



**Housing and Technical Resources
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Housing Asset Management Plan 2017

Appendix 4

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1. Introduction

1.1 Mission Statement

It is a priority for South Lanarkshire Council (SLC) to provide good quality, affordable and accessible homes for rent, which are managed and maintained efficiently and effectively, so that they are sustainable in the long-term and contribute towards meeting the current and future housing needs within the local authority area.

1.2 Purpose of the Housing Asset Management Plan

Housing and Technical Resources (H&T) has the responsibility for the management of Council housing and related assets. All revenue and capital spending is recorded separately from the General Fund in a Housing Revenue Account (HRA) which is aligned to a 30 year Housing Business Plan (HBP).

Assets held on the HRA include the Council core housing stock, non-operational assets which provide the HRA with a revenue income, land assets which vary but are predominantly open spaces, lock-ups and garages which are located throughout the Council's housing estates.

The Housing Asset Management Plan has been developed to complement and inform the Council's HBP and sets out priorities to ensure housing investment fits with robust, long-term financial planning to deliver value for money and sustainability.

Investment is provided in the following areas:-

- Upgrading and maintaining properties in line with current and projected national and local standards and customer expectations and demand, in cost effective ways
- Achieving high standards of energy efficiency
- Ensuring that works comply with current and prospective regulations
- Providing links to marketing, lettings, stock renewal and disposals strategies
- Improving the external environment
- Provision of new housing stock

2. Strategic Context

2.1 Housing is a corporate asset, owned by SLC. As such this Asset Management Plan is also aligned to the Corporate Asset Management Plan and contributes towards achieving the visions and values of Connect, the Council Plan.

2.2 The Local Housing Strategy (LHS) 2017-2022 sets out a partnership approach to meeting the housing needs and demands in the Council, across all tenures. As a social housing landlord the Council is a key partner to the LHS and is a key contributor towards achieving the LHS priorities and outcomes.

2.3 All Council housing must be maintained to the Scottish Housing Quality Standard (SHQS) and comply with all legislative requirements regarding health and safety. The Scottish Government published a Sustainable Housing Strategy in 2013 which sets out a further target for improving the condition of social rented housing, the Energy Efficiency Standard for Social Housing (ESSH). This set a minimum energy efficiency rating for all social rented homes to achieve by December 2020.

Achieving the EESSH 2020 target, also contributes toward the Sustainable Development Strategy (SDS) sustainability and Climate Change goals.

- 2.4 The Council has committed to providing 1,000 new Council homes which is set out within the Strategic Housing Investment Plan (SHIP) 2017/2022, together with the full profile of resource planning assumptions that apply for the Council and for other Registered Social Landlord (RSL) organisations.
- 2.5 A key focus is to ensure there is a provision of sufficient, appropriate housing which can meet the housing, care and support needs of an increasing older population.
- 2.6 The approved Housing Capital Programme for 2017/18 of £36.151m reflects the level of investment required to continue to achieve the SHQS and to work toward achieving EESSH by December 2020. SHQS compliance is subject to allowable exemptions, abeyances and additional investment priorities.
- 2.7 To help alleviate fuel poverty the Council also undertook an assessment of the housing stock which included 11,700 Council houses for potential solar PV and 872 mixed tenure flats in East Kilbride and Hamilton for the development of district heating schemes. A pilot of PV panel installations has been undertaken and the final report is anticipated in early 2018. Any further proposals will be based on the outcome of this pilot.
- 2.8 There are a number of components to ensure that housing stock and related assets meet the needs and standards required now and in the future. These include:-
 - A planned Housing Investment Programme, achieving economies by ensuring assets are replaced before the end of their estimated economical life cycle
 - A Cyclical Maintenance Programme to prevent deterioration in the physical condition of the asset and to ensure legislative requirements are met
 - A responsive maintenance service, to ensure that residents remain satisfied with their accommodation and to prevent unplanned deterioration in its condition
 - An efficient and effective voids service, helping to speed the letting process and protect the Council's revenue through minimising rent loss
 - A rolling programme of SHQS surveys to identify future scope of works to establish a 5 year Housing Investment Programme
 - Annual Servicing and legislative compliance surveys covering, Gas, Solid Fuel and Air Source Heating Pump servicing, 5 yearly Electrical Testing programme for all domestic properties and blocks with common areas, Water Quality Testing (Legionella) and Asbestos management surveys of common area and re-inspection of asbestos containing material

3. Asset Profile

- 3.1 South Lanarkshire Council is the fifth largest local authority in Scotland. It has a growing population, now estimated to be around 316,000 people, spread across a diverse area stretching from the populated urban areas of Hamilton, Lanark, East Kilbride, Rutherglen and Cambuslang in the north, to the rural villages of Elvanfoot and Abington in the south.
- 3.2 The Housing Asset Management Plan includes a strategy which last year had been drawn up to set out priorities for the physical care and improvement of the housing stock and related assets.

The plan details the priorities for the current housing portfolio which extends to 24,940 units. The stock of Council houses fell by 146, from 25,086 over the course of the last year. This reduction comprises of 262 right-to-buy sales, 90 new builds, and 26 mortgages to rent/ buy back.

- 3.3 The profile of the 24,940 core housing stock is made up of, 13,374 (53.62%) flats and 11,566 (46.38%) houses. The classification of the flats are Amenity 205, General 11,183, Multi Storey 1,340 and 646 are Sheltered and for the houses 385 are Amenity, 10,609 are General and 572 are Sheltered. The general flats and houses are categorised further depending on current attributes and location of the properties.
- 3.4 In addition to the housing stock the Council as a factor has the responsibility to repair and maintain 8,616 factored properties within 1,873 blocks. There are also 8,286 lock ups and 47 grass sites (424 spaces to accommodate a garage).
- 3.5 To meet the particular needs of older people the Council provide 1,218 sheltered homes. A key success has also been the amenity upgrade and conversion programme which assists older people and people with reduced or impaired mobility. The programme which began in early 2012 has increased the supply of amenity homes from 278 properties to 587 across the authority.
- 3.6 In 2014/15, the Council reviewed the housing assets to support the development of a Stock Categorisation model. This will help with matching applicants to available housing which meets their needs, particularly for adapted Council housing by improving links to the allocation process.
- 3.7 New Build Programme – The Council has increased its housing stock with 284 new build properties since 2009 with 40 new build properties in Cambuslang, 115 in Rutherglen, 115 East Kilbride and 14 in Hamilton. The 2017/18 Capital programme will see the completion of a further 58 new build properties with a further five sites programmed to commence in 2017/18 providing a further 132 new homes in Carluke, Lanark, Hamilton and East Kilbride.

4. Investment

4.1 Investment Programmes

The Council aim to ensure that the housing stock is good quality, warm, affordable to heat and well maintained whilst helping to tackle fuel poverty. The Housing Investment Programme key focus is to:-

- Continue to achieve SHQS
- Achieve the Energy Efficiency Standard for Social Housing (EESH) by 2020
- Tackle fuel poverty
- Reduce carbon emissions and promote renewable energy
- Improve the general environment

4.2 Investment Finance

The HRA investment programme is managed in line with the 10 year HBP.

4.3 Planned Maintenance Programme

The Planned Maintenance Programme aims to ensure properties and estates are maintained to the agreed standard. This is a pro active approach to carrying out maintenance works.

5. **Stock Condition Survey**

5.1 The Asset Management system holds 100% stock condition information which has been developed over a number of years. The system was developed to specifically report on SHQS and EESSH compliance and to inform the development of future year's investment plans. To keep the data up to date, a rolling five year programme of surveys has been implemented. Data is also uploaded from the Housing Investment Programme following external fabric, central heating, window and door works, etc, and further data obtained from energy efficiency works through HEEPS/ ECO and SEEPS programmes.

6. **Compliance and Energy Efficiency**

6.1 SHQS and EESSH Compliance

Currently 91.54% of the housing stock meets the SHQS and further 7.85% is exempt on the grounds of work refusals by tenants, residents or other practical matters. The stock failing the standard currently is 0.60% and works are planned in 2017/18 to address these.

The percentage of housing stock meeting the new EESSH standard is currently 86.12% which has increased from 82.38% reported last year.

6.2 Standard Assessment Procedure (SAP)

The SAP is the Scottish Government's preferred energy rating, initially introduced as a way to compare different energy labels being delivered within the UK. A home scoring 0 would be very inefficient and consequently very expensive to run, whilst a home scoring 100 is very efficient and cheaper to run. The average SAP rating of the Council's housing stock is currently 72.54 which is above the average of 61 for a home in Scotland.

6.3 Energy Efficiency Grants

Since 2013/14 the Council have successfully bid for £15,113m in energy efficiency funding. HEEPS and SEEPS funding enabling the Council and RSL partners to programme additional energy measures in as many fuel poor area as possible to help alleviate fuel poverty. This funding is targeted at owner occupiers and to date 3,058 properties have received energy efficiency measures.

6.4 Renewable Technologies

The Domestic Renewable Heat Incentive (Domestic RHI) is a government financial incentive to promote the use of renewable heat. Switching to heating systems that use naturally replenished energy can help the UK reduce its carbon emissions. The 1,439 Council homes with Air Source Heat Pumps heating qualify for RHI funding. Clydeford View Sheltered Housing Complex is fitted with a biomass heating system which attracts Non Domestic RHI for the site.

The Feed-in Tariffs (FITs) scheme is a UK Government scheme designed to encourage uptake of a range of small-scale renewable and low-carbon electricity generation technologies. There are 124 Council homes with Solar PV which qualify for FIT funding.

7. Maintenance and Repairs

7.1 Responsive Maintenance

In addition to the Housing Investment Programme the Housing Repairs Service carries out repairs to the housing stock on a daily basis. Over the last five year on average there has been 115,000 jobs carried out each year.

7.2 Responsive Repair Categories

Dependant on the type of work required, responsive repairs fall into one of the following categories

Emergency Repairs – will normally be carried out within three to six hours of tenants reporting the fault. Any follow up works will be planned at a later date.

Routine Repairs – will be attended to within 20 working days, where the repair is non-urgent and access is not required to the property. Non urgent external repairs are carried out geographically, allowing a more efficient and effective method of planning works.

Appointed Repairs – an appointment date will be made with the tenant. This category is for the majority of internal work where access is required.

7.3 Adaptations to Homes for People with Disabilities

The Council are committed to addressing the needs of all of its residents which includes adapting homes to enable residents to stay in them for longer. Through the Housing Investment Programme and Repairs Service, Housing and Technical Resources work closely with the Occupational Therapists Service to identify and address disability issues. In 2016/17, 1,144 adaptations were carried out to homes at a cost of £1,811,868.

8. Legislative Requirements and Health & Safety

8.1 Gas Safety Checks

Comprehensive management systems are in place together with monthly performance reporting relating to compliance on valid Landlord Gas Safety Records (LGSR) and responsive maintenance and repairs. External consultants also undertake independent quality inspections on works to ensure high levels of quality.

8.2 Asbestos

The Control of Asbestos Regulations 2012 requires duty holders to manage asbestos in common parts of domestic dwellings e.g. Stairwells and landings, common loft areas, etc. In order to comply with this regulation the common areas in all low rise, high rise and sheltered housing properties have been surveyed to establish the presence of asbestos. If present, an asbestos management plan is put in place.

8.3 Risk Assessment for Legionella

The Council have obligations under the requirements of the Health and Safety at Work Act which extend to non-employees, such as residents, independent contractors and members of the public. Guidance to fulfil these obligations is set out in an HSE Approved Code of Practice.

We have implemented programmes for all sheltered schemes and our multi-storey properties. This includes completion of risk assessments, water hygiene regimes and undertaking a prioritised programme of upgrade works. A programme of risk assessments is in progress across our low rise properties and will progress over the coming years.

8.4 Electrical Inspections

As a landlord the Council are obliged to maintain all properties on a regular basis as a sign of good practice and in line with duty of care obligations. The IEE Wiring Regulations and the accompanying Approved Code of Practice (ACOP) stipulate how electrical safety will be achieved with the fundamental requirements being:-

- Landlords shall ensure that the work undertaken on their behalf is done by a Competent Person as defined by the HSE
- Installations conform to the standards laid down in the current edition of BS 7671 These are regarded by the HSE as likely to achieve conformity with the relevant parts of the Electricity at Work Regulations 1989

Management systems and practices to adequately address all foreseeable risks are in place, in accordance with BS 7671 (IEE Wiring Regulations).

9. **Customer Involvement**

9.1 Customer Satisfaction

Tenant satisfaction is carried out through a variety of service user feedback techniques including tenant satisfaction surveys for Repair, Home Happening, Adaptations and New Tenants.

Findings of these surveys are reviewed by the operational management teams as part of the performance management of the service and appropriate improvement actions are identified, implemented and their effectiveness monitored.