
NOTICE OF MEETING

CABINET MEMBER FOR HOUSING

TUESDAY, 4 NOVEMBER 2014 AT 5.30 PM

THE EXECUTIVE MEETING ROOM - THIRD FLOOR, THE GUILDHALL

Telephone enquiries to Joanne Wildsmith Tel: 9283 4057

Email: joanne.wildsmith@portsmouthcc.gov.uk

CABINET MEMBER FOR HOUSING

Councillor Steve Wemyss (Conservative)

Group Spokespersons

Councillor David Fuller, Liberal Democrat

Councillor David Horne, Labour

Councillor Stuart Potter, UK Independence Party

(NB This Agenda should be retained for future reference with the minutes of this meeting.)

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Deputations by members of the public may be made on any item where a decision is going to be taken. The request should be made in writing to the contact officer (above) by 12 noon of the working day before the meeting, and must include the purpose of the deputation (for example, for or against the recommendations). Email requests are accepted.

AGENDA

- 1 Apologies for Absence
- 2 Declaration of Interests
- 3 Repairs and Maintenance Policies, Scope of Service and Asset Management Strategy (Pages 1 - 90)

The purpose of the attached report by the Head of Housing and Property Services is to:

- To seek approval to implement updated and new repairs and maintenance policies (appendix A) that defines the rules for managing the repairs and maintenance service.
- To seek approval to implement the scope of service (appendix B) which outlines the purpose, value steps and principles of work for the repairs and maintenance service.
- To seek approval to adopt the revised and updated asset management strategy 2014 (appendix C) that provides a framework for managing the housing stock.
- If approved a plan will be prepared to implement the repairs and maintenance policies, scope of service and asset management plan 2014.

RECOMMENDED that approval is given to adopt the repairs and maintenance policies, scope of service and asset management strategy 2014.

4 Portsmouth Housing Market (information item) (Pages 91 - 100)

The attached information report by the Head of Corporate Assets, Business and Standards is to provide an update on the main trends within the city's housing market, drawing upon the Strategic Housing Market Assessment (SHMA) which was commissioned by the Partnership for Urban South Hampshire (PUSH). The report was compiled by consultants using data from 2013 and approved by PUSH early in 2014.

RECOMMENDED that the Cabinet Member for Housing notes the present situation and trends in the Portsmouth Housing Market.

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Agenda Item 3



Portsmouth
CITY COUNCIL

Agenda item:

Title of meeting: Cabinet Member for Housing

Date of meeting: 4th November 2014

Subject: REPAIRS & MAINTENANCE POLICIES, SCOPE OF SERVICE & ASSET MANAGEMENT STRATEGY

Report by: OWEN BUCKWELL – HEAD OF HOUSING & PROPERTY SERVICES

Wards affected: All Wards

Key decision: Policy & Decision

Full Council decision: Yes/No

1. Purpose of report

- 1.1 To seek approval to implement updated and new repairs and maintenance policies (appendix A) that defines the rules for managing the repairs and maintenance service.
- 1.2 To seek approval to implement the scope of service (appendix B) which outlines the purpose, value steps and principles of work for the repairs and maintenance service.
- 1.3 To seek approval to adopt the revised and updated asset management strategy 2014 (appendix C) that provides a framework for managing the housing stock.
- 1.4 If approved a plan will be prepared to implement the repairs and maintenance policies, scope of service and asset management plan 2014.

2. Recommendations

- i. **That approval is given to adopt the repairs and maintenance policies, scope of service and asset management strategy 2014.**

3. Background

- 3.1 The repairs and maintenance policies have periodically been approved or updated over the past 20 years. However, when the repairs and maintenance system was reviewed in 2006 the current policies were not updated. They now no longer reflect how the repairs and maintenance service is currently provided or how decisions are made.

3.2 The following existing repairs and maintenance policies will become redundant and will be incorporated within the new policies, if approved

Existing Policy	Date Approved/ last updated	New Policy
Decoration allowances	March 1996	Repairs & maintenance allowance
Special decorations	March 1996	Special decorations
Dilapidations charges	November 1996	Charging for repairs
Right to repair	May 1998	Right to repair
Tenant improvements & alterations	May 1998	Tenant or leaseholder improvement & alterations
Compensation for improvements	July 2001	Tenant or leaseholder improvement & alterations
Compensation	July 2004	Tenant or leaseholder improvement & alterations
Charge for repairs	July 2004	Charging for repairs
Aerial & satellite dish	January 2007	Tenant or leaseholder improvement & alterations
Water metering	June 2007	Tenant or leaseholder improvement & alterations
Management of asbestos	December 2011	Asbestos
Disabled adaptations	Unknown	Disabled adaptations

3.3 The following are new policies that it is proposed to implement where no existing policies that have been approved previously.

New Policy	Fire safety
New Policy	Requests to improve our properties
New Policy	Electrical certificates

3.4 The policies will no longer provide detailed procedural guidance. Separate guidance documents will be prepared and managed that will be updated as appropriate.

3.5 The repairs and maintenance service undertook a systems thinking intervention in 2006. The scope of service outlines and defines the purpose and value steps for each of the repairs and maintenance services that were redesigned. The document also summarises the principles of work, definitions of waste, how decisions are made using PLAN and defines the type of measures used to measure performance.

3.6 The asset management strategy was approved by the Cabinet Member for Housing in September 2012. The asset management strategy 2014 has been updated with minor revisions to reflect changes to the structure of the Housing & Property Services teams.

4. Reasons for Recommendation

4.1 The repairs and maintenance policies and scope of service will support front line staff and service providers. It will enable them to make informed decisions and respond as appropriate to any demand received for the service. This will assist in ensuring that the repairs and maintenance service received by residents is fair and consistent.

4.2 The repairs and maintenance policies and scope of service will assist residents and other stakeholders by informing them of the service that they can expect to receive with regard to repairs and maintenance.

4.3 The existing repairs and maintenance policies incorporated detailed guidance notes, even if updated the guidance would quickly become out of date as working practices and systems change. Operational guidance documents will be issued separately for each policy and these will be kept up to date by appropriate managers of the service to reflect current working practices. This will enable the policies to remain more relevant for a longer period.

4.4 The asset management strategy whilst not fundamentally changing does require updating to reflect changes to the Housing & Property Service staff structure and ensure that the document accurately reflects the current objectives for the service.

5. Options considered and rejected

5.1 The option to simply retain the existing policies was rejected as the policies do not reflect the service that is delivered and contradicts the way work is now managed using the systems thinking methodology.

5.2 The option to update the existing policies and retain the existing structure was rejected. The existing policies were developed independently by different authors and they are not structured consistently, resulting in duplication and a crossover of topic areas. The new policies will have a consistent structure and guidance will be provided within separate documents.

6. Duty to involve

- 6.1 Consultation has been undertaken with all PCC management teams and stakeholders as appropriate. Meetings have been undertaken and draft versions of the policy documents have been issued. Minor feedback has been incorporated into the latest version of the documents as appropriate.
- 6.2 The Resident Consortium Link Group (CLG) were consulted at a meeting on 1st September 2014 and issued with draft documents. Residents provided feedback and observations through the resident participation team, which were agreed at a meeting on 6th October 2014; amendments have been incorporated into the latest version as appropriate.
- 6.3 Once the repairs and maintenance policies, together with the scope of service have been approved, they will be publicised to all residents and leaseholders using appropriate media formats including the PCC website and Housetalk magazine.
- 6.4 A plan will be prepared to implement the repairs and maintenance policies together with the scope of service with PCC staff and service providers.

Guidance documents will be issued to accompany each individual policy to launch its implementation; the policies will not necessarily be implemented on the same date if approved as implementing some of the policies require training of staff and amendments to processes. Meetings will be arranged to ensure all management teams have been informed as necessary. The repairs and maintenance policies will be made accessible to all staff on the PCC Policy Hub.

7. Implications

- 7.1 The policies should have a positive impact on residents and front line staff including service providers, as it will clarify the scope of repairs and maintenance service that is provided and support provision of a fair and consistent repairs and maintenance service.

8. Corporate Priorities

- 8.1 The asset management strategy, policies and scope of service will contribute to the following corporate priorities.
- 8.2 Shaping the future of Portsmouth, a strategy for growth and prosperity, action 16, to improve the housing stock, including carbon emissions.
- 8.3 Shaping the future of housing, a strategic plan for Portsmouth for better housing and better health. The maintenance of Portsmouth's stock of residential properties is a priority as detailed in theme 5.

9. Equality impact assessment (EIA)

9.1 A preliminary Equality Impact Assessment (EIA) has been undertaken and a full repairs and maintenance service EIA will be undertaken this financial year.

10. City Solicitor's comments

10.1 The Council has a range of general and specific statutory duties in connection with the provision, maintenance and management of housing assets. In broad terms it has a duty to maintain its housing stock in safe and habitable condition and also to ensure that the value of the stock is maintained.

10.2 Together, the proposed Repairs and Maintenance Policies, Scope of Service and Asset Management Strategy provide a framework through which the Council can meet these general duties and which will help to ensure that it complies in a fair and proportionate way with its specific legal obligations towards, in particular, its tenants and leaseholders.

10.3 Under Part 2, Section 3 of the City Council's Constitution (responsibilities of the Cabinet) and further in accordance with the Scheme of Delegations at Appendix A to the Executive Procedure Rules in Part 3 of the Constitution, the Cabinet Member for Housing has the authority to approve the recommendations set out in this report.

11. Head of finance's comments

11.1 The recommendations within this report do not have any adverse impact on the Council's budget position, as they merely seek approval to adopt updated repairs and maintenance policies, scope of service and asset management strategy, to reflect current practice.

.....
Signed by:

Owen Buckwell – Head of Housing and Property Services

Appendices:

Appendix A - Repairs & Maintenance Policies
Appendix B - Repairs & Maintenance Scope of Service
Appendix C - Asset Management Strategy 2014

Background list of documents: Section 100D of the Local Government Act 1972

NIL

The recommendation(s) set out above were approved/ approved as amended/ deferred/
rejected by the Cabinet Member for Housing on 4th November 2014.

.....
Signed by:
Councillor Steve Weymss

Housing and Property Services

Repairs and Maintenance Policies

www.portsmouth.gov.uk

Document control information

Version:	1.0
Status:	Draft / Consultation / Approved / Issued
Owner:	Repairs & Maintenance Manager
Author:	Steve Groves Paul Sorrell
Approval:	Head of Housing & Property Services Housing & Property Services Manager Cabinet Member for Housing
Consultation:	Resident Consortium Leasehold & Commercial Services Manager Housing Manager Building Services & Support Manager
Audience:	Housing & Property Services staff Service Provider and Contractor staff
Approved:	4 November 2014
Next Review:	As a result of changes in legislation or repairs and maintenance policy or August 2019
Master location (restricted):	W Drive: LAH/Repairs & Maintenance Management/
Intranet:	Housing Policy Hub

Document review and change log		
Version	Issue date	Reason for Issue
1.0	13 Oct 2014	Initial consolidation and rewrite of R&M policies

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1. Purpose and scope

The aim of this document is to bring together all Portsmouth City Council housing repairs and maintenance policies into a single reference guide.

These policies apply to the repairs and maintenance service provided to the council's tenants and leaseholders. They define any rules to be applied but stop short of giving detailed procedural guidance as this may change.

In addition, reference should be made to the relevant tenancy agreement or lease document.

2. Document context

This document should be read in conjunction with:

- The relevant policy guideline document which outlines further detail when implementing a policy.
- The [Repairs and Maintenance Scope of Service](#) which outlines the purpose and value steps for each of the repairs and maintenance service lines. The document also summarises our principles of work, definitions of waste, decision making using PLANⁱ and our capability measures.
- The [Asset Management Strategy](#) which sets out a framework for the council's Housing & Property Services to make future decisions about its assets over the next 30 years.
- There are links to legislation related to the policies as necessary, however be aware that some changes to the legislation published may be outstanding and legal advice should be sought where appropriate.

3. Arbitration and escalation

Front-line staff requiring help interpreting and implementing the policies within this document should seek advice from their line manager in the first instance.

Where a decision requires arbitration or further escalation the following table outlines the escalation pathway.

Escalation	Job Title
First	Repairs & Maintenance team manager ⁱⁱ

ⁱ PLAN - Proportionate, Legal, Accountable and Necessary

ⁱⁱ Property Services Manager or Senior Building Surveyor or Planned Maintenance Manager

Second	Repairs and Maintenance Manager
Third	Housing and Property Services Manager

In addition, a tenant or leaseholder can make a formal complaint using the council's complaints policy. In the first instance they should contact the person or section dealing with their problem and ask to register a complaint.

4. Charging for repairs

4.1. Purpose

This policy outlines the main responsibilities for looking after a tenant or leaseholder's home and how this relates to any decision to charge for repairs and maintenance work carried out by the council.

4.2. Scope

This policy covers all council Housing Revenue Account (HRA) dwellings, including leasehold properties and the common parts of blocks of flats and sheltered schemes.

The policy includes repairs to the dwelling while the resident is in occupation or those that become apparent at the end of a tenancy, including exchanges (dilapidation charges).

Any decision to charge for a repair must be considered within the context of our scope of service which is documented in the '[Repairs and Maintenance Scope of Service](#)'. In particular, the proportionality of charging for a repair given the specific circumstances of the tenant and the likely cost of collecting the charge must be considered.

4.3. Repair responsibility criteria

The responsibility for a repair is either with the council or the resident and is further described in the relevant tenancy agreement or lease.

For a tenanted property the council has full repair responsibility with the exception of internal decoration, private garden maintenance, household appliances and consumables, such as light bulbs.

For a leasehold property the council has full repair responsibility for the structure of the dwelling which includes property entrance doors and windows.

Further, the council is responsible when the repair is as a result of the item coming to the natural end of its life. However, the following circumstances may result in a charge being raised for the tenant or leaseholder:

- unauthorised changes to the dwelling
- deliberate damage, misuse or neglect of the dwelling, including its services, fixtures and fittings
- a repair outside the council's scope of service but deemed necessary to protect or minimise the risk to its dwellings

4.4. Identification of a chargeable repair

Occasionally a resident will acknowledge that a repair is as a direct result of their family or a visitor's action. However, usually it will only be apparent once an operative or member of the repairs and maintenance team attend the repair and diagnose the cause first-hand.

4.5. Charging

If charging for a repair is deemed proportionate then advice should be sought from the relevant area housing management or leasehold service team about its implementation. They will liaise with the local repairs and maintenance team manager to ensure that any charge is accountable and proportionate.

The repair charge will include:

- cost of labour, materials and plant to undertake the repair
- the service provider's profit and overhead
- council's management cost at 12½ %
- VAT as appropriate

The council will endeavour to provide an estimate in advance of work being undertaken but this may be impractical where the repair is to prevent damage or for health and safety reasons.

5. Repairs and maintenance allowance

5.1. Purpose

This policy enables competent residents to undertake general internal maintenance of their home.

5.2. Scope

This policy covers all council Housing Revenue Account (HRA) dwellings where there is a secure tenant.

It covers the internal decoration and other minor maintenance in the following situations:

- identified as part of the void visit with the prospective tenant
- resulting from an earlier repair, e.g. after water damage

5.3. Allowance criteria

The following criteria must be met:

- pre-inspection of the repair by the council (at the void visit or separately by a member of the repairs and maintenance team)
- the allowance only covers the cost of materials
- cost effective for council when compared with employing a contractor
- the tenant, or labour organised by them, has the competence to carry out the work

5.4. Allowance payment

The allowance can be paid to the tenant in cash vouchers or cheque through their local area housing office.

6. Special decorations

6.1. Purpose

This policy enables tenants who are unable to maintain the decoration of their homes to have the work carried out by the council.

6.2. Scope

This policy covers all council Housing revenue Account (HRA) dwellings where there is a secure tenant.

6.3. Special decoration criteria

All of the following criteria must be met:

- internal decoration has deteriorated over time and is in a poor condition
- tenant is in receipt of Housing Benefit or assessed as being unable to pay for the decorations themselves
- tenant is over state retirement age or registered disabled
- no other able bodied people in the household or supporting family who have the capability to undertake decorations.

6.4. Gaining approval

The tenant will contact their local area housing office where the criteria will be assessed by their housing officer and a member of the repairs and maintenance team.

6.5. Organising the work

If approved the member of the repairs and maintenance team will specify a detailed repair order for the appropriate service provider to carry out the necessaryⁱⁱⁱ decoration work at the tenant's convenience.

ⁱⁱⁱ Only the decoration required which may not be the whole room, e.g. walls only

7. Tenant or leaseholder improvements and alterations

7.1. Purpose

This policy details the council's approach for tenants or leaseholders making improvements and alterations to their home.

7.2. Scope

The policy covers all council Housing Revenue Account (HRA) dwellings where there is a secure tenant and leasehold properties.

This policy includes equipment purchased by tenants, such as mobility scooters, that may require alterations to the dwelling or common parts of blocks of flats and sheltered schemes.

7.3. Approval criteria

Tenants must seek prior written approval from their local area repairs and maintenance team manager^{iv} who will ensure any requests for proposed improvements and alterations is evaluated.

Leaseholders must seek prior written approval from the leasehold & commercial team who will ensure any requests for proposed improvements or alterations to the structure that the council is responsible for, are evaluated by their local area repairs and maintenance team manager.

Before work commences the tenant or leaseholder must provide details of:

- drawings of proposed changes, if appropriate
- specifications of work and materials to be used
- details of who will undertake the work
- planning or building regulations permission, if required

Permission will not be unreasonably withheld.

If the request is approved the local area repairs and maintenance team manager will write to the tenant or the leasehold & commercial team will write to the leaseholder and:

- give conditional permission
- outline the conditions, e.g. conforms with legislation such as planning or building regulation approval or health & safety requirements as necessary, tenant makes certificates and guarantees available

^{iv} Property Service Manager / Senior Building Surveyor or their successors

- confirm maintenance responsibility based on the council's normal repair responsibility and scope of service, i.e.:
 - council, e.g. showers, property entrance doors, windows, kitchens, structural improvements
 - tenant^v, e.g. aerials, satellite dishes

In addition, when approved the local repairs and maintenance team manager will set up a repair order to record the agreed scope of works and update the order throughout the project as required.

During the work the tenant or leaseholder is responsible for ensuring:

- planning, building regulations and health & safety is complied with
- gas and electrical works are carried out by competent tradesperson
- records are kept, including receipts for work, certificates and guarantees

If the request is declined the local area repairs and maintenance team manager will write to the tenant or the leasehold & commercial team will write to the leaseholder and:

- decline permission
- state the reasons, e.g. makes the property unsafe, reduces property's value, makes it harder to let, future maintenance costs excessive, work will impact on fire safety of the block of flats

7.4. Completion of tenant improvements and alterations

Once the work is completed the local repairs and maintenance team is responsible for ensuring:

- the tenant or leaseholder used suitable qualified and competent tradesperson
- work is inspected and approved
- the tenant or leaseholder has provided copies of certificates and guarantees
- the council can accept repair and maintenance responsibility^{vi} when applicable

^v Tenant responsible items must be maintained by them and removed when the tenancy ends. Tenant is responsible for any reinstatement works after removal.

^{vi} The city council will maintain until uneconomic to do so, at which point it will replace with standard materials

Once the work has been approved and accepted the local repairs and maintenance team manager will:

- ensure tenancy or leaseholder records are updated
- complete the repair order with appropriate details
- update the stock database as appropriate
- confirm acceptance and repair and maintenance responsibility in writing to the tenant or leaseholder.

7.5. Unapproved or non-conforming improvements and alterations

If a tenant or leaseholder makes alterations without gaining permission in advance from their local repairs and maintenance team manager or completes the works without meeting the conditions in the approval, the alterations may be the subject of a requirement to reinstate the dwelling to its previous state, at the tenant's or leaseholder's cost.

The local repairs and maintenance team manager will assess the works and may grant retrospective permission although this can't be guaranteed. If permission is denied then the tenant or leaseholder must reinstate the dwelling.

In addition, if the unapproved or non-conforming alterations make the dwelling unsafe or the local repairs and maintenance team manager assesses that the tenant or leaseholder is not capable of reinstating the work undertaken satisfactorily, then the council reserves the right to instruct a contractor to make the property safe or reinstate the property and these costs will be recharged to the tenant or leaseholder.

7.6. End of tenancy

At the end of the tenancy the outgoing tenant may be eligible for compensation for the residual life of any improvements they made to their home during their secure tenancy under this policy.

The details of what is eligible and the compensation criteria are contained in [The Secure Tenants of Local Authorities \(Compensation for Improvements\) Regulations 1994^{vii}](#) and will be assessed by the local repairs and maintenance team manager when requested.

^{vii} <http://www.legislation.gov.uk/ukxi/1994/613/regulation/4/made>

8. Right to repair

8.1. Purpose

This policy outlines how the council meets its obligations under the 'right to repair' legislation as enacted in [The Secure Tenants of Local Housing Authorities \(Right to Repair\) Regulations 1994^{viii}](#).

8.2. Scope

The policy covers all council Housing Revenue account dwellings where there is a secure tenant.

8.3. Right to repair criteria

The legislation covers repairs to key elements of a tenant's home, such as the provision of water services, power and heating.

The qualifying defects are detailed in the schedule to the above act which can be found here [Right to repair schedule^{ix}](#). The schedule also details the prescribed period for their resolution.

8.4. Council repairs service

The council operates a demand led service which is designed to conduct repairs at convenient dates and times, requested by the tenant when they contact the council to report a repair (see '[Repairs and Maintenance Scope of Service](#)').

This may result in a repair classified in the schedule being completed earlier or later, but crucially, at the tenant's convenience.

An exception will be made when the council identifies a need to attend a repair to prevent damage or for health and safety reasons.

8.5. Claims for compensation

The tenant can make a claim under 'Right to Repair' through their local area housing office.

The local repairs and maintenance team manager will assess the claim on its merits and if successful authorise compensation based on the formula in the regulations.

^{viii} <http://www.legislation.gov.uk/uksi/1994/133/body/made>

^{ix} <http://www.legislation.gov.uk/uksi/1994/133/schedule/made>

9. Asbestos

9.1. Purpose

This policy outlines the council's approach to the management of asbestos and its obligations with regard to the [Control of Asbestos Regulations 2012](#), [The Health and Safety at Work etc. Act 1974](#) and their successors.

9.2. Scope

The policy covers all council Housing Revenue Account (HRA) assets, including dwellings, common parts of blocks of flats and sheltered schemes, garages and other assets where the council has a repair and maintenance responsibility.

9.3. Management of asbestos criteria

The council operates a risk based approach to the management of known ACM. The two elements that inform the risk are:

- Condition of the ACM, i.e. damaged vs. undamaged
- Location of the ACM, e.g. likelihood of disturbance

ACM condition / location	Treatment
Undamaged and unlikely to be	Leave in place and monitor
Good condition and not readily accessible	Seal
Slightly damaged and not readily accessible	Repair and seal
Any other condition or location	Removal by appropriately licensed ACM contractor

Inspection regime for ACM located:

- within communal areas will be annually
- within dwellings will be inspected at every change of tenancy

9.4. Carrying out repairs and maintenance

Asbestos is hazardous when airborne but staff and contractors will not be affected if they leave ACM undisturbed. Staff and contractors can prevent inadvertent exposure if they:

- Review the asbestos register before commencing work

- Proceed with caution even when no ACM recorded
- Arrange an asbestos management survey that complies with the current legislation/guidance when ACM is suspected OR
- Treat as ACM and remove when appropriate/economic to do so, e.g. Artex™, Floor Tiles
- Apply the agreed control measures that are in place when carrying out any work that will disturb ACM
- Report any damage or deterioration of ACM to the relevant contractor for remedial action

9.5. Planned schemes and asbestos

When undertaking any planned maintenance scheme the surveyor will ensure:

- a refurbishment/demolition survey is undertaken
- relevant information is included in the Health and Safety tender documentation

9.6. Asbestos register

The council will maintain a record of asbestos containing material (ACM) identified through management surveys in its asbestos register. The register is a shared IT system which is accessible to staff and contractors.

The register is managed by the Property and Construction (Health and Safety) Manager.

9.7. Communicating with residents after a positive ACM survey

Following any asbestos survey the Property and Construction (Health and Safety) Manager will write to the resident informing them of the presence of asbestos within their home and providing appropriate advice when undertaking DIY.

9.8. Change of tenancy

On a change of tenancy, including an exchange, a management survey will be undertaken to confirm that any ACM previously located and recorded on the asbestos register is in a good condition as well as to confirm the location of ACM that may not have been previously recorded on the asbestos register.

The housing team responsible for managing the change of tenancy must ensure that the new tenant is made aware of any known ACM in their new home and given advice as described after a positive ACM survey.

10. Fire safety

10.1. Purpose

This policy outlines the council's approach to the management of fire safety and its obligations with regard to the [Regulatory Reform \(Fire Safety\) Order 2005](#), [Housing Act 2004](#) and their successors.

10.2. Scope

The policy covers all council Housing Revenue Account (HRA) dwellings including the common parts of blocks of flats and sheltered schemes.

It also includes all other HRA assets as appropriate such as offices.

10.3. Fire risk assessment criteria

The council will undertake Fire Risk Assessments (FRA) to all relevant properties under the Regulatory Reform (Fire Safety) Order 2005 and implement appropriate fire measures to the common parts of all blocks of flats to minimise the risk of injury or loss of life in the event of a fire.

A Type 1 non-destructive survey to the common parts of blocks of flats using the PAS79:2012 template will be used to undertake all FRA assessments.

A new FRA assessment will be undertaken every 10 years or when a planned maintenance evaluation is undertaken.

A review of an FRA will be undertaken whenever a significant change has occurred to a block of flats or a minimum of every two years for high rise blocks of flats (six storeys and above) and every three years for low and medium blocks of flats (five storeys and below).

10.4. Stay put policy

If a fire starts within residents flat, the occupants should alert others within the flat, make their way out of the building and contact the fire and rescue service.

If a fire starts in the common parts, anyone in these areas should make their way out of the building and contact the fire and rescue service.

All other residents within a block of flats not directly affected by the fire are expected to 'stay put' and remain in their flat unless directed to leave by the fire and rescue service.

10.5. Means of escape routes

Fire separation and compartmentalisation between the common parts and individual properties will be maintained and actions undertaken as appropriate.

Where property entrance doors open directly onto a single communal escape route then a minimum of a 'notional fire door ' should be installed for low rise blocks (up to two storeys). An 'upgraded fire door' should be installed for medium rise blocks (three to five storeys) and 'replacement FD30s' for high rise blocks (six storeys and above).

With regard to residents possessions within the common parts of blocks of flats a 'managed use' approach will be undertaken with an assessment of the hazards or risks for each particular block. In all circumstances a minimum 800mm walkway must be maintained at all times or the width defined in Part B of the fire safety building regulations, whichever is greater.

Mobility scooters may only be stored in the common parts of a block of flats providing all the following points are complied with:

- block of flats have more than one escape stair, if a block has only one escape stair a maximum of two scooters can be stored
- storage area is adequately ventilated
- block of flats have an active restricted access door entry system
- mobility scooter cannot be charged in common parts under any circumstances
- escape route is not obstructed and a minimum 800mm width is maintained

Emergency lighting will be installed to all means of escape routes as appropriate and will be regularly tested. A standard test will be undertaken monthly and a discharge test will be undertaken annually.

Decorated surfaces will be to class 'O' standard to prevent the spread of flame.

10.6. Smoke detectors

All council dwellings, including those of leaseholders, will be fitted with at least one mains operated smoke detector with a battery back-up on each dwelling floor level as appropriate which will be replaced in accordance with manufacturer's instructions by the expiry date. If on inspection the smoke detector is within one year of the manufacturer's expiry date it will be replaced.

We will regularly test smoke detectors installed within our council dwellings. However leaseholders will be responsible for testing smoke detectors within their own dwelling.

11. Requests to improve our properties

11.1. Purpose

This policy outlines the council's approach to dealing with requests to improve our property and make them suitable homes when needed.

11.2. Scope

The policy covers all council Housing Revenue Account (HRA) dwellings including the common parts of blocks of flats and sheltered schemes.

The policy is intended to cover the improvement work such as:

- showers
- additional rooms such as bedrooms
- scooter stores
- parking facilities

The cost of improvements will be the responsibility of the council.

11.3. Improvement criteria

Requests for improvements should be sent to the local repairs and maintenance team manager and include:

- details and evidence of demand, e.g. number of resident requests and benefits
- what facilities, services or improvements are required
- consequences, financial and otherwise, of not providing the improvement
- any relevant legislation

11.4. Improvement request approval

The local repairs and maintenance team manager will consider the request. The decision will be informed by:

- opportunities to transfer/exchange to more suitable property
- cost of undertaking works is proportionate
- budget availability considering other priorities
- legislation, such as planning and health and safety
- resource availability to manage the work

If the request is approved the local area repairs and maintenance team manager will inform the resident and arrange for the work to be undertaken as appropriate.

If the request is declined the local area repairs and maintenance team manager will write to the tenant and:

- decline the request
- state the reasons, e.g. makes the property unsafe, reduces property's value, makes it harder to let, not within scope of service, capital cost or maintenance cost of work not proportionate, insufficient demand or other alternative more suitable asset available

12. Electrical certificates

12.1. Purpose

This policy outlines the council's approach to conducting and maintaining in date electrical certificates.

12.2. Scope

The policy covers all council Housing Revenue Account (HRA) dwellings including the common parts of blocks of flats and sheltered schemes.

12.3. Conducting electrical inspections

All electrical inspections condition reports (EICR) and domestic visual inspections (DVI) must be undertaken by a qualified electrician.

When undertaking EICRs the objective is to undertake any work necessary to ensure that its expiry date is:

- ten-years for dwellings
- five-years for communal areas

At the end of a tenancy (void or exchange) a DVI may be undertaken as long as the existing EICR is less than two years old. Its expiry cannot be longer than the original EICR. Only one DVI can be conducted after an EICR, so subsequent inspections must be an EICR.

During the electrical inspection the opportunity to inspect, and replace where necessary, any mains smoke detectors that meet the criteria in the fire safety policy (see section 10.6). This includes installing mains operated smoke detectors where there are none.

12.4. Conducting electrical inspection condition reports (EICR)

The council will actively identify EICRs that are due to expire and utilise other repairs and maintenance appointments to undertake inspections when the expiry date is less than one year or make a convenient appointment. If a resident doesn't allow access or make an appointment action will be undertaken in accordance with their tenancy or lease agreement.

12.5. Unauthorised, unsafe electrical work

Any unauthorised electrical work, i.e. outside the council's scope of service, that is identified as unsafe will only be disconnected or made safe, as appropriate.

13. Disabled adaptations

13.1. Purpose

This policy outlines the council's approach to the [Housing Grants, Construction and Regeneration Act 1996](#) with particular reference to disabled facilities grants (DFG).

13.2. Scope

The policy covers all council Housing Revenue Account (HRA) dwellings including the common parts of blocks of flats and sheltered schemes where there is a secure tenant within the administrative boundary of Portsmouth City Council.

Havant Borough Council has its own policy for Portsmouth council house dwellings within its administrative boundary.

13.3. Type of disabled adaptation criteria

After a tenant makes a request for disabled adaptation through their housing officer, an occupational therapist (OT) will assess their, or member of their household's, needs.

If the estimated cost of works is at or below £1000 a DP15 form will be completed by the OT. The form will be sent to the local repairs and maintenance team manager, who will review the form and liaise with the OT as required. A repair order will be raised with the scope of works agreed between the local repairs and maintenance team manager and OT.

If the estimated cost of works is over £1000, the local repairs and maintenance team manager will identify, assess and decide the most suitable option to meet the assessed needs by liaising with the resident, OT and the housing officer. If major works are proposed, the planned maintenance manager and area housing manager will also be consulted.

Options include:

- Wait for existing suitable alternative accommodation.
- Wait for alternative accommodation that can be more easily adapted.
- Adapt tenant's current dwelling/communal area.

13.4. DFG funding criteria

If an adaptation is proposed for more than £1000 it may be subject to financial eligibility criteria, by a means test, to determine how the work will be funded.

If the work is for a disabled child or to a communal area no means test is required. Otherwise, the OT will send the tenant a grant application form to complete which will be used for the means test. The council must give its decision within six months of the application.

If the grant awarded doesn't meet the full cost of the works the housing officer will liaise with the tenant to establish an agreed payment profile for their contribution.

13.5. Organisation and ownership of adaptations

Although, the majority of tenants will want the council to organise the adaptation works and take ownership this cannot be assumed. As the works are funded through a grant the tenant can organise the works themselves and maintain ownership on completion.

Where a tenant wishes to organise the works themselves the details in the Tenant or leaseholder improvements and alterations policy will apply (see section 7) Otherwise, the local repairs and maintenance team manager will organise the works using the appropriate repairs and maintenance team resources.

Housing and Property Services

Repairs and Maintenance Scope of Service

www.portsmouth.gov.uk

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1. Purpose and scope

The aim of this document is to outline the purpose and value steps for each of the repairs and maintenance service lines. The document also summarises our principles of work, definitions of waste, decision making using PLANⁱ and our capability measures.

This scope of service applies to the repairs and maintenance service provided to the council's tenants and leaseholders. It provides a framework and methodology to manage our service but does not give detailed procedural guidance as this may change.

In addition, reference should be made to the relevant tenancy agreement or lease document and repairs and maintenance policies.

2. Document context

This document should be read in conjunction with:

- The relevant policy guideline document which outlines further detail when implementing a policy.
- The [Repairs and Maintenance Policies](#) which define any rules to be applied.
- The [Asset Management Strategy](#) which sets out a framework for the council's Housing & Property Services to make future decisions about its assets over the next 30 years.

3. Arbitration and escalation

Front-line staff requiring help interpreting and implementing the policies within this document should seek advice from their line manager in the first instance.

Where a decision requires arbitration or further escalation the following table outlines the escalation pathway.

ⁱ PLAN - Proportionate, Legal, Accountable and Necessary

Escalation	Job Title
First	Repairs & Maintenance team manager ⁱⁱ
Second	Repairs and Maintenance Manager
Third	Housing and Property Services Manager

In addition, a tenant or leaseholder can make a formal complaint using the council's complaints policy. In the first instance they should contact the person or section dealing with their problem and ask to register a complaint.

ⁱⁱ Property Services Manager or Senior Building Surveyor or Planned Maintenance Manager

4. Repairs and Maintenance Interventions

4.1. Repairs Service

4.1.1 Repairs Purpose

To carry out the right repair at the right time.

This purpose applies to both the in-hours and out of hours service, i.e. 24 hours 365 days per year.

4.1.2 Repairs Value Steps

Value Step	Description
Access	<ul style="list-style-type: none"> Identify a convenient day and time from the customer for someone to attend the repair Identify all repairs that the customer may have Identify relevant information relating to the repair(s) to enable the right skilled resource(s) to be sent with the right resources, e.g. van stock, equipment Update the PCC repairs system with relevant information about the repair
Diagnosis	<ul style="list-style-type: none"> Carried out by the right resource once they have gained access to the repair Identify what actually needs fixing Identify any additional repairs the customer may have and what needs fixing Pull on additional resources as required, including parts & materials Assess time required to complete repair(s) and inform customer and resource controller If required, arrange convenient follow-on appointments (ref. Access) and base on knowledge of material lead times and intervals between repair actions, e.g. reinstating electrics after water damage
Repair	<ul style="list-style-type: none"> Carry out the right repair Obtain customer satisfaction score (1-10) and improvement feedback on completion of last repair Update PCC repairs and stock systems with relevant information about the repair undertaken, including keywords, as appropriate

4.2. Void Service

4.2.1 Void Purpose

To provide suitable homes when needed.

This purpose applies to both the in-hours and out of hours service, i.e. 24 hours 365 days per year.

4.2.2 Void Property Value Steps

Value Step	Description
Notice	<ul style="list-style-type: none"> • Take notice and collect any debts • Update PCC tenancy management system • Update PCC void system with appointments such as Pass Barrel and EPC Survey
Allocate	<ul style="list-style-type: none"> • Identify the right customer • Arrange viewing with appropriate resources and update PCC void system with Viewing appointment
Sign-up	<ul style="list-style-type: none"> • Identify work to maintain our asset • Identify and agree work to enable resident to move in • Agree tenancy start based on expected work completion and resident requirements • Customer agrees to move in • Update PCC tenancy management system • Update PCC void system with description of agreed works, any relevant keywords and Keys to Tenant and Sign-up appointments
Work	<ul style="list-style-type: none"> • Do the work to enable to customer to move in • Hand over keys to new tenant • Update PCC tenancy management system • Update PCC void and stock systems with relevant information about the work undertaken, including keywords as appropriate
Rent	<ul style="list-style-type: none"> • Collect the rent • Obtain customer satisfaction score (1-10) and improvement feedback after new tenant has settled in • Arrange and record on PCC void system the Hand Over to Housing Officer appointment

4.3. Planned Maintenance Service

4.3.1 Planned Maintenance Purpose

To maintain and improve our property.

4.3.2 Planned Maintenance value Steps

Value Step	Description
Evaluation	<ul style="list-style-type: none"> • Update PCC planned system to identify evaluation taking place on property/block(s) • Identify and evaluate property attribute information • Identify and analyse demand received <ul style="list-style-type: none"> ○ Information from repairs system ○ Information from roles that receive demand • From results of evaluation and analysis, establish key areas to focus on for survey and inform residents • Survey complete property/block(s) to identify any work required to be included in planned scheme • Update PCC stock system with survey results as appropriate • Establish purpose for planned work
Options	<ul style="list-style-type: none"> • Identify design, specification and procurement options available for meeting purpose of planned scheme • Assess design, specification and procurement options to meet purpose and select option(s) using PLAN (see Decision Making Using PLAN on page 10) • Prepare specification and tender proposed works

Value Step	Description
Work	<ul style="list-style-type: none"> • Organise planned scheme to be carried out <ul style="list-style-type: none"> ○ Appoint contractor ○ Ensure health and safety responsibilities met ○ Inform residents and leaseholders as necessary ○ Update PCC planned system with appropriate information • Carry out work agreed to achieve purpose of planned scheme • Update PCC stock and planned systems with details from completed scheme • Carry out customer satisfaction (1-10) and obtain improvement feedback
Evaluation (close loop)	<ul style="list-style-type: none"> • Measure and assess effectiveness of planned scheme to meet purpose

4.4. Out of Hours Service

To provide suitable help out of office hours.

4.4.1 Out of Hours Value Steps

Value Step	Description
Decide service	<ul style="list-style-type: none"> • Get customer details • Get location and description of demand • Check history relevant to demand • Decide service to be provided out of hours
Co-ordinate service	<ul style="list-style-type: none"> • Make a convenient appointment for the customer that we can meet • Coordinate right resource to attend • Update relevant PCC systems (repairs, voids, support, green & clean) to record demand descriptions and any appointments • Right resource attends with right skills and materials, assessing what service to provide out of office hours and asks if there are any other problems • Resource liaises with the customer and Out of Hours (OoH) Officer

Value Step	Description
	<ul style="list-style-type: none">• Resource provides OoH service• Resource asks customer for satisfaction score (1-10) for OoH service and any improvement feedback• Resource updates OoH Officer who updates relevant PCC systems to record action taken and work completed• OoH Officer liaises with 'In Hours' teams to handover relevant information

The Out of Hours intervention validated the response repairs and void purposes, even when the demand occurred out of normal office hours.

5. Principles of Work

We abide by the following principles of work in all that we do:

Principle	Description
Customer sets the nominal value	<ul style="list-style-type: none"> Understand and then do only what the customer needs within the scope of our service, e.g. making a convenient appointment for customer, turning up as agreed and fixing the problem first time
Only do the value work	<ul style="list-style-type: none"> Capacity = Value work + Waste The value work is that which adds value directly for the customer Value work does not include those activities we must do to satisfy PCC, e.g. updating database systems, holding meetings Removing waste increases capacity
Work flows 100% clean	<ul style="list-style-type: none"> Ensuring that work handed onto the next part of the work flow is perfect, i.e. no opportunities for it to come back due to errors or missing information
Single piece flow	<ul style="list-style-type: none"> Having picked up a piece of work take it to completion without picking up another item from the flow Not to be confused with only doing one thing to the exclusion of everything else until you've finished
Pull not push	<ul style="list-style-type: none"> The work flow should draw to it (pull) resources/expertise when required and not have them imposed just in case (push), e.g. only do asbestos check on void when needed
Best resource at the front-end	<ul style="list-style-type: none"> The resource that handles demand from the customer should be trained and capable of dealing with all the high frequency, predictable, demands The front-end resource should be capable of handling demands with the aim of minimising hand-offs to others

6. The Three Types of Waste

There are three types of waste in any system:

Type of Waste	Description
Type 1	<ul style="list-style-type: none">Waste that can be removed straightaway with no consequences to the work flow or others in the system
Type 2	<ul style="list-style-type: none">Waste that can't be removed as it needs to be redesigned out of the system in a controlled way
Type 3	<ul style="list-style-type: none">Waste that can't be removed as it relates to legislation or PCC's constitutionShould work to minimise effort expended and influence change

7. Decision Making Using PLAN

The repairs and maintenance service uses PLAN to inform its decision making. This enables staff to react to diverse situations in an appropriate way without the need for overly prescriptive definitions, rules and procedures.

PLAN stands for:

Element	Description / Considerations
Proportionate	<ul style="list-style-type: none"> • Is the action appropriate for the given situation? • Is it too heavy handed or not robust enough?
Legal	<ul style="list-style-type: none"> • Is the action within the law? • Does it comply with PCC's constitution, including financial rules? • Does it comply with relevant repairs and maintenance policies?
Accountable	<ul style="list-style-type: none"> • Can those making the decision justify the action as reasonable? • Contemporary record of actions and decisions maintained as appropriate
Necessary	<ul style="list-style-type: none"> • Will action help achieve purpose of service within service's scope?

8. Capability Measures

8.1. Service Wide Measures

The repairs and maintenance service is measured using a suite of service wide capability measures that demonstrate service performance over time.

These measures are documented in the *Response repair* and *Void operational definitions* documents maintained by the Repairs and Maintenance Manager.

8.2. A Window on Performance

Capability measures provide a window on the performance of the system that delivers the service.

DEMAND	CAPABILITY
CAPACITY	QUALITY
COST	CUSTOMER SATISFACTION

8.3. Leading and Lagging Measures

The capability measures fall into two categories:

- Leading - used to understand what is happening in the work, i.e. early warning sign, and enable corrective action
- Lagging - used to see what has happened, i.e. keeping score

Leading Measures	
Demand	How many do we get?
Capability	How long do they take end to end?
Capacity	How many do we do?
Quality	Do we do what we say we will do?

Lagging Measures	
Customer Satisfaction	<p>What do customers think about the delivered service on a scale of 1-10?</p> <p>What improvement feedback have customers given relating to what's important to them about the service delivered?</p>
Cost	What does it cost?

8.4. Tests of a Good Measure

It is not sufficient to define a set of measures but each measure must also meet a set of criteria before being classified a good measure.

There are five tests of a good measure:

Tests of a Good Measure
Helps us understand and improve performance
In the hands of the people who do the work, to control and improve the work
Derived from the work
Used by managers to actively, act on the system
Demonstrates capability and variation

9. Repairs and Maintenance Policies

9.1. Purpose

The repairs and maintenance policies outline the principles and factors to be used when making decisions regarding the repairs and maintenance decisions service.

9.2. Scope

The policies cover all council house dwellings, including leasehold properties.

The policies should be applied by all those responsible for providing the repairs and maintenance service.

9.3. Policies

The repairs and maintenance policies are detailed within the 'Housing and Property Services Repairs and Maintenance Policies' and are managed by the Repairs and Maintenance Manager.

The specific service policies and any updates or changes are approved by the Head of Housing and Property Services, Housing and Property Services Manager and the Cabinet Member for Housing after consultation with the Residents Consortium.

Housing and Property Services

Asset Management Strategy 2014

www.portsmouth.gov.uk

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1. Housing & Property Services asset management strategy

1.1. Purpose of the asset management strategy

This asset management strategy sets out a framework for Portsmouth City Council's Housing & Property Services (H&PS) to make decisions about its Housing assets over the next 30 years.

The strategy provides a profile of housing assets that are being maintained and improved, together with:

- a framework of how and when repairs and maintenance services are provided
- what type of asset demands are considered
- how the work will be managed together with measures to evaluate the budget
- staff and contractor resources required to effectively manage the service

The strategy will be supported by the Housing Revenue Account (HRA) 30 year business plan.

It links with the council's corporate strategies including [Shaping the Future of Portsmouth](#) to improve existing housing stock, including reducing carbon emissions and [Shaping the Future of Housing](#) to provide better health and housing where the maintenance of Portsmouth's stock of residential housing is a priority.

1.2. Asset management strategy key priorities

Our demand analysis has identified five key priorities that underpin the asset management strategy. These will be considered in order of priority when allocating resources.

1.2.1 Priority 1: Repairs and maintenance service customer demand

Customer related purposes have been established for each aspect of the repairs and maintenance service and we will continually seek to achieve them:

- Right repair at the right time
- Maintain and improve our property
- Provide suitable homes when needed

We will carry out repairs and maintenance to our assets within a scope of service that ensures we meet our landlord responsibilities as stated within the tenancy agreement.

1.2.2 Priority 2: Undertake statutory demands

Our legal responsibility as a landlord is to ensure that all assets allow residents to live in a safe environment.

We will ensure that we undertake all of our statutory asset obligations as a landlord.

1.2.3 Priority 3: Maintain our property demand

Stock maintenance demands are received from both our residents and staff through the day to day management of the repairs and maintenance service.

We will assess and meet demands to maintain our properties.

1.2.4 Priority 4: Improve our property demand

We receive demands from both our residents and staff through the day to day management of the repairs and maintenance service to improve our property.

We will assess and meet demands to improve our properties.

1.2.5 Priority 5: Utilise H&PS assets

We will ensure that we continually assess and utilise all of our assets to enable us to provide suitable homes when needed.

2. Management of work

2.1. Improvement methodology

We have adopted the Vanguard™ systems thinking methodology to manage our services. Improvements to the system are based on knowledge gained using this method by undertaking Check, Plan, Do, together with using our principles of work.

2.1.1 The model for 'Check'

The stages for the model for 'Check' to gain knowledge of the existing service include the following:

- Understand demand
- Identify purpose
- Use of measures
- Map flow
- Identify system conditions
- Understand management thinking

2.2. Our principles of work

The principles of work we use are:

- Customer sets the nominal value
- Only do the value work
- Pull not push
- Best resource at the front end
- Single piece flow
- Work flows 100% clean

2.3. Measures

We will use a suite of measures to enable us to assess how specific areas of the business are performing, including the asset management strategy key priorities.

These measures will be derived from the work and will be used by managers, staff and contractors to make improvements. The importance of each measure will fluctuate as learning is gained and they will be a key aspect of making informed decisions and assessing outcomes.

2.3.1 Hardwired measures

The type of measures used will include:

- Demand
- Capacity
- Capability (E2E)
- Quality
- Cost
- Customer Satisfaction

Specific business rules for the repairs and maintenance measures are documented within the repairs and maintenance measures operational definitions.

2.4. Repairs and maintenance database

We will maintain a bespoke repairs and maintenance database that will capture all the relevant data required to enable measures to support the management of the repairs and maintenance service.

The repairs and maintenance database will integrate repairs, voids, stock, project and support data; it will be accessible as appropriate to all relevant H&PS and contractor staff.

2.4.1 Stock database

The stock data will be updated without handing off to others by the repairs and maintenance teams or contractors as appropriate through their day to day role, i.e. updating the stock data is not an administrative role. The accuracy of the stock database will be the responsibility of the local area repairs and maintenance team managerⁱ.

2.5. Life cycle costing

The installation dates of elements installed in our assets will be recorded within the repairs and maintenance stock database and the history of when the work was undertaken will be maintained. This enables us to measure the actual life cycle of key elements.

The actual life cycle of asset elements will be measured and reviewed together with the actual cost of replacement; this will support the planning of the asset management repairs and maintenance budgets.

For a breakdown see Figure 7 - Lifecycle years (April 2014) on page 31.

ⁱ Property Service Manager / Senior Building Surveyor or their successors

2.6. Thirty year business plan

2.6.1 Frequency of business plan review and updates

The 30 year business plan will be formally reviewed every three years or sooner if required due to significant changes in the stock portfolio or financial position.

2.6.2 Business plan structure

The first five years of the plan are identified annually and then in five year increments for the remainder of the plan.

The figures, particularly the annual ones, should not be confused with actual budget requirements. The figures are indicative and are intended to show the scale of investment needed to maintain and improve our stock over the 30 year life of the plan.

2.6.3 Key business plan assumptions

The key assumptions from the plan are:

- The number of blocks of flats is stable for the 30 years of the plan; any acquisitions or builds will include maintenance for 30 years as part of the business case
- The numbers of dwellings being sold per year and the mix of sold vs. new leaseholders is based on average levels over the last 10 years
- Day to day repairs continue at the present level for the 30 years of the plan
- Void numbers continue at the present level for the 30 years of the plan

2.6.4 Property archetypes

The plan allocates our stock into a number of archetypes to facilitate the modelling of costs over the 30 years of the plan. These archetypes are based on the following attributes of our stock:

- Number of storeys (Low-rise, Medium-rise...)
- Asset type (Bedsit/Flat/Maisonette vs. House/Bungalow)
- Construction type (Brick vs. Concrete vs. Steel Frame vs. Infill Panel)
- Pre- vs. Post-WWII houses

2.6.5 Element lifecycles

The plan uses three types of lifecycle data in its construction:

- Historical data from the stock database that records actual installation dates, e.g. kitchens and bathrooms
- The practical experience of repairs and maintenance managers

- Industry standards where no local knowledge or experience is available

2.6.6 Average costs

The plan uses three types of average cost data in its construction:

- Data from the repair and maintenance database, e.g. kitchen installation costs, general repair and void costs
- Current information from project tender returns
- The practical experience of repairs and maintenance managers

2.7. Improvement plans

When repairs and maintenance system and service delivery issues have been identified through undertaking the model for 'Check', improvement plans will be established to address the issues identified

A record of the issue, relevant measures used and risks identified are recorded together with the agreed actions planned or being undertaken to eliminate or reduce the risks identified.

The details of each issue together with relevant dates and named action owners are recorded within our repairs and maintenance improvement plan or the service provider risk register, as appropriate.

2.8. Asset management plans and strategy monitoring

The strategy is approved by the Head of Housing & Property Services, Housing & Property Services Manager and Cabinet Member for Housing after consultation with the resident consortium and relevant stakeholder managers.

Asset management plans and performance relating to the asset management strategy's key priorities will be formally reported to the Cabinet Member for Housing Executive and stakeholders as required.

Reports, when requested, will review progress against the key priorities using appropriate measures. The reports will confirm any current asset management plans and may include the following:

- plan for planned maintenance of properties
- plan for structural work to non-traditional construction properties
- plan for energy performance improvements of dwellings
- plan for environmental improvement schemes
- plan for mechanical and electrical services schemes
- HRA sites suitable for potential building development

3. Asset portfolio profile

3.1. Residential dwellings

We manage, maintain and own an asset portfolio of around 15,100 residential dwellings as well as managing just under 2,000 additional residential leasehold properties.

Approximately 30% of the dwellings we own are situated in the neighbouring local authority of Havant Borough Council. These assets within the Leigh Park and Wecock Farm area housing offices form a key element of our asset management strategy and financial planning.

3.1.1 Asset type

The majority of our HRA stock is flats and maisonettes which account for nearly 70% of our dwelling assets, whilst houses and bungalows make up the remainder of our HRA stock.

See Figure 8 - Assets by Type and Ownership (April 2014) on page 32.

3.1.2 Asset construction year

The majority of our residential dwellings were constructed post war in the 1950s and 1960s.

See Figure 9 - Assets by Year Built and Ownership (April 2014) on page 32.

3.1.3 Construction Type

The majority of the residential dwellings are traditionally constructed, although there are a significant number of various non-traditional construction concrete and steel frame properties.

See Figure 10 - Assets by Construction Type and Ownership on page 33.

3.1.4 Number of storeys

Most of the residential dwellings are low to medium rise construction up to five storeys, although there are 26 blocks of flats that are high rise construction of between six and nine storeys, with a further 13 tower blocks that are 10 storeys and above.

See Figure 11 - Assets by Number of Storeys and Ownership on page 33.

3.1.5 Area housing offices

The dwelling assets are managed from seven area housing offices that are located within the local area and receive the initial customer demand. Within the city (on-island) there are housing offices at Buckland, Landport, Portsea,

and Somerstown. Outside of the city (off-island) there are housing offices at Leigh Park, Paulsgrove and Wecock Farm.

The housing offices at Leigh Park and Wecock Farm are located within the neighbouring local authority of Havant Borough Council.

See Figure 12 - Assets by Area Housing Office on page 34.

3.1.6 Right to buy

The number of residential dwellings within its portfolio has decreased through Right to Buy purchases in the past 30 years, although recent years have seen a reduction in the number of properties sold through Right to Buy due to increased property prices and the current economic climate.

However it is recognised that changes to economic circumstances or Right to Buy legislation will influence the number of applications received.

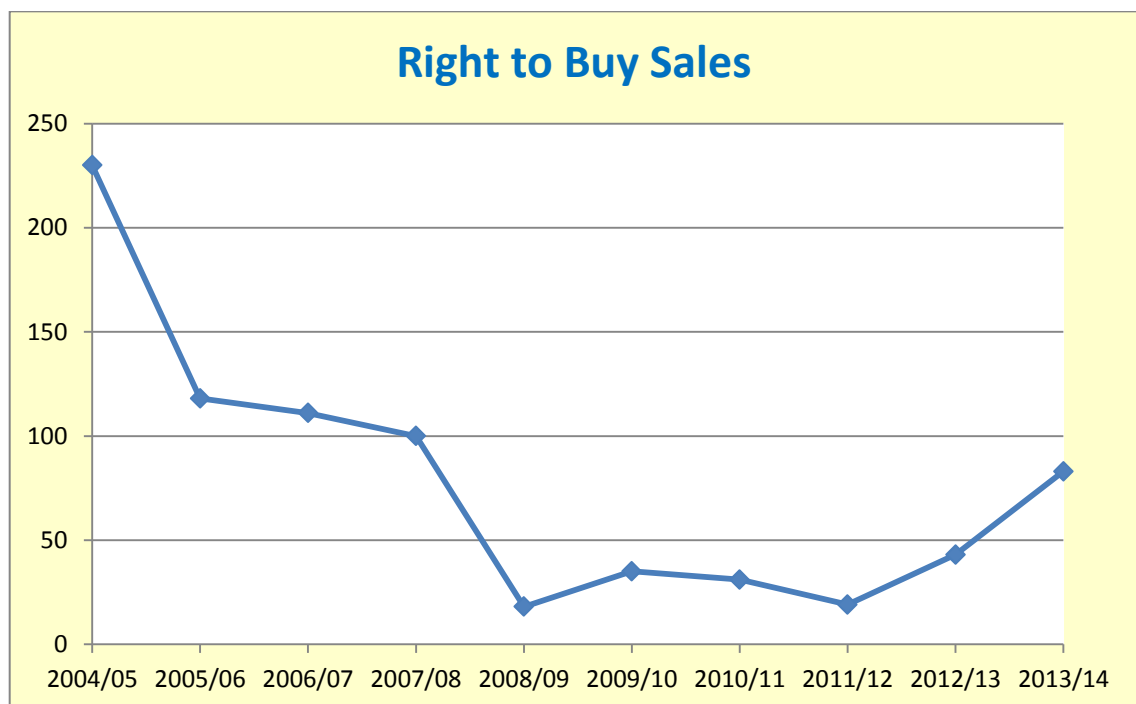


Figure 1 - Right to Buy Sales (2004/5 - 2013/14)

See Figure 13 - Average Percentage of Sales by Area Office (2004/05 - 2013/14) on page 34

See Figure 14 - Number of properties sold by Asset Type on page 35.

3.2. Commercial assets

We manage, maintain and own within our asset portfolio a variety of commercial assets. This includes garages and car parking spaces that are rented to our tenants and private residents.

It also includes adventure play areas, community centres and youth clubs that are situated within the housing estates that are used by our residents and the local community.

Retail premises also form part of our commercial portfolio and provide an income to the HRA

See Figure 15 - Commercial Assets (August 2014) on page 35.

3.3. Land

We manage, maintain and own within our portfolio approximately 355 hectares of land and open space. This consists of individual parcels of land that are typically green open spaces with no defined usage; the sizes of these individual sites vary.

A proportion of our land is situated in the neighbouring local authority of Havant Borough Council.

3.4. Offices

We manage, maintain and own six Area Housing Offices and rent one other Area Housing Office. These are located within the housing estates to receive customer demand and provide a full range of services that are accessible to residents.

Within our portfolio we also manage, maintain and own other offices (some of which are rented out for commercial revenue income) and one housing depot that are all located across the housing estates. There are also a significant number of smaller offices located within sheltered schemes and other residential blocks of flats used by our staff.

These accommodate teams that support the management of the service including resident participation, green and clean services, out of hour's provision, bulk collection and estate services.

3.5. Asset value

The net book value of all the assets owned by H&PS within the Housing Revenue Account was £456,164,429 as assessed in the accounts for 2011/2012.

The annual income generated by these assets in 2011/2012 was £69,168,131, with £39,259,737 spent on repairs and maintenance services to maintain and improve all the H&PS assets.

4. Residents

4.1. Demand for suitable homes

The demand for suitable homes is received by the Housing Options team from customers who wish to live in Portsmouth and in council dwellings.

The housing waiting list can provide some knowledge regarding the profile of customers and their requirements for suitable homes. However, the knowledge of customers who are not currently on the housing waiting list and those already occupying our dwellings will need to also be known to fully understand the nature of demand for council dwellings.

External factors such as government policy and regulations relating to the social housing sector, such as the Welfare Reform Act, will over time influence the type and profile of demand received for council dwellings.

4.2. Residents receiving housing benefit

The majority of residents renting council dwellings (64%) currently receive either full or part housing benefit payments.

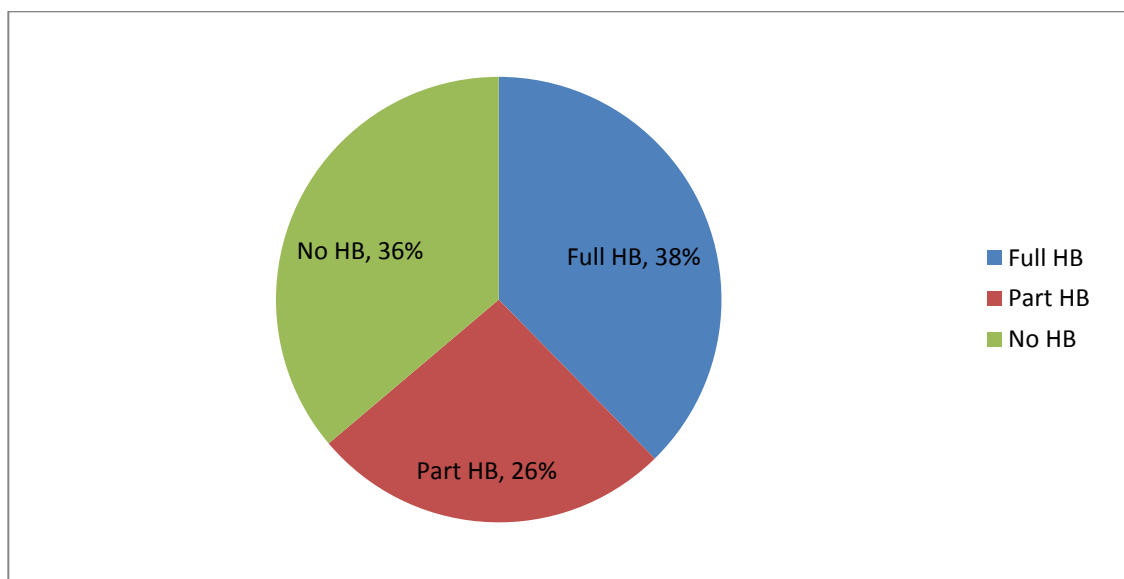


Figure 2 - H&PS residents receiving Housing Benefit (2013)

4.3. Resident profile

Currently about one third of residents occupying our dwellings are in the age band 30-49 with a further third being in the age band 60 and over. The smallest proportion of residents is males under the age of 30 (approx. 3%).

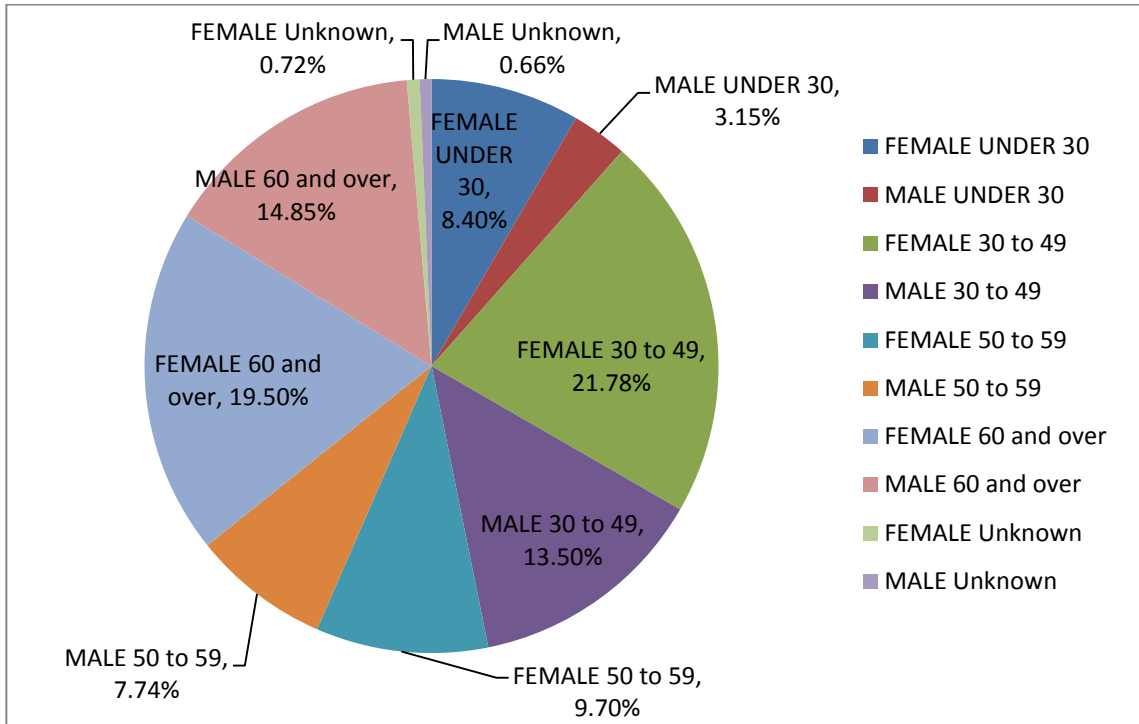


Figure 3 - Residents' gender & age bands (2013)

5. Repairs and maintenance service customer demand

5.1. Response repairs service

The purpose of the response repairs service is to carry out the right repair at the right time.

The value steps ensure that:

- the contractor can access the property at a time determined by the resident
- the operative with the right skills is able to diagnose the right repair
- the right repair is carried out

5.2. Voids service

The purpose of the voids service is to provide suitable homes when needed.

The value steps are to:

- take notice from the outgoing tenant
- identify the right customer who will agree to move in
- undertake the work required to enable them to move in
- collect the rent

5.3. Planned and cyclical maintenance service

The purpose of the planned maintenance service is to maintain and improve our property.

The value steps are to:

- evaluate the work required and establish a purpose for the scheme
- assess the best options for meeting the purpose
- carry out the work required as specified

5.4. Customer satisfaction

Customer satisfaction with the repairs and maintenance service will be established by ensuring that customer feedback is gained from those using the service at the point that the whole repairs and maintenance service is complete.

Customers will be asked to score the whole service they received with a score out of 10, if a customer scores less than 10 they will be asked to provide feedback stating how the service can be improved.

Our front-line teams will also record the type and frequency of all demand received, when appropriate, i.e. to understand any changes in demand that may have occurred. Whilst systems will be designed against value demand, a knowledge and understanding of failure demand will be required to eliminate it.

Operational managers will review the customer satisfaction feedback provided and failure demand received, evaluating trends from the feedback and incorporating issues identified into the repairs and maintenance improvement plan or service provider risk register as appropriate.

6. Undertake statutory demands

We have a legal responsibility as a landlord to ensure that all assets allow residents to live in a safe environment. The following are statutory demands that we must ensure are undertaken and are a key service priority.

6.1. Gas safety inspection and servicing

As a landlord we have a responsibility in accordance with the Gas Safety (Installation & Use) Regulations 1998 to carry out an annual gas safety check for all gas appliances, flues and pipe work.

This is achieved by ensuring that we have a Landlord's Gas Safety Record (LGSR) for each property in accordance with the regulations.

The LGSR should be undertaken by a Gas Safe registered engineer before any property is let and annually thereafter.

Approximately 90% of our residential dwellings currently have gas appliances that should be serviced and maintained.

6.2. Electrical inspection

As a landlord we have a responsibility in accordance with the Landlord and Tenant Act 1985 to keep installations for the supply of electricity in good repair and proper order.

This is achieved by ensuring we have an Electrical Installation Condition Report (EICR) for all residential council dwellings and communal areas.

The EICR should be undertaken by a National Inspection Council for Electrical Installers and Contractors (NICEIC) electrician before any property is let. The asset should have a further EICR carried out by the recommended next inspection date stated on the EICR.

When undertaking the EICRs the objective is to undertake any work necessary to ensure that its expiry date is:

- Ten years for dwellings
- Five years for communal areas

We currently have approximately 800 blocks of flats that require a communal EICR.

6.3. Legionella

We have a responsibility under health and safety legislation to identify and assess the risk from legionella, prepare a scheme to manage the risk and keep appropriate records.

This is achieved by undertaking regular cyclical programmed testing and maintenance in accordance with the Approved Code of Practice L8 (The Control of Legionella Bacteria in Water Systems) of all communal water systems and large water storage tanks together with other ad hoc tests.

We currently have just over 80 communal cold water storage tanks that are managed with regard legionella and nearly 20 communal boilers.

6.4. Passenger lifts and stair lifts

We have a responsibility under general health and safety legislation including the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) to maintain in a safe working condition all passenger lifts used by residents, staff and contractors in blocks of flats and offices, as well as stair lifts in residential dwellings.

This is achieved by ensuring that we have a record of servicing and testing for each lift in accordance with the lift manufacturer's instructions.

Passenger lifts will have a monthly service and annual tests, with specific tests at 5 and 10 yearly intervals. Resident stair lifts will have an annual cyclical service undertaken.

We currently have just over 100 passenger lifts that we are responsible for maintaining and over 500 stair lifts in dwellings. We also manage the maintenance of a further 230 stair lifts on behalf of Social services.

6.5. Fire prevention

We have a responsibility under the Housing Act 2004 and the Regulatory Reform (Fire Safety) Order 2005 for a duty of care to ensure that there are fire safety measures within the common parts of blocks of flats, sheltered housing accommodation and places of work.

This is achieved by ensuring that all fire detection, fire-fighting equipment, dry risers and emergency lighting, will be inspected, serviced and replaced if faulty in accordance with the relevant British Standards, with appropriate records being maintained.

Regular block inspections by our staff such as Estate Service Officers or Scheme Managers will ensure that bulk clearance, cleaning and responsive maintenance of communal areas and escape routes is undertaken which will ensure that fire risks and hazards are managed day to day.

In addition we will ensure that a relevant Type 1 Fire Risk Assessment (FRA) for all blocks of flats that have common areas is undertaken using the PAS79:2012 template and that a suitable action plan is implemented where appropriate.

A new FRA will be undertaken every 10 years or whenever there are significant changes within a block in relation to fire safety or when planned actions are undertaken, whichever occurs first.

The FRA will be undertaken by a competent fire risk assessor.

Reviews of FRAs should be undertaken using the PAS79:2012 review template.

Fire safety advice and policy will be communicated to residents and leaseholders using notice boards in communal areas and regular communication through resident magazines and the PCC website as appropriate.

We currently have approximately 800 blocks of flats that require an FRA.

6.6. Asbestos

We have a responsibility under the Control of Asbestos Regulations 2012 to provide information to contractors regarding the presence of asbestos materials within its properties.

This is achieved by undertaking asbestos surveys as necessary and maintaining appropriate information regarding the location and condition of any asbestos in an accessible asbestos register.

If asbestos is damaged it will be removed from the property by a licensed removal contractor. Where asbestos is identified but in good condition, it will be recorded and managed through regular inspection or encapsulation.

The asbestos surveys will be undertaken by United Kingdom Accreditation Service (UKAS) accredited surveyors and all common areas will be inspected annually to ensure that the condition of the asbestos has not deteriorated. Appropriate records of all surveys undertaken will be maintained on a bespoke asbestos register that will be easily accessible by our and contractor staff.

Over 50% of our dwellings have asbestos that has been identified and recorded on the asbestos register.

6.7. Housing health and safety rating system (HHSRS)

We have a responsibility in accordance with the Housing Act 2004 to ensure that all residential dwellings are designed, constructed and maintained free from both unnecessary and unavoidable health and safety risks.

This is achieved by assessing any risks during a survey and taking action to immediately avoid or minimise any hazard which is identified.

HHSRS assessments will be undertaken if requested by a local repairs and maintenance team. A competent surveyor trained to apply the HHSRS to the

risk identified will be arranged and action will be taken to avoid or minimise any category 1 hazards highlighted.

7. Maintain our property demands

We receive stock maintenance demands directly from both our residents and staff through the day to day management of the repairs and maintenance service.

7.1. Response repairs demands

The purpose of response repairs is to ensure that our properties are maintained by carrying out the right repair at the right time.

Response repair demand is received by our staff based at area housing management offices, from our residents, leaseholders and from staff undertaking their role visiting the assets.

The response repair demand is predominantly either reported by telephone or in person at an area housing office.

Currently we receive an average of over 1,500 response repairs per week that generally include plumbing, gas, electrical, carpentry, roofing and decoration repairs through to new kitchens, bathrooms and boilers.

Evaluation of repairs undertaken to our assets will inform planned maintenance demands.

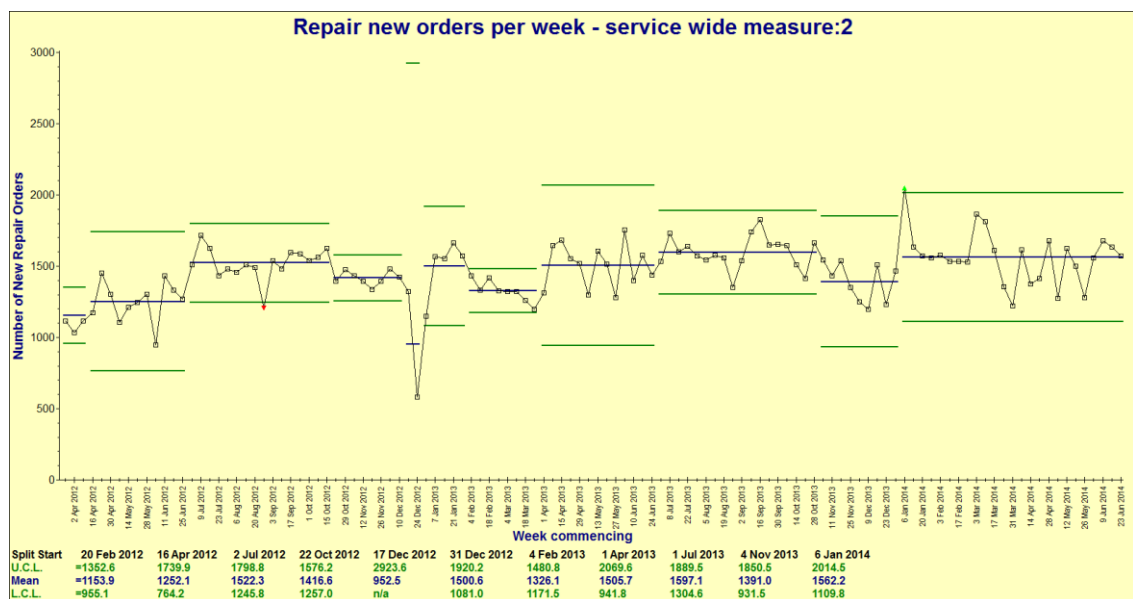


Figure 4 - New Repair Orders per week (June 2014)

7.2. Void properties and our waiting list

When a residential dwelling becomes vacant the void demand is received by our area housing office management teams. The average number of voids that are received is approximately 24 properties per week.

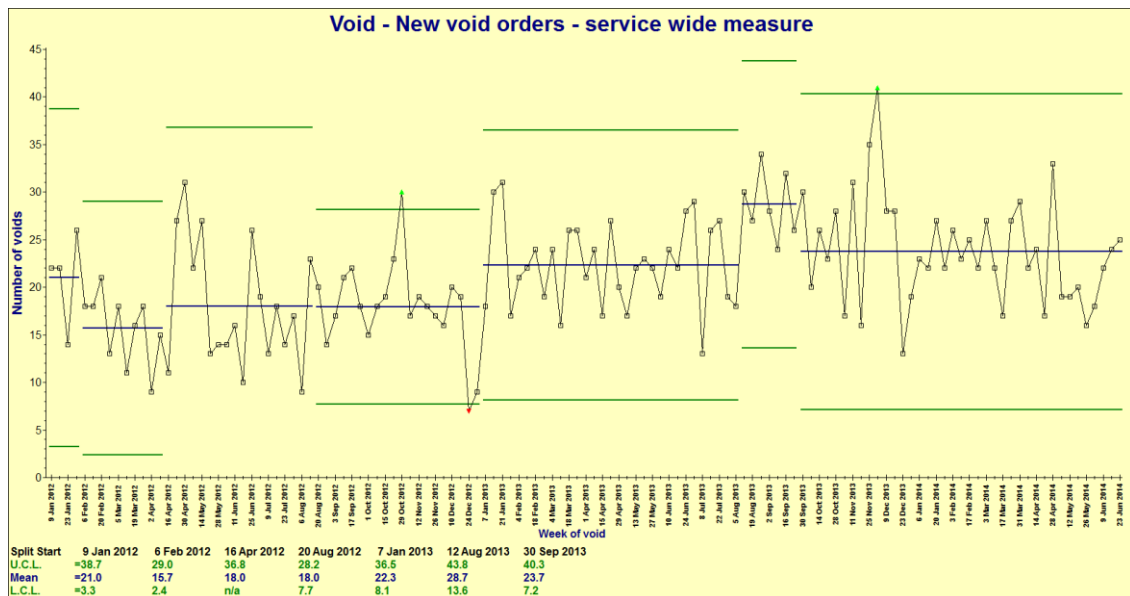


Figure 5 - Number of New Void Properties per week (June 2014)

Demand for our residential dwellings is received by the Portsmouth City Council Housing Options team, who assess the customer needs and prioritise our responsibilities to house them in accordance with Portsmouth City Council's Allocations and Letting Policy.

Currently the housing register has approximately 1,500 customers registered for housing, 80% are registered for general needs housing whilst the remainder have specific housing requirements.

There is currently less demand for bedsits or four and five bedroom properties. Approximately 90% of those on the housing register have been assessed as requiring one, two or three bedroom properties.

The works undertaken in all void properties is by agreement at a viewing by our staff with a prospective resident at the property. Work agreed will include all statutory requirements that we should undertake as a landlord such as gas and electric inspections, as well as ensuring that the property is maintained at the start of the tenancy enabling the prospective resident to move in.

7.3. External, communal and roof condition assessment

The Property Service Manager is responsible for assessing the external, communal and roof condition of the assets within a specific geographical area, recording the condition of the asset in the repairs and maintenance stock database as follows:

- **Good** - An assessment that the asset's elements do not require a planned maintenance scheme and the condition is such that no future assessment currently needs to be planned for two years.

- **Fair** - An assessment that the asset's elements do not require a planned maintenance scheme but the condition is such that a future assessment should be planned within one to two years.
- **Poor** - An assessment that the asset elements now require a planned maintenance scheme

Where the condition of the asset is recorded as poor, it will be included in a plan for planned maintenance of properties to evaluate a scheme to maintain and improve the property; the plan will be flexible to meet current priorities and will be continually reviewed.

The plan for planned maintenance of properties will be published annually indicating the address and number of assets included in each planned maintenance scheme for each area housing office, the type of work envisaged and indications of what aspects of the value steps for the scheme will be carried out during the current financial year.

7.4. Structural condition assessment

When a structural demand is received the asset will have a structural survey undertaken by an appropriately qualified surveyor to assess the condition of the structural element. Any remedial or maintenance work will be undertaken to ensure that a continued future 30 year building life is maintained.

In addition, non-traditional properties will have regular planned visual inspections and full structural appraisals to identify any structural defects and determine the life expectancy of the property.

The surveys will be carried out by appropriately qualified structural surveyors and appraisals of large panel system (LPS) properties will be undertaken to comply with the recommendations of the Building Research Establishment (BRE) Digest No 107 (The Structural Adequacy and Durability Part 2 – Guidance on appraisal).

Planned maintenance work will be planned to ensure that the non-traditional properties have a future life expectancy of a further 30 years.

Structural inspection and surveys will periodically be undertaken to a representative sample of system build non-traditional housing stock and high rise properties. Currently these surveys have indicated that the assets are in a similar good condition and with planned maintenance will last 20 years plus.

A plan for structural work to non-traditional construction properties to assess and evaluate schemes to maintain the structure of non-traditional construction assets will be continually reviewed.

7.5. Mechanical and electrical services

In addition to the cyclical maintenance of mechanical and electrical services, the Mechanical & Electrical Services Manager will evaluate the condition and

maintenance demands received for mechanical and electrical services within our assets. Where services require replacement they will be included in a plan for mechanical and electrical services schemes; the plan will be flexible and continually reviewed.

The plan for mechanical and electrical services schemes will be published annually indicating the address and number of assets included in each scheme for each area housing office, the type of work envisaged and indications of what aspects of the value steps for the scheme will be carried out during the current financial year.

8. Improve our property demand

We receive demands from both our residents and staff through the day to day management of the repairs and maintenance service to improve our property.

8.1. Energy performance

We will evaluate all our assets to assess how the Reduced Data Standard Assessment Procedure (RdSAP) can be improved for all dwellings, as this will directly contribute towards addressing fuel poverty for its residents.

Energy Performance Certificates will be undertaken when a property is void by a Domestic Energy Assessor (DEA) and the RdSAP rating recorded in the repairs and maintenance stock database. Improvements will be identified that can be undertaken to improve the RdSAP rating for a property

The energy performance of all our assets and appropriate recommended improvements will be evaluated and a plan for energy efficiency improvements of all dwellings will be continually reviewed.

The priority for the plan will be to address the worst performing and hardest to treat high rise and non-traditional construction properties. A whole building approach to energy improvement as part of planned schemes will be undertaken where appropriate addressing a combination of measures at once such as replacement glazing and external wall insulation. The focus will be to improve the insulation performance of the whole building envelope and reduce heating demand as opposed to installing more efficient heating.

The average RdSAP rating for our dwellings is currently 72 which is the equivalent of a band C.

8.2. Adaptations

We will ensure that existing resident's homes are suitable by carrying out disabled adaptations to the property where it is proportionate to undertake the work requested and no other property is suitable.

An occupational therapist (OT) will assess residents, or member of their household's, needs and submit requests for Disabled Facility Grants (DFG) or DP15s. The local repairs and maintenance team manager will identify and assess the options to meet the demands received.

8.3. Environmental and communal improvements

We will evaluate the communal areas and assess the demands for environmental improvements ensuring that the communal areas help support current living requirements, providing a safe, pleasant and suitable environment to live.

Proportionate changes to the use of the communal areas will be undertaken as appropriate; a plan for environmental improvement schemes will continually be reviewed.

The type of demands that will be assessed include car parking, drying areas, play areas, community rooms, mobility scooter parking, refuse and recycling facilities.

8.4. Suitable homes improvements

We will continually evaluate whether suitable homes are being provided when needed and prepare plans to improve properties as appropriate to meet future customer expectations regarding living standards to ensure that adequate accommodation is available.

The plans may involve actions to improve the performance of properties to meet customer expectations, ensure that the layout and configuration of accommodation is suitable for the demographic requiring housing and undertake improvements to the structure to maintain its integrity where it is proportionate to do so.

9. Utilising our assets

We will continuously evaluate all our assets and assess the financial benefits of them to support providing suitable homes when needed.

This can include the development of new sites, the conversion of existing buildings, the sale and acquisition of properties and the appropriation of property from the general fund.

The changing nature of demands for housing and our housing stock requires innovative solutions to ensure that we continue to supply the quality and variety of properties which our residents need.

9.1. Land and new housing development

Any land identified as a potential development site must be in a location which lends itself for the delivery of homes which are sustainable, not just environmentally but ensuring they meet current and future housing demand requirements.

We will build new residential properties that will comply with the affordable home standard sizes and will provide accommodation that will meet the demands for our dwellings in Portsmouth.

All new housing will be constructed to exceed current building regulation energy standards where it is proportionate to do so and if possible achieve an accredited standard such as Passivhaus certification or other similar standards.

We currently have a building programme and forthcoming projects are listed within the Housing Investment Programme (HIP).

Further HRA sites suitable for potential building development have been identified and are continuously reviewed by the Leasehold and Commercial Manager, who will identify and review the suitability of H&PS land for development of new HRA dwellings.

The priority will be to identify land currently held within the HRA; however, assessment of other Portsmouth City Council (PCC) owned land in the general fund will be considered as well as other sites on the open market.

Development sites that are within the Havant Borough Council (HBC) boundary and will potentially provide five or more units are included within Havant Borough Councils Strategic Housing Land Availability Assessment 3rd Edition (SHLAA).

9.2. Sheltered housing properties

Our future approach to sheltered housing will be informed by the current demand for our accommodation. Demographic changes suggest that the

demand for older person's accommodation should be increasing, if we have a large number of hard to let properties or there is a mismatch between the properties we have available and the demand expectations of those customers needing sheltered housing accommodation, then we will review the accommodation and adapt them as appropriate.

We have a programme to assess the demand and condition of our Cat 2 sheltered housing and evaluate the feasibility of converting the properties where appropriate to ensure that they meet the standards expected of our residents.

9.3. Individual dwellings

When a property becomes vacant it is passed to the New Tenancy team who attempt to match customers' requirements for housing on the Housing Options team waiting list with the properties that are available.

If the estimated cost of undertaking work to an individual dwelling to make it a lettable asset is excessive or where there is no demand for a particular property either due to its location, asset type or size, then options will be assessed to either change its use or adapt the property to meet the current demand for housing.

If the estimated cost of any work undertaken is not financially viable compared to the rental income predicted then the options for alternative uses or disposal will be considered.

9.4. Garage and car parking

The majority of our garage and parking sites offer good quality parking at a reasonable rent and perform a valuable service to the local community.

However, a number of parking and garage sites are now falling into disrepair and are offering a poor solution to meet parking demands within their areas. If sites are identified that fall into this category we will plan to assess their effectiveness as parking and garage sites.

Where there is no demand or it is not commercially viable for a particular garage or car parking area, other options will be assessed to change the use of the garage or parking site to fully utilise the asset. If the estimated cost of any work undertaken or development is not financially viable then the options for alternative uses or disposal will be considered.

9.5. Acquisition of properties

We will continue to identify and consider potential opportunities to increase the housing stock by acquiring properties, particularly if the property type and location match housing need for suitable homes.

Options for properties potentially being acquired to convert to meet the housing need will be evaluated. The estimated cost of acquisition and associated building works must be financially viable with regard to the potential rental income of the asset.

9.6. Generating income

Where appropriate, we will evaluate options to utilise existing assets to generate income that will benefit the HRA by establishing the payback period for any investment. For example this may include installing PV panels on building roofs where there is a high demand for communal electric, this cost will then be subsidised and will benefit all residents.

10. Resources

10.1. Value for money

The assets will be managed to obtain the maximum benefit over time with the resources that are available, by achieving the right balance between economy, efficiency and effectiveness.

The management of the work systems will focus on the value customer demands received with the aim to eliminate failure demand and system waste. Decisions with regard to all asset management resources will be based on gained knowledge of the system and will consider if the outcome is proportionate, lawful, accountable and necessary (PLAN).

10.2. Housing revenue account (HRA) budgets

10.2.1 The housing investment programme (HIP)

The HIP is the housing portfolio's seven year capital programme, which is formally reported to the Cabinet Member for Housing Executive annually. The HIP is comprised of capital schemes for both the General Fund and the Housing Revenue Account.

10.2.2 Summary of HRA schemes in the HIP

The HIP consists of a large number of schemes varying in size and cost, the full programme is available from the Repairs and Maintenance Manager. The programme however can be summarised into three separate sections.

1. Major repairs – specific contracts

These are generally larger scale repairs and upgrading projects to existing dwellings that ensure that the condition of the existing housing stock does not deteriorate. Examples of this are external works such as replacement of whole building elements such as new roofs or windows and structural repairs.

2. HRA assets – non-dwelling

This is expenditure on non-dwelling HRA assets that require on-going works to ensure that they remain fit for purpose. Examples of these works include area office accommodation and commercial properties upgrades. This also contains expenditure on items such as new IT and repurchasing council homes.

3. Projects

Some projects are outside of the on-going upkeep of the existing housing stock and its supporting infrastructure. These projects are held separately and include schemes such as Somerstown Central and construction of new dwellings.

10.2.3 Resourcing the HIP

Funding for the HIP comes from a number of sources and is detailed in the annual HIP budget. In most years the majority of funding is from tenant rents, however it is commonplace for funding to come from a variety of other sources, including:

- external grants
- sale of non-dwelling assets (known as 'capital receipts')
- sale of council dwellings through Right to Buy
- council borrowing
- corporate contributions from the General Fund

Some funding has to be used for specific purposes, such as grant funding, whereas other funding such as tenant rent has more scope for flexibility in its use, which is a key reason to consult with residents through the budget setting process each year.

10.2.4 Residents consultation the HIP

The HIP is currently reviewed annually at the main council budget setting meeting. These meetings require the Cabinet Member for Housing to approve the budget that has been set.

Residents are consulted throughout the process of compiling HIP revisions, through tenant representative groups, where the full programme is discussed, and residents are given the opportunity to have their say on the proposals and return with alternate spending proposals. Although the final decision is made by the Cabinet Member for Housing, the views of the residents' forums are considered and taken into account.

10.2.5 One for one replacement housing

Following a detailed consultation process, the Department for Communities and Local Government (DCLG) announced that it would be raising the existing national right to buy discount limit from £38,000 to £75,000 from 1 April 2012 and using all additional right to buy receipts to fund a one for one replacement programme on a national basis.

In order to ensure that local authorities commit to using the additional capital receipts generated to provide replacement housing, local authorities were required to sign an agreement committing to do so, or return the receipts back to DCLG. The Cabinet Member for Housing approved Portsmouth City Council's signing of the Agreement at the Housing Cabinet Meeting on 15 June 2012.

Replacement homes can be provided in a number of ways. We can build them ourselves or the resources can be passed on to a Registered Social landlord (RSL) to deliver replacement housing as part of a larger scheme.

Alternatively, we may choose to purchase homes directly on the open market as this could allow for a quicker provision of replacement housing. However in all cases, the use of the retained receipt cannot exceed 30% of the cost of the new provision.

It is essential that we meet our obligations under this agreement, as failure to do so would result in the receipts being repayable to DCLG with interest added.

10.3. People

Our repairs and maintenance staff with the right skills will be directly employed and located as appropriate to effectively manage the repairs and maintenance service and meet the specific demands received for the repairs and maintenance service.

Training and support will be provided to develop the skills of the repairs and maintenance teams to meet the demands they receive and provide a complete in-house service.

Regular recruitment of trainee and graduate building surveyors will be undertaken. Support will be provided and a staff structure maintained that enables them to follow a career path to become chartered building surveyors.

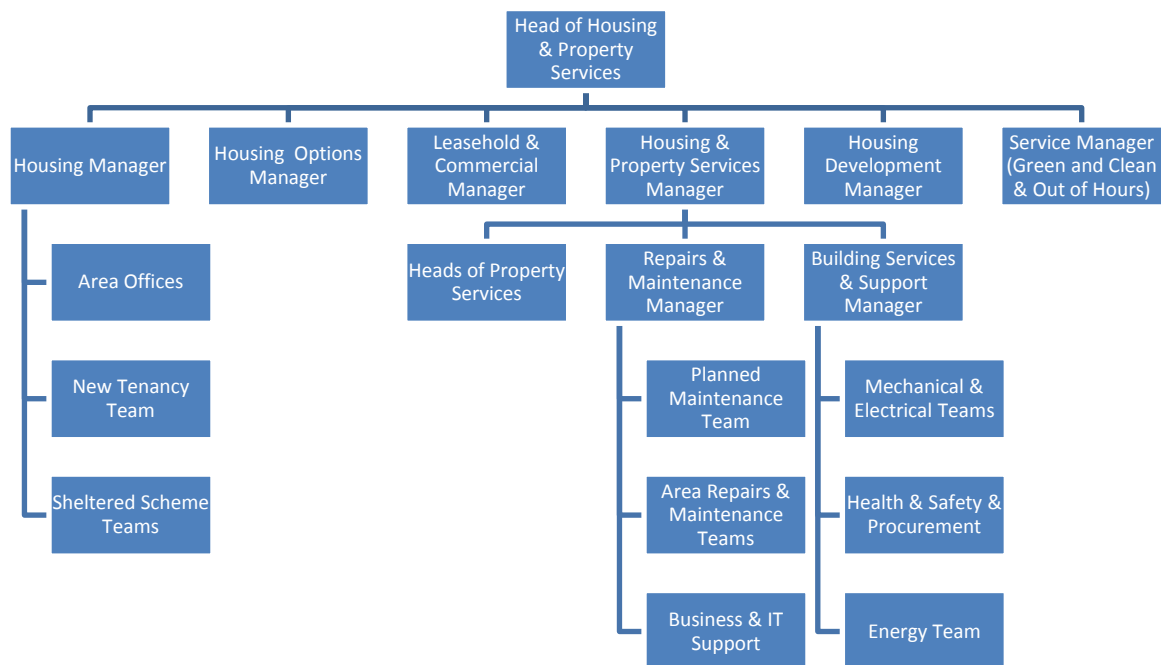


Figure 6 - Organisation Chart related to Asset Management

Where it is identified that we do not have a specialist skill or it is not proportionate to employ a specific role directly, the use of consultants, agency

staff or appropriately trained staff from other Portsmouth City Council departments will be evaluated.

10.4. Contractors

Procurement of contractors will always be undertaken to ensure that the best resources are employed with regard to cost and quality of work undertaken. We will assess the most appropriate procurement route that will enable a contractor to be appointed that provides value for money for the specific project or service required.

10.4.1 Service providers

Where there is demand for a repairs and maintenance service that has sufficient continuity of work, contractors will be procured as service providers using an 'open book' type contract where costs incurred are visible.

All the service providers will work together as partners to form a core group to achieve agreed objectives. The partners who are part of the core group will carry out the following:

- Act in a spirit of mutual trust and co-operation
- Share data, best practice, innovation and knowledge to enable continuous improvement and achieve value for money, no partner shall have a monopoly on best practice, initiative or solution
- Joint working on agreed initiatives between partners and their suppliers
- Implement agreed changes to systems efficiently and effectively
- Plan and invest in partners' staff development,
- Develop and maximise funding streams and trading opportunities
- Avoid conflicts or disagreements and should they arise, resolve them promptly together.

10.4.2 Contractors

Where there is demand for planned work that does not provide a continuity of work over a prolonged period, then contractors will be procured for specific projects either by gaining quotes utilising an agreed select list or tenders utilising a framework contract or tendering a specific one off contract.

10.4.3 Sustainability

An objective is to develop a sustainable approach to the repair and maintenance of our assets that is designed to incorporate the needs and benefits of the local community. This will be achieved by considering the social economic, social environment and environmental dividend aspects of providing a repairs and maintenance service.

Appendix A. Stock data analysis

Asset Element	Lifecycle (Years)
Kitchen	18
Bathroom	20
Heating System Boiler	15
Heating System Distribution	30
Flat Roof Covering	27
Pitched Roof Covering	70
PVCu Windows (Dwelling)	35
PVCu Windows (Communal)	45
Communal Electrical Certificate	5
Door (Dwelling)	25
Door (Communal)	30
External Decorations (Flats)	10
External Decorations (House Brick/Concrete)	15
External Decorations (House Steel Frame/Infill Panel)	30
Internal Decorations (Low-rise)	15
Internal Decorations (Medium-rise, High-rise & Tower Block)	10

Figure 7 - Lifecycle years (April 2014)

Asset Type	HRA Stock	Leaseholder	Grand Total
Bedsit	367	26	393
Bungalow	218		218
Flat	8268	1405	9673
House	4303		4303
House in Multiple Occ.	3		3
Maisonette	1944	459	2403
Grand Total	15103	1890	16993

Figure 8 - Assets by Type and Ownership (April 2014)

Year Built	HRA Stock	Leaseholder	Grand Total
Pre 1950	2309	134	2443
1950s	4757	682	5439
1960s	4465	673	5138
1970s	2841	353	3194
Post 1979	731	48	779
Grand Total	15103	1890	16993

Figure 9 - Assets by Year Built and Ownership (April 2014)

Construction Type	HRA Stock	Leaseholder	Grand Total
BISF	336		336
Bison	540	4	544
Concrete ring beam	552	105	657
Crosswall	860	255	1115

Construction Type	HRA Stock	Leaseholder	Grand Total
Easiform	178	4	182
Howard	120		120
No-fines	1216	73	1289
Orlit	53		53
Reema	858	15	873
Traditional	10390	1434	11824
Grand Total	15103	1890	16993

Figure 10 - Assets by Construction Type and Ownership (April 2014)

Number of Storeys	HRA Stock	Leaseholder	Grand Total
Low Rise (1-2 storeys)	6640	439	7079
Medium Rise (3-5 Storeys)	6049	1382	7431
High Rise (6-9 storeys)	839	60	899
Tower Blocks (10 storeys & above)	1575	9	1584
Grand Total	15103	1890	16993

Figure 11 - Assets by Number of Storeys and Ownership (April 2014)

Area Housing Office	HRA Stock	Leaseholder	Grand Total
Buckland	2438	185	2623
Landport	1575	215	1790

Area Housing Office	HRA Stock	Leaseholder	Grand Total
Leigh Park	4172	357	4529
Paulsgrove	2790	332	3122
Portsea	768	75	843
Wecock Farm	712	80	792
Somerstown	2648	646	3294
Grand Total	15103	1890	16993

Figure 12 - Assets by Area Housing Office (April 2014)

Area Housing Office	Percentage of Sales
Leigh Park	31%
Paulsgrove	26%
Somerstown	14%
Buckland	10%
Landport	9%
Portsea	5%
Wecock Farm	5%

Figure 13 - Average Percentage of Sales by Area Office (2004/05 - 2013/14)

Year Sold	Houses	Flats	Grand Total
2004/05	118	112	230
2005/06	55	63	118
2006/07	51	60	111
2007/08	46	54	100
2008/09	10	8	18

Year Sold	Houses	Flats	Grand Total
2009/10	14	21	35
2010/11	19	12	31
2011/12	7	12	19
2012/13	18	25	43
2013/14	39	44	83

Figure 14 - Number of properties sold by Asset Type

Asset Type	Grand Total
Adventure Play Grounds	6
Car Parks	222
Community Centres & Youth Clubs	15
Garages	2,482
Leisure/Health	8
Mobile Home Parks	2
Offices	40
Retail/Hospitality	47

Figure 15 - Commercial Assets (August 2014)

Appendix B. Asset management strategy references

The following separate documents have been referred to within the asset management strategy and provide up to date detailed information regarding work to be undertaken.

- Portsmouth City Council Tenancy Agreement
- Repairs and Maintenance Measures Operational Definitions
- Repairs and Maintenance Improvement Plan
- Service Provider Risk Register
- Portsmouth City Council's Allocations and Lettings Policy
- Portsmouth City Council Housing Waiting List
- Asset Management Plan
 - plan for planned maintenance of properties
 - plan for structural work to non-traditional construction properties
 - plan for energy performance improvements of dwellings
 - plan for environmental improvement schemes
 - plan for mechanical and electrical services schemes
- Housing Investment Programme (HIP)
- HRA sites suitable for potential building development
 - Sites suitable for less than five units
 - Sites suitable for five units or more
 - Havant Borough Council Strategic Housing Land Availability
- Shaping the Future of Portsmouth – a regeneration strategy for the city
- Shaping the future of housing - A strategic plan for Portsmouth

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Agenda Item 4

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Agenda item:

Title of meeting: Cabinet Member for Housing Decision meeting
Subject: The Portsmouth Housing Market
Date of meeting 4th November 2014
Report by: Alan Cufley
Head of Corporate Assets, Business and Standards
Wards affected: All

- 1. PURPOSE OF REPORT:** to provide an update on the main trends within the city's housing market, drawing upon the Strategic Housing Market Assessment (SHMA) which was commissioned by the Partnership for Urban South Hampshire (PUSH). The report was compiled by consultants using data from 2013 and approved by PUSH early in 2014.

The link to the PUSH report is as follows:

http://www.push.gov.uk/south_hampshire_shma_final_report_16.1.14_.pdf

http://www.push.gov.uk/item_9_-_appendix_ii.pdf

2. RECOMMENDATION:

It is recommended that the Cabinet Member for Housing notes the present situation and trends in the Portsmouth Housing Market.

3. Background

There are 89,612 dwellings in Portsmouth within the city of Portsmouth. However, the Portsmouth Housing Market as defined by the SHMA comprises the city itself, Havant, Gosport, the eastern wards of Fareham and the southern parts of Winchester and East Hampshire District. This 'market' then sits relative to the one based around the city of Southampton and the one that borders the area to the east, namely West Sussex and its closest city, Chichester.

The information in the SHMA is that Portsmouth has the lowest number of detached and semi-detached properties out of all the PUSH authorities. The stock is skewed towards terraced housing and flats and towards smaller properties with only 55.2% of dwellings having 3 or more bedrooms which is much less than in other authorities. The report notes that over the period 2001 - 2011 there has been a modest shift in the housing mix towards smaller properties.

62% of Portsmouth's properties are in Council Tax band A or B. This is the highest proportion out of all the PUSH authorities.

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Affordability - Using the data compiled by central government the ratio of Lower Quartile Earnings to Lower Quartile House Prices for Portsmouth is 6.38 and Median Earnings to Median House Prices is 5.62 for 2013. This data is slightly lower than for England overall but even so these ratios are higher than most lending criteria allow for particularly at the lower end of the market. Indeed the SHMA notes that over 43% of households in Portsmouth would not be able to afford open market housing. Whilst house prices are lower than other parts of the housing market, the level of wages is also comparatively low.

Portsmouth has a higher than average level of overcrowding compared to the rest of the PUSH area. The SHMA points to the higher percentage of smaller dwellings; the socio-economic characteristics of the areas; the levels of houses in Multiple Occupation; and the higher occupancy levels amongst students, as factors which could lead to such a situation. The level of overcrowding has increased by over a half in the past decade – significantly more than in other PUSH local authority areas.

4. Owner Occupation

The owner occupied sector (both those with and without mortgages) accounts for about 55% of the Portsmouth housing market. The SHMA research states that this is the lowest level of all the PUSH urban centres.

4.1. Sales Volumes

The consultants that compiled the PUSH report state that sales volumes and sales rates are an important indicator of effective demand for market housing. They note that sales broadly halved across the core PUSH authorities during the credit crunch although this was particularly marked in Portsmouth where sales declined by 53%. There has been a very modest recovery since 2009 but this has been particularly protracted in Portsmouth. Sales during 2014 were similar to 2013 with monthly sales rising in a series of peaks and troughs from a low in January with an overall increase in monthly sales. Annual sales volumes in Portsmouth, according to the Land Registry, were:

2007	5,157
2008	2,484
2009	2,545
2010	2,362
2011	2,257
2012	2,283
2013	2,846
2014	3,040 (this is an extrapolated figure based upon actual data from the Land Registry for the first 6 months of 2014)

4.2 Average sale prices in Portsmouth

As can be seen from the table below, average sale prices in Portsmouth have increased over the last couple of years but have not returned to their 2008 levels. The data is from the Land Registry and it will be recalled that they apply to sale transactions agreed two to three months previously.

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Average sale prices registered in August 2014 and August 2011 can be compared with those when the Portsmouth market peaked in February 2008.

PROPERTY TYPE	AUGUST 2014	AUGUST 2011	FEB 2008
	£	£	£
Detached	£330,230	£313,581	358,483
Semi-detached	£197,922	£187,943	214,855
Terrace	£150,115	£142,547	162,958
Flat	£119,277	£113,263	129,482
Average Price	£149,348	£141,818	161,447

House prices are consistently lower in the city than most other parts of Hampshire

4.3 Mortgages for home purchase

General

The trend in national mortgage lending is one of growth to 2007 and, after 2008, a steep decline. For 2014 mortgage lending was at its highest level since 2008, with lending to movers totalling £7.2 billion, 31% up on July last year.

These lending figures include continuing and new Government home-buying support schemes, such as Help to Buy, where buyers are assisted to access 95% of the funding required to make a home purchase.

Commentators and professional bodies such as the Royal Institution of Chartered Surveyors (RICS) reported for September 2014 that, nationally, a more balanced picture is emerging. The RICS Residential Market Survey indicates fading, albeit still robust, price momentum at the headline level. This comes on the back of a more balanced demand picture, in part related to less buoyant expectations of future price rises. Crucially however, the supply trend remains more or less flat with no indication of a pick up in new vendor instructions.

The Council for Mortgage Lenders (CML) highlights that lending is growing year-on-year. Buy-to-let lending continues to recover and regain market share. For the coming year the CML considers that the market will grow but not wildly due to affordability constraints.

Data is not available for mortgage lending at a local authority level but there is no suggestion that the mortgage trends are different for Portsmouth. i.e. mortgage lending is gradually increasing having halved from a high in the late 2000s

4.4 First Time Buyers

First time buyers have traditionally bought homes in Portsmouth owing to the lower prices compared to the suburban hinterland of, for example, Fareham and Havant.

Drawing upon the CML data at a national level, lending to First Time Buyers has increased from a year ago but is still down from the 2007 high. The typical loan size for first-time buyers continued to rise to £127,500 in July, the highest average loan size for a first-time buyer on record. The typical gross income of a first-time buyer household also grew to £38,900 in July. Therefore, first time buyers are spending under x3.5 of their gross income on mortgage costs.

There were 30,200 first-time buyer loans in July - 25% up on July 2013. There was £4.6 billion of lending to first-time buyers in July - 39% higher than July last year.

4.5 Deposits

There are lenders that will provide 95% loan to value mortgages (2 lenders are recorded on the *Help to Buy* website) but where a mortgage is required for a smaller financial percentage of the property then loan rates will be better. If a First Time Buyer is trying to purchase an average priced property with a mortgage for 75% of its value then they would need to provide a deposit of over £35,000.

4.6 Help to Buy

The CML commented earlier in the year about Help to Buy. It appeared to be reaching the geographical parts of the market where recovery had been weakest, while accounting for only a small proportion of business in those areas where the market was more active.

On the basis of these figures, the scheme appears to be successfully reaching its target group of creditworthy borrowers who would otherwise be unable to buy until they had accumulated a more significant deposit. Throughout the UK, the proportion of business accounted for by Help to Buy was modest.

See "Intermediate Housing" section below

5. Private Renting

The RICS report that across the UK, the rental market remains firm, underpinned by tight supply and steady demand growth.

In Portsmouth the private rental market accounts for about 25% of dwellings. The SHMA notes that over the last decade it is particularly noticeable in Portsmouth that private renting has been the key growth sector at the expense of owner occupation.

The Portsmouth market is partly characterised by house sharers – something that is absent in surrounding areas.

5.1 Average Rents per week

Council (2014-15)	£85.34
Housing Association (Registered Provider - 31.3.13)	£92.67
Open Market (estimated from April 2014 Local Housing Allowance)	£171.52

The SHMA report suggests there has been little movement in rental prices over the last few years.

Vacant and second homes – the number of these are below regional and national averages but Portsmouth has amongst the highest numbers in PUSH.

5.2 Buy to Let

Drawing upon national data from the CML the message is that Buy-to-Let (this includes Buy-to-let lending for house purchase and re-mortgaging as well as general buy-to-let loans) is recovering strongly but from a low base. There were 17,500 buy-to-let loans in July 2014, representing lending of £2.4bn. This was an 18% increase by volume and 26% by value. The number of buy-to-let house purchase loans is up 29% compared to last July.

5.3 Students

There remains a sizeable student population in Portsmouth and the balance between delivery of student accommodation and in the numbers of students remains a significant issue and will increasingly impact upon the wider housing market.

Both landlords and letting agents continue to report a lack of demand amongst students for certain types of privately rented property. This has meant that landlords are having to reappraise the use of their property.

6.0 Social Housing

Government data for 2013, describes the Portsmouth social housing sector as being made up of 11.6% local authority dwellings and 6.7% registered provider (housing association) dwellings. The trend has been for local authority dwellings to decline in number so that in 2013, there were 10,245 council owned homes in Portsmouth (down from 10,337 in 2008) and for Registered Provider homes the number has increased to 5,969, up from 5,000 in 2008.

6.1 Supply of affordable homes

The SHMA reports that "there is a clear justification for authorities to secure the maximum viable level of affordable housing on development schemes". Their report concludes that there is justification for 770 affordable homes per year in Portsmouth and it also concludes that of the 73% of affordable housing which needs to be rented accommodation then 10.7% should be Affordable rented homes and 62.3% social rented homes.

6.2 Portsmouth's Housing Register

Portsmouth's Housing Register, as at September 2014, stands at 1,562 households. This total refers both to new applicants seeking Council / Registered Provider accommodation for the first time, but also to existing tenants (city council and housing associations) who require a move to alternative, usually larger, accommodation. They all have an urgent need for housing, at below market rents, for a variety of reasons such as poor health, overcrowding and homelessness.

The number of lettings carried out in the last year from September 2013 to September 2014 amounted to 1,526. These are lettings of both Council properties and housing association properties and include lettings of properties let via the housing register beyond the Portsmouth City Council boundaries.

6.3 Homelessness

On a national basis the Department for Communities and Local Government, (DCLG), have noted that 13,140 households were accepted between 1 April and 30 June 2014, 2 per cent lower than during the same quarter of 2013. In the long term, acceptances peaked in 2003 before falling sharply until 2009. Acceptances in 2013 stood at just over a third (39 per cent) of the peak.

In Portsmouth, Department for Communities and Local Government (DCLG) data records that the local authority decided that 5.25 households per 1000 households in the area were declared as homeless and priority need in 2013/14. This compares with 6.24 per 1000 population in 2012/13; 6.05 in 2011/12; 4.78 in 2010/11 and 4.70 in 2009/10

7.0 'Intermediate' housing products

Help to Buy South is the agency for the South of England that provides access to properties offered for shared ownership, Help to Buy support and certain rental properties which are slightly cheaper than open market properties.

The register of those wanting the above types of property in Portsmouth is held by the agency, part of the Radian housing group. As at 30 April 2014, there were 504 households registered with *Help to Buy South* that are seeking accommodation in Portsmouth.

7.1 User profiles

The main points concerning the people that are registered are that 40% are in the 18 - 29 age group. 47% of households have an income between £20,001 and £35,000 and 39% are currently private tenants.

In terms of shared ownership, on average, households purchased 42% of the property which equates to £63,980. During the first 2 quarters of 2014 there were 12 Help to Buy sales; 14 Shared Ownership sales and 4 shared ownership resales. 45% of those acquiring a property in Portsmouth were based here before hand. 24% lived in Fareham; with fewer than 10% living in other surrounding areas. Just over 10% were living out of the general area.

8.0 Housing for Specific Groups

8.1 Older Persons

The SHMA report notes that older person households are more likely to under-occupy their housing than other households. Whilst the majority of under-occupation is expected in the owner-occupied sector there will be those in the social

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rented stock that are under occupying and not affected by the changes to benefit under Welfare Reform.

Consideration must continue to be given to reducing under-occupation in this client group. The type of accommodation that is on offer for older persons is extremely important as the Housing Register is showing a much reduced demand for social rented sheltered accommodation.

Amongst the older population, the SHMA report notes an increase in both dementia and mobility related illnesses. Over the next 20 years (from 2011), in the Portsmouth Housing Market Area (covering Portsmouth, Gosport, Havant, the eastern wards of Fareham and the southern parts of Winchester), the report anticipates an 86.4% increase in the older population suffering dementia and a 74.3% increase in those with mobility problems.

The SHMA analysis confirms that there is a continuing need for specialist and specific accommodation for older persons as the population ages.

8.2 People with Disabilities

Again, in the Portsmouth Housing Market Area, 17.3% of the population has a Long Term Health Problem or Disability. This has implications for housing support services, including the provision of adaptations to properties, as these services will need to be adequately resourced to take account of the data.

Recent changes in the national funding regime means that private sector financial grant support for disabled facilities is now supported by the Better Care Fund

8.3 Black or Minority Ethnic (BME) Households

The BME population in the PUSH area has grown strongly since 2001. The 2011 Census shows that BME groups make up 11% of the area's population. The Asian and White: Other populations (which include Eastern European migrants) have both grown notably.

The characteristics of this client group indicate that they are:-

- Typically younger
- Less likely to be owner occupiers than the White (British/Irish) population;
- Greater reliance on the private rented sector, and
- More likely to be overcrowded and less likely to under-occupy dwellings.

There is therefore the need to consider

- How the needs of different groups are met within the local housing market,
- The reasons for higher levels of overcrowding in BME communities and how this can be addressed.
- It will also be important to consider the role that the Private Rented sector plays in meeting needs of new migrant communities and the standards of housing in this sector.

8.4 Households with Children (Family Households)

This group may be quite polarised. Whilst married couple households have high levels of owner-occupation and may well be slightly better off than the general population, the data does point to potentially lone parent households being more disadvantaged. The housing offer should therefore meet the needs of such households and in particular the importance of maintaining good quality housing in the private rented sector.

8.5 Young People

The assessment notes that younger person households show a high reliance on rented housing. Younger age cohorts may therefore be forced into private rented (including shared) housing as the only means of meeting their housing needs, aside from residing with parents. To help younger households access housing the report suggests:

- A balanced approach to housing in terms of bedroom sizes and property types,
- Increased housing supply
- Ensuring high standards for Houses in Multiple Occupation (HMOs).

9. Concluding Remarks

The Secretary of the Portsmouth Property Association has confirmed that the *'residential property market in the city remains active and with good demand especially up to the £250,000 stamp duty threshold. House prices are rising due to strong demand but limited supply. Nicely presented 2 and 3 bedroom terraced houses are selling quickly and mostly at full asking prices.*

The rented market is also strong with letting agents reporting good levels of enquires because many people have no option but to rent because they cannot put a sufficient deposit together to buy. As a result, rents are holding up well and letting agents are reporting good levels of enquires.

The strength of the housing market in Portsmouth remains a strong economic indicator. With owner occupation now standing around 55% of the housing stock, some of it having lower value, the upward trend in home purchase provides a good indicator in confidence of both buyers and lenders

The Council for Mortgage Lenders highlights that lending is growing year-on-year with Buy-to-let lending continuing to recover and regain market share.

The data also highlights the growth of the private rented market and that it remains the second largest sector in the Portsmouth City Council area. It is also a lot larger, by percentage, than in nearby local authority areas.

The Private Rented sector in the city continues to play a very important role in meeting the needs of all types of household, be they seeking affordable housing or being new to the area. Maintaining good standards within that sector of the housing market remains as crucial as ever.

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Similarly, it is important to recognise the reduction, in relative terms, in the number of households declared homeless and in priority need

The SHMA analysis confirms that there is a continuing need for specialist and specific accommodation for older persons as the population ages. It also recognises the minor shift in the housing mix towards smaller properties

Signed by Alan Cufley
Head of Corporate Assets, Business and Standards

The recommendations set out above were approved/approved as amended/ deferred/ rejected by the Cabinet Member for Housing on 4th November 2014.

Signed by Councillor Steve Wemyss
Cabinet Member for Housing

Background list of documents: S 100D of Local Government Act 1972

The following documents disclose facts or matters which have been relied upon to a material extent by the author in preparing this report:

Title of publication	Location
Land Registry <i>House Price Index</i> .	Internet
Council of Mortgage Lenders website	Internet
HCC data.	Internet
South Hampshire Strategic Housing Market Assessment - Final Report 2014 (see weblink above)	Internet
Communities and Local Government statistics.	Internet
Portsmouth Housing Register, management information	PCC

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