

Private Housing Renewal Policy 2021 to 2030



Derby City Council

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Housing Renewal and the Impact of Covid-19

This Housing Renewal Policy provides the framework for Council actions to improve stock conditions within the private sector. However, during the final stages of its development, we saw the devastating impact of the spread of the Coronavirus pandemic, both nationally and in Derby. The pandemic has led to the tragic deaths of over one hundred thousand people in the UK, a near-total shutdown of non-essential business and peoples' mobility severely restricted by stay at home policies and social distancing.

This effect has highlighted the importance of having suitable living conditions at home, including adequate space inside the home and suitable amenity space outside of it. For those living in poor, often cramped, housing conditions, it has often been particularly difficult, and our ability, locally, to support those households has been limited by lockdown requirements and the need for social distancing.

The immediate impact meant that many measures to improve housing quality and standards, such as energy efficiency improvements and adaptations, had to be scaled down or postponed. Nevertheless, we have been and continue to be proactive in establishing new processes and systems to counter this. These are designed to protect and assist our most vulnerable residents, along with the staff that are tasked with delivering the property improvements and support measures outlined in this policy.

As we transition out of lockdown the Council is continuing to work with the Government, our workforce and the people of Derby, to restore normality to our services as quickly and safely as possible.

Despite the current falls in the numbers newly infected with the Coronavirus, its precise course remains uncertain. Consequently, a full return to 'normal' working practices will only occur in a graduated way over an indeterminate timescale. Inevitably therefore, there will be an impact on the implementation of the measures set out in this Policy. Consequently, we will review these measures and the extent to which they can be implemented on a timely basis, ensuring we remain responsive to the needs of our residents while remaining alert to the need for safety and caution.

Despite these limitations, we remain committed to the delivery of this Housing Renewal Policy, in order to improve housing conditions and to achieve better outcomes for residents living in the most substandard or unsuitable properties.

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Foreword

House condition surveys over the years, both nationally and locally, have repeatedly found that the very worst property conditions are more often found in the private sector than in the social sector. In turn, conditions in private rented properties are frequently worse than in owner-occupied properties. Moreover, poor or unsuitable house conditions disproportionately affect the most vulnerable in society. This is because vulnerable people are more likely to be resident in substandard properties and are more susceptible to the ill effects they cause.

Derby's most recent stock condition survey was completed in 2019. Its conclusions reflected the picture in many of the larger urban areas across the UK in finding that there are neighbourhoods of our city with high concentrations of very poor standard private housing. These are usually occupied by some of our most economically deprived, socially excluded and vulnerable residents.

It is essential therefore, that we have appropriate policies in place to improve stock conditions within the private sector. This is the purpose of the Housing Renewal Policy - it sets out a range of measures that we will implement to drive up conditions in the private sector and support the vulnerable people that often reside there.



Councillor Roy Webb
Cabinet Member for Adults Health and Housing

Consequently, through this Private Sector Housing Renewal Policy we will act to promote, encourage and, where necessary, enforce the improvement and better use of existing private sector housing in Derby. In doing so, we will support the over-arching aim of Derby's Housing Strategy 2020-2029, which is:

To ensure all Derby's residents have access to good quality homes and housing services which support communities and improve quality of life.

This Housing Renewal Policy is therefore a key part of delivering our vision for housing in Derby - please give it your support.

Public/stakeholder engagement

A draft of the policy was made available for consultation and a range of channels were used to engage with Derby citizens, council colleagues and other stakeholders.

Major elements of the consultation included:

- a) Consultation pages of the council web site ('Your City, Your Say').
- b) Online questionnaire (with option to complete and submit a hard copy).
- c) Direct invitation to Derby landlords through Housing Standards' contacts.
- d) Use of other e-media including "In Touch" and iDerby.
- e) Social media including DCC Twitter and Facebook.
- f) Diversity forums.
- g) An Equalities Impact Assessment (EIA).

Feedback from the consultation included a broad range of comments and suggestions: The most significant are:

- ❖ *The need for improvements to private sector properties that help people remain independent in their own home, and that make them adaptable for the changing needs of our ageing population.* This is incorporated as a core objective of the Private Housing Renewal Policy.
- ❖ *Most respondents agreed that poor housing conditions have a significant impact on the health and wellbeing of occupants, particularly tenants in the private rented sector; and that the council should continue to take enforcement action against rogue landlords where appropriate and publicise successful outcomes.* Partnership working with landlords, wherever possible, and appropriate enforcement action against rogue landlords remain as key interventions identified within the Policy.

- ❖ *Some tenants, especially the most vulnerable, can be too scared to complain about unsafe living conditions for fear of a rent increase or eviction, and systems should be in place to protect them.*
- ❖ Our Housing Options Service, Housing Standards Team and Call Before You Serve colleagues at DASH (Decent and Safe Homes) continue to work together to provide support services for both tenants and landlords to best help prevent incidence or threat of harassment and eviction. Those services are at the heart of this Private Housing Renewal Policy and our Homelessness Strategy.
- ❖ *More should be done to promote awareness of the services available through Disabled Facilities Services, Healthy Housing Hub and Handy Person Service.* Amended text has been incorporated within the Policy to ensure this point is addressed.
- ❖ *The policy must be flexible in helping best meet vulnerable persons' individual needs. Works carried out by the Healthy Housing Hub help to keep vulnerable people in their own homes for longer. Serious hazards are also remedied preventing accidents and contributors to ill health, helping reduce admissions to care settings and reducing both demand and costs for our Health and Care partners.* Amended text has been incorporated within the Policy to ensure this point is addressed.

Further comments were received directly from individual landlords and East Midlands Property Owners (EMPO):

- ❖ *The council should give advice and information to landlords on effective ways to insulate older properties. Grants or interest free loans should be available to landlords to improve their properties in modern green energy efficient ways.*

Housing Standards Team and Healthy Housing Hub colleagues are working with partner charity, Warmer Derby and Derbyshire, to encourage and support take up of Government Grant offers regarding energy efficiency improvement.

- ❖ *DCC can do more to cooperate and work with landlords and should seek to get more landlords to become accredited.*

The Council intends to review its approach to private rented sector engagement and intervention following completion of its Private Rented Sector Condition Survey due to report in 2021-22 (subject to pandemic implications).

- ❖ *The council should do more to inform and advise all tenants of protections offered by the Homes (Fit for Human Habitation) Act 2018. This allows tenants to take their own court action to make their landlord carry out repairs or put right health and safety problems, and to also seek compensation.*

Tenants making complaints to the Council about their private rented housing conditions are given information on the Homes Act with links to further information; but Housing Standards Team colleagues will explore more options, including the use of Web and social media sites and work with partner organisations.

The policy has been amended to reflect many of these suggestions and concerns.

Thank you to everyone who contributed to the consultation and engaged with us in producing this policy.

SECTION 1 – Background

1.1 Legal, Strategic, and Operational context

Under the Housing Acts 1985 and 2004, a Local Authority has a general duty to establish the condition of residential dwellings in its area. Where the local authority finds there are conditions which might be harmful to occupants, it has a further duty to investigate and take actions that will improve the dwelling to an acceptable standard.

In Derby the main tool by which we have most recently established the overall condition of residential dwellings across the city is through a *Stock Conditions Survey*, which was completed in 2019. The 'big picture' of stock condition provided by this survey is supplemented by the knowledge and expertise of teams dedicated to improving housing conditions in Derby. These teams are based primarily in Strategic Housing, Environmental Health, and Social Care. This Housing Renewal document is our policy response to the findings of the stock conditions surveys and the work of these teams.

It has been developed in the context of the legal powers and financial framework available to local authorities to address housing conditions. Its objective is to drive up property standards across the private sector and as such it supports the vision and priorities set out in the Housing Strategy 2020-2029. It also supports our broader corporate and partnership priorities around health and wellbeing.

Local strategic links

This Policy is aligned with a wide range of other local strategies and policies, including:

- Council Plan 2019-2023.
- Derby's Health and Wellbeing Strategy 2014-19 (under review).
- Joint Strategic Needs Assessment (JSNA) 2011 and on-going updates.
- Housing Strategy 2020–2029.
- Older Persons' Housing Strategy 2019-2029.
- Private Sector Empty Homes Strategy 2015-20 (under review).
- Housing Enforcement and Prosecution Policy – Strategic Housing Services.
- Enforcement Policy - Public Protection and Streetpride.
- Derby Homelessness and Rough Sleeping Strategy 2020-2025.
- Economic Growth Strategy 2018-2022.
- Derby City Local Plan Part 1 – Core Strategy January 2017.

1.2 New housing supply and standards in existing homes

There is a national drive to accelerate house construction and deliver additional homes; but building new houses alone cannot solve our 'broken housing market'.

84% of the dwellings needed in England by 2031 are already built and more than 80% of that existing housing is private sector. As such, it is essential that we have a Private Sector Housing Renewal Policy in place, to give focus to addressing all-important private sector housing stock.



New Housing Development in Derby

Research carried out by the University of Birmingham in March 2018¹ reported:

'...The housing system is failing. This is a problem not only of housing supply but also of the failure to make best use of existing housing. Unhealthy housing holds back the economy and generates costs to public services. We urgently need a new approach...more needs to be done in recognising that housing is a key influence on health.

...The UK has the oldest stock and the highest medical costs associated with inadequate housing of any EU member state. Current policy approaches do not provide the resources and mechanisms for an effective response to these and other problems.'

Similarly, Derby's 2019 Private Sector Housing Stock Condition Report² states that:

'Building new housing stock will not address the inadequacies in the existing housing stock. The house in which we live is central to our physical and mental wellbeing, it is more than just bricks and mortar; it is a home in which we grow and raise our families. Too often housing policy is focussed on the supply of new housing whilst failing to address the inequalities in the existing housing stock.'

Consequently, tackling poor housing conditions where they are most often found – in the private sector and particularly the private rented sector - is a key objective. It directly supports two of the overarching priorities of Derby's Housing Strategy 2020-2029, which are 'Making best Use of Existing Stock' and driving up 'Housing Quality and Standards'.

¹ "Delivering Healthy Housing" Housing and Communities Research Group, University of Birmingham, www.ceci.org.uk/delivering-health-housing

² *Derby Private Sector Stock Condition report 2019*, www.derby.gov.uk/housing-strategy

1.3 The Decent Homes Standard and Hazards in the Home

The Decent Homes Standard (2006)³ sets the statutory minimum standards required for social housing, but unfortunately that standard is not, in law, mandatory in the private sector. However, a quarter⁴ of private rented housing stock nationally is 'non-decent' – that's 1.2million homes.

Unfortunately the most common reason for this 'non-decency' is the existence of a Category 1 hazard to health (presenting a serious and imminent risk to health), as defined by the Housing Act 2004 and the Housing Health and Safety Rating System (HHSRS).

The Building Research Establishment (BRE) estimates that serious hazards cost the NHS £1.4 billion per year; while The King's Fund estimates that every £1 spent on improving homes saves the NHS £70 over 10 years.



Homes Improved to the Decent Homes Standard

However, the true cost of poor housing lies in human misery and lives lost (Shelter: Building our Future, 2018)⁵. This is because it tends to be the most vulnerable, the very young and those older, frailer or living with disabilities and/or long-term health conditions that spend the most time in their homes. It is their health that is likely to be disproportionately affected by unsafe or unsuitable living conditions in their homes.

³ "A Decent Home: Definition & Guidance for Implementation" June 2006, https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/7812/138355.pdf

⁴ English Housing Survey 2017 - 2018 <https://www.gov.uk/government/collections/english-housing-survey>

⁵ "Building Our Future - A vision for social housing" https://england.shelter.org.uk/support_us/campaigns/a_vision_for_social_housing

The All-Party Parliamentary Group for Ageing and Older People, in a June 2019 Report, stated that:

'For the UK's 1.4 million people over the age of 65 with unmet care needs, everyday essential tasks like getting out of bed, going to the toilet or getting dressed are inextricably linked to their living circumstances and are often made worse by poor housing conditions.'

On a similar theme, the Annual Report (2017/18) of Derby's Director of Public Health, states:

'There is a large and growing evidence base demonstrating the association between poor housing and poor health, particularly in vulnerable groups such as older people'.⁶

Falls in the home

The impact of living with a serious hazard for falls (the most prevalent hazard), for example, for someone with mobility, balance or sight problems can be severe, often warranting hospitalisation or admission to a care home. Six in every ten falls will occur in the home due to a lack of stair handrails and room grab bars, poor lighting, tripping hazards and slippery or uneven surfaces, and improper use of assistive devices.

People aged 65 and older have the highest risk of falling, with many falling at least once a year. Public Health England estimates that unaddressed falls hazards in the home cost the NHS £435 million annually, and NICE⁷ recommends that older people who receive treatment in hospital following a fall should be offered a home hazard assessment, safety interventions and modification.

Cold Homes and Fuel Poverty

Fuel poverty and the health impacts of cold homes are nationally recognised as a significant health and wellbeing issue for vulnerable people of all ages, particularly the very young, the elderly, the less mobile and those with long term health conditions.

The impact and misery of cold homes through the cold winter months is huge: 2017-18 saw 50,100 excess winter deaths in England and Wales, the highest number recorded since winter 1975-1976⁸. In addition to those who die, a very large number of people become very ill and/or exacerbate the detrimental impacts of other pre-existing long-term health conditions due to their cold living conditions.

⁶ "How the Other Half Live" Dr Cate Edwynn, The Director of Public Health's Annual report 2017/18, Derby City

<https://www.derby.gov.uk/media/derbycitycouncil/contentassets/documents/adultsocialcare/jointstrategicneedsassessment/derbycitycouncil-director-public-health-annual-report-1718.pdf>

⁷ National Institute for Health and Care Excellence (NICE) provides national guidance and advice to improve health and social care.

⁸ ONS, 30 November 2018: Excess Winter Mortality for England and Wales

<https://www.ons.gov.uk/releases/deathsregisteredinenglandandwalesprovisionalweekending30november2018>

SECTION 2 – The positive impact of housing interventions on health and wellbeing

2.1 Rationale

We can't improve conditions in all private sector housing, nor should we, since responsibility for private housing rests, ultimately, with the homeowner. Moreover, Government funding for housing improvements is necessarily limited.

However, it is appropriate that we consider statutory and discretionary intervention strategies that are available to us, particularly where poor or unsuitable housing conditions impact upon some of the most vulnerable in society. For a detailed description of property conditions in Derby and how they compare with the national picture, please see **Supporting Information A: Derby in Context**.

Consequently, there are a number of service interventions that the Council undertakes to address these conditions and alleviate their impact on residents. An exhaustive schedule of these interventions is set out in sections 4 and 5, but an overview of the key elements follows below. Case studies can be found in **Supporting Information B: Case Studies**.

2.2 Service Interventions

2.2.1 Healthy Housing Hub

Derby's Healthy Housing Hub is a local example of a best practice innovation which, quite simply, achieves better health and wellbeing through a better home. This service works with a range of local partner agencies and organisations to offer information, advice and practical housing assistance to vulnerable residents where their housing conditions are impacting upon their health and wellbeing. It provides directly, or coordinates, the following:

- a) Home Maintenance Advice, such as advice to assist homeowners in looking after their homes. For example, advice can be given to people carrying out simple DIY repair tasks or preventative maintenance, so that more costly repairs, accidents or ill health can be avoided in the future.
- b) Advice and signposting to other agencies around areas such as accessing grants for improved insulation and maximising welfare benefit take up, etc.
- c) Financial support for small and some larger scale home improvement works such as repairing boiler/gas fires, removing trip hazards; making electrical installations safe; or installing central heating in cold homes (means tested).

- d) A 'Handy-Person Service'
- e) Help with fuel poverty.

The Healthy Housing Hub also works very closely with Adult Social Care and the NHS to help make sure that, for example, an aged person's home is suitable for them to return to when they are ready to be discharged from hospital.

The 2018/19 report of Derby's Director of Public Health states⁹: 'The Healthy Housing Hub [HHH] works to improve the lives of vulnerable people by reducing the risk of poor health and accidents within the home. Local evaluation has shown that post HHH interventions, 20% fewer HHH clients were admitted to hospital, 91% were still in their own homes at 12 months, and services such as 111 were used with more frequency replacing ambulance service callouts. Evidence indicates that for every £1 spent on improving homes, the NHS saves £70 over 10 years.'

We will continue to promote the work of the Healthy Housing Hub and the services and benefits it offers.

2.2.2 Disabled Facilities Services Grants (DFGs)

These grants are available to owner occupiers and tenants to help adapt their home to meet the needs of a disabled occupant with a physical impairment. Landlords may also apply for a DFG on behalf of a disabled tenant.

The aim of a DFG is to remove or help overcome any obstacles which prevent the disabled person from moving freely into and around the dwelling and enjoying the facilities and amenities in it. Typical work might include the provision of a stair-lift, the replacement of a bath with a level access shower or provision of ramps to main entrance doors.

We will work with specialists when planning to adapt homes, such as Occupational Therapists in Adult Social Care.

Through this policy and in other ways we will seek to inform and enable residents with a disability to access the grants that might be available to adapt their home. We will support them with the application process if required. The DFG budget is distributed as part of the *Better Care Fund* (BCF), a pooled health and social care budget that aims to provide more joined-up and customer focussed services to help maintain independent living, reduce hospital admissions, facilitate hospital discharge, and to delay entry to residential care.

Derby is among the 50% of councils to have a policy for using *Regulatory Reform Orders* that allow us to use DFG funding more flexibly and for wider purposes¹⁰. This means we can act more quickly to meet individuals' needs, and more strategically to address broader health related housing issues. For example, where an adaptation is impractical or widely disproportionate in terms of cost, a grant can be given to instead support relocation to a more suitable property.

⁹ "Bulletin One" Dr Cate Edwynn Director of Public Health's Annual Report 2018/19, Derby City Council

<https://www.derby.gov.uk/media/derbycitycouncil/contentassets/documents/adultsocialcare/jointstrategicneedsassessment/derbycitycouncil-bulletin-one-director-of-public-health-annual-report-1819.pdf>

¹⁰ "There is a need to encourage every authority to develop an RRO as part of the integration process." A Freedom of Information (FOI) request 2016/17 showed that overall only half of authorities had an RRO policy.

Disabled Facilities Grant (DFG) and Other Adaptations – External Review: <https://wwwFOUNDATIONS.UK.COM/media/5665/dfg-review-2018-main-report-final-nov-2018a.pdf>

2.2.3 City Energy Saving Programme (CESP)

This service aims to improve the thermal efficiency of properties, that is, to enable them to be heated and remain warm more cheaply and effectively. It does this through insulation improvement measures such as retro-fitted solid wall insulation or upgraded loft insulation. The impact is to reduce energy usage and carbon emissions, and to help to tackle excessive cold and damp that can otherwise be detrimental to the health and wellbeing of the occupant.



Before

After

This two-bedroom detached bungalow in Littleover was half-rendered with 9” solid brick walls. We put brick-effect render on top of 90mm of insulation and topped-up the loft insulation to create a warm and comfortable home that’s now cheap to heat, saving £200-£400 every year. In addition, we have a very active partnership with 8 insulation installation contractors under our Local Authority Flexible Eligibility programme. These have resulted in energy efficiency improvements to over 300 properties, funded through ECO3. We will continue to seek ways to improve access for residents to the programme.

2.2.4 Empty Homes

Although there have been yearly fluctuations, the overall trend in the numbers of empty properties since 2010 has been downwards, both nationally and locally. This is illustrated by the table below.

However, Derby has significantly outperformed the national average trend, proportionally, both for all empty properties and long-term empty properties: In percentage terms the table's figures equate to an overall fall in empties by 12% nationally but by over 32% in Derby. The fall in long term empties is 24% nationally but 38% in Derby.

EMPTY PROPERTIES October 2010 - October 2018				
	ALL		LONG TERM	
	Empty properties		Empty properties	
Year	Derby	England	Derby	England
2010	4537	737147	1767	299999
2017	3072	605891	1126	205293
2018	3007	634453	1135	216186
2019	3064	648114	1085	225845

Source: Office of National Statistics¹¹ / DCC Empty Homes Team (2019 only)

¹¹ ONS Livetable 615 <https://www.gov.uk/government/statistical-data-sets/live-tables-on-dwelling-stock-including-vacants>

Whilst voluntary progress by the owner themselves is our preferred choice, our success in reducing the number of empty homes are undoubtedly underpinned by the very real enforcement threat of our *Compulsory Purchase Programme*, through which intense casework tackles some of the city's very worst and most problematic long term empty homes – those posing real nuisance and blight.



Empty property brought back into use – before and after

In this case the Council served a notice pursuant to s215 of the Town and Country Planning Act 1990. Following further negotiation with the former owner, the property was put up for sale. The new purchaser successfully extended and renovated the property, as well as clearing the site, creating a stunning family home ready for occupation.

As well as being a wasted home, empty homes can blight a street or an area and be a hub for anti-social behaviour and crime. Returning them into productive use can help to tackle homelessness, reduce the incidence of anti-social and criminal behaviour and improve neighbourhoods. The return of long-term empty properties to useful, occupied housing stock also helps contribute to the generation of valuable New Homes Bonus income for the City Council.

The Derby Stock Condition Survey reported that in February 2019 there were about 110,000 properties in Derby, of which almost 98% were occupied. Our annual New Homes Bonus exercise (in which officers analyse empty homes' status and report back to Government in October of each year) found that of all vacant homes, 1,085 had been empty for more than six months; a little over 1% of the housing stock.

Whilst there remains much to do, the work of our Empty Homes Service in Derby has been nationally recognised for best practice and continues to have positive impact on reducing the number and anti-social impacts of problematic empty homes in Derby.

2.2.5 DASH, Decent and Safe Homes

This service delivers a range of services, including training and landlord accreditation, that aim to increase the supply of good quality well managed accommodation within the private rented sector. For example, in partnership with the University of Derby, DASH operates a Landlord Accreditation Scheme for private landlords of student properties in Derby. DASH also provides accreditation services across the region.

Call Before You Serve is another specialist service provided by the Housing Options Service in conjunction with DASH, for landlords who are considering possession proceedings. The aim is to work with the landlord and identify what is needed to stabilise the tenancy in order to halt an eviction and so prevent homelessness at the very earliest opportunity.

As government COVID-19 provisions to prevent all but the most urgent evictions are removed, as the nation comes out of the pandemic, the risk of a surge of possession proceedings in the private rented sector is significant. The preemptive work of CB4YS, the city's homelessness and housing options service, and the positive relationships developed with landlords and other agencies will be critical for mitigating the impact on tenants. The Council's framework for preventing and dealing with homelessness is set out in our Homelessness and Rough Sleeping Strategy.¹²

2.2.6 Housing Standards Team

The Team deals with tenants' complaints to the council about their private rented housing conditions.

This service works cooperatively with landlords wherever possible. It does this in variety of ways, for example by providing information on the City's website, through a regular newsletter and, increasingly, by email. Landlords are also invited to consult on strategies and policies that may affect them. Members of the team regularly attend the Pear Tree and Normanton Landlords' Association, Hartington Street Landlord Association and National Landlord Association (NLA) meetings to offer advice and assistance.

Ultimately though, statutory enforcement action will be and is taken against landlords who do not improve their management practices or properties where these are substandard.

We will continue to work with landlords and intend to review our approach to private rented sector engagement and intervention more fully following completion of our Private Rented Sector Condition Survey due to report in 2021-22 (subject to pandemic implications).

In working with the tenants, they are given information and links to details on the Homes Act. This empowers them to take their own court action to make their landlord carry out repairs or put right health and safety problems, and to also seek compensation. Housing Standards Team will explore further options, including the use of Web and social media sites and work with partner organisations to inform and support tenants.

The team also respond to Planning Application consultations on new and existing housing, to better ensure compliance with regulatory housing standards, such as crowding, space and amenities.

¹² <https://derby.gov.uk/housing/strategies-and-policies/>



Homeless Partnership of the year 2020



Dash Team

Landlord Prosecution Outcomes 2019/20:

No of landlords	Offences	Fines, costs, victim surcharge, sentence
8	23	£108,931 26 weeks custodial sentence. Curfew set and electronic tag fitted for 16 weeks.

Civil penalties issued 2019/20:

No of landlords	Offences	£ awarded to date
9	11	£28,000 2 outcomes awaited.

Case studies on Landlord Prosecutions can be found in **Supporting Information C**

2.3 Housing Interventions and the 'Place' and 'Integrated Care' agenda¹³

The contribution 'housing' can make to the emerging 'Place' and 'Integrated Care' agenda is highly significant. The Healthy Housing Hub, Disabled Facilities Grant services, Handy Person services, statutory Housing Standards Enforcement in private rented accommodation, Licensing and Accreditation services, Energy Saving and Affordable Warmth schemes, all help to reduce health hazards within the homes of some of our most vulnerable residents.

Other Strategic Housing services also work closely with social care, mental health services, GPs, occupational therapists and others to help meet the specific accommodation needs of looked after children, care leavers, and clients with mental or physical ill-health, for example.

We know that some of our most vulnerable residents live in some of the most unsafe private sector accommodation, often in our more deprived areas; so the importance of adequately resourced, intelligently targeted, effective support, engagement, intervention and regulation of private sector housing is critical if we hope to raise housing standards, reduce risk and help tackle housing and health inequalities.

2.4 Looking Forward: The future funding framework and forthcoming developments in housing renewal interventions

2.4.1 Funding

The devastating impacts of COVID-19 are discussed briefly on page 3. While short term measures have been put in place to minimise the effect on service delivery, the long-term impact on funding for services remains very uncertain. Already, the economy is shrinking rapidly, and the extent to which there will be a rapid 'bounce back' is unknown. Though what we can be sure of is that the impact on public finances will last for many years, possibly decades. This in turn may well impact on funds made available to local authorities to implement measures such as the ones set out in this policy.

Aside from the additional funding pressures likely to result from the long-term impacts of COVID-19, the following sets out in more detail the short and medium term funding arrangements around our current interventions:

Better Care Fund

Government requires NHS England to put in place arrangements for Clinical Commissioning Groups to pool a mandated minimum amount of funding each year into a pooled health and social care budget, known as the *Better Care Fund*. Whilst this has enabled innovative working toward better integration of health, care and housing services, it does have its limitations and, therefore, risks.

¹³ 'Place' involves commissioners, community services providers, local authorities, primary care, the voluntary and community sector, and the public, working together to meet the needs of local people.

The Better Care Fund is a fully allocated, under-pressure budget, so offers little opportunity for expansion of proven projects/services. Also its future is uncertain. Total Better Care Fund allocation to the City Council is outside of the Council's own control, and because the allocation is set year on year, there is no certainty about budgets available for project/service delivery and/or development from one year to the next.

Disabled Facilities Grants

The funding pot for monies for DFGs is allocated by Government and distributed to Local Housing Authorities via the Better Care Fund. Whilst over recent years the funding pot has grown, the allocated figures are outside of our control and, hence, we must acknowledge the risk that future years' allocations may be insufficient to meet need.

Healthy Housing Hub and Handy Person

These initiatives are both funded solely from the city's annual Better Care Fund allocation. Hence a risk must be flagged as to their future funding and the lack of opportunity to develop delivery to its full potential.

DASH Services

DASH is fully reliant on funding from local authorities that subscribe to its services, on fees for landlord accreditation and on income from its training programme for landlords and local authority staff. Whilst DASH has proven a hugely successful initiative for many years now, a risk must be flagged if, for example, local authority finances were tightened even more such that the ability of member authorities to pay subscription fees was to be negatively impacted.

2.4.2 New and emerging initiatives

The following initiatives are planned to be newly rolled out or further developed in the current and following years:

Tall Buildings

Tragically, the need for better, more effective regulation of the private housing sector has also been brought to the fore again, very recently, with the Grenfell Tower fire in London and the subsequent rapid spread of fire seen at The Cube in Bolton. These events have rightly seen a very strong focus now on ensuring that residents of such high-rise buildings are safe - and feel safe. Partly in response to these events, the Council has made 2 years funding available for the creation of a *Joint Tall Building Inspection Team*. The audit and inspection process that this team will deliver will provide the Council with a wealth of intelligence on the 5 or more storey residential properties across the city and will establish an ongoing Tall Building Register. This will help the Council manage tall building housing issues across the city into future years. This process is being monitored and managed through regular project reports back to the Corporate Leadership Team. The Council is also currently developing a tall buildings study which will identify locations within the city centre that may be appropriate for new tall buildings, taking account of urban design and heritage impact considerations. The study will be used to inform plan making and inform the assessment of emerging proposals. It is due to be completed later in 2021.

Additional Stock Condition Analysis and Health Impact Analysis

Our 2019 private sector stock conditions survey has given us a strong, current evidence base on which to build decision making and with which to support funding applications.

Findings relating to the private sector in the 2019 survey helped us to successfully secure funding to support a more detailed physical and desktop survey analysis of private *rented* housing conditions during 2020-22. We have also secured funding to support a detailed *Health Impact Analysis* of the impacts of poor and unsuitable housing conditions in Derby on the health of our residents.

Led by Public Health Directorate colleagues, the results of these two pieces of work will help:

- further inform and shape the City Council's future years' resource commitments, its sector engagement and its intervention strategies in the private rented sector. It is anticipated that a more detailed report on the private rented sector, specifically, will see an up-to-date evidence base and range of engagement and intervention options presented to the Council for consideration later in 2021-22;
- firmly establish 'Housing' as a health and wellbeing priority in the emerging Derby 'Place' and Integrated Care Partnership agendas.

In depth evaluation of the health impacts of housing improvements

Innovative evaluation carried out by the Derby's Directorate of Public Health has provided nationally recognised research evidence of the impacts that our Healthy Housing Hub can have on its clients and on demand upon health and care services. This research clearly evidences that, at one year post intervention, proportionally fewer Healthy Housing Hub clients were in need of health and care services.

Use of A&E 39.5% reductions	Out of hours Services 74% Reduced Use	Admissions 20% fewer Hospital admissions	EMAS ¹⁴ Reduction in contact and Conveyance to hospital	91% of clients still on own homes at 12 months	86.3% felt benefit in health, wellbeing, anxiety, confidence
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Such strong, independent research evidence supports the considerable anecdotal evidence that the Healthy Housing Hub receives direct from its clients and referral partners through the year. This anecdotal evidence and feedback can be found in **Appendix B: Case Studies**.

Enhanced evaluation, based on NHS number tracking, has already begun to build on this evidence base relating to housing and health. It will be informed by the forthcoming additional Stock Condition Analysis and Health Impact Analysis.

2.5 Climate Change

Internationally, climate change has been recognised as the greatest long-term threat to humanity. It poses far-reaching impacts upon our lives; health and wellbeing; global and local economies, and the natural environment.

Global temperature rises have already resulted in:

¹⁴ EMAS is the East Midlands Ambulance Service

- our summers and winters getting progressively warmer;
- more carbon dioxide in our atmosphere and oceans than any time in human history;
- 1 million animal and plant species are now threatened with extinction, many within decades, more than ever before in human history;
- an increase in extreme weather events such as storms, flooding and heat waves;
- melting of polar ice and glacial ice contributing to rising sea levels, and
- loss of life and communities from flooding with coastal cities under threat.

At the local level, Derbyshire has seen and suffered from a number of very recent and serious events:

- February 2019 – heather and grassland fires on High Peak moorlands (hottest ever February on record - 20.6°C).
- July 2019 – heatwave across Britain. People cooled off in the River Derwent at Chatsworth, resulting in a spike in gastro-intestinal illness.
- August 2019 – extreme rainfall resulted in a severe threat to the stability of Toddbrook Reservoir, and a potential threat to life and property in Whaley Bridge.
- November 2019 – February 2020 – high rainfall during the main winter months resulted in extensive flooding of towns and villages, and a serious threat to Derby as the river Derwent burst its banks in the city centre.

Housing and Climate Change

Carbon emissions have a highly significant impact on climate change, and efforts to reduce man-made carbon emissions centre around reducing energy consumption – as well as producing energy from 'green', renewable sources. Data produced for Derby's Climate change research has established that the largest use of energy in Derby, at 28%, is in residential homes. (The second largest use of energy is in transport).

Consequently, our climate change specialist sub-groups currently being set up will include one that will consider actions to reduce home energy use, and energy waste / heat loss.

In respect of Council stock, the development of an extensive programme of energy efficiency measures has included the installation of solar panels on more than 1000 residential properties.

A number of standard heating systems have also been replaced with air source heat pumps - 70 units at Rivermead House and 25 units at Kestrel House. Tenants at these locations are saving up to 40% on annual fuel costs.

A future project is the replacement of gas central heating systems to seven blocks of flats at Mackworth; these blocks are also due to benefit from external wall insulation and solar PV.

Our new build spec has also been revised to include either air or ground source heat pumps depending on the size of the development and the ground conditions. Many of the measures outlined in this Housing Renewal Policy, which is applicable to privately owned stock only, will continue to have a significant impact on Derby's carbon footprint. These are as follows:

- Bringing unused empty homes back into use contributes to increasing effective housing supply and reduces the need for new house construction. Furthermore, the renovation of derelict properties includes improvements to energy efficiency, at least to a statutory minimum standard and frequently beyond. Facilitating the occupation of a long-term empty home can be seen as a form of recycling.
- The Healthy Housing Hub provides advice and signposting to other agencies to access grants for improved insulation. Grants may be given to upgrade old and inefficient boilers.
- Advice and enforcement by the housing standards team frequently concern improving the thermal efficiency of properties that suffer from cold and damp.
- DASH Services advise landlords on, amongst other things, how to maintain their properties to high standard, including maximising insulation and the use of energy efficient heating systems.
- The Council continues to fund its own version of CESP – our City Energy Saving Programme. This aims to improve the thermal efficiency of properties, through insulation improvement measures such as retro-fitted solid wall insulation or upgraded loft insulation.

Government commitments to tackle climate change look likely to open some housing-related funding opportunities e.g. to further assist owners with retro-fit works to improve the energy efficiency of their homes. With our existing CESP programme and recent past experience of delivering such schemes, we are hopefully well placed to make best use of such opportunities as they arise.

SECTION 3: Policy Implementation and Process

3.1 Contact

The Private Sector Housing function is based primarily within the Strategic Housing Service of the Council's Department of Development and Growth within the Communities and Place Directorate, which is responsible for implementing this policy.

We can be contacted by:

Telephone: our contact numbers and those for all other teams or services following are shown in Appendix 2 onwards.

Email: home.repairs@derby.gov.uk

3.2 Policy outcomes

Through implementing this policy, the Council intends to help make Derby a happy and healthy place to live for everyone in the City and, in particular, to help improve the living conditions, housing choice, health and wellbeing of some very excluded and vulnerable people.

3.3 Measurable outputs

Business plans and performance monitoring frameworks within the Council will monitor measurable targets.

3.4 Monitoring

The implementation of this policy will be monitored through the Council's Performance Monitoring Systems.

3.5 Guiding principles

Underlying the policy are a number of guiding principles as set out below.

The primary responsibility for the upkeep of private housing rests with the property owner and public assistance should be targeted at those least able to fulfil this responsibility.

Where they are able, property owners should make a reasonable contribution towards improvements to their properties and, as far as possible, any financial assistance should be repayable.

In delivering this policy we will:

- be open and honest
- uphold high ethical standards
- listen and consult with service users
- seek sustainable solutions
- promote equality of opportunity
- support cultural diversity
- work in partnership
- provide best value services.

3.6 Structure of assistance, grants, loans, works and initiatives

This policy sets out the structure of assistance, grants, loans, works and initiatives that the Council will undertake to promote improvements to the quality and choice of housing within the private sector.

We will spend our Disabled Facilities Grant (DFG) capital allocation in accordance with an approved Better Care Fund (BCF) plan, developed in keeping with the framework of this policy and related planning requirements.

3.7 The Regulatory Reform Order (RRO) 2002

We will continue to use the financial flexibilities offered by RROs to provide assistance, directly or indirectly, for a range of housing-related interventions and on a wider preventative basis. These include grants, loans, works, advice and other assistance to help owners, landlords, and tenants for the purpose of repairing, improving, extending, converting or adapting housing accommodation.

We will support the aims of the BCF by using part of our DFG allocation to ensure a strategic approach to housing and adaptations in support of health priorities, such as prevention, delayed transfers of care and admissions and readmissions to hospital. This may include supporting the Healthy Housing Hub and contributing to the City Energy Saving Programme (CESP), for example, where appropriate. See Appendix 11, Healthy Housing Hub – Better Care Fund (BCF) Metrics.

3.8 Resources

Unfortunately, the economic climate remains difficult, with Government allocations uncertain and sources of competitive funding very scarce elsewhere.

However, the Council will continue to develop each year a capital programme for private sector housing, implemented via this Housing Renewal Policy and in line with available resources.

The City Council will take every appropriate opportunity to bid for funding from other sources to supplement mainstream allocations, to develop new and reinforce existing partnerships and to maximise income opportunities, such as those as have been presented by the New Homes Bonus in recent years.

3.9 Housing Renewal Review Group

Some decisions regarding policy administration will be made by a Housing Renewal Review Group - HRRG.

The HRRG panel comprises:

- Head of Service for Strategic Housing - Chair.
- Housing Renewal Manager - Deputy Chair.
- Housing Strategy and Initiatives Manager - Deputy Chair.
- DASH (Decent and Safe Homes) Manager
- Housing Standards Team Leader (in whose absence a Senior Housing Standards Officer may be delegated to attend).
- Healthy Housing Manager (for Healthy Housing matters only)
- Empty Homes, Compulsory Purchase and Enforcement Manager (for Empty Homes, Compulsory Purchase and Enforcement

Senior Officers from other services and departments including Legal Services and Financial Services may on occasion be invited to attend. A quorum for the panel will comprise a Chair and at least two other officers from the above list. The aim of the panel is to provide a formalised system for unusual cases to be discussed and considered on their individual merits, thus promoting consistent decision making.

In some cases, the panel will determine the course of action. In others, generally where the situation may set a significant precedent, the panel will present a report to the Director of Development and Growth; who may then, or following consultation with the Strategic Director for Communities and Place where appropriate (e.g. due to levels of financial authorisation delegations), authorise a course of action.

Examples of situations which would be dealt with by the HRRG are:

- Deciding on the appropriateness of schemes for which assistance is being sought, determining the level of assistance to be made available, the conditions to be attached thereto, varied or waived and the approval/refusal of applications.
- Considering and deciding on requests for assistance to be provided as an exception to policy and, where that exception may set a significant precedent, submitting a recommended course of action to the Director of Development and Growth for consideration.

- Considering from time to time and amending as appropriate levels of fees and charges e.g. where considered as eligible expenses in connection with any assistance provided.
- Considering Stage 1 appeals (see following section 5 Appeals about decisions in individual cases).

3.10 Appeals about decisions in individual cases

Stage 1 appeals:

Appeals about how the policy is operated in individual cases will be considered by the HRRG.	Appeals must be set out in writing, must include the specific grounds on which the appeal is based and be sent to and marked for the attention of the Head of Strategic Housing.
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Stage 2 appeals:

Stage 2 appeals in relation to HRRG Stage 1 appeal decisions will be considered by the Director of Development and Growth.	Appeals must be set out in writing, must include the specific grounds on which the appeal is based and be sent to and marked for the attention of the Head of Strategic Housing.
Email to: home.repairs@derby.gov.uk	Phone: 01332 640319

Write to: Council House, Corporation Street, Derby, DE1 2FS.

Appeals will be considered on the following grounds only:

- **That the policy has not been applied correctly** in the case in question, for example there has been a mistake, or
- **That the case in question is exceptional** in some way that justifies an exception to general policy.

A written response to an appeal will be given. If the Director of Development and Growth believes that the case is exceptional, or at least merits further consideration, it will be referred to the Strategic Director along with recommendations and options where appropriate. The Strategic Director, in consultation with the portfolio holding Cabinet Member where appropriate, may then authorise an appropriate form of assistance as an exception to general policy.

Any subsequent complaints regarding appeal outcomes or processes shall be pursued through the Council's formal Customer Complaints process.

3.11 Reviewing and revising this policy

This Housing Renewal Policy is expected to come into force in 2021 on Council Cabinet approval. The policy will remain in force until the end of 2030 during which it will be reviewed.

Significant changes to legislation affecting the implementation of this policy may result in an earlier review.

Minor changes which do not affect the broad scope of the policy may from time to time be made by the Head of Strategic Housing in consultation with the portfolio holding Council Cabinet Member.

3.12 Comments or complaints about this policy

Any queries, complaints, compliments or suggestions about this policy are welcome. These can be made to and marked for the attention of the Head of Strategic Housing:

Email to: home.repairs@derby.gov.uk

Write to: Council House, Corporation Street, Derby, DE1 2FS.

SECTION 4: Assistance and Services

4.1 Types of assistance

Assistance, grants, loans, works and initiatives available to promote, encourage and, where necessary, enforce the improvement and better use of existing private sector housing in Derby.

Except where otherwise stated all types of assistance and service are given at the discretion of the City Council and may be subject to conditions. The general provisions relating to applicable conditions are set out in Appendix 1.

Some types of assistance are not provided directly by the City Council but through partner agencies and organisations.

Types of assistance and service available under the terms of this policy are summarised in the table at 4.3 below. Full details of each individual type of assistance are set out in the appendices at the end of this document.

4.2 Contact details

The Private Sector Housing function is based primarily within the Strategic Housing Service of the Council's Department of Development and Growth within the Communities and Place Directorate, which is responsible for implementing this policy. Our contact details and those for all other teams or services are shown in Appendix 2 onwards as associated with the specific service.

4.3		Assistance and Services available		
Service / grant		Purpose / description	Services / eligibility	Further details / contacts
1	Disabled Facilities Service	<p>Advice, guidance and grant assistance to help people adapt their homes to meet the access and living needs of a disabled occupant.</p> <p>We will spend our Disabled Facilities Grant (DFG) in accordance with an approved Better Care Fund Plan, in keeping with this Policy Framework and planning requirements that will follow.</p>		
1a	Mandatory Disabled Facilities Grant (DFG)	<p>The aim of a DFG is to remove or help overcome any obstacles which prevent the disabled person from moving freely into and around the dwelling and enjoying the facilities and amenities in it.</p> <p>Typical work might include the provision of a stair-lift, the replacement of a bath with a level access shower, or provision of ramps to main entrance doors.</p>	<ul style="list-style-type: none"> • Eligibility for grant is based on an assessment of the disabled person's need carried out by an Occupational Therapist (OT) or approved assessor from the City Council or, by prior approval, other OT registered with the Royal College of Occupational Therapists. • DFGs are a mandatory entitlement – if the eligibility criteria are met the Council will not refuse an application • A grant will be subject to a maximum limit • A Test of Resources will determine the level of any financial contribution to be made by the applicant. 	<p>Further details on DFGs are set out in Appendix 3.</p> <p>T: 01332 293111</p> <p>or email: home.repairs@derby.gov.uk</p>

1b	Discretionary Adaptations Assistance (DAA)	Financial assistance that may be available in conjunction with a Mandatory DFG	<ul style="list-style-type: none"> • Payable where the cost of eligible works exceeds the current maximum limit for a DFG • A disabled child living with separated parents who is eligible for Mandatory DFG on their main home may be considered for DAA at the other parent's home. • The assistance will be for a grant up to the first £30k (secured by a land charge to the property) and a loan for any sum in excess of £30k, subject to confirmation • In exceptional circumstances repayment of the loan may be varied or waived 	Further details on this assistance are set out in Appendix 4.
1c	Discretionary Disability Relocation Assistance (DDRA)	Financial assistance may be available to help someone move home because the property where they live cannot reasonably be suitably adapted.	<ul style="list-style-type: none"> • Relocation must be to a property assessed as suitable by a DCC Occupational Therapist (OT) or approved assessor from the City Council or, by prior approval, other OT registered with the Royal College of Occupational Therapists. • The amount of assistance will be subject to a maximum limit 	Further details on this assistance are set out in Appendix 5.

2	Healthy Housing Hub (HHH)	The Healthy Housing Hub improves the health outcomes of vulnerable people by improving their housing conditions. HHH outcomes contribute to meeting the strategic objectives of the Better Care Fund, a pooled resource which incorporates DFG and Winter Pressures Funding as well as an allocation for Adult Social Care and NHS contribution.		
		<p>The HHH is a discretionary service, run by Derby City Council, working with a range of local partner agencies and organisations to offer information, advice, financial and practical housing assistance to vulnerable residents where their housing conditions are impacting upon, or have the potential to impact on, their health and wellbeing. Assistance may be advisory, financial, prescribed works, or a combination of these.</p> <p>The HHH’s proven, established referral and joint working arrangements with Health, First Responder, Social Care, Community and Voluntary sectors have proven particularly beneficial during the COVID-19 pandemic so far and have been strengthened still further by the new ways of working and new relationships it has brought about.</p> <p>The HHH is also the lead service in delivery of the City Council’s ‘Stay Warm + Healthy in Winter’ programme of help for residents particularly vulnerable to the health and wellbeing impacts of cold homes. T:01332 640163. Or Email: healthyhousing@derby.gov.uk</p>		
2a	Healthy Housing Assistance	Healthy Housing Assistance supports those most vulnerable on the lowest incomes to achieve basic health-related improvements that help them to remain living independently at home, in better health and greater safety e.g. provision of heating where there is none, rectifying dangerous electrics, carrying out minor repairs, accessing outdoor space, improvements or adaptations.	<ul style="list-style-type: none"> • Financial assistance may potentially be granted for separate applications up to a maximum within any 2year period • Maximum assistance normally £3,000 (in exceptional circumstances £30,000) 	Further details on this assistance, eligibility, and assessment criteria are set out in Appendix 6.
2b	Prescribed Works	Prescribed Works support those most vulnerable on the lowest incomes to rapidly achieve basic low-cost health-related improvements or adaptations that help them to remain living independently at home in better health and greater safety or	<ul style="list-style-type: none"> • Financial assistance may potentially be granted for separate applications up to a maximum within any 2year period • Maximum assistance normally £500 (in exceptional circumstances £2,500) 	Further details on this assistance, eligibility, and assessment criteria are set out in Appendix 6.

		enable them to return home from a care setting, for example. Typical Prescribed Works items might include repairing a gas fire or boiler; repairing a broken step; repairing a dangerous electrical socket.		
2c	Handy-Person Service	Carry out minor repair, adaptation, preventative maintenance, improvement and security works to allow older, vulnerable or disabled people to remain in their home or to return home from care in a timely manner.	<ul style="list-style-type: none"> • Non specialist (such as gas or electrical) remedial / improvement/adaptation works that can be carried out in 3 hours or less • Aged over 75 - or over 60 and in receipt of a means tested benefit or low income • In receipt of Disability Living Allowance or Personal Independence Payment at the higher rate • A broader range of people may also be supported in relation to health related, independent living or hospital discharge matters, for example, in support of our partners, such as NHS. 	<p>Further details on this assistance are set out in Appendix 7.</p> <p>T: 01332 640134</p> <p>or email: home.repairs@derby.gov.uk</p>
2d	Home Maintenance Advice	<ul style="list-style-type: none"> • Advice through Healthy Housing Hub to assist homeowners on maintaining their homes • The aim is to reduce more costly disrepair, and to remove hazards likely to cause accidents or ill health. 	Advice on carrying out simple DIY repairs or preventative maintenance.	<p>T: 01332 640163</p> <p>Or Email: healthyhousing@derby.gov.uk</p>

3	Empty Homes Service	<p>Bringing long-term empty homes back into use reduces the waste of housing resource that they represent. Also, much needed income may be generated for the Council through available initiatives, such as has been the case in recent years with the New Homes Bonus initiative. Reducing empty homes can prevent anti-social behaviour, crime and the fear of crime that can contribute to urban decline and blight.</p> <p>The service:</p> <ul style="list-style-type: none"> • Gives advice, support and assistance to property owners to help them bring their empty dwelling back into use. • Supports neighbours or communities where problematic empty properties are having detrimental impacts on people’s lives. • Uses a range of legal powers when necessary to ensure empty homes are returned to use where a negotiated solution cannot be agreed with the owner. <p>To view the City Council’s Empty Homes Strategy please contact us T: 01332 640326 or email: empty.homes@derby.gov.uk</p>		
3a	Empty Homes Assistance	<ul style="list-style-type: none"> • Discretionary financial assistance may be available, subject to available budgets and financial assessment, to acquire and/or renovate and return to use long term empty dwellings • In the form of an interest free loan to encourage rehabilitation of long-term empty property that otherwise would not be financially viable. 	<ul style="list-style-type: none"> • The property must have been empty for at least 6 months • Previously used, at least partly, as living accommodation (there may be some discretion where solely commercial, depending on strategic need) • The applicant must be purchasing the property imminently or have recently purchased it, and be able to pay their portion of the costs • The maximum period of loan is generally three years and is subject to conditions being met 	<p>Further details on this assistance along with the standard terms and conditions are set out in Appendix 8.</p> <p>Queries and requests for a full schedule of terms and conditions available through Empty Homes Service: T: 01332 640326 Or Email: empty.homes@derby.gov.uk</p>

3b	Discretionary Home Relocation Assistance	<ul style="list-style-type: none"> • This assistance may be advisory or financial and is for owners or tenants of properties that have been acquired by the Council through clearance procedures or compulsory purchase. • The Council has the discretion to determine the amount of any compensation and assistance to be offered 	<ul style="list-style-type: none"> • The property must have been designated for compulsory purchase or clearance • The applicant must own the property (or have a lease with at least 5 years left with a repair obligation), or be a recognised tenant at the property • A qualifying owner may be eligible for compensation up to the market value of the property • Tenants may be offered a maximum £1,500 to help them find and move to alternative accommodation • The Council may help owners find suitable alternative accommodation to purchase, and for tenants to rent 	Further details on this assistance are set out in Appendix 9.
4	DASH Services - Decent and Safe Homes Service	<p>Derby is host to the DASH Services project that operates across the East Midlands and beyond. DASH is funded through competitively won project-specific grant monies, local authority member subscriptions, training and consultancy fee income.</p> <p>DASH delivers a number of services, all of which are designed to increase the supply of good quality accommodation within the private rented sector, support sustainable tenancies and to ensure the delivery of high quality private sector housing services.</p> <p>Web: https://www.dashservices.org.uk/</p> <p>T: 01332 641111. Or Email: dash@derby.gov.uk</p>		
4a	Landlord Services	DASH offers a wide range of landlord support services including training, briefings, updates and guidance.	Further details on landlord support services are available direct from DASH.	

4b	DASH Landlord Accreditation Scheme	<ul style="list-style-type: none"> The aim of DASH Landlord Accreditation is to encourage and promote good property standards and management practices in the private rented sector. DASH manages the University led landlord accreditation scheme in Derby to help ensure students studying in the city have access to well managed accommodation that is fit for purpose. 	By working across local authority boundaries DASH Landlord Accreditation Scheme provides considerable efficiency savings when compared to stand alone local schemes of this type.	T: 01332 641111; Or Email: dash@derby.gov.uk
4c	Call Before You Serve (DASH)	This project provides upstream homeless prevention work to help ensure a stable landlord and tenant relationship. The aim is to stop problems escalating to the point where a landlord feels forced to use the section 21 route to end a tenancy.	This scheme is available to all landlords who rent properties in Derby city and other participating Local Authority areas.	T: 01332 641408 Or Email Helen.Scott@derby.gov.uk
5	Tackling fuel poverty, energy efficiency and carbon reduction	Through a range of measures, we aim to help tackle fuel poverty, energy efficiency and carbon reduction issues in private sector housing, particularly where it impacts on the most vulnerable and excluded households in the city and at the same time contribute to the Council's efforts to combat climate change.		
5a	The Energy Company Obligation (ECO)	We have established our City Energy Saving Programme (CESP) to help maximise the reach and benefits of ECO funding.	CESP can support homeowners – including private landlords – to install energy efficient measures.	Further details are set out at Appendix 10 For more information contact: The Housing Renewal Section 01332 640135 or email home.repairs@derby.gov.uk

6	Housing Standards Team	<p>The team works to protect and support vulnerable occupiers of privately owned and, particularly, privately rented, properties in poor condition. We do this by:</p> <ul style="list-style-type: none"> • Dealing with Category 1 hazards - those hazards which present the most serious risk of harm to health. • Responding to complaints about unhealthy and dangerous living conditions from private rented sector tenants • Being proactive, especially in areas with high concentrations of rented property, and inspections of properties owned by landlords known to have poor track record • Taking statutory enforcement action against non-compliant landlords where necessary and appropriate • Responding to Planning Application consultations regarding proposed conversions to multiple use, for example. <p>We also work with responsible landlords wherever possible, to help them improve standards in their properties and avoid falling foul of the law:</p> <ul style="list-style-type: none"> • Advisory consultations can sometimes be undertaken • A regular news update for landlords is included on the Housing Standards web page • A growing list of landlords receive information by email and have the opportunity to consult on Council strategies and policies which impact on their activities as a landlord • Conferences/seminars are organised jointly by the team and DASH Services to which all landlords with property in Derby are invited <p>Members of the team regularly attend National Landlord Association meetings and the Normanton and Pear Tree Landlords' Association meetings, for example, to offer advice and assistance.</p> <p>Other types of assistance and/or other services may from time to time be made available and incorporated into this policy.</p> <p>T: 01332 640764. Or email: housingstandards@derby.gov.uk</p>	
7	Joint Tall Building Inspection Team	<p>A dedicated team, reporting to the Housing Standards Team Leader, working in partnership with Derbyshire Fire and Rescue Services to audit and inspect tall buildings within Derby City.</p> <p>T: 01332 640764. Or email: housingstandards@derby.gov.uk</p>	

Section 5 – APPENDICES

Appendix 1 :

Conditions of financial assistance – General provisions

1. In this section the term ‘assistance’ means any form of financial assistance approved for the purpose of housing renewal, maintenance, improvement or adaptation. This may include a grant, an improvement scheme in which people are invited to participate, a loan, or any other form of financial assistance, whether provided directly or indirectly. ‘Condition’ means any condition attached to any such assistance.

2. Any reference to a ‘person responsible’ or to ‘the owner’ in this section, or in relation to conditions generally, is to be taken to mean any owner or other person who is responsible for the relevant condition(s) or assistance either singly or jointly. This includes the original person(s) who applied for and/or received the assistance, as well as any other person who has subsequently become responsible for any condition as a result of acquiring the property or an interest in it.

3. Conditions come into force from the date the assistance is approved or paid (whichever is the sooner), so that the Council may recover any interim payments or other costs incurred, where necessary. Where a condition period is specified, this takes effect from the certified date of completion of the eligible works.

3. Conditions come into force from the date the assistance is approved or paid (whichever is the sooner), so that the Council may recover any interim payments or other costs incurred, where necessary. Where a condition period is specified, this takes effect from the certified date of completion of the eligible works.

4. Where stated, any financial assistance and related conditions will be secured as a legal charge against the property, where breach of the condition would require the repayment of all or part of the assistance. This charge will not be removed until either the conditions expire or until the assistance is repaid, together with any interest or additional charges that may apply. In some cases, it may be specified that only part of the assistance has to be repaid if the conditions are broken and, in these cases, the charge will be removed upon payment of the specified part of the assistance.

5. A charge against the property is binding on any person who is for the time being an owner of the premises concerned. Where a condition is broken, the Council has all the usual powers and remedies in law to enforce the charge and secure payment of any amount due.

6. Where any condition is in force, the Council may require the person responsible to provide any information to satisfy the Council that the condition is being complied with. The Council can require this information in writing or in any other reasonable form. It is a condition that this information be provided, in the form required and within the reasonable time period specified by the Council and as fully, accurately and honestly as reasonably possible. Failure to comply with this requirement is a breach of conditions in itself and the assistance, or part of the assistance where this is specified, must then be repaid to the Council.

7. It is the responsibility of the person responsible for any condition to demonstrate to the Council's satisfaction that the condition is being complied with. Failure to do so will be treated as failure to comply with the condition. The council does not have the burden of having to prove that the condition is not being complied with.

8. Any reference to a member of a person's family is to be taken to mean someone who is their parent, grandparent, child (including an illegitimate child), grandchild, brother, sister, uncle, aunt, nephew or niece. A relationship by marriage is treated as if it were a relationship by blood. A half-blood relationship is treated as a full-blood relationship.

9. Any reference to a disposal of a property means:

- A conveyance of the freehold
- An assignment of the lease, where the lease was used to qualify for the assistance – for example, a long lease that was treated as effective 'ownership'
- The grant of a lease, other than a mortgage term, for a term of more than 21 years otherwise than at a rack rent.

For the purpose of this definition, it will be assumed that any option to renew or extend a lease or sub-lease, whether or not forming part of a series of options, is exercised and that any option to terminate a lease or sub-lease is not exercised. Also, the grant of an option enabling a person to call for a disposal shall be treated as such a disposal made to that person.

10. In some situations, the disposal of a property is classed as an 'exempt disposal', which means there is no requirement to repay

the assistance as a result. However, all the conditions do then continue to apply and are binding upon the person or persons to whom the disposal is made for the remainder of the condition period. A disposal is classed as exempt where the person, or each of the persons, to whom it is made is:

- The person, or one of the persons, by whom the disposal is made
- A member of the family of that person, or one of those persons
- The spouse or former spouse of that person, or one of those persons
- In the case of a company, an associated company of the company by whom the disposal is made.

11. Conditions will generally be enforced in all cases. Money repaid or recovered will be recycled into the Council's capital and/or revenue programme for private sector housing renewal.

12. No retrospective application or request for financial assistance will be considered where the relevant work has already been started or completed.

13. Unless otherwise specified, all relevant work must be completed, to the satisfaction of the Council, within 12 months of the approval date of the assistance. The Council may agree, in writing, an extension to this period, but this will only be done if there is an extremely good reason.

14. Work must be carried out by the contractor who provided the estimate on which the assistance is based. The Council may give authorisation, in writing, for another contractor to carry out all or part of the work, but this will only be done if there is an extremely good reason.

15. A grant will only be paid when the Council receives a satisfactory invoice in relation to the work in question, together with any supporting documentation or information requested by the Council. Where a contractor is employed by the applicant and not directly by the Council, the invoice must be made out to the applicant or their nominated agent. No invoice will be accepted from the applicant or a member of their family.

16. The Council may choose to pay all or part of any approved assistance when the corresponding value of eligible work has been completed to the satisfaction of the Council. Specific authorisation to pay is not required from the applicant or any other person. The Council may choose to pay directly to the contractor or to a nominated agent, rather than directly to the applicant.

17. The approval of assistance does not give or imply the Council's approval of any other consents that may be required, such as planning permission or Building Regulation consent. It is the responsibility of the applicant to obtain any such consents that are required.

18. It is a condition of any assistance that the applicant takes all reasonable steps to pursue any insurance or legal claim that may be relevant to any part of the work to be carried out and to repay to the Council the assistance, so far as appropriate, out of the proceeds of such a claim. A claim is relevant if it relates to any damage or defect to the property, to the extent that the works required to make good such damage or defect are works to which the assistance relates.

Appendix 2

Contact details

Private Sector Housing services

The Private Sector Housing function is based primarily within the Strategic Housing Service of the Council's Department of Development and Growth within the Communities and Place Directorate, which is responsible for implementing this policy.

Our contact numbers and those for all other teams or services are shown below.

Disabled Facilities Service

To enquire about Disabled Facilities Grants, Discretionary Adaptations Assistance or Discretionary Disability Relocation Assistance:	
For the benefit of disabled ADULTS please contact	For the benefit of disabled CHILDREN please contact
Home First and Direct Services Derby City Council, The Council House, Corporation Street, Derby, DE1 2FS Telephone: 01332 640777; Email: customerservices@derby.gov.uk Telephone: 01332 293111	Children and Young People's Service Integrated Disabled Children's Service The Lighthouse, St Marks Road, Derby DE21 6AL Telephone: 01332 256990 Email: thelighthouse@derby.gov.uk

Service	Phone (01332)	E-mail
DASH Services	641111	dash@derby.gov.uk - https://www.dashservices.org.uk/
DASH Landlord Accreditation Scheme	641111	dash@derby.gov.uk - https://www.dashservices.org.uk/
Empty Homes Service	640326	empty.homes@derby.gov.uk
Healthy Housing Hub	640163	healthy.housing@derby.gov.uk
Handy-Person Service	640134	home.repairs@derby.gov.uk
Housing Standards Team	640764	housing.standards@derby.gov.uk
Joint Tall Building Inspection Team	640764	housing.standards@derby.gov.uk

Appendix 3

Mandatory Disabled Facilities Grant (DFG)

Purpose

To adapt the home of a disabled person or provide facilities so that it meets their needs, including those of a disabled child living in the home.

An Occupational Therapist (OT) or approved assessor from the City Council or, by prior approval, other OT registered with the Royal College of Occupational will assess a disabled person's needs and make recommendations for any adaptations required.

The Property

To qualify for assistance the property must be reasonably and practically capable of being adapted to meet the needs of the disabled person.

The Applicant

To qualify for assistance an applicant should be the homeowner or tenant, but the grant is available to help the home to be adapted to meet the needs of any disabled person living in the property and enable them to continue living there.

Details of the Assistance

The owner's contribution will be determined by the "Test of Resources".

1. The maximum mandatory grant will be £30,000 in any one application.
2. The grant will pay for the works required to adapt the property to meet the needs of the disabled person as assessed and recommended by an Occupational Therapist (OT) or approved assessor from the City Council or, by prior approval, other OT registered with the Royal College of Occupational Therapists.

Where eligible works have been assessed as urgent and will cost less than £2,000 a discretionary payment will be made without the need for the Test of Resources. (Please refer to Appendix 4.)

Please refer to Appendix 4 for circumstances where discretionary assistance may be available for works costing more than £30,000.

Contact details: please refer to Disability Facilities Services Appendix 2 (pages 35-36)

Appendix 4

Discretionary Adaptations Assistance (DAA)

Purpose

This discretionary assistance may be available where:

- The cost of the works exceeds the maximum mandatory Disabled Facilities Grant (DFG) – which is currently £30,000
- You need works that are not covered under a DFG
- No Test of Resources has been carried out as part of an application for DFG, because the works are urgent and will cost less than £2,000. Local Land Charges will not be attached to such applications.

The Property

To qualify for the Discretionary Adaptations Assistance the property must be reasonably and practically capable of being adapted to meet the needs of a disabled person living at the property.

The Applicant

To qualify for assistance an applicant must:

- Have an owner's interest in the property or be a tenant.

- Mandatory DFG is available to make adaptations to a disabled child's only or main residence. Where a disabled child's parents are separated applications for discretionary assistance to adapt the home of the other parent will be considered. The Council must be satisfied that the child is staying at the other parent's home for a regular and substantial time, at least one day per week as an average or 52 days over any 12month period. For applications made on this basis, the conditions applying to the first £30,000 are as that for Mandatory DFG.

Details of the Discretionary Adaptations Assistance

1	The qualification may include leasehold with a legal obligation to repair with a minimum of 5 years left unexpired.
2	The assistance will contribute to the total cost of works exceeding the Mandatory Disabled Facilities Grant and owner's contribution.
3	The assistance will contribute toward the cost of works required to adapt the property to meet the needs of the disabled person as assessed and recommended by an Occupational Therapist (OT) or approved assessor from the City Council or, by prior approval, other OT registered with the Royal College of Occupational Therapists.
4	The assistance will normally be in the form of a loan up to a maximum of £10,000.

5	The Housing Renewal Review Group will consider and can approve applications up to £20,000 over the mandatory DFG limit of £30,000. Applications exceeding that limit may be considered by the Housing Renewal Review Group and a recommendation of approval submitted to the Director of City Development and Growth.
6	The Housing Renewal Review Group may consider circumstances in which costs have increased. Where works were originally priced at up to £50,000 the Group can approve actual costs above this sum.
7	The amount of the assistance will be secured by attaching an indefinite land charge to the property for the amount of DAA awarded so that the Council recovers the charge on sale of the property or transfer of the freehold or leasehold.
8	Works or equipment out of warranty: Housing Renewal Review Group shall decide whether additional assistance will be made to repair or replace works or equipment outside of any warranty period. The works or equipment must have been provided directly by the Council and funded through DFG.

9	The Housing Renewal Review Group has the discretion to waiver or vary repayment of the assistance in cases where it is satisfied the owner can show exceptional circumstances, which will be defined by financial hardship, the threat of serious anti-social behaviour or an adverse impact on health.
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Contact details: please refer to Disability Facilities Services Appendix 2 (pages 35-36)

Appendix 5

Discretionary Disability Relocation Assistance (DDRLA)

Purpose

To help a person qualifying for a mandatory Disabled Facilities Grant move to a more suitable property, because their current home cannot practically be adapted to meet their needs.

The Property

To qualify for Relocation Assistance the existing home of the disabled person must not be reasonably and practically capable of being adapted to meet the needs of the disabled person.

The property to which the disabled person wishes to relocate to must have been assessed as being suitable by an Occupational Therapist from the City Council or, by prior approval, other OT registered with the Royal College of Occupational Therapists.

The Applicant

To qualify for assistance an applicant must:

Be a tenant (any assistance provided will be for costs of relocating only and cannot be used towards purchasing a property)

- b) Have an owner's interest in the property or be proposing to acquire an owner's interest
- c) A leaseholder with a legal obligation to repair with a minimum of 5 years left unexpired.

Details of the Discretionary Relocation Assistance

1	The maximum amount of assistance is £40,000, where secured by a land charge.
2	Where DDRLA is paid, the amount of any "top-up" element – the difference between the sold price of the applicant's current home and the purchase price of the one they are relocating to - will be secured by attaching an indefinite land charge to the property. This is so that the council recovers the charge on sale of the property or transfer of the freehold or leasehold. (Because tenants do not own their home, they have no repayment obligation.)
3	The Housing Renewal Review Group has the discretion to waiver or vary the qualifying requirements and / or conditions in exceptional circumstances.

Appendix 6

Healthy Housing Assistance and Prescribed Works

The Healthy Housing Hub considers referrals from:

- health and social care professionals such as GPs, Community Matrons, Care Co-ordinators, Occupational Therapists and Social Workers;
- a broad range of home visiting professionals, such as Police, Fire Officers, third sector, community groups and volunteers:
- where they have identified a *vulnerable customer*:
- who has a medical condition or other vulnerability that may be affected by their housing conditions; or
- whose housing conditions are such that they may be detrimental to their health and wellbeing.

A *vulnerable customer* for the purposes of this policy is defined as a person on low income, who is in receipt of an income related or disability related benefit and includes:

- People living with a chronic or severe health difficulty/illness/frailty or disability (evidence may be sought)

- older people or pre-school children – defined as those over 60 and under five years of age

Note: in the absence of a qualifying benefit ‘low income’ will be determined by a ‘test of resources’ calculation.

Eligibility for Healthy Housing support will be assessed, in the first instance, by the Healthy Housing Project Officer with support, where appropriate, from other health or social care professionals and the Healthy Housing Manager.

The support

1	Healthy Housing support may be advisory, financial, prescribed works or a combination of these in order to achieve the following outcomes: <ul style="list-style-type: none">• improve health and wellbeing; and• reduced longer term demand on health and social care services.
2	The maximum limit for Healthy Housing Assistance awarded by the Council is normally £3,000.
3	The maximum limit for individual Prescribed Works approvals is £500.
4	Where works are prescribed directly, the Local Authority has the discretion to commission works through agents or may choose to carry out the works themselves.

5	Any Healthy Housing Assistance awarded will be registered as a local land charge and will be recoverable by the Council on sale of the property or transfer of the freehold or leasehold where this is within 5 years of receipt of the financial assistance.
6	Any Prescribed Works costs, individual or cumulative, may be registered as a local land charge and, in such cases, will be recoverable by the Council on sale of the property or transfer of the freehold or leasehold where this is within 5 years of receipt of the financial assistance.

2	<p>The maximum limit for individual Healthy Housing Assistance approvals is £3,000.</p> <p>There is no limit on the number of separate Healthy Housing Assistance that can potentially be granted to the same owner or at the same property, subject to a limit that the maximum amount of such Assistance that can be approved within any two year period is £3,000. This means that two or more Healthy Housing Assistance may be approved within a 2year period, as a result of separate issues occurring at the same house, but they may not total more than £3,000.</p>
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Rules applicable to Healthy Housing Assistance specifically

1	<p>To qualify for Healthy Housing Assistance an applicant must:</p> <ul style="list-style-type: none"> a. have an owner's interest in the property. The qualification may include leasehold with a legal obligation to repair with a minimum of five years left unexpired. b. must be vulnerable (as defined above) c. be on a means tested benefit or low income as determined by a 'test of resources' d. reside in a dwelling which is not occupied by any other adult who, through employment, is not in receipt of a means tested benefit.
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Rules applicable to Prescribed Works specifically

1	<p>To qualify for Prescribed Works an applicant must:</p> <ul style="list-style-type: none"> a. have an owner's interest in the property or a tenancy. The qualification may include leasehold with a legal obligation to repair with a minimum of five years left unexpired. Prescribed Works will not be applicable where responsibility for those works is the obligation of the landlord. b. must be vulnerable (as defined above) c. be on a means tested benefit or low income as determined by a 'test of resources' d. reside in a dwelling which is not occupied by any other adult who, through employment, is not in receipt of a means tested benefit.
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2	<p>The maximum limit for individual Prescribed Works approvals is £500.</p> <p>There is no limit on the number of separate Prescribed Works that can potentially be granted to the same owner or at the same property, subject to a limit that the maximum amount of such Assistance that can be approved within any two year period is £500. This means that two or more Prescribed Works may be approved within a 2year period, as a result of separate problems occurring at the same house, but they may not total more than £500.</p>
3	<p>The amount of the assistance, individual or cumulative, may be registered as a local land charge and, in such cases, will be recoverable by the Council on sale of the property or transfer of the freehold or leasehold where this is within five years of receipt of the financial assistance.</p>

The Housing Renewal Review Group has the discretion to waiver or vary Healthy Housing Assistance and Prescribed Works rules and qualifying requirements in exceptional circumstances, subject to the following financial constraints:

1	<p>Whilst the maximum limit for individual Prescribed Works approvals is £500; in exceptional circumstances the Healthy Housing Manager may vary the maximum cost up to £1,000 or may submit a case for consideration to the Housing Renewal Review Group who may vary the maximum cost up to £2,500 or make recommendation to the Director of Development and Growth for authority to authorise beyond these limits.</p>
2	<p>Whilst the maximum limit for Healthy Housing Assistance awarded by the Council is normally £3,000; in exceptional circumstances, the Healthy Housing Manager may vary the maximum cost up to £6,000 or may submit a case for consideration to the Housing Renewal Review Group who may vary the maximum cost up to £30,000 or make recommendation to the Director of Development and Growth for authority to approve beyond these limits.</p>

Each case will be assessed in a fair and consistent manner, according to the criteria set out above, however it may be necessary to prioritise cases where budget is limited. In prioritising cases, the factors below may be considered:

<ul style="list-style-type: none"> • Severity of hazard and risk to health 	<ul style="list-style-type: none"> • Age
<ul style="list-style-type: none"> • Living alone 	<ul style="list-style-type: none"> • Previous financial assistance received
<ul style="list-style-type: none"> • Inability to adapt behaviour to suit energy inefficient homes 	
<ul style="list-style-type: none"> • Chronic and severe illness or disability – vulnerabilities including heart conditions, respiratory insufficiency, asthma and COPD (chronic obstructive pulmonary disease) 	
<ul style="list-style-type: none"> • People who are in-patients at an NHS hospital and in need of works of repair or adaptation so that they can be safely discharged to their home • 	

Appeals or disputes will be considered by the Housing Renewal Review Group and then, where appropriate, as laid out within Section 2, Item 5 of the City Council’s Housing Renewal Policy.

Contact details: please refer to Healthy Housing Hub Appendix 2 (page 35-36)

Appendix 7

Handy-Person Service

Purpose

To provide assistance for vulnerable, older or disabled homeowners to help address minor repairs, works of preventative maintenance, improvement and security works to enable them to remain in their own home in greater comfort, security and independence.

The Property

To qualify for assistance the property must have eligible defects or require improvement works to the owners' main living accommodation.

Most eligible works will be free. Occasions may arise where you will be required to purchase and supply certain materials. We will let you know and discuss this with you. No charge will be made for labour.

The Applicant

To qualify for assistance you must:

1	Have an owner's interest in the property and have occupied the property for the previous 12 months. Note: The qualification may include leasehold with a legal obligation to repair with a minimum of five years left unexpired.
2	Hold an Assured, Assured Shorthold or Secure tenancy and have occupied the property for the previous 12 months.

3	Be: <ul style="list-style-type: none">• Over 75 years of age, or• Aged over 60 years and in receipt of Disability Living Allowance at the higher rate, or Personal Independence Payment (PIP), a means tested benefit, or low income as determined by a 'test of resources'
4	Must reside in a property which is not occupied by any other adult who, through employment, is not in receipt of a means tested benefit.
5	The Housing Renewal Review Group has the discretion to waiver or vary the qualifying requirements in exceptional circumstances.

Details of the Assistance

1	The defects or improvement works must be those which can be rectified by the Handy-Person service in not more than three hours.
2	The defects or improvements must not include works where specialist qualifications are legally required for a tradesman to carry them out, for example works to electrical or gas installations (including boilers); nor shall include works where responsibility for those works is the obligation of the landlord.

3	<p>The service will generally be available for the following works:</p> <ul style="list-style-type: none"> a) Minor works to help facilitate discharge from care settings; b) Accident prevention works (such as fitting of handrails to help reduce falls risk); c) The removal of 'Category 1' hazards to health as determined by an assessment under the Housing Act 2004's 'Housing Health and Safety Rating System'; d) Minor works that can help clients to remain living independently in their own homes for longer, in better health and greater safety. <p>The kinds of small jobs around the home that we can do include:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> • putting shelves or mirrors up • adjusting overflow • installing grab rails • unblocking sinks • installing smoke alarms </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> • repairing a toilet seat • replacing tap washers • fitting curtain rails • fitting extra locks on windows and doors </td> </tr> </table>	<ul style="list-style-type: none"> • putting shelves or mirrors up • adjusting overflow • installing grab rails • unblocking sinks • installing smoke alarms 	<ul style="list-style-type: none"> • repairing a toilet seat • replacing tap washers • fitting curtain rails • fitting extra locks on windows and doors
<ul style="list-style-type: none"> • putting shelves or mirrors up • adjusting overflow • installing grab rails • unblocking sinks • installing smoke alarms 	<ul style="list-style-type: none"> • repairing a toilet seat • replacing tap washers • fitting curtain rails • fitting extra locks on windows and doors 		

Contact details: please refer to Handy Person Service Appendix 2 (page 35-36)

Appendix 8

Empty Homes Assistance

Purpose

To provide financial assistance for the acquisition and renovation of long-term vacant residential dwellings and so contribute to our wider Empty Homes Strategy.

Funding provided is dependant, subject to certain upper limits, on the purchase price, refurbishment costs, the availability of alternative funding sources, and is available for those intending owner-occupation or intending to let the property.

The Property	The Owner
To qualify for assistance the property must have been:	To qualify for assistance an applicant must:
<ul style="list-style-type: none"> • Empty for at least twelve months. Those empty for less than twelve but more than six months will be considered in certain circumstances. 	<ul style="list-style-type: none"> • Be intending to purchase the property imminently or have recently acquired it.

<ul style="list-style-type: none"> • In use in whole or in part for residential purposes prior to becoming empty <p>Although to retain the flexibility to respond to opportunities arising, the Housing Renewal Review Group has the discretion to consider properties previously used solely for commercial use.</p>	<ul style="list-style-type: none"> • Be assessed for credit worthiness and be able to demonstrate they have sufficient resources to fulfil their own financial obligation to the proposal. Loans under this scheme do not cover the costs in their entirety, but are for a proportion only.
<ul style="list-style-type: none"> • Assistance is not generally available where the property became empty and fell into disrepair during the current ownership. <p>The Housing Renewal Review Group has the discretion to waiver or vary this condition where the loan is considered of sufficient importance that the property in question would not be reoccupied within a reasonable timeframe without the award.</p>	
<ul style="list-style-type: none"> • A transfer of ownership to a family member (as defined by the Housing Act 1985 s113) would not constitute ‘new’ ownership when considering eligibility for assistance under this scheme. 	
<ul style="list-style-type: none"> • Transfers to business partners may be excluded in certain circumstances. 	

Level of Funding

<ul style="list-style-type: none"> The award is in the form of a loan up to a maximum of normally £10,000 per property. <p>To retain the flexibility to respond to opportunities arising, the Housing Renewal Review Group has the discretion to vary this sum up to a maximum of £70,000.</p>	<ul style="list-style-type: none"> The first repayment due date will be as close to six months following receipt of monies as is reasonably practicable.
<ul style="list-style-type: none"> The loan will be interest-free with a full loan repayment term normally three years. <p>The Housing Renewal Review Group has the discretion to vary the repayment period up to a maximum of seven years and/or to incorporate a 'write-off' element to the loan amounting to a maximum 40% of the loan sum.</p>	

Further Terms and Conditions

A full schedule is available on request but the main requirements are:

1	Refurbish and maintain the property to the Decent Homes Standard, ensuring that all renovation works comply with applicable planning, building control and housing standards requirements.
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2	Maintain ownership of the property for at least five years.
3	Where the owner is to let the property, only Assured Shorthold Tenancies can be granted during the 5-year period.
4	Make all reasonable efforts to ensure the lettable units, where applicable, are fully occupied by tenants of an agreed tenure.
5	Refrain from dividing, sub-dividing or combining any of the units into smaller/larger units without the express written consent of the Council. This consent will only be given if the Council considers that such conversion will support its strategic objectives.
6	The property must not be sold or disposed of, or an option to sell created, unless such an intention has been declared at the time of submitting the initial loan application.
7	A charge for the amount of the loan will be placed on the property to protect interests of Derby City Council.

The HRRG will assess each case on its individual merits, will take into account, and has the discretion to vary such matters, as:

- a. The level of acquisition and refurbishment costs
- b. The proposed final use of the property and its location
- c. The extent to which the proposal as a whole ties in with our housing strategy or other corporate strategies.

Contact details: please refer to Empty Homes Service Appendix 2 (page 35-36)

Appendix 9

Discretionary Home Relocation Assistance (DHRA)

To enquire about Discretionary Home Relocation Assistance, please refer to Empty Homes Service Appendix 2 (page 35-36)

Purpose

To provide discretionary compensation and/or assistance to owners and/or tenants of properties being acquired by or on behalf of the Council via compulsory purchase or clearance procedures.

The Property

To qualify for assistance the property must have been designated for compulsory purchase or clearance.

The Owner

To qualify for assistance an owner applicant must, as a minimum, have an owner's interest in the property. This may include leasehold with a legal obligation to repair with a minimum of five years left unexpired.

The Tenant

To qualify for assistance an applicant who is a tenant must, as a minimum, be able to evidence a recognised tenancy at the property.

Details of the Assistance

1	At the discretion of the Housing Renewal Review Group, compensation may be offered up to a maximum of the market value of the property to qualifying owners.
2	At the discretion of the Housing Renewal Review Group, up to a maximum of £1,500 may be offered to qualifying tenants, to assist in sourcing, securing and moving to alternative rental accommodation.
3	Assistance will be provided to current homeowners to identify a suitable replacement property for purchase (including shared ownership options).
4	Assistance will be provided to tenants who are to lose their current accommodation to locate a suitable alternative property, which could be available to rent from the Council, a Registered Social Landlord, or a private landlord.
5	The Housing Renewal Review Group may consider a discretionary payment where an owner or tenant may not meet all of the eligibility criteria to qualify for statutory compensation. For example, if an occupier has lived in a property for less than a year but would otherwise qualify for a Home Loss payment, a discretionary payment may be considered taking into account all the relevant circumstances.

Appendix 10

Home energy efficiency assistance

The Energy Company Obligation (ECO)

ECO is a government energy efficiency scheme to help reduce carbon emissions and tackle fuel poverty. It began in April 2013 and over time has been amended. ECO3 started December 2018 and is due to run until March 2022. It is only available to those in receipt of a qualifying benefit, such as Universal Credit, Tax Credits, or various disability benefits.

Every domestic energy bill includes a 'green levy', which is a sum paid to the ECO fund, managed by the Office of Gas and Electricity Markets ((Ofgem), the industry watchdog for energy suppliers. All of the larger energy companies have an obligation to help fund energy efficiency measures.

The energy suppliers can deliver up to 25% of their obligation through working with local authorities. Eligibility for assistance may be more flexible for these schemes as local authorities seek to meet strategic priorities in their area.

For more information contact: The Housing Renewal Section 01332 640135.

Appendix 11

Healthy Housing Hub – Better Care Fund (BCF) Metrics

[Report extract; P Taylor; for Derbyshire Housing and Health System Group – 2017]

Derby City's Healthy Housing Hub improves the health outcomes of vulnerable people by improving their housing conditions.

Below sets out the national metrics for BCFs and details how the Hub helps support their achievement.

1. Reducing non-elective (unplanned) admissions to hospital by 3.5%.

Derby City's Healthy Housing Hub has completed **1,842 risk reducing adaptations/repairs** so far this year.

The Hub provides a range of services covering **falls prevention, improving housing condition with regard to cold, damp homes and improving hygiene in the home.**

The Hub has achieved the following outcomes:

- Hub clients with a history of falls saw a reduction of 39.5% in their use of A&E.
- Hub clients with a history of falls saw a 53.8% reduction in acute hospital stays
- 20% fewer Hub clients admitted to hospital when compared to those originally admitted as a result of a fall 12 months earlier
- Marked reduction in contact with East Midlands Ambulance Service not requiring conveyance to hospital

- Greater use of 111 (51%) and out-of-hours services (74%) demonstrated amongst control groups.
- Led delivery of 2,362 interventions through last winter's Stay Warm + Healthy partnership programme of help for vulnerable people.
- **Ensure 82.5% of people who receive assistance in their residence after illness or injury remain at home 91 days after this period (known as reablement).**

The Hub provides **sustainable housing solutions** including heating, damp, finances and isolation. The Hub also provides **minor adaptations** to the home to support safety and independence.

- 12 months post intervention, proportionally fewer Hub clients were in need of health and care services. 91% of Hub clients were still in their own homes at 12 months.
- 1352 risk reducing adaptations/repairs completed via Healthy Housing & Handy Person Service so far this year.
- 490 more complex cases completed so far this year where vulnerable clients at health risk from poor or unsuitable housing conditions.

3. **Substantially reduce the number of delayed transfers of care (when an individual is fit to be transferred from a hospital setting but arrangements are not in place to allow this to happen).**

The Hub promotes its services to health and care professionals and responds promptly to referrals where **housing issues may prevent or delay discharge.**

4. **Reduce the number of permanent admissions to residential or nursing settings.**

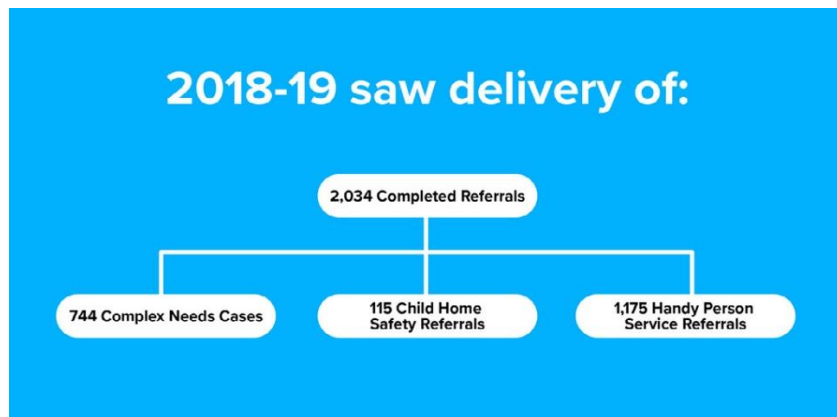
As mentioned at point 2 above, the Hub is **tackling a range of housing issues** that affect individual's health and independence.

- 490 more complex cases so far this year in which vulnerable clients are found to be living with 632 hazards in the home and who self-declare 1364 health concerns.
 - 1052 completed Handy Person cases so far this year to help support individual's independence to remain living in their own home.
5. **Increase the rate of dementia diagnosis where appropriate in line with prevalence rates of 69.9%.**
 - 133 more complex cases completed so far this year where vulnerable clients have declared Dementia/Alzheimer or Mental health/Learning difficulties.

6. Ensure 66% of those who complete the patient experience survey feel they have sufficient support from local services or organisations to manage their long term health condition.

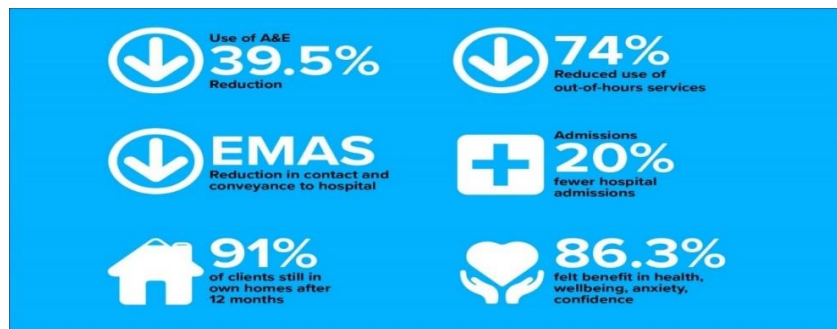
The report from 2013/14 found that 86.3% Hub clients asked felt their health and wellbeing, levels of anxiety, peace of mind, security and confidence at home had benefited.

Healthy Housing Hub



Healthy Housing Hub – Impacts

Derby City's Directorate of Public Health recently found that, at one year post intervention, proportionally fewer Hub clients were in need of health & care services:



Appendix 12

Glossary

CPO: Compulsory Purchase Order. This is a legal process that allows the City Council to purchase long term empty or problematic properties without the consent of the owner.

MHCLG: Ministry of Housing, Communities and Local Government. This is a ministerial department responsible for a wide range of functions, including Housing and Planning. (It replaced the Department for Communities and Local Government (DCLG) in January 2018.)

HE: Homes England. This replaced the Homes and Communities Agency (HCA) in January 2018 and is the national housing and regeneration agency for England.

HRRG: Housing Renewal Review Group. As defined in Section 3; Paragraph 4 of this Policy.

JSNA: Joint Strategic Needs Assessment. The main goal of a JSNA is to accurately assess the health needs of a local population in order to improve the physical and mental health and wellbeing of individuals and communities. It is produced and implemented by Derby City Council and NHS Southern Derbyshire Clinical Commissioning Group (CCG), who have a joint duty to prepare the JSNA.

NHB: New Homes Bonus. A grant paid by central government to local councils for increasing the number of homes and their use. Although NHB was originally paid each year for six years, since 2018-19 it was been reduced to four and is now again under review. It is based on the extra amount of council tax revenue raised for new build homes, conversions and long-term empty properties brought back into use. There is also an extra payment for providing 'affordable homes'.

RP: Registered Provider. All organisations providing social housing must be registered with the Regulator of Social Housing. All stock holding local authorities are designated as Registered Providers. Housing Associations, and other large and small, mostly non-profit, organisations providing social housing are designated Private Registered Providers (PRPs).

RSH: the Regulator of Social Housing. This became a stand-alone non-departmental public body in October 2018, having previously been a part of the Homes and Community Agency (HCA).

Private Sector Housing Renewal Policy 2021-2030

Strategic Housing Services, Communities and Place Directorate

Derby City Council

Email: home.repairs@derby.gov.uk

Section 6: Supporting Information

A: Derby in Context - the National Picture / the Local Picture

The National Picture

The private rented sector (PRS) is the second largest tenure in England, after owner occupation.

Households			Stock		
Total households	23.2 million		Total properties	23.9 million (including vacant)	
Owner occupiers	14.8 million	64%	Owner occupied	15.1 million	63%
Private renters	4.5 million	19%	Private rented	4.8 million	20%
Social renters	4 million	17%	Social rented	4.1 million	17%

There are now significantly more than four million people living in private rented accommodation. It is a sector that has moved far beyond its traditional role of a short-term, flexible option for young people before they settle down.

It is now a long-term home to families with children, low-income households and older people as well.

The PRS had the highest proportion of non-decent homes in 2017 (25%), compared to 20% of owner-occupied properties, while the social rented sector had the lowest (13%). The findings from the English Private Landlord Survey 2018¹⁶ show that ownership within the private rented sector is predominantly non-professionalised:

- 94% of landlords rent property as an individual and not as a company
- Only 4% became a landlord to let property as a full-time business
- 45% of landlords have just one property; 17% have five or more
- 52% did not use an agent
- 75% reported no current or previous membership of any property related professional organisation, such as the National Landlords Association (NLA: 13%), or the Residential Landlords Association (RLA: 9%)
- Although a legal requirement, 16% of landlords had not provided an Energy Performance Certificate (EPC), for their most recent let 42% of landlords said they were not aware at all of the new legal requirement from April 2018 for all new lettings to have a minimum EPC rating of E (a further 17% said they were aware but did not fully understand the details.)

¹⁵ MHCLG, 21 January 2019, <https://www.gov.uk/government/statistics/english-housing-survey-2017-to-2018-headline-report>

¹⁶ MHCLG, <https://www.gov.uk/government/collections/english-private-landlord-survey>

In their highly respected 2018 study,¹⁷ Julie Rugg and David Rhodes (both of University of York: Centre for Housing Policy) found that: *"As the proportion of households living in the PRS increased, so the level of deprivation also tended to increase: within each region, the most deprived areas had the largest PRS"*.

MHCLG publishes the Index of Multiple Deprivation each year, which is the official measure of relative deprivation of small areas (Local Layer Super Output Areas) - there are over 30,000 LSOAs in England. Derby is home to some of the most deprived areas in England, with 18.5% falling into the most deprived 10% of all LSOA's in England.¹⁸

While the overall proportion of private rented properties failing to meet the Decent Homes Standard has reduced, Rugg and Rhodes point out that there is regional variation, and that older properties and some types were much more likely to be non-decent - for example, around half of converted flats, and those dwellings constructed before 1919.

With vulnerable and older people being the main users of both hospital and primary care, their homes are a particularly important factor in maintaining their physical and mental health, addressing health inequalities and for delivery of health and care services.

Decent, suitable housing can reduce the costs of health care; enable timely hospital discharge; extend independent living in our own home; reduce demand on emergency health services; and provide a safe and suitable environment for end of life care at home.

In late 2018, the World Health Organisation (WHO) published its Housing and Health Guidelines¹⁹ to promote Healthy Housing in recognition that:

"Poor housing conditions are one of the mechanisms through which social and environmental inequality translates into health inequality, which further affects quality of life and wellbeing" and that: "Raising housing standards is a key pathway for...improving health and wellbeing for all. Improved housing conditions can save lives, prevent disease, increase quality of life, reduce poverty, help mitigate climate change... Housing is [therefore]...increasingly important to health...!"

The Local Picture

Derby has a population of approximately 255,000; and analysis informing the Local Plan²⁰, our core planning strategy, identified a housing need of 16,388 new dwellings over the 17-year Plan period of 2011-2028.

¹⁷ "The Evolving Private Rented Sector: Its Contribution and Potential" Julie Rugg and David Rhodes University of York Centre for Housing Policy 2018

<http://www.nationwidefoundation.org.uk/wp-content/uploads/2018/09/Private-Rented-Sector-report.pdf>

¹⁸ Public Health England (2017). Public Health Profiles. <https://www.gov.uk/government/collections/health-profile-for-england>

¹⁹ World Health Organisation (WHO): Housing and Health Guidelines <https://apps.who.int/iris/bitstream/handle/10665/276001/9789241550376-eng.pdf?ua=1>

²⁰ Derby City Local Plan – Part 1, January 2017

https://www.derby.gov.uk/media/derbycitycouncil/contentassets/documents/policiesandguidance/planning/Core%20Strategy_ADOPTED_DEC%202016_V3_WEB.pdf

Over the past three years there have been roughly 700 new dwellings built per annum in Derby. Assuming an average household size of approximately 2.5 in each of those new homes, we might expect new build to provide accommodation for roughly 1,700 people per annum, perhaps. But that leaves more than 250,000 of Derby's population living in *existing* housing stock, hence, why the suitability of that stock is so crucial.

To update our understanding of conditions within the Derby's private sector housing we carried out a Stock Condition Survey ²¹during 2019, and found that, of the approximately 110,000 properties in Derby, more than 18,000 (about 17%) were built before 1919; some 23,000 (21%) were built between 1919 and 1944; and less than 10% (10,800 properties) had been built since 2002.

About 43% of private rented accommodation in Derby was built before 1944 – and of these almost 30% are pre-1918.

Our older properties are, not unsurprisingly, much more likely to be non-decent, unsafe, and unhealthy than are newer properties. Private rented properties are more likely to be unsafe and unhealthy than are owner occupied properties.

In Derby the number of all private sector homes not meeting the Decent Homes Standard is estimated to be about 18,700 (21.4% - rising to 32% in the Normanton ward).

Of those properties built before 1944, over 60% were non-decent (compared to less than 2% for ones built after 2002).

The Housing Health and Safety Rating System (HHSRS) was introduced by the Housing Act 2004. It is used to assess a range of potential hazards to health in rented properties such as electrical faults, damp and excess cold, as well as risks of fire, trips and falls. Category 1 hazards are the most serious; being those that are more likely to occur and pose the highest health risk and danger to occupants.

Approximately 12,500 (14.3%) of private sector houses in the city have at least one HHSRS Category 1 hazard; this is higher than nationally (12.2%) and for the East Midlands (13.8%).

More than 50% of properties in the city built before 1944 were unsafe /unhealthy (compared to just over 3.3% of those built after 2002).

With regard to 'unhealthy housing,' the Survey indicated that approximately 5,000 properties lacked thermal comfort.

The Survey estimated that the median cost per private sector home to make all current non-decent homes decent was £2,566, and for making those with a Category 1 hazard safe, £2,239. Individually that may not sound too expensive, but across the whole private sector that obviously amounts to a significant cost.

²¹ DCC Local Plan

Supporting Information B: Case Studies

1. Empty Homes

Our Empty Homes Service in Derby has been nationally recognised for best practice and continues to have positive impact on reducing the number and anti-social impacts of problematic empty homes in Derby.



Before intervention



After intervention



Our Compulsory Purchase and Enforcement Officer was presented with two national Empty Homes awards in 2018-19:

- 'Practitioner of the Year'; and
- a second award for "an effective approach to compulsory purchase of a problematic long-term empty home."

2. Engagement with landlords

Engagement with most Derby landlords and local landlord associations is strong across the private rented sector. The Council works with, encourages and supports landlords to improve the management and condition of their rental properties, and thereby reduce hazards to the health of the occupiers.



Briefing sessions for local landlords.

Fire detection and prevention work not only reduces risk for residents; it can also reduce demand on both health and emergency services, typically by installation of smoke and carbon monoxide detectors and awareness-raising, for example. So, we also work closely with colleagues at **Derbyshire Fire and Rescue Service**, with regular referrals between their Safe and Well teams and our Healthy Housing Hub, and an excellent joint-working approach to fire safety in private rented accommodation with our Housing Standards Team; the Fire Service, too, having recently taken enforcement action against another non-compliant landlord in Derby:

3. Healthy Housing Hub, Handy-Person Service and Disabled Facilities Service

We regard enabling vulnerable, older, or disabled people to remain safely in their own homes for longer as an integral part of promoting public health, wellbeing and sustainable communities.

Enabling people to remain in their homes safely can improve quality of life and reduce demand on health services and social care. Targeted actions in such cases can have significant health impacts at relatively low cost: for example, our Healthy Housing Hub, Handy-Person Service and Disabled Facilities Service, which can all help to reduce the incidence and impact of housing-related ill health or accidents in the home.



Our Healthy Housing Hub delivers nationally recognised best-practice services in the continuum of low-cost health-focussed housing interventions for some of Derby's most vulnerable residents.

Healthy Housing Hub staff carry out a home visit to holistically assess housing conditions, suitability and health e.g. identifying trip hazards, gas/fire/electrical risk, cold homes, review adaptations need, etc.; and they will review energy tariff and benefit entitlements to help maximise income and better enable a resident to be able to afford to eat properly and heat their home more appropriately. Where a resident would benefit from other local services and support, onward referrals are made with the resident's permission.

Anecdotal Evidence

Independent research evidence supports the considerable anecdotal evidence that the Healthy Housing Hub receives direct from its clients and referral partners through the year.

“ Without your help my only option would have been suicide, so you have saved my life. I had no realistic way of dealing with my problem myself! So thank you.

“ Your help has kept me alive in 2018. I would have taken my life but [your] intervention saved my life...

“ Without you it would have been impossible for her to consider living there again...your help & support has been invaluable in helping her to maintain her independence.

“ ...the hub [is] such a perfect example of integration and use of the Better Care Fund... [Health and Care Partnership Manager - NHS England, West Midlands Better Care Fund Lead].

Our free Handy Person Service also helps older and vulnerable people to deal with small jobs and adaptations around the home to help reduce risk, particularly risk of falls, and enable safer discharge home from care settings.

4. Disabled Facilities Grants (DFG) service

Ensuring effective delivery of this service helps meet the growing demand for disability adaptations in the home.

The DFG budget is distributed as part of the Better Care Fund (BCF), a pooled health and social care budget that aims to provide more joined-up and customer focussed services to help maintain independent living, reduce hospital admissions, facilitate hospital discharge, and to delay entry to residential care.

²² [Inquiry into Decent and Accessible Homes for Older People](#) published summer 2019, Introduction

²³ [Disabled Facilities Grant \(DFG\) and Other Adaptations – External Review:](#)

Paragraph 15.45: an FOI in 2016/17 showed that overall only half of authorities had an RRO policy. "There is a need to encourage every authority to develop an RRO as part of the integration process".

The 'Ageing and Older People' All Party Parliamentary Group refer to analysis by Age UK when commenting:²²

“We know that poor housing is increasing the strain on the social care system and the NHS. For instance, the cost to the NHS of delayed discharge from hospital is a staggering £500 a minute and not having a suitable home to return to can be a key issue causing delays and compromising successful rehabilitation and return to independence. “

Continuum of low-cost health-focussed housing interventions					
Advice / Support	Handy Person Services	Prescribed Works	Healthy Housing Assistance	Disabled Facilities Grants	Relocation
Healthy Housing Hub				Disabled Facilities Services	

Derby is among the 50% of councils to have a policy for using Regulatory Reform Orders that allow us to use DFG funding more flexibly and for wider purposes²³. This means we can act more quickly to meet individuals' needs, and more strategically to address broader health related housing issues.

Supporting Information C: Landlord Prosecution Outcomes 2019/20

Through achieving more successful prosecutions than ever before, and by serving civil penalties due to unmet safety standards, the City Council is sending a clear message that whilst Derby welcomes good landlords, it will take firm action against the unlawful activities of so-called 'rogue' landlords.

Civil penalties issued 2018/19

No of landlords	Offences	Fines, costs, victim surcharge, sentence
8	23	£108,931 26 weeks custodial sentence. Curfew set and electronic tag fitted for 16 weeks.

Civil penalties issued 2019/20:

No of landlords	Offences	£ awarded to date
9	11	£28,000 2 outcomes awaited.

See **Supporting Information B** for more details of actions taken by the Housing Standards team.

The continued delivery of an effective Housing Standards Enforcement service to tackle rogue landlords in the city is imperative for us to help ensure that many more tenants in the private rented sector can live in safe homes.

Examples of successful prosecutions by the Housing Standards Team

Follow the link <https://news.derby.gov.uk/?s=landlord> for reports on these and other cases.

Landlord prosecuted for unlawful eviction

Fearing for their safety because of verbal abuse and threats from their landlord the tenants felt they had no choice but to leave. The landlord was fined and sentenced to a 16week curfew following prosecution by the Housing Standards Team. The court said it was clear the landlord had taken the law into his own hands.

Notorious 'bodge-job' landlord handed £15k fine

A landlord who had previously been convicted for disrepair offences in 2018, for which he was fined a total of £33,000, was prosecuted again in 2019 and fined £5,000. On inspecting the property, the Housing Standards Team had found it included the following faults, all with the potential to have serious impacts on the health of the tenants and also put their lives at risk:

- A lack of fire safety,
- high risks of falls between levels,
- pest infestations,
- insecure doors allowing intruders into the property,
- issues with personal hygiene sanitation and drainage,
- unsafe electrics.

Six month custodial sentence for criminal landlord

Having ignored Improvement Notices a landlord subject to a suspended sentence was committed immediately for six months in June 2019. He had been convicted previously for six similar offences for "a disgusting and dangerous property" and fined but had defaulted on his payments.

The tenant, a lone parent and her three children, faced significant hazards that included excess cold due to a faulty boiler, no fixed heating to the first floor of the property, a risk of falls between levels as there was insufficient guarding to the stairs, and fire and electrical hazards.

Landlord receives a heavy fine for unsafe housing conditions

The Housing Standards team issued Improvement Notices for the repair of four flats that were unsafe - with the potential to put at risk the tenants' lives. The landlord was fined a total of nearly £35,000. This included £20,000 due to the seriousness of the disrepair and lack of engagement with the council.

We can give you this information in any other way, style or language that will help you access it. Please contact us on 01332 640319 Minicom 01332 640666.