

Item No.	PART 1 – OPEN ITEMS
10.	Housing Presentation

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Member Presentation

Property Maintenance Services to Bolsover District Council

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Introduction

- We have a very committed team who work hard to deliver an excellent repairs service.
- There are a number of parts that have to work together seamlessly and I'll break these down and give you some facts and figures
- Work closely with Housing Management colleagues to ensure homes are well maintained.

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Service Leaders

KATIE WALTERS
HEAD OF PROPERTY SERVICES



ANDREW CLARKE
HEAD OF PROPERTY (REPAIRS & MAINTENANCE)



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Tenants/Customers

- Tenant Involvement
- RANT
- Tenant Satisfaction
- Social Housing regulation bill - Implications



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Inspection Team

- Inspection team consists of 4 Repair Coordinators with a wealth of experience in property maintenance.
- Complete x number of repair inspections per year , offering tenant’s appointments where required.
- Wider job role includes;
 - supervision of workforce and contractors
 - inspection of tenanted and void properties
 - dealing with tenant recharges and tenant improvements.
- Work closely with Housing Management colleagues on enforcement matters.



Paul Machin

Bolsover Area



Dan Barley

Clowne Area



Mark Strong

Shirebrook Area



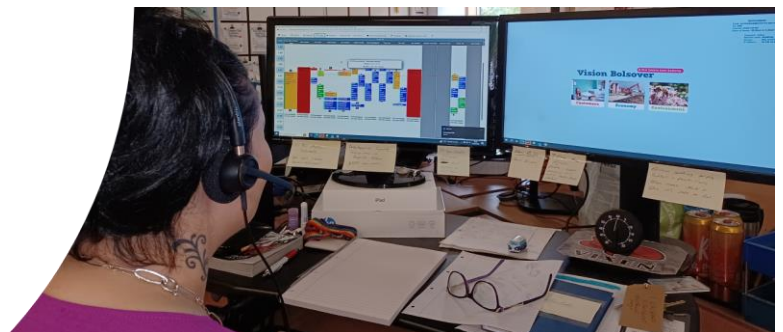
Mick Packwood

South Normanton

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Repairs Planning & Innovation Team

Planning team consists of 3 Repair Planners
 Innovation team oversee electronic systems
 Link between the tenant and the service
 Electronic systems utilised to schedule jobs and track progress.
 Number of jobs planned day, week, month, annually



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Service Delivery



Resource utilised across void & responsive repairs;
 46 trades people and 4 Apprentices
 48 vans, all equipped with plant and materials.
 Typical jobs completed range from tap washers to new kitchens & bathrooms; radiator repairs to new heating systems; replacing electrical switches to full property rewire.



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Compliance team



Areas covered – Gas, Electrical, Legionella, Fire Safety, Asbestos, etc

Emerging areas FRA, Legionella



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Our Own Managed stores

Managed Services Store for our sole use.

All materials stocked to meet our needs.

Deliveries to properties

In excess of £1.5m spend per year.

Profit share agreement and Social fund delivering benefits back to the Council and communities.

Travis Perkins (TP)



Capital schemes



Bramley Vale

Planned to start April 2024.

The work will be carried out over a phased period of 3 years.

The approved works are all external upgrades, and you will not be required to move out of your home.

The approved works are as follows:

External wall insulation

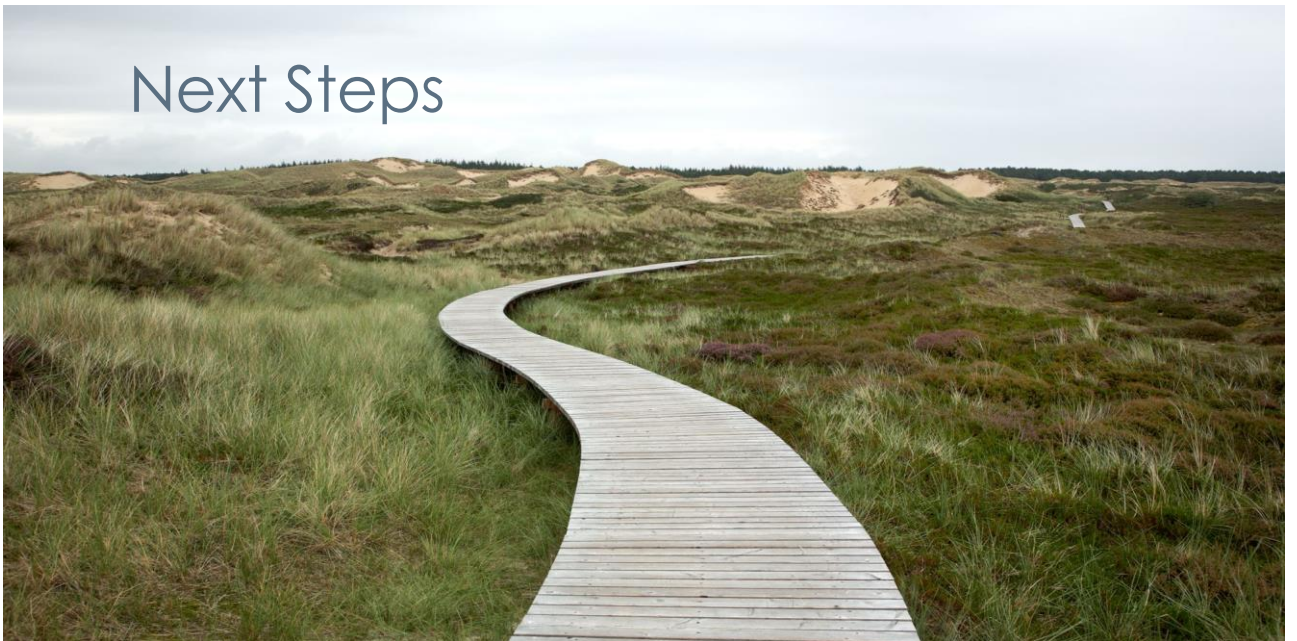
Facia and Soffits

Windows



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Next Steps



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Housing



- Allocations/Housing Needs
- Tenancy Management
- Income Management
- Tenant Participation
- Homelessness
- Welfare Adaptations
- Community Safety and Anti Social Behaviour
- Careline - central control and support wardens
- Housing Strategy

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Allocations

- Online applications (August 2022)
- Housing register of need – 1895

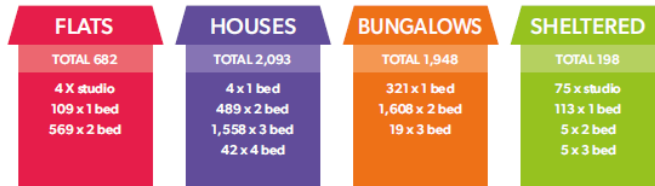
Band		
A	1	Homeless
B	181	Homeless, under occupying, high medical and armed forces
C	1108	Overcrowded, Medium medical need
D	605	Out of Area and low need

- Choice Based Letting - 728 advertised
- 4 HNOs 4 HANs
- Pre allocation process

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Tenancy Management

- Tenancy Agreement – reviewed July 2022
- 4 TMOs 4 HATs covering 5000 properties



- All aspects of managing a tenancy
 - Rent arrears
 - Anti social behaviour
 - Tenancy enforcement
- Tenancy sustainment - 3 visits in 1st year

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Income Management

- Rental income funds HRA (capital programmes and repairs)
- 4 Income Management Assistants
 - Early and targeted intervention
- Challenges to recovery
 - Covid pandemic – ban on evictions
 - Cost of living/Energy prices
 - Bedroom Tax
- Mobysoft – prioritise recovery

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Tenant Participation

- Social Housing White Paper
- Bolsover Homes - Tenants Newsletter
- Tenant Engagement Strategy
- Tenant Satisfaction Measures (TSMs)
 - 5 themes
 - keeping properties in a good state of repair
 - maintaining building safety
 - respectful and helpful engagement
 - effective handling of complaints
 - responsible neighbourhood management.
 - 10 by landlord
 - 12 by perception surveys

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Termination and voids

- Notice of termination – 364
 - deceased, transfers, nursing homes
- Pre termination visits
- Early advertising
- Any day lets
- Death and public trustee delays

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Possession cases

- Time consuming!
- Housing Act 1985 - Grounds for Possession, inc breach of tenancy
- Pre Action Protocol Rent Arrears
- ASB Policy
- Rent Arrears Policy
- Equality Act Assessments – reasonable adjustments,

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Homelessness

	20/21	21/22	22/23
Number of approaches	132	325	477
Number of homeless assessments	102	238	306
Successful prevention cases	31	169	239

Reasons for experiencing homelessness

	20/21	21/22	22/23
End of PRS	23	108	146
Relationship Breakdown	7	17	17
Eviction from social housing	2	2	1
Family Eviction	32	46	68
Domestic Abuse	11	10	22
Eviction from supported housing	5	1	7

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Welfare Adaptations

- Derbyshire Adaptation Partnership Requests
- Welfare Adaptations Policy
- Minor - includes grab rails, small external handrails and over bath showers.
- Majors - replacing a bath with a level access shower or wet room, hard-standing/drive ways and stair lifts.
- 388 Adaptions

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ASB and Community Safety

- Community Safety Partnership
- ASB Team
- Independent Domestic Violence Advisor (IDVA)
- Parenting Practitioner
- Community Enforcement Rangers
- PSPO - Nuisance Vehicles

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Careline

- 24/7 alarm monitoring and response service
- 6 operators, and 17 support officers
- Gold – 479 users
- Bronze – 143 users
- 61,703 calls
- 1084 fallers



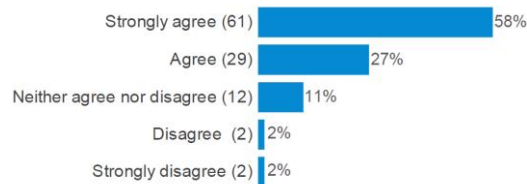
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Communal Areas

○ Fire Risk Assessments

Communal areas and fire exits must be kept clear of anything like to cause an obstacle to anyone, and that mobility scooters must not be stored or charged in the communal areas?"



- Communal Area Management Policy
- Mobility Scooter policy

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Questions?

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