

additional papers 1



Overview and Scrutiny Committee

Tue 17 Feb
2026
6.30 pm



Oakenshaw Community Centre
Castleditch Lane
Redditch
B98 7YB

**If you have any queries on this Agenda please contact
Mat Sliwinski**

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Overview and Scrutiny

Tuesday, 17th February, 2026
6.30 pm
Oakenshaw Community Centre

Agenda

Membership:

Cllrs:

Matthew Dormer
(Chair)
Craig Warhurst
(Vice-Chair)
William Boyd
Claire Davies
James Fardoe

Andrew Fry
Sachin Mathur
Rita Rogers
Paul Wren

- 6. Quarter 3 Housing Improvement Plan Update - Pre-Scrutiny** (Pages 5 - 20)
- 7. Quarter 3 Housing Performance - Pre-Scrutiny** (Pages 21 - 36)
- 8. Repairs and Maintenance and Damp and Mould Policies - Pre-Scrutiny** (Pages 37 - 66)

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Executive

23rd February 2026

Quarter 3 - Housing Improvement Plan Update

Relevant Portfolio Holder	Councillor Bill Hartnett
Portfolio Holder Consulted	Yes
Relevant Assistant Directors	Simon Parry & Judith Willis
Report Author	Job Title: Assistant Director of Environmental and Housing Property Services, Assistant Director of Community and Housing Services Contact email: Simon.parry@bromsgroveandredditch.gov.uk Judith.willis@bromsgroveandredditch.gov.uk
Wards Affected	All
Ward Councillor(s) consulted	N/A
Relevant Council Priority	Community & Housing
Non-Key Decision	
If you have any questions about this report, please contact the report author in advance of the meeting.	

1. RECOMMENDATIONS

The Executive is asked to RESOLVE that: -

- 1) The Housing Improvement Plan Quarter 3 2025/26 Update, which includes actions to address areas for improvement, confirmed as part of the Regulator of Social Housing inspection process, is noted.**

2. BACKGROUND

Regulator of Social Housing

- 2.1 The Social Housing (Regulation) Act received royal assent in July 2023 and amended the original delivery of regulations under Section 193 of the Housing and Regeneration Act 2008. The Social Housing (Regulation) Act amended the original Consumer Standards, with the Regulator of Social Housing (RSH) consulting on the revised standards between July and October 2023. The new Consumer Standards were published in February 2024 together with the RSH's first Consumer Standards Code of Practice.
- 2.2 In April 2024, the RSH was given new powers, following the introduction of the Social Housing (Regulation) Act 2023, to proactively inspect all social housing landlords (with over 1,000 homes) as part of a continuing effort to drive up standards within the social housing

Executive

23rd February 2026

sector. This in effect sees the return of regulation for local authority social housing landlords for the first time in several years of deregulation.

- 2.3 An inspection of Redditch Borough Council's landlord services was published on 30th July 2025 with a C3 grading. The Regulatory Judgement recognised that Redditch Borough Council needed significant improvement within Repairs and Maintenance with particular reference to the large number of overdue repairs (circa 3,000), lack of root cause analysis and strategic oversight, inconsistent data, lack of visibility and promotion of the repairs policy on the Council's website.
- 2.4 Fire safety was another area where significant improvement was required with nearly 3,000 overdue remedial actions from Fire Risk Assessments. The lack of opportunities for tenants to influence and scrutinise housing services and having no tenant engagement strategy nor formal tenant groups was also identified in the inspection.
- 2.5 Other notable weaknesses identified were only 20% of housing stock had a condition survey undertaken in the last five years with 25% having no recorded condition survey. Whilst all risk assessments are complete for Water Safety at the time of the inspection, there were over 150 overdue actions.
- 2.6 Complaint handling was generally slow in achieving response times, as set out by the Housing Ombudsman, although it was acknowledged there had been early improvements in achieving better performance. Performance Information publicised to customers was not easily accessible or well communicated to tenants.
- 2.7 At a meeting on 2nd September 2025, the Executive Committee approved the Housing Improvement Plan, and the following report provides an update on progress to date.

3. OPERATIONAL ISSUES

- 3.1 The Housing Improvement Plan was approved by Executive on 2nd September 2025 and is built on the areas within the Consumer Standards where the Council has not previously met the desired outcomes. The actions cover Safety and Quality, Transparency, Influence and Accountability and Neighbourhood and Community.
- 3.2 The Housing Improvement Plan update for Quarter 3 2025/26 is included at Appendix 1. A summary of progress against each of the Consumer Standards is represented below graphically using a RAG (Red, Amber Green) rating where Green, is identified tasks that are on

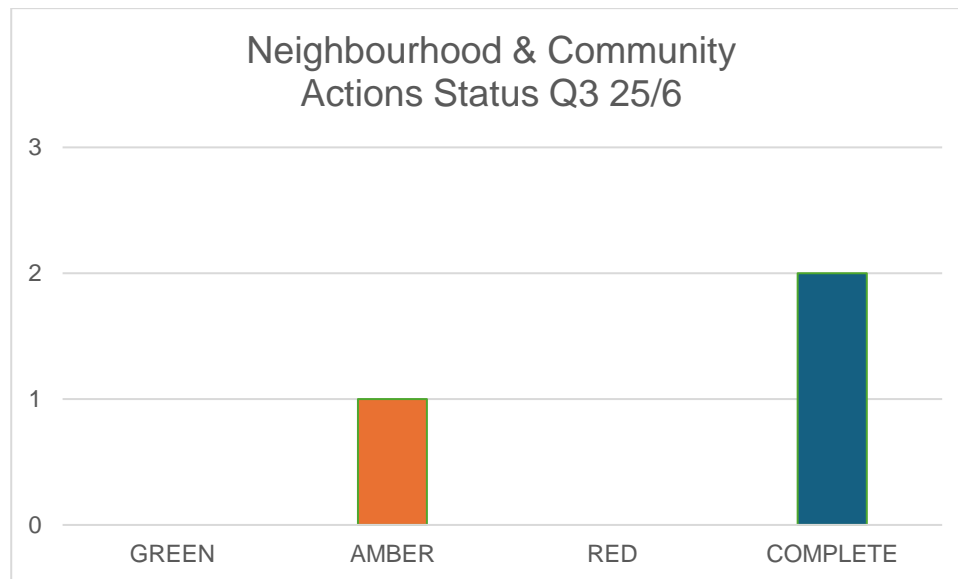
Executive

23rd February 2026

target, Amber, where the task is near to target and Red where it is off target. All Completed tasks are annotated accordingly.

Neighbourhood and Community

- 3.3 The following table sets out progress for the 3 actions within the HIP under this Consumer Standard.



- 3.4 ***NC3 – Establish a procedure to keep tenants informed of the progress of their ASB cases.***

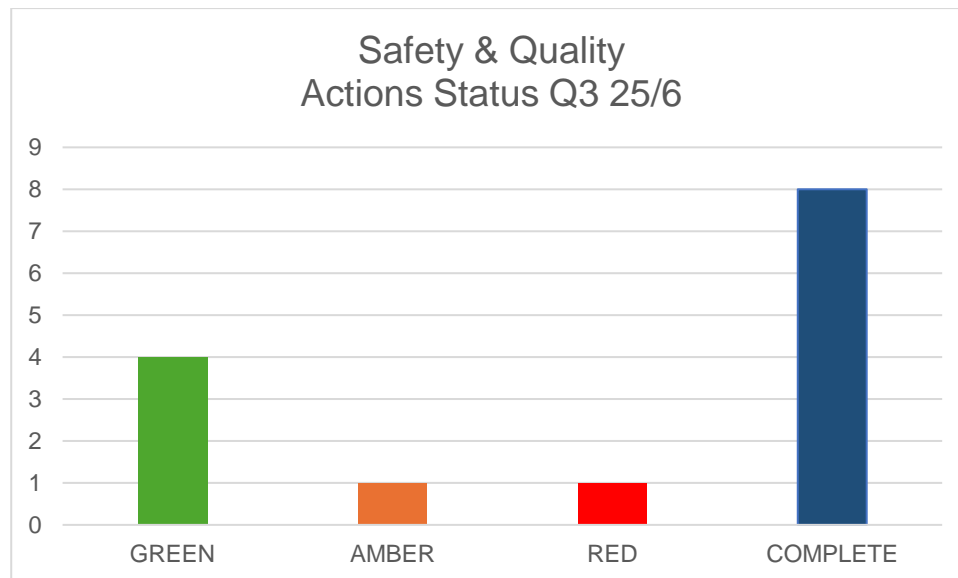
Work is progressing to ensure staff are trained. Processes within our systems are updated including the implementation of a final visit when a case is closed. As part of the review of processes we are looking to purchase and implement the ASB Module within our Housing Management Software to provide greater consistency and performance monitoring of cases.

Executive

23rd February 2026

Safety and Quality

- 3.5 The following table sets out progress for the 14 actions within the HIP under this Consumer Standard.



- 3.6 The following are those actions within the HIP denoted as AMBER or RED.

3.7 ***SQ5 - Implement Total Mobile for Repairs and Maintenance.***

In the last quarter the Council has procured a new project manager to assist the team in the configuration and development prior to implementation of the Total Mobile (TM) system. During this period there have been integration issues between the Housing Management System and TM which we are collaborating with both providers to resolve.

3.8 ***SQ9 - Undertake an independent review of the mitigation in place and the delivery programme for fire safety.***

Within the last quarter a procurement framework and a service provider have been identified in the next quarter the scope and timeframe for the review will be completed, working towards mobilisation.

Safety and Quality Serious Failings

- 3.9 Within the Regulatory Judgement serious failings under Safety and Quality included circa 3,000 overdue repairs and maintenance jobs. This number has at the end of Quarter 3 reduced to 1,047 with 300

Executive

23rd February 2026

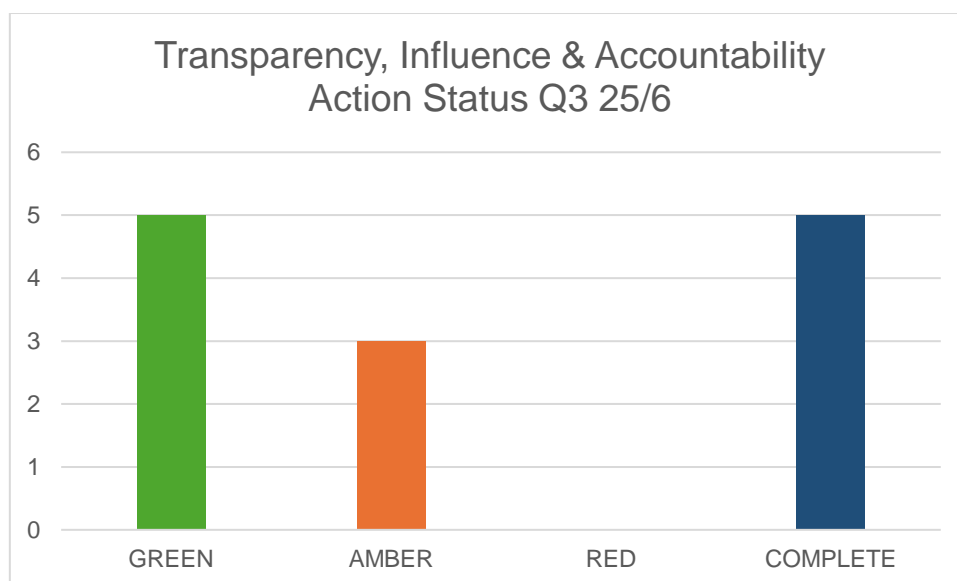
currently in progress. The reduction has been very limited this quarter as the winter period has seen an increase in newly arising repairs which has placed additional pressure on the repairs team to complete jobs. In total, 85% of the overdue jobs are Priority 3 - Non urgent jobs. These are predominantly larger jobs covering items such as fencing (258 jobs) and roofing which require additional capacity through contractors to complete.

- 3.10 Fire Remedial Actions also had circa 3,000 items overdue. At the end of Quarter 3 there were 2,475 overdue actions. These actions are broken down into the 3 categories of High Medium and Low Risk. Further work is being undertaken to review the outstanding actions and data cleansing to ensure effective and timely programmes are in place to accelerate the reduction in outstanding numbers. From the High category 91% of actions are fire door/compartmentation, 8% are mechanical and electrical works and 1% is with Repairs and Maintenance. The budget for 2025/26 for fire door/compartmentation works is £1.5 million and a proposal in budget setting for 2026/27 will seek an increase to £2.5m to accelerate the programme.

2025/6	Q1	Q2	Q3	Q4
High	788	695	677	
Medium	1,765	1593	1,539	
Low	363	291	259	
	2,916	2,579	2,475	

Transparency, Influence and Accountability

- 3.11 The following table sets out progress for the 13 actions within the HIP under this Consumer Standard.



The following are those actions within the HIP denoted as AMBER and RED.

3.12 TIA3 Implement a Tenants Portal within Cx

The latest version of Civica Cx will launch on 27th January 2026 after which the demonstration of the portal can be loaded and evaluated to assess if this resolves security issues that have been previously identified. We will then be able to commence configuration in preparation for go live in April 2026.

3.13 TIA4 - Review the range of opportunities available for tenants to influence and scrutinise strategies, policies and services and implement improvements identified in accordance with best practice.

Draft proposals for the range of formal and informal opportunities that tenants can interact and influence Housing Services has been produced with further benchmarking with peers required to refine these options. The job description for the Senior Tenant Engagement Officer is being evaluated which will be followed by recruitment into post in early 2026. As such the capacity to finalise and implement the opportunities for tenants to co-design and scrutinise housing service delivery is anticipated to conclude in March 2026.

3.14 TIA5 – Recruit to two new posts of Complaints and Quality Officer

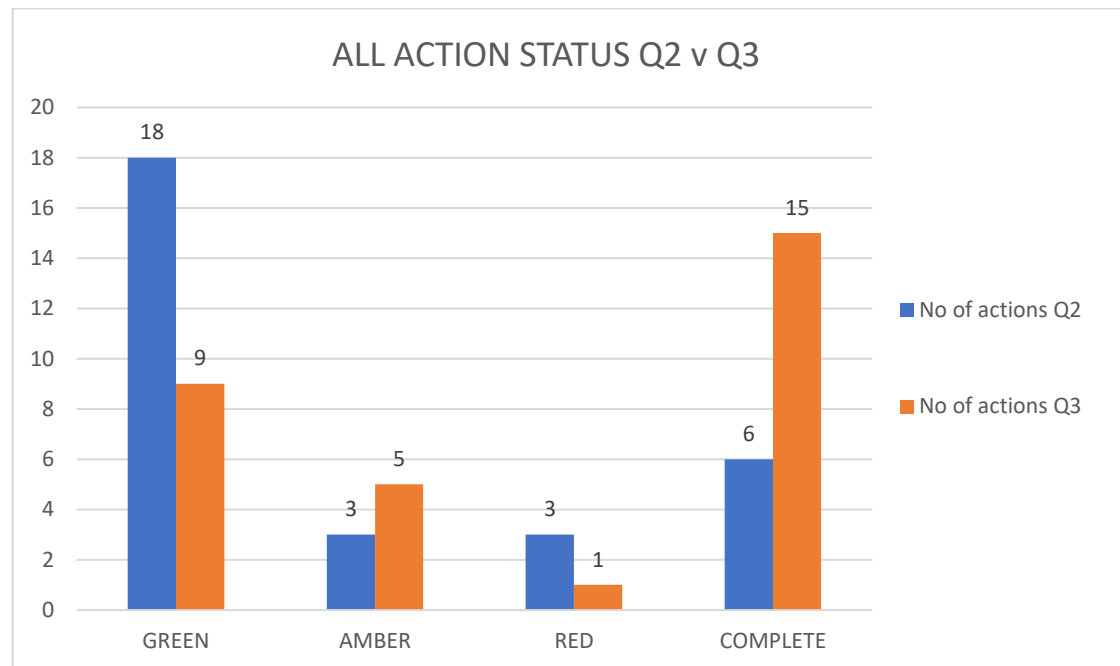
Following review, a Senior Complaints Officer has been recruited into commencing in December 2025, and the post of Complaints Officer is to be recruited into during Q4.

Executive

23rd February 2026

3.15 Status Report Overall

The graph below illustrates the number of actions within each of the red, amber and green categories together with the number of complete actions. Furthermore, the graph illustrates the number of actions for Quarter 2 when compared to Quarter 3.



Governance Arrangements

- 3.16 To ensure that the Housing Improvement Plan is managed and monitored effectively, governance arrangements were approved by Executive Committee on 2nd September 2025.
- 3.17 There are separate meetings for the Housing Delivery Group, Housing Improvement Board, and Housing Strategic Oversight Board with all meetings diarised.

Provider Improvement Meetings

- 3.18 Following the Regulatory Judgement, as part of the RSH powers under the Social Housing (Regulation) Act 2023, there is a Provider Improvement Process. This is a formal mechanism by which the RSH can issue a Performance Improvement Plan (PIP) Notice, where the RSH has identified concerns through the inspection process and or through data.

Executive

23rd February 2026

- 3.19 Regular monthly meetings are being held with representatives of RSH that commenced in August 2025 to provide assurance that the concerns raised are being actioned in a timely manner. Through this meeting and the Housing Strategic Board, a revised HIP is being developed that will be further embedded within the Consumer Standards and the required outcomes of those standards and is envisaged to be used in 26/7 subject to approval.

Customer Engagement

- 3.20 The 2024/25 Housing Annual Report was issued to all tenants and leaseholders at the end of July/early August 2025 to provide an update on the Regulatory Judgement and the Council's performance across the last financial year. Within this, the Council requested expressions of interest for involvement in the different aspects of tenant scrutiny.
- 3.21 Across the authority's governance meetings the Council has set a standard agenda item for communications so that the Council can prepare suitable and timely communications to update on progress, milestones, or performance against the HIP.
- 3.22 Work is progressing with the next roll out of the Tenant Satisfaction Measures tenant perception survey which is targeted for 20th January 2026 launch and will close on 13th February 2026. For those tenants where we have a mobile number they will be invited to undertake the survey via a text message, it can also be completed on line through our website and for those properties where we do not have a phone number they will receive a letter advising of the various methods by which the survey can be completed together with how they can update their contact details that the Council holds.

4. FINANCIAL IMPLICATIONS

- 4.1 The Housing Revenue Account will fund the additional costs in line with the requirements of the Social Housing Regulation Act 2023 and the outcomes of the Regulatory Judgement.
- 4.2 Where there is any financial pressure to conduct improvements to Council housing and or acceleration of programmes of work, these will be included in the budget setting report for the financial year 2026/27.

5. LEGAL IMPLICATIONS

- 5.1 The report sets out the requirements of legislation which the Council is required by law to adhere to. There is a need for compliance with

Executive

23rd February 2026

Section 193 of the Housing and Regeneration Act 2008 as amended by the Social Housing (Regulation) Act 2023.

- 5.2 Inspections are conducted under Section 201 to Section 203A of the Housing and Regeneration Act 2008.

6. OTHER - IMPLICATIONS

Local Government Reorganisation

- 6.1 There are no direct implications for Local Government Reorganisation.

Relevant Council Priority

- 6.2 Community and Housing

- Build more Council homes.
- Ensure the Council's housing stock is clean and safe to live in
- Reduce the housing waiting list.
- Reduce the number of families in temporary accommodation.
- Improve time taken for repairs to be completed.

Climate Change Implications

- 6.3 The responsive, cyclical and planned maintenance of the Council's properties seeks to ensure that Council Housing properties are well maintained, warm and safe. Included within the programme of works are projects to increase the thermal efficiency of properties. Within the Housing Revenue Account (HRA) Capital Programme there are budgets established to improve the energy efficiency rating of properties with an Energy Performance Certificate of D or below.

Equalities and Diversity Implications

- 6.4 The contents of this report impact on all the Council's Housing Tenants.

7. RISK MANAGEMENT

- 7.1 The following represent the key risks identified.

Risk	Description	Risk Mitigation
Failure to address improvements identified in	The Council cannot demonstrate the assurance required by the Regulator to make the improvements	Housing Improvement Plan with regular review through Housing Departmental Meetings (DMT), Portfolio for Housing, and quarterly

REDDITCH BOROUGH COUNCIL**Executive****23rd February 2026**

the Regulatory Judgement	identified in the Regulatory Judgement	reporting of progress to the Executive Committee.
Failure to meet the Consumer Standards	The Council fails to meet the Consumer Standards which could lead to a self-referral and subsequent actions	Housing Improvement Plan progress monitoring and annual self-assessment.
Reputational Damage	Confidence in the Council's Housing Service declines affecting stakeholder relationships	Acknowledge the judgement publicly and promptly. Demonstrate a clear commitment to improve and provide transparency on progress against the improvement plan through proactive media and social media management

8. APPENDICES and BACKGROUND PAPERS**Appendices**

Appendix 1: Housing Improvement Plan

Background PapersHousing Regulator Consumer Standards - [Regulatory standards for landlords - GOV.UK](#)

Housing Improvement Plan – Q3 2025/6 Update

<u>Consumer Standard</u>	<u>Ref</u>	<u>Consumer Standard outcome</u>	<u>Action</u>	<u>Lead Officer</u>	<u>Target Date</u>	<u>RAG Rating</u>	<u>Comments</u>	
<i>Neighbourhood and Community</i>	NC1	ASB and Hate Incidents 1.3	Provide ASB performance data via the Quarterly Performance Reports to Executive Committee and to tenants via the website and annual report,	Judith Willis	Jul-25	GREEN	Included in report to Executive 2nd September and thereafter quarterly. Included in Annual Report. A Housing ASB 'Report It' page is on our website and includes a link to the ASB and Hate Crime Tenant Satisfaction Measures quarterly performance measures.	Complete
<i>Neighbourhood and Community</i>	NC2	ASB and Hate Incidents 1.3	Review data recording of Hate Incidents	Judith Willis	Sep-25	GREEN	Work is in progress to improve Hate Crime report. Corporately it is reported through a North Worcestershire Community Safety Partnership reporting tool. Guidance has been issued to officers to pull off these cases appropriately on the Housing system. Officers are also booked on Victim Support - I am ME! - Hate Crime Conference 17th October 2025. These members of staff will be hate crime champions and will support the team with a greater understanding of hate crime.	Complete
<i>Neighbourhood and Community</i>	NC3	ASB and Hate Incidents 1,3	Establish a procedure to keep tenants informed of the progress of their ASB cases	Judith Willis	Sep-25 (Revised Jan-26)	AMBER	<p><i>Officers are required to update tenants in a regular and timely manner. We continue to look at ways to ensure the frequency and method of communications tenants require are agreed at the first meeting following ASB being reported. Work is in progress to provide ongoing training to NTO's regarding effective communication, positive case closure and implementing a final visit at the case closure to ensure the survey is complete.</i></p> <p><i>On reviewing the current process using Cases and Tasks in CX, we note there are limitations, hence we will be</i></p>	

Housing Improvement Plan – Q3 2025/6 Update

							<i>purchasing the ASB Module specifically designed to manage ASB in CX. This specialist software can further enhance the service we provide our tenants when they report ASB. Additionally, we will also then be better able to capture more detail on whether we are keeping tenants better informed, in the manner of their choosing, and embed the case closure survey with an aim to get one completed every time a case is closed.</i>	
Safety & Quality	SQ1	Repairs, Maintenance and Planned Improvements 1.4	Communicate to customers the priority codes and Repairs Policy together with performance against these	Simon Parry	Jul-25	GREEN	Priority Codes included in the Annual Report posted out July 30th and a separate page on the website has been developed and is live	Complete
Safety & Quality	SQ2	Repairs, Maintenance and Planned Improvements 1.4	Mobilise the Caretaker Service to undertake regular cleaning, testing and inspection of Communal Areas	Simon Parry	Aug-25	GREEN	Works commenced in early July to deep clean communal areas. The team is making a positive impact, which is being noticed by our customers. A programme has been developed and working efficiently although we are recruiting into the 2 remaining posts.	Complete
Safety & Quality	SQ3	Health and Safety 1.3	Finalise a plan for the completion for all outstanding remedial actions for Fire, EICR, and Legionella in appropriate timescales	Simon Parry	Sep-25 (Revised Nov-25)	GREEN	Fire - Plan identifies financial implications dependant on timescale for completion. Legionella – Final actions are with a specialist external contractor to complete. EICR – Where Remedial Actions are identified these are being passed to the contractor for completion. We are also reviewing the need for specialist software to report on certification received to provide a dashboard for actions.	Complete
Safety & Quality	SQ4	Health and Safety 1.3	Mobilise a fire door inspection programme	Simon Parry	Sep-25	GREEN	Surveys have commenced with 35 Blocks inspected, target for completion of all surveys in November 2025.	

Housing Improvement Plan – Q3 2025/6 Update

Safety & Quality	SQ5	Repairs, Maintenance and Planned Improvements 1.4	Implement Total Mobile for Repairs and Maintenance	Simon Parry	Sep-25 (Revised Jan-26)	RED	R&M Module complete, final testing being completed on Contractor and Gas Modules.	
Safety & Quality	SQ6	Stock Quality 1.1	Develop a 5-year rolling programme to ensure Stock Condition Surveys (SCS) are undertaken to all Housing Stock	Simon Parry	Sep-25	GREEN	SCS have commenced in August with 121 carried out to date from the 1,378 requested. Surveys are programmed with a target of 100 surveys/month; however, no access is proving to be an issue despite pre-arranged appointments. Target for completion March 2026.	Complete
Safety & Quality	SQ7	Repairs, Maintenance and Planned Improvements 1.4	Review all outstanding/overdue repairs and put in place necessary capacity to complete in a timely manner	Simon Parry	Oct-25	GREEN	Root cause analysis undertaken and identified a range of reasons for the backlog including user and system error, process issues regarding contractor notification and duplication of jobs. From 3,000 overdue jobs (April 2025), as at 2/10/25, there were 1,052 overdue jobs. c85% are priority 3 non-urgent jobs.	Complete
Safety & Quality	SQ8	Repairs, Maintenance and Planned Improvements 1.4	Use Repairs Performance Data to identify trends and root causes for improvements to be made and regularly monitor and manage performance	Simon Parry	Nov-25	GREEN	With the Power Bi reports we are now able to better understand our data and identify trends or issues, work is ongoing with the Business Improvement Team. Our performance for September is much improved, P1 - non-overdue. P2 - 192 Overdue. P3 - 1026 Overdue. Fencing and roofing contributes to most of the overdue work. A new fencing contractor is on board and delivering with a tender for additional roofing capacity in progress. Work is also in progress in line with SQ10 to review priority codes in line with our peers.	Complete
Safety & Quality	SQ9	Health and Safety 1.3	Undertake an independent review of the mitigation in place and the delivery programme for fire safety	Simon Parry	Dec-25 (Revised Mar-26)	AMBER	Identification of the scope and therefore providers for this is in progress.	

Housing Improvement Plan – Q3 2025/6 Update

<i>Safety & Quality</i>	SQ10	<i>Repairs, Maintenance and Planned Improvements 1.4</i>	Review the Repairs Policy in conjunction with Tenants	Simon Parry	Dec-25	GREEN	A new, revised and updated Repairs and Maintenance policy has been written considering all new regulations currently in force. The Policy is to be considered by Executive in February 2026.	Complete
<i>Safety & Quality</i>	SQ11	<i>Repairs, Maintenance and Planned Improvements 1.4</i>	Develop a working group with tenants to seek further feedback on improvements required to deliver a more effective Repairs service	Simon Parry	Dec-25	GREEN	Following expressions of interest as part of the Annual Report which every household will receive, we will develop this further.	
<i>Safety & Quality</i>	SQ12	<i>Decency 1.2</i>	Ensure the Housing Capital Programme reflects the volume and scope of works to meet the Decent Homes standard across all Housing stock	Simon Parry	Jan-26	GREEN	The proposed Capital Programme has been compiled based on stock condition data and properties where components are due to become non decent.	Complete
<i>Safety & Quality</i>	SQ13	<i>Decency 1.2</i>	Undertake a review of the Housing Asset Management Strategy and the Housing Capital Programme developed for 2023-2027 in line with stock condition information	Simon Parry	Jan-26	GREEN	A revised Capital Programme is included within the Budget Setting for the Medium-Term Financial Plan for 2-26/7 and beyond. Work is in progress to update the Asset Management Strategy in line with Regulatory changes.	
<i>Safety & Quality</i>	SQ14	<i>Health and Safety 1.3</i>	Utilise the feedback from the TSM Tenant Perception Survey to improve on the results from the 24/5 survey on 'Feeling Safe'	Simon Parry	Jun-26	GREEN	The TSM results highlighted R&M issues around wait times and appointments, information sharing, condition of properties, communal area conditions and handling of ASB cases. The review of last years surveys has highlighted a number of actions which are reflected in our 'You said, We did' response to the TSM results.	
<i>Transparency, Influence and accountability</i>	TIA1	<i>Fairness and Respect 1.1</i>	Ensure that tenant profile data is collected more widely across all customers so that services can be more reflective of tenants needs, including	Judith Willis/Simon Parry	Jul-25	GREEN	Script being used at point of contact. Wider review to be undertaken when no contact is received from customers. A new dashboard has been developed to allow better tracking of the proportion of information we hold for our customers.	Complete

Housing Improvement Plan – Q3 2025/6 Update

			establishing an 'Every Contact Counts' philosophy.					
<i>Transparency, Influence and accountability</i>	TIA2	Information about landlord service 1.4	Develop and publish the Annual Housing Report for 24/5	Judith Willis/Simon Parry	Jul-25	GREEN	Annual Report circulated on 30th July 2025	
<i>Transparency, Influence and accountability</i>	TIA3	Information about landlord services 1.4	Implement a Tenants Portal within Cx	Judith Willis/Simon Parry	April 26	AMBER	We are working closely with our Software provider to implement this however we have identified 3 security issues, two are to be resolved with the release of the next version of the software in January 2026 however the final issue remains outstanding.	
<i>Transparency, Influence and accountability</i>	TIA4	Engagement with tenants 1.3	Review the range of opportunities available for tenants to influence and scrutinise strategies, policies and services and implement improvements identified in accordance with best practice	Judith Willis/Simon Parry	Sep-25 (Revised Mar-26)	AMBER	Budget approval received for a Tenant Engagement & Participation Officer and resources budget. Draft range of options produced, further benchmarking with peers required.	
<i>Transparency, Influence and accountability</i>	TIA5	Complaints 1.6	Recruit to two new posts of Complaints and Quality Officer	Judith Willis	Nov-25 (revised April 26)	AMBER	The Senior Complaints Officer has been recruited in this quarter, and an officer post is to be advertised within the next month. The other post has been refocussed as a Tenant Engagement and Participation post to work alongside the Senior Post.	
<i>Transparency, Influence and accountability</i>	TIA6	Performance Information 1.5	Housing Performance Dashboard completed, and performance reports provided to Executive and tenants.	Judith Willis/Simon Parry	Jan-26	GREEN	Quarterly performance reported to Executive Committee commenced in June 2025. A Power Bi is being developed with the Business Improvement Team. Performance reporting contained within the Tenants Annual Report – published on 30 July 2025.	Complete
<i>Transparency, Influence and accountability</i>	TIA7	Performance Information 1.5	Establish a communications strategy to regularly update	Judith Willis	Jan-26	GREEN	A communications strategy has been developed. Within the Governance structure around the Housing	Complete

Housing Improvement Plan – Q3 2025/6 Update

			tenants on services and performance				Improvement Plan a standard agenda item is communications as an opportunity to capture and or promote progress across the plan or specific milestones/actions.	
<i>Transparency, Influence and accountability</i>	TIA8	Complaints 1.6	Undertake further engagement with tenants and learn from our peers how they have sought to improve complaint handling satisfaction	Judith Willis	Jan-26	GREEN	Ongoing engagement with Peers to understand their opportunities and processes for increasing complaint satisfaction.	
<i>Transparency, Influence and accountability</i>	TIA9	Complaints 1.6	Improve how promptly complaints are addressed	Judith Willis	Dec-25	GREEN	Quarterly performance data shows improvements with data shared as part of the regular reporting to Executive as well as through Senior Housing management team meetings	Complete
<i>Transparency, Influence and accountability</i>	TIA10	Fairness and Respect 1.1	Ensure a programme of training is delivered to ensure tenants are treated with fairness and respect	Judith Willis/Simon Parry	Mar-26	GREEN	In progress and is included as part of CIH qualification that Officers hold or are scheduled to enrol.	
<i>Transparency, Influence and accountability</i>	TIA11	Fairness and Respect 1.1	Develop a programme for embedding the Council's corporate culture work programme within Housing Services	Judith Willis/Simon Parry	Mar-26	GREEN	Appraisals and 121s are undertaken using the 4P's identified from the workforce plan. Associated training plans are being developed to support this.	
<i>Transparency, Influence and accountability</i>	TIA12	Engagement with tenants 1.3	Continue work with TPAS to develop a robust tenant engagement offer with future reporting to Executive Committee setting out key actions and required resources.	Judith Willis/Simon Parry	Nov-26	GREEN	September 2025 identified funding for training for tenants together with establishment of a Tenant Engagement and Participation post. Training plan for new tenants involved in scrutiny being finalised and options for engagement being drafted for inclusion in a future report.	
<i>Transparency, Influence and accountability</i>	TIA13	Diverse Needs 1.2	Implement the Customer Profile Action Plan, with milestones established	Judith Willis/Simon Parry	Jan-27	GREEN	Tracking of volume of customer profile information to be devised and analysis to be undertaken to influence the action plan.	

Executive Committee

23rd February 2026

Quarter 3 2025/6 Housing Performance

Relevant Portfolio Holder	Councillor Bill Hartnett
Portfolio Holder Consulted	Yes
Relevant Assistant Director	Simon Parry and Judith Willis
Report Author	Assistant Director of Environmental and Housing Property Services and Assistant Director of Community and Housing Services Contact email: simon.parry@bromsgroveandredditch.gov.uk, Judith.willis@bromsgroveandredditch.gov.uk
Wards Affected	All
Ward Councillor(s) consulted	N/A
Relevant Council Priority	Community and Housing
Non-Key Decision	
If you have any questions about this report, please contact the report author in advance of the meeting.	

1. RECOMMENDATIONS

The Executive Committee is asked to RESOLVE that: -

- 1) The Council's Quarter 3 2025/6 Housing Performance in respect of the Tenant Satisfaction Measures (Landlord) are noted.**

2. BACKGROUND

- 2.1** The Regulator for Social Housing (RSH) has established the 'Tenant Satisfaction Measures' (TSM) which places a responsibility on all social housing landlords, in England, to return performance information, so that each provider can be assessed for how well they are providing good quality homes and services. The TSM sets out 22 measures covering 5 themes:

1. Keeping properties in good repair
2. Maintaining building safety
3. Respectful and helpful engagement
4. Effective handling of complaints
5. Responsible neighbourhood management

- 2.2** Of the 22 measures, they are split between those that the landlord is required to measure directly (10) and those that are measured by tenant perception surveys (12).

Executive Committee

23rd February 2026

- 2.3 This report provides an update on the current position regarding all 10 of the landlord measures across Housing Services, together with other supplementary measures critical for service delivery in meeting the outcomes from the RSH. This includes services provided by both Housing Property Services and Housing Services through the management and maintenance of Redditch Borough Council's housing stock.

Operational Issues

- 3.1 The following sets out the performance for quarter 3 of 2025/26 with commentary where performance has not been on target or where updates on progress are being made. **Appendix 1** summarises the performance data.

3.2 RP – Keeping Properties in good repair

RP01: Homes that do not meet the Decent Homes Standard

- 3.3 Following the review of the asset management database identified last quarter, work has been ongoing to survey for example roofs that were identified, as well as carrying out the replacement of elements such as kitchens and bathrooms and upgrades to central heating systems. This has resulted in That previous reporting was inaccurate. The current non-decency percentage, i.e. those properties that do not meet the Decent Homes Standard, is **10.95%**. (Q2 11.90%)

Stock Condition Data

- 3.4 Stock condition surveys commenced in August 2025 with a target in 2025/26 to complete 1,340 surveys. In Quarter 2, 121 surveys have been completed with additional resources allocated to target 100 surveys per week over the remainder of the fiscal year. At Quarter 3 the proportion of stock condition surveys completed within the last 5-year period is **25.95%** (Q2 20.68%).

RP02.1: Repairs completed within target timescale – Proportion of non-emergency responsive repairs completed within the landlord's target timescale

RP02.2: Repairs completed within target timescale – Proportion of emergency responsive repairs completed within the landlord's target timescale

- 3.5 **RP02.1** covers all Priority 2 (Urgent 5 working days) and Priority 3 (Routine 20 working days)

Executive Committee

23rd February 2026

- 3.6 **RP02.2** covers all Priority 1 repairs (Emergency 24 Hours). Emergency repairs are those that need to be carried out to avoid serious danger to the health and safety of the occupants or where a failure to carry out the repair could cause extensive damage to buildings and property.
- 3.7 Work is ongoing to assess the shortfall in performance against the priority codes and to ensure that accurate and timely closure of jobs is completed on the system.

BS- Maintaining Building Safety**BS01: Gas safety checks**

- 3.8 The key statutory requirement is that the Council adhere to the Gas Safety (Installation and Use) Regulations 1998 as amended. It is a legal requirement for the Council to perform a gas safety check every twelve months on each Council house and to maintain the associated paperwork.
- 3.9 All current gas safety checks are in place for both the Council's domestic boilers and communal boilers. Work to improve the quality and efficiency of boilers continues with boilers replaced on both a reactive basis (where beyond economical repair) or planned replacement due to age and efficiency.
- 3.10 There are 181 (Q2 204) properties that have their gas supply capped. These properties comprise of current voids and customers who do not want or cannot afford gas. There are 152 properties that have been capped greater than 3 months and these are identified and shared with the Neighbourhood and Tenancy team to provide opportunity for tenancy visits to ensure there is support for the household.

BS02: Fire safety checks

- 3.11 The key statutory requirement is the Regulatory Reform (Fire Safety) Order 2005 (RRO) which requires the Council to undertake regular assessments of all communal areas within the Council's housing stock, by a competent person. This assessment of a building is to ensure that it is at least maintained, as designed, to protect the integrity of fire safety features such as compartmentation and escape routes.
- 3.12 There is a rolling programme of inspection for the Fire Risk Assessments (FRAs) with designated properties being part of an annual risk assessment (Sheltered Accommodation) with the remainder (General Needs) being undertaken on a 3-year cycle. The FRAs are undertaken by external consultants Ridge and Partners LLP.

Executive Committee

23rd February 2026

- 3.13 The delays experienced in delivering the programme of FRAs have been rectified in Quarter 3 and all blocks are now compliant with an in-date FRA.
- 3.14 The outstanding remedial works from the FRAs are included in the table below.

Table 3: Fire Remedial Actions

	No. of high-risk actions - Serious	No. of medium risk actions – Minor	No. of low-risk actions – Best Practice
Overdue FRA remedial actions (< 3 months)	0	12	9
Overdue FRA remedial actions (3-6 months)	0	8	6
Overdue FRA remedial actions (6-12 months)	10	439	98
Overdue FRA remedial actions (12+ months).	667	1080	146
Totals	677 (695)	1539 (1593)	259 (291)

- 3.15 The overall number of outstanding actions continues to fall, **comparative data from Q2 is included above in brackets above.** The serious items in Table 3 cover many sites, examples of which, are works to fire doors and fire stopping, which equates to approximately 90% of outstanding serious actions. Works are in progress across a range of these issues; the budget for 2025/26 for these works is £1.5 million and a proposal in budget setting for 2026/27 will be for an increase to £2.5m to accelerate the programme.

To address the risks identified, Housing Property Services initiated a fire door inspection programme in September 2025. These inspections confirm that existing doors are fire doors, though built to the standards applicable at the time of installation, and have highlighted issues such as missing door closers. Our Health and Safety Coordinator is conducting risk assessments for affected properties and blocks, which will be integrated with the current door replacement programme to

determine the timing of works and whether interim ironmongery replacements are necessary. In line with Fire Risk Assessment guidance, all flat entrance doors must provide adequate fire resistance, have correct ironmongery, and operate properly, with upgrades as needed to achieve FD30S standard, including a self-closing device capable of closing the door from any angle.

- 3.16 While all flats currently have fire doors, these surveys will establish their condition and inform the replacement programme, ensuring risks are mitigated in the interim. The central document tracking this data is continuously updated as tasks are completed and allocated across Housing Services teams. Additionally, the Council's new caretaking service provides assurance that communal areas remain free of flammable objects and ensures timely reporting of issues. Housing Property Services also maintains emergency lighting and fire alarm systems and confirms that flats are equipped with appropriate smoke alarms to protect tenants in the event of a fire.

BS03: Asbestos safety checks

- 3.17 The key statutory requirement is the Control of Asbestos Regulations 2012 (CAR2012) which requires the Council to undertake an asbestos survey to confirm locations of asbestos containing materials within communal areas. Regulation 4 of the above legislation (CAR) places a specific obligation upon 'duty holders' (owners and/or those responsible for maintenance) to manage asbestos within non-domestic premises (including common parts of domestic dwellings).
- 3.18 This requires identification of the location and condition of asbestos containing materials (ACMs), a corresponding risk assessment and written management plan to prevent harm to anyone who occupies or works upon the building. Although the regulations do not extend to domestic properties, Housing Property Services do have a duty of care under the Health and Safety at Work Act 1974 and the Management of Health and Safety Working Regulations 1999 to ensure the safety of the workforce and contractors when working within Council properties.
- 3.19 All blocks have had asbestos surveys undertaken to the communal areas which categorised the presence and condition of any asbestos present. A programme of removal has been completed to remove poor quality asbestos from communal areas. Where ACM were left, an annual reinspection regime has been put in place to ensure there has been no deterioration and therefore identified intervention to control the risk. This has since resulted in the removal of further asbestos thereby reducing the number of blocks required for reinspection.

BS04: Water safety checks

- 3.20 Under the Health and Safety at Work Act 1974 and the Control of Substances Hazardous to Health Regulations 2002, housing providers must assess and control the risk of exposure to legionella bacteria in water systems.
- 3.21 The RSH set out **BS04 – Water Safety Checks** – Proportion of homes for which all required legionella risk assessments have been carried out.
- 3.22 All risk assessments are in place with the renewal of these being undertaken in January 2026. Across the 51 sites 95% of remedial works have been completed and we are awaiting the results of the outstanding actions that have been undertaken by a contractor including laboratory testing of water samples. Monthly checks are undertaken by the Council's contractor to monitor water temperature, and the authority's in-house Gas Team carry out a weekly flush of the systems.

BS05: Lift safety checks

- 3.23 Responsibilities for the inspection and maintenance of lifts are covered by the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER), and the Provision and Use of Work Equipment Regulations 1998 (PUWER). These regulations require that any equipment, including lifts, provided for tenants must be safe for use, properly maintained, and suitable for the environment. These works were part of the responsibilities previously undertaken by the Property Services and have since transferred to Housing Services for operational compliance.
- 3.24 The Council's insurer completes the necessary checks on these lifts and reports any issues that need remedial works. The insurer has now got access to all lifts as key safes have been installed which has contributed to compliance for this quarter.

Electrical

- 3.25 Under the British Standard, BS 7671, Requirements for Electrical Installations (also known as the IET Wiring Regulations) the Council is required to undertake regular assessments, Electrical Inspection Condition Report (EICR), by a competent person.
- 3.26 The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 are being amended to include social rented housing. As such it will become a legal responsibility, rather than best practice previously, to ensure from 1st November 2025, that new tenancies have a compliant EICR and from 1st May 2026 that all existing tenancies, granted before 1st December 2025, are also compliant. All void

properties and mutual exchange properties receive a new electrical test at the point of letting and are therefore compliant in this respect. At the end of Quarter 3 95.66% of properties have an EICR within the last 5 years.

- 3.27 To enhance the Council's opportunities for access, the Council has developed, in conjunction with the Council's in house and external Legal Teams, a similar 'warrant' type approach that is utilised by the Gas Team to provide entry to fulfil compliance responsibilities.
- 3.28 The Council has experienced resource issues through this quarter with the Electrical Compliance Manager leaving in September and being unable to recruit into this position either on a permanent or temporary basis. This has led to a gap in collating electrical remedial actions through this quarter. In the interim as corrective actions are identified through the contractor carrying out the inspection and testing these are then instructed to the Contractor to complete works.

Smoke and Carbon Monoxide Alarms

- 3.29 The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 requires landlords to provide smoke alarms to be fitted to each storey of premises used as living accommodation. Similarly, where a room contains a solid fuel burning combustion appliance, then a carbon monoxide alarm is to be fitted. Work is ongoing to complete these works to all outstanding properties. Housing Property Services are cross referencing these outstanding properties with other works such as access for gas servicing as well as co-ordinating information with Neighbourhood and Tenancy officers and tenancy audits to gain access.

Complaints

- 3.30 40 complaints were received across October (17), November (16), and December (7), an increase on Quarter 2 (30) and a significant increase when compared to the same quarter last year (22 received). Of these, 77.5% were for Housing Property Services. Repairs & Maintenance remained the primary driver of complaints, particularly in relation to communication, delays, and contractor performance.

Performance against response timescales was generally strong, with some notable exceptions:

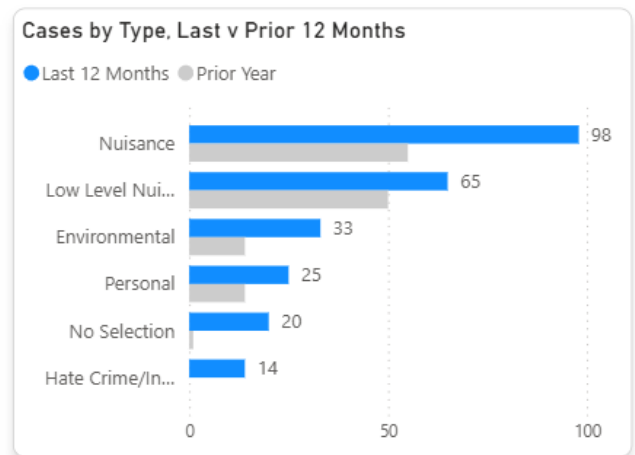
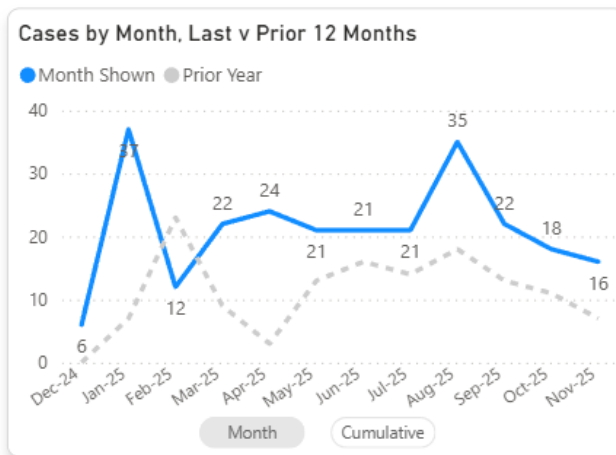
- October experienced several late responses due to complaint complexity, cross-service involvement, and cases initially managed outside the complaints process.
- November achieved 89% on-time responses, with delays mainly linked to investigation requirements and service pressures.

- December recorded only one late response.

- 3.31 At the end of this Quarter, we successfully recruited a Senior Complaints Officer to further enhance co-ordination and oversight of complaints to improve timeliness and consistency across the quality of responses. Further work will be undertaken to embed learning from complaints and how it changes service delivery.
- 3.32 Despite the upheld complaints, the quarter received 46 compliments for Housing Property Services, 28 being for Repairs & Maintenance, 17 for Housing Capital and 1 for Aids & Adaptations.

Anti-Social Behaviour (ASB)

- 3.33 The service has a dynamic, functional and accessible ASB service for customers, creating strong partnerships including with the local Police. The service has undertaken many significant and highly complex enforcement actions including Civil Injunctions, Closure Orders and Discretionary and Mandatory Possession Orders against tenancy breaches.
- 3.34 The whole ASB service is committed to utilising the full range of tools and powers at its disposal. The Council works with partner agencies wherever possible to deal robustly and proportionately with all forms of nuisance and ASB that have a direct impact upon the sustainability of tenancies and communities and to ensure that residents of all tenures can enjoy peace, quiet and security in and around their homes, whilst remaining tolerant of the reasonable behaviour of others.
- 3.35 Each complaint of ASB is handled in accordance with the ASB Policy and relevant procedures, ensuring that risk and vulnerability is continuously and dynamically assessed throughout the management of the case. Where enforcement action becomes necessary, this will always follow a consistent and proportionate process of escalation, with all parties to the case treated with dignity and respect and with due regard to the Equality Act.
- 3.36 Between 1st October 2025 and 30th December 2025, 55 new ASB cases were started, 56 ASB cases were closed, and the team were managing 65 live ASB cases.
- 3.37 The cases are broad ranging covering incidents against the person and against the community, such as damage to communal areas, issues with drugs and alcohol misuse and issues with dogs for example. Noise nuisance complaints are also reported frequently to the team. You will note from the graph below that there is still a steady increase in reported cases year on year.

REDDITCH BOROUGH COUNCIL**Executive Committee****23rd February 2026**

3.38 There are several factors at play that may be increasing these numbers, linked to the continued cost of living crisis and the impact of this on peoples mental and physical health and also their families general wellbeing, the other being that we are improving year on year at ensuring we capture incidents of ASB/Nuisance and Hate Crime accurately.

3.39 With the new structure coming into place in the Neighbourhood and Tenancy Team, anticipating being fully staffed by March 2026, for the first time in around a year, we do expect this trend to continue to rise, as all local areas will be covered by an N&T Officer. To combat this however we anticipate that the increase in numbers in the Tenancy Sustainment Team will provide more prevention support, that should stop many cases from escalating to enforcement.

3.40 There remain some back logs in the judicial system, the Council has seen increasing numbers of cases getting to court. These cases are mainly for civil injunctions, to curb ASB from tenants by restricting how they can behave in their home, toward their neighbours and towards RBC staff. The Council has also been successful with cases to gain back possession of homes when ASB has been perpetrated or when tenants have abandoned their homes.

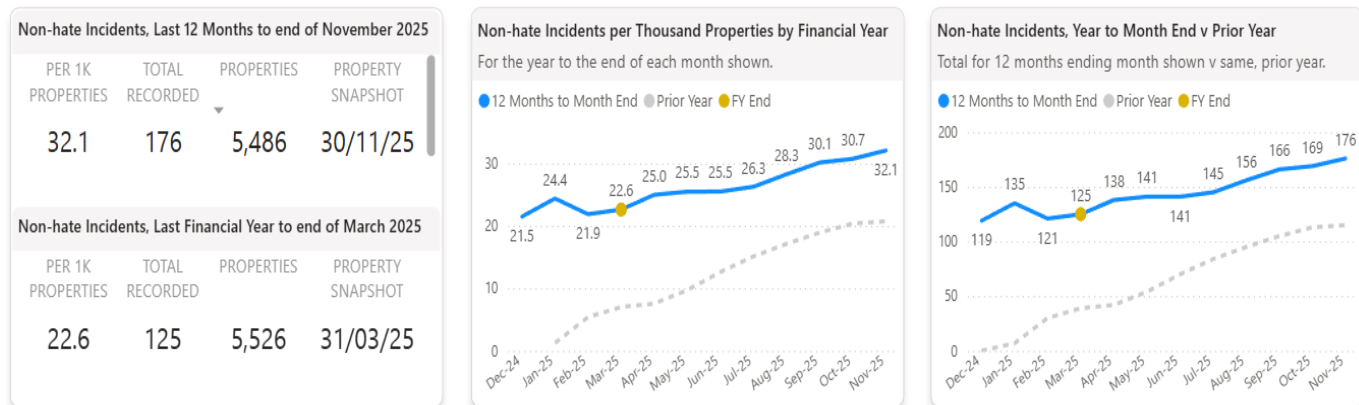
3.41 ASB continues to create the highest level of work within the team. The team continue to attend all appropriate meetings with partner agencies to prevent and enforce ASB cases, including the Police, Mental Health Services, Social Services and other relevant partners.

3.42 One of the issues raised by the regulatory inspection was under reporting Hate Crime. We have addressed this by undertaking further training with the team to identify Hate Crime elements to cases. Last year it was zero, this year, so far, 11 Cases have been identified. In

Executive Committee

23rd February 2026

October we sent 3 Staff to Worcestershire's Hate Crime Conference/Forum and brought back learning from this event which prompted further understanding on capturing Hate Incidents appropriately.



4. FINANCIAL IMPLICATIONS

- 4.1 All work undertaken through the delivery of services highlighted in this report are budgeted through the Capital Programme and the HRA. As part of the development of an improvement plan, where additional budgets are required to improve compliance and performance, these will be included in a separate report.

5. LEGAL IMPLICATIONS

- 5.1 The report sets out the requirements of legislation which the Council is required by law to adhere to.
- 5.2 Compliance is required with Section 193 of the Housing and Regeneration Act 2008 as amended by the Social Housing (Regulation) Act 2023.
- 5.3 Inspections are carried out under Section 201 to Section 203A of the Housing and Regeneration Act 2008.

6. OTHER – IMPLICATIONS

Local Government Reorganisation

- 6.1 No direct implications for Local Government Reorganisation have been identified in this report.

Executive Committee

23rd February 2026

Relevant Council Priority

- 6.1 This report supports the current Council Plan and the following Council priority:

Community and Housing

- Providing Council Housing that is improved and upgraded through the Housing Capital Investment Programme
- Ensuring the housing stock is clean and safe to live in
- Improve time taken for repairs to be completed
- Maximising funding available to the sector.

Climate Change Implications

- 6.2 The responsive, cyclical and planned maintenance of the Council's properties seeks to ensure that Council Housing properties are well maintained, warm and safe. Included within the programme of works are projects to increase the thermal efficiency of properties.

Equalities and Diversity Implications

- 6.3 Through the delivery of Housing Services, the Council identify the needs of individuals and households to tailor services appropriately.

7. RISK MANAGEMENT

- 7.1 The key risk is failure to ensure properties are well maintained, safe and compliant in accordance with the relevant regulations highlighted through this report. Work is ongoing to ensure compliance and is further evidenced through the Housing Improvement Plan.

8. APPENDICES and BACKGROUND PAPERS

Appendix 1 – Measures Table

Executive Committee

23rd February 2026

REDDITCH BOROUGH COUNCIL

Executive Committee

23rd February 2026

Appendix 1 – Measures Table

Keeping Properties in good repair

	Measure Name	Type	Q4 24/5	Q1 25/6	Q2 25/6	Q3 25/6	Q4 25/6	Target	RAG Rating
RP01	Homes that do not meet the Decent Homes Standard	%	4.17%	4.15%	11.90%	10.95%		0.00%	Red
RP02.1	Repairs completed within Target Timescale (Non-Emergency)	%	71.95%	77.88% 61.50%	80.80%	76.93%		100%	Red
RP02.2	Repairs completed within Target timescale – (Emergency)	%	83.6%	83.6% 84.10%	85.00%	83.70%		100%	Amber

RP01 – Work is ongoing to further reduce the non-decency levels including resurveying of roofs and other elements that have been identified together with replacement where necessary. (3.3)

Maintaining Building Safety

	Measure Name	Type	Q4 24/5	Q1 25/6	Q2 25/6	Q3 25/6	Q4 25/6	Target	RAG Rating
BS01	Gas Safety Checks	%	100%	100%	100%	100%		100%	Green
BS02	Fire Safety Checks	%	100%	100%	80%	100%		100%	Green
BS03	Asbestos Safety checks	%	100%	99.50%	100%	100%		100%	Green

REDDITCH BOROUGH COUNCIL

Executive Committee

23rd February 2026

BS04	Water Safety checks	%	100%	100%	100%	100%		100%	Green
BS05	Lift Safety Checks	%	100%	87.00%	54.84%	100%		100%	Green
EI01	Electrical Test of Properties	%	90.50%	94.89%	95.17%	95.66%		100%	Amber
EI02	Electrical Test of Communal Areas	%	100%	100%	100%	99.36%*		100%	Amber
EI03	Smoke Alarms	%	97.36%	98.80%	98.91%	99.18%		100%	Amber
EI04	Carbon Monoxide Alarms	%	98.33%	98.89%	98.94%	99.00%		100%	Amber

EI02 – *The testing of communal areas has fallen below target are two certificates have yet to be received from the contractor. Whilst work we are assured has been completed these are recorded as out of date for this report.

Complaints

	Measure Name	Type	Q4 24/5	Q1 25/6	Q2 25/6	Q3 25/6	Q4 25/6	Target	RAG Rating
CH01.1	Complaints relative to the size of the landlord (Stage 1)	# per 1,000 homes	4.51	3.07	5.25	7.30		Less than 10	Green
CH01.2	Complaints relative to the size of the landlord (Stage 2)	# per 1,000 homes	0.72	0.90	1.27	0.91		Less than 3	Green
CH02.1	Complaints responded to within Complaint Handling Code timescales (Stage 1)	%	62%	93%	81.00%	88.89%		85%	Green

REDDITCH BOROUGH COUNCIL

Executive Committee

23rd February 2026

CH02.2	Complaints responded to within Complaint Handling Code timescales (Stage 2)	%	80%	100%	72.00%	80.00%		85%	Red
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CH02.2 – Within the Quarter 5 Stage 2 Complaints were received with 4 being completed in the timescale.

Anti-Social Behaviour (ASB)

	Measure Name	Type	Q4 24/5	Q1 25/6	Q2 25/6	Q3 25/6	Q4 25/6	Target	Trend
NM01.1	Anti-social behaviour cases relative to the size of the landlord	# per 1,000 homes	22.8	27.1	30.4	32.1		35.5*	Amber
NM01.2	Anti-social behaviour cases (involving Hate Crime) relative to the size of the landlord	# per 1,000 homes	0	0	1.1	2.0		0.6**	Red

*Current data is below the national mean which is potentially due to under reporting. Therefore, it is anticipated that the Council's measurement will increase this year.

**This represents the median level reported for 2023/24 across this TSM for all social housing providers

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REDDITCH BOROUGH COUNCIL**Executive Committee**23rd February 2026**Report title**

Relevant Portfolio Holder	Councillor Bill Hartnett
Portfolio Holder Consulted	Yes
Relevant Assistant Director	Simon Parry – Assistant Director for Environmental and Housing Property Services
Report Author	Job Title: Andrew Rainbow Contact andrew.rainbow@bromsgroveandredditch.gov.uk Contact Tel: 07925095646 email:
Wards Affected	All
Ward Councillor(s) consulted	No
Relevant Council Priority	Community and Housing
Key Decision - No	
If you have any questions about this report, please contact the report author in advance of the meeting.	

1. RECOMMENDATIONS**The Executive Committee is asked to RECOMMEND that:-**

- 1) The Repairs and Maintenance Policy which forms part of the Councils Housing Asset Management Strategy, be approved.**
- 2) The Damp and Mould Policy, which forms part of the Councils Housing Asset Management Strategy, be approved.**

2. BACKGROUND

- 2.1 The Repairs and Maintenance Policy sets out the overall approach that Redditch Borough Council will take in relation to repairs and maintenance of properties in the Councils housing stock.
- 2.2 The principles of this policy apply to all Council house tenants regardless of tenancy type. However, the full provisions of this policy only apply to customers living in social, affordable and market rented homes with secure tenancies.
- 2.3 This policy has been reviewed and updated in light of new Government guidance, the latest legislation and best practice.

Executive Committee23rd February 2026

- Awaab's Law: Guidance for social landlords and timeframes for repairs in the social rented sector.
 - The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025
 - Regulator for Social Housing
(Further information can be viewed on the Gov.UK website)
- 2.4 RBC is committed to delivering a range of maintenance services that are shaped around the legitimate expectations of customers and to ensuring homes and communal facilities are safe and well maintained.
- 2.5 The death of Awaab Ishack on 21st December 2020 due to a severe respiratory condition as a result of prolonged exposure to mould in the family home, prompted a campaign for the introduction of "Awaab's Law".
- 2.6 Following the subsequent coroner's report and public outcry the Government announced plans to make major changes to the law on damp and mould. "Awaab's Law", was introduced through the Social Housing Regulation Act 2023 which received the royal assent in July 2023. The new legislation regarding tenants affected by damp and mould requires landlords to investigate and repair reported health hazards within specified timeframes
- 2.7 In January 2025, in response to these proposed changes from the Government, RBC agreed to introduce a specialist Damp and Mould team, who are based in Housing Property Services. Since the decision was taken to introduce this team, staff have been recruited and are working for the council.
- 2.8 The next step in the process will be for the Council to formally adopt and approve a Damp and Mould Policy. As this forms part of the Housing Asset Management Strategy this needs to be reported through to Council.
- 2.9 The report addresses points relating to the Councils ageing housing stock, financial constraints and workforce and how to deliver services efficiently.

Executive Committee23rd February 2026

3. OPERATIONAL ISSUES**Repairs and Maintenance Policy**

- 3.1 Housing Property Services are moving towards a modern approach to providing services to customers. With the implementation of new software and new processes, the Council will ensure that there is an approach to service delivery that focuses on the needs of residents.
- 3.2 The Council will be able to offer a greater level of transparency and communication with customers as well as with colleagues across RBC.
- 3.3 Housing Property Services are aiming to incorporate a new job category "Planned Maintenance with a time scale of 60 days. This is work that falls outside of the authorities fast reactive service approach.
- 3.4 Compliance and data management will be as important as providing the service to meet legal and contractual obligations.
- 3.5 Members are being asked to approve the revised Repairs and Maintenance Policy.

Damp and Mould Policy

- 3.6 There are a variety of applications that can be employed and to different property types when tackling damp and mould. This includes a mix of applications such as mechanical, electrical and non-mechanical. No single element will fix the problem. The Damp and Mould team must assess the building to understand the root cause before they can address the problem.
- 3.7 Social housing providers are now expected to meet very strict deadlines for processing and responding to complaints about damp and mould. The time limits are set out in the main report on page 6 as a flow chart and has been taken from Government guidelines.
- 3.8 To formalise the Council's approach to managing damp and mould a Damp and Mould Policy has been developed (Appendix 2). Members are asked to approve this policy to ensure that the Council continues to comply with best practice in meeting the needs of customers.

4. FINANCIAL IMPLICATIONS

- 4.1 Not applicable within this report.

Executive Committee

23rd February 2026

5. LEGAL IMPLICATIONS

- 5.1 The Council is subject to a range of statutory and regulatory duties relating to the repair and upkeep of its housing stock.
- 5.2 The Regulator of Social Housing provides for consumer standards which require social landlords to have an accurate, up to date and evidenced understanding of the condition of their homes. The Regulator's tenant satisfaction measures are a core set of performance measures against which all social housing providers must publish their performance. The Council's has been updating the Executive Committee on its performance in this regard separately.
- 5.3 Under Awaab's Law landlords must act within specific timeframes, provide tenants with information, offer alternative accommodation if needed and are subject to stiffer penalties for non-compliance than in the past.

6. OTHER - IMPLICATIONS

Local Government Reorganisation

- 6.1 There are no specific implications in relation to local government reorganisation.

Relevant Council Priority

- 6.2 Community and Housing
- Ensure the Council's housing stock is clean and safe to live in.
 - Finding somewhere to live.

Climate Change Implications

- 6.3 No specific climate change implications have been identified.

Equalities and Diversity Implications

- 6.4 Awaiting feedback from the relevant team.

7. RISK MANAGEMENT

- 7.1 Without an up-to-date policy, the Council will not be compliant with the authority's operational duties and those expected by the Regulator of Social Housing. The policy will make the Council more transparent and provide for a more consistent approach to service delivery.

Executive Committee

23rd February 2026

8. APPENDICES and BACKGROUND PAPERS

Appendix 1 - Repairs and Maintenance Policy.
Appendix 2 – Damp and Mould Policy

Executive Committee

23rd February 2026

9. REPORT SIGN OFF

Department	Name and Job Title	Date
Portfolio Holder	Bill Hartnett	Dec 2025
Lead Director / Assistant Director	Simon Parry	Dec 2025
Financial Services	Kunmi Joseph	N/A
Legal Services	Nicola Cummings	Jan 14 2026
Policy Team (if equalities implications apply)	Becky Green	
Climate Change Team (if climate change implications apply)	Not Applicable	N/A



REPAIRS AND MAINTENANCE POLICY

Created By	Andrew Rainbow			
Date Approved				
Date Published				
Maintained By	Andrew Rainbow			
Review Date	August 2025			
Version Number	Modified By	Modifications Made	Date Modified	Status
VI	SP		Feb 2023	

1. Scope of Policy

Appendix 1

1.1 This policy sets out the overall approach that Redditch Borough Council will take in relation to the repair and maintenance of properties.

1.2 The principles of this policy apply to all residents regardless of tenancy type. However, the full provisions of this policy only apply to customers living in social, affordable and market rented homes with secure tenancies.

1.3 The full provisions of this policy do not apply to:
new homes that are within the initial defect's liability period of up to a year after handover (customers should refer to their welcome pack for details); or
Leasehold properties see link [Leaseholders Handbook RBC](#) section 5 pages 11 & 12.

1.4 RBC is committed to delivering a range of maintenance services that are shaped around the legitimate expectations of residents and to ensuring homes and communal facilities are safe and well maintained.

2. Policy Aims and Objectives

2.1 We aim to provide all our residents with a safe, warm and secure home that is well maintained.

2.2 We understand how important this service is to our residents, and we are striving to make improvements to achieve the following aims and objectives:

Managing Repairs Services

- Resident-Focused Approach: Ensure residents are treated with empathy and respect throughout the repair process.
- Compliance and Data Management: Maintain properties to meet all legal and contractual obligations, supported by accurate and up-to-date asset and repairs data.
- Transparency and Communication: Share performance information with resident groups, confirm appointments, and keep residents informed if repairs require multiple visits.
- Efficiency and Coordination: Work collaboratively with contractors to minimise disruption, monitor performance, and strive for first-time fixes.
- Continuous Improvement: Actively listen to resident feedback and improve services accordingly.
- Clear Responsibilities: Make repair responsibilities and escalation routes transparent to residents.

Quality

- Strong Governance: Apply rigorous contract, risk, cost, and performance management across all repair's services.

Appendix 1

- Performance Monitoring: Use inspections, resident surveys, and photographic evidence to track and improve quality.
- Efficiency and Standards: Aim for first-time fixes, provide updates for complex repairs, and recall contractors if work is substandard.
- Appointments and Data: Ensure all repairs are pre-arranged, set clear rules for missed appointments, and analyse data to identify trends and improve service.
- Record Keeping and Innovation: Maintain detailed visit records, share relevant information with contractors, and embed innovation in service improvements.
- Regulatory Learning: Actively learn from feedback from the Housing Ombudsman, Social Housing Regulator, and other authorities.

3. Policy Outline

3.1 Classification of Repairs and Maintenance Activities

Repairs are classified based on their urgency and the level of risk they pose to the property and its occupants. Issues that present an immediate danger to health, safety, or security are treated as emergencies and addressed promptly, while less critical problems are scheduled according to their impact on comfort and functionality. This approach ensures that the most serious hazards are resolved quickly, protecting both residents and the integrity of the home.

3.2 The Table below sets out the various Priority Codes, their timescales, definitions and examples of such repairs.

<u>Job Category</u>	<u>Priority Code</u>	<u>Timescale</u>	<u>Definition</u>	<u>Example</u>
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Appendix 1

Emergency *	1	24 Hours - Will be made safe, then follow up if needed	Issues which pose an immediate health, safety or security risk.	Major Disaster or fire, Severe storm damage. Uncontrollable water leak within property
Urgent	2	5 Working Days	Issues which pose a health risk, but not an immediate risk.	Partial loss of electric power No hot water Blocked sink Unblock second toilet in the property.
Routine	3	up to 20 Working Days	Work that poses no threat to occupants and/or may require substantial repairs.	Repair dripping tap Renewal of bath, hand basin Remove Graffiti
Planned Maintenance Repair	4	up to 60 Working Days	These are works that cannot wait for the investment works programme and will be packaged together and dealt with on a programmed repairs basis.	Major plastering works to walls and ceilings. Large fencing areas. Certain works in relation to Awaab's Law.

Damp and Mould

Appendix 1

We understand that damp and mould are significant concerns for many of our tenants and leaseholders, and we recognise the health risks they can cause. Although damp, condensation, and mould can be complex issues to manage, we are committed to addressing each case promptly and effectively, taking a proactive and thorough approach to resolving these problems whilst following necessary requirements.

Please see our Damp and Mould Policy for details

4. Repairing Responsibilities

4.1 The Council is responsible for most repairs and maintenance within the council owned housing stock and the upkeep of communal areas (Appendix 1). However, Residents are responsible for some repairs Under the Tenancy Agreement and this Policy.

4.2 Residents must report repairs promptly and allow access to their property for inspections and any necessary work. Repairs, maintenance, and replacement of certain items within the home are outlined in the Tenancy Agreement and the Tenant's Handy Hints guide, available on the Council's website.

For full list of Residents repair responsibilities see Appendix 3.

5. Planned repairs

5.1 These are substantial or grouped works that require a lead-in period and may involve resident consultation. They typically include tasks needing two or more tradespeople for more than two days on a single element, such as bathroom or kitchen replacements scheduled before their planned renewal date. Examples include:

- Boundary fencing works
- Full roof replacement.
- Complete replacement of windows or doors.
- Bathroom or kitchen upgrades where the scheduled renewal date is in the future, but the asset is beyond economical repair

For a full list of planned maintenance works see appendix 2.

6. Out of hours service

Appendix 1

6.1 Redditch Borough Council provides an out-of-hours repair service exclusively for emergency issues occurring outside normal working hours (8:00am to 5:00pm, Monday to Friday), including weekends and Bank Holidays.

6.2 All qualifying emergency reports will be attended within **2 hours**. The out-of-hours call handler will dispatch a trade operative to make the property safe or, where possible, complete the repair immediately.

6.3 If follow-up work is required, the Business Support Team will contact the customer on the next working day to arrange a suitable appointment, based on the urgency of the outstanding repair.

7. Responsive Repairs Service

7.1 Reporting Repairs

7.1.1 To ensure the service is accessible for all residents, RBC will maintain a range of ways for repairs to be reported. These include:

- by phone
- online
- via any employee or representative

7.1.2 Residents are responsible for reporting repairs to RBC and must allow access to their home for any work, inspections or surveys to be carried out by the RBC or any of its contractors or representatives.

7.1.3 All requests for repairs reported by residents will be assessed against the RBC's repairing obligations, as outlined in the [RBC Housing Repairs Handy Hints Booklet Aug 23 WEB](#). Redditch Borough Council may charge for undertaking repairs where damage has been caused by the customer, members of their household or visitors to the property.

7.2 No Access

7.2.1 We and our contractors will make three separate attempts to gain access, using a range of communication methods including phone calls, emails, and text messages. If these attempts are unsuccessful, a written appointment letter will be issued.

7.2.2 If access is still not granted, the case will be referred to the Tenancy Team to carry out a tenancy audit. This audit will confirm whether any barriers exist, such as a protected characteristic requiring reasonable adjustments. The Tenancy Team may

Appendix 1

involve a Senior Trade operative during the audit to discuss access or arrange the works at that time.

7.2.3 If the audit does not resolve the issue, one of the following actions will be taken:

Suspected Abandonment: If the property appears abandoned, the Tenancy Team will initiate the abandonment process to recover possession.

7.2.4 Tenancy Support Required: If the resident needs assistance to manage their tenancy (e.g., hoarding or property condition issues preventing access), they will be referred for tenancy sustainment support.

7.2.5 Legal Enforcement: The case will be escalated to the Prevention Enforcement Group to consider applying for an access injunction through the courts to complete the necessary works.

7.3 Home Improvements

7.3.1 A secure tenant has a legal right to make alterations and improvements to their home if they obtain written permission before they carry out any works and seek all relevant permissions including Planning and Building Regulations approval etc.

7.3.2 We will not unreasonably withhold consent when a request to carry out improvements/alterations is made. If consent is provided, the resident will become responsible for any subsequent repairs, maintenance or replacement of the improvement/alteration. At the end of the tenancy, a resident may claim compensation for certain eligible improvements carried out provided they have the relevant consent.

7.4 Leaseholder Obligations

7.4.1 We will not carry out repairs for leaseholders where the terms of the lease state that a repair is their responsibility. Leaseholders' repair responsibilities are set out in detail within the individual lease agreement. The same recharge approach will apply to leaseholders as for tenants. We will not carry out repairs to homes we manage for third parties unless expressly identified in formal agreements.

We will consult with leaseholders in accordance with the Leaseholders handbook.

For more details please consult the [leaseholder handbook](#).

Appendix 1

8. Equality and Diversity

8.1 We are committed to fairness and equality for all regardless of their colour, race, ethnicity, nationality, gender, sexual orientation, marital status, disability, age, religion or belief, family circumstances or offending history, as referred to in our relevant policies. Our aim is to ensure that our policies and procedures do not create an unfair disadvantage for anyone, either directly or indirectly.

An Equality Impact Assessment will be required in respect of this policy and which identified no negative impacts on any person/group with a protected characteristic as a result of this policy.

9. Complaints

9.1 Residents and service users can complain in person, over the telephone, in writing, by email and digitally.

9.2 To complain by telephone then resident, service users and their representatives should telephone 01527 64252 during office hours and state to the customer service team if they are unhappy with a situation that they wish to have rectified or wish to make a complaint about the service that they have or have not received.

9.3 To complain by email, residents, service users, or their representatives should address their complaint to housingreviewsandcomplaints@bromsgroveandredditch.gov.uk

9.4 To complain in writing correspondence should be sent to:

Housing reviews and Complaints
Town Hall
Walter Stranz Square
Redditch
B98 8AH

9.5 To complain digitally residents and service users and their representatives can access the our website by pasting the following URL into their browser:

<https://www.redditchbc.gov.uk/residents/my-home/housing-complaint-or-enquiry/i-am-a-council-tenant/>

Appendix 1

10. Monitoring and Review

10.1 This policy will be reviewed every two years or on the introduction of new legislation or best practice guidance, whichever is the sooner.

10.2 Redditch Borough Council will monitor the effectiveness of this policy and propose changes where necessary to enhance service delivery and improve the customer experience. Performance data and customer satisfaction results will be reviewed through quarterly performance reports, tenant engagement opportunities, Portfolio Holder meetings, and Senior Management Teams to identify areas requiring improvement or further review.

11. Associated Documents

List of documents - associated policies, procedures and publications:

Aids and Adaptations Policy
 Asbestos Management Policy
 Complaints, Comments and Compliments Policy
 Electrical Safety Policy
 Fire Safety Management Policy
 Gas and Fuel Burning Appliance Safety Policy
 Health and Safety Policy
 Rechargeable Repairs Policy
 Water Systems (Legionella) Management Policy
 Asset Management Strategy
 Equality, Diversity and Inclusion Strategy
 Our Customer Commitments
 A Guide to Undertaking Your Own Home Improvements
 Lettable Standard
 Rechargeable Repairs Guide
 Allocations Policy
 Tenancy Management Policy
 Damp and Mould Policy

Appendix 1 – RBC repair responsibilities.

Repair of Structure and Exterior

To keep the structure and exterior of the premises in good repair including:

- The roof/s.

Appendix 1

- Drains (excluding drains maintained by mains provider), gutters and external pipes.
- Outside walls, outside doors, windowsills, window catches, sash cords (glass) and window frames, including any necessary external painting or decoration.
- Internal walls, skirting boards, doors and door frames, door jambs, thresholds, floors, ceilings and kitchen units and work surfaces (but not painting and decoration).
- Internal plaster work (not filling of minor cracks prior to decorations).
- Chimneys and chimney stacks and flues *(leasehold shared chimney stacks will fall under section 20 and the section 20 process followed).
- Boundary walls, fences, steps and ramps.
- Footpaths from the drive/public footpath to the front door and from the front door to the backdoor.
- Car parking areas (where provided by RBC).
- Garages and outbuildings (where provided by RBC).
- Stair and passenger lifts.

Repair of Installations

To keep in good repair and proper working order any installations provided or adopted by RBC for space heating, water heating and sanitation and for the supply of water, gas and electricity, including:

- Water pipes and tanks, gas pipes and electrical wiring.
- Electrical sockets and light fittings (but not plugs or non RBC appliances).
- Basins, sinks, baths, toilets, flushing systems and waste pipes.
- Water heaters, boilers, fireplaces, fitted fires and radiators (where provided by RBC).
- Smoke alarms and carbon monoxide detectors (where provided by RBC).

Repair of Communal Areas

To take reasonable care to keep the following in reasonable repair and fit for use by the customer and other occupiers and visitors to the premises.

- Communal entrances, halls and passageways.
- Stairways and passenger lifts.
- Rubbish chutes.
- Lighting.
- Any other communal parts.

Decoration of Exterior and Communal Areas

Appendix 1

To maintain the exterior of the property and any internal communal areas in a reasonable state of decoration.

Appendix 2– Repair timescales

Component replacement and works not classed as repairs
RBC will complete these works within the timeframes listed below. These are works outside the scope of a repair and as such are not subject to responsive repair KPI's

Alterations to kitchen and bathrooms where authorised (not Aids & Adaptations work)
Replacement security doors and replacement windows
Replacing out of date smoke alarms
Extra electrical sockets or light fittings where authorised
Legionella works- (Timeframe according to risk identified)
Fire risk assessment works, including fire doors. (Carried out by an external contractor) (Timeframe according to risk identified)

Gas fires will be inspected as part of the LGSR, however no repairs will be carried out if found faulty and will be condemned until repairs are carried out by the tenant and a compliance certificate issued or removed altogether. Electric fires are tenants' responsibility, and no repairs will be carried out if faulty.

Adjustments to categories and timescales will be made to support vulnerable customers who have no available support to assist them.

To keep in good repair and proper working order any installations provided or adopted by RBC for space heating, water heating and sanitation and for the supply of water, gas and electricity, including:

Water pipes and tanks, gas pipes and electrical wiring
Electrical sockets and light fittings (but not plugs or non RBC appliances)
Basins, sinks, baths, toilets, flushing systems and waste pipes
Water heaters, boilers, fireplaces, fitted fires and radiators (where provided by RBC)
Smoke alarms and carbon monoxide detectors (where provided by RBC)

Appendix 3 – Tenant repair responsibilities.

General

Residents are responsible for keeping the interior of their home in a good condition and to decorate all internal parts as often as is necessary to keep them in good

Appendix 1

decorative order. Residents are also expected to take reasonable precautions to prevent damage once a repair fault has been identified.

To repair, renew or replace as necessary any parts of the structure, installations, fixtures or fittings inside or outside the building that are damaged by the customers, a member of the household or someone the customer has allowed into the property, including children. Criminal damage or vandalism should be reported to the Police and a police crime number obtained.

Not to make any changes to the structure of the property, its fixtures and fittings, boundary fence or wall or anything connected to the provision of services to the property without written permission from RBC.

RBC are not responsible for any sheds that have not been provided by RBC within the curtilage of the property and as such they are tenant responsibility in all cases.

To maintain any approved changes to the structure of the property, its fixtures and fittings, boundary fence or wall or anything connected to the provision of services to the property.

To take reasonable steps to avoid moisture build up (condensation) within the property and causing damage.

To pay in full any rechargeable repair cost due to misuse or damage to the structure or fittings of the property.

Internal Decoration and Other Matters

To keep the interior of the premises in good and tenantable repair and in clean and good decorative condition, and to decorate all internal parts of the premises as frequently as is necessary to keep them in reasonable decorative order.

Minor Repairs

- Residents are responsible for carrying out minor repairs such as the following:
- Replacing plugs and chains to baths, basins and sinks
- Replacing keys that are lost or when resident have been locked out
- Testing and maintaining battery smoke and carbon monoxide detectors, including battery replacement
- Repair and maintenance of secondary heating, including electric or gas fires, open fires and wood burners.
- Sweeping chimneys as often as necessary to prevent fires and to ensure efficient operation

Appendix 1

- Replacing fuses, light bulbs, fluorescent tubes and their starters for standard fittings.
- Cleaning baths, wc pans and washbasins
- Replacing toilet seats
- First attempt to clear blockages in sinks, hand basins, water pipes, toilets or gullies
- Repairing minor plaster cracks or holes to walls and / or ceilings
- Taking steps to prevent water in pipes and tanks from freezing
- Repairing gas/electric cookers and all white goods not provided by RBC
- Garden Maintenance including trees
- Replacing washing lines and posts or restringing including rotary dryers (except in communal areas).
- Maintaining garden paths and patio/hard standings outside of the defined repairs in appendix 2.1
- Maintaining driveways not installed by RBC
- Repairing any fences installed by customers
- TV aerials (except communal aerials) and any damage to property or neighbouring property caused by their installation.
- TV/BT/Multimedia points and extensions within the home
- Ensure the property is appropriately heated and ventilated-and report non-functional extractor fans
- Cleaning off mould and condensation
- Altering doors for carpets.
- Alterations to install additional appliances, fittings or fixers (after seeking prior permission from RBC)
- Residents own Gas and electric cookers and hobs must be installed by an approved qualified contractor and evidence of certification provided to RBC.
- Re-glazing of external windows and doors where the customer has caused the damage.
- Removal of pests in the home (rats, fleas, wasps, etc.)
- Minor repairs to internal door handles, catches.
- The provision of window restrictors
- Replacement window lock keys

Appendix 4 – Rechargeable repairs guide.

Residents can be charged for repairs under the following circumstances:

- If the resident asks RBC to carry out extra work that is their responsibility
- If the resident replaces any fixtures or fittings, or does any repairs or improvements without first obtaining RBC's written permission

Appendix 1

- If RBC has to repair anything that the customer, members of their family, visitors or pets have damaged (including blocked toilets or waste pipes caused by neglect or misuse)
- If the resident misuses the emergency call-out system
- Re-lighting boilers where this is caused by an act or omission of the resident
- Any repairs that are the resident's responsibility
- Any damage to a chimney where there is a solid fuel appliance and is a caused by burning incorrect fuel or failure to maintain appliance if their own has been fitted.

In certain circumstances residents may qualify for a waiver where vulnerability can be demonstrated, this will be decided on a case-by-case situation.

RBC will consider the replacement of locks where this is required to protect the resident from domestic violence or burglary. RBC will also carry out the work at no cost to the resident where this is required through no fault of the customer.

When a resident does not carry out repairs that are their responsibility and failure to do so causes a risk to the resident, neighbours or the property, RBC may carry out the repair and recharge the cost to the resident.

Where a resident is deemed to be vulnerable by way of disability, immobility through old age or for any other reason, RBC may carry out works that would normally be the responsibility of the resident to complete without recharging. Each case will be considered on its merits, the decision will be at RBC'S discretion based on known information and individual circumstances.

RBC expects that the resident takes reasonable care to avoid damage to the property, as an example: leaving the front or rear door open and the wind blows it shut and the glass in the door shatters this would be classed as a recharge.



Damp and Mould Policy

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Appendix 2

Purpose of the Policy

This policy sets out our approach to dealing with damp and mould in council homes and communal spaces that we maintain. It covers the services we provided to tenants who rent their home under a tenancy agreement.

For leaseholders, we will meet the responsibilities as set out in terms of the lease.

The key principles of the policy are:

- Zero tolerance approach to the occurrence and resolution of damp and mould
- No blame Culture – ‘It’s not a lifestyle issue’
- Everyone’s Responsibility – All staff have a duty to address
- Being Pro-active – Acting to fully remedy, via investment works
- Providing easy access to services – For reporting issues and making a complaint

Through listening to our tenant’s, building safety has been identified as their number one priority. This is further emphasised by the Regulator for Social Housing and the Housing Ombudsman as an area of critical importance.

Health and Safety of our tenants is a key priority for Redditch Borough Council, this is defined in our Strategic Plan and addressed in this policy, through a series of both reactive and proactive approaches.

Under the Housing Health and Safety Rating System (HHSRS), damp and mould cases are categorised as Category 1 (CAT1) hazard, which is the highest, most serious form of hazard classification.

Damp and mould issues in homes can have a serious impact on the health and well-being of the occupants and cause damage to property. We aim to do everything we can to make sure our tenants stay safe, healthy, and well in their homes.

This policy sets out our approach to dealing with damp and mould in council homes and communal areas, both reactive and pro-active. It covers the services we provided to tenants and acknowledge that different properties, often of different ages, require different approaches by Redditch Borough Council.

Statutory Obligations

Appendix 2

Redditch Borough Council has a statutory obligation Under Section 11 (1) (a) of the Landlord and Tenant Act 1985 (LTA). The act states that the:

"Structure and exterior of the dwelling-house" as well as "the supply of water, gas and electricity" and "heating and heating water" need to be kept in working order.

As part of our duty of care to tenants, we must repair the defect to the structure\exterior of the property which is resulting in damp.

The key responsibilities a landlord has when there are damp issues is to make sure a correct diagnosis is obtained and to carry out the treatment. damp is a mandatory repair under the HHSRS. This also stresses that landlords must ensure mould doesn't affect a tenant's physical and mental health.

Mould is a fungus which is known to cause breathing difficulties. Tenants who suffer from asthma or rhinitis conditions, or are taking any cancer treatment, may suffer serious health problems if exposed to it.

Other key legal and regulatory references are set out below:

- Defective Premises Act 1972
- Environmental Protection Act 1990
- Landlord and Tenant Act 1985 (Section 11)
- Housing Act 2004
- Decent Homes Standard 2006
- Equality Act 2010
- Home Standard, Regulator of Social Housing 2015
- Homes (Fitness for Human Habitation) Act 2018
- Pre-Action Protocol for Housing Conditions Claims (England) 2021

Definition of Damp, Mould and Causation

Appendix 2

Damp

Dampness is an excess of moisture that can't escape from a structure, which may go on to cause significant damage to the building such as collapsed ceilings and rotten timber elements.

Mould

Is a type of fungus. It spreads through spores, which are invisible to the naked eye but are in the air around us all the time and can quickly grow on surfaces where dampness persists, or water has formed into a visible covering.

There are four main causes of dampness in homes in England. It is important to understand the difference between them because they each need different solutions:

Water leaks from defective supply and waste pipework (especially in bathrooms and kitchens) can affect both external and internal walls and ceilings. The affected area looks and feels damp to the touch and stays damp regardless of the prevailing weather conditions. It is the result of a problem or fault with the home, which requires repair.

Rising damp is caused by water rising from the ground into the home. Water gets through or around a defective damp proof course (DPC) or passes through the masonry that was built without a DPC. Rising damp will only affect basements and ground floor rooms it will be present all year round but can be more noticeable in winter. It is extremely uncommon but is generally the result of a problem or fault with the home, which requires repair.

Penetrating damp appears because of a defect in the structure of the home, such as damaged brickwork, missing roof tiles, loose flashing, or leaking rainwater goods. These defects allow water to pass from the outside to the floors, walls, or ceilings. Penetrating damp is far more noticeable following a period of rainfall and will normally appear as a well-defined 'damp-patch' which looks and feels damp to the touch. It is the result of a problem or fault with the home, which requires a repair.

Condensation is the most prevalent type of dampness and is caused by moisture in the air (water vapour) inside the dwelling encountering a colder surface, such as a window or wall. The drop in temperature causes liquid water to form on the surface and then soak in. It is usually found in kitchens, bathrooms, the corners of rooms, on north facing walls and on or near windows – all places that either tend to have a lot of moisture in the air, or to be cold generally, "Known as cold spots". It is also found in areas of low air circulation such as behind wardrobes and beds, especially when they are pushed up against external walls.

Appendix 2

Defining Damp and Mould and its Causes: 'We will identify the root causes of any damp and mould' circulation such as behind wardrobes and beds, especially when they are pushed up against external walls.

All homes in England can be affected by condensation because the climate is often cool and wet. Normal household activities also constantly release moisture into the air. Good practice in the home minimises and alleviates condensation, and in many cases will prevent it causing dampness and persistent mould. However, on occasion the root cause can be a problem that requires a repair or an improvement to the home. In others, a different solution may be needed (for example, in cases of severe overcrowding).

Our Commitment

In line with our organisational culture and values we will do everything we can to make sure we:

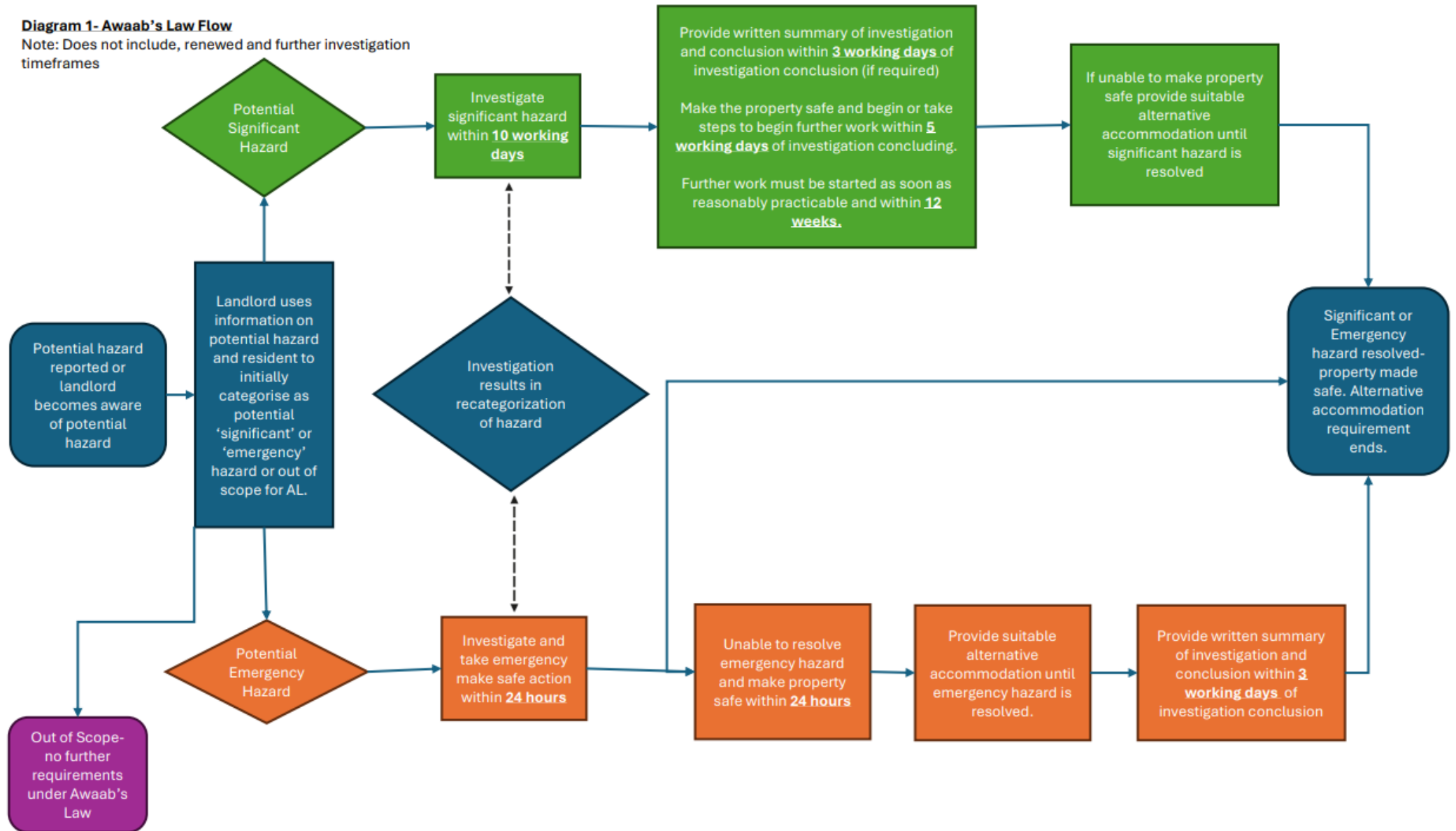
- Provide dry, warm, healthy, and safe homes for our tenants which are free from any hazards
- Comply with legislative, regulatory, and contractual (including tenancy and lease) obligations
- Ensure the fabric of our homes is protected from deterioration and damage resulting from damp
- Treat tenants reporting damp and mould with empathy and respect
- Take responsibility for diagnosing and resolving damp and mould in a timely and effective way
- Support tenants in resolving damp and mould in a way that is appropriate to the problem
- Communicate with our tenants clearly and regularly regarding any actions we plan to take and any actions our tenants are advised to take
- Ensure staff are trained to enable them to spot potential causes of damp, mould, and condensation so they can advise tenants, diagnose problems, and provide solutions
- When applying this policy, make reasonable adjustments for people who have a disability and will take into account the provisions of the Equality Act 2010.

Appendix 2

Our

Diagram 1- Awaab's Law Flow

Note: Does not include, renewed and further investigation timeframes



Appendix 2

Pro-Active approach

- We will take action to identify homes that may be at risk of developing problems with damp and mould - We will use data (stock condition, EPC to help us understand the potential in relation to damp and mould and where appropriate use technology to monitor and reduce the risk and occurrence.
- We will use the investment programme and asset management strategy to ensure we take steps to remove the root causes of damp and mould growth - We will mitigate any increased risks of damp and mould by investing in 'fabric first' principles, by improving thermal efficiency, when decarbonising the council's homes and making sure that adequate ventilation and heating systems are installed and maintained.
- When a property becomes vacant, and prior to re-letting, we will identify and remedy any issues which may cause damp through our 'voids standard' works. A Building Surveyor will carry out a survey to ensure standards are maintained.
- We will provide information on our website, and through other communication channels such as social media and newsletters to raise awareness about the causes of damp and mould. This will include details about how everyday activities in the home can generate condensation and what tenants can do to help prevent damp through, for instance, ventilation, controlling the build-up of moisture and adequate heating. Where there is mould growth, we will provide advice on how this will be treated - We actively encourage tenants to report repair requests and log complaints where required.
- All front-line staff and contractors will have the skills and knowledge to identify signs of damp and mould and discuss with tenants how to manage the problem - Staff are trained to look out for signs whenever they visit a tenant's home and clear guidance is given on how to signpost and refer.
- All council homes will receive a physical inspection every 12 months proactively targeting damp and mould. This will be achieved via Stock Condition Surveys, EPC Surveys, Voids, Heating Checks, Capped Off Properties Checks and Fire Door Inspections.
- We will utilise customer data from 100% post surveys to all tenants that have reported a repair, raised a complaint or disrepair claim in relation to damp, mould and condensation over the past 12 months on a periodic basis.
- We will continue to work with our Tenants Panel (TBC) ensuring we listen and always see things from a tenant's perspective to help enhance our service offer.
- Technology will be utilised to monitor temperature and humidity in problematic council homes Reactive approach.

Reactive approach

Appendix 2

- Tenants will be supported and encouraged to report any problems to us as soon as possible after noticing any potential damp or mould issue. When we receive a report, a trained member of the team will attend the property **within 7 days to** determine the cause and seek to resolve the immediate issue, by removing any visible mould. In some cases, they may need to further diagnose the problem to determine the root cause. Sometimes finding out what's causing damp and mould isn't always straightforward and could be due to a combination of factors, that we will then address. Any repairs that are required to be carried out will be dealt with in accordance with our Repairs and Maintenance Policy.
- Where damp is a result of condensation, we will work with tenants to take appropriate measures to prevent the damp and mould occurring. This might include advice about how to control moisture levels or increase ventilation or heating, so that moisture levels are controlled within acceptable limits.
- When a particularly severe or recurring damp or mould issue is identified we will undertake a comprehensive risk assessment which may result in a range of actions to support the tenant depending on their circumstances, including providing and funding dehumidifiers through our compensation policy, the installation of positive pressure, mechanical or passive ventilation systems, dry lining walls or applying mould resistant coverings, as appropriate, on a case-by-case basis.
- We will keep tenants informed of any property inspections, diagnosis of issues and the timetabling of work. This includes explaining why work might be needed and what work will be required. If any changes to the programme of works are needed, we will keep the tenant informed. Where work is not required, tenants will be informed, and we will explain the reason why no further work is needed
- For more complex cases, and especially where more intrusive building work is required and/or there is a serious health risk to the tenant or a member of their household, we may require them to move out of their home either on a temporary or permanent basis. We will consider the individual circumstances of the tenant. We will ensure that appropriate checks are carried out at the property to ensure it is suitable for the tenant in line with our Decant Policy.

Access to Property

- Our tenancy (and leasehold) agreements require tenants to allow us (including appointed contractors) access to their home to carry out works. If we are unable to

Appendix 2

gain access and the integrity of the property, its fabric and/or the safety of the tenant or those in the vicinity of the property is compromised, we will take appropriate action. For example, this may include but is not limited to obtaining an injunction for access.

Compensation.

- In line with our Compensation Policy, we will pay compensation as a result of our failure to deliver the service we have committed to. This includes where distress and inconvenience has been caused. Also, where furniture or belongings have been damaged, damages will be resolved through insurance claims. Each case will be considered on its own merits, considering the individual circumstances of the tenant and their household.

Supporting our tenants.

- We will give tenants advice on how to prevent damp and what they can do to remove mould. However, we recognise that not every tenant will be in a position to do this. We will provide appropriate support in such cases in relation to the specific circumstances and the individual tenant's needs.
- We know that some tenants cannot afford to heat their homes adequately due to their income levels. We will work with tenants to ensure that they are receiving the income to which they are entitled.
- Where homes are overcrowded humidity will tend to be higher, and this increases the likelihood of condensation. We will work with the tenant and explore solutions which may include the tenant moving to a more suitable home if this is available and appropriate.

Staff Training.

- We will ensure that all front-line staff (whether in house or our contractors) will have the required skills to recognise damp and the potential for mould, and that our Repairs and Maintenance Supervisors, applied trades and Capital Surveyors have specialist training and equipment to accurately diagnose causation and ensure appropriate remedial works are completed efficiently and effectively.

Responding to complaints and learning lessons.

- We aim to resolve complaints as quickly as possible without tenants needing to resort to disrepair claims and legal action. Where legal action is taken, we will follow

Appendix 2

the Pre-Action Protocol for Housing Conditions Claims so that we may resolve the dispute outside of court to help ensure issues are resolved quicker for tenants

- We will learn lessons from damp and mould cases, update our technical approach and how we communicate with tenants, in order to continually improve