

**HULL HOUSING STOCK
INVESTMENT AND ASSET
MANAGEMENT STRATEGY
2023 -2027**

Contents		Page
Forward		5
Executive Summary		6
1.	Introduction	7
2.	Scope and Purpose	8
3.	Strategic Aims	9
4.	Asset Management Stages	10
5.	Hull's Housing Stock- Understanding Our Assets	11
	5.1 Stock Condition Data Collection	11
	5.1.1 Stock Condition Surveys	11
	5.1.2 New technologies to support data collection	12
	5.1.3 Working with partners to improve information	12
	5.2 Hulls Housing Stock	13
	5.2.1 Age and type	14
	5.2.2 Traditional properties	15
	5.2.3 Non-Traditional low rise	15
	5.2.4 High rise	16
	5.2.5 Leasehold	16
6.	National Policy	18
	6.1 Building Safety	19
	6.1.1 Higher risk dwellings -The Building Safety Act 2022	19
	6.1.2 What have we done to support high rise safety	20
	6.1.3 A 'Building Safety Case' for all our high risk homes	21
	6.1.4 Resident engagement in building safety	22
	6.1.5 The golden thread and improved asset data	22
	6.1.6 Safety of all our homes	23
	6.1.7 Funding pressures	23
	6.2 Quality Homes and Neighbourhoods	25
	6.2.1 Decent Homes Standard and the DHS Review	25
	6.2.2 Energy efficient homes	26
	6.2.3 The Hull Standard	27
	6.2.4 Tackling disrepair including damp and mould	29
	6.2.5 More affordable homes-newbuild and empty homes programme	31
	6.2.6 Improving neighbourhoods- beyond the front door	36
	6.2.7 Listening to communities and residents	38
	6.2.8 Supporting physical and mental health through social housing	40
7.	Local Priorities and Strategic Framework	42
	7.1 The Corporate Plan	43
	7.2 Hull's Health and Wellbeing Strategy 2022	43
	7.3 Hull's Carbon Neutral Strategy 2020	43
	7.4 Hull Housing Strategy	43
8.	Tackling Climate Change	45
	8.1 Local targets	45
	8.2 Low carbon and affordable homes	45
	8.3 Retrofitting existing homes to achieve carbon neutrality	45
	8.3.1 Fabric first	46
	8.3.2 PAS 2035 and what it means for future retrofit programmes	46
	8.4 Switch from gas heating	46
	8.5 Local heat generation	47
	8.6 Renewables	48

8.7	Funding carbon zero	48
8.8	Newbuild standards	49
8.9	Green skills and supporting the local economy	49
8.10	Managing flooding and climate change risk	50
9.	Compliance	52
9.1	Health and Safety-HHSRS	52
9.2	Fire safety	52
9.3	Gas servicing	52
9.4	Electrical testing	52
9.5	Ventilation in flats	52
9.6	Smoke and carbon monoxide alarm (Amendment Regulations 2022)	52
9.7	Asbestos management and removal	53
9.8	Legionella prevention	53
9.9	Lift safety	53
10.	Summary of Hulls Housing Investment Priorities – 2023 to 2027	55
11.	Planned Work Programmes and Programme Development	56
11.1	Age and condition	56
11.2	Zero carbon and the impact on future Planned work Programmes	56
12.	Sustainable Investment – Making the Most of Our Assets	58
12.1	Which homes should we continue to invest in?	58
12.2	Understanding stock performance	58
12.3	Sustainability modelling	59
12.3.1	Stage 1 NPV modelling	59
12.3.2	Stage 2 - option appraisals	60
12.3.3	Tower blocks	60
13.	Investment Programmes and Available Funding	62
13.1	Long term projections and affordability	62
13.2	Short term investment programme	63
14.	Maintaining our Homes	64
14.1	Responsive repairs	64
14.2	Empty Properties	64
15.	Value for Money and Contract Management	66
15.1	Housing repairs/maintenance and capital works	66
15.2	Future procurement and value for money	66
16.	Leasehold Management	68
16.1	Long leases	68
16.2	Short term leases	68
17.	Summary Action Plan	69

List of Appendices

- Appendix 1 Fire Safety Works in High Rise Blocks
- Appendix 2 SAP Ratings as a % of Stock
- Appendix 3 Hull Homes Standard
- Appendix 4 Headline figures published in HULLS Local Plan 2016 to 2032 (consultation document December 2016) and taking data from Strategic Housing Market Assessment 2013

- Appendix 5 Newbuild Programme
- Appendix 6 Net Present Value Stage 1 Modelling Results 2020
- Appendix 7 5 Year capital Programme and Financing
- Appendix 8 Abbreviations

Foreword

Access to decent affordable housing is crucial to our customer wellbeing. At a time of massive economic uncertainty impacting on household income and standards of living it is more important than ever that we continue to provide our own affordable, well maintained and energy efficient homes, alongside supporting delivery by our partner organisations.

Following the Grenfell tragedy there was national recognition that services need to improve to support people feeling safe and secure within their homes. The more recent tragedy of the death of Awaab Ishack who died in 2020 as a result of damp and mould has focused attention on disrepair and ensuring that as a landlord we are managing our homes effectively and responsively.

The White paper and Building Safety legislation sets out clear expectations on our role as a landlord. These expectations are reflected in the local investment priorities and action plan set out in this strategy. The strategy outlines how we will continue to meet our statutory obligations and improve the housing offer for both current and future customers.

Improving the information we hold on our housing stock to face the challenges presented by building safety regulations and the national carbon zero targets is a key theme in the Strategy. This is requisite to a sound business planning approach where investment decisions are taken based on a clear picture of condition and investment needs of our homes ensuring a sustainable Housing Revenue Account (HRA) going forward.

Improving our performance also means addressing stock or homes that are no longer in demand, or viable and placing an increased financial burden on the Housing Revenue Account. The strategy also outlines how as an authority we are considering a range of targeted solutions for failing stock to support the provision of homes that people can both afford and choose to live in.

In this period of rapid change in housing legislation we need to remain responsive and our investment plans will remain subject to regular challenge and review over the life time of this Strategy. This Strategy is a key part of delivering decent affordable homes in Hull and I recommend this document to all stakeholders.

Nic Harne

Assistant Director (Neighbourhoods and Housing)

Executive Summary

‘A home should provide safety, security and dignity. An opportunity to put down roots and contribute to our community’

These are the first lines of The Charter for Social Housing Residents, Social Housing White Paper published following of the Grenfell Fire Tragedy in June 2017. The White paper is just one of a raft of proposed major reforms on how we manage and invest in social housing in the wake of the tragedy.

The national agenda focusses on building safety and providing quality homes and neighbourhoods, including energy efficient homes. An overarching theme is that tenants and residents are involved in the management of their homes to ensure their concerns and priorities are heard.

The strategy looks at how we start to address these priorities over the next 4 years through investment and management plans for our 23,300 homes, at the same time balancing them with local priorities and ongoing stock modernisation.

The table below summaries our priorities for investment which is focused on providing safe and well maintained homes for our customers. This will direct our response to these challenges over the term of the Strategy. The national agenda puts increasing pressure on budgets and at a time of rapid change the full financial impact on the Housing Revenue Account (HRA) is not known so investment plans will be under continuous review to maintain the overall financial viability of the HRA.

We also set out in an action plan what needs to be achieved over the term of the strategy to deliver required changes for example improving information held on our properties and changes to operational practise. Delivery and management of the action plan will be monitored by the Business Development and Change team.

Strategic Priority	Investment Priority
Quality Homes	1.Health and Safety (Compliance)
Quality Homes	2.Maintaining Decency (Compliance)
Neighbourhood Renewal	3.Support for existing Renewal Areas (Approved area action)
Sustainable Homes (Energy Efficiency/Climate Change)	4.Energy Efficiency Improvements (Supporting Government targets to carbon zero)
Quality Homes/Enabling Access	5.Disabled Adaptations and Improvements
Quality Homes (ensuring sustainability of stock) /Enabling Access	6.Remodelling / Sustainability Schemes Improvements
Quality Homes/ Enabling Access	7.New build (subject to affordability/grant funding)
Neighbourhood Renewal/Enabling Access (tackling long term empties)	8.Empty Homes Programme
Quality Homes	9.Planned Renewals above Current Decent Homes

Section 1

Introduction

This new Housing Stock Investment and Asset Management Strategy (HSIAMS) for 2023-2027 builds on the success of the previous plan and responds to the changes and influences that are likely to affect Hull over the next four years.

The Strategy is Hulls plan for managing, maintaining, and developing its housing stock. Along with the annual Housing Revenue Account (HRA) Business Plan it sets out the council's short-to-medium term plans and priorities for its housing stock management services and provides a long term (30 year) perspective on stock investment and financial planning. Successful investment in our stock should increase tenant satisfaction with their homes and reduce pressures on the repairs service.

The Strategy also sets out an action plan for the next 4 years, but guidance and legislation for housing is changing at such a pace that the action plan will be monitored independently by our Business Development and Change team with customers to ensure we are adapting and incorporating significant changes.

The document is part of the annual HRA Business Plan reported and approved at Council in February 2023.

Consultation with tenants and stakeholders took take place during January 2023.

Section 2

Scope and Purpose of Hull's Asset and Investment Strategy 2022-2027

The 2023–2027 Housing Stock Investment and Asset Management Strategy (HSIAMS) guides investment decisions in Hull's housing stock. It sets out for the Council, our customers and stakeholders the key investment priorities for the HRA directed at supporting the Governments and Councils broader strategic objectives.

Revisiting the strategy has been delayed as we awaited the outcome of Governments review of the Decent Homes Standard (DHS) which has taken place alongside the introduction of legislative changes falling out of the publication of the White Paper on Social Housing, The Charter for Social Housing Tenants, initially published in November 2020.

The White paper was drafted in the immediate aftermath of the Grenfell Tower fire, one of the worst housing tragedies in our country's history and, justly leading to one of the most influential pieces of housing legislation for many years guiding how we are required to manage and maintain our homes going forward. The White Paper, now enshrined in legislation, details the Government's proposals for ensuring that social homes are safe and secure and that tenants of social housing have a voice in managing their homes.

Since the last asset management strategy was published, we have had more chance to assess the impact of welfare reforms implemented under the Government previous 'austerity' agenda on resources and have built contingencies into financial modelling. However, at the time of drafting the Strategy current economic uncertainties following COVID, the war in Ukraine and increasing cost of living for families introduce further uncertainty on available finances and remains a risk to what we can continue to deliver in the longer term.

This Strategy shows how we will support the delivery of both the Housing Bill and our own local priorities through the delivery of medium and long term programmes and the impact the legislative changes have had for the HRA.

It also sets out an approach to procurement and delivery which aims to ensure that maintenance and improvement programmes continue to be delivered in a cost-effective and efficient way.

Section 3

Strategic Aims

Our strategic aims reflect both national and local priorities at a time of significant change in housing policy and proposals for the way public sector homes are managed and maintained. We aim to provide the best possible housing offer whilst maintaining a solvent HRA for existing and future tenants by:

Delivering Quality Housing

- Ensure the health and safety of our tenants and residents through compliance with Health and Safety legislation
- Maintain the standard of housing customer offer with desirable, affordable energy efficient homes
- Ensure the sustainability of our stock by investing appropriately
- Taking a proactive approach to improving and maintaining our homes driven by good asset intelligence on condition and an understanding of customer needs

Delivering Sustainable Homes

- Understand and prepare our homes for climate change
- Support the achievement of local carbon reduction targets by improving the sustainability of our homes through increasing use of green technologies
- Providing affordable energy efficient homes

Progressing Neighbourhood Renewal and Regeneration

- Ensure efficient focused investment in HRA stock to help create successful sustainable communities identified through the Neighbourhood and Housing Strategy
- Tackling long term private sector empty properties through purchase and refurbishment to support neighbourhood improvement and increase the supply of affordable housing

Enabling Access to Housing

- Support supply and demand issues including the provision of specialist housing through buying, remodelling and refurbishing homes

Delivering efficient services and high levels of customer satisfaction

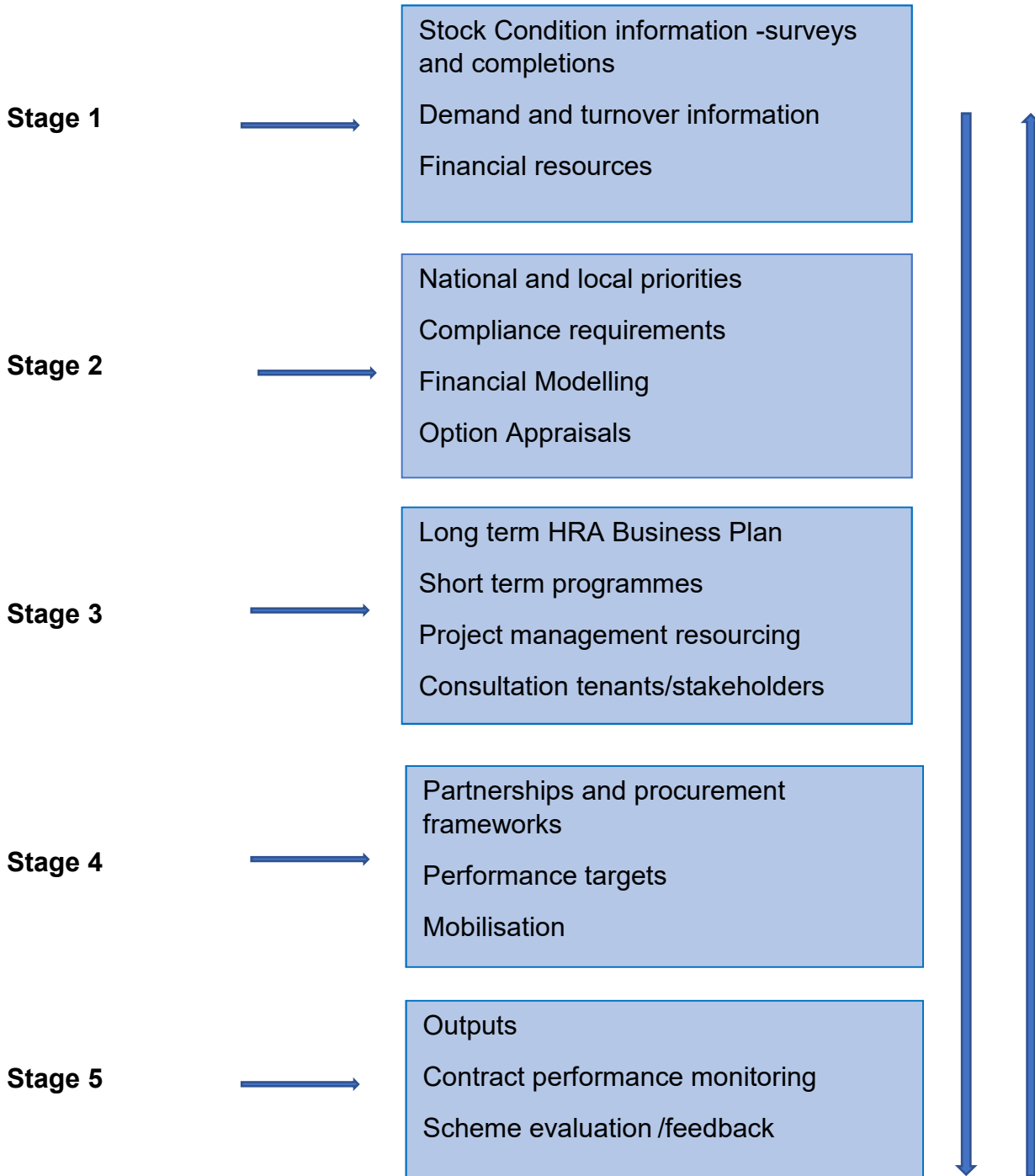
- Deliver a first-class repairs and voids service with high levels of customer satisfaction
- Delivering planned works programmes on time and to budget
- Involve customers in the delivery of our service

Ensuring Value for Money

- Through effective and efficient partnership working with our contractors
- Ensure value for money through informed investment and effective procurement which delivers efficiency savings where possible for reinvestment

Section 4

Asset Management Stages



Section 5

Hulls Housing Stock – Understanding Our Assets

5.1 Stock condition data collection

Improving stock condition information to drive decision making is an overarching aim of this Strategy. Good stock condition information is the basis of good planning and enables early decision making and a proactive approach to maintain stock condition.

Condition data is used to monitor compliance with The Decent Homes Standard (DHS), generate planned programmes of work to maintain our delivery standard and to provide information for financial modelling and long- term expenditure projections for the Housing Revenue Account.

We recognise the need to improve and expand the ways in which we build up condition information to do more upfront investment in our homes with the aim of reducing the number of responsive and emergency repairs whilst improving tenant satisfaction with the standard of their homes. Good information on our properties is the only way this can be achieved.

Our stock condition data base is currently continuously updated with elemental completions, data from ongoing work programmes and on-site stock condition surveys. In 2021 the council procured a new NEC asset management data base, the same system provider as housing repairs and management to improve data transfer, visibility, and operational efficiencies. The re-procurement was in response to the Gov requirement for 'Golden Thread' under Building Safety legislation info (see page 19) The new system will go live in 2023/2024.

Over the next few years, the intention is to develop the system to hold much more comprehensive information about our stock not only to support the building safety legislation but to ensure everything we need to know about a property is in one place supporting better joined up planning.

5.1.1 Stock condition surveys

Government guidance recommends that properties should receive a stock condition survey once every 5 years. Figures below show the level of recorded stock condition surveys undertaken over the last few years have fallen below this target.

Fig 1.

		Properties Visited	% of Stock
>5 Years	Before 1/12/2017	17073	73.52%
4 - 5 Years	Between 1/12/17 and 30/11/18	656	2.83%
3 - 4 Years	Between 1/12/18 and 30/11/19	780	3.36%
2 - 3 Years	Between 1/12/19 and 30/11/20	207	0.89%
1 - 2 Years	Between 1/12/20 and 30/11/21	1510	6.50%
<1 Year	From 1/12/21	1866	8.04%
Unspecified		67	0.29%

In 2022 additional asset surveyors have been allocated in recognition that we need to improve the level of surveys but while improving numbers of full stock condition surveys, we remain well below our target of 20% of stock to be surveyed per annum.

A new contract with our delivery partner Kingstown Works Limited (KWL) launched in January 2020 was planned to release more resource for surveys, unfortunately the Covid pandemic has interrupted this objective.

Asset surveying software has also been rolled out to all surveyors to enable the collection of elemental condition data from site visits to boost the overall quality of stock condition data so when time allows surveys can take place.

Access to homes remains a barrier in many cases to full stock condition surveys. A significant proportion of the surveys recorded are external surveys only. Ways to improve access levels are being considered.

A specialist high rise stock condition survey is being procured in 2023/2024 to confirm elemental replacement timescales and costs for structural components, service elements and heating systems. Information from the surveys will be added to the data base.

5.1.2 New technologies to support data collection

As a council we are looking to utilise smart home technology to feed our property information and reduce reliance on inspections to detect problems.

In partnership with Aico we have started to install Smart LINK Gateway systems into all our homes which are designed to monitor fire detection and carbon monoxide alarm systems installed in our homes in real time and flag up failing systems for immediate replacement. As a landlord this represents efficiencies in managing replacement systems, improving asset management, as well as creating safer homes for residents. Work to install the Gateway system into all our properties will be completed over within the next 5 years.

We are also piloting a small scale trial of environmental sensors which gather data on indoor environmental conditions with the aim of using data collected to flag properties at risk of damp and mould and issues with energy efficiency. If successful, the intention will be to role out the pilot across the stock. Information gathered will enable a preventative approach to tackling problems maintaining healthier more energy efficient homes for the benefit of residents.

We will continue to look at emerging technologies to deliver efficiencies in the maintenance of our homes and improve services to tenants.

5.1.3 Working with partners to improve information

Responsive repairs are delivered through our partner contractor KWL. Repairs are delivered on a price per property basis. We will work with our partners to undertake more analysis of repair information to identify trends in disrepair and support the development of targeted planned programmes of work with the aim of addressing identified issues before they impact on tenants.

The implementation of the NEC data base includes the implementation of the NEC Contractor Portal through which condition and completions information from external contractors will be received directly into our data base.

AMS 2023/2027 Actions to improve stock condition data

1. Complete the implementation of all modules of the NEC Asset Management system including the Contractor Portal to improve the quality and access of information held
2. As part of NEC implementation review how works orders are raised and completed to ensure the maximum level of elemental information can be picked up on the asset data base
3. Aim to increase the number of surveys to achieve 20% per annum through use of mobile working
4. Complete specialist high rise block survey programme and incorporate findings into the data base
5. Continue to look at emerging technologies to deliver efficiencies in the maintenance of our homes and improve services to tenants
6. Work with our partners, in particular KWL, to review and analyse repair information to maximise planned work programmes and reduce the level of responsive and emergency repairs
7. Complete an audit of data for properties failing DHS

5.2 Hulls housing stock

Hull has a total housing stock of 23,300. This is a reduction of just under 1,100 properties since April 2017.

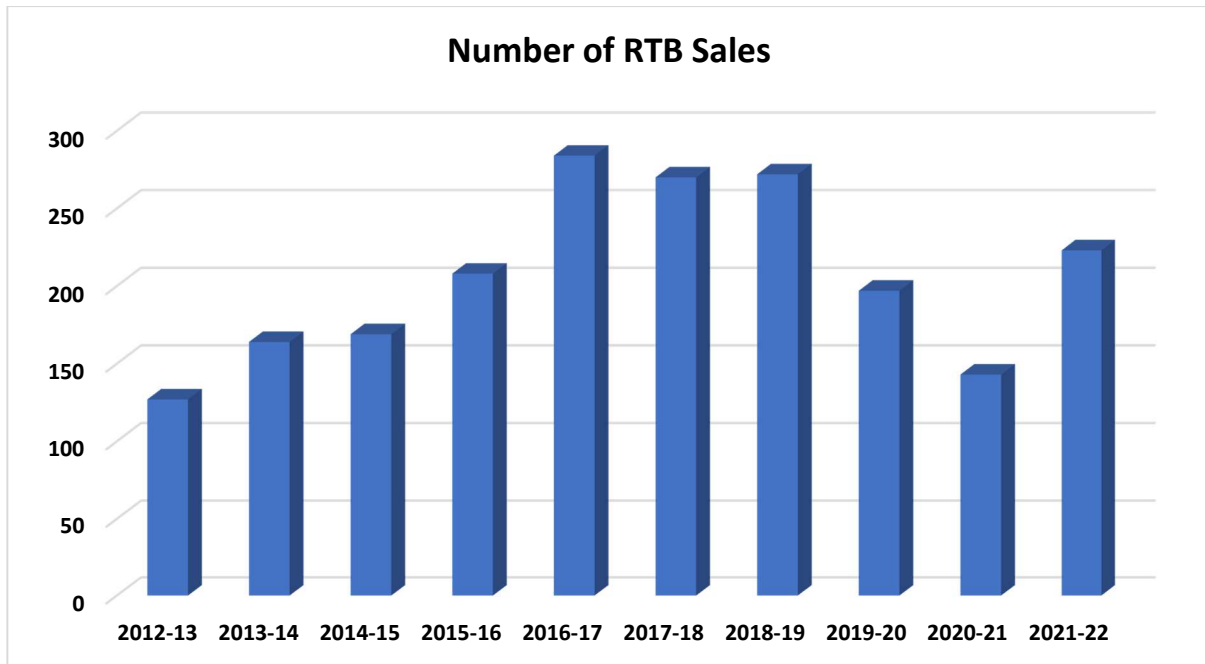
We continue to lose stock through the Right to Buy (RTB) market. A further 1,100 properties have been sold since the last HSIAMS was published in 2017. The graph below shows sales slowed during Covid but have picked up again in 2022. It is assumed that the rate is likely to slow again due to current economic forecasts and reflect an overall slowing of the housing market.

Stock has also been reduced by a residual demolition programme in regeneration areas.

Losses due to RTB and demolition have been offset by a growing newbuild programme. 560 newbuild properties have been completed between 2011 and March 2022. A further 200 completions are anticipated before the end of 2024/2025. While we continue with a newbuild

programme the level at which this can continue will be dependent on the turbulent economic conditions impacting on cost and how this impacts other priorities across all programme areas.

Fig 2.



5.2.1 Stock breakdown age and type

Total Properties 23,305

Fig 3. Type of Property

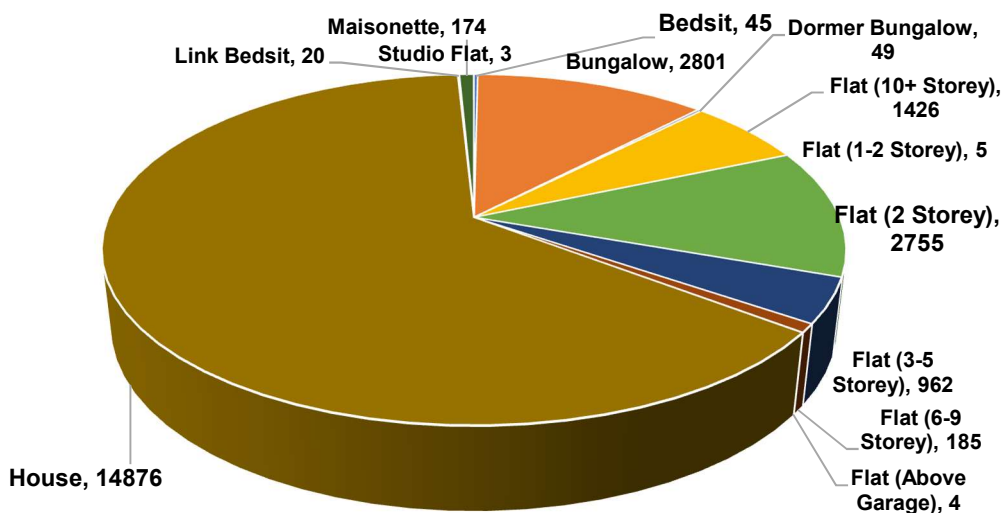
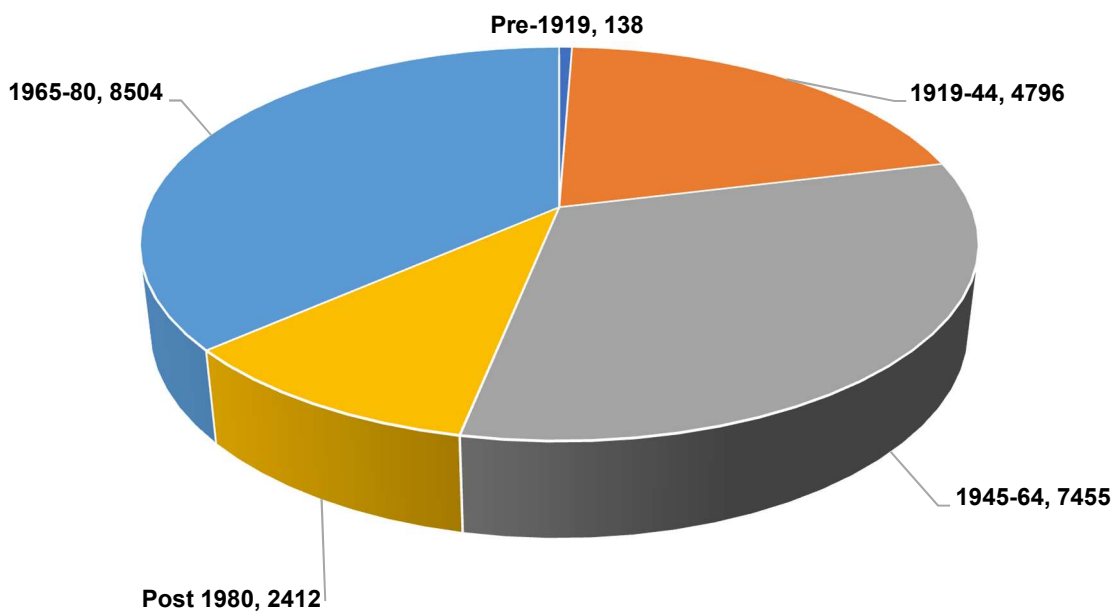


Fig 4. Age of Property



5.2.2 Traditional properties

Pre-war housing is mainly traditionally built stock situated on large estates across the city but there are also a small number of traditional pre-war flats in smaller pockets within the estates.

The traditional pre-war estates received significant levels of improvement in the 1980s and early 90s through extensive whole house refurbishment schemes including re-roofing. This stock only required minor investment under the initial DHS programme to 2011. However key elements such as kitchens and heating systems are picked up on cyclical programmes. These properties are of solid wall construction or narrow cavity construction and while most received some level of internal insulation during whole house improvement programmes in the late 1980s and early 90's they will be included in archetypal specialist energy surveys to determine what level of additional fabric improvements are required to bring them up to current retrofit standards. These properties have received loft insulation to current standards where it has been possible to gain access and install.

Early post war traditional stock remains popular. This is predominantly estate based traditional stock, which is generally in high demand, supported by the high proportion of RTB's in these areas. These properties are generally in a good structural condition and a reroofing programme for most early post war properties was completed in March 2019. These properties benefited from the Councils Housing Energy Project which ran from late 1999 to 2004 and invested approximately £50m (city wide) in replacing external doors and installing PVCu windows, gas central heating and rewiring. The stock had further internal updating of kitchens through the DHS programme and continues to receive cyclical elemental replacements. These properties have received both cavity wall and loft insulation.

5.2.3 Non-traditional low-rise properties

Hull also has a high proportion of non-traditional low-rise housing. Many of these properties are more problematic in terms of construction with poor thermal efficiency and costing more to

maintain. Demolition programmes in current renewal areas have targeted demolition at non-traditional housing reducing overall numbers but 16% of Hull's low-rise stock is still non-traditional. Significant structural and work energy improvement works have been targeted at the remaining non-traditional stock. A summary of non-traditional low-rise properties is given in fig 5 below. Any remaining properties will have received external wall insulation and any required structural improvements by the end of 2024/2025.

Fig 5. Non traditional stock breakdown

Construction Type	Age Rang	Number
5M	1965-80	52
BISF	1945-64	60
Calder	1965-80	56
Caspon	1945-64	3
	1965-80	477
Kingston	1945-64	87
Newland	1945-64	72
Spooner	1945-64	237
	1965-80	29
Unity	1945-64	5
Wild	1919-44	12
Wimpey No-Fines	1945-64	254
	1965-80	2181
Winget	1919-44	266
Grand Total		3791

5.2.4 High rise

Hull has 26 high rise blocks (6 storeys and higher). All blocks have received some level of external refurbishment and repair since the early 1990s. 14 blocks received aluminium rain screen cladding systems and new windows during the 1990s with the last block completed in 2004. A further 3 blocks have had thermal render systems installed with the last 2 blocks completed in 2010. All blocks have had window replacements and a number have local district heating systems. Additional internal upgrade work has taken place as part of the Decent Homes works programme. Several blocks are facing demand issues and following full sustainability assessments 3 blocks have been approved for demolition in west Hull. Requirements for key elemental improvements such as windows, heating and cladding need to be reviewed and costed as the improvements undertaken in the late 90's are coming to the end of their life. Individual block surveys are being commissioned to look at overall condition, zero carbon heating solutions and ensuring the blocks are assessed under PAS 2035 to meet current retrofit standards. General funding provision has been made within the medium-term programme but once costed further appraisals will take place before work commences.

5.2.5 Leasehold

The Council own the freehold interest in a large number of purpose built blocks of flats across the city containing approximately 6000 flats around 570 (9.5%) of which have been bought under long leases. These flats were sold initially through Right to Buy legislation, but many have since been

sold on through the open market and over a third are now held as buy to let properties by Private Landlords.

The management of these properties is governed by a lease agreement rather than a tenancy agreement and the income collected is by way of an annual ground rent and variable service charges rather than a fixed weekly rent.

Section 6

National Policy

National housing policy since Grenfell has shifted to a major review of building safety, a re-emphasis on quality homes but extending beyond individual homes to neighbourhoods that promote health and wellbeing for social housing tenants. There continues to be an emphasis on energy efficiency and reducing carbon emissions which is becoming more urgent as the impact of global warming is recognised.

This strategy outlines how Hull City Council (HCC) proposes to improve safety in our homes and the work we will undertake in individual homes and surrounding neighbourhoods including work to improve the future energy efficiency of our homes.

Housing White Paper /Social Housing Regulation Bill March 2022

A home should provide safety, security and dignity. An opportunity to put down roots and contribute to our community so we can enjoy social and civic lives

The Charter for Social Housing Residents -Social Housing White Paper

In summary the White Paper 7 point charter covers

Safety in the home. We will work with industry and landlords to ensure every home is safe and secure.

Performance. To know how your landlord is performing, including on repairs, complaints and safety, and how it spends its money, so you can hold it to account.

Complaints. To have your complaints dealt with promptly and fairly, with access to a strong Housing Ombudsman who will give you swift and fair redress when needed.

Consumer Regulation. To be treated with respect, backed by a strong consumer regulator and improved consumer standards for tenants.

Customer Voice. To have your voice heard by your landlord, for example through regular meetings, scrutiny panels or being on its Board. The Government will provide help, if you want it, to give you the tools to ensure your landlord listens.

Homes and places. To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair.

Home Ownership. To be supported to take your first step to ownership, so it is a ladder to other opportunities, should your circumstances allow.

6.1 Building safety

In the days immediately following the tragic fire at Grenfell House in June 2017 we carried out an extensive programme of inspections of our 26 high rise blocks and we have since put in place a major programme of fire safety improvement and remediation works.

The subsequent Hackitt enquiry highlighted failings in the management and improvement of the Grenfell House tower block. The need for residents to feel safe and secure in their own home has become the main driver behind recent government policy for social homes to ensure that a tragedy like Grenfell can never be repeated.

The White Paper set out the following commitments;

- *Legislate to strengthen the Regulator of Social Housing's consumer regulation objectives to explicitly include safety.*
- *Legislate to require social landlords to identify a nominated person responsible for complying with their health and safety requirements.*
- *Expect the Regulator of Social Housing to prepare a Memorandum of Understanding with the Health and Safety Executive to ensure effective sharing of information with the Building Safety Regulator.*
- *Launch a consultation on requiring smoke alarms in social housing and introducing new expectations for carbon monoxide alarms.*
- *Consult on measures to ensure that social housing residents are protected from harm caused by poor electrical safety.*
- *Continue to work with the Social Sector (Building Safety) Engagement Best Practice Group and the Building Safety Regulator to ensure resident voices are heard.*

6.1.1 Higher risk dwellings- The Building Safety Act 2022

'The Building Safety Bill introduces a more stringent regime for the design, construction, day-to-day management and maintenance of higher-risk buildings, with residents having a strong voice in the system'

The Charter for Social \Housing Residents -Social Housing White Paper

The governments Building Safety programme has been established following the Grenfell House tragedy, "The programme was established to make sure the residents of high-rise buildings are

safe and feel safe now and, in the future,” (Gov.uk website). The Building Safety Act achieved royal assent in April 2022.

The Act introduces an enhanced regulatory regime for all buildings but central to it is the aim to support the safety of residents in higher-risk residential buildings which targets all blocks 7 storeys and above or 18m in height. Other blocks can also be classified as high risk for example sheltered blocks.

Central to the Act is the recognition that managing safety starts at the design and construction stage but continues once the building is occupied for the life of the building.

Regulations include the development of building safety cases and safety case reports to prove higher risk buildings comply with all relevant safety legislation and are effectively managed. The ethos of the legislation is around a stricter regime for design, build and management of these buildings and greater communication and engagement with all stakeholders. Competence is key to achieve all elements. There is a new regulator (The Building Safety Regulator) within the Health and Safety Executive charged with ensuring safety in higher-risk buildings and new clearly defined roles and responsibilities for managing Higher risk buildings. The Act ensures a stronger voice for residents, with new rights to information about their buildings.

The Act represents the most fundamental changes to building safety legislation in decades.

The Bill also introduces an enhanced regulatory regime for all buildings but central to it is the aim to ensure the safety of residents in high-risk residential buildings which targets all blocks over 6 storeys or 18m in height. Other blocks can also be classified as high risk for example sheltered blocks.

Central to the bill/act is the recognition that managing safety starts at the design and construction stage but continues once the building is occupied for the life of the building.

Proposals include the development of safety cases to prove high risk buildings comply with all relevant safety legislation and are effectively managed. There are also proposals for greater and clearer accountability for landlords for building safety. There is a new regulator (The Building Safety Regulator) within the Health and Safety Executive charged with ensuring safety in high-risk buildings and new roles in the Council with legal accountability for high-risk buildings. A key role is that of the ‘Building Safety Manager (BSM) who has day to day responsibility for ensuring that the blocks are managed and maintained safely. The act/bill ensures a stronger voice for residents, with new rights to information about their buildings and the BSM is required to proactively and engage and communicate with them.

The act/bill also specifies higher standards for new builds and that greater levels of scrutiny and assurance are required on all major newbuild and refurbishment programmes.

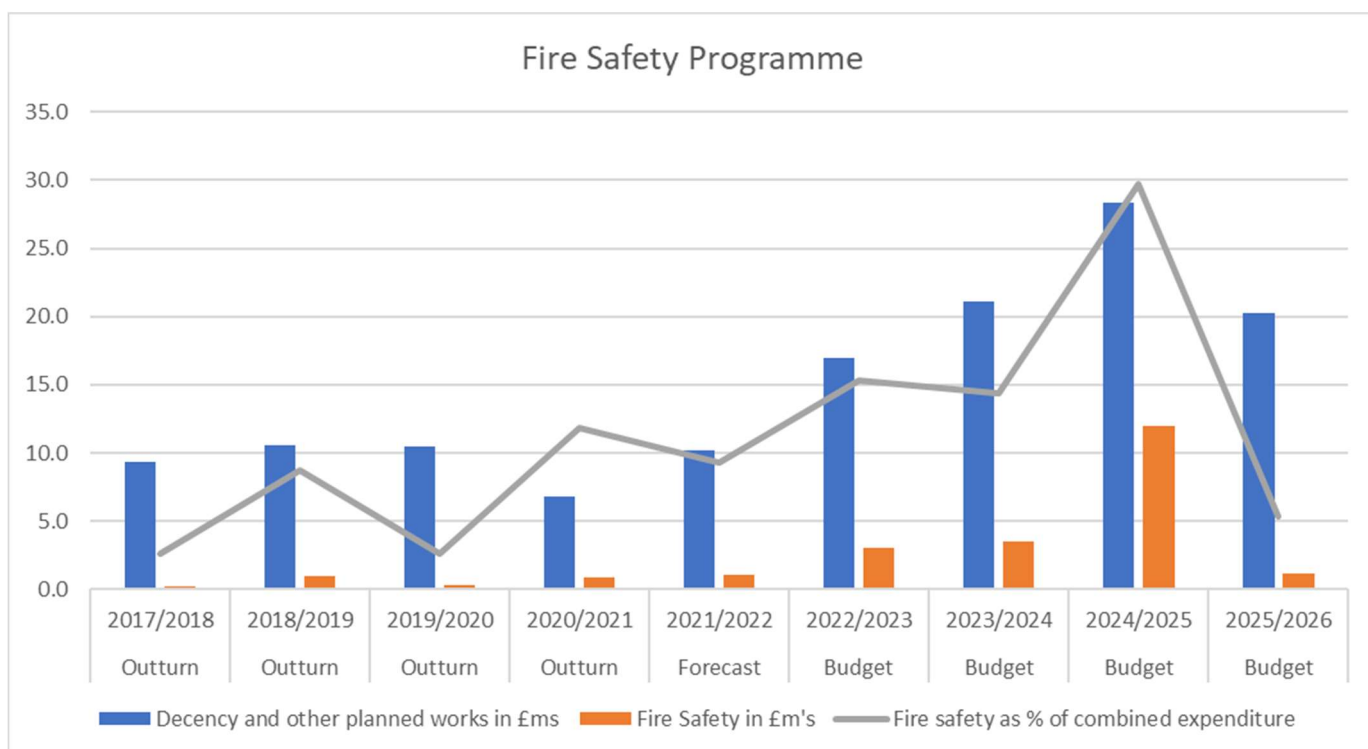
6.1.2 What have we done to support high rise safety?

An early extensive review of the safety and integrity of Hull City Council high rise blocks immediately following the Grenfell Tower fire including external inspection of cladding systems.

An interim strategy was agreed with Humberside Fire and Rescue to address all remedial actions, including precautionary cladding and bin chute works which were completed during 2018-19.

A building safety programme to support the safety of higher-risk residents is ongoing which includes a multi-million pound programme of improvements to high rise blocks. The programme includes the replacement of all flat entrance doors across all higher risk blocks. Replacement commenced in 2021/2022 and is due for completion by 2023/24. Future work includes the replacement of communal doors and screens, installation of sprinkler systems to the bin rooms, fire stopping works within all service cupboards. A more detailed breakdown of work and estimated programme costs is shown at appendix 1. The total cost of the fire safety works programme is estimated to be £22.5m when completed. A programme of work to improve fire safety measures in low rise blocks of flats is also ongoing. Fig 6 below highlights the increase in expenditure on fire safety since 2017.

Fig 6. Expenditure on fire safety since 2017



6.1.3 A Building Safety case for all our high-risk homes

The Building Safety legislation has also introduced the need for every ‘higher risk’ block to have a Building Safety Case. The Building Safety Case will demonstrate to regulators and to people living in the blocks that we have effective measures in place to minimise the potential risk of a major incident and a robust approach to the ongoing management of the building. Once BSC’s are completed they must be shared with the Building Safety Regulator who will review the safety case to ensure standards of building safety are being maintained. Individual BSCs will be continually reviewed and updated to reflect refurbishment works and alterations or changes to day-to-day management practises. Safety case reports will also be available to residents so they have a comprehensive picture of safety information about their building to give them confidence in the management of their building and help them feel secure in their homes.

We have 22 blocks which will require a BSC. These are to be submitted to the Building Safety Regulator between April and September 2023.

6.1.4 Resident engagement in building safety

A major contributing factor to the disaster at Grenfell highlighted in Dame Judith Hackitt's review Building a Safer Future was the failure to listen to residents' concerns around safety in the block. A key thread of both the White Paper and Building Safety Act is the need to fully involve residents in the management of their blocks and in the planning for any work undertaken. We are currently reviewing communication processes and developing a robust resident engagement strategy to ensure residents are involved in the development of their blocks BSC. This will not be a one-off consultation exercise but will be embedded in the ongoing management of the blocks to ensure a positive safety culture in each building which is supported by all residents.

6.1.5 The golden thread and improved asset data

The Hackitt review also highlights as a contributory factor the lack of readily accessible information on the block following improvement programmes. In recognition the Building Safety Bill has introduced the requirement to create and maintain a 'golden thread' of information high risk properties.

The golden thread is both ;

- *The information about a building that allows someone to understand a building and keep it safe, and*
- *The information management to ensure the information is accurate, easily understandable ,can be accessed by those who need it and is up to date*

DLUHC Golden thread :fact sheet 5th April 2022

This means keeping more detailed reliable, up to date and accurate information on our buildings in a standardised and accessible form.

The regulations refer specifically to sharing and retaining information on new and existing buildings around structure, fabric and construction details and permanent fixtures within the building. These records need to be updated when any changes to the building are made through improvement schemes and elemental planned works. Capturing in one data base (NEC) information from day-to-day repairs and individual elemental replacements is also critical, as this could impact on the integrity of a building over time. The requirements of the Building Safety case also mean that easy access to servicing and compliance information is required.

The Council has reviewed and reprocurd its asset management data base with the emphasis on having one fully integrated system to manage asset data and compliance. The seamless transfer of data between modules aims to ensure improved access to consistent stock condition and safety information. The NEC asset Management module aims to be fully implemented in 2023/2024.

A gap analysis of information currently held against future requirements was undertaken in 2022. It also looked at where data was currently stored, and review of the data held where it currently is held.

Digital representations of our blocks are to be developed to support the management of these assets.

6.1.6 Safety of our homes

Hull City Council remains proactive in managing the safety of its housing stock and deliver safety measures at and above current compliance requirements. For example, we are currently upgrading fire alarms in all properties to LD2 systems and DL1 Systems in higher risk homes. The upgrades include a SMART monitoring system which can identify and report on the condition of individual smoke alarm heads.

We continue to work closely with Humberside Fire and Rescue Service and requirements for fire safety are continually reviewed for all our homes. Planned work programmes are put in place to address any issues as soon as identified.

Details of how we manage compliance with health and safety requirements are outlined in section 9.

The Council have recently updated its access procedure to improve access to properties to complete any safety checks and programmes of work specifically related to the safety of our homes.

6.1.7 Funding pressures

The legislative changes outlined represent an increasing proportion of our overall budget in turn placing pressure funding other areas. The immediate capital implications have been included in spending projections with over £20m already allocated for both high and low rise fire safety, improvements to smoke alarms in all our homes over the lifetime of this strategy. The requirements for expenditure will be continually reviewed in response to ongoing risk assessments. On going management costs resulting from legislative changes are harder to anticipate although it is assumed that the present peak of disrepair claims will dissipate over coming years and that cost pressures will be generally absorbed into the existing workforce as increasing use of technology allows tenants to have a greater oversight of their properties and thus for staff to be more efficient.

AMS 2023/2028 Actions to ensure the safety of our homes:

1. Complete the planned programme of fire safety upgrades for all high-rise blocks.
2. To produce a Building Safety Case for all high risk blocks of flats.
3. Complete a review of fire safety compliance for all low-rise flats and develop delivery plans
4. Complete planned upgrades to all low-rise flats to ensure compliance and enable safe escape from fire including upgrade of fire alarm systems and fire escape windows where required
5. Implement new Asset management systems to ensure 'golden thread of information
6. Improve quality and level of data held on the Asset Data Base
7. Review customer engagement strategy and implement customer engagement protocols for all high risk properties
8. Within the lifetime of the strategy to complete the upgrade all our homes to a monitored LD2 fire alarm system
9. To implement the revised access procedure to ensure 100% access to our homes to undertake safety checks

6.2 Quality Homes and Neighbourhoods

To have a good quality home and neighbourhood to live in:

We heard that tenants are proud of their communities and want greater investment in them. We want to ensure social tenants have good quality, decent homes and neighbourhoods, including access to green space and support for wellbeing. (The Charter for Social Housing Residents -Social Housing White Paper)

6.2.1 Decent Homes Standard (DHS) and the DHS review

Major investment was delivered across our housing stock through the Decent Homes Programme (DHS) delivered between 2006 and 2011. By March 2011 98.5 % of Council homes achieved the Government's Decent Homes Standard. The residual level of non-decency was due to outstanding remedial work for properties becoming void at the end of the year.

Since 2011 stock investment modernisation activities (e.g., kitchen and bathroom and heating replacements), have continued to be determined by the DHS with planned work programmes maintaining the level of decency across the stock. This has included demolition programmes where properties could not be brought up to standard cost effectively.

Fig. 7 Kitchen replacement under DHS modernisation

Before



After



At March 2022 decency was reported at 96%. This increase in non-decency by 2.5% reflects delays to refurbishment works to some of our high-rise blocks particularly around heating and windows as we await specialist surveys to help us determine how best to programme and deliver these works having consideration for zero carbon targets.

The Decent Homes Standard has been in place since 2006. A review of the DHS was launched in 2020 as part of the Government's commitment to improving the quality of homes in the social sector. Consultation was focused on:

- Improved electrical standards,
- Improved home security measures with improved security standards for windows and doors.
- Ventilation standards
- Requirement of showers as a water saving measure
- Energy efficiency targets
- Access to communal space around social homes

The DHS review has not yet concluded but we will continue to ensure that we comply with requirements when finally published although major changes may have a significant impact on the HRA going forward.

6.2.2 Energy Efficient Homes

The DHS review is also expected to consider how the Decent Homes Standard could better support the decarbonisation and energy efficiency of social homes in line with other national targets.

We are committed to decarbonising our homes. Climate change is a critical global issue, and homes contribute 14% of all UK greenhouse emissions²⁶. Working to address the impact of social homes will contribute to the United Kingdom's commitment to net-zero carbon emissions by 2050 and help to reduce residents' energy bills. It will also contribute to our legally binding fuel poverty target and the Energy Performance Certificate Band C aspiration set out in the Clean Growth Strategy.

The Charter for Social Housing Residents -Social Housing White Paper

In October 2021 the Government published its Heat & Buildings Strategy which sets out the Government plan to *“significantly cut carbon emissions from the UK's 30 million homes and workplaces in a simple, low-cost and green way whilst ensuring this remains affordable and fair for households across the country. Like the transition to electric vehicles, this will be a gradual transition which will start by incentivizing consumers and driving down costs”*.

Measures include:

- ensuring all new buildings in England are ready for Net Zero from 2025 (which means prohibiting the use of gas boilers in new build properties)
- phasing out the installation of new natural gas boilers from 2035
- rebalancing energy prices to ensure that heat pumps are no more expensive to buy and run than gas boilers (in effect shifting the levy from electricity alone to electricity and gas)

The Homes & Buildings strategy says the government will consider “a long-term regulatory standard to improve social housing to EPC band C, with levers required to decarbonise the stock in line with net zero”.

The council's commitment to improving the energy efficiency of its homes and reducing fuel poverty is demonstrated by the achievements to date and the local targets already included in The Hull Affordable Warmth Strategy which aims to ensure that 'as many homes as reasonably practicable achieve a minimum energy efficiency target standard of B and C by 2030'.

As early as the 1990's Hull was undertaking major energy efficiency schemes targeted at the poorest properties delivering district heating schemes and cladding to several high-rise blocks. Funding has been identified over the next 5 years to re visit these properties and upgrade windows and heating systems to meet current standards. The need for upgrading existing cladding will be established following full energy assessments. Major investment in double glazing, gas central heating and insulation packages commenced through the Housing Energy Project in 2000 for all our homes and has continued through the decent homes programme. Our current delivery standard includes the upgrading of all low-rise heating to full gas central heating, double glazing, and topping up current loft insulation to 280mm and cavity wall insulation where possible. Where tenants refuse upgrades, work is undertaken during the void process. We also take a proactive approach to encourage households who have previously refused energy efficiency upgrades.

There are key measures that impact on an individual properties SAP rating including type and efficiency of heating boiler, loft insulation and cavity insulation where possible, and double glazing. External wall insulation has a significant impact on SAP rating particularly for properties of a non-traditional construction. Hull has prioritised these measures and currently;

- 98% of low-rise homes have full gas central heating the residual properties are refusals
- Of these heating systems 70% have 'A' rated boilers fitted
- 35% of our 1610 homes in blocks over of 6 stories are over are on gas district heating systems. Zero carbon options are being considered for all blocks over the next 5 years.
- 99.8% of homes are double glazed
- 90% of stock where it is possible to insulate has loft insulation over 280mm
- 73% of post war traditional stock that can have cavity insulation has been insulated
- 76% of our 3800 low rise non-traditional hard to treat properties which suffer from poor heat loss have received external wall insulation and all will be completed by 2024/2025
- 18 out of 26 high rise blocks have had external thermal cladding or insulating render installed

We continue to prioritise energy efficient, affordable heating for tenants whilst also planning for decarbonisation of our stock. Our first ground source array for 3 blocks of electrically heated high rise blocks is due start on site in 2023 2024 which will be a pilot for role out to other blocks.

The current SAP profile of our homes is attached at appendix 2. Additional measures will be required across the stock to improve these energy ratings still further which also links to decarbonisation of our homes.

Our ongoing approach to energy efficiency and decarbonisation of our homes is outlined in detail in section 8 below.

6.2.3 The Hull Standard

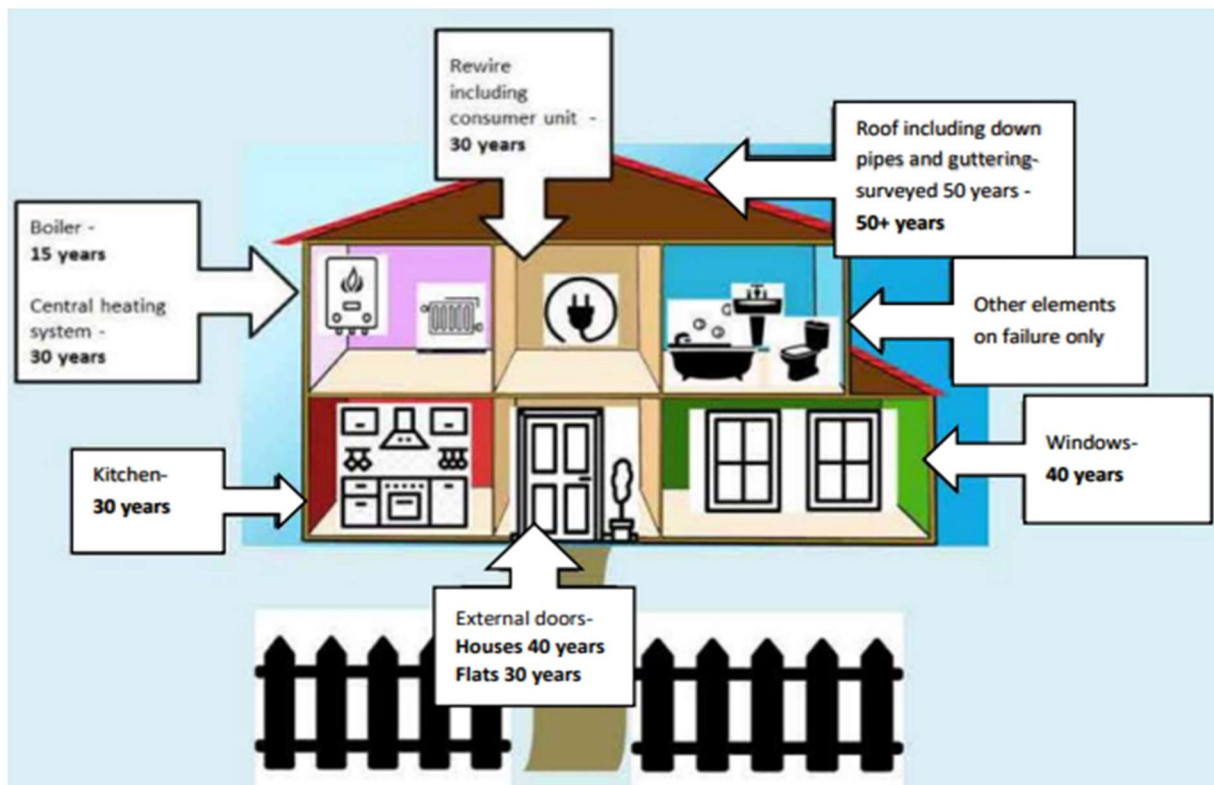
The Decent Homes Standard represents a minimum baseline for elemental planned replacements.

We undertake an annual 'fiscal' review which allows us to model planned cyclical delivery at, and above, the Decency Standard to determine what level of elemental replacement is affordable.

In the previous AMS 2017 /2021 due to the government's austerity agenda and uncertainties around rent setting and the impact of universal credit we adopted a Hull Standard just above the Governments DHS.

The current Hull Homes Standard is shown in figure 8 below. More detail of our planned works standard is given in appendix 3. This standard is delivered across all work streams including planned void and repairs.

Fig 8. The Hull Homes Standard



General external environmental improvements are still not included in our Hull Homes Standard however additional investment is targeted at some property groups where sustainability assessments have identified works to improve sustainability. This has included general environmental and security improvements to some groups of properties to tackle anti-social behaviour. Consideration is also given to increase the internal elemental improvement standard on target schemes to improve lettings.

Cyclical external painting and external renewals programmes also continue to maintain properties in good repair and reduce disrepair. Communal areas within blocks are also decorated and maintained under cyclical schemes.

While keeping all properties in a reasonable state of repair it is recognised that this standard is unlikely to meet the more aspirational standards for tenants and prevent further decline of homes in some areas without additional targeted investment.

Maximising planned investment programmes not only improves the standard of our homes but also reduces repair requirements so we will continue to model affordability annually with the aim to improve our elemental delivery standard.

Additional financial pressures particularly around delivering new building safety requirements and zero carbon targets, and ongoing income uncertainties, continues to limit increasing elemental modernisation much above DHS.

Consultation with tenants suggested that the installation of showers should be part of a modern standard. Installing showers will support the reduction of heating and water usage for tenants. Our newbuild properties all have showers installed and recent financial modelling suggests there is financial headroom to start a programme of planned shower installations across existing stock. Discussions will take place on the best way to deliver a programme of shower installations over the next few years. Modelling higher standards results in the HRA going into deficit much earlier.

AMS 2023/2028 Actions to ensure the continued delivery of Decent Homes:

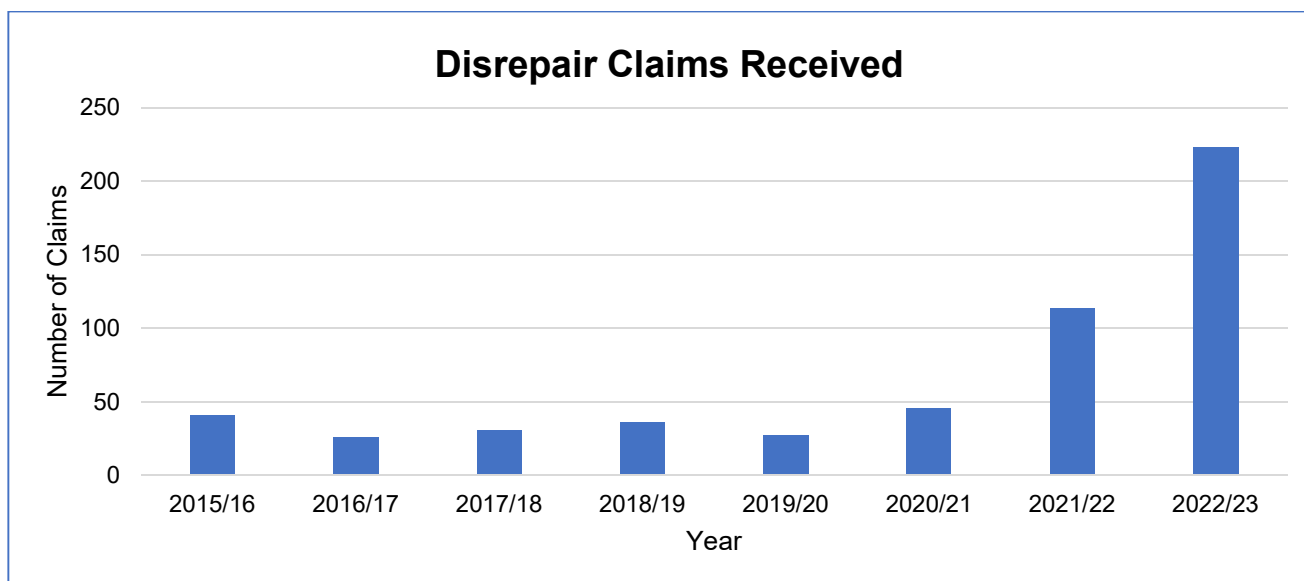
1. Complete annual reviews of affordability to inform changes to the Hull Homes Standard
2. Continue to monitor Decent Homes compliance

6.2.4 Tackling disrepair including damp and mould

Using information gathered through stock condition surveys and other information sources we produce planned and preventative programmes of work to tackle inherent defects in our homes that may result in disrepair. There will however often be individual cases of disrepair across our stock which require remedial works to ensure that our homes are maintained to a safe and habitable standard.

The Homes (Fitness for Human Habitation Act) 2018 (HFFHHA) amended the Landlord and Tenant Act 1985 so that it applies to all tenancies including social landlords. Hull has seen a major increase in the number of disrepair claims across the city since 2017 in part because of law firms advertising a 'no win no fee' approach to claims. This trend of increasing numbers of disrepair claims is anticipated to continue with an associated increase in costs to the HRA. Estimated spend on disrepair in 2023/2024 is £1.32m.

Fig 7.



Water damage from leaks, make up the majority of claims. This sometimes results in damp and mould issues in a property.

Understanding that damp and mould is a significant problem causing disrepair and a significant cause of failure in terms of a properties Fitness for Human Habitation has been further highlighted by the tragic case of Awaab Ishak who died in 2020 as a direct result of black mould in the flat he lived in. The Housing Ombudsman in his ‘Spot Light Report on Damp and Mould’ published in November 2021 urged that landlords *‘take a zero-tolerance approach’* and *‘must make proactive plans to tackle the worsening risk of damp and mould issues’* in their homes. Identifying the root cause of such problems can often be difficult requiring specialist training to determine the cause and correct solution. The current cost of living crisis means many tenants cannot afford to heat their homes adequately exacerbating problems of damp and mould growth.

Hull had already taken a pro-active approach to investigations for all disrepair claims including the use of ‘independent ‘specialist surveyors.

Significant remedial works programmes have already been undertaken where inherent structural defects in older properties have been identified as causing damp and disrepair impacting on households. Tackling these defects remains our top investment priority.

In response to the ‘Spotlight ‘report and to support early identification of damp and mould issues, and improved resolutions, a further review has been undertaken of current practise and an action plan developed. Hulls Damp and Mould Action Plan will be implemented over the next year and includes improvements to stock condition data gathering outlined in section 5, including increasing the number of general stock condition surveys and the completion and roll out of the sensor pilot, will help identify properties more at risk of damp and mould and prioritise interventions.

Further measures have been introduced as part of our preventative approach to disrepair including a review of repairs service including ‘right 1st time identification of repairs and completions, and a review of access procedures and order cancellation procedures due to non-access.

AMS 2023/2027 Actions to reduce the level of disrepair:

1. Implement actions in the Damp and Mould Action Plan including monitoring and analyse of claims to identify trends of disrepair in particular property types
2. To undertake targeted surveys of where disrepair found to identify common defects in particular construction types that can be rectified on planned programmes
3. To undertake more inspections on damp and mould repairs
4. Review and extend the use of technology to improve early detection and prevention of damp and mould in our homes

6.2.5 More affordable homes- newbuild and the empty homes programme

Nationally there is increasing recognition of the need to increase the provision of affordable housing. The White Paper restated the Government's commitment.

In September 2020 we announced the details of our new £11.5bn Affordable Homes Programme³⁹, which represents the highest single funding commitment to affordable housing in a decade. The new Affordable Homes Programme will deliver up to 180,000 homes, with half the homes available for Social and Affordable Rent, and the remainder for affordable home ownership through our new shared ownership model. To support our ambition to level up the country, affordable housing providers will be able to develop homes for Social Rent anywhere in England

The Charter for Social \Housing Residents -Social Housing White Paper

The City's Local Plan 2016 to 2032, adopted in 2017, identified the need for around a net increase of around 100 new affordable homes per annum to 2032. The Local Plan targets were set taking data from the updated 2013 Strategic Housing Market Assessment (SHMA). The SHMA states that Hull remains a low wage economy and with high levels of unemployment home ownership is still unattainable and insecure for many households across the city and confirms 'that the low incomes of many households in Hull means that there is a 'notable' ongoing need for affordable housing provision in Hull'. Key findings of the SHMA can be found in appendix 5.

Hull has taken full advantage of national financial and legislative changes to deliver a major programme of new Council homes. We have also maximised Empty Homes Programme funding to bring refurbished empty homes back into the social sector.

Newbuild

Funding from the Homes England Affordable Homes Programme (AHP) has been used along with the reinvestment of Right to Buy Receipts (RTBR) to continue new build programmes in existing regeneration areas.

In the 10 year period between 2011 and 2021 over 560 new council homes have been completed, the majority in strategic regeneration areas of Ings, Preston Road and Orchard Park. Momentum to build new Council Homes is continuing with the HRA capital programme setting out a target to deliver over 700+ further homes to the end of 2027/2028. This is slightly below previous targets due to the impact of inflation and increased delivery and material costs but is moving towards the housing growth plan target of 100 affordable new homes a year.

Schemes at Dane Park (99) and Isledane (34) on Orchard Park both have full planning consent for the delivery of 133 new affordable homes in total. Work on these sites is due to start in 2023 2024.

Demolition and redevelopment of failing stock will also be explored where there is lack of demand and/or high refurbishment costs are deemed unsustainable. The current medium-term programme includes funding for the redevelopment of 2 significant sites at Boothferry flats and Henson villas, outside of regeneration areas, where demolition of unpopular flat blocks (168 flats) will be followed by the replacement of an improved mix of 180 new low-rise homes across the 2 sites. In addition, where possible we will identify and develop smaller sites across the city with the aim of boosting investment and improving neighbourhoods outside of the main regeneration areas.

We are currently exploring the procurement of a lead developer partner to design and deliver new homes across several sites to be agreed, including Boothferry and Henson Villas. The benefits of this approach would see a long-term strategic partner who the Council can draw upon for technical expertise and design, with clear standards set out that are expected to be met in terms of affordable housing delivery.

While nationally there has been a change in political climate which recognises the role of new council housing in addressing the national shortfall of affordable housing it is anticipated that increasing inflation will have a detrimental effect on the level of newbuild properties that can be delivered. Longer term budgets include a rolling programme of 50 per annum to start with but with challenging construction costs we are likely to mainly focus on larger sites where efficiencies of scale can be realised. Government Rent Policy is a further constraint with rents likely to be rising at a slower rate than costs. The current Council homes newbuild programme is detailed in appendix 6.

The HRA will continue to maximise funding opportunities by using RTB receipts and leveraging in Homes England Affordable Homes Programme grant in addition to any other funding opportunities that might become available.

We also use Surplus Right to Buy receipts that would otherwise have had to be returned to DLUHC to support other social housing providers to build properties in the City. Eligible providers can bid for funding and proposals are considered that have other benefits to the Council for example where they represent savings on social care. There are no new proposals in 2023/2024 but we will continue to respond to bids as they emerge with proposals.

Fig 9. Newbuild properties East Hull



Newbuild remains a priority but will be kept under review through annual fiscal reviews but remains dependent on the level of support available through Homes England Affordable Homes Grant.

Hulls Newbuild will:

1. Set a new standard for council housing.
2. Provide safe, welcoming and attractive living environments that integrate with their surroundings.
3. Offer residents choice and empower them to participate throughout the development process.
4. Take a fabric first approach to ensuring that new homes are thermally efficient to minimise heating loss as part of wider focus to reduce Carbon emissions and address fuel poverty
5. Create balanced communities and tenure blind development.
6. Promote general health and wellbeing through flexible and inclusive design.
7. Minimise environmental impact and plan for a changing climate.
8. Design and develop durable buildings, spaces and infrastructure and secure best value over a long lifespan.
9. Support the local economy.

Empty homes

Since 2012 the Council has brought empty homes into use in partnership with other providers. The Council has directly brought more than 400 empty homes into use since the start of the programme and community partners have delivered more than 700 so in total in excess of 1,100 affordable homes have been created from empty properties.

The following principles have applied to the strategic housing acquisitions programme:

- to bring empty homes back into use,
- to respond to specific Adult Social Care or Children and Family Services need,
- to enable the delivery of existing plans for neighbourhood renewal or
- for homelessness prevention reasons

As well as addressing the need for affordable homes the programme has supported neighbourhood renewal in some of the poorest residential areas of the city. Concentrations of long- term empty properties can be a major blight in residential streets across the city. Often linked with high levels of crime and anti-social behaviour which if not contained in turn can spiral out of control resulting in further abandonment. Other benefits include increased training and employment opportunities.

The programme to date has largely focused on creating general needs affordable rented housing from existing private housing stock and some commercial buildings.

The programme has recently been extended to incorporate the acquisition of Houses in Multiple Occupation (HMO's) in areas where there is evidence that larger HMOs are falling out of use and attracting anti-social behaviour. These HMOs are acquired with vacant possession to create large family housing or self-contained 1-bedroom flats which are in high demand either for council stock or passed on to partners for refurbishment.

Hull has been highly successful in securing grant funding initially through successive HCA Empty Homes bidding rounds and then through Homes England Affordable Homes Programme, Local Growth Fund (LGF) from the Local Enterprise Partnership or surplus Right to Buy Receipts. Between 2012 and 2021 a total of £7.9m grant funding was secured. Grant funding is no longer available, but HCC are continuing the empty homes acquisition and refurbishment programme using Right to Buy Receipts topped up with HRA capital funding.

Hull is working with partners to award excess RTB receipts for them to bring empty properties back into use. To date funding of £3.6m has been awarded to acquire and refurbish 174 properties which equates to an average of £20,600 per property.

The programme will continue with the aim to increase the supply of decent housing, helping to meet housing need and reduce neighbourhood issues blighted by empty homes.

AMS 2023/2028 Actions to increase the supply of affordable homes

1. To continue to maximise Affordable Homes Programme Funding in order to continue delivery of 700+ new council homes over the term of the Strategy
2. To continue to explore redevelopment opportunities where current stock deemed unsustainable
3. To continue to use RTB receipts to support a newbuild programme
4. To Procure a lead developer partner to design and deliver new homes
5. To continue to use RTB receipts and direct funding where possible to bring back empty homes into use including the provision of financial support to housing partners.

6.2.6 Improving neighbourhoods- beyond the front Door

It is crucial for all communities, including those in social housing, and for all age groups to have access to a range of open and green spaces for leisure, recreation and play. These spaces should be well defined, easily accessible and safe with high quality landscaping including trees where appropriate, to support the physical health and wellbeing for all

The Charter for Social \Housing Residents -Social Housing White Paper

Improving neighbourhoods through the delivery of renewal works and integrated interventions was a key theme of the Housing Strategy 2017 to 2020. Physical neighbourhood renewal will continue to be focused in priority areas formalised by Area Action Plans (AAP) i.e. Holderness Road Corridor and St Andrews. The main areas of council housing covered by the AAP's are Ing's and Preston Road. Orchard Park also remains a priority area. Targeted investment in these areas is based on a robust evidence base which provides a detailed understanding of the social, economic and environmental makeup of the areas.

Alongside the Councils own direct delivery programme for new Affordable Homes, there are also three major development agreements in place across the city. The agreements have already delivered over 3000 mixed tenure homes with a future pipeline for over 1700 further homes. This partnership approach focuses on a place based to housing led regeneration and has seen high quality open spaces developed. A major regeneration programme in West Hull is now concluding and has received national recognition for its impact. The programme has seen a high-quality central park and allotments delivered to provide a sustainable neighbourhood. In 2021 work commenced on site at Preston Road, another major mixed tenure development through the councils lead developer partners. This will also see high quality open space provided as part of a focus to create sustainable neighbourhoods.

Fig 10. Open space on newbuild sites at West Hull



Outside of regeneration areas large scale environmental improvement schemes have been limited due to funding pressures. But we will continue to look for larger scale estate based regeneration approaches which not only improve the standard of homes but also have an impact on the general neighbourhood in terms of improved use of greenspace and reduction in antisocial behaviour. A recent example includes the demolition and redevelopment of 3 multi storey blocks site at Boothferry following sustainability assessments and area based consultation.

Antisocial behaviour so often has a detrimental impact on a local neighbourhood.

Through the options appraisal process (see section 12) the neighbourhood teams commonly identify localised antisocial behaviour as key factor affecting desirability of properties in an area. Targeted schemes including security measures and other environmental improvements have been put in place to improve external space for residents. Recent examples include the development of works programmes to install security lighting and remove and remodel redundant garage blocks around Bathurst Street flats and schemes to improve the shared areas in blocks of flats at Coltman Street and The Boulevard.

Funding has been identified within our medium-term capital programme for small scale improvement schemes where security and poor use of external or common space has been identified and which is impacting on sustainability.

6.2.7 Listening to communities and residents

Providing residents with a voice in shaping the future of the service and influencing emerging plans for their homes and communities is a key theme throughout the White Paper. We are currently re-evaluating and developing mechanisms to ensure there is stronger and wider customer involvement with service planning and delivery.

The Council is currently developing a community strategy which is due to be approved in March 2023. Once published we will look to align targeted investment through HRA programmes to support objectives determined by local consultation where possible to ensure maximum impact within neighbourhoods and for residents. This will be monitored as part of our ongoing action plan monitoring to support broader strategic objectives throughout the term of this AMS.

Going forward we aim to strengthen consultation mechanisms with area management and neighbourhood teams and residents to develop smaller area based preventative work programmes where funding allows. Even small-scale early interventions can mean significant benefits for residents in term of health and wellbeing.

AMS 2023/2028 Actions to improve our neighbourhoods

1. Continue to focus neighbourhood renewal in priority areas formalised by Area Action Plans (AAP) i.e., Holderness Road Corridor and St Andrews.
2. Look for opportunities for estate based regeneration approaches outside AAP's which not only improve the standard of homes but also have an impact on the general neighbourhood
3. Review investment plans to align with developing community strategies
4. Through the options appraisal process, where funding allows, continue to identify security and environmental improvement schemes to improve sustainability
5. Develop further existing consultation processes with area teams and residents to look at solutions for local issues.

6.2.8. Supporting physical and mental health through social housing

We know that around 24% of working age disabled people live in social housing. It is therefore vital that these people get the support they need. Capital grant, administered by local authorities in England, can contribute to the cost of adapting an eligible disabled person's home. Eligible applicants can include older people, mentally or physically disabled people, as well as those with autism and learning difficulties.

The Charter for Social Housing Residents - Social Housing White Paper

Adaptations

The demand for aids and adaptations has been increasing in part because of a greater awareness of available support to enable disabled people to remain in the community but also because of an ageing population.

Grants contribute to the cost of adapting homes for older people with mobility issues, or any householder with a physically or mental disability.

We continue to fund a significant level of adaptations within our council homes to enable families with disabled household members to remain in their homes. Over the next 5 years £10m has been allocated from the HRA to fund minor and major adaptations across the stock. Funding supports the installation of adaptations such as stair-lifts, level access showers and ramps; all things which can help enable people, often with complex needs, to live safely and independently at home.

Newbuild and refurbishment

A significant proportion of the current adaptations budget is used for elderly households. The need to plan for an increasing elderly population is confirmed by current projections from Hull's SHMA (see appendix 5). This means planning suitable housing for more elderly households, often with limited mobility.

We need to ensure that any new homes we build are more suitable or easily adapted for elderly or disabled householders. The Council's new build specification promotes general health and wellbeing through flexible and inclusive design as well as designing and developing homes that secure best value over a long lifespan. A critical element of this is future proofing our new Council Homes to ensure they are accessible now and into the future. Where site constraints and viably allow, the Council look to maximise the number of M4(2) compliant homes. These are homes which incorporate features making it suitable for a wide range of people, including older people, individuals with reduced mobility and some wheelchair users. This goes beyond the requirement set out in the local plan for affordable homes.

The previous strategy highlighted that despite the increasing demand for suitable elderly housing a number of the Council's sheltered schemes were in low demand indicating that they did not meet aspirations of accommodation and care provision for many ageing households. 3 sheltered blocks have been refurbished including converting bedsits into 1 bedroomed flats. A further major refurbishment and remodelling scheme is currently planned for the sheltered scheme at Charles Brady Court following a full options appraisal and resident consultation. Residents agreed that

improvements to accommodation were needed along with an increase in the level of service delivered. The solution includes a reduction in the number of sheltered flats from 38 to 21 in order to improve the level of support for remaining sheltered residents.

Living in poor non decent temporary housing has long been recognised as a contributor to poor physical and mental health. We are currently exploring new funding opportunities that combine the use of HRA funding and Disabled Facilities Grant to bring back into use poor private rented housing to provide permanent decent housing for those living in unsuitable temporary housing or on the streets. This initiative if successful is aimed at addressing the wider health needs of some of the most vulnerable people while at the same time helping to reduce rough sleeping.

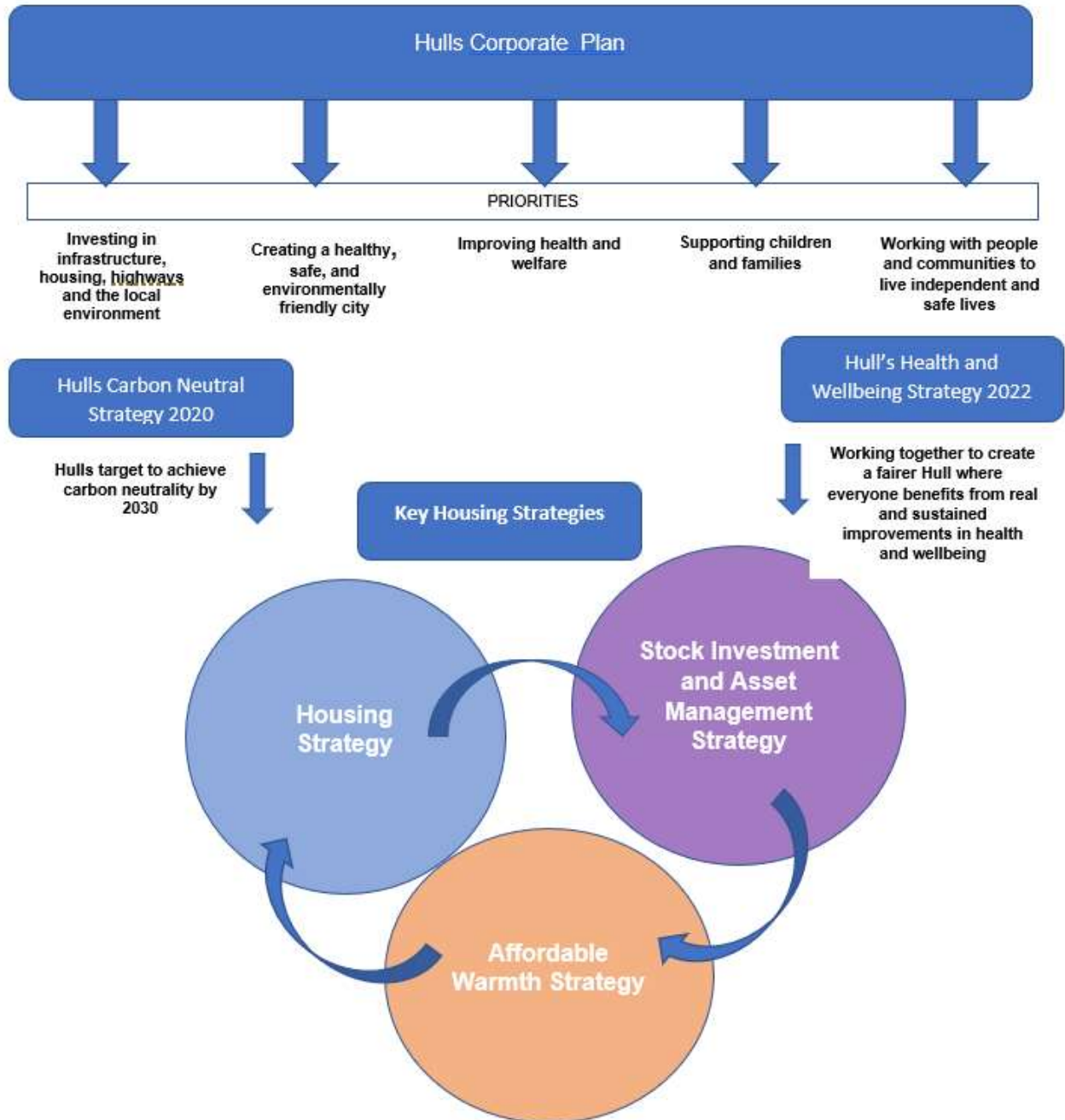
AMS 2023/2028 Actions to Support Physical and Mental Health in Social Housing

1. To continue to fund adaptations to enable people to remain in their homes longer
2. To continue to increase our provision of housing suitable for the elderly and disabled through our newbuild programme
3. To continue to undertake option appraisals to ensure sheltered housing meets the needs of residents
4. To take forward new empty homes initiatives to provide support to vulnerable adults and improve their health outcomes

Section 7.

Local Priorities and Strategic Links

The Asset Management Strategy is one of a range of council strategies which serve to deliver the Council's overarching strategic priorities. The AMP, alongside the Hull's Housing Strategy aims to support the delivery of key housing objectives of providing modern, suitable and affordable housing for all. The diagram below shows the interrelationship between the main strategy documents influencing how and where we invest in our homes.



7.1 The Corporate Plan

The Corporate Plan recognises that the Council is a significant social landlord which has a role in providing a housing offer which helps to meet the needs of everyone in the city.

Key actions for housing to support the cities priorities include:

- Improving the overall provision of housing including bringing long term empties back into use
- Improving the Council's own housing stock through a programme of upgrades and maintenance and providing the best possible service to tenants
- Delivering new homes and investment in communities and neighbourhoods
- Improve life chances for all by addressing health inequalities through 'A Healthier Place to Live' strategy

7.2 Hull's Health and Wellbeing Strategy 2022

Hull remains one of the worst local authorities in the UK for various indicators relating to health. The updated strategy sets out the need for a proactive approach to tackling the determinants of ill health. A key theme remains

'Prioritising good quality homes, living space and infrastructure that supports the health of communities in Hull housing - affordable, warm and stable, well connected to community, work and service'

Investment to improve the City's offer of Council homes to provide decent, warm and affordable homes in desirable neighbourhoods is critical to reducing health inequalities overcoming exclusion from education and work and making Hull a place where people choose to live and work.

7.3 Hull Carbon Neutral Strategy 2020

The strategy sets out the ambitious aim and actions required for the city to become carbon neutral by 2030. With the city's housing responsible for circa 28% of emissions, changes to how we heat and insulate our homes are essential to supporting delivery of our targets for carbon neutrality. The most effective way to decarbonise heat is through large scale energy efficiency improvements to all homes across the city so that they all meet an EPC13 C rating or higher.

7.4 Hull's Housing Strategy

'Much more than bricks and mortar, housing in Hull provides people with a solid foundation on which to build healthy happy and fulfilling lives. Housing here creates opportunities for anyone to succeed and supports the development of mixed and inclusive neighbourhoods'

Hull's Housing Strategy is due to be reviewed in 2023 2024, the current Strategy sets out interlinked themes and priorities which serve to direct housing investment and project development in Hull at a time of increasing challenge in Hull's housing market. The Housing Strategy priorities reflect national policy direction. In summary they are to:

- Deliver better use of housing across the existing stock
- Consider how existing stock can be remodeled or used differently to meet current and projected need

- Build more quality homes in well designed neighbourhoods
- Reduce the number of empty properties across the city
- Increase the energy efficiency of existing homes and reduce fuel poverty
- Improve existing neighbourhoods through the delivery of renewal works and integrated interventions

This current strategy outlines how these local priorities will continue to be delivered through HRA investment in existing and new Council homes over the next 5 years. Any significant changes to the Housing Strategy direction will be reflected in an update of the AMS if necessary and funding requirements incorporated into the Councils annual fiscal review.

Section 8

Tackling Climate Change and Sustainable Homes

8.1 Local targets

The Council declared a climate emergency on the 21st of March 2019 and passed the Carbon Neutral Hull Environment & Climate Change strategy 2020-2030 with a view to the city becoming a Carbon neutral economy for both production and consumption of emissions by 2030. Domestic homes alone account for a quarter of Britain's carbon dioxide emissions, with over 23,000 homes public sector housing Hulls housing stock has a key role to play in delivering this target.

8.2 Low carbon and affordable homes

Energy efficiency, carbon neutrality and affordable warmth are intrinsically linked. An energy efficient home with sustainable low carbon heating systems should also be a comfortable home that occupants can afford to heat. As a landlord we need to understand what the decarbonisation across our stock looks like whilst still ensuring comfort and affordability for tenants. While the Council has been undertaking energy efficiency improvements to its homes for a long time and delivering significant improvements in people's lives as a result, recent rapidly increasing energy costs, and the 2030 carbon neutral target now requires that the pace and scale of this work needs to increase significantly.

8.3 Retrofitting existing homes to achieve carbon neutrality

A key target of our Affordable Warmth Strategy was already to achieve an average EPC rating of band C across the stock by 2030. In our drive to tackle fuel poverty and achieve EPC targets we have already undertaken major insulation programmes.

Since the mid 1990's we have undertaken energy efficiency schemes which included cladding and district heating to many of our high-rise blocks, installed loft and cavity wall insulation and double glazing to all our properties where possible. By 2024/2025 we will also have completed a programme of external wall insulation programme to all 3800 of our hard-to-treat low rise non-traditional homes which suffered from poor heat loss. Appendix 2 shows our current EPC position. 67% of our homes have an EPC band D and 32% of are rated EPC band C.

The target will lead to a significant carbon reduction across the housing stock and will be an important step in reducing fuel poverty. However, EPC band C is only a part of the journey to achieving net zero carbon emissions.

In our move towards carbon zero we are prioritising in the following order;

- Establishing a fabric first approach (improving insulation of walls, roofs and floors) to reduce heat demand
- Start to deliver low carbon heating systems
- Generate low carbon electricity on site or look to linking homes to localised heating networks

8.3.1 Fabric first

The first step in developing a targeted plan for delivering large scale carbon reduction by 2030 is to have better information on the energy efficiency performance of our existing homes. We still need to know what further levels of insulation may be needed before we can move away from gas heating and start to install zero carbon options such as air or ground source systems and ensure that they heat the home efficiently and are affordable to run. This is known as taking the 'fabric first' approach to achieving zero carbon homes.

8.3.2 PAS 2035 and what it means for future retrofit programmes

All future retrofit programmes will come under PAS 35 accreditation scheme. PAS 2035 is a specification for what is called 'whole-house' or 'whole building' retrofit governing the installation of energy efficiency retrofit solutions to achieve carbon neutrality. This approach to the installation of energy efficiency measures (EEMs) considers the requirement of the entire building, both from a technical standpoint and considering factors like occupancy comfort. PAS assessments must be undertaken by a qualified Retrofit Assessor and delivery plans produced by a Retrofit Co-ordinator.

As the first step of in our approach to gaining a better understanding of current energy performance and future requirements of our homes the Council is in the process of appointing qualified Retrofit Co-ordinator to undertake energy assessments and draw up retrofit plans for over 300 typical architypes across our housing stock. From these archetypal assessments a high-level whole stock retrofit plan will be developed which enables more accurate financial modelling to determine the overall impact on the HRA Business Plan. Delivery plans can also be developed which starts to align current elemental replacement programmes with necessary upgrades for example of window upgrades, wall, floor and loft insulation.

In addition to, but very much complementary to, the procurement of Retrofit plans assessments should provide the expertise to take a critical view of schemes that the Council is exploring or appraising. Information provided will also feed into sustainability appraisals and assist us with taking business decisions looking at the lifecycle costing of various solutions against the benefits of lower carbon homes and maintaining low energy bills for our tenants.

8.4 Switch from gas heating

There is increasing pressure to switch zero carbon heating systems. The Government published its Heat and Buildings Strategy October 2021 which while recognising the difficulties of switching from gas, in particular the need to improve the general fabric of the countries housing stock, it outlines key targets for the move away from fossil fuels.

For domestic properties

- Aim to phase out the installation of new and replacement natural gas boilers from 2035
- Consulting on whether it is appropriate to end gas grid connections to homes constructed from 2025
- To create an incentive framework to drive market growth resulting in significantly increased deployment of hydronic heat pumps, supporting growth from around 35,000 to 600,000 installations (across domestic and non-domestic buildings) per year by 2028

Heat and Building Strategy October 2021

In the strategy, the Government outlines how they see heat pumps, heat networks and hydrogen as potentially playing a pivotal role in decarbonising heat. Air source and ground source heat pumps are already available for installation and appear to be seen as the most likely systems to be incentivised by Government for early adoption in the domestic market. All these options have logistical issues when looking at implementation on a large scale. When we fully understand and develop plans to deliver fabric improvements required to our homes, can we then consider the best switch to alternative zero carbon heating systems.

Our short-term heating strategy is to continue to install A rated condensing combination gas boilers where possible across the stock, which tenants have found saves on energy bills and provides all their hot water they need without expensive storage. We are piloting a small number of alternative heating systems to help us understand performance, maintenance, and usage issues as tenants learn how to optimise the new ways of heating their homes.

We have our first newbuild scheme of 99 properties at Dane Park due to commence in 2023 which will be off the gas network and where the main heating will be air source heat pumps. We also have a ground source heat array pilot proposed for our first high-rise block at Great Thornton which is due for completion in 2023 with a further 2 blocks planned to be added to localised ground source network by 2025.

8.5 Local heat generation

Hull City Council is planning to install their first district heating network that aims to deliver low carbon heating to Hull's city centre, initially, with the aim to use waste heat, and in the future hydrogen, to provide heating and hot water. This is currently in the design phase with plans for the first phase planned to be operational by 2024/2025. The feasibility of adding blocks of flats in the central area will be considered as part of a 2nd phase. While the network extension to these properties is unlikely to take place until the late 2020's at the earliest, any changes to current heating systems undertaken to blocks prior to this date will be designed with the option of being

easily added to the network later in mind. Smaller district networks are being considered in other areas of the city. We will plan to join up with these networks where possible.

8.6 Renewables

Hull's Carbon Neutral Strategy targets will require Hull to generate much of its electricity from renewable energy sources locally making use of roofs and land inside and outside of the city.

To date we have only installed a very limited number of renewable technologies in our stock. In 2011/2012 we undertook a pilot to install solar photovoltaic panels to 130 individual homes at a time when tariffs meant that the scheme was wholly self-funded. Installations were halted with the reduction in tariffs however we are regularly reassessing the viability of recommencing a programme of installations in parallel with our ongoing reroofing programme. We currently receive an income of less than £100k from these installations.

We recognise that renewable technologies will form a key part of our zero-carbon strategy going forward and are particularly valuable at a time when energy tariffs are so high. We are currently piloting renewable technologies through our newbuild programme (see 8.8 below). The installation of appropriate technologies in existing stock will fall out of our expert assessment of wholistic property requirements for the best use of available grant funding to achieve energy efficient affordable homes.

We will continue to pilot new technologies and research potential new projects that can improve the efficiency of the housing stock further.

8.7 Funding zero carbon

The budget as it stands does not include the cost of implementing this. Recent estimates per property published by CIPFA range between £10k and £25k per property which means total estimated costs of between £250m and £625m depending on the scale of the work. A scenario has been included at a net Council contribution of £10k per property but that is a speculative amount. Actual values could vary significantly as both gross costs change as the market matures and material prices and construction inflation may add to the costs above and the amount of Government grant are wholly unknown.

The Council will continue to maximise available grant funding. Over recent years it has been very successful in drawing down ECO grant funding to support the external wall insulation scheme through our current Energy Efficiency contract with Eon and via the Warm Zones team now part of the Council.

The contract with Eon is being re-negotiated and funding will be replaced by ECO 4 which will continue over the life of this AMS. ECO 4 funding for the use of innovative measures has been agreed with Eon and the contract when finalised will agree a funding level for each measure installed. Phase 4 of our external wall insulation project, covering around 700 properties will be delivered by our partner contractor Fortem between 2022/2023 and 2024/2025. The total estimated value of the 1st tranche of ECO 4 funding is still to be confirmed.

Our initial bid submission for Social Housing Decarbonisation Fund (SHDF) was successful for 109 Wimpey No Fines properties on Bransholme properties for external wall insulation to be delivered between March 2022 and March 2023. The value of the funding was £10k per property.

A further bid has been submitted for Wave 2 of (SHDF) for 180 Rationalised Traditional Properties on Bransholme. We will continue to submit bids as new waves of funding are announced.

8.8 Newbuild standards

The Future Homes Standard and upcoming interim changes to building regulations will require us to think differently about how we deliver new homes in the future. The Council is keen to be ahead of the curve and has developed a new build low carbon housing specification that incorporates more sustainable building techniques and enables us to meet these standards and futureproof new-builds to avoid the need for later retrofit.

Equans (formerly Engie) are the Council's selected preferred developer for one of the council's major newbuild schemes at Dane Park. Equans have been tasked with producing a low carbon specification and the homes will have a high performing fabric, heat pumps, solar PV and storage and smart controls.

The mix of 99 one, two, three and four bedroom homes will be built to high sustainability levels for energy and environmental design. To achieve this, construction will be through an innovative "fabric first approach" with levels of insulation which exceed current industry standards. This will contribute to reducing carbon emissions and create warmer homes which are more economical to heat.

Dane Park is one of the most exciting developments in our housing regeneration programme with sustainability and energy efficiency as key drivers for the planned homes. It is intended that the success of the scheme will set the standard for our growing newbuild programme of social homes across the city. Monitoring and feedback from tenants of their new energy efficient homes will be key to understanding the success of the scheme.

8.9 Green skills and supporting the local economy

The broader economy will be dominated by the creation of new jobs within the green economy sector, but we also recognise the need to address the skills gap within the Council's current staffing structures for design and project management also for our partner contractor KWL who will support us with the new technologies. We need to encourage gas engineers, electricians, and those with transferable skills to retrain and specialise in green technologies. We will need to link with partner authorities and our existing networks such as Efficiency North for shared skills and experience.

How we procure our goods and services must have a positive impact on our local economy and support Hull jobs. Using local suppliers and workers also has a positive benefit to the environment and help to meet Hull's targets for zero carbon. Our partner supplier of repairs, maintenance and capital works KWL has a key objective to directly employ people rather than subcontract where this is viable for delivering the services required. KWL have an excellent record in employing Hull post code employees, apprentices and contractors, plus using local suppliers where value can be added. Our contract with KWL has encompassed within it a suite of relevant Key Performance Indicators and Performance Measurements that include local employment. Our significant spend on capital works each year supports the local economy as the workers delivering these services use local shops and supplies during the works undertaken each year. Our procurement is driven and directed through the Council's procurement professionals ensuring we agree to the Council's strategic direction for Hull's procurement.

An example of a key success of working in partnership and procurement is a supply arrangement we have with our local heating manufacturer Ideal Boilers. This was established over 10 years ago through an EU compliant competitive procurement process via a local consortium Hull is part of 'Efficiency North'. Ideal have been supplying all our A rated condensing boilers and radiators/controls, offering excellent value for money for the HRA and our customers. This is reviewed at the required intervals through our framework supplier Efficiency North to constantly ensure we are delivering on value for money for the HRA and customers.

8.10 Managing flooding and climate change risks

Hulls geography means that 95% of the area of the city is below the highest of tides and over 95% of the city's homes are at high risk of flooding. Living with Water is a partnership between Yorkshire Water, Hull City Council, East Riding Council, the Environment Agency, and the University of Hull which is looking at ways that we can manage flood risk.

The partnership is developing innovative water management systems to help manage future flood risk in key priority areas across the city. Orchard Park is identified as a high-risk area. A key feature of the Dane Park newbuild development is flood alleviation. Working closely with Yorkshire Water, we are installing sustainable urban development systems, known as SuDS, on the site which will incorporate natural filter strips in the highway as well as having areas of permeable highways to improve drainage. We will also work in partnership with Living with Water to identify where it is appropriate to undertake alleviation works on refurbishment schemes in priority areas, for example installation of water butts to slow the rate of water run-off and consider permeable surfaces for external environmental improvement schemes.

The Council is also developing a Climate Adaptation Strategy which will also look at the impact of other extreme weather events such as heatwaves, and at the opportunities to introduce innovative technologies to help us live with climate change. We will review the strategy when completed and align our delivery plans to where appropriate.

AMP 2023/2028 Actions Climate Change and Sustainable Homes:

1. Commission a Retrofit Co Ordinator to provide advice and take a critical view of various schemes across our stock
2. Complete a high-level survey of a sample of our properties by a qualified Retrofit Assessor and to develop a retrofit plan for individual archetypes homes.
3. To use the archetype surveys to develop a costed high level retrofit plan for all our homes
4. Review and improve our existing EPC data
5. Complete the external wall insulation programme to all poorly performing non-traditional properties by 2023/24
6. Continue to pilot new technologies and research potential new projects that can improve the efficiency of the housing stock further
7. Continue to develop bids for Social Housing Decarbonisation Fund and other sources of grant funding.
8. Undertake several retrofit heating pilots so we can monitor performance
9. Upskill staff on new technologies and to ensure staff have the training and skills required to support the implementation of new green technology
10. Continue to work with local suppliers to develop and support a local green economy and jobs market
11. Work with the Living with Water partnership to identify appropriate flood risk alleviation schemes on both newbuild and refurbishment schemes.

Section 9

Compliance

9.1 Health and safety -HHSRS

Housing health and safety rating system (HHSRS) surveys are identified through ongoing on asset surveys. Where an HHSRS category 1 failure is identified then orders will be raised immediately to rectify the failure. All surveyors have had HHSRS training and KWL repairs operatives/contractors have had HHSRS awareness training. Due to staff turnover, it is recognised that refresher training is required for contractor staff and so this is delivered by KWL as part of this strategy.

9.2 Fire safety

We have obligations under Regulatory Reform (Fire Safety) Order 2005 to carry out Fire Risk Assessments (FRA's) in all communal areas up to and including flat entrance doors. We undertake suitable FRA's following changes to a building or following an incident which are reviewed on an annual basis. Identified actions are included in our Fire Action Plan and delivered as required. Alongside the FRA process there is an inspection and servicing programme for all our fire safety related equipment. This includes emergency lighting, fire alarms, and fire extinguishers.

9.3 Gas servicing

Under the Gas Safety (Installation and Use) Regulations 1998 (GSIUR) we have a legal duty to annually check all Gas appliances / Flues and installation pipe work throughout our housing stock, including commercial equipment, these will be checked for safety within 12 months of installation or 12 months since it was last checked/serviced for safety. The current arrangement is through KWL and SR Black's.

9.4 Electrical testing

All our homes have planned electrical checks every 5 years or prior to a property being let. Any identified safety issues are dealt with immediately on inspection and non-urgent upgrade works delivered through planned programmes.

9.5 Ventilation in high rise flats

The ventilation system to the building is inspected 4 times per year and any repairs identified are completed and ventilation within the bathrooms will be checked and cleaned every 4 years.

9.6 Smoke and carbon monoxide alarm (Amendment Regulations 2022)

The government introduced new requirements on smoke and carbon monoxide alarms in the social rented sector, which come into force on 1 October 2022.

For smoke alarms all our properties meet the minimum requirements of LD3, and which are currently serviced annually, and heads replaced every 10 years. We currently have a rolling programme of upgrading smoke alarms to ensure all properties at a minimum have an LD2 alarm

system and an LD1 system in higher risk homes. These systems will be fitted with a SMART monitoring device that can remotely monitor and report on the condition of individual smoke alarm heads.

We are in the process of finalising a programme of works to install carbon monoxide alarms to all HCC's housing stock, the alarms will be fitted in any room used as living accommodation where there is a fixed combustion appliance apart from gas cookers.

We have worked with our partner KWL to ensure that CO detectors will be fitted as necessary during gas servicing visits from a provisional start date of 5th January 2023. Based on a 10-month annual gas servicing programme this should ensure compliance by November 2023. However, to speed up the compliance process, we have agreed with KWL that new CO detectors will also be fitted in every void and alongside every planned heating replacement to speed up the delivery programme.

9.7 Asbestos management and removal

We have a duty to comply with the Asbestos Management Regulations 2012 and follow best practice relating to domestic properties. Our asbestos register is currently managed within our asset management system Keystone and will in future be transferring to Northgate Asbestos Register Management as part of our move to improve visibility of H and S information.

Communal spaces are subject to annual condition monitoring.

We have and continue to develop archetype information for single domestic dwelling units; this is gathered during the void process and surveying/sampling prior to intrusive planned and R&M work activity.

The asbestos/legionella team is part of the compliance team and manages asbestos records, inspection regimes, providing technical advice to employees and residents of the properties.

9.8 Legionella prevention

Legionella records are to transfer on to NEC from IWS ORT tracker database. Domestic properties are managed in accordance with L8 technical guide and consists of weekly, monthly, six monthly and annual maintenance across multi-occupancy buildings.

Domestic properties are subject to shower head replacement during void processes, flushing is undertaken until occupancy. Stored water is minimised by the replacement of stored water systems with direct hot water systems during heating update programmes.

9.9 Lift safety

All the lifts within our blocks of flats and sheltered blocks have planned inspections every month by our contractor, this work is managed by Norfolk Property Services (NPS – note the Hull arm of this company will become part of the Council from April 2023) any works required are ordered and delivered on flow.

The lifts are also inspected 2 per year by our contractor for HCC insurance compliance. We also have a rolling lift upgrade/replacement project in place.

AMP 2023/2028 Actions Compliance:

1. Ensure that statutory compliance obligations are undertaken.
2. Maintain and improve on access performance to undertake mandatory inspections.
3. Ensure policies and procedures are updated to meet requirements of new building safety legislation.
4. Implement recommendations from government reviews and impending legislation following the Grenfell fire.
5. Ensure fire risk assessments and their resulting actions are up to date.
6. Ensure the new asbestos register is suitably developed, implemented and access provided to relevant stakeholders to ensure compliance with legislation
7. Implement new Asset management systems to ensure 'golden thread of information
8. Improve quality and level of compliance data held on the Asset Data Base
9. Ensure the installation of Carbon Monoxide Detectors is delivered in line with government legislation
10. Ensure data management systems are in place to manage all compliance data within one system and provide effective management reports and dashboards.

Section 10

Summary of Hulls Housing Investment Priorities – 2023 to 2027

Strategic Priority	Investment Priority	
Quality Homes	1.Health and Safety (Compliance)	Delivering residents safety by continuing to address identified health and safety issues and removing identified Category 1 hazards and disrepair. This includes high rise remedial works following the Grenfell fire disaster and any other Remedial works identified under Building Safety legislation.
Quality Homes	2.Maintaining Decency (Compliance)	Maintaining stock to the Decent Homes Standard. Funding allows for the continuation of the current delivery standard and will be reviewed following the completion of the Government review of DHS for social housing.
Neighbourhood Renewal	3.Support for existing Renewal Areas (Approved area action)	To complete approved demolition and new build programmes in existing Renewal/Priority Areas
Sustainable Homes (Energy Efficiency/Climate Change)	4.Energy Efficiency Improvements (Supporting Government targets to carbon zero)	To continue with the ECO External Cladding Programme to all low rise non-traditional homes and progress schemes that can lever in energy funding To target other energy efficiency improvements to continue to improve the SAP ratings of all our homes to band C or above
Quality Homes/Enabling Access	5.Disabled Adaptations and Improvements	Continue to fund adaptations to support tenants to remain independent in line with agreed policy.
Quality Homes (ensuring sustainability of stock) /Enabling Access	6.Remodelling / Sustainability Schemes Improvements	Maintaining a healthy HRA by targeted schemes to address sustainability issues. Schemes may include remodelling, environmental improvements or demolition.
Quality Homes/ Enabling Access	7.New build (subject to affordability/grant funding)	Increase the supply of new affordable Council homes and in particular elderly persons housing through new build subject to available funding
Neighbourhood Renewal/Enabling Access (tackling long term empties)	8.Empty Homes Programme	To continue support for the Empty Homes Programme where financially viable using RTB receipts and direct capital funding
Quality Homes	9.Planned Renewals above Current Decent Homes	Planned renewals that meets raising tenant expectations and that people want to live in (Decent Homes +) subject to available funding

Section 11

Planned Work Programmes and Programme Development

When developing programmes of work, we will work within the priorities set in section 10. Annual reviews of affordability are undertaken to allow for changes that impact on funding/income available to the Housing Revenue Account (HRA) and programme delivery is then adjusted accordingly. We will always commit to funding Health and Safety and meeting Decent Homes before funding other work programmes. Key elemental programmes are driven by asset management data from stock condition surveys and previous completed works programmes and are also informed by repair trends, plus emerging knowledge from onsite works/inspections. Identified refurbishment schemes to improve sustainability are developed with input from area based staff and residents.

11.1 Age and condition

The HRA long term budget includes for key property elements to be replaced on 'decency' life cycles. This ensures funding is available if required for lifecycle replacement. But an assessment of condition also remains part of the Decent Homes Standard. Key elements fail on age and condition not on age alone.

When planning work programmes based on age, we will also undertake surveys to assess condition. Where the condition of components is found to be good, then replacement may be deferred. The assessment of condition allows us to maximise the economic and serviceable life of components, reducing the loss caused through premature replacement.

This approach offers a balance between excessive component age, which can lead to disrepair and increasing repair costs, and efficiencies made by maximising the life and value of the component before elemental replacement, but it relies on good stock condition data.

This approach is applied to key external elements like roofs, windows and doors. For example, where roofs in an area are approaching their lifecycle, we target them for a condition survey. Condition assessments are made on groups of properties in geographical areas or estates. Where overall condition is good and we are confident that deferral will not result in increasing levels of responsive repairs then full replacement will be deferred, and a new planned replacement date agreed.

This area approach for items such as roofs, windows and doors also delivers efficiencies through planned work schemes. Funding will be reprofiled within the medium and long-term investment plans.

Other components such as kitchens and heating are generally upgraded on life cycle as they are seen as key 'modernisation' elements which significantly improve the lettable and level of comfort in our homes.

11.2 Zero carbon and impact on planned work programmes

In order to optimise delivery of fabric improvements, external components such as windows and doors must be delivered to a standard that are required to achieve carbon zero targets to avoid having to revisit for further component upgrades at a later date.

We are currently undertaking sample property type energy surveys to establish the carbon zero pathway improvements for standard property types across our stock. The resulting fabric first improvement programmes will be aligned with external elemental replacement programmes.

This approach will avoid revisiting elemental replacements in properties when specification standards are clarified. Our approach for carbon zero planning is outlined in section 8.

Section 12

Sustainable Investment – Making the Most of Our Assets

Providing the right type of home in the right place where people want to live is our overarching strategic objective and it is fundamental to ensuring a financially buoyant HRA, so we need to ensure that we achieve value for money in everything we do, and our limited resources are targeted at sustainable stock.

12.1 Which homes should we continue to invest in?

Self-financing has increased pressure on local authorities to ensure the financial viability of their stock and take more targeted and commercial decisions around general standards of investment or more radical decisions to remodel or demolish.

Welfare reform has exacerbated demand issues in particular types of properties and require a different approach to managing stock investment outside of approved regeneration areas in order to maximise HRA income.

Evidence already shows that letting larger 2 or 3 bedroomed flats and maisonettes has become more difficult since the introduction of the 'bedroom tax'. They are not always popular with families and not affordable by single person households that make up 50 % of demand. Many of these properties already place a financial strain on the overall stock portfolio and as such just ensuring they are maintained at DHS becomes unsustainable and alternative solutions to address low demand must be sought.

To improve stock viability while maintaining decency, we will continue to employ a more commercially targeted approach to stock investment including:

- Investment to improve including remodelling
- Minimal investment to maintain
- Disposal
- Demolition
- Changes to lettings policy

12.2 Understanding stock performance

Sound investment decisions must be informed by an understanding of how assets or groups of assets perform in terms of current and future demand, investment required and their overall financial impact on the HRA. These factors of course are often but not always interlinked. Some properties are likely to remain popular and in high demand even with very little investment purely due to location and nature of the homes. These properties help build up HRA reserves and can cross subsidise less viable properties in our portfolio. Alternatively, some properties will remain difficult to let regardless of substantial improvements due to the size, layout or location of the stock. For these properties robust decisions may have to be made about 'managing decline' and agreeing to maintain to a minimum standard until demolition and remodelling can take place over the longer term.

Decisions around variable levels of investment must be based on a rigorous evidenced based assessment of stock performance. To facilitate this, we have developed a two-stage assessment framework which evaluates the relative performance of groups of stock. A full stock appraisal is

undertaken annually and is built into the annual budget setting process to pick up changing patterns of demand across our homes. The appraisal process is outlined below.

12.3 Sustainability modelling

12.3.1 Stage 1 NPV modelling

Stage 1 modelling uses a range of indicators to provide an evidence based analysis of the relative financial performance of different property groups across the stock. Performance modelling takes place at beacon group level. Beacon groups are properties grouped by construction size, type and location that have had similar previous investment patterns, face similar demand issues and make sense in delivering future solutions. The stock is currently divided into around 380 beacon groups.

An in-house model has been developed which outputs a 30 year cash flow with an annual surplus/deficit for each asset group and to calculate the NPV. A range of data feeds into the NPV calculations including demand, financial performance data and Stock and neighbourhood quality data.

Modelling has shown that high turnover and subsequent loss of rental income is a key determinant in terms of financial viability of asset groups. High turnover rates combined with lengthy void periods are also a clear indication that properties are not satisfying customer needs.

Stage 1 NPV modelling results highlight the relative financial performance of different property groups and the poorest performing stock in terms of negative financial impact on the HRA.

Financial modelling over 30 years enables a proactive approach to investment planning. Results are profiled over 30 years indicating at what point in the future groups or blocks of properties may become unsustainable, perhaps due to peaks in required capital and the optimum time to increase or withdraw financial support for the properties.

Summary stage 1 results from the last full review:

30 Yr NPV for Asset Group	Number of Asset Groups	Number of properties	% of total stock	Total value 30 Yr NPV in £m's	NPV per unit
Below £0	34	1,856	8	-36.8	-19,810
£0-£10,000	19	613	3	3.6	5,849
Over 10,000	326	20,839	89	776.9	37,280
Totals	379	23,308	100	743.7	31,907

Demand scores and NPV results are also mapped together. Some properties may have a good demand score but because of construction type and investment needs have a poor NPV. Alternatively, properties with a good NPV because of age or construction type may remain unpopular. Mapping in this way helps to highlight these issues. Properties with below average demand and below average NPV are most at risk of becoming unsustainable. The groups in the low demand and low NPV quartile are considered for a stage 2 full option appraisal.

Stage 1 results from the last assessment are shown in appendix 7. These results are from the 2020 review with the last full years data taken from March 2018 to March 2019. This is due to the unprecedented impact of COVID during lockdown periods on normal demand and lettings patterns a decision was taken to delay the annual process until a further full year of normal lettings has taken place. At the time of writing this strategy a full stage 1 analysis was being undertaken for the year 2021 to 2022. Results will be appended to the strategy when available.

12.3.2 Stage 2- option appraisals

Addressing sustainability in social housing is much more than a financial appraisal and must take into consideration a much broader range of factors to determine the immediate cause of problems and how best to address them. Currently poorly performing properties with additional investment may help to address a specific need across the stock.

The 2nd stage appraisal involves a more in-depth analysis of reasons for poor performance, considers options and makes specific recommendations for each group to assist the development of investment plans. Analysis includes current resident profiles, reasons for refusing a tenancy, levels of anti- social behaviour etc. The range of appraisal outcomes includes:

- Retain and invest including remodelling
- Retain with minimal investment and review in 5 years
- Disposal
- Consultation on possible demolition and redevelopment
- Area master plan
- Changes to lettings policy

Full appraisals are further prioritised for poorly performing property groups where they have significant levels of planned work over the next 2 to 3 years and properties and where it can be anticipated they that welfare reforms will further impact on let- ability.

Outcomes from these feasibilities are incorporated into the annual planning review process. The resulting investment requirements for key schemes are then built into the HRA capital Programme.

Recent outcomes from the appraisal process include the demolition and site redevelopment of 3 tower blocks at Boothferry, the demolition and redevelopment of blocks of low-rise flats at Henson Villas (Pearson Park) and the refurbishment of Charles Brady Court (Bilton Grange) sheltered scheme.

This overall approach ensures delivers a proactive approach to managing the changing needs and keeping up with customer demands as well as improving the overall financial viability of the HRA.

12.3.3 Tower blocks

There have been particular pressures around investment decisions on a number of the cities high rise blocks. High rise blocks by the nature of their construction have high management and maintenance costs and when combined with high levels of voids perform poorly financially. The

fire risk work programmes have added significantly to capital costs, pushing a number of the blocks to the top of the poorly performing assets list. The fire safety works programme continues until 2025, but the nature of the work means that this expenditure cannot be deferred beyond this date and there is a risk that some blocks will incur significant levels capital expenditure before a final decision has been made about their long-term future, this is a key investment risk.

Section 13.

Investment Programmes and Available Funding

13.1 Long term projections and affordability

A full and complex analysis of stock investment needs is undertaken annually using information held in the councils housing asset management database. A range of modelled options based around increasing delivery standards are costed and the affordable option proposed for approval through the annual business plan review and HRA budget setting process.

There remain many pressures on expenditure and income. At the time of writing the current inflation crisis, legacy impact from Covid and the war in Ukraine is impacting on supply chains, resources for HCC and our delivery partners and cost for supplies are rising rapidly. These issues are already impacting what we are able to complete with our programmes of investment, particularly in 2022/23 for contractor resources to meet our programmes and the long term picture remains uncertain.

The White Paper proposals and regulatory changes post Grenfell introduce the most significant changes to housing legislation for years and with this comes significant long term additional budget pressures for housing providers. While current financial modelling allows for immediate known costs for example around high rise safety works there are many more unknowns. The review of the Decent Homes Standard has yet to conclude and may have significant cost implications over and above the current standard.

Allowances have been modelled for carbon zero upgrades, but this is only an initial provision and full costs will not be known until we have completed energy assessments of our stock and understand fully the fabric improvements that need to be made and the level of grant funding that will support these programmes going forward. The zero- carbon agenda may also bring forward significant areas of elemental replacements like windows and doors shortening current predicted lifecycle replacement expenditure which may have a massive impact on overall affordability other work programmes.

The "Cost of Living Crisis" potentially impacts on our ability to collect income and this is the key risk to the financial viability of the HRA and service delivery.

In 23/24 the Government have restricted our ability to raise rents by more than 7% at a time when inflation is running at above 10%. Future Government Rent Policy after 24/25 remains unclear. Assuming that rent rises follow CPI in future years we can manage (with some efficiencies required in future years) to deliver the current Hull Standard, albeit augmented by the addition of over the bath showers.

Our current affordable delivery standard for whole stock modernisation remains just above the 'Decent Homes Standard' It is recognised that this will maintain the fabric of existing HRA dwellings but does not meet aspirational standards of a modern home.

But individual property requirements in terms of this standard must also be balanced against other funding priorities and the affordability of increasing property improvement standards was considered with other priority programmes, including schemes which lever in external funding.

Hull currently has a significant new build programme supporting area regeneration, an ongoing external cladding programme tackling some of its least energy efficient properties and is facing a

major programme of high-rise refurbishment for blocks that were last refurbished nearly 30 years ago.

Section 10 summarised Hull's funding priorities for HRA funding for the period of this Housing Investment and Asset Management Strategy 2023 to 2027. The priorities are identified for delivery according to available funding.

Past investment patterns mean an uneven profile of investment over the 30 year period. Peaks of expenditure are required around 2024/2026 and again in the early 2030's when elements replaced during the DHS programme will require replacing again.

We will continue to model expenditure annually to reflect changing costs as information particularly on Hulls zero carbon delivery pathway and the real impact of economic pressures on materials inflation and income streams becomes clearer. As more reliable income and expenditure projections can be made, it is hoped that the headroom over a 30 year period may increase to allow an increase in the Hull Homes Standard and enable spending in other areas recognised as priorities but currently unaffordable such as general environmental schemes across our estates.

13.2 Short term investment programme

The short term 5 year investment programme and financing is attached at **Appendix 8**.

The budget assumes a level of over-programming in the next two years reflecting historic levels of delivery from our partner contractors. There are significant schemes including New Build where achievement of Planning Permission, for example, can have a material impact upon the deliverability of scheme spend in the short term. Over-programming is expected to be recovered in the subsequent 5 years for budgetary / capital financing purposes but the target for delivery by scheme remains the gross number.

Additional schemes in line with priorities will be added where they can demonstrate that they have a neutral or beneficial impact on the HRA. These include self- financing schemes or projects where early expenditure is required to prevent a group of properties becoming unsustainable and having a negative long-term impact on the HRA.

We also aim to secure additional resources through efficiency savings, effective procurement and income generation through grants and where funding allows investment plans will be reworked and new schemes funded that support delivery of strategic objectives.

Business cases are submitted for any additional in year schemes in the capital programme, regardless of how funded, to show they deliver on priorities and add value to the programme.

Section 14. Maintaining our Homes

14.1 Responsive repairs

The delivery of an effective and efficient repairs service which is easy to access for tenants is core to the housing service. Approximately 65,000 repairs are undertaken annually, resulting in expenditure of around £5.8m per annum (excluding prelims and overheads).

Tenants can order repairs by contacting the Call Centre where advisors utilise the Councils repair diagnostic tool "Repair Finder". Tenants can also report repairs on-line as well as view individual order progress and repairs history of their property. Tenants are offered a 9am to 5pm repairs service, with all non-emergency orders being undertaken via an appointment. An out-of-hours service is available covering evening and weekends for tenants who require emergencies to be dealt with. Tenants are sent a text message and/or email to confirm the appointment and are sent an additional reminder the day before for all appointments. Contractors are encouraged to 'ring ahead' for all repairs to ensure access is achieved. Tenants are also updated via text message and/or email for when further works are required, when KWL are unable to attend a previously arranged appointment, when orders are cancelled and when orders are completed (where tenants are encouraged to provide feedback).

Approximately 1,000 appointed quality inspections are undertaken each year to ensure quality standards are being achieved. Inspections also include for providing advice on reducing damp, mould and condensation. Inspections are also undertaken as required for mutual exchanges, cleared for transfer and recoverable orders.

Larger works are ordered for key repair elements including kitchens/ bathroom/ external doors and windows etc. This work is delivered more cost effectively by utilising a planned approach rather than responsive rates. Discussions are taking place with KWL to determine if other reactive works can be moved to a planned approach to further maximise efficiencies.

Work is undertaken by Kingstown Works Limited (KWL) a wholly owned subsidiary of Hull City Council established in 2006. The client responsibilities are overseen by Housing Investment Service (HIS), a team within the Neighbourhoods and Housing Department.

Service performance is managed via a number of key indicators (KPIs) against which information is gathered on a monthly basis and shared with all stakeholders. The performance information gathered is used to challenge contractors and to identify service delivery issues that need to be resolved and to drive continuous improvement.

14.2 Empty properties

Typically, approximately 1950 voids are undertaken annually, resulting in expenditure of around £6.2m per annum (excluding prelims and overheads). Each void is repaired in accordance with the Home Standard Scope of Works document, which details all works that are required to an empty property, specification and quality levels, supported by photographs. This aims to ensure that all properties are delivered in line with our overall standard.

Each property is subjected to an asbestos, EPC, gas and electrical inspection, and the existence of damp is assessed to remove H&S hazards. All resultant remedial works are undertaken before letting property.

Any outstanding improvement work due to previous tenant refusals is identified when a property becomes empty and delivered via a programmed approach in order to obtain value for money. These works are fed into a planned work scheme and undertaken after the property is let to a new customer. This reduces the time a customer is waiting for their property and gives the customer an element of tenant choice regarding kitchens colour and design suitable to meet the customer's needs.

AMS 2023 /2027 Actions Repairs and Voids

Repairs

1. Reduce the levels of works undertaken in a responsive manner and increase the works undertaken via planned schemes
2. Review the repairs diagnostic tools (Repairfinder and Interfinder) with a view to reducing the levels of emergency orders
3. Introduce access procedure to maximise access and reduce the level of cancelled orders
4. Exploit technology to improve communication with tenants regarding repair order progress

Voids

1. Review Home Standard Scope of Works document to ensure that it is still fit for purpose, and to include for changes in legislation and new initiatives
2. Develop guidance documents to facilitate the ability to undertake essential works whilst void, but also to allow other works to be undertaken on relet – thus reducing void turnaround times

Section 15. Value for Money and Contract Management

15.1 Housing repairs/maintenance and capital works

The Council has a contract in place for Repairs/Maintenance and Capital Planned Works for our tenanted properties with KWL. The annual repairs contract budget is circa £23m and capital works delivered through KWL is approximately £19m - total circa £42m each year.

Hull City Council entered into a new contract with KWL with effect from 6th January 2020, moving from a bespoke contract with a Hull set of schedule of rates, to a Term Alliance Contract (TAC-1) and unit price cost model (annual price per property for repairs and price per voids, plus continuing with average costings for kitchens, bathrooms, heating etcetera. Other areas of work are delivered via the M3 National Housing Federation rates (M3NHF).

The contract is underpinned by the requirement of a comprehensive annual Open Book Assessment (OBA) of the previous financial year in September of each year. Due to the impact of COVID it wasn't possible to undertake OBA's in the early years. The first planned OBA is due to be carried out in January 2023 with reports for the first two years of the contract being available in early 2023 and agreed with the leading management Core Group. The Core Group members are:

Assistant Director, Neighbourhoods and Housing (chair)
Head of Housing Investment (Alliance Manager)
Director of Finance and Transformation
KWL Business Leader
KWL Chief Operations Officer

The contract is supported by a comprehensive cost model that contains separate tabs for each work area, this also includes a separate cost for KWL overheads which are paid monthly and are separated out from the rates for work.

The open book assessment of KWLs annual final account submission to establish the final cost to HCC is, how much in total should be paid to KWL. KWL calculate its assessment of the final annual value, profit and cost based upon previously agreed rates and costs. The annual final accounts submission will include an assessment of the actual fully evidenced cost of the whole service delivery. This information will be presented with the supporting information for examination by a 3rd party independent organisation.

The HRA also has a contract for with Fortum Energy Services for our cladding schemes. This was won through tender evaluation with the open market seven years ago and the final phase is due complete 2024. Around 2000 homes have received cladding under the contract so far. Cladding works are a complicated construction process and impact extremely on tenants during installation. Feedback from tenants who have had the work undertake is very positive as they are seeing the benefits in reduced energy bills for warming their homes.

15.2 Future procurement & value for money

The contract with KWL extends to 2027. Part of the existing contract includes discussion and options for future delivery of work post 2027. The HRA is supported by an annual assessment of

medium and long-term viability of the HRA. This is agreed at both Cabinet and full Council. The majority of the key areas impacting on the HRA, and resources are considered in this comprehensive document detailed elsewhere.

The Carbon Agenda is a huge challenge to local authorities and dependant on funding and winning funding bids it's likely that there will be a significant impact on the HRA resources. Hull Council has set an ambitious and aspirational target of carbon neutral plans by 2030 and the coming years that will shape how we are going to achieve this will be challenging. Value for money will have to be driver for achieving this change in the landscape. Successful and economic procurement will be centre to achieving our goals and the Councils procurement department is well aware of this. We will be working with the project teams to meet these challenges.

Value for money is a high priority for the HRA, maximising each pound spent ensures more capital can be invested in our stock and continue to meet the new decency standards and the carbon agenda. The Housing Repairs/Maintenance and Capital Works contract has an agreed profit margin for KWL; profit above that limit is set to be returned to the HRA after each OBA. By investing in a local company that has the majority of its staff and operatives living within the Hull area, this significantly benefits Hull and value for money. KWL operate on a dividend return for the Council which in turn benefits all the residents in Hull.

Section 16. Leasehold Management

16.1 Long Leases

The Council own the freehold interest in a large number of purpose built blocks of flats across the city containing approximately 6,000 flats 570 (9.5%) of which have been bought under long leases. These flats were sold initially through Right to Buy legislation, but many have since been sold on through the open market and approximately 37% are now held as buy to let properties by Private Landlords.

Legislation and regulations still refer to leaseholders as 'tenants' but the management of these properties is governed by a lease agreement rather than a tenancy agreement and the income collected is by way of an annual ground rent and variable service charges rather than a fixed weekly rent and fixed service charge.

The fundamental objective of both agreements is that the Council remains the landlord and leaseholders 'tenants' and both parties are aware of their contractual duties and are committed to ensuring a successful landlord and tenant relationship.

However, the legislation that governs leasehold tenures is different to mainstream tenures and imposes complex regulations on the Council as landlord, particularly in relation to asset management.

When a flat or maisonette is leased the Council retains ownership of the building and remains responsible for carrying out the investment needs or service provision for the land and building.

The conditions of the lease agreement place a duty on the leaseholder to pay towards the cost of any services or work to the building, communal areas and gardens. These contributions are collected as variable service charges. In view of this leaseholders understandably have high expectations that all repairs and services carried out at their buildings will be reasonably incurred; be to a good standard; represent value for money (open to challenge) and are accurately recharged.

In order that the Council are open and transparent in procuring works and services it is required to comply with section 20 of the Landlord & Tenant Act 1985 which requires the Council to consult with leaseholders before doing the following:

- Carrying out work that costs any one leaseholder more than £250. This covers repairs and improvements to the building and surrounding grounds.
- Entering into long term agreements (for more than 12 months) with contractors for work, supplies or services where the cost to any one leaseholder will be more than £100 per year. These include agreements for supplying goods or services (such as building cleaning) and agreements for maintenance work (such as day to day repairs).

Due to the specialist nature of leasehold management and the size of the portfolio in relation to mainstream properties (2%) the Council has dedicated specialised staff within the Asset Management Contracting and Compliance Service. They ensure that the Council and its

leaseholders comply with the covenants within their lease and statutory requirements and collaborate with the relevant Area Housing Teams to provide successful mixed tenure block management. Leasehold properties are especially challenging to manage when they are owned by Private Landlords who have a management company in place to manage their sub-tenants, meaning there are essentially 4 parties to the property.

In addition, the Leasehold Team work closely with Housing Investment colleagues in relation to repairs and improvement, so the statutory consultation can be carried out for early leaseholder engagement, particularly in relation to major work schemes, and to maximise income.

The Council has a process in place to offer leaseholders financial assistance to enable them to pay their contribution towards the investment in their buildings.

The Leasehold staff also manage a portfolio of 98 General Fund residential leasehold assets located adjacent to Hull Marina 'The Anchorage Housing Estate', under a Service Level Agreement with Corporate Property & Assets.

16.2 Short term leases

A further 68 flats have been leased under short terms agreements (less than 7 years) in order to provide accommodation for other registered social landlords and registered charities to support wider services that benefit the people of hull which are not provided by City Neighbourhoods and Housing.

Whilst these short term leases attract a weekly rent the landlord and tenant relationship is managed with the Leasehold staff to afford consistency.

The flats are all sub-let by the leaseholder to service users and the leaseholder ensures these sub-tenants remain compliant with the lease terms.

The Council's repair obligations in general mirror those of mainstream properties with the exception of void works and the Landlord & Tenant relationship remains between the Council and the leaseholder.

Section 17.

Summary Action Plan for next 4 Years

Strategic Aim	Objective		Actions 2023/24 to 2026/2027
Delivering Quality Homes	Health and safety	To provide safe and compliant homes for our residents	<ul style="list-style-type: none"> • To implement the requirements of the Health and Safety including the provision of Bill Building Safety Case's and Safety Case Report's for our high-risk buildings • To improve the data available on our high-risk homes • To implement a new Asset management system to ensure health and safety information is accessible and maintained 'The Golden Thread' • To fully implement the suite of compliance KPI's • To implement the new NEC asbestos register and continue to manage and maintain the data • To implement a new risk management module for improved management of fire safety and legionella • To introduce new compliance reporting mechanisms including the use of a compliance dashboard • Implement the compliance access procedure across all compliance work programmes • To complete the retrofit health and safety programmes in high and low-rise blocks
	Decent Homes	To maintain compliance with the Decent Homes Standard and other legislative requirements (HFFHH) across the stock	<ul style="list-style-type: none"> • To review the financial implications of the new DHS and the impact on the 30 year business plan • To review delivery plan to ensure compliance with the revised DHS • To implement changes within the new Asset Data Base to ensure decency continues to be monitored • Implement the 'Damp and Mould' action plan

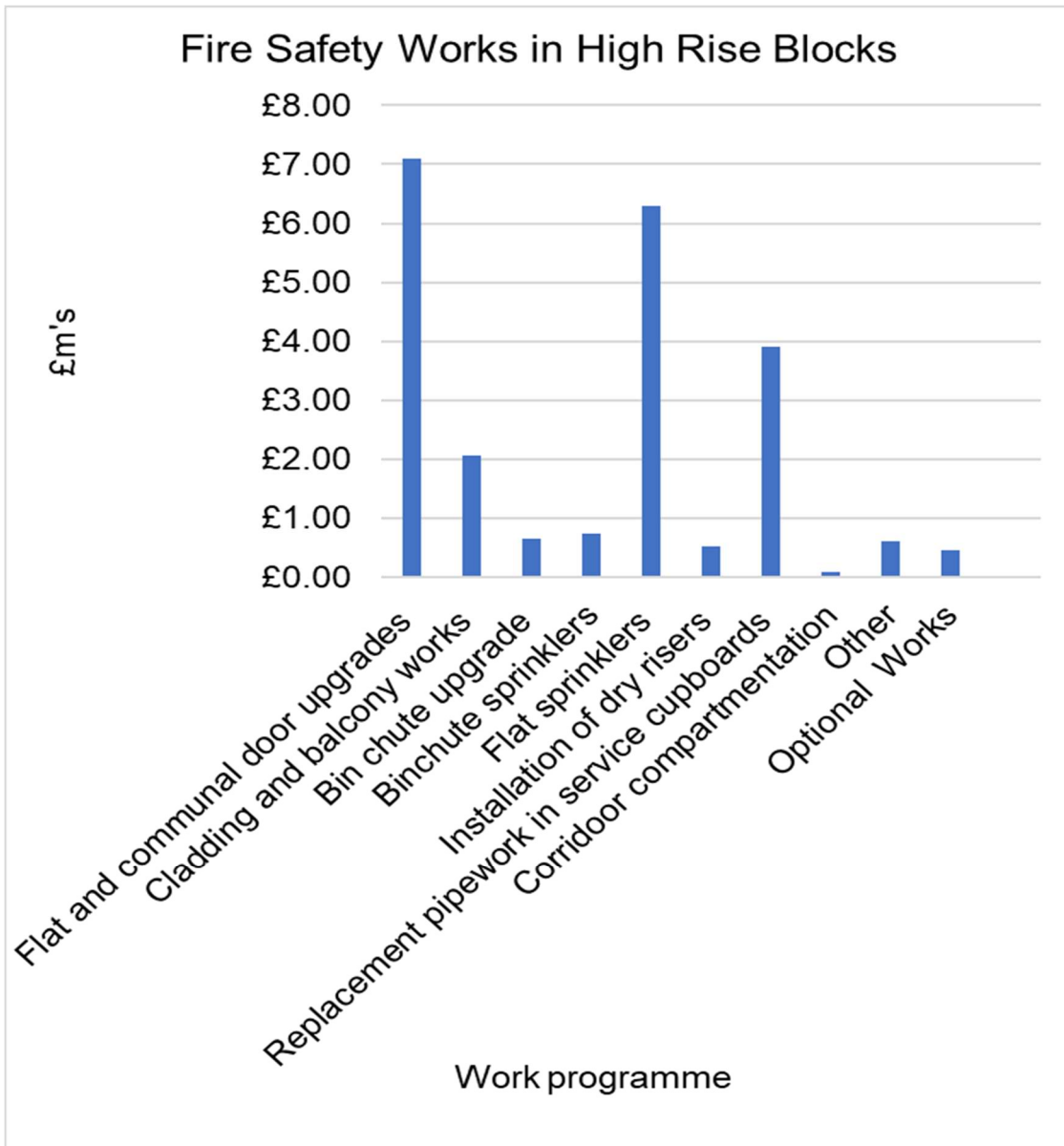
	Planned Work	To produce planned work programmes in line with the investment priorities and strategic aims outlined in this strategy	<ul style="list-style-type: none"> • To complete high rise block surveys and agree delivery programmes and procurement • To publish and maintain a 5 year investment plan • To increase capacity within the Housing Investment to manage and deliver programmes • To review contractor capacity to deliver the 5 year programme
	Sustainable Investment	To use the option appraisals process to inform investment decisions	<ul style="list-style-type: none"> • To continue with the whole stock sustainability modelling to improve knowledge and highlight the overall performance of our assets • Undertake full option appraisals for groups or poorly performing assets before investment takes place
		To continue to improve our stock information to support investment decision making	<ul style="list-style-type: none"> • Complete the implementation of all modules of the NEC Asset Management system including the Contractor Portal to improve the quality and access of information held • As part of NEC implementation review how works orders are raised and completed to ensure the maximum level of elemental information can be picked up on the asset data base • Aim to increase the number of surveys to achieve 20% per annum through use of mobile working to capture data across all work streams including voids and repairs (Note this is price per property so capturing data is more challenging) • Through improved stock condition survey information to optimise the balance between more cost effective planned works and minimise reactive repairs • Complete specialist high rise block survey programme and incorporate findings into the data base

			<ul style="list-style-type: none"> • Continue to look at emerging technologies to deliver efficiencies in the maintenance of our homes and improve services to tenants • Work with our partners, in particular KWL, to review and analyse repair information to maximise planned work programmes and reduce the level of responsive and emergency repairs • Complete an audit of data for properties failing DHS
<p>Sustainable Homes</p> <p>Reducing the impact of climate change</p>	Zero Carbon/Energy Efficiency	To improve the overall energy efficiency of our stock through a fabric first approach and achieving an average SAP C rating and targeted reductions in Carbon emissions across the stock	<ul style="list-style-type: none"> • Commission a Retrofit Co Ordinator to provide advice and take a critical view of various schemes across our stock • Complete a high-level survey of a sample of our properties by a qualified Retrofit Assessor and to develop a retrofit plan for individual archetypes homes. • To use the archetype surveys to develop a costed high level retrofit plan for all our homes • Review and improve our existing EPC data • Complete the external wall insulation programme to all poorly performing non-traditional properties by 2023/24 • Continue to pilot new technologies and research potential new projects that can improve the efficiency of the housing stock further • Continue to develop bids for Social Housing Decarbonisation Fund and other sources of grant funding. • Undertake several retrofit heating pilots so we can monitor performance • Upskill staff on new technologies and to ensure staff have the training and skills required to support the implementation of new green technology • Continue to work with local suppliers to develop and support a local green economy and jobs market

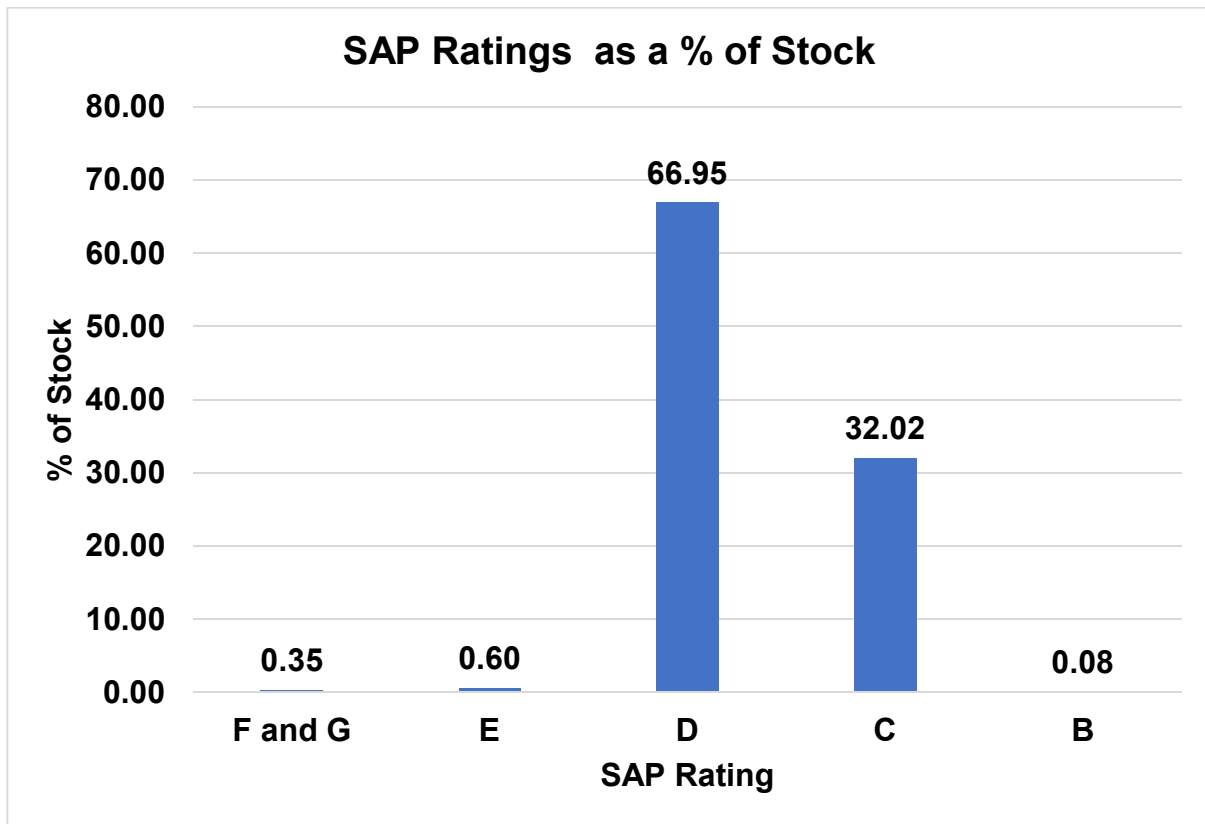
	Climate Change	To reduce the risk of flooding in our homes	<ul style="list-style-type: none"> • Work with the Living with Water partnership to identify appropriate flood risk alleviation schemes on both newbuild and refurbishment schemes.
Progressing Neighbourhood Renewal and Regeneration	Newbuild Development		<ul style="list-style-type: none"> • To continue to maximise Affordable Homes Programme Funding in order to continue delivery of 700+ new council homes over the term of the Strategy • To continue to use RTB receipts to support a newbuild programme • Procure a lead developer partner to design and deliver new homes • To continue to explore redevelopment opportunities where current stock deemed unsustainable • To continue to use RTB receipts and direct funding where possible to bring back empty homes into use including the provision of financial support to housing partners.
	Empty Homes		<ul style="list-style-type: none"> • To continue to use RTB receipts and direct funding where possible to bring back empty homes into use including the provision of financial support to housing partners.
Enabling Access to Housing			<ul style="list-style-type: none"> • To continue to fund adaptations to enable people to remain in their homes longer • To continue to increase our provision of housing suitable for the elderly and disabled through our newbuild programme • To continue to undertake option appraisals to ensure sheltered housing meets the needs of residents

			<ul style="list-style-type: none"> To take forward new empty homes initiatives to provide support to vulnerable adults and improve their health outcomes
Delivering Efficient Services and high levels of customer satisfaction	Repairs	To deliver a cost effective service that delivers right first time repairs and meets the needs of our customers	<ul style="list-style-type: none"> To fully implement the Partnership KPI monitoring Undertake review and bench marking of repair costs Analysis of repairs to look at alternative options for delivery Assess repairs in detail and action where planned schemes could provide better value for money and satisfaction for tenants Improve visibility of repair progression to tenants by increasing the use of text messaging and emails
	Voids	To ensure value for money and sustainable tenancies whilst limiting time properties are void	<ul style="list-style-type: none"> Review of Hull Standard following publication of the revised DHS Review the Home Standard Scope of Works document
	Customer Service	Involve customers in the delivery of our service	<ul style="list-style-type: none"> Review customer engagement strategy and implement customer engagement protocols for all high risk properties
Ensuring Value for Money			<ul style="list-style-type: none"> Carry out Open Book with KWL. Work with KWL on increasing value for money Assess Procurement options Partnership contract review in line with the existing contract requirements with our partner contractor KWL Use frameworks to support with resources and value for money

Appendix 1.



Appendix 2.



Appendix 3.

Hull Homes Standard

Included Items	Excluded
<p>Health and Safety including the removal of identified HHSRS category 1 hazards</p> <p>Work above the DHS include;</p> <ul style="list-style-type: none"> • 30 year planned kitchens • Full gas heating where possible • Double glazing to all properties then replaced on decency lifecycles • Boiler replacements on lifecycle <p>Other planned programmes include;</p> <ul style="list-style-type: none"> • Rewires or electrical upgrade as identified through periodic inspections • Controlled entry renewal and other electrical renewal • Lifts replacement in blocks of flats • Roofing as decency lifecycles (pre-emptive planned programmes 50 years + lifecycle) 	<p>Life cycle planned maintenance for key external/internal elements;</p> <ul style="list-style-type: none"> • No 40 year planned bathrooms – bathrooms replaced elementally when in disrepair • No other internal upgrades including improvements above DHS • No standard environmental improvements but targeted improvement schemes may result from sustainability assessments • Limited improvements to communal areas although areas are painted and maintained.

Appendix 4.

Headline figures published in Hulls Local Plan 2016 to 2032 (consultation document December 2016) and taking data from Strategic Housing Market Assessment 2013

- A modest growth of household formation to 2030
- Household sizes have been falling and this trend is projected to continue
- There is a notable need for affordable housing which reflects low incomes and levels of worklessness in the City
- There is a need for 620 new homes a year in Hull to 2030 of which 10% to 15% should be affordable homes dependant on the market zone
- The City has a substantial private rented sector which contributes to meeting part of this identified affordable housing need
- There is a need to improve the energy efficiency and the quality of the affordable stock
- At least 70% of new affordable housing should contain no more than 2 bedrooms. The need for 1 or 2 bedrooms is in response to smaller house hold size and will enable down- sizing from existing stock.
- There is a need to plan for an ageing population to 2030. Demographic projections indicate that the population aged over 65 is expected to increase substantially by 39% (14,100) people between 2011 and 2030 compared to an overall population increase of 7.7%.
- Analysis of housing data suggests a requirement for around 144 additional housing units to be specialist accommodation(sheltered and extra care) to 2030

The SHMAs assessment of affordable housing suggests that while a small increase in the overall level of affordable housing is required the main need is for re-provision, replacing poorer quality stock with more suitable affordable rented accommodation. An increase in specialist housing may also be required to meet the needs of the growing number of older and disabled households.

Appendix 5.

Newbuild Programme

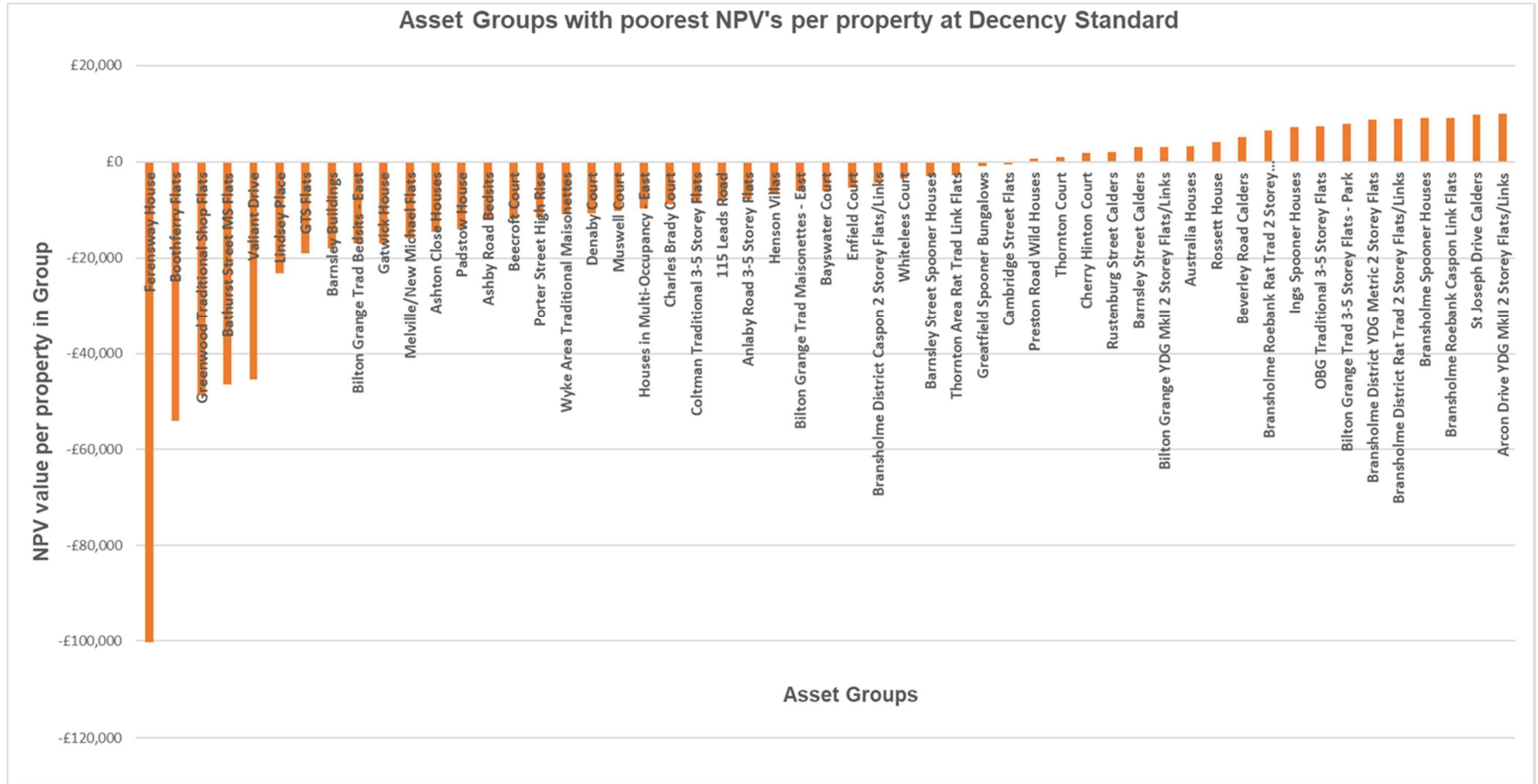
	Budget							
	<u>2023/2024</u>	<u>2024/2025</u>	<u>2025/2026</u>	<u>2026/2027</u>	<u>2027/2028</u>	<u>2028/2029</u>	<u>2029/2030</u>	<u>7 year total</u>
<u>Orchard Park</u>								
Dane Park Primary School Site	£9,405,000	£11,495,000	£200,000					£21,100,000
Isledane	£2,590,000	£4,810,000	£0					£7,400,000
	£11,995,000	£16,305,000	£200,000	£0	£0	£0	£0	£28,500,000
<u>Preston Road</u>								
Preston Road	£270,305	£40,181						£310,486
Turnkey	£2,075,087	£2,156,000						£4,231,087
	£2,345,392	£2,196,181	£0	£0	£0	£0	£0	£4,541,573
<u>Boothferry & Henson</u>								
Boothferry	£0	£0	£0	£6,532,500	£9,798,750	£9,798,750	£6,532,500	£32,662,500
Henson Villas	£0	£0	£0	£972,000	£1,458,000	£1,458,000	£972,000	£4,860,000
	£0	£0	£0	£7,504,500	£11,256,750	£11,256,750	£7,504,500	£37,522,500
<u>Other sites</u>								
Small sites	£2,353,525	£6,300,000	£5,000,000	£5,000,000				£18,653,525
LA Housing Fund	£3,150,000	£0	£0	£0	£0	£0	£0	£3,150,000
Indicative new build		£5,550,000						£5,550,000
New programme	0	£0	£11,250,000	£11,250,000	£11,250,000	£11,250,000	£11,250,000	£56,250,000
	£5,503,525	£11,850,000	£16,250,000	£16,250,000	£11,250,000	£11,250,000	£11,250,000	£83,603,525

Note figures exclude inflation

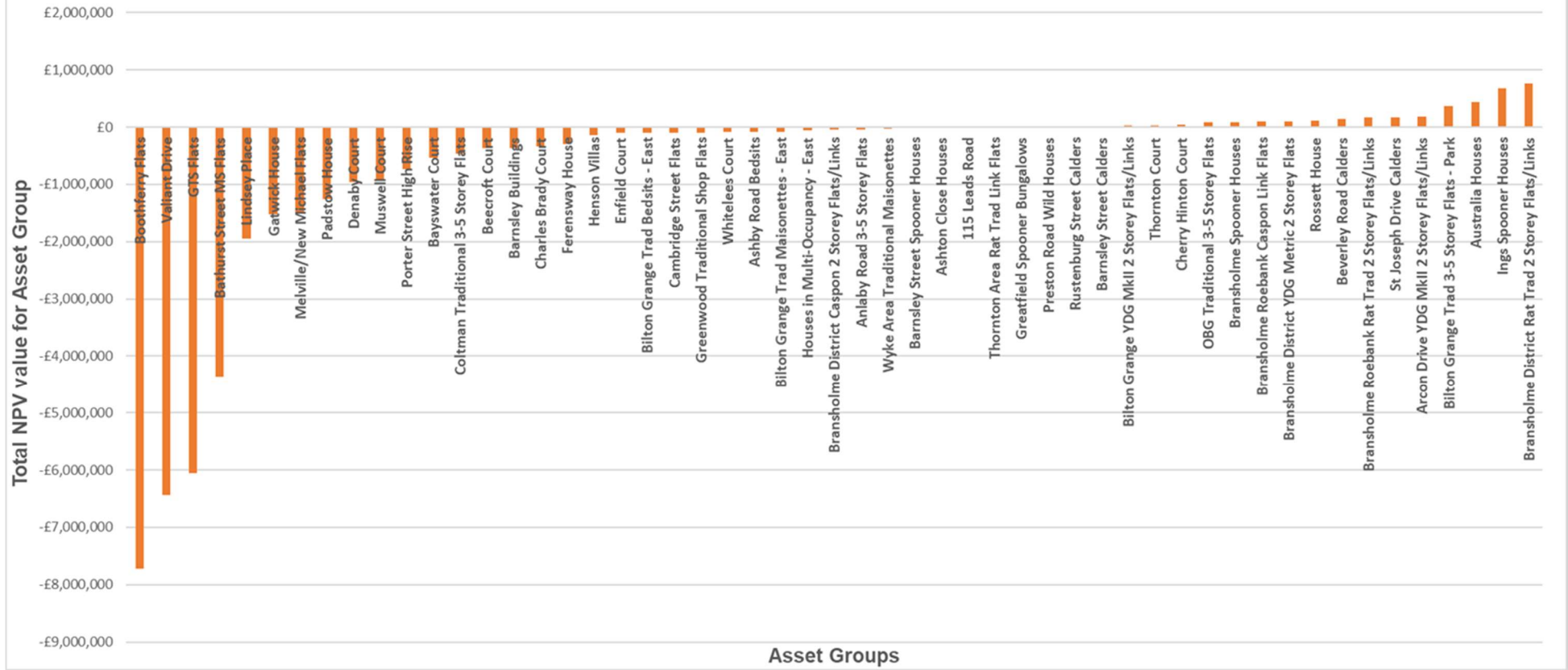
Units completed								
	<u>2023/2024</u>	<u>2024/2025</u>	<u>2025/2026</u>	<u>2026/2027</u>	<u>2027/2028</u>	<u>2028/2029</u>	<u>2029/2030</u>	<u>7 year total</u>
<u>Orchard Park</u>								
Dane Park Primary School Site	30	69	-	-	-	-	-	99
Isledane	-	34	-	-	-	-	-	34
	<u>30</u>	<u>103</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>133</u>
<u>Preston Road</u>								
Preston Road	9							9
Turnkey	15	15						30
	<u>24</u>	<u>15</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>39</u>
<u>Boothferry & Henson</u>								
Boothferry	-	-	-	50	50	50	-	150
Henson Villas	-	-	-	10	10	10	-	30
	<u>-</u>	<u>-</u>	<u>-</u>	<u>60</u>	<u>60</u>	<u>60</u>	<u>-</u>	<u>180</u>
<u>Other sites</u>								
Small sites	-	18	55	-	-	-	-	73
LA Housing Fund	18	-	-	-	-	-	-	18
Indicative new build	-	30	-	-	-	-	-	30
New programme	-	-	50	50	50	50	50	250
	<u>18</u>	<u>48</u>	<u>105</u>	<u>50</u>	<u>50</u>	<u>50</u>	<u>50</u>	<u>371</u>

Appendix 6.

Net Present Value Stage 1 Modelling Results 2020

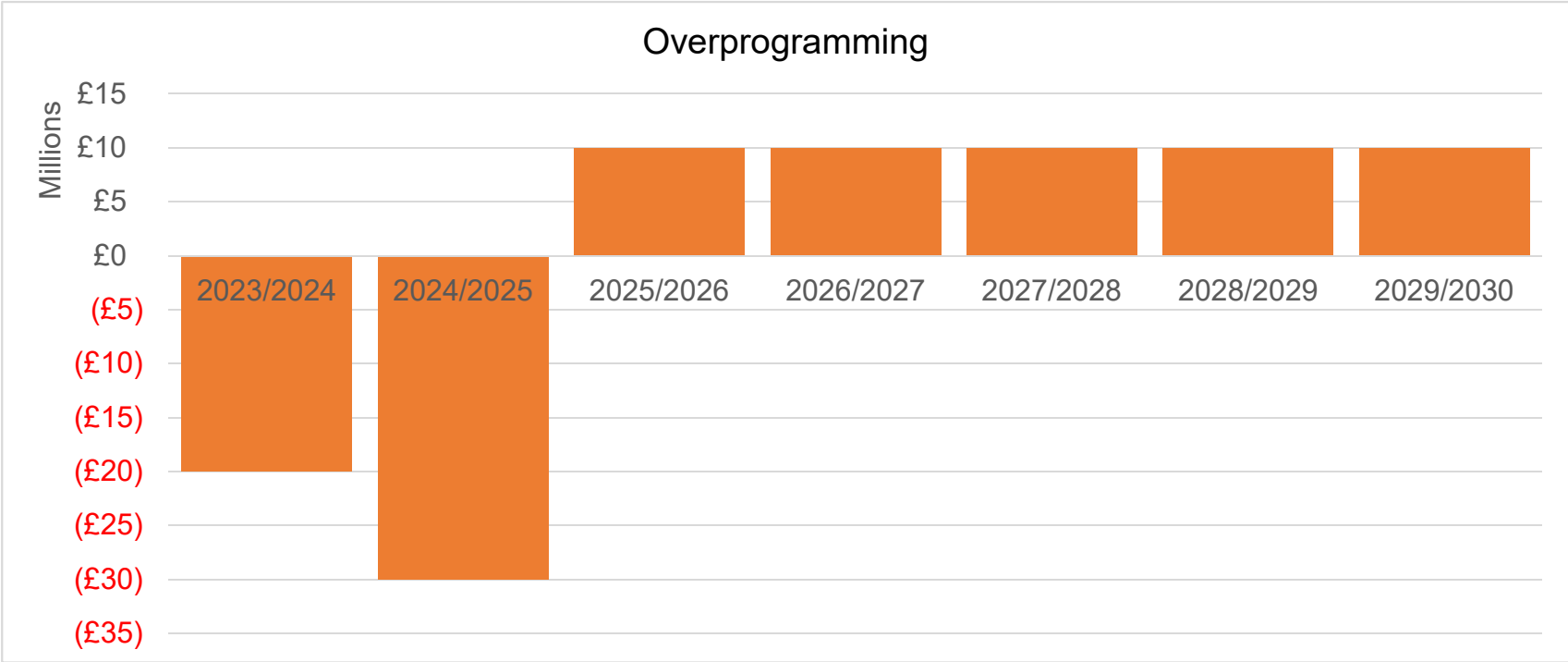


Total cost to HRA of Poorest Performing Asset Groups at Decency Standard



Appendix 7.
Indicative Five Year Plan

	2023/2024	2024/2025	2025/2026	2026/2027	2027/2028	5 year total
	<u>£'000</u>	<u>£'000</u>	<u>£'000</u>	<u>£'000</u>	<u>£'000</u>	<u>£'000</u>
<u>Capital Spend</u>						
Maintaining Decent Homes	12,271	13,271	12,673	12,525	10,336	61,076
Mechanical & electrical	8,826	16,131	8,994	9,279	2,346	45,577
KWL overheads	2,850	2,964	3,059	3,157	3,258	15,287
Others (inc. client costs)	2,372	2,467	2,546	2,627	2,711	12,723
Fire Protection Works & other Health & Safety work	3,544	12,440	1,232	222	229	17,666
Council House Adaptations	3,357	2,970	2,639	2,724	2,811	14,500
Empty Properties	2,101	361	213	220	227	3,122
Regeneration	718	2,749	2,290	1,044	851	7,652
Base Programme	36,039	53,353	33,646	31,797	22,768	177,603
Cladding	19,021	17,539	11,784	12,090	12,477	72,911
New build	20,462	31,984	19,075	26,565	26,000	124,085
RTB grants	8	0	0	0	0	8
TOTAL EXPENDITURE	75,530	102,876	64,505	70,452	61,245	374,608
Over-programming	(20,000)	(30,000)	10,000	10,000	10,000	(20,000)
TOTAL BUDGETED EXPENDITURE	55,530	72,876	74,505	80,452	71,245	354,608
<u>Capital Financing</u>						
RTB Receipts - new build	0	0	0	0	0	0
Borrowing taken in advance	3,297	0	0	0	0	3,297
RTB Receipts - general	27,612	1,703	1,721	1,738	1,755	34,528
Homes England	508	1,742	3,375	5,626	6,752	18,003
LA Housing Fund	1,220	0	0	0	0	1,220
Brownfield Release Fund	1,650	0	0	0	0	1,650
Social Housing Decarbonisation Fund / ECO	403	1,615	100	100	100	2,318
MRA (general)	20,840	67,815	66,718	34,822	35,289	225,485
RCCO	0	0	0	0	0	0
Borrowing	0	0	2,591	38,166	27,348	68,106
	55,530	72,876	74,505	80,452	71,245	354,608



Appendix 8.

HSIAMS	Hull Stock Investment and Asset Management Strategy
HRA	Housing Revenue Account
DHS	Decent Homes Standard
KWL	Kingstown Works Limited
RTB	Right to Buy
HCC	Hull City Council
DLUHC	Department for Levelling UP, Housing and Communities
EPC	Energy Performance Certificate
H+S	Health and Safety
HFFHHA	Homes Fit for Human Habitation Act
BSC	Building Safety Case
ECO	Energy Company Obligation
HFFHHA	Homes (Fitness for Human Habitation Act)
SAP	Standard Assessment Procedure
AAP	Area Action Plan
SHMA	Strategic Housing Market Assessment