

City Chambers
DUNDEE
DD1 3BY

2nd September, 2016

Dear Sir or Madam

You are requested to attend a MEETING of the **NEIGHBOURHOOD SERVICES COMMITTEE** to be held in the City Chambers, Dundee on Monday, 12th September, 2016 following the meetings of the City Council, City Council as Fleming Trustees and Community Safety and Public Protection Committees called for 6.00 pm.

Yours faithfully

DAVID R MARTIN

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 HOUSING REACTIVE REPAIRS AND EXTERNAL CYCLICAL MAINTENANCE (ECM) POLICY - Page 1

(Report No 243-2016 enclosed).

3 WASTE DISPOSAL ARRANGEMENTS AT HOUSEHOLD WASTE RECYCLING CENTRES - Page 17

(Report No 278-2016 enclosed).

4 ENVIRONMENTAL IMPROVEMENTS TO WELLGATE OPEN SPACES (AN69-2016)

Reference is made to Article (V) of the Minute of Meeting of the Policy and Resources Committee of the 7th December, 2015, Street Cleaning and Open Space Management Review, where there was agreement to introduce a programme of capital expenditure focused on improvement projects. The proposed project has been designed to improve and enhance the local environment for residents and members of the public.

The project has been developed in consultation with local resident groups. The proposed works will be undertaken at a cost of £145,900 with an additional allowance of £14,000 for fees and contingencies and comprise of a number of improvements including:

- The re design and replanting of all existing shrub and tree beds;
- Removal of dense undergrowth to the large wooded area; and
- Improvements to the surface of the kick about area.

The committee are asked to approve the above works and to authorise the Executive Director of Neighbourhood Services to undertake these works. The Executive Director of Corporate Services advises that the capital improvement works of £159,900 can be met through allowances for Parks and Open Spaces within the Recreation, Culture, Arts and Heritage section of the General Services Capital Plan 2016-21. The estimated completion date for this project is 31st March 2017.

5 FINTRY PARK – OPEN SPACE AND PLAY AREA IMPROVEMENTS (AN70-2016)

Reference is made to Article IV of the Environment Committee of the 14th March 2016 when the Executive Director of Neighbourhood Services was remitted to work in partnership with Fintry Community Council in seeking external funding and progress the procuring of a new play area for Fintry Park. The report also authorised a contribution of up to £20,000 capital funding from Dundee City Council towards the play area.

In conjunction with the Fintry Community Council, finalised design proposals have been developed for the creation of a new play area on the site of the old facility. The proposed works will be undertaken at a total cost of £97,980 and include safety surfacing and new play equipment of all age groups as well as provision of speciality equipment for ambulant disabled. Fintry Community Council has secured external funding of £77,980 from the following sources:

Grant Sources

| | £ |
|----------------------------------|---------------|
| Dundee Partnership Fun | 43,000 |
| Mushroom Trust | 10,000 |
| IBB Trust | 2,000 |
| Lord Armstead's Charitable Trust | 500 |
| Grant Trust | 5,000 |
| Robert Barr Charitable Trust | 5,000 |
| NHS Tayside Cash for Communities | <u>12,480</u> |
| Total | £77,980 |

As detailed in the above report the Council will fund the balance of £20,000 towards the play area.

An invitation to quote was carried out through DCC procurement team for both supply and delivery of play equipment and the civil contract. These were advertised on Public Contract Scotland with a quality/price ratio. The most economically advantageous tenders together with a sum set aside for contingencies are listed below:

| | |
|--|---------|
| • Wickstead Play – for supply of play equipment | £32,200 |
| • Kilmac Construction Ltd for civil works including the installation of the play equipment | £62,500 |
| Contingencies | £ 3,280 |

In addition to the playground project, landscaping improvements, tree planting, installation of furniture and signage is proposed to be carried out which will enhance the overall visitor experience to the wider park area and complement the play area. These proposed works will be undertaken at an additional cost of £25,000. It is recommended that the Executive Director of Neighbourhood Services is remitted to carry out these landscape improvements

The total Council contribution of £45,000 will be met from the allowances for Environmental Improvements within the Recreation, Culture, Arts and Heritage section of the General Services Capital Plan 2016-21.

6 GRANTS TO ADULT EDUCATION ASSOCIATIONS 2016/2017 (AN71-2016)

The following applications have been received by the Executive Director of Neighbourhood Services, requesting grant assistance towards administration costs for 2016/2017.

These grants can be met from Neighbourhood Services budget.

| Organisation | 2016/17 £ |
|---|----------------------|
| Stobswell Adult Education Association | 2,750 |
| Broughty Ferry Adult Education & Recreation Association | 3,000 |
| TOTAL | 5,750 |

It is recommended that the Committee:-

- (i) approve the above grants;
- (ii) remit to the Executive Director of Neighbourhood Services to deal with future applications; and
- (iii) remit to the Head of Democratic and Legal Services to make appropriate amendments to the Scheme of Delegation of Powers to Officers.

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| ITEM No ...2..... |
|--------------------------|

REPORT TO: NEIGHBOURHOOD SERVICES COMMITTEE - 12 SEPTEMBER 2016

REPORT ON: HOUSING REACTIVE REPAIRS AND EXTERNAL CYCLICAL MAINTENANCE (ECM) POLICY

REPORT BY: EXECUTIVE DIRECTOR OF NEIGHBOURHOOD SERVICES

REPORT NO: 243-2016

1. PURPOSE OF REPORT

- 1.1. To seek approval of the City Council's Housing updated Reactive Repairs and External Cyclical Maintenance (ECM) Policy.

2. RECOMMENDATIONS

- 2.1. It is recommended that the Committee:

Approve the Housing Reactive Repairs and External Cyclical Maintenance Policy,

3. FINANCIAL IMPLICATIONS

- 3.1. There are no direct financial implications from this report.

4. BACKGROUND

- 4.1. Housing reactive and planned maintenance repairs services are an essential strand of the Council's Housing Asset Management Strategy. The Council's Asset Management Strategy outlines the requirement to invest in the Council's Housing assets and to maximise preventative expenditure under External Cyclical Maintenance and other planned/preventative programmes. The Reactive Maintenance service is essential to deliver the necessary non-planned day-to-day response service.
- 4.2. The updated policy is attached at Appendix A, this includes the Council's Service Standards for the repairs service.
- 4.3. The Council seeks to continually review and update service policies to ensure that we provide high quality services to our customers. The Reactive Maintenance and External Cyclical Maintenance Services are key services which we deliver to tenants and former council house owners, with on average four repairs to each council house being carried out each year. We have worked with the Dundee Federation of Tenants Associations, Registered Tenants Organisations, the Scrutiny Panel, Dundee Association of Council House Owners and interested tenants to discuss, develop and consult on this policy review. The updated policy is the result of these consultations and reflects fully the views of service users.
- 4.4. The Council aims to make the reactive repairs service accessible to all tenants and to be responsive to the individual needs of service users. Tenants can report a repair 24 hours a day, 365 days a year by a dedicated telephone number, on (01382) 434343. Alternatively they can report by letter, e-mail or via the Council's website. Dundee City Council will provide information about the repairs service in a number of ways; the tenant handbook; website; Annual Customer Report and leaflets.
- 4.5. To meet the needs identified by tenants, improve efficiency and service delivery the Council will develop and introduce a repairs by appointment service in implementing its new Integrated Housing Management IT systems.
- 4.6. The reactive maintenance service is provided in Partnership with the Council's Construction Division. Under this Partnership the Council aims to ensure that good quality materials are used and that high standards of work are achieved. The Council implements quality

- 4.7. assurance and has in place mechanisms for obtaining feedback from tenants on repair work carried out.
- 4.8. The Council makes every effort to match the response time to the degree of urgency of the repair. This approach allows identification of the most urgent from the large number of repair requests received each week and the ability to attend to those first. We will always be responsive to meeting particular needs where these do arise.
- 4.9. The policy introduces a new 6 hour emergency category. Emergency repairs are those necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property. We will seek to attend within 6 hours to make safe and identify what follow-up works are required.

Examples are:

- uncontainable water leaks from burst pipes;
- exposed live electrical wires.

- 4.10. Urgent repairs will continue to be completed within the target of one working day, whilst the targets for quick –fix repairs and routine repairs will remain at 5 working days and 15 working days respectively.
- 4.11. Some repairs will be re-categorised as planned repairs. These are repairs which are better carried out as planned repairs rather than as responsive repairs. This will allow for better planning and a more efficient use of resources such as access equipment, or the bulk buying of materials such as tarmacadam for footpath repairs, or bulk production in the joiners or blacksmiths shops for fencing. We will undertake to complete such repairs as planned repairs and complete them within 3 months of notification.

Examples are:

- rainwater goods repairs or renewals;
- footpath repairs or renewals;
- fencing repairs or renewals.

- 4.12. These changes are in line with the way many other Council's and Registered Social Landlords carry out and report their repairs performance. They also align to the definitions within the Scottish Social Housing Charter and the Annual Return on the Charter.
- 4.13. Pre-repair inspections will be carried out in more limited circumstances, as it has been established that in the main these do not add value but delay completion of the necessary repairs. This will result in a better service to tenants and repairs being carried out within appropriate response timescales. Pre-inspections will still be required where dampness and condensation or structural defects are reported. They will also be carried out where it is necessary to determine the exact nature of a repair, the extent of the work, and to obtain further information or clarification to allow a correctly diagnosed repair to be ordered. Multi-trade jobs are assessed by the Council's Construction Division Trades Supervisor to ensure the work is assessed and planned as required. They will also carry out a selection of post inspections to ensure workmanship meets the required standard.
- 4.14. In order to proactively maintain Council housing in the City the external cyclical maintenance programme (ECM) is currently carried out on an 8 year cycle. These works are carried out to maintain mutual elements such as rainwater goods, internal paintwork, external paintwork, external entrance doors, pipework and handrails. Similar work is carried out to individual properties such as cottage type housing.

Cyclical maintenance is completed following surveys to determine the extent of the works required. We will notify tenants and Registered Tenants Organisations active in the area in advance of the work starting.

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. **CONSULTATION**

- 6.1. The updated Policy has been developed in full consultation with Dundee Federation of Tenants, DACHO, Registered Tenants Organisations, the Scrutiny Panel and interested tenants and the Policy contains the improvements identified by these stakeholders.
- 6.2. The policy has also been discussed by the Best Value Review Group, and was received very positively.
- 6.3. The Chief Executive, the Executive Director of Corporate Services and Head of Democratic and Legal Services, and all other Executive Directors have been consulted and are in agreement with the contents of this report.

7. **BACKGROUND PAPERS**

- 7.1. None.

Elaine Zwirlein
Executive Director Neighbourhood Services

David Simpson
Head of Housing & Communities

15th August 2016

**DUNDEE CITY COUNCIL
HOUSING REACTIVE REPAIRS AND
EXTERNAL CYCLICAL MAINTENANCE POLICY**



| | | | |
|--|--|---------------------------|--------------|
| APPROVED BY: Date | | | |
| Date Reviewed | Frequency of Review | Next Revision Date | Pages |
| | | | |
| REVIEWED BY: | | | |
| Performance Standards | | | |
| Scottish Social Housing Charter Outcomes | <p>Indicator 7 Percentage of stock meeting the Scottish Housing Quality Standard.</p> <p>Indicator 11 Average length of time taken to complete emergency repairs.</p> <p>Indicator 12 Average length of time taken to complete non-emergency repairs.</p> <p>Indicator 13 Percentage of reactive repairs carried out in the last year completed right first time.</p> <p>Indicator 14 Repairs appointment system Y/N If 'Y' percentage of repairs appointments kept.</p> <p>Indicator 15 Percentage of gas safety checks completed within 12 months.</p> <p>Indicator 16 Percentage of tenants who have had repairs and maintenance carried out in the last 12 months satisfied with the service.</p> | | |

The reactive and planned maintenance repairs services are an essential strand of the Council's Housing Asset Management Strategy. The Council's Asset Management Strategy outlines the requirement to invest in the Council's Housing assets and to maximise preventative expenditure under External Cyclical Maintenance and other planned/preventative programmes. The reactive maintenance service is essential to deliver the necessary non-planned day-to-day response service.

A copy of the Council's Service Standards for the repairs service is attached to this policy at Appendix 2.

The Council aims to make the reactive repairs service accessible to all tenants and to be responsive to the individual needs of service users. Tenants can report a repair 24 hours a day, 365 days a year by a dedicated telephone number, on (01382) 434343. Alternatively they can report by letter, e-mail or via the Council's website. Dundee City Council will provide information about the repairs service in a number of ways; the tenant handbook; website; Annual Customer Report and leaflets.

To improve efficiency, service delivery and meet the needs of tenants the Council will develop and introduce a repairs by appointment service in implementing its new Housing IT systems.

The reactive maintenance service is provided in Partnership with the Council's Construction Division. Under this Partnership the Council aims to ensure that good quality materials are used and that high standards of work are achieved. The Council implements quality assurance and has in place mechanisms for obtaining feedback from tenants on repair work carried out.

RESPONSE CATEGORIES

Emergency Repairs

In accordance with the Scottish Social Housing Charter definition, emergency repairs are those necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupiers of the property.

Emergency repairs will be completed within a target of 6 hours to make safe immediately on attendance. Any follow up work required will be allocated a response category timescale that reflects the extent and nature of the work required.

Urgent Repairs

Faults and incidences that require prompt attention but which do not arise as a result of emergency circumstances shall be categorised as Urgent. This will include, but not be restricted to, faulty electrical systems and fittings, leaking pipes, partial loss of water, no heating/hot water.

We aim to complete Urgent Repairs within 24 hours.

Right to Repair

These are repairs carried out within the statutory targets detailed in the Right to Repair scheme. More details on this scheme are described below.

Quick Fix

These repairs are more minor non-urgent repairs which require attention within a shorter timeframe to minimise inconvenience to tenants.

The target to complete Quick Fix repairs will be within 5 days.

Routine

All other items of non-urgent work shall be categorised as Routine.

Routine repairs will be completed within a target of 15 days.

Planned Works

These repairs including such items as rainwater goods, paths, fencing will be planned programmed repairs to achieve best value and completed under 'mini contracts' on an area basis. Our target is to carry out planned repairs within 3 months.

A copy of the target timescales for individual repair types is attached to this policy at Appendix1. The Council reserves the right to amend the completion category and timescale for individual repair works to take account of unforeseen or other specific circumstances. These include, for example, a requirement to order parts and materials, specialist and additional works being identified when repairs are being carried out.

The Council shall review the completion timescales specified from time to time in relation to these categories to ensure it is operating in line with its peer organisations, regulatory guidance, relevant good practice and providing value for money.

Out of Hours Repairs

Out of hours emergency repairs will be completed within 6 hours, target no heating/hot water will be completed as urgent repairs within 24 hours.

New Build Defects

These are repairs within new build properties arising during the defects liability (guarantee) period.

The Council will apply the same process of categorisation of defect repairs required in new build properties. We will aim to maintain effective working relationships with contractors to ensure as far as possible that works are carried out within the relevant timescales.

Capital Programme Defects

Individual Capital Programmes are subject to a defect period of 12 months after the completion of the work when the contractor remains responsible for carrying out repairs associated with the work. These defects are reported and logged through the repairs system and sent electronically to the relevant contractor as an instruction. On completion the contractor informs the Council and the job is closed off.

Pre and Post Inspections

The Council must ensure that the Repairs Service delivers value for money. In accordance with the Scottish Social Housing Charter definition repairs response times include any pre-inspection time in the time to undertake a repair, ie from when the tenant made the initial repair request.

Pre-Inspections

In limited circumstances a pre-inspection may be necessary to determine the exact nature of a repair, the extent of the work, and to obtain further information or clarification to allow a correctly diagnosed repair to be ordered. Pre-inspections would be necessary where the following are reported:

- Reports of dampness/condensation.
- Structural defects.

Multi-trades jobs are assessed by the Council's Construction Division Trades Supervisor to ensure the work is assessed and planned as required.

Post-Inspections

A post-repair inspection may be carried out to check the quality of the work, whether the type and extent of work carried out was as instructed. Repairs Post Inspections will be completed by trades supervisors on a sample basis as will any repair following on from a complaint from a tenant.

Post repair completion satisfaction surveys will be undertaken as soon as possible after completion of the repair.

RIGHT TO REPAIR

The Scottish Secure Tenants (Right to Repair) Regulations 2002, provides tenants with legal rights for some repairs.

- Tenants will be advised of their rights when reporting a repair.
- Compensation will be paid to tenants if their repair is not completed in the statutory timescale.

Tenants have the option to appoint their own contractor to undertake a repair which qualifies under the Right to Repair Scheme. However, this choice may not be available if the repair poses a:

- Health and safety risk.
- There is a risk of further damage if left unattended.
- There is risk of injury to others.

The Council will make information about the scheme available to all tenants; and advise on an individual basis, whenever the provisions of the scheme apply.

RECHARGEABLE REPAIRS

The costs of some repairs are recoverable from a tenant. The tenant will be invoiced the full cost of a repair if there is evidence of:

- wilful damage;
- negligence;
- health & safety;
- unauthorised improvements requiring re-instatement.

Tenants will not be charged for accidental damage.

Where there is evidence of misuse or abuse of the repairs service or frequent recoverable costs occur, the tenant may be denied service at the discretion of the Head of Housing and Communities.

ANNUAL GAS SERVICING

It is a requirement of the Gas Safety Installation and Use Regulations 1998 that all gas appliances are serviced every 12 months. Therefore reasonable notice and attempts will be made to gain access to undertake a gas safety check.

The Council provides notice to tenants to obtain access for the annual gas maintenance check and makes appointments to suit the tenant where possible. The Council will make every attempt to co-operate with the tenant to facilitate access.

The annual gas maintenance check is a legal duty and therefore tenants who persistently refuse access may be subject to forced entry at 24 hours notice. A timer device will also be installed to disable the boiler if the safety check is not carried out within 12 months. Timers are also installed on all new boiler installations.

EXTERNAL CYCLICAL MAINTENANCE

The Council carries out programmes of External Cyclical Maintenance, currently on an 8 year cycle, to proactively maintain mutual elements such as rainwater goods, internal paintwork, external paintwork, external entrance doors, pipework and handrails. Also tenants entrance doors and cellar doors which are not mutual are included in this programme. Similar work is carried out to individual properties such as cottage type housing.

Cyclical maintenance is completed following surveys to determine the extent of the works required. We will notify tenants and Registered Tenants Organisations active in the area in advance of the work starting.

This work often involves access equipment (scaffolding/cherry pickers) to access high level building work such as roofs and gutters.

Where there are owners in mixed tenure blocks costs will be re-charged to owners worked out on the rateable value of the property in accordance with the Title Deeds.

IMPROVEMENTS AND ALTERATIONS

The Council's policy on tenants carrying out their own improvements and alterations states the following:

Tenants must:

- Always ask our permission in writing before they start any improvement work.
- Carry out the work to the guidelines the Council gives them and supply any certificates, permissions and approvals required.

- Allows staff access to inspect the alterations/improvements carried out.
- Contact the Council prior to moving out to agree if any improvements/alterations carried out can be left at the end of tenancy.
- Re-instate or replace the original fixtures and fittings where advised to do so.

The Council will:

- Not unreasonably refuse permission for any alterations or improvements to tenants' property.
- Advise tenants in writing of any guidelines, restrictions or rights to compensation where they are given permission for alterations or improvements to your home.
- Discuss tenant's requests and inspect to ensure the work is done to a reasonable standard.
- Give a decision within 10 days of receipt of a request to undertake an alteration and state the reasons if permission is refused.
- Ask tenants to remove or re-instate any unauthorised alterations/improvements. If a tenant fails to do this and the Council are required to carry out this work the tenant will be charged with the cost.

TENANT INVOLVEMENT AND SATISFACTION

The Council will involve tenants in developing, implementing, monitoring and improving the repairs service.

The Council will consult on reviews of the Reactive Maintenance Policy with the Dundee Federation of Tenants Associations, Registered Tenants Organisations, the Scrutiny Panel tenants and other interested groups.

The Council will use a range of techniques to gauge the satisfaction of tenants who use the Repairs Service.

Complaints and comments will be used to review the service and ensure continuous improvement.

PERFORMANCE MONITORING AND REPORTING

Quarterly

A Repairs Healthcheck report will be reported to the Housing Best Value Review Group.

The Healthcheck Report will contain information on, for example:

- average time to complete emergency repairs;
- average days to complete non-emergency repairs;
- percentage repairs completed on time;
- budget/expenditure;
- customer satisfaction;
- value for money.

Annually

Repairs performance indicators will be reported annually as required by the Scottish Social Housing Charter within the Annual Return on the Charter and in the Annual Customer Report.

These indicators will include:

| | |
|--------------|---|
| Indicator 7 | Percentage of stock meeting the Scottish Housing Quality Standard |
| Indicator 11 | Average length of time taken to complete emergency repairs |
| Indicator 12 | Average length of time taken to complete non-emergency repairs |
| Indicator 13 | Percentage of reactive repairs carried out in the last year completed right first time |
| Indicator 14 | Repairs appointment system Y/N If 'Y' percentage of repairs appointments kept |
| Indicator 15 | Percentage of gas safety checks completed within 12 months |
| Indicator 16 | Percentage of tenants who have had repairs and maintenance carried out in the last 12 months satisfied with the service |

COMPLAINTS PROCEDURE

The Council will do its best to get things right first time. The Council has a complaints procedure which is designed to quickly and efficiently solve the problem when they don't. If a customer is not satisfied with the service they receive, the quickest way to sort things out is to contact the staff responsible for the service who will advise on how to proceed.

Complaints can be made in person at any of the Council's offices, by phone, in writing, e-mail or via the online complaints form:

www.dundee.gov.uk/complaints

Our Customer Services Team can assist in making a complaint, telephone (01382) 434800.

When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter

The Complaints process has 2 stages:

- **Stage 1 – Frontline Resolution** (within 5 working days)
- **Stage 2 – Investigation** (within 20 working days)

Scottish Public Services Ombudsman (SPSO)

Should a service user remain dissatisfied having used the internal Complaints process then they can ask the SPSO to look at their complaint.

Service users can contact the SPSO:

By post: **Freepost SPSO**
 Freephone: **0800 377 7330**
 Online: www.spsso.org.uk/contact-us

POLICY REVIEW

The policy will be reviewed every 3 years. Consultation will be undertaken with tenants, factored owners and their representatives to ensure that the policy reflects the needs of the service users.

Repair Response Times

Every effort will be made to match the response time to the degree of urgency of the repair. Our approach will allow us to identify the most urgent from the large number of repair requests received each week and to attend to those first.

Emergency Repairs

Emergency repairs are those necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property. We will seek to attend within 6 hours to make safe and identify what follow-up works are required.

Examples are:

- uncontrollable water leaks from burst pipes;
- exposed live electrical wires.

Urgent Repairs

The Right to Repair Scheme specifies a number of qualifying repairs which must be carried out within one working day. We have categorised these as urgent repairs.

Examples are:

- blocked flue to open fire or boiler;
- blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house;
- blocked sink, bath or drain;
- total loss of electric power;
- insecure external window, door or lock;
- unsafe access path or step;
- loss or partial loss of gas supply;
- loss or partial loss of space or water heating where no alternative heating is available;
- loss or partial loss of water supply;
- toilet not flushing when there is no other toilet in the house.

Quick-Fix Repairs

These repairs are more minor non-urgent repairs which require attention within a shorter timeframe to minimise inconvenience to tenants. We have categorised these as Quick Fix repairs and we look to complete these repairs within 5 working days.

Examples are:

- WC seat is broken;
- bath tap is leaking;
- radiator is not heating;
- storage heater is faulty;
- light pendant is broken;
- single or double socket is loose, broken or not working;
- wall extractor fan is not working.

Routine Repairs

The remaining responsive repairs are likely to require multiple trades or renewals or which will require a degree of planning or assessment. We categorise these as routine repairs and will undertake to carry them out within 15 working days.

Examples are:

- renewals of tiles or non-slip flooring;
- loose steps or slabs;
- brickwork needs re-pointing;
- flooring is loose;
- door repairs;
- kitchen units or worktops damaged beyond repair;
- window repairs;
- roof repairs;
- plasterwork repairs;
- glazing renewals.

Planned Repairs

Some repairs are better carried out as planned repairs rather than as responsive repairs. This allows for better planning and more efficient use of resources such as access equipment, or the bulk buying of materials such as tarmacadam for footpath repairs, or bulk production in the joiners or blacksmiths shops for fencing. We will undertake to complete such repairs as planned repairs and complete them within 3 months of notification.

Examples are:

- rainwater goods repairs or renewals;
- footpath repairs or renewals;
- fencing repairs or renewals.

Repairs Service Standards

The following is guidance for tenants, outlining the Council's repairs service standards and detailing what 'they' as tenants can expect from 'us' as the Council.

Reporting a Repair

We (Dundee City Council) will:

Provide an emergency repairs service 24 hours a day, 365 days a year and offer a range of ways you (the tenant) can report a repair to us:

- by letter
- by phone
- online

When you Report a Repair

- you will be told what priority your repair is and given a timescale for completion of the work;
- we will offer you a morning or afternoon call;
- you will be offered a unique reference number for follow up enquiries;
- if you provide us with contact phone number we will attempt to contact you before we call except in the case of an emergency or urgent work;
- where necessary we will carry out an inspection, within 5 working days.

Carrying out a Repair

We will:

- attend to emergency repairs within 6 hours;
- complete urgent repairs within 24 hours;
- carry out quick fix repairs within 5 working days;
- carry out routine repairs within 15 working days;

We will:

- provide proof of identity before entering your home;
- treat you with courtesy and respect and behave in a proper and professional manner at all times;
- take care of your property and possessions and protect them from damage, dust, paint, etc;
- keep safe all materials and equipment used on site and avoid danger to you and your visitors;
- re-connect and test all services such as water, gas and electricity as soon as possible and wherever practical at the end of the working day;
- if required, provide a portable heater if your central heating breaks down and it cannot be repaired the same day;
- remove any repair rubbish from outside your home within one working day;
- carry out an annual safety check and service of your gas heating and hot water system, in accordance with gas safety requirements;
- send you a letter in advance of your due service, advising you access to your home will be required and arrange a suitable time with you to carry it out.

Quality

We will:

- carry out an inspection of any repair which has been reported as unsatisfactory to make sure the work gets done properly;
- carry out satisfaction surveys of samples of tenants who have recently had a repair completed.

The following is guidance for tenants on the Council's responsibilities as landlord and the tenants' repair responsibilities.

Landlord/Tenant Repairs Responsibilities

The Landlord (the Council) will carry out repairs and maintenance to the building and all fixtures and fittings supplied as part of the tenancy in accordance with its repairs policy.

Our Responsibilities

We will carry out repairs to the outside of your home, the main structure and communal areas. We also repair standard fittings such as kitchens and bathrooms that we provide within your home. We will also carry out annual servicing to gas central heating and appliances every 12 months.

Your Responsibilities

Your rent pays towards the cost of repair and maintenance work, however you will also have some responsibilities for keeping your home maintained to a good standard. This includes:

- redecoration;
- your own appliances;
- consumables such as lightbulbs;
- general wear and tear, eg lubricating hinges, tightening screws;

and, any damage caused through misuse or neglect by you, your family or visitors.

ITEM No ...3.....

REPORT TO: NEIGHBOURHOOD SERVICES COMMITTEE – 12 SEPTEMBER 2016

REPORT ON: WASTE DISPOSAL ARRANGEMENTS AT HOUSEHOLD WASTE RECYCLING CENTRES

REPORT BY: EXECUTIVE DIRECTOR OF NEIGHBOURHOOD SERVICES

REPORT NO: 278-2016

1.0 PURPOSE OF REPORT

1.1 To outline revised measures for controlling the input of waste at Riverside and Baldovie Household Waste Recycling Centres.

2.0 RECOMMENDATIONS

2.1 It is recommended that committee agrees to:

- Continue the ban on commercial vehicles depositing waste at the Household Waste Recycling Centres (HWRCs);
- The introduction of a resident van permitting system; and
- The use of the DVLA enabled enquiry system (WEE) to query the legitimacy of an individual depositing waste at a HWRC.

3.0 FINANCIAL IMPLICATIONS

3.1 It is anticipated additional revenue income from commercial waste charges can be generated through adopting the revised measures outlined within the report. The income at Baldovie Transfer Station for commercial traders will be closely monitored once the new procedures are introduced.

4.0 BACKGROUND

4.1 Civic amenity sites, now known as household waste and recycling centres (HWRCs), were originally set up under the Civic Amenities Act 1967. This stated in Part III (18) that the duty of a local authority was 'to provide places where refuse, other than refuse falling to be disposed in the course of a business, may be deposited at all reasonable times free of charge by persons resident in the area of the authority and, on payment of such charges (if any) as the authority think fit, by other persons'.

4.2 Household Waste Recycling Centres (HWRCs) are provided under section 51 of the Environmental Protection Act 1990 (EPA 1990). Local authorities are obliged to provide HWRCs for residents to dispose of their household waste free of charge. The sites must be reasonably accessible and available at all reasonable times. Other wastes can also be accepted (household waste from non-residents or non-householders, or non-household waste) and charges may be levied for the disposal of these wastes. In Scotland, the charging and trading power is contained in the Local Government in Scotland Act 2003.

4.3 Dundee City Council currently operates two HWRCs at Baldovie and Riverside both licensed by the Scottish Environmental Protection Agency (SEPA) and these continue to have a significant role in enhancing the recycling and waste management services provided for the public. These centres accept significant tonnages of waste and achieve high recycling rates, providing a valuable service to local residents along with an alternative to kerbside collections for the responsible disposal, recycling or re-use of their household waste, particularly for items that are not collected or are costly to collect at the kerbside. In 2015 there were 276,953 visits to both sites.

- 4.4 The sites are each licensed to accept 7499 tonnes of waste. Data returns to SEPA submitted for the year 2015-16 showed an input of 14,400 tonnes broken down to 9,040 tonnes at Baldovie and 5,360 tonnes at Riverside.. The centres make a significant contribution to Dundee's recycling targets with 47% of this waste being recycled. SEPA have asked Dundee City Council to review the tonnage limit at the Baldovie site in light of the total and apply to modify the licence condition or operate within this limit.
- 4.5 Reference is made to report number 198-2011 to the Housing, Dundee Contract Services and Environment Services Committee of 25th April 2011. As of April 1st 2011, commercial waste was no longer accepted at the HWRCs and is required to be taken to Baldovie Transfer Station, Forties Road, Dundee, DD4 0NS, where a charge is levied for disposal via the weighbridge. The previous system of pre-purchased tickets for use at the HWRCs was discontinued from this date.
- 4.6 If waste is generated within a residential home or garden, but as a result of a business activity (for example garden waste generated by a landscape gardener or building waste as a result of removing a fitted kitchen), it is defined as, and therefore subject to regulation as, commercial waste. Such waste should not be brought to the HWRC's.
- 4.7 Van access is allowed at both sites and it is difficult to distinguish between those who are genuine householders and are entitled to use the centres and those traders using liveried/unliveried vans to avoid paying refuse disposal charges for commercial waste. Commercial vehicles are legally required to obtain a waste carriers licence from the Scottish Environment Protection Agency (SEPA) to dispose of commercial waste.
- 4.8 Since 2011 the management of commercial waste at HWRCs has revolved around methods to prevent it from entering the centres and encouraging use of Baldovie Transfer Station. If commercial waste enters the centres without appropriate control measures in place the problems that can arise include:
- congestion on site, which may deter householders;
 - additional service vehicles being required on site;
 - loss of income and the costs of additional disposal;
 - effects on the morale of site staff if they know abuse is taking place and they are unable to take preventative action;
 - potential abuse of site staff when approaching individuals they suspect are using the sites illegally; and
 - commercial waste not being segregated into different recyclable streams, thereby affecting the recycling rate of the site.

If commercial waste is not effectively controlled other measures to improve the efficiency of the centres are likely to be less effective.

5.0 CURRENT POLICY AND PRACTICE

- 5.1 Current policy allows residents with cars, single axle trailers and vans carrying household waste access to the HWRC's. The main problem associated with this policy is that it is open to abuse by traders. Experience has shown that traders in liveried and unliveried vans can pose as members of the public to avoid paying disposal costs. Site staff determine if the waste brought in by vans is commercial or household. They do this by monitoring repeat visitors and checking the type and amounts of waste that is being brought to the sites. If a suspected trader is depositing waste illegally, the details of the vehicle are passed on to staff at both HWRCs.
- 5.2 Regular discussion and feedback between site staff and management on suspected disposal of waste by traders is on-going. Despite procedures being in place, effectively enforcing the current policy and taking action against suspected traders or enforcing a site ban from known

traders is difficult. The misuse of the sites by traders continues and the problem of illegal disposal of waste at both sites persists.

- 5.3 There is also potentially a significant loss of income to the council due to the appropriate charges for commercial waste being avoided. Current disposal charges for commercial waste are £92 per tonne for residual waste. Although the number of traders using both HWRC's has not been quantified, anecdotal evidence suggests that it is a regular occurrence.

6.0 OPTIONS TO DISCOURAGE ILLEGAL DEPOSIT

6.1 Van bans

Consideration could be given to introduce a van ban, based on the assumption that vans are predominantly commercial vehicles. If a van ban is in place, site staff would be encouraged to take responsibility for seeing all vans. The site staff can use their discretion to allow the vehicle to dispose of its waste in certain circumstances, for instance if a resident has hired the van and they can provide proof of hire. Introducing a van ban is likely to cause inconvenience for some site users and there may be some aggression towards staff when the system is introduced, particularly if a resident cannot provide evidence that the van has been hired or provide proof the waste is non commercial. If there is a risk that staff safety may be compromised during the roll-out of such a ban, additional measures could be put in place to support the roll out.

6.2 Residents permit systems for non commercial vans

Rather than banning all vans from the sites, a number of local authorities have introduced a policy that requires residents to register their non commercial van prior to visiting any HWRC and to obtain a free permit. This permit would allow a specified number of visits to a HWRC per year, possibly based on an average of one trip per month. The permit would be non transferable. Livered vehicles would not be eligible and residents with hire vans would still have to show their hire documents. Staff would reserve the right to refuse access to the site if it is suspected that the waste is commercial.

6.3 Use of DVLA web enabled enquiry system (WEE)

To allow local authority officers to make immediate decisions over abandoned vehicles in their area, the Driver and Vehicle Licensing Agency (DVLA) developed the Web Enabled Enquiry (WEE) system to provide 24-hour on-line access 7 days a week, to their vehicle keeper database. The system was rolled out for local authorities in September 2002. The Environment Department have used this system since 2007 to send a letter to the last registered keeper of a suspected abandoned vehicle.

The system has since been enhanced to allow enquiries to assist the investigation of other environmental offences, where a vehicle was involved. A local authority may make an enquiry to request keeper details after witnessing or receiving reports regarding the alleged depositing of waste on an open or public space, from a stationary or moving vehicle, which is not an authorised waste disposal site or without the permission of the landowner. Sufficient evidence is required prior to accessing the link and this evidence must be retained and available for audit inspections. Information should only be obtained where sufficient evidence is held to ensure a successful prosecution. This system could be utilised to query the legitimacy of an individual depositing waste at the HWRC. Again this would require enforcement and follow-up activities to ensure that site users are aware that it is not acceptable to abuse the site.

6.4 Automatic number-plate recognition

Automatic number-plate recognition (ANPR) systems can be very effective if they are used to their full potential. For example, the system can be set up to trigger an email to a staff member, who can then follow up suspected traders who are depositing commercial waste (for

example when a vehicle has breached a set number of visits over a given period). Alternatively, if the system does not provide alerts, a member of staff can monitor the ANPR data and highlight any vehicles that are frequently entering the site. All ANPR or disclaimer systems require enforcement and follow-up activities to ensure that site users are aware that it is not acceptable to abuse the site.

6.5 Height barriers

Research into the management of HWRC's has found that height barriers, used in conjunction with other control methods (such as automatic number plate recognition) can act as an effective deterrent to traders. There are a range of different types available including manual barriers that the site operative performing the meet and greet function must raise, after discussing with the driver the type of waste they are disposing of.

6.6 Refusal to accept certain waste types

Not all sites are required to accept all types of waste. Local authorities can choose to accept certain wastes, such as asbestos or paint, at specific sites only, or through alternative provision outside the HWRC network. Many authorities are now implementing restriction policies, mostly related to large quantities of rubble, soil and DIY-type waste. Such restrictions limit the amount of specific wastes that a householder can bring to a site during a set time period. If any site users need to dispose of more than this allocation within the specified time period, this is classed as commercial waste. However, any policy that places a restriction on the quantity and type of waste that can be disposed of within a particular time period can be difficult to manage without the use of automatic number plate recognition (ANPR), or very vigilant site staff to police the type of waste being deposited.

7.0 PROPOSED POLICY

- 7.1 It is recommended that the current policy of banning commercial vans from each recycling centre be continued and a resident permitting system be introduced. Residents would have to register their non commercial van prior to visiting any HWRC to obtain a free permit. If a resident has hired the van, they will be requested to provide proof of hire and given access to the site once this has been shown. All commercial vans will be required to use Baldovie Transfer Station. This should lead to additional income as traders would have to pay the appropriate fees for disposal rather than receiving free disposal at the HWRC's.
- 7.2 It is further recommended that the use of the DVLA WEE system be implemented. The DVLA have confirmed this is a permissible use of the WEE system. DVLA guidance states a local authority may make an enquiry to request keeper details after witnessing or receiving reports regarding the alleged depositing of waste on an open or public space, from a stationary or moving vehicle, which is not an authorised waste disposal site or without the permission of the landowner. An enquiry may also be made where a vehicle is carrying controlled waste and the driver fails to produce authority or waste transfer documentation, or the waste being carried is proven to be liquid, hazardous or clinical waste.
- 7.3 There are no additional costs associated with the use of the DVLA WEE system as Neighbourhood Services already have the system in place to deal with a range of environmental offences. The revised procedure is set out in Appendix 1. The intention would be to seek compliance, prosecute the relevant offences and ban any vehicles that are illegally depositing commercial waste at the sites. Any such vehicles would also be carrying waste without a waste carriers licence. Registration is required via Scottish Environment Protection Agency (SEPA). Notification would be provided to SEPA as the regulator of waste carriers in Scotland. The relevant offences are within Section 33 & 34 of the Environmental Protection act 1990.

- 7.4 It is recommended that, as a spend to save initiative, the costs of the installation and use of ANPR with height barriers, to identify any repeat visitors who are likely to be traders, be investigated to support the revised measures. Although restrictions on certain types of waste being accepted on the site are in place, it is recommended that the possibility of further restrictions be considered as part of this initiative.

8.0 IMPLEMENTATION

In order to support the revised policy measures the following actions will be taken prior to implementation:

- relevant staff will be trained to implement the revised measures;
- a two page leaflet/flyer will be developed explaining the revised measures and handed out on site prior to the policy being introduced;
- the relevant pages on the Dundee City Council website will be updated to reflect the revised measures, including the leaflet/flyer and permit application; and
- existing administration procedures will be modified to deal with permit requests and breaches of policy.

9.0 POLICY IMPLICATIONS

- 9.1 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.

10.0 CONSULTATION

- 10.1 The Chief Executive, the Executive Director of Corporate Services and Head of Democratic and Legal Services, and all other Executive Directors have been consulted and are in agreement with the contents of this report.

11.0 BACKGROUND PAPERS

- 11.1 None.

Elaine Zwirlein
Executive Director of Neighbourhood Services

Gary Robertson
Head of Environment

26th August 2016

Appendix 1 - Revised Guidance

Dundee City Council Environment – HWRCs

Procedure for Checking for Trade Waste

Background:

As a Local Authority, Dundee City Council has an obligation to provide a place for its residents to dispose of their household waste free of charge. Traders however are not entitled to use the site for disposing of commercial waste and they should take their material (which is chargeable) to Baldovie Plant.

Residents are entitled to reasonably use vans / trailers to bring their material to the sites however this will require a permit. In order for the department to ensure that this public service is not detrimentally affected by being used by traders, we are entitled to enquire about the source of any waste which appears to be commercial.

Procedure:

No commercial vans are entitled to use the sites. All commercial vans are instructed to use Baldovie Plant.

Residents have to register their non commercial van / pick up / minibus or vehicle with single axle trailer prior to visiting any HWRC to obtain a permit. Permits are free to householders wishing to dispose of small quantities of bulky household waste, or to access reuse and recycling facilities. They are valid for 12 months and allow up to 12 visits.

If a resident has hired the van; they will be requested to provide proof of hire.

Site staff are encouraged to take responsibility for seeing all other vans. The site staff can then use their discretion as to whether to allow the vehicle to dispose of its waste. Site staff have the right to refuse entry to the site if the waste being carried is trade or commercial waste.

Vehicles that don't require a permit

- car, estate car, people carrier;
- MPV;
- 4x4.

Vehicles that do require a permit

- van;
- pick-up;
- car, van or pick-up with single axle trailer;
- mini-bus (8-11 seats).

Vehicles not allowed on site

- commercial vans;
- a vehicle over 3500kg gross weight;
- a tipper;
- a vehicle with a twin axle trailer;
- a vehicle with more than 4 wheels;
- a vehicle or pedestrian carrying commercial waste.

The department reserves the right to investigate site usage and, if necessary, withdraw a permit.

Breaches of policy:

If a vehicle is seen depositing suspected commercial waste at the household waste recycling centre and the incident(s) are witnessed the details will be recorded by the site attendants on an incident form. Site attendants will record the following details: type of waste; date; location; description of incident including vehicle registration mark; witness details and details of evidence. This will be passed onto the Operations Controller.

The Operations Controller will pass the incident form to the Assistant Waste Services Manager and an enquiry will be made on the DVLA WEE system to obtain the registered keeper details. CCTV images of the vehicle entering and/or leaving the site on that particular day would be retained with the "casefile" as supporting evidence. The "casefile" would include a form of signed statement by the witnesses as indicated above.

If the enquiry confirms the registered keeper's details as a business address then the case file will be passed to the environmental compliance team for consideration in relation to potential enforcement action under the Environmental Protection Act 1990. A follow up letter would be issued concurrently by the Assistant Waste Services Manager banning the vehicle from the site.

If the enquiry confirms the registered keeper's details as a householder then no further action will be taken.