

REPORT TITLE: HOUSING REPAIRS AND MAINTENANCE POLICY

11 FEBURARY 2025

REPORT OF CABINET MEMBER: Chris Westwood, Cabinet Member for Housing

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WARD(S): ALL

PURPOSE

The four-housing repair and maintenance polices for review have been updated or introduced to support the current procurement of the of council housing repair and maintenance redesign contract to help provide improvements in customer satisfaction and efficiency of delivery.

The policies supported by service procedures will provide a foundation to ensure compliance with laws and regulations, consistency and fairness, mitigate risk and liability and improve customer communication.

RECOMMENDATIONS:

That the policy committee are asked to review and comment upon the proposed four policies attached.

1. Disabled Adaptations Policy
2. Housing Repairs And Maintenance Policy
3. Housing Repairs Recharge Policy
4. Managing Damp And Mould

1 RESOURCE IMPLICATIONS

- 1.1 The policy and consultation work are undertaken within existing staffing resources from the Housing Revenue Account with budget in place to deliver on associated work within the polices.
- 1.2 The polices will be taken for formal adoption in a report to Cabinet Committee: Housing in July 2025 to include legal and financial assessment.

2 SUPPORTING INFORMATION:

Background.

- 2.1 The four polices have been updated or introduced to support the current procurement of the of council housing repair and maintenance redesign contract to help improve customer communication, satisfaction levels and efficiency of delivery.

2.2 Polices for Review and Comment.

Disabled Adaptions Policy.

The updated policy proposes an approach to ensure the needs of those living with disabilities are met to allow them to stay safe and live independently at home for longer. The policy also operates in conjunction with the council's allocation policy to support those to move to a more appropriate home when it is not suitable or cost effective to carry out property adaptations. The policy sets a benchmark of £ 6,000 for major adaptations with alternative approaches to help meet housing need investigated on a case to case to basis by the housing adaptations panel.

Housing Repairs and Maintenance Policy.

The policy sets out the council's approach for the delivery of housing repairs and maintenance. The policy reflects responsive repairs and 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 aims to meet all the council's statutory and regulatory repair and maintenance requirements within a value for money context.

Housing Repairs Recharge Policy.

The policy aims to reduce the cost of repair works that are not considered to be a landlord responsibility. The policy introduces a framework for recharging

tenants and sets out examples of the type of repairs to be recharged it includes an appeal process to manage disputes.

The policy refers to tenant and landlord responsibilities as set out in the Tenants Handbook.

Damp and Mould Policy

The policy and associated procedure provide a framework for staff to effectively deal with reported damp and mould problems. The policy 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 in relation to the provision of a “healthy and safe” home.

The policy also contains a chapter for Private Sector Housing tenants.

2.3 Consultation

2.4 In May 2024 a survey relating to the repairs service was sent to all council tenants, leaseholders and shared owners who hold an email address to be completed on-line and a paper copy sent to those without an email address. There were 823 responses to the survey, reflecting a 13% return rate.

2.5 A series of workshops were carried out with residents across the Winchester district and 135 residents expressed an interest to attend with a total of 17 residents attending. Four workshops were hosted for housing staff and 41 staff members attended. A workshop was hosted for elected members and 11 councilors attended.

2.6 The survey and workshop consultation were predominantly to support the early work of the procurement of the council housing repair and maintenance redesign service, but the feedback and outcomes captured from surveys and workshops informed the formulation of several of the policies.

2.7 A further tenant consultation program on all four of the draft policies is set to begin this month through various tenant engagement opportunities.

3 OTHER OPTIONS CONSIDERED AND REJECTED

No other options have been considered and rejected as it is a requirement to have appropriate service policies 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.

BACKGROUND DOCUMENTS:

Previous Committee Reports:

[Economy and Housing Policy Committee - Tuesday, 17th September, 2024 6.30 pm](#)

[Agenda for Cabinet on Wednesday, 20th November, 2024, 9.30 am - Winchester City Council](#)

Other Background Documents:

None

APPENDICES:

Appendix 1 Disabled Adaptions Policy.

Appendix 2 Housing Repairs and Maintenance Policy.

Appendix 3 Housing Repairs Recharge Policy.

Appendix 4 Damp and Mould Policy