housing and Urban Development Act 1993.
<b>Policy objectives:</b>	Process Right To Buy applications quickly and efficiently.

### Budget for the year ending 31 March 2024

	<u>2021/22</u> Actual £	<u>2022/23</u> Estimate £	<u>2022/23</u> Probable £	<u>2023/24</u> Estimate £
<b><u>Expenditure</u></b>				
<u>Employees</u>				
Salaries	9,400	10,700	10,700	11,100
<u>Transport related expenditure</u>				
Car allowances	200	200	200	200
<u>Supplies and services</u>				
Valuation and other fees	15,601	12,200	12,200	12,200
<u>Support services</u>	18,000	19,100	19,100	19,100
<b>Gross expenditure</b>	<b>43,201</b>	<b>42,200</b>	<b>42,200</b>	<b>42,600</b>
Charged to capital receipts	(43,201)	(42,200)	(42,200)	(42,600)
<b>Met by the Housing Revenue Account</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## HRA debt charges and depreciation

### Service description

**Budget managers:** Senior Accountant (Technical & Commercial) - Ms E Lyons

**Service function** This page details the major changes relating to the HRA revenue budgets as a consequence of the "Housing Reform" in April 2012.

### Budget for the year ending 31 March 2024

	<u>2021/22</u> Actual £	<u>2022/23</u> Estimate £	<u>2022/23</u> Probable £	<u>2023/24</u> Estimate £
<b><u>Debt charges</u></b>				
Interest on borrowings	3,425,430	3,379,000	3,379,000	3,379,000
Dealing charges				
<b>Net expenditure</b>	<b>3,425,430</b>	<b>3,379,000</b>	<b>3,379,000</b>	<b>3,379,000</b>
 <b><u>Depreciation transferred to major repairs reserve</u></b>				
Depreciation	1,980,492	1,963,241	1,963,241	1,963,241
Additional Revenue contribution to reserve		6,737,054	6,737,054	3,918,040
<b>Net expenditure</b>	<b>1,980,492</b>	<b>8,700,295</b>	<b>8,700,295</b>	<b>5,881,281</b>

See table below for accumulated balances and movements on account.

### **Major Repairs Reserve summary**

	<u>2021/22</u> Actual £	<u>2022/23</u> Estimate £	<u>2022/23</u> Probable £	<u>2023/24</u> Estimate £
Opening balance at start of year	5,806,464	3,019,705	4,003,424	4,683,719
Contributions to reserve	1,980,492	8,700,295	8,700,295	5,881,281
Capital expenditure funded from reserve	(3,783,532)	(11,720,000)	(8,020,000)	(10,565,000)
Net movement in year	(1,803,040)	(3,019,705)	680,295	(4,683,719)
<b>Balance at year end</b>	<b>4,003,424</b>	<b>0</b>	<b>4,683,719</b>	<b>0</b>

## Other HRA expenditure

### Service description

**Budget managers:** Head of Housing - Ms M. Ward  
Senior Accountant (Technical & Commercial) - Ms E Lyons

**Service function** Miscellaneous accounting entries and corporate recharges

### Budget for the year ending 31 March 2024

	<u>2021/22</u> Actual £	<u>2022/23</u> Estimate £	<u>2022/23</u> Probable £	<u>2023/24</u> Estimate £
<b><u>HRA pension backfunding</u></b>	100,000	103,000	103,000	103,000
<b><u>HRA staff - accrued leave</u></b>	(24,300)	0	0	0
<b><u>HRA Leased Properties</u></b>	446	0	0	0
<b><u>Cost of capital charge</u></b>				
Civic Centre Notional charge	43,000	43,000	43,000	43,000
<b><u>Provision for uncollectable rents</u></b>	152,423	90,000	90,000	90,000
<b><u>Contribution to corporate expenses</u></b>	278,000	282,000	296,300	319,600
<b>Gross expenditure</b>	<b>549,569</b>	<b>518,000</b>	<b>532,300</b>	<b>555,600</b>

## Dwelling rents and service charges income

### Service description

<b>Budget manager:</b>	Head of Housing - Ms M. Ward
<b>Service function</b>	The collection of rent and heating charges on dwellings due on Council properties let to residents.
<b>Legal status</b>	The primary legislation relating to housing management and the collection of rents are included in sections 20 - 27 of the Housing Act 1985.
<b>Policy objective:</b>	To maximise rental collection thereby minimising the level of arrears. Implement rent increases in line with the DCLG's rent restructuring guidelines. Manage voids to minimise vacancies and loss of Income.

### Budget for the year ending 31 March 2024

#### Rents from dwellings

	<u>2021/22</u> Actual £	<u>2022/23</u> Estimate £	<u>2022/23</u> Probable £	<u>2023/24</u> Estimate £
<b><u>Income</u></b>				
<u>Rent debit</u>				
General stock dwellings	16,623,187	17,308,000	17,308,000	18,519,560
Tenants service charges	187,908	195,800	195,800	209,506
Rents of shared ownership properties	213,999	213,600	213,600	228,552
Heating charges	34,327	32,400	32,400	43,740
<b>Gross rent for dwellings</b>	<b>17,059,421</b>	<b>17,749,800</b>	<b>17,749,800</b>	<b>19,001,358</b>
<u>Less voids (rent loss on empty dwellings)</u>				
General stock dwellings	409,242	354,000	354,000	378,780
Tenant service charges	8,762	4,000	4,000	4,280
Heating charges	932	1,000	1,000	1,350
<b>Total voids on dwellings</b>	<b>418,936</b>	<b>359,000</b>	<b>359,000</b>	<b>384,410</b>
<b>Net rent for dwellings</b>	<b>16,640,485</b>	<b>17,390,800</b>	<b>17,390,800</b>	<b>18,616,948</b>

### Service statistics

	<u>2021/22</u> Actual	<u>2022/23</u> Estimate	<u>2022/23</u> Probable	<u>2023/24</u> Estimate
Average number of houses & flats	2,837	2,836	2,826	2,816
Average number of void houses & flats	84	55	70	55
Average number of DIYSO properties	60	61	56	55

## Non-dwelling rents and income

### Service description

<b>Budget managers:</b>	Head of Housing - Ms M. Ward Senior Accountant (Technical & Commercial) - Ms E Lyons
<b>Service function</b>	The collection of other HRA. rents and income
<b>Legal status</b>	The primary legislation relating to the collection of HRA income are contained in The Housing Act 1985, and the Local Government and Housing Act 1989.

### Budget for the year ending 31 March 2024

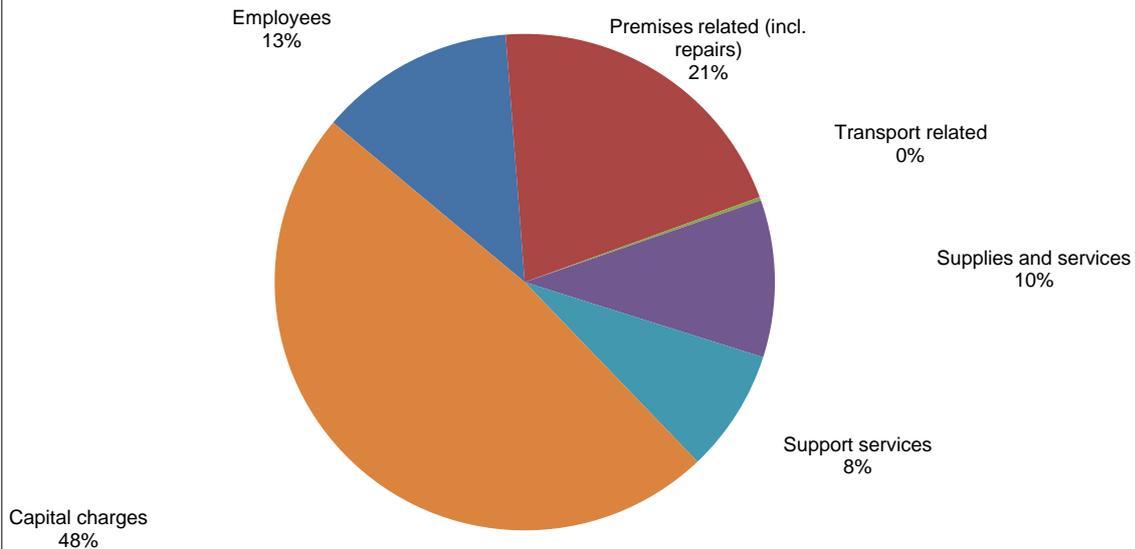
	<u>2021/22</u> Actual £	<u>2022/23</u> Estimate £	<u>2022/23</u> Probable £	<u>2023/24</u> Estimate £
<b><u>Non-dwelling rents and income</u></b>				
Rents of other properties	62,428	62,200	62,200	62,200
Leasehold service charges	107,614	100,000	110,000	121,000
Mead Court service charges	26,147	20,500	26,000	28,600
Miscellaneous receipts (e.g. small land sales)	1,490	4,500	4,500	4,500
<b>Sub total - other rents and income</b>	<b>197,679</b>	<b>187,200</b>	<b>202,700</b>	<b>216,300</b>
<b><u>Investment and mortgage income</u></b>				
Interest on balances	85,293	95,800	849,000	1,239,000
<b>Sub total - interest</b>	<b>85,293</b>	<b>95,800</b>	<b>849,000</b>	<b>1,239,000</b>
<b>Total non-dwelling rents and income</b>	<b>282,972</b>	<b>283,000</b>	<b>1,051,700</b>	<b>1,455,300</b>

## Housing revenue account

### Subjective analysis

	<u>2021/22</u> Actual £	<u>2022/23</u> Estimate £	<u>2022/23</u> Probable £	<u>2023/24</u> Estimate £
<b><u>Expenditure</u></b>				
Employees	2,046,764	2,424,150	2,426,600	2,454,350
Premises related (incl. repairs)	3,021,055	2,811,410	3,453,310	3,999,580
Transport related	42,295	43,100	43,100	43,200
Supplies and services	714,174	858,164	1,951,914	1,983,829
Support services	1,466,060	1,500,760	1,524,690	1,544,930
Capital charges	5,460,635	12,163,618	12,163,618	9,344,604
Additional growth bid requests to be agreed	0	0	0	250,000
<b>Gross expenditure</b>	<b>12,750,983</b>	<b>19,801,202</b>	<b>21,563,232</b>	<b>19,620,493</b>
<b><u>Income</u></b>				
Net rents	16,675,934	17,508,900	17,508,900	18,736,468
Grants and Contributions	119,022	120,100	120,100	120,825
Fees and charges	451,984	425,350	451,350	488,390
Interest	85,293	95,800	849,000	1,239,000
Recharges to General Fund	42,600	41,300	41,300	41,300
<b>Gross income</b>	<b>17,374,833</b>	<b>18,191,450</b>	<b>18,970,650</b>	<b>20,625,983</b>
<b>Net expenditure</b>	<b>(4,623,850)</b>	<b>1,609,752</b>	<b>2,592,582</b>	<b>(1,005,491)</b>

### Expenditure Analysis 2023/24



## Fees and charges

### Housing Revenue Account

	Charge Status	From April 2022 £	From April 2023 £	% Increase	Yield £	VAT treatment
<b><u>Average council house rents (per week)</u></b>						
Bedsit	Discretionary	71.32	76.31	7.00%		Outside scope
1 bed dwelling	Discretionary	98.06	104.92	7.00%		Outside scope
2 bed dwelling	Discretionary	117.54	125.77	7.00%		Outside scope
3 bed dwelling	Discretionary	128.40	137.39	7.00%	18,519,560	Outside scope
4 bed dwelling	Discretionary	140.34	150.16	7.00%		Outside scope
5 or more bed dwelling	Discretionary	158.48	169.57	7.00%		Outside scope
 (Unless specifically reported elsewhere the rents for Corporate Properties and the Leisure Services properties, managed by Housing will be increased by an inflationary increase)						
<b><u>Tenants service charges (per week)</u></b>						
Torin Court	Discretionary	1.23	1.32	7.00%		Outside scope
Hampshire Court	Discretionary	6.38	6.83	7.00%		Outside scope
Middlesex Court	Discretionary	6.38	6.83	7.00%		Outside scope
Surrey Towers	Discretionary	6.38	6.83	7.00%		Outside scope
Sussex Court	Discretionary	6.19	6.62	7.00%		Outside scope
Audley & Southam House	Discretionary	1.47	1.57	7.00%		Outside scope
Fairoaks Court	Discretionary	1.12	1.20	7.00%		Outside scope
Oaklands Court	Discretionary	1.23	1.32	7.00%	209,506	Outside scope
Beomonds	Discretionary	18.51	19.81	7.00%		Outside scope
Darley Dene	Discretionary	13.25	14.18	7.00%		Outside scope
Floral House	Discretionary	11.50	12.31	7.00%		Outside scope
Grove Court	Discretionary	10.47	11.20	7.00%		Outside scope
Heatherfields	Discretionary	9.75	10.43	7.00%		Outside scope
Shared Houses	Discretionary	9.09	9.73	7.00%		Outside scope
<b><u>Independent Retirement Living (IRL)</u></b>						
Use of Guest Bedrooms by relatives and friends of tenants in sheltered housing - charge per night per person	Discretionary	13.00	13.00	0.00%	500	Standard
Disabled persons Buggy store - Battery Charging, per week	Discretionary	2.20	2.20	0.00%		Standard
Hairdresser per hour	Discretionary	6.10	6.10	0.00%	0	Standard
Chiropodist per day	Discretionary	21.00	21.00	0.00%		Exempt
<b><u>Heathervale Way mobile home site - New Haw</u></b>						
Net site rent per pitch per week	Discretionary	37.60	40.20	6.91%	138,030	Exempt
Rent of council mobile homes	Discretionary	56.30	60.20	6.93%		Exempt
Rent of new larger council mobile homes	Discretionary	84.45	90.40	7.05%	51,681	Exempt

## Fees and charges

### Housing Revenue Account

	Charge Status	From April 2022 £	From April 2023 £	% Increase	Yield £	VAT treatment
<b><u>Heating and hot water charges - Independent Retirement Living</u></b>						
Charge per week						
- Beomonds and Floral House	Discretionary	6.70	9.00	34.33%	43,740	Outside scope
- Heatherfields	Discretionary	3.60	4.90	36.11%		
<b><u>Tenants fee for denying access to premises (includes VAT)</u></b>						
Where a tenant breaks an agreement to make available, access to housing staff and contractors (The Director of Housing and Community Services is authorised to vary this charge as appropriate).						
	(Incl VAT)	50.00	50.00	0.00%	0	Standard
<b><u>Independent Retirement Living - Management &amp; Administration charge</u></b>						
- Weekly Management & Administration charge	Discretionary	17.00	17.00	0.00%	170,500	Outside scope
<b><u>Weekly charge for Community Alarm service</u></b>						
- Full charge for HRA tenants	Discretionary	0.00	0.00	-100.00%	0	Outside scope

## Fees and charges

### Housing General Fund Services

	Charge Status	From April 2022 £	From April 2023 £	% Increase	Yield £	VAT treatment
<u>Houses in multiple occupation (HMO) licensing costs</u>						
Basic fee	Discretionary	650.00	702.00	8.00%		Outside scope
Assisted application or undeclared HMO	Discretionary	800.00	864.00	8.00%		Outside scope
Reduction for multiple applications from same applicant	Discretionary	76.00	82.00	7.89%	50,000	Outside scope
Reduction for renewal of fees	Discretionary	73.00	79.00	8.22%		Outside scope
<u>Homeless persons accommodation</u>						
Bed and breakfast accommodation - flat rate room charge per week	Discretionary	182.00	182.00	0.00%	30,000	Outside scope

The Borough Housing Manager is authorised to increase these charges to certain recipients of supplementary benefit from the DHSS whose lodging allowances are higher than these charges.

## Tenant and Leaseholder Engagement Strategy: Annual Update (Housing, Angela Horsey)

### Synopsis of report:

**This reports on progress against the Tenant and Leaseholder Engagement Strategy Action Plan**

### Recommendation(s):

**That Members note the progress made against the Tenant and Leaseholder Engagement Strategy Action Plan**

## 1. Context of report

- 1.1 The Tenant and Leaseholder Engagement Strategy was approved at a meeting of this Committee on 9 March 2022. An undertaking was given to provide an annual update on the delivery of the actions within the strategy.

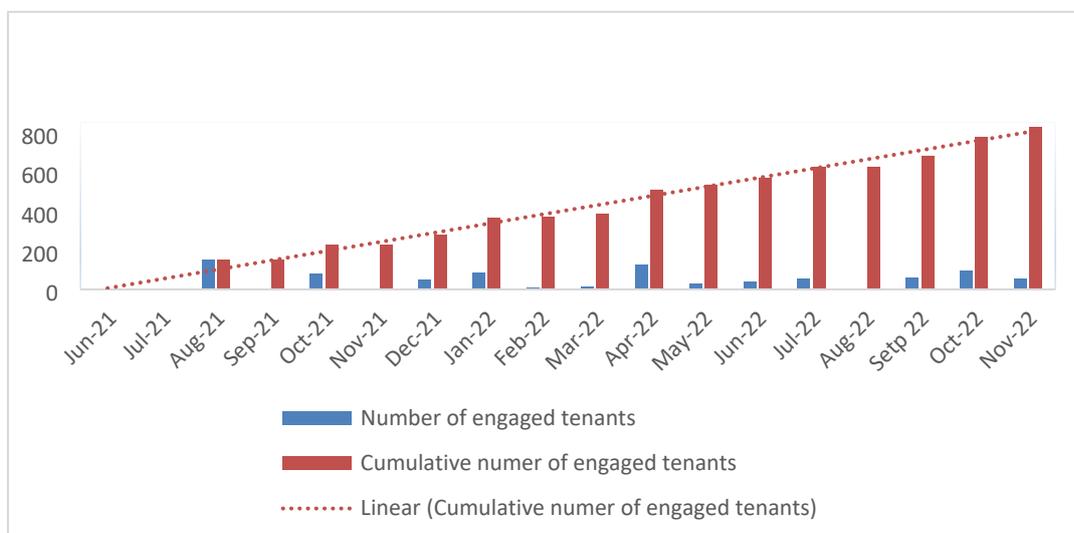
## 2. Action Plan

- 2.1 The Action Plan showing delivery against the six strategy objectives is attached at Appendix A.
- 2.2 Members are asked to note that significant progress has been made in:
- Engagement and consultation activities including the Pets in the Park event in April, the Heathervale Community Day in July; and feedback which has informed new policies and estate improvements.
  - Regular meetings of TPAS trained Tenant Engagement Champions from each Housing team.
  - Adopting a consultation planner, Engagement Toolkit, projects template and analysis of initiatives and consultations.
  - Improvements to tenants newsletters (spring and summer) and tenants annual report (autumn) [Tenant newsletters and annual reports](#).
  - Resident Reader suggest improvements to the tenant newsletters before publications are finalised and printed.
  - Improved look and content of web pages, online newsletter, use of forms, surveys, video etc. Huge increase in visitors, especially to the [Tenant engagement pages](#).
  - Digital satisfaction survey – 35% of tenants reponded.
  - Focus groups, for example the Pet Policy focus group informed arrangements for adoptiting the policy especially around awareness of the requirement for tenants to secure permission for a pet. This has further prompted the plans for an article in the next newsletter on how to seek Council for a range of situations (home improvements, lodgers etc.) Staff have contacted tenants for

their views, for example when drafting the new repairs satisfaction survey. Tenant focus groups are planned for the review of the antisocial behaviour policy and new repairs handbook.

- The programme of estate walkabouts and proposals for tenants to suggest estate improvements. For example, residents prompted the improvements underway at Heathervale Way, New Haw, including tidying, signage and to the refuse area. Similar improvements followed engagement at Audley House, Addlestone, Heronfield, Englefield Green and Stoneylands Court, Egham.
- Scheduled liaison meetings at IRL schemes on an 8 week rota to meet with tenants, in response to their suggestions of how residents could be kept better informed, for example about the planned modernization works. These sessions also informed changes to the mobility scooter policy and the new IRL Handbook [Independent Retirement Living](#)
- Pilot of tenant-led training on digital tips and skills.

**Table 1 Increase in Tenant Engagement**



2.3 The Action Plan runs throughout the life of the Strategy, with future targets including:

Action	Target Date
Set up and monitor performance targets for satisfaction with operational services	April 23
Adopt procedure for collecting and refreshing tenant profiling data	Sept 23
Increase engagement activities with leaseholders following upgrades to leasehold service charge management on NEC	Autumn 23
TPAS accreditation	Jan 24

### **3. Policy framework implications**

3.1 The stated aim of the Social Housing Regulation Bill aims to rebalance the relationship between landlords and tenants. Proposals will broaden the remit of the Regulator of Social Housing to allow it to be more proactive on consumer matters such as disrepair and safety. There will be additional requirements for social landlords to listen to their tenants and to increase transparency about their performance by introducing a new set of Tenant Satisfaction Measures.

3.2 The Corporate Plan and Empowering our Communities Strategy encourages residents' ability to effect change locally. The Tenant and Leaseholder Engagement Strategy (2021 – 2026) sets out the Council's commitment to listening to tenants and leaseholders and to taking account of their views.

3.2 Implementation of the strategy is also expected to lead to service improvements that deliver increased customer satisfaction and better value for money.

### **4. Resource implications**

4.1 There are no resource implications beyond those covered in the budget (at item six on this agenda).

### **5. Legal implications**

5.1 The regulator of Social Housing's Tenant Involvement and Empowerment Standard requires that tenants are given a wide range of opportunities to influence and be involved in formulation of policies and priorities, service standards, scrutiny of performance etc. These rights will be further strengthened in the Social Housing Regulation Bill referred to in 3.1 above.

### **6. Equality implications**

6.1 The Equalities screening undertaken prior to the adoption of this strategy noted that delivery of the objectives could be expected to have a positive impact on all tenants and leaseholders.

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

7.1 There are no known environmental, sustainability or biodiversity implications.

### **8. Conclusions**

8.1 Members are asked to note the progress against the Tenant and Leaseholder Engagement Strategy Action Plan.

**(For information)**

#### **Background papers**

Tenant and Leaseholder Engagement Strategy (2021 – 2026)

Appendix A

**Tenant and Leaseholder Engagement Strategy Action Plan**

Aim	Action Point	Progress	Target
A culture that recognises and values tenant and leaseholder engagement	<p>Staff engagement champions in each service area</p> <p>Staff have a clear understanding of benefits of engagement and how their role should include listening to residents' voices.</p> <p>Projects consider engagement early in the design process. Projects are managed effectively</p> <p>TPAS Accreditation</p>	<p>Achieved. Regular meetings in place.</p> <p>TPAS training (14 staff) completed Nov '22</p> <p>Project Objective template, Project Tracker, Engagement Planning template, Engagement process, Tenant Engagement toolkit and Consultation Plan Log are all in place</p> <p>Will work towards during 2023/24</p>	Jan 24
Improved customer satisfaction as we learn from feedback	<p>Undertake a Tenant Satisfaction Survey</p> <p>Tenant Satisfaction Measures (perception surveys). Transactional Surveys</p> <p>Annual Report to tenants and leaseholders will include satisfaction measures and outcomes from engagement</p> <p>Focus and/or Liaison groups</p>	<p>Achieved October 22</p> <p>A plan for delivery of on-goings surveys is being worked up</p> <p>Once the surveys are in place, formal reporting in the annual report will start in 2023</p> <p>Focus Group for Pet Policy held in April 2022. Further focus groups to be set up during 2023/24 including Repairs Handbook and ASB review</p>	<p>Feb 23</p> <p>Sept 23</p> <p>On-going</p>
Better value for money as we focus on tenant and leaseholder priorities	<p>Budget for improvements identified with residents</p> <p>Consult with tenants on the scope for local offers, for example services charges for communal areas</p>	<p>Draft Estate Improvement Budget Policy</p> <p>2023/24</p>	<p>Jan 23</p> <p>Apr 24</p>

Increased number of tenants and leaseholders engaging with us, especially from groups currently underrepresented	Develop a menu of opportunities and resources	Engagement Toolkit in place, and web page with opportunities.	
	Creative and appropriate use of methods and language, engagement with harder-to-reach groups	Includes fun events where staff are more visible (e.g Pets in the Park, April 22 and Heathervale Community Day July 22). Next planned is for School Lane, Egham, and a meet and greet for new Repairs contractors.	On-going
	Regular feedback to residents for example 'You said, We did'		On-going
	Promote use of cost-effective digital engagement methods including social media	Regular feedback in newsletters, web pages (including a feedback section for consultations), resident meetings, letters and emails.	
	Support resident groups in Independent Retirement Living (IRL)	Achieved Tenant newsletter online, use of QR codes to encourage participation in surveys, YouTube videos, online resident meetings, forums, decision polls, and submissions.	On-going
	Support RCRA and recruit new members	Digital Tenant Satisfaction Survey – October	On-going
	Use targeted methods of engagement, for example social media	Rota of regular liaison meetings at IRLs established and in progress	
	Launch Housing Online	Promoted new RCRA Facebook page and supported meetings around the borough	
Develop a more focussed engagement approach	Costed proposal for online chat facility to further enhance digital engagement	Targeted social media ads pointed residents to the satisfaction survey, and paid ads for Pets in the Park	On-going
	Monthly Estate Inspection Programme	Tenants recruited to trial new functionality	Mar 24
	Promote resident-led groups	Rota in place to start in Jan 2023	Jan 23
	Collect and refresh contact and profiling data, with procedures to keep up to date	Tenant and Leaseholder Association guide created. Potential for 2 new estate-based residents groups. Resident-led computer training in process.	On-going
Analysis of most effective forms of engagement	All engagement activity logged and lessons learned noted.	April 24	

Business and strategic decisions informed by customer insight	Promote use of complaints procedure and demonstrate service improvements made as a result	Information on how to complain on web and included in newsletters. Assessment against Complaints Handling Code completed Oct 22. Corrective Action Log established	On-going
	Set up performance targets for satisfaction with operational services and regular reporting on a suite of indicators with targets		April 23
	Co-creation of policies and services	Policies such as Pet policy, mobility scooter policy, have been amended to reflect resident feedback and suggestions.	
	Scrutiny Panel		Sept 23

## Parkside Regeneration (Housing, Mark Bawden)

### Synopsis of report:

1. Update regarding the procurement of consultants for the Parkside Regeneration project.
2. Update regarding the Communications Plan and actions taken.
3. Update regarding early talks with UK Power Networks regarding the high voltage overhead powerlines.

### Recommendation(s):

None. This report is for information only.

## 1 Context of report

- 1.1 On 18<sup>th</sup> October 2022 Housing Committee resolved to recommend that Full Council approve the budget to appoint consultants to progress the Parkside Regeneration project through RIBA (Royal Institute of British Architects) stages 1 to the completion of stage 3. On 20<sup>th</sup> October 2022 Full Council approved the budget.
- 1.2 The full detail of the RIBA stages is set out in the RIBA Plan of Work 2020 (Appendix 6). In summary the RIBA stages are.
  - Stage 0: Strategic Definition
  - Stage 1: Preparation and Brief
  - Stage 2: Concept Design
  - Stage 3: Developed Design
  - Stage 4: Technical Design
  - Stage 5: Construction
  - Stage 6: Handover and Close Out
  - Stage 7: In use
- 1.3 At the completion of RIBA stage 3 it is anticipated that Planning Permission will be achieved. Following that the Council will seek a development partner for the technical design and construction phases.
- 1.4 This report updates Committee on the progress of the project since the approval for the budget was granted.

## 2 Procurement

- 2.1 The Housing Service, along with colleagues from Corporate Procurement, have worked with STAR, a procurement consultancy. STAR have helped to develop a tender specification and have advised regarding the potential costs of employing a multi-discipline building construction consultancy (MDBCC) to work through the RIBA stages 1, to the completion of stage 3. A mini competition is being held through the Crown Commercial Services procurement framework for construction professional services, a Public Contract Regulations 2015 compliant framework.

- 2.2 The MDBCC will provide the following services:
- Procure the required surveys and reports on behalf of the Council,
  - Advise the Council regarding the results and procuring further surveys and reports as appropriate,
  - Provide advice regarding sustainability and Mechanical and Electrical (M&E) elements of the scheme with a focus on carbon reduction,
  - Act as Lead Consultant,
  - Act as Principal Designer as well as providing Health and Safety advice in relation to The Construction (Design and Management) Regulations 2015,
  - Provide cost advice, financial planning, and viability assessments,
  - Contract administration,
  - Architectural services (built form, landscaping and place making),
  - Arranging and supporting consultation with the public and stakeholders.
  - Preparing and submitting the planning application(s).

2.3 The cost of these services are charged as a percentage of the total cost of construction. As has been widely reported construction fees (labour and materials) have gone up significantly in recent years. For this reason and because it is not yet clear what will be possible on the various sites, it is not currently possible to predict with certainty what the cost of any scheme will be.

2.4 More detailed cost analysis will not be available until the site has been fully assessed and outline plans for the new homes established. The intended aims are ambitious, and the site is constrained by the flood risk, electricity pylons and other issues such as working around the existing road network and increasing occupation density with a scheme that is still in keeping with its surroundings. Whilst efforts will be made from the earliest stages to mitigate the risks/issues, delivery of the total cost of the regeneration may exceed the current estimates.

2.5 A timeline for the procurement process is set out below.

<b>Stage</b>	<b>Date</b>
<b>Issue of Invitation to Tender</b>	November 30 <sup>th</sup> 2022
<b>Deadline for Receipt of Clarifications</b>	January 4 <sup>th</sup> 2023 at 12 noon
<b>Target date for Clarification Responses</b>	January 6 <sup>th</sup> , 2023 at 12 noon
<b>Tender Submission Deadline</b>	January 20 <sup>th</sup> 2023 at 12 noon
<b>Evaluation of Tenders</b>	January 20 <sup>th</sup> – February 3 <sup>rd</sup> 2023
<b>Award Decision Notification (ADN)</b>	February 3 <sup>rd</sup> 2023
<b>Standstill Period End</b>	February 13 <sup>th</sup> 2023 at 23:59
<b>Due Diligence Checks (Accounts, Insurance, Accreditations, Certificates, References)</b>	February 3 <sup>rd</sup> to February 13 <sup>th</sup> 2023

Stage	Date
<b>Expected Contract Award Confirmation Date</b>	February 14 <sup>th</sup> , 2023
<b>Contract Execution</b>	February 14 <sup>th</sup> to 24 <sup>th</sup> 2023
<b>Start of mobilisation period</b>	February 24 <sup>th</sup> 2023
<b>Anticipated Contract Commencement Date</b>	March 1 <sup>st</sup> 2023

### 3 Communications Plan

- 3.1 Involving the community in the Parkside Regeneration project is accepted to be key to its success. It is acknowledged that the regeneration will have a greater effect on some people more than others.
- 3.2 Although at this early stage many questions regarding the regeneration are yet to be answered residents of the area have been informed that the regeneration is being explored.
- 3.3 Letters were hand delivered to the occupied properties within the regeneration areas on Friday 21<sup>st</sup> October 2022. The letters informed residents of the proposal, provided a site plan, and invited them to one of three public events. Letters were also sent to a further 863 households within a close proximity to the regeneration sites (i.e., those properties within the boundary created by Woodham Lane, the M25, The Basingstoke Canal and Scotland Bridge Road) to inform them of the proposals and inviting them to seek more information from the website.
- 3.4 On Friday 21<sup>st</sup> October 2022 dedicated web pages were launched providing further details regarding the project, [www.runnymede.gov.uk/parkside-regeneration](http://www.runnymede.gov.uk/parkside-regeneration). Visitors to the site can:
- find information about the background and aims of the project,
  - view a Frequently Asked Questions page that is designed to answer questions in an accessible way,
  - sign up for further information to be sent to them,
  - view a site plan that provides individual site information.
- Between 21<sup>st</sup> October 2022 and 24<sup>th</sup> November 2022, the web pages received 437 hits. 118 people have signed up to receive further information either through the post or via e-mail.
- 3.5 On 31<sup>st</sup> October 2022 two events were held, providing residents within the site areas the opportunity to hear directly from the Chair of Housing Committee and Officers regarding the proposals. The first event was held for residents of Heatherfields, Independent Retirement Living Scheme. The second, at New Haw and Woodham Day Centre, was for residents of the other sites within the proposed regeneration area. On 1<sup>st</sup> November 2022 an online event provided a further opportunity for early engagement with the community. In total 101 residents attended the events.
- 3.6 Contact has also been established with the two Scout Groups within the site areas. A commitment has been given to keep them informed as the project proceeds.

### 3.7 Next steps.

Activity	Time Scale
Update web pages	Ongoing, FAQs updated November 2022
Record easy to access short videos	January 2023
Produce first of the quarterly newsletters	January 2023
Consultancy instructed to engage with community	After appointment and feasibility assessments
Produce second of the quarterly newsletters	April 2023

## 4 High Voltage Overhead Powerlines

- 4.1 Following early talks with UK Power Networks (UKPN) it appears it could be possible to move the overhead high voltage powerlines. A balance will need to be struck between the constraints that the powerlines and pylons present, the cost of moving them and the impact on the local community in terms of the work to have them removed and the future improvement to the aesthetic of the area.
- 4.2 A Budget Estimate (which serves only as a guide) has been provided by UKPN. This sets out a plan to remove the powerlines and pylons and re-route them under the existing road network and is attached as (confidential) Appendix 7.
- 4.3 Although removing the powerlines and pylons would clearly be incredibly expensive the viability of doing so will still depend on the advice that is received from our consultants as well as further discussions with Homes England (HE) about the availability of Infrastructure Grant. HE will assess the value for money of any proposal.
- 4.4 If it is viable to move the powerlines, UKPN anticipate a time period of between 24 to 36 months to complete the works, after RBC's acceptance of their formal offer.

## 5 Resource implications

- 5.1 None. This report is for information purposes only.

## 6 Legal implications

- 6.1 The procurement is utilising the Crown Commercial Services RM6165 Construction Professional Services framework which has been set-up in accordance with the Public Contract Regulation 2015 (PCR 2015). Any call-off contract as a result of the further competition is compliant with the PCR 2015.
- 6.2 Legal Services have already assisted in the procurement process and the early drafting of the consultant appointment contract.
- 6.3 Legal Services are assisting Housing in the procurement of external legal advice on the areas listed below.

- Due Diligence
- Land Assembly
- Planning
- Compulsory Purchase Orders (if required)
- Biodiversity Net Gain
- Energy Generation and Management
- Construction and Procurement

## **7 Equality implications**

7.1 An Equality Impact Assessment was completed prior to engagement with the public.

## **8 Environmental/Sustainability/Biodiversity implications**

8.1 Policy EE9 of the Runnymede 2030 Local Plan sets out when biodiversity net gains are required.

8.2 A balance would need to be sought between the cost of construction and the energy performance of any new development.

8.3 It is intended that a majority of development would replace poor housing stock with modern, fit for purpose homes.

8.4 A large part of Site B (Parkside) is within a flood zone 3a (high probability of flooding) – See Appendix 5. Specialist flood consultants will assess the regeneration area to mitigate flood risks.

## **9 Conclusions**

9.1 The regeneration of the Parkside area of New Haw is progressing in line with expectations.

### **(For information)**

#### **Background papers**

Report to Housing Committee 18<sup>th</sup> October 2022

#### **Appendices**

1. Parkside Regeneration Site Plan (Sept 2022)
2. Parkside Regeneration Brief Sept 2022
3. Communications Plan December 2022
4. RIBA stages costs and deliverables
5. Parkside Regen Flood Zone 3a
6. RIBA Plan of Work 2020
7. Appendix 7 UKNP Budget Estimate (Confidential)

# Parkside Regeneration

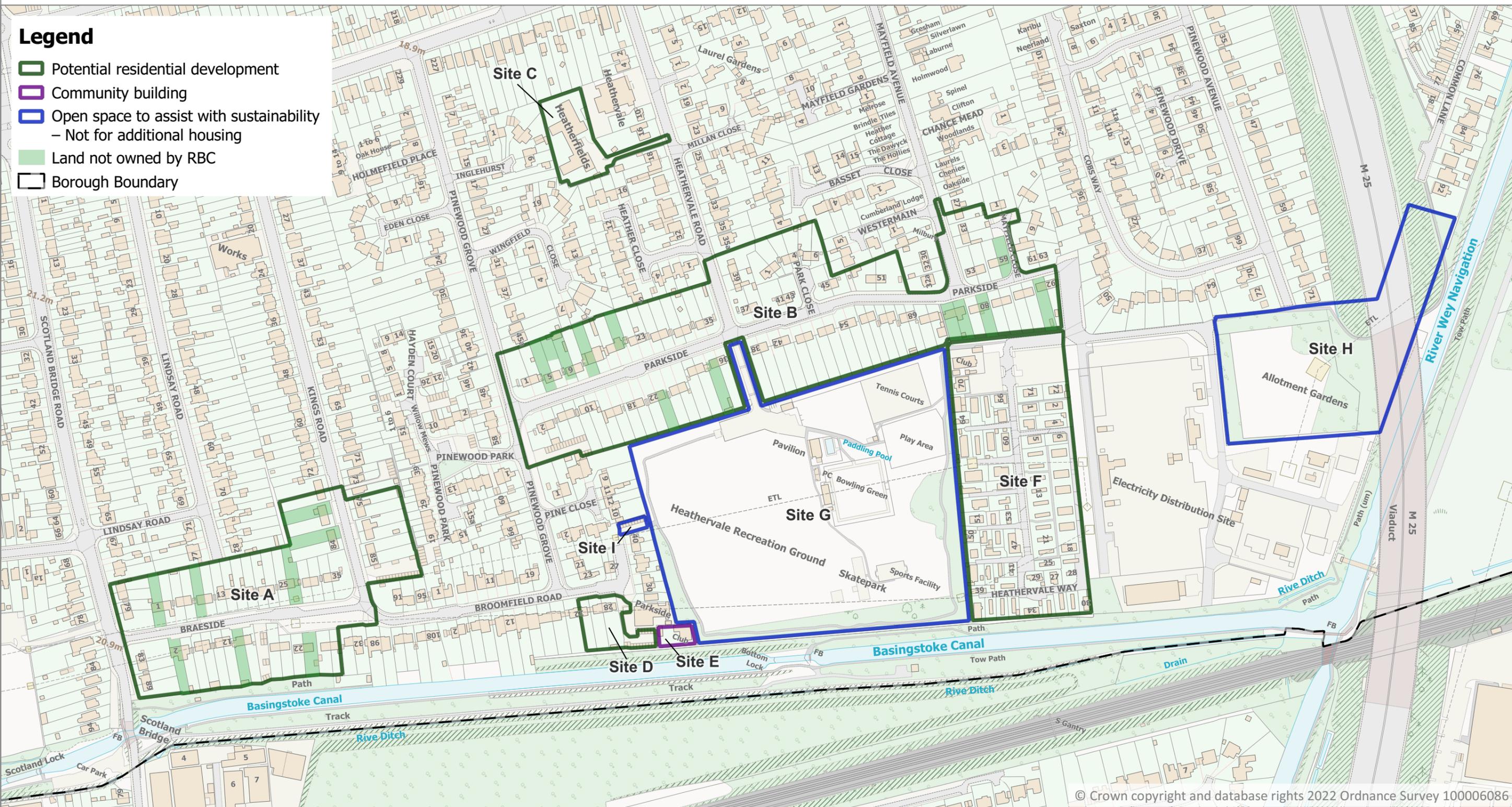
## Site Considerations

Date: 23/09/2022



### Legend

- Potential residential development
- Community building
- Open space to assist with sustainability – Not for additional housing
- Land not owned by RBC
- Borough Boundary



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Scale: 1:3,000



## Parkside Regeneration

## Overarching Principles/ Brief

Site specific requirements should be viewed alongside the site plan (Parkside Regeneration Sites Sept 2022.pdf).

	Topic/ Theme	Aim/ Criteria/ Objective	Benefit
<b>1.0 Tenure</b>			
1.1	Property design	Tenure blind across the development.	Ensure balanced community.
1.2	Provision of affordable housing	Replacement of existing social rented homes plus agreed minimum uplift expected. Other affordable tenures acceptable as well as providing private rented and shared ownership options.	Ensure balanced community. Income to support viability of regeneration scheme.
1.3	Provision of enabling market sale housing	Open Market Sale units to help support other regeneration goals.	Ensure balanced community. Income to support viability of regeneration scheme.
1.4	Provision of a new Independent Retirement Living (IRL) scheme	Replace Heatherfields IRL scheme with a new scheme. Not necessarily on the site of the current scheme. New scheme to exemplary standards, ensuring it is dementia friendly	Ensure balanced community. Replace scheme which includes some hard to let studios.
<b>2.0 Construction and Specification</b>			
2.1	Sustainability	All options for delivering highly sustainable buildings will be considered including Modern Methods of Construction (MMC), A fabric first approach will be used to achieve a balance between low carbon usage and low running costs for residents (EPC A). High insulation values coupled with building orientation to make the most of solar gain. Technologies such as Photovoltaic (PV) Panels, Air Source Heat Pumps and Ground Source Heat Pumps considered – potentially utilising Heathervale Park.	Contribution towards aims of the UK's Clean Growth Strategy to achieve EPC rating of C on properties before 2035. Move towards reducing carbon.
2.2	Secure by Design	Secure by Design – fully compliant, low-level lighting for communal parking areas.	Quality of life for residents. Preventative need for multi-agency resources.
2.3	Utilities	Ensure good water pressure whilst installing technologies to reduce water usage. Ensure services are future proofed where possible.	Quality of life for residents. Environmental advantages.
<b>3.0 Layout</b>			
3.1	The current road layout will remain	The current roads across Parkside/Braeside will remain largely as they are.	To save on infrastructure costs.

3.2	Electricity infrastructure	Options regarding the overhead HV pylons are being explored. Designs will need to either work around the pylons or take advantage of their removal as further information becomes available. Assuming no need for improvements no changes are proposed to the electricity sub-station.	To find a balance between high infrastructure costs and making the most of the site's potential.
3.3	Views and amenity	Where possible properties should make the most of views of the canal (taking account of the Basingstoke Canal Conservation Area, see 8.1) and across the park. Communal private amenity space for flats should be provided immediately adjacent to flats.	More desirable properties. Protection of Basingstoke Canal Conservation Area.
3.4	Wayfinding	Scheme should be pedestrian-led, and vehicle route through site to have variation in layout and surface to encourage slower vehicle speeds and increase safety for pedestrians; consider desire lines for pedestrian routes through scheme. Cycle paths and storage should encourage their use.	Reduction in carbon. Safer streets. Health benefits.
3.5	Community connections	Maximize opportunities for residents to have informal contact both within the scheme and with residents outside the scheme – careful placing of front doors and front gardens, communal planting/growing areas.	Balanced community.
<b>4.0 Type of homes</b>			
4.1	Typology	Houses to a maximum of 3 storeys. Flats to a maximum of 5 storeys bordering onto Heathervale Park. Houses to have traditional gable roofs, with regular roof forms, although accommodation within roof area would be considered, along with potentially imaginative roof height design.	Balance of maximising number of homes against density.
4.2	Size of homes	Should reflect the needs of those on the Housing Register, those that need Shared Ownership or other types of affordable home ownership as well as market intelligence for Open Market Sale units.	Contributing to meeting local housing need. Balanced community. Maximise income to support other aims.
4.3	Accessibility	All units to meet M4(2) Accessible and Adaptable dwellings as well as 5% M4(3) Wheelchair User dwellings considering local housing need, potentially across tenures.	Contributing to meeting local housing need. Balanced community. Provision of rarely available accommodation. Compliance with Policy SD7 of RBC Local Plan.
4.4	Space standards	Units to meet Nationally Described Space Standards so that one-bedroom homes can accommodate 2 people, two-bedroom homes have sufficient room to accommodate 3 to 4 people and three-bedroom homes can accommodate 5 or more people.	Best use of accommodation. Reduce likelihood of overcrowding. Quality of life for residents.
4.5	Design	Mix of external designs taking inspiration from the wider Runnymede vernacular.	Attractive site in keeping with surroundings. Quality of life for residents.

		Financial benefits of repetitive construction observed. All properties to be designed to evoke pride of place, being desirable in their appearance whilst maximising the aesthetic of the area.	Cost savings.
<b>5.0 Amenity</b>			
5.1	Private amenity space	Houses with back gardens minimum 11m depth, and with a small front garden to provide defensible space, gardens to be bounded by low height one-metre-high fencing to increase neighbour interaction. Enclosed bin stores, including for houses, accessible for collection.	Properties secure by design. Community cohesion. Quality of life for residents. Clothes drying areas. Reduced fire risk with omission of balconies. Reduction in litter and unsightly proliferation of bins.
5.2	Share amenity space	Green spaces and landscaping to integrate with park as well as canal frontages. Landscaping designed to encourage pedestrian and cycle journeys over car usage. Innovations in biodiversity	Make best use of natural beauty of area. Encourage reduction in carbon use with travel. Increased road safety. Biodiversity net gain required for planning permission.
5.3	Provision of a new community building	Seek funding opportunities to allow the provision of a building to support the community. Either a multi-use space or specific use building depending on the views of the community and viability of its delivery.	Community cohesion. Revenue opportunity. Holistic approach with public and third sector to support health and wellbeing.
<b>6.0 Vehicles and bicycles</b>			
6.1	Car parking	1 car parking space per one-bedroom property increasing to 1.5 car parking spaces for two+ bedroom properties inclusive of visitor spaces – or as required by the current adopted Parking Guidance Supplementary Planning Document. Should be in discrete areas (i.e., not large bland areas) and to incorporate mature soft landscaping/parking.	Encourage reduction in carbon use with travel. Aesthetically pleasing landscaping. Planning Policy compliance.
6.2	Cycle storage	Minimum of 1 cycle storage space per home – or as required by the current adopted Parking Guidance Supplementary Planning Document.	Encourage reduction in carbon use with travel. Crime reduction.
6.3	Cycle paths	Should allow access throughout the area, connecting to existing road network.	Encourage reduction in carbon use with travel.
6.4	Bus travel	Collaborative approach with local bus service provider to encourage use of bus travel.	Encourage reduction in carbon use with travel.
<b>7.0 Sustainability and Technology</b>			
7.1	Sustainability	High standards of environmental practice, sustainable drainage; electric charging parking points for vehicle numbers to be recommended by architects; plus provide infrastructure for charging	Contribution towards aims of the UK's Clean Growth Strategy to achieve EPC rating of C on properties before 2035.

		throughout the scheme to facilitate future expansion of charging points.	Move towards reducing carbon. Encourage reduction in carbon use with travel.
7.2	Technology	Smart homes, all with high-speed broadband, and digital capability for receiving public information about local bus services, local activities, and private information such as smart meter etc. Consideration of “internet of things” solutions for boiler/ heating maintenance and works prevention as well as other home information.	Desirable homes that meet modern expectations. Promotion of other services. Reduction in avoidable contacts. Savings in property maintenance. Better quality homes.
<b>8.0 Environment</b>			
8.1	Basingstoke Canal Conservation Area	Requirement to protect, conserve and where possible enhance the adjacent conservation area, including views in and out.	Potential to benefit conservation area. Planning Policy compliance.
8.2	Flooding	Designs will need to take account of constraints caused by flood zone in balance with Biodiversity Opportunity Area.	Flood mitigation. Planning Policy compliance.
8.3	Biodiversity Opportunity Area	Designs and flood measures will need to take account of the BOA.	Reducing environmental impact. Planning Policy compliance. Environmental gains.
<b>9.0 Policies</b>			
9.1	Policies	<ul style="list-style-type: none"> <li>National Planning Policy Framework and Guidance.</li> <li>The Runnymede 2030 Local Plan.</li> <li>Runnymede Design SPD 2021</li> <li>SPDs including but not limited to Thames Basin Heaths Special Protection Area 2008, Affordable Housing, S106 Contributions, Green and Blue Infrastructure (GBI).</li> <li>(Housing) Development Strategy 2021-2026</li> <li>Older Persons Strategy 2021-2023</li> </ul>	Planning and Housing Policy compliance.

Below are aims for specific sites that do not apply across the whole of the regeneration project.

<b>9.0 Replacement IRL Scheme</b>			
9.1	Provision of a new Independent Retirement Living (IRL) scheme	Replace Heatherfields IRL scheme with a new scheme. Not necessarily on the site (Site C) of the current scheme.	Ensure balanced community. Replace scheme which currently includes some hard to let studios.
9.2	IRL design	Properties that are desirable to downsizers. Incorporating Housing our Ageing Population Panel for Innovation (HAPPI) principles and ensuring it is dementia friendly.	Encourage residents to downsize, freeing up family homes for those that need them.

9.3	Size of homes	Minimum one-bedroom (no studios/ bedsits) up to one-bedroom plus (to include a hobby/ study area/ somewhere for occasional guests to stay). Properties will need to meet the minimum internal space standards in line with Policy SL19 of the Runnymede 2030 Local Plan.	Additional desirability. Quality of life. Planning Policy compliance.
9.4	Communal areas	Communal areas should allow for residents to meet and partake in sociable activities.	Community cohesion. Additional desirability. Quality of life.
9.5	External	Landscaped gardens. Consideration of sensory garden for residents diagnosed with dementia.	Community cohesion. Additional desirability. Quality of life.
9.6	Technology	User friendly scheme that makes best use of technology to ensure resident welfare.	Preventative repairs. Ability for residents to raise alarm if required. Safeguards in place to protect residents.
9.7	Mobility	Secure storage and charging for mobility scooters will be included.	Additional desirability. Quality of life.

<b>10.0 Static homes, car park and Scout hut at Heathervale Way (Site F)</b>			
10.1	Consideration of best use of land	Consult residents regarding options to replace static homes with new properties, re-develop area but retain static homes or a hybrid approach that incorporates both static homes and new properties.	Ensure balanced community. Improved accommodation. Community cohesion. Quality of life.
10.2	Assess need for car park	Consider residential re-development of car park area.	Balance of maximising number of homes against density. Income to support viability of regeneration scheme.
10.3	Explore options for Scout hut	Consider moving Scout hut to elsewhere, potentially within new community facility, and replacing current (Site F) hut with residential properties.	Balance of maximising number of homes against density. Income to support viability of regeneration scheme.

<b>11.0 Heathervale Recreation Ground and Allotments (Sites G &amp; H)</b>			
11.1	Retain open spaces for future use	Only temporary work considered.	Community cohesion. Quality of life.
11.2	Assess potential for Ground Source Heat Pumps	Consider whether the temporary closure of some of the park or allotments could result in the land being used for sustainable heating solutions such as GSHPs. A district heating system could allow RBC to become the energy provider, reducing costs for residents and providing income to the authority.	Contribution towards aims of the UK's Clean Growth Strategy to achieve EPC rating of C on properties before 2035. Move towards reducing carbon. Reduced bills for residents. Reduce fuel poverty.

			Increased income for RBC.
11.3	Explore options for Biodiversity Net Gain	Use open spaces to increase biodiversity over the whole site.	Environmental gains. Planning policy compliance.
11.4	Flood measures	Explore options for using the open spaces to assist with flood mitigation.	Flood mitigation. Environmental gains. Planning policy compliance.

<b>12.0 Garage site (Site I)</b>			
12.1	Consider best use of garage site	Site constraints (Public ROW and entrance to park, size, location of HV pylon) mean not suitable for residential re-development. Consideration given to whether this site could accommodate plant required for Ground Source Heat Pump (if this option is progressed) or an alternative community use.	Enable sustainable heating. Retention of access to park. Removal of unsightly garages.

The housing stock in the Parkside area of New Haw is of non-traditional build which has a reduced lifespan and generally poor thermal insulation. The majority of the properties are constructed of prefabricated reinforced concrete panels and are nearing the end of their operational life span.

In total the area that it is intended will be regenerated for residential occupation is circa 9.72ha. The overall site also includes circa 6.77ha of land that may be used for flood attenuation, biodiversity net gain and/or a ground source heat pump.

There are potentially more than 265 dwellings within the proposed regeneration area. One key aim of the regeneration project is to increase the number of dwellings. We acknowledge that this project will affect not only those within the regeneration area but also those that live close by as well as local businesses.

Key aims of the regeneration project

- Replace the existing housing with a highly energy efficient homes.
- Increase the number of homes available on the site.
- Create a desirable mixed tenure community that is able to make the most of the area.

This communications plan is designed to help to reduce the impact of the regeneration on local people and businesses along with other interested parties.

Aims of this Communications Plan

- Set a template for how all delivery partners (e.g., the Council itself, our consultants and construction partners) communicate with local residents, businesses and stakeholders.
- Ensure residents and businesses are kept informed regarding the progress of the project as well as information about how their views can be fed into the plans.
- Comply with GDPR and record communication preferences, with a desire to make communications digital where possible.
- Minimise the impact on residents and businesses through the construction phases.
- Encourage future residents to make the most of the opportunities available in the area in terms of the efficiency of the new homes and their design features as well as making the best use of local amenities.

This plan will evolve through the course of the regeneration project and will be updated with specific actions as they become timely.

## Channel Plan

We are aware that different stakeholders will want to receive information regarding the regeneration in various ways. To make information as accessible as possible a number of communication channels will be utilised. The following outlines our commitment to keep residents, business and other stakeholders informed.

Channel	Aims	Detail	Timescale
<p><b>New section of Runnymede Borough Council's website</b></p>	<p>Keep residents and businesses informed.</p> <p>Provide one stop shop for all information including links to sources of other relevant information.</p> <p>Provide information on best use of future homes and community assets.</p>	<p>A dedicated section of the Council's website to provide up to date information as well as details of when further information will become available.</p> <p>To include the option to sign up for e-mail updates.</p> <p>Links to local and national sources of information such as local businesses, public transport information, other information about reducing carbon use, etc.</p>	<p>The webpages were launched on 21st October 2022. Updates have been made following the public events.</p> <p>In time QR codes will be included on other correspondence and placed in prominent positions within the Parkside area, providing a link to the website.</p> <p>Easily accessible videos to be uploaded January 2023.</p>
<p><b>Project e-newsletter</b></p>	<p>Keep residents and businesses informed.</p> <p>Opportunity to promote the aims of the project and future aspirations for the area.</p> <p>Links to website and other sources of further information.</p> <p>Links to consultation possibilities.</p>	<p>An e-newsletter will allow for ad-hoc updates as well as regular updates to a published timescale.</p> <p>An e-newsletter will be used to provide information but to also humanise the aims with good news stories.</p> <p>As a visual update it can be more accessible to people (when compared to letters or even the website).</p> <p>Residents will be encouraged to sign up for the newsletter via the website.</p> <p>An identical print version will be available.</p>	<p>A quarterly e-newsletter to be e-mailed.</p> <p>First newsletter to be sent January 2023.</p>

<p><b>Parkside residents' newsletter</b></p>	<p>Keeping residents informed in a way that is accessible to everyone.</p> <p>Opportunity to promote the aims of the project and future aspirations for the area.</p> <p>Links to website and other sources of further information.</p> <p>Links to consultation possibilities.</p>	<p>A newsletter will be used to provide information but to also humanise the aims with good news stories.</p> <p>As a visual update it can be more accessible to people (when compared to letters or even the website).</p>	<p>A quarterly newsletter to be posted.</p> <p>First newsletter to be sent January 2023</p>
<p><b>Community Charter</b></p>	<p>To set out clearly the commitment that RBC will make to residents directly impacted by the regeneration.</p>	<p>The offers to RBC tenants (e.g., secure tenants, temporary tenants) in terms of re-housing, home loss payments, etc.</p> <p>The offer to owner occupiers within the regeneration area.</p> <p>The commitment to the wider community in terms of the approach to construction works and the potential for the impact on the recreation ground and/ or allotments.</p>	<p>Shortly after it is established that the project is feasible.</p>
<p><b>Dedicated e-mail</b></p>	<p>Provide an opportunity to residents to maintain a two-way dialogue throughout the process.</p> <p>Enable a record of frequently asked questions.</p>	<p>A dedicated e-mail address will allow a number of officers to access and answer queries and maintain a two-way dialogue with residents, businesses and other stakeholders.</p> <p>Publish FAQs to website.</p>	<p>E-mails will be answered in line with our service standards.</p> <p>FAQs will be routinely updated depending on frequency of enquiries.</p>
<p><b>Social Media</b></p>	<p>Provide up to date information quickly and to a wide audience.</p> <p>Direct people towards the website for more information.</p> <p>Promote pride of place and help to unlock the benefits of the area.</p> <p>Promote public events.</p>	<p>RBC's social media output will be utilised to promote and provide information to the public about the regeneration.</p> <p>Owing to the nature of social media, the audience will be referred to the website for more information.</p>	<p>Significant milestones, events and regular updates will be published through the Council's social media output.</p>

<p><b>Letters</b></p>	<p>To write to individual households, businesses and other stakeholders based on insights regarding their needs.</p> <p>Keeping residents, businesses and stakeholders informed.</p>	<p>Letters will be sent to affected residents, owner occupiers within the regeneration area, neighbouring residents, businesses and other stakeholders to update them, invite their views and invite them to public events.</p> <p>Copies of letters will be sent to relevant resident groups, local Ward Members and published on the website for information.</p> <p>Letters will encourage the use of the website and signing up for the e-newsletters. Some correspondence will need to be posted.</p>	<p>Throughout the process when information needs to be disseminated.</p>
<p><b>Hoardings and banners</b></p>	<p>Opportunity to promote the aims of the project and future aspirations for the area.</p> <p>Minimise impact on streetscape during construction to avoid wider area feeling like a building site.</p>	<p>Site hoarding will clearly state that the regeneration is a Runnymede Borough Council project with reference to partners.</p> <p>We will use the hoarding and banners to promote the aims of the regeneration and provide sources of alternative information, including links and QR codes to encourage use of the website.</p>	<p>As hoardings are erected for each construction phase of the project.</p>
<p><b>Face-to-face briefings and resident meetings</b></p>	<p>Keeping residents informed in a way that is accessible to everyone.</p> <p>Opportunity to promote the aims of the project and future aspirations for the area.</p>	<p>We will host briefings with residents and local stakeholders to communicate the plans and developments of the regeneration project.</p> <p>Opinions and questions will be encouraged to continue the two-way dialogue.</p>	<p>Ahead of major consultations, works or phase launches.</p> <p>First public events held 31<sup>st</sup> October/ 1<sup>st</sup> November 2022</p>
<p><b>Press releases, launch events and site tours</b></p>	<p>Keeping residents informed in a way that is accessible to everyone.</p>	<p>Press releases will be produced for major milestones, following reports to committee(s), before</p>	<p>As applicable and as needed.</p>

	<p>Opportunity to promote the aims of the project and future aspirations for the area.</p> <p>Promote pride of place and help to unlock the benefits of the area.</p> <p>Increase sales opportunities.</p>	<p>consultations, for official openings, etc.</p>	
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## Stakeholder engagement

The following table outlines the key stakeholders within the Parkside Regeneration area and those that are neighbours to it. It details the strategy for engaging with them using the above communication channels. Stakeholders will be asked for their channel preferences and where possible we will communicate to them in that way (N.B. on occasion formal notices may need to be provided in a way other than has been selected).

We acknowledge that a project of this size is also of interest to the wider community and therefore we will provide information to others via our social media output, website and press releases.

<b>Audience (stakeholder)</b>	<b>How are we going to communicate with them?</b>	<b>Key messages What are we going to tell them?</b>	<b>Deadline When are we going to tell them?</b>	<b>Responsibility Who is going to tell them?</b>
Decant RBC Tenants	Website Project e-newsletter Dedicated regeneration project e-mail Social media Letters Notices Residents' Newsletter Hoarding and Banners Face-to-face briefings and meetings Press releases	Highly impacted by regeneration.  Ensure residents are aware of the project and how it will affect them at every stage.  Provide information on the benefits and opportunities made possible by the development.  Information regarding suspension of RtB, moving, assistance with moving, home loss payments,	21/10/2022 - 1st letter hand delivered following full Council plus website launch. Date TBC - First public event online in evening. Date TBC - First public event face-to-face. w/c Date TBC - Follow up letter with FAQs from public events. Update website.	Housing Development Manager Web Team (HDM to request) Communications Team (HDM to request)
O/O in site area	Website Project e-newsletter Dedicated regeneration project e-mail Social media Letters Notices Residents' Newsletter Hoarding and Banners Face-to-face briefings and meetings Press releases	Highly impacted by regeneration.  Ensure residents are aware of the project and how it will affect them at every stage.  Provide information on the benefits and opportunities made possible by the development.  Information regarding buyback offer, purchasing elsewhere options (shared equity?), Compulsory Purchase Orders,	21/10/2022 - 1st letter hand delivered following full Council plus website launch. Date TBC - First public event online in evening. Date TBC - First public event face-to-face. w/c Date TBC - Follow up letter with FAQs from public events. Update website.	Housing Development Manager Web Team (HDM to request) Communications Team (HDM to request)

Heathervale Way Residents Association	Website Project e-newsletter Dedicated regeneration project e-mail Social media Letters Notices Residents' Newsletter Hoarding and Banners Face-to-face briefings and meetings Press releases	Representative of residents that will either be directly impacted (if Heathervale Way is regenerated) or neighbours of regeneration area.  Ensure residents are aware of the project and how it will affect them at every stage.  Provide information on the benefits and opportunities made possible by the development.  Possibility of re-configuring the static homes within the current location to allow for some new build.	21/10/2022 - 1st letter following full Council plus website launch. Date TBC - First public event online in evening. Date TBC - First public event face-to-face. w/c Date TBC - Follow up letter with FAQs from public events. Update website.	Housing Development Manager Web Team (HDM to request) Communications Team (HDM to request)
Homes England	e-mail Telephone Video meetings In person meetings	Regular updates regarding the project and potential grant level that will be requested.	03/10/2022 - Quarterly Teams meeting with HE 12/12/2022 - Quarterly Teams meeting with HE	Housing Development Manager/ Head of Housing Services and Business Planning
Borough Councillors	Reports to committees e-mail In person meetings	Regular updates regarding the project.  Reports seeking decisions at key milestones.  Budget/ Risk/ Time Frame updates.  Specific issues of a political nature.	18/10/2022 - Report to Special Housing Committee 20/10/2022 - Report to Full Council 21/10/2022 - Invitation to public events Reports to Housing Committee and others in line with Committee cycle.	Housing Development Manager/ Head of Housing Services and Business Planning/ Corporate Head of Housing
Surrey CC	e-mail Telephone Video meetings	Consultation through Planning process.  Details of highways issues.  Increase in number of residents/ demand for services.	Once feasibility studies completed.  As part of planning application.	Housing Development Manager/ Design Team
Environment Agency	e-mail Letters Planning consultation documents	Details of flood mitigation.  Details of protected species.  Air quality plan.	Once feasibility studies completed.  As part of planning application.	Housing Development Manager/ Design Team

Local Residents (not in site area)	Website Project e-newsletter Dedicated regeneration project e-mail Social media Letters Residents' Newsletter Hoarding and Banners Face-to-face briefings and meetings Press releases	Ensure residents are aware of the project and how it will affect them at every stage.  Provide information on the benefits and opportunities made possible by the development.	21/10/2022 – First letter posted to explain regeneration being explored and more information to follow – i.e. no invitation to events at this stage.	Housing Development Manager
Natural England	e-mail Letters Planning consultation documents	Details of flood mitigation.  Details of protected species.	Once feasibility studies completed.  As part of planning application.	Housing Development Manager/ Design Team
Local MP	Letters e-mail Invitation to in person and online meetings	Updates regarding the project.	Invitation to on-line and in person meetings in October 2022. Regular updates at key milestones.	Housing Development Manager/ Head of Housing Services and Business Planning/ Corporate Head of Housing/ Chief Executive
Surrey County Councillor for New Haw	Letters e-mail Invitation to in person and online meetings	Updates regarding the project.	Invitation to on-line and in person meetings in. Regular updates at key milestones.	Housing Development Manager/ Head of Housing Services and Business Planning/ Corporate Head of Housing
Local landlords	Website Project e-newsletter Dedicated regeneration project e-mail Social media Letters Notices Residents' Newsletter Hoarding and Banners Face-to-face briefings and meetings Press releases	Private landlords will be asked to sell their properties to RBC, ideally with a planned move on for tenants to avoid homelessness and excessive disruption.  If landlords are not willing to sell information regarding the Compulsory Purchase Order process will need to be provided.	After the owner of the property is established (early November).	Housing Development Manager

Garage licensee	Website Project e-newsletter Dedicated regeneration project e-mail Social media Letters Notices Residents' Newsletter Hoarding and Banners Face-to-face briefings and meetings Press releases	That the licence they hold for the garage may end.	Not so urgent. Contact once feasibility study reveals options for storage/ garages within new site.	Housing Development Manager/ Design Team
Police	e-mail Letters Planning consultation documents	Input into secure by design.  Increase in number of residents.	Once feasibility studies completed.  As part of planning application.	Housing Development Manager/ Design Team
DLUHC	e-mail Telephone Video meetings In person meetings	Updates regarding the project.  Potential source of funding.	Regular updates in routine meetings.	Head of Housing Services and Business Planning/ Corporate Head of Housing?
Scouts	Website Letters Notices Face-to-face briefings and meetings	Closure of both Scout huts is likely. The Scouts will need to be informed regarding the closure and given an alternative meeting place.	21/10/2022 – Different 1st letter to residents following full Council and offer meeting.	Housing Development Manager
UKPN	e-mail Telephone Video meetings In person meetings Planning consultation documents	Seek assistance with removing pylons.  Seek assistance with capacity of power grid in the area.	Meeting requested with UKPN, anticipated for late October.	Housing Development Manager/ Design Team

Parkside Social Club	Website Project e-newsletter Dedicated regeneration project e-mail Social media Letters Residents' Newsletter Hoarding and Banners Face-to-face briefings and meetings Press releases	Ensure businesses are aware of the project and how it will affect them at every stage.  Provide information on the benefits and opportunities made possible by the development.	Not intended to be informed as early as those in the regeneration site area.  First letter early November 2022.	Housing Development Manager
Residents Association	Website Project e-newsletter Dedicated regeneration project e-mail Social media Letters Residents' Newsletter Hoarding and Banners Face-to-face briefings and meetings Press releases	Representative of residents that will either be directly impacted or neighbours of regeneration area.  Ensure residents are aware of the project and how it will affect them at every stage.  Provide information on the benefits and opportunities made possible by the development.	Not intended to be informed as early as those in the regeneration site area.  First letter early November 2022.	Housing Development Manager
Highways England	e-mail Letters Planning consultation documents	Impact on national road network.	Once feasibility studies completed.  As part of planning application.	Housing Development Manager/ Design Team
Woodham Lane Allotment Association	Website Project e-newsletter Dedicated regeneration project e-mail Social media Letters Hoarding and Banners Face-to-face briefings and meetings Press releases	Inform them that the allotment might be used for flood mitigation/ biodiversity net gain.  Temporary closure of some or all of the allotment space.	21/10/2022 - 1st letter following full Council plus website launch. Offer separate opportunity to meet with them.	Housing Development Manager
Fields in Trust	e-mail Letters Planning consultation documents	That any works to the Recreation ground would only be temporary and the reinstated park will see improvements.	Letter early November 2022 to introduce project.  More information once feasibility studies completed.	Housing Development Manager/ Design Team

			As part of planning application.	
Schools (Education)	e-mail Letters	Likely increase in demand for school places. Site safety.	Letter early November 2022 to introduce project.  More information once feasibility studies completed.  Updates at key milestones.	Housing Development Manager/ Design Team
GPs	e-mail Letters	Likely increase in demand for GPs services. Potential impact on residents.	Letter early November 2022 to introduce project.  More information once feasibility studies completed.  Updates at key milestones.	Housing Development Manager/ Design Team
Accent Housing	e-mail Telephone Video meetings Letters In person meetings	Ending lease on units.	Dependant on construction phases.	Head of Housing Services and Business Planning
Heathervale Baptist Church	Letters e-mail Invitation to in person and online meetings	Impact on local residents.  Increased demand for Church.	Letter early November 2022 to introduce project.  More information once feasibility studies completed.  Updates at key milestones.	Housing Development Manager/ Design Team
Fire Service	Letters e-mail	Fire Risk Assessments.  Potential for increased demand on services.  Building heights to ensure appropriate local fire appliances.	Letter early November 2022 to introduce project.  More information once feasibility studies completed.  Updates at key milestones.	Housing Development Manager/ Design Team

Citizens Panel	Website Project e-newsletter Social media Letters Face-to-face briefings and meetings	Project updates.  Impact on local community.  Provide information on the benefits and opportunities made possible by the development.	Not intended to be informed as early as those in the regeneration site area.  First letter early November 2022.	Housing Development Manager Communications Team (HDM to request)
Local Press	Press releases Invitation to opening events	Project updates.  Good news stories.  Information regarding the benefits of the development.	At key milestones.	Communications Team (HDM to request)
Health	e-mail Letters	Potential increase in demand for services.	Letter early November 2022 to introduce project.  More information once feasibility studies completed.  Updates at key milestones.	Housing Development Manager/ Design Team
Woking BC	e-mail Teams calls Face to face meetings	Updates on the project.	Updates at key milestones.	Housing Development Manager
Basingstoke Canal Society	Website Project e-newsletter Social media Letters Face-to-face briefings and meetings	Flood risk mitigation and impact on canal.	Letter early November 2022 to introduce project.  More information once feasibility studies completed.  Updates at key milestones.	Housing Development Manager/ Design Team
Heathervale Bowls Club	Website Project e-newsletter Social media Letters Face-to-face briefings and meetings	Impact on bowls club (envisaged to be very low).  Increased demand for club services?	Not intended to be informed as early as those in the regeneration site area.  First letter early November 2022.	Housing Development Manager/ Design Team

<p>Teddies on a Rainbow</p>	<p>Website Project e-newsletter Social media Letters Face-to-face briefings and meetings</p>	<p>Impact on business (considered to be very low).  Increased demand on services.  Site safety for children.</p>	<p>Not intended to be informed as early as those in the regeneration site area.  First letter early November 2022.</p>	<p>Housing Development Manager/ Design Team</p>
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## RIBA Stages (Appendix 4)

### Consultancy Costs, High Level Decision Gateways

RIBA Stage	0 Strategic Definition	1 Preparation and Briefing	2 Concept Design	3 Spatial Coordination	4 Technical Design	5 Manufacturing and Construction	6 Handover	7 Use
<b>Core Tasks</b>	Requirements, Business Case, Project Risks, Project Budget, Site Appraisal	Project Brief, Project Outcomes, Sustainability Outcomes, Quality Aspirations, Spatial Requirements, Feasibility Studies, Site Surveys, Project Programme, Project Execution Plan	Architectural Concept, Strategic Engineering, Cost Plan, Project Strategies, Outline Specification, Project Brief Derogations, Design reviews.	Design Studies, Engineering Analysis, Cost Exercises, Architectural Concept, Spatially Coordinated design, Cost Plan, Project Strategies, Outline Specification, Design Programme	Technical Design, Building Systems Information, Sub-Contractor Building Systems Information, Design Programme	Site Logistics, Manufacture Building Systems and Construct Buildings, Construction Programme, Construction Quality, Resolve Site Queries, Commissioning of building, Building Manual, Plan for use Strategy	Handover Building in Line with Plan for use Strategy, Review Project Performance, Building Commissioning, Rectify Defects, Aftercare Tasks	Facilities and Asset Management, Post Occupancy Evaluation, Verify Project Outcomes and Sustainability Outcomes
<b>Outcomes/ Deliverables</b>	Site Plan, Project Aims and Brief, Risk Register, Communications Plan	Fully developed and feasible Project Brief updated from Site Surveys, Updated Risk Register, Project Programme and Execution Plan	Deliverable Architectural Concept. Potential Revision to Brief (Change Managed), Cost Plan	Developed designs, Planning application submitted	Once planning permission is achieved a further procurement exercise will establish the delivery partner/ contractor. The ultimate deliverable from these stages will be the built phases of the scheme.			Properties in use and any defects rectified.
<b>Reviews and Decisions Gateways</b>								
<b>Project Group</b>	Risk Register, Stakeholder Analysis	Review of Risk Register and Stakeholder Analysis	Review of Risk Register and Stakeholder Analysis, Review of Designs, Review of Cost Plan	Review of Risk Register and Stakeholder Analysis, Review of Designs, Review of Cost Plan	Carry out procurement for delivery partner/ contractor, Carry out procurement of Technical Assurance Consultants - Employers Agent, Clerk of Works, Principle Designer	Monitor build and risks	Co-ordinate sales and lettings	Review project
<b>Housing Committee</b>	Approval of Site Plan, Approval of Project Aims and Brief, Approval of Communications Plan, Approval of Budget to Proceed with Procurement of Consultancy to Complete RIBA Stage 1, Approval of Consultancy Budget to RIBA Stage 3	Approval of updated Site Plan and Brief Based on Feasibility and Risk Register, Approval of Budget to Proceed to RIBA Stage 2	Approval of Cost Plan, Approval of Brief update, Approval of Budget to Proceed to RIBA Stage 3	Approval of Cost Plan and Phased Budget for Regeneration, Approval to Begin Procurement of Contractor/ Other Delivery Partner, Approval of Budget to Procure Technical Assurance Consultants	<i>Regular updates provided regarding progress.</i>	<i>Regular updates provided regarding progress.</i>	<i>Regular updates provided regarding progress.</i>	<i>Regular updates provided regarding progress.</i>
<b>Full Council</b>	Approval of Budget to Proceed with Procurement of Consultancy to Complete RIBA Stage 3 and Delegate Authority to Housing Committee to Approve Gateways at Each Stage			Approval of Cost Plan and Phased Budget for Regeneration, Approval to Begin Procurement of Contractor/ Other Delivery Partner, Approval of Budget to Procure Technical Assurance Consultants	<i>Regular updates provided regarding progress.</i>	<i>Regular updates provided regarding progress.</i>	<i>Regular updates provided regarding progress.</i>	<i>Regular updates provided regarding progress.</i>
<b>Procurement costs for consultants and design team.</b>								
<b>Costs (%)</b>	0.00%	0.96%	1.34%	0.37%	0.50%	0.45%	0.09%	0.00%
<b>Lower Estimate</b>	£ -	£ 1,253,200.00	£ 1,735,500.00	£ 483,600.00	£ 651,300.00	£ 578,500.00	£ 120,900.00	£ -
<b>Middle Estimate</b>	£ -	£ 1,687,000.00	£ 2,336,250.00	£ 651,000.00	£ 876,750.00	£ 778,750.00	£ 162,750.00	£ -
<b>Upper Estimate</b>	£ -	£ 1,928,000.00	£ 2,670,000.00	£ 744,000.00	£ 1,002,000.00	£ 890,000.00	£ 186,000.00	£ -

Potential Construction Cost		
Lower Estimate	Middle Estimate	Upper Estimate
£ 130,000,000	£ 175,000,000	£ 200,000,000

	£	4,674,250.00
Stage 1		36%
Stage 2		50%
Stage 3		14%

# Parkside Regeneration

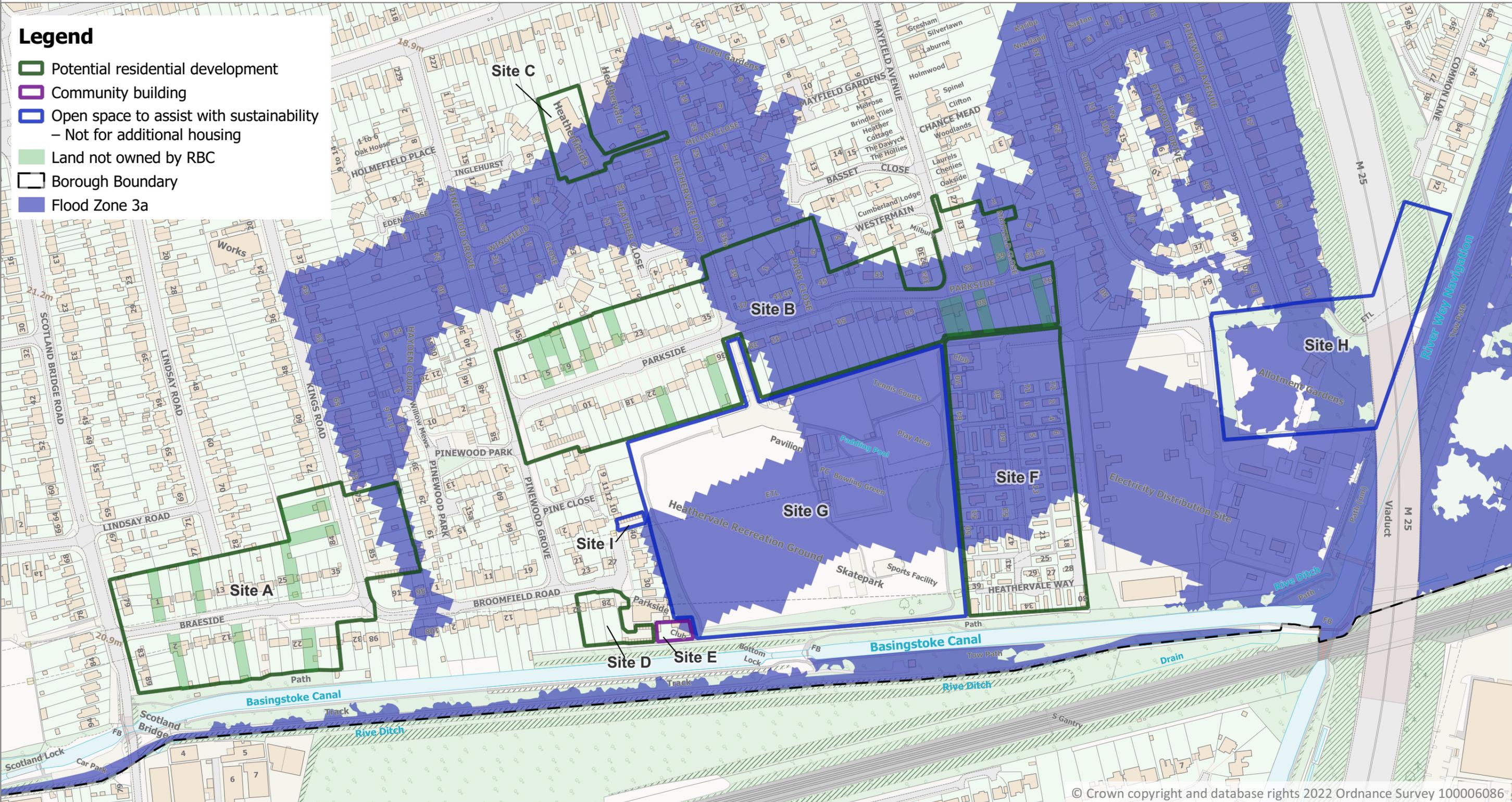
## Flood Zone 3a

Date: 23/09/2022



### Legend

-  Potential residential development
-  Community building
-  Open space to assist with sustainability – Not for additional housing
-  Land not owned by RBC
-  Borough Boundary
-  Flood Zone 3a



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Scale: 1:3,000





# RIBA Plan of Work 2020

The RIBA Plan of Work organises the process of briefing, designing, delivering, maintaining, operating and using a building into eight stages. It is a framework for all disciplines on construction projects and should be used solely as guidance for the preparation of detailed professional services and building contracts.

	0	1	2	3	4	5	6	7
	<b>Strategic Definition</b>	<b>Preparation and Briefing</b>	<b>Concept Design</b>	<b>Spatial Coordination</b>	<b>Technical Design</b>	<b>Manufacturing and Construction</b>	<b>Handover</b>	<b>Use</b>
	← Projects span from Stage 1 to Stage 6; the outcome of Stage 0 may be the decision to initiate a project and Stage 7 covers the ongoing use of the building. →							
<b>Stage Outcome</b> at the end of the stage	The best means of achieving the <b>Client Requirements</b> confirmed  <small>If the outcome determines that a building is the best means of achieving the <b>Client Requirements</b>, the client proceeds to Stage 1</small>	<b>Project Brief</b> approved by the client and confirmed that it can be accommodated on the site	<b>Architectural Concept</b> approved by the client and aligned to the <b>Project Brief</b>  <small>The brief remains "live" during Stage 2 and is derogated in response to the <b>Architectural Concept</b></small>	Architectural and engineering information <b>Spatially Coordinated</b>	All design information required to manufacture and construct the project completed  <small>Stage 4 will overlap with Stage 5 on most projects</small>	Manufacturing, construction and <b>Commissioning</b> completed  <small>There is no design work in Stage 5 other than responding to <b>Site Queries</b></small>	Building handed over, <b>Aftercare</b> initiated and <b>Building Contract</b> concluded	Building used, operated and maintained efficiently  <small>Stage 7 starts concurrently with Stage 6 and lasts for the life of the building</small>
<b>Core Tasks</b> during the stage	Prepare <b>Client Requirements</b>  Develop <b>Business Case</b> for feasible options including review of <b>Project Risks</b> and <b>Project Budget</b>  Ratify option that best delivers <b>Client Requirements</b>  Review <b>Feedback</b> from previous projects  Undertake <b>Site Appraisals</b>  <small>See RIBA Plan of Work 2020 Overview for detailed guidance on <b>Project Strategies</b></small>	Prepare <b>Project Brief</b> including <b>Project Outcomes</b> and <b>Sustainability Outcomes</b> , <b>Quality Aspirations</b> and <b>Spatial Requirements</b>  Undertake <b>Feasibility Studies</b>  Agree <b>Project Budget</b>  Source <b>Site Information</b> including <b>Site Surveys</b>  Prepare <b>Project Programme</b>  Prepare <b>Project Execution Plan</b>  <small>No design team required for Stages 0 and 1. Client advisers may be appointed to the client team to provide strategic advice and design thinking before Stage 2 commences.</small>	Prepare <b>Architectural Concept</b> incorporating <b>Strategic Engineering</b> requirements and aligned to <b>Cost Plan</b> , <b>Project Strategies</b> and <b>Outline Specification</b>  Agree <b>Project Brief Derogations</b>  Undertake <b>Design Reviews</b> with client and <b>Project Stakeholders</b>  Prepare stage <b>Design Programme</b>	Undertake <b>Design Studies</b> , <b>Engineering Analysis</b> and <b>Cost Exercises</b> to test <b>Architectural Concept</b> resulting in <b>Spatially Coordinated</b> design aligned to updated <b>Cost Plan</b> , <b>Project Strategies</b> and <b>Outline Specification</b>  Initiate <b>Change Control Procedures</b>  Prepare stage <b>Design Programme</b>	Develop architectural and engineering technical design  Prepare and coordinate design team <b>Building Systems</b> information  Prepare and integrate specialist subcontractor <b>Building Systems</b> information  Prepare stage <b>Design Programme</b>  <small>Specialist subcontractor designs are prepared and reviewed during Stage 4</small>	Finalise <b>Site Logistics</b>  Manufacture <b>Building Systems</b> and construct building  Monitor progress against <b>Construction Programme</b>  Inspect <b>Construction Quality</b>  Resolve <b>Site Queries</b> as required  Undertake <b>Commissioning</b> of building  Prepare <b>Building Manual</b>  <small>Building handover tasks bridge Stages 5 and 6 as set out in the <b>Plan for Use Strategy</b></small>	Hand over building in line with <b>Plan for Use Strategy</b>  Undertake review of <b>Project Performance</b>  Undertake seasonal <b>Commissioning</b>  Rectify defects  Complete initial <b>Aftercare</b> tasks including light touch <b>Post Occupancy Evaluation</b>	Implement <b>Facilities Management</b> and <b>Asset Management</b>  Undertake <b>Post Occupancy Evaluation</b> of building performance in use  Verify <b>Project Outcomes</b> including <b>Sustainability Outcomes</b>  <small>Adaptation of a building (at the end of its useful life) triggers a new Stage 0</small>
<b>Core Statutory Processes</b> during the stage:	Strategic appraisal of <b>Planning</b> considerations  Planning Building Regulations Health and Safety (CDM)	Source pre-application <b>Planning Advice</b>  Initiate collation of health and safety <b>Pre-construction Information</b>	Obtain pre-application <b>Planning Advice</b>  Agree route to <b>Building Regulations</b> compliance  Option: submit outline <b>Planning Application</b>	Review design against <b>Building Regulations</b>  Prepare and submit <b>Planning Application</b>  <small>See <b>Planning Note</b> for guidance on submitting a <b>Planning Application</b> earlier than at end of Stage 3</small>	Submit <b>Building Regulations Application</b>  Discharge pre-commencement <b>Planning Conditions</b>  Prepare <b>Construction Phase Plan</b>  Submit form F10 to HSE if applicable	Carry out <b>Construction Phase Plan</b>  Comply with <b>Planning Conditions</b> related to construction	Comply with <b>Planning Conditions</b> as required	Comply with <b>Planning Conditions</b> as required
<b>Procurement Route</b>	Traditional Design & Build 1 Stage Design & Build 2 Stage Management Contract Construction Management Contractor-led	Appoint client team  Appoint design team	ER  Appoint contractor	ER  Pre-contract services agreement  Preferred bidder	Tender Appoint contractor  ER CP Appoint contractor  CP Appoint contractor			Appoint <b>Facilities Management</b> and <b>Asset Management</b> teams, and strategic advisers as needed
<b>Information Exchanges</b> at the end of the stage	<b>Client Requirements</b> <b>Business Case</b>	<b>Project Brief</b> <b>Feasibility Studies</b> <b>Site Information</b> <b>Project Budget</b> <b>Project Programme</b> <b>Procurement Strategy</b> <b>Responsibility Matrix</b> <b>Information Requirements</b>	<b>Project Brief Derogations</b> <b>Signed off Stage Report</b> <b>Project Strategies</b> <b>Outline Specification</b> <b>Cost Plan</b>	<b>Signed off Stage Report</b> <b>Project Strategies</b> <b>Updated Outline Specification</b> <b>Updated Cost Plan</b> <b>Planning Application</b>	<b>Manufacturing Information</b> <b>Construction Information</b> <b>Final Specifications</b> <b>Residual Project Strategies</b> <b>Building Regulations Application</b>	<b>Building Manual</b> including <b>Health and Safety File</b> and <b>Fire Safety Information</b>  <b>Practical Completion</b> certificate including <b>Defects List</b>  <b>Asset Information</b>  <small>If <b>Verified Construction Information</b> is required, verification tasks must be defined</small>	<b>Feedback on Project Performance</b>  <b>Final Certificate</b>  <b>Feedback</b> from light touch <b>Post Occupancy Evaluation</b>	<b>Feedback from Post Occupancy Evaluation</b>  Updated <b>Building Manual</b> including <b>Health and Safety File</b> and <b>Fire Safety Information</b> as necessary

### Stage Boundaries:

Stages 0-4 will generally be undertaken one after the other.  
Stages 4 and 5 will overlap in the **Project Programme** for most projects.  
Stage 5 commences when the contractor takes possession of the site and finishes at **Practical Completion**.  
Stage 6 starts with the handover of the building to the client immediately after **Practical Completion** and finishes at the end of the **Defects Liability Period**.  
Stage 7 starts concurrently with Stage 6 and lasts for the life of the building.

### Planning Note:

**Planning Applications** are generally submitted at the end of Stage 3 and should only be submitted earlier when the threshold of information required has been met. If a **Planning Application** is made during Stage 3, a mid-stage gateway should be determined and it should be clear to the project team which tasks and deliverables will be required. See *Overview* guidance.

### Procurement:

The RIBA Plan of Work is procurement neutral – See *Overview* guidance for a detailed description of how each stage might be adjusted to accommodate the requirements of the **Procurement Strategy**.

- ER Employer's Requirements
- CP Contractor's Proposals

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

**Continuing the Step Down Scheme (Housing, Maggie Ward)**

**Synopsis of report:**

**In March 2021 Housing Committee approved the use of two Independent Retirement Living (IRL) flats for participation in a pilot “Step Down” scheme to support the NHS in a partnership with Spelthorne, Woking and Elmbridge Councils.**

**The scheme is to facilitate discharge from hospital for medically fit patients who cannot immediately return home, providing a 6-week placement with a care package to enable their own accommodation to be made ready.**

**Following a successful pilot, the Integrated Care Partnership (ICP) approved funding for a further year to extend the scheme from April 2022.**

**The scheme has been successful in moving patients out of hospital beds into interim solutions whilst their housing needs can be addressed. As a result, the ICP has requested the pilot is confirmed as an ongoing fully funded partnership scheme.**

**The report requests approval for the continued use of two IRL flats for “Step Down” or “Step Up” where a patient needs accommodation with support either before or after a hospital admission.**

**Recommendation(s) that:**

- i) Members approve the continued use of 2 IRL flats for Step Down Accommodation; and**
- ii) the Use of IRL properties for Step Down is reviewed in 3 years**

**1. Context and background of report**

- 1.1** In March 2021 Housing Committee approved participation in a pilot scheme to be funded by the ICP to provide accommodation either with care on site or where a short term agency package could be provided through Adult Social Care. These are called “step down” beds as they are an interim between hospital care and full discharge. This is furnished accommodation for up to six weeks whilst the issues with their own home are addressed. The pilot scheme has seven properties, two each from Woking, Spelthorne (A2 Dominion) and Runnymede and one at Whitely Village in Elmbridge.
- 1.2** Following a successful pilot, the scheme was approved for a further year from April 2022. The integrated care partnership has now requested that the scheme is continued as it has proven beneficial in providing accommodation for patients who no longer need medical care but have no suitable home to be discharged to.

- 1.3 A Coordinator is funded to manage the scheme, based at Spelthorne they work with the Hospital Discharge teams and manage the moves in and out of Step Down, arranging care packages and meals at home where required.

## 2. **Report**

- 2.1 The Integrated Care Partnership has approved funding for the scheme to continue and the Boroughs are requested to confirm that the existing properties will remain within the scheme. Residents of Runnymede benefit from the scheme although they can be allocated step down within any of the boroughs depending on which type of property is suitable.

- 2.2 There are no applicants within a priority band waiting for IRL in Chertsey where there are two schemes, Floral House and Beomonds, providing a total of 93 flats. The utilisation of two properties for Step Down does not have a significant impact for people on the Housing Register waiting for IRL where access is relatively quick. If this situation changes the use of these properties will be reviewed.

## 3. **Policy framework implications**

- 3.1 Extending the 'Step Down' service supports the Corporate Health and Wellbeing Strategy which promotes the work Runnymede Borough Council is doing to support and facilitate residents being appropriately discharged from hospital.

## 4. **Resource implications**

- 4.1 All costs for the property are covered by the scheme.

## 5. **Legal implications**

- 5.1 Interim lettings to the properties at Floral House are made in accordance with Runnymede's Housing Allocations Policy. Exceptions can be made to the prioritisation criteria and the use of a 'direct let' is available under section 9.6 of the policy (sections b and i are most relevant in this situation).

"The Council may not advertise all properties, and may reserve some properties / nominations for direct letting in the following circumstances:

- a) Assisted Choice for Homeless Households Scheme (see section 13)
- b) Where the property has specific adaptations
- c) To allow the landlord to make the best use of their housing stock
- d) For community safety reasons
- e) For management moves (see paragraph 6.10.10)
- f) For reasons of public protection
- g) Where the move will facilitate a chain of lets releasing another property which the Council has a particular need of (usually involving under occupiers)
- h) Where the property is deemed to be hard to let
- i) Any other reason as authorised by the Service Manager or the Strategic Housing Manager."

Runnymede Borough Council's Housing Allocations Policy Section 9.6 Exceptions to advertising properties

## 6. **Equality implications**

6.1 Although this scheme takes two properties out of use as Independent Retirement living flats, these properties are not currently in high demand. They would be accessed by older people and therefore this group with a protected characteristic are disproportionately impacted by the scheme. However, this is the largest IRL scheme with 75 flats and the properties are in the outer blocks which are less popular with people seeking the security of the scheme. There is a regular turnover of properties so this would not have a significant impact on waiting list times. Most of the patients accessing the scheme are elderly and vulnerable and therefore the benefit of the scheme to Runnymede residents outweighs the potential small increase in waiting time for an individual.

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

7.1 None

## **8. Timetable for Implementation**

8.1 The scheme is in operation this financial year and approval will mean that the scheme continues from April 2023.

8.2 It is recommended that the scheme is reviewed in three years or earlier if demand for IRL increases or the ICP seeks to change the terms of the agreement.

**(To resolve)**

### **Background papers**

Reports to Housing Committee, March 2021 and March 2022

## Update on Engagement Activities with MCP (New Repairs Contractor) (Housing, Simon Allen)

### Synopsis of report:

Runnymede Borough Council's Housing Service has entered a five plus five-year contract with MCP to deliver a comprehensive and digital day to days repairs and empty property delivery contract. This report will provide an update as to the status and any risks that have arisen since Committee approved MCP's appointment in September 2022.

### Recommendation(s):

Members are asked to note the content within the report only.

#### 1. Context of report

- 1.1 In September 2022, Housing Committee Members approved a report recommending the appointment of MCP as the new repairs and empty property contractor on an initial five-year contract with the option to extend for a further five years based upon performance within the initial contract period.
- 1.2 This report will provide Committee with further details in relation to the mobilisation meetings and any additional risks that were not identified within the overall project scope.

#### 2. Housing Technical Services Repairs and Empty Property Contractor

- 2.1 Since MCP were awarded the contract in late September 2022, the Technical Services Team and MCP have engaged in a pre-start meeting which was held in the Civic Centre on the 31 October 2022.
- 2.1 Further review meetings took place every four weeks until January 2023, after which they will revert to every two weeks. These meetings will be used to ensure the overall project plan milestones are achieved and that the contract will commence in April 2023 without any unforeseen issues.
- 2.3 To date, no new risks have been identified and the initial project plan is meeting its key milestones.
- 2.4 Running in tandem to the above operational meetings, MCP have also arranged various other meetings, to review the following:
  - Tenant Engagement
  - Public Relations and Press
  - Digital Services
  - Financial
- 2.5 The Housing Technical Services Team will also be creating a new tenants repairs handbook in collaboration with MCP to provide tenants with relevant and up to date information ranging from responsibilities, how to raise repairs and a self-help section for tenant obligations. We are intending that this will be completed by April 2023.

- 2.6 MCP and Housing Technical Services Team will also be holding meet and greet with tenants and sending our official flyers and leaflets to introduce MCP to all Runnymede housing tenants. These will coincide with the new repairs handbook and will be undertaken in March/April 2023.

### **3. Policy Framework Implications**

- 3.1 Committee agreed the new Repairs Policy in September which will be fully implemented as part of a suite of policies and processes covering the repairs, maintenance, and void (empty property) management when the new contract commences. Other key policies/legislation in accordance with this contract and delivery are: -

- Landlord and Tenant Act 1985
- Housing Asset Management Plan 2021-2026
- Repairs Policy 2021
- Recharge Policy 2022

### **4. Resource implications**

- 4.1 The contract value listed within the ITT was £1.3 Million per annum which is fully budgeted in the existing Housing Budgets for 2022/23. The successful suppliers cost returns were within budgeted expenditures.

### **5. Legal implications**

- 5.1 The Housing Act 1985 articulates the legal obligations placed on social landlords regarding the provision of a repairs and maintenance service.
- 5.2 The Building Act 1984 and Building Regulations describes how certain repair work must be completed.
- 5.3 Health and safety legislation and regulations also apply to the provision of this service as repairs will be made to services such as gas appliances, electrical installations, and water systems.
- 5.4 Provisions relating to working at height and the removal of asbestos must also be complied with in the delivery of this service.

### **6. Equality implications**

- 6.1 An Equalities Impact Assessment was completed as part of the procurement of the new repairs, maintenance and voids contract.
- 6.2 Runnymede Borough Council will expect the new contractor to comply with all legal requirements in relation to equalities in the provision of this service. For example: -
- The Health and Safety at Work Act 1974 is a statutory requirement and, therefore, must be adhered to by all employers, employees, and contractors irrespective of any protected characteristics under the Equalities Act 2010.

- The Equalities Act 2010 commits public bodies to ensure there are no direct or indirect forms of discrimination in the provision of services. The Repairs and Maintenance Contractor as an organisation delivering services on behalf of Runnymede Borough Council is required to comply with this provision.
- Runnymede Borough Council through the period of the contract will monitor delivery of the work to ensure that tenants and leaseholders do not suffer any form of discrimination in the type or delivery of the work undertaken.

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

- 7.1 Environmental considerations will be addressed within the contract and the Council will be measuring the contractors carbon reductions throughout the life of the contract term. As part of the tender process, The Council requested that all interested suppliers set out their environmental targets which formed part of the presentation evaluations. It is expected that the winning supplier will adopt a pure electric fleet over the contract term and report to the Council yearly providing calculation in reductions.

## **8. Conclusions**

- 8.1 Officers ask that Committee note the details within the report for information only.

**(For information)**

### **Background Papers**

None

**Update on the Housing Service's position with the Regulator of Social Housing  
(Housing, Andy Vincent)**

**Synopsis of report:**

**A notice was served by the Regulatory of Social Housing in October 2019 on Runnymede Borough Council's Housing Service for non-compliance with the Homes Regulatory Standard.**

**A review was conducted of the Regulatory notice in March 2022. This review recognised the progress that had been made to address concerns in relation to electrical and fire safety – although indicated that further progress was required in meeting the Decent Homes Standard.**

**A further review was requested in November 2022. At the time of writing the outcome of this review is unknown.**

**Recommendation:**

**Members note the request made to the Regulator of Social Housing to review Runnymede Borough Council's Regulatory Notice.**

**1. Context and background of report**

1.1 Runnymede Borough Council was sent a regulatory notice from the Regulator of Social Housing in October 2019 identifying the following areas of concern: -

- a) Runnymede Borough Council had breached the Homes Standard;
- b) As a consequence of this breach, there was the potential for serious detriment to Runnymede Borough Council tenants.

The concerns specifically related to: -

- 1 Periodic electrical testing
- 2 Management of Fire Risk Assessment recommendations
- 3 Insufficient recent data on our housing stock to confirm that all properties comply with the [Decent Homes Standard](#)

1.2 A review of Runnymede Borough Council's regulatory notice was conducted in March 2022. This review recognised the improvements the Council had made in addressing fire safety actions and electrical safety performance, but also noted the improvements required to the percentage of the Council's homes reaching the Decent Homes Standard.

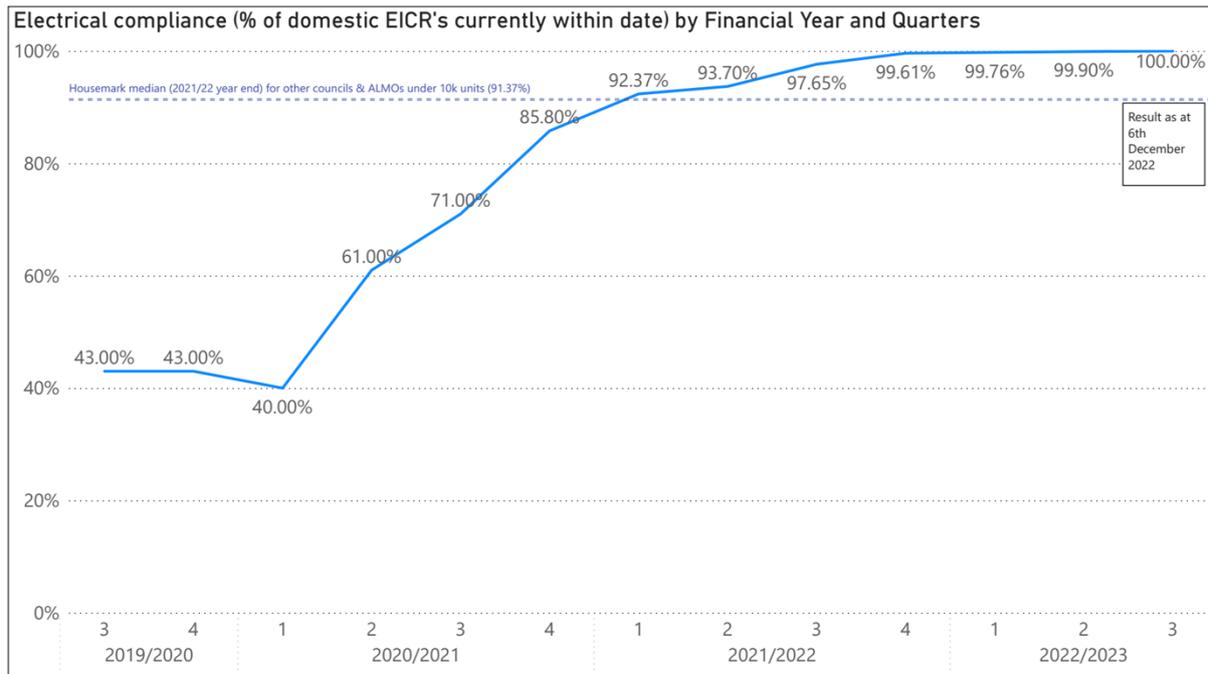
1.3 A further review of the notice was requested by Runnymede Borough Council in November 2022. It is currently not known what the outcome of the review is.

**2. Performance on compliance and fire risk assessment actions**

2.1 Significant improvement has been made in the compliance areas identified by the Regulator.

## 2.2 Electrical Safety

As of 6<sup>th</sup> December 2022, our electrical safety compliance position is 100%.



2.3 We also have in place a 5-year rolling programme of re-certification to ensure our levels of certification remain at 100%.

## 2.4 Compliance

Our performance as of September 2022 across the wider compliance performance indicator suite is included in appendix A.

2.5 We have also been subjected to three recent external Health and Safety Audits in June 2021, September 2021 and July 2022 exploring our management of compliance more generally. The July 2022 audit concluded the following:

**It was confirmed that key recommendations made in the previous review had been implemented in relation to (i) developing policies and procedures for all compliance areas, and (ii) developing legionella risk assessments for the general housing stock.**

**There has been a continued improvement with respect to carrying out electrical inspections. During the 20/21 audit review, 61% of stock had a valid safety EICR certification. This increased to over 93% at the time of the 21/22 review and stood at over 99% during this review.**

**There has also been a continued improvement in completing high priority actions from Fire Risk Assessments. At the time of the audit there were 34 outstanding high-risk actions, down from 94 at the time of the previous review. Many of the actions relate to fire doors, with a door replacement**

**programme due to begin shortly which will complete these outstanding actions.**

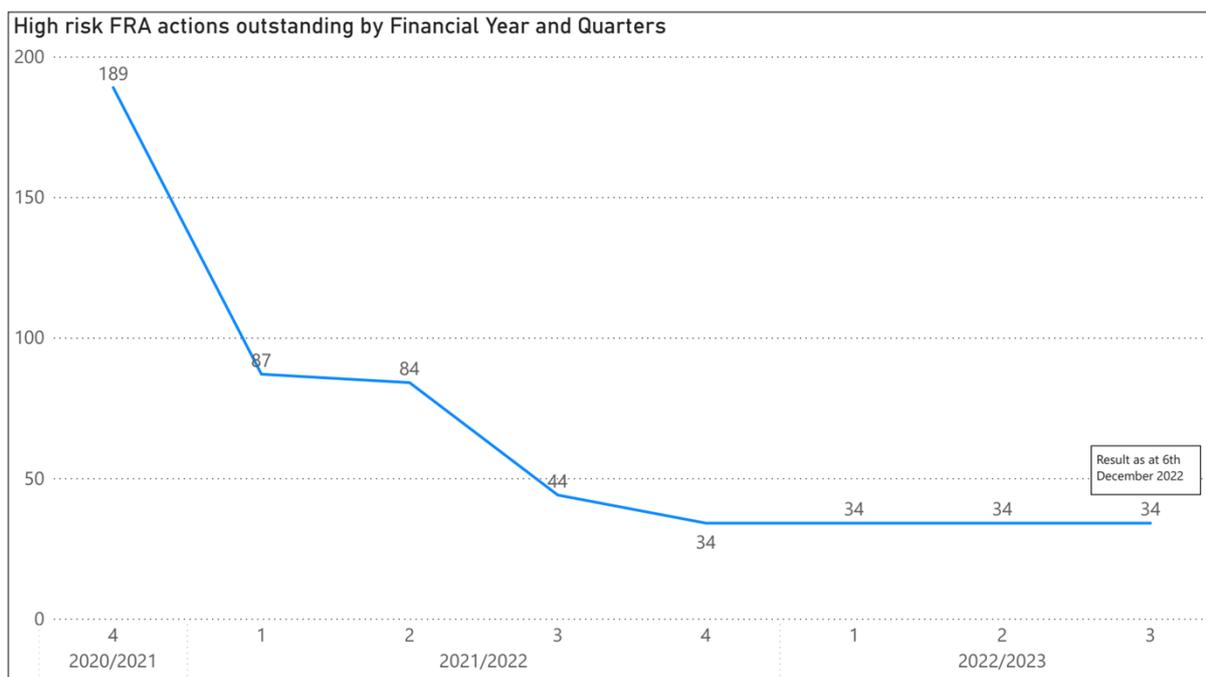
2.6 In July 2022 we also were subjected to an ISO 9001:2015 audit with the focus on health and safety compliance within our Housing Technical Services Team. The audit concluded;

*The Stage 2 initial audit was carried out over 1 1/2 days (Auditor days and RW inclusive). ..... Overall, the company showed an established Quality Management System. There were some good controls seen in the areas sampled. There was a good level of evidence provided to demonstrate that effective governance arrangements are in place. .... Based on the core elements reviewed, the audit activities followed and the minimal findings from these activities, the auditor recommends that certification to ISO9001:2015 is to be 'granted'.*

*It was evident to the auditor throughout the audit process - (this includes the Stage 1 audit at the start of the year) that there had been a tremendous amount of work completed this far. To enable them to achieve certification at the first ask in this particular industry and under the current Pandemic conditions is a fantastic effort. The team were fully committed to achieving certification and this is well deserved. All personnel interviewed and involved throughout the audit process were both knowledgeable and enthusiastic in their contribution to the organisations desire in achieving certification”*

## 2.7 Fire Safety

Runnymede Borough Council currently (November 2022) has 34 high risk Fire Risk Assessment actions outstanding. These actions have reduced from 281 at the beginning of 2021; see graph.



2.8 Two new contracts are commencing imminently. One to replace fire doors and

another to inspect existing doors. Following the commencement of these contracts, we anticipate that the number of actions will reduce to zero.

- 2.9 Our programme of Fire Risk Assessments continues with assessments due being conducted in the new financial year.

### 3. Decent Homes Performance

- 3.1 Our Decent Homes performance as of October 2022 was 74.8%, having been reported in our LAHS return in June 2022 69%.
- 3.2 The step change in performance reflects a capital programme in 2021/22 of £3.35m and in 2022/23 £4.5m.
- 3.3 Our Decent Homes performance data is derived from a full 100% stock condition surveys undertaken in January 2019 and further annual data sample checks of 10 to 15%. In 2021/22 we completed a 20% targeted sample of our stock condition survey data at 600 properties.
- 3.4 We have robust plans to return to high levels of Decent Homes performance with our projected year end (31<sup>st</sup> March) performance over the next 5 years being as follows.

<b>Total non-decent Properties</b>	<b>822</b>	<b>687</b>	<b>684</b>	<b>309</b>	<b>272</b>	<b>Year 2027/28</b>
<b>DH %</b>	<b>72%</b>	<b>77%</b>	<b>77%</b>	<b>90%</b>	<b>95%</b>	<b>96%</b>
<b>Year</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>	<b>2026/27</b>	<b>2027/28</b>

- 3.5 This information reflects our budgeted expenditure profile of £4.5m in 2022/23, £8m in 2023/24 etc or a total of £48.4m by the end of the financial year 2026/27.
- 3.6 This expenditure is budgeted in our Housing Revenue Account Business Plan 2021-2051 [Runnymede Housing Revenue Business Plan 2021-2051](#) with more detail on our asset management strategy contained within our Asset Management Plan 2021-2026, [Housing Asset Management Plan \(runnymede.gov.uk\)](#).

### 4. Policy Framework

- 4.1 The capital investment Runnymede Borough Council is putting into its homes is articulated in the Housing Asset Management Plan 2021-2026.
- 4.2 This identifies when the Decent Homes Standard will be achieved.
- 4.3 Runnymede Borough Council's Housing Compliance Performance indicators are reported to the Housing Committee four times per year (at the end of each quarter).

### 5. Resource implications

- 5.1 Resources in place in place to maintain compliance performance and to deliver 100% Decent Homes Standard performance.

### 6. Legal implications

- 6.1 The Regulator of Social Housing undertake economic regulation of providers of social housing registered with them, focusing on governance, financial viability and value for money that maintains lender confidence and protects the taxpayer. They also set consumer standards and may take action if those standards are breached and there is a significant risk of serious detriment to tenants or potential tenants.
- 6.2 If the Regulator concludes that consumer standards have not been met, they can issue what is a notice requiring the recipient organisation to take action to remedy the default.

## 7. **Equality implications**

- 7.1 Equality implications are considered when undertaking Decent Homes work.
- 7.2 Refusals are monitored and followed up to promote uptake.

## 8. **Environmental/Sustainability/Biodiversity implications**

- 8.1 A significant proportion of the work be undertaken to achieve the Decent Homes Standard will improve the energy performance of our homes.
- 8.2 This will both reduce carbon emissions and help address fuel poverty – addressing two key objectives of the Housing Service.

## 9. **Conclusions**

- 9.1 Runnymede Borough Council are proceeding with improving the condition of their homes and ensuring all possible health and safety precautions are taken to ensure the safety of our tenants.
- 9.2 Runnymede Borough Council has asked the Regulator of Social Housing to recognise the improvements that have been made by removing the Regulatory Notice served on the authority in October 2019.

(For information)

### **Background papers**

Runnymede Borough Council's Housing Asset Management Plan 2021-2026

<https://democracy.runnymede.gov.uk/documents/s4445/Housing%20Asset%20Management%20Plan%20Report.pdf>

## Appendix A

	Result Apr '22	Result May	Result June	Result July	Result Aug	Result Sept	Result Oct	Result Nov
<b>Gas Safety</b>								
No. of CP12 certificates out of target at any given time	0	5	3	3	2	2	0	0
% of valid CP12 certificates	100% (2640)	99.81% (2642)	99.89% (2642)	99.89% (2641)	99.92% (2641)	99.92% (2641)	100% (2639)	100% (2639)
<b>Electrical</b>								
% of stock with valid safety EICR certification	99.61% (2845)	99.69% (2852)	99.76% (2856)	99.79% (2856)	99.90% (2857)	99.90% (2855)	100% (2857)	100% (2857)
% of emergency lighting tests completed against target	100%	100%	100%	100%	100%	100%	100%	
<b>Water Management</b>								
% of water management inspection test undertaken	100%	100%	100%	100%	100%	100%	100%	
<b>Passenger Lifts</b>								
% of inspections undertaken against programme	100%	100%	100%	100%	100%	100%	100%	100%
<b>Accidents Reporting</b>								
Number of RBC RIDDOR reportable incidents	0	0	0	0	0	0	0	
Number of days lost to accidents and incidents	0	0	0	0	0	0	0	
<b>Fire Risk Assessment</b>								
% of inspections completed in target	100%	100%	100%	100%	100%	100%	100%	100%
<b>Lightning conductors</b>								
% of works required completed in target	0%	0%	0%	0%	0%	0%	0%	0%
<b>Sprinkler systems</b>								
% of annual servicing completed within target	0%	0%	0%	0%	0%	0%	0%	0%

## Complaints and Compensation Analysis (Housing, Angela Horsey)

### Synopsis of report:

This report provides an analysis of complaints made about Housing services in 2022/23 and of compensation awarded as a result of service failures.

### Recommendations:

- (1) That Members note the information on complaints and compensation.
- (2) That Members approve an increase to the compensation payable to service users.

## 1. Context and background of report

- 1.1 This Committee receives updates on complaints made about housing services as part of regular performance reports. Additional analysis is presented to Members twice a year.
- 1.2 A new Compensation Policy was approved by this Committee at its meeting on 21 September 2022. Arrangements were to be made to monitor compensation payments and for an annual report to be presented to this committee. Members also asked for the compensation amounts to be reviewed if the Consumer Prices Index (CPI) increased over 5%.

## 2. Complaints and Compensation

- 2.1 All complaints about housing services are logged and monitored in line with the Housing Complaints policy approved by this Committee in January 2021.
- 2.2 There was an increase in the number of complaints received between April and November 2022 (29) and the same period last year (19). The increase mainly comprised complaints from tenants, rather than other customers. As required by the Housing Ombudsman, information on how tenants can make a complaint has been available on the housing pages of the Council's website and featured in tenant newsletters in more recent years.

Table 1 Housing Complaints Received since April 2021

April 21 - Nov 21	Upheld	Not upheld	Partly upheld	Total	April 22 – Nov 22	Upheld	Not upheld	Partly upheld	Total
Repairs/ maintenance	1	6	2	10	Repairs/ maintenance	4	5	1	10
Staff	1	2		3	Staff	3	5	1	9
Housing Register		4		4	Housing Register		2	1	3
ASB				1	ASB		1		1
Data management	1			1	Adaptation/ improvement		1	2	3
					Construction noise	1			1
					Tenancy/ mutual exchange		2		2
<b>TOTAL</b>	<b>3</b>	<b>12</b>	<b>2</b>	<b>19</b>		<b>8</b>	<b>16</b>	<b>5</b>	<b>29</b>

- 2.3 Registered Social Landlords are required to carry out an annual self-assessment against the Housing Ombudsman Complaints Handling Code to ensure their complaint handling (in relation to landlord and tenant issues) remains in line with its requirements and publish, and to publish the results. Such an assessment has recently been completed by staff, who have recommended some minor changes to the current complaints procedure. These proposed changes will be shared with a group of engaged tenants for their comments. The final version of a revised complaints procedure will be approved by the senior management team by March 2023, to be followed by staff training.
- 2.4 Three complaints received this year have been referred to an Ombudsman Service (two to the Local Government Ombudsman, one to the Housing Ombudsman). Of two resolved, neither were upheld. One complaint is still being processed by the Local Government Ombudsman.
- 2.5 Since the Homes (Fitness for Human Habitation) Act 2018, most social landlords have seen an increase in the number of claims for disrepair. Homes must be “reasonably suitable for occupation” and factors considered include damp, lack of ventilation, issues with water supply or general disrepair.

Table 2 Disrepair claims since 2019

Year	Did the claim result in compensation?		
	Yes	No	Total
2019/2020	3	2	5
2020/2021	0	1	1
2021/2022	4	4	8
2022/2023	0	1	1
<b>Total</b>	<b>7</b>	<b>8</b>	<b>15</b>

- 2.6 Payments in relation to these disrepair claims totals £15,650.00.

- 2.7 No compensation payments have been made since the new policy for Housing was adopted in September 2022.

Table 3 Compensation Payments 2022

<b>Date</b>	<b>Type of complaint</b>	<b>Outcome</b>	<b>Amount</b>
15/06/2022	Neighbour dispute and repairs	Voucher accepted	£100
18/06/2022	Fence Repairs	Financial compensation accepted. Fence repaired	£200
05/07/2022	Fence Repairs	Voucher accepted. Fence repaired	£50
15/08/2022	Disabled adaptation request	Case with Ombudsman	£100 offered at end of Stage Two process

- 2.8 At its meeting in September 2022, Members decided that any CPI increase over 5% should trigger a review of the compensation amounts payable. The CPI rose by 11% in the 12 months to October 2022, up from 10% in September 2022. It is therefore recommended that Members approve an increase of 10% on the amount of compensation payable under the Housing compensation policy [Housing policies – Runnymede Borough Council](#)

- 2.9 In addition to the data above, all feedback is recorded and monitored so that any trends can be identified, reasons for service failures addressed and, in line with the principles of Housing’s ISO 9001 certification, service improvements can be identified and actioned. The improvements made as a result of recent complaints have mainly been to processes such as record-keeping. The procedure for damp and mould has also been reviewed and strengthened.

### 3. Policy framework implications

- 3.1 In addition to the Council’s corporate complaints policy, a Housing Complaints policy was approved by this Committee in 2021. It states that Housing Services welcomes feedback from residents including compliments and complaints.

### 4. Resource implications

- 4.1 At its meeting in September 2022, Committee decided that any Consumer Prices Index (CPI) increase over 5% should trigger a review of the compensation amounts payable. The CPI rose by 11% in the 12 months to October 2022, up from 10% in September 2022.

### 5. Legal implications

- 5.1 All bodies registered with the Regulator for Social Housing come under the jurisdiction of the Housing Ombudsman by effect of the 1996 Housing Act and 2011 Localism Act. The Housing Ombudsman Complaint Handling Code was updated this year to further strengthen provisions to support a positive complaint handling culture. Landlords must carry out an annual assessment against the Code to ensure their complaint handling remains in line with its requirements and publish the results.

### 6. Equality implications

6.1 There are no known equality implications. Complaints monitoring does not currently capture any protected characteristics of complainants.

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

7.1 There are no known environmental, sustainability or biodiversity implications.

8. **Conclusions**

8.1 Members are requested to note the information presented on complaints and compensation and also to approve an increase of 10% to the compensation payable to service users under the Housing compensation policy.

(To resolve)

**Background papers**

Housing Complaints Policy (2021 – 2023)

Compensation Policy (2022 – 2025)

The Housing Ombudsman’s Complaint Handling Code (2022)

## Safer Streets Funding Application, (Community Services, Darren Williams)

### Synopsis of report:

- The Council has long held an aspiration to deliver a youth café facility in Addlestone to provide a local recreational facility for young people, as well as diversionary activity, in the hope of reducing anti-social behaviour in the area.
- Working in partnership with the Neighbourhood Police team, an opportunity to submit a joint funding bid to the Safer Streets fund became available, and Officers from across Community Services and Housing, supported by the Corporate Bid Writer, worked at short notice to write a funding bid which sought to make improvements in the Garfield Road estate area, and to pilot a youth café facility, locally.
- As a result of the funding bid being approved, the Council has been awarded the sum of £321,000 towards the above aspirations, match funded by the Council via a combination of finances included within the MTFs for a Youth Café facility, contributions from the Housing Revenue Account towards the works at Garfield Road, and the in kind support from Officers to deliver the project.

### Recommendation(s):

**None. This report is for information.**

## 1. Context and background of report

- 1.1 In May 2022, the Home Office launched the Safer Streets 4 grant funding initiative, aimed as supporting communities that are affected by varying forms of criminality and anti-social behaviour.
- 1.2 The Council was invited to partner on a funding bid with Surrey Police, focussing on the Surrey Towers and Middlesex Court area of Addlestone (the Garfield Road Estate). The area of focus for the application was determined by Police, based on crime statistics and trends observed.
- 1.3 Council Officers worked at extremely short notice to prepare a funding bid comprising different initiatives and elements, while support was also provided with improving the overall standard of the application.
- 1.4 This report details the application that was submitted, the outcome and the work that is now being undertaken in relation to Safer Streets.

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

- 2.1 The launch of Safer Street 4 grant funding by the Home Office, prompted Surrey Police to consider opportunities for projects across the County. Locally, the Runnymede Neighbourhood Team, focused on the Surrey Towers and Middlesex Court area of Addlestone (the Garfield Road Estate),

given the levels and variety of criminality and anti-social behaviour in the area.

- 2.2 The Council was asked to join the Police led funding bid, with representatives from Community Services (including Community Safety and Safer Runnymede) and Housing participating, supported by the Corporate Grant Bid Writer, joining the Police in a partnership bid, allowed consideration of a broader set of opportunities, some of which have been the Council's long held ambitions.
- 2.3 Working with Police Officers and their Designing Out Crime Officer (DOCO), the initial consideration for the bid focused on the physical Garfield Road housing estate area. Following a walk around by Officers, where options to reduce ASB and criminality were considered, several components were included as part of the application. These were:
  - The installation of gates into stairwells
  - Installation of CCTV cameras, linked to Safer Runnymede
  - Installation of additional lighting
  - Reconfiguration of gardens to remove secluded pathways
- 2.4 Officers then took the opportunity to engage Police colleagues on the opportunity to incorporate a pilot project for a Youth Café in Addlestone, as it was felt that the addition of diversionary activity would be of benefit to the larger community, and therefore strengthen the bid submitted.
- 2.5 Members will be aware that the provision of a Youth Café in Addlestone has been a long-held aspiration of the Council. However, with limited opportunities to secure revenue funding for its delivery, the funding of such a facility would likely fall to the Council.
- 2.6 Therefore, with Police in agreement to include the Youth Café within the bid, an opportunity presented for funding to be secured to deliver a two year pilot service, the impact of which could then be evaluated before determining whether the service had value, in turn helping the Council to determine whether financially it was willing/able to fund such a service in the longer term.
- 2.7 As a result an application was submitted including the enhancements to Garfield Road Estate highlighted in 2.3 and for the set up and delivery costs of a Youth Café pilot.
- 2.8 The grant fund required a 50% match fund contribution, which was able to be presented as a combination of financial contributions and in kind contributions (e.g Officer time). As a result, the funding bid, totalling £643,940 required match funding of £321,970.
- 2.9 The match funding requirement was met through a combination of financial and in-kind contributions. Financially, the £160,000 capital budget for the fit out of a youth café, that already existed within the MTFs was included, whilst financial contributions from the Housing Revenue Account (HRA) were included for the enhancements at Garfield Road Estate. In kind contributions largely came through staff resources that would be used at different stages of the project, as well as the provision of CCTV monitoring services.

2.10 The table below details the costings submitted for the bid:

Item	Cost	Quantity	Total	Request from Safer Streets
Gates	£4,400	5	£22,000	
Cameras	£2,200	6	£13,200	
Lights	£110	10	£1,100	
Metal Fences	£1,100	6	£6,600	
Wooden Fences	£10,605	1	£10,605	
Turf	£1,650	1	£1,650	
Fire Door ST	£3,850	1	£3,850	
Youth Café Y1a	£176,860	1	£176,860	
Youth Café Y1b	£179,049	1	£9,000	£170,049
Youth Café Y2	£161,491	1	£9,570	£151,921
CCTV Monitoring	£22,560	1	£22,560	
Mgmt Fit Out	£8,975	1	£8,975	
Mgmt GR Works	£4,000	1	£4,000	
YC Delivery Mgmt	£17,000	1	£17,000	
Project Mgmt	£4,000	1	£4,000	
Ongoing Maintenance	£4,000	1	£4,000	
Consultation	£2,000	1	£2,000	
Contingency	£5,000	1	£5,000	
<b>Total:</b>	<b>£643,940</b>		<b>£321,970</b>	<b>£321,970</b>

- 2.11 Members will note that a sum of £321,970 was applied for specifically, for the revenue costs associated with delivery of the Youth Café pilot.
- 2.12 At the end of July 2022, the Police and Crime Commissioners Office confirmed that the application had been approved. As a result, Officers were intending to commence the planning of the Youth Café provision, including identifying an appropriate delivery model etc.
- 2.13 However, when in receipt of further confirmation of the bid approval, it was noted that only funding to the total of year 1 of the project had been approved, and the year 2 budget not. As a result, working with the PCC and Police, a clarification request was submitted to the Home Office, in the hope that the full figure applied for will be awarded.
- 2.14 On 21<sup>st</sup> October 2022, confirmation was received that the Council has been awarded the full grant value of £321,970 for the two year period. This confirmation will now enable officers to plan and implement the youth café provision.
- 2.15 Work at the Garfield Road estate has commenced, with CCTV camera installed and additional lighting units on order. Consultation with residents on the installation of gates in stairwells etc. is planned for the near future.
- 2.16 The work relating to the Youth Café has also commenced following the delay as a result of the award process. Two elements of the service are required to be developed. Firstly, led by Assets and Regeneration, the identification of suitable premises from which to deliver the pilot, is required, following which

appropriate fit out works are necessary to make a suitable venue for a Youth Café.

- 2.17 The previous site identified, which was the first floor office accommodation on Station Road, is not considered a viable option due to the projected fit out costs and issues relating to access and egress which will require permission from third parties in the event of an emergency. Whilst other sites are to be identified, it is considered possible that the former Eileen Tozer Day Centre building could be used as a temporary venue, although it is recognized that this is not an ideal scenario.
- 2.18 The other aspect of the Youth Café for implementation is the service delivery model. Officers have a preference to work in partnership with an organisation that has experience in youth work and in the delivery of youth services, as this is seen as both the most appropriate, and potentially the quickest way to reach commencement of service delivery.
- 2.19 Working with colleagues in Assets & Regeneration, the Council has received an offer of consultancy to assist in the development of the Youth Café, including working with specialist Youth Workers, from a charity organisation based in Leatherhead, although this presents concern that timescales will create a risk around the availability of funding. Officers have also made initial contact with the youth charity, Eikon, based in New Haw, with the hope of further discussions, and the potential for a partnership model.
- 2.20 Therefore, whilst the award of funding is extremely positive news for what has long been a priority for the Council, it should not be underestimated how much work is required to mobilise the project across both the premises and service delivery aspects. Officers will seek to move this forward as quickly as possible in order to retain full access to the grant awarded via Safer Streets. As developments take place, a further report outlining the intended service delivery model will be provided working with expert youth advice.

### **3. Policy framework implications**

- 3.1 The Safer Streets funding bid supports the objectives of the Council's Health and Wellbeing Strategy, given the impact community safety has on the wider determinants of health. Specifically, this project meets the themes of Healthy Homes and Healthy Communities within the strategy.

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

- 4.1 Securing funding for the delivery of this project whereby existing budgets or in kind support to the project is able to be used as match funding has limited the resource implications and the need to finance this project within the two years of the project.
- 4.2 Within the capital programme, the budgeted sum of up to £160,000 will be required to fit out the premises for the Youth Café, but the key aspect is where within ADD1 are we best placed to deliver this key facility.
- 4.3 Beyond the two year pilot, should the Youth Café be continued, alternative sources of funding will be required. If it is to be funded by the Council, a supplementary annual budget will be required. Currently, there is no revenue budget for the delivery of a Youth Café.

5. **Legal implications**

- 5.1 I think there are legal implications along the lines of lease/licence on the premises and also with regard any contractual arrangement with buying in youth workers etc

6. **Equality implications**

- 6.1 An equalities impact assessment on the provision of a Youth Café has not yet been completed due to the uncertainty of the model that will be able to be delivered. An EQIA will be completed at the early stages of project mobilisation once the delivery model is confirmed to ensure the Council is meeting its Public Sector Equality Duty.

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

- 7.1 There are no implications at this stage. However, possible implications will be considered as part of the mobilisation of the project.

8. **Conclusions**

- 8.1 This report highlights a positive outcome in securing funding for a Youth Café in Addlestone, whilst sharing the current status relating to the full funding amount.
- 8.2 The work on the Safer Streets funding bid, highlights the positive, collaborative approach internally with contributions from Community Services, Housing, Assets & Regeneration and the Chief Executive's Office. It also highlights the positive working relationship with the neighbourhood police team, and in particular Inspector James Wyatt (Runnymede Borough Commander), who fully supported a partnership approach to the application.
- 8.3 As this project evolves and a delivery model for the Youth Café is identified, a further report will be brought to this Committee to outline this in due course.

**(For information)**

**Background papers**

None stated.

**Balcony Safety Policy (Housing, Maggie Ward)**

**Synopsis of report:**

**Runnymede Council owns several blocks within its Housing Revenue Account that have individual balconies. To ensure that these are maintained and utilised to minimise risks to residents and property a draft Balcony Safety Policy is submitted to the Committee with a request to carry out a consultation with residents.**

**Recommendation:**

**Members approve an 8-week consultation with residents with a finalised policy to be brought back to this Committee with the results of the consultation.**

**1. Context and background of report**

1.1 Despite being covered in the Tenancy Agreement the Council has not previously had a specific policy relating to balcony management and usage. The inherent risks posed by balconies warrant a specific policy and inspection regime to ensure compliance.

**2. Report**

2.1 A draft balcony policy is attached at Appendix A. This outlines the restrictions on usage to mitigate the risk to residents and property. The policy also established an annual inspection regime to ensure the integrity of the balcony and its appropriate usage. Any noncompliance with the policy will be addressed when it occurs.

2.2 The emerging policy was considered by the Housing Member Working Party on 13<sup>th</sup> December 2022.

2.3 The current Tenancy Agreement refers in Section 7 (Health & Safety) and Section 9 (Living in your home and your behaviour), to balcony usage and this policy encompasses these conditions into a wider policy on balcony safety and management.

Tenancy Agreement

2.4 7.1 *Our responsibilities for Health and Safety*

*(f) You must not keep any portable oil or bottled-gas appliance, or fuel for such appliances, in your home which includes storerooms, private and public balcony space. You must not keep any dangerous or flammable goods materials or substances in your home, apart from those used for general household purposes.*

*(j) You must not use any form of barbecue on your balcony or on any shared area including balconies, entrance halls or staircases.*

2.5 7.5 *General Safety*

*(b) You must not store or leave any rubbish or items that could cause a nuisance or danger in your home, on your balcony, in your garden, shared areas or in any shed or garage you have been allowed to use. If you do, we will ask you to remove any items causing an obstruction, nuisance or danger. If you do not do this within a reasonable period of time, we may dispose of them without further notice, and you will have to pay our reasonable costs for doing this. We may also take action against you for breach of tenancy.*

## 2.6 9.5 General Nuisance and Behaviour

- *Throw items from your balcony or window.*

## 2.7 Policy

The draft policy outlines in more detail the restrictions, including adding any form of combustible cover or screening to the balcony. It identifies the tenant's obligations for safe use of the area and the importance of fire risk management. The Member Working Party felt that it was essential to provide clear guidance on acceptable items to be placed on the balcony rather than a list of non-acceptable items.

## 2.8 4. Tenants' Obligations

*4.1 In line with the Tenancy Agreement tenants must keep their home, including its fixture and fittings, clean and in good condition. To ensure balcony safety tenants are obliged to regularly check the surfaces, flooring, glass, and railings of your balcony, to make sure they are safe and not in need of repair.*

*It is the responsibility of the tenant to report any defects so they can be repaired within a timescale relative to any Health and Safety considerations.*

*4.2 When letting a property with a balcony the door to the balcony will be lockable and two keys will be provided. A restrictor will be installed to the window if it is not present as part of the design. It is the responsibility of the tenant to ensure that the door is locked, or a window restrictor is engaged if there are small children in the property.*

*4.3 It is important to keep balcony decking clean to remove algae or dead leaves which could make your balcony surface slippery.*

*4.4 If the balcony also serves as a fire escape for other flats items must not be stored which would prohibit escape in the event of a fire.*

*4.5 Tenants may not do the following*

- *Store items on your balcony – **permissible items are fire resistant table or chairs.***
- *Try to clean the outer face of your balcony's window glass by reaching over*
- *Fix additional timber or combustible screening or flooring on the balcony (includes artificial grass or similar)*
- *Fix anything to the external elements of the building/balcony*
- *Allow anyone to climb or lean over the balcony or leave children unattended*
- *Force anything in-between or connect anything to the railings*

- *Use the balcony as a barbeque area or use any other appliance that emits a naked flame or intense heat*
- *Allow pets to foul on the balcony*

## 2.9 Fire Risk Management

*5.1 Balcony fires can happen any time however, they are more common during the summer months. There are steps that can be taken to minimise the risk.*

*5.2 Tenants must keep their balcony clear **at all times** of flammable and dangerous items including:*

- *Gas canisters, barbecues, and patio heaters*
- *Glass bottles or mirrors*
- *Paints, oils, or paint thinners*
- *Upholstered furniture, wood, plastic, or combustible materials*
- *Balcony covers including artificial grass*

## 2.10 Smoking

Smoking on a balcony can have a serious impact on neighbours. The effects of passive smoking are well known, and smoking has not been allowed in communal areas of flats since 2016. Whilst the balcony is a private space as part of an individual dwelling the proximity to other properties means that activity in that space may impact more seriously on adjacent and above properties than internally. Following discussion on smoking the Member Working Party decided to consult with residents on whether smoking should be allowed on balconies. The draft policy therefore has two potential clauses relating to smoking.

*5.3 Smoking is not allowed on a balcony as this will impact on the usage of balconies and potentially the health and safety of other residents.*

*Or*

*5.3 Residents or their guests should not smoke on a balcony if this causes nuisance to other residents. Smokers must stay safe on their balconies by putting out cigarettes completely and disposing of them carefully. Ashtrays must not be left on the balcony. Cigarettes or cigarette butts must not be thrown over a balcony.*

## 2.11 6. The Council's Responsibilities

*6.1 The Council is responsible for repairing and maintain the structure and outsides of its properties. The Council will inspect balconies annually to ensure they are safe to use.*

*6.2 If any items that shouldn't be stored on the balcony are seen the Council will provide written notice to the owner(s) of the item(s) to allow them to be removed within a short period. If items are not removed within the required timescale the council will remove them and recharge the tenant.*

2.12 The Policy does not impose additional conditions to those in the Tenancy Agreement but identifies specific dangerous behaviours and practices and informs tenants of the Council's obligations.

### **3. Policy framework implications**

- 3.1 This policy relates to all Housing Revenue Account stock and is one of a suite of Health and Safety policies designed to ensure compliance with legislation and mitigate risk to Council tenants and assets.

### **4. Resource implications/Value for Money**

- 4.1 This policy will be managed within existing staffing resources.

### **5. Legal implications**

- 5.1 As indicated in the report the use of balconies on buildings can present a range of health and safety risks e.g., the possible activities carried out on balconies such as barbecues, the types of items which could be placed on balconies and even simple issues such objects held whilst leaning on a balcony
- 5.2 As a landlord of properties which have balconies it is both appropriate and sensible that the Council seek to adopt a policy which provides clear guidance on how balconies should be used. Such a policy will enable safe practices to be promoted.

### **6. Equality implications**

- 6.1 The Equalities Group has been consulted and a full impact assessment is not required as this new policy is being put in place to have a positive impact on all tenants and promotes health and safety with tenants who have access to a balcony within their property. There is no evidence that tenants with any of the nine protected characteristics will be negatively impacted by this policy

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

- 7.1 No implications identified

### **8 Consultation**

- 8.1 All tenants who currently occupy homes with balconies will be consulted on this policy, there is very little opportunity to change the policy as it is primarily to address health and safety concerns however with the inclusion of two options relating to smoking and the potential impact this may have for residents, attempts will be made to directly contact all residents with balconies with a short questionnaire. A door knocking exercise will be carried out if responses are not forthcoming to ensure that over 50% of the affected residents have expressed their opinion.

### **9. Timetable for Implementation**

- 9.1 An 8-week consultation is recommended, with the policy to be brought back to the June meeting of this Committee.

#### **(To Resolve)**

#### **Background papers**

None

Appendix A

# **RUNNYMEDE BOROUGH COUNCIL**

## **Balcony Safety Policy**

DRAFT

Review due:

## 1. Introduction

1.1 This policy applies to all properties owned or managed by Runnymede Borough Council (RBC) that have a balcony.

1.2 This policy outlines the safe use of balconies.

## 2. Aim

2.1 The aim of this policy is to ensure;

- Safe use of balconies
- Fire risk management on balconies
- Balcony inspection regime

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

## 3. Scope, definitions, and legislation

3.1 The legislation that applies to this policy are;

- Regulatory Reform (Fire Safety) Order 2005
- The Housing Act 2004
- Anti-Social Behaviour Crime and Policing Act 2014

## 4. Tenants' Obligations

4.1 In line with the Tenancy Agreement tenants must keep their home, including its fixture and fittings, clean and in good condition. To ensure balcony safety tenants are obliged to regularly check the surfaces, flooring, glass, and railings of your balcony, to make sure they are safe and not in need of repair.

It is the responsibility of the tenant to report any defects so they can be repaired within a timescale relative to any Health and Safety considerations.

4.2 When letting a property with a balcony the door to the balcony will be lockable and two keys will be provided. A restrictor will be installed to the window if it is not present as part of the design. It is the responsibility of the tenant to ensure that the door is locked or a window restrictor is engaged if there are small children in the property.

4.3 It is important to keep balcony decking clean to remove algae or dead leaves which could make your balcony surface slippery.

4.4 If the balcony also serves as a fire escape for other flats items must not be stored which would prohibit escape in the event of a fire.

4.5 Tenants may not do the following

- Store items on your balcony – **permissible items are a fire resistant table or chairs.**
- Try to clean the outer face of your balcony's window glass by reaching over

- Fix additional timber or combustible screening or flooring on the balcony (includes artificial grass or similar)
- Fix anything to the external elements of the building/balcony
- Allow anyone to climb or lean over the balcony or leave children unattended
- Force anything in-between or connect anything to the railings
- Use the balcony as a barbeque area or use any other appliance that emits a naked flame or intense heat
- Allow pets to foul on the balcony

## **5. Fire Risk Management**

5.1 Balcony fires can happen any time however, they are more common during the summer months. There are steps that can be taken to minimise the risk.

5.2 Tenants must keep their balcony clear at all times of flammable and dangerous items including:

- Gas canisters, barbecues, and patio heaters
- Glass bottles or mirrors
- Paints, oils, or paint thinners
- Upholstered furniture, wood, plastic, or combustible materials
- Balcony covers including artificial grass

*5.3 Smoking is not allowed on a balcony which is adjacent to or directly above or below another home where the smoke will be inhaled by people on their own balcony or through an open window. Smokers can stay safe on their balconies by putting out cigarettes completely and disposing of them carefully. Ashtrays must not be left on the balcony. Cigarettes or cigarette butts must not be thrown over a balcony.*

Or

*5.3 Residents or their guests should not smoke on a balcony if this causes nuisance to other residents. Smokers can stay safe on their balconies by putting out cigarettes completely and disposing of them carefully. Ashtrays must not be left on the balcony. Cigarettes or cigarette butts must not be thrown over a balcony.*

## **6. The Council's Responsibilities**

6.1 The Council is responsible for repairing and maintain the structure and outsides of its properties. The Council will inspect balconies annually to ensure they are safe to use.

6.2 If any items that should not be stored on the balcony are seen the Council 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 recharge the tenant.

## **7. Consultation, communication, and training**

7.1 RBC will provide clear and comprehensive advice and information to residents, with an aim for a single point of contact.

7.2 All residents with a private balcony will be consulted on 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 practice.

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

## 9. Equalities Implications

9.1 In producing this document an Equality Impact Assessment Screening (EIA) has been carried out.

9.2 An EIA is a way of assessing the impact, or likely impact, that a particular policy, procedure, or decision will have on particular groups. This is used to assess whether in making the decision whether the Council has complied with its public sector equality duty under S149 of the Equality Act 2010 (as amended) to; eliminate discrimination and any other conduct that is prohibited under this act and to advance equality between those who share a protected characteristic.

9.3 The screening found that a full impact assessment is not required

## 9. Related strategies/Documents

Tenancy Agreement

## 10. Version Control

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
V1	March 22	First draft created		Luisa Cantore-Norris	

## Estate Improvement Policy (Housing, Andy Vincent)

### Synopsis of report:

Runnymede Borough Council's Housing Service has identified £200,000 annually to invest in the improving the condition of the communal parts of its estates.

The Draft Estate Improvement Policy identifies the process for identifying and prioritising improvements.

### Recommendation:

Housing Committee approves an 8-week consultation with residents with a finalised policy to be brought back to this Committee with the results of the consultation.

## 1. Context and background of report

- 1.1 Runnymede Borough Council has made resources available to improve the communal parts of housing estates.
- 1.2 There has not previously been a specific policy relating to estate improvements; but one is required to ensure that investment is directed where it is most required.
- 1.3 This draft policy was discussed at the Housing Member Working Group on 13 December 2022 where the following suggestions were made:
  - Having a pipeline in place that was reported periodically to Committee.
  - Allow Housing Committee to decide ward member involvement.
  - Consider proportion to allow splitting the fund into categories to allow some Member led engagement.

## 2. Report

- 2.1 A draft Estate Improvement Policy is attached at Appendix A. This outlines proposed projects for expenditure (not an exhaustive list): -
  - Bike or buggy stores and racks
  - Bin shed/enclosures
  - CCTV
  - Community gardens and landscaping
  - Cycle storage
  - Installation of solar panels
  - Parking improvements
  - Pathways
  - Railings and other new security features
  - Recycling facilities
  - Tables and benches
- 2.2 The draft policy also proposes how expenditure suggestions should be prioritised: -

- Anticipated cost of the proposal
- Benefits of the proposal, including the number of residents who would benefit from it
- Feedback from tenants impacted by the proposal
- Ongoing cost of maintenance and upkeep of improved area and whether this has an impact on service charges.
- Other projects that have been undertaken or are currently in progress in the location
- Severity of issue that proposal aims to address
- The scope for the proposal to be funded from another source
- Urgency of the work

### 3. **Policy framework implications**

3.1 This policy relates to Housing Revenue Account communal areas.

3.2 This policy forms part of the policy framework for Runnymede Borough Council's Housing Service stock.

### 4. **Resource implications/Value for Money**

4.1 Resources have been identified to support this policy.

4.2 It is essential that any money spent through this policy is supported by the community and delivers significant value for money benefits for the Council's tenants.

### 5. **Legal implications(Have you consulted legal?)**

5.1 The management of the physical realm of the Council's Housing estates is clearly an important issue as it has a number of impacts on the use of such assets by the occupants. The range of impacts could be on their health and safety or physical or mental well being. It is prudent for the Council to have a policy in place which guides it on how to deal with such issues.

### 6. **Equality implications**

6.1 The Equalities Group has been consulted and a full impact assessment is not required as this new policy is being put in place to have a positive impact on all tenants with access to communal areas.

6.2 This policy will address largely address health and safety, community safety and use of play spaces.

6.3 There is no evidence that tenants with any of the nine protected characteristics will be negatively impacted by this policy

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

7.1 This policy seeks to improve the environment for Runnymede Borough Council tenants.

7.2 Where possible we will seek to increase biodiversity when planting through this budget.

8. **Timetable for Implementation**

- 8.1 An 8-week consultation is recommended commencing on 30 January 2023 with the policy to be brought back to the June meeting of this Committee.

**(To resolve)**

**Background Papers**

None

Appendix A

# **RUNNYMEDE BOROUGH COUNCIL**

## **Estate Improvement Budget Policy**

DRAFT

Review due:

## **1. Introduction**

1.1 Housing Services has an annual Estate Improvement budget to enable specific additional improvements to Council owned housing estates and blocks of flats.

## **2. Aim**

2.1 The aim of this policy is to;

- Identify upgrades to communal parts beyond our day-to-day management of areas using a transparent process that involves residents and benefits them.
- Involve residents in management and improvement of their estates and neighbourhood
- Publicise estate inspections and encourage resident involvement

## **3. Scope, definitions and legislation**

3.1 Estate Improvements are an opportunity to improve the appearance of blocks, roads or an estate and can help improve residents' quality of life.

3.2 As the budget is funded by the Housing Revenue Account all proposals must benefit Runnymede Borough Council (RBC) tenants and the improvement must be on Housing land.

## **4. Suitable Proposals**

4.1 Some suitable projects would be (not an exhaustive list);

- Bike or buggy stores and racks
- Bin shed/enclosures
- CCTV
- Community gardens and landscaping
- Cycle storage
- Installation of solar panels
- Parking improvements
- Pathways
- Railings and other new security features
- Recycling facilities
- Tables and benches

4.2 Work will only be undertaken on Housing owned land. Approval of projects is subject to land ownership, building regulations and planning permission being considered.

All proposals are considered on a case-by-case basis.

## **5. Submitting a Proposal**

5.1 Proposals can be made by RBC tenants and leaseholders, Councillors and Council Officers.

5.2 All suggestions should be made to the relevant Area Housing Manager in the Housing and Neighbourhood Services Team, who will review the application and put forward a proposal.

5.3 The following will be taken into account when considering each proposal and will be weighted via a 'scoring process':

- Anticipated cost of the proposal
- Benefits of the proposal, including the number of residents who would benefit from it
- Feedback from tenants impacted by the proposal
- Ongoing cost of maintenance and upkeep of improved area and whether this has an impact on service charges.
- Other projects that have been undertaken or are currently in progress in the location
- Severity of issue that proposal aims to address
- The potential for the proposal to be funded from another source
- Urgency of work

5.4 RBC will complete an inspection when considering a proposal request.

A panel comprising Head of Housing Technical Services, Head of Housing Services & Business Planning and a tenant (if applicable) will consider any proposal.

All proposers will be informed as to the outcome of their proposal following the Panel meeting to consider requests received.

5.5 Although a preliminary decision will be made at this meeting, further investigation could mean a scheme is not feasible, due for example, to planning restrictions, actual cost of delivering the scheme, extent of benefit, lack of resident support for proposal following consultation.

All proposers will be kept informed of any developments with their proposal, as it progresses.

5.6 Due to the limited budget available and the scale of preparations required, not all proposals may be taken forward immediately. They may need to be deferred to the following year and a programme of improvements will be established.

5.7 This programme and decisions made in the proceeding year will be reported to Housing Committee annually.

## **6. Resident Engagement**

6.1. Resident engagement ensures we understand our residents' expectations, so we can deliver services according to their needs and priorities.

6.2 We will work with residents to help shape how services are provided and to ensure they are able to hold us to account.

## **7. Consultation, communication and training**

7.1 RBC will provide clear and comprehensive advice and information to residents, with an aim for a single point of contact.

7.2 XXX have also been consulted.

## **8. Monitoring and performance management**

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

A 3-year plan will be drawn up to ensure that all areas are considered for improvements and officers, Councillors and tenants are encouraged to bring schemes forward in unrepresented areas.

8.2 The Head of Tenancy Services will have responsibility for the management of the Improvement Budget.

The Estate Improvement Budget will be monitored to ensure that expenditure is not disproportionate in one area and that schemes can be brought forward to ensure parity. Details of expenditure by ward – including the number of Council owned homes in each ward will be published annually.

8.3 The Housing Panel will consist of a minimum of 2 officers and will be convened within 7 working days of a proposal being made.

## **9. Equalities Implications**

9.1 In producing this document an Equality Impact Assessment (EIA) has been carried out.

9.2 An EIA is a way of assessing the impact, or likely impact, that a particular policy, procedure or decision will have on particular groups. This is used to assess whether in making the decision whether the Council has complied with its public sector equality duty under S149 of the Equality Act 2010 (as amended) to; eliminate discrimination and any other conduct that is prohibited under this act and to advance equality between those who share a protected characteristic.

9.3 The screening found a full impact assessment is not required and as time goes on and projects are approved, it would be useful to build up data on who was positively and negatively affected by decisions made.

## **10. Related strategies/Documents**

Information on the Planned Capital Programme

## **11. Version Control**

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
V1	November 2022	First draft completed		Luisa Cantore-Norris	

DRAFT