

Together we are delivering your

# New Somerset Council

---

## All Members Briefings – Session 2

LGR Housing 1 – Housing Landlord Function sub-workstream

02 February 2023



# Agenda:

<b>30mins</b>	<b>Compliance (incl. Building and Resident Health &amp; Safety Strategy)</b>
<b>20mins</b>	<b>Development &amp; Regeneration</b>
<b>20mins</b>	<b>Decarbonisation</b>
<b>20mins</b>	<b>Repairs &amp; Maintenance and Capital Programmes</b>

# Compliance

## The “Big 6”

### **Gas (Heating) Safety**

- Boiler safety - domestic and communal
- Smoke and carbon monoxide detectors
- Other heating systems
- Carbon burning components e.g. open fires, log burners etc.

### **Electrical Safety**

- 5 year electrical installation condition report – domestic and communal
- Lightning conductors

### **Asbestos Management**

- Legal duty – locate and regularly inspect asbestos in communal areas
- Overarching duty – minimise risk of contact with asbestos containing materials
- Best practice – Management Surveys of all domestic homes

# Compliance

## The “Big 6” continued

### **Water Safety (Legionella Control)**

- Risk assessments
- Temperature checks and flushing

### **Lift Safety**

- Statutory inspections and servicing
- Passenger lifts, through floor lifts, hoist, stairlifts, other lifting equipment

### **Fire Safety**

- Fire Risk Assessments – actions
- Block Inspections and other safety checks
- Fire doors and fire door inspection
- Evacuation policies
- Relationship with Fire Service

## Second Tier Compliance

- Damp & Mould
- Radon
- Trees
- Play areas
- Automatic doors & barriers
- H&S

## Compliance Management

- Policies, procedures and systems
- Data management
- Assurance (3 lines of defence)
- Governance
- Competence
- Contract and Contractor Management

# Building and Resident Health & Safety Strategy

NM

## Background

The Grenfell Tower disaster has led to more stringent requirements for residential buildings including:

- 1) The Social Housing (Regulation) Bill (2022)
- 2) The Building Safety Act (2022)

## The Social Housing (Regulation) Bill 2022

This aims to increase protection for tenants and to clarify and strengthen their rights as tenants including:

- a) Broadening the remit of the Regulator of Social Housing (RSH)
- b) Strengthening consumer feedback regime
- c) Increasing transparency

Together we are delivering your

**New Somerset Council**

# Building and Resident Health & Safety Strategy

## The Building Safety Act 2022

Focus on higher-risk buildings case containing at least 2 residential units in England. The main provisions include:

- a) Definition of Higher Risk Buildings as 18 metres and/or 7 storeys.
  - ✓ One building within the new Council – Westfield House, Bridgwater
- b) Establishment of a Building Safety Regulator
- c) Competency
- d) Dutyholders – Accountable Person
  - ✓ Key roles
  - ✓ Building Assurance Certificate
  - ✓ Building Safety Case
  - ✓ Mandatory Occurrence Reporting
  - ✓ Resident Engagement Strategy
- e) Gateways and a “golden thread” of information



# Building and Resident Health & Safety Strategy

## The Building and Resident Health & Safety Strategy

- ✓ Savills jointly procured by Sedgemoor DC & Somerset West & Taunton working with Homes in Sedgemoor
- ✓ Covers all social/rented accommodation
- ✓ Seeks to maximise the safety of the buildings and the H&S of the residents who occupy these buildings as their home
- ✓ Establishes a framework to ensure the fulfilment of all legislative and regulatory requirements

## Accountability to Residents

- ✓ A focus on building capacity, capability and skills for effective scrutiny, challenge and positive engagement on matters of building and resident safety.
- ✓ Tenant Satisfaction Measures (TSM's)
- ✓ Tenant Engagement Strategy, Customer Complaint Procedure, the Housing Ombudsman and a positive culture of H&S



## The Next Steps

- SDC, SWT & HIS have worked together to complete a detailed action plan up to the end of March 2023
- Further work will be undertaken to ensure that the aims and objectives of the Strategy are met in full
- The Strategy has a number of further governance stages to complete:
  - ✓ 1st February 2023 – Service Alignment Improvement Board
  - 2nd February 2023 – LGR Programme Board
  - 6th February 2023 – SCC Executive/SLT
  - 2nd March 2023 – LGR Joint Scrutiny Committee
  - 15th March 2023 – Executive for adoption of Strategy

# Development & Regeneration

**Both SDC/HiS and SWT are Building a New Generation of Council Homes**

**Both have New Build Housing Programmes and Experience Delivery Teams**

Providing decent, appropriate, safe and thermally efficient modern homes to people who need our help, at a price they can afford, within the communities they want and need to live in

**Others Already Provide Affordable Housing - Why Build New Council Housing?**

- Are we going to see enough affordable homes over the coming years
- Delivering homes, the market fails to deliver - addressing local housing demands and needs [larger affordable homes, specialist housing, zero carbon .....]
- Investing into neighbourhoods where there has been little action in recent years
- Integral tool helping to modernise the council's existing housing stock
- Use/Access funding others cannot (RtBR) / 1:4:1 agreement
- Maintain stock numbers

[Replace stock lost by Right to Buy, replacing defective properties, Spread management and maintenance costs over more homes]

- Lead the Way for Others...quality, design standard, zero carbon housing

**Supporting Inward Investment & Delivery: Working With-Alongside Others**

- Market led development and planning gain (s106)
- Register providers [**Our Enabling Role**]
- Low Cost Home Ownership; and
- Private Rented Sector (Local Housing Allowance Rates)



**February 2020 – Official Opening at Alpha House in Highbridge**  
£500,000 redevelopment of redundant Council building providing seven affordable rented homes, representing the first new Council homes in the town in 35 years.

Together we are delivering your

## New Somerset Council

# Sedgemoor (HiS) Development & Regeneration

## Current Approved Program

147 new homes & £27.5m Investment

## Currently Work in Progress

271 new homes & £45.5m Investment

## 2017: Re-Boot: Still Important, Still Doing It

1. Regenerating, Repurposing, Recycling Existing Housing Stock
2. Redeveloping Redundant Local Authority Land

Continuous Area Regeneration Reviews, linked to Asset Management Plan and HRA Business Planning

## Evolving Routes to Delivery: Diversification

1. Area Regeneration Initiatives (JV's) - EDFe HF, Town Deal, Levelling Up
2. New Build Purchases – Local SME(s) & Volume Builders (grant-free s106)
3. The Bespoke Homes Initiative.
4. Land Acquisitions, Design and Build-n-Build Projects
5. Off the Shelf Purchase – New & Existing and Strategic RTB Repurchases
6. Community Owned Rural Partnership Project, Local Steering Group

[\[www.sedgemoor.gov.uk/affordablehousing\]](http://www.sedgemoor.gov.uk/affordablehousing)

## The Future - Ambition and Opportunity

Development to Date: Building within HRA

Outside the HRA , Maybe Even Commercial

Together we are delivering your

# New Somerset Council





# Sedgemoor (HiS) Development & Regeneration

DH

## Penlea House, Bridgwater

- £5.7m investment (SDC Loan and Homes England Grant)
- 6 flats uneconomically viable to maintain-repair - 33 x 1 & 2 Bed Flats.
- Inc 10 x GFF catering for wheelchair users.
- Designed - new technologies delivering highest spec, all-most carbon neutral
- Anticipated completion October 2024

## Sydenham Garage Regeneration Initiative

- £4.1m Investment (SDC Loan and Homes England Grant)
- Multi-site project under development delivering high spec, flexible homes
- Inc. 1 x 6-bed bespoke home.

## Bigwood and Staples in Bridgwater

- £4.2m Investment [SDC Loan, Homes England Grant, EDFe HF Subsidy]
- Supporting Bridgwater Town Regeneration Strategy
- Partnering with SME - Redevelopment of Derelict Town Centre Site [20yrs+]
- 29 Town Houses aimed at people requiring spare bedrooms [carers etc]
- Social Rent [£2m 2021-26 AHP Grant]
- Occupation June 2023

## Tuckerton Lane, Noth Newton

- Community Driven Rural Project
- Carbon Negative Homes

Together we are delivering your  
**New Somerset Council**



# SWT Development & Regeneration

- 1000 new affordable homes over 30 years (20% of stock by 2049)
- Stock renewal/replacement (ageing stock) impact of Right to Buy (c35 pa/1000 over 30 yrs)
- Regeneration – Support communities under stress – demolition, new build, refurbishment, intensive engagement
- Importance to the longer term Business Plan
  - Better stock
  - Zero Carbon Stock
  - 1:4:1 agreement on the use of RtB Receipts (40% subsidy)
  - Transitioned from acquisitions of buy backs to zero carbon new build





# SWT Development & Regeneration

- Large Regeneration Scheme (defective woolaway homes)
  - 5 phases – Master plan, Customer engagement
  - 230 New Homes
  - 27 refurbished homes
  - Demolition of 140 homes inc buy back 26 private homes – decanting customer and intensive project support
  - Significant financial commitment
- Phase A = 49 Homes, Phase &Ci = 51 Homes
  - First homes February 2023
  - Very low carbon homes (becoming zero carbon as the grid decarbonises)
  - Inc. 150mm cavity wall insulation, Marmox blocks
  - ASHP / PV / Batteries
  - 70%-80% fuel reduction possible
  - Intensive tenant induction to new home



Tim Lapse  
Video.

[Your custom  
video](#)



# SWT Seaward/Rainbow Way, Minehead

- 54 Homes – Flats, Bungalows, Houses
  - Zero Carbon Homes
  - Exceptional Insulation Qualities
    - Inc. porotherm blocks
    - ASHP / PV
    - 70%-80% fuel reduction possible
  - Electric charging points
    - only where there is personal supply & parking or HRA parking spaces
  - Good Homes Alliance Good Practice Guide





# SWT Development & Regeneration

- 240 Council homes in the pipeline most with outline planning or at application stage
  - Oxford Inn
  - Sneddon Close
  - Emerging small sites
    - Wordsworth Crescent, Oake, garage sites
  - Land supply critical to delivering good value
- Products for Homelessness, Adult and children services – capital grants to reduce revenue pressures
- New 'next step' starter homes (New Build with Citizen Somerset)
  - Housing First Homes (acquisitions)
  - Role of HRA as a host to support vulnerable adults and maximising available grants RSAP, LAHF, etc





# Decarbonisation

## Background

- Climate change – defining issue of our time
- Need to achieve “net zero” by 2050
- Our social rented homes need to achieve EPC “C” by 2030
- SWT/HIS social housing c1/3 of new Council carbon footprint
- Link to fuel poverty

## Our Carbon Footprint

- Carbon footprint baseline assessment
- Action plan and performance measures
- Investigate the role for new technology and digital solutions to help reduce carbon footprint
- Carbon literacy training and champions
- Role of procurement
- Sustainability strategy and embedding organisational culture



# SDC Decarbonisation

## SDC/HiS Overall approach

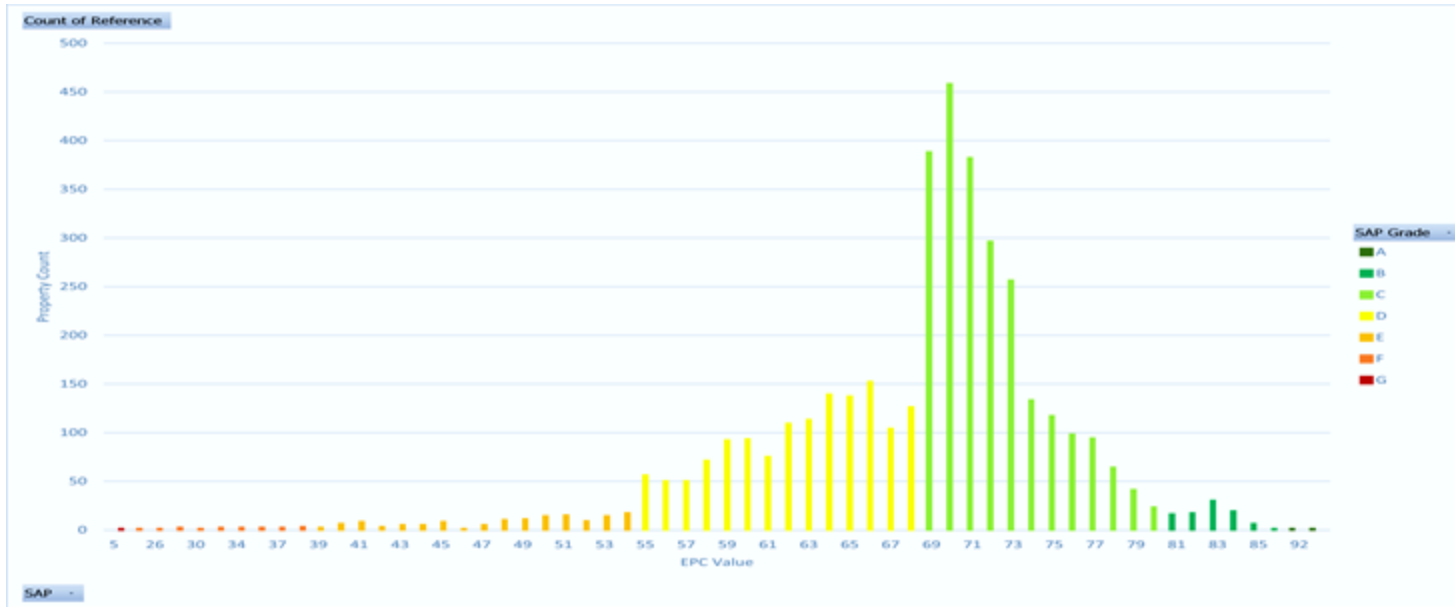
- Fabric first approach (insulation to reduce demand for heat). Integrated with capital investment programmes where possible
- Replacement of fossil burning with low carbon heating systems such as heat pumps
- Offsetting as required

## SDC/HiS Current position

- 93% stock surveyed – clear picture of stock performance and investment profile
- Work continuing to measure and reduce carbon footprint
- Successful bids to Social Housing Decarbonisation Fund (SHDF) Wave 1 last year completing March 2023
- Larger Wave 2 SHDF bids have been submitted – will run over 2 years
- Successful partnerships to bring in ECO4 funding
- Capital investment programmes being re-appraised (cost of living crisis for residents a factor too)



# HiS Decarbonisation



EPC Grade	Count of Property
A	2
B	89
C	2350
D	1367
E	133
F	16
G	1

- All low performing properties will be remediated via SHDF wave 2
- Working with residents to gain their views
- Reviewing our Capital Investment Programme for efficiencies
- Costs fully appraised
- Developing a Show Home with Somerset Independence Plus

Energy Efficiency Rating	Current
(92 plus) A	HIS overall stock performance
(81-91) B	
(69-80) C	
(55-68) D	
(39-54) E	
(21-38) F	
(1-20) G	

Together we are delivering your

## New Somerset Council

# SWT Decarbonisation

## Retrofit Council Homes

- 2030 – All SWT homes to be EPC C
  - 1300 homes to EPC C through small measures – windows, heating replacement, loft insulation, boiler controls, low energy lighting
  - £18m or 3.2k average cost per unit
- 2040 – SWT Homes to aim for Heat Demand output of 50kWh/m<sup>2</sup>/yr
  - Hardest target to achieve
  - Leaseholder engagement will be critical to deliver improvements to apartment blocks
  - Circa £70m or £12.3k per unit on Fabric Measures
- 2050 – All homes Zero Carbon – Fuel switch
  - SWT has c 1,170 Electric heating systems so these are zero carbon ready
  - Fuel switch primarily after 2040 target met
  - Failure to reduce heat demand (2040 target) will increase risk of unsustainable heat and power costs
  - Circa £65m or £11.400 per unit on electric heat and power

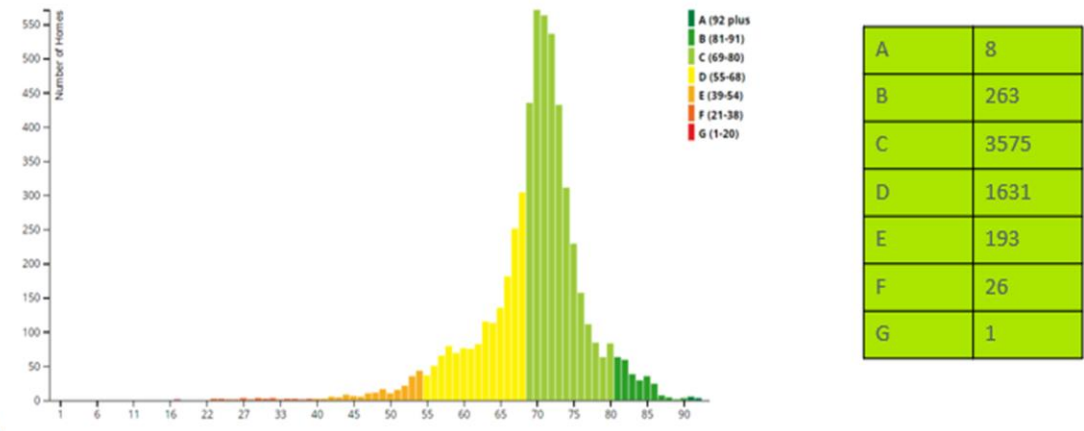




# SWT Decarbonisation

## Retrofit Council Homes

- Delivery plan principles
  - Aligning Decent Homes and Retrofit investment
  - Maximising Grants and Subsidy (where aligned to the strategy)
  - Ensuring Good Data Influences Decisions
  - Tenants at the Heart of Zero Carbon (& Leaseholders)
  - A No regrets approach
- Success in aligning budgets 2022-2027
  - £20m ECO4 Neighbourhood Scheme with E-On (c75% SWT stock 25% private home)
  - £13m Decent Homes Budget
  - £3.1m SHDF Wave 1&2



# HRA Decarbonisation

## Challenges

- Materials & Technology is evolving and developing
  - We need to make the right investments at the right time (e.g. Graphene, hydrogen)
- Residents need support to understand how to use the new technology
- Cost – now circa. £30,000 per property
- Government funding is inconsistent / time limited grants / need to be ready
- Not all stock may be viable to bring to net zero
- Will look to produce a joint Development Strategy to capture standards for sustainability all new build and retrofit properties



# Repairs and Maintenance

- Overall duty to manage the homes of its tenants, as required by the Regulator for Social Housing, as set out in the Home Standard, and all relevant legislation
- Responsible for the maintenance and repair of its properties as set out in Tenancy Agreements, the Tenants' Handbook and individual leases
- Fulfils its repairing responsibilities through a combination of the following areas:
  - Responsive Repairs
  - Void Repairs
  - Planned and Cyclical Maintenance
  - Repairs and maintenance identified as a result of compliance inspections and servicing
- Balance between 'Repairs' and 'Planned Maintenance'
- Works undertaken by both 'In-house' trades and external contractors

# Responsive Repairs

Overall objectives:

- Prompt, effective and efficient responsive repairs service
- Emergency responsive repairs service
- Responsive repairs completed 'right first time'
- Easily accessible service
- Agree a mutually convenient appointment
- Carry out responsive repair pre-inspections where necessary

Both SWT 'In-house' and HiS 'Outsourced' service delivery have dedicated workforce

**Key driver for resident satisfaction!!!**



# Responsive Repairs

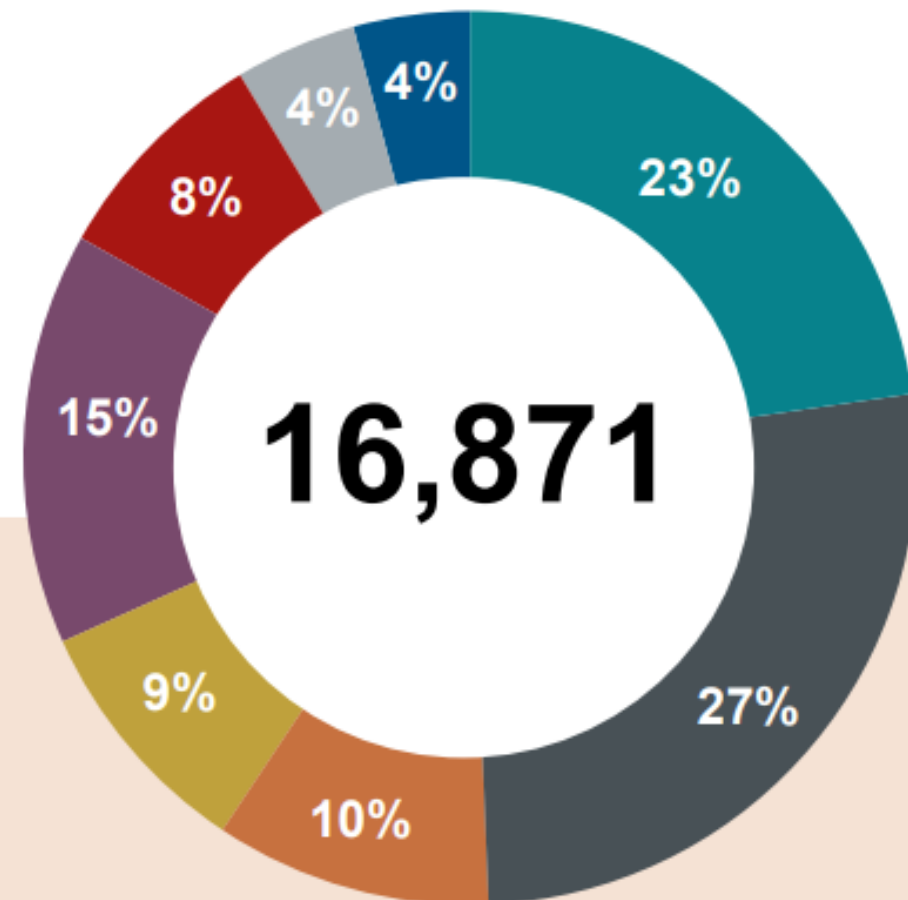
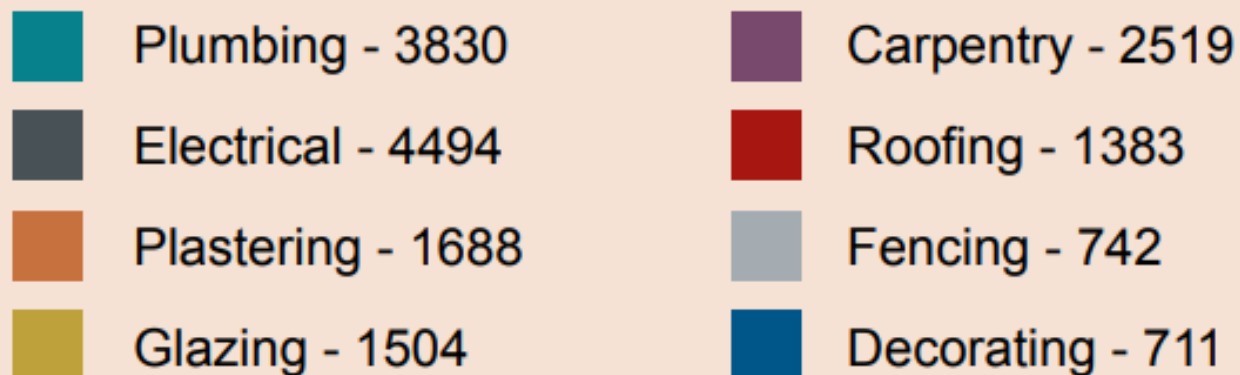
IC

## Repairs and Improving Your Home

### Repairs

**16,871 repair jobs were completed in 2021/2022, this compares to 11,417 in 20/21**, the increase is due to COVID restrictions easing.

The chart shows the type of repairs undertaken.



# Void Repairs

Overall objectives:

- Effective void repairs service - carry out required repairs and safety checks to void properties
- Meet our Lettable Standard
- All essential works are completed prior to a new tenant moving in
- Inspect all void properties prior to re-letting
- Assess resident satisfaction with their new home
- Pre-Void inspections

Total of 600-700 voids / annum

Option appraisals undertaken when required

# Planned and Cyclical Maintenance

Overall objectives:

- Programmes to reduce levels of responsive repairs
- Consult with residents and kept them informed about maintenance works that will affect them
- Take account of residents' wishes
- Provide adequate notice of anticipated commencement of work
- Investment for:
  - Homes that are sustainable
  - Improves the alignment of our housing stock with housing needs
  - Maintaining 'Decent Homes' standard
- Undertake Stock Condition Surveys on a rolling programme

# Planned and Cyclical Maintenance

## Key Workstreams:

- Kitchens
- Bathrooms
- Roofing
- Windows
- Heating
- Doors
- Electrical testing and remedials
- Fire safety works
- Asbestos removals
- External decorations

# Planned and Cyclical Maintenance

Additional programmes include:

- Door entry systems
- Insulation
- Ventilation
- Drainage
- Environmental improvements
- Water mains
- Water safety works

# Challenges

- Access issues
- Condition of void properties handed back
- Materials supply chain
- Recruitment
- Stock condition data
- Balancing priorities
- Damp and mould
- Funding – grant opportunities (e.g. retrofit)
- Inflation – construction materials, fuel costs, recruitment, contracts
- Changes in Legislation (e.g. safety works)

# Questions and Next Steps