

Housing and Homelessness Policy and Accountability Committee Agenda

Monday 20 March 2023 at 7.00 pm

Main Hall (1st Floor) - 3 Shortlands, Hammersmith, W6 8DA

Watch the meeting live: [youtube.com/hammersmithandfulham](https://www.youtube.com/hammersmithandfulham)

MEMBERSHIP

Administration	Opposition
Councillor Jacolyn Daly (Chair) Councillor Paul Alexander Councillor David Morton Councillor Asif Siddique	Councillor Adronie Alford

CONTACT OFFICER: Debbie Yau
Governance and Scrutiny
Tel: 07901 517470
E-mail: Debbie.Yau@lbhf.gov.uk
Web: www.lbhf.gov.uk/committees

This meeting is open to the public and press. The building has disabled access.

Residents with an interest in any of the items on the agenda are encouraged to attend and participate in the discussion. If you would like to attend, please contact: Debbie.Yau@lbhf.gov.uk

Date Issued: 10 March 2023

Housing and Homelessness Policy and Accountability Committee

Agenda – 20 March 2023

<u>Item</u>		<u>Pages</u>
1. APOLOGIES FOR ABSENCE		
2. DECLARATIONS OF INTEREST	<p>If a Councillor has a disclosable pecuniary interest in a particular item, whether or not it is entered in the Authority's register of interests, or any other significant interest which they consider should be declared in the public interest, they should declare the existence and, unless it is a sensitive interest as defined in the Member Code of Conduct, the nature of the interest at the commencement of the consideration of that item or as soon as it becomes apparent.</p> <p>Where Members of the public are not allowed to be in attendance and speak, then the Councillor with a disclosable pecuniary interest should withdraw from the meeting whilst the matter is under consideration. Councillors who have declared other significant interests should also withdraw from the meeting if they consider their continued participation in the matter would not be reasonable in the circumstances and may give rise to a perception of a conflict of interest.</p> <p>Councillors are not obliged to withdraw from the meeting where a dispensation to that effect has been obtained from the Standards Committee.</p>	
3. MINUTES	<p>This item presents the minutes of the previous meeting for approval and responses to actions raised at the previous meeting.</p>	4 - 40
4. INTRODUCTION BY RICHARD SHWE, INTERIM HOUSING DIRECTOR	<p>The Interim Housing Director will provide a verbal introduction to the Committee.</p>	Verbal update
5. UPDATE ON THE COUNCIL'S DEVELOPMENT PROGRAMME	<p>This report provides an update on the Council's development programme and how it contributes to the commitment to see 3,000 new energy efficient homes constructed or underway in the borough over the next four years.</p> <p>The report also outlines how the development programme embeds co-production with local residents at the heart of development activities, as well as the role the new council-led developments play in supporting the Council's ambitious net-zero carbon targets.</p> <p>At the meeting there will be an accompanying presentation, including an overview of the programme and an update on the Hartopp and Lannoy development project. The committee will hear from the scheme architects BPTW and the sustainability consultants Calford Seaden.</p>	41 - 49

6. DATES OF FUTURE MEETINGS

To note the dates of future meetings:

- 25 July 2023
- 14 November 2023
- 30 January 2024
- 26 March 2024

Agenda Item 3

London Borough of Hammersmith & Fulham

Housing and Homelessness Policy and Accountability Committee Minutes



Monday 23 January 2023

PRESENT

Committee members: Councillors Jacolyn Daly (Chair), Paul Alexander, David Morton, Asif Siddique and Adronie Alford

Other Councillors: Councillors Frances Umeh (Cabinet Member for Housing) and Rowan Ree (Cabinet Member for Finance and Reform)

Officers:

Sukvinder Kalsi (Director of Finance)
Daniel Rochford (Head of Finance)
Jon Pickstone (Strategic Director of Economy)
Mark Lowthian (Interim Director of Housing & Transformation)
Martin Calleja (Assistant Director, Service Improvement)
Colette Prior (Head of Property Engagement)

Clerk: Debbie Yau

1. APOLOGIES FOR ABSENCE

No apologies for absence were received.

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. MINUTES

The minutes of the meeting held on 14 November 2022 were agreed to be accurate.

4. 2023 MEDIUM TERM FINANCIAL STRATEGY

Councillor Rowan Ree (Cabinet Member for Finance and Reform) expressed his appreciation for staff in the Finance team who had worked out the current

Budget under the difficult circumstances of rising rates of inflation and bank interests and a tight timeframe. He also highlighted the contributions of Cabinet Members in the tough processes. The Budget had based on realistic assumptions to achieve savings and efficiency. Councillor Ree said he was proud that despite a 56% cut in the resources from the general government grant funding as compared to 2010/11, the London Borough of Hammersmith and Fulham (LBHF) was able to provide unique services such as providing free breakfasts to school children, establishing a local Law Enforcement Team to keep the streets safe and clean and stopping the use of bailiffs to collect Council Tax debt.

Sukvinder Kalsi (Director of Finance) presented the item which covered the Budget 2023/24 and Mid Term Financial Strategy (MTFS) 2024/25+. He outlined the national and local strategic operating environment, proposed revenue budget strategy 2023/24 and the key principles, Council Tax considerations, major savings proposals and growth allocations, and a Reserve summary. Members noted the dates for the proposals to be presented to the relevant committees, the Cabinet and Full Council.

In reply to Councillor Asif Siddique's enquiry, Sukvinder Kalsi highlighted that the Council's Reserve stood at a reasonable and adequate level comparable to those of other London Authorities. In case of emergency like the past pandemic, he expected that funding support would be made available by the Central Government. Councillor Ree noted that it was prudent for the Council to set aside funds in the General Reserve for IT upgrading works in the next few years.

Responding to Councillor Paul Alexander's concern, Councillor Ree noted that it was proposed to earmark £1.5 million (m) for refuse collection which aimed at keeping as well as improving the current services.

Councillor Alexander and officers exchanged views on the ways of calculating rent arrears. Daniel Rochford (Head of Finance) noted that while all monies received were kept in the same bank account, they were listed separately as 'rent' and 'rent in advance' for accounting purpose. Overpayment involving the Department of Work and Pensions (DWP), if any, would be sorted out fairly by the Council every accounting year through individual reconciliation. Martin Calleja (Assistant Director, Service Improvement) assured members that colleagues in the Rent Income Team and Welfare Team were very aware of the financial pressures faced by the residents in managing the utility and food bills. They endeavoured to help the tenants in resolving the rent arrears carefully to prevent the situations to get worse.

In response to Councillor Adronie Alford's question, Sukvinder Kalsi noted that the developer contributions of £46 m (Table 9) were the balance of the lumpsum already received as of March 2022. This was included to show the overall position in terms of financial planning. He said that the developer and sales contributions were always based on legal agreements and they could be difficult to be projected. Hence, the Council was not in a position to give a longer-term forecast but listed them until the actual figures emerged.

Councillor Alford was concerned about the measures taken under the Housing Solution to tackle the volatile housing market and the soaring rents. Daniel Rochford referred to the Budget Strategy under which a provision of £0.9 m had been set aside to, amongst others, support residents with the cost-of-living pressures. In addition, the Council proposed a budget of £0.9 m to procure more affordable properties in response to the expected increase in the number of clients needing temporary accommodation.

Officers agreed to address the following concerns raised in respect of the Strategic Operating Environment (page 34) by Councillor Alexander after the meeting:

- Stock Condition/ /Disrepair Claims/Damp & Mould – how a damp and mould complaint was assessed;
- Building Safety Requirements – information on the relevant schedule;
- Meeting the Green Agenda – definition of thermal efficiency, details of the gas boiler phasing out programme;
- Underperforming Repairs Service with Resident and Member Concerns – schedule of the performance.

ACTION: Richard Buckley

The Chair asked what concessions needed to be made because of the rising cost of living and the impact of the mini-budget in September. Sukvinder Kalsi explained that a pay award provision of 2% was allowed in the Budget of 2022/23 and this ended up to be 5% with the extra amount of some £3.8 m to be funded from the policy contingency set aside for the year, on top of the ongoing efforts to bridge the gap through expenditure cuts. Councillor Ree added that the biggest impact on Councils generally was the increased cost of borrowing. However, thanks to prudent financial management, H&F Council had not had to resort to any additional in-year borrowings.

Addressing Councillor Alford's concern on fees and charges levied by the Council, Sukvinder Kalsi noted that those for Adult Social Care, Children's Services and Housing in line with administration policy were frozen. Commercial services that were charged on a for-profit basis would be reviewed on an ongoing basis in response to market conditions and changed as appropriate with due authorisations according to the Council constitution.

RESOLVED

1. That the Committee considered the budget proposals and agreed to make recommendations to the Cabinet as appropriate.
2. That the Committee considered the proposed changes to fees and charges and agreed to make recommendations as appropriate.

5. HOUSING REVENUE ACCOUNT BUDGET 2023/24

Daniel Rochford (Head of Finance) presented the item and briefed the Committee on the Council's Strategic Operating Environment, an overview of

proposed Housing Revenue Account (HRA) Budget 2023/24 including the key assumptions, proposed capital programme to 2026/27, and some key metrics.

The Chair asked how officers anticipated and mitigated against the varying caps imposed by central government in their longer-term planning which were minus one percent for a number of years and was no seven percent. Daniel Rochford noted that the current long-term financial plan allowed for a financially sustainable HRA despite having been compelled by Government to reduce rent by 1 % every year throughout a 4-year period commencing 2016. The effect of this was to remove around £17m of income from the HRA which could otherwise have been spent on improving the condition of our homes. Sukvinder Kalsi (Director of Finance) added that it was intended for the rent to increase by CPI plus 1% until 2024/25 beyond which the future rent policy had yet to be worked out. In the past, the Local Authorities had been lobbying extensively for some sort of national grant to protect council housing and its services. The gap between the proposed rent increase of 4.4% and the CPI of up to 12% had to be impartially filled by the Central Government.

Noting that there was an increasing demand for social/affordable housing, Councillor David Morton sought clarification of the two as some of the latter were not so affordable. He also noted with concern that the type of social housing on demand was those with 3 – 4 bedrooms while the supply was mainly 1 – 2 bedrooms. Mark Lowthian (Interim Director of Housing & Transformation) noted that the Council met the increasing demand for social/affordable housing through, for example, shared ownership, private sector leasing and temporary accommodation. He agreed that the 3 to 4-bedroom properties should be developed to supplement the housing stock as they yielded higher value for money. Nevertheless, he undertook to brief the Committee with more details on Council's aspirations in housing development to meet the increasing demand at the next meeting in March 2023. The Chair welcomed the discussion of "New Built Development Plan" at the next meeting.

ACTION: Mark Lowthian

Jon Pickstone (Strategic Director of Economy) noted that there were about 3,000 people waiting for social housing and the average waiting time was about 10 years.

Noting that £2.2 m had been set aside in the HRA General Reserves for temporary actions in 2023/24 to deal with, inter alia, damp & mould, Councillor Morton noted that many council properties were badly affected by mould. He asked if the amount was sufficient to treat the pressing problem. Sukvinder Kalsi said he believed detailed works after carrying out a thorough assessment on the extent of the damp & mould were underway. The Authority would keep the position under review and if necessary, allocate more resources from the HRA to deal with this important health issue.

Councillor Morton reflected the concern of leaseholders in Council blocks that due to inflation, they were struggling to pay the substantial bills for potential default which could be as much as £30,000. He asked if the Council could offer additional assistance. Councillor Rowan Ree (Cabinet Member for

Finance and Reform) said he understood currently it was a tough time for residents and they were allowed extra flexibility including payment holidays. Sukvinder Kalsi added that the option to repay the sum over a longer period of time was also available.

Councillor Adronie Alford was concerned about the rent increase, if any, further to the current one of 4.4% proposed under the HRA Budget. In response, Councillor Rowan Ree explained that the rent increase was proposed having regard to various factors including the rising cost of living and the need for a sustainable and efficient budget. He noted that there was no intention to raise the rent again in the near future.

Councillor Asif Siddique asked about Council's additional assistance for tenants to meet the rent increase amidst rising cost of living. Martin Calleja (Assistant Director, Service Improvement) noted that over half of the tenants received benefits and had their rent and service charge covered. For those who were not covered, they were entitled to apply for the one-off emergency payment or hardship arrangement. Once approved, half of the proposed increase would be covered until March 2023 subject to review from April onward. Martin highlighted the comprehensive assistance offered to the tenants including maximising benefits entitled, managing their finance, training and work etc. He referred to the banner on LBHF's website via which residents could learn about the details on the practical help and support offered by the Council to combat the cost-of-living crisis and they might contact the dedicated cost of living team in case of need.

Councillor Ree pointed out that despite the fact the Government had capped the rent increase at 7%, LBHF only proposed an increase of 4.4% under the HRA having regard to the rising cost of living. In response to the Chair's question, Sukvinder Kalsi noted that a 7% rent increase was generally adopted by the boroughs across London as well as the Housing associations including those in Hammersmith and Fulham. Jon Pickstone added that the rent increase in the private sector, which was not subject to the government cap, stood at 16% as at October 2022. Councillor Ree noted that around £1 m was set aside for Private Sector Leased accommodation to help relieve affected tenants from the cost-of-living crisis. Councillor Frances Umeh (Cabinet Member for Housing) informed members that similar assistance would be available to tenants in housing associations of LBHF.

On Councillor Alford's enquiry about the changes in service charges. Councillor Ree noted that service charges were set based on a cost-recovery basis and user-pay principle. Residents would not be charged for services that they had not used. Martin Calleja noted that in fixing the service charge to the correct level, opportunity had been taken to rectify similar cases across the borough. While understanding that residents might have a different view that they had not used the services, the Authority was led by the terms and conditions laid in the leaseholders'/ tenants' agreements.

Noting that the Authority sought to improve the void rent loss, Councillor Alford asked about the current position. Mark Lowthian (Interim Director of Housing and Transformation) gave a detailed account on actions taken since last October to lower the void reduction from 2.6% to 2%. He said there

would be a progress report which categorised the reasons and proposed actions for each void property. Members exchanged views and agreed that as the Committee had touched the subject of void reduction at previous meetings, it would continue to do so in the future.

ACTION: Mark Lowthian

Councillor Paul Alexander referred to the minutes of the last meeting and requested officers to follow up an outstanding action in respect of void reduction, i.e. information on the building specifications adopted by H&F.

ACTION: Jon Pickstone / Richard Buckley

Councillor Alford asked for an updated HRA Budget 2022/23 with figures and format in line with those of the proposed HRA Budget 2023/24. In response, Sukvinder Kalsi assured members that the HRA Budget was under regular and rigorous scrutiny. The next update of the Budget covering the HRA for 2022/23 would be presented to the Cabinet in the next couple of months. He noted that while the current HRA Budget was presented in a slightly different way to improve transparency and better understanding, the figures were the same.

In reply to Councillor Siddique's question, Daniel Rochford noted that pipeline savings covered a number of items including housing transformation programme and a few other smaller savings. Martin Calleja noted that under the fully structured housing transformation programmes, efforts had been made to streamline housing management structure with services supported by online delivery and reducing costs associated with service failures. Savings of £1.1 m would be realised as quickly as possible through the reduction of headcounts starting with the management without compromising the high-quality customer experiences.

Responding to Councillor Siddique's concern about the risk, if any, using the Reserve 2023/24 for structural deficit of £1.4 m, Sukvinder Kalsi considered that the General Reserves were at a reasonable level which would help strengthen the financial resilience of the HRA over a medium term.

On measures related to repairs raised by Councillor Siddique, Jon Pickstone highlighted that while there was still room for improvement, a lot had been done in the previous year to bring down the number of outstanding repairs, and substantial resources had been earmarked to bring the number further down in the next few years. The Authority had worked with large contractors to address operational issues and carry out repairs while bringing in medium-sized contractors to increase the capacity of the repair services. It also sought to strengthen its complaint mechanism by aligning different teams and establishing dedicated bodies straddling across different areas such as the Damp and Mould Action Group. Jon said he was aware of the situations faced by the residents that even though there was a change of contract, the sub-contractor and their attitude/behaviour were the same. The Authority would continue to seek to rectify these situations.

The Chair asked about ways to make Council houses more energy efficient and to deploy greater use of technologies in housing. Mark Lowthian highlighted the alarming heating charges due to the rising cost of living. Working closely with the climate change team, the housing team had stepped up insulation works under its capital programme and had taken actions against the damp and mould as well as disrepair claims. He considered it necessary to balance the risk and opportunity as trimming the cost too much and leaving essential work undone might damage the Council's reputation. Martin Calleja gave a detailed account on the online services rolled out for the Council's landlords and tenants with a view to increasing transparency and visibility.

Councillor Alexander asked how the changing ratio of freehold vs leasehold in the Council's housing stock would affect its overall liability. Noting that 75% of carbon dioxide emission came from housing among which some had no gas boiler, he sought information on the percentage of the Council housing responsible for the emission. Jon Pickstone expected the capital value of the housing stock would change as the market prices fluctuated while the London prices would slowly increase over time. He noted that his team was working closely with the climate change team to align a number of issues in relation to fabric improvements and boilers with a view to achieving the zero-emission target by 2030. He undertook to provide the requested information after the meeting.

ACTION: Jon Pickstone

Question from the floor

Martin Thirlaway was concerned about the proposal of not increasing the rent to the Government's cap of 7% and not increasing the service charge to meet the current shortfall might necessitate future increases. Councillor Ree reiterated that the rent increase of 4.4% for 2023/24 was proposed taking into account the rising cost of living and a sustainable budget. Sukvinder Kalsi acknowledged that part of the additional service charge income of £3.5 m for 2023/24 reflected the changes implemented in November 2021. He also agreed with Martin that the service charge for leaseholders and tenants should be the same apart from identifiable items like insurance. Jon Pickstone confirmed that there would not be a mid-year rent increase. However, as mentioned by Mark Lowthian earlier, the Council needed to improve the repair services instead of dealing complaints and litigations related to repairs services, which in the longer-term would enable the Council to run a more cost-effective housing service.

Noting the Capital Charges and Corporate Services would increase by £3 m and £1.5 m in 2023/24 respectively, Martin Thirlaway sought details of the items and the causes for their increase. Daniel Rochford noted that the Capital Charges covered the depreciation charge of the HRA which was about £17 m each year, plus the borrowing interests of about £8 m which might rise with the increased borrowing. Sukvinder Kalsi noted that in view of the rising cost of living, the Authority had worked hard to contain the cost/expenditure of Corporate Services and keep them under review to minimise the impact without compromising the quality of service delivery. Martin

opined that the Budget with a deficit could not maintain financial resilience regardless of the size of the Reserve which should be kept in the account rather than used. Sukvinder agreed and noted that much effort had been made to lower the deficit from £4.1 m in 2022/23 to £1.4 m in 2023/24. While the Reserve in 2023/24 would be used to cover the structural deficits and temporary actions, it was expected to achieve a balanced overall Budget.

Councillor Frances Umeh (Cabinet Member for Housing) thanked Mr Thirlaway for his input. She also thanked Councillor Ree and all colleagues who worked together in past six months for drawing up the HRA proposals.

RESOLVED

1. That the Committee noted the Housing Revenue Account Budget 2023/24.

6. DATE OF NEXT MEETING

The Committee noted the date for the next meeting;

- 20 March 2023

The Chair said that the Committee would consider “New Built Development Plan” at the next meeting and “Greening the Housing Stock” at the future meeting.

Meeting started: 7.00 pm
Meeting ended: 9.26 pm

Chair: d

Contact officer Debbie Yau
 Committee Coordinator
 Corporate Services
 Tel 07901 517470
 E-mail: debbie.yau@lbhf.gov.uk

Housing and Homelessness Policy and Accountability Committee – Action Sheet form 23 January 2023

Item 1.1: Stock Condition/ /Disrepair Claims/Damp & Mould – how a damp and mould complaint is assessed?

To assess damp and mould complaints, we have a dedicated team of specialist building surveyors who evaluate the likely causes of the issue. This includes factors such as insufficient ventilation, defective windows, and loose mortar. Based on their assessment, our team puts forward short-term and long-term solutions to resolve the problem.

We categorise damp and mould under the HHSRS (housing, health and safety rating system), which is typically carried out by an EHO/EHP. This helps determine the level of risk when occupancy characteristics are considered, such as the presence of children under 14.

Our in-house DLO or main contractor will then undertake interim or permanent works as required. If major capital works are necessary, this will be included in our asset strategy to ensure a comprehensive solution to the issue.

Richard Buckley, AD of Residents & Building Safety

Item 1.2: Building Safety Requirements – information on the relevant schedule?

As a landlord, ensuring the safety of our rental properties is a significant responsibility that involves conducting various inspections and checks. These include asbestos surveys, fire risk assessments, passive and active fire safety checks, gas safety checks, legionella checks, lift checks, electrical checks, and structural checks. At LBHF, we take this duty seriously and conduct approximately 30,000 inspections and checks every year. With the new prescriptive requirements outlined within the Building Safety Act 2022, we anticipate that the number of inspections will increase to around 47,000 per year. We are fully committed to meeting these requirements and ensuring that our properties meet the highest safety standards.

Under the Building Safety Act, a new role of the Accountable Person (AP) is created, who is responsible for the repair and maintenance of common parts in higher-risk residential buildings. The AP has a duty to prevent building safety risks, register buildings with the Building Safety Regulator (BSR) by October 2023, prepare a safety case report, and apply for a building assessment certificate when directed by the BSR. Failure to register a building is an offense and is liable to imprisonment, fines, or both. The safety case report must include detailed information about the building, such as resident profile, fire prevention measures, structural safety, and more. As a landlord, we are aware of our responsibilities and are committed to complying with these regulations to ensure the safety of our tenants.

Richard Buckley, AD of Residents & Building Safety

Item 1.3: Meeting the Green Agenda – definition of thermal efficiency, details of the gas boiler phasing out programme?

We are currently developing a retrofit strategy that will include a target space heating demand for six of our most common archetypes. This strategy will focus on achieving an average space heating target of 64kWh/m²/y and an Energy Performance Certificate (EPC) rating of B across our stock and this document will be available later this year.

Regarding the phasing out of gas boilers, this will also form a part of the strategy. However, we need to approach this holistically we are currently conducting feasibility studies to explore options and determine what is feasible. Our Housing and wider Economy department are collaborating with the Climate Change Unit to develop these strategies, and the findings will be included in forthcoming plans.

Richard Buckley, AD of Residents & Building Safety

Item 1.4: Underperforming Repairs Service with Resident and Member Concerns – schedule of the performance

In order to tackle the Damp & Mould cases, the DLO has been expanded with a team of 12 operatives to manage damp and mould. As a result, we have seen a reduction in known damp and mould cases from around 800 to 500. We have also prioritised work received from our Customer Contact Centre and have on-boarded several specialist contractors to boost our capacity. Additionally, we have a dedicated team that deals with individual damp and mould cases and tracks them through to resolution, and we have implemented a single point of contact system for NHS clinicians to prioritise referrals for highly vulnerable tenants.

To address infrastructure items, such as drainage stacks, we are implementing a targeted planned programmed maintenance and have agreed to a 10-year £600 million capital investment in infrastructure, insulation, and building elements to ensure we maintain compliance with the Decent Homes Standard and address damp and mould issues.

We have also provided support to our residents by offering dehumidifiers, financial assistance with electricity running costs, and a "decant" process should it be necessary, with financial support for any required move. Our approach is geared towards ensuring our properties meet the Decent Homes Standard and that our residents have access to healthy living conditions. We are committed to continuously improving our services to meet their needs and expectations.

Finally, we have committed to providing a more thorough and in-depth update on repairs during the next PAC meeting in July.

Richard Buckley, AD of Residents & Building Safety

Item 2 & 3: To provide a progress report which categorised the reasons and proposed actions for each void property & to follow up an outstanding action in

respect of void reduction, i.e. information on the building specifications adopted by H&F.

In regard to our void properties, we have made significant progress and taken a number of measures to ensure that they are managed effectively. We have categorised the reasons and proposed actions for each void property, and we have followed up on outstanding actions with regards to void reduction, including information on the building specifications adopted by H&F.

Our baseline of void metrics shows that our average number of voids at year-end is 335. This is broken down by major, minor and policy voids.

With regards to our routine voids that require minor repairs, we had 118 such voids as of 31/12. The average historic turnaround for these types of voids is 132 per year, or 11 per month. However, we aim to increase our performance by 25% to 14 per month, and we have already achieved 20 per month in Q3 2022-2023. We have implemented several improvement measures to achieve this, including increasing contractor capacity, flexible allocation between contractors, improved commercial terms and incentivisation, and robust contractor management.

We also have routine voids that require major repairs, and as of 31/12, we had 131 such voids. The average historic turnaround for these types of voids is 175 per year, or 14 per month. However, we aim to increase our performance by 25% to 20 per month, and we have already achieved 20 per month in Q3. Our improvement measures for these types of voids are similar to those for minor repairs.

We also have policy voids that require longer-term solutions, such as those requiring substantial works or complex voids, awaiting expert surveys or decisions, awaiting sale, awaiting demolition, awaiting regeneration or remodelling, insurance or legal issues, or housing management decisions.

To increase the turnover of voids, we have intensified our management oversight of all areas of the void process, onboarded additional contractors to support turnaround of routine voids, incentivised contractors with potential future workstreams and sustainable commercial terms, made capital investments to bring long-term voids back into circulation, and brought key decisions on long-term voids' future use to the forefront.

A copy of both the standards for lettable voids and voids schedule is attached to this document.

Richard Buckley, AD of Residents & Building Safety

Item 4: To provide information on the percentage of the Council housing responsible for the carbon emissions?

Based on the information gathered from the H&F Climate Change unit and the Council's annual carbon reporting, it appears that Council housing for 22/23 emitted a significant amount of CO₂, with 12,161 tonnes emitted for electricity and 28,337 tonnes emitted for gas, resulting in a total of 40,498 tons CO₂.

However, it's interesting to note that the carbon emissions associated with electricity use have been decreasing due to the decarbonisation of the Grid, while there has been a minor increase in CO₂ production from gas. This raises the question of what factors could be contributing to the observed increase in CO₂ production from gas, such as a potential decline in boiler efficiencies or a reduction in the thermal efficiency of properties. Additionally, it is pertinent to consider what measures can be implemented to mitigate this increase and continue reducing carbon emissions in the future.

Sam Cunningham, Strategic Programme Manager - Economy

APPENDIX 1. LETTABLE STANDARD

The Lettable Standard

1. Safety

All void properties will be subject to a Housing Health & Safety Rating System (HHSRS) assessment, and will not be relet if they have any Category 1 hazards (i.e. serious hazards). The HHSRS replaces the Housing Fitness Standard (set out in the Housing Act 1985) and places legal duties on landlords to ensure their properties are safe and free of hazards. For further information on the HHSRS click on the link below

<https://www.gov.uk/government/publications/housing-health-and-safety-rating-system-guidance-for-landlords-and-property-related-professionals>

2. Fire regulations

The void property will be inspected to ensure it complies with Building Regulations Part B (Fire Safety) with particular regard to compartmentalisation. This will include checking door closer operation for any doors in the property that are required to be Fire Doors.

3. Gas and Electricity

Gas and electricity installations in the void property will be inspected and tested by a competent inspector in accordance with relevant legislation and regulations, and work will be carried out to the specified standard. See section 2.2.9 and 2.2.10 above, and the Voids Schedule (in the pricing schedule), for details of Gas and Electricity tasks to be carried out in voids

4. Energy Efficiency

All new tenants will be supplied with an Energy Performance Certificate (EPC) which will tell them how much energy their new home is likely to use. In the tenancy sign up pack they will find a leaflet with information as to how to keep their energy bills to a minimum.'

5. Water Services

All water installations and pipe work in the void property will be in working order and free from leaks. The stop valve will be accessible and in good working order.

6. Plumbing/Sanitary Fittings

All plumbing and sanitary fittings will be in perfect working order, and will be clean and free from leaks and blockages. Baths with cracked/damaged enamel or fibreglass will be replaced. Grouting or sealant to baths (and showers) will be sound, free from mould, intact and watertight. Toilets will be clean, descaled (if required) and provided with a new seat (to BS 1254). Any Belfast or Butler sinks will be replaced with a steel sink with a drainer and base unit. All plugs to wastes will fit snugly and ensure the sink retains water when filled. All taps will operate easily and not drip.

7. Heating

The void property will have a source of space heating which may be in the form of an individual heating system, communal heating or night storage heaters. If there is no space heating system in the void property, a central heating system will be installed as part of the void works. Where a habitable room lacks a source of space heating, it will be provided to complement the rest of the property. All old gas fires or electric radiant bar heaters will be removed.

8. Asbestos

An Asbestos survey of the void will be arranged by the Employer's appointed Asbestos Coordinator and carried out by an appropriately qualified contractor. The survey will identify any control measures required. Removal of materials will be carried out where specifically required by the survey.

9. Damp

The void property will be free from any penetrating dampness, for example from a roof leak, gutter defect, bridged DPC, defective plumbing or rising dampness. Any defects causing dampness to the property will be rectified as part of the void works. This applies to rooms let as dry storage, however, not under floor voids or basements not included as part of the habitable or let property.

10. Mould growth

Previously decorated surfaces in the void property affected by mould growth (e.g. emulsioned walls, paintwork, or wallpaper) should be stripped back/off and treated with an anti-fungicidal wash and the reasons for mould growth investigated and rectified. The service provider is required to re-decorate once the mould growth has been rectified.

11. Decoration

The Employer's Tenancy Agreement makes the tenant responsible for minor repairs, and for decorating the inside of their property. The Employer, therefore, will not redecorate a void property, except in the following circumstances:

- Where the property is in a sheltered block;
- Where the property is specially adapted for disabled people;
- If the property has substantial or offensive graffiti;
- If the property has a large stairwell and it is unreasonable to expect tenants to decorate (i.e. health and safety);
- Where applicant needs assistance due to physical disability or age and no able-bodied member of their family is available to assist; and
- A larger property is being released and additional decorating is offered as an incentive (i.e. a 'beneficial transfer').
- Where work has been carried out to address mould growth.

Walls and ceiling surfaces will be in a suitable condition for redecoration. Any crumbling or loose plaster will be hacked off and replastered.

12. Tiling

Tiles and associated grouting and sealant should be easily cleanable and secure.

Any loose tiles will be removed and reset. Missing or broken tiles will be replaced, and replacements will be on a like for like basis (or as closely matching as possible). Whole floors or walls will not be replaced. Any polystyrene wall or ceiling tiles will be removed and any damaged plaster as a result of the removal shall be made good.

13. Cleanliness

The void property will be left clean and ready for the new tenant to move into when the void works are completed. This will include:

- Clearing the property of all rubbish, furniture, carpets, anti-social, medical or human debris (including in lofts, sheds, garages and cupboards)
- Washing and scrubbing all floors, woodwork and surfaces
- Washing down, degreasing and scrubbing clean all dirt, grime and stains from units and worktops in the kitchen
- Thoroughly cleaning and descaling sinks, wash hand basins, toilet pans and cisterns, baths, shower trays, tiling, and leaving them smear free
- For exceptionally dirty and environmentally dirty properties, include disinfecting all surfaces.

14. Vermin

The property will be free from vermin and infestations such as of cockroaches, mice, pigeons etc.

15. Adaptations

The Employer will make every effort to allocate void properties with aids and adaptations to an applicant household that needs them. However, where this is not possible the Employer will not remove or change aids and adaptations. For instance, if a new tenant wishes to replace a level access shower with a bath they may be allowed to do so, but only after seeking permission and at their own expense.

16. Doors, windows and locks

External door locks to the property will be changed and new keys to doors and windows (at least two sets) provided to the new tenant. Front entrance doors will be secured with one night latch and one 5 lever mortice type deadlock (both to BS 3621). Barrel bolts will not be fitted. There will also be a spy hole in a solid front door. Back doors or balcony doors will have a 5-lever mortice type lock to BS 3621. Ground floor windows or windows that are easily accessible will have window locks fitted. Patio doors will have 5 point multilocks or mortice security locks with removable key bolts supplied top and bottom, and be fitted with anti-lift blocks.

17. Carpentry

Doors will open and close easily. Worktops in kitchens and wooden drainers will be easy to clean and drawers and all cupboards will open and close easily. Windows will open and shut easily. Any window replacements will be carried out after the new tenant moves in. Floor boards will be securely fixed and be in sound condition. Any loose hardboard on timber floors will be securely fixed. Handrails or banisters will be securely fixed to the stairway.

18. Ironmongery

All ironmongery such as hinges, catches, locks, handles will be in working order. Bathroom and WC will have a snib lock installed.

19. Glazing

Any broken windows will be re-glazed, and any broken internal glass will be repaired. All glazing shall comply with the requirements included in BS 6262 Part 4. Double glazed units will be replaced if they are defective, leaking or their transparency is significantly impaired.

20. Structure and externals

The property should be structurally stable.

Repairs to fences, gates, sheds, paving etc will only be carried out where they are causing, or are likely to cause, a hazard. Sheds that are a hazard will be removed, but not replaced.

21. Garden and External Areas

Paths, patios, paving or decked areas will be level and even so as not to pose a health and safety risk. Gardens will be cleared of rubbish, trimmed and cleared of overgrown shrubbery. Any trees to be dealt with in accordance with the Tree Policy.

22. Communal Facilities

The Employer will ensure all communal facilities e.g. lighting, door entry systems etc are functional and serviced at the prescribed intervals.

Gifting of additions and improvements to the property

The gifting of good condition items left in the property, or any alterations and improvements to the property made by the previous tenant will only be possible if the new tenant wishes to accept them and signs a form accepting responsibility for their upkeep and maintenance. A note will be made on the new tenancy agreement of these 'gifted' items and alterations/improvements.

Void Schedule

Void works should cover the requirements of the schedule, as well as the Void Lettable Standard

Area	Item
Overview	The void schedule to be read in conjunction with the Councils lettable standard, voids process as per the General preliminaries, any policy and procedure of management of voids.
Health and Safety	
	The property is subject to HHSRS assessments by a competent person and must not contain any category 1 (band A to C) and 2 Hazards (Bands D to F) The likelihood, over the next twelve months, of an occurrence that could result in harm to a member of the vulnerable age; and the range of potential outcomes from such an occurrence on the future occupiers.
	See HHSRS https://www.gov.uk/government/publications/housing-health-and-safety-rating-system-guidance-for-landlords-and-property-related-professionals
Fire regulations	
	See LBHF Fire safety policy and fire door procedure and associated materials specification
	Inspected for compliance with HHSRS (Housing Act 2004), LGA Fire Safety in Purpose Built Blocks of Flats, Building Regulations Part B (Fire Safety) where deficiencies are identified these will be addressed. Council's policy sets out standards
Fire door requirement	The Council shall arrange a compartmentation survey for flats in order to assess fire safety. This is done at the commencement of the void process by a third party (or the Council's own staff). Any making good following the survey will form part of the works required prior to re-letting.
	The Council may require the service provider to affect a temporary repair to any Flat Entrance Door which has a fire rating. Once done, details will be passed over to the Council's fire door team to arrange for replacement, should this be required once the property has been let, so as not to delay the void works. If the FED is not a fire door but should be or is damaged beyond any repair, a blank FD30s door shall be fitted (blank FD30s will be treated as out of scope for payment purposes).

	The service provider will not be asked to install permanent FEDs - this will be arranged by the Council.
	Internal doors must be made of appropriate materials and properly fitted with self-closers. Door installers must be competent, and BM Trada approved. All doors and frames should be well fitting to help reduce the spread of flames and smoke. LBHF will provide a fire door set specification during mobilisation for internal doors.
	Ensure working smoke alarm in hall, 1st floor and 2nd for landings; where missing replace (battery detectors accepted); ensure working on completion
	Ensure working heat detector and CO alarm (if necessary) in Kitchen; supply and fit as necessary. For smoke detectors and heat detectors, repairs/replacements/new installations (if they are not present)
	The dwelling should incorporate fire stops to cavities including ventilation and heating systems.
	Materials used in any works will be non-combustible
	The space for siting cookers should be safe, with no flammable materials immediately adjacent or close to windows where curtains may be hung. The cooker space should not be sited adjacent or close to a doorway.
	Check all services (e.g., cables, pipes) and voids (risers, penetrations) are fire stopped using accredited products, to the same fire resistance as the separating elements into which they are installed, and that there is proper compartmentation between properties and communal spaces. The requirement is for inspection and reporting to the client only.
	Emergency lighting - should be in line with the council's specification
	There should be adequate, appropriate and safe means of escape in case of fire from all parts of the dwelling
Gas	
	All gas works should be in line with the council's policy, gas process in voids, and specification on gas works.
	Supplies and systems should be inspected and tested by a competent inspector in accordance with relevant legislation
	Any gas supplied needs to be from an authorised supplier at a standard pressure and of a standard composition.
	There should be appropriate properly designed and installed gas pressure regulators, meters and pipework.
	Any unapproved alterations to meters and pipework need to be made safe and compliant

	The installation should be tested to ensure there are no leaks or other defect any defects and or leaks will need to be remedies and appropriate certification provided to the landlord once works completed. Complete LGSR.
	Any appliances and flues should comply be compliant with regulations and remedial works required will be addressed. Any gas appliance and flue will have been serviced whilst the property is empty.
	Properties with a gas supply should be fitted with appropriately sited gas detectors that are in full working order
	Any portable gas bottles will be disconnected and removed
	The gas supply where available will be turned capped off whilst the property is empty.
	Where there is a pre-payment meter any utility debt with regards gas will be cleared by the contractor in liaison with Energy Angels before the new tenant takes up occupation.
	The gas supplied will be turned on ready for the incoming tenant taking up occupation
	All required commissioning and safety certification will be provided to the council
	LGSRs must be in electronic (typed) format. Handwritten or scanned certificates will not be accepted
Electricity	
	Complete Electrical Inspection and provide certification (EICR)
	Code 1 and code 2 electrical repairs or investigations should be carried out as listed
	Code 3 and code 4 repair items should be raised with the client and noted on the Asset Management System for future consideration.
	An EICR certificate will need to be produced and provided.
	EICRs must be in electronic (typed) format. Handwritten or scanned certificates will not be accepted
	live parts must be covered with non-conducting material to reduce the risk of electric shock. All exposed metal parts of the installation must be earthed so that in the event of a deficiency any current will flow immediately to earth rendering the system safe from electric shock.
	Other exposed metalwork such as gas and water pipes should also be connected to the main earth terminal
	Check all integrated appliances to ensure they conform to current standards; remove unless agreed not to by Client
	Remove any light fittings left by Tenant including lampshades and the like where installed; pendant fitting, sealed units made good as necessary
	Provision of controllable mechanical extractor in the kitchen and bathroom adequate for the size and expected occupant numbers. This should not be noisy and should require minimal

	human intervention to activate.
	Any Extractor fan to be cleaned and overhauled as necessary-ensure working fan in place; replace if necessary
	Switches or controls for artificial lighting should be sited for ease of use. There should be switches or controls for artificial lighting at both the top and foot of stairs.
	artificial lighting should be positioned as not to cause dark areas within a room or significant shadowing.
	There should be no socket outlets in bathrooms other than 12-volt AC (e.g., shaver sockets).
	Remedy any disrepair of installation – including to supply, meters, fuses, wiring, sockets, light fittings or switches - this could repair and or replace
	There should be a sufficient number of sockets to reflect the number of occupants in the property and badly sited sockets should be moved.
	All properties should have an adequately earthed electrical system
	All fuses and meters will be appropriately sited to allow ease of maintenance and access as required.
	There should be no electrical installations in close proximity to water, including areas of damp.
	The pump on any electric shower should be checked to ensure it is fully functional. If required, the shower will be replaced.
	Where there is a pre-payment meter any utility debt with regards electricity will be cleared by the contractor in liaison with Energy Angels before the new tenant takes up occupation.
Asbestos	
	All asbestos surveys and works will be done in accordance with the council's asbestos policy and procedures*
	An asbestos survey shall be available or undertaken on behalf of Economy s Asbestos Manager for all properties when they become empty. The survey will identify the location and condition of any asbestos containing materials (ACM's) the likeness of it being disturbed or damaged, any control measures required in line with the council's asbestos policy. Removal and containment of materials shall only be carried out in Line with the LBHF Voids asbestos management policy. The General works will not commence until the property is safe to work in. An Asbestos survey shall be undertaken by the Council's appointed Asbestos Coordinator.
	The survey will identify any control measures required. Removal of materials shall only be carried out in line with the LBHF voids asbestos management policy or where specifically directed by the survey.

	The contractor will be responsible for providing any enabling works for both the survey and any follow on, removal or encapsulation
	Asbestos removal in voids will be carried out by The Contractor's LARC. The contractor will specify the any asbestos abatement works required to facilitate their void works in line with the LBHF Voids asbestos management policy
Service ducts	
	In blocks with internal services, there should be means of easy access this will be a flap or access door into service ducting to facilitate any future treatment and repair. Photographs will be taken to identify the service duct location. All ducts must be opened up to check for leaks and hidden isolation valves. All isolation valves in ducts must be tested, overhauled or replaced and labelled.
Energy Efficiency	Valid Energy Performance Certificate (EPC) (less than 10 years old) to be completed and provided.
	All properties will need to achieve a minimum of an SAP level to be set by the client.
Loft Insulation	Where loft is present check and report on condition and thickness of loft insulation; and will be topped up to current Building Regulation standards as necessary.
	Properties to be checked for any settling of loft insulation – compression of the thermal insulating material reducing its effectiveness and where required will be topped up or replaced.
	Where loft access is present check access is safe and secure and draft free. If required replace loft hatch with insulated type.
Draughts	The property should be free from uncontrollable draughts and those situated to cause discomfort.
Water Services	A competent person should routinely check, inspect and clean the water system, in accordance with the risk assessment until the property is relet and occupied.
	'Sentinel' outlets (furthest and closest to each tank or cylinder) will be identified for monthly checking of the distribution temperatures. You should also check the hot water storage cylinder temperatures (if in use during void works) every month and cold-water tank temperatures at least every six months.
	All properties should have at least one tap for drawing drinking water
	water should be supplied at a flow rate adequate for appliances at the dwelling.

	On low pressure gravity fed systems appropriate taps and full-bore isolation valves should be fitted suitable for low pressure systems.
	All installations and pipe work should be checked so they are in working order and free from leaks,
	All facilities which involve the use of water e.g., sinks, basins should be properly connected to a waste pipe capable of safely carrying wastewater to a drainage inlet outside the dwelling.
	All pipework should be adequately installed and repaired and replaced where required.
	Where the property is served by a combi boiler, all cold water supply should be converted to mains.
	The property will be inspected for any redundant pipework and notes taken to identify its location. Any redundant pipe works will be removed to prevent creation of stagnant water. The property should be checked for any dead legs in water pipes specifically hot water and removed.
	All stop cocks/ isolation valves should be in working order, in an accessible place and labelled if necessary.
	Any internal lead pipework or lead-based solder (in copper or lead pipework) must be notified to the Client to agree the extent and removal of. More likely to be evident in properties pre-1970; s or where it has not been removed as part of previous improvement works.
	Any exposed external water pipes should have adequate insulation to provide frost protection.
	Any hot water tanks should be checked to ensure they are set to and are able to store hot water at above 60°C.
	Water tanks - identify if redundant/active
	Any tar lined water tanks will need to be removed.
	Cold water, should be checked to ensure that it is stored and held in pipework at a temperature at least below 20°C.
	Water tanks should be inspected to check for leaks, any ill-fitting or inappropriately sized fittings, and attached pipework and repairs made as required or replaced if needed.
	Water tanks should be covered to prevent ingress of contamination and comply with current regulations
	No hot water storage tank of more than 3 gallon (15 litre) capacity should be connected directly to the mains water supply.
	Any cold-water storage tanks should be cleaned, water should be drained from hot water cylinders to check for debris or signs of corrosion.

	All rainwater goods linked to or affecting the property should be inspected to ensure they are adequately installed, not be defective and in full working order. Any defects should be rectified and repaired/replaced as necessary.
Plumbing/ Sanitary Fittings	
	All plumbing and sanitary fittings should work, be clean, sealed and free from leaks and blockages.
	Baths and showers should be stable and securely fitted, provide for slip resistance and incorporate safety features such as handles or grab rails and side positioning of taps and waste controls.
	All basin and sinks should be securely fixed to the wall
	All water supply pipework must be in copper with no flexi connections or push fit fittings
	All waste pipes must be in rigid plastic with no flexible wastes, any copper or lead wastes must be replaced back to the stack or outlet including new boss connection where necessary
	Waste pipes for baths, sinks and showers should be taken off and flushed through or replaced to remove any build-up of fat, hair, soap scud etc and left clear flowing.
	The shower head and hose where fitted will be cleaned and de-scaled if scaling is significant the head and hose will be replaced. The holes will fit correctly and there will be no water leaking from the connections and or the splits in the hose itself.
	Ensure seals are in place around any water using appliance to prevent any water ingress
	Baths: Cracked enamel or fibreglass should be replaced.
	Chipped, stained or worn baths should be re-enamelled if viable otherwise they should be replaced.
	Grouting or sealant to bath, shower, sink, basin should be intact and free from mould to prevent water penetration. Any sealant that is replaced needs the existing sealant to be removed completely and not for any new sealant to be put over the top.
	Toilets: Provide new seat to BS 1254 to every WC.
	Stained pans should be de-scaled if n it impacts on the use then a replacement pan will be required.
	Toilets should be connected to a proper working and adequate flushing cistern if it's not the flushing cistern should be replaced.
	The cistern should be served by a sufficient supply of water for flushing,
	The WC should be properly connected to a drain capable of safely carrying waste out of the dwelling and into the drainage system.

	Where practical a wash hand basin with running hot and cold tap should be adjacent to any WC
	If the whole bathroom is beyond economic repair and a full replacement is suggested, then this should be discussed with the client to agree either a full replacement or if individual component will be replaced. Please also see repair replace guidance.
	Sinks: Belfast and Butler sinks in a kitchen should be replaced with steel sink with a drainer and base unit.
	Plugs: All plugs to wastes should hold water if not they should be replaced.
	Taps: Should operate easily to turn on and off to allow a sufficient flow of water and when turned off they will not drip. If required, they will be replaced
	Handles and grab rails – should be provided in sheltered and family sized housing and should be securely fitted.
	Hot water to bath – water from bath and basin taps supplied a should be restricted to below 46°C. Thermostatic mixer valves can be fitted, when it advised that water should be delivered to baths at between 44°C and 46°C.
	Hot water to sink – water from kitchen sink taps supplied should be restricted to 60°C or less.
	Wash hand basins, sinks, worktops, sanitary basins, baths and showers should be located at an appropriate height
Drainage	Check drains work correctly and inspection chambers are safe and accessible; report any exceptions to client; repair as necessary (up to communal drains), if works are identified for the communal drains this will be raised as a separate work order for the DLO.
	Any gullies serving the property to be cleared and pictures taken to demonstrate that has happened.
	All openings into drains should be sealed with an effective water seal; this includes openings such as into the WC basin and drainage inlets for waste and surface water.
	Inspection chambers should be lifted, and a visual inspection carried out to check condition and free flowing waste. If waste is not free flowing further investigations will be required to identify any issues. This could include a drain survey. Any works identified will be remedied to prevent future issues once the property becomes occupied.
	Any broken or missing guards to drainage vent pipes to be replaced.
	Any design deficiencies in the design of the drainage pipe work to be addressed to help prevent future blockages to occur. Pipe design should be checked to ensure that the pipes do not block in normal use

	The cause of any dripping overflows will be investigated and remedied to ensure no wastewater is discharged on to other properties, paths, gardens or tanks
	All sinks, wash hand basins, baths, showers, bidets and other water using facilities must be properly connected to adequately sized soil and waste pipes capable of safely carrying the wastewater out of the dwelling and discharging it into a drainage inlet or directly in vertical drains connected to the main sewerage system. any inappropriate and ill-fitting connections will be addressed.
	Each waste pipe should incorporate a trap to provide a water seal of adequate depth to prevent draughts and foul air entering the dwelling
	Where any single waste pipe serves more than one appliance or facility, it should be checked to ensure it is properly designed or provided with ventilation to prevent siphonage and any alterations required made.
	All connections between toilets and the drain and between drainpipes, must be air-tight to avoid leakage of the foul sewage or smells and air leaks will need to be addressed.
	The drainage system should be adequately ventilated to prevent pressure causing siphonage of traps and facilities connected to the drain or sewer.
	where applicable ensure that soakaway for surface water exists and is adequate for the needs of the property. If it is not adequate, then this will need to be addressed.
Damp	Properties should be free from penetrating dampness, such as a roof leak from damaged defective roof covering, damaged /cracked render, damaged chimney, defective chimney and stacks, damaged/defective pointing, gutter /down pipe defect, bridged DPC, defective internal plumbing, damaged/missing mastic around doors, windows or rising dampness from damaged/ missing/breeched DPM. This applies to rooms let as dry storage, under floor voids and preventative measures for basements not included as part of the habitable or let property.
	Any evidence of water ingress will be investigated, and solutions put in place to resolve.
	there should be direct venting of clothes drying facilities (whether tumble driers or drying cabinets) to the exterior and where required an adjacent electrical socket.
	Roof and underfloor spaces should be properly ventilated to ensure timber remains airdry to minimize the chance of fungal infection
	Check roof space, redundant chimneys for adequate ventilation and damage /blockages to any air bricks; replace/make good as necessary

Mould growth	If walls, tiles, windows and decorations are badly affected by mould growth, wallpaper should be stripped off, and any effected items including walls, ceiling, tiles, windows, window frames should be treated with a fungicidal wash, stain block. Causes of the mould growth should always be considered using a pathological approach. Causes identified so solutions can be implemented.
	All evidence of mould growth must be eradicated prior to the property being let.
	The property should have a relative humidity of less than 70% to help prevent the growth of mould spores. Evidence will need to be provided to demonstrate these checks have been put in place.
	The use of biocides to treat mould growth must be in accordance with the instructions, and provided proper precautions are observed during use and afterwards to allow for fume dispersal, risks should be minimised. Use of biocides for treating mould growth and timber should also be in accordance with the various statutory controls.
Vermin	The property should be free of cockroaches, fleas, mice, pigeons etc.
	where the property is in a block where the whole block may require treatment- Inform Client if that is the case
	Treat any signs of infestation, e.g., woodworm
	Ensure that any damaged floor vents, ill-fitting doors and windows are repaired or replaced to reduce opportunities for vermin and or insect infestations and the soared of fire and smoke. Any necessary holes for ventilation should be covered with grilles.
	seal any holes around service ducts and water and heating pipes. Holes or gaps should be less than 6.25mm
	Walls and ceilings should be free from cracks which could provide harbourage for insect pests.
	Joints between walls and floors and between walls and doors and windows should be effectively sealed.
	There should not be any holes through roof coverings, eaves and verges
Cleanliness	Clear out property (including lofts, sheds, garages and cupboards) and dispose of all rubbish, furniture, carpets, anti-social, medical or human debris.

	In addition to the builder's clean required by the Preliminaries and deemed to be included in all rates, the Schedule of Rates item for standard cleaning a void dwelling to lettable standard is deemed to include:
	Wash and scrub floors, woodwork and all surfaces. Dry where necessary.
	In kitchen, wash down, degrease, scrub clean all dirt, grime and stains from units, shelves and worktops.
	Vacuum all floor coverings
	Clean all sanitary fittings including disinfecting any WC's
	Clean any other landlord's fittings e.g., shower units, shower screens, boiler casings etc
	Thoroughly clean and descale sinks, wash hand basins, toilet pans and cisterns, baths, shower trays, tiling, and leave smear free.
	For exceptionally dirty and environmentally dirty properties, include disinfecting all surfaces.
	Walls and ceilings should be smooth and even to enable them to be easily cleaned and decorated.
	Where a shower is fitted and there is a shower curtain replace with a new white one
	Leave at least 1 air freshener within the property
Security	The property will be assessed to reduce falls out of windows, falls from balconies or landings, falls from accessible roofs, into basement wells, and over garden retaining walls.
	The dwelling itself should be capable of being secured against unauthorised entry, which will both delay and deter intruders and will make the occupants feel safer. The design of the building and its curtilage should where practical and possible include clearly defensible space.
	Temporary security (to secure the property until it is occupied) should be considered. This could include hanging curtains, boarding up doors and windows or blocking up with blockwork.
	Where instructed the contractor will be responsible for installing, maintaining and removing some form of metal shuttering on empty properties that are identified as being vulnerable of future damage or illegal occupation.
	Install key safe at property as soon as possible after notification of void and re move at the end of works
	All locks to external doors to be changed and new keys to doors and windows (at least two sets) provided for the new tenant. (some may have suited locks) - please see fire door process to ensure fire integrity is maintained

	Front entrance doors should be secured with one night latch and one 5 lever mortice type deadlock (both to BS 3621). Barrel bolts should not be fitted. There should be a spy hole in a solid door. No holes to made in any fire doors to ensure warranties are maintained and any lock replacements need to comply with manufacturers guidance.
	Back doors or balcony doors should have a 5-lever mortice type lock to BS 3621.
	Ground floor windows or windows that are easily accessible should have window locks.
	Catches which restrict the distance a window can be opened to 100mm should be fitted to windows above ground floor level
	Patio doors to have 5-point multi point locks OR mortice security locks with removable key bolts top and bottom and be fitted with anti-lift blocks.
	If key fobs missing to communal entrance doors inform client to arrange replacement
	Provide 2 keys for meter cupboard if fitted
Internal Decoration	Decoration will be considered in the following circumstances. This will include emulsion paint to walls and ceilings, where required painting of woodwork. Existing wallpaper if in good condition will not be removed but will be emulsion over.
	the property is in a sheltered unit
	the property is specially adapted for disabled people
	a room has substantial or offensive graffiti or is decorated in a manner and colour that would be difficult to paint over.
	there are large stairwells in acquired properties where it is unreasonable to expect tenants to decorate
	where tenants may need help due to physical disability or age and no able-bodied member of the family is available to assist.
	A larger property is being released and additional decorating is offered as an incentive.
	Where there is evidence of lead-based paint.
	Where there has been extensive discolouring and staining due to previous occupier being smokers
	Where extensive plastering work walls will be mist coated with emulsion
	Where extensive staining from mould
	In all other circumstances surfaces will be prepared, denailed, holes filled and left ready to decorate by the incoming resident.
Tiling/flooring	where present - All wall and floor tiles should be securely fixed to the surface they are covering. Any defective wall and floor tiles will be hacked off and replaced with as similar matching tiles as possible.

	Ensure effective splash back to cooker, minimum of one row of tiles to sinks, basin, bath to prevent water ingress
	Replacement tiles should be on a like for like basis (or as near as).
	Polystyrene wall or ceiling tiles should be removed. Any damaged plaster should be made good.
	Sheet flooring and Thermoplastic tiles should be repaired/cleaned unless beyond economic cleaning or repair
	The surface of the floor to the kitchen and other rooms where water area should be non-slip, flat and impervious and capable of being readily cleansed and maintained in a hygienic condition
	Corners and junctions to any flooring should be sealed and covered to avoid uncleanable junctions.
	Check shower areas are fully tiled, repair as necessary; clean and make good grout; replace as necessary
	Walls should be smooth and allow for cleaning to keep hygienic.
Heating	Each property needs to be assessed to ensure it has the appropriately sized heating system – systems and appliances are adequate for the size of dwelling and the potential number of occupants.
	Each property must have a source of space heating. This may be in the form of an individual heating system, communal heating or night storage heaters.
	If there is no space heating system, a central heating system is to be installed.
	Where a habitable room lacks a source of space heating, it must be supplied to complement the rest of the property.
	There must be a source of heating in the bathroom
	No radiator should be positioned at the bottom of the stairs
	All heating systems should be controllable by the resident.
	All gas fires or electric radiant bar heaters are to be removed and openings made good.
	Ensure working Carbon monoxide alarm fitted in rooms with open flue appliances and boilers; supply and fit new if necessary
	Cap off gas, reconnect for incoming tenant and test where supplied
	Ensure all radiators or heaters are of adequate size, are fitted with TRV's and are securely fixed to wall
	Service gas boiler and issue LGSR certificate on completion as required
	connected to adequately sized flues to safely take away combustion gases, these should have been cleared and be in a good state of repair, any flues sited adjacent to an open window

	will need to be moved
	For ventilated hot water systems, there should be an adequately sized vent pipe sufficient to allow steam to escape in case of thermostat failure. These safety devices should be tested to ensure they are fully operational or repaired or replaced if required.
	Unvented systems should be provided with both a non-self-resetting thermal cut-out and one or more temperature relief valves. These safety devices should be tested to ensure they are fully operational or repaired or replaced if required.
	Rooms with gas burning appliances should be provided with adequate and appropriate ventilation. Mechanical extractor fans will need to be provided in rooms with open flued appliances.
	Any appliance needs to be appropriately sited and not adjacent to windows or doors where there is a risk of flames blowing out.
	The temperature of exposed surfaces of radiators, pipework between radiators and that serving hot water tanks and taps, storage heaters, boilers and tanks should be limited to a maximum of 43°C, or appropriately guarded
Carpentry	Doors should open and close easily. Missing ironmongery to be replaced.
	All front doors should have a door viewer
	there should be a door in the bathroom/WC
	Ensure frame/linings secure and keeps adjusted correctly; replace as necessary
	All holes should be repaired (exceptions being fire doors that any works need to be in lines with manufacturers guidance)
	Ensure minimum fittings are installed in kitchen; supply and install additional units as required
	Ensure carcasses are in sound condition to facilitate storage of food and securely fixed to the walls and under worktops; replace if necessary
	Check all worktops to ensure they are chip and scratch free and are suitable and hygienic, if required replace with matching or as near as possible
	Cupboards and shelves should be sited where they can be easily reached, but without posing collision hazards.
	Refix or replace plinths as necessary
	Ensure there is a suitable 610mm space for a cooker connectable to gas or electric. This will include an electrical connection and a gas connection should a gas supply to the property exist. There should also be a 13-amp single unswitched socket for gas cooker ignition.
	Check there is space for washing machine and fridge, with an appropriate power socket adjacent. report any exceptions to

	client for further instruction
	Drawers and cupboards should open and close easily.
	Doors and windows should fit securely in their frames and the frames should be secured to the structure and be in a good state of repair.
	Any rotten windows and frames may need to be replaced if beyond economic repair (see repair replace guidance)
	Windows should open and shut easily. Check operation of all windows (including opening and closing and operation of any fasteners, ironmongery, trickle vents and restrictors in place), lubricate and adjust as necessary; replace where not in working order
	Weak or broken sash cords should be repaired or replaced
	Doors and windows which pivot (rather than being hinged) should be move easily and smoothly and not be stiff to operate
	All door and window hinges should be overhauled to ensure they are secure and tightened, repaired, or replaced as required.
	Any doors that open into passageways, landings or stairs should be rehung or replaced to open into rooms if practicable to do so.
	Floorboards or plywood sheets should be securely fixed and be in sound condition.
	If there is loose hardboard on timber floors, it should be securely fixed.
	a visible inspection of the condition of the staircase including steps and any banisters or railings. Staircases and steps to be sound repair, free from distortions, damage, rot or infestations and secure; All stairs, steps, and ramps associated with the dwelling should be taken into account. This includes the internal stairs, stairs for exclusive use of the dwelling occupants, common stairs, external steps, fire escape stairs, and any ramps. Any works identified should take account of the frequency with which each might be expected to be used.
	handrails to be securely fixed and balustrading intact there should not be any openings on stairs, either to the stairs themselves or to the guarding, which allow a 100mm diameter sphere to pass through
	Ranch style stairs should be boarded over on the inside to prevent climbing

	Where practical handrails should be sited on both sides of the staircase (internal stairs within property) but there should be a handrail on at least one side of the stairs. Handrails should be sited between 900mm and 1,000mm measured from the top of the handrail to the pitch line or floor. They should be shaped so that they are easy to grasp and extend the full length of the flight.
	Where there is no wall to one or both sides of the stairs, guarding (e.g., balustrade) should be provided to prevent falls off the sides of stairs, not extending to at least 900mm above the treads.
	Nosing length – should not project more than 18mm beyond any riser any that do will, where practical, need to be replaced.
	Riser heights – of less than 100mm or greater than 180mm. If the risers are outside these tolerances please refer to the client for advice on what action to take,
	Skirting and architraves – secure any loose and/or ill-fitting skirting boarding or architrave. Replace where needed.
Ironmongery	
	All ironmongery such as hinges, catches, locks, handles, door handles should be securely fixed and in working order.
	Door handles should be at a reasonable height and window catches should be readily accessible without strain.
	Bathroom and WC should have a snib lock.
	Ensure restrictors fitted to windows above first storey; supply and fit if missing
Glazing	
	All broken windows should be re-glazed and broken internal glass should be repaired in the most cost-effective manner e.g. With a solid door if more cost effective.
	All glazing shall comply with the requirements included in BS 6262 Part 4.
	Double glazed units shall be replaced where blown to the extent that transparency is significantly impaired.
	All glass in critical locations to be safety glass To identify the grade of safety glass used each pane should be indelibly marked so that the marking is visible after installation.
	Any window replacements will be done as post occupation work only.
	Where there is any glazing extending to within 800mm of the floor level, it should be guarded or of safety glass.
	on properties with more than two storeys other than houses from the second floor upwards, glazing below 1,100mm from floor level should be guarded with a safety rail

	if any windows are replaced and where there is a high-level opening light above the main opening light, the high-level light should be easily cleanable on both sides without opening the main light.
	Repairs of window – the window should be in a good state of repair including to the frame, fully working catches, hinges, sashes, safety devices and opening lights. if the window is beyond economic repair it should be considered for replacement.
Structure	
	The property should be structurally stable.as visible signs of movement, subsidence, bulges, cracking or heave need to be logged and reported to the client for further action. Notes on location, scale of cracking, movement and photographs will be provided to the client.
	Visual inspection to check all roofing, including flat roofs, chimneys, guttering, down pipes, external walls to ensure structurally sound, secure and watertight. condition noted and photographs taken;
	A visual inspection will be carried out where applicable of the roof structure in the attic and will be photographed
	Any visible structural issues with the internal roof structure will be reported to the client.
	All pointing to walls and chimney stacks should be in good order to prevent water ingress. If significant pointing is required, this will be discussed with the client to agree scope and scale of works to be undertaken.
	Any cracks to flaunching on chimneys will be repaired
	Chimney pots where in place should be secured to the structure
	Any missing or slipped roof tiles and flashings will be secured or replaced
	Any coverings to flat roof should be in a good state of repair and be free from tears and cracking.
	Any damaged or missing roof covering will be repaired or replaced.
	If the roof is beyond economic repair, it will be discussed with the client to be considered to be replaced (please see repair replace guidance)
	Gutters to be cleared and downpipes/stacks to be checked to be clear, should be free of holes and securely fixed to the structure. Location will be noted, and photographs taken
	A visual inspection will be carried out where applicable of any cladding or external rendering and will be photographed. Any cracks, loose, damaged or missing render /cladding will be noted for scale and location. Minor repairs and replacement will be carried out. If the extent of the damage or failure is significant it should be discussed with the client to agree what further works will take place.

	A visual inspection will be carried out where applicable of any balconies and will be photographed
	Any concerns about the structural integrity of any balcony should be discussed with the client so a decision can be made on what works may be needed.
	For balconies, landings, roof parapets, basement wells. Height of guarding – extending less than 1,100mm above the balcony, roof surface or floor. The design should discourage any climbing, Openings in guarding should be less than 100mm, the balcony and any guarding should be of sufficient strength and fixed securely to the structure.
	A visual inspection should be carried out of all floor structures and they should be photographed
	Any wooden floors, beams and joist should be inspected for damage, and rot or disease. If any issues are identified which could impact on the structural integrity of the floor structure, they should be discussed with the client to agree what rectification and replacement works will take place.
	All internal walls shall be visibly inspected to identify any alliterations. Any alternations that could impact on the structural integrity of the building to be reported to the client straight away so that agreed interim safety measures can be put in place and longer terms solutions identified.
	There will be a visual and physical test of plaster to the ceilings and walls across the property. The extent of the any failed or bulging plaster and location will be noted and will be discussed with the client to agree the extent of plaster to be removed and replaced.
External	
	Repairs to fences, gates, sheds, paving etc would only be carried out where they are causing, or are likely to cause, a hazard. - TBA
	Sheds that are a hazard should be pulled down and not replaced.
	Any uneven or loose boarding, paving and steps will need to be secured/ or replaced
	All pathways and yards will be properly constructed any that are uneven or cracked will be made safe to reduce the likelihood of falls and trips. Surface variations of 5mm to floors and of 20mm to paths increase the likelihood of a trip
	There should be a clearly defined area for refuse containers. This is best in the open air, and away from windows and ventilators,
Adapted properties	

	Properties that have aids and adaptations fitted by the Council will generally not be removed
	Any non-standard items that are not repairable will be replaced with standard items
	Details of any adaptations or non-standard items will be recorded for location and condition, including supporting photographs, with assumptions on potential life expectancy.
Communal areas	
	Where the individual property is accessed through a communal area any contractor should note any communal repair issues e.g., lighting, door entry systems not working. These should be reported to the CSC for either specialist contractors or the in-house maintenance team to address through the normal programming of works.
	Any HHSRS, Fire Safety, Energy Efficiency (etc) issues identified in communal areas that are the responsibility of the client's DLO (as per definitions in contract Appendix to Schedule 5 Part A) should be raised with the client first.
Garden and External Areas	
	Paths, patios, paving or decked areas should be level and even so as not to pose a health and safety risk.
	Gardens are to be cleared of rubbish, stumped and cleared of overgrown shrubbery.
	Trees to be dealt with in accordance with the Tree Policy.
	Bin chutes should be in working order and any issues raised with the CSC for the DLO to attend and resolve.
Compliance certification	All compliance certification will need to be provided to the client prior to/ or at the point of, the works being complete and ready for handover. Failure to do this could result in a delay of handover acceptance and trigger performance management arrangements.
Policies and procedures	All activities should be done with regard to the council's policies and procedures - please note that these will be updated during the period of the contract to reflect service improvements and changes to legislation.

LONDON BOROUGH OF HAMMERSMITH & FULHAM

Report to: Housing and Homelessness Policy and Accountability Committee

Date: 20/03/2023

Subject: Update on the Council's Development Programme

Report of: Matt Rumble – Strategic Head of Regeneration and Development

Responsible Director: Jon Pickstone – Strategic Director for the Economy

Summary

This report provides an update on the council's development programme and how it contributes to the commitment to see 3,000 new energy efficient homes constructed or underway in the borough over the next four years.

The report also outlines how the development programme embeds co-production with local residents at the heart of development activities, as well as the role the new council-led developments play in supporting the council's ambitious net-zero carbon targets.

The report will be supported by a presentation to the Housing and Homelessness Policy and Accountability Committee. As well as providing an overview of the programme, part of the presentation will focus on the Hartopp and Lannoy development project. The committee will hear from the scheme architects BPTW and the sustainability consultants Calford Seaden.

H&F Priorities

H&F Priorities	How this report aligns to the H&F Priorities
Building shared prosperity	<p>The development programme will deliver much needed affordable housing in the borough. The council's programme also delivers community and social infrastructure including new community centres, schools, accessible play, high-quality public realm and affordable workspace.</p> <p>These homes and new community infrastructure support:</p> <ul style="list-style-type: none">• residents to move into more suitable, energy efficient accommodation• residents who need spaces and homes adapted for wheelchair use and other support needs

	<ul style="list-style-type: none"> • residents and families on lower incomes • residents from the diverse range of communities in the borough to thrive <p>Each project is also aligned to the council's Social Value strategy to ensure that local businesses and residents benefit from the contracts that are procured, in line with council's strategies such as the Industrial Strategy.</p>
Creating a compassionate council	The council's direct delivery development programme will help to meet the acute need for affordable housing in the borough by more than seven hundred homes. This is in addition to homes delivered through the private planning pipeline, as well as through partnership schemes.
Doing things with residents, not to them	<p>All schemes are subject to extensive engagement. Resident involvement is built into the process throughout all design stages. The Defend Council Homes Policy was approved in January 2021 and the Regeneration and Development team have been the first to adopt this policy in practice. The team has since produced a 'how to guide' to direct the council's approach to implementing this policy.</p> <p>The council's Disability Forum Planning Group plays an active role in scrutinising the accessibility of our developments to ensure that accessibility is maximised. Specialist accessibility consultants are employed as part of the design team on each project.</p>
Being ruthlessly financially efficient	Each project in the development programme is subject to a strict viability appraisal that demonstrates it is financially viable and capable of delivering long term returns for the council. In addition, the council is utilising external Government funding to support its development ambitions.
Taking pride in H&F	The development programme will deliver quality additions to the borough in terms of housing, schools and civic spaces. We will encourage the inclusion of carbon neutral design proposals and green initiatives as far as possible.
Rising to the challenge of the climate and ecological emergency	The development programme is at the fore of delivering highly sustainable homes that achieve high levels of energy efficiency. Three pilot passivhaus standard schemes are at advanced stages and will create and sustain a low carbon community. The aim of the projects are to

	achieve a significant reduction in operational carbon usage, thereby reducing the fuel bills of future residents.
--	---

Contact Officer:

Name: Matt Rumble

Position: Strategic Head of Regeneration and Development

Email: matt.rumble@lbhf.gov.uk

Background Papers Used in Preparing This Report

None.

1. Background and Context

- 1.1. Since central government announced the removal of the Housing Revenue Account (HRA) debt cap, the council has used its new freedom and flexibility to invest in both its existing and new housing stock. This context provided a strategic driver for the council to review its strategic capital and asset management strategies, and the way in which these strategies can support its revenue budget, and the administration's future priorities.
- 1.2. The Building Homes and Communities Strategy sets out the principles of a self-funded development programme of investment in homes and community assets in the borough. Through this strategy, the council committed to using its assets to meet its strategic objectives of delivering genuinely affordable homes, and generating long-term income streams to support the council's finances.
- 1.3. High-level capacity studies identified a long list of opportunities that could deliver up to 1,800 homes. The strategic business case outlines the following objectives:
 - Build new, genuinely affordable housing which will help maintain the borough's vibrant social mix
 - Renew key community assets, including schools and leisure centres
 - Generate income to reinvest in frontline services
- 1.4. More recently, the council's 2022 Business Plan has committed to securing 3,000 new energy efficient and sustainable homes, to be built or underway, over the next four years.

2. The Development Programme

- 2.1. The Regeneration and Development team is currently overseeing the direct delivery of projects on sixteen council-owned sites throughout the borough. The schemes, and the estimated level of affordable housing to be delivered on each project, including volume of all homes (by year) are described in Appendix 1.

- 2.2. The programme includes more than 1,100 new homes over the next 7 years. At least 730 of these homes will be affordable, 394 of these will be genuinely affordable (London Affordable Rent (LAR) or Social Rent), while 337 will be Intermediate Rent or Shared Ownership. (These tenures are defined in Appendix 2).
- 2.3. The team also manages a further 6 partnership development projects with Housing Associations and partners within the private sector (see Appendix 1). This partnership programme is well established with three of the six schemes completed, and the other three underway. These 6 schemes will contribute a total of 692 new homes once completed.
- 2.4. In addition, our programme delivers new, modern, fit-for-purpose civic spaces, schools, playgrounds, and other community assets. For example, the Education City project will deliver 132 affordable homes, a new nursery, an adult education facility, a new primary school, and a Youth Zone. Moreover, the White City Central scheme proposes to re-provide an early years learning centre and a new state of the art community hub, as well as more than 268 new homes, of which 134 (50%) will be affordable.
- 2.5. A map of the development sites in the borough can be viewed in Appendix 3.

3. Finance and Funding

- 3.1. The success of the development programme requires borrowing through the HRA or, where the sites are not on housing land, the General Fund. Alongside this, the council will use other funding streams that are available to fund development costs.
- 3.2. For each scheme, the cost of development is repaid initially by a mixture of sales receipts from the market sale homes and the initial shares sold in shared ownership homes. In addition to this, a combination of Greater London Authority (GLA) grant subsidy, Right to Buy (RtB) capital receipts and S106 income (received in lieu of affordable housing in private developments) is also used to fund some of the costs. Any remaining debt is repaid over time from the rental income from the new affordable homes.
- 3.3. Current financial assessments of the 16 direct delivery schemes indicate that, on average, projects will have repaid the cost of development from the 23rd year. Therefore, not only does the development programme deliver new homes and community infrastructure, but it also positively contributes to the overall operating income of the HRA over the long- term 40-year business plan.
- 3.4. To demonstrate that each project is viable and deliverable, it must deliver the council's commitment to affordable housing with a minimum of 50% of homes being affordable, while producing a minimum positive net present Value (NPV) financial contribution of £1 at year 60.

- 3.5. The programme's current Gross Development Value (GDV) is ca. £685m. The total programme cost is ca. £505m, of which ca. £55m will be for new community amenities.
- 3.6. As the development programme provides income over the long-term, it strengthens the council's capacity to invest in its stock, whether that be through planned maintenance and compliance programmes or decarbonisation measures that may otherwise have required additional savings or borrowing to finance.

Grant and other subsidy

- 3.7. The main external funding available to the council, to support the delivery of affordable housing delivery, is GLA grant. The GLA provides this funding primarily through their Affordable Housing Programmes (AHPs).
- 3.8. Additional funding options available to the council include, use of Right to Buy sale receipts and section 106 income (received in lieu of affordable housing) from private developers.
- 3.9. The council has secured over £45m from the GLA's two most recent AHPs (2016-23 and 2021-26). More than £41m of RtB receipts is also used to fund the affordable homes in this programme. All affordable homes are part funded by either through GLA grant or RtB sale receipts.

4. Resident Involvement and Defend Council Homes Policy

- 4.1. Embedded within each development project are the principles of co-production and the Defend Council Homes Policy (DCHP). DCHP was approved at Cabinet in January 2021 and has established a clear framework describing how residents of council estates will be engaged in design, and involved in decision-making around development activity that impacts on their council homes and amenity space.
- 4.2. The team has worked in partnership with the Defend Council Homes Unit and, latterly, the sub-group of the Housing Reps Forum and the Resident Involvement team to create the DCHP Implementation Guide for development processes (a step by step guide about how to apply the policy to development activities), and a reporting dashboard for the Housing Reps Forum.
- 4.3. This approach to engagement and co-production has so far underpinned our projects at White City Central, Hartopp and Lannoy and Lillie Road projects, with the three schemes being led by resident steering groups.

5. Sustainability & Climate Challenge

- 5.1. Under the Climate and Ecology Strategy, the council has set ambitious targets of achieving net zero carbon homes by 2030, as well as helping to

tackle fuel poverty. The development programme reflects this commitment by embedding additional design principles that will deliver homes that will reduce greenhouse gas emissions and that exceed the sustainability standards within the most recent building regulations.

- 5.2. Building on this, and as part of a step-change to delivering net zero carbon homes, three projects (Hartopp and Lannoy, Lillie Road and Farm Lane) have been designed to maximise carbon reduction in operation and use, with a further two anticipated to follow (The Grange and Land near Jepson House). The design of these projects uses industry recognised Passivhaus principles, to achieve 'operational' net zero carbon (carbon neutral from an operational use of the building). Importantly, the institutional knowledge gained from these schemes will be used to inform the way we build future schemes in the development programme.

Investment in sustainable homes

- 5.3. The council's investment in sustainability through new development can be described through the uplift in costs. Enhanced sustainability standards (associated with delivering Passivhaus certified scheme) leads to an increase of around 20% in professional services and fees (i.e. design costs, surveys). The cost of building to this standard are c. 6-8% higher than the average cost of construction. This is mainly due to the added complexity of design development and modelling, construction delivery, quality assurance and post completion monitoring. It represents a significant investment by the council to achieve its Climate and Ecology Strategy targets.
- 5.4. Accompanying this report is a presentation on the Hartopp and Lannoy scheme which examines the sustainability standards and how they meet the council's climate and ecology strategy and the role of residents in the design process.

APPENDIX 1 – DEVELOPMENT PROGRAMME DATA

Direct Delivery Programme

Project	Affordable Homes				Market Homes		Total Homes	Planning Application Submission	Start On Site (Forecast)	Completion (Estimated)
	Genuinely Affordable	Intermediate	Total Affordable	%	Homes	%				
Springvale (Completed)	10	0	10	100%	0	0%	10			Apr 2022
Education City	33	99	132	100%	0	0%	132		Autumn 2021	Nov 2025
Hartopp & Lannoy Site	67	45	112	84%	22	16%	134	May 2022	Mar 2023	Jul 2025
Farm Lane Site	10	6	16	52%	15	48%	31	Nov 2022	May 2024	Apr 2026
Lillie Road Site	12	9	21	50%	21	50%	42	Jan 2023	Jun 2024	May 2026
White City Central	81	53	134	50%	134	50%	268	Apr 2023	Jun 2024	Mar 2028
Flora Gardens School	32	22	54	50%	55	50%	109	TBC	TBC	TBC
Avonmore School	28	18	46	51%	45	49%	91	TBC	TBC	TBC
Mund Street Site	34	23	57	50%	58	50%	115	Sep 2023	Mar 2026	Mar 2028
Barclay Close	4	2	6	100%	0	0%	6	Aug 2024	Mar 2026	Nov 2027
Becklow Gardens	4	8	12	92%	1	8%	13	Aug 2024	Mar 2026	Nov 2027
The Grange	5	3	8	50%	8	50%	16	Aug 2024	Mar 2026	Nov 2027
Land Near Jepson House	14	9	23	51%	22	49%	45	Aug 2024	Mar 2026	Nov 2027
Old Laundry Yard	23	16	39	100%	0	0%	39	TBC	TBC	TBC
Commonwealth Avenue	24	16	40	100%	0	0%	40	TBC	TBC	TBC
Hemlock Garages	2	1	3	50%	3	50%	6	TBC	TBC	TBC
Pipeline Site	11	7	18	50%	18	50%	36	TBC	TBC	TBC
Grand Total	394	337	731	65%	402	35%	1133			

Partnership Projects

Partnership	Affordable Housing				Market Housing		Total Homes	Status
	Genuinely Affordable	Intermediate	Total Affordable	%	Homes	%		
Lavender court	24	21	45	100%	0	0%	45	Completed
Emlyn Gardens	14	0	14	100%	0	0%	14	Completed
Mo Mowlam house	18	12	30	100%	0	0%	30	Completed
Civic Campus	69	36	105	51%	99	49%	204	Under Construction
Watermeadow Court	83	50	133	50%	133	50%	266	Start on Site March 2023
Edith Summerskill House	105	28	133	100%	0	0%	133	Start on Site Sept. 2023
Grand Total	313	147	460	66%	232	34%	692	

Volume of Homes (by year)

Year	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	2028-29	Totals
Volume of Homes	10	24	0	281	394	126	298	1133

APPENDIX 2 – GLOSSARY

Term	Definition
Affordable Housing	Generally, these are homes for people whose needs are not met by the market.
Affordable Rent	Typically, these homes are let at rent levels higher than social rent homes but lower than open market rent.
Genuinely Affordable	In LBHF, by this we mean the lowest and cheapest rents in the market. Typically, these are social rent or London Affordable Rent homes.
Intermediate Housing	<p>These are homes that are for rent and sale below market levels.</p> <p>This type of affordable housing is aimed at people who do not qualify for social housing, but cannot afford to rent or buy on the open market.</p> <p>It includes products such as Shared Ownership, shared equity, and discounted market sales – as well as rent products such as London Living Rent and Intermediate Rent.</p> <p>The council's Home Buy service oversee all allocations for these homes in Hammersmith and Fulham.</p>

1. College Park & Old Oak
2. Wormholt
3. White City
4. Wendell Park
5. Coningham
6. Shepherd's Bush Green
7. Ravenscourt
8. Grove
9. Addison
10. Brook Green
11. Hammersmith Broadway
12. Avonmore
13. Fulham Reach
14. West Kensington
15. Palace & Hurlingham
16. Munster
17. Lillie
18. Walham Green
19. Fulham Town
20. Parsons Green & Sandford
21. Sands End

- H&F development projects
- Partnerships development projects
- Underground stations
- Parks and Green spaces
- Landmarks

Page 4

	Project
1	Avonmore School
2	Barclay Close
3	Becklow Gardens
4	Commonwealth Avenue
5	Education City
6	Farm Lane Site
7	Flora Gardens School
8	Hartopp & Lannoy Site
9	Hemlock Garages
10	Land Near Jepson House
11	Lillie Road Site
12	Mund Street Site
13	Old Laundry Yard
14	The Grange
15	Springvale
16	White City Central

	Project
1	Civic Campus
2	Edith Summerskill House
3	Emlyn Gardens
4	Lavender Court
5	Mo Mowlam House
6	Watermeadow Court