

HOUSING PERFORMANCE IMPROVEMENT COMMITTEE – 17 MARCH 2005

CABINET – 23 MARCH 2005

DELIVERING DECENT HOMES

REPORT OF THE DIRECTOR OF HEALTH & HOUSING

Contact Officer: Clive Broomfield Tel No: 01962 848149 email:cbroomfield@winchester.gov.uk

RECENT REFERENCES:

CAB 593 - Proposed House Condition Survey (5 March 2003)

HO20 - Delivering Decent Homes (10 December 2003)

HO28 - Delivering Decent Homes – Summary of Investment Needs (26 January 2004)

CAB853 - Annual Report on Property Maintenance & Enhancement Programme (20 April 2004)

EXECUTIVE SUMMARY:

Following a Housing Stock Condition Survey carried out in 2003/04 and an ongoing Housing Options Appraisal carried out throughout 2004/05, the purpose of this report is as follows: -

- (1) Having ascertained the condition of its housing stock and investment needs, and sought the opinion of its tenants over their future tenancy aspirations, that an affordable major repair, renewals and maintenance strategy 2005 – 2010 is agreed, to meet the Decent Homes Standard by 2010. This strategy is designed to have regard to the likely financial resources available and is proposed to supplement the Council's Housing Options Appraisal, Asset Management Strategy, HRA Business Plan and the Council's Corporate Strategy 2005-2008.
- (2) Having regard to the proposed major repairs, renewals and maintenance strategy and Council's Corporate objectives an elemental Major Repairs, Renewals and Maintenance plan 2005/06 is proposed.

The report is presented in 12 sections and comprises: -

Section 1	Introduction
Section 2	Proposed Affordable Major Repairs, Renewals and Maintenance Strategy 2005-2010.
Section 3	Proposed Major Repairs, Renewals and Maintenance Programme 2005-2006
Section 4	Summary description of elemental components of Major Repairs, Renewals and Maintenance Programmes and their management/purpose
Section 5	Works and investment profiles to achieve Decent Homes by 2010 and the 30-year Business Planning Period 200-2033.
Section 6	Decent Homes Compliance (update 1/2/05)
Section 7	Proposed Repairs Strategy to complete Decent Homes works 2005-2010
Section 8	Tenants' Views and Aspirations associated with Decent Homes
Section 9	Exclusions from the Major Repairs, Renewals and Maintenance Programme
Section 10	Updating the Major Repairs, Renewals and Maintenance Programmes
Section 11	Programme Delivery & Works Procurement 2005-2010
Section 12	Associated Key Objectives
Section 13	TACT Comment
Appendix A	Executive Summary Report of the Stock Condition Survey 2003-2004
Appendix B	A Decent Home: the revised definition and guidance for implementation

### RECOMMENDATIONS:

It is recommended to Cabinet that: -

- 1 The proposed affordable Major Repairs, Renewals and Maintenance Strategy 2005-2010 be approved.
- 2 The proposed Major Repairs, Renewals and Maintenance Programme 2006-2006 be approved.
- 3 The proposed Repairs Strategy to complete Decent Homes works 2005-2010 be approved.
- 4 That other proposals, targets and issues contained within the report are noted.

HOUSING PERFORMANCE IMPROVEMENT COMMITTEE – 17 MARCH 2005

CABINET – 23 MARCH 2005

DELIVERING DECENT HOMES

REPORT OF THE DIRECTOR OF HEALTH & HOUSING

DETAIL:

1 Introduction

1.1 The nature and extent of the programme to achieve Decent Homes Standard by 2010 and over a 30-year planning period, 2004 – 2034, has been determined by the 2003/04 Stock Condition Survey. The Survey was carried out by consultant surveyors David Adamson and Partners. A copy of the Executive Summary Report is given in Appendix A of this report. As part of the Housing Options Appraisal, the Options Appraisal Panel, comprising Elected Members and tenants (with the advice of TPAS and Officers), have now determined the drivers for the definition of the “Winchester Decent Homes Plus Standard” as: -

- Meet the basic Decent Homes Standard by 2010
- Maintain current levels of service
- Continue to give priority to providing showers and other aids and adaptations (subject to assessment)
- Work with other organisations to improve safety and parking on estates

In addition and relative to Decent Homes, and following a tenant survey of their opinions and aspirations about their homes and the environment in which they live, an analysis is shown in section 8 of this report. This information has also been utilised to inform the balance of the proposed Major Repairs, Renewals and Maintenance Strategy.

The Definition and Guidance for implementing Decent Homes from the ODPM published in 2004 (and including the updates following the PSA Plus Review and extension of the private sector) are given in summary form in Appendix B.

1.2 The Stock Condition Survey as previously reported (HO 28 refers) determined that the inclusive Housing Works Investment Plan for the investment planning period 2004-2013 would require annual investment totalling £7.0m pa. This level of investment was deemed necessary to meet the Decent Homes Standard by 2010, and reflected previous maintenance management policies and levels of investment since the Council’s initial Stock Condition Survey in 1988.

1.3 The Housing Works Investment profile to achieve Decent Homes by 2010 and for a 30-year planning period is shown in the Executive Summary Survey Report (page 6) in Appendix A.

1.4 In considering the period 2005 to 2010, by which time the Government requires Decent Homes Compliance, the Council was advised of the need to carry out specific works as part of a £7.0m pa programme. To achieve and maintain “decency” per se by 2010 is estimated to cost £1.7m.

- 1.5 Prior to being able to propose a coherent future inclusive major repairs, renewals and maintenance strategy, consideration must first be given to the impact of the identified £400,000 per annum likely shortfall in funding.
- 1.6 To achieve this will require a re-evaluation of the programme elements and their respective priorities to identify where this 6% saving can be made without compromising the Council's stated Decent Homes "Plus" Standard, and the balance the programme overall.

2. Affordable Major Repairs, Renewals and Maintenance Strategy 2005 – 2010.

- 2.1 The identified shortfall of £400,000 pa is the difference between the investment of £7.0m pa as identified by the Condition Survey, and £6.6m pa of funds likely to be available. These comprise of HRA revenue, WCC Capital Programme and Major Repairs Allowance (MRA) Government Grant Funding.

The current balance of this funding is as follows: -

HRA Revenue	£3.2m (including £300,000 for disabled adaptations)
WCC (Capital Programme)	£0.20m
MRA Government Grant	<u>£3.20m</u>
	<u>£6.60m</u>

- 2.2 The balance of the existing programme has evolved and reflects the impact of previous investment, the age profile and "technical" requirements of the stock, tenant's aspirations whilst minimising any risk to the Council in its capacity as Landlord. Based on the current year's programme the balance of programme across principal elements is as follows: -

	£m	% of programme
1 <u>Term Response Works Programme</u> Responsive Day to Day Repairs (Building Maintenance Works under £300)	1.2	18%
2 <u>Voids Maintenance &amp; Improvements Works Programme</u>	0.7	11%
3 <u>Cyclic Works Maintenance Programme</u>	1.4	21%
4 <u>Planned Maintenance Programme</u>	2.7	41%
5 <u>Disabled Adaptations Works</u>	0.4	6%
6 <u>Sewage Treatment Works</u> (Improvement Programme)	0.2	3%
	<u>£6.6m</u>	<u>100%</u>

- 2.3 The balance of the £7.0m pa indicative programme as identified by the 2003/04 Stock Condition Survey to achieve and maintain DHS by 2010 is as follows: -

<u>Works Identified by Survey: -</u>		£m (pa)
Catch up Repairs over the period		0.758
(i)	Future Major Repairs (Excluding Non-Decent Homes Works)	1.952
(ii)	Actions to achieve and maintain decency	0.333
(iii)	Works to housing related assets	0.449
(iv)	Contingent major repairs	<u>0.110</u>
		3.602
<u>Re-current Expenditure: -</u>		
(v)	Responsive Maintenance (building works)	1.200
(vi)	Voids (change of tenancy costs only)	0.360
(vii)	Cyclic Maintenance	1.395
(viii)	Disabled Adaptations	<u>0.400</u>
		3.355
Total		<u>£6.967m</u>

2.4 To match the available financial resources of £6.6m per annum against an identified investment need of £6.96m will require savings of £367,000 against base budget.

2.4.1 Having regard to the existing programme defined in para. 2.2 and the investment requirements defined by the Stock Condition Survey in 2.3, an identified savings strategy is proposed based on the following criteria: -

- Minimises the detrimental effect to property condition
- Maximises tenants' aspirations
- Offsets any contingent risks where appropriate
- Ensure decent homes compliance by 2010
- Balance the programme to maximise impact of investment
- Has regard to relevant published guidance from ODPM
- The stated objectives of the Housing Best Value Review 2003
- Does not compromise Health & Safety Standards
- Does not compromise Security

2.5 Proposed Savings

2.5.1 Term Response Maintenance Costs

The current programme incorporates a budget of £1.2m for general day to day repairs (under £300 in value) as generated by tenant requests and/or raised by Area Property Surveyors. These are carried out to restore building elements to an acceptable level. The Stock Condition Survey has identified that the levels of catch-up repairs (e.g. those repairs that are visible and required to fully restore elements of

the property), are relatively low. As the overall repair condition as defined by the survey is good, the general pattern of such repairs is one of localised or minor disrepair.

Based on existing levels and trends of minor repairs it is considered that a reduction in day to day maintenance (although not ideal) can be accommodated.

Therefore a reduction of £100,000 base budget from £1.2m to £1.1m is proposed. This reduction will be targeted towards the lowest priority type of repairs and maintenance.

### 2.5.2 Void Property Re-instatement Costs

The current programme 2004/05 incorporates a budget of £760,000 for these works. The Housing Best Value Review 2003, identified that costs over time could be reduced. In essence this was because although carrying out certain improvement works to voids made practical sense, the impact on budgetary resources was not sustainable. Long standing tenants who remained in situ often felt disadvantaged when a new neighbour had works carried out prior to moving in, that may have been denied to them.

Since the Best Value Review and throughout 2004 the levels of works in voids have been managed progressively downwards and monitored so that change of tenancy works and costs are transparent and average approximately £750 per property. Where defined improvement works are required to re-let the property these are carried out and charged to the appropriate programme budget. As a result of managing down the amount of work in properties it has been determined that prospective tenants have not as a result been refusing properties. Further, by carrying out less works, void periods are minimised. Therefore a reduction of £145,000 base budget from £760,000 to £615,000 is proposed.

The Service Charges Informal Member/Officer Working Group has been charged with considering the level of empty properties in sheltered accommodation and how to make this accommodation more attractive to prospective tenants. However this review and any recommendations for further works would need to be linked to an enhanced tenants' incentive scheme, and depending on the type of works deemed necessary, funded from alternative sources.

### 2.5.3 Non-Residential Housing Asset Costs

The indicative programme (as identified by 2003/04 stock survey) incorporates defined budgets for garages/sites and open spaces totalling £170,000 (£120,000 for garage catch-up repairs and £50,000 contingency sum for estate open "areas").

The Council owns just under 2000 lock up garages typically in terraced configuration, located in approximately 300 garage sites. Lock up garages are typically of limited specification scope, and to date the Council had adopted a minimum repairs policy. Some garage sites also offer redevelopment opportunities for future housing supply.

Catch-up repairs are estimated at £300 per unit, over a 5-year period, to restore building elements to good condition.

As the Council has a grounds and open spaces budget it is considered that the contingency sum included is not appropriate or affordable. Therefore a reduction of £60,000 on the base garage maintenance budget is proposed, together with the

deletion of the £50,000 contingency for open spaces, whilst retaining a £60,000 pa budget for basic garage repairs.

#### 2.5.4 Contingent Major Repairs

The indicative programme (as identified by 2003/04 Stock Survey) incorporates 3 areas where such allowances are made. A sum of £50,000 pa is included for replacement underground water mains e.g. those from company stop-cock to internal property stop-cock. Such allowance is made to replace when necessary, and on demand, on the basis of 2000 mains across the 30-year planning period (or approximately 330 units across a five-year planning period).

The Council has no defined pro-active programme for replacement water mains, but must have resources readily available for replacement on a needs and demand basis. Although considered inappropriate to remove from the programme, any expenditure arising could be met over the 5-year period to 2010, from HRA balances up to a maximum of £50,000 pa if the need occurs.

Therefore a reduction of £50,000 in base budget is proposed on the proviso that such risk is transferred and met from HRA balances and reviewed annually.

2.5.5 In summary therefore the proposed savings to reduce the base budget from £7.0m to £6.6m are as follows: -

(a)	Responsive Repairs	£100,000
(b)	Void reinstatement costs at reletting stage	£145,000
(c)	Garages and open spaces contingency	£110,000
(d)	Contingent major repairs (risk transferred to HRA balances)	<u>£ 50,000</u>
		<b><u>£405,000</u></b>

### 3. Proposed Major Repairs, Renewals and Maintenance Programme 2005/06

3.1 Taking into account the savings identified in para. 2.5, the content and balance of the proposed programme for 2005/06 is as follows: -

<b>MAJOR REPAIRS, RENEWALS &amp; MAINTENANCE PROGRAMME 2005/06</b>						
Ref	Work Element	Budget Expenditure Type			Total Budget	
		REV	MRA	WCC CAP		
	<b><u>Term Maintenance Programme</u></b>	<b>£3.2m</b>	<b>£3.2m</b>	<b>£0.2m</b>		<b>£6,600,000</b>
1	Responsive day to day repairs under £300 in value. Other "catch-up" works over £300 in value.	1,100,000	400,000			1,100,000 400,000
	<b><u>Voids Maintenance</u></b>					
2	Change of tenancy costs	340,000				
3	Term Responsive	145,000				
4	Planned Maintenance		90,000			
5	Decorating Vouchers	40,000				615,000
	<b><u>Cyclic Maintenance</u></b>					
6	External Repair & Painting	350,000				
7	OAP Internal Redecorations	175,000				
8	Heating Appliance Service Contract	695,000				
9	E&M Service Contracts	100,000				
10	Electrical Testing & follow up works	80,000	20,000			1,435,000
	<b><u>Major Repairs &amp; Renewals Programme</u></b>					
11	Kitchen & Bathroom Renewals		1,052,000			
12	Window Replacement (Prov Sum)		100,000			
13	Specific works to achieve DHS (average)		256,000			
14	DDA Works to Sheltered Schemes (Prov Sum)		50,000			
15	Garage Repairs & Misc Estate Works		90,000			
16	Asbestos Removal		50,000			
17	Misc Capital Works		287,000			
18	Heating Systems Replacement & associated works		480,000			
19	Lift Refurbishment		25,000			
20	Communal TV Aerial Replacement		25,000			
21	Consultancy Support Costs		50,000			
22	Disabled Adaptations Work	175,000	225,000			
23	Upgrading of Sewage Treatment Works			200,000		3,050,000
		<b>3,200,000</b>	<b>3,200,000</b>	<b>200,000</b>	<b>Total =</b>	<b>6,600,000</b>



4. Summary Description of Elemental Components of Major Repairs, Renewals & Maintenance Programmes and their Management/Purpose

<u>REF</u>	<u>ELEMENT</u>	<u>SUMMARY DESCRIPTION</u>
1	<b>Term Maintenance Works Programme</b>	Generally day to day repair works carried out on demand by tenant request and/or Property Inspection. Works included are to all HRA property related assets. Majority of works carried out by Principal Term Contractor, Serco under 10-year Term Maintenance Contract based on National Housing Federation Schedule of Rates (NHF SOR) by appointment and utilising customer care return cards to assess tenant feedback on performance. For contract administration purposes, Serco are linked to the Repair Module of the Council's Housing Management System, Orchard.
2-5.	Void Property Maintenance Works.	Property becoming vacant because previous tenancy has ended. Following inspection, work defined (some mandatory) to restore properties to a lettable standard within a pre-determined time scale. In some cases voids are classified long-term owing to condition of property or because they are hard to let. Majority of works carried out by Serco under 10-year Term Maintenance Contract based on NHF Schedule of Rates. As demand requires, back-up contractors are used utilising similar Schedule of Rates. Decorating Vouchers are allocated by Voids Surveyor to ingoing tenants where deemed necessary. On completion of works properties are handed back to Lettings Section for re-letting.
6.	<b>Cyclic Maintenance Works Programme:</b> External Repair & Painting Programme.	Works carried out on a 5-year cycle to repair and paint external parts of building fabric (approx. 1200 properties annually). Each property is inspected by Surveyor to define repairs required. Surveys also define other planned works programmes such as window and door replacement, and other structural repairs carried out as part of the major repairs and renewals programmes. Contracts for repair and painting works are procured via appropriate contracts and to Council Standing Orders. Contractors from Select List are utilised to carry out works. All tenants are consulted both pre and post works, and are given the opportunity to comment on performance. Works are mainly carried out between April and October.

7.	OAP Internal Redecoration Programme.	Discretionary programme. Work carried out on a 5-year cycle (approx. 350 properties annually) to enable persons of pensionable age to have 1 room of their choice redecorated. Tenants are consulted on choices involving finishes and colour schemes. Contracts for redecoration works are procured via appropriate contracts and to Council Standing Orders. Contractors from Select List are utilised to carry out work. Tenants have the opportunity to comment on performance both during and on completion of works. Works are mostly carried out between October and April.
8.	Heating Appliance Service Contract.	Cyclic (annual) and Responsive Maintenance Contract to service annually all heating appliances fired by gas and solid fuel (totals approx. 4,400 homes), including smoke and carbon monoxide detectors. Further to attend on demand to system malfunction or failure. Works carried out by Term Contract (up to 7 years) by Nationwide based on NHF Schedule of Rates. Term Contract also incorporates framework agreement for upgrading of heating systems as part of planned maintenance programme contract. For contract administration purposes Nationwide are linked to the Repair module of the Council's Housing Management System, Orchard. As part of the contract Nationwide supply facility management (unique to heating appliances) to the Council for sustainability and programming purposes. Tenants have the opportunity to comment on all works during and on completion.
9.0	Electrical & Mechanical Service Contracts (various).	Service contracts at appropriate intervals carried out to lifts, emergency lighting, fire alarms, water treatment, telecommunications etc. as normally required by Regulation and/or to manufacturer's instructions. Works carried out by specialist contractors on an appropriate contract basis. All contractors utilised are from the Council's Select List.
10.	Electrical Testing	Works carried out on a 7-year cycle (approx. 750 properties) to test the integrity of electrical installations in properties. Following testing, remedial works are carried out as necessary or as part of future planned maintenance programmes. Works carried out by specialist contractors on an appropriate contract basis, and from the Council's Select List.

<b>Major Repairs and Renewals Programme</b>		<b>All following programmes structured to incrementally meet Decent Homes Standard.</b>
11.	Kitchen & Bathroom Renewals	On-going rolling programme to replace ageing kitchens and bathrooms. Renewal programmes structured so that Decent Homes will be achieved in full across the 20 and 30 year planning period respectively. Each property is inspected by a Customer Liaison Officer and Surveyor to agree extent of works and new design layout with tenant. Tenant exercises choice of finishes to worktops. Flooring etc. Modernisation where appropriate will include upgrade works to electrics and heating systems. Contracts for modernisation works are procured via appropriate contracts and to Standing Orders, utilising Contractors from the Select List. Tenants have the opportunity to comment on contractor's performance both during and after completion of works.
12.	Window and External Door Replacement Programme	The Council embarked on a PVCu window replacement programme in the mid 1980's. Approx 94% of stock has doubled glazed PVCu or timber double glazed windows. The remaining windows will be assessed for replacement as part of the 5-year cyclic repairs and painting programme on a repairing needs basis. From April 2005 external doors will also be assessed for replacement on a repairing needs basis utilising UPVc where appropriate, as part of the same 5 year cycle. Contracts for the supply and fitting of approved type of windows and doors will be via appropriate contractors from the Council's Select List. Tenants are consulted pre and post installation works and given the opportunity to comment on contractors performance.
13.	Specific works to achieve Decent Homes Standard.	<p>These are works identified by the Condition Survey that will need to be completed by 2010. The current position regarding properties Not Decent is shown in section 6 of this report and totals 908 properties. The proposed programming of works over the five year period 2005-2010 is shown in section 8 of this report.</p> <p>In summary: -</p> <ul style="list-style-type: none"> <li>• Unfit Properties – The remaining properties will be dealt with in 2005.</li> <li>• Amenity Failure – e.g. kitchen layout, these properties will be dealt with concurrently over the</li> </ul>

		<p>5-year planning period.</p> <ul style="list-style-type: none"> <li>• Repair Criteria – These properties will be repaired as part of the repair and painting programme, incrementally over the 5-year planning period.</li> <li>• A budget for maintaining Decency has been allowed over the 5-year planning period, and this money will be expended on external structural repairs as identified by the 5-year cyclic repairs and painting programme surveys.</li> <li>• Energy Defects – (insufficient roof insulation), these properties will be brought up to standard incrementally in years 2- 5 inclusive of the planning period.</li> </ul> <p>All aforementioned works will form part of planned maintenance programmes under appropriate contracts and carried out by contractors from the Council's Select List. Tenants will be consulted pre and post works and given the opportunity to comment on contractors performance.</p>
14.	Disability Discrimination Act (DDA) works.	<p>A survey has been carried out to assess the implications of DDA to the communal parts e.g. common rooms of sheltered accommodation and general accessibility. Further works to assess viability of such works has yet to be carried out. This work needs to be carried out in conjunction with the future use of sheltered schemes and works associated with disabled adaptations. Any proposed works would be carried out as part of a planned programme of works.</p>
15.	Garage Repairs and Miscellaneous Estate Works.	<p>Works carried out as necessary to the structure of garages to maintain to a basic state of repair, and to miscellaneous areas of estates where a maintenance liability exists, e.g. fencing, walls etc. The more substantial repairs and redecorations to garages are usually carried out as part of the 5-year cycle of external repairs and painting on a block by block basis.</p>
16.	Asbestos Removal.	<p>As part of its planned maintenance programme the Council has a duty to manage the presence of asbestos where it exists within the housing stock. Where planned maintenance works require the testing and/or removal of asbestos products, this budget underpins the costs associated with its removal and disposal.</p>

17.	Miscellaneous Capital Works.	This budget is for carrying out works including damp proofing, repointing, structural repairs, relaying paved areas etc. Such works occur owing to health & safety considerations and constructional failures.
18.	Heating Systems Replacement and associated works.	Rolling programme to upgrade obsolete and obsolete heating appliances within the housing stock. The replacement and upgrade programme is the product of correlation between the heating appliance service contract and information from industry relating to system and parts obsolescence. Systems replacement or upgrading are carried out either as part of the heating appliance service contract (framework agreement) or as a separate planned maintenance contract by contractors from the Council's Select List. Where heating systems are upgraded the criteria is to current Building Regulation Standards (insulation, controls, etc.) and condensing or high efficiency boilers where appropriate. Tenants are consulted pre and post installation works and given the opportunity to comment on contractor performance.
19.	Passenger Lift Refurbishment.	Refurbishment identified by age of equipment, obsolescence, condition etc. All passenger lifts are graded depending on usage and a minimum service of bi-monthly by specialist contractors. Refurbishment is therefore dependant on lift engineer reports and Zurich, the Council's Insurers who carry out further health & safety examinations on a 6 monthly basis.  Stairlifts (approx. 80) in residential properties are serviced annually by a specialist contractor and are inspected annually by Zurich.
20.	Communal TV Aerial Replacement.	54 Systems in sheltered accommodation and flats across the district. Four sheltered schemes have been upgraded and renewed to an Interactive Receiver System (IRS). The remainder will need to be renewed to digital standard (e.g. analogue, digital and sky channels), prior to digital only reception service being available.
21.	Consultancy Support Costs.	Specialist surveys, reports, advice etc required to enable programme overall to be delivered. (E.g. structural engineering surveys).

22.	Disabled Adaptation Works	<p>Works carried out to adapt resident's homes to enable elderly and disabled persons to remain in their homes. Two schemes operate in parallel: -</p> <ul style="list-style-type: none"> <li>• Fast Track Service – works of simple nature e.g. grab rails, ramps, lowering thresholds etc. carried out on request.</li> <li>• Major Adaptations – works in excess of £500 carried out following a request and medical assessment of needs by an Occupational Therapist. Works range from level access showers, stairlifts, to extensions, and are carried out by schedule of rates or detailed design based specifications. Range of works from specialist contractors on the Council's Select List. Tenants are consulted on an individual basis pre and post works and are given the opportunity to comment on contractor performance.</li> </ul>
23.	Upgrading of Sewage Treatment Works.	<p>The Council owns 53 sewage treatment works largely in rural, isolated locations across the District. These works are maintained and upgraded by the Engineers Department in Development Services acting in a management agent's capacity. A rolling programme of works is carried out to enable the plant and equipment to perform to statutory standards. Long-term Council policy is towards the adoption of these works (where possible) by Southern Water Services.</p>

5. Works and investment profiles to Achieve Decent Homes Standard by 2010 and the 30-year Business Planning Period 2004 – 2033

5.1 As previously reported (HO 28 refers) the Housing investment profile to achieve Decent Homes by 2010 and for the 30-year period totals £219m, and is shown in Appendix A.

It can be seen from this profile that an average total investment level for the following planning periods will be required: -

2004 – 2013 = average £7m pa

2014 – 2023 = average £7.5m pa

2024 – 2033 = average £7.3m pa

5.2 Taken from the Stock Condition Survey an analysis of the future major repairs by works and expenditure together with works to achieve decency by 2010, and the 30-year planning period is as follows: -

	Planning Period - Years						Total all Periods
	2004-08	2009-13	2014-18	2019-23	2024-28	2029-33	
	£	£	£	£	£	£	
<b>External Elements</b>							
Building Structure	857,701	2,965,551	2,260,660	2,575,511	4,542,652	4,888,585	18,090,660
Windows	19,825	408,090	2,063,020	1,367,315	1,147,715	4,453,305	9,459,270
External & Common Access Doors	136,931	632,590	1,333,265	1,021,982	812,883	519,151	4,456,802
Boundaries, Paths, Gates etc	718,999	1,845,179	1,758,356	1,268,107	678,409	939,304	7,208,354
<b>Internal Elements</b>							
Lifts	135,000	15,000	60,000	135,000	15,000	60,000	420,000
Kitchens & Bathrooms	5,404,000	6,451,500	10,156,500	5,218,500	3,027,500	4,903,250	35,161,250
Electrical Installations	(included elsewhere)	1,638,000	1,638,000	1,638,000	1,638,000	1,638,000	8,190,000
Heating Systems & Boilers	2,443,900	2,404,925	2,404,925	2,404,925	2,831,125	1,385,000	13,874,800
<b>Total</b>	<b>9,716,356</b>	<b>16,360,835</b>	<b>21,674,726</b>	<b>15,629,340</b>	<b>14,693,284</b>	<b>18,786,595</b>	<b>96,861,136</b>

- 5.3 A similar analysis of the future major repairs and works to achieve decency by works element and units of activity is as follows: -

	Planning Period - Years						Total all Periods
	2004-08	2009-13	2014-18	2019-23	2024-28	2029-33	
	Units	Units	Units	Units	Units	Units	Units
<b>External Elements</b>							
Building Structure	1589	4858	5274	4667	4019	3426	23833
Windows	12	210	1032	720	625	2243	4842
External & Common Access Doors	285	1313	2641	1951	1557	1037	8784
Boundaries, Paths, Gates etc	958	2718	2900	1946	824	1610	10956
<b>Internal Elements</b>							
Lifts	9	1	4	9	1	4	28
Kitchens & Bathrooms	1544	1875	3393	2004	1375	2258	12449
Electrical Installations	(included elsewhere)	1046	1046	1046	1046	1048	5232
Heating Systems & Boilers	1049	1385	1385	1678	2014	1385	8896

## 6. Decent Homes Compliance (Update 1 February 2005)

6.1 The stock condition survey carried out in 2003 estimated that of the 5,232 properties owned by the Council at that time, 3646 dwellings (70%) were compliant and 1586 dwellings (30%) failed by at least one matter of the standard and are by definition Non-Decent. Combined element failure within the Standard was uncommon with the majority of non-decent dwellings failing on only one element.

6.2 The pattern of Decent Homes defect classification in property numbers was as follows: -

Unfit	26
Disrepair	274
Amenities	65
Energy Only	1221
No Defects	<u>3646</u>
	<b><u>5232</u></b>

6.3 A further analysis of the criteria applied towards decent homes classification, and the effect of works carried out since the survey, results in the updated decent homes compliance: -



Decent Homes Defect Classification 1 February 2005

Unfit	15
Disrepair	201
Amenities	61
Energy Only	632
Adjustment for Sold properties since survey	<u>-1</u>
Total Non-Decent Properties	<b><u>908</u></b>

Therefore a revised estimate of properties owned by the Council on 1<sup>st</sup> February 2005, (5182) that are by definition non-decent would be 908 properties (17.5%) and by implication 4274 properties (82.5%) meet Decent Homes Standard.

The biggest change in property numbers is within the Energy category, and merits further comment.

- 6.4.1 The Stock Condition Survey estimated that there were 118 dwellings lacking any insulation where it is appropriate. 582 dwellings do not have insulation as they are ground or mid floor flats. 1527 (29%) offer loft insulation to 100mm and 3005 dwellings (57%) offer insulation to 150mm.
- 6.5 However where gas is the primary heat source only 50mm of insulation is required to meet the Decent Homes Standard. Therefore of the 4300 homes with gas fired appliances, these by implication (apart from where no insulation exists) would be classified as decent.
- 6.6 Of the remaining properties where electricity or solid fuel is the primary heat source, (a total of 896, and 30 properties where heating has been refused), then a total of 926 properties can be assumed non-decent. This is because although cavity walls (where appropriate) have been insulated, the thickness of loft insulation will be below the required thickness of 200mm.

Therefore it will be necessary to top up the levels of loft insulation to all properties heated by Electricity and Solid Fuel, (896), properties where heating has been refused (30) and any other property where for whatever reason loft insulation does not exist.

- 6.7 As a result it is proposed that 926 properties form the basis for energy failure. An analysis of these properties shows that approximately 294 are ground or mid floor flats where loft insulation is in-appropriate, leaving a total of approximately 632 properties in which to insulate lofts.
- 6.8 The aforementioned assumptions regarding energy failure are supported by further guidance from Government (Government Response to ODPM: Housing, Planning, Local Government and the Regions Committee's Report on Decent Homes) published in July 2004, and subsequent to the stock condition survey.

7. Proposed Repairs Strategy to Complete Decent Homes works specific 2005-2010

7.1 As identified by the Stock Condition Survey, to achieve and maintain decency by 2010 will, together with other works identified within the programme, requires specific works to be carried out. These, with estimated values are: -

		Element	£ (total)	£ per annum over 5 years
Defined works to meet defined standards	(i)	Fitness	52,000	
	(ii)	Disrepair	250,000	50,000pa
	(iii)	Amenity	301,000	50,000pa
	(iv)	Energy	291,000	58,000pa
	(v)	Emerging Deficiencies comprising: - Wall Structure – 272,000 Roof Structure – 112,000 *Windows & Doors – 386,000	770,000	77,000pa
		<b>Total works to achieve and maintain decency</b>	1,664,000 - 386,000 <b>1,278,000</b>	<b>at £256,000pa average</b>

\*As windows and external doors are included elsewhere in the programme, works to be programmed over the 5 year period total £1,278,000 at an annual value of £256,000.

7.2 It is proposed that specific works to achieve decency will be carried out incrementally throughout the stock. The following indicative elemental programme demonstrates how progressively the Decent Homes Standard will be achieved: -

Year	% Of Stock	Work Element	£	Property No's P.A.
1. 2005/06 (67 properties)	1.5%	Unfit Property	52,000	15
		Amenities	60,000	12
		Disrepair	50,000	40
		Maintain Decency	77,000	(as necessary)
			<u>239,000</u>	
2. 2006/07 (210 properties)	4%	Amenities	50,000	12
		Disrepair	50,000	40
		Maintain Decency	77,000	(as necessary)
		Energy (Insulation)	73,000	158
			<u>260,000</u>	
3. 2007/2010 (630 properties)	12%	As year 2 above	260,000	
<b>Total of 907 Properties</b>	<b>Representing 17.5% of stock</b>	<b>= Decent Homes Target Acheived by 31/03/2010</b>		

As the majority of dwellings are defective on one element only of the Decent Homes Fitness Standard, it would be difficult to accelerate the works programme without upsetting the balance of programme overall, and in particular the identified savings strategy criteria outlined in para. 2.4.1. If however additional financial resources could be made available, say £256,000 then the programme could be accelerated by 1 year.

- 7.3 Therefore it can be seen that subject to programme and any additional finance, Decent Homes Compliance will be achieved by 31 March 2010, ahead of the defined Government target of 31 December 2010.

## 8. Tenants Views & Aspirations associated with Decent Homes

- 8.1 As previously reported (HO20 Appendix D refers), and running in tandem with the stock conditions survey, all tenants were sent a questionnaire asking them their opinion on their homes and the environment in which they live. Approximately 2400 households (45%) of tenants returned the questionnaire.

### 8.2 Attitudes to Home

- 8.2.1 Tenant attitudes to the housing provided by the Council conclude that of the 2317 (44%) who expresses a comment, approximately 90% of tenants are either very satisfied, quite satisfied or regard their home as o.k., and 195 (9%) were either less than satisfied or dissatisfied about their home.

- 8.3 In repairs and improvement terms, an analysis of tenants' issues and aspirations were as follows: -

1256 (24%) expressed a view of preferred improvements, of these: -  
 352 (7%) related to PVCu doors or similar  
 288 (6%) related to bathrooms/showers etc  
 302 (6%) related to kitchens (new, larger etc.)  
 314 (6%) related to a range of other issues (including PVCu double glazing, painting/decorating, fencing, pathways etc.)

- 8.4 In neighbourhood and Environment Terms: -  
 1036 (20%) tenants expressed a view.

Of these: -

432 (42%) thought their neighbourhood was good, and 77 (7%) thought their neighbours good

471 (45%) thought their environment was bad and 56 (5%) thought their neighbours bad

Where tenants were unhappy (527 in total) about their neighbourhood, the following reasons were stated: -

### Environment

Parking	82 (16%)
Litter	51 (10%)
Roads/Pavements	32 (6%)

Dog Fouling	17 (3%)
Traffic	16 (3%)
Street Lights	9 (2%)

### **People**

Noise	68 (14%)
Neighbours	57 (11%)
Vandalism	38 (8%)
Drugs/Drunks	37 (7%)
Antisocial Behaviour	28 (6%)
Students/Teenagers	40 (8%)
Other	27 (5%)

## 8.5 Summary

- 8.5.1 Relative to Decent Homes Plus Standard, it would appear that generally tenants are satisfied with housing conditions and the residential environment. Criticisms of repair conditions reflect a preference for PVCu doors and windows and the general ageing of internal amenities and finishes rather than major physical problems.
- 8.5.2 Approximately 9% of tenant households are less than satisfied with estate conditions. Localised problems include parking, litter, vandalism and anti-social behaviour.
- 8.5.3 Having regard to financial resources and tenants stated views it is considered the proposed major repairs, renewals and maintenance programme endeavours to balance the “technical” repairing requirements of the stock and tenants aspirations.

## 9. Exclusions from the Major Repairs, Renewals and Maintenance Programme.

- 9.1 The profiles of expenditure within the overall planning period does not include: -
- any substantive remodelling of sheltered housing schemes.
  - any substantive remodelling of bed-sitting room accommodation.
  - any longer term structural repairs associated with designated non-traditional housing. (note: the Council completed extensive structural repairs and modernisation to its non traditional housing stock in 1993. It is considered that such structural repairs would maintain the economic life of these properties by approx. 30 years).
  - Any unforeseen or uninsured structural failure.
- 9.2 Homeless Persons Hostel Accommodation
- 9.2.1 The Council has 3 permanent hostels situated at Sussex Street and Lent Hill Court, Winchester and Brittany House, Wickham.
- 9.2.2 Within the last 3 years the Council has reviewed the appropriateness and quality of accommodation and facilities provided at all hostels. Extensive refurbishment and

remodelling of the Sussex Street Hostel is due for completion in May 2005. An additional unit of hostel accommodation was provided at the Lent Hill Hostel during 2004, along with other defined improvements at this site and at Brittany House, Wickham. Following their use in conjunction with major modernisation works, 2 new mobile homes were sited at the settled site at Kingsworthy.

- 9.2.3 Beyond the completion of works at Sussex Street in May 2005, there is no further allowance for any substantive remodelling of hostel accommodation within the expenditure profiles.

## 10. Updating the Major Repairs, Renewals and Maintenance Strategy

- 10.1 Business critical and central to the operation of the Housing Department is the "Orchard" housing system. This is a fully integrated housing management software package which encompasses lettings and void control, rent accounting, arrears management and repairs.

- 10.2 The repairs functionality is split broadly over for main modules: Day to Day Repairs, Appointments, Attributes and Planned/Cyclic Maintenance. The Day to Day repairs module (which manages the generally, high volume, low value jobs), its closely associated Appointments module and the Attributes module (property data store, e.g. window types; central; heating type; asbestos details etc.) have all been fully operational since 1995. It is particularly important that the attribute information is fully integrated with the generation of day to day work orders so that any appropriate property information and warnings (i.e. asbestos containing materials) can be brought to the immediate attention of any contractors.

- 10.3 Attribute information had been updated over time by responsible staff, inputting changes to properties on completion of defined works as follows: -

Major Renewals and Modernisations

Disabled adaptations

Asbestos Survey Information

Changes in Key components e.g. boiler renewals.

- 10.4 The Orchard Planned/Cyclic maintenance module (which manages the generally lower volume, higher value contracts) has, until recently, had poor functionality and has therefore not been able to match the service/business needs of Property Services. As this module has never been operationally active, this part of the service/business, has to date, always been managed independently of the main integrated housing management system – using a simple Microsoft Product (Excel) and other manual processes. In more recent years Orchard Information Systems have extensively rewritten this module, and consequently the benefits of its implementation are currently being re-evaluated by Property Services staff. The benefits of implementing the planned maintenance module include automatic updating of attributes, better information flow across Property Services (especially to frontline staff) and single system financial control.
- 10.5 The stock condition survey data has been entered onto a database specifically developed for Asset Management purposes, by David Adamson and Partners, the consultant surveyors who undertook the survey.

Essentially a Microsoft Access database, the system allows for electronic input of survey data and stock and property details. Linked to a bespoke schedule of rates, the software system enables manipulation and analysis of survey data.

A variety of word-processing and spread sheet applications for reporting purposes are available.

- 10.6 In conjunction with Steria the “DAP” software system has recently been installed at Winchester. David Adamson will be updating the survey database early in the financial year 2005-06, after which responsible staff will be trained in its use and application.
- 10.7 The DAP database together with the Orchard attribute database will form the basis of source information required for asset management and Decent Homes delivery purposes.
11. Programme Delivery & Works Procurement 2005-2010
- 11.1 The proposed Affordable Major Repairs, Renewals and Maintenance Strategy 2005-2010 and Proposed Repair Strategy to complete Decent Homes works 2005-2010, together define that with the resources likely to be available over the five-year planning period, a route to successful compliance with Decent Homes.
- 11.2 The Proposed Major Repairs, Renewals and Maintenance Programme 2005-2006 describes the content and balance of programme that will maintain and incrementally improve the housing stock to complete the works necessary to achieve Decent Homes.
- 11.3 To physically deliver the works will require appropriate methods of procurement and attracting and maximising the skills of good contractors.
- 11.4 To date, the Council has embraced the Government’s “Rethinking Construction” initiatives and ethos, and subsequent ODPM Reviews and Guidance into the delivery of Decent Homes by 2010. These initiatives have encouraged Local Authorities and RSLs to challenge the effectiveness of their procurement regimes, and more towards more effective and innovative methods of procurement practice.

Such initiatives implemented to date include: -

- Introduction of National Federation Schedule of Rates for “day to day” repairs Term Maintenance work.
- Full Elected Member, Tenant and Contractor consultation and input into principal term maintenance contracts.
- Tenant representatives at Client/Contractor liaison meetings with Principal Term Maintenance Contractor.
- Tenant choice and input into planned and cyclic maintenance works specifications.
- Contractor use of Council’s computer system for Term Maintenance Administration.

- Encouraging Contractors to indicate proposals at the time of procurement to maximise safety and contract management efficiency.
- Providing more information to residents about the equipment within their homes.
- Encouraging Contractors to employ “modern day” apprentices on term contracts.
- Measurable performance targets and review mechanisms.
- Engaging with Contractors and Suppliers to advise on future component supply chains, to inform asset replacement policies.
- Utilising the standard Project Partnering Contract (PPC 2000) to procure the replacement of Warden Call and associated equipment and associated 10-year service contract.
- Utilising the Term Partnering Contract (TPC2001) to procure the heating systems services and installation contract for a seven year term.
- Continuing to liaise with and involve tenants in the Major Repairs, Renewals and Maintenance Strategy through TACT and specifically through the tenants Property and Contracts Forum, a sub-group of TACT. The Forum was started in 1999 and meets every 8 weeks.

In conclusion, to date, it is considered that the Council has been successful in being able to attract and maintain good quality contractors to effectively modernise, repair and maintain its housing stock, excepting it is never possible to guarantee their ongoing satisfactory performance.

- 11.5 However, the lack of capacity in the construction industry is a key issue in the continued delivery of the Council’s Major Repairs, Renewals and Maintenance programme.

Substantial demand for construction type works of all descriptions continues and shows no sign of abatement. The construction labour market remains stretched with industry continuing to experience difficulties in meeting its skills requirements. Any increase in training of construction workers has only served to offset manpower leaving the industry.

- 11.6 Following Council’s approval of the Major Repairs, Renewals and Maintenance Strategy and associated works programmes, plans to maximise the Council’s accessibility to good contractors will be facilitated by proposals to review and expand the Council’s Select List of contractors.

Further, proposals to appraise packaging of works by consultation with IDEA/Housing Quality Network and Contractors will be progressed.

Both initiatives are contained within the HRA Business Plan, Service Summary and Operational Objectives (Appendix 2).

## 12. Associated Key Objectives

- 12.1 Relevant to Delivering Decent Homes - these are contained within the HRA Business Plan 2005 update, Appendix 1, Key Objectives Action Plan 2005 – 2010, and Appendix 2, Service Summaries and Operational Objectives.

## 13. TACT COMMENT

- 13.1 TACT thanks Clive Broomfield for presenting this very comprehensive and clearly written report at the joint meeting of the Rents & Business Planning and Property & Contracts Forum held on the 2 March 2005.
- 13.2 TACT welcomes and thanks officers for the opportunity to be involved in the preparation of this report and comment on its content.
- 13.3 TACT endorses and supports the recommendations for savings as detailed in Section 2 - Proposed Savings.
- 13.4 TACT also welcomes the Council's commitment to set up the Voids and Allocations Forum and the opportunity to continue working with the Council to address, monitor, and improve the management of void properties.
- 13.5 Finally TACT looks forward to continued consultation and involvement through its monthly meetings and its Forums.

## OTHER CONSIDERATIONS:

### 14. CORPORATE STRATEGY (RELEVANCE TO):

- 14.1 Meeting the Decent Homes Standard by 2010 is one of the Council's stated Corporate priorities. Other associated key objectives are also defined in section 12 of this report.

### 15. RESOURCE IMPLICATIONS:

- 15.1 Full details of resource implications associated with Decent Homes compliance by 2010 are shown within this report.

## BACKGROUND DOCUMENTS:

The Housing Stock Condition Survey 2003

ODPM Guidance Notes and Publications on Decent Homes Housing Strategies and Business Plans.

## APPENDICES:

- A Executive Summary Report of Stock Condition Survey 2003/04
- B A Decent Home: the revised definition and guidance for implementation



**Appendix A**

# WINCHESTER CITY COUNCIL

Housing Stock Condition and Tenant Attitude Survey

## EXECUTIVE SURVEY REPORT



Prepared on behalf of Winchester City Council By David Adamson & Partners Ltd



February 2004



## HOUSING STOCK CONDITION AND TENANT ATTITUDE SURVEY PROGRAMME 2003

### 1. INTRODUCTION & RESEARCH FRAMEWORK

- 1.1 This report presents an executive summary of the main findings and conclusions to emerge from a comprehensive survey of the physical condition of the Winchester City Council housing stock and the attitudes of its residents. The report has been prepared on behalf of Winchester City Council by David Adamson & Partners Ltd.
- 1.2 Based on national methodologies recommended by the Office of the Deputy Prime Minister the project has involved three distinct yet interrelated stages:
- a A 30% sample house condition survey cloned statistically to represent all dwellings in Council ownership.*
  - b A linked tenant attitude survey conducted across the addresses selected for the house condition survey, and subsequently extended to all tenant households.*
  - c An impressionistic and desk-top survey programme reviewing non-residential assets and historical patterns of recurrent Council expenditure on responsive, cyclical and voids maintenance. Information from the survey programme will provide an important input to the development of a long-term computerised asset management system by Winchester City Council.*
- 1.3 David Adamson & Partners Ltd expresses its thanks to the tenants of Winchester City Council without whose co-operation this study would not have been possible. We would also thank senior members of staff of Winchester City Council Health and Housing Department who have supported and facilitated the study throughout.

### 2. THE COUNCIL HOUSING STOCK AND ITS RESIDENTS

- 2.1 At the time of survey the Winchester City Council housing stock totalled 5232 dwellings.
- 2.2 The Council has responsibility for a predominantly traditional post-war housing stock, offering specialist and family accommodation up to four bedrooms in size. 4323 dwellings were constructed post-1944 of which 2174 dwellings, 50%, were constructed in the 1950's and early 1960's. In common with many Authorities in England the early post-war/1950's construction bias presents an ageing housing and construction profile.
- 2.3 The Council housing stock of 5232 units contains an estimated 5232 households and a tenant population of 9888 persons.
- 2.4 The tenant population exhibits an elderly and established profile,
- Single person or two person elderly households comprise 54% of all tenant households.*
  - 50% of tenant households have been resident in their current dwelling over 10 years.*
  - Under 5% of tenant households have an intention to move within the next five years.*
- 2.5 Rates of economic activity within the tenant population are low, largely related to the aged household profile. Within the economically active population 11% of persons are unemployed.
- 2.6 2522 tenant households (48.2%) claim to have at least one household member with a long-term illness or disability.



## HOUSING STOCK CONDITION AND TENANT ATTITUDE SURVEY PROGRAMME 2003

### 3. THE ESTIMATION OF INVESTMENT NEEDS

- 3.1 Housing investment needs have been estimated within the housing stock over a 30 year planning period 2004-2033. Within this longer-term planning period short-term investment needs are isolated to 2010 representing the target date for Decent Homes compliance.
- 3.2 Investment needs can be sub-divided broadly into 5 categories comprising:
- *Action to achieve decency and to maintain this position to 2010.*
  - *General works of repair outside the Decent Homes Standard including existing catch-up repairs and projected future major repairs.*
  - *Action to non residential housing related assets including garages and estate shops, un-adopted roads and footpaths, estate infrastructure.*
  - *Requirements for specialist works including non-traditional dwellings, asbestos and below ground services.*
  - *Recurrent Council expenditure including responsive, cyclical and voids maintenance.*
- 3.3 Costs presented within these categories are at constant 2003 prices and net of fees, preliminaries and contingencies.

### 4. ACTION TO ACHIEVE AND MAINTAIN DECENCY

- 4.1 By current definition a Decent Home is one that:
- *Meets the current statutory minimum standard for housing*
  - *Is in a reasonable state of repair*
  - *Has reasonably modern facilities and services*
  - *Provides a reasonable degree of thermal comfort*
- 4.2 Overall, 3646 dwellings (69.7%) comply with all requirements of the Standard and are by definition Decent. The remaining 1586 dwellings or 30.3%, fail at least one element of the standard and are by definition Non-Decent. Combined element failure within the Standard is uncommon with the majority of non-decent dwellings failing on only one element. Primary reasons for non-decency are energy efficiency and disrepair. The former affects 1222 non decent dwellings or 77.0%, the latter affects 221 non decent dwellings, or 13.9%. Failures on Fitness and amenities are extremely limited within the housing stock affecting under 3% of all dwellings in both cases.



## HOUSING STOCK CONDITION AND TENANT ATTITUDE SURVEY PROGRAMME 2003

### 4. ACTION TO ACHIEVE AND MAINTAIN DECENCY

**TABLE 1:  
DECENT HOMES DEFECT CLASSIFICATION**

	Dwgs	%
Unfit Only	21	0.4
Disrepair Only	222	4.2
Amenities Only	45	0.9
Energy Only	1222	23.4
Unfit and Disrepair	2	0.0
Unfit and Energy	2	0.0
Disrepair and Amenity	2	0.0
Disrepair and Energy	50	1.0
Amenity and Energy	20	0.4
Fitness, Disrepair and Energy	1	0.0
No Defects	3646	69.7
<b>All Dwellings</b>	<b>5232</b>	<b>100.0</b>

- 4.3 The strong influence of energy efficiency on overall Decent Homes performance requires comment. The primary reason for failure relates to loft insulation provision in electrically heated homes. Such homes require as a minimum, insulation of the cavity and 200mm loft insulation. Council cavity wall insulation programmes are complete but loft insulation requirements exceed current levels of Council provision which are 150mm. Energy efficiency levels within the Council housing stock are nonetheless high with an average SAP rating of 65 significantly above the current national average of 51.
- 4.4 Costs to achieve and maintain decency over the period 2004-2010 are estimated at £1.664M net, representing an average expenditure of £318 per dwellings.

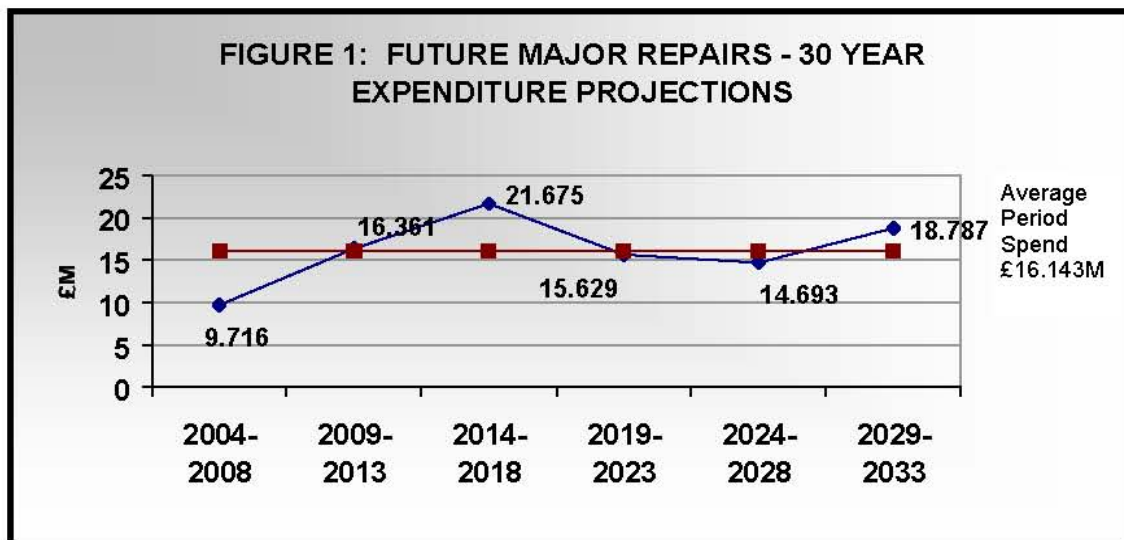
### 5. GENERAL WORKS OF REPAIR

- 5.1 The repair condition of Winchester City Council housing stock is good. Where disrepair is evident this is generally localised or minor in nature, symptomatic externally of the need for ongoing routine maintenance and internally of the general ageing of services and fittings and of normal occupancy wear and tear.
- 5.2 The costs of visible disrepair (catch-up repairs) are estimated at £4.041M, averaging £772 per dwelling.
- 5.3 Longer term investment needs within the housing stock are more substantial, linked to the ageing profile of the housing stock, its construction materials and services.
- 5.4 The total estimated cost of future major repairs over the 30 year planning period is £96.861M.



## HOUSING STOCK CONDITION AND TENANT ATTITUDE SURVEY PROGRAMME 2003

### 5. GENERAL WORKS OF REPAIR



5.5 Replacement needs on an elemental basis vary across the planning period reflecting:

- Short-term replacement of secondary roofing elements (flashings, soffits, fascias/barges, rain-wear), boundary fencing and gates and the early replacement of obsolete electrical and heating systems.*
- Medium term replacement of access doors and windows, continued replacement of secondary roofing elements, curtilage paving renewal and internal replacement of electrical systems, heating boilers, kitchens and bathrooms.*
- Longer term renewal of key external building components including roof structures and coverings, wall finishes and pointing. Internal service and facility renewal continues including second cycle kitchen and heating boiler renewal.*

### 6. NON RESIDENTIAL HOUSING RELATED ASSETS

6.1 Non residential housing related assets included in the current study have incorporated:

- **Garages and Garage Sites**
- **Estate Shops**
- **Sewage Treatment Works**
- **Unadopted Roads/Footpaths**
- **Shared Ownership Dwellings**
- **Leasehold Dwellings**
- **Play Areas/Estate Areas**

6.2 Major expenditure on non-housing related assets is not required or anticipated. Estimated expenditure in the 30 years to 2033 is £12.239M.



## HOUSING STOCK CONDITION AND TENANT ATTITUDE SURVEY PROGRAMME 2003

### 7. EXCEPTIONAL EXTENSIVE AND CONTINGENT MAJOR REPAIRS

7.1 Exceptional extensive repairs relate to specialist issues within the housing stock and to expenditure which is now known to be required within the 30 year planning period. Contingent major repairs are those which are not necessarily required at this time but where there is a reasonable expectation that these will occur in the future. No exceptional extensive works have been identified by the Council. Areas of contingent major repair examined have included:

- ***Asbestos***
- ***Non-traditional dwellings***
- ***Inter-war dwellings***
- ***Below ground drainage***
- ***Contamination and hazardous substances***
- ***Below ground water mains***

7.2 Council technical personnel have advised of no presenting failures with regard to below ground drainage, contamination or hazardous substance. Accordingly no contingent allowances have been made. Non-traditional dwellings were improved to a high standard by the Council in 1993. While these works will exceed 30 year life during the planning period 2004-2033 in our experience further major structural works will not be required.

7.3 Inter-war dwellings are prone to contingent expenditure arising from their specification and age, e.g. roof spread, wall-tie failure. Accordingly, a sum of £300 per unit has been allowed, equally distributed across the planning period. Asbestos materials exist externally in soffit materials and garage roof coverings. An allowance has been provided across the planning period for the safe removal of asbestos during normal programmes for element renewal.

7.4 Total contingent repair costs linked to these activities are estimated at £3.562M over the 30 year period.

### 8.0 RECURRENT COUNCIL EXPENDITURE

8.1 Having reviewed the pattern of responsive, cyclical and voids maintenance against the likely structure of a future major repairs programme, it is our view that no appreciable reduction in recurrent maintenance budgets can be predicted. Forward expenditure projections are therefore as follows:

- ***Responsive maintenance of £1.20M per annum***
- ***Voids maintenance of £0.36M per annum***
- ***Cyclical maintenance of £1.395M per annum***



## HOUSING STOCK CONDITION AND TENANT ATTITUDE SURVEY PROGRAMME 2003

### 9.0 TOTAL INVESTMENT NEEDS

9.1 Total investment needs within the housing stock and related assets base over the period 2004-2033 are illustrated in Table 2. These are estimated at £218.767M averaging just under £42,000 per dwelling.

**TABLE 2 : HOUSING INVESTMENT PROFILE 2004-2033**

*Costs = £M Net per period*

PROGRAMME COMPONENT	PLANNING PERIOD..... years						TOTAL ALL PERIODS
	2004-2008	2009-2013	2014-2018	2019-2023	2024-2028	2028-2033	£M
	£M	£M	£M	£M	£M	£M	£M
Catch-up Repairs Excluding Non-Decent Homes	3.791	-	-	-	-	-	3.791
Future Major Repairs Excluding Non-Decent Homes	9.761	16.361	21.675	15.629	14.693	18.787	96.861
<b>ACTION TO ACHIEVE DECENCY</b>							
Fitness	0.052	-	-	-	-	-	0.052
Disrepair	0.250	-	-	-	-	-	0.250
Amenity	0.301	-	-	-	-	-	0.301
Energy Efficiency	0.291	-	-	-	-	-	0.291
<b>FUTURE MAJOR REPAIRS TO MAINTAIN DECENCY</b>	<b>0.770</b>	-	-	-	-	-	<b>0.770</b>
							<b>SUB TOTAL</b>
							<b>1.664</b>
<b>RELATED ASSETS</b>							
Garages/Garage Sites	0.595	0.233	0.223	0.223	0.990	0.990	3.254
Estate Shops	0.079	0.057	0.057	0.057	0.057	0.057	0.364
Sewage Works (Curtilage Only)	0.071	0.071	0.071	0.071	0.071	0.071	0.426
Sewage Treatment Works	1.000	1.000	1.000	1.000	1.000	1.000	6.000
Unadopted Roads/Footpaths	-	-	-	-	0.335	-	0.335
Play Areas/Open Space	0.250	0.250	0.250		0.250	0.250	1.500
Sheltered (DDP)	0.252	0.108	-	-	-	-	0.360
							<b>SUB TOTAL</b>
							<b>12.239</b>
<b>CONTINGENT MAJOR REPAIRS</b>							
Asbestos	0.256	0.256	0.256	0.256	0.256	0.256	1.536
Non-Trad. Dwellings	-	-	0.250	-	-	-	0.250
Inter-War Dwellings	0.046	0.046	0.046	0.046	0.046	0.046	0.276
Underground Water Mains	0.250	0.250	0.250	0.250	0.250	0.250	1.500
							<b>SUB TOTAL</b>
							<b>3.562</b>
<b>RECURRENT EXPENDITURE</b>							
Responsive Maintenance	6.000	6.000	6.000	6.000	6.000	6.000	36.000
Void Maintenance	1.800	1.800	1.800	1.800	1.800	1.800	10.800
Cyclical Maintenance	6.975	6.975	6.975	6.975	6.975	6.975	41.850
Disabled Adaptations	2.000	2.000	2.000	2.000	2.000	2.000	12.000
							<b>SUB TOTAL</b>
							<b>100.650</b>
<b>TOTAL ALL CATEGORIES</b>	<b>34.745</b>	<b>35.407</b>	<b>40.853</b>	<b>34.557</b>	<b>34.723</b>	<b>38.482</b>	<b>218.767</b>



## HOUSING STOCK CONDITION AND TENANT ATTITUDE SURVEY PROGRAMME 2003

### 10.0 TENANT ATTITUDES

- 10.1 The tenant population is generally satisfied with housing conditions, the residential environment and overall services provided by the Council. 51% of tenant households are very satisfied with housing conditions; a further 41% regard their home as O.K. or are quite satisfied. Criticisms of condition reflect the general ageing of internal finishes and services rather than major physical problems. Tenant attitudes to the estate environment, while remaining positive, are more mixed than attitudes to housing. 10 % of tenant households are less than satisfied with estate conditions. Local problems perceived include: anti-social behaviour, youth annoyance and vandalism, litter and rubbish, and parking.

### 11.0 CONCLUSIONS

- 11.1 The house condition survey programme has documented physical housing conditions within the Winchester City Council housing stock. These conditions have been confirmed as good with costs to achieve and maintain "Decency" to 2010 estimated at £1.664M or an average of £318 per dwelling.
- 11.2 In addition to the costs required to address performance within the Decent Homes Standard, the survey has identified significant future major repair requirements linked to the ageing profile of the housing stock. Over a 10 year planning period to 2013 these are estimated at £26.077M. Over a full 30 year planning period to 2033 equivalent costs are estimated at £96.861M. These costs are net of fees and preliminaries and are additional to recurrent Council expenditure on responsive, void, disabled adaptations and cyclical maintenance which is projected at £100.65M to 2033.
- 11.3 Data collected during the House Condition Survey will provide an important input to the development of a computerised asset management system for Winchester City Council. This system, capable of continuous updating will permit the Council to monitor progress towards its decent Homes target and to plan pro-actively the future investment in it's housing stock within a business planning framework.