

City Chambers
DUNDEE
DD1 3BY

10th August, 2012

Dear Sir or Madam

HOUSING COMMITTEE

You are requested to attend a MEETING of the **HOUSING COMMITTEE** to be held in City Chambers, Dundee on Monday, 20th August, 2012 following the meetings of the City Council, Education and Environment Committees called for 6.00 pm.

Yours faithfully

DAVID K DORWARD

Chief Executive

AGENDA OF BUSINESS

1 DECLARATION OF INTEREST

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 would reasonably be regarded as so significant that they are likely to prejudice your discussion or decision-making.

2 SHQS PROGRESS REPORT ON COMPLIANCE

(Report No 264-2012 enclosed).

3 CONSULTATION ON HOUSING ADAPTATIONS : OPTIONS FOR CHANGE AND IMPROVEMENT

(Joint Report No 280-2012 enclosed).

4 CONSULTATION ON THE FUTURE OF THE RIGHT TO BUY IN SCOTLAND

(Report No 281-2012 enclosed).

5 CONSULTATION ON SCOTTISH SOCIAL HOUSING CHARTER INDICATORS

(Report No 282-2012 enclosed).

6 HOUSING REPAIRS PARTNERSHIP BOARD (AN118-2012)

It is proposed that the Housing Repairs Partnership Board, comprising officers from Housing Department, Environment Department, Corporate Services Department, Dundee Federation of Tenants Associations (DFTA), and chaired by the Convener of Housing, transfers its responsibility for determining whether aims and objectives of the Housing Repairs Partnership Agreement are being met to the Housing Best Value Review Group with immediate effect.

The Housing Best Value Review Group, meeting quarterly, has a remit to consider Housing Services and it is felt that this Group would provide a wider forum for discussion while reducing duplication of meetings.

DFTA have been consulted and are in agreement with this proposal.

The Director of Housing is remitted to review the Housing Repairs Partnership Agreement 2009-2014 to reflect this change in governance arrangements.

7 REGISTERED TENANT ORGANISATIONS - ADMINISTRATION GRANTS (AN119-2012)

The following application has been received by the Director of Housing requesting grant assistance towards administration costs for 2012/2013.

Forthill Tenants Association	£255
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This grant can be met from the Housing Revenue Account.

8 WHORTERBANK AND LANSDOWNE/PITALPIN MULTI STOREY DEVELOPMENTS - KITCHENS AND BATHROOMS - EXTENSION TO CONTRACT

(Report No 314-2012 enclosed).

REPORT TO: HOUSING COMMITTEE - 20 AUGUST 2012

REPORT ON: SHQS PROGRESS REPORT ON COMPLIANCE

REPORT BY: DIRECTOR OF HOUSING

REPORT NO: 264-2012

1. PURPOSE OF REPORT

To appraise Committee on Scottish Housing Quality Standard (SHQS) progress to the end of March 2012 and to advise on the risk management measures in place to mitigate risks to compliance.

2. RECOMMENDATIONS

Committee is recommended to note progress at the end of 2011/12 towards achieving SHQS by 2015 and the actions being implemented to manage risks to delivery.

3. FINANCIAL IMPLICATIONS

The SHQS programme for 2011/12 has been financed in line with the agreed Five Year Housing Capital Plan 2011/12 to 2015/16 approved by the Policy and Resources Committee on 24 January 2011.

4. MAIN TEXT

4.1. Compliance

Good progress is being made towards achieving the SHQS standard with targets being met.

Houses Passing SHQS to Date			
Financial Year	% Complete	Number of Houses	% Compliance (including Exemptions and Abeyances)
2010/11	35.7%	4,509	44%
2011/12	55.7%	7,330	65%

SHQS compliance in Dundee's council housing stock as of 31 March 2012 is 55.7% this compares to a figure of 35.7% compliance at 31 March 2011 and is in line with the target in the Council Plan. Target compliance for March 2013 is 72%, 88% for March 2014, and 100% at March 2015. These figures do not take account of stock that has been identified for abeyance or exemption which presently stands at close to 10%. Stock that is exempt cannot meet the standard for reasons of disproportionate cost or technical reasons or in the case of abeyance social reasons (non access or non agreement to works). The majority of abeyances relate to non agreement by owner occupiers to the installation of secure entry systems so in order to maximise the installations of controlled entry systems

within mixed tenure tenement property the Council has implemented the Tenement Management Scheme, this scheme enables the Council to install systems on the basis of a majority vote. The scheme is achieving positive results with 421 successful ballots to date. In order to achieve SHQS standards in the city's multi storey stock funding has been secured from the Community energy savings project (CESP) to carry out a programme of cladding and district heating at the Dallfield, Whorterbank, and Lansdowne/Pitalpin locations.

This work will be complete by the end of the calendar year and will mean fuel savings of up to 35% for tenants whilst also vastly improving the external appearance of these blocks.

4.2. Progress on Installations

Progress on core installations related to SHQS compliance are on target at 31 March 2012. Broken down into elements the present compliance rate is:

- Kitchens 68%
- Bathrooms 68%
- Energy Efficiency 77%
- Secure Entry 59%

The Council is ensuring value for money in programme delivery by re-tendering the frameworks for both the heating/kitchen and bathroom programme in 2011/12 and the secure entry programme in 2012/13. These frameworks cover the SHQS programme to 2015.

- 4.3. Delivery of SHQS is financed by prudential borrowing and income raised from capital receipts. In recent years the level of borrowings has increased due to the current economic circumstances impacting on receipts from Land and Right to Buy Council sales being below the anticipated levels.

As a result of this, levels of projected receipts from both these areas have been re-profiled within the 2012-2016 Five Year Capital Budget approved by Policy and Resources Committee on 23 January 2012. This provides a more accurate projection of the levels of borrowing required to achieve SHQS and the rent levels required to support this. The levels of receipt allowed for at present for the period to 2015 are:

- RTB sales at 55 houses per year £7.092m
- Land sales £2.450m
- Sale of last house in block £2.500m

Sales of last in block relate to sales of the only council owned house in a mutual block being sold when they come empty.

4.4. Risk Management

The Scottish Housing Regulator (SHR) has highlighted that there are risks to the delivery of SHQS in Dundee. The Council's governance of the SHQS process is headed by a SHQS Project Board chaired by the Director of Housing and attended by the other heads of service involved. A risk matrix has been developed for consideration by the board which tracks all identified risks to SHQS compliance and utilises a traffic light system to identify those that require urgent action and others that should continue to be monitored. The current red and amber risks are as follows:

RED

- None at present

AMBER

- Levels of capital receipts are lower than forecast
- Decreasing numbers of Right to Buy, sales
- An increase in interest rates for prudential borrowing
- Pressure on rent levels
- Stock condition information
- Impact of owner occupiers on the programme
- Investment in other areas impact on SHQS plan

Actions to Mitigate Amber Risks

- Re-profiling of Capital receipts to 2015 to ensure targets to fund SHQS are met.
- Council mortgages available to Right to Buy applicants and assumptions on projected number of sales reduced to 55 per annum.
- Profile rent increases required to 2015.
- Stock condition validation survey planned.
- Implementation of the Tenement Management Scheme.
- SHQS spend prioritised to 2015.

4.5. Stock Condition Survey/Data Base

The Council has been updating this database with project completions since 2009 and a number of elemental In house surveys have been carried out in the same time period. This means the percentage of real information on the database is much higher than 30% surveyed as part of the formal Stock condition survey carried out in 2008. Notwithstanding this a validation survey of 5% of the Housing stock has been commissioned from the JMP partnership who carried out the original 30% survey on which Stock Information Database (SID) is based.

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.

There are no major issues.

6. CONSULTATIONS

The Chief Executive, Director of Corporate Services and Head of Democratic and Legal Services and all other Chief Officers have been consulted on the preparation of this report. No concerns were expressed.

7. BACKGROUND PAPERS

Report 19-2011 Five Year Housing Capital Budget 2011/12 to 2015/16
 Report 31-2011 Review of Rents and Other Charges
 Report 412-2011 Housing Department Asset Management Strategy
 Report 32-2012 Five Year Capital Budget from 2012-2017

ELAINE ZWIRLEIN
DIRECTOR OF HOUSING

JULY 2012

REPORT TO: HOUSING COMMITTEE - 20TH AUGUST 2012

REPORT ON: CONSULTATION ON HOUSING ADAPTATIONS: OPTIONS FOR CHANGE AND IMPROVEMENT

REPORT BY: DIRECTOR OF HOUSING & DIRECTOR OF SOCIAL WORK

REPORT NO: 280-2012

1.0 PURPOSE OF REPORT

The Report contains the Council's response to the Scottish Government's consultation on Housing Adaptations: Options for Change and Improvement.

2.0 RECOMMENDATIONS

Committee is requested to note the response to the consultation, set out at Appendix 1, which has been submitted to the Scottish Government, the closing date for the consultation being 27th July 2012.

3.0 FINANCIAL IMPLICATIONS

None.

4.0 MAIN TEXT

The Scottish Government has a longstanding policy of 'shifting the balance of care'. This means enabling disabled people and older people to live independently in their own homes, instead of in hospitals or care homes. The Reshaping Care for Older People programme was established jointly by the Scottish Government, COSLA and the NHS to engage all interests in reshaping care and support services to meet policy objectives in ways that are sustainable; support independent living; and provide choice of individuals and carers.

The Adaptations Working Group was established in early 2011. It is taking forward actions on housing adaptations included in *Age, Home and Community: A Strategy for Housing for Scotland's Older People*, published in December 2011. The Group's main remit is to consider whether fundamental change to the organisation and funding of services for adaptation of existing housing stock across all tenures is required and to make recommendations to the Scottish Government in September 2012.

4.1 Need for Change

Housing adaptations play a major role in enabling older people and disabled people to live independently in their own homes. They are also a key preventative measure in that they help to support well-being, particularly for people with long term health conditions, and reduce accidents in the home, reducing emergency hospital admissions and enabling people to return home following a stay in hospital.

Older people and disabled people live and will continue to live in existing housing, rather than new build. It is, therefore, important to make the best use of existing housing stock of all tenures and types, both mainstream and specialist, and to make adaptations where necessary. There are known to be issues about the current arrangements for delivery of adaptations, particularly for owner occupiers. This is particularly important because the majority of the population (68%) live in owner occupied housing and, for people aged 60 and over, the proportion of owner occupiers is 75%. There are also increasing concerns for private tenants, reflecting growth in the private rented sector. Issues include the waiting times to receive adaptations and the complexity and variable access which currently exist because of the different organisation and funding arrangements for the different housing tenures.

4.2 Proposals

The Adaptations Working Group sets out that the delivery of housing adaptations should be based on the needs of the individual, rather than the ownership of their home. This should ensure that adaptations are prioritised for those whose need is greatest and who would benefit most. The Group has agreed a set of principles, which it believes should underpin the delivery of adaptations, the key elements of which are:

- The **person** and their carers should be placed **at the centre** of service provision and be in control.
- Support for adaptations should have a **preventative** focus.
- Adaptations should promote **enablement**.
- Access to assessment and provision should take account of need and be **fair, consistent, reliable** and **reasonable**, with a focus on prevention, and take a holistic view of a person's life.
- Assessment and access to financial and other supports for adaptation should be **equitable, fair, anti-poverty** (based on ability to pay) and complement systems for self-directed support.
- People must be able to understand the systems and rules, which should be uncomplicated and maximise the ability of the person to make choices, and to be and remain in control of the adaptation. The person and their carers should have access to up to date, **accessible** and relevant information and advice, which takes a holistic approach.

In summary the proposals include: simplification of the current processes; improving service delivery; clarity on organisational and funding responsibilities and improving information and advice.

The Council's response to consideration of the issues and the questions within the consultation are set out in the consultation response contained in Appendix 1.

5.0 **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.

There are no major issues.

6.0 **CONSULTATIONS**

The Chief Executive, Director of Corporate Services, Head of Democratic and Legal Services and all other Chief Officers have been consulted on the preparation of this report. No concerns were expressed.

7.0 **BACKGROUND PAPERS**

None.

ELAINE ZWIRLEIN, DIRECTOR OF HOUSING/
ALAN BAIRD, DIRECTOR OF SOCIAL WORK

DATE: AUGUST 2012

Appendix 1

Dundee City Council response on Housing Adaptations: Options for Change and Improvement.

Question 1

Do you agree that there are issues with the current arrangements for housing adaptations, which need to be addressed?

- **If so, has the Adaptations Working Group identified the main issues?**
- **Which issues are most important to address?**

Yes. Housing adaptations play a major role in enabling older people and disabled people to live independently in their own homes. Providing adaptations has the potential to prevent hospital admissions, allowing people to return home after being in hospital as well as reducing the length of stay in hospital. Adaptations to existing homes enable individuals to continue to function in their communities with links to existing support networks.

The existing system is complex and difficult to understand; under current arrangements it is more difficult to achieve consistency and cost effectiveness; within housing there are many different funding arrangements across rented and owner occupied sectors (with a test of resources applied to owners) and there is the added complexity of equipment and adaptations funded by health and social care and those funded by the housing sector, there are different arrangements in place across Scotland.

The assertion that local systems are under increasing pressure is borne out within Dundee with the Council spending around £750k on adaptations for council tenants, the RSLs spending over £500k and around £430k of private sector housing grant being awarded each year. There is an aging population with increasing demand for minor and major adaptations putting a strain on budgets. However providing adaptations is a cost effective way of maintaining people in their existing homes and preventing hospital admissions.

The most important issues are putting the individual at the centre of the adaptations process, making it easier for them to access delivery mechanisms and have adaptations completed. Given the scarcity in resources across landlords, local authorities and NHS budgets best value needs to be obtained by best use of scarce resources and concentrating on the best outcomes, organisational priorities should be aligned around providing the best outcomes with flexibility in budgets to achieve this.

There is also the issue of equity for individuals requiring adaptations in terms of sources of funding and test of resources.

Improved arrangements between OT's from SW Departments and NHS Trusts in agreeing at an early stage individual needs and how best to adapt properties to meet these needs with reasonable assumptions for 'future proofing' could improve the service and provide better value for money.

Systems should not solely focus on adaptations for physical disability, there are an increasing number of people with a variety of needs living in the community such as those with dementia who require adjustments which can assist them to remain in their home.

Question 2

Are there parts of the current arrangements that you think work well and should not be changed?

There is considerable experience with housing organisations of designing, implementing and delivering adaptations for older people and disabled people as well as considerable experience with social work departments. The system should concentrate on using this experience going forward.

Question 3

Which of these minor (streamlining) changes do you think would improve the current arrangements for delivery of adaptations? Why?

- **Do you think these changes would be sufficient to address the issues?**

All are likely to be beneficial. The provision of information and advice should be at the core of service provision to ensure there is equality of access. Planning ahead giving due cognisance to the nature of the disability, prognosis and likely changing needs of the individual due to their condition in the medium to longer term, design and improving procurement are particularly important aspects.

A 'one stop shop' approach for the provision of information and advice accredited with the Scottish National Standards for Information and Advice Providers would ensure high quality consistent advice provision.

Although such changes would be helpful they will not address the core issues of funding etc.

Question 4

Which of the three approaches to organisational responsibility (through local housing authority, Health and Social Care Partnerships or the individual) do you believe would provide the most effective basis for the delivery of housing adaptations and the greatest benefits to people who need adaptations? Why?

Local authorities as strategic housing authorities currently work with partners to determine priorities within the Local Housing Strategy, have the lead role for adaptations within the private sector and manage large programmes for adaptations within their own housing stock. Consolidation around the local authority would mean that the local authority as the strategic authority has overall organisational responsibility.

This would also have the potential to facilitate the a 'one stop shop' approach to delivering adaptations, providing an improved service for tenants and home owners.

Health and Social Care Partnerships could be a better link between the health and social and housing needs of individuals. There certainly needs to be better coordination between housing adaptations and hospital discharge and/or prevention of admission.

However there may be a downside in that many people require adaptations who would never need SW services and integration of Health and SC partnerships is someway off. Health services budgets probably benefit most from adaptations but do not contribute so this might be a way of bringing services together in amore holistic way.

Question 5

Are there issues or risks with any of the three approaches to organisational delivery that are not covered above?

If organisational responsibility were consolidated around the individual requiring the adaptation this assumes the individual is capable of navigating the process or obtaining support to do so. Many older people in need of adaptations are isolated and do not know where to go to get support or are unwilling to ask others for help. This often leads to crisis admissions to hospital.

Its not clear from the consultation what this would look like therefore more information about this approach would be beneficial.

Question 6

In the context of personalisation, what are the most important things to put in place to ensure that people who need adaptations and their carers are at the centre of the process and have choices?

Ensuring that there are accurate assessment processes which are person centred and that options are discussed with individuals from the initial specification / design process.

A person centred approach is necessary but this doesn't always mean the people who need adaptations are capable of actively engaging with the process. Considerable support would be required to manage this, and to overcome the reluctance of a number of older people in particular to share information about their financial resources.

Question 7

Which of the three approaches to funding (through local housing authority, Health and Social Care Partnerships or the individual) do you believe would provide the most effective basis for the delivery of housing adaptations and the greatest benefits to people who need adaptations? Why?

This is a crucial issue. There is increasing demand for adaptations. There are a number of funding streams which have developed over time which have no particular reason. Some minor adaptations and equipment are funded/provided by local authority social work departments and the NHS. More major/physical property adaptations in private sector are grant funded through local authorities by means of private sector housing grant with an element of test of resources. Local authorities fund adaptations for their tenants through the housing revenue account with the financial burden being met by their tenants, usually with no test of resources. RSLs receive grant funding from the Scottish Government for adaptations, again with no test of resources. Therefore the crucial funding issue is to develop a fairer, more consistent way of providing adaptations across tenures.

In order to ensure best use of budgets, outcomes and simplifying service provision, funding through local authorities along with alignment of resources would be best. A collaborative approach with health and social care should be adopted.

Question 8

Are there issues or risks with any of the three approaches to funding that are not covered above?

Changes to benefits and DLA are very likely to have an adverse impact on people's ability to contribute towards the cost of adaptations. However, council and RSL tenants are currently not making any individual contribution to these costs so owners and private sector tenants could be seen to be disadvantaged, even in having to go through the process of applying for grant etc.

Question 9

Do you think we currently have the fairest arrangements for people, who have personal resources, including both income and equity in their current home, to contribute to the cost of their own adaptations?

- **If you would like to see changes, what would these be?**

Currently most systems rely on a test of resources based on household finances including income and capital. There is likely to be difficulty in assessment of equity and the ability of individuals to utilise this as a funding resource. Given the constraints on lending and qualifying criteria and that the proposed Scottish Government National Lending Agency has not developed this could leave many individuals unable to raise finance to undertake the necessary adaptations.

There is also the anomaly between the owner occupied sector where a test of resources applies and the social rented sector.

Question 10

Do you have any comments on any other issues related to the future delivery of housing adaptations, which aren't covered above? If yes, please provide details.

Individual needs are currently assessed by professionals who often treat the person as a patient or a tenant or an owner, rather than as someone central to the process. This treatment has been supported by the divisions in funding and responsibility between health, social care and housing. It is crucial there be a partnership approach which includes the person needing adaptations, their family, carers and advocates. A more consistent approach to funding is required.

Housing for varying needs standards should be mainstreamed to new build and renovation in all tenures to reduce the need for adaptations at times of crisis. For example there is a trend for private developers to build townhouses over several floors (to minimise the footprint and maximise the number of units on a site). These become totally unsuitable even if someone has a temporary injury such as a broken leg, let alone someone with developing a permanent or progressive disability.

REPORT TO: HOUSING COMMITTEE - 20TH AUGUST 2012
REPORT ON: CONSULTATION ON THE FUTURE OF RIGHT TO BUY IN SCOTLAND
REPORT BY: DIRECTOR OF HOUSING
REPORT NO: 281-2012

1.0 PURPOSE OF REPORT

The Report contains the Council's response to the Scottish Government's consultation on the Future of Right to Buy in Scotland.

2.0 RECOMMENDATIONS

Committee is requested to approve the response to the consultation, set out at Appendix 1, for submission to the Scottish Government.

3.0 FINANCIAL IMPLICATIONS

None.

4.0 MAIN TEXT

The consultation on the Future of the Right to Buy in Scotland states that the transfer of properties out of the social rented sector has decreased the social housing stock and placed increasing pressures on councils and housing associations. The Scottish Government has removed the right to buy for new homes and new tenants under the Housing (Scotland) Act 2010. The consultation paper further states that discounts of up to 70% under the preserved (pre 2002) right to buy scheme are unjustifiable, leading to pressures on rents for remaining tenants and an eroded asset base, some 207,000 tenants still have the preserved right to buy. The Scottish Government is consulting on ways to reform the preserved right to buy and other changes that could be made to existing laws, as well as completely removing all entitlements to the right to buy in Scotland.

4.1 Changes in the Right to Buy

The right to buy was introduced in 1980 and has been reformed under the Housing (Scotland) 1987, Housing (Scotland) Act 2001 and the Housing (Scotland) Act 2010.

Therefore there are a number of different entitlements available to tenants dependant upon when they first took up a tenancy of a social rented property. These are set out below.

Preserved right to buy - tenants who have right-to-buy entitlements over their current home from before 30 September 2002 can buy after a two-year qualifying period with a landlord. For houses, the discount starts at 32% of the market value, rising by 1% a year up to 60%. For flats, the discount starts at 44% of the market value, rising by 2% a year up to 70%.

Modernised right to buy - tenants who gained the right to buy between 30 September 2002 until 1 March 2011 have the right to buy after a five-year qualifying period with a 'relevant landlord'. The modernised discount starts at 20% of the market value after those five years and rises by 1% a year for all house types, up to 35% or £15,000, whichever is lower. Some tenants cannot use the modernised right to buy if they live in an area or type of home that has been classed as 'pressured' or if they are the tenants of registered social landlord (RSL) affected by a ten-year suspension from the right to buy.

No right to buy entitlement - from 2nd March 2011, the 2010 Act ended the right to buy for new tenants and those returning after a break. From 1 March 2011, it also ended for new supply houses (those built or acquired after 25 June 2008). It did not remove any existing entitlements. Existing tenants moving to a new-supply home cannot buy that home. However, they do keep the right to buy if they then move to a home that is not new supply. The act also changed the 'pressured area' rules. This means that from 30 June 2011 local authorities rather than Scottish Ministers can decide (designate) if an area is pressured. They can make the designation for up to 10 years, and can choose types of homes as well as areas.

4.2 Need for Change

The consultation states that the right to buy has extended the benefit of home ownership and has helped create more balanced communities, however it has removed properties from the social rented sector and severely reduced the number of homes available to rent from social landlords. Social rented stock should be preserved to meet the housing needs of those on waiting lists and who are homeless.

The existing laws on right to buy are unfair with some tenants benefiting from much larger discounts than others. The law is too complex and difficult for landlords and tenants to understand. The right to buy is outdated and may have no place today given the need to focus on increasing the availability of affordable housing for those who need it most.

4.3 Proposals

In summary the proposals include: moving tenants with preserved right to buy on to modernised right to buy terms; making amenity houses exempt from the right to buy; ending the right to buy at a future date and extending the 10 year suspension rule for registered social landlords.

The Council's response to consideration of the issues and the questions within the consultation are set out in the consultation response contained in Appendix 1.

5.0 **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.

There are no major issues.

6.0 **CONSULTATIONS**

The Chief Executive, Director of Corporate Services, Head of Democratic and Legal Services and all other Chief Officers have been consulted on the preparation of this report. No concerns were expressed.

7.0 BACKGROUND PAPERS

None.

ELAINE ZWIRLEIN
DIRECTOR OF HOUSING

DATE: AUGUST 2012

Appendix 1

Dundee City Council response on the Future of the Right to Buy in Scotland**Questions****1. Do you agree that further restrictions to the right to buy are needed? Y****Please give your comments and reasons.**

In order to meet the needs of homeless households and applicants for social rented housing, particularly in times of reducing resources for new supply, preserving the existed social rented stock is crucial.

Given the changes over time to the Right to Buy, there are different entitlements with preserved right to buy, modernised right to buy and no right to buy entitlement, removing the right to buy would simplify the situation and ensure greater consistency and fairness.

We do not feel the comment at 4.3 of the consultation 'restricting the right to buy may also reduce landlords' overall costs by helping them to manage stock better is justified. It may help with problems of meeting the SHQS in blocks of flats with mixed tenure'. Given the changing patterns of tenure under the right to buy since the 1980s landlords do and will continue to deal with problems associated with mixed tenure where services to owners are to some extent subsidised by rent payers.

2. Do you agree with the proposal to end the right to buy altogether? Y

See above.

3. If so, what notice period should we give?**Three years**

In order to provide adequate notice, and given that many landlords are reliant on receipts to finance improvements, it would be beneficial to end the right to buy entitlement from 2015.

4. Do you agree with the proposal to move all those with a preserved entitlement onto modernised terms? N

As stated above if there is to be further reform this should concentrate on preserving social rented stock, simplification, consistency and fairness. Moving those with a preserved right to buy to a modernised right to buy would not achieve these objectives.

5. If Yes, what notice period should we give for moving everyone onto modernised terms?**Two years Three years Five years Other**

NA

6. Which option do you prefer – ending the right to buy or moving from preserved to modernised?

Ending the right to buy.

Please give your comments and reasons.

The reasons are preserving social rented houses to meet housing need, simplification, consistency and fairness.

7. Do you think there would be any unexpected issues with either option? N

If Yes, please explain these.

8. What financial effect would our proposed changes have on social landlords, particularly over the longer term?

Removing the right to buy would prevent rental income diminishing over time. Landlords could then apply income to borrow to finance improvements or sustain new house building. It would allow better forward planning.

9. What steps could landlords take to reduce any negative effects?

No comment.

Other changes

10. Do you support the proposal to repeal section 69 and delegate decision making to landlords? N

Please give your comments and reasons.

This right to buy should be ended. Therefore it should be unnecessary to repeal section 69 relating to the sale of houses provided for tenants of pensionable age with special needs.

If section 69 were to be repealed then guidance for landlords would be required to ensure consistency between landlords and across geographical areas.

11. Do you have any views on the 10-year suspension and possible future changes?

If, as we are suggesting in this response, the right to buy is ended, either the legislation should be repealed, or the current suspension should be made permanent to ensure equity across landlords.

12. Are there any other right-to-buy issues which you think should be tackled? N

Please give any comments.

Equal Opportunities

Questions

13. What groups do you think would be affected – positively or negatively – by the proposed reforms?

No comment.

14. What could we do to avoid any negative effect?

No comment.

15. Do you have any comments on the partial Equalities Impact Assessment?

No.

16. Do you have views on the effect these proposals may have on your business?

We are reliant on capital receipts from RTB sales to partially finance SHQS.

17. Do you have any comments on the partial Business and Regulatory Impact Assessment?

No.

REPORT TO: HOUSING COMMITTEE 20TH AUGUST 2012

REPORT ON: CONSULTATION ON SCOTTISH SOCIAL HOUSING CHARTER INDICATORS

REPORT BY: DIRECTOR OF HOUSING

REPORT NO: 282-2012

1.0 PURPOSE OF REPORT

The Report contains the Council's response to the Scottish Housing Regulator's consultation on the Scottish Social Housing Charter Indicators.

2.0 RECOMMENDATIONS

Committee is requested to approve the response to the consultation, set out at Appendix 1, for submission to the Scottish Housing Regulator.

3.0 FINANCIAL IMPLICATIONS

None.

4.0 MAIN TEXT

The Scottish Government's Social Housing Charter came into effect on 1st April 2012. The charter sets standards and outcomes that describe the results that tenants and others who use their services can expect from social landlords.

The Housing (Scotland) Act 2010 gives the Scottish Housing Regulator (SHR) the role to monitor, assess and report on how landlords are achieving the Charter's outcomes and standards and to intervene where landlords are not achieving them. The Act requires the Scottish Housing Regulator to consult on and set indicators that they will use to monitor landlords' achievement of the Charter outcomes and standards. Landlords are required to provide the Scottish Housing Regulator with good quality, accurate information on their achievement of, or progress towards, the Charter outcomes.

This consultation sets out the proposed indicators and information on the Charter the Scottish Housing Regulator will require landlords to provide each year. It also sets out proposals for reporting social landlords' performance to tenants, homeless people and others who use their services. The consultation document is available at:
www.scottishhousingregulator.gov.uk/consultations

The framework of Charter indicators aims to:

- help tenants to understand their landlord's performance, and so help them to hold their landlord to account.
- allow the SHR to report on landlords' achievement of the Charter outcomes and standards.
- provide useful information for landlords and others to help them compare performance.
- allow the SHR to form a view of the risk for each landlord not achieving the Charter outcomes and standards.

4.1 Reporting

From 2013 in August each year the SHR will publish a report for tenants and other service users that sets out the indicators for each landlord. The aim is to make the report easy to access and easy to read and understand.

In addition to these reports, through their website the SHR will provide access to more detailed information on landlords and their performance. This will enable tenants and service users to compare their landlord with others and compare their landlord's performance over time.

4.2 Indicators

The SHR proposes to use a range of indicators and information to monitor landlords' achievement of the Charter outcomes. These will cover: equalities; communication; participation; quality of housing; repairs, maintenance and improvements; estate management and anti social behaviour; housing options and access to social rented housing; tenancy sustainment; homeless people; value for money and service charges and gypsies/travellers.

The Council's response to consideration of the issues and the questions within the consultation are set out in the consultation response contained in Appendix 1.

5.0 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.

There are no major issues.

6.0 CONSULTATIONS

The Chief Executive, Director of Corporate Services and Head of Democratic and Legal Services, all other Chief Officers and Dundee Federation of Tenants Associations have been consulted on the preparation of this report. No concerns were expressed.

7.0 BACKGROUND PAPERS

None.

ELAINE ZWIRLEIN
DIRECTOR OF HOUSING

DATE: AUGUST 2012

Appendix 1

Dundee City Council Response on the Scottish Housing Regulator Consultation on Scottish Social Housing Charter Indicators

What tenants and other service users can expect

Question 1

In general do you find the format for the report we are proposing to be clear and easy to understand?

Yes. The format includes a reasonable amount of information on relevant indicators. The visual indicators are a good way of representing stable, improving or deteriorating performance and ranking shows comparisons between landlords. Given the wide range of sizes and types of landlords across councils and RSLs it may be more relevant to show comparisons across relevant benchmark groups of landlords.

Question 2

Have we included the right indicators?
If not what alternative would you suggest?

The indicators included are relevant and contain a reasonable amount of information. However the indicator relating to factoring services is solely about collection which perhaps does not represent relevant performance. An indicator relating to satisfaction with factoring services may provide a more relevant indicator.

Question 3

Are there any other changes or improvements you would like to see?
If so, what are these?

Given the wide range of sizes and types of landlords across councils and RSLs it may be more relevant to show comparisons across relevant benchmark groups of landlords.

The Indicators

Question 4

Are there any indicators that you feel are not appropriate and, if so, why?

All indicators seem relevant.

Question 5

If you think that any of our proposed indicators are not appropriate, what alternatives would you suggest?

NA

Question 6

Is the proposed approach to reporting landlord spending sensible?

Yes. Providing information on the high level financial indicators on:

- repairing and improving tenants' homes;
- running the landlord's organisation;
- servicing and repaying loans; and
- other expenditure;

are similar to the ways in which landlords tend to report to tenants in annual reports and performance statements.

As highlighted it will be important for the SHR to collect this information in a consistent format to ensure accurate and consistent reporting.

Question 7

If not, what alternatives would you suggest?

NA

Contextual Information

Question 8

Is the contextual information we propose to collect appropriate?

The content of the 'Organisation details' is RSL focused and not relevant to local authorities, perhaps alternatives require to be set out for local authorities.

It is presumed that landlords will not have to provide information to the SHR on the same indicators in different submissions. For example given the comprehensive annual return made to the SHR each year on the SHQS indicators this information should be used by the SHR to populate.

Question 9

Are there any pieces of information we have identified that you feel do not need to be included or have been missed?

No.

REPORT TO: Housing Committee

DATE: 20 August 2011

REPORT ON: Whorterbank and Lansdowne/Pitalpin Multi Storey Developments - Kitchens and Bathrooms - Extension to Contract
Contract Nr. 12-2302

REPORT BY: City Architectural

REPORT NO: 314-2012

1.0 PURPOSE OF REPORT

1.1 To obtain approval for extending the existing partnering contract.

2.0 RECOMMENDATIONS

2.1 That approval be given for extending the existing contract, through the existing Partnering Contract, by approximately £225,000. This additional works comprise renewal of external lighting to the four MSD blocks, upgrading of Intercom, Concierge and Door Entry Infrastructure Works to the four MSD blocks and rewiring to a proportion of houses at Ancrum and Burnside Courts only.

3.0 FINANCIAL IMPLICATIONS

3.1 The Director of Corporate Services has stated that this expenditure can be funded from the overall allowance within the Housing Department's Capital Plan 2012/2013.

4.0 POLICY IMPLICATIONS

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

4.2 There are no major issues.

5.0 ESTIMATED ADDITIONAL EXPENDITURE

5.1 Reference is made to Article III of the minute of meeting of the Housing Committee held on 12 March 2012 when report No 115-2012 was approved. The report authorised entering into a partnering contract with McGill Electrical Ltd., Dundee in the amount of £1,523,443. Allowances in the amount of £263,845 including professional fees were also approved giving a total expenditure of £1,787,288.

5.2 The amount of £1,787,288 was based on the installation of kitchens and bathrooms to 348 flats. As the work has progressed on site it has now been identified that the external lighting requires replacement and as this is integral to the external cladding replacement works, it is deemed best value to carry out this work during this contract. The Door Entry Infrastructure work has also been identified for replacement and again it is considered beneficial to carry out this work element during this contract, reducing tenant disruption at a later date. Following electrical surveys it has also been identified that a proportion of houses to Ancrum and Burnside Courts have not benefited from rewiring through previous contracts. As the scope of the works for the original approved contract included kitchen rewiring and distribution board replacement it is deemed prudent and best value to rewire these houses within this contract.

5.3 The cost to complete these additional works through this contract is estimated to be around £225,000, including allowances as before.

6.0 CONSULTATIONS

6.1 The Chief Executive, Director of Corporate Services, Head of Democratic and Legal Services and the Director of Housing have been consulted in the preparation of this report.

7.0 BACKGROUND PAPERS

7.1 Reference is made to Article IV of the minute of meeting of the Housing Committee held on 31 October 2011 when report No 466-2011 was approved .

Rob Pedersen

City Architectural

9 August, 2012

Q2/reports/12-2302