

City Chambers  
DUNDEE  
DD1 3BY

21st October, 2011

Dear Sir or Madam

You are requested to attend a MEETING of the **HOUSING COMMITTEE** to be held in City Chambers, Dundee on Monday, 31st October, 2011 following the meetings of the City Council and Environment Committees called for 6.00 pm.

Yours faithfully

DAVID K DORWARD

Chief Executive

Members are reminded that, in terms of The Councillors Code, it is their responsibility to make decisions about whether to declare an interest in any item on this agenda and whether to take part in any discussions or voting.

This will include all interests, whether or not entered on your Register of Interests, which might be perceived as influencing your opinion/vote on any matter.

### **AGENDA OF BUSINESS**

**1      RESPONSE TO SCOTTISH GOVERNMENT TO CONSULTATION ON THE SCOTTISH SOCIAL HOUSING CHARTER**

(Report No 474-2011 by Director of Housing enclosed).

**2      VOID MANAGEMENT POLICY**

(Report No 454-2011 by Director of Housing enclosed).

**3      REVIEW OF RENTS AND OTHER HOUSING CHARGES 2012/2013**

(Report No 465-2011 by Director of Housing enclosed).

**4      LOCHEE COMMUNITY ENERGY SAVING (CESP)**

(Report No 466-2011 by Director of Housing enclosed).

**5      DEMOLITION OF 53-76 ORMISTON CRESCENT, WHITFIELD**

(Report No 478-2011 by Director of Housing enclosed).

## **6 EVALUATION OF LOCAL LETTING INITIATIVE AND INTRODUCTION OF AMENITY HOUSING**

(Report No 475-2011 by Director of Housing enclosed).

## **7 TENDERS RECEIVED**

(Report No 486-2011 by City Architectural Services Officer enclosed).

## **8 SCOTTISH GOVERNMENT INNOVATION AND INVESTMENT FUND 2011/2012 (AN154-2011)**

In 2011/2012, the Scottish Government set up a challenge funding mechanism - the Innovation and Investment Fund (IIF) - for the delivery of all new social rented housing. Initially, £50M was made available, £20M for RSLs, £20M for councils, and £10M for providers of all forms of affordable housing tenure. The objectives of the IIF are to ensure innovation, collaborative working, and to provide value for money.

For Dundee bids to the Fund for 2011/2012 were:-

- Mill O'Mains Regeneration Phase 2 - HOME Scotland. This is continuing to deliver the approved Masterplan agreed with the community.
- Ardler Phase 6 - Sanctuary.
- Angus Housing Association - redevelopment of the Skarne blocks at 53-64 Ormiston Crescent and 65-76 Ormiston Crescent.

The Scottish Government announced the outcomes from the IIF bidding process in September. From the first and second tranches awarded totalling £111M nationally, Dundee has been successful in attracting £5M grant to provide affordable housing in the City.

In Dundee, HOME Scotland has received £3M grant funding towards financing the £8.4M development of 70 houses in Mill O'Mains Phase 2, continuing the commitment provided to tenants on the regeneration of Mill O'Mains.

Sanctuary has received £2M grant funding towards financing the £6.200M development of 60 houses at the undeveloped Site 6A in Ardler.

Therefore, the provision of £5M Scottish Government Grant will provide 130 new affordable homes within Dundee and construction to the value of £14.6M.

## **9 REGISTERED TENANT ORGANISATIONS - RTO REGISTRATION (AN155-2011)**

The following application has been received by the Director of Housing requesting registration as a registered Tenants' Organisation:-

The Phoenix Association

In line with the Council's commitment to tenant participation, the Director of Housing welcomes this application which fulfils the criteria set out in the Housing (Scotland) Act 2001 and recommends approval.

## **10 REGISTERED TENANT ORGANISATIONS - ADMINISTRATION GRANTS (AN156-2011)**

The following applications have been received by the Director of Housing requesting grant assistance towards administration costs for 2011/2011.

Organisation	2011/2012 £
The Pheonix Association	225
Menziesshill North Tenants' and Residents' Association	270

These grants can be met from the Housing Revenue Account.

## 11 UNIVERSAL HOME INSULATION SCHEME (AN157-2011)

Members are asked to note the allocation of £360,000 which has been secured from the Scottish Government's Universal Home Insulation Scheme (UHIS) for carrying out free insulation measures in 1,365 privately owned dwellings in Dundee. An additional £216,000 of CERT (Carbon Emissions Reduction Target) is being supplied by Scottish and Southern Energy (SSE - known locally as Scottish Hydro Electric) to make the project viable.

As all Council stock has previously benefited from insulation measures, the funding obtained is for non-flatted properties in the private sector across the City. As the insulation will be offered free to householders, it has been decided that it should be targeted at owners in the lowest cost properties as evidenced by Council Tax band. Only after demand has been satisfied in Band A properties will it be offered to Band B properties and so on until the funding is exhausted.

The funding will cover main measures of cavity-wall and loft insulation in 1,365 properties with radiator panels and tank jackets fitted, as required. The work will be carried out between now and the end of March 2012. The contractor Scottish Hydro Electric (Housing Department's Preferred Energy Supplier) has chosen to carry out this work is Everwarm Ltd. Scottish Hydro provides suitably qualified contractors to carry out all of the surveying, installation, contract management and quality control elements of the project. Everwarm Ltd have been appointed by Scottish Hydro after an in-house tender process that has ensured competitive pricing and suitably qualified and experienced contractors. The reporting and financial mechanisms are already in place and have been proven over many similar projects; this will ensure a swift start to the project, providing the best opportunity to deliver the proposed number of measures within the contract period.

In addition to insulation which will make it cheaper and easier for residents to keep their homes warm, a package of energy and income-maximisation advice will be provided by the local Energy Saving Scotland Advice Centre. Any resident found eligible for further measures (such as central heating) will be referred on to the relevant schemes and agencies.

REPORT TO: HOUSING COMMITTEE - 31 OCTOBER 2011

REPORT ON: RESPONSE TO SCOTTISH GOVERNMENT TO  
CONSULTATION ON THE SCOTTISH SOCIAL  
HOUSING CHARTER

REPORT BY: DIRECTOR OF HOUSING

REPORT NO: 474-2011

1. **PURPOSE OF REPORT**

- 1.1. The report contains the Council's response to the Scottish Government's most recent consultation paper issued in August on the Scottish Social Housing Charter

2. **RECOMMENDATIONS**

- 2.1. It is recommended that the Committee approve the response to the consultation, set out at Appendix 1, for submission to the Scottish Government.

3. **FINANCIAL IMPLICATIONS**

- 3.1. None.

4. **MAIN TEXT**

- 4.1. The Scottish Government proposes to introduce a Scottish Social Housing Charter which will come into effect from April 2012.

The Scottish Social Housing Charter will set the outcomes and standards that social landlords should achieve for all their customers: their tenants; homeless people; and others who use their services.

The Scottish Government is in the process of developing the Charter having already consulted tenants, landlords and others in the autumn of 2010.

The Consultation paper 'The Scottish Social Housing Charter - A consultation' includes the a draft Charter that sets out the outcomes that the Scottish Government thinks a good landlord should deliver for everyone that uses its services.

The Scottish Government will consider responses to the consultation paper and will revise and finalise the draft Charter before it is introduced to the Scottish Parliament in early 2012.

Full details of the Scottish Social Housing Charter are available on line at <http://housingcharter.scotland.gov.uk> .

**5. POLICY IMPLICATIONS**

- 5.1. This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.

**6. CONSULTATIONS**

- 6.1. The Chief Executive, Depute Chief Executive (Support Services), Director of Finance and all other Chief Officers have been consulted in the preparation of this report. No concerns were expressed.

**7. BACKGROUND PAPERS**

- 7.1. None

**ELAINE ZWIRLEIN**  
**DIRECTOR OF HOUSING**

**OCTOBER 2011**

## APPENDIX 1

### DUNDEE CITY COUONCIL RESPONSE TO 'THE SCOTTISH SOCIAL HOUSING CHARTER - A CONSULTATION' OCTOBER 2011

#### General comments

It is essential that social landlords provide services which meet customer expectations and provide value for money. Landlords should strive excellence and ensure continuous improvement. Tenants must be at the heart of agreeing customer service standards and be involved in monitoring outcomes and implementing improvements understanding these in the context of local circumstances.

The Social Housing Charter along with a new form of regulatory engagement by the Scottish Housing Regulator will assist in achieving these aims.

Service standards, new duties such as those to be placed on landlords to assess and provide support for tenants and the costs of meeting SHQS by 2015 as well as further potentially increasing energy efficiency standards, must be part of the consideration in reconciling the cost of service provision and standards.

The Charter should encompass a balance between rights and responsibilities. For example landlords should let houses in a good condition and tenants should hand houses back on termination of tenancy in good condition. Landlords should ensure that common areas and the environment are well kept and tenants should contribute to maintaining them in that condition in accordance with the tenancy agreement.

The Charter should focus on issues which are priorities to tenants and service users.

#### Answers to Consultation questions

**We listened to what you told us at the roadshow events, on our website, and in your responses to the discussion paper, and we think we have identified the important areas the Charter should cover.**

1 Have we missed any other areas the Charter should cover ? If so please tell us.

No.

#### Customer/Landlord Relationship

**We want the outcomes in this section to cover the important aspects of the customer/landlord relationship. We would like to know if you agree with the outcomes in the draft Charter, and if the wording is clear and understandable.**

2a Do you agree with the participation outcome ?

Yes.

2b Is the participation outcome clear and understandable ?

Yes.

3a Do you agree with the communication and customer services outcome ?

Yes.

3b Is the communication and customer services outcome clear and understandable ?

Yes.

### **Quality of housing and the environment**

**We want the outcomes in this section to cover the important aspects of the quality of housing and the environment. We would like to know if you agree with the outcomes in the draft Charter, and if the wording is clear and understandable.;**

4a Do you agree with the housing quality outcome ?

Yes.

4b Is the housing quality outcome clear and understandable ?

Yes.

5a Do you agree with the repairs, maintenance and improvements outcome ?

Yes.

5b Is the repairs, maintenance and improvements outcome clear and understandable ?

Yes.

6a Do you agree with the estate management outcome ?

One of the issues throughout is measuring progress against outcomes and providing satisfactory evidence for the Scottish Housing Regulator. In relation to outcome 'tenants and residents take pride in where they live' may be inappropriate.

6b Is the estate management outcome clear and understandable ?

Otherwise yes.

### **Access to housing and support**

**We want the outcomes in this section to cover the important aspects of access to housing and support. We would like to know if you agree with the outcomes in the draft Charter, and if the wording is clear and understandable.**

7a Do you agree with the housing options outcome ?

Yes.

7b Is the housing options outcome clear and understandable ?

Yes.

8a Do you agree with the access to social housing outcome ?

In relation to 'people are satisfied that landlords make best use of the housing available' it would be difficult to assess this outcome.

8b Is the access to housing outcome clear and understandable ?

Otherwise yes.

9a Do you agree with the homeless outcome ?

This highlights the provision of housing support that meets needs of tenants, in the light of increasing pressure on resources and new responsibilities placed on landlords this will be an increasing challenge.

How would homeless people make an assessment of - 'homeless people are satisfied that landlords are working in partnership with other agencies to provide range of support' ?

9b Is the homeless people outcome clear and understandable ?

Otherwise yes.

10a Do you agree with the tenancy sustainment outcome ?

How would tenants make an assessment of 'tenants are satisfied that landlords, in partnership with other organisations, provide a range of support services to enable them to remain in their home' ?

10b Is the tenancy sustainment outcome clear and understandable ?

Otherwise yes.

11a Do you agree with the anti social behaviour, neighbour nuisance and tenancy disputes outcome ?

Given processes involved in complex cases tenants may not be 'satisfied that disputes are dealt with quickly and effectively'.

How would tenants make an assessment of 'tenants are satisfied that landlords are working in partnership with other agencies and the local community to tackle anti social behaviour' ?

11b Is the anti social behaviour, neighbour nuisance and tenancy disputes outcome clear and understandable ?

Otherwise yes.

### **Getting good value from rents and service charges**

**We want outcomes in this section to cover the important aspects of getting good value from rents and service charges. We would like to know if you agree with the outcomes in the draft Charter, and if the wording is clear and understandable.**

12a Do you agree with the value for money outcome ?

We disagree with the phraseology 'tenants should benefit from continually increasing services while rents are kept as low as possible'. This could be replaced by 'Landlords should strive for continuous improvement and value for money'.

12b Is the value for money outcome clear and understandable ?

Otherwise yes.

13a Do you agree with the rents and service charges outcome ?

Yes.

13b Is the rents and service charges outcome clear and understandable ?

Yes.

14a Do you agree with the transparency outcome ?

In relation to 'information about individual items of expenditure above agreed thresholds' realistic limits would have to be set or this could be unduly cumbersome. Council's find that a lot of time is taken up by spurious Freedom of Information requests.

14b Is the transparency outcome clear and understandable ?

Yes.

### **Other customers**

**We want the outcome in this section to cover important aspects of other customers. We would like to know if you agree with the outcomes in the draft Charter, and if the wording is clear and understandable ?**

15a Do you agree with the services for Gypsies/Travellers outcome ?

Yes.

15b is the services for Gypsies/Travellers outcome clear and understandable ?

Yes.

16a Do you agree with the other customers outcomes ?

Yes.

16b Is the other customers outcomes clear and understandable ?

Yes.

In conclusion

17 Do you think that a good landlord should achieve these outcomes ?

Yes.

18 Do you wish to add anything that is not covered by the questions ?

Issues on measurement of specific outcomes have been highlighted above.

The aims are all very worthy however it would be very easy for individual tenants, tenants' groups and other representatives to interpret aims and outcomes very differently.

Effective and easy measurement of the outcomes would appear to be difficult since these seem to have a fair degree of subjectivity surrounding them.

For the purposes of Regulatory engagement there requires to be an effective, concise reporting and measurement framework which provides clarity.

REPORT TO: HOUSING COMMITTEE - 31 OCTOBER 2011

REPORT ON: VOID MANAGEMENT POLICY

REPORT BY: DIRECTOR OF HOUSING

REPORT NO.: 454-2011

**1. PURPOSE OF REPORT**

The purpose of this report is to seek approval of the attached Void Management Policy. The policy sets the context for the Council's approach to re-letting empty houses, in light of the work of the Void Review Group. The associated procedure has been developed and has been implemented with the relevant staff.

**2. RECOMMENDATIONS**

The Committee is asked to:

- i. approve the attached Policy;
- ii. approve the measurement of the performance of the Policy against SHR Performance Standards after one year, and thereafter as part of regular programme.

**3. FINANCIAL IMPLICATIONS**

The financial savings associated with the implementation of this policy will be reflected within the Housing Revenue Account Estimates.

**4. MAIN TEXT**

The Void Review Group was set up in March 2011 to improve the Department's performance in re-letting houses. One of the first tasks identified was to create a comprehensive procedure and to provide the overall framework for that and other initiatives in the form of the Policy.

The policy draws on good practice identified from other social landlords, but, most importantly, follows the requirements of the Scottish Housing Regulator as laid down in "Performance Standards for Social Landlords", in particular, "Activity Standard 1.5: Void Management" (copy appended).

The policy in particular does the following:

- Identifies which are the main staff groups for whom the policy is relevant. These staff groups have been involved in comprehensive training over the summer.
- Sets out the aims and objectives of the policy itself. These in particular have been reflected in the new Procedure and the training staff have received.
- Outlines the legal requirements.

- Closely defines what a void property is.
- Emphasises the need for Efficiency and Value for Money.

The Policy identifies a number of monitors for controlling our performance in re-letting empty houses, and a further range are in development, for example challenging void stage targets i.e. times for re-let inspection, times for void repairs, decoration, cleaning, viewing, offers, signing etc.

## 5. **POLICY IMPLICATIONS**

This Report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. An Equality Impact Assessment has been carried out and will be made available on the council website <http://www.dundee.gov.uk/equanddiv/equimpact/>

## 6. **CONSULTATIONS**

The Chief Executive, Depute Chief Executive (Support Services), Director of Finance and all Chief Officers have been consulted in the preparation of this report. No concerns were expressed.

## 7. **BACKGROUND PAPERS**

None.

Elaine Zwirlein  
DIRECTOR OF HOUSING

September 2011

## APPENDIX

### Scottish Housing Regulator Performance Standards

#### Activity Standard 1.5: Void Management

##### Self Assessment

**You may wish to ask the following self-assessment questions about the efficiency and effectiveness of your void management process:**

- Are our void management policies, procedures and practices clear and consistent with established good practice and legislative requirements?
- Do we explain to tenants their responsibilities relating to termination of tenancy?
- Do we ensure that all relevant departments and partner agencies are notified of the void/prospective void?
- Do we provide prospective tenants with good quality information about the property offered, such as viewing arrangements, rent levels, amenities, transport and shopping facilities, schools, and tenants' groups and representatives?
- Do we have procedures for the recovery of abandoned property that minimise vacant periods, and comply with legislative requirements?
- Do we have clear procedures for the disposal of abandoned or unclaimed personal belongings left in an abandoned property?
- Do we have challenging targets and timescales for each stage of the voids process?
- Do we provide all relevant staff and partners with accurate and timely performance information to enable them to effectively monitor and manage the voids process?
- Do we collect and analyse refusal information to inform the management of our housing list?
- Do we report our performance in the management of voids to tenants, prospective tenants and other stakeholders?

**You may wish to ask the following self-assessment questions about the standard of your relets:**

- Do we have clear relet standards for all our stock?
- Do our relet standards meet all relevant statutory requirements and reflect good practice in relation to standards of safety and security?
- Do we publicise our relet standards, so that prospective tenants know what to expect?
- Are our tenants satisfied with the condition of the properties let to them?
- Do we consult tenants and prospective tenants on the development and review of our relet standards?

**You may wish to ask the following self-assessment questions about your approach to the management of low demand**

- Have we put in place appropriate strategies to tackle areas of low demand?
- Do we have robust arrangements for monitoring the impact of our strategies?

**You may wish to ask the following self-assessment questions about void management and sustainability**

- Does our approach to void management, together with our management of estates and anti-social behaviour, positively contribute to sustainable communities?
- Do we use results from void property inspections and refusal information to inform our longer-term maintenance investment plans and priorities?

# Dundee City Council

## Housing Department

### Void Management Policy

#### 1. INTRODUCTION

- 1.1. Dundee City Council will operate a Voids Management Policy and associated Procedure for re-letting properties that become vacant. The Housing Department will ensure that all staff responsibilities are clear in relation to Voids Management. Staff will have overall responsibility for operating, co-ordinating and monitoring the Policy.

This Policy is relevant to the following Staff Teams:

- Housing Managers
- Lettings Staff
- Housing Officers
- Advice and Information Staff
- Environment Department Staff

#### 2. AIMS AND OBJECTIVES

- 2.1. Dundee City Council Housing Department is committed to demonstrating excellence in our approach to void management. This policy aims to ensure that the Housing Department complies with relevant legislation, good practice and the requirements of the Scottish Housing Regulator. It also aims to provide clarity and understanding of our void management processes for staff. This Policy and the Void Procedure aim to ensure that the Housing Department:

- Maximises rental income by re-letting properties as quickly as possible.
- Lets all properties to tenants in an appropriate agreed lettable standard.
- Sets challenging targets for each stage of the letting process.
- Operates to a clear set of Service Standards.
- Makes clear to tenants their duties on terminating a tenancy and what they should expect from the Council when they enter a new tenancy.
- Has clear and consistent monitoring and reporting arrangements and uses monitoring information to effect improvement.
- Monitors tenants' satisfaction with properties and information about refusals to inform policy and procedure development.

- Regularly reviews the Policy and associated Procedures to ensure that they continue to comply with good practice, legislation and the requirements of the Scottish Housing Regulator.
- Maintains robust procedures that allow the Void Management Policy to be fulfilled.
- Provides regular training to all relevant groups of staff so that they are fully aware of their role and what is required of them.

### 3. **LEGAL AND REGULATORY REQUIREMENTS**

3.1. This Policy conforms with the following Legislation and Guidance:

- Housing (Scotland) Act 1987, as amended by the Housing (Scotland) Act 2001.
- Scottish Housing Regulator Performance Standard AS1.5 Void Management “We monitor demand for our houses and maximise the use of available housing, keeping empty properties and spaces in our shared accommodation to a minimum. We make sure that our properties are of an appropriate lettable standard.

### 4. **VOIDS DEFINITION**

4.1. A ‘void’ is the term used to describe a property, bedsit, flat or room that has become empty for the following reasons:

- The tenant has given notice that they are terminating the tenancy.
- Keys for the property have been returned to a District Office without notice.
- The property has been abandoned.
- The tenant has died, leaving no eligible successor.
- The tenant has been evicted, or the property has otherwise been re-possessioned.
- A lease or memorandum type tenancy has been terminated.

### 5. **EFFICIENCY AND VALUE FOR MONEY**

5.1. The Housing Department will:

- Set clear definitions of what constitutes minor works and major repairs.
- Minimise the percentage of the housing stock that is void at any one point in time.
- Minimise the void turn-over period from the point of tenancy termination to tenant allocation and keep our re-let times to a minimum.
- Monitor the length of time that properties remain void and report back on this to relevant internal and external stakeholders.

- Have robust procedures for managing voids and for introducing improvements to address concerns that arise that affect performance, value for money and resident satisfaction.
- Encourage residents to leave their property in a clean and reasonable condition.
- Enforce conditions set out in the tenancy agreement, including the notice period and payment for rechargeable repairs.
- Undertake risk assessments before carrying out asbestos checks, and lock changes.

## 6. **RENT ARREARS AND RECHARGEABLE REPAIRS**

We will pursue former tenants for any money that they owe us for rent or rechargeable repairs, for example as a result of wilful damage.

## 7. **EQUALITY**

- 7.1. Dundee City Council is committed to providing fair and equal treatment for all its service users and we will not discriminate on the grounds of race, colour, ethnic or national origin, language, religion, belief, age, gender, sex, sexual orientation, marital status, family circumstances, employment status, physical ability or mental health.
- 7.2. We will take into account the diverse needs of our tenants and potential service users and will be flexible and innovative in its response to issues of literacy, language, diversity and learning disability.
- 7.3. We will check our policies and associated procedures regularly for their equality and diversity implications, taking appropriate action to address inequalities likely to result or resulting from their implementation.
- 7.4. This policy has been fully race equality impact assessed as required by the Race Relations (Amendment) Act 2000 and is considered to be compliant with the Act, using the EQIA Document.

## 8. **REVIEW AND CONSULTATION**

- 8.1. This policy will be reviewed after two years, or sooner if we require to respond to significant changes in legislation or changes in practice. Consultation over the policy review will involve all relevant staff, tenants and other agencies as required. The policy will be published on the Dundee City Council website.

## 9. **LINKS WITH OTHER POLICIES/PROCEDURES**

Other Policies and Procedures linked with this Policy include:

Lettings Procedure

Abandonment Procedure

Sign-up Procedure

## Performance Monitoring

In order to monitor and manage void performance, the following measures will be reported:

Number of Days to re-let properties this month cumulatively, by band.

Average re-let times per month and cumulatively.

Value of Rent Loss due to void properties, per month and cumulatively.

Numbers of Refusal, after viewing, per month and cumulatively.

Refusals per month and cumulatively by reason for refusal.

Number of Offers per let.

Average cost of relets.

Properties Void over 16 weeks monitored weekly.

Lettings and termination data monitored weekly.

Number of properties undergoing major repair and the duration of the repair.

**REPORT TO: HOUSING COMMITTEE - 31 OCTOBER 2011**

**REPORT ON: REVIEW OF RENTS AND OTHER HOUSING CHARGES 2012/13**

**REPORT BY: DIRECTOR OF HOUSING**

**REPORT NO: 465-2011**

## **1. PURPOSE OF REPORT**

- 1.1. To seek approval to consult with tenants on the proposed rent increase and other related charges for 2012/13.

## **2. RECOMMENDATIONS**

- 2.1. It is recommended that Committee:

- (i) approve the Director of Housing to consult for a two month period with tenants on the proposed options for the rent increase and other charges for 2012/13 which were discussed with the Dundee Federation of Tenants, Association on Thursday, 22 September, 2011;
- (ii) note that estimated rent increases for 2013/14 and 2014/15 will be included in the consultation document to tenants to provide an indication of future rent levels.

## **3. FINANCIAL IMPLICATIONS**

- 3.1. The Housing [Scotland] Act 1987 notes that the Housing Revenue Account cannot be subsidised by any other Council fund, and that, in determining standard rents, the local authority shall take no account of personal circumstances of tenants. The options being provided to tenants on the 2012/13 rent levels, along with the proposed review of rents and charges, will result in the 2012/13 Housing Revenue Account being self-balancing.

The three options being consulted on allow for the delivery of the Scottish Housing Quality Standard, with option 1 being in line with the Scottish Housing Quality Standard Delivery Plan which was consulted and agreed with tenants in 2010.

## **4. MAIN TEXT**

The 2012/13 Budget [Appendix 1] has been calculated to ensure sufficient income is in place so that current service standards can be maintained, and continued progress made in achieving the Scottish Housing Quality Standard by 2015,

## Rent Options

- 4.1. Inflation has been calculated using a basket of indices comprising the retail price index, the producer prices index and pay awards. The September, 2011 inflation rate using this basket of indices is 5.76%. The options being provided to tenants are:

% Increase	Average Weekly Increase	Impact on Service Delivery
4.5%	£2.71	2249 houses upgraded to SHQS Standard. Efficiencies of £100k required within the repairs service.
4.75%	£2.86	2249 houses upgraded to SHQS Standard. Repairs Budget Maintained at current level. .
5%	£3.01	2249 houses upgraded to SHQS Standard. Repairs Budget Maintained at current level. £100k additional income used to finance energy efficiency. .

The Repairs Partnership will work to generate efficiencies in a number of ways such as Home Start for tradesman, reduction in time taken to complete jobs and through the benefits of the increased Planned Maintenance Programme.

It is proposed that the maximum weekly increase will be capped at £3.25 for the 4.5% increase, £3.50 for the 4.75% increase, and £3.75 for the 5.0% increase.

## Other Charges

- 4.2. The consultation process will also include details relating to other Housing Charges which are proposing the following increases:
- (i) charges for Car Parking facilities remain at their current levels with no proposed increase:
    - Garage Locks Ups £9.50 per week;
    - Garage Sites £2.75 per week.
  - (ii) the sheltered housing budget for 2012/13 shows a breakeven position based on current charges of £26.94 per week with no proposed increase for 2012/13.
  - (iii) the electricity charge for Brington Place and Baluniefield Sheltered Housing remain at current levels of £6.75 and £7.45 per week with no proposed increase for 2012/13.
  - (iv) the charge for the Travelling People's Site to increase by £1.90 to £65.14 per week.

### **Future Rent Increases**

- 4.3. Information will be provided to tenants on future increases from 2013 to 2015. The estimates are based on our current forecasts and assumptions and may change in line with external factors such as inflation and interest rates movements.

The two year projections shown below assume land receipts in line with the Scottish Housing Quality Standard Delivery Plan:

- > 2013/14 = 4.5% increase;
- > 2014/15 = 3.0% increase.

The rent increase projections are based on land receipts estimated at £13.4m for the period 2012-2015. If land receipts do not materialise then we will have to reduce costs in other areas or increase income.

### **Consultation**

- 4.4. The Housing Department propose to further consult tenants on the proposals by posting the details as to how and when to comment as follows:

- local Community Events Planned through November and December;
- information will be sent to all Council tenants;
- information will be provided on public information boards in Housing Offices;
- information will be displayed on the Council's Website;
- information will be issues to all Registered Tenants' Organisations;
- Housing Bulletin and feedback form issued to all tenants in November.

Following the consultation period and having regard to the proposals and the views expressed during the consultation, there will be a report to Housing, Committee on 23 January, 2012.

## **5. POLICY IMPLICATIONS**

This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.

An Equality Impact Assessment has been carried out and will be made available on the Council Website <http://www.dundee.gov.uk/equanddiv/equipact/>.

## **6. CONSULTATIONS**

- 6.1. The Chief Executive, Depute Chief Executive (Support Services), Director of Finance and all other Chief Officers have been consulted in the preparation of this report. No concerns were expressed.

7. **BACKGROUND PAPERS**

7.1. Equality Impact Assessment.

ELAINE ZWIRLEIN  
DIRECTOR OF HOUSING

OCTOBER, 2011

APPENDIX 1HOUSING REVENUE ACCOUNTREVENUE BUDGET 2012/2013

	Final Revenue Budget 2011/12 £000	Provisional Revenue Budget 2012/13 £000
<b><u>EXPENDITURE</u></b>		
<b>STAFF COSTS</b>		
Salaries and Wages (incl NI and Superannuation)		
Chief Officials	347	347
Local Government Employees	11,037	10,779
Supplementary Superannuation Charges	77	85
Staff Training	110	80
<b>TOTAL STAFF COSTS</b>	<b>11,571</b>	<b>11,291</b>
<b>PROPERTY COSTS</b>		
Rents	465	425
Non Domestic Rates	371	367
Property Insurance	672	667
Repairs and Maintenance	11,151	10,866
Health and Safety Contracts	125	130
Energy Costs	584	629
Fixtures and Fittings	77	40
Cleaning Costs	56	53
Security Costs	200	200
Lost Rents and Bad Debts	1,676	1,575
Open Space Maintenance	837	837
<b>TOTAL PROPERTY COSTS</b>	<b>16,214</b>	<b>15,789</b>
<b>SUPPLIES &amp; SERVICES</b>		
Equipment and Furniture	141	71
Liabilities Insurance	660	658
Clothing, Uniforms and Laundry	18	7
Printing, Stationery and General Office Expenses	172	156
Professional Fees	92	96
Postages, etc	73	68
Telephones	128	115
Storage	130	125
Bed & Breakfast	10	8
Other Supplies and Services	247	293
<b>TOTAL SUPPLIES &amp; SERVICES</b>	<b>1,671</b>	<b>1,597</b>

**TRANSPORT COSTS**

Repairs and Maintenance and Other Running Costs	16	17
Transport Insurance	2	2
Car Allowances	77	77
<b>TOTAL TRANSPORT COSTS</b>	<b>95</b>	<b>96</b>

**THIRD PARTY PAYMENTS**

Voluntary Organisations	73	71
<b>TOTAL THIRD PARTY PAYMENTS</b>	<b>73</b>	<b>71</b>

**SUPPORT SERVICES**

Recharge from Central Support Departments	1,775	1,725
<b>TOTAL SUPPORT SERVICES</b>	<b>1,775</b>	<b>1,725</b>

**CAPITAL FINANCING COSTS**

Loan Repayments	8,270	9,564
Loan Interest	7,854	8,469
Loans Fund Expenses	100	102
Leasing Charges	396	396
<b>TOTAL CAPITAL FINANCING COSTS</b>	<b>16,620</b>	<b>18,531</b>

Note 1

**PLANNED MAINTENANCE**

3,840	3,840
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**TOTAL GROSS EXPENDITURE**

51,859	52,940
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**INCOME**

Internal Recharge to Other Housing	1,005	970
Fees and Charges	3,075	2,873
Rents	43,145	42,717
Contribution from Insurance Fund	207	200
Interest	10	10
Sheltered Housing Management Charge	2,741	2,778
Other Income	1,676	1,528
<b>TOTAL INCOME</b>	<b>51,859</b>	<b>51,076</b>

**TOTAL NET EXPENDITURE**

0	1,864
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**Note 1** - If the option of a 4.75% increase is chosen Repairs & Maintenance would increase to £10.969m with a total net expenditure of £1.967m. If the option of a 5% increase is chosen, in addition to the increase in repairs, Loan Charges would increase to 18.634m with a total net expenditure of £2.070m.

REPORT TO: HOUSING COMMITTEE - 31 OCTOBER 2011

REPORT ON: LOCHEE COMMUNITY ENERGY SAVING (CESP)

REPORT BY: DIRECTOR OF HOUSING

REPORT NO: 466-2011

## 1. PURPOSE OF REPORT

1.1. The purpose of this report is to seek approval for 2 further Community Energy Savings Projects (CESPs) at Whorterbank and Lansdowne/Pitalpin multi-storey developments (MSDs); these are referred to together as the Lochee CESP. In management, content and funding these will be operated along similar lines to the Dallfield CESP currently on site at the 4 blocks making up the Dallfield MSD.

## 2. RECOMMENDATIONS

2.1. It is recommended that the Committee:

- i. agree the contents of this report;
- ii. agree to the funding by Scottish Gas of an additional staff resource for a period of 18 months and notes that the Director of Housing and Head of Personnel will progress this via the establishment change process;
- iii. authorise the Director of Housing to enter into an agreement with Scottish Gas to secure the project.

## 3. FINANCIAL IMPLICATIONS

3.1. The overall projects costs are as follows:

Cost to Council	£2,437,779
Scottish Gas CESP Contribution	£1,412,210
<b>Total Cost</b>	<b>£3,849,989</b>

A total allowance of £1.9m had been made for renewables within the HRA Capital Estimates for 2011/12 and 2012/13. However, the funding model arrived at for the installation of PV panels is 'rent a roof' which means the Council has no outlays. Therefore, the £1.9m can be re-directed to the Lochee CESP. The balance of funding will be allowed for in the forthcoming revision of the HRA 2012/13 Capital Estimates under new heating for Ancrum and Burnside Courts.

The CESP will also include new gas heating at 29 low-rise properties, split between the Lansdowne and Whorterbank areas at a saving of £100K to the Council.

The Scottish Gas contribution includes funding to provide a Tenant Liaison Officer for 18 months.

#### 4. **MAIN TEXT**

- 4.1.1. Over the past 18 months the Housing Department have been working closely with Scottish Gas to explore investment opportunities to make energy saving improvements for residents of the 4 MSD blocks of flats in Dallfield and to bring this stock up to the Scottish Housing Quality Standard (SHQS). This project has now started on site and there is the further opportunity for Scottish Gas to provide funding to cover other projects; this could cover provision of insulation and heating to the MSDs in Lochee. This would ensure that the blocks are modernised to SHQS standards and assist in delivering the Council's aims of eliminating fuel poverty and reducing carbon emissions. It would also meet the aspirations for tenants living in the blocks.
- 4.1.2. The blocks at Adamsons and Elders Courts are of a different construction and meet National Home Energy Efficiency ratings required for SHQS. The tenants in these blocks will benefit from internal improvements to their flats with new kitchens and bathrooms installed as required.
- 4.1.3. Achieving thermal standards required by SHQS in MSD blocks is difficult and costly primarily because it is not easy to achieve an adequate level of external insulation, nor is it feasible to provide homes that are warm and energy efficient using individual dwelling electric heating and hot water systems.
- 4.1.4. By upgrading the external insulation and render and installing a gas-powered district heating system CESP's provide a mechanism to achieve SHQS compliance, provide warm, comfortable homes for tenants and address fuel poverty.
- 4.1.5. District heating is a system that distributes heat generated from an energy centre via a network of insulated pipes into individual homes. The energy centre is a building which houses the gas-boilers which heat the water which is distributed to the individual flats via a network of pipes. It is the intention to provide individual energy-centres for each of the 2 locations in Lochee at Lansdowne and Whorterbank. Radiators just like the ones associated with a 'wet' central heating system are fitted in the flats together with individual heat-exchangers which take the place of boilers. District heating is a cost effective and realistic method for reducing carbon emissions.
- 4.1.6. The Council does not have the resources to install a new external insulation and render system along with a district heating system due to the high level of initial capital expenditure. However the Housing Department working with Scottish Gas has been able to access funding under the Community Energy Saving Programme (CESP) and this has allowed a much more extensive project to go ahead in Dallfield. By extending the partnership working with Scottish Gas and harnessing further CESP funding a similar scheme in Lochee at Lansdowne/Pitalpin Courts and at Ancrum/Burnside Courts can be delivered.

#### 4.2. **Options Appraisal**

- 4.2.1. An Options Appraisal has been completed. Each option needs to ensure that the Council's Strategic Priorities are addressed within Lochee, i.e. the multi storeys at Ancrum/Burnside and Lansdowne/Pitalpin Courts should meet the energy efficiency standards required by the SHQS and fuel poverty should be addressed and carbon emissions reduced.

- 4.2.2. Option 1 - Do nothing. This is not feasible. Cost - nil. This does not meet Council objectives. Blocks will fail to meet SHQS.
- 4.2.3. Option 2 - Invest in internal improvements only. The Council does not have resources to provide external insulation and render. The flats will continue to be expensive to heat making them less popular with tenants. This would not effectively address carbon emissions and fuel poverty issues. Cost - £1.600M. Does not meet Council objectives. Blocks will fail to meet SHQS.
- 4.2.4. Option 3 - Enter into a Partnership with Scottish Gas to deliver the CESP Scheme. the blocks will be upgraded with external insulation and render and will therefore meet SHQS for 2015. The quality of life for the residents would be enhanced. The blocks will become more popular for applicants and tenants. Carbon emissions and fuel poverty issues would be reduced assisting households in multiple deprivation. Cost - £3,849M, £2,437M met by DCC and £1,412M by Scottish Gas. Meets Council objectives. Blocks will meet required SHQS standards.
- 4.2.5. Option 4 - DCC undertake insulation and cladding work out with the CESP scheme. The Council would have to meet the costs of external insulation and render from its own resources. The Council has insufficient resources. Cost - £3.849M. Meets Council objectives. Blocks will meet SHQS standards.

#### Non Monetary Costs/Benefits - Impact Statement

Objectives	Option 1	Option 2	Option 3	Option 4
Ensure that the multi storey developments meet SHQS by 2015.	N	N	Y	Y
Reduce carbon emissions.	N	N	Y	Y
Improve the popularity of the multi-storey blocks enhancing letability.	N	Y	Y	Y
Meet tenant aspirations.	N	N	Y	Y
Enhance the quality of the environment and external appearance of the blocks.	N	N	Y	Y
Contribute to the regeneration within Lochee.	N	N	Y	Y
Maximise and harness external resources for investment in the blocks.	N	N	Y	N

Contribute to the alleviation of fuel poverty within an area of multiple deprivation.	N	N	Y	Y
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4.2.6. Option 3 is recommended since this meets Council Strategic Objectives and provides best value to the Council by harnessing the contribution from Scottish Gas provides best value to the HRA.

#### 4.3. **The Community Energy Saving Programme**

4.3.1. CESP has been created as part of the Government's Home Energy Saving Programme. It requires gas and electricity suppliers and electricity generators to deliver energy saving measures to domestic consumers in specific low income areas of Great Britain. CESP has been designed to promote a 'whole house' approach and to treat as many properties as possible in defined areas, in order to meet carbon emissions reduction targets.

4.3.2. CESP came into force on 1 September 2009 and has an obligation period that will run from 1 October 2009 to 31 December 2012.

4.3.3. There are strict qualifying criteria for CESP funding. To qualify for CESP, an area has to fall into the poorest 15% in the income domain as defined by the SIMD (Scottish Index of Multiple Deprivation). Under this definition, both Whorterbank and Lansdowne/Pitalpin MSDs and associated low-rise qualify for CESP. Qualification does not, however, mean that a CESP will be granted automatically as there is a bidding competition and utilities decide on which schemes they wish to embark on and which Councils they want to work with.

4.3.4. In October 2009, Scottish Gas agreed to work in partnership with Dundee City Council to compile and submit a proposal for CESP funding for the Dallfield project and Dundee was one of the first 2 CESP areas announced in Scotland. The extension of this funding to Lochee could have a significant benefit for the areas in question, just as it is having in Dallfield.

4.3.5. It will be noted that the proportion of overall costs Scottish Gas are contributing in Lochee is less than that in Dallfield. Scottish Gas obtain higher carbon credits if they are carrying out measures to a high proportion of stock in a given area - this is being achieved in Dallfield but in Lochee the work is spread over a much larger area and so covers a lower proportion of the stock.

#### 4.4. **Contract Format**

4.4.1. The project will be secured on the principles of a Design and Build Contract for use in Scotland. All permissions and approvals, including building regulation compliance, planning and building controls, will be the responsibility of Scottish Gas and will be incorporated into the contract.

The contract format meets with the approval of the Council's Support Services Department.

4.4.2. Scottish Gas propose to retain the services of their current sub-contractors in the interests of transferring knowledge and skills and securing continuity of employment. The main electrical and plumbing contractor is McGill Electrical Ltd. Opportunities for training and employment will be maximised.

4.5. **Project Timescale**

4.5.1. The programme would be planned to commence on site in late Autumn 2011 and run for 12-15 months thereafter, achieving completion by December 2012.

4.6. **Maintaining Standards**

4.6.1. The Housing Department Service Standards and our Contractors Code of Conduct will be incorporated in the contract.

4.6.2. Tenants will be entitled to all allowances afforded to them as part of the Tenants Allowance Policy (Tenants Allowances Update Report - March 2011).

4.6.3. Agreement has been reached and financial commitment made by Scottish Gas to finance the provision of Tenant Liaison Services to be delivered by the City Council's Housing Department for the period October 2011 to April 2013. This exceeds the on-site completion of physical measures to ensure effective liaison in dealing with defects, issuing decoration cards and provide heating demonstrations and advice continue for some time afterwards.

4.7. **Metering**

4.7.1. One of the things that the new scheme will incorporate is an arrangement whereby residents pay only for the heat they use via an internet-enabled metering arrangement. This will allow them to pay for their fuel via the internet, by phone, by direct debit or by calling into one of the designated Council offices which have a point-of-sale.

4.8. **Tenant Expectations**

4.8.1. Existing and new tenants of the Whorterbank and Lansdowne/Pitalpin MSDs can expect a real transformation to their blocks over the coming years. The partnership with Scottish Gas will result in a substantial investment that will keep their flats warmer, reduce heat loss through the walls and give the blocks a whole new appearance. The proposed district heating system will make a real difference to tenants by making their homes more energy efficient and more comfortable to live in with dramatically lower heating bills, estimated to be up to 30-40% lower. Tenants can also look forward to modern kitchens and bathrooms being installed.

4.8.2. There is an ongoing dialogue and consultation with residents in both areas about local management initiatives and housing support packages to those who want them, in order to prevent antisocial behaviour and restore residents' confidence in the area. There will also be an ongoing role for the Service Improvement Team on MSDs.

4.8.3. Similar to the consultation for Dallfield, there will be a Community Open Day arranged for residents and held in a community facility easily accessible to all.

This will give them the opportunity to find out more about the proposed work in the area and the benefits of making their homes more energy efficient. There will be opportunities to seek advice from a number of other agencies including the Scottish Gas CESP Team, Dundee City Council, Scottish Gas Home Energy Care, Citizens Advice Bureau and local residents groups.

#### 4.9. **Community Legacy**

- 4.9.1. As well as the extensive physical refurbishment and increased energy performance of the dwellings and the accompanying initiatives to combat antisocial behaviour, this project will leave a further community legacy. Scottish Gas will provide a community 'pot' of £40,000 for allocation by the community.
- 4.9.2. Housing Officers will meet with the Residents' Group and the community to work up proposals for one or more initiatives that will benefit the community in the local areas. These projects can be anything the residents choose - additional security, a children's play area and equipment, a garden with seating, a piece (or pieces) of community art - anything which they feel can be of benefit to the area.
- 4.9.3. In addition, Scottish Gas will provide solar PV (photovoltaic) panels at local primary schools. The PV panels (worth between £20,000 and £40,000) will be installed free of charge and allow the schools to generate green energy at no cost, cutting as much as 20% (£400) off their annual fuel bill and saving 3.5 tonnes of CO<sup>2</sup> a year. As well as the environmental and economic benefits, these panels will be useful educational tools as output display modules will also be provided which show the panels' activity and Scottish Gas will release new lesson resources to assist teachers with explaining the solar panels to pupils.

### 5. **POLICY IMPLICATIONS**

- 5.1. This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.
- 5.2. An Equality Impact Assessment has been carried out and will be made available on the Council's website: <http://www.dundee.gov.uk/equanddiv/equipact/>

### 6. **CONSULTATIONS**

- 6.1. The Chief Executive, Depute Chief Executive (Support Services), Director of Finance and all other Chief Officers have been consulted in the preparation of this report. No concerns were expressed.

### 7. **BACKGROUND PAPERS**

- Five Year Housing Capital Budget from 2011/12 to 2015/16 Revision (ref 19-2011 - January 2011).
- Tenants Allowances Update Report (ref 48-2011 - March 2011).
- Equality Impact Assessment (24 September 2010).

**ELAINE ZWIRLEIN**  
**DIRECTOR OF HOUSING**  
**OCTOBER 2011**

REPORT TO: HOUSING COMMITTEE - 31 OCTOBER 2011

REPORT ON: DEMOLITION OF 53-76 ORMISTON CRESCENT,  
WHITFIELD

REPORT BY: DIRECTOR OF HOUSING

REPORT NO: 478-2011

**1. PURPOSE OF REPORT**

To seek approval for the demolition of 24 properties at 53-76 Ormiston Crescent.

**2. RECOMMENDATIONS**

It is recommended that Committee:

- 2.1. Agree to declare surplus and demolish 24 flats at 53-76 Ormiston Crescent, Whitfield.
- 2.2. Remit the Director of Housing to award priority rehousing status to the remaining tenants, together with the statutory Home Loss payment of £1,500.
- 2.3. Remit the Director of City Development to prepare tenders and seek offers for demolition and post demolition treatment at the appropriate time.
- 2.4. Remit the Director of Housing to bring forward proposals for redevelopment at the appropriate time.

**3. FINANCIAL IMPLICATIONS**

- 3.1. Demolition and post demolition costs are estimated at £70,000. These costs will be met from an allowance in the 2011/12 HRA Capital Budget.
- 3.2. Home Loss Payments for the remaining 15 tenants is estimated at £22,500. These costs will be met from an allowance in the 2011/2012 HRA Capital Budget.
- 3.3. Should full rehousing not be achieved during 2011/2012, allowances will be made in future HRA Capital Budgets.

**4. MAIN TEXT**

- 4.1. Housing, Dundee Contract Services and Environment Services Committee on 9 May 2011 approved Committee Report 232-2011 which approved demolition of the properties at 37-52 Ormiston Crescent. The Report also remitted the Director of Housing to develop further consultation with tenants on transferring the properties at 53-64 and 65-76 Ormiston Crescent to Angus Housing Association. This was dependent on a successful bid to the Innovation and Investment Fund by Angus Housing Association

(AHA) for funding to assist the redevelopment of these properties. The Scottish Government announced in September 2011 this bid was unsuccessful, and Angus Housing Association has withdrawn its interest in transfer since this would not be possible without subsidy.

4.2. Reference is made to Housing Committee Report 489-2004 which specified the criteria for declaring properties "at risk" of demolition. These criteria included:

- No sustainable demand.
- Void levels greater than 5% for 6 months.
- Unpopular house type.
- Consideration of development opportunities.
- Capital investment is economically unjustified.
- SHQS requirements.
- Financial Viability Study.
- Demand and supply of Council houses.
- Tenants and staff views.
- Lost rents and management costs and properties.

4.2.1. The present management performance of properties above are:

- Number of properties      24
- Voids                              9 (a further 2 are network properties)
- Turnover                        N/A
- Offers per Let                N/A

4.2.2. The requirements to meet SHQS by 2015 are as follows:

	<b>Per House</b>	<b>Total</b>
53-76 Ormiston Crescent	£16,700	£400,800

The city-wide average is £4,000 per house.

4.2.3. Further consultation was undertaken with the 15 tenants still living in these blocks in March 2011 regarding future proposals for the blocks within an AHA similar property which has been newly refurbished. Some of the tenants requiring 2 bedroom accommodation liked the property viewed since AHA has converted the ground floor to have individual access and garden area. The majority of tenants, particularly those requiring 3 bedroom accommodation favoured demolition. Despite keeping tenants informed of plans and progress since then tenants have been contacting the Department over the summer expressing their desire to move out of the blocks.

4.2.4. The properties have poor management performance, extremely high investment requirements and in consultation the residents are in favour of demolition. It is therefore recommended these properties are declared surplus and demolished.

## 5. **POLICY IMPLICATIONS**

5.1. This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. There are no major issues.

6. **CONSULTATIONS**

- 6.1. The Chief Executive, Depute Chief Executive (Support Services), Director of Finance and all other Chief Officers have been consulted on this report. No concerns have been expressed.

7. **BACKGROUND PAPERS**

- 7.1. Report No: 232-2011 (9 May 2011) - Housing, Dundee Contract Services and Environment Services Committee.

**ELAINE ZWIRLEIN**  
**DIRECTOR OF HOUSING**

**OCTOBER 2011**

REPORT TO: HOUSING COMMITTEE - 31 OCTOBER 2011

REPORT ON: EVALUATION OF LOCAL LETTING INITIATIVE AND  
INTRODUCTION OF AMENITY HOUSING

REPORT BY: DIRECTOR OF HOUSING

REPORT NO: 475-2011

## 1. PURPOSE OF REPORT

- 1.1. This report describes the evaluation of a Local Letting Initiative where sheltered properties which proved hard to let were targeted at applicants aged over 45. The rationale behind this was to attempt to minimise disturbance and clashes of lifestyle between existing and future residents.
- 1.2. Learning from the positive outcome of the letting initiative the Housing Department proposes to formalise this approach by introducing a new category of "Amenity Housing" to the Letting Policy.

## 2. RECOMMENDATIONS

The Committee is recommended to:

- 2.1. Agree in principle to the introduction of Amenity Housing.
- 2.2. To instruct the Director of Housing to develop a policy for letting Amenity Housing and advertising this to applicants.
- 2.3. To note that the policy for letting Amenity Housing will be submitted to a future Housing Committee.

## 3. FINANCIAL IMPLICATIONS

- 3.1. All actions are within the Department's approved budget.

## 4. MAIN TEXT

- 4.1. The department has experienced difficulty in letting some sheltered properties in certain letting areas within the city, with vacancies taking several offers and considerable time to let. In some cases, no sheltered applicants could be attracted at all. This problem has been particularly acute in blocks of flats where sheltered properties are on the first floor, ground floor flats were generally still in considerable demand.

- 4.2. Concerns had been raised by residents and staff of the sheltered complexes about the possibility of the flats being allocated to mainstream applicants and the possibility of lifestyle clashes if younger tenants moved in.
- 4.3. These concerns led to a proposal for a Local Letting Initiative where first floor sheltered flats that could not attract sufficient applicants who desired or qualified for sheltered housing be advertised to applicants aged 45 or over. These flats would be advertised in line with the "available now" process, with vacancies being advertised in district offices and on the council's internet site.
- 4.4. Given the low numbers of properties it was anticipated would need to be advertised, it was agreed by the Housing Department's Management Team that the initiative would run for a period of 12 months, at which time it would be evaluated.
- 4.5. From June 2010 until July 2011, 41 properties were let under the initiative. All of the properties concerned were one bedroom first floor flats with sheltered tenants living elsewhere in the block. The properties were spread over 6 letting areas:
- Douglas
  - Craigie
  - East Central
  - St. Mary's
  - Charleston
  - Happyhillock
- 4.6. The properties all achieved queues of interested applicants, from groups across the waiting list and were successfully let.
- 4.7. Of the 41 houses let under this initiative, 2 have subsequently been vacated by the tenants, but the remaining tenancies have been successfully sustained.
- 4.8. Termination rates and reasons for termination in the blocks of flats are comparable with other sheltered housing.
- 4.9. Based on the information gathered about the Local Letting Initiative, it seems there has been no significant adverse impact on the blocks or existing tenants and the tenancies created have been in the main successful.
- 4.10. Learning from the positive impacts of the Local Letting Initiative, it is recommended that we create a new housing type and category within the letting Policy, that being "Amenity Housing". Amenity housing is provided by a number of landlords including some housing associations in Dundee.
- 4.11. Amenity Housing provides independent accommodation for older people (aged 50 years or over) in a warm, comfortable and secure environment. However it may also be suitable for a person who has a medical condition or special need, where it has been recognised that amenity housing would be suitable for them.
- 4.12. The accommodation is designed to recognise the particular needs of older people or their disability and in each individual property there is normally a living room, kitchen, bedroom and bathroom or shower-room with heating throughout. Although the accommodation does not provide sheltered warden services it will have one or more of the following features:

- Raised sockets and switches
- Bathroom handrails
- Non slip flooring
- Will be no higher than ground or 1st floor

The following can also be provided if required:

- Community Alarm
- Communal Cleaning
- Housing Support

4.13. Prior to implementation of the new category we will need to inform applicants that this new housing type is available and inform them of the qualifying criteria so that they can if they wish apply for it.

4.14. Consultation will be implemented on the draft policy and reported to Committee.

## 5. **POLICY IMPLICATIONS**

5.1. This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Risk Management. There are no issues to report.

5.2. An Equality Impact Assessment has not yet been completed but will be done with the development of the detailed policy and this will be reported together with the policy for letting Amenity Housing to a future Housing Committee.

## 6. **CONSULTATIONS**

6.1. The Chief Executive, Depute Chief Executive (Support Services), Director of Finance and all other Chief Officers have been consulted in the preparation of this report. No concerns were expressed.

## 7. **BACKGROUND PAPERS**

7.1. None

**ELAINE ZWIRLEIN**  
**DIRECTOR OF HOUSING**

**OCTOBER, 2011**

**REPORT TO: Housing Committee - 31 October 2011**

**REPORT ON: Tenders Received**

**REPORT BY: City Architectural Services Officer**

**REPORT NO: 486-2011**

### **PURPOSE OF REPORT**

This report details tenders received and requests a decision on acceptance thereof.

### **RECOMMENDATIONS**

Approval is recommended of (1) the acceptance of the tenders submitted by the undernoted contractors and (2) the undernoted total amount, including allowances, for each project:

<b>Project Reference</b>	<b>Project</b>	<b>Contractor</b>	<b>Tender Amount</b>	<b>Total Amount</b>	<b>Finance Available</b>
11-519B	Various Council Properties - Installation of Controlled Entries 2011/12 - Phase 2B	McGill Electrical Ltd., Dundee	£372,339.39	£399,508.39	£900,000.00
11-508	St.Mary's 10th Development (Flats) - Heating, Kitchens and Bathrooms	McGill Electrical Ltd., Dundee	£493,864.82	£596,077.82	£596,077.82
10-531	Elders Court MSD - Fire Damage Repairs	Muirfield (Contracts) Ltd., Dundee	£25,162.62	£29,193.62	£29,193.62

### **FINANCIAL IMPLICATIONS**

The Director of Finance has confirmed that funding for the above projects is available as detailed on the attached sheets.

### **POLICY IMPLICATIONS**

This Report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. Any issues are detailed on the attached sheets.

### **CONSULTATIONS**

The Client Department has been consulted with regard to policy implications and the Chief Executive, Depute Chief Executive (Support Services) and Director of Finance have also been consulted in the preparation of this report. Any issues are detailed on the attached sheets.

### **BACKGROUND PAPERS**

Unless stated otherwise on the attached sheets, there are no background papers.

### **FURTHER INFORMATION**

(1) Detailed information relating to the above Tenders is included on the attached sheets.

(2) The construction works in this report have been procured using the general guidance contained in the following documents approved by the Council :-

- a) Report Nr 148-2003 : Partnering Guidelines for Construction Projects
- b) Report Nr 356-2009 : Construction Procurement Policy
- c) Standing Orders : Tender Procedures of the Council

**Rob Pedersen  
City Architectural Services Officer  
20 October 2011**

**486-2011**

**REPORT TO: Housing Committee - 31 October 2011**

**REPORT ON: Tenders Received**

**REPORT BY: City Architectural Services Officer**

**REPORT NO: 486-2011**

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<b>Project Reference</b>	<b>Project</b>	<b>Contractor</b>	<b>Tender Amount</b>	<b>Total Amount</b>	<b>Finance Available</b>
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This Report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. Any issues are detailed on the attached sheets.

### **CONSULTATIONS**

The Client Department has been consulted with regard to policy implications and the Chief Executive, Depute Chief Executive (Support Services) and Director of Finance have also been consulted in the preparation of this report. Any issues are detailed on the attached sheets.

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**Rob Pedersen**  
**City Architectural Services Officer**  
**20 October 2011**

**486-2011**

HOUSING COMMITTEE - 31 OCTOBER 2011

CLIENT	Housing	Housing	Housing
<b>PROJECT REFERENCE</b> <b>PROJECT</b>	11-519B Various Council Properties Installation of Controlled Entries 2011/12 - Phase 2B	11-508 St.Mary's 10th Development (Flats) Heating, Kitchens and Bathrooms	10-531 Elders Court MSD Fire Damage Repairs
<b>DESCRIPTION OF WORKS</b>	The works comprise the installation of controlled door entry systems to 43 tenanted blocks comprising 279 flats. None of the properties are in the demolition programme.	The works comprise removal of existing electric heating systems and installation of gas heating systems to 31 houses, boiler only replacement to 52 houses and new kitchens and bathrooms to 83 houses in St Clement Place, St Clement Terrace and St Dennis Terrace. This equates to approx £7,182 per house based on estimated percentage of bathroom and kitchen renewals, including allowances. None of the properties are in the demolition programme.	The works comprise making good fire damaged external cladding panels at levels 10 to 14, general repairs and redecoration works to the drying area at floor 11, redecoration works only to the drying area at floor 12 and associated public safety measures at ground level. The property is not in the demolition programme.
<b>TOTAL COST</b>	Several Works £372,339.39 Allowances £27,169.00 <b>TOTAL</b> £399,508.39	Several Works £493,864.82 Allowances £102,213.00 <b>TOTAL</b> £596,077.82	Several Works £25,162.62 Allowances £4,031.00 <b>TOTAL</b> £29,193.62
<b>FUNDING SOURCE</b> <b>BUDGET PROVISION &amp; PHASING</b>	Capital 20011/2012 £900,000.00	Capital 20011/2012 £565,000.00	Revenue (Insurance Fund) 20011/2012 £29,193.62
<b>ADDITIONAL FUNDING</b>	None	Balance will be met from the overall allowances for Heating, Kitchens and Bathrooms in the Housing Departments Capital Estimates 2011/2012 £31,077.82	None
<b>REVENUE IMPLICATIONS</b>	None	None	None
<b>POLICY IMPLICATIONS</b>	There are no major issues.	There are no major issues.	There are no major issues.
<b>CONSULTATIONS</b>	There are no major issues.	There are no major issues.	There are no major issues.
<b>TENDERS</b>	Partnering project : 1 McGill Electrical Ltd., Dundee £372,339.39	Five invited; five received 1 McGill Electrical Ltd., Dundee £493,864.82 2 Environment Department (Construction Services) £527,339.14 3 Sidey Ltd., Perth £536,577.29 Highest Tender £658,248.02	Five invited; five received 1 Muirfield (Contracts) Ltd., Dundee £25,162.63 2 Environment Department (Construction Services) £36,763.49 3 Raynor Building Services Ltd., Dundee £39,825.09 Highest Tender £47,916.46
<b>RECOMMENDATION</b>	Acceptance of offer	Acceptance of lowest tender	Acceptance of lowest tender
<b>ALLOWANCES</b>	CDM Co-ordinator £2,189.00 Professional Services £24,980.00 <b>TOTAL</b> £27,169.00	Decoration and Carpet Allowances £46,031.00 Decanting of tenants £1,000.00 Gas Connection Charges £23,843.00 CDM Co-ordinator £2,712.00 Professional Services £28,627.00 <b>TOTAL</b> £102,213.00	Professional Services £4,031.00 <b>TOTAL</b> £4,031.00
<b>SUB-CONTRACTORS</b>	None	None	RG Painters, Dundee CARE Electrical, Dundee NEC, Frickheim Skyform Specialist Contracts Ltd., Glasgow Painterwork Electrical Work Cladding Platforms
<b>BACKGROUND PAPERS</b>	None	None	None