



Meeting	Cabinet Committee: Housing
Date and Time	Wednesday, 23rd July, 2025 at 10.00 am.
Venue	Walton Suite, Guildhall, Winchester and streamed live on YouTube at www.youtube.com/winchestercc

Note: This meeting is being held in person at the location specified above. Members of the public should note that a live video feed of the meeting will be available from the council's YouTube channel (youtube.com/WinchesterCC) during the meeting.

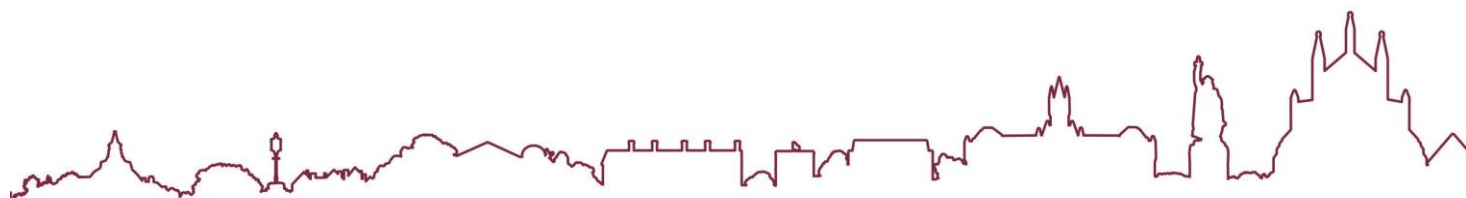
A limited number of seats will be made available at the above named location however attendance must be notified to the council at least 3 working days before the meeting. Please note that priority will be given to those wishing to attend and address the meeting over those wishing to attend and observe.

AGENDA

PROCEDURAL ITEMS

- 1. Apologies**
To record the names of apologies given.
- 2. Disclosure of Interests**
To receive any disclosure of interests from councillors or officers in matters to be discussed.
Note: Councillors are reminded of their obligations to declare disclosable pecuniary interests (DPIs), other registerable interests (ORIs) and non-registerable interests (NRIs) in accordance with the Council's Code of Conduct.
- 3. To note any request from Councillors to make representations on an agenda item.**
- 4. Public participation**
NB members of the public are required to register with Democratic Services three clear working days before the meeting (contact: democracy@winchester.gov.uk or 01962 848 264).

Members of the public and visiting councillors may speak at the committee, provided they have registered to speak three working days in advance. Please contact Democratic Services by **5pm on Thursday 17 July** via democracy@winchester.gov.uk or (01962) 848 264 to register to speak and for further details.



BUSINESS ITEMS

5. **Minutes of the previous meeting held on 3 February 2025** (Pages 5 - 12)

6. **Chairperson's announcements**

7. **New homes programme update (presentation)** (Pages 13 - 20)

8. **Retrofit programme update (presentation)** (Pages 21 - 34)

9. **Feedback from TACT Board meeting held 11 June 2025 (verbal update)**

10. Housing repairs, maintenance & disabled adaptations policies (Pages 35 - 150)

Key Decision (CAB3512(H))

11. Social Housing regulation consumer standard improvement plan (Pages 151 - 166)

Key Decision (CAB3511(H))

12. Dates of next meetings (both 10am start):

- Tuesday 4 November 2025
- Monday 2 February 2026

Laura Taylor
Chief Executive

All of the Council's publicly available agendas, reports and minutes are available to view and download from the Council's [Website](#) and are also open to inspection at the offices of the council. As part of our drive to minimise our use of paper we do not provide paper copies of the full agenda pack at meetings. We do however, provide a number of copies of the agenda front sheet at the meeting which contains the QR Code opposite. Scanning this code enables members of the public to easily access all of the meeting papers on their own electronic device. Please hold your device's camera or QR code App over the QR Code so that it's clearly visible within your screen and you will be redirected to the agenda pack.



15 July 2025

Agenda Contact: Nancy Graham, Senior Democratic Services Officer Email: ngraham@winchester.gov.uk or phone 01962 848 235

MEMBERSHIP

Cabinet Committee: Housing

Councillors Reach (Cabinet Member for Good Homes – Chairperson), Becker and Cutler

Non-voting invited councillors: Councillors Clear, Horrill, Power and White

In the event of any member of Cabinet not being available for a meeting of the Cabinet Committee another member of Cabinet may deputise where no conflict arises. Deputies for the non-voting invited councillors can be appointed from any group at the Chairperson's discretion.

Quorum = 2 voting members

TERMS OF REFERENCE

The terms of reference are available on the Council's website [here](#)

Public Participation at meetings

Representations will be limited to a maximum of 3 minutes, subject to a maximum 15 minutes set aside for all questions and answers.

To reserve your place to speak, you are asked to **register with Democratic Services three clear working days prior to the meeting** – please see public participation agenda item below for further details. People will be invited to speak in the order that they have registered, subject to the maximum time period allowed for speaking not being exceeded. Public Participation is at the Chairperson's discretion.

Filming and Broadcast Notification

This meeting will be recorded and broadcast live on the Council's website. The meeting may also be recorded and broadcast by the press and members of the public – please see the Access to Information Procedure Rules within the Council's Constitution for further information, which is available to view on the [Council's website](#). Please note that the video recording is subtitled but you may have to enable your device to see them (advice on how to do this is on the meeting page).

Disabled Access

Disabled access is normally available, but please phone Democratic Services on 01962 848 264 or email democracy@winchester.gov.uk to ensure that the necessary arrangements are in place.

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CABINET COMMITTEE: HOUSING

Monday, 3 February 2025

Attendance:

Councillors
Westwood (Chairperson)

Becker
Cutler
Clear

Horrill
Power
Lee

Apologies for Absence:

Councillors White

Deputy Members:

Councillor Lee

Members in attendance who spoke at the meeting

Councillor Pett

[Video recording of this meeting](#)

1. **APOLOGIES**

Apologies were received from Councillor White for whom Councillor Lee deputised as noted above.

2. **DISCLOSURE OF INTERESTS**

There were no declarations of interest made.

3. **PUBLIC PARTICIPATION**

Councillor Westwood welcomed to the meeting Lin Mellish who was a member of the TACT Board (which also included himself and Councillor Horrill). He would invite Mrs Mellish to comment on any reports relevant to the Board's remit.

Councillor Tait also spoke under public participation regarding the update on the New Homes programme and reports CAB3491(H) and CAB3482(H) and his comments are summarised under the relevant minutes below.

4. **MINUTES OF THE PREVIOUS MEETING**

RESOLVED:

That the minutes of the previous meeting held 5 November 2024 be agreed as a correct record.

5. **CHAIRPERSON'S ANNOUNCEMENTS**

Councillor Westwood announced that the refurbishment of 59 Colebrook Street, Winchester was now complete and the property had been handed over to the Housing Team to prepare for occupation by the first new tenants. It was further intended to refurbish the stable block at the rear of the property to enable it to become a self-contained unit of accommodation with the cost of this work to be met by the existing agreed budget. He thanked both Hampshire County Council (HCC) and Winchester City Council officers involved in the project.

Councillor Westwood also announced that the council had received approximately £1million in grants to support homelessness since the committee's previous meeting. He thanked the Service Lead – Strategic Housing and team for their work in securing the grant. In addition, additional one-off grants had been received from HCC towards work supporting victims of domestic abuse and also provision of homelessness support services.

6. **NEW HOMES PROGRAMME UPDATE (VERBAL UPDATE)**

Ian Tait spoke during public participation as summarised briefly below.

He expressed concern about the change in the council's focus to buying existing affordable homes from developers rather than building new affordable homes. He also queried why the build cost for council built new affordable homes was significantly higher than those built by commercial developers.

Councillor Westwood responded to the comments made including emphasising that the approach of purchasing homes was agreed by Council as an element of the 2024/25 HRA budget. It would be kept under review with the intention that the council would recommence with new builds as soon as it became financially viable to do so.

The Service Lead – New Homes gave a presentation on the new homes programme which was available on the council's website [here](#). She also responded to the comment raised by Mr Tait regarding the comparative cost of council new builds.

The Service Lead – New Homes, Councillor Westwood and other officers present responded to questions and comments raised by councillors on the presentation as follows:

- a) How and when the demand levels were calculated. It was agreed that annotations be added to future presentations to include this information.

- b) A request that ward councillors be involved in the preparation of the Southbrook Cottages lessons learned report. It was agreed that ward and parish councillors could be involved at the appropriate time during the report's preparation.
- c) The intended timeframe for the new rural housing strategy to be approved.
- d) The reasons why the council did not currently employ a rural housing enabler.
- e) Whether there was a potential for future Passivhaus new homes.

RESOLVED:

That the update regarding the new homes programme be noted.

7. **RETROFIT PROGRAMME UPDATE (VERBAL UPDATE)**

The Retrofit Manager gave a presentation on the retrofit programme which was available on the council's website [here](#).

The Retrofit Manager and other officers present responded to questions and comments raised by councillors on the presentation as follows:

- a) Tenant education regarding the need to ensure ventilation outlets remained unblocked.
- b) Measures to ensure heating was maintained in rural properties which could be subject to power cuts, such as use of batteries.
- c) Introducing measures to capture carbon in retrofit properties.
- d) Lessons learned from the retrofit of the Swedish Cottages.
- e) Moving away from a solely fabric first approach to one encompassing technology.

RESOLVED:

That the update regarding the retrofit programme be noted.

8. **HOUSING STRATEGY 23-28 PROGRESS AND UPDATE** (CAB3491(H))

Lin Mellish (TACT Board) noted the significant amount of work ongoing and requested that where any new or updated policies were drafted, the consumer standard groups and tenants involved be consulted in a timely manner when there is an opportunity for them to influence their development.

Councillor Westwood agreed that consultation with tenants was very important and was a core remit of the TACT Board.

Ian Tait spoke during public participation as summarised briefly below.

He queried what measures the council was undertaking to help registered providers to supply affordable housing across the district. He also believed that the build cost for Alfred Homes to deliver 10 new properties in Sparsholt was significantly less than the council's build costs.

Councillor Westwood and Service Lead – New Homes responded to the comments made by Mr Tait.

Councillor Westwood, the Strategic Director, the Corporate Head of Housing and relevant Service Leads responded to questions and comments raised by councillors as follows:

- a) Whether the proposed s106 acquisitions of new homes were in the right place and of the right size to meet established and predicted housing demand.
- b) The potential challenges of ongoing maintenance of the housing stock where homes were widely distributed across the district.
- c) The possible impact on location of new homes because of the eastern part of the district being located within the South Downs National Park.
- d) A query relating to the frequency of visits of community engagement officers and a request that ward councillors be informed when visits were undertaken in response to a ward councillor's report of anti-social behaviour issues.
- e) Future engagement with registered providers and also future proposals to assist tenants within the private sector.
- f) Future proposals and likely timetable for the review of the disabled facilities grant.

The Cabinet Committee agreed the following for the reasons set out above and outlined in the report.

RESOLVED:

1. That the progress of the objectives against the Housing Strategy 2023-28 Delivery Plan be noted as outlined in the report.
2. That the emerging challenges that have arisen since November 2023 be noted.
3. That the amended delivery action plan for 2023-2028 be approved.

9. **SOCIAL HOUSING REGULATION**
(CAB3479(H))

Councillor Westwood introduced the report which had been discussed at a meeting of the TACT Board on 27 January. In summary, the Board believed the council's position was not uncommon. The Board requested that the action plan recommended in the report should be implemented without delay to improve stock condition data and safety, evidencing compliance information and also to implement the safety and quality action plan with a focus on fire safety.

Lin Mellish (TACT Board) expressed concern about the length of time since the previous stock condition survey had been undertaken and requested clarification of the likely timescale for the work to be completed to bring it up to date.

The Housing Project and Policy Manager responded to Mrs Mellish's query including advising that an external partner would be engaged and it was anticipated that half of the stock could be surveyed in 2025.

Councillor Westwood, the Strategic Director, Service Lead – Housing Landlord Services and other relevant officers responded to questions and comments raised by councillors as follows:

- a) The requirement for good communication with tenants to ensure access to enable the stock condition survey to take place.
- b) The possibility for the surveyors to consider opportunities for wider environmental benefits to be introduced, such as water butts or swift boxes.
- c) The possible outcomes following the council's self-referral to the Regulator of Social Housing (RSH) and whether sufficient budget had been allocated to deal with these.
- d) Whether there was any potential for the work on the stock condition survey to be accelerated.
- e) Whether there was current verification of third party works.
- f) Incorporation of the regulator's key performance indicators (KPIs) into the Council's own future performance indicators.
- g) The availability of a more detailed action plan.

The Cabinet Committee agreed the following for the reasons set out above and outlined in the report.

RESOLVED:

1. That it be noted that the self-assessment has been undertaken against the consumer standards.
2. That the action plan at Appendix A of the report be agreed.

10. **TENANT SATISFACTION MEASURES**
(CAB3497(H))

Councillor Westwood introduced the report which had been discussed at a meeting of the TACT Board on 27 January where Board members welcomed that the majority of results were at or above median. The Board had proposed a number of specific proposals as follows:

- a) To consider analysing feedback in the context of seasonal trends to convert the data into meaningful information to act upon.
- b) To review the TSMs in respect of communal cleaning dissatisfaction rates in general needs blocks.
- c) To celebrate success and focus on good news via all available communication channels.
- d) To create an action plan for areas of the district with low satisfaction indicators.
- e) To introduce the housing team to residents via the residents' newsletter and other communication channels.

Councillor Westwood invited the other two members of the TACT Board present to make any further comments and Councillor Horrill endorsed the action list and hoped it would be acted upon by relevant Housing officers.

Councillor Westwood, the Corporate Head of Housing, the Service Lead – Housing Landlord Services and other relevant officers responded to questions and comments raised by councillors as follows:

- a) Further information was requested regarding the number of missed appointments by contractors and proposals for contract penalties to help mitigate against this issue.
- b) Possible reasons for low response levels in some areas of the district and using councillors to help increase these levels.
- c) Whether the survey was weighted to take account of different sizes of area.
- d) What was considered and counted as a “complaint”.
- e) A correction was noted that the survey indicated three indicators that were below the median level (not four as set in out in the report’s recommendations). It was suggested that the responses received from sheltered housing residents also be considered further.
- f) Whether there was any correlation between the heating and energy responses and the property age?
- g) Assisting all ages of tenants in being able to make complaints efficiently and effectively.
- h) Improvements in the numbers of anti-social behaviour issues being reported.
- i) The importance of engaging with councillors to enable them to assist both officers and tenants.

The Cabinet Committee agreed the following for the reasons set out above and outlined in the report.

RESOLVED:

1. That the survey results be noted.
2. That the work that is underway or proposed to address the three indicators that are below median benchmark be noted.

11. **VENTA LIVING LTD - BUSINESS PLAN 25/26 (LESS EXEMPT APPENDICES)**
(CAB3482(H))

At the invitation of Councillor Westwood, Councillor Pett provided an introduction to the report as one of the four non-executive Venta Living Ltd directors. He highlighted that two other directors were also present - Tim Sharp and Dawn Adey. Councillor Pett reported that the initial project to lease 41 flats in Winnall (Foxglove House) had overrun with the first tenancy taken up in June 2024. However, good progress was being made and currently all but five of the flats had been let and of these, four were awaiting references and one awaiting an offer.

Ian Tait spoke during public participation as summarised briefly below.

He believed that with the information supplied in the report (less exempt appendices) he was not able to ascertain any good commercial reason for the establishment of the housing company. He suggested that the Winnall flats could have been let instead through another affordable housing provider such as Winchester Housing Trust.

The Strategic Director responded to the comments made by Mr Tait including confirming that the financial viability of Venta Living has been established at the time of its incorporation.

The Strategic Director and Councillor Pett responded to questions and comments raised by councillors as follows:

- a) The possible reasons for the slow uptake of tenancies.
- b) Whether there would be further opportunities for future housing provision through Venta Living?
- c) Had the developer paid any compensation to the council because of the delays?
- d) How tenant satisfaction with the new flats would be assessed.

The Cabinet Committee moved into exempt session to consider the contents of the exempt appendices before returning to open session to consider the report's recommendations as set out below.

The Cabinet Committee agreed the following for the reasons set out above and outlined in the report.

RECOMMENDED TO CABINET:

That the updated financial business plan as included in exempt Appendices A and B of the report be recommended for approval to Cabinet.

12. EXEMPT BUSINESS:

RESOLVED:

1. That in all the circumstances, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

2. That the public be excluded from the meeting during the consideration of the following items of business because it is likely that, if members of the public were present, there would be disclosure to them of 'exempt information' as defined by Section 100I and Schedule 12A to the Local Government Act 1972.

<u>Minute Number</u>	<u>Item</u>	<u>Description of Exempt Information</u>
13	Venta Living Ltd business plan (exempt appendices)) Information relating to the) financial or business affairs of) any particular person (including) the authority holding that) information). (Para 3 Schedule) 12A refers)

13. **VENTA LIVING LTD BUSINESS PLAN (EXEMPT APPENDICES)**
(CAB3482(H))

The Committee considered the contents of the exempt appendices.

The Strategic Director and Councillor Pett responded to questions and comments raised by councillors as follows:

- a) Provision of monies for repairs and maintenance.
- b) The potential impact if flats remained unoccupied.
- c) The defined responsibilities of both Venta Living Ltd and the council.

RESOLVED:

That the contents of the exempt appendices be noted.

The meeting commenced at 10.00 am and concluded at 12.55 pm

Chairperson

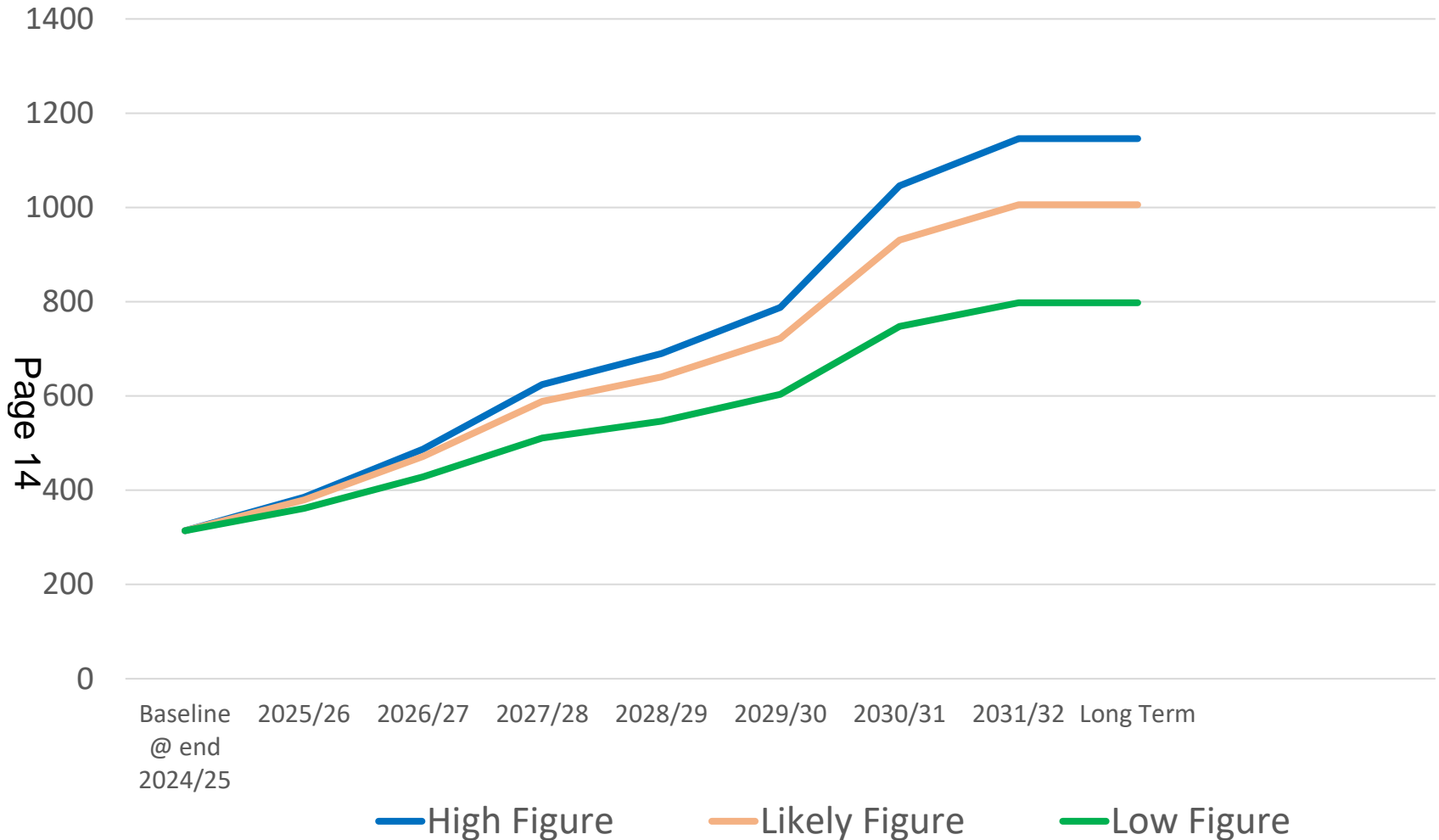


New Homes Update

23 July 2025



New Homes Forecast 2020-2032



Baseline completions at end 2024/25 = **314 units**

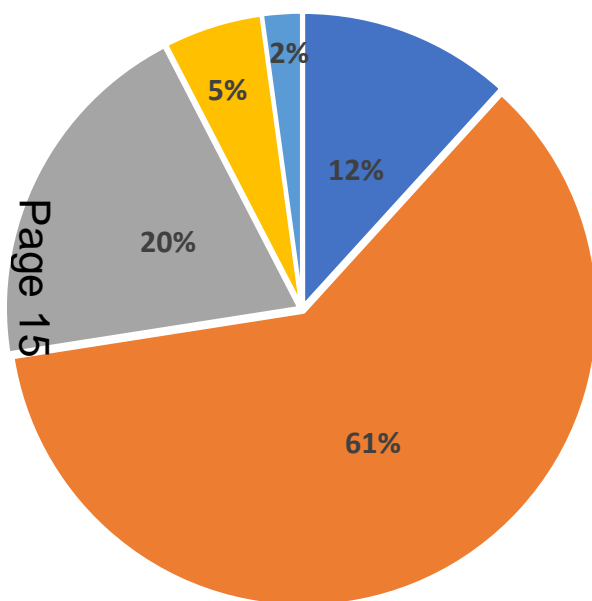
High = 100% green and 100% amber schemes delivered

Likely = 100% green and 75% amber schemes delivered

Low = 75% green and 50% amber schemes delivered

New Homes Forecast 2025-2032

WCC Units by Type



- Commissioned - HRA
- S106 - 3rd Party
- S106 - GF
- Additionality
- Rural Exception

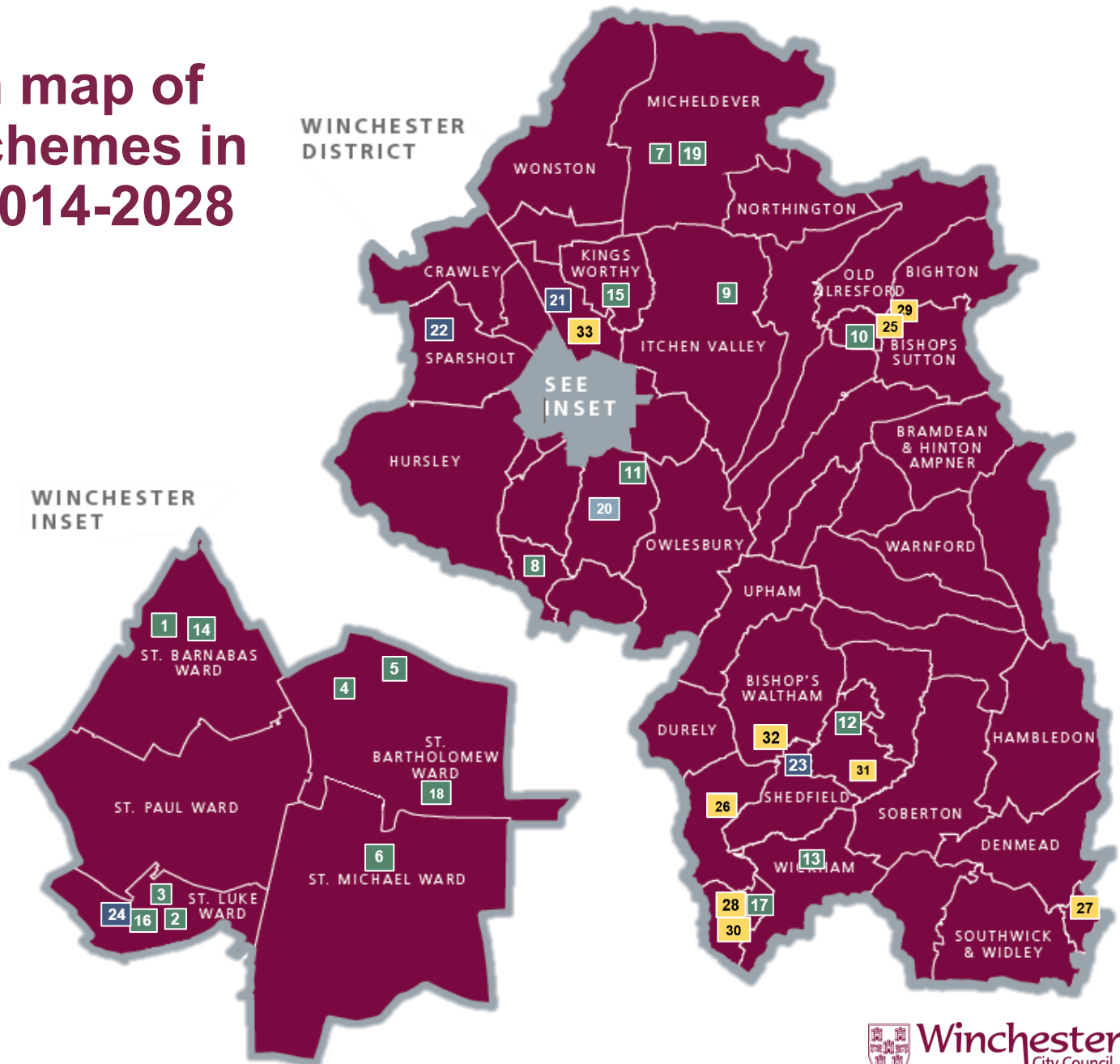
	WCC Units by Type – Forecast Completions				
	Commissioned - HRA	S106 - GF	S106 – 3 rd Party	Additionality	Rural Exception
2025/26	0	0	66	0	0
2026/27	0	0	92	0	0
2027/28	10	15	81	11	0
2028/29	9	0	32	11	0
2029/30	16	25	30	11	0
2030/31	47	60	90	4	8
2031/32	0	38	30	0	8
Total	82	138	421	37	16

Total RP & WCC Supply Forecast 2025-2032

Financial Year	RP	WCC (Likely Green & Amber)	Totals
2025/26	223	66	289
2026/27	133	92	225
2027/28	156	117	273
2028/29	235	52	287
2029/30	181	82	263
2030/31	228	209	437
2031/32	217	76	293
Totals	1,373	694	2,067

Distribution map of WCC & RP schemes in the District 2014-2028

- Completed Schemes
- Schemes on Site
- Early-Stage Schemes
- RP Forecast

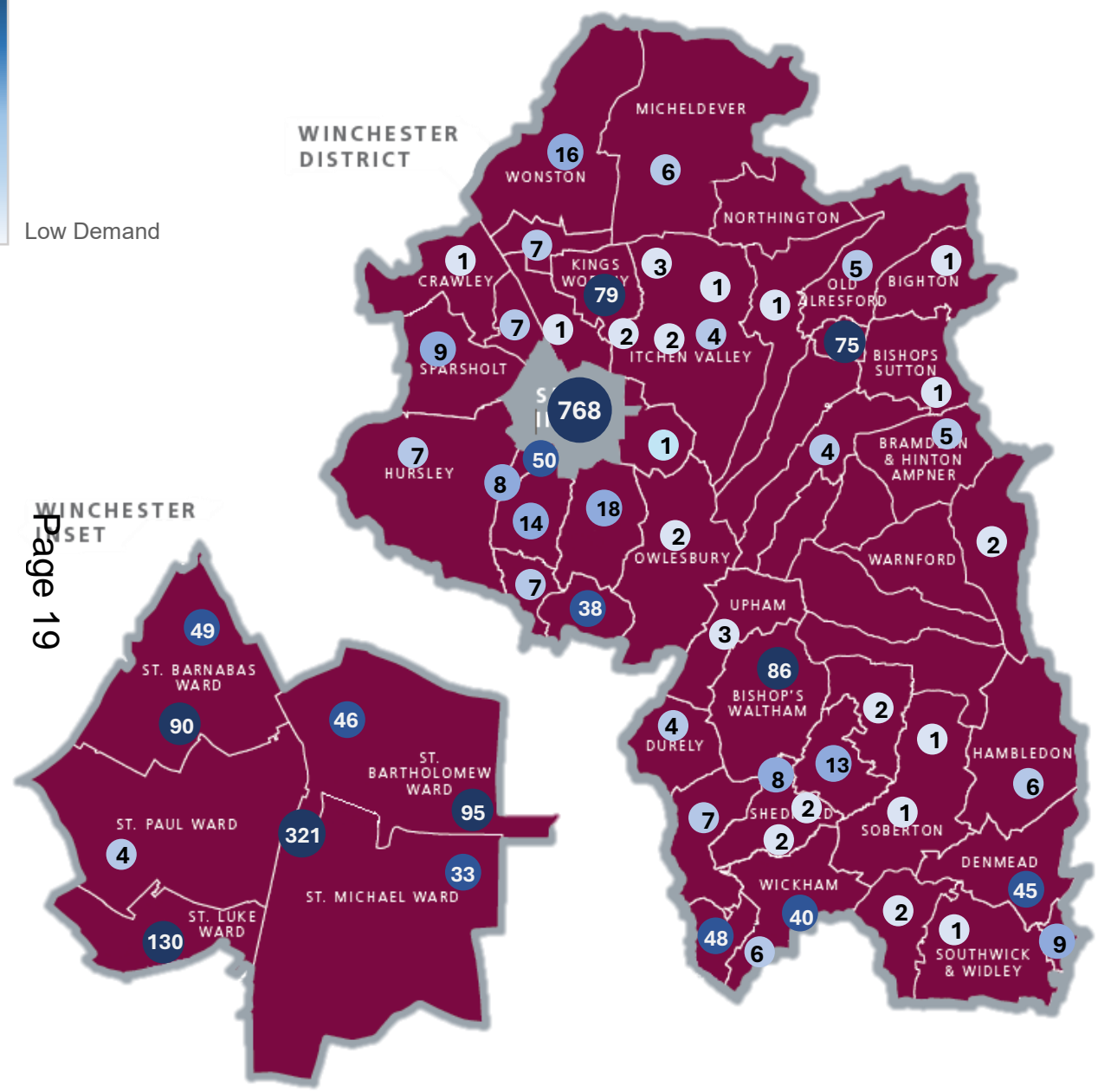
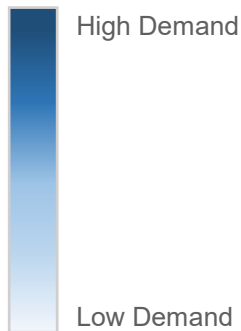


No	Scheme	Units	Parish/Ward
1	Symonds Close <i>(2016)</i>	12	St Barnabas Ward
2	Bailey Close <i>(2018)</i>	5	St Luke Ward
3	New Queens Gate <i>(2016)</i>	21	St Luke Ward
4	Victoria Court <i>(2018)</i>	27	St Bartholomew Ward
5	Hillier Way <i>(2017)</i>	13	St Bartholomew Ward
6	Chesil Lodge <i>(2018)</i>	52	St Michael Ward
7	Barron Close <i>(2014)</i>	5	Micheldever Parish
8	Bourne Close <i>(2014)</i>	3	Otterbourne Parish
9	Station Close <i>(2014)</i>	5	Itchen Valley Parish
10	Mitford Road <i>(2018)</i>	8	New Alresford Parish
11	Dolphin Hill <i>(2020)</i>	2	Twyford Parish
12	Kiln Cottages <i>(2016)</i>	2	Swanmore Parish
13	Mayles Lane <i>(2019)</i>	13	Wickham Parish
14	Rowlings Road <i>(2021)</i>	7	St Barnabas Ward
15	Burnet Lane <i>(2021)</i>	35	Kings Worthy Parish
16	The Valley <i>(2021)</i>	77	St Luke Ward
17	North Whiteley <i>(2023)</i>	54	Curdrige Parish
18	Winnall Flats <i>(2024)</i>	76	St Bartholomew Ward
19	Southbrook Cottages <i>(2024)</i>	6	Micheldever Parish
20	Hazeley Road	10	Twyford Parish

No.	Scheme	Units	Parish/Ward
21	Kings Barton	146	Headbourne Worthy
22	Woodman Close	5	Sparsholt Parish
23	Morgan's Yard	8	Shedfield Parish
24	Minden Way	9	St Luke Ward
25	Sun Lane	121	New Alresford Parish
26	Sherecroft Farm	115	Curdrige Parish
27	Berewood	TBC*	Newland Parish
28	North Whiteley	TBC*	Curdrige
29	North of Sun Lane	12	New Alresford Parish
30	Meadoways, Botley Road	8	Curdrige Parish
31	Cygnat Grange, The Lakes	TBC*	Swanmore Parish
32	Abbey Mill	12	Bishops Waltham
33	Kings Barton	TBC*	Headbourne Worthy

Distribution map of WCC & RP schemes in the District 2014-2028

* Numbers to be confirmed



1st Preference Location Demand

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Data does not mean that applicants have any form of qualifying local connection to the specific areas but instead denotes where they primarily want to live. Data updated October 2024.

Housing Development Strategy



- Current Housing Development Strategy 2021-2030: [Winchester City Council's Housing Development Strategy](#)
- Strategy update underway – first draft by end July 2025
- Rural Strategy section
- Public consultation August/September 2025
- Seek approval to Strategy at 19 November 2025 Cabinet (alongside HRA budget options paper)

Retrofit Programme Update July '25

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10mm Door Undercuts
& Trickle vents

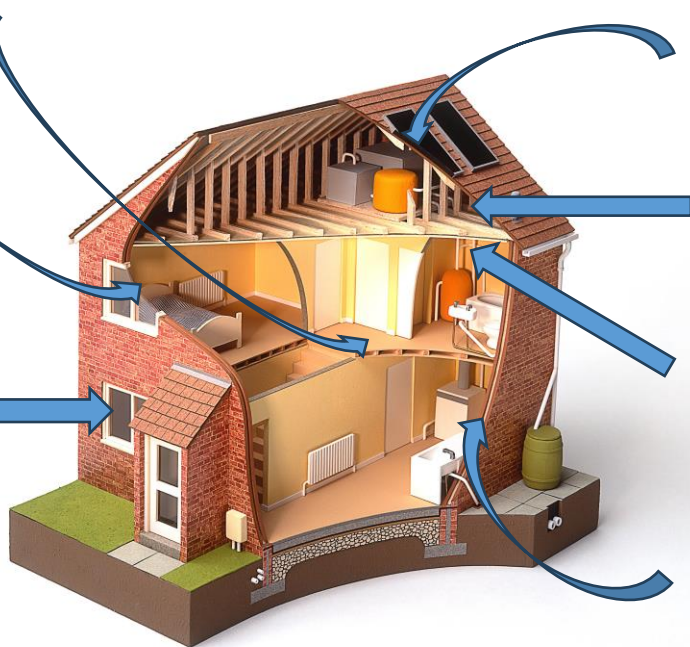
Solar Panels + Battery

Loft Insulation

New windows

Replace/Upgrade
Extract Ventilation

Wall Insulation



Agenda Item 8

- **CONTENTS:**

- ❖ **Retrofit Programme Update**

- ❖ Properties and Measures Targets 25/26

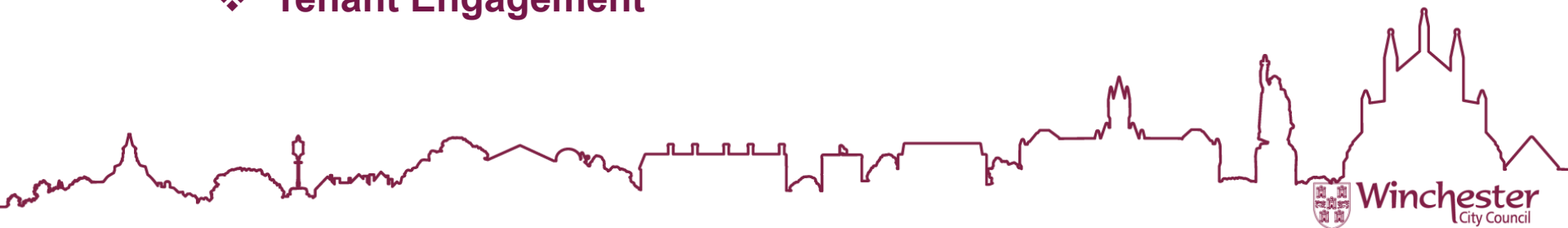
- ❖ **Retrofit Strategy**

- ❖ Status-draft
 - ❖ Proposed Dates

- ❖ **Retrofit '25 Project Status:**

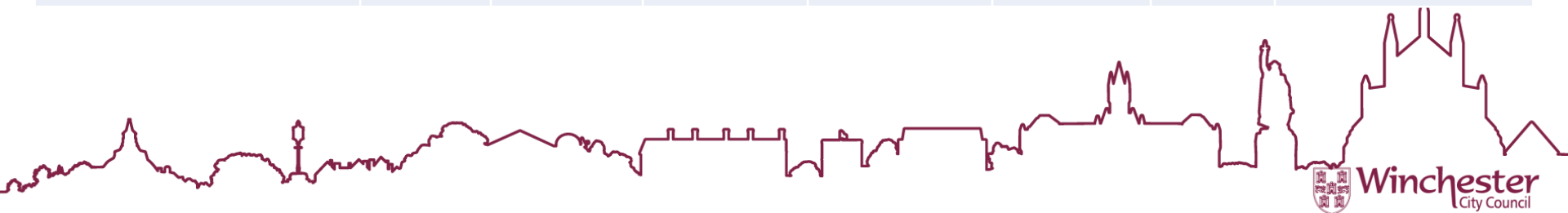
- ❖ Warm Homes: SHF Wave 3
 - ❖ Swedish Cottages
 - ❖ Conservation windows

- ❖ **Tenant Engagement**



Retrofit Programme Total 2025/2026 - Target

	TARGET PROPERTIES	TARGET MEASURES	NO. OF TAREGT EPC C UPLIFTS	DELIVERED PROPERTIES	DELIVERED MEASURES	EPC C ACHIEVED	WCC EPC C AND ABOVE TRACKER
							Currently 70%
SHDF SWEDISH COTTAGES							
SHF – WAVE 3	195	1170	195				73.75%
ENERGY ASSESSMENT	195						
CONSERVATION AREA							
SINGLE GLAZED	13	65	13				0.25%
OTHER MEASURES							
RESPONSE:							
RESPONSE CWI + LI							
RESPONSE WHOLE HOUSE							
OTHER MEASURES							
PLANNED							
PLANNED WINDOWS:	100	100	0				
TOTAL:	308	1335	195				74%



RETROFIT STRATEGY

❖ Retrofit Strategy Project Plan

To plot out the Retrofit Journey from 2022 to 2030 and Beyond, ensuring WCC achieve an EPC C on all Council homes by 2030.

- ❖ Strategy Outline: Complete
- ❖ Business Case, Project Proposal and Project Plan: Draft
- ❖ Consultation Period July - Nov
- ❖ Cabinet Paper: Nov '25 Housing Comms

❖ Retrofit Policy

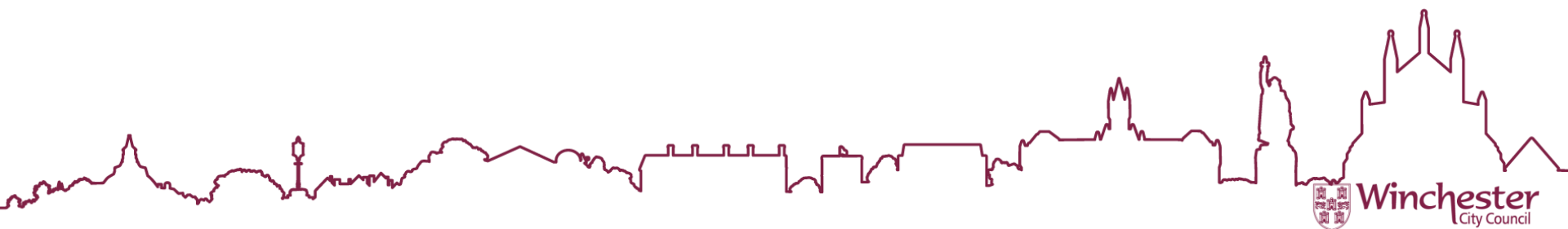
To govern the retrofit of properties undertaken by WCC

- ❖ Cabinet Strategy paper to be approved: Nov '25
- ❖ Policy draft: Nov '25 – Jan '26
- ❖ Consultation Period Nov '25 – Jan '26
- ❖ Policy presented: Housing Comms Feb '26



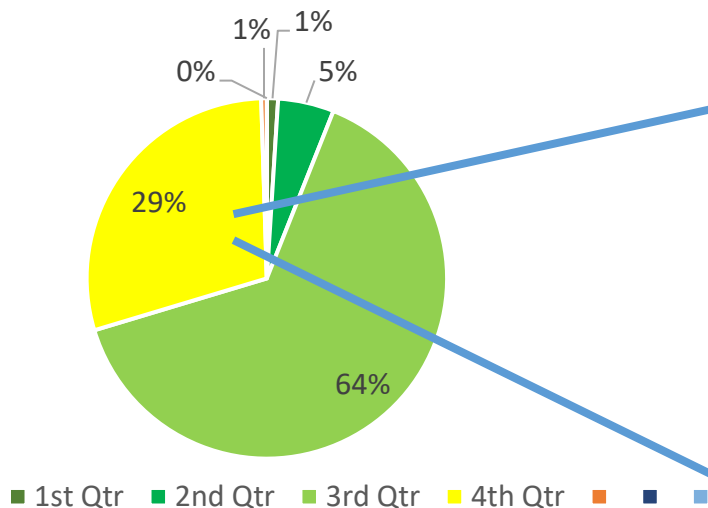
Retrofit Programme Status:

- ❖ Warm Homes: SHF Wave 3
- ❖ Swedish Cottages
- ❖ Conservation windows



WARM HOMES SHF WAVE 3

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2025



10mm Door Undercuts
& Trickle vents

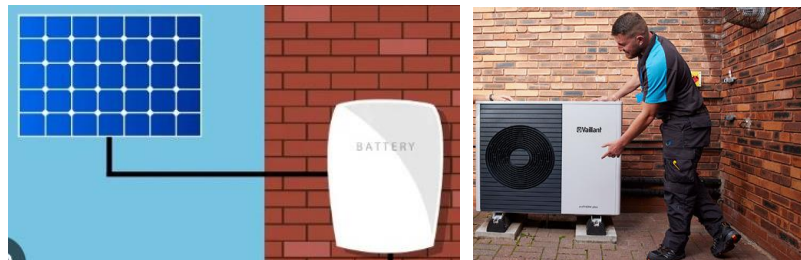


Loft
Insulation

Extract Ventilation
Upgrade

Cavity Wall
Insulation

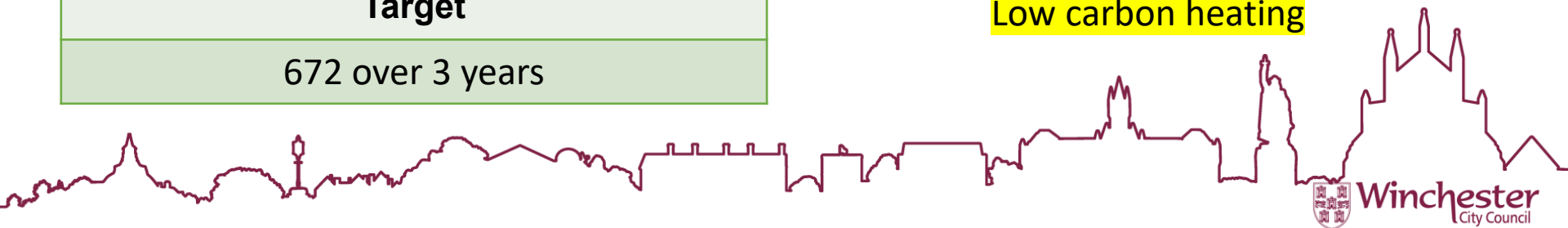
Installing energy performance upgrades








Low carbon heating

Target

672 over 3 years



WARM HOMES SHF WAVE 3

-  Contractor Appointed
-  Solar 'Maintenance and Use' Payment proposal approved by Cabinet June '25
-  Energy Assessments in Progress
-  SHF Tenant Engagement scheduled for July start (monthly)
-  Grant Funding Agreement with DESNZ signed

SWEDISH COTTAGES

Contractor negotiations

3 Phases Proposed

Remediation (July-August 25)





Revise/Re-plan (Sept'25 – Jan '26)

Deliver (March'26)

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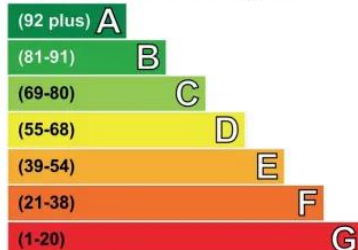


CONSERVATION WINDOWS SINGLE GLAZED

-  Contractor appointment – July '25
-  Surveys have commenced
-  Delivery to coordinate with SHF
-  Tenants have been notified

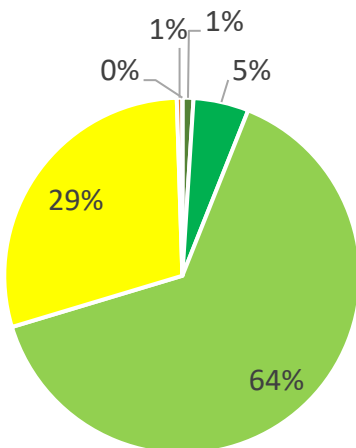
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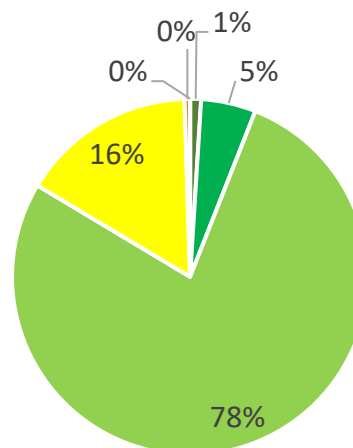
ANTICIPATED EPC UPLIFT BY SHF + 2025 DELIVERY PROGRAMMES

Page 30
2025

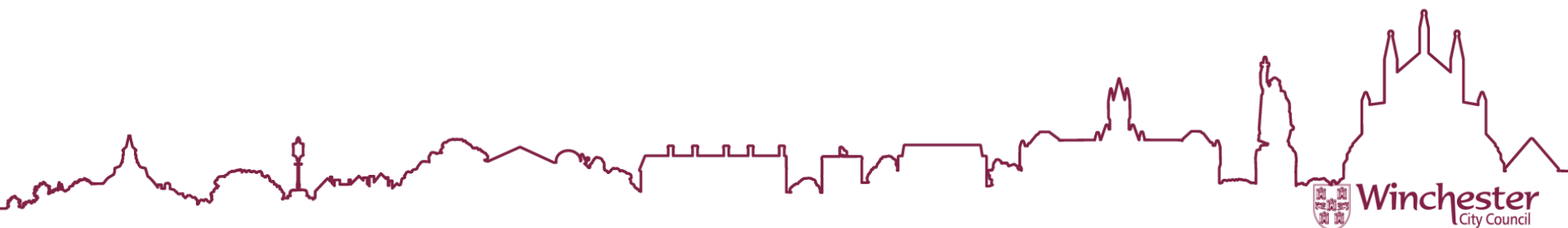


■ 1st Qtr ■ 2nd Qtr ■ 3rd Qtr ■ 4th Qtr ■ ■ ■

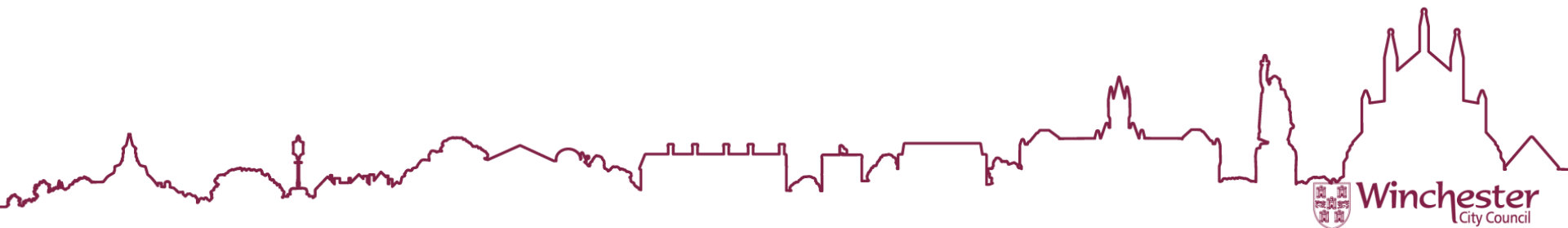
2028



■ 1st Qtr ■ 2nd Qtr ■ 3rd Qtr ■ 4th Qtr ■ ■ ■



COUNCILLOR & TENANT ENGAGEMENT



● Swedish Cottages phase 2

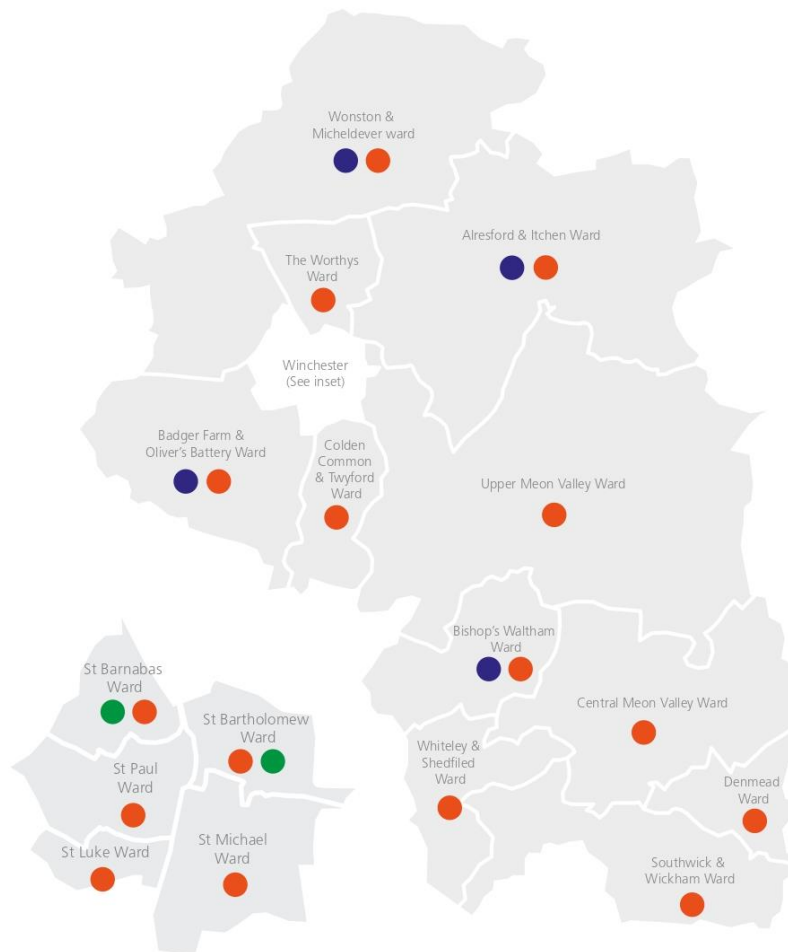
Wonston & Micheldever Ward
Badgers Farm & Oliver's Battery Ward
Alresford & Itchen Ward
Bishop's Waltham Ward

● SHF – Wave 3

Bishop's Waltham
Central Meon Valley
Upper Meon Valley Ward
Colden Common & Twyford
The Worthys Ward
Southwick & Wickham
Alresford & Itchen Valley Ward
St Barnabas Ward
St Bartholomew Ward
St Luke Ward
St Paul Ward
St Michael Ward
Badger Farm & Oliver's Battery Ward
Whiteley & Shedfield Ward
Wonston & Micheldever Ward
Denmead Ward

● Conservation Area Windows Phase 2

St Barnabas Ward
St Bartholomew Ward



Tenant Engagement 2025/2026

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RESIDENT LIAISON OFFICER to be recruited

Ongoing

Swedish Cottages in person visits

June - July 2025

Tenant Engagement Strategy + EqlA

Complete

SHF Tenant Forums (All Cllrs invited)

Start July

Solar Panel Workshops

April, June and Ongoing

Website Development

Ongoing

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CAB3512(H)
CABINET COMMITTEE: HOUSING

REPORT TITLE: HOUSING REPAIRS, MAINTENANCE AND DISABLED
ADAPTATIONS POLICIES

23 JULY 2025

REPORT OF CABINET MEMBER: Mark Reach, Cabinet Member Good Homes

Contact Officer: Gilly Knight Tel No: 01962 848 577 Email
gknight@winchester.gov.uk

WARD(S): ALL

PURPOSE

The housing repair and maintenance policies and procedures for approval and adoption in this paper have been introduced and updated as a business need in support of the housing procurement of the HRA Council Housing Repair, Maintenance and Compliance Activities Contract as approved at Cabinet Committee on 21 May 2025 (CAB3506).

The proposed policies and procedures will support the upcoming preliminary market engagement with potential bidders, scheduled for July. Once approved the policies and procedures will be shared with potential contract bidders to set out the council's delivery principles of the Council Home Repairs, Maintenance and Compliance Contract and the service tenants can expect to receive. It is expected that good tenant communication and satisfaction levels are adopted as a joint and collective responsibility.

Policies supported by service procedures provide a foundation to ensure repairs and maintenance work is compliant with laws and regulations, provide consistency and fairness of processes, mitigate risk and liability and improve customer communication and satisfaction levels. They support and promote a positive culture and a climate of diversity and inclusion to create positive service outcomes for staff and tenants.

RECOMMENDATIONS:

1. That Cabinet Committee: Housing is asked to approve and adopt the 4 Housing Repairs and Maintenance policies:
 - a) Disabled Adaptations Policy
 - b) Housing Repairs and Maintenance Policy
 - c) Housing Repairs Recharge Policy
 - d) Managing Damp and Mould Policy
2. That Cabinet Committee Housing:
 - a) Delegate to Corporate Head of Housing, in consultation with the Cabinet Member for Good Homes, to make any minor amendments to the damp and mould policy so it is compliant with legislation from October 2025.

IMPLICATIONS:1 COUNCIL PLAN OUTCOME

1.1 Greener Faster

Greener Homes' is one of the key strategic objectives within the Housing Strategy (2023 - 2028) and will help develop and support a greener district to address the climate emergency. The procurement of the repairs, maintenance and compliance contract include a requirement for contract bidders to outline how they would contribute to the council's carbon reduction targets. Providing clear policies and procedures that outline service expectations is a critical component of the tender process, as they inform an integral part of the contractual framework, including service management and performance indicators.

1.2 Thriving Places

Delivering a quality repairs service is essential for our tenants who often view how well the repairs service is run as representative of the performance of the council housing landlord service. The views of residents is a key driver in designing and setting the new service standards to include having robust service policies and procedures in place.

The tender process will encourage and assess how suppliers can incorporate the use of local market in delivering council home repairs and maintenance services with the aim of contributing to prosperity and resilience of the local economy.

1.3 Healthy Communities

Good housing is crucial for healthy communities as it directly impacts on physical and mental well-being it can enhance overall safety, quality of life, promote healthy behaviours and reduce health inequalities. Part of the repairs, maintenance and compliance contract tender evaluation will assess the social value that contractors will deliver to enhance and support local communities. The provision of policies and procedures setting out the service principles and procedures will support this work.

1.4 Good Homes for All

Repairs and maintenance have a direct influence on the quality of the council's housing stock and on the wellbeing of our tenants' lives. The repairs, maintenance and compliance redesign contract will improve, repair and increase the lifespan of a property's fabric while ensuring that residents' homes meet decency standards and comply with the Housing Health and Safety Rating system (HHSRS).

The provision of repairs and maintenance policies and procedures setting out the service principles and procedures help tenants and stakeholders to hold the council landlord to account and drive improvements in customer satisfaction and efficiency of delivery.

1.5 Efficient and Effective

Sector specialist advice has been sought to ensure that we procure efficient and effective repair and maintenance customer solutions to provide our tenants with the most efficient options to raise repair requests. This will support the aim of a first-time fix for tenants, reduce repeat visits and support improved tenant satisfaction levels. The provision of policies and procedures setting out these service principles will enhance efficiency methods.

1.6 Listening and Learning

The emphasis of the appointed contractor and the supporting policies and procedures is to establish a resident centric ethos to deliver the service 'With and for them' and not 'To them'. The policies have been consulted on with tenants and stakeholders, we have listened to feedback and incorporated changes within the policies as referenced at 6.3.

2 FINANCIAL IMPLICATIONS

- 2.1 The policies and procedures have been developed and updated to support procurement of the repairs, maintenance and compliance contracts which will be delivered and monitored within existing staffing resources. The business plan agreed in February 2025 included agreed estimates of reactive repair, void costs and compliance works within the scope of the repairs, maintenance and compliance policy principles and aims, the HRA revenue budget, and within the capital programme for planned and reactive maintenance works.
- 2.2 The overall revenue budget in the agreed business plan supports the delivery aims of the proposed repairs and maintenance policies for the revenue works that are within the scope of the repairs, maintenance and compliance contract procurement is £56.7m, and capital budget for works in scope is £43.7m over the repairs and maintenance 4+3 contract period.

3 LEGAL AND PROCUREMENT IMPLICATIONS

- 3.1 The procurement strategy for the repairs, maintenance and compliance contracts places a clear emphasis on quality over the lowest price, with the objective of securing reliable and consistently delivered services at a fair and sustainable price. The supporting proposed policy aims and priorities define the required outcomes for repairs and maintenance, setting firm expectations for contractor bidders. These include a shared and proactive commitment to effective tenant communication and tenant satisfaction, which are regarded as core contractual obligations and collective responsibilities.

- 3.2 The proposed principles and aims of the repairs, maintenance and compliance policies and procedures align with the new Procurement Act, where the basis of award is now referred to as the 'most advantageous tender' rather than, as in the previous legislation, the 'most economically advantageous tender' (MEAT). This enables the assessment of tenders against a range of 'quality and 'social value' factors to determine the best solution.

4 WORKFORCE IMPLICATIONS

- 4.1 The policy work will be undertaken within existing staffing resources with the enhanced recharging mechanism in the Housing Repairs and Recharge Policy carried out by the existing housing income team.
- 4.2 The Housing Revenue Account budget is in place to deliver on associated revenue and capital works within the current scope of the proposed repair and maintenance policies.

5 PROPERTY AND ASSET IMPLICATIONS

- 5.1 The proposed provision of the repairs and maintenance policies and procedures will support the work of the repairs and maintenance redesign contract. They will support and drive changes that will improve the decency standards of council homes, comply with the Housing Health and Safety Rating (HHSRS) requirements and Awaab Laws.

6 CONSULTATION AND COMMUNICATION

- 6.1 A survey tenant consultation process took place last summer with 823 survey responses received. While the survey predominantly supported the early work of the procurement of the repair and maintenance redesign service, the feedback and outcomes captured from surveys informed the formulation of several of the policies and procedures in this paper.
- 6.2 The four proposed policies and procedures were presented to the Economy and Housing Committee (EHP56) on 11 February 2025. Committee noted that the new policies and procedures together provided clarity on the responsibilities of both tenants and the council and raised the importance of a robust appeals process, particularly for the recharge policy, anticipating potential challenges from tenants due to its new implementation.

The committee welcomed a regular review of the policies and suggested adding the implementation date and review date on each policy. The Committee requested a review of the policies in one year, following implementation, to assess the impact of the policies.

- 6.3 An on-line digital tenant feedback survey was sent to 6,273 individual tenant email addresses on 20 May 2025, in respect of the four proposed policies and

procedures. A total of 92 responses were gathered. Respondents could select which policies they wished to review and had the option to skip policies. Questions focused on whether the policies were clear to the reader and whether the content was good, a rating score from 1-5 (5 being excellent) was used for these questions. The survey also enabled more qualitative responses from questions asking for feedback or anything that should be removed or added to each policy.

Rating scores from respondents:

HRA Aids and Adaptations	Housing Repairs and Maintenance	Housing Repairs Recharge Policy	Damp and Mould
90% rated 3 or above for content.	93% rated 3 or above for content	87% rated 3 or above for content	87% rated 3 or above for content
90% related 3 or above for clarity	97% related 3 or above for clarity	85% related 3 or above for clarity	87% related 3 or above for clarity

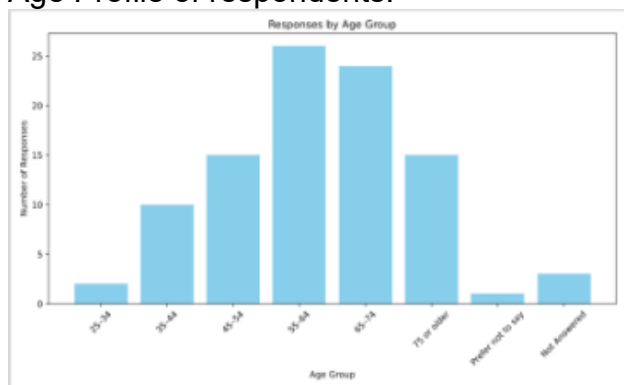
The two emerging themes on the four policies focused on accessibility, and clarity of content responses are reflected below under the themes.

- 6.4 Accessibility: Policies are too long, and waffly, suggestion to provide a simpler version which is easy read, use plain English and clear language removing technical and legal language. Avoid using language that could be seen as punitive, blaming or dismissive. Other format suggestions included replacing bullet points for expandable sections, searchable or interactive versions to help tenants quickly locate relevant sections.
- 6.5 Clarity of content: Key concern raised with the 12-month timescale for the aids and adaptation process, suggestion to reduce to 6 months especially where health is deteriorating. Clarity on tenant's rights and responsibilities for maintenance and replacement of aids and adaptations. Clearer, priority-based repairs system to help the understanding of repairs priorities. Clarity of escalation processes when repairs are delayed beyond timeframes, who to contact and how to maintain communication throughout the process. Suggestion to add in tiered or escalating contribution model for damage, clarify responsibility in grey areas for recharges such as shower cubicles, mould or accidental damage.
- 6.6 The key recurring themes across the four policies is tone of language such as blaming residents for damp and mould rather than focusing on structural issues and there was various feedback that policy aims did not reflect the tenants experience in practice this was specifically in respect of the repairs and maintenance and damp and mould policies. Examples provided were concerns about delays in repairs, contractor accountability, and a perceived lack of oversight by housing officers. That policies did not consider carers with

informal responsibilities and suggested allowing residents to nominate a trusted individual to grant access on their behalf.

- 6.7 The policies have been amended to reflect tenant feedback and shared experiences captured through the online tenant survey. We have new tenant engagement platforms in place where tenants have opportunities to monitor policy work to influence change, help fine tune policies and identify gaps in service that may need policy intervention.

- 6.8 Age Profile of respondents.



7 ENVIRONMENTAL CONSIDERATIONS

- 7.1 The Term Contractor(s) for the repairs, maintenance and compliance contracts with the provision of the repairs and maintenance policies and procedures will require the successful bidders to support the council's Carbon Neutrality objectives and Nature Emergency.

8 PUBLIC SECTOR EQUALITY DUTY

- 8.1 An Equality Impact Assessment has been completed on all four Repair and Maintenance policies and explores the potential impacts on tenants, particularly those with protected characteristics under the Equality Act 2010. The assessment process anticipated variations in tenant circumstances and the ways in which the policies can be applied to mitigate against any adverse effects on tenants.
- 8.2 The Repair and Maintenance tender process and the successful bidder will be required to comply with the council's Equality Policy. The council will also include questions within the PA 2023 compliant questionnaire to determine whether any of the bidders has had any complaints made against them in the last three years, which were upheld following an investigation by the Equality and Human Rights Commission (or equivalent).
- 8.3 While the proposed policies carry potential impacts, the Equality Impact Assessments demonstrate that through adaptive design and processes, inclusive communication, access and ongoing monitoring, adverse effects can

be mitigated, ensuring fairness and compliance with equality obligations to ensure there is little or no differential impact on tenants.

9 DATA PROTECTION IMPACT ASSESSMENT

- 9.1 The proposed repair, maintenance and compliance policies and procedures are operational service policies for guidance and information and do not collect personal data. Personal data is collected, used or processed as part of current housing data systems in accordance with the data protection principles and legislation.

10 RISK MANAGEMENT

- 10.1 There are more opportunities than risk associated with the proposed adoption of the repair, maintenance and compliance policies and procedures. The potential risk is the current lack of policies. To mitigate this risk and support regulatory work the service has commissioned external support to deliver a wider suite of repair, maintenance and compliance policies for the six areas of compliance related to property health and safety. The policies and procedures are due to be completed by end of July 2025 with staff workshops in place to help develop policy.

- 10.2 The proposed policies and procedures are required to support the upcoming preliminary market engagement with potential bidders, scheduled for July.

Risk	Mitigation	Opportunities
Financial Exposure:	HRA Business Plan and revenue and capital budgets in place to support delivery of the associated work within the repairs and maintenance policies.	Improved tenant repairs and maintenance satisfaction levels. Improved Regulator TSM results. Reduced complaint handling.
Exposure to challenge:	Policies will be regularly reviewed and where applicable include a dispute/appeals process.	
Innovation		The introduction of new and improved policies and procedures to enhance the safety, quality and efficiency of service delivery.
Reputation		Enhanced repairs and maintenance reputation with clear and transparent repairs and maintenance policies in place.

Achievement of outcome	Clear and transparent policies to provide guidance and information in respect of tenants and landlord repair and maintenance responsibilities,	Improved tenant Repairs and Maintenance satisfaction levels. Improved Regulator TSM results. Reduced complaint handling
Property		
Community Support	Consultation with tenants and stakeholders to provide collaboration of views and ensure the tenants voice is heard within the policy making process.	
Timescales		
Project capacity	Within current staffing, budget resources and the agreed HRA Business Plan.	
Other		

11 SUPPORTING INFORMATION:

Background

- 11.1 The repair, maintenance and compliance policies and procedures are introduced and improved to support the current procurement of the council housing repair and maintenance redesign contract due to be implemented in August 2026. The proposed policies and procedures will support the upcoming preliminary market engagement with potential bidders, scheduled for July.
- 11.2 Once approved and adopted the proposed repair, maintenance and compliance policies and procedures will be shared with potential contract bidders to clearly set out the expected service delivery principles and outcomes for our tenants receiving the service. They will support improvement in customer communication, satisfaction levels and efficiency of delivery.

Proposed Policies

- 11.3 The four policies and procedures seeking approval are important in providing a framework for consistent and compliant repair and maintenance operational work, to ensure safety, adhere to regulatory requirements, streamline decision making and protect against risk.

- 11.4 They will contribute to efficiency of delivery of service and promote fairness and transparency. They provide assurance, guidance and awareness of policy for tenants living in council homes and a framework for decision making and procedure guides for staff.
- 11.5 The policies and procedures will be monitored and reviewed every two years, any new national and regulatory priorities that emerge may change the current policy focus.

11.6 HRA Aids and Adaptions Policy

The updated Aids and Adaptation policy sets out how the council will respond to tenant's request for aids and adaption to ensure the needs of those living with disabilities in council homes are supported to live better, stay safe and live independently at home for longer. The policy also operates in conjunction with the council's allocations policy to support tenants who may need to move to a more suitable home when it is not cost effective to carry out property adaptations.

The policy sets a benchmark of £6,000 for major adaptations within the Housing Revenue Account budget. The 2026/27 budget for aids and adaptions provides £120,000 for fast track works and £695,000 in the capital programme. Due to the increase in demand for social housing alternative options are considered on a case-to-case basis by the housing adaptations panel. This is to ensure that the aids and adaptation budget is spent effectively and to make best use of the council housing stock and may result in a tenant needing to move to a more suitable property.

Housing Repairs and Maintenance Policy

- 11.7 The policy sets out the council's approach for the delivery of the housing repairs and maintenance contract. The policy reflects responsive repairs, planned and cyclical maintenance programs to ensure the council's stock is well maintained and safe to meet the needs of our tenants.

The policy applies to all tenants, and we will work with tenants to continue to improve and shape the service and to meet regulatory requirements. To include regular customer feedback opportunities to find ways to improve customer service and satisfaction levels.

This policy aim is to ensure that all tenants have good quality safe homes that meet decency standards.

11.8 Housing Repairs Recharge Policy

The policy aims to meet the council's statutory and regulatory repair and maintenance requirements within a value for money context. Recovery of repair cost debts that are not the responsibility of the council ensures fairness and sustainability of the HRA budget for all tenants.

The council has a duty to all its tenants to ensure that the use of HRA funds is applied fairly and appropriately. The policy aim is to reduce the cost of repair works that are not considered to be a landlord responsibility by the introduction of a framework for recharging tenants and sets out examples of the type of repairs to be recharged.

Much of the policy principles are already set out in tenancy agreements and in the tenant and landlord responsibilities of the Tenants Handbook. Recharges will be applied in the cases of wilful damage and general neglect that would otherwise fall to the council to fix at a cost to other tenants. A recharge mechanism will be established within the current housing income recovery processes. The policy includes an appeal process to manage disputes. This policy will be effective in reducing the current cost of carrying out repair work which is not the council's responsibility.

11.9 Damp and Mould Policy.

The purpose of this policy is to support the council and its tenants to work together to prevent and solve the causes that lead to damp and mould in homes. The key aim is to provide assurance that effective processes are in place to deal with reported damp and mould and in within set timeframes. The policy provides a framework for staff to effectively deal with reported damp and mould problems. It is aimed at ensuring tenants get appropriate information regarding the causes and control of damp and mould and that as a landlord we carry out our duties and are compliant with the Housing Health and Safety Rating (HHSRS) requirements and Awaab's Laws due to be implemented in October 2025. The law requires social landlords to address damp and mould hazards within strict timescales.

The policy will require further amendments to ensure full compliance with Awaab's Law from 27th October. These changes will be updated, communicated and implemented in readiness for the legislative changes. The policy adopts a clear framework with processes for housing staff and contractors to report, monitor and manage damp and mould concerns and to raise awareness for tenants to report issues.

11.10 Conclusion

The four policies and procedures for approval and adoption will ensure consistent and efficient service delivery, reduce legal risk, set clear expectations between landlord and tenants and promote a positive repairs and maintenance collective culture of responsibilities.

They provide a framework for decision making and procedure guides for staff to help clarify and communicate service principals to promote a positive culture and a climate of diversity and inclusion to create positive outcomes for staff and customers.

12 OTHER OPTIONS CONSIDERED AND REJECTED

No other options have been considered and rejected as it is a business need to have appropriate service policies and procedures in place as together policies and procedures provide a roadmap for day-to-day operations. They ensure compliance with laws and regulations, give guidance for decision-making, and streamline internal processes.

The policies also provide clear and transparent guidance and information in respect of tenants and landlord repair and maintenance responsibilities holding both the tenant and landlord to account.

BACKGROUND DOCUMENTS:

Previous Committee Reports:-

CAB3506 Housing Repair, Maintenance and Compliance Activities Contract 21.5.25

Other Background Documents:-

APPENDICES:

- Appendix 1 – HRA Disabled adaptation policy
- Appendix 2 – Repairs & Maintenance policy
- Appendix 3 – Housing repairs recharge policy
- Appendix 4 – Managing damp & mould policy
- Appendix 5 – EQIA HRA aids and adaptations
- Appendix 6 – EQIA Housing repairs & maintenance policy
- Appendix 7 – EQIA Housing repairs recharge policy
- Appendix 8 – EQIA damp & mould policy



WINCHESTER CITY COUNCIL

HRA DISABLED ADAPTATIONS POLICY

This policy sets out how we will respond to requests for disabled adaptations to council properties.

WINCHESTER.GOV.UK

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1. INTRODUCTION

1.1 This policy sets out how Winchester City Council (The council) will respond to requests for property disabled adaptations to the homes of council tenants and residents.

1.2 We are committed to supporting residents to live independently within their own home where possible. The increase in demand for social housing requires a greater focus on supporting residents to consider how their housing needs may be met in the longer term and as their needs change, residents may be required to move to a more suitable property.

1.3 This policy is aligned with our Housing Allocation Scheme and the objectives of making best use of our housing stock whilst responding to the housing needs within the Winchester district.

2. AIMS

2.1 The aims of this policy are to;

- Enable us to provide housing which best meets the assessed needs of residents.
- Support best use of financial resources, to ensure budgets are spent effectively.
- To make effective use of our property assets so that the long-term benefit derived from the housing stock is preserved for future use.
- Ensure that Residents, Occupational Therapists (OT) and other professionals are provided with good guidance and have a clear understanding as to the circumstances in which we will not be able to assist with adaptations.
- Operate a service that offers suitable, practical, and cost-effective solutions that meet residents' assessed needs.
- Meet the long-term needs of residents and their families, ensuring their safety, well-being and quality of life.
- Ensure no resident waits longer than 12 months for an approved adaptation to be progressed.



3. LEGISLATIVE, REGULATORY CONTEXT AND DEFINITIONS

3.1 The Disabled Adaptations Policy considers the following legislation and policies:

- The Care Act 2014
- The Housing Allocations Scheme made under the Housing Act 1996
- Section 149 of the Equality Act 2010
- The Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 ("The Order")
- Delivering Housing Adaptations for Disabled People – A good practice guide (June 2006)
- Landlord and Tenant Act 1985
- Disabled Facilities Grant (DFG) delivery: Guidance for Local Authorities in England 2022

3.2 Our Aids and Adaptations Policy should be read in conjunction with the following:

- Our HRA Asset Management Strategy
- Our Health and Safety Policy
- Our Void Policy
- Our Recharge Policy
- Our Safeguarding Policy
- Our Residents' Handbook
- Our Tenancy Agreements

3.3 Long-term adverse effect refers to disabilities that have lasted for at least 12 months, the effects of which will last for at least 12 months, and which are likely to last for the remainder of a person's life.

3.4 Living with disabilities if:

- Their sight, hearing or speech is substantially impaired.
- They have a mental health condition or impairment of any kind.
- They are physically disabled by illness or impairment present since birth or otherwise.

4. POLICY DETAILS

4.1 Adaptation work will only be undertaken after careful consideration of various factors such as:

- Current and future needs of the resident(s) and their household
- Individual resident(s) level of disability
- Professional assessment/recommendations of healthcare professionals
- Characteristics of the dwelling, its construction and internal arrangement
- Planning and building regulation requirements and legislation.
- Budget provision and long-term property asset implications
- Most cost-effective approach of achieving the required outcome.
- Alternative solutions to address assessed needs.
- Assessing if the resident(s) should move to an alternative property where an appropriate adaptation already exists.
- Most effective use of housing stock

4.2 For property disabled adaptation work to be considered resident(s) submit a request for assessment and referral to a Hampshire County Council (HCC) OT.

4.3 The HCC OT will assess the housing needs and confirm their recommendations to us. In some cases, the HCC OT will request a joint visit with us.

4.4 The HCC OT assessments will be reviewed and considered by our OT. We as the council landlord will ultimately make the decision on what is a reasonable adaptation in relation to the resident(s) disabilities and housing circumstances to ensure adapted housing is available to a wide range of people.

4.5 In extreme cases our OT will consider applications directly from third party sources such as the NHS.

4.6 For an adaptation request to qualify, an OT or other suitable professional must confirm that the effects of the disability will last for at least 12 months and/or are likely to last for the remainder of a person's life.

4.7 The long-term diagnosis of resident(s) condition and the future use and occupation of the property will be key considerations when deciding about the most appropriate solution.

4.8 Adaptations may be refused where the costs of adapting the current home are unaffordable and where the assessed needs could be met within our existing housing stock

4.9 Provision of appliances and portable specialist equipment will not be funded as these are either the resident's responsibility or that of Adult Services.

4.10 MINOR adaptations such as handrails up to a combined total value of £250.00 may be carried out without an OT assessment to enable a resident to remain independently living in their home regardless of whether they are under occupying the property. Such adaptations will be revenue funded.

MINOR adaptation work includes:

- Grab rails in various locations throughout a property
- Additional internal banister rails
- Additional external handrails
- Lever taps
- Key Safe
- Banister Rails
- Newell Rails
- Internal Door Thresholds
- Reposition Door Handle
- Kitchen cupboard handles
- Door and wall protectors
- Altering sockets and light switches
- Door Intercoms
- Paint nosings on steps and stairs
- Provision of external lighting
- Provision of lighting in principle rooms
- Flashing/ loud doorbells
- Smoke Alarm Alerts

4.11 MAJOR adaptations costing above £250.00 and up to a total of £6000.00 will be assessed and if appropriate approved by our OT. All adaptation works that exceed a total value of

£6000.00 will be referred to our Adaptations Panel. Major adaptations will be capital funded.

MAJOR adaptation work includes:

- Over-bath showers
- Level access shower
- Stairlifts
- Door and Threshold adaptations (including door openers and environmental controls, where part of a major scheme)
- Ramping or adaptations to steps including handrails
- Significant external handrail installations
- Improving access to toilet, bathroom and essential living areas
- Adapting the kitchen to provide accessible facilities to enable the person with the disability to access and use the kitchen
- Adapting heating and lighting controls to ensure appropriate access and ease of use
- Extensions to existing property to provide essential amenities, i.e. accessible bath or shower facilities, bedroom

4.12 In circumstances where adaptation works will exceed a total cost of £6000.00, these cases will be referred to our Adaptations Panel. Our Adaptations Panel will meet to review each case and the membership will include:

- Our HRA Occupational Therapist
- Our Tenancy Services Manager
- Our Assets and Planned Maintenance Manager*
- Senior allocations officer
- Our Housing Support and Inclusion Manager

* Our Assets and Planned Maintenance Manager will be the lead member of the panel.

When appropriate representatives from other agencies with a specialism in relation to the resident(s) circumstances may be invited to attend.

Our Adaptations Panel will assess each case and consider the criteria a) - n) below to determine if the requested adaptation is appropriate. The panel will advise the resident in writing within 20 working days of the outcome of the decision and include

detailed reasons if the outcome is to reject the request. If the panel determines that the adaptation is approved, the resident will be informed accordingly and given an indication of timescales.

- A. Is the intended property to be adapted, under occupying by one or more bedrooms?
- B. Is the resident waiting for a transfer to another property?
- C. Is the tenancy ending imminently?
- D. Will the property require structural alterations?
- E. Is the adaptation, installing a level access shower above ground floor?
- F. Can the resident(s) needs be met with alternative use of the property, for example, using a ground floor second reception room as a bedroom?
- G. Are other suitable alternative adapted, or part adapted accommodation available?
- H. Might the required adaptation adversely affect our ability to make best use of the stock and re-let the property in the future?
- I. Might the household's circumstances be such that further adaptations will be required in the future and therefore more suitable accommodation may be more appropriate?
- J. Would the adaptation place others at risk e.g. a communal stairlift with no alternative access for other residents?
- K. Is the property unsuitable for adaptation due to its construction?
- L. Does the council own the property?
- M. Is the property temporary housing ?
- N. Is the adaptation a good use of HRA funds. Has the cost of a supported move compared with the cost of the adaptation work been reviewed and assessed?

Where we consider that a resident(s) needs are best met by moving them to a more suitable home, the focus will be to understand the wider impact of a potential move on the resident(s) well-being and continuity of care. Should a move be the required solution, it will be managed and supported by Hampshire County Council, Adult Social Care and our Housing Services.

The following should be considered by the Adaptations Panel.

- **Support Networks** – Whether sufficient support networks exist to support the resident(s) move, or will support be lost if they move. E.g. proximity to family networks?
- **Health** – Would the upheaval of a move be detrimental to the resident(s) health, location of specialist treatment and groups?
- **Employment** – If the resident(s) is employed, would the new location impact the resident(s) ability to sustain employment?
- **Education** – If the resident(s) has children at school, would the new location impact schooling?
- **Social Networks** – Would a move make it difficult for the resident(s) to maintain important social activities that aren't available in other locations?
- **Cultural considerations** – Would a move make it difficult for the resident(s) to maintain proximity to cultural groups?
- **Faith considerations** – Would a move make it difficult for the resident(s) to maintain links with faith-based organisations?
- **The resident's view** – Has the resident given sound reasons for not moving?

If the resident refuses the suitable accommodation recommendation, they can appeal to our Service Lead - Housing Landlord Service. If the resident(s) decides not to move, they will remain in their current property and we will support them with appropriate minor adaptations.

Where we decline adaptations in favour of the resident(s) moving to suitable alternative accommodation, financial assistance may be provided for the move at our discretion.

4.13 Where a resident(s) living in an adapted property is being moved because of redevelopment or refurbishment of their home, essential adaptations will be carried out in the new home being offered.

4.14 During planned works, we will maintain any existing adaptation or fixed equipment if it is still needed for the household.

4.15 We may remove semi-portable equipment or minor adaptations such as a handrail, stair lift or specialist shower if no longer needed due to a permanent change in the household requirements. Fixed adaptations such as structural alterations or concrete ramps will be retained and maintained.

5. CIRCUMSTANCES IN WHICH ADAPTATION TASKS WILL NOT BE UNDERTAKEN.

5.1 We will not install a through floor lift unless this can be accommodated within the existing property without utilising a bedroom.

5.2 We will not install stairlifts in under occupied properties.

5.3 We will not replace adaptations in a property where they have been removed by the current resident. If they are required, it will be at our discretion whether to reinstall, and the cost may be recharged to the resident(s).

5.4 Where a home has been adapted for a specific resident who no longer lives there, we will seek to identify a suitable resident(s) for the property. Should it not be possible the property will be let with adaptations in place, and these will not be removed at the request of the new resident(s). The property will be advertised and let as such unless there is prior agreement in writing from us to carry out works.

5.5 Extensions and/or conversions to properties will not be considered except in exceptional or specific individual cases. This is entirely at the discretion of the council. Any such work may require up to 36 months to complete.

5.6 We will not consider adapting an under-occupied property except if the potential benefits are greater than us moving a resident(s) to a more suitable smaller home. Should a resident(s) be under-occupying and have requested adaptations, we will assess the suitability of the property for their needs.

5.7 We will not carry out adaptations to properties that are subject to a Right-to-Buy application.

5.8 Pavement crossovers and hard standings will only be considered for wheelchair users and residents with severe disabilities. Where a need for parking is identified we may identify a suitable alternative property. If we do agree, these requests are subject to approval by the Planning Department and Hampshire County Council Highways.

5.9 There is no statutory duty to grant works to communal areas. Where works are both necessary and reasonably practical, we will consider essential access requirements. Such proposals may require the consent of other resident(s) and must not compromise other resident(s) safety and will therefore be assessed on a case-by-case basis.

5.10 Adaptations to make provision for a mobility scooter will not be approved where the resident(s) is under occupying and if alternative accommodation is available. Requests for provision of a mobility scooter store will be considered by the our Adaptations Panel.

5.11 Where a resident requests a mutual exchange or transfer from their adapted property, to one that is not adapted we are likely to decline the request unless there is evidence that the adaptations are no longer required. We may not carry out further major adaptations to the subsequent property unless there are exceptional circumstances. When a resident(s) requests a mutual exchange, the incoming resident(s) will be expected to have an OT recommendation for any installed adaptations.

5.12 If suitable access is not viable via the main entrance door/s the most economical provision will be explored, which may include other adaptations such as changing windows to doors. This will be at the discretion of our Adaptations Panel. It is highly likely in such cases that alternative accommodation will be the recommendation.

5.13 A request for provision of additional space, for example an extra bedroom, and/or additional space for a child who has challenging behaviour due to their disability will be referred to our Adaptations Panel.

5.14 Resident(s) wishing to carry out their own adaptations, including making provision for a mobility scooter, need permission from us. The resident(s) must;

- Acquire written approval from our Repairs, Voids and Compliance Manager
- Ensure proposed work is carried out by a fully competent qualified contractor
- Conform to the appropriate regulations and legislation
- Be responsible for putting right any damage relating to the works being carried out
- Contact our Housing Service upon completion of any work so an inspection is carried out
- Provide us with any relevant certificates of the work upon completion
- Maintain and repair any equipment or fittings they have installed.

We reserve the right to request that the resident(s) signs a legal agreement confirming they are responsible for ensuring the property is returned to its original condition upon termination of the tenancy. The cost of this must be met by the resident(s). A reasonable charge may be made to cover the cost of our staff engaged in monitoring this work.

6.0 COMMUNICATION AND CONSULTATION

6.1 We will provide clear and comprehensive advice and information to resident(s), with an aim of providing a single point of contact

6.2 Where major works are approved by us, we will consult with resident(s), explaining the scope of the works and the completion timescales.

6.3 We will promote our Disabled Adaptations Policy and the adaptations service through a range of media including social media, leaflets, posters, newsletters and on our website.

6.4 Should a resident(s) not be satisfied with any aspect of a decision made on their disabled adaptations application; they have a right to request a review. If dissatisfied with the outcome of

the review, they may make a complaint under our complaint procedure.

7.0 MONITORING AND PERFORMANCE MANAGEMENT

7.1 Our Disabled Adaptations Policy will be reviewed every three years to ensure that it remains a relevant service, is financially viable, meets resident(s) housing need requirements and meets any legislative duties.

7.2 We are committed to monitoring completed disabled adaptation works using customer satisfaction surveys; to ensure performance meets customer satisfaction and to help inform future service improvements.

7.3 Publishing information in relation to our performance against the aims and standards set out in our Disabled Adaptations Policy.

7.4 Training of our staff to recognise the need for disabled adaptations and to enable them to give guidance to resident(s) who may require an OT referral.

8.0 EQUALITY AND DIVERSITY

8.1 The policy seeks to promote fairness and equality throughout the activities of the council, regardless of where resident(s) lives, their background or circumstances. In deciding whether to carry out adaptations, we will have regard to the housing need in the area and the duty to achieve best use of stock.

8.2 Where there is a barrier in accessing information, extra effort will be made by our staff and their representatives. This may involve asking a relative or third party for help (with the consent of the service user) or employing translation or interpretation services if necessary.

8.3 An Equality Impact Assessment screening has been carried out on our Disabled Adaptations Policy and is available on request. If we decline adaptations in favour of a move to more suitable property, support will be available to navigate this process to achieve a positive outcome and to ensure that suitable adaptations are either already available in the selected new home or these are installed to the OT's specification.





UPDATING THE POLICY

To ensure the policy remains up to date and evolves in time the policy will be regularly reviewed every 2 years to support compliance, minimise risk and support operation.

Policy implementation Date: June 2025



WINCHESTER CITY COUNCIL

HOUSING REPAIRS AND MAINTENANCE POLICY

This policy sets out our approach for the delivery of housing repairs and maintenance.

WINCHESTER.GOV.UK

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1. PURPOSE

Winchester City Council (the council) will work collaboratively with residents to create and provide homes, estates, and neighbourhoods that we are all proud of.

This policy sets out our approach for the delivery of housing repairs and maintenance. The policy reflects responsive repairs and the planned & cyclical maintenance programs, all of which ensure our stock is well maintained, safe and meets the needs of residents.

This policy will support the aims of our Housing Revenue Account (HRA) Asset Management Strategy.

We will work in partnership with residents to continuously improve and shape the service to meet regulatory requirements. Resident feedback is highly welcomed and collectively we will find ways to improve.

This policy applies to all residents. Please refer to the council tenancy agreement, leases and tenancy handbook for specific information.

2. SCOPE AND STANDARDS

THE COUNCIL'S AIMS WILL:

- Deliver a value for money, responsive repairs and maintenance service that meets the needs of our residents.
- Comply with all relevant legislative and regulatory requirements and meet our contractual and legal obligations.
- Ensure a safe and secure environment for our residents to live.
- Ensure that all homes meet decency standards.

THE COUNCIL'S OBJECTIVES ARE TO:

- Provide a reliable responsive service.
- Ensure the service is easily accessible through a range of different contact points.
- Deliver repairs at times that suit our residents in alignment with the terms of the repairs contract.
- Achieve high standards of customer care and satisfaction.
- Ensure all relevant stakeholders are aware of responsibilities for repairs and the costs associated with these.
- Deliver 'first time fix' repairs whenever possible.
- Complete work to appropriate standards.
- Offer choice of materials and finishes in line with our standards/specifications.
- Undertake only those repairs that are our responsibility.
- Undertake repairs within defined timescales to ensure the upkeep of our assets.

3. LEGISLATIVE CONTEXT

Statutory and regulatory duties that apply to the council.

- Landlord and Tenant Act 1985
- Environmental Protection Act 1990
- The Secure Residents of Local Housing Authorities (Right to Repair) Regulations 1994
- Equalities Act 2010
- Building Safety Act 2022
- Fire Safety Act 2021
- CDM regulations
- Commonhold and Leasehold Reform Act 2002
- Health and Safety at Work etc. Act 1974
- Homes (Fitness for Habitation) Act 2018
- Party Wall Act 1996
- Part 1 of the Housing Act 2004
- Decent Homes Standard (DHS)
- Section 4 of the Defective Premises Act 1972
- Social Housing Regulation Act (HL) 2023



The council's Repairs and Maintenance Policy should be read in conjunction with the following:

- Our HRA Disabled Adaptations Policy
- Our Asbestos Policy
- Our Gas Servicing Policy
- Our Decarbonisation of Housing Policy
- Our Fire Safety Policy
- Our Electrical Safety Policy
- Our Loler (Passenger lifts) Policy
- Our Water monitoring (L8) policy
- Our HRA Asset Management Strategy
- Our Environmental Policy
- Our Health and Safety Policy
- Our Void Standard
- Our Recharge Policy
- Our Safeguarding Policy
- Our Lone working policy
- Our Residents' Handbook
- Our Tenancy Agreements
- Our Lease Agreements
- Our Damp and Mould Policy

4. DEFINITIONS

RESPONSIVE REPAIR

'Responsive repair' is a term used to describe day-to-day repairs that are reactive in nature, rather than planned or those included in longer-term investment programs. It covers repairs that are needed to fix a single or multiple defect that should be carried out within a defined period. If the repair does not fit this description, it may be classed as either cyclical or planned works.

CYCLICAL MAINTENANCE

This is maintenance and servicing carried out on a regular cycle of between 1 and 10 years. This can include external decorations and gutter clearance.

PLANNED PROGRAMMES

This covers any major works that are normally planned. This includes new kitchens, new bathrooms, new heating systems, replacement roofs, rewiring, new windows and Decent Homes works.

DECENT HOMES

The Decent Homes Standard (DHS) is a benchmark set by government for all social housing landlords. For a property to be designated as a decent home, it must:

- Meet statutory minimum standards for housing, currently defined by the Housing Health and Safety Rating System (HHSRS).
- Be in a reasonable state of repair.

- Have reasonable modern facilities and services.
- Provide thermal comfort.
- Free of damp and mould.

VOIDS

Voids refer to empty homes. Our Voids Standard will apply to the extent and standard of work within voids.

The Void standard can be accessed through our website. ***

***** *Not currently included in the service***

5. RESPONSIBILITIES

THE COUNCIL'S RESPONSIBILITIES

We are responsible for repairing and maintaining the structure and any shared parts of the building which dwellings are part of.

We are generally responsible for repairing and maintaining the interior of tenanted dwellings. Where defects are identified as being wilful damage or neglect then tenants may be charged full or partial cost of the repair or repairs.

We will externally inspect its tenanted homes every 5 years.

THE COUNCIL WILL

- Ensure electrical installations are safe and in good working order.
- Maintain and service all council owned gas appliances.
- Ensure a council owned home is structurally sound and weatherproof.
- Maintain windows, drains, guttering, roof, and external pipes.
- Maintain the plumbing of hot and cold water.
- Maintain adequate heating and ventilation within a dwelling.
- Maintain external walls, outside doors, windowsills, soffits, fascias, window catches and window frames (not including internal painting and decoration)
- Maintain garages.
- Maintain communal boundary walls and fences only. We may repair dwelling boundary fences in exceptional cases where a Health and Safety matter prevails.
- Maintain installations for heating water.
- Maintain kitchen fixtures and fittings.
- Plasterwork
- Maintain pathways and steps.
- Maintain basins, sinks, baths, electric showers, toilets, flushing systems and waste pipes.
- Common entrances, lifts, rubbish chutes and any other communal parts.

5. RESPONSIBILITIES (CONTINUED)

TENANT'S RESPONSIBILITIES

The council's Tenancy Agreement sets out the specific repair responsibilities for tenants.

We expect tenants to:

- Keep the inside of the home clean and in good condition.
- Gardens should be maintained and clear of debris.
- Communal areas should be clean and tidy and free from all personal items.
- Minor repairs should be carried out as should all internal decorations.
- Report repairs quickly to prevent on-going damage.
- Meet the cost of repairs that are listed as being resident's responsibility.
- Provide access for statutory gas and electrical inspections and where applicable chimney sweeping.
- Provide access, in accordance with Tenancy Agreement conditions, so that repairs can be undertaken in accordance with priority timescales. Our contractors will not carry out work where a child under 16 years old is alone at a property.
- Treat the council's property with respect and care, avoiding wilful damage and neglect.
- Seek permission to make improvements and maintain those improvements.
- Replace lost keys and/or gain entry if accidentally locked out.
- Replace light bulbs/lamps.
- Repair broken glass to windows and doors if damaged by resident behaviour. Residents will need to provide a crime reference number where glass has been broken through criminal activity.
- Clean shower heads and shower curtains.
- TV aerials where not on a communal council-maintained system.
- Installation and maintenance of own appliances. This includes connection of gas and electric cookers, which must be fitted by an appropriately registered installer. A completion certificate for the work must be forwarded to us within one week.
- Ventilate and heat the property, cleaning of mould caused by condensation.
- Maintain humidity levels in the home.

Leaseholders are responsible for all maintenance, repairs, and servicing within the property as defined in the lease, excluding communal areas. (For more details and responsibilities, refer to the council's lease agreements).

Wherever possible we will replace items with like for like but this is not always achievable where a fixture or fitting is non-standard or no longer available. In these circumstances we will try and find the closest match available, but we will not undertake unnecessary works or full replacements simply for aesthetic reasons.

We will accommodate resident choices wherever possible except where this may have implications on cost, on future repairs or replacement obligations. If a resident has replaced fixtures or fittings themselves (such as tiling, flooring etc.) we are not responsible for any repair or replacement.

6. RECHARGES

Whilst residents are responsible for the repairs outlined in 5 above, in some cases where residents continue to neglect their responsibilities we may undertake and recharge for works and an administration charge.

Any repairs or maintenance works carried out by residents must be to our standard and if not, we reserves the right to rectify the works and recharge residents for the costs incurred.

It is resident's responsibility to insure the contents of their home and are responsible for any loss or damage to the contents due to theft, flooding, fire, or accidental damage.

Resident's may also be held responsible for damage caused to other properties as a result of flooding or fire if the cause is found to be arson, wilful damage or neglect. Please refer to our Recharges Policy & appeals and disputes.

7. RESPONSIVE REPAIRS

We have target times for different types of repairs priorities. Such timescales may vary dependent on the nature of the repair, resident vulnerabilities and health and safety concerns. These will be agreed with the resident according to the nature of the repair at the time of appointing the job.

EMERGENCY REPAIRS – 2 HOURS

This response priority is reserved for incidents that require an immediate response to either prevent danger to life or extensive damage to the property, if the incident/problem will have a serious and unavoidable adverse effect on someone's medical

needs or personal health and/or safety or if there is an infant in the property under 1 year old living in the property.

Emergency repairs will be attended to within two hours and made safe at a subsequent visit if a full repair cannot be completed and where there is a:

- Total loss of water supply (other than by water supplier)
- Total loss of electricity (other than power cut)
- Serious water leak or flood inside a home that you cannot contain
- Blocked toilet (where there is only one in a dwelling)

- Broken external doors or windows where there is a threat to security
- Serious structural damage e.g., loose or falling brickwork, tiles, etc.
- Lift breakdowns
- Making safe collapsed ceilings and floors
- Blocked flue to an open fire or boiler
- Major health and safety repairs to communal parts
- Stair-lifts in communal areas (not within dwellings) and ceiling track hoist breakdowns

We may recharge a resident for an emergency call out if it is determined that it was not a genuine emergency.

OUT OF HOURS

During the periods that are deemed to be Out of Hours, we will provide an emergency repairs service. We may recharge a resident for an Out of Hours call out if it is determined that it was not a genuine emergency. Residents should call the repairs telephone number **01962 865405** and this will transfer directly to the Out of Hours service.

- 5pm - 8am each working day
- Weekends

- Bank holidays

URGENT REPAIRS - 24 HOURS

These repairs require urgent attention to prevent residents from experiencing significant inconvenience, risks to health and safety or further damage to the council's property.

The following Urgent repairs will be attended to within 24 hours and made safe at a subsequent visit if a full repair cannot be completed:

- Blocked toilet, soil stacks and sewers
- Restore flush to WC where tenant is unable to flush with a bucket of water.
- Unsecure windows and doors
- Unsafe electrical fittings and lights
- Blocked or leaking foul drains.
- Total or partial loss of heating and hot water (between 1 Nov -30 April). Where this cannot be completed because there is a need to obtain parts, an alternative source of heating will be provided.
- Minor health and safety repairs to communal parts
- Providing access where a key is lost or misplaced.

We may recharge a resident for the following:

7. RESPONSIVE REPAIRS (CONTINUED)

- Blocked WC's
- Blocked sinks, WHB's baths and showers
- Broken windows or doors
- Blocked drains
- Gaining access where a door key is misplaced

ROUTINE REPAIRS – 1-30 WORKING DAYS

The following repairs will be attended to within 3 working days:

- Total or partial loss of heating and hot water (between 1 May -31 Oct).
- Door entry systems if security is a significant concern.
- Restore flush to WC where a tenant can flush with a bucket of water.

All other repairs will be carried out within 1 to 30 working days.

REPAIRS APPOINTMENTS

We will aim to make appointments for all routine repairs except for those relating to communal areas. Appointments will generally be made at the first point of contact with the resident and for a time and date that is convenient. We will offer appointments for pre- and post-inspections as required.

The following appointment time slots

will be available:

- Morning - between 8am and 12pm
- Afternoon - between 12pm and 5pm
- Avoiding school run appointments 9.30am -2.30pm. ***
- Saturday mornings (9am- 1pm) and twilight appointments (5pm -8pm). ***

Residents will be informed about progress with their repairs through various channels including telephone, text messaging and email. We will keep residents informed of progress with repairs as required.

Residents will be able to log in to our website to track repair progress. ***

If an appointment cannot be kept, residents must inform us at the earliest opportunity. If there is no access and no contact from the resident, the job order will be cancelled after our access procedure has been complied with.

Gas leaks should be reported to National Grid immediately by calling the National Gas emergency number.

Power cuts should be reported by calling UK Power Networks.

***** Not currently included in the service**

KEY REPAIRS PERFORMANCE MEASURES

We aim to consistently achieve and surpass the following performance measures.

- The number of jobs completed first time - > 90%
- The number of appointments kept -> 95%
- Resident satisfaction in day-to-day repairs - > 90%

Performance will be reported monthly on the WCC website and via internal communication channels ***

***** *Not currently included in the service***

8. PLANNED PROGRAMMES

CYCLICAL MAINTENANCE

These works will be carried out based on need and cost. Timescales for any agreed works will be communicated with residents who will be impacted by the works.

PLANNED WORKS

We will undertake planned works to deliver home improvements for residents. We will create a planned programme which will be publicised on our website. This programme will be reliant on available funding, informed by the 5-year stock condition survey and therefore subject to change.

We will consult with residents on all planned works, explain how the works will be carried out and be clear about the impact of the works.

Wherever possible we will give residents choice in the selection of certain design aspects for example, kitchen and bathroom replacements.

We will publish the planned and cyclical programmes on the website.

[Find out when your external repair and painting is due - Winchester City Council](#)

***** Not currently included in the service**

9. VOIDS

We aim to maintain a consistent, cost-effective letting standard for all void properties. All voids should be turned around within set timescales and will be safe, secure, clean, free of damp and mould, in sound condition and with services in full working order.

Residents must remove all personal effects inc debris and waste on leaving the property. Failure to do so could lead to the full cost being recharged.

Residents must ensure that the property is clean when leaving. Failure to do so could lead to the full cost of a deep clean being recharged.

Residents must ensure that the internal decorations of the property are restored to moderate colour schemes on leaving. Failure to do so could lead to the full cost of re-decorating being recharged.

Residents must ensure that any alterations to the property are restored to the original condition unless specifically agreed with us. Failure to do so could lead to the full cost of restoration being recharged.

10. DEFECTS

For newly built homes the developer/builder is responsible for any defects that may occur for the first 12 months, which is known as the 12-month defect period. Residents will be made aware of when the 12-month defect period started and is due to end when moving into their new home.

During this 12-month defect period of a newly built home, residents should report repairs directly to us to ensure that they are resolved with the developer/builder. Defects which come to light following the initial 12-month period must also be reported directly to us to investigate.

Housing Property Services will undertake Post Inspections of jobs that are above a value that is commensurate with contract terms.

11. AIDS AND ADAPTATIONS

We can help facilitate and support independent living, by carrying out alterations and adaptations to meet the needs of residents and enhance the quality of life within the home. Our Aids and Adaptations Policy will apply.

12. CONTRACTORS

All Contractors working with us will be required to adhere to our Contractor's Code of Conduct (Appendix A). Our Code of Conduct outlines the standard of service that all contractors are expected to deliver to our residents.

All contractors will be made aware of this policy and any other relevant policies such as our Health and Safety and Environmental policies.

All contractors will be required to implement their own Safeguarding Policy and comply with our Safeguarding policy.

13. EQUALITY, DIVERSITY & INCLUSION (ED&I)

Diversity is about respecting people's individual differences and ensuring that all people that encounter our repairs service have access to the same high standards of behaviour and service.

We are committed to ensuring that no resident will be treated less favourably because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, or sexual orientation.

Housing Accessibility Statement 2022

These measures require staff to design contact and communication around the individual. Respect what we already know about people or ask them what would help. By taking this approach the outcome is more likely to be successful; plus it should mean that residents will be happier, that there'll be less work and conflict for council from follow up and complaints as well as saving the organisation costs.

Monitoring performance against this standard (for those living in council homes) is through the annual Tenant Satisfaction Survey which looks for variances between household groups to check for disparities in service delivery. The survey also asks about ease of use, fairness and respect. Survey reports can be found on the website.

14. CONSULTATION AND COMMUNICATION

We aim to ensure that all residents are consulted prior to any major decision being taken on planned or major works that affect their home. A range of approaches to consultation will be used regarding repairs and maintenance.

- TACT
- Service Delivery Groups



CONTRACTORS - CODE OF CONDUCT

APPENDIX A

CONTRACTORS -CODE OF CONDUCT

This Code of Conduct sets out the standards that contractors will be expected to meet to ensure a good service for our residents.

TENANT/RESIDENT FOCUS

The contractor will deliver a service at a standard which meets the needs of residents. This will include:

- Introduce themselves and show formal identification.
- Always behave in a polite and professional manner.
- Will endeavour to keep appointments for all repairs appointments.
- Aim to fix the repair at the first visit.
- Communicate with residents about the work in a way that is clearly understood.
- Communicate with neighbours who may be affected by works.
- Respect the homes, contents, and environment of our residents.
- Always ensure the safety of residents.
- Keep residents informed about the status of a repair. In the event of any delay or cancellation, notifying residents as soon as possible.
- Apply our Safeguarding policy and report any areas of concern to the relevant council staff.

WORKING IN COUNCIL HOMES

On arrival the contractor will:

- Produce a photo identity card which shows the employee's name, company name, address, and telephone number. Residents are guided to not let anyone in if the contractor does not show relevant identification and report the incident to our Repairs Team
- Be dressed appropriately and in branded clothing where applicable.
- Advise the resident about the work, how long it will take and any relevant matters.
- Be respectful of shared areas such as gardens, car parks and access ways.
- Speak to residents before crossing or encroaching on a resident's personal space and/or privacy. For example, when using ladders to work on upper flats, contractors must notify the residents of the flats below that they will be there.

WHILST WORKING AT THE PROPERTY THE CONTRACTOR IS ALWAYS REQUIRED TO:

- Always behave in a polite, respectful and professional manner. Be courteous and don't use abusive or offensive language.
- Always liaise with the resident during works.
- Be considerate of the needs of residents who are elderly, disabled or otherwise vulnerable.
- Take care of resident's possessions (and replace any items that are damaged).
- Use shoe protectors or dust sheets as appropriate.
- Cause minimum disruption to the resident.
- Not move residents' possessions unless the resident is unable to do so themselves and only with permission.
- Confine and protect the area to ensure safety of both residents and the operative/s.
- Provide their own power source.

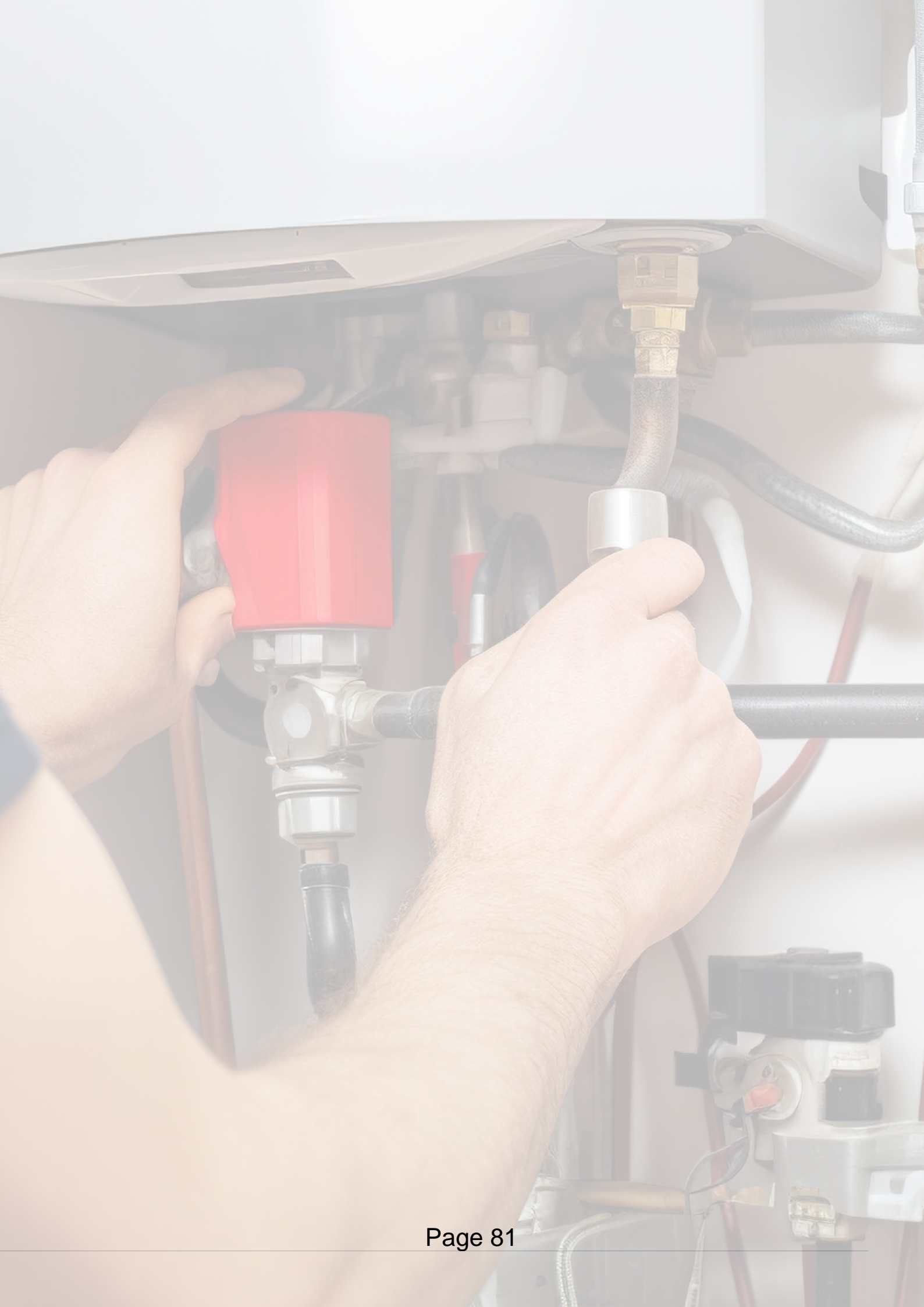
- Make sure all materials and equipment used on site are kept safe and with a minimum of inconvenience to residents.
- Be mindful around security and not leave entrance doors to properties open and unattended.
- Supervise sharp tools, heavy plant, power tools and toxic substances and keep them out of the reach of children and pets.
- Regularly clean up all debris created by the work.
- Completing repairs to a high standard, within the specified target time, and within one visit wherever possible
- Advise the residents when the work is complete.
- Provide residents with easy-to-understand explanations of work completed and guidance on how to use various components.
- Check that the resident is happy that the work has been satisfactorily completed.

WHILST AT THE PROPERTY THE CONTRACTOR WILL NOT:

- Play music or the radio.
- Smoke, drink alcohol, take drugs or be under the influence of drugs or alcohol.
- Use a resident's WC, kitchen, phone, or belongings for personal use or for cleaning unless given permission.
- Work outside of defined areas unless by agreement.

WHEN LEAVING THE PROPERTY OR SITE THE CONTRACTOR IS REQUIRED TO:

- Leave the site clean, tidy, and secure at the end of each working day.
- Clean up thoroughly and remove all materials upon completion.
- Make sure that, wherever possible, supplies of gas, electricity and water are fully restored at the end of each day, or where this is not possible ensure that there is an adequate temporary supply.
- Ask the resident if they are satisfied with the work undertaken.



UPDATING THE POLICY

To ensure the policy remains up to date and evolves in time the policy will be regularly reviewed every 2 years to support compliance, minimise risk and support operation.

Policy implementation Date: June 2025



WINCHESTER CITY COUNCIL

HOUSING REPAIRS RECHARGE POLICY

This Policy and Procedure sets out our approach to when and how rechargeable works are applied to tenants and former tenants of council owned housing.

WINCHESTER.GOV.UK

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1. INTRODUCTION

1.1 Purpose

This Policy and Procedure sets out Winchester City Council's approach to when and how rechargeable works are applied to tenants and former tenants of council owned housing. The aim is to encourage tenants to take responsibility for looking after their homes and in cases of failure, and to identify and recover the cost of repairs and other associated charges. Charges would be applied as a result of wilful damage, accidental damage or general neglect by the tenant to fixtures and/or fittings owned by the council. We have a duty to all tenants to ensure that the use of HRA funds is applied appropriately.

1.2 Scope

We will manage the portfolio of homes and tenancies effectively and an aspect of delivering value for all residents is by ensuring:

- A. We minimise the cost of carrying out work which is not our responsibility.
- B. We recharge the costs back to those responsible.
- C. We enforce tenancy conditions consistently.
- D. We have a clear audit trail for tenants should they refute a recharge.
- E. We chase those who do not pay to ensure equality for all tenants.

1.3 Objectives

- We are committed to providing excellent homes and services to tenants and helping to build sustainable communities where people want to live and work.
- Tenants are to be encouraged to take ownership for the maintenance and cleanliness of their homes in accordance with the responsibilities set out in their Tenancy Agreement.
- Demands on the service are increasing with limited capacity to increase revenue. We will work with residents to ensure that funds are spent appropriately and are not applied indiscriminately.

2. DEFINITIONS

2.1 Recharge – Where the council charges the tenant for work which is their responsibility such as damage, neglect or non-compliance with the tenancy agreement and that has been carried out by us.

2.2 Tenant – current tenants, leaseholders, former tenants.

3. LEGAL AND REGULATORY FRAMEWORK

3.1 The rights and obligations of our tenants are set out in the following:

- Housing Act 1985
- Housing Act 1988
- Equalities Act 2010
- Anti-social Behaviour, Crime and Policing Act 2014
- Tenancy Agreement
- Lease Agreement
- Garage Agreement
- Our Repairs Policy
- Our Damp and Mould Policy
- Neighbour Nuisance policy and procedure
- Our Voids Policy

4. POLICY PRINCIPLES

4.1 We will recover costs which have been caused through wilful damage or carelessness/negligence by a tenant or his/her family or visitors to their home.

4.2 We will recover costs for damage or neglect to a property when a tenancy ends.

4.3 We will recover costs for the clearance of rubbish and debris left at the property, including untidy gardens, when a tenancy ends.

4.4 We will recover costs for reinstatement work where tenants have undertaken unauthorised or poor standard works within the dwelling.

4.5 This policy applies to all current council tenants, damage by their pets and any previous tenants.

4.6 Tenants will, in all cases, be given full information relating to situations in which they are being recharged.

4.7 Tenants shall be given the opportunity to rectify any works themselves to our approved standards.

4.8 We will seek to recover all appropriate costs that are deemed to be chargeable.

4.9 Where damage has been caused as the result of a deliberate act, proceedings for Criminal Damage and/or action may be taken against a tenant or a third party.

4.10 If a tenant or a member of their household, or a visitor causes damage, this may be deemed to be a breach of tenancy and we may take legal action such as seeking an injunction, possession proceedings and/or recovery action.

4.11 Where damage has been caused by a third party outside of a tenant's household, family or visitors, the Police will be informed, and a crime number requested. In such cases a tenant may not be recharged. However, we reserve the right to investigate such circumstances and may impose a recharge if it considers it reasonable to do so.

4.12 We may exercise discretion in the application of this policy, dependent upon the circumstances of individual tenants.

4.13 Tenants will have the right to appeal (see section 7 below)

4.14 Instances that may result in recharges being applied are, but not limited to:

- Costs arising due to reinstating any unauthorised or unsatisfactory alterations or improvements.
- Costs arising from work undertaken by us to make tidy, neglected and overgrown gardens.
- Costs arising from fires or floods that are due to unauthorised alterations or other faults caused by a tenant or their family or visitors.
- Costs arising due to damage caused to the property as a result of the lawful execution of a warrant by the Police and/or other authorised body.
- Costs incurred by inappropriate callouts by a tenant to the Out of Hours Repairs Service.
- Costs resulting in gaining access to the property on a tenant's behalf as a result of misplaced keys.
- Costs arising from negligence or malicious action by a tenant or their family or visitor to their home.
- Costs incurred by us when applying to the court or undertaking court proceedings.
- Where costs are included in a court order or money judgement, we will not arrange a separate recharge.

5. RECHARGEABLE REPAIRS

5.1 Examples of rechargeable repairs works are (this list is not exhaustive):

- Repairs that fall under Tenant Responsibilities in the Tenancy agreement
- Any works that are required due to unauthorised alterations undertaken by a tenant/s to restore a property to an acceptable standard.
- Works and clearance of debris required on termination of the tenancy.
- Works associated with the clearing of untidy gardens
- Vandalism to properties.
- Replacement of lost or broken door entry keys.
- Replacement or additional communal door entry fobs or keys.
- Replacement of dwelling entrance doors due to suspected criminal activity.
- Clearance of large items or removal of other waste which has been dumped or fly tipped on council land or property.
- Removal of abandoned vehicles on land that we own.
- Removal of vehicles that are not insured or taxed.
- Court and legal costs incurred with applying any recharge.
- Costs pertaining to recovering recharge debts.

5.2 Tenant's Repairs Responsibilities are set out in the Repairs Policy and the tenants handbook.

5.3 Our officers will ensure that tenants are made aware of their responsibilities in relation to the maintenance of their home when signing their tenancy agreement or lease.

5.4 In cases where a tenant requests us to complete rechargeable repairs on their behalf, we may request payment or part payment in advance.

5.5 A tenant will be required to sign a declaration accepting liability for the recharge and agreement to pay. In the event that a tenant refuses to accept liability then we will apply the recharge accordingly.

5.6 Tenancy Terminations– Refer to our Voids Policy

5.6.1 A property should be left clean, tidy, empty and in a condition that an outgoing tenant would expect to find the property, at commencement of their tenancy, and which accords with our Void standard.

5.6.2 Where tenants are vacating the property, we will identify any rechargeable repairs at the pre-void inspection and arrangements will be made for any repairs to be carried out, by a tenant, prior to termination.

5.6.3 Any rechargeable repairs that are outstanding, once the property is vacated, will be repaired by us and charged to the outgoing tenant. This will also include costs of clearing out and cleaning properties and gardens on termination of tenancy.

5.6.4 If a tenant is carrying out a mutual exchange, we will identify any rechargeable repairs in their property prior to the exchange. An outgoing tenant will be required to carry out those identified repairs or ask us to carry out any repairs and accept the recharge costs.

5.7 Emergency or urgent repairs will not be delayed whilst liability is being established and will be made safe within appropriate timescales.

5.8 When a repair is identified as being rechargeable, a tenant will be given a written explanation of the reason and costs, prior to work commencing.

5.9 Where a tenant seeks consent to carry out the works themselves, this should be completed within 25 working days of the repair being reported or any shorter period which we may specify. A quality check may be carried out of these repairs by our surveyors.

5.10 If the repair is deemed to be an emergency

or urgent and is a threat to the health and safety of a tenant or others or is likely to cause further damage to the property or adjoining properties, then a tenant may not be given an opportunity to carry out the works themselves.

5.11 On occasions where a tenant is to carry out rechargeable works, they should immediately make safe and undertake repair/replacement works within our repair timescales or any shorter period which we may specify. Failure to do so may result in us undertaking the repair and recharging a tenant accordingly or taking appropriate action for breach of tenancy or lease.

5.12 We will store removed items for a reasonable period, usually 7 days, for which the storage costs will be recharged to the outgoing tenant.

6. RAISING INVOICES

6.1 Council officers will advise the Income Services Team of the following details relating to a recharge.

- Name of the tenant(s)
- First line of address of the (former) tenant's property
- Type of recharge (e.g. void recharges)
- Value of recharges (excluding VAT)
- Value of admin fee
- Total invoice amount
- Cost Centre
- Correspondence address for where the invoice is to be sent

Officers that this would apply but not limited to:

- Customer Liaison Officers
- Customer Support Officers
- Area Property Surveyors
- Lettings Officers
- Housing Officers

6.2 The Income Services Team will use this information to raise an invoice.

6.3 All invoices should be sent to the tenant within 1 week of the rechargeable repair request, and the payment will be required within 14 days of the receipt of the invoice.

6.4 Our Housing Rent Team will have the discretion to negotiate payment terms in cases of severe hardship, where a tenant cannot pay the full amount at one time.

6.5 The Income Services Team will add a alert to the tenant's rent account. This UDC will notify officers that a recharge is being pursued with that tenant.

6.6 If there are multiple debts owed by a tenant, then payment of rent or lease arrears will remain the priority debt.

6.7 An administrative charge of £20 will be applied to any single recharge invoice. This fee may increase in line with CPI/RPI.

6.8 Where we have exhausted attempts to collect outstanding debts or are unable to locate the tenant, we may pass the debt to a debt collection agency.

7. RIGHT TO APPEAL

7.1 The tenant/s will have the right to appeal the decision to recharge for the works identified.

7.2 The tenant/s will need to write to the The Repairs, Compliance and Voids Manager, stating their reason for the appeal, within 15 working days of receiving the invoice.

7.3 The Repairs, Compliance and Voids Manager will need to inform The Income Services Team if an appeal request is received, so that the outstanding invoice can be placed 'On Hold'.

7.4 Should a tenant choose to escalate the dispute recharge this will be reviewed by The Service Lead – Housing Landlord Services.

If a tenant is dissatisfied with the outcome of the review decision they may make a complaint under our complaint procedure.



UPDATING THE POLICY

To ensure the policy remains up to date and evolves in time the policy will be regularly reviewed every 2 years to support compliance, minimise risk and support operation.

Policy implementation Date: June 2025

WINCHESTER CITY COUNCIL

MANAGING DAMP AND MOULD

This policy defines how we will respond to reports of damp and mould and implementation of actions to prevent recurrence.

WINCHESTER.GOV.UK

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1. INTRODUCTION

Damp and mould causes serious concern because of its health and wellbeing impacts for residents but is a particular issue for residents living in accommodation that is either rented, council owned or temporary.

This policy defines how we will respond to reports of damp and mould and implementation of actions to prevent recurrence. The Damp and Mould Policy will achieve lasting improvement in how we tackle damp and mould and will set out how we will meet the requirements of the Social Housing (Regulation) Act 2023 and specifically reports of damp and mould within the following sectors:-

- Council owned homes.
- Private rented sector homes.

2. PURPOSE

The purpose of the policy is for us and our residents to work together to solve the causes leading to damp and mould in people's homes and to control, manage and eradicate damp.

The key aim is to provide assurances for residents that effective processes are in place to resolve issues of damp and mould in their homes.

It is our objective to make sure the fabric of council and private sector leased homes is effectively maintained to prevent damp and mould, disrepair and are compliant with the requirements of Housing Health and Safety Rating System (HHSRS).

We will adopt clear processes for staff and contractors to report, monitor and manage concerns regarding damp and mould.

We will elevate awareness and understanding of the causes and remedies for damp and mould with residents and council officers.

We will provide guidance, advice and assistance for residents living in properties of all tenures.

3. THE COUNCIL'S PRINCIPLES TO RESOLVING DAMP AND MOULD

To achieve long term improvement in dealing with damp and mould, our policy and action plan are guided by the following principles:

- Ensure that an effective response to damp and mould is provided to residents regardless of the route through which reports are made.
- Treat all residents who report issues with damp and mould with respect, empathy, demonstrating an appreciation of the seriousness of the problem.
- Take a proactive approach to identifying and resolving the causes of damp and mould in council owned properties.
- Ensure that a thorough assessment is undertaken to identify the cause of damp and mould, with all options being considered. Lifestyle and occupation should never be the default explanation.
- Develop awareness to prompt behaviour change, understanding, and above all, good support. Provide information about reducing condensation in a sensitive way that avoids blaming and stigmatising residents. Train staff and contractors.
- Clearly signpost our and resident's responsibilities in the handling all reports of damp and mould.
- Provide residents with really good support and guidance to help reduce the likelihood of damp and mould reoccurring in their home.

4. ROLES AND RESPONSIBILITIES

We are required to meet statutory duties set out in the following:

- Section 11 of the Landlord and Tenant Act 1985
- Homes (Fitness for Human Habitation) Act 2018
- Part 1 of the Housing Act 2004
- The Environmental Protection Act 1990
- Decent Homes Standard (DHS)
- Section 4 of the Defective Premises Act 1972
- Social Housing Regulation Bill (HL) 2024
- Section 3 & 4 of the Health and Safety at Work Act 1974

The above can be accessed via the <https://www.gov.uk/government/publications/site>

Our responsibilities are set by the Housing Regulator relating to damp and mould and can be accessed through the Regulator of Social Housing - GOV.UK (www.gov.uk)

Residents are required to follow the instructions and guidance set out in the Tenancy Handbook:

[Our housing tenancy agreement and handbook](#) [Tenants Handbook](#) - Winchester City Council sets out the

specific responsibilities for residents which include:

- Reporting to us as soon as possible any evidence of damp and/or faulty equipment that will hamper the management and control of damp and condensation (e.g. faulty extractor fan, unable to open windows, lack of heating etc.).
- Regularly check and clean off mould as soon as it is discovered.
- Allowing access for inspections and for the carrying out of remedial works as set out in the Tenancy/ Lease Agreement.
- Managing moisture in their homes by eliminating/minimising the conditions that lead to condensation by following the guidance provided to them by us.
- Practicable and reasonable measures will be made available to residents to suitably manage condensation in their homes with further advice and support provided by us if difficulty occurs.
- If a resident fails to properly heed the advice/guidance provided and take reasonable steps to eliminate /minimise the effects of condensation, the resident may be recharged for any resulting repairs.

5. RESPECTING DIVERSE NEEDS

GENERAL DUTY

Our Nov 2021 Public Sector Equality Duty Policy states that we will ensure its policies and services meet the needs of all its service users and are delivered in a fair, flexible, efficient and accessible way.

The Housing Service Accessibility Statement sets out the measures taken to meet this standard and applies to how we should handle contact from service users for all elements of the service including queries relating to damp and mould.

HOUSING ACCESSIBILITY STATEMENT

These measures require staff to design contact and communication around the individual. Respect what we already know about people or ask them what would help. By taking this approach the outcome is more likely to be successful; plus it should mean that residents will be happier, that there will be less work and conflict for us, from follow up and complaints as well as saving the organisation costs.

Monitoring performance against this standard (for those living in council homes) is through the annual Tenant Satisfaction Survey which looks for variances between household groups to check for disparities in service delivery. The survey also asks about ease of use, fairness and respect.

Survey reports can be found on the website.

TENANTS SATISFACTION SURVEY - WINCHESTER CITY COUNCIL

At the point of contact service users will be asked about their needs and communication preferences and this will be checked with our records and updated as appropriate. Any early indications that the household will require a bespoke approach (e.g. language, culture, literacy, health, neurodiverse, cognitive impairment) will be highlighted to the Property Surveyor and/or Tenancy Sustainment team. Moderate and high-level cases are automatically passed to the Tenancy Sustainment Team to check for support required.

It is critical to be aware that some people are more sensitive to damp and mould than others, including:

- Babies and children
- Older people
- Those with existing skin problems, such as atopic eczema
- Those with respiratory problems, such as allergies and asthma
- Those with a weakened immune system, such as those having chemotherapy.

6. CAUSES OF DAMP AND MOULD

One of the most common issues for residents is the causes and outcomes of dampness and mould in their homes. Condensation and Dampness is a condition that affects many homes and has become the major cause of dampness, typically causing mould growth on ceilings, walls, furniture and personal effects. Mould can encourage the growth of mites, which feed on mould and can increase the risk of respiratory and other illnesses for some people. Condensation is particularly common in homes which are inadequately heated and poorly ventilated and will usually get worse in the colder winter months. There are however other causes of dampness that are less easy to diagnose and resolve which are rising damp and penetrating damp.

PENETRATING DAMPNESS is a result of moisture that might originate from building defects such as

- Leaking pipes, wastes, drainage and overflows
- Rainwater from defective roof coverings, blocked or leaking gutters and broken pipes.
- Dampness around windows, through walls and due to raised ground levels.
- Cold bridging

RIISING DAMP is when moisture rises through the walls of a building. The common cause is a breakdown or the bridging of the damp proof course/membrane. Debris piled up against the outside of a wall that is higher than the damp proof course can cause bridging which will lead to rising damp. Buildings constructed prior to 1876 were built without a damp proof course.

CONDENSATION is prevalent in homes which are inadequately heated, poorly ventilated and insufficiently insulated. There will always be moisture present in the air, which is not evident until it condenses onto cold surfaces. Controlling and managing moisture in the air is critical to minimising condensation.

Moisture is released into the air through normal daily activities such as breathing, washing, cooking, drying clothes, showering and bathing. Typically, a family of four will introduce around 20 pints of water into the air within their home each day. When the air gets colder, it cannot hold all the moisture and the water condenses on cold surfaces like windows or external walls, or other cold surfaces within the fabric of the property.

Ventilation is key to removing moist air and preventing condensation. This should be provided through extractor fans in bathrooms and kitchens, air bricks, and trickle vents in windows.

6. CAUSES OF DAMP AND MOULD (CONTINUED)

However, when these ventilation systems are absent or not performing as they should, condensation can occur and mould growth can develop.

The appearance of mould may be black, white, yellow or green in colour, depending on the specific type of mould and the surface that it grows on. It can often be found in corners, on or near windows, in or behind furniture that is situated close to walls.

The lasting way of avoiding condensation and mould growth is to minimise moisture in the air that can condense onto cold surfaces:

- By increasing insulation to the structure,
- Introducing effective ventilation,
- Ensuring homes have an effective heating system.
- Working with residents to understand what they can do to manage the moisture in their homes and reduce condensation dampness.

CHAPTER 1



COUNCIL OWNED HOMES

7. RESPONDING TO REPORTS OF DAMP AND MOULD

This section of the policy sets out the process by which reports of damp and mould either received directly from residents or through other channels will be managed. It defines the actions taken to diagnose the cause and provide solutions for resolving the problem.

To speed up diagnosis and dealing with reports of condensation and damp from council residents or other sources, steps A-H below should be undertaken by the Customer Repairs Team (CRT) direct calls from residents will be triaged based on whether it is a new or existing report, so that the team will be able to establish priority cases.

The emphasis will be for the Customer Repairs Team (CRT) to:

1. To check for residents needs and vulnerabilities using the dashboard in Orchard.
2. Establish the cause(s) of the damp, mould or condensation from a discussion with the resident.
3. Ask residents to provide photos to assist the Customer Repairs Team to triage the report more effectively.
4. Assess the extent of condensation, damp and mould in accordance with the risk ratings outlined in the table below and apply the relevant actions.

5. Respond sensitively, assess the issue, identify the severity of the damp and mould and potential risks to residents and action accordingly.
6. Ensure residents are informed about the steps that will be taken to address any issues and the timeframes for the work.

All moderate and high-risk Damp and Mould cases to be reported to the Tenancy Sustainment Team (via the TenancySustainment@wincheser.gov.uk inbox). The resident will be contacted to assess whether they may benefit from support for any underlying tenancy related issues.

RESPONSE PROCESS FOR HRA PROPERTIES

There are 3 levels as to how damp and mould will be reviewed at the time it is reported and are Low; Moderate and High. Each has a different outcome in terms of the action that we will engage with. The Housing Regulator has set clear guidelines on what we should do when receiving reports of damp and mould from residents. The response formula below largely follows that guidance and seeks to provide guidance initially to residents for self-help. The triaging of initial calls by the CRT will determine the most appropriate action. If the damp and mould is minimal then residents will be guided on how to manage the condensation and clean off mould growth. If the condition is moderate or high, then a surveyor will visit to make a detailed assessment. In cases where mould growth is found to be extreme the residents may need to be decanted. The Tenancy Sustainment Team should be notified of all moderate and high-level cases as they may have knowledge of a resident's needs and can guide accordingly. A weekly report of all damp and mould reported cases is to be created and forward to the Tenancy Sustainment Team to review.

RISK RATING	REPORTED ISSUE	ACTIONS
LOW	<p>Condensation or slight mould on or around windows.</p> <p>Minor amount of mould on the extremities of walls and ceilings.</p>	<ol style="list-style-type: none"> 1. Request the resident sends in photographs. To a new email address i.e reportmould@winchester.gov.uk** 2. Advise the resident to wipe off any condensation when seen and to clean off any minor amounts of mould, using an appropriate mould prevention solution of their choice. 3. Information leaflet to be sent to the resident. 4. The Repairs Team to call the resident 6 weeks from the initial report date to ascertain if the problem has been resolved. 5. If not, then instruct a contractor to undertake a mould clean within 5 working days

MODERATE

RISK RATING	REPORTED ISSUE	ACTIONS
	<p>Black mould occurring on the extremities of external walls and behind furniture.</p> <p>Large amounts of condensation on windows. Damp and musty smell in the affected areas.</p>	<ol style="list-style-type: none"> 1. Request the resident sends in photographs. reportmould@winchester.gov.uk** 2. If an inspection is required a Winchester City Council Surveyor to attend within 10 working days of receipt of the resident's report. 3. As required the surveyor will instruct a contractor to undertake a mould clean within 1 working day. 4. The surveyor's report will identify the cause of the damp/mould and incorporate the following: <ul style="list-style-type: none"> • Identifying whether the property is suitably heated. • Identifying whether the property has sufficient insulation and meets EPC band C. • Identifying whether the property is properly ventilated. • Ensure that the residents understand their role with managing moisture in their home. • The surveyor will raise identified works i.e. humidistat installation(s), insulation top up 5. The Repairs Team to call the resident 6 weeks from the initial report date to ascertain if the problem has been resolved. 6. If the problem has not been resolved then a APS should attend to conduct further investigation to identify possible building defects, using appropriate means. The Area Property Surveyor to liaise with the Tenancy Sustainment officer on their findings and whether support is being provided. If appropriate, joint visits with the Area Property Surveyor and Tenant Sustainment Officer to the resident to help resolve damp and mould occurring in the home.

RISK RATING	REPORTED ISSUE	ACTIONS
HIGH	<p>Excessive amounts of black mould on external and internal walls that cannot be managed with household products.</p> <p>White staining on lower walls and salty substance present on lower walls. (Efflorescence)</p>	<ol style="list-style-type: none"> 1. Request the resident sends in photographs. reportmould@winchester.gov.uk** 2. Refer the matter to our Area Property Surveyor. 3. If remaining in the homes is not advised the tenant will be offered a move into temporary accommodation. 4. The surveyor will, instruct a contractor to undertake a mould clean within 1 working day if decanting the residents is not necessary. 5. The surveyor will instruct a specialist relevantly qualified damp and mould surveyor to conduct a full damp investigation to determine the potential causes of damp. <ul style="list-style-type: none"> • Identifying whether the property is suitably heated. • Identifying whether the property has sufficient insulation and meets EPC band C. • Identifying whether the property is properly ventilated. • Ensure that the residents understand their role with managing moisture in their home. • The surveyor will raise identified works i.e. humidistat installation(s), insulation top up 6. The outcome of the investigation will be to ensure: 7. The surveyor will call the resident 6 weeks from when works are completed to ascertain if the problem has been resolved. 8. Conduct a full review of the property and further remedial work, if the follow up found that treatment was unsuccessful, and damp and mould reappeared. <p>The Area Property Surveyor to liaise with the Tenancy Sustainment officer on their findings and whether support is being provided. If appropriate, joint visits with the Area Property Surveyor and Tenant Sustainment Officer to the resident to help resolve damp and mould occurring in the home.</p>

** Where residents are unable to take photos and family/friends are not able to assist on their behalf, we will make appropriate arrangements.

PERFORMANCE MEASURES for how we will monitor managing damp and mould. Performance information to be reported on a weekly basis via the Winchester City Council website and internal communication channels.

- Number of damp and mould cases for low; moderate; high received each month.
- Source of the report of damp and mould.
- Number of cases awaiting an inspection by criteria.
- Number of cases where work determined within 7 days after inspection.
- Number of cases completed and signed off by criteria.
- Number of cases by criteria that have been reinspected within 3 months. (initial treatment/works has failed)
- Average no of weeks in which cases are resolved.
- A schedule of all damp cases to be maintained that includes the date first reported, the date case is closed and the number of weeks the case was open.
- Tenant satisfaction with the process.
- Number of cases where tenancy sustainment has supported household.

The Repairs Team Manager/Supervisor will maintain and update weekly the damp and mould case schedule and circulate to all relevant staff.

RESPONSE PROCESS FOR LEASEHOLD PROPERTIES

- Leaseholders are responsible for the interiors of their homes. We would not undertake works within a Leaseholders' home unless the cause was due to a defect in the structure of the building and the damp was as a direct result.
- In such cases the leaseholder would be asked to submit photographs providing the location(s) of the damp, for referral and consideration by the Area Surveyor for review and action.
- These cases need to be referred to the Home Ownership Service via homeownership@winchester.gov.uk
- Home Ownership Officer will work with APS to investigate whether this is a property defect. It should be confirmed if under the respective lease what liability we have to rectify the issue.

RESPONSE PROCESS FOR VOID PROPERTIES

- Apply the relevant triage and inspection steps outlined in Section 7 to void properties
- We must ensure that the accommodation provided is free from serious hazards, including damp and mould, and that homes are fit for habitation.

8. COMMS AND GUIDANCE

- We will publish effective and easy to follow guidance leaflets on how residents can manage moisture and condensation in their homes.
- We will ensure that advice and support about damp and mould is provided at all community events.
- We will regularly review and update the website providing guidance and support to residents to report damp and mould.
- We will contact tenants who live in homes which are similar to those that have experienced damp and mould so that we do not rely on tenants having to contact us.

9. TRAINING

All applicable council housing staff and term contractors should understand the causes of damp and mould, why it is crucial to address them and should be trained to:

- Understand the health risks of damp and mould and the importance of acting quickly to protect residents.
- Understand that some residents might be at a greater risk of the health harms from damp and mould.
- Understand the need to 'make every contact count' and look for signs of damp and mould when carrying out home visits by both contractors and our officers.
- Take residents' reports seriously, give a first assessment as to the severity of damp and mould, and be able to pass it on quickly to someone trained to make a judgement on the root cause (or causes) of the issue.
- Understand the need to identify and address the underlying causes of damp and mould, not just remove visible mould.
- Be sensitive to residents' circumstances and ensure they are not blamed for damp and mould.
- Ensure that repairs are undertaken within a reasonable timescale and that trades people are competent to undertake the nature of the work required.
- Understand the discrimination some residents can face when experiencing damp and mould, such as discrimination based on race or religion when reporting problems.
- Be conscious that changes to residents' personal or financial circumstances might impact their ability to maintain their homes or heat or ventilate them adequately.
- Understand corporate policies, processes and data handling related to damp and mould.
- Include a detailed introduction to damp & mould in all new starter inductions (where applicable)
- Offering reassurances at each stage

CHAPTER 2



HOMES IN THE PRIVATE RENTED SECTOR

10. ROLES AND RESPONSIBILITIES

The cause and potential health consequences of damp, mould and condensation in private rented homes is no different to our housing stock and the advice previously given in respect of our own housing tenants on to how to deal with damp and avoid, in particular, the build - up of condensation and mould, will similarly apply to tenants in the private rented sector.

Complaints of damp, mould and condensation in private rented homes will be investigated by our Private Sector Housing (PSH) team. Tenants of residential social landlord (RSL) properties should follow their own housing association guidelines on how to report problems of damp and mould. Further information for both private and RSL tenants on what their landlords should be doing to address damp and mould issues are detailed in the guidance document 'Understanding and addressing the health risks of damp and mould in the home' available on the GOV.UK web site:

<https://www.gov.uk/government/publications/damp-and-mould-understanding-and-addressing-the-health-risks-for-rented-housing-providers/understanding-and-addressing-the-health-risks-of-damp-and-mould-in-the-home--2>

However, in the first instance and before

PSH will become involved tenants must first have written to their landlord to discuss their circumstances to try and resolve matters informally themselves.

Following discussions with their landlord should tenants still feel their situation has not improved, or they don't hear back or their landlord refuses to take action in a reasonable amount of time, they can contact the Private Sector Housing team on telephone number **01962 848 526** or email: **privatesectorhousing@winchester.gov.uk**

ENFORCEMENT ACTION

In response to a direct complaint or referral, we can undertake an inspection of a property and assess the conditions using the Housing Health & Safety Rating System (HHSRS).

Deficiencies identified in a property are determined as either serious Category 1 hazards or lower scoring Category 2 hazards. Damp and mould and excess cold are all conditions that are covered by the HHSRS, although damp and mould would usually have to be very serious to meet the threshold of a Category 1 hazard.

When a hazard or hazards have been identified and the landlord has failed to act to resolve the issue, we will serve a legal document called an Improvement

Notice on the landlord to make repairs. In more serious cases we will prohibit the use of a property, sometimes suspended until the current tenancy comes to an end to avoid making households homeless.

Where a landlord fails to make improvements or improve poor management then we can also issue a financial penalty notice (FPN) of up to £30,000. For serious breaches, or where there is previous history of non-compliance, we in extreme cases can also prosecute the landlord.

Guidance on HHSRS provided by the Ministry of Housing, Communities and Local Government can be found at:- https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/9425/150940.pdf

PRIVATE LANDLORDS ARE REQUIRED TO MEET STATUTORY DUTIES

- Environmental health and nuisance laws, in particular 'statutory nuisance' under section 79 of the Environmental Protection Act 1990.
- Section 10 of the Landlord & Tenant Act 1985 requires a privately rented home must be fit to live in. It gives a checklist of factors to consider that are issues for landlords to address which include damp and mould.
- Decent Homes Standard 2006

- The Homes (Fitness for Human Habitation) Act 2018 creates a new right for tenants where their landlords have failed to maintain their home to the appropriate standard in an attempt to improve housing conditions for tenants.
- Defective Premises Act (DPA) (1972) – Under section 4(1) of the DPA, a duty of care is imposed on landlords to ensure that users of their property are reasonably safe from damage or personal injury attributable to a relevant defect. A tenant may be able to claim compensation if their home has been severely damaged or they have suffered adverse health effects due to the condition of the premises such as due to damp and mould.

ENFORCEMENT OF MINIMUM ENERGY EFFICIENCY STANDARDS (MEES)

Enforcement of energy-efficiency standards are the primary legal tool through which we (PSH) can take a proactive action to prevent damp and mould in homes in the private rented sector. Private rented sector properties are required to have a EPC of E or higher under Minimum Energy Efficiency Standards (MEES) regulations. Unless they qualify for an exemption (for example if the property is a listed building), landlords letting out

properties with EPCs of F or G may be subject to enforcement action.

SCHEMES AND GRANTS

We are part of the Warmer Homes Consortium scheme which is headed up by Portsmouth City Council and Agility ECO. Inclusive of Winchester City Council it comprises of 22 different local authorities mainly located in Hampshire and the Southeast. The scheme offers grants to eligible homeowners, landlords and private sector tenants to have various energy efficiency measures installed ranging from insulation to air source heat pumps.

Information on grants available can be found at: **www.warmerhomes.org.uk** or by calling **0800 038 5737**

11. APPENDICES

Strategic Action plan

ITEM	ACTION	DELIVERY TARGET
1	Develop a resident centric culture that makes residents feel completely at ease with reporting damp and mould in their homes.	
2	Create a range of communication options that help residents understand the causes, diagnosis and ways to mitigate condensation in their homes.	
3	Implement a simple process that effectively manages residents through the entire process of dealing with damp and mould in their homes.	
4	Collect and store data/reports relating to damp and mould cases in order that appropriate reports and performance can be compiled.	
5	Ensure that all relevant council staff and contractors are properly trained in how to help residents manage condensation/damp in their homes	
6	Take appropriate action when residents act flagrantly against guidance provided and completed improvement works to mitigate damp in their homes.	
7	Take a proactive approach with ensuring that council homes are free from damp and mould	
8	Dedicate appropriate resources for all council resident's homes to be warm and dry.	
9	Monitor performance through KPI's	

ITEM	ACTION	ACTION OWNER	TARGET DATE	STATUS
A	Implement and communicate a process for residents to report damp and mould, which is easy for residents and council staff to understand and use.			
B	Develop a system to record, document, manage and act on reports of damp and mould. and to identify common issues and trends in their housing stock			
C	Create good guidance to help and support residents to understand what they can do to reduce damp and mould in their homes.			
D	Implement data capture systems so that trend analysis relating to damp and mould in the housing stock can be reported			
E	<p>Create a 5-year stock condition survey protocol, that incorporates identifying if properties.</p> <ul style="list-style-type: none"> • Have suitable heating. • Have effective ventilation. • Are insulated so that the property meets EPC band C, 			
F	Identify and act upon common issues and trends relating to damp across the housing stock.			
G	Create an environment for all relevant teams across housing to work collaboratively.			
H	Work with health and social care and other frontline professionals supporting residents to ensure that every opportunity to identify residents living in homes with damp and mould is utilised.			

ITEM	ACTION	ACTION OWNER	TARGET DATE	STATUS
I	Take a direct and proactive approach and ask residents if they are experiencing damp and mould in their homes.			
J	Set out a programme for when all properties will meet EPC Band C			
K	Create a set of online DIY tutorials that guide residents on how to look after their homes.			
L	Enhance the website to provide guidance to all residents on how to manage condensation and damp in their homes.			
M	Implement a training programme for diagnosing and remedying damp and mould for all relevant council staff.			
N	Create a protocol so that all contractors working within our housing stock can report evidence of damp and mould.			
O	Create a weekly Business Objects report that records all reports of damp and mould by the respective criteria			
P	Develop a satisfaction questionnaire for residents to complete in response to action taken			
Q	Set up a forum with other LA's within HCC to establish common practise and develop improvement through learning.			



UPDATING THE POLICY

To ensure the policy remains up to date and evolves in time the policy will be regularly reviewed every 2 years to support compliance, minimise risk and support operation.

Policy implementation Date: June 2025

Appendix 5 - Equality Impact Assessment

HRA Aids and Adaptions Policy

Directorate:	Your Service Area:	Team:	Officer responsible for this assessment:	Name of the policy or project that is being assessed	
Housing Services	Housing	All Housing Teams	Gilly Knight	HRA Aids and Adaptations Policy	June 2025

Section 1 - Data Checklist

		Yes/No	Please provide details
1	Have there been any complaints data related to the policy or project you are looking to implement?	No	No formal complaints received.
2	Have all officers who will be responsible for implementing the policy or project been consulted, and given the opportunity to raise concerns about the way the policy or function has or will be implemented?	Yes	<ul style="list-style-type: none"> Staff workshops held at draft stage of the policy work. Circulated to Service Leads for comments and amendments. Went to Tenant Readers Board Discussed at Housing Department Management Team (DMT) <p>Referral process introduced in consultation with the Tenancy Sustainment Team meeting.</p>
3	Have previous consultations highlighted any concerns about the policy or project from an equality impact perspective?	No	<p>Policy was discussed with service users as part of the Service Delivery Groups (SDG) and at the tenant Repairs and Maintenance Redesign workshops.</p> <p>Went to the Tenant Readers Panel.</p> <p>Policy presented to the Economy and Housing Committee in February 2025</p>

4	Do you have any concerns regarding the implementation of this policy or project?	No	This is expected to have a positive impact to manage expectations for both officers and tenants, improve the process and set out actions from the outset. Tenants are at risk if they choose to remain in a property which is unsuitable to meet their housing need. This policy offers tenants living with disabilities support to move to a more appropriate property.
6	Do you have any past experience delivering similar policies or projects which may inform the implementation of your scheme from an equality impact point of view?	Yes	The council has been delivering aids and property adaptations in its homes for those living with disabilities for many years. The service has a dedicated Occupational Therapist who is experienced in risk assessments and ensuring needs are assessed and any risks mitigated. Service Lead and Property Managers have experience developing similar policies within other housing authorities.
7	Are there any other issues that you think will be relevant?	No	To provide aids and adaptations that best meet the assessed needs of tenants that offer, suitable, practical and cost-effective solutions to meet the long-term needs of tenants, their families and carers ensuring their safety, wellbeing and quality of life.

Section 2 - Your Equality Impact Assessment form

Directorate:	Your Service Area:	Team:	Officer responsible for this assessment:	Date of assessment:
Housing Services	Housing	All Housing Teams	Gilly Knight	June 2024

	Question	Please provide details
1	What is the name of the policy or project that is being assessed?	HRA Aids and Adaptations Policy

2	Is this a new or existing policy?	Existing policy revised from 2006
3	Briefly describe the aim and purpose of this work.	To provide suitable aids and adaptations to tenants where reasonable and practicable to enable them to live independently and safely at home. This policy supports tenants to consider how their housing need may be met in the longer term as their needs change; they may need to move to a more suitable property. The policy aligns with the council's allocation policy and with making use of the council's housing stock.
4	What are the associated objectives of this work?	To provide aids and adaptations that best meet the assessed needs of tenants that offers, suitable, practical and cost-effective solutions to meet the long-term needs of tenants, their families and carers ensuring the safety and wellbeing and quality of life.
5	Who is intended to benefit from this work and in what way?	Tenants will benefit from reduced waiting time for adaptations and officer decision making will be transparent on adaptation approvals. Tenants are more likely to gain a property that meets their long-term needs. Staff will be clearer on what can be achieved and delivered to improve consistency of service delivery. Assist and provide clarity to the Letting and Voids teams in identifying properties that can be adapted.
6	What are the outcomes sought from this work?	Best use of council housing stock. Improved supply of housing adapted stock. Improved and transparent service to tenants.
7	What factors/forces could contribute or detract from the outcomes?	Changes in government legislation, regulations and requirements. Increased demand for aids and property adaptations

		through a growing ageing population. Lack of suitable properties for adaptations.		
8	Who are the key individuals and organisations responsible for the implementation of this work?	Property and housing managers, Occupational Therapist, Contractors, Planning and Building control, HCC Occupational Therapists.		
9	Who implements the policy or project and who or what is responsible for it?	Property Service Lead with Asset Manager and Occupational Therapists.		
		Please select your answer in bold . Please provide detail here.		
10a	Could the policy or project have the potential to affect individuals or communities on the basis of race differently in a negative way?	Y	N	
10b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. The repairs system is open to all. Language support needs are identified at the nomination/ letting stage with alerts flagged on the Housing IT system. Translation and visual aids are offered. Translated materials, working with community groups who support refugees and asylum seekers. Dedicated resettlement scheme to support all individuals in council homes in a recognised government scheme.		
11a	Could the policy or project have the potential to affect individuals or communities on the basis of sex differently in a negative way?	Y	N	
11b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all.		
12a	Could the policy or project have the potential to affect individuals or			

	communities on the basis of disability	Y	N	
12b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. The repairs service is open to all, and this policy specifically relates to supporting people living with disabilities through the housing HRA aid and adaptations budget. Accessibility formats and options are available through the 'My Winchester Tenancy' App, a dedicated telephone line/Repairs Hub, Big word and braille. Tenancy Sustainment Support for vulnerable tenants.		
13a	Could the policy or project have the potential to affect individuals or communities on the basis of sexual orientation differently in a negative way?	Y	N	
13b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all.		
14a	Could the policy or project have the potential to affect individuals on the basis of age differently in a negative way?	Y	N	
14b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. This policy is likely to have a positive effect for older people and those living with disabilities who require property adaptations and level access accommodation to support them to live independently at home. The council also invests in retrofitting existing homes to improve accessibility and safety for older residents and ensure new housing		

		developments follow age-friendly design. Older people's needs are also embedded in planning and local housing strategies.		
15a	Could the policy or project have the potential to affect individuals or communities on the basis of religious belief differently in a negative way?	Y	N	
15b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all accepting that repair scheduling could cause inconvenience at prayer times or during other religious/cultural practices. If practices are known flexible scheduling can be arranged. Culture awareness training is available.		
16a	Could this policy or project have the potential to affect individuals on the basis of gender reassignment differently in a negative way?	Y	N	
16b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all.		
17a	Could this policy or project have the potential to affect individuals on the basis of marriage and civil partnership differently in a negative way?	Y	N	
17b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all.		
18a	Could this policy or project have the potential to affect individuals on the			

	basis of pregnancy and maternity differently in a negative way?	Y	N	
18b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. Pregnant women, their unborn babies and women who have recently given birth are prioritised for urgent repairs work, can be decanted to alternative accommodation, referred for tenancy support, prioritised for a move through the housing register health and welfare criteria.		
19	Could any negative impacts that you identified in questions 10a to 15b create the potential for the policy to discriminate against certain groups on the basis of protected characteristics?	Y	N	
20	Can this negative impact be justified on the grounds of promoting equality of opportunity for certain groups on the basis of protected characteristics? Please provide your answer opposite against the relevant protected characteristic.	Y	N	Race: Sex: Disability: Sexual orientation: Age: Gender reassignment: Pregnancy and maternity: Marriage and civil partnership: Religious belief:
21	How will you mitigate any potential discrimination that may be brought about by your policy or project that you have identified above?	The council's Aids and Adaptions policy has several measures included to ensure there are no negative consequences of its implementation. The policy to be monitored and reviewed every 2		

		years. Contractors are required to comply with the council's safeguarding policy when carrying out jobs and work within the Contractors Code of Conduct. All staff receive equality and diversity training.		
22	Do any negative impacts that you have identified above impact on your service plan?	Y	N	

Signed by completing officer	Gilly Knight
Signed by lead officer	Karen Thorburn



Appendix 6 - Equality Impact Assessment

Housing Repairs and Maintenance Policy

Directorate:	Service Area:	Team:	Officer responsible for this assessment:	Name of the policy or project that is being assessed	Date of assessment:
Housing Services	Housing	Property Services	All housing Teams	Housing Repairs and Maintenance Policy	June 2025

Section 1 - Data Checklist

		Yes/No	Please provide details
1	Have there been any complaints data related to the policy you are looking to implement?	No	This a new Policy.
2	Have all officers who will be responsible for implementing the policy been consulted, and given the opportunity to raise concerns about the way the policy has or will be implemented?	Yes	<ul style="list-style-type: none"> • Staff workshops held at draft stage of the policy work. • Circulated to Service Leads for comments and amendments. • Discussed at Housing Department Management Team (DMT) • Referral process introduced in consultation with the Tenancy Sustainment Team meeting.
3	Have previous consultations highlighted any concerns about the policy or project from an equality impact perspective?	No	Policy was discussed with service users as part of the Service Delivery Groups (SDG) and at the tenant Repairs and Maintenance Redesign workshops. Went to the Tenant Readers Panel. Policy presented to the Economy and Housing Committee in February 2025.
4	Do you have any concerns regarding the implementation of this policy or project?	No	
5	Does any accessible data regarding the area which your work will address identify any areas of concern or potential	No	

	problems which may impact on your policy or project?		
6	Do you have any past experience delivering similar policies or projects which may inform the implementation of your scheme from an equality impact point of view?	Yes	Although this is a new policy, the council has been delivering a repairs and maintenance scheme for its residents for many years. Service Lead and Property Managers have experience developing similar policies within other housing authorities.
7	Are there any other issues that you think will be relevant?	No	

Section 2 - Your Equality Impact Assessment form

	Question	Please provide details
1	What is the name of the policy or project that is being assessed?	Housing Repairs and Maintenance Policy
2	Is this a new or existing policy?	New Policy
3	Briefly describe the aim and purpose of this work.	To set out the council's approach for the delivery of housing repairs and maintenance to ensure the council's stock is well maintained, safe, meets the decent standard and regulatory compliance requirements. It sets out response times, tenant responsibilities. Aids and adaptations to meet the needs of our residents.
4	What are the associated objectives of this work?	<p>The policy sets out the following objectives for repairs and maintenance:</p> <ul style="list-style-type: none"> • To ensure the service is easily accessible through a range of different contact points. • To provide a reliable, responsive service. • To deliver repairs at times that suit the council's residents in alignment with the terms of the repairs contract. • To achieve high standards of customer care and satisfaction. • To ensure all relevant stakeholders are aware of responsibilities for repairs and the costs associated with these. • To deliver 'first time fix' repairs whenever possible. • To complete work to appropriate standards. • To offer choice of materials and finishes in line with the council's standards/ specifications. • To undertake only those repairs that are the council's responsibility.

		<ul style="list-style-type: none"> To undertake repairs within defined timescales to ensure the upkeep of the council's assets.
5	Who is intended to benefit from this work and in what way?	Tenants, leaseholders, licensees, members, council officers, contractors, and the council will benefit from a clear repairs and maintenance policy that sets out the expected responsibilities of each involved party.
6	What are the outcomes sought from this work?	See objectives outlined in Q4
7	What factors/forces could contribute or detract from the outcomes?	<ul style="list-style-type: none"> Budget Staffing Resources Effective tenant engagement Effective staff training Other priorities such as cost of living
8	Who are the key individuals and organisations responsible for the implementation of this work?	Housing Landlord Service Managers and relevant contractors.

		Please select your answer in bold . Please provide detail here.		
10a	Could the policy have the potential to affect individuals or communities on the basis of race differently in a negative way?	Y	N	
10b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. Language support needs are identified at the nomination/ letting stage with alerts flagged on the Housing IT system. Translation and visual aids are offered. Translated materials, working with community groups who support refugees and asylum seekers. Dedicated resettlement scheme to support all individuals in council homes in a recognised government scheme.		
11a	Could the policy have the potential to affect individuals or communities on the basis of sex differently in a negative way?	Y	N	
11b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all.		
12a	Could the policy have the potential to affect individuals or communities on the basis of disability differently in a negative way?	Y	N	

12b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all. This Policy includes references to aid and adaptations support. Accessibility formats and options are available through the 'My Winchester Tenancy' App, a dedicated telephone line/Repairs Hub, Big word and braille. Tenancy Sustainment Support for vulnerable tenants.		
13a	Could the policy or project have the potential to affect individuals or communities on the basis of sexual orientation differently in a negative way?	Y	N	
13b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all.		
14a	Could the policy or project have the potential to affect individuals on the basis of age differently in a negative way?	Y	N	
14b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all. This policy will have a positive impact on both young children and older people who are more vulnerable or frail when impacted by repair issues including children under 12 months. Those households can be prioritised for urgent repairs work, referred for tenancy support, prioritised for a move through the housing register health and welfare criteria. The council also invests in retrofitting existing homes to improve accessibility and safety for older residents and ensure new housing developments follow age-friendly design. Older people's needs are also embedded in planning and local housing strategies.		
15a	Could the policy have the potential to affect individuals or communities on the basis of religious belief differently in a negative way?	Y	N	

15b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all accepting that repair scheduling could cause inconvenience at prayer times or during other religious/cultural practices. If practices are known flexible scheduling can be arranged. Culture awareness training is available.		
16a	Could this policy have the potential to affect individuals on the basis of gender reassignment differently in a negative way?	Y	N	
16b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all.		
17a	Could this policy have the potential to affect individuals on the basis of marriage and civil partnership differently in a negative way?	Y	N	
17b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all		
18a	Could this policy have the potential to affect individuals on the basis of pregnancy and maternity differently in a negative way?	Y	N	
18b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all. Pregnant women, their unborn babies and women who have recently given birth are prioritised for urgent repairs work, can be decanted to alternative accommodation, referred for tenancy support, prioritised for a move through the housing register health and welfare criteria		

19	Could any negative impacts that you identified in questions 10a to 15b create the potential for the policy to discriminate	Y	N	See Summary above
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	against certain groups on the basis of protected characteristics?			
20	Can this negative impact be justified on the grounds of promoting equality of opportunity for certain groups on the basis of protected characteristics? Please provide your answer opposite against the relevant protected characteristic.	Y	N	Race: Sex: Disability: Sexual orientation: Age: Gender reassignment: Pregnancy and maternity: Marriage and civil partnership: Religious belief:
21	How will you mitigate any potential discrimination that may be brought about by your policy or project that you have identified above?	The Housing Repairs and Maintenance policy has several measures included to ensure there are no negative consequences of its implementation. The policy will be monitored and reviewed every 2 years. Contractors are required to comply with the council's safeguarding policy when carrying out jobs and work within the Contractors Code of Conduct. All staff receive equality and diversity training.		
22	Do any negative impacts that you have identified above impact on your service plan?	Y	N	

Signed by completing officer	Gilly Knight
Signed by lead officer	Karen Thorburn

Appendix 7 - Equality Impact Assessment

Housing Repairs Recharge Policy

Directorate:	Service Area:	Team:	Officer responsible for this assessment:	Name of the policy or project that is being assessed	Date of assessment:
Housing Services	Housing	Property Services	All Housing Teams	Housing Repairs Recharge Policy	June 2025

Section 1 – Data Checklist

		Yes/No	Please provide details
1	Have there been any complaints data related to the policy or project you are looking to implement?	No	New Policy
2	Have all officers who will be responsible for implementing the policy or project been consulted, and given the opportunity to raise concerns about the way the policy or function has or will be implemented?	Yes	<ul style="list-style-type: none"> Staff workshops held at draft stage of the policy work. Circulated to Service Leads for comments and amendments. Discussed at Housing Department Management Team (DMT).
3	Have previous consultations highlighted any concerns about the policy or project from an equality impact perspective?	No	<p>Policy was discussed with service users as part of the Service Delivery Groups (SDG) and at the tenant Repairs and Maintenance Redesign workshops.</p> <p>Went to the Tenant Readers Panel. Policy presented to the Economy and Housing Committee in February 2025.</p>

4	Do you have any concerns regarding the implementation of this policy or project?	No	The recovery of repair debts that are not the responsibility of the council ensures fairness and sustainability of the HRA for all tenants.
5	Does any accessible data regarding the area which your work will address identify any areas of concern or potential problems which may impact on your policy or project?	No	
6	Do you have any past experience delivering similar policies or projects which may inform the implementation of your scheme from an equality impact point of view?	Yes	Experience in debt recovery. Rent arrears policy, similar policies implemented with other housing providers. Implementing void process, similar process.
7	Are there any other issues that you think will be relevant?	Yes	Recovery of repair cost debts that are not the responsibility of the council ensures fairness and sustainability of the HRA for all tenants. Challenges change in culture for tenants - appeals process in place.

Section 2 - Your Equality Impact Assessment form

	Question	Please provide details
1	What is the name of the policy or project that is being assessed?	Housing Repairs Recharge Policy
2	Is this a new or existing policy?	New Policy
3	Briefly describe the aim and purpose of this work.	The purpose of this policy is to set out how and what our approach is for rechargeable repair works for current and former tenants. The key aim is to encourage tenants to look after their home and where this is not the case have a process to undertake works and recharge costs in the event of wilful damage, accidental damage or neglect

		of the property. This protects the HRA budget through the recovery of costs currently being absorbed by all tenants.
4	What are the associated objectives of this work?	<ul style="list-style-type: none"> • To encourage tenants to take responsibility for Tenancy agreement areas as set out in the terms of their Tenancy Agreement. • To recover costs at void stage for any rechargeable works. • To recover costs of any rechargeable repairs works. • To aid the management of the appropriate demand on the repairs service.
5	Who is intended to benefit from this work and in what way?	<ul style="list-style-type: none"> • Ensuring those tenants who currently do not look after their home are recharged at an individual level and not at the detriment of other tenants who maintain their homes • Officers – clear policies in place to support the process. • Clear process by which to implement recharges (reinforcing the requirements of tenants to maintain their homes)
6	What are the outcomes sought from this work?	As above
7	What factors/forces could contribute or detract from the outcomes?	<p>Consistency of applying this policy</p> <ul style="list-style-type: none"> • Cost of living and other competing priority payments • Effective management of tenant challenges and vulnerabilities.
8	Who are the key individuals and organisations responsible for the implementation of this work?	Housing Landlord Services Managers, Income Recovery Team.
9	Who implements the policy or project and who or what is responsible for it?	Repairs, Compliance & Voids Manager (Policy Owner) all housing teams.

		Please select your answer in bold . Please provide detail here.		
10a	Could the policy or project have the potential to affect individuals or communities on the basis of race differently in a negative way?	Y	N	
10b	What existing evidence (either presumed or otherwise) do you have for this?	<p>No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all.</p> <p>Language support needs are identified at the nomination/ letting stage with alerts flagged on the Housing IT system. Translation and visual aids are offered. Translated materials, working with community groups who support refugees and asylum seekers. Dedicated resettlement scheme to support all individuals in council homes in a recognised government scheme.</p> <p>There is an appeals procedure set out in the policy and discretion on how recharges are applied and the corporate complaints process.</p>		
11a	Could the policy or project have the potential to affect individuals or communities on the basis of sex differently in a negative way?	Y	N	
11b	What existing evidence (either presumed or otherwise) do you have for this?	<p>No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all. There is an appeals procedure set out in the policy and discretion on how recharges are applied and the corporate complaints process</p>		
12a	Could the policy or project have the potential to affect individuals or communities on the basis of disability differently in a negative way?			

	<p><i>(you may wish to consider:</i></p> <ul style="list-style-type: none"> • <i>Physical access</i> • <i>Format of information</i> • <i>Time of interview or consultation event</i> • <i>Personal assistance</i> • <i>Interpreter</i> • <i>Induction loop system</i> • <i>Independent living equipment</i> • <i>Content of interview)</i> 	Y	N	
12b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all. This policy includes references to aid and adaptations support. Accessibility formats and options are available through the 'My Winchester Tenancy' App, a dedicated telephone line/Repairs Hub, Big word and braille. Tenancy Sustainment Support for vulnerable tenants. There is an appeals procedure set out in the policy and discretion on how recharges are applied and the corporate complaints process		
13a	Could the policy or project have the potential to affect individuals or communities on the basis of sexual orientation differently in a negative way?	Y	N	
13b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all. There is an appeals procedure set out in the policy and discretion on how recharges are applied and the corporate complaints process.		
14a	Could the policy or project have the potential to affect individuals on the	Y	N	

	basis of age differently in a negative way?			
14b	What existing evidence (either presumed or otherwise) do you have for this?	<p>No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all.</p> <p>This policy will have a positive impact on both young children and older people who are more vulnerable or frail when impacted by repair issues including children under 12 months. Those households can be prioritised for urgent repairs work, referred for tenancy support, prioritised for a move through the housing register health and welfare criteria. The council also invests in retrofitting existing homes to improve accessibility and safety for older residents and ensure new housing developments follow age-friendly design. Older people's needs are also embedded in planning and local housing strategies.</p> <p>There is an appeals procedure set out in the policy and discretion on how recharges are applied and the corporate complaints process</p>		
15a	Could the policy or project have the potential to affect individuals or communities on the basis of religious belief differently in a negative way?	Y	N	
15b	What existing evidence (either presumed or otherwise) do you have for this?	<p>No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all. Accepting that repair scheduling could cause inconvenience at prayer times or during other religious/cultural practices. If practices are known flexible scheduling can be arranged.</p>		

		There is an appeals procedure set out in the policy and discretion on how recharges are applied and the corporate complaints process Culture awareness training is available.		
16a	Could this policy or project have the potential to affect individuals on the basis of gender reassignment differently in a negative way?	Y	N	
16b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all. There is an appeals procedure set out in the policy and discretion on how recharges are applied and the corporate complaints process		
17a	Could this policy or project have the potential to affect individuals on the basis of marriage and civil partnership differently in a negative way?	Y	N	
17b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all. There is an appeals procedure set out in the policy and discretion on how recharges are applied and the corporate complaints process		
18a	Could this policy or project have the potential to affect individuals on the basis of pregnancy and maternity differently in a negative way?	Y	N	
18b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. Pregnant women, their unborn babies and women who have recently given birth are prioritised for urgent repairs work, can be decanted to alternative accommodation, referred for		

		tenancy support, prioritised for a move through the housing register health and welfare criteria. There is an appeals procedure set out in the policy and discretion on how recharges are applied and the corporate complaints process
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19	Could any negative impacts that you identified in questions 10a to 15b create the potential for the policy to discriminate against certain groups on the basis of protected characteristics?	Y	N	
20	Can this negative impact be justified on the grounds of promoting equality of opportunity for certain groups on the basis of protected characteristics? Please provide your answer opposite against the relevant protected characteristic.	Y	N	Race: Sex: Disability: Sexual orientation: Age: Gender reassignment: Pregnancy and maternity: Marriage and civil partnership: Religious belief:
21	How will you mitigate any potential discrimination that may be brought about by your policy or project that you have identified above?	The Housing Recharge Repairs policy has several measures included to ensure there are no negative consequences of its implementation. The policy will be monitored and reviewed every 2 years. Contractors are required to comply with the council's safeguarding policy when carrying out jobs. Work within the Contractors Code of Conduct. All staff receive equality and diversity training.		
22	Do any negative impacts that you have identified above impact on your service plan?	Y	N	

Signed by completing officer	Gilly Knight
Signed by lead officer	Karen Thorburn.

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Appendix 8 - Equality Impact Assessment

Damp and Mould Policy

Directorate:	Service Area:	Team:	Officer responsible for this assessment:	Name of the policy or project that is being assessed	Date of assessment:
Housing Services	Housing	Property Services	Various	Damp & Mould Policy	June 2025

Section 1 - Data Checklist

		Yes/No	Please provide details
1	Have there been any complaints data related to the policy or project you are looking to implement?	No	This is a new policy.
2	Have all officers who will be responsible for implementing the policy or project been consulted, and given the opportunity to raise concerns about the way the policy or function has or will be implemented?	Yes	<ul style="list-style-type: none"> Staff workshops at draft stage of the policy work. Circulated to Service Leads for comments and amendments. Discussed at Housing Department Management Team (DMT) Referral process introduced in consultation with the Tenancy Sustainment Team meeting.
3	Have previous consultations highlighted any concerns about the policy or project from an equality impact perspective?	No	<p>Policy was discussed with service users as part of the Service Delivery Groups (SDG) and at the tenant Repairs and Maintenance Redesign workshops.</p> <p>Went to the Tenant Readers Panel.</p> <p>Policy presented to the Economy and Housing Committee in February 2025.</p>
4	Do you have any concerns regarding the implementation of this policy or project?	No	The service is resourced through the HRA forecasted Repair and maintenance Budgets.
5	Does any accessible data regarding the area which your work will address identify any areas of concern or potential	No	

	problems which may impact on your policy or project?		
6	Do you have any past experience delivering similar policies or projects which may inform the implementation of your scheme from an equality impact point of view?	Yes	Service Lead and Property Managers have experience developing similar policies within other housing authorities.
7	Are there any other issues that you think will be relevant?	Yes	Cost of living crisis – high energy costs.

Section 2 - Your Equality Impact Assessment form

	Question	Please provide details
1	What is the name of the policy or project that is being assessed?	Managing Damp and Mould.
2	Is this a new or existing policy?	New Policy
3	Briefly describe the aim and purpose of this work.	The purpose of the policy is for the council and its residents to work together to solve the causes leading to damp and mould within council homes and to control, manage and eradicate damp. The aim is to provide assurance to residents that effective processes are in place to resolve issues of damp and mould in their homes and that they receive a fair and equitable response when reporting damp and mould.
4	What are the associated objectives of this work?	<p>To provide an effective response to damp and mould regardless of the route through which reports are made. To treat all residents who report issues with damp and mould with respect, empathy and with an appreciation of the seriousness of the problem.</p> <ul style="list-style-type: none"> • To ensure a proactive approach is taken to identifying and resolving the causes of damp and mould in council owned properties. • To ensure that a thorough assessment is undertaken to identify the cause of damp and mould, with all options being considered. Lifestyle and occupation should never be the default explanation. • To develop awareness to prompt behaviour change, understanding, and above all, good support. Provide information about reducing condensation in a sensitive way that avoids blaming and stigmatising residents. Train staff and contractors.

		<ul style="list-style-type: none"> • To clearly signpost the council's and resident's responsibilities in the handling of all reports of damp and mould. • Provide residents with good support and guidance to help reduce the likelihood of damp and mould reoccurring in their home.
5	Who is intended to benefit from this work and in what way?	<ul style="list-style-type: none"> • Tenants • Leaseholders • Licensees • Members • Council officers • Contractors
6	What are the outcomes sought from this work?	See objectives in question 4.
7	What factors/forces could contribute or detract from the outcomes?	Damp and Mould management and this policy reflects a landlord statutory duty contributing to and not distracting from the policy outcomes. Lack of tenant engagement or access to homes may contribute and make it more challenging. In such cases referrals will be made to the Tenancy Sustainment service.
8	Who are the key individuals and organisations responsible for the implementation of this work?	Housing Service Managers and Teams. Repairs and Maintenance Contractor(s).

9	<p><u>Summary</u></p> <p>The successful management of damp and mould centres around designing an appropriate resident-centred approach. It is vital that officers find out about the resident's needs and lifestyle and the most effective method of engaging and delivering information to help manage damp and mould problems. This assessment concludes that consideration must be given to:</p> <ul style="list-style-type: none"> • Disabilities and conditions that mean individuals/households are more likely to be negatively impacted by damp and mould. • Race, disabilities, digital exclusion and literacy skills that may require special communication measures and options for reporting. • Approaches to cooking and bathing linked with culture that may impact on how moist air is generated • Barriers that prevent certain households from reporting damp and mould <p>This policy is accompanied by a Strategic Action Plan which includes tasks to cover the issues discussed.</p>
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		<p>Tasks include:</p> <ul style="list-style-type: none"> • Delivering effective training to all relevant council staff and contractors. This will include raising awareness of cultural factors that may affect lifestyle as well as disabilities that may require special consideration. The training will also include making every contact count, and link in with domestic abuse and safeguarding policies. • Implementing a Communication Plan to provide guidance, information and advice that takes account of different residents' communication needs and is flexible based on what is known about the household (to include bullet point leaflets, independent unbiased information, which is scientifically lead). This will include information on the causes, diagnosis and ways to mitigate condensation. • Tenancy sustainment team – the policy includes a referral process for person centred support in recognition of that some households will require special consideration. This needs to be underpinned by staff training to ensure officers are able to recognise when referral is appropriate. <p>The Action Plan includes developing and monitoring key performance indicators.</p>		
		Please select your answer in bold . Please provide detail here.		
10a	Could the policy have the potential to affect individuals or communities on the basis of race differently in a negative way?	Y	N	
10b	What existing evidence (either presumed or otherwise) do you have for this?	<p>No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all.</p> <p>This policy is expected to have a positive impact on individuals based on race. This is because people from minority ethnic groups are more likely to be impacted by damp and mould problems. Translated materials are provided and accessible methods to report damp and mould. Working with community groups who support refugees and asylum seekers. Accessible methods to report damp and mould. Dedicated resettlement scheme to support all individuals in council homes in a recognised government scheme.</p>		
11a	Could the policy have the potential to affect individuals or communities on the basis of sex differently in a negative way?	Y	N	
11b	What existing evidence (either presumed or otherwise) do you have for this?	<p>No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all.</p>		

12a	Could the policy have the potential to affect individuals or communities on the basis of disability ?	Y	N	
12b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. The repairs service is open to all. This Policy includes references to aid and adaptations support. Accessibility formats and options are available through the 'My Winchester Tenancy' App, a dedicated telephone line/Repairs Hub, Big word and braille. Tenancy Sustainment Support for vulnerable tenants. Those residents at higher risk of severe health impacts and disabilities associated with Damp and Mould can be prioritised for urgent repairs work, decanted to alternative accommodation, referred for tenancy support, prioritised for a move through the housing register health and welfare criteria.		
13a	Could the policy have the potential to affect individuals or communities on the basis of sexual orientation differently in a negative way?	Y	N	
13b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all.		
14a	Could the policy or project have the potential to affect individuals on the basis of age differently in a negative way?	Y	N	
14b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all This policy will have a positive impact on both children and older people who are more vulnerable to the negative impacts of damp and mould. Those at higher risk of severe health impacts associated with Damp and Mould can be prioritised for urgent repairs work, decanted to alternative accommodation, referred for tenancy support, prioritised for a move through the housing register health and welfare criteria. The council also invests in retrofitting existing homes to improve energy efficiency efficiency/insulated homes levels of accessibility and safety for older residents and ensure new housing developments follow age-friendly design. Older people's needs are also embedded in planning and local housing strategies.		

15a	Could the policy have the potential to affect individuals or communities on the basis of religious belief differently in a negative way?	Y	N	
15b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all.		
16a	Could this policy or project have the potential to affect individuals on the basis of gender reassignment differently in a negative way?	Y	N	
16b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all.		
17a	Could this policy or project have the potential to affect individuals on the basis of marriage and civil partnership differently in a negative way?	Y	N	
17b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all.		
18a	Could this policy have the potential to affect individuals on the basis of pregnancy and maternity differently in a negative way?	Y	N	
18b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all. Pregnant women, their unborn babies and women who have recently given birth are prioritised for urgent repairs work, can be decanted to alternative accommodation, referred for tenancy support, prioritised for a move through the housing register health and welfare criteria.		

Other groups affected outside of the protected characteristics:

Socio-economic disadvantage:

People on low incomes are more likely to live in homes with damp and mould as they may struggle to heat their homes and/or experience fuel poverty. This is exacerbated by the cost of

living crisis, and the likelihood of these individuals living in already poorly insulated and low energy efficient properties. These issues are prioritised as part of the wider decarbonisation housing programme with referrals for tenancy sustainment support to maximise income.

Rural households

It is recognised that the fabric of dwellings in rural areas are less thermally efficient and may not have access to a gas supply. This is a particular vulnerability to those on low incomes as the cost of heating using electric systems is currently greater. These issues are prioritised as part of the wider decarbonisation housing programme with referrals for tenancy sustainment support to maximise income.

19	Could any negative impacts that you identified in questions 10a to 15b create the potential for the policy to discriminate against certain groups on the basis of protected characteristics?	Y	N	See above summary.
20	Can this negative impact be justified on the grounds of promoting equality of opportunity for certain groups on the basis of protected characteristics? Please provide your answer opposite against the relevant protected characteristic.	Y	N	Race: Sex: Disability: Sexual orientation: Age: Gender reassignment: Pregnancy and maternity: Marriage and civil partnership: Religious belief:
21	How will you mitigate any potential discrimination that may be brought about by your policy or project that you have identified above?	The Damp and mould policy has several measures included to ensure there are no negative consequences of its implementation. The policy will be monitored and reviewed every 2 years. Contractors are required to comply with the council's safeguarding policy when carrying out jobs and work within the Contractors Code of Conduct. All staff receive equality and diversity training.		
22	Do any negative impacts that you have identified above impact on your service plan?	Y	N	

Signed by completing officer	Gilly Knight
Signed by lead officer	Karen Thorburn

CAB3511(H)
CABINET COMMITTEE: HOUSING

REPORT TITLE: SOCIAL HOUSING REGULATION CONSUMER STANDARD
IMPROVEMENT PLAN

23 JULY 2025

REPORT OF CABINET MEMBER: Cllr Mark Reach Cabinet Member – Good Homes

Contact Officer: Simon Hendey Tel No:01962 848 Email
shendey@winchester.gov.uk

WARD(S): ALL

PURPOSE

The purpose of this report is to provide a detailed update on the progress in delivering the housing improvement action plan to achieve the consumer standards and address the regulatory judgement of the Social Housing Regulator. Cabinet Committee: Housing received a high-level action plan at its meeting in February 2025 (CAB 3479H). This report provides detail on the action plan progress and is the first of regular reports to Cabinet Committee: Housing on the journey to addressing the requirements of the regulatory judgement.

RECOMMENDATIONS:

Cabinet Committee: Housing is asked to.

1. Note the progress made in delivering the housing improvement plan.
2. Agree to receive regular updates on plan implementation at future meetings.

IMPLICATIONS:1 COUNCIL PLAN OUTCOME

1.1 Greener Faster

The Housing revenue account business plan has programmed the retrofit programme to achieve regulatory requirements for all the housing stock to attain EPC C by 2030.

1.2 Thriving Places

The impact of the regulatory work will not only ensure customers' homes are safe and of a good quality it will enable significant investment in the local economy thus facilitating thriving places.

1.3 Healthy Communities

The work to achieve the Regulator of Social Housing consumer standards will ensure that customers' homes are of a safe and good standard and helping to deliver healthy communities.

1.4 Good Homes for All

The housing improvement plan delivery will ensure that good homes are delivered for council's tenants.

1.5 Efficient and Effective

The housing improvement plan will ensure that the council delivers the Regulator of Social Housing consumer standards in the most efficient and effective means.

1.6 Listening and Learning

The council is sharing experience with other local authorities that have received regulatory judgements. The council has regular meetings with the Regulator of Social Housing so as to learn the best ways to achieve regulatory standards. The TACT board will help drive the housing improvement plan delivery. The housing service will use all the methods contained in the resident engagement strategy to help inform and engage with customers to ensure that the housing improvement plan is informed by customer input.

2 FINANCIAL IMPLICATIONS

- 2.1 All social housing landlords will be inspected as part of the regulatory regime within the next three years and will be expected to cover the full cost of regulation, including its expanded consumer standards remit and inspection regime. £45,000 has been budgeted to take account of our obligations within this regime in the 2025/26 HRA budget.
- 2.2 A Housing Quality Network self-assessment of the Safety and Quality consumer standard was carried out and identified gaps in what is expected in some areas of the new consumer standards
- 2.3 Associated ongoing costs within the compliance improvement plan have been reviewed and built into the HRA business plan and proposed budget for 2025/26, as considered and agreed at Cabinet in February 2025. This includes £400,000 per annum in the HRA revenue budget; £150,000 per annum in the HRA capital programme for additional major works identified within annual survey work; and £6m in the capital programme between 2025/26 and 2027/28 for potential fire compartmentation remedial works.
- 2.4 A cost identified from our internal self-assessment work is the requirement to carry out full stock condition surveys across all the HRA housing stock. Best practice sector advice is that cloning data or only carrying out external inspections are not an acceptable or a reliable approach. To meet these standards, the HRA will require additional resource and funding for both the immediate and longer-term needs. A stock condition survey has been commissioned to catch up on the required condition data for all HRA homes and £275,000 has been included as a one-off budget in 2025/26 to fund this. Going forward, a rolling-programme of surveys will be undertaken, and this on-going cost will be funded from existing resources.

3 LEGAL AND PROCUREMENT IMPLICATIONS

- 3.1 The Social Housing Regulation Act 2023 largely came into effect on 1 April 2024 through amendments to the Housing and Regeneration Act 2008. The purpose of the 2023 Act is described as to “reform the regulatory regime to drive significant change in landlord behaviour”.
- 3.2 The changes brought in by the 2023 Act include a new power that enables the Regulator of Social Housing to require landlords to produce performance improvement plans where there has been a failure to meet the safety and quality consumer standards, and as an alternative to the imposition of fines and other penalties.

- 3.3 The Regulator's published statutory guidance under s215 of the 2008 Act makes it clear that all registered providers are expected to identify problems and take appropriate corrective action to resolve them. The guidance forms part of the updated statutory framework.
- 3.4 The self-reporting process and the action plan and governance arrangements are intended to deliver changes and improvements to achieve the regulatory consumer standard without the need for enforcement action by the Regulator.
- 3.5 All procurement activity associated with delivering the improvement plan will be carried out with the support of the Procurement Team and in accordance with Contract Procedure Rules and relevant legislation.

4 WORKFORCE IMPLICATIONS

Availability of suitably qualified staff to deliver the housing improvement work plan is a challenge. The service has restructured to establish dedicated teams to deliver compliance activity and where recruitment proves difficult agency staff will be secured on an interim basis.

5 PROPERTY AND ASSET IMPLICATIONS

- 5.1 The main element of the housing improvement plan is aimed at achieving the compliance requirements of the safety and quality consumer standard. The plan includes a stock condition survey to ensure up to date information is available on the condition of the council's housing stock.

6 CONSULTATION AND COMMUNICATION

- 6.1. Delivery and development of the improvement plan will be subject to regular consultation and communication. The housing improvement workshops that are organised in various locations across the district allow customers direct input into the plan.

7 ENVIRONMENTAL CONSIDERATIONS

- 7.1. The housing improvement plan and compliance activity will address environmental considerations. For example, better knowledge of the council's housing stock will enable commissioning of works that will reduce impact on the natural environment as well as work to reduce the carbon footprint of the housing stock.

8 PUBLIC SECTOR EQUALITY DUTY

8.1 As this is a high-level improvement plan there are no direct public sector equality duty considerations stemming from this report.

9 DATA PROTECTION IMPACT ASSESSMENT

None.

10 RISK MANAGEMENT

Risk	Mitigation	Opportunities
Financial Exposure The costs of the proposed action plan and contingency to address regulatory requirements will be additional cost to the Housing Revenue Account	Underspend in the 2024/5 HRA are being used to fund immediate compliance work Costs have been built into HRA 2025/6 budget and HRA business plan.	
Legal -primarily exposure to enforcement action by the Regulator. Following inspection by the social housing regulator there are a range of measures available to them depending on the outcome of their assessment	The action plan provides the council with a clear course of action to address regulatory requirements. These plans will need to be considered by the Social Housing Regulator and robust governance to ensure they are implemented. There will now be monthly progress reports with the regulator to demonstrate progress.	Planned early engagement with the RSH work in a co-regulatory manner to ensure compliance is achieved
Innovation Innovation could be stifled in the light of achieving regulatory requirements	Several local authority registered providers have already been inspected by the regulator or made self-referrals and therefore the	Learning from other registered social housing providers as part of the improvement process

	council can learn from peers who have already taken this action	
Reputation	Early engagement with Regulator of Social housing	Engagement with all key stakeholders to focus on
Achievement of outcome	Investment in training & skills needs across HRA sourcing where required external competent persons	
Lack of adequate resources	Adequate resources built into the HRA budget 2025/6 and onwards	
Loss of resource	Ensuring workload is appropriate for existing staff with support as needed alongside training & success planning.	Succession planning – looking at opportunities for bringing in trainees/apprenticeships

11 SUPPORTING INFORMATION:

11.1. Cabinet Committee: Housing received a report (CAB3479H) at its meeting on the 3 February 2025, setting out the self-assessment against the Regulator of Social Housing consumer standards. It included the findings of the self-assessment work that been undertaken and a proposed action plan to address the shortcomings in relation to the Safety and Quality consumer standard.

11.2. On the 30 April 25 the Regulator of Social Housing published their judgement:

“there are serious failings in how Winchester City Council is delivering the outcomes of the consumer standards and significant improvement is needed, specifically in relation to outcomes in our Safety and Quality Standard and the Transparency, Influence and Accountability Standard. Based on this assessment, we have concluded a C3 grade for Winchester City Council.”

- 11.3. Although the Regulator identified the failings it was also recognised that the Council had:

“engaged constructively with us since its self-referral and is taking steps to address the failures identified. This includes work to complete improvements to systems and processes for the delivery and oversight of legal health and safety requirements. It also has plans to complete a full stock condition survey of its home”

- 11.4. The council will be holding regular monthly meetings with the Regulator of Social Housing to enable them to assess performance against the improvement plan to achieve the consumer standards.
- 11.5. This report provides an update on progress against the housing improvement plan since last reported to Cabinet Committee Housing in February 2025. Of the 80 actions 20 have been completed. There are 31 actions where there has been minor slippage and revised milestone dates set. All actions are in progress. Appendix A contains the housing improvement plan as of end of June.
- 11.6. Of particular importance is the progress made in relation to compliance. The work is a tier one project and as such is reported to Overview and Scrutiny committee and on to Cabinet Committee quarterly. This report provides the opportunity to investigate the work on compliance in more detail. Appendix B provides the achievements as at end of June against the six main compliance areas.

12 OTHER OPTIONS CONSIDERED AND REJECTED

- 12.1. Following the regulatory judgement there is no alternative to progressing an improvement plan.

BACKGROUND DOCUMENTS:-

Previous Committee Reports:-

CAB3479(H) Social Housing Regulation 3.2.25

Other Background Documents: -

APPENDICES:

Appendix A – Housing improvement plan.

Appendix B – Compliance performance

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Appendix A- Housing Improvement Plan

Action	Lead	Date	Revised target date	Status	June 2025 Update
Governance and assurance					
Recommendation 1 – Establish governance and assurance structure Establish an appropriate governance and assurance structure to provide effective oversight of compliance and building safety	Simon Hendey Gillian Knight	Feb-25		complete	Reported monthly to PAC Board as a Tier 1 project. Compliance reporting will be reported to Overview & Scrutiny committee & Cabinet on a quarterly basis from effect Q2 2025. Updates against this plan will be reported quarterly to Cabinet committee housing.
Recommendation 2 – Compliance awareness session. The Leadership Team, Board, and key individuals of WCC should undertake a detailed property compliance training session to gain a more thorough understanding of the compliance obligations and how to provide more effective oversight, scrutiny, and challenge of compliance performance.	Simon Hendey	End of June 25	Jun-25	Minor slippage	Proposed training date for in person leadership training -4th July. Awaiting confirmation of evening training session for members/TACT Board.
Data validation					
Recommendation 3 – Data Validation. Undertake a data validation exercise across asset data and compliance areas to gain assurance around all property assets, compliance programmes and records. This exercise is best completed by an independent third party to ensure a robust methodology is used and appropriate challenge is given.	Adrian Wilgoss Sarah Hobbs	Mar-25	Jun-25	On track	reviewed data validation plan across all compliance work streams, going to plan but have had to move target dates as there is follow up work to updates systems information. There are regular validation plan meetings to review progress. Domestic elec and both communal and domestic asbestos data validation is going well and information to be updated in Keystone. 10/6 - dwelling above a garage block has been identified through data work - Orchard & Keystone have been updated to ensure property will be picked up as part of stock condition survey pilot programme. Electrical & asbestos to be updated into Keystone to enable system driven KPI reporting this will include lift safety & Gas safety for review & validation to improve efficiencies.
Data validation - Establish a formal, regular and documented reconciliation process to ensure asset and compliance data remains accurate and up to date.	Adrian Wilgoss Heather Gibson	Mar-25	Sep-25	On track	reviewed data validation plan across all compliance work streams, going to plan but have had to move target dates as there is follow up work to updates systems information. There are regular validation plans meetings to review progress. Domestic elec and both communal and domestic asbestos data validation is going well and information to be updated in Keystone. Monthly reconciliation across Orchard & Keystone.
Data validation - Implement a process for tracking and monitoring the follow-up actions deriving from your compliance programmes. Each action should be documented, and you should be able to evidence that the action has been completed.	Adrian Wilgoss	Mar-25	Sep-25	On track	Process needs to be devised to enable regular property data review to ensure Orchard and Keystone systems mirror this data accurately. 10/6/25 - Manual process currently capturing detail on spreadsheets. Water hygiene programme in progress and will develop follow on actions reporting. C1 & C2 are carried out EICR documentation supports this. C3 actions not being robustly managed currently -plans to resolve this through compliance systems. Cannot confidently say how many properties we have that have C3 actions outstanding for RCD protection - do not have technology currently to read PDF certificates. Gas LGSR actions - jobs are raised and will be checked at following annual check. Asbestos actions - asbestos surveys have commenced and data will update in Keystone that survey has happened. remedial actions following Reg 4 surveys will be managed manually on a spreadsheet. Fire - FRA actions are held on a spreadsheet exported from Contractor system. Still trying to secure resource to support this work. Lift actions captured through Orchard as repair orders LOLER requirement and will include descriptions. New way of working- system driven report will be run to check jobs as part of validation. Can include outstanding Temple jobs for lifts.
Recommendation 4 – Sample records audit. Undertake a sample audit of inspection records across all programmes, to ensure that your documentation matches the information recorded within your systems.	Adrian Wilgoss	Jan-26		On track	consistent for gas, elec and lifts due to external scrutiny and best practice to be included into our policy and procedures work. The docs will be on achieving this for the big 6 compliance areas. one off sample checking in some Suggest we have a consultancy 3rd party arrangement for this area and there are external providers to enable this. this is expected to cost around £100k per annum. AW to discuss with KH re budget and discuss with policy review consultants.
Recommendation 5 – Manual processes Ensure all compliance programmes and actions are system driven in the same way your gas servicing programme is, this will reduce manual processes such as the transfer of programme spreadsheets to your contractors, to reduce the risk of human error. Consider how manual processes can be reduced generally.	Adrian Wilgoss	Jan-26		On track	Market engagement in progress to identify suitable compliance system to capture, record, track & report against all compliance related activities.
Recommendation 6 – Control and Ownership of Data Work towards holding data internally to reduce reliance on contractors portals to manage programmes and record evidence and increase assurance on programme accuracy.	Adrian Wilgoss	Jan-26		On track	Market engagement in progress to identify suitable compliance system to capture, record, track & report against all compliance related activities.

Reporting					
Recommendation 7 – Compliance reporting. Update the reports to include: Ensure each compliance area is included within the scorecard, and that each area clearly identifies what the compliance obligations are (i.e., fire risk assessments, asbestos reinspection surveys, lift thorough inspections, and so on).	Sarah Hobbs	Mar-25		Complete	Compliance reporting template provided by Penningtons being used for monthly reporting.
2. Include a performance indicator to state whether each area is or is not compliant, to clearly identify your position to the reader.	Adrian Wilgoss David Lindsay Steve Finney	Mar-25		Complete	Compliance reporting template provided by Penningtons being used for monthly reporting.
3. Include trend analysis against each area to demonstrate whether there has been an upward or downward trajectory in performance since the previous reporting cycle.	Adrian Wilgoss David Lindsay Steve Finney	Mar-25		Complete	Compliance reporting template provided by Penningtons being used for monthly reporting.
4. Include a forward outlook to highlight the number of properties due for an inspection within the next 30-90 days and any upcoming risks of non-compliance.	Adrian Wilgoss David Lindsay Steve Finney	Mar-25	Jun-25	Minor slippage	Whilst data is known, an access process needs to be devised- YA, AW and LD to discuss
5. In addition to performance with your legal obligations, highlight the number of follow up actions outstanding for each area.	Adrian Wilgoss David Lindsay Steve Finney	Mar-25	Jun-25	On track	Format for reporting follow on works being reviewed - teams being asked to report monthly on this
6. Provide supporting narrative for non-compliance and outstanding follow up actions. This information should include an explanation of the current position, corrective action required and the anticipated impact of the corrective action. Follow up actions should be documented to clearly identify the number outstanding and overdue, and highlight the risks associated with the outstanding actions.	Adrian Wilgoss David Lindsay Steve Finney	Mar-25	Jun-25	On track	Format for reporting follow on works being reviewed - teams being asked to report monthly on this. Narrative requested as part of monthly reporting
Policies & Procedures					
Recommendation 8 - Policies. Undertake a policy principle and strategic direction workshop for each compliance area to develop and finalise each policy. Ensure these sessions include the necessary strategic leaders and have technical input from operational staff. The purpose of the sessions is for leaders and stakeholders to agree strategic decisions as part of each policy's development. Following the workshops, produce a new suite of documents using a consistent approach and layout. The compliance policies should be approved by the Executive Team/Cabinet through a formal approvals process and reviewed formally every two years thereafter (or sooner if there is a change in applicable legislation or guidance)	Sarah Hobbs Adrian Wilgoss	Mar-25	Sep-25	On track	Contract award in place for Penningtons to deliver suite of updated policies and procedures for all compliance workstreams (gas, electric, lifts, water, asbestos, fire). Policy workshop scheduled for mid June
Recommendation 9 – Process maps and procedures Once your policies are finalised, ensure there is a suite of process maps and procedure documents for each compliance area. Process maps should detail each stage and those responsible for the delivery, to ensure each process is effective and efficient. Procedures should then be developed to provide the written narrative for each of the process maps. Operational staff should have their input on the key stages and responsibilities for operational delivery.	Sarah Hobbs Adrian Wilgoss	Mar-25	Sep-25	On track	Contract award in place for Penningtons to deliver suite of updated policies and procedures for all compliance workstreams (gas, electric, lifts, water, asbestos, fire). Policy workshop scheduled for mid June
Structure					
Recommendation 10 – Structure. Review the structure and the resources required to ensure there is optimal capacity for discharging your duties. Consider all areas, and any temporary and permanent resource or external support required to fulfil the recommendations from this report.	Yvonne Anderson	Apr-25	Jul-25	On track	ELB have approved Building Safety roles. Recruitment to H & S Officer and Coordinator roles anticipated to be completed by end of June 2025.
Training and qualifications					
Recommendation 11 – Training and qualifications 1. Develop a training matrix to specify the training, competence and qualification requirements for all employees responsible for oversight and delivery of compliance and building safety programmes. This will identify gaps and ensure training and competence is kept up to date. 2. Undertake a competency building programme over the next 12 months to increase staff competencies and fill any knowledge gaps. Consider the Level 4 VRQ in Asset and Building Management Compliance, or equivalent for managers and operational leads. Also consider subject specific training for staff with duties in specific areas of compliance.	Yvonne Anderson	Jan-26		On track	Training matrix to be developed alongside discovery & gap analysis work
Contract management					
Recommendation 12 – Contract management 1. Escalate the appointment of a new fire safety contractor as a matter of urgency. Consider whether this can be done via a waiver under your contract and procurement regulations	Adrian Wilgoss	End of Jan 25		complete	FRA programme in place & mobilised.
2. Apply a consistent approach to contract management for all contractors. There should be regular performance meetings, with frequencies relative to the works programmes.	Adrian Wilgoss David Lindsay Stephen Finney	End of Jan 25	Sep-25	On track	
3. All contractor meetings should be formally documented with a set agenda, minutes, and action plans produced from the meetings.	Adrian Wilgoss David Lindsay Stephen Finney	End of Jan 25	Sep-25	On track	
4. Ensure routine documented competency checks are completed on contractors (at least annually), and for any changes in contractor personnel.	Stephen Finney Adrian Wilgoss David Lindsay	Jan-26	Sep-25	On track	
5. Migrate data and records from contractor systems to WCC where possible to re-establish full control, ownership and accountability for all compliance programme data and ensure programmes are driven by WCC.	Adrian Wilgoss	Jan-26		On track	

Resident engagement					
Recommendation 13 – Resident engagement					
1. Implement a formal and coordinated approach to informing residents about each area of compliance. Develop upon your communications plan to structure how and when information will be provided. Utilise a range of channels for communication and consider how you intend to inform harder to reach groups, such as those without internet access, where English is not their first language, or those with disabilities and impairments.	Adrian Wilgoss Steve Finney Faiza Hassan Charlotte Bailey Yvonne Anderson	End of June 25	Jul-25	On track	
2. Include consideration of the legal fire and building safety requirements under the Fire Safety (England) Regulations 2022 and Building Safety Act 2022	Adrian Wilgoss Steve Finney Faiza Hassan Charlotte Bailey Yvonne Anderson	End of June 25	Jul-25	Minor slippage	
Audit					
Recommendation 14 – Internal audit					
Implement an internal audit regime which examines your adherence with relevant legislation and ensures there are controls in place to deliver programmes for each compliance area. Undertake this process at least every two years, in line with industry best practice.	Gillian Knight	Jan-26		On track	
Recommendation 15 – Technical audits					
Implement 100 per cent desktop quality assurance checks of compliance records for all areas of compliance, to provide assurance that certification has been completed and follow up works have been processed correctly.	Adrian Wilgoss	End of July 2025	Sep-25	On track	
Recommendation 16 – Third party auditing					
Implement a third-party technical auditing regime across all compliance areas to undertake sample checks on field work and desktop reviews on records. The auditor(s) should be competent and appropriately accredited.	Adrian Wilgoss	Jan-26		On track	
Gas and heating safety					
Recommendation 17 – Gas and heating safety					
1. Ensure landlord gas safety records are displayed in a prominent position in the communal areas of buildings (or provided to each resident) served by a communal gas boiler, in accordance with Regulation 36 (7) of the Gas Safety (installation and Use) Regulations 1998.	David Lindsay Fiona Churcher	Mar-25		Complete	
2. Document your access process to align with the process being used by staff and contractors. Any forced access should be first discussed with your legal team, clearly documented in the policy and procedures and used only as a last resort. Any decision for forced access should have sign off at leadership level.	Yvonne Anderson	Mar-25	Sep-25	On track	
3. Establish a procedure for following up with new tenancies to ensure that gas meters are not uncapped without your knowledge.	David Lindsay	Mar-25	Sep-25	On track	
4. Monitor properties not currently connected to the gas mains network, to ensure a gas supply has not been installed without your knowledge. Monitoring can be cross referenced with Cadent's XO Serve system to identify properties on the network.	David Lindsay	Jan-26		On track	
5. Establish programmes for servicing alternative heating installations (ground source heat pumps, air source heat pumps, etc.) in accordance with the manufacturers' recommendations.	David Lindsay	End of June 25		complete	
6. Ensure you can evidence all properties have smoke and carbon monoxide detectors installed where required, in accordance with the Smoke and Carbon Monoxide (Amendment) Regulations 2022. This should also include properties not on your gas programme.	Heather Gibson Adrian Wilgoss David Lindsay	Jan-26		complete	
Demonstrate this assurance through system-based monitoring of all assets.	David Lindsay				
Review policy decision around installing and interlinking carbon monoxide detectors in properties where the main source of heating is gas	Adrian Wilgoss	Sep-25		On track	
Electrical safety					
Recommendation 18 – Electrical Safety					
1. Investigate the reasons why not every property is on the electrical programme and ensure that all properties with an electrical installation are on programme.	David Lindsay Adrian Wilgoss Heather Gibson	01-Feb-25	31-Mar-25	complete	
2. Ensure you are meeting legal requirements under the Housing Act 2004 (free from Category One hazards) and Landlord and Tenant Act 1985 (Rented properties are safe at the start and throughout each tenancy). As a priority, seek access for the eight 'high-risk' properties that have never had an electrical inspection, to ensure the installation is safe to use	David Lindsay Laura Doyle	End of Feb 25		complete	
3. Reconsider your access process. Best practice would be to mirror the stages of a reliable gas process, with three scheduled and recorded no access attempts, and an escalation procedure which includes tenancy investigations ending in controlled/ legal intervention.	Yvonne Anderson	Mar-25	Sep-25	On track	
4. Ensure there is an interdepartmental approach to assist with tenancy issues that may be preventing the completion of an inspection (i.e., Housing management teams to assist with hoarding and clutter within tenanted properties).	Laura Doyle David Lindsay	Mar-25	Sep-25	On track	

Fire safety					
Recommendation 19 – Fire safety 1. Ensure that you can demonstrate all buildings not on the fire risk assessment programme are not in scope of the Regulatory Reform (Fire Safety) Order 2005. The recommended approach is to commission a competent fire risk assessor to visit the buildings and determine whether they are within scope. Obtain written confirmation for buildings not in scope. 2. Consider introducing Type 3 fire risk assessments rather than Type 1 as good practice approach to provide a more detailed block assessment, factoring in a sample of the homes within the blocks. 3. Ensure actions are completed within a reasonable timeframe, and there is sufficient funding and resource to complete actions deriving from the fire risk assessments. 4. Ensure that all actions follow a quality assurance and approval process. Competent individuals should ensure that each action is allocated to the correct departments/contractors and then on completion actions are closed by these individuals only when sufficient supporting evidence is provided. There should be evidence and an auditable trail to support each closed action. 5. Ensure that you have access to the Safety Culture (contractor's system) once the current contract ends or migrate the data onto an appropriate system for fire risk actions. 6. Procure fire risk assessor contractors without delay to ensure you have a full suite of FRA's in place for all properties falling within the scope of the Regulatory Reform (Fire Safety) Order 2005. 7. Revise your FRA tracker to ensure that all properties requiring an FRA are captured regardless of whether or not remedial actions are identified. 8. Ensure building safety case reports are in place for specific blocks of 18m or above in line with your obligations under the Fire Safety (England) Regulations 2022. 8. Ensure resident engagement strategies are in place for specific blocks of 18m or above in line with your obligations under the Fire Safety (England) Regulations 2022. 9. Implement a fire door inspection programme to include communal fire doors being inspected quarterly and flat front doors being inspected annually in line with your obligations under the Fire Safety (England) Regulations 2022. 10. Ensure one version of the truth for all fire alarm and emergency light testing across all HRA stock to include temp accommodation & sheltered 11. Full M & E review of all fire alarm systems across HRA stock	Adrian Wilgoss	By July 25		complete	
	Adrian Wilgoss	By July 25		complete	
	Adrian Wilgoss Stephen Finney	High-Oct 25 Medium-Jan 26 Low - June 26	Ongoing	Minor slippage	
	Adrian Wilgoss Stephen Finney	High-Oct 25 Medium-Jan 26 Low - June 26	Ongoing	Minor slippage	
	Adrian Wilgoss	Jul-25		Complete	
	Adrian Wilgoss	End of Feb 25		Complete	
	Adrian Wilgoss Stephen Finney	Aug-25		Minor slippage	
	Adrian Wilgoss Faiza Hassan	Jun-25	Jul-25	Minor slippage	
	Adrian Wilgoss Faiza Hassan Yvonne Anderson Stephen Finney	Jun-25	Jul-25	Minor slippage	
	Adrian Wilgoss	End of June 25		complete	
	Adrian Wilgoss	Jun-25		On track	Identified new action to track through service improvement work. Need to ensure all data is visible and held within systems.
	Adrian Wilgoss	Mar-26		On track	Will require specialist resource to complete this activity
Asbestos management					
Recommendation 20 – Asbestos Management 1. As a best practice recommendation, consider implementing an approach to surveying your all stock with the target of achieving 100 per cent of surveys, to provide complete oversight of the locations, types, and conditions of ACMs across portfolio. We recommend a programme of management surveys for all void properties and percentage of tenanted properties each year. 3. Ensure actions are completed within a reasonable timeframe, and there is sufficient funding and resource to complete actions deriving from the asbestos surveys. 4. Ensure your asbestos register is fully updated to include results from all previous and newly received surveys. 5. Ensure there is an approved Asbestos Management Plan in place. Review domestic asbestos data and remove any data that does not constitute a full management survey	Adrian Wilgoss	Apr-26		On track	
	Adrian Wilgoss	Jun-26		On track	
	Adrian Wilgoss Heather Gibson	Dec-26		On track	
	Adrian Wilgoss	Mar-25	Sep-25	On track	
	Adrian Wilgoss	May-25	Jun-25	Minor slippage	10/6 - have data that needs to go into Keystone. Need to agree approach to cleansing & updating cloned data within system. Potentially will need to delete cloned data one by one to ensure no wider impacts to data & systems - this is actively being investigated.
	Adrian Wilgoss	May-25	Jun-25	Minor slippage	
Water hygiene					
Recommendation 21 – Water Hygiene 1. Ensure all properties requiring a risk assessment are on programme. For properties not on programme, ensure there is evidence to support this decision 2. Establish risk assessment and remediation programmes for your domestic properties. Consider your approach to risk assessing your domestic properties, ensuring it is practicable and proportionate in managing the risk. A risk-based approach would be more appropriate which targets high risk installations, properties with vulnerable occupants, risk assessing void properties, and developing your lettable standing to include removal of high-risk installations and flushing regimes.	David Lindsay	Jan-26		On track	
	Adrian Wilgoss	Jun-26		On track	

Lift safety					
Recommendation 22 – Lift safety					
1. Ensure the compliance team has more managerial control of the LOLER through inspection programme and formalise meetings with the lift contractor.	David Lindsay	End of Mar 25	Jun-25	Minor slippage	10/6 - awaiting contract set up. Will implement quarterly minuted meetings with monthly operational meetings to manage the lift contractors.
2. Ensure there is full assurance that WCC has no responsibility for the inspection and maintenance of any domestic lifts installed within your properties. If this investigation results in responsibilities, ensure the inspection and servicing regimes are in place.	David Lindsay Heather Gibson	Mar-25		Complete	
Direct approach to get costings for minimum of 3 quotes for external supplier to carry out full stock condition surveys				Jun-25	complete
Need to confirm future state asset system-request 5 reference sites	Faiza Hassan	Jun-25	Sep-25	on track	
Demo from Penningtons	Sarah Hobbs	End of Jan 25	To be reviewed	Not required	
set up project team to mobilise this work	Sarah Hobbs	Feb-25		complete	
Detailed brief required for stock condition surveys	Faiza Hassan	Mar-25		complete	
Agree approach for mobilising stock condition surveys	Faiza Hassan			complete	
Mobilise stock condition surveys	Faiza Hassan	Jun-25		Minor slippage	
Recommendations from Penningtons compliance healthcheck					
Begin immediately					
Begin within 1 month					
Begin within 3 months					
Begin within 6 months					

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Appendix B Compliance Performance

Tenant Satisfaction Measures - Compliance Safety Checks

Reporting date: May-25

Domestic properties:		Asset Summary				Performance					Trend analysis	Outstanding follow on works
Communal blocks:			Total Properties	Not on programme	On programme	Compliance	Non-compliance	Due within 30 days	Dwellings at risk	Performance %		
Gas Safety Checks	BSO1	Communal blocks	5		5	5	0			100.00%	→	
		properties with a communal boiler										
		dwellings served by a communal boiler										
		Domestic dwellings										
		Dwellings requiring a gas service	4491		4491	4489	2			99.96%	↑	Progress on previous overdue servicing in April both completed, the two now overdue expired in May
	INT01	Dwellings managed by a third party	38									
		Capped dwellings										
		potential for gas	220									Further validation has reduced the number reported in April, we are sending consultation letters out to residents, currently thought to have a potential for gas, in June
		Commercial properties(shared plant rooms)										
		Properties requiring a gas service	5		5	5	0			100.00%	→	
Fire Safety checks	BS02	Communal blocks										
										47.73%	↑	The FRA programme is progressing and remains on target, so this KPI will improve month on month until completion of the programme. 12 high risk actions open, 3 closed and 9 are work in progress. 519-medium risk and 1175 low risk actions.
		Blocks requiring an FRA	308		308	147	161					
		Owned dwellings within the blocks	1989									
Asbestos Safety checks	BS03	Blocks managed by a third party										
		Communal blocks										
		Blocks requiring an asbestos survey	292		292	0	292			0.00%		The annual Duty to Manage (DTM) inspections have been mobilised and will be carried out in June and July
		Owned dwellings within the blocks	1689									
Water Safety checks	BS04	Blocks managed by a third party										
		Communal blocks										
			18		18	18				100%	→	We are carrying out validation inspections of all blocks not in programme and expect the number of properties requiring an LRA to increase as a result. No outstanding actions in reporting month.
		Blocks requiring an LRA										
	INT04	Owned dwellings within the blocks	141									
		Blocks managed by a third party										
		Domestic dwellings										
		Total dwellings requiring an LRA										
Lift Safety checks	BS05	Commercial properties										
		Properties requiring an LRA										
		Communal blocks(passenger lifts only)										
		Blocks requiring a LOLER inspection survey	40		40	39	1			97.50%	↓	we currently have 1 passenger lift out of service and therefore the LOLER inspection cannot be done. 3 remedial lift actions outstanding - 1 of which is lift out of service.
		Owned dwellings within the blocks	495									
		Blocks managed by a third party										
Electrical Safety Checks	BS06	Domestic dwellings (stairlifts/through floor lifts)										
		Properties requiring an annual service	132		132	120	12			90.91%	→	No success on access for the 12 overdue stairlift inspections in the last month, we continue to pursue steps for access for these properties
		Communal blocks										
			292		292	285	7			97.60%	↓	Our main contractor for these went in to liquidation earlier in 2025 and the new supply chain arrangements are settling in, these overdue electrical checks have been scheduled with the new contractor
		Blocks with a communal supply										
		Dwellings served by a communal supply										
		Domestic dwellings										
		Total dwellings requiring an electrical test	5120		5120	5015	105			97.95%	↓	Since the April report 13 of those reported overdue then have been resolved, however a further 14 have become overdue in May
		Dwellings managed by a third party	1		1	1				100.00%	→	
		Domestic Dwellings - Smoke and CO Tests										
		Properties requiring a smoke detector check	5131		5131	5126	5			99.90%	↓	Continued access issues, risk is low
		Properties requiring a carbon monoxide detector check	4772		4772	4759	13			99.73%	↓	These will be picked up during the annual LGSR programme

Trend analysis key:	↑	Performance has improved
	→	Performance remains unchanged since last reporting period
	↓	Properties have become non compliant since last reporting period

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