

CYNGOR SIR POWYS COUNTY COUNCIL

REPORT FOR DELEGATED DECISION BY Portfolio Holder for Property, Buildings and Housing Cllr Rosemarie Harris May 2017

REPORT AUTHOR: Simon Inkson - Head of Housing

SUBJECT: Housing Service – Repairs and Maintenance Policy

REPORT FOR: Decision

1 Summary

- 1.1 This report seeks approval for a Repairs and Maintenance Policy which will apply to all property owned and managed by the Housing Revenue Account (HRA).
- 1.2 The report is supported by the following appendices:
 - A The proposed policy
 - B Consultation response summary
 - C Impact Assessment (IA)

2 Background

- 2.1 The Council's Housing Service (the Service) is landlord of around 5,400 Council homes, 110 leasehold flats, 2,000 garages, 2 Gypsy and Traveller sites and several other assets. The Service aims to provide an effective repairs and maintenance service to ensure high levels of resident satisfaction and to protect the value of its housing stock.
- 2.2 This policy describes how the Service plans maintenance programmes and deals with requests for repairs. The policy provides clarity about responsibilities of tenants and the landlord, describing who is responsible for which maintenance. The policy also includes rechargeable repairs, repairs to vacant properties, the Right to Repair, tenants improving the property, adaptations and accessibility and how the Service will carry out quality control.
- 2.3 The policy provides support to officers when taking management decisions. It also includes the opportunity for residents and other stakeholders to input in improving the estate environment during inspection visits. These estate visits take place at least once a year and will be gradually introduced.
- 2.5 Draft versions of the policy have been discussed with:
 - Policies sub-group of the Tenants' Liaison Forum
 - Legal Services
 - Relevant Housing staff
- 2.6 A public consultation was carried out. The key findings are attached to this report. The respondents support the policy. They find it easy to read. No one indicates that the policy discriminates.

- 2.7 The impact assessment, which is attached to this report, does not highlighted any risks or negative impacts. The policy will contribute to more clarity for staff and the public.

3 Proposal

- 3.13.1. This report seeks approval for a Repairs and Maintenance Policy which will apply to all property owned and managed by the Housing Revenue Account (HRA).

4 One Powys Plan

- 4.1 When this policy is implemented it will provide a consistent approach across the whole County.

5 Preferred Choice and Reasons

- 5.1 The preferred choice is to approve the policy to ensure consistency across the County.
- 5.2 The second choice is not to approve the policy. This would mean that there is a small risk for inconsistency across the County.

6 Sustainability and Environmental Issues/Equalities/Crime and Disorder/Welsh Language/Other Policies etc

- 6.1 The policy formalises current practice. Therefore the policy does not have an impact.

7 Children and Young People's Impact Statement - Safeguarding and Wellbeing

- 7.1 The policy does not have an impact.

8 Local Member(s)

- 8.1 This policy applies to all HRA property and assets in Powys.

9 Other Front Line Services

- 9.1 There will be no changes for other front line services.

10 Support Services (Legal, Finance, HR, ICT, BPU)

- 10.1 Legal - The Professional Lead – Legal recognises that it is important to have a policy in place to support this issue and confirms that the legal services will advise and assist where required.

10.2 Finance – The Finance Business Partner notes the content of the report and if the policy is implemented it will ensure consistency across the County to achieve well maintained property and an effective repairs service. This will have to be undertaken within the current financial envelope.

10.3 There will be no changes to support services.

11 Local Service Board/Partnerships/Stakeholders etc

11.1. The following stakeholders have been invited to read the policy and provide comments as part of the public consultation.

- all Housing staff
- Heads of Service
- Tenants’ Liaison Forum members
- Housing Services Group 100
- Powys Teaching Health Board
- PAVO
- Brecon Beacons National Park Authority
- Disability Powys
- Age Cymru Powys
- Shelter Cymru
- Tai Pawb
- Chartered Institute of Housing Cymru

11.2. Consultation responses are detailed in the consultation report, appendix B.

12 Communications

12.1 The new policy will be published on the corporate website. Individual council tenants and leaseholders will be informed of the policy through Open House Magazine and the Tenant Engagement Facebook page. The Tenants’ Liaison Forum Members will be informed. There will be a link on the Council’s Housing Service intranet page to the corporate website.

13 Statutory Officers

13.1 The Deputy Monitoring Officer notes the content of the report and Support Service comments and has nothing further to add.

13.2 The Strategic Director Resources (S151 Officer) notes the comment made by Finance that the policy will be delivered within the current financial envelope.

Recommendation:	Reason for Recommendation:
To approve the Council Housing Repairs and Maintenance Policy.	The policy and its implementation ensures consistency across the County to achieve well maintained property and an effective repairs service.

Relevant Policy (ies):			
Within Policy:	Y	Within Budget:	Y

Relevant Local Member(s):	All
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Person(s) To Implement Decision:	Philip Dark
Date By When Decision To Be Implemented:	1 March 2017

Contact Officer Name:	Tel:	Fax:	Email:
Henk Jan Kuipers	07917172854	-	henk.jan.kuipers@powys.gov.uk

Background Papers used to prepare Report:

- Powys County Council Secure tenancy agreement 2008 and Introductory tenancy agreement 2015
- Powys Property Services Joint Venture; Housing Repairs and Maintenance Specification; May 2016
- CIH practice online

Appendices

Appendix A: Proposed policy

Appendix B: Key findings from consultation

Appendix C: Impact assessment

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