



Committee:	Economy, Residents and Communities
Date:	18.03.24
Subject:	Housing Maintenance; Garage Maintenance and Management

1. Who will be the Lead Officer(s) / Lead Cabinet Member(s) presenting the report?

Name:	Role:
Cllr Matthew Dorrance	Deputy Leader and Portfolio Holder for a Fairer Powys
Andy Thompson	Interim Head of Housing
Dafydd Evans	Service Manager – Housing Communities
Mark Davies	Service Manager – Housing Quality


2. Why is the Scrutiny Committee being asked to consider the subject?

 **Property Maintenance** – overview of municipal housing stock – where the Council owns properties and of what type, key performance indicator results for maintenance and repair and compliance with regulatory and statutory requirements for Council-owned homes.

 **Garages** – overview of municipal garage stock – where, how many and construction types, cost to rent, cost to maintain, future use options.


3. Role of the Committee:


The role of the Committee in considering the subject is to:

 Consider the reach of the Council's housing and garage holdings, how they are maintained and in the case of garages, future options for the provision of garaging facilities.

4. Key Scrutiny Questions:

What Key areas should the Committee focus on:

 How effectively the Council maintains its homes and makes sure that they are compliant with all relevant health and safety legislation and regulations.

 Future options for the provision by the council of garages.

5. Guiding Principles for Scrutiny Members:

To assist the Committee when scrutinising the topic:

5.1 Impact the matter has on individuals and communities :

5.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality

[focus on value]

5.3 A look at any risks

[focus on risk]

5.4 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing and future generations]

5.5 The potential impacts the decision would have on:

- protected groups under the Equality Act 2010
- those experiencing socio-economic disadvantage in their lives (when making strategic decisions)
- opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language [focus on equality and the Welsh language]

[focus on equality and Welsh Language]

Key Feeders (tick all that apply)

Strategic Risk		Cabinet Work Plan	
Director / Head of Service Key Issue	Yes	External / Internal Inspection	
Existing Commitment / Annual Report		Performance / Finance Issue	
Suggestion from Public		Referral from Council / Committee	
Corporate Strategic and Equality Plan	Yes	Impacting Public / other services	
Service Integrated Business Plan	Yes		
Suggestion from Members			
Partnerships			

**Economy, Residents and Communities Scrutiny Committee
March 18th, 2024**

Report Author: County Councillor Matthew Dorrance
Deputy Leader and Portfolio Holder for a Fairer Powys

Lead Officer: Andy Thompson (Interim Head of Housing)

Report Title: Housing Maintenance; Garage Management

Report For: **Information**

1. Purpose

1.1 The purpose of this report is to provide an update on Housing Services' maintenance of Council-owned housing and the management and maintenance of the Council's garage stock.

1.1.1 Property Maintenance – overview of municipal housing stock – where the Council owns properties and of what type, key performance indicator results for the maintenance of, and compliance with regulatory and statutory requirements, Council-owned homes.

1.1.2 Garages – overview of municipal garage stock – where, how many and construction types, cost to rent, cost to maintain, future use options.

2. Background

2.1 Maintenance of Council-owned Housing

- 2.1.1 The Council owned 5512 properties as of the end of 2023. A profile of the homes held in each Local Housing Market Area is attached to this report as Appendix A.
- 2.1.2 Council-owned housing is maintained by the Council's Housing Services department, with the Housing Quality division leading on all matters relating to asset management, maintenance, and improvement. Since July 2022, a directly employed and managed workforce has been responsible for undertaking the majority of day-to-day repairs and an increasing amount of work to make empty properties (voids) fit to let.
- 2.1.3 Prior to July 2022, this work had been outsourced to a joint venture with Kier. The decision to insource this important work was driven by a need to improve service quality by increasing accountability to tenants and members, maintain control over costs through reducing the links in the delivery chain and allow for closer, more flexible, and localised management. This includes dovetailing with estate and tenancy management (to offer tenants a simpler, more accountable services) and the design and development of new Council-owned homes (to make sure that the homes the Council designs and builds can be maintained cost effectively and efficiently).
- 2.1.4 The Council's housing stock is aging and increasingly in need of investment to make sure it can continue to provide homes now and in the future. Half the Council's homes are more than sixty years old – sixty years being the accepted time before a house will likely need a full refurbishment, unless work has been ongoing to renew components as they wear out. This is why Powys has an ethos of 'liveability, maintainability, longevity' for our asset management work. Whatever we do is designed to make each home a better place in which to live, be low maintenance and have a long and useful life. Investment and improvement programmes are focused on the works that are essential to keep a home safe and secure: kitchens and bathrooms when they are needed, replacing walkways for flatted blocks, new roofs, windows, and doors to keep the weather out, long-life easy-to-use and maintain heating systems and high levels of health and safety related compliance.

Table 2.1.4: Age of Powys Council-owned Homes		
Decade Built	Number of Homes	Percentage of Homes
1800's	11	0.20
1860's	12	0.22
1900's	27	0.49
1910's	19	0.34
1920's	50	0.90
1930's	201	3.64
1940's	306	5.54
1950's	751	13.59
1960's	1,342	24.28
1970's	2,131	38.55
1980's	429	7.76
1990's	114	2.06
2010's	6	0.11
2020's	129	2.33

- 2.1.5 The Council receives circa 703 number of repairs service requests a month. Of these, 25% are completed in accord with the time agreed with the tenant. However, not all repairs can be completed at the first visit – for example, the works may be more complex than described or as works progress further work is needed to undertake a thorough job.
- 2.1.6 The Council has circa 500 void properties per year. Works to make them fit to relet can range from a clean and safety checks to a full-scale refurbishment, which can be the result of the property’s age, the outgoing tenant not having reported repairs or damage and neglect by the outgoing tenant. In the case of neglect and damage, the cost of putting right the damage and neglect is recharged to the former tenant.
- 2.1.7 In 2023-2024, a new, improved Quality of Accommodation Standard – which sets out what new tenants can expect from their new home - was introduced, providing a better balance between aspirations of tenants, especially those moving to their first Council-provided home, the time taken to re-let empty properties and the financial resources available within the Housing Revenue Account. This includes greater emphasis on making homes ready to move into – for example decoration where needed to make a house a home.
- 2.1.8 Reducing the time taken to let properties reduces void rent loss and helps people move more quickly into a new home – including for example those who are homeless and staying in temporary accommodation such as a ‘bed and breakfast’ type establishment. Since July 2022, when repairs and maintenance services returned from being provided by a private contractor to a directly employed workforce, Housing Services has reduced the average key-to-key time¹ for void properties from twenty-two weeks to twelve and a half weeks. The allocation and letting of properties once fit-to-let has also been on a continuous downward trend. However, further improvements are needed which is why a five programme of key-to-key targets is included in the Thirty-year Housing Revenue Account Business Plan 2024-2025².

Table 2.1.8: Key-to-key Target Times for Letting Properties					
Year	2024-2025	2025-2026	2026-2027	2027-2028	2028-2029
Calendar Days – Average	42 days	39 days	36 days	33days	30 days

- Excludes properties scheduled for demolition, disposal, major capital works and renovation and held for use by Social and Childrens’ Services.
- Targets are subject to approval by Cabinet 19.03.24.

2.1.9 With increased expectations by tenants and residents, a top priority for the Council is to make sure that the Council’s homes are always fully compliant with all relevant health and safety related legislation. The Compliance One Hundred programme is designed to make sure that all of the Council homes

¹
²

and associated buildings are one hundred per cent compliant with all relevant and applicable legislation and regulation.

2.2 Maintenance and Management of Council-owned Garages

2.2.1 The Council has 1,690 garages of which at the start of 2024, 801 were recorded as void/empty. Waiting lists are kept for each garage site, at the start of 2024 across Powys there were 856 applications registered for a garage; of these 277 were Powys County Council tenants.

2.2.2 Unlike municipal housing tenancies, there is no security of tenure for a garage. The Council can at any time, and without reason, issue a notice of intent to take possession of a garage.

2.2.3 The Council owns a total of 148 garage plots. These are pieces of land leased or rented to people on which they can install their own garage structure. The Council has no maintenance responsibilities for such structures. As for garages, there is no security of tenure for garage plots.

3. Advice

3.1 Maintenance of Council-owned Housing

3.1.1 Housing Services has since the insourcing of repairs and maintenance in July 2022 been developing a range of performance management systems to make sure the service is reliable, value for money, efficient and provides repairs to a good standard. Both quantitative and qualitative data and feedback is used to inform the way the service develops and makes changes to improve the overall quality of the work offered to our tenants.

3.1.2 Tenant Scrutiny Panel: The Tenant Scrutiny Panel (TSP) is a countywide, tenant led panel and has a considerable impact on Council decisions about the housing service - including the development of the HRA Business Plan. Membership includes tenant representatives to provide experience and knowledge from a tenants' perspective, four County Councillors and the Cabinet Member with the portfolio responsibility for Housing. The TSP is chaired by a tenant and the panel members agree the agenda items for scrutiny and discussion. The TSP has two sub-groups with a remit to consider repairs, maintenance, and improvements to tenants' homes.

- The Repairs and Voids Group is made of tenants, elected members, engagement officers and colleagues from the Housing Quality Team. The groups meet every month to consider and discuss repairs and maintenance services and uses the information to propose improvements of changes to such things as telephone and e-mail channels for tenants to make service requests, the quality and timeliness of repairs, the Quality of Accommodation Standard for void works, improvement programmes and overall performance.
- The Investing in Your Homes Group is a small group of tenants, elected members and contract management staff that meet once a month. The Group monitor the progress of investment work being carried out to tenants' homes and review the feedback from and responses to tenant questionnaires.

3.1.3 STAR Survey: In autumn 2023, the Council undertook a STAR³ satisfaction survey of tenants. Most of the results across the survey are higher than the last such survey, completed in 2021. The next STAR survey will be commissioned in 2025. The 2023 survey showed:

Overall Satisfaction...

- 👍 Now at 75% - 10% higher than 2019 and 4% higher than 2021.
- 👍 On a par with local authorities but below housing associations.

Rent - value for money...

- £ Now at 84% - 14% higher than 2019 and 6% higher than 2021.
- £ Above the median for all Welsh social landlords.

Repairs and Maintenance...

- ✂ Overall satisfaction 66% - 12% higher than 2019 and 3% higher than 2021.
- ✂ Below the median for Welsh social landlords.
- ✂ Working age tenants less satisfied.
- ✂ Recent repairs satisfaction now running at 80%.

Property...

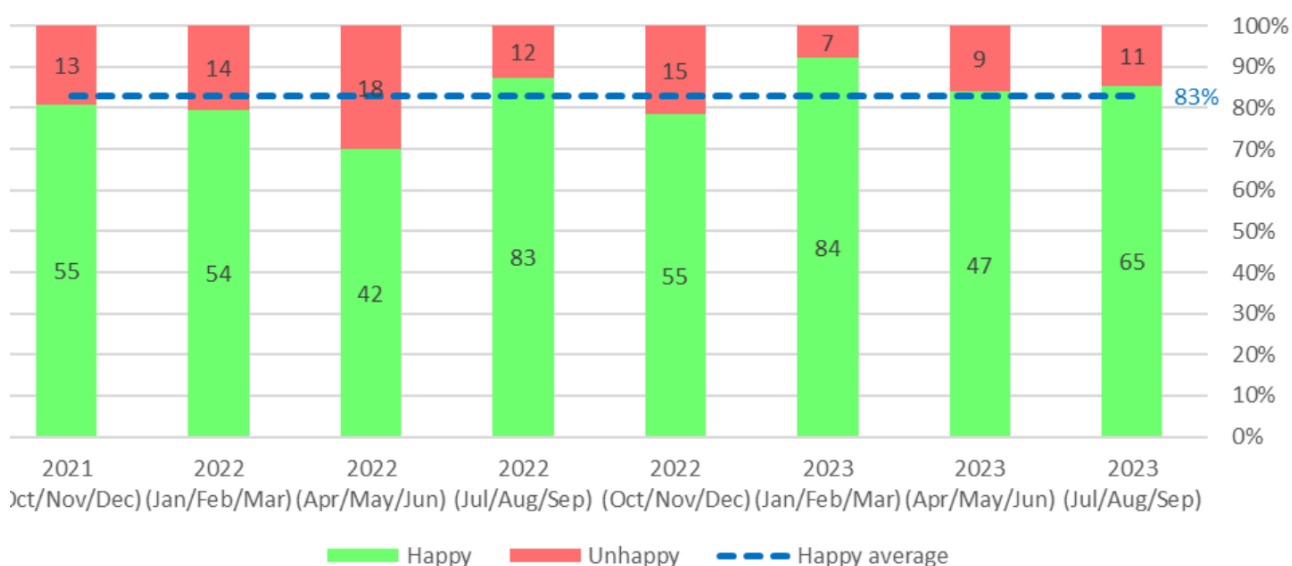
- 🏠 Quality 77% - 1% higher than 2019 and 4% higher than 2021.
- 🏠 On a par with local authorities but below housing associations.

Contact and Communication...

- 🗣 Listens and acts now at 62% - 15% higher than 2019 and 7% higher than 2021. Above local authorities but below housing associations.
- 🗣 Working age tenants less satisfied.
- 🗣 Staff friendly and approachable 82%.

3.1.4 New Tenant Survey: The 'New Tenant Survey' is sent to every new tenant, seven weeks after their tenancy started. The surveys are completed either by email or a telephone call. The Resident Engagement Team follow up any outstanding issues and a quarterly report is provided to the TSP, the Housing Management Team and to everyone in the service through the Housing Services Update.

Table 3.1.4: New Tenant Survey results for 'Were you happy with the condition of your property when you moved in?'



3.1.5 Tell Us: 'Tell Us' visits are in-person visits face-to-face visits to tenants, meeting up with them at home to gather first-hand information about how they feel about the Housing Service. The Resident Engagement Team lead on this essential work, sharing feedback with the right teams within Housing Services and to everyone in the monthly Housing Services Update team newsletter. The feedback is qualitative and focuses on the experiences tenants and residents have of the services offered by Housing Services.

3.1.6 Stronger, Fairer, Greener: To make sure we keep on track, the 'Objectives' and 'Measures' set out in the Council's Corporate Strategic Equality Plan 'Stronger, Fairer, Greener', are used to help manage our services and understand what difference we are making for the people of Powys. These are reported and published quarterly as part of the Council-wide approach to performance management.

Table 3.1.6: 'Stronger, Fairer, Greener' Service Performance Indicators for Housing Services			
Objective	Measure	Target	Performance
			Year to Date 2023-2024 (Q1 to Q3 inclusive)
Give the people of Powys more opportunities to have a secure, affordable, well-maintained home.	Number of council-owned homes with an EPC improved from D, E, F or G to A or B.	84	63
Improve the quality of life for people who rent their homes from the Council.	Overall tenant satisfaction in the 2023-2024 STAR survey will increase from 75%, to 79% in the 2025-2026 survey and to 83% in 2027-2028's survey.	75%	Reported annually
Help people have a better quality of life and be able to stay in their own home for longer.	Aids and adaptations will be delivered within 180 days (from date of Occupational Therapist referral to certified completion of the work).	180	205

	Aids and adaptations will be delivered 90 days (from date of Occupational Therapist referral to certified completion of the work).	90	83
	Aids and adaptations will be delivered within 28 days (from date of ASSIST or Occupational Therapist referral to certified completion of the work).	28	29
Improve the quality of our tenants' homes	The number and percentage of repairs we delivered at the time agreed with the tenant.	75%	68%
	The number and percentage of tenants surveyed that are satisfied with major programmes of repair and improvement focusing on the primary elements of kitchens, bathrooms, and heating systems at point of completion.	80%	91%
	The number and percentage of tenants surveyed that are satisfied with major programmes of repair and improvement focusing on the primary elements of kitchens, bathrooms, and heating systems 12 months after completion.	No Data. Over the past year, a low number of kitchens and bathrooms have been replaced in tenanted properties. Replacements have been primarily in voids, where there has been a greater need to replace these components.	
	The number and percentage of tenants surveyed that are satisfied with the responsive repairs service.	90%	93%
	The number and percentage of Powys Council homes with a compliant, in date, heating safety certificate at the time of reporting (taking into account the number of homes subject to unresolvable non-access constraints).	100%	96.12%
	The number and percentage of new tenants who are satisfied with their new home.	80%	83%
	The average number of days taken to re-let a Council owned property.	166	156

3.2 As from February 2024, Housing Services is trialling a new approach to collecting tenant satisfaction with repairs to their homes. Within seven days of a repair being completed, all tenants will be asked to complete an online form (please see Appendix B). We will also be telephoning a % of tenants that do not have access to e-mail to make sure that as many people as possible can share with us their experiences of repairs services. Up until now we have been telephoning 10% of tenants who have had a repair. The new approach should increase the scope and quality of our understanding of the repairs and maintenance services offered to tenants.

3.3. Compliance

3.3.1 The Housing Compliance Board meets every month to monitor the Council's work on making sure all homes are compliant with all relevant legislation and regulation relating to health and safety. The Board considers the full range of compliance duties and obligations on

the Council. The latest reports, from February 2024, are presented below.

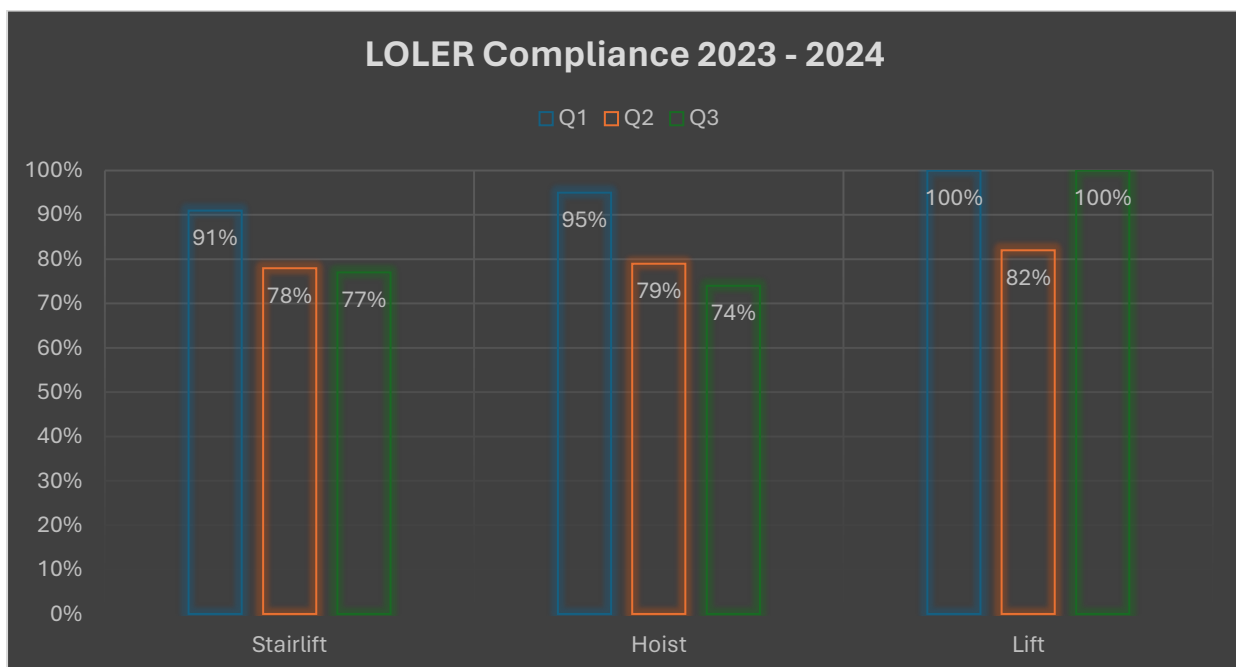
3.3.2 Legionella: ACOP L8⁴ Risk Assessments have been undertaken within communal areas and specific dwellings as necessary to comply with guidance and regulation. Legionella logbooks are placed at appropriate sites and, to increase accountability, temperature monitoring came in-house during 2023. Annual inspections take place using Housing Services' own workforce with the recruitment of the additional plumbers to undertake this work now complete.

Table 3.3.2: Legionella Surveys (as of February 2024)

Total number of surveys required	Surveys completed	% Complete
24	21	84%

- In February, there were three blocks where there are no communal facilities to test which are due a survey. These systems are tank fed and need to be tested in individual properties which we have a lag in access caused from festive period.

3.3.3 Lifting Operations and Lifting Equipment (LOLER): LOLER elements are made up of stairlifts, hoists and vertical lifts. Compliance is achieved with an in-date servicing certificate and LOLER inspection. Processes are in place for installations, servicing, and maintenance.

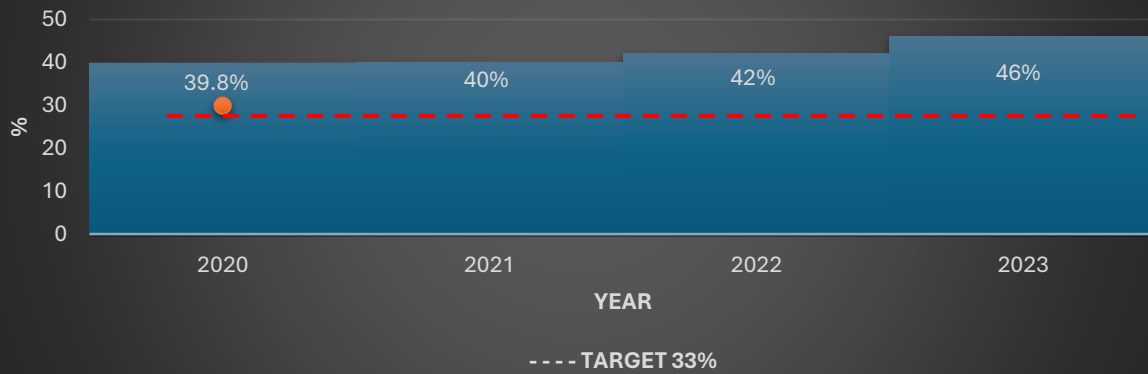


The fall in LOLER related performance mid 2023 was due to an audit by the Housing Services Compliance and Quality Assurance Team which identified seven additional lifting items to be included the programme.

3.3.4 Asbestos: There is a target, agreed as being acceptable by Welsh Government, for 33% of Council owned residential properties to have an asbestos survey. Housing Services now has a compliance rate of 46%.

4: ACOP L8 is the acronym for the approved code of practice for preventing the incidence of Legionnaire's disease: 'Legionnaires' disease: the control of legionella bacteria in water systems'. The code of practice provides practical advice on Legionella control and how to comply with the law.

Asbestos Reports Across Housing Stock 2020-2023



3.3.5 Fixed Electrical Testing (FET): All residential properties require a valid Electrical Installations Condition Report (EICR) once every five years, when a change of tenancy or when any major property damage or repair takes place. New requirements came into force December 1st, 2022, as part of the Renting Homes (Wales) Act for a valid EICR to be issued to each tenant.

Fixed Electrical % Compliant

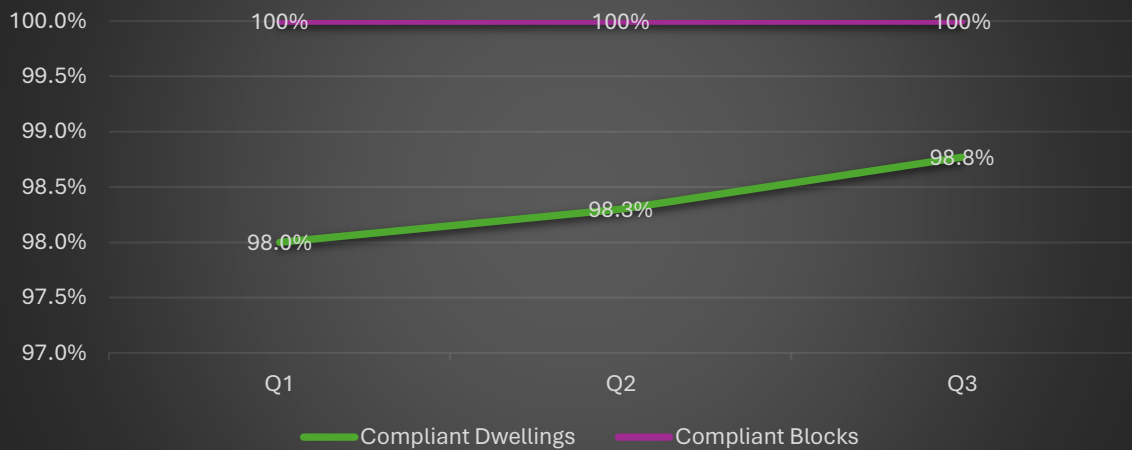


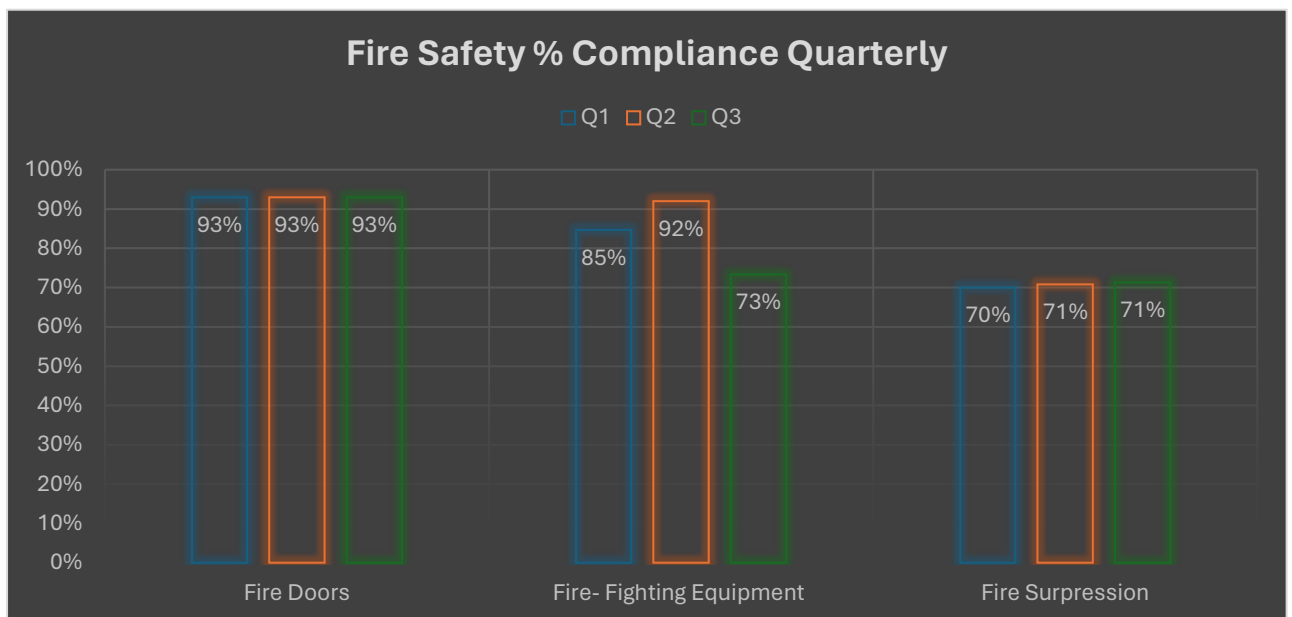
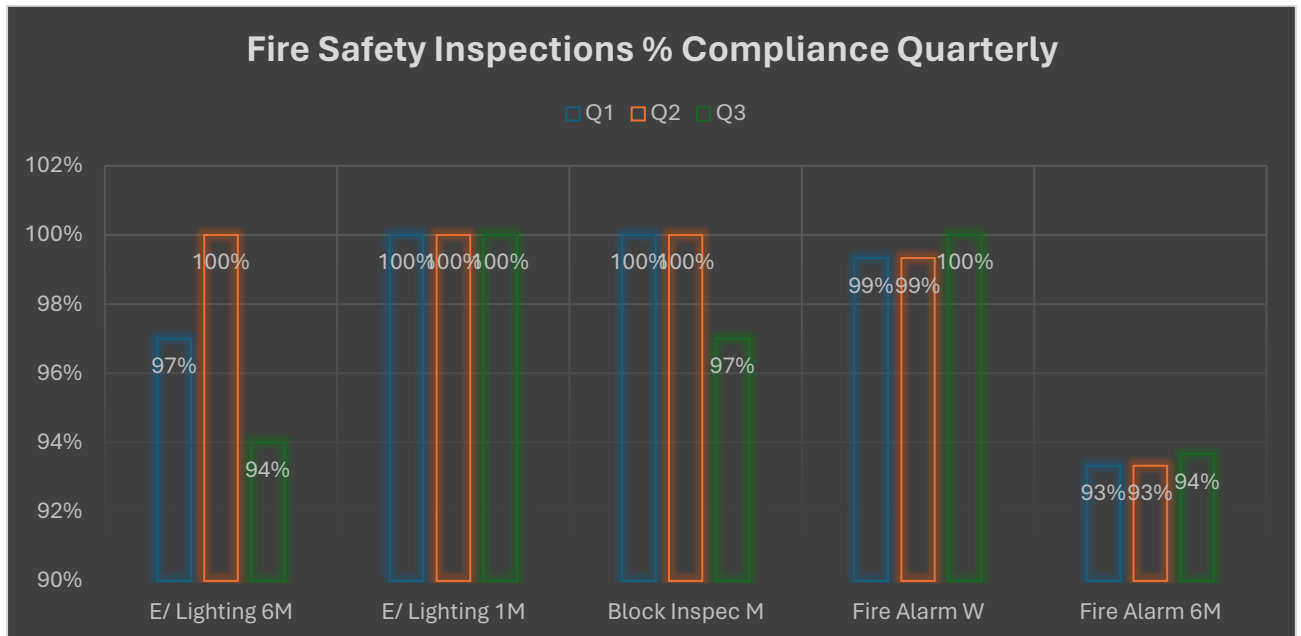
Table 3.3.5: Compliant Fixed Electrical Tests (as of February 2024)

Compliant properties Quarter Three (2023-2024)	Non-compliant properties Quarter Three (2023-2024)	% Compliant
5491	68	98.8%

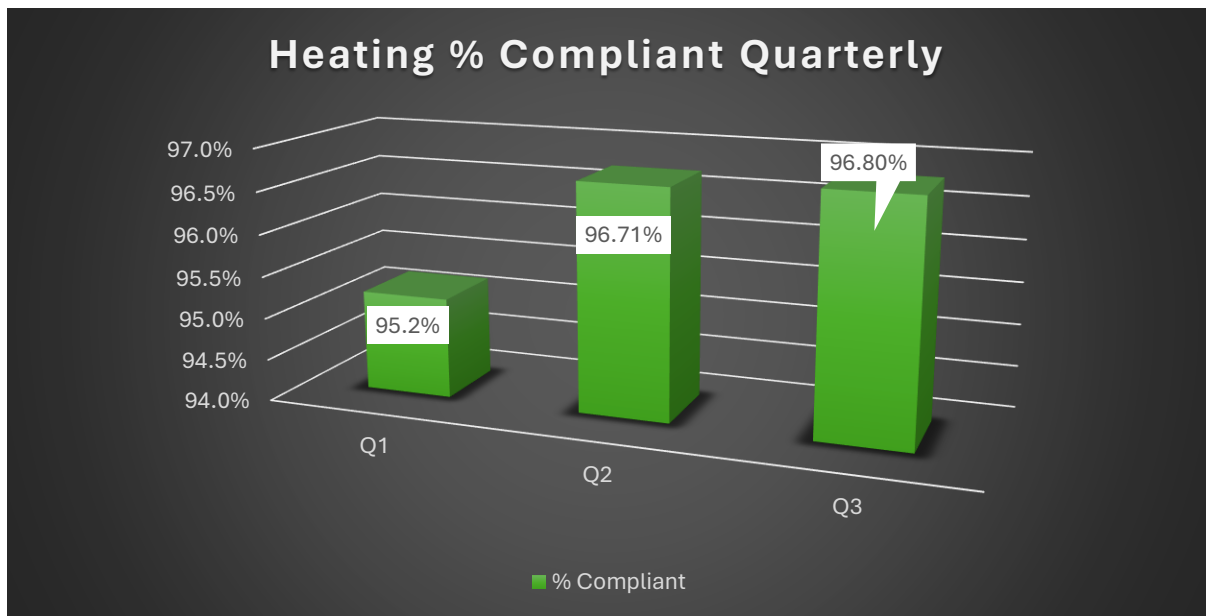
Non-Compliant Reasons:

- Void – 10
- Mitigated – 37 (awaiting reconfiguration/new build)
- Currently out of date – 21
- Awaiting repairs/rewire – 8
- Housing management – 6 (including hoarding)

3.3.6 Fire Safety – Fire Risk Assessments (FRA's): Fire risk assessments (FRAs) are overseen by a dedicated Action Group, to enhance the collaborative approach between Housing Service and Strategic Property to FRAs. The Housing Compliance and Quality Assurance Team has been working to jointly procure with Corporate Property a Fire Safety Contract covering fire doors, fire-fighting equipment and fire suppression equipment. This is to be in place for 2024/25. The outcome will secure access to a more robust supply chain. The first large scale project for remedial work to make sure fire doors are fully up to code has now been completed with additional projects underway in Quarter Four 2023-2024 following completion of a Powys Wide Fire Door contract award.



3.3.7 Heating Servicing: The Council has a legal duty to make sure all gas heating systems are serviced annually and that other heating systems are serviced and inspected in accord with best practise for each type of system. Servicing relies upon engineers being able to gain access to properties to service heating systems. A contract for an external provider of heating servicing will be mobilised by the end of the final quarter of 2023-2024.



Non-compliant properties...

- Air Source Heat Pump: 58.
- Unvented Cylinder: 11.
- Gas: 58 with 54 in 'non-access' procedure, three with booked appointment, one awaiting tenant response.
- Oil: 99 with 12 in 'non-access' procedure.
- Solid Fuel: 17.
- Solar: 6.

3.4 Garage Management

3.4.1 In 2020, a review of all garage sites was completed. The sites were assessed against a range of criteria including:

- Current occupancy
 - Current demand – in current state
 - Current condition
- Financial Considerations
 - Capital cost to retain in use
 - Annual revenue cost to maintain
 - Annual income
- Socio-economic considerations
 - Crime and community safety considerations
 - Community feedback
- Alternative Uses
 - Potential demand for site – new homes
 - Potential demand for site – car parking
 - Potential demand for site – new larger garages (right-sized to modern cars) for letting at commercial rates (payback in # years)
 - Alternative uses for garages (e.g. rent to classic car clubs)

3.4.2 The intention of the site-by-site review was to inform the management of garage sites across the County. A future use for each site was set out in the review:

- Keep and Manage

- Keep and Repair
- Close and Demolish

- 3.4.3 Since the review was completed, changing demand for garages, increased requests by communities for off-street parking and growing demand for new Council-housing have meant that each site is now reviewed on a case-by-case basis once a site becomes uneconomical or viable to let and/or maintain.
- 3.4.4 The age of the garages (all are more than thirty years old), the type of construction (many are made from prefabricated panels that are now deteriorating and for which there are no economically viable repair solutions), and the size of the garages (modern cars with few exceptions will fit into a typical Council garage) mean that their useful life as storage for cars and vans is extremely limited. The Council's garage stock includes a high number of garages for which there is little demand. Accordingly, the Council has adopted an approach to garages in which essential maintenance and repair, primarily related to safety and security related matters, is prioritised.
- 3.4.5 Using garages for general storage has been considered. This however has been discounted due to the insurance and management risks to the Council of providing complaint and robust storage for what could be an unknown variety of goods, materials, possessions, machinery, furniture, collectibles, and chattels. Use of the garages as business units has for similar reasons also been discounted. As garage sites become uneconomical to continue to let and maintain, consideration is given to alternative uses for the sites. This includes demolition to provide either car parking areas or development sites for new Council-owned homes. The viability for different uses is influenced by access to the sites (by people and vehicles), planning policy, size of the site and the availability of utility services.

4.0 Resource Implications

- 4.1. All works to Council-owned homes and garages, including compliance work, must be funded through the Housing Revenue Account (HRA)⁵. Income to the HRA from tenant rents and grants from the Welsh Government for the development of new homes (Social Housing Grant) and a contribution towards maintaining the Welsh Housing Quality Standard (Major Repairs Allowance).
- 4.2 The HRA cannot operate at a deficit. Neither can any HRA resources be used for services or any activity that does not primarily benefit tenants of the Council. This means that non-landlord related housing services – for example preventing and resolving homelessness, bringing privately owned empty properties into use as homes and making sure that privately rented accommodation is maintained and managed to an acceptable standard –

⁵ The Housing Revenue Account (HRA) is used by the council to account for all income and expenditure relating to the council's residential landlord service. Under the provisions of the Local Government and Housing Act 1989, all landlord local authorities must account separately for landlord and non-landlord services. The HRA cannot be used to cover any costs of services that do not primarily benefit tenants of the Council.

have to be funded by the Council's General Fund. By the same token, the General Fund cannot be used for the Council's housing landlord service.

- 4.3 Each year, by the end of March, the Council has to submit to the Welsh Government, after consideration and approval by Cabinet, a Thirty-year Housing Revenue Account Business Plan. The Business Plan sets out the detail of how the Council will manage and maintain its tenants' homes, build, and acquire additional housing to meet housing needs and aspirations and maintain payments on the borrowing undertaken to provide and improve the homes. The Business Plan sets budgets for the HRA and the landlord service.

Table 4.3: Day to Day Repairs, Maintenance , Compliance – Council housing		
Investments	2023-2024	2024-2025 (subject to approval by Cabinet)
Day to Day Repairs and Maintenance – Council housing		
Day to Day Repairs & Maintenance	£2,828,870	£1,971,000
Voids Repairs & Maintenance	£2,888,000	£2,975,000
Stock Survey (contributes towards WHQS-2023)	£0	£1,400,000
Repairs and Maintenance Compliance	£1,449,350	£1,515,000
Repair and Maintenance Adaptations	£590,000	£590,000
Total Repairs and Maintenance Investment		£8,450,000
Compliance One Hundred		
Fire Safety Works	£200,000	£500,000
Water Supply and Sewerage Works	£150,000	£30,000
WHQS Contributions to Compliance One Hundred	£150,000	£150,000
Revenue Compliance Repairs & Maintenance	£1,499,350	£1,515,000
Total Compliance One Hundred Investment Programme	£1,999,350	£2,195,000

- 4.4 In addition to Day-to-Day Repairs and Maintenance, the Council has four other investment programmes that contribute towards the upkeep of both homes and estates.

4.4.1 The Green Powys programme is designed to increase fuel efficiency, reduce fuel poverty for tenants of the Council and make tangible improvements to the wider environment, with a particular emphasis on increasing planting of trees, shrubberies, and other actions to promote biodiversity, encourage appreciation of the natural world and give a greener feel to our communities.

4.4.2 The Love Where You Live tenancy sustainability strategy is designed to make the homes and estates managed by the Council places where people can enjoy their lives and we improve the wellbeing of our residents.

4.4.3 The Fit for Life programme is designed to make the Council's homes better suited to the needs of older people and those with health-related needs that impair or adversely affect their mobility.

4.4.4 The WHQS Capital Programme is designed to make sure the Council's homes continue to meet the WHQS.

4.5 Garage Maintenance and Management

4.5.1 Garage rents are £14.65 per week, with VAT charged for those who are not housing tenants of the Council - £16.58 per week. The total rental income to the Housing Revenue Account from the provision of garages for 2024-2025 will be £625,140.

Table 4.5.1: Repairs and Maintenance Expenditure - Garages	
Year	Spend
2020	£2,669.36
2021	£29,103.25
2022	£17,327.95
2023	£ 6,568.25

4.5.2 The amount spent on garages is less than the income, meaning that garages represent a net generator of income for the Council's Housing Revenue Account.

4.5.3 Ten garage plots are subject to a lease agreement and the charge for those is £36 per annum. For the remaining 138 garage plots the charge is £186.29 per annum. Those subject to the lease agreement cannot have charges increased until the lease expires. The total 2024-2025 rental income for garage plots is £26,068.02.

4.6 [The Council's Section 151 Officer, the Head of Finance, has commented:](#) “

5. Legal implications

5.1 The Council's 'Principal Solicitor – Housing' has commented: The report sets out the need for a balanced HRA budget and draws attention to the fact that the Council has an aging housing portfolio which will need more investment in the years to come. Compliance has improved but access to properties is still an issue. Consideration should be given to trying to coordinate visits for compliance so that all or most elements can be tested at the same time. Changes in legislation, especially around Fire Safety will increase the financial pressure on the HRA.

5.2 [The Council's Monitoring Officer has commented:](#)

6. Climate Change & Nature Implications

6.1 There are no direct climate change or nature implications arising from the recommendations set down in this report.

7.0 Data Protection

7.1 The information contained in this report does not involve the processing of personal data.

8.0 Comment from local member(s)

8.1 The matters covered in this report have equal effect across all Council wards.

9.0 Integrated Impact Assessment

9.1 An Impact Assessment for the HRA Business Plan is completed each year, as part of the annual HRA Business Plan Cabinet Report.


10. Recommendation

10.1 To note the contents of this report.

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Head of Service: Andy Thompson
Chief Operating Officer: Matt Perry
Corporate Director: Diane Reynolds

Appendix A: Powys Council Housing – December 2023

	Property type and bed size																					
	Bungalow				Bungalow Total	Bed-sit	Bedsit Total	Flat			Flat Total	House						House Total	Maisonette		Maisonette Total	Grand Total
	Bedrooms							Bedrooms				Bedrooms							Bedrooms			
	1	2	3	4				1	2	3		1	2	3	1	2	3		4	5		
LHM1 – Welshpool Triangle	86	256	3	1	346	13	13	50	78		128	3	124	259	4			390	17	32	49	926
LHM2 – Machynlleth Border	6	15			21			18	22		40		48	113	11			172		5	5	238
LHM3 – Newtown and Llanidloes	28	176	3		207			187	129	8	324	8	303	604	47	2	2	966	7	6	13	1,510
LHM4 – Knighton and Presteigne Border	18	61	1		80			30	42		72		9	148	6			163				315
LHM5 – Llandrindod Wells and Rhayader	37	63			100	1	1	11	134		145		36	164	13	1	1	215				461
LHM6 – Builth Wells and Llanwrtyd Wells	2	81			83			1		1	2		11	75	2			88				173
LHM7 – Brecon, Talgarth and Hay	134	141	1		276			76	96		172	2	57	472	36	3		570				1,018
LHM8 – Ystradgynlais Border	132	113	1		246				132		132		136	217	15	3		371				749
LHM9 – Crickhowell Border	14	21			35			23	20		43		5	38	1			44				122
Grand Total	457	927	9	1	1,394	14	14	396	653	9	1,058	13	729	2090	135	9	3	2,979	24	43	67	5,512

Appendix B: Housing Services Repairs Satisfaction Survey

Repairs Feedback

Your feedback for your recent Powys County Council Housing repair

Required

- What is your name?
- What is the first line of your address?
- How did you report your repair?
- Telephone?
- E-mail?
- Website?
- Housing Member of Staff

How Easy was it to report your repair?

- Very Easy
- Easy
- Difficult
- Very Difficult

Were you given a convenient appointment?

- Yes
- No

Did the operative arrive on time?

- Yes
- No

Was the repair fixed first time?

- Yes
- No

How would you rate your satisfaction with the overall repair?

- Excellent
- Good
- Fair
- Poor
- Neither Satisfied or Dissatisfied

Comments - what could we have done better?

Any further comments/feedback