

OVERVIEW AND SCRUTINY TASK GROUP - QUALITY OF HOUSING PROVIDED BY SOCIAL LANDLORDS

MONDAY, 29TH JANUARY 2018, 6.30 PM
COMMITTEE ROOM 1, TOWN HALL, CHORLEY

AGENDA

1 APOLOGIES FOR ABSENCE

2 DECLARATIONS OF ANY INTERESTS

Members are reminded of their responsibility to declare any pecuniary interest in respect of matters contained in this agenda.

If you have a pecuniary interest you must withdraw from the meeting. Normally you should leave the room before the business starts to be discussed. You do, however, have the same right to speak as a member of the public and may remain in the room to enable you to exercise that right and then leave immediately. In either case you must not seek to improperly influence a decision on the matter.

3 BACKGROUND INFORMATION

(Pages 3 - 14)

Fiona Hepburn, Housing Options and Support Manager, will give a short presentation to give Members some background information and context.

To assist Members in scoping the review the following are enclosed:

- Registered Providers who operate within Chorley and the numbers of housing units owned
- The New Home Relet Standard for Chorley Community Housing and Places for People

4 SCOPING OF THE REVIEW

(Pages 15 - 16)

Members will need to consider what the desired outcome of the review will be and how this can be achieved.

5 DATE OF NEXT MEETING

Thursday, 22 February at 6.30pm.

6 ANY OTHER ITEM(S) THAT THE CHAIR DECIDES IS/ARE URGENT

GARY HALL
CHIEF EXECUTIVE

Electronic agendas sent to Members of the Overview and Scrutiny Task Group - Quality of housing provided by social landlords Councillor Jane Fitzsimons (Chair), and Councillors Charlie Bromilow, Tom Gray, Margaret Lees, Matthew Lynch, June Molyneaux, Alistair Morwood, Mick Muncaster, Steve Murfitt and Kim Snape.

If you need this information in a different format, such as larger print or translation, please get in touch on 515151 or chorley.gov.uk

PRP Name	PRP registration number	Local Authority name	LA code	General needs - Self contained - Owned low cost rental accommodation by Local Authority area	General needs - Bedspace - Owned low cost rental accommodation by Local Authority area	Supported housing - Owned low cost rental accommodation by Local Authority area	Housing for older people - Owned low cost rental accommodation by Local Authority area	Total number of homes which fail the DHS by local authority area	General needs - Self contained - Managed low cost rental accommodation by Local Authority area	General needs - Bedspace - Managed low cost rental accommodation by Local Authority area	Supported housing - Managed low cost rental accommodation by Local Authority area	Housing for older people - Managed low cost rental accommodation by Local Authority area	No. Low Cost Housing Units Owned where Purchaser has <100% Equity	No. Low Cost Housing Units (Managed Only) where Purchaser has <100% Equity
Accent Foundation Limited	LH1722	Chorley	E07000 118	454	0	11	104	66	454	0	5	104	32	0
Adactus Housing Association Limited	LH0131	Chorley	E07000 118	231	1	4	0	0	1	0	4	0	0	0
Anchor Trust	LH4095	Chorley	E07000 118	0	0	0	49	0	0	0	0	49	0	0
Beech Housing Association Limited	SL3463	Chorley	E07000 118	12	0	0	0	0	4	0	0	0	35	0
Chorley Community Housing Limited	L4487	Chorley	E07000 118	2511	0	12	317	16	2749	1	3	317	0	0
Community Gateway Association Limited	L4457	Chorley	E07000 118	1	0	0	0	0	1	0	0	0	0	0
Contour Homes Limited	L3261	Chorley	E07000 118	173	0	0	0	6	173	0	0	0	23	0
Creative Support Limited	4689	Chorley	E07000 118	0	0	9	0	0	0	0	0	0	0	0
Frontis Homes Limited	L4204	Chorley	E07000 118	0	0	0	0	0	0	0	0	0	0	13
Great Places Housing Association	L1230	Chorley	E07000 118	4	0	1	0	0	4	0	0	0	17	0
Home Group Limited	L3076	Chorley	E07000 118	0	0	23	0	0	0	0	29	0	0	0
Irwell Valley Housing Association Limited	L0061	Chorley	E07000 118	0	0	0	0	0	0	0	0	0	0	0
Leicester	L0409	Chorley	E07000	0	0	0	0	0	0	0	0	0	1	0

Housing Association Limited			118												
Manchester and District Housing Association Ltd	L1423	Chorley	E07000 118	23	0	15	0	0	23	0	12	0	13	0	
New Fylde Housing Limited	LH4284	Chorley	E07000 118	0	0	4	0	0	0	0	4	0	0	0	
New Progress Housing Association Limited	LH4032	Chorley	E07000 118	79	0	10	0	0	79	0	10	0	0	0	
Places for People Homes Limited	L0659	Chorley	E07000 118	1820	0	7	169	1	1820	0	0	0	59	0	
Places for People Individual Support Limited	LH3926	Chorley	E07000 118	0	0	24	0	0	0	0	18	0	0	0	
Plumlife Homes Limited	SL3224	Chorley	E07000 118	0	0	0	0	0	0	0	0	0	0	0	
Progress Care Housing Association Limited	LH4188	Chorley	E07000 118	0	0	91	0	0	0	0	91	0	0	0	
Progress Housing Group Limited	LH4189	Chorley	E07000 118	0	0	0	0	0	0	0	0	0	10	0	
Regenda Limited	4653	Chorley	E07000 118	5	0	7	0	0	5	0	0	0	0	0	
The Frances Darlington Charity	A4071	Chorley	E07000 118	5	0	0	0	0	0	0	0	0	0	0	

Places for People

New Home Relet Standard

On the day you move into your new home we'll make sure that it's:

- Fit to live in
- Safe and secure
- Complies with legal requirements.

Here's a checklist of the standards we use when letting our properties. It shows what you can expect when you move in.

Structure and appearance

- The roof will be wind and weather tight
- Gutters, downpipes and gullies will be free from blockages and working properly
- We'll remove any graffiti from walls.

Heating and mains services

- We'll carry out full and certified electrical and gas-safety checks
- We'll lag any cold-water tanks, hot-water cylinders and exposed pipes
- The property will have a working smoke-alarm system
- Any boiler will be in good working order with a timer or programmer (or both) fitted
- You'll have adequate heating.

Electrical

- Sockets will be switched, double pole, clean, substantially free of paint and fit for purpose
- We'll test the consumer unit and make sure it's in line with current BS7671 electrical regulations
- We'll test and inspect any existing non-standard fittings and may leave them in place - it's then your responsibility to maintain them
- Pendant lights will be clean, substantially free of paint and fit for purpose
- Switches will be clean, substantially free of paint and fit for purpose.

Doors

- External doors will be secure and they'll open and close freely. They'll also be wind and weather tight
- External door locks will work. They'll have at least one secure lock with keys provided
- Internal doors and frames will be in working order. They'll open and close freely.

Windows and other glazing

- Glazing will be intact and windows will be safe, secure and in working order.

Floors, stairs and internal woodwork

- Internal woodwork will be in good condition and free from damage or decay
- Floors will be secure and without nails or gripper rods

- We'll check stairs and handrails to ensure they're safe and secure
- Floors will be clean, undamaged and free from any trip or slip hazards
- We don't provide any floor coverings but we'll leave any left by the previous tenant if they're in good condition - like laminate or carpets. It's then your responsibility to maintain them.
- Stair treads, risers and stair posts will be secure.

Walls and ceilings

- Ceilings will be in a reasonable condition - they won't have any large cracks or loose plaster.

Bathrooms and toilets

- Sanitary ware and other fixtures and fittings - including bath, shower, toilet, toilet seat and wash hand-basins - will be clean, disinfected and in good working order
- The bath, shower and wash hand-basins will be sealed and in good clean order, with a plug and chain where appropriate
- There will be an adequate supply of hot and cold water
- The bath and wash hand-basins will be surrounded by adequate tiled splash-backs. We'll replace any missing tiles with white tiles if no match is available.

Kitchens

- There will be an adequate supply of hot and cold water
- All kitchen units and worktops will be in good working order and cleaned inside and out
- We'll provide a gas or electric cooker connection point depending on the supply. It's your responsibility to get a cooker installed by a Gas Safe or NICEIC registered engineer.
- They'll be a suitable sink and drainer with plug and chain
- You'll have adequate-sized base units, wall units and work-tops for the size of room
- The sealant around the sink and worktops will be clean and in good order
- We'll provide a washing-machine point if there's space
- We'll prepare the floor surface for you to fit your own flooring
- Doors, drawer fronts, handles, tiles and worktops will be fit for purpose
- We'll inspect and clean any white goods that remain in the property - and it's up to us to maintain them.

Decorations

- We'll decorate only in exceptional circumstances - like if walls are covered with mould or graffiti
- It's your responsibility to decorate, including filling cracks. Make sure you don't use steam wallpaper strippers as these can damage the plaster
- We'll offer decorating vouchers only in exceptional circumstances.

Gardens and fencing

- The garden will be tidy and free from rubbish
- Hedges and shrubs will be cut back and grass trimmed
- We'll remove any garden sheds or other structures that are in poor condition - but you'll be responsible for their maintenance if we leave them

- We'll repair any fencing that falls under our responsibility if it poses a health and safety risk.

Cleaning

- The property will be free from rubbish
- Floors will be swept and mopped if appropriate
- All sanitary fittings will be de-scaled and chemically cleaned
- Kitchen units and cupboards will be washed down and left clean
- Windows will be cleaned internally.

Asbestos

- We'll contain any asbestos found in a property and set up a management plan for it.

Rubbish bin

- You'll be responsible for asking your local council to provide a rubbish bin if there isn't one outside when you move in.

General advice

- We'll explain how the heating and hot water works
- We'll show you where the main fuse box and the gas and water stop-taps are
- We'll give you a welcome pack with information and equipment on energy-saving opportunities.

Tenant's sign-up

We'll ask you to sign a form to show that you're happy with the

Chorley Community Housing

New Home Relet Standard

Adactus Housing Group recognises that the quality and appearance of our homes is very important to tenants moving in. Presenting our homes to a high standard will help towards gaining a successful and sustained tenancy.

To achieve this, we understand that properties are required to be aesthetically pleasing in all aspects of their appearance, specifically in terms of cleanliness and a good state of repair. Our aim is to present tenants with a product that they feel proud to accept as their home and encouraged to maintain the property to a good standard for the duration of their tenancy.

This standard will work in conjunction with the group's Component Replacement Policy, with particular attention made to ensuring key components such as, kitchens, bathrooms and decoration are of a consistently high standard for all re-lets.

In all cases, our properties will be subject to our stringent checks for gas and electrical safety and compliance with the re-let standard.

The following standards will be met, as a minimum, before tenants move into their new home. In exceptional circumstances we may agree with the prospective tenant to complete certain repairs after they move in. These repairs will subsequently be completed within 15 days.

Services

- All electrical and gas services to the property should be checked for faults and general integrity. We will certify that the services comply with all relevant industry and legislative standards
- All taps, wastes and overflows should clean, be securely fixed, be free from blockages and be in full operational order
- If any of the services are disconnected, the new tenant will be advised how to arrange an up-cap at the point of sign up (Turn on and test)
- All gas appliances to be tested and all properties with gas must have a gas tightness test carried out and appropriate certificates issued (including landlords gas safety certificate). A copy of the certificate is to be given to the incoming tenant
- All obsolete pipes should be identified as such and an explanation provided as to why they have not been removed. (if applicable)
- New gas piping will be capped using trunking for all vertical drops. Horizontal pipework will be clipped above skirting board level
- Vertical pipework at floor level will not be boxed in unless specifically agreed by the void works manager.

Condition of Appliances

- All appliances, such as central heating systems, electric showers, storage heaters and electric fires and convector heaters should be tested as necessary and/or checked for general condition to ensure they are safe for use
- Any inspection made should include an assessment of whether the appliance/installation complies with current statutory regulations
- Instruction leaflets will be given to new tenants at sign up or left on site
- If the outgoing tenant has previously installed fixed appliances without a certificate, the Void Work Manager will decide whether the appliance should be removed or retained and serviced, following advice from the appropriate engineer.

Cleanliness

- All properties will be thoroughly cleaned when the void work has been completed and this will be the final task prior to sign off:
- All work surfaces will be disinfected with particular attention to kitchens and bathrooms; using clean, hot water where possible
- Baths, basins, and toilets should be cleaned and free from significant staining
- All woodwork, including skirting boards, should be washed down
- All windows should be cleaned both internally and externally
- All floors will be swept and disinfected
- All utility items including white goods should be cleared from the property, unless previously agreed with the incoming tenant to leave them in situ.

Security

- The types and extent of security fittings installed will, to some degree dependant on the position and location of the property. This decision will be made by the Voids Works Team Leader and in conjunction with the Lettings Officer
- External Doors should be undamaged and retain a clean and damage free appearance
- Front Doors: All UPVC/Composite Doors to have a 5 lever mortise lock or the equivalent – this is adequate security for home insurance purposes. If a new door is fitted it should include a spy hole and chain. If an existing door does not contain them it does not fail the standard
- If a door is not one of the above it should have a minimum of 2 locks. Front doors in flats must be fitted with automatic door closures
- Rear Doors: These must have a 5 lever mortise lock and handles plus 2 door bolts (unless a UPVC/composite door. (locks on a composite door have additional mortise locks).

Glazing / Windows

- All broken and cracked panes of glass will be replaced
- Glazing units that show signs of condensation between panes will be replaced. The Voids Team Leader will make this assessment
- All glazing at low level or indoors will be in laminated glass or replaced with timber panels
- Ground floor windows will be lockable in all properties
- New tenants will be advised of the upstairs window to be used as a Fire Exit (if an approved fire escape) and how to operate it. The Voids Team Leader to make note of this window on the sign off sheets
- Bathroom windows should be of obscured glass.

Electrical Installations

- If a properties electrics are older than the recommended 25 year life cycle the property will be rewired whilst it is empty. During the rewire the kitchen will have the number of sockets upgraded if appropriate
- All sockets, lighting and their fittings should be in good condition
- All existing extraction units in Adactus properties will be fully operational and tested as standard
- Any new electrical work carried out as part of the void work, should be unobtrusive by following skirting boards and into the corners of the room
- Appropriate electrical certificate to be updated when tested
- Aerial socket will be installed in a communal block
- For flats, the door entry system will be tested and fully operational.

Internal Doors

- Should be undamaged and in good working order with secure door furniture. All will have a mortise latch with handles that are fully operational and that fit comfortably into the door recess
- There should be an internal door leading from the kitchen leading to other rooms/hall (unless open plan). In flats this should be fitted with automatic door closers
- Any new internal doors that have been installed will leave adequate space for floor covering
- There will be no internal glazed doors unless the glazing is laminated.

Architraves and Skirting

- All architraves and skirting boards will be securely fixed to the walls and free from loose nails and screws
- Timberwork that has been subject to damage, i.e chew marks by a dog, will be replaced
- Any bare, untreated timber will have a base coat of primer.

Plaster Work

- All plaster work needed above the size of a 10p piece, will be completed at void stage. The quality of the existing plasterwork will be checked and if necessary the walls will be stripped to prevent problems when the new tenant moves in
- Uneven walls are deemed acceptable if they are free from significant cracks and can be decorated to a good standard.

Floor Coverings

- All previously fitted carpet/laminates will be removed, unless agreed to be kept in by the incoming tenant, but there will be no laminate flooring above ground floor in flats. All will be removed whilst the property is empty
- Floors should be even and free from trip hazards
- In kitchens and bathrooms if floors need to be replaced because of chipped floor tiles, it should be replaced with vinyl flooring
- Where possible all other flooring chipped tiles will be replaced by a reasonable match. If that is not possible or the floor needs to be replaced it will be levelled using self levelling concrete only
- Floor grippers will be left in situ

- Carpet tiles in sheltered accommodation will be patched repaired where possible or replaced with suitable floor covering as necessary at the discretion of the Voids Team Leader.
- **Heating**
 - Properties should comply with the Decent Homes Standard in that they are provided with efficient heating, providing a reasonable degree of thermal comfort
 - All properties should have fully operational heating prior to any tenancy sign up
 - There should be a radiator in every room (excluding separate WC's and hallways)
 - All radiators should have independent thermostat control (except for the by- pass radiator – usually in the hall and there is a thermostat on the wall)
 - Surrounds for gas appliances should be securely fixed
 - Where possible, all appliances should have the relevant instructions available in the property or provided at sign up
 - Gas fire installed by previous tenants will be removed and replaced with an electric fire suite
 - Gas fires installed by Adactus that are deemed 'at risk', will be removed and made good
 - Wood burning stoves will be removed and the area made good.

Bathrooms

- All bathrooms should be in a reasonable state of repair and comply with the Decent Homes Standard
- Where a bathroom has exceeded the recommend lifecycle period of 30 years, the bathroom will be replaced at void stage
- Bathrooms should consist of bathing facilities (Bath and Wash basin) be in good working order and aesthetically pleasing in appearance
- Bath should have an enclosed panel- no chips, in clean condition, WC (low level cistern) and new WC seat
- Wash basins will have no chips or cracks. Taps should be in good working order with a plug and chain
- Where a shower has been installed through upgrading the bathroom, there should be splash back tiling for the basin and around the bath to the height of the shower. Any broken tiles should be replaced
- Where a shower is already installed, a new curtain will be provided
- If bathroom is replaced, a shower will be installed as part of the standard and the bathroom will be fully decorated
- All pipework will be left in neat order and boxed in wherever possible
- Flooring should be in clean condition and free from trip hazard and renewed if necessary. If renewed it will be replaced with vinyl flooring.

Kitchen

- All kitchens should be in a reasonable state of repair and comply with the Decent Homes Standard
- Where a kitchen has exceeded the recommend lifecycle period of 20 years, the kitchen will be replaced at void stage
- Kitchens should consist of an adequate number of units to meet the size and type of property
- They should be in good working order and aesthetically pleasing in appearance
- Cupboard and unit doors should be secure, have secure shelving and bases and drawers should be firm and close freely

- Worktops should be free from chips, burns, deep scratches and be finished with edging strips
- If the kitchen is renewed prospective tenants will be a choice of style, where possible
- Cooker point: Where gas is in the building there should be both a gas (capped off) cooker point and an electric cooker point which are both checked
- In the case of flats new tenants need to be advised of the correct fitment requirement for gas cooker
- If present an electric fan must be checked and in good working order
- All new pipework should be boxed in and horizontal pipework should follow skirting board where possible
- All kitchens will meet the Decent Home Standard and will be individually designed to ensure sufficient facilities to prevent accidents
- During any improvement work, pantries will be demolished where appropriate to enlarge wall area for kitchen installations. Pantries would not be removed if it resulted in additional major alterations or for structural reasons.

Fire Protection

- All properties should comply with all current fire regulations
- A minimum of one smoke detector in each property
- Fire doors should be fitted where appropriate to comply with regulations and have automatic door closers
- All electrical circuits should be earthed in accordance with current requirements
- Where the property is linked to a fire detection system e.g. sheltered scheme
- Polystyrene ceiling tiles will be removed and plasterwork made good.

Insulation

- All roof spaces will be and checked and cleared of former tenant belongings prior to the new tenant taking up occupation
- Roof spaces will have a minimum of 300mm insulation installed
- All roof spaces must be insulated. Tanks and pipes in roof space lagged. Insulation must not prevent ventilation of any roof space. Where the insulation does not meet the required standard the property will be placed on the list for programmed work

Decoration

- We will ensure that decoration throughout a property is presented tastefully and free from significant wear or staining. In some cases a decorating allowance may be agreed with the incoming tenant; however this will only be applicable in exceptional circumstances and at the mutual agreement of both the Lettings Officer and incoming tenant.
- All rooms will be in a satisfactory and presentable state of decoration
- Rooms will be clean condition and be free from any sort of graffiti or nicotine staining
- Where decoration is regarded poor the rooms shall be decorated as standard with magnolia emulsion walls, white emulsion ceilings and white gloss woodwork
- Where kitchens and bathrooms have been replaced full decoration works will be included in all cases
- Minor indentations and hairline cracks will be considered acceptable if they do not prevent a good standard of decoration
- All exposed wood shall be primed as a minimum and be in good condition including skirting boards, architraves and door edging
- Decoration allowances will be awarded in exceptional circumstances as detailed below:

- - Kitchen: £35.00
- - WC: £15.00
- - Living Room: £35.00
- - Dining Room: £35.00
- - Hall only: £15.00
- - Hall, stairs, landing: £50.00
- - Bathroom: £25.00
- - Bedroom single: £25.00
- - Bedroom double: £35.00

Free from damp and mould

- All Adactus properties should be free from damp and mould growth. All sources of damp should be fully investigated and the appropriate remedial action taken prior to the tenant moving in
- All decorations damaged as a result of the work should be reinstated
- There should be adequate ventilation/air bricks throughout the property and window air vents must be operational
- Any evidence of mould growth should be thoroughly washed down, treated and decorations made good afterwards.

Roofs, Drains and Gutters

- Roof should be in good condition with securely fixed roof and ridge tiles
- Fascia boards and soffits should be in good condition
- Flashings should be secure and in good condition
- All valleys and verges are to be appropriately pointed and clear of debris
- Gutters and downspouts should be free from blockages and leaks
- Gulley covers will be provided to all drain heads. Manhole covers should be in good condition and secure

Garages and Outhouses

- Garage and outhouses should be checked for general defects and be in full operable order
- Timber sheds that were left by the previous tenant will remain in situ if in good order, and will be gifted to the incoming tenant. Adactus will have no future repairing responsibility for this item
- Sheds will have a secure pad bolt but will not be padlocked
- Unsafe structures will be demolished prior to the tenant moving in.

Fences and Boundaries

- All fences and boundary walls must be secure and stable and in good condition. Where the fence is safe and secure, but requires renewal, it will be included in a cyclical programme at a later date
- All side gates will be secured by a bolt
- Front gates will be secured by a catch or similar

Garden Work

- All gardens should be free from any rubbish, animal faeces, unsightly landscaping, graffiti and hazards. It should be left in a reasonable condition that a new tenant is able to maintain
- There should be a suitable washing line in situ for external laundry drying
- Ponds and pet enclosures will be removed in all cases.

Telephone and Aerial Wires

- These will be attached securely to brickwork
- The installation of a TV aerial is considered tenants responsibility
- Redundant Sky TV dishes will be left in situ.

Communal

- All walls and fences will be secure standing and will have gates that close securely
- All rubbish in communal yard removed. Resident will be advised of the arrangements at that particular block
- The front and rear doors should securely close
- Lights should be fully working and set at sensible times
- Guttering should be free from plant growth and blockages
- All external painting will be included in a cyclical planned programme
- All paved areas should be free from trip hazards above 20mm
- All signage should be free from graffiti
- All paved areas should be free from moss and plant growth
- The bin area should be free from rubbish
- All sheds should be lockable with each resident having a key
- All shed roofs should be waterproof and free from plant or moss growth
- Store sheds will be numbered and ready for use
- Washing lines were provided should be rotary and in good condition
- Fire escapes should be left clear from any obstruction at all times
- All cupboards should be free from rubbish and doors close securely
- All lights should work in the communal areas
- All ceilings should be intact and clean
- All communal areas will be free from rubbish and fly tipping
- There should be no rugs, decorations etc in the communal landings.

OVERVIEW AND SCRUTINY INQUIRY PROJECT OUTLINE

Review Topic:

Overview and Scrutiny Task Group - Quality of housing provided by social landlords

Objectives:

Desired Outcomes:

Terms of Reference:

Equality and diversity implications:

Risks:

Venue(s):

Timescale:

Start:

Finish:

Information Requirements and Sources:

Documents/evidence: (what/why?)

Witnesses: (who, why?)

Consultation/Research: (what, why, who?)

Site Visits: (where, why, when?)

Officer Support:

Lead Officer:

Fiona Hepburn, Housing Options and Support Manager

Democratic and Member Services Officer:

Ruth Rimmington

Likely Budget Requirements:

Purpose

£

Total

0

Target Body¹ for Findings/Recommendations

(Eg Executive Cabinet, Council, partner)

