

**Housing Portfolio
Councillor V C Smith**

Report to Council – 17 December 2025

Repairs – Damp and Mould

The first phase of Awaab's Law came into force in the social rented sector on 27 October 2025. This means that we must address all emergency hazards and damp and mould hazards within fixed timeframes. An emergency hazard is defined as an immediate life-threatening danger to the health and safety of tenants.

Our Repairs must investigate potential emergency hazards within 24 hours of being made aware of them, and damp and mould hazards within 14 days. Following this, there are additional targets which must be met as the matter progresses.

To ensure that we are compliant with the new legislation the Repairs team has introduced a new tracker for all damp and mould cases. The tracker allows individual cases to be managed, as well as recording the reasons to damp and mould to help with trend analysis.

Digital Drop In

We have introduced a new way to engage with the Housing Service through our Digital Drop-Ins, where our tenants and leaseholders can join a Teams meeting on a specific subject, which is also recorded and shared on YouTube.

These are particularly useful for our tenants and leaseholders that do not wish to join meetings in person, or have other commitments which means that it is difficult for them to do so.

We have held Digital Drop-Ins on the important subjects of Fire Safety and Damp and Mould to provide tenants and leaseholders with information on how they can stay safe and the Council's approach to dealing with these matters.

We also use this approach to share information about our teams, in November the Digital Drop-In focussed on the work of Asset Management. This session focused on a broad overview of the service, how customers could engage with the process around provision of access for work streams such as our stock condition survey programme, and give a better understanding of the way in which we calculate and delivery statutory landlord requirements, such as maintaining the Decent Homes Standard.

Housing at CEDARs in Eastwood

The Housing Team are regularly attending the Hub at CEDARs in Eastwood, offering both pre-booked appointments and opportunities for drop-in advice and support. The team are there every Tuesday, and Income, Tenancy Services and Allocations all regularly visit. The teams have supported people with benefit advice, anti-social behaviour queries and assistance to complete a housing application.

Positive feedback has been received from customers, that appreciate being able to meet someone face-to-face without the need to travel.

Domestic Abuse Housing Alliance (DAHA) Accreditation

The DAHA accreditation is the UK benchmark for how housing providers should respond to domestic abuse. By becoming DAHA accredited, Broxtowe Borough Council are taking a stand to ensure that our services deliver a safe and effective response to domestic abuse.

The DAHA framework includes eight priority areas, considering an organisation's operations it builds in processes that help guide staff to adequately address the needs of survivors and hold abusers to account.

A Steering Group has been established including officers from many teams including Housing, Communities, HR and Communications to work towards achieving the accreditation next year.

Activities Co-ordinators – Christmas Activities

Our team of five Activities Co-ordinators have been busy delivering Christmas activities at all of our Independent Living schemes, with over 35 events arranged during December in addition to the usual activity programme. Events include Christmas Dinners, Wreath Making and visiting Swing Bands. Events are well attended by tenants and feedback is very positive.

Social Housing Regulator

The overall response to the Social Housing Regulator has now been concluded, with the team delivering a final batch of information to inspectors at the beginning of November. The Housing Team collectively represented the authority in an extremely positive light, and the process has highlighted how much work has been delivered across the service, to ensure customers within our borough receive landlord products that both meet their expectations, but also keep them warm and safe.

We expect to see a provision grading result in early December, and discussions around how this is communicated across the council are underway.

Development Pipeline Review

The Housing Delivery Team are presently working on preparation for the next round of Homes England funding, with work around a viable pipeline of development projects to be delivered in the 2026-27 capital programme. Sites under consideration are former garage sites, redundant sports facilities and under used community buildings, with the expectation being that a fully confirmed pipeline will be ready to present in February 2026.

HRA Capital Programme

The current 2025-26 Capital Programme is coming to a close, and has in line to be successfully delivered in line with budgetary and time milestones. Work has been concluded on the early preparation of the 2026-27 programme, with some works

brought forward, where budget provision is available, which meets the longer term aspiration set out in our newly approved 5 year Asset Management Strategy, to deliver a 'Just In Time' approach to Decent Homes Compliance.

The council has significantly progressed its procurement of the necessary contractor to deliver our 3 year Social Housing Decarbonisation match funded work stream, and will be in a position to confirm an award to the successful party in early December. This programme represents a further £3m overall investment within the HRA portfolio, and will see a further 600 homes moved into line with the 2030 SAP C efficiency target. In addition, the authority has partnered with Nottingham City Council to model around 500 of our hard to access homes for which we currently do not have a valid Energy Performance Certificate for, to enable the team to get a full overview of what is required, both from a finance and time perspective, to ensure the entire council housing stock is brought up to the necessary levels, in time for the introduction of the 2030 standard.

Capital Works Housing Compliance

Both Fire Safety and Asbestos Management work streams continue to develop and improve the council's position. The team are now working on a small number of blocks where communal asbestos surveys have only been partially completed, due to access into various loft spaces and riser cupboards, all Fire Risk Assessments have now been completed, and loaded onto our Risk Hub portal. The Housing Team continue to work collaboratively on reducing the current works backlog of circa 3500 individual items, with senior colleagues receiving a weekly update report detailing progress.

Decent Neighbourhoods

The proposed trial of our Decent Neighbourhoods work stream at Ribblesdale Court, which represents a more holistic, and strategic approach to estate improvement / investment, has progressed, with the authority now commencing a procurement partner to help design a 'proof of concept'. This will not only be around the end physical product delivered, but also how various teams involved interact, and how ultimately customers are brought into the process, to have a real say in how their estates are enhanced.