

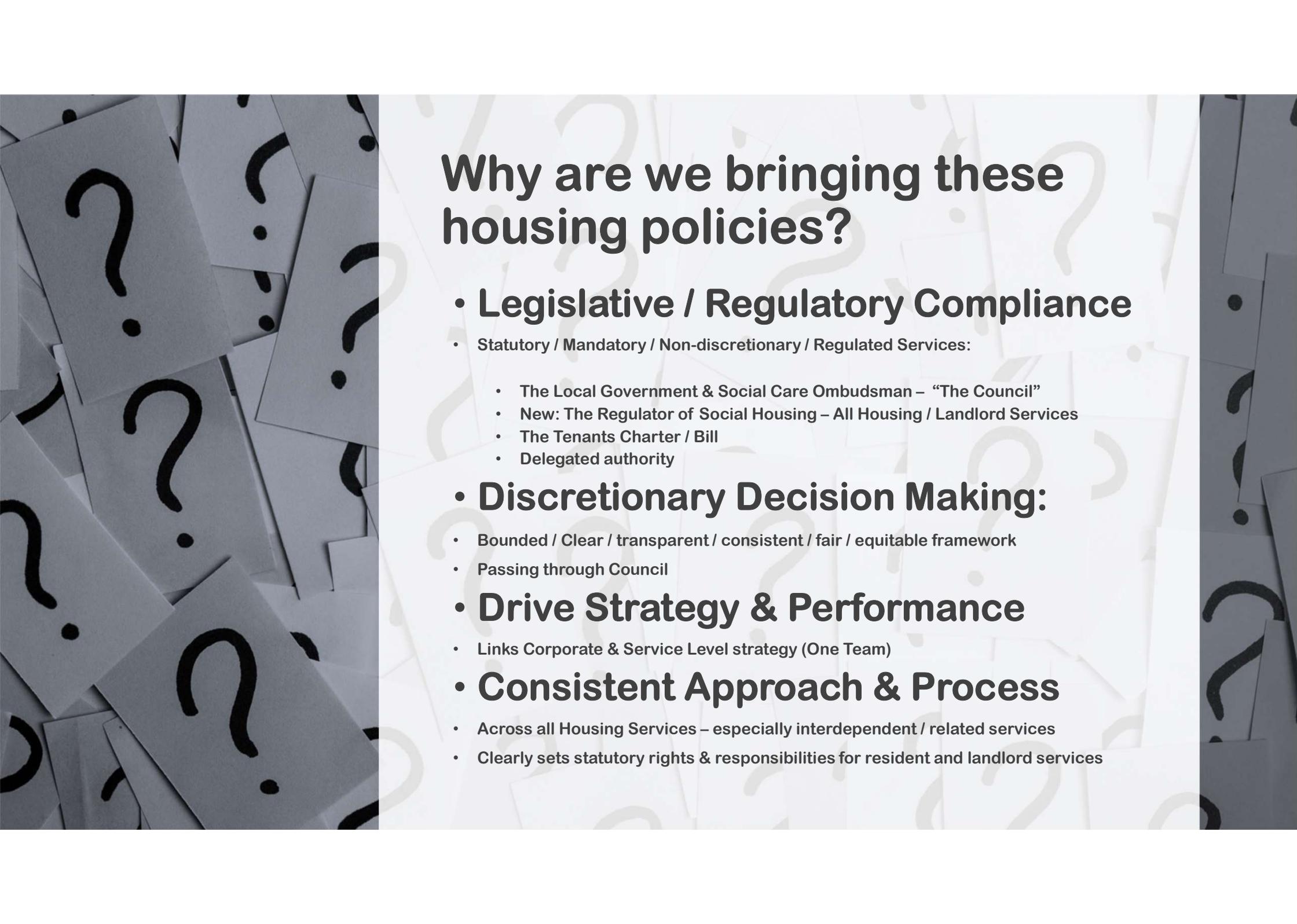
Housing Services Policies

REDDITCH BOROUGH COUNCIL



*making
a
difference*

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Why are we bringing these housing policies?

- **Legislative / Regulatory Compliance**

- Statutory / Mandatory / Non-discretionary / Regulated Services:

- The Local Government & Social Care Ombudsman – “The Council”
- New: The Regulator of Social Housing – All Housing / Landlord Services
- The Tenants Charter / Bill
- Delegated authority

- **Discretionary Decision Making:**

- Bounded / Clear / transparent / consistent / fair / equitable framework
- Passing through Council

- **Drive Strategy & Performance**

- Links Corporate & Service Level strategy (One Team)

- **Consistent Approach & Process**

- Across all Housing Services – especially interdependent / related services
- Clearly sets statutory rights & responsibilities for resident and landlord services

Policy	Repairs, Maintenance & Capital Work	Homelessness	Voids, Allocations & Lettings	Neighbourhood & Tenancy Management	Housing Revenue (HRA)	Reviews Complaints & Enquiries
Repairs	●			●	●	●
Rechargeable repairs	●		●	●	●	●
Equipment & Adaptations	●		●	●		●
Voids	●		●	●	●	●
Temporary Accommodation & Placement	●	●	●			●
Temporary Accommodation Charging		●	●			●
Housing Revenue Management	●		●	●	●	●
Garage Management	●		●	●	●	●
Tenancy Management	●			●	●	●



The Repairs Policies

- **Compliance:**

- Legislation ensures landlords repair & maintained housing & neighbourhoods to safe, clean, green and good standards.
- Residents must be engaged & satisfied with their repairs services.

- **Discretionary aspects**

Policy	Section	Discretionary aspect
Repairs	6.3.6	Recharging for failed appointments
Rechargeable Repairs	3.0	Approach to recharging for responsive routine and emergency repairs due to tenant neglect, wilful damage, hoarding and terminating tenancies, including clearances
Equipment & Adaptations	10 Part 2: 19 19.4 19.5	Options appraisal process for major adaptations Allocation & reletting Policy Best Use of Stock Financial Assistance with moving.
Void Management	6.5	Transfers Recharges Decoration Allowance

Temporary Accommodation (TA)

- **Compliance**

- Housing Act 1996 Part VI and VII
- Homelessness (Suitability of Accommodation) England Order 2012
- Service users must be engaged & satisfied with the services they receive.

Policy	Section	Discretionary Aspects
Accommodation	3.5.2 & 3.5.3	Pets
	3.10.3	Moving & storage of goods, notably, Discretion to Protect Property
	3.10.4	Means testing ability to contribute
	3.10.9	Costs of transporting goods
Charging	3.12	Support & sustainment
	3.1.3	Affordability
	3.2.2	Occupation charges in line with LHA rates
	3.2.3	Service Charging
	3.2.5	Rechargeable Repairs

- **Strategic Aims**

- Provide local, cost effective, affordable, good quality TA portfolio that reflects all needs & meets local demand, with costs recovered to maximum potential.



Housing Revenue

• Compliance

- Housing Act 1985 & 1996
- Introductory Tenants (Review) Regulations 1997
- Rent Standard 2015 & Regulatory Framework Requirements
- Welfare Reform & Work Act 2016
- Law of Property Act 1925 & Protection from Eviction Act 1977
- ASB Crime & Policing Act 2014
- Financial Regulations
- That residents are satisfied with their services

Section	Discretionary Aspects
3.4	Recharges
3.7	Payment methods consultation
3.8.8	Legal proceedings & agreements
3.8.12	Arrears & Garages
3.12	Former Tenant Debts

• Strategic Aims

- Maintain a stable & viable HRA under self-financing
- Maximise income by minimising indebtedness through long term, trusting relationships with residents

Tenancy Management

- **Compliance:**

- Housing Act 1985 - Localism Act 2012
- Mental Capacity Act 2005 - Children Act 1989
- Crime & Policing Act 2014 – Torts (Interference with Goods) Act 1977
- Prevention of Social Housing Fraud Act 2013

Policy	Page	Discretionary Aspects
Tenancy Management	7 9 10 13	Exercising discretion upon death of a tenant Pets & Animals Parking Neighbourhood Management
Garage Management	3.3 3.6 4.0	Prioritising Allocations Use of Garages Reviews of the Register

- **Strategic Aims**

- Managing the tenancy agreement within the wider tenancy and neighbourhood management function, within the bounds of law & regulation.

- **Jon, Claire...**

What:

The creation of a
new Tenancy
Management
Policy

The creation of a
new Tenancy
Agreement

Why

To ensure RBC are following all appropriate legislation and best practise in managing tenancies.

To provide transparency of responsibility of Landlord and tenant.

How: To provide documents and open discussion with members.

To undertake a full consultation exercise with our tenants

If agreed, consultation will commence with our tenants.



Consultation with tenants on tenancy management policy - 6 weeks



Consider tenants comments and amend accordingly



Consultation with tenants on new tenancy - 6 weeks



Consider tenants comments and amend accordingly



Write to tenants to confirm new tenancy management policy and tenancy agreement is now in place.

When

This starts today, and will be ongoing whilst we consult with members.

Any Questions

