

CAMS Action Plan Update

Purpose of This Information Sheet

To provide Members with a summary update, of the progress made to date against the actions identified within the Corporate Asset Management Strategy (CAMS) Action Plan.

Introduction

Members present at Housing Committee held on 28 June 2016, approved the Corporate Asset Management Strategy (CAMS) and the action plan agreed at September's Housing Committee. As part of the monitoring process officers are required to regularly update Housing Committee on progress against the objectives stated within the Action Plan.

Planned and Cyclical Maintenance

The new contract which commenced in March 2016 is generally performing adequately. The contractors (Mears and NKS) delivering this service are adapting to the way we work, and while works completed and handed over have been of a good standard there is still some way to go in terms of on site management, in terms of organisation and consistent communication with customers.

Performance issues are being addressed at weekly and monthly meetings to ensure contractors meet the standards we require of them.

It is worth noting that Mears put in place a new management team in December 2016, and as a result performance has greatly improved.

SDC Heating Services

Identified in the Gas Servicing Audit March 2017, Gas compliance of the SDC tenanted and void properties have been identified as a potential compliance risk. To date we are 100% compliant with our landlord duties as identified in Gas Safety (Installation and Use) regulations 1998 and confident we will maintain this compliance with a robust service and installation plan. Compliance is reported to scrutiny members and reported on the corporate the risk register.

The team currently services and maintains gas and other heating appliances to over 4200 homes.

Fuel Poverty

Relieving fuel poverty is an objective within the Tenant Services Energy Strategy, and is addressed through a range of programmes that are undertaken annually. The relative nature of the Low Income High Cost (LIHC) measure makes it difficult to accurately gauge the number of Stroud households which may be fuel poor.

By targeting the poorest thermally performing units within our stock we will ensure those households are either removed from fuel poverty or do not become fuel poor.

Works which have been undertaken in year includes:

Homes receiving new gas CH and boilers	239
Homes which received new Windows	139
Homes which received new doors	387
External wall insulation	6

Electrical Works

Programmes of inspection and upgrade are ongoing, at the rate of circa 200 per annum. No significant issues have arisen in the year to report.

Asbestos

The actions around the management of health and safety regarding asbestos in and around the housing stock managed by Tenant Services are ongoing in line with the current timescales.

Ongoing surveying and removals of identified asbestos containing materials are executed inline with expert guidance from independent surveying contractors. This is to ensure as landlords we are compliant with current legislation (The Control of Asbestos Regulations 2012 regulation 4).

Surveys of properties that we do not hold surveys on are carried out before any works are issued to contractors requested to undertake works on our behalf.

This is to reassure and to fulfil our duty of care towards these contractors under the Health and Safety at Work act 1974.

All removals of asbestos are undertaken by trained, competent and qualified operatives.

All staff within Tenant Services has undertaken asbestos basic awareness training to give an overview of the materials and required actions needed around this material if questioned or queried by tenants or stakeholders.

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Decent Homes

The Decent Homes Standard (DHS) is the minimum standard required of landlords to ensure they discharge their statutory duties. Stroud currently addresses Non Decency through a range of planned and preventative programmes. Ideally decency is identified and addressed prior to any failure 24 months in advance.

Matters which can impact this can include, tenant refusal, and amendments in minimum data set requirements.

Currently Stroud has a Decency level of 87%. Properties which are noted as failing decency have been prioritised in existing and future programmes.

Effected property, and component numbers are as follows:

Properties	163
Doors	91
Windows	2
Kitchens	37
Bathrooms	41
Electrical	1

Income

Welfare reform (spare room subsidy, Universal credit) shows 38 of all Universal Credit claimants to be in arrears – equating to 3% of accounts in rent debt.

There is a trickle feed of tenants who have had their benefit capped but they are not necessarily in rent arrears.

The Housing and Planning Act 1% rent reduction 2016-2020 remains in place; however, Pay to Stay has not been progressed by Central Government alongside the Right to Buy levy and the sale of high value stock.

Fixed Term Tenancies will be introduced as a compulsory measure later this year.

The risk remains for the ability to collect sufficient income to support the capital programme as Universal Credit will be rolled out later this year with the Benefit Cap and restrictions around the local housing allowance (LHA) in 2018.