

DRAFT Report to the Cabinet

Report reference:

Date of meeting:



**Epping Forest
District Council**

Portfolio: Housing and HGGT (Cllr Nigel Bedford)

Subject: Housing Repairs and Maintenance Policy

Responsible Officer: Surjit Balu, Interim Director for Housing
(sbalu@eppingforestdc.gov.uk)

Democratic Services Officer: V Messenger (democraticservices@eppingforestdc.gov.uk)

Recommendations/Decisions Required:

To approve the proposed policy for repairs and maintenance to homes provided by EFDC.

Executive Summary:

This is a new policy that sets out how we will deliver repairs and planned maintenance to our stock over 6,000 homes.

Aspects of the policy, such as repair responsibilities and priority timescales, will be incorporated into the next issue of the Tenant's Handbook.

Report:

The policy covers:

- Planned and cyclical maintenance
- Responsive repairs
- Repairs between tenancies (void repairs)

Scrutiny Comments:

The draft Cabinet paper and proposed policy was considered by the Communities Scrutiny Committee on 24th September 2024.

Add Scrutiny comments.

Resource Implications:

Implementation of this policy will have no resource implications. Qualis Property Solutions have confirmed the revised Void Relet Standard will be no effect on the standard Price per Void.

Legal and Governance Implications:

Implementation of this policy will support EFDC's compliance with the Decent Homes Standard and the Social Housing (Regulation) Act 2023 Consumer Standard.

Safer, Cleaner and Greener Implications:

No implications.

Consultation / Scrutiny Undertaken:

The following have been involved in the development of EFDC's Repairs and Maintenance Policy:

- Tenants' and Leaseholders' Panel – A sub-group of the Panel met three times to examine and developed the draft policy. The full Panel met on 3 September 2024 to review and confirm agreement of the final draft policy.
- Qualis Property Solutions – Qualis was part of the sub-group and contributed to the development of the policy.
- Housing Management team – The draft policy was presented to the Housing Management team for comment.
- Rehousing team – The Rehousing team were consulted on the proposed void relet standard.

Background Papers:

Proposed Housing Repairs and Maintenance Policy.

Risk Management:

The key risks arising from the Repairs and Maintenance Policy include:

Risk	Action to Mitigate
Cost of void repairs increases	The Void Relet Standard was developed in consultation with the Tenants' and Leaseholders' Panel and with Qualis Property Solutions. The development process ensured changes to the Standard were cost neutral.
Tenancy refusals due to inadequate relet standard	The Void Relet Standard was developed in consultation with the Tenants' and Leaseholders' Panel and with Qualis Property Solutions. The development process prioritised works that would enhance lettable (e.g. the floor and wall finishes) and reduced costly works with limited impact on lettable (e.g. landscaping)
Expenditure on void repairs on properties that are not subsequently let	The policy allows for an option appraisal on properties where the cost of void works would be greater than £10k. In cases where the property performs poorly (e.g. financially or desirability) or where there is a development opportunity, the property can be put forward for an option appraisal.

Equality:

An Equality Impact Assessment was carried out and there was no significant impact.