



North Tyneside Council

Secure Sub- committee

Wednesday, 18 September 2024

Tuesday, 24 September 2024 0.01 Chamber – Quadrant, The Silverlink North, Cobalt Business Park, North Tyneside, NE27 0BY commencing at 6.00 pm.

Agenda Item	Page
1. Apologies for Absence	
2. Appointment of Substitute Members	
3. Minutes of the Previous Meeting	5 – 12
Minutes of the meeting held on 9 July 2024 for approval are attached.	
4. Affordable Homes Programme Update	13 – 20
A report on the overall progress to deliver 5000 affordable homes and highlight the work ongoing in 2024-25 is provided for the consideration of the sub-committee.	
5. Repairs and Planned Maintenance Policy Condensation, Mould and Damp Policy	21 – 68
The attached report presents draft policies covering Repairs and Planned Maintenance and Condensation, Mould and Damp presented to Secure Sub-Committee that lays out our service offer to residents	

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6. Work Programme 2024-25

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As previously reported to the sub-committee it is important to regularly review the work programme and seek views of members of any items they may wish the sub-committee to consider. A draft work programme is attached highlighting the current position for discussion at the meeting.

Circulation overleaf ...

Members of the Secure Sub-committee

Councillor Andy Newman (Chair)

Councillor Rebecca O'Keefe

Councillor Louise Bell

Councillor Josephine Mudzingwa

Councillor Joan Walker

Councillor Nigel Huscroft

Councillor Tricia Neira (Deputy Chair)

Councillor Linda Bell

Councillor Joe Kirwin

Councillor Dr Olly Scargill

Councillor Julie Day

Councillor Claire McGinty

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Secure Sub-committee

Tuesday, 9 July 2024

Present: Councillor A Newman (Chair)
Councillors J Kirwin, J Mudzingwa, O Scargill,
J Walker, Day, N Huscroft and C McGinty

In attendance: Councillor J Harrison, Cabinet Member for Housing,
P Colby, Head Policy, Performance and Research,
S Graham, Senior Licensing Officer, and
S Stewart, Democratic Services Manager

Apologies: Councillors Linda Bell and Louise Bell, and P
Mennell, Director of Housing and Property Services

S1/24 Appointment of Substitute Members

There were no substitute members reported.

S2/24 To receive any Declarations of Interest and Notification of any Dispensations Granted

There were no declarations of interest or dispensations reported.

S3/24 Minutes of the Previous Meeting

Resolved that the minutes of the previous meeting held on 25 March 2024 be approved and signed by the Chair.

S4/24 Performance Overview - Secure theme of the Our North Tyneside Plan 2021-2025.

The Secure Sub-committee received a report and presentation by the Head of Policy, Performance and Research on performance under the Secure North Tyneside theme of the Our North Tyneside Plan 2021-2025.

On 23 September 2021, the refreshed Our North Tyneside Plan 2021-2025

was agreed by Full Council following consultation with residents and other key stakeholders. The Council Plan was updated following the Mayoral Election on 6 May 2021 to reflect the policy priorities of the incoming administration.

An Our North Tyneside Plan Performance Report had been developed to monitor progress against the Council Plan priorities and objectives. This report was produced annually to the Cabinet and Overview and Scrutiny Co-ordination and Finance Committee and was supplemented by Performance and Financial Management Reports produced bi-monthly providing an overview of service activity levels and linked financial monitoring.

The latest Our North Tyneside Plan Performance Report would be presented to Cabinet on 29 July 2024 and to Overview and Scrutiny Co-ordination and Finance Committee on 11 September 2024. The Secure North Tyneside performance in detail, as well as relevant comparator information, was appended to the report. The report included some highlights under the objectives of the Secure North Tyneside Theme headings: -

- Council wardens will work in partnership with Northumbria Police to prevent and tackle all forms of antisocial behaviour;
- We will invest an additional £2m per year on fixing our roads and pavements; - double-checking methodology;
- We will maintain the Council Tax support scheme that cuts bills for thousands of low-income households across North Tyneside;
- We will tackle health and socio-economic inequalities across the borough including through our Poverty Intervention Fund to tackle food poverty;
- We will provide 5,000 affordable homes.

During discussion, Members sought points of clarification in relation to:

- a. Tackling health & socio-economic inequalities with regard to the term 'low income' as described in the appended performance report: It was explained that in relation to i.e. child benefit and adult social care there were two main measures set by the Department of Work & Pensions (WDP) namely - Relative and Absolute measures.
- b. Tackling health & socio-economic inequalities with regard to the start-

finish delivery times for providing 5,000 affordable homes, including those at Murton Gap, and whether the homes related to people in need or in general: It was explained that this was set out in the Our North Tyneside Plan and was dependent on the progress of the Affordable Homes Programme 10-year delivery plan.

The Chair thanked Members for their comments and suggested that rather than engaging in detailed discussions today, further welcomed the sub-committee's views on whether a dedicated meeting in relation could be included in the work programme (for later in the year).

The Chair thanked the Head of Policy, Performance and Research for the report and presentation.

It was **agreed** that the contents of the report and presentation be noted.

**S5/24 Gambling Act 2005 Draft Statement of Licensing Policy (Gambling)
2025-2028**

The Sub-committee was presented with details of the draft Statement of Licensing Policy (Gambling) and final proposals would be presented to this Committee as required. Thereafter, the final proposals would be presented to Cabinet on 14 October 2024, together with comments, if any, from Members of this sub-committee and details of any engagement responses, followed by full Council on the 21 November 2024.

On 24 June 2024 Cabinet received a report from the Director of Regeneration and Economic Development in relation to the draft Statement of Licensing Policy (Gambling) that must be published by the Licensing Authority under Section 349 of the Gambling Act 2005 and be in force by the 31 January 2025. The revised Policy will replace the existing Policy that came into force on the 31 January 2022. Following Cabinet's approval of the initial proposals for the draft Policy to be subject to a 6-week period of engagement commencing on 8 July 2024. The 6-week period of engagement was considered appropriate for a document that formed part of the Authority's policy framework. Members of the public, members of the trade, all North Tyneside MPs and Councillors would have an opportunity to comment on the draft Policy statement.

As the Statement of Licensing Policy (Gambling) formed part of the Authority's Policy Framework, the process set out in the Authority's Constitution for the preparation, consideration and approval of such plans must be followed. With that in mind, the initial proposals were presented to Cabinet on 24 June 2024.

The Sub-committee was invited to consider the draft Statement of Licensing Policy (Gambling), and if necessary, make recommendations and observations to Councillor Karen Clark, the Cabinet Member for Public Health and Wellbeing on the draft Policy.

Appendix 1 – Report to Cabinet 24 June 2024 – this was available to view on the Council's website via the following link:

[Statement of Licensing Policy \(Gambling\) Cabinet report](#)

Appendix 2 – Draft Statement of Licensing Policy (Gambling) – this was available to view on the Council's website via the following link:

[Draft Statement of Licensing Policy \(Gambling\)](#)

The Chair welcomed the Sub-committee's opportunity to consider the draft Policy and thanked the Senior Licensing Officer for presenting the report.

It was **agreed** to note the contents of the report and any recommendations and/or observations on the draft Policy to be submitted to the Cabinet Member for Public Health and Wellbeing.

S6/24 Introduction to Scrutiny and Work Programme Report

A report was received which set out a proposed approach to the work planning for the Secure Sub-committee 2024-25, together with an initial information base which the sub-committee could utilise in considering and deciding on its outline work programme for 2024-25.

The Authority's Scrutiny arrangements had been reviewed by the Centre for Governance and Scrutiny (CfGS) in 2023/24. The CfGS was a national body which specialised in promoting governance excellence within local authorities.

The CfGS recommended the following as good practice in Scrutiny work planning:

- (a) Involvement of all Committee members in work planning: – the CfGS highlight that work planning was key to ensuring that Scrutiny stayed focussed on strategic issues where it can make an impact, whilst making the best use of time and resources. Accordingly, all members of each scrutiny sub-committee should have a chance to influence that sub-committee’s work programme; and further, sub-committee members should lead development of their committee’s work plan, in order to have influence and ownership over committee activity.
- (b) Sufficient flexibility: – the CfGS note that work planning was an on-going process and not just a one-off event. Whilst identification of a list of topics and priorities is sensible there will need to be flexibility in the work plan and time set aside to regularly revisit the relevance of topics in meetings as the local context changes.
- (c) Involvement of Cabinet Members, and Senior Officer Support: – in their 2023/24 review, the CfGS commended the desire of the Elected Mayor and Chief Executive to fully support the scrutiny process. As part of that commitment, a link Cabinet Member, and a lead SLT officer, had been nominated to support each Scrutiny sub-committee.
- (d) ‘Less is More’: – the CfGS stated that “there is evidence that when scrutiny focuses on fewer things of greater importance, more is achieved.” This would be worthwhile to consider when developing the scrutiny work plan. The CfGS also recommended considering the introduction of selection criteria to identify appropriate topics for the work plan and bringing discussion of the work plan to the beginning of meetings, so emerging or changing priorities could benefit from considered discussion.

Scrutiny tended to be most successful when it set clear objectives for its work, and when it focused on strategic matters which were likely to make a real difference. Taking these Ideas Forward:

- The Secure Sub-committee’s remit, agreed by Council on 16 May 2024, was attached at Appendix A.
- An extract from the Our North Tyneside Plan 2021–25, showing the priorities under ‘A Secure North Tyneside’ theme of that Plan, was included at Appendix B.

- It must be emphasised that it was for the Secure Sub-committee to determine its work programme. However, to aid the Sub-committee in this process, some initial activity to identify potential work plan topics had been undertaken, outlined below.
- For each Scrutiny Committee the links with lead Cabinet portfolios and Directorates of the Authority had been identified. These links were summarised in the diagram of Scrutiny Support Arrangements attached as Appendix C. For the Secure Sub-committee, the Cabinet Member responsible for Housing would be the link Cabinet Member. The Director of Housing and Property Services would be the link Senior Leadership Team (SLT) officer to provide ongoing and regular officer support to the Sub-committee.
- These Cabinet members and SLT officers would meet regularly throughout the year with the Chair of the sub-committee to provide information and suggestions on policy topics which the sub-committee may wish to consider when planning and revising its programme of work for 2024/25. A potential menu of work topics, which the sub-committee may wish to utilise when considering and deciding its work programme for 2024/25, was summarised in Appendix D.

The Chair invited members of the sub-committee to put forward topics they may wish to see brought to the sub-committee or to be added to the work programme, alternatively, they could contact Councillor Newman after tonight's meeting with any suggestions they wished to be considered.

During discussion, Members put forward the following suggestions as potential topics (and reasons) for consideration in the outline work programme for the year:

- Affordable Housing – A broad overview including timelines, targets, funding and projects to see if current plans were on track and if they were appropriate.
- Equally Well Strategy – A look at the action plan underpinning Section 8 of the Equally Well Strategy “Our lifestyle and behaviours”, on whether the actions that had been conducted over the past three years were making a

difference.

- Anti-Social Behaviour – A review of the activity, success and failures during 2024 with a view to shape the way in which 2025 would operate and improve (for consideration at the end of this year or start of next year).
- Licensing of Professional Wrestling in North Tyneside – This was a statutory requirement, however, every local authority did it differently and had different requirements. A review was suggested on whether this Authority had the relevant safeguards in place to protect the public and those working on shows at these types of events.

It was **agreed** to (1) note the remit of the Scrutiny Sub-committee, as agreed at the Annual Council meeting on 16 May 2024, set out at Appendix A; and the extract from the agreed Our North Tyneside Plan 2021-25, relating to the 'A Secure North Tyneside' theme, set out at Appendix B;

(2) note the information set out in the report regarding Scrutiny work planning (including good practice guidance from the Centre for Governance and Scrutiny) and that Scrutiny tends to be most successful when it sets clear strategic objectives for its work;

(3) note that a link Cabinet member and a lead Senior Leadership Team officer had been identified to actively support the work and information needs of the Secure Sub-committee in the coming year, summarised at Appendix C;

(4) note that a menu of potential policy topics, which the Sub-committee may wish to consider when planning its initial programme of work for 2024/25, was included in the report for the Sub-committee's consideration at Appendix D; and

(5) using this information and the views of Sub-committee members, decide an outline work programme for the year; and agree that work programming would be included as a standard agenda item at each future meeting of the Sub-committee in order that the work programme could be flexed, as necessary, in response to emerging policy matters as the year progressed, so that all Sub-committee members could be involved in development of the work programme, be agreed.

S7/24 Date and time of next meeting

6.00pm on 24 September 2024.

Meeting: Secure Sub-Committee

Date: 24 September 2024

Title: Affordable Homes Programme Update Report

Author: Richard Brook, Housing Growth Manager

Service: Housing and Property Services

Wards affected: All

1. Purpose of Report

- 1.1 This report sets out an update on the overall progress to deliver 5,000 affordable homes and highlight the work ongoing in 2024-25.

2. Recommendations

- 2.1 The Sub-Committee is recommended to:

- (a) Note the information set out in this report regarding the progress to deliver 5,000 affordable homes

3. Introduction

- 3.1 The Our North Tyneside Plan was approved at full Council on 23 September 2021 and included a target of delivering 5,000 affordable homes and a commitment to reduce the number of derelict properties in the borough. To meet this ambitious target, Cabinet approved a two-phased delivery approach to the Affordable Homes Programme (AHP) on 21 February 2022.

Phase one of the AHP will see 4,000 affordable homes delivered by 2032 and an indicative programme for delivery is provided in Appendix A. This Phase will be delivered across several workstreams including directly delivered homes by the

Authority, tackling derelict properties, and working in partnership with Aurora Affordable Homes and Registered Providers.

4. Background Information

4.1 AHP Progress Overview

The Cabinet approved a new, five-year Housing Strategy on the 27 March 2023 that outlined plans to Build a Better North Tyneside. To meet the ambitious target of delivering 5,000 affordable homes, Cabinet, in February 2022, approved a two-phase approach to delivering the AHP. This approach included firm plans for the delivery of Phase One that will achieve the delivery of 4,000 homes by 2032 and identified workstreams that would be explored to deliver the additional 1,000 homes in Phase Two.

The Council has continued to make good progress towards its objectives and by the end of 2024-25 will have delivered over 2,400 affordable homes including over 1,400 new affordable homes through the HRA and the Council's wholly owned delivery vehicle.

4.2 2024/25 Overview

The Affordable Homes Programme is expected to deliver 185 affordable homes in 2024-25.

5. 2024-25 Programme Detail

5.1 New Council Housing

The Authority has continued to prioritise building new homes and has undertaken the following work in 2024-25:

Conversion of recreation rooms – Work is ongoing converting six former Recreation Rooms. Works on bungalows at Richmond Gardens, Lynholm Grove, and Holystone Drive have now been completed. The remaining properties at Forest Hall Drive, Elizabeth Drive, and Morpeth Avenue will be complete in 2024-25.

Acquiring Homes for temporary accommodation – Two homes have been acquired for the use of temporary accommodation for people presenting as homeless. The homes are managed within the Housing Revenue Account and are used as dispersed properties.

Brownfield Housing Fund – The Authority successfully bid for £1.4m of Brownfield Housing Funding to unlock 67 affordable new homes in Wallsend and Longbenton. The money will be used to remediate land on three derelict sites that were attracting anti-social behaviour. The former Rosehill Social Club has been demolished and cleared with Parkside House and the former St Peter’s Church in Longbenton both purchased with plans to demolish the existing buildings underway.

Former West Farm Public House, Killingworth – Work has begun to build 22 new Council homes on the site of the former pub in Killingworth with the scheme due to be complete in 2025.

Former Children’s Home, Wellington Avenue – Following a successful Compulsory Purchase Order, the Authority took control of a former Children’s home in Wellington Avenue on the Wellfield Estate. The property is currently being refurbished into new affordable homes with work due to be complete in the next few months.

5.2 Aurora Affordable Homes

The Authority’s wholly owned subsidiary company, Aurora Affordable Homes, currently owns 117 properties with a further 6 in the purchasing process. This will take the company’s stock number to 121.

The Company has continued to work with the Adults and Children’s Care teams and now provides specialist accommodation for 14 individuals reducing care costs for the Authority. This year the company has saved around £0.270m.

5.3 Tackling Empty and Derelict Properties

As part of the roll out of the Private Sector Housing Improvement Plan a new Private Landlord Accreditation Scheme will be launched on 9thOctober at a landlord forum event in Wallsend.

A long-term empty problematic property in Charlotte Street, Wallsend has now been purchased as part of the Council’s housing-led regeneration partnership with Aurora Affordable Homes. The property will be extensively refurbished and will be let as an affordable home when complete.

A private tenant drop in has been established on a weekly basis at Wallsend CFC to support private tenants in dealing with issues of disrepair and tenancy

sustainment, 950 homes in the area have now been contacted to advise them of the service.

A long-term empty property on Seymour Street in North Shields which was beyond economical repair has now been demolished. The property was acquired by the Authority to remove the risk to residents due to its disrepair and attracting significant anti-social behaviour. Also, in Seymour Street the sale of two derelict properties has been brokered and refurbishment will commence in October 2024. This is in addition to three property sales previously brokered by the team between the owners of long-term empty homes and property investors registered with the council.

Two properties at Silkeys Lane, North Shields have been refurbished and returned to use by the owner following enforcement action in pursuance of Empty Dwelling Management Orders, the properties had been empty since 2014.

A former Council property at Simonburn Avenue, North Shields which has been subject to planning and building control improvement notices has now been purchased and is undergoing refurbishment to be returned to council stock.

In total, 10 derelict or problematic properties have been returned to occupation following direct intervention by the Empty Homes Team, this is in addition to the 48 properties where the team have supported owners to return their properties to occupation because of advice, assistance and signposting. The team are dealing with 58 active cases relating to long term, problematic and derelict empty properties.

5.4 Private Developers

Thirty-eight affordable homes have been delivered by private developers so far this year. It is forecast that a further 87 new affordable homes will be delivered through planning obligations in 2024/25.

5.5 Registered Providers

Following the completion of the sale of the former Unicorn House site in North Shields to Karbon Homes, work continues to deliver the scheme that will provide 28 new affordable homes in North Shields town centre.

Karbon will be acquiring 71 homes (56 Rent to Buy homes and 15 shared ownership) at Collingwood Grange, North Shields. This will be in addition to the 100 affordable homes already delivered on the site.

6. Appendices

Appendix A: Phase One Affordable Homes Programme – 2014-32

Appendix B: Phase One Delivery Programme – 2024-25

Appendix C: Progress against Target

Appendix A – Phase One Affordable Homes Programme- 2014-32

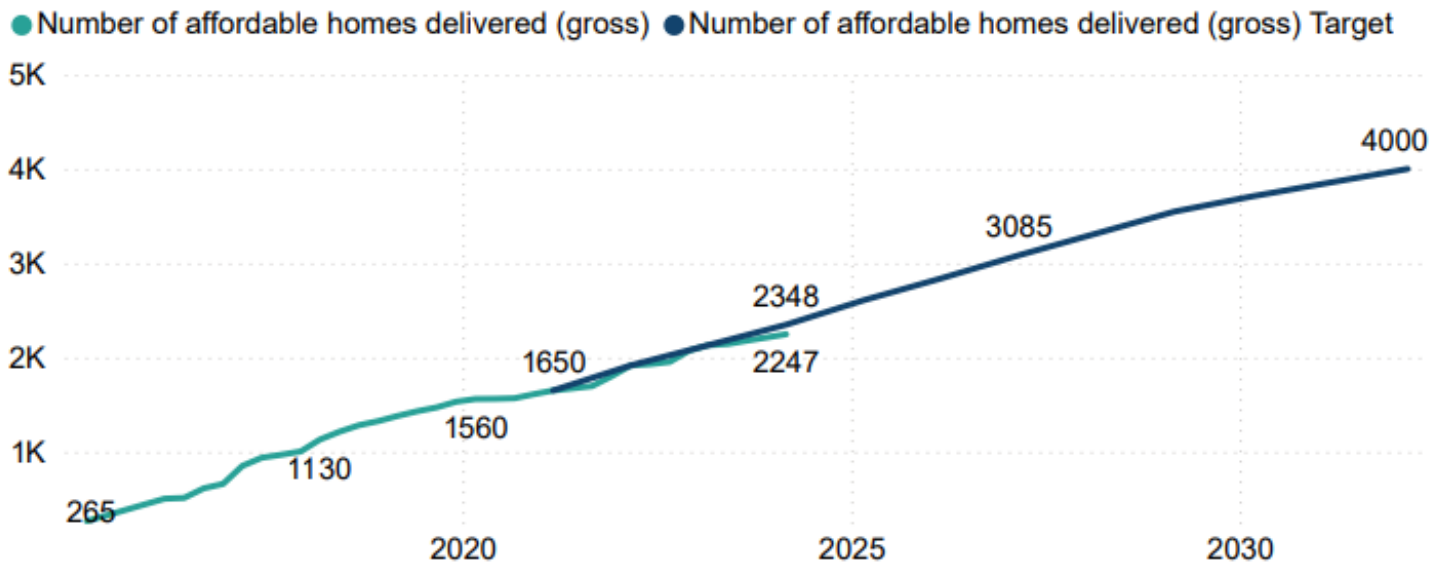
Developer	2014-24	2024-25	2025-26	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32	Total
Council	607	11	24	26	92	30	59	5	5	859
RP	596	56	113	104	186	100	100	-	-	1,255
Private Developers	879	87	114	109	102	80	80	80	81	1,612
Aurora Homes	111	25	20	20	20	20	-	-	-	216
Empty Homes	54	6	7	7	7	7	7	6	6	107
Total	2,247	185	278	266	407	237	246	91	92	4,049

Appendix B – Phase One Delivery Programme – 2024-25

DEVELOPMENT	DELIVERY METHOD	HOMES
Land Adjacent To, Rake House Farm, Rake Lane	Private Developers	18
Land To the West of Station Road North And Land South Of East Benton Farm Cottages	Private Developers	22
Centurion Park Sports Centre	Private Developers	44
Land West of Mackley Court	Private Developers	3
25-26 Wellington Avenue, Wellfield	North Tyneside Council	2
Elizabeth Drive, Palmersville	North Tyneside Council	1
Morpeth Avenue, Wideopen	North Tyneside Council	1
Forest Hall Drive	North Tyneside Council	1
West Chirton Industrial Estate South phase 1	Registered / Care Providers	36
Former Fusilier pub, Forest Hall	Registered / Care Providers	20
Empty homes	North Tyneside Council	6
HRA acquisitions	North Tyneside Council	6
Aurora Affordable Homes	Aurora Affordable Homes	25
Total (forecast for 31 March 2025)		185

Appendix C - Progress against target

Affordable homes delivered (cumulative)



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Meeting: Secure Sub-Committee

Date: 24 September 2024

Title: Repairs and Planned Maintenance Policy
Condensation, Mould and Damp Policy

Author: Peter Mennell, Director of Housing and
Property Services

Service: Housing and Property Services

Wards affected: All

1. Purpose of Report

1.1 This report sees draft policies covering Repairs and Planned Maintenance and Condensation, Mould and Damp presented to Secure Sub-Committee that lays out our service offer to residents.

2. Recommendations

2.1 The Sub-Committee is recommended to:

- (a) Note the information set out in this report regarding the two policies
- (b) Review the two policies and share any observations or comments at the Sub-Committee meeting.

3 Introduction and background information

3.1 The Social Housing (Regulation) Act 2023 received Royal Assent in July 2023, and aims to improve the regulation of social housing, with the key objectives of the Act being:

- **Enhanced Regulation:** It grants the Regulator of Social Housing increased powers to take proactive action against social landlords, even before tenants are at risk

- **Tenant Protection:** The Act introduces new consumer standards for social housing and mandates regular inspections to ensure landlords meet these standards
- **Health and Safety:** It includes provisions to address serious health hazards in social housing, such as damp and mould, inspired by the tragic cases of Grenfell Tower and Awaab Ishak
- **Accountability:** Social landlords are required to prepare and implement performance improvement plans if they fail to meet regulatory standards.

3.2 Overall, the Act is designed to ensure better quality and safer homes for residents, giving tenants greater powers and access to quick and fair solutions to problems.

3.3 In April 2024, the Regulator of Social Housing (RSH) introduced an inspection programme for social housing landlords. They also carried out multiple consultation exercises over recent months to gather views to help shape and inform the social housing sector going forward. This includes the strengthening of legislative and regulatory requirements.

3.4 To support us in the new regulatory regime and help set out our service offer we have developed a draft Repairs and Planned Maintenance Policy and a draft Condensation, Mould and Damp Policy.

3.5 Officers will attend the Sub-Committee and deliver a presentation to cover some of the key aspects of the draft policies.

4. Policy development

4.1 The draft Repairs and Planned Maintenance Policy has been developed to set out the service and standards that tenants and leaseholders can expect from the repairs and planned maintenance service.

4.2 The Policy brings together the service approach to responsive repairs and planned maintenance into one document and sets out the legislative requirements the service must meet. It covers the responsive repairs service, cyclical works, housing investment, leasehold repairs, definitions, and the responsibilities of the landlord and tenant.

4.3 The Condensation, Mould and Damp Policy has been created following the publication of Housing Ombudsman (HO) spotlight reports on damp and mould. The HO reports include recommendations that social housing landlords are

expected to follow in their service approach and response to condensation, damp and mould.

- 4.4 A dedicated policy that sets out the social housing landlord approach to condensation, mould, and damp is recognised as good practice.
- 4.5 The draft policy sets out the aims, approach and response of the service, condensation, mould and damp definitions and the responsibilities of the landlord, tenant and leaseholder.
- 4.6 Both draft policies have been reviewed by tenants and revised to include comments received from them. Engagement included written feedback and a face-to-face meeting.

5. Background documents

[Social Housing Regulation Act 2023](#)

[Housing Ombudsman spotlight report It's not lifestyle](#)

[Housing Ombudsman One year on Spotlight report on damp and mould - it's not lifestyle](#)

[Consumer Standards for Social Housing Landlords](#)

6. Appendices

- (1) Draft - Repairs and Planned Maintenance Policy
- (2) Draft - Housing and Property Services Condensation, Mould and Damp Policy.

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Housing and Property Services Condensation, Mould and Damp Policy



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Access Statement

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Document control

Document Title	Condensation mould and damp policy
Version	Version 4
Author	Service Improvement Team
Owner	Service Delivery Manager, Responsive Repairs
Date Approved	
Review Frequency	Every three years
Next Review Date	

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2. Aims of the policy

3. National policy and legal context

4. North Tyneside context

5. Definitions

6. Responsibilities

6.1 Landlord

6.2 Tenant

6.3 Leaseholders

7. Monitoring and review of the policy

1. Introduction

Housing and Property Services are committed to ensuring that our tenants live in homes that are safe, secure, warm, dry, healthy and energy efficient.

As a social housing landlord, we have a responsibility to maintain our stock and ensure that our properties are protected from any moisture related deterioration and damage, such as condensation, mould and damp. Stock investment has utilised a fabric first approach, and we need to make sure that these measures do not increase damp related issues, and that homes remain affordable to keep warm.

To minimise the risk of condensation, mould and damp in tenants' homes, we will work with them to inform and share information about how issues may occur, and how they can be prevented, resolved, controlled, and managed, so that their homes remain safe, healthy, and affordable to live in.

2. Aims of the policy

The policy sets out how reports of moisture related concerns and issues are responded to ensuring that the correct remedial action is identified and carried out within a timely manner, complying with statutory requirements, and following good practice.

Not all reports may require remedial work. In these instances, we will provide tenants with comprehensive advice and guidance on how to prevent, resolve, control and/or manage the issue. If appropriate to do so, the tenant may be signposted to other agencies for additional support. This will include a review of their income and maximising where possible, and utility providers and costs.

The policy covers how we will support and work with our tenants to prevent and respond to condensation, mould and damp related issues and any subsequent remedial action. All our properties and communal areas fall within these criteria, including emergency and temporary accommodation.

This policy aims to:

- Ensure that all our tenants live in homes that are safe, secure, warm, dry, and healthy.
- Guarantee that any tenant who experiences condensation, mould and damp related issues within their home will be treated in a fair, transparent, and consistent manner.
- Comply with statutory and regulatory requirements and good practice.
- Identify the types of moisture related concerns.
- Set out the council's, tenant's, and leaseholder's responsibilities for responding to condensation, mould and damp.
- Provide tenants with advice, support, and guidance to prevent, manage and control condensation, mould and damp related issues.
- Undertake effective investigations and implement remedial repair solutions and improvements to manage and control condensation, mould and damp related issues.
- Explain situations where and why the council will not take remedial work to rectify an issue.

3. National policy and legal context

In producing this policy, the following have been considered:

Housing Act 1985: covers the main powers and duties of local housing authorities.

The **Landlord and Tenant Act 1985: Section 11: Repairs and Maintenance:** provides an obligation on landlords to maintain the exterior and structure of the dwelling and keep in working order the installations within the home.

Decent Homes Standard: is the minimum standard that all social housing homes must meet. This includes properties being in a reasonable state of repair, having reasonably modern facilities and services, and provision of a reasonable degree of thermal comfort.

Environmental Protection Act 1990: can apply when a tenant's home is suffering from a statutory nuisance. The Act sets out what may be considered a statutory nuisance, including any premises in such a state as to be prejudicial to health or a nuisance. Damp related defects can be considered prejudicial to health.

Housing Act 2004: this Act introduced the Housing Health and Safety Rating System, mandatory Homes in Multiple Occupation (HMO) licencing, additional and selective licencing, and the tenancy deposit protection scheme.

Housing Health and Safety Rating System 2006: is a risk-based assessment tool to help local authorities identify and protect against potential or actual hazards within the home.

Homes (Fitness for Human Habitation) Act 2018: aims to make sure that landlords must rent out properties that are safe, secure, warm, and dry.

The Charter for Social Housing Residents: Social Housing White Paper 2020: sets out the actions that government will look to introduce to ensure that social housing is safe to live in, residents are listened to, the provision of good quality homes, and the opportunity to change when things go wrong.

The Energy White Paper 2020: powering our net zero future: sets out a strategy for the UK's energy transition so that by 2050 all buildings will be energy efficient with low carbon heating.

Building Safety Act 2022: provides homeowners and residents more rights, powers, and protection so homes are safer.

Social Housing (Regulation) Act 2023: introduced new measures to improve the standards, safety and operation of social housing, and ensure compliance with revised consumer standards.

4. North Tyneside context

Our **North Tyneside Council Plan 2021 – 2025** has five themes to help create a North Tyneside that is thriving, family friendly, caring, secure and green. The plan builds on the success of previous ones, and recognises the challenges faced following the Covid -19 pandemic.

Our **Customer Promise, we listen, we care** has been developed based on what our residents have told us. This sets out what they can expect from the Authority and what to do if things go wrong.

The borough declared a climate emergency in 2019. Substantive work continues to take place to address our **Action on Climate Change**, and for the borough to be carbon neutral by 2030. This is supported by our **Climate Emergency Action Plan 2020**.

North Tyneside Tenancy Strategy 2021 – 2025 provides guidance to registered providers operating in the borough, including our own landlord function. The strategy emphasises the need to make best use of the housing stock to meet local housing need, maintain and create successful, sustainable communities and prevent homelessness.

North Tyneside Property Services Asset Management Strategy 2023 – 2028 sets out our approach towards maintaining our stock portfolio over the next five years. It is reviewed within a five-year period to support the 30-year capital business plan.

North Tyneside Housing Strategy 2023 – 2028: building a better North Tyneside: includes our commitment to sustainable communities and good, quality housing.

Our **Tenancy Agreement** sets out the rights and responsibilities for both the tenant and the landlord, and what may happen if there is a breach of tenancy.

5. Definitions

Condensation: occurs when moisture held in warm air meets a cold surface and produces water droplets when condensing. This can take two main forms:

- Surface condensation arising when the inner surface of the structure is cooler than the room air.
- Condensation inside the structure where vapour pressure forces water vapour through porous materials, e.g., walls which then condenses when it reaches colder conditions within the structure.

The effects can be a challenge, particularly during winter months and in most cases is one we need to work with tenants on to manage through the effective use of heating and ventilation. Conditions that can increase the risk of condensation include:

- Inadequate ventilation e.g., natural opening windows and trickle/background vents, and mechanical extraction in bathrooms and kitchens.
- Deficient heating of property that could include small boilers, radiators, and lack of draught proofing.
- Poor thermal insulation.
- High humidity, a presence of rising and/or penetrating damp.
- Poor building design and construction.
- Unsatisfactory venting of tumble driers that can create increased humidity.
- Drying of washing on radiators and clothes airers that can increase humidity.
- Lack of mechanical ventilation use during bathing and cooking.
- Radiators and good air flow circulation being blocked by large items of furniture.

Mould is a form of fungus that is produced in damp and humid conditions. It can be caused through humidity, condensation, rising damp and poor ventilation. Mould can appear in different forms and is predominately black or green.

If remedial work is not undertaken or prevention and control measures are not followed to mitigate condensation and mould, then damp related issues may occur.

Damp can either be penetrative or rising:

Penetrating damp can be caused through water entering the external structure or internal leaks within a property causing damp, rot, and damage. Once the source is located, repairs should be straightforward, although it can take some time for the area to dry out. This type of damp can be caused by:

- Water ingress due to defective or poor building design and/or work quality.
- Defective components such as roof coverings, external wall doors or windows.
- Faulty or blocked rainwater gutters and pipes.
- Substandard or leaking internal waste pipes, and heating systems.
- Flooding due to burst pipes.

Rising damp is caused by the breakdown, deterioration or bridging of the damp proof course of the building at ground level. Moisture then rises up the walls, this can be to a maximum of one metre.

Rising damp can be identified by a coloured tide mark, often textured. The texture is caused by salt from the ground and the plaster being drawn through the wall with the water.

6. Responsibilities

Comprehensive and focused information on how to deal with moisture related issues is available on our website and is promoted and available to tenants through a variety of platforms and formats.

If condensation, mould and damp related issues remain untreated in the home they can lead to or exacerbate health issues, including respiratory conditions, skin problems, infections and weakened immune system.

6.1 Landlord

We will support and work with our tenants to ensure that their homes remain safe, healthy, and affordable to live in.

Reports of moisture related issues will be responded to in a timely manner.

At the first point of report:

- A video diagnosis tool may be used to establish what the issue may be. The outcome of this may be the prioritisation of a property surveyor visit.
- A leaflet may also be issued to the tenant with guidance on how to address the issue, this will result in a four week follow up call to confirm if the issue has eased or is resolved or is a visit required.

All reasonable steps will be taken to access a property to enable an inspection to take place to investigate and determine the cause of the issue and identify remedial work within an agreed time.

The tenant will be informed at each stage of the report and receive communication throughout the time that their report is being dealt with.

All moisture related repairs and attempts to contact tenants will be recorded. If there is no response after we have made three attempts, the Housing Management Team will be notified for them to attempt contact with the tenant. Two attempts will be made and if there has been no successful contact, then court proceedings may be used for access to be granted.

We will ensure that remedial work is carried out by qualified and trained staff, this extends to any contractors used. Improvement work may include the installation of mechanical fans, air vents and insulation.

Upon the completion of remedial work, we will ensure that internal walls are made good to enable redecoration to take place.

Where remedial work is not required, tenants will receive advice and guidance on how to prevent, manage and control the issue.

Where it is not possible to carry out remedial work, alternative solutions will be explored, with the tenant receiving a full explanation on this.

During the work, we will offer and provide support and assistance to tenants, if required. This includes:

- Their possessions being adequately protected, if it has not been possible to remove them from the repair area.
- The provision of alternative interim accommodation, if it is not possible for the household to remain in their home during the work.
- Consideration to rehouse the household on a permanent basis. This may be in conjunction with supporting and relevant medical information and recommendation.
- If appropriate to do so, we will, with the tenant's consent refer to internal and external service areas and organisations that may be able to provide some additional support. This will include health related issues, any debt management concerns, and the possibility of maximising the household income.

We will develop a robust database that will inform of the possible moisture risks to properties. This will allow us to identify and introduce proactive measures to minimise them before they create problems for our tenants.

6.2 Tenants

Tenants should regularly check their property for moisture issues and report any concerns as soon as they are aware of them.

Tenants should allow the council and any of our contractor's access to the property for an inspection to determine the cause and identify remedial action. If access is persistently not permitted, tenants must be aware that the Authority may seek legal permission to gain access.

The remedial action may not result in intrusive work, therefore all advice and guidance received should be followed to control and manage the problem. This could be keeping the property well ventilated, using mechanical extractions fans, air vents and being mindful of not covering radiators and/or heating appliances. If mechanical equipment is provided, then the tenant is expected to use it as instructed.

If the property condition worsens due to advice not being followed or machinery used, tenants may be responsible for any repairs required because of this.

If a tenant wishes to make any structural and /or cosmetic change to their home, they should contact us to seek advice and permission to ensure the change will not increase the risk of moisture related issues.

6.3 Leaseholders

Leaseholders are responsible for managing and maintaining their own homes as per their leasehold agreement. This includes responsibility for repairs which are the result of their actions or non-actions.

The council is the freeholder for the property and is responsible for maintaining the fabric of the leasehold properties and buildings. It will not carry out any condensation, mould and damp related remedial work that sits outside of this.

Any condensation, mould and damp related work that is identified due to neglect by the leaseholder will be dealt with through the leasehold agreement.

7. Monitoring and review of the policy

The policy will be monitored to determine its effectiveness, delivery objectives and policy aims being achieved. Information will be reported as requested. This will include:

- Tenant feedback, including condensation, mould and damp related complaints and outcomes.
- Disrepair claims relating to condensation, mould and damp related issues and their outcome.

The Policy will be reviewed every three years, or sooner to reflect any legislative changes or changes to council strategy and policy.

DRAFT

Repairs and Planned Maintenance Policy



North
Tyneside
Council

Access Statement

If you need us to do anything differently (reasonable adjustments) to help you access our services, including providing this information in another language or format, please contact 0345 2000 102 or email repairs@northtyneside.gov.uk

Document control

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1. Introduction

North Tyneside Council is committed to providing a customer focused and best value approach to our repairs and planned maintenance service.

The service will be delivered to a high standard and quality, whilst representing good value for money.

This policy sets out the services that our tenants and leaseholders can expect from our repairs and planned maintenance service. This approach will contribute to our customer satisfaction with their homes, ensuring our housing stock remains safe, high quality, and affordable.

It also outlines our approach to charging tenants and leaseholders for repairs carried out by the council as a landlord and our approach to landlord's consent.

This policy should be read in conjunction with the following documents that set out our responsibilities as a social housing landlord and those of our tenants and leaseholders:

- Tenancy Agreement
- Tenants Repairs Handbook
- Moving In Standard
- Moving Out Standard
- Safety, Health, and Environment Management (SHEM) Standards
- Lettings Policy
- Decant Procedure
- Fixtures and Fittings
- Gas Policy
- Condensation Mould and Damp Policy
- All Empty Homes Standards

2. Objectives of the policy

This policy is the overarching guide to repairs and planned maintenance in our properties and associated areas, and clearly sets out the services and standards our customers can expect from the Service.

This policy relates to properties owned and managed by North Tyneside Council, including leasehold properties where NTC own the freehold.

The policy does not cover homes within our North Tyneside Living Schemes, they are maintained through a separate contractual agreement.

We will ensure that our repairs and planned maintenance service reflect the following principles:

- Ensure tenants are safe in their homes.
- Provide value for money.
- Safeguard the future of homes in the borough.
- Support investment in our housing estates and homes.
- Protect the environment, support carbon reduction and addressing fuel poverty.
- Support our tenants, especially those that are vulnerable.
- Provide easy to access, up to date information on the status of repairs.

2.1 Our service commitment

We will:

- Effectively manage the repairs and planned maintenance service for our tenants and leaseholders.
- Ensure our tenants and leaseholders live in homes that are safe, well maintained, high quality and free from harm or danger.
- Treat all our tenants and leaseholders with respect and courtesy.
- Comply with legislation.
- Monitor our performance to identify trends and use evidence to continue to improve our service offer and delivery.

2.2 Our tenant and leaseholder commitment

We expect:

- Compliance with the Tenancy Agreement relating to repairs and maintenance. This includes reporting repairs in a timely manner. Failure to report repairs is a breach of the Tenancy Agreement.
- Appointments to be kept and rearranged if required.
- To be able to carry out required works, including communal areas, without obstruction or service refusal.
- A responsible person to be present for any appointment. This may not be necessary for external works; this will be confirmed prior to work going ahead.
- Pets to be in a part of the home not requiring any works.

- To be notified and updated of anyone within the home that has a disability or requires additional support to ensure we can provide the best possible service.
- Our employees and contractors to be treated with respect. We have a zero-tolerance approach to abuse towards any employee or contractor. We will take reasonable steps to protect our employees from behaviour deemed threatening, aggressive, or abusive, as required.

3.Legislative context

The council will ensure that properties are repaired and maintained in accordance with best practice and relevant policy and legislation. This includes:

- Health and Safety at Work Act 1974
- Housing Act 2004
- Housing Health and Safety Rating System 2006
- Equality Act 2010
- Control of Asbestos Regulations 2012
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
- Landlord and Tenant Act 1985, as amended by Homes (Fit for Habitation) Act 2018
- Data Protection Act 2018
- Gas Safety (installation and use) (Amendment) Regulations 2018
- Social Housing (Regulation) Act 2023
- The Charter for Social Housing Regulation: Social Housing White Paper
- The Building Safety Act 2022
- Consumer Regulations Review
- Decent Homes Standard

Other legislation that may also apply:

- Party Wall Act 1996
- Protection from Harassment 1997
- The Human Rights Act 1998
- Water Supply (water fittings) Regulations 1999

4. North Tyneside context

Our **North Tyneside Council Plan 2021 – 2025** has five themes to help create a North Tyneside that is thriving, family friendly, caring, secure and green. The plan builds on the success of previous ones, and recognises the challenges faced following the Covid -19 pandemic.

Our **Customer Promise** has been developed based on what our residents have told us. This sets out what they can expect from the Authority and what to do if things go wrong.

The borough declared a climate emergency in 2019. Substantial work continues to take place to address our **Action on Climate Change**, and for the borough. This is supported by our Climate Emergency Action Plan 2020.

North Tyneside Tenancy Strategy 2021 – 2025 provides guidance to registered providers operating in the borough, including our own landlord function. The strategy emphasises the need to make best use of the housing stock to meet local housing need, maintain and create successful, sustainable communities and prevent homelessness.

North Tyneside Property Services Asset Management Strategy 2023 – 2028 sets out our approach towards maintaining our stock portfolio over the next five years. It is reviewed within a five-year period to support the 30-year capital business plan.

Our **Tenancy Agreement** sets out the rights and responsibilities for both the tenant and the landlord, and what may happen if there is a breach of tenancy.

5. Responsive repairs

5.1 Landlord responsibilities

A responsive repair is a repair carried out by the Service at the request of the tenant to repair damage to an item within their home or part of the structure of their home.

The council is responsible for the maintenance, repair and replacement of the structure and common parts of its properties, as set out in the Tenant

Repairs Handbook. This is in accordance with relevant legislation and regulatory compliance.

5.2 Tenant responsibilities

- Reporting repairs to the council in a timely manner.
- The general upkeep, maintenance, repair, and replacement of certain minor items within the home, as set out in Appendix One.
- Informing the Service if they are unable to keep an appointment.
- Allow access to their home for any work including assessments such as a stock condition survey, a property inspection, or periodic electric inspection and testing to be carried out.
- To keep their garden tidy and free from rubbish and debris. Grass or lawns must be cut and in good condition and hedges must be clipped and kept to a maximum of 1.8m (6ft) at the back of the property and 1.2m (four feet) at the front of the property.

5.3 Reporting repairs

All repairs can be reported by calling 0345 2000 102. Our phone lines are available 24 hours a day, 7 days a week. Tenants are also able to report all repairs via email to Repairs@northtyneside.gov.uk Between the hours of 6pm and 8am and on Bank Holidays and weekends, we are only able to accept, raise and respond to emergency appointments.

Before reporting a repair, tenants are encouraged to self-help wherever possible. To aid in this, we have developed and published a suite of self-help videos. These can be found on the council's website.

If the tenant is unable to self-help, then we will offer an appointment for the required repair in accordance with our priority response times.

5.4 Priority repair times

Our priority response times have been agreed with involved tenants. The Service will allocate an appointment and attend in line with the following priorities:

- P0: Emergency out of hours repair time 2 hours
- P1: target response time 24 hours
- P2: target response time 3 working days
- P3: target response time 7 working days

- P4: target response time 30 working days
- P5: target response time 45 working days.

5.5 Appointments

We are committed to carrying out repairs in a timely manner and in accordance with our target response times.

To help us achieve this, we will agree an appointment date and time with the tenant when a non-emergency repair is reported to us. The following appointment windows are available:

- ALL DAY: between 8am and 4pm
- AM: between 8am and 12noon
- PM: between 12noon and 4pm
- School Run: between 10am and 2pm (these appointments will be prioritised for households with school age children).

Households are eligible for a prioritised service when, living in the property there is:

- A child under the age of 12 months.
- Anyone with a disability or a long-term health condition specifically effected by colder weather which would be exacerbated by no heating or hot water.

Regular updates will be provided to the tenant on the progress of their repair, including any cancellation or delay.

For external repairs, an appointment may not be required, but the tenant will be informed of the target response date. However, if the tenant requires an appointment for an external repair, they can request one.

5.6 Emergency call out and out of hours

The out of hours service is available:

- 6pm – 7:30am Monday – Thursday.
- 6pm Friday – 7:30am Monday.
- Full day on a bank holiday.

The out of hours service runs 365 days a year and will:

- Attend emergency jobs within 2 hours.

- Make safe the situation and repair where possible:
- Arrange a follow up appointment where the repair is not possible.

If the reported repair does not require out of hours attendance, a job will be raised within priority response times.

5.7 Access to property

When we attend for an appointment but are unable to gain access to complete the repair, attempts will be made to contact the tenant to inform them that we are at their home. If there is no reply and/or we can't access the property, a 'Sorry we missed you' card will be left which sets out the next steps for completing the repair.

It is the responsibility of the tenant to contact the Service to rearrange an appointment.

If the repair relates to moisture related issues, a periodic inspection, a disrepair issue, or any other repair which could jeopardise the safety of our tenants or property, and we are unable to gain access we will book a new appointment and inform the tenant of this. If there is no response after we have made three attempts, the Housing Management Team will be notified for them to attempt contact with the tenant. Two attempts will be made and if there has been no successful contact, then in some circumstances, court proceedings may be used for access to be granted. The tenant will be liable for any costs, including court costs, incurred as a result.

5.8 Right to Repair

The Secure Tenants of Local Authorities (Right to Repair) Regulations SI. 1994 No 133, sets out that qualifying repairs should be completed within mandated timescales.

Appendix Two details this information.

5.9 Chargeable repairs

The Tenancy Agreement sets out that all tenants must ensure that they or anyone living with them or visiting their home, must not misuse, damage, vandalise or remove any part of the property, neighbouring property, or

shared area. If such damage occurs and requires a repair, the tenant will be charged for the related repairs.

Our Chargeable Repairs Policy outlines responsibilities and financial information.

5.10 Gas repairs

Three priorities are used for gas repair jobs.

- Priority 1 is a 24-hour response job or a fast-track repair job, such as no central heating or hot water in a tenant's home. If the tenant reports an issue on a Friday, we may attend over the weekend.
- Priority 3 is used for commission and test. This is carried out prior to a new tenancy starting, as the boiler has been disconnected from the gas as part of the empty homes process.
- Priority 4 is used for routine appointments.
- There is no priority 2.

5.11 Level access showers

If the council lets a property with a level access shower in place, it is to remain at the property. A level access shower will only be replaced with a bath where there is a specific medical need, as assessed by an Occupational Therapist.

If a property has a bath installed, but the tenant requires a level access shower for a specific medical need, this will only be installed as per an Occupational Health assessment and recommendation.

5.12 Electric showers

The Service is responsible for maintaining and repairing electric showers that it supplied and installed.

Where the tenant would like to fit their own shower, they need to follow the North Tyneside Council (NTC) fixtures and fitting procedure.

Where a tenant has chosen to fit a shower attachment to hot and cold water taps on a bath, they should ensure that tiling is to a sufficient height to prevent any water spillage. Failure to do so may result in damage to the property, requiring repair. Such repairs may be chargeable.

5.13 Fires

In a continued commitment to reducing carbon emissions, we aim to phase out the use of solid fuel fires, open flue appliances, gas fires, gas wall heaters and electric fires within our housing stock, ensuring the existing heating system, and radiators meet required standards.

Where fires are a secondary heat source and considered to be a decorative feature within a room, we are responsible for the electric supply up to the fire. Any repairs or renewal will be the responsibility of the tenant.

If a tenant considers that the fire is no longer required, we will, in consultation and agreement with them remove the existing fire, this may include the hearth and/or surround. The area will be boarded up and made safe, and a decoration voucher will be provided to the tenant.

5.14 Minor works

On occasion, the Service may identify the need to carry out more extensive repair works that require more detailed planning or multiple appointments to complete. In such events, we will take a more planned approach to undertaking responsive repairs, ensuring that works are arranged to meet the needs of the tenant and the service.

5.15 Storm doors

A storm door is a type of door which is installed in addition to the main access door, normally at the rear or side of the property. It protects from harsh weather conditions.

Storm doors will be removed by the Service if they are in poor condition when a property is vacant. If the storm door is in good condition, it will be left in place and will become the tenant's responsibility to maintain and repair.

5.16 Gardens

Maintenance of the garden is the responsibility of the tenant. This includes all grassed, paved and concrete areas, shrubs and planting. Ongoing upkeep of the garden and surrounding area is the tenant's responsibility as set out in the Tenancy Agreement.

5.17 Garden paths

The main path to the front and rear of property including one (1) metre around the property perimeter will be the council's responsibility to maintain. All other paved areas within the land area of the property will be the responsibility of the tenant.

5.18 Fencing

Fencing repairs are carried out by the Service. They will be repaired or replaced like for like to the existing fence or in line with our specification.

Shared boundary fences with a private property are the responsibility of the private owner to repair and/or renew.

5.19 Sheds and outhouses

Sheds will not typically require planning permission before construction but, there are certain limits and conditions that need to be considered so a tenant will be advised to speak to their Housing Management Team.

If a new tenant moves to a property where a shed is already constructed, they will be given the option to either retain the shed on the understanding that it becomes their responsibility to maintain or alternatively they can request that it is demolished.

An outhouse is not considered to be a habitable space. Outhouses are to be used for storage only and, as such, repairs will only be provided to the structure of the outhouse and not to ensure that the space is habitable.

5.20 Driveways

A driveway to a property must have a drop kerb access for it to be used as a driveway.

Any driveway that the Service has responsibility for, will be maintained. Driveways and hardstands that have been installed via a fixtures and fittings application are the responsibility of the tenant to repair and maintain.

-5.21 Drainage

The Service is responsible for maintaining the structure and exterior of the property, keeping it in good repair including drains, gutters, and external pipes. All drainage blockages within the boundary of the property to be reported to the council in the first instance. All other drainage issues to be reported to Northumbrian Water.

The Service is not responsible for carrying out drainage or irrigation works to any attached gardens. However, if excess water in the garden is affecting or causing damage to the property, we will carry out work to remedy this.

Should works be required to fences, gullies or drainage etc and access is prevented by shrubs, bushes or trees, the tenant is required to prune or remove the shrubs, bushes, or trees to allow access as required.

5.22 Post Inspections

The Service will undertake a number of post repair inspections to ensure that the quality of repairs completed on our properties are of a high standard and that our preferred contractors are providing us with a value for money service.

6. Condensation, mould, and damp

We will proactively maintain our housing stock to manage the potential risks and promptly diagnose and prevent issues which may arise from moisture related issues in our properties, including communal areas; to ensure that our properties are protected from any moisture related deterioration and damage.

Information is available in our Condensation, Mould, and Damp Policy.

7. Fixtures and fittings

Before making improvements or alterations to their home, tenants must get our permission in writing. If permission is granted, there may be conditions set. More information is available on our [website](#).

8. Empty Homes

When a property becomes empty, we will carry out all necessary repairs before a new tenant moves in.

9. Cyclical works

Cyclical work involves routine maintenance tasks conducted on a regular basis.

9.1 Gas Servicing

Faulty appliances can give off carbon monoxide fumes, which are highly poisonous. Carbon monoxide has no colour, taste, or smell, and can kill. Annual gas safety checks mean we can make sure appliances are in safe working order.

By law the council is responsible for carrying out yearly gas servicing and safety checks in every home with gas. A tenant must give access to their home to allow these checks to be carried out,

A tenant will receive an appointment letter and if no access has been permitted after two appointments, legal proceedings will commence to gain entry to the property. This may include a forced entry, if this happens the tenant will be responsible for all associated costs.

9.2 Smoke and carbon monoxide alarms

In line with current regulations properties must have at least one working smoke alarm on each storey where there is a room used as living accommodation.

There must be a carbon monoxide alarm in any room used as living accommodation which contains a fixed combustion appliance. This is any appliance that uses fuel to generate heat but excludes gas cookers. We also have the responsibility for repairing or replacing any smoke and carbon monoxide alarms that we are informed of or that we identify during an annual gas safety check. As these alarms may be hard wired and/or fixed sealed units, battery replacement is our responsibility too.

9.3 Sprinkler systems

Sprinkler systems are tested once a year in line with BS 9251. Which is the British Standard for Fire Sprinkler Systems in the UK. It specifies the designs, installation, components, water supplies and backflow protection, commissioning, maintenance, and testing of fire sprinkler systems installed for life safety purposes in residential and domestic premises.

9.4 Electrical inspections

A Periodic Electrical Inspection Test, completed in line with legislation is designed to check the condition of the electrics in the property against the current UK standard for the safety of electrical installations, BS 7671 – Requirements for Electrical Installations (IET Wiring Regulations).

If access is not permitted to a property for the test to be carried out, legal proceedings to gain entry will be commenced. This may include a forced entry, if this happens the tenant will be responsible for all associated costs.

9.5 Communal areas

General repairs to communal areas can be reported via the repairs line and will be allocated in line with our repair priorities.

To ensure compliance we complete fixed wire testing on a five-year programme, smoke alarm and emergency lighting testing annually.

Painting of communal areas is carried out every five years.

10. Housing investment and planned works

10.1 Developing programmes

We have a 30-year business plan that accounts for asset lifecycles and renewal periods, in line with our [Housing Asset Management Strategy](#). A programme of works is established to identify the number of schemes we have planned and how many elements of work, i.e. number of replacement kitchen and bathrooms, roof replacements, will take place each year based on age and condition of the elements. At the start of the financial year, the tenants within the schemes will be sent out a letter to say what works will be completed.

10.2 Tenant support

For most schemes, the tenant will be assigned a Customer Liaison Advisor to work with them during any scheduled works. They will fully explain the planned works process to the tenant, collect the tenant's colour and style choices, make sure the tenant is kept up to date with the progress of the works and ensure that the works are delivered smoothly and successfully.

10.3 Tenant choice

Tenants will be given options for their kitchen and bathroom fittings. This includes bench worktops, unit doors, unit handles and kitchen tiles. Where we complete the internal decoration of communal areas, we will provide tenants with a choice of colours for these areas.

10.4 Decant

A decant is when the tenant is required to move from their property on a temporary basis due to repairs or improvements that cannot be completed with the tenant in their home.

On these occasions we will work with the tenant to ensure household needs are met and disruption kept to a minimum.

10.5 Tenant refusals

If the tenant refuses any planned programme work to their home, then they must sign a disclaimer. Works of a health & safety nature or structural related cannot be refused.

If the tenant then changes their mind after refusal, it may not be possible to deliver works within the existing programme. We will endeavour to schedule works as early as possible, but this may not be within the same financial year.

11. Decoration vouchers

For a tenant moving into a new home, or an existing home has had planned programme or responsive repair work carried out that has caused significant damage, we may give a payment to help with the cost of decorating the affected area of the home.

A voucher will be issued to assist with the purchase of decorating materials only. This includes:

- Interior paint.
- Wood care and varnishes.
- Wallpaper and pastes.
- Decorating utensils (non-powered).
- Sandpaper.
- Fillers and sealant.
- Mould deterrents

The payment is currently calculated at £50.00 per room, up to a maximum of £300.00 per property.

12. Contents Insurance

The council does not insure a tenant's home contents against loss or damage. We advise that all tenants seek to insure their personal belongings, carpets, furniture, other household items and, decoration for such damage and/or loss, including loss relating to fire or flood damage.

The council will provide tenants with access to a pay-as-you-go home contents insurance scheme. This is not a mandatory requirement and tenants can opt to insure themselves via a different means. However, should a tenant wish to access the Authority's scheme, they can do so by contacting (0191) 643 2360. More information is available at: RSA Tenants Contents Website

13. Party walls

In accordance with the Party Wall Act 1996 If a resident is a private owner, we need to advise them of roofing and structural jobs and the work that is going to be carried out next to their property. This is done in writing to the private owner before the scheme starts. If there is no response from them, we would be in dispute and would have to attend to enforce a Party Wall Notice.

14. Asbestos

Asbestos was added to many different types of building materials and products over the years; however it can be extremely hazardous, and you cannot tell if a material contains asbestos through a visual inspection.

Asbestos was widely used in the building industry so for properties built or refurbished before 2000, it is possible that they may contain some form of asbestos-containing material. If left undisturbed asbestos is safe.

Any tenant with concerns about possible asbestos in their home is encouraged to contact the service and not attempt to resolve the issue themselves, and we would require tenants to seek advice before making alterations to their home.

How we identify, survey and, manage asbestos is set out in our Asbestos Management Standard.

15. Aids and adaptations

We are committed to supporting tenants who may have a disability or mobility issue to live independently within their home. We will work with them and the relevant agencies to ensure that appropriate adaptations are installed wherever possible, so that they can continue to live in their home and enjoy a good quality of life.

Following the recommendations, the Service will allocate an appointment in line with the following priorities:

- A0: target response time 48 working hours.
- A1: target response time 5 working days.
- A2: target response time 8 working days.
- A3: target response time 45 working days.

16. Leasehold repairs

As a freeholder, the Service has an obligation to carry out works to the communal areas and maintain the structure and exterior of the property. A leaseholder has an obligation to pay for this works.

Leaseholders will be informed and consulted for any upcoming works within required timescales.

17. Pest control

Environmental Services will carry out treatments to tenants for the following infestations:

- Rats and mice.
- Fleas.
- Bed bugs and cockroaches.

The cost of these treatments is included in their rent. Charges will apply for other infestations.

Any repair or remediation work required to ensure the infestation does not return will be carried out.

18. Customer satisfaction and complaints

We strive to deliver excellent customer service to keep North Tyneside a great place to live, work and visit.

Our Customer Promise sets out what residents can expect from us and what they can do if things don't go well.

We view customer feedback, including complaints, as an important way of identifying what is going well, but also what could be better.

We are committed to using customer feedback to improve our services and increase overall customer satisfaction.

19. Definitions

Aids and adaptations: equipment and/or alterations to a property to enable the household to remain in their home and maintain their independence.

Cyclical works: are undertaken in cycles (1 year +), to maintain the general appearance and condition of buildings and property.

Decant: when the tenant is required to move from their property on a temporary or permanent basis due to repairs that cannot be completed with the tenant in the property.

HRA: Housing Revenue Account

Party wall: wall shared by two adjoining properties.

Responsive Repairs: include routine and everyday repairs, as well as emergency or urgent repairs.

The Service: Property Services Team

Appendix One: repair responsibilities

Repair Type	Who is responsible	
	Landlord	Tenant
Bathroom		
Internal pipe work boxing (if the responsibility of NTC)	X	
Bath panels	X	
Toilet seats and lids		X
Bath and sink plugs and chains		X
Taps to sink and bath (if the responsibility of NTC)	X	
Shower (if the responsibility of NTC)	X	
Ceilings		
Plaster ceilings	X	
Minor repairs to plaster work such as cracks and small holes (under 50mm ²)		X
Artex – patching ceiling following any repairs	X	
Decoration		
Internal decoration		X
Curtain battens		X
Doors		

Doorbell		X
Internal doors adjustment when new flooring fitted		X
External structures including doors and gates (fitted by you or previous tenants)		X
Door glazing (damaged or vandalised)		X
Door entry systems	X	
Door vents	X	
External doors – including ironmongery	X	
Storm door (in addition to the main property doors, fitted to side or rear of property)		X
Gaining entry to the property (i.e. locked in, locked out, lost keys)		X
Internal doors – including ironmongery	X	
*Maintenance of catches and locks		X
Drains and gutters		
Drain blockage (within the boundary of the property)	X	
Clearing and upkeep of ground level gulleys and grates		X
Clearing and upkeep of gutters		X
Drains and gulley surrounds /gulley grids	X	
Inspection chambers	X	
Soil vent pipes, including clips	X	
Electrical items		

Consumer unit (fuse box)	X	
Smoke alarms	X	
Carbon monoxide alarms	X	
Cookers, ovens, and hobs owned by the tenant (if not supplied by NTC)		X
Disconnecting and reconnecting your cooker (if not supplied NTC)		X
Electric fires (if the responsibility of NTC)	X	
Electric storage heaters (only if supplied by NTC)	X	
Electric meter and supply (contact your utility supplier)		X
Extractor fans	X	
Immersion heater	X	
Internal light bulbs, fuses, and fluorescent tubes (unless in a bathroom or communal areas)		X
Wiring – sockets, light fittings, and switches	X	
Electric plugs fitted to tenant's appliances (not sockets)		X
External items		
Maintenance of garden area (grass/paved areas/concrete)		X
Clothes posts and/or hooks		X
General upkeep of gardens and surrounding areas (including paving and concrete)		X

Paths – path to front door and 1m around property	X	
Boundary walls (if the responsibility of NTC)	X	
Boundary fences (if the responsibility of NTC)	X	
Maintenance of fencing		X
Council owned garages and outbuildings	X	
Front, side, and rear gates (if the responsibility of NTC)	X	
Hardstanding's and gates (if the responsibility of NTC)	X	
Outbuildings	X	
Sheds, including clearance and moving for repairs to take place		X
Communal areas – basic maintenance	X	
Communal areas – lifts and stairs	X	
Floors		
Laminate floors (lifting and relaying for repairs)		X
Loose floor coverings and carpets (including ceramic floor tiles)		X
Concrete floors	X	
Floorboards and joists	X	
Floor, wall, and fireplace tiles		X
Heating		
Bleeding radiators		X

Gas meter and supply (excluding gas meter box doors)		X
Pipework	X	
Radiators, valves, time clocks and thermostats	X	
Kitchen items		
Cooker point change – following change of cooker		X
Cooker point – either gas or electric	X	
Maintenance of kitchen cupboards and drawers		X
Repairs to cupboard door catches, handles and hinges	X	
Plugs and bulbs		
Energy efficiency		X
Low energy light bulbs		X
Plumbing		
Removing and replacing radiators for decoration		X
Repairing plumbing after decoration		X
Washing machine plumbing and fitting (if not supplied by NTC)		X
Roofs		
Aerials, satellite dishes, telephones and removing cables before and after maintenance work		X
Security		
Extra door or window locks (not to be fitted to PVC doors)		X

Walls		
Regrouting when discoloured		X
Minor repairs to plaster work such as cracks and small holes, (under 50mm ²)		X
Windows		
Fitting, removing, and adjusting blinds		X
Releasing windows stuck after internal painting		X

Appendix Two:

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Qualifying repairs and associated timescales are detailed below:

Description of repair	Response Time (Working days)
Total loss of electrical power	1
An unsafe electrical fitting	1
Total loss of water supply	1
Total or partial loss of gas supply	1
Blocked flue to an open fire or boiler	1
No heating or hot water (Between November 1 st and April 30 th)	1
Leak from a water pipe, tank, or cistern	1
Blocked or leaking foul drain, soil stack or toilet	1
Toilet not flushing (if there is only one toilet in the property)	1
Insecure external window, door, or lock	1
No heating or hot water (Between May 1 st and October 31 st)	3
Partial loss of electrical supply	3
Partial loss of water supply	3
Blocked sink, basin, or bath	3
A tap that cannot be turned	3
Loose or detached banister or handrail	3
Rotten timber flooring or stair treads	3
Leaking roof	7
Door-entry phone not working	7
Mechanical extractor fan not working	7

Should the Authority fail to complete the repair the tenant is entitled to follow the Right to Repair scheme as detailed below:

Stage One – Complete the Repair

- Tenant provides Authority with the opportunity to complete the described repair within the stated response time.

Stage Two – Appoint second contractor

- If the repair is not completed within the stated response time, the tenant can request someone else carry out the work.
- The Authority will instruct a contractor to complete the works and issue the tenant with a copy of this instruction.
- The appointed contractor will complete the repair within the same response time as the initially described repair.

Stage Three – Compensation

- If the repair remains outstanding after the stated response time has passed then the tenant should contact the Authority to report this.
- They can do so by:
 - Phone: 0345 2000 102
 - Email: Repairs@northtyneside.gov.uk
 - Write to: Property Services, North Tyneside Council, The Killingworth Depot, Block A, Station Road, Killingworth, NE12 6QQ
- Unless there is a good reason why the works have not been completed in the stated response time the tenant will be entitled to receive £10 compensation.
- For every additional day the tenant waits for the described repair to be completed, they will be entitled to a further £2, up to a maximum of £50.

Stage Four – Your Right to Repair

- If the contractor appointed at Stage Two does not complete the repair within the stated response time, the tenant can appoint their own suitably qualified contractor to carry out the repair.
- The total cost of the repair must be less than £250
- It is the tenant's right to pass the relevant invoice to the Authority and the Authority will then pay it.

If a tenant has outstanding arrears relating to current or former tenancies, including but not exclusive to rent, former tenant arrears and rechargeable repairs, the Authority will deduct compensation payments from this total amount. The tenant will be notified of this in writing.

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Secure Sub-committee – Draft Work Programme 2024-25

Date of Meeting	Agenda Items
9 July 2024	<ul style="list-style-type: none"> • Performance Overview – service delivery across the Authority in relation to the ‘Our North Tyneside Plan’ 2021-2025 priorities • Work programme 2024-25 • Statement of Licensing Policy (Gambling) Briefing Note/Report
24 September 2024	<ul style="list-style-type: none"> • Affordable Homes Programme • Damp and Mould Policy
3 December 2024	<ul style="list-style-type: none"> • Anti-Social Behaviour (to be defined /specific)
4 February 2025	
1 April 2025	<ul style="list-style-type: none"> • Annual Scrutiny Report 2025/26 Draft Work Programme

- potential topics to slot in:
 - Homelessness (B&B)
 - Housing Inspection & Satisfaction Survey
 - Equally Well Strategy

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