

# APSE

Manchester

12<sup>th</sup> February 2014

Housing Property 'MOTs'

**Paul Burr, Durham County Council**

*Altogether better*



# Housing Property MOT's

**Inspections**

**Measurables**

**Outcomes**

*Altogether better*



# Inspection Routines

**Periodic Estate Walkabouts**

**Annual Tenancy Audits**

**New Tenancy Visits**

**Annual Heating Servicing**

**Stock Condition Survey**

*Altogether better*



# Periodic Estate Walkabouts

ASB

Levels of External lighting

Dog fouling / detritus

Car parking issues

Condition of the highway/footpaths

Ground maintenance standards

Condition of Tenants gardens

Fencing

*Altogether better*



# Annual Tenancy Audit

Property condition internal and external (reporting any repairs)

Unauthorised improvements / landlord approval

Fire risks / health and safety issues

Overcrowding / under occupancy / potential re-housing issues

Tenant history (checked prior to visit)

Asset database – check for decency works  
/ reported repairs / planned works

Advise tenants on condensation issues, heating issues and potential lifestyle changes in response to Decent Homes Improvements

*Altogether better*



# New Tenancy Visits

First visit undertaken within 4 weeks of new tenancy with a second visit 6 months into the new tenancy

Energy Performance Certificate

Asbestos survey information

Tenancy Agreement

Tenant advice and guidance

*Altogether better*



# Annual Heating Servicing

Tradespeople exercise a duty of care regarding tenants safety

Vulnerability / Safety Issues (old person / young person)

Fire Risk

Essential Repairs

Condition of the Property

Annual Gas Servicing, Solid Fuel, Air Source Heat Pumps

*Altogether better*



# Stock Condition Survey

**Stock Condition Survey (2009)**

**Decent Homes Programme linked to the above**

**Planned Preventative Maintenance of external building elements  
based on recurring issues or age**

**10 yearly periodic inspection of the electrical installation**

**5 year external painting programme**

*Altogether better*





# Outcomes

**At the beginning of each year (1<sup>st</sup> April) 80% of our homes are classified as 'Decent'**

**The Investment Plan is designed to achieve 100% decency by 31<sup>st</sup> March each year**

## **Tenant Satisfaction**

**100% of heating systems serviced**

**99.2% of appointments made are kept**

**80/20 split of planned to responsive repairs**

**99.5% of repairs are right first time**

*Altogether better*



# Housing Property MOT's



## Questions



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