

You are requested to attend a meeting of the Tenant Services Management Board to be held in The John Meikle Room, The Deane House, Belvedere Road, Taunton on 17 December 2012 at 18:00.

Agenda

- 1 Apologies
- 2 Minutes of the meeting of the Tenant Services Management Board held on 19 November 2012 (attached).
- 3 Public Question Time
- 4 Declaration of Interests
To receive declaration of personal or prejudicial interests, in accordance with the Code of Conduct (attached).
- 5 Gas Safety Policy and Procedure, Asbestos Management Policy and Housing Property Service Standards Report. Report of the Property Manager - Maintenance (attached).
Reporting Officer: Steve Esau
- 6 Transfer Removal Grant Policy and Leaflet. Report of the Housing Manager - Lettings (attached).
Reporting Officer: Paul Hadley
- 7 Verbal Update on Annual Report to Tenants and Leaseholders. Report of the Tenant Empowerment Manager (verbal).
Reporting Officer: Martin Price

The following items are likely to be considered after the exclusion of the press and public because of the likelihood that exempt information would otherwise be disclosed relating to the Clause set out below of Schedule 12A of the Local Government Act 1972.

- 8 Confidential Verbal Update on Halcon North; The Next Steps. Report of the Health and Housing Manager (verbal).
Reporting Officer: James Barrah

Tonya Meers
Legal and Democratic Services Manager

28 January 2013

Members of the public are welcome to attend the meeting and listen to the discussions.

There is time set aside at the beginning of most meetings to allow the public to ask questions.

Speaking under “Public Question Time” is limited to 4 minutes per person in an overall period of 15 minutes. The Committee Administrator will keep a close watch on the time and the Chairman will be responsible for ensuring the time permitted does not overrun. The speaker will be allowed to address the Committee once only and will not be allowed to participate further in any debate.

If a member of the public wishes to address the Committee on any matter appearing on the agenda, the Chairman will normally permit this to occur when that item is reached and before the Councillors or Tenant Services Management Board Members begin to debate the item.

This is more usual at meetings of the Council’s Planning Committee and details of the “rules” which apply at these meetings can be found in the leaflet “Having Your Say on Planning Applications”. A copy can be obtained free of charge from the Planning Reception Desk at The Deane House or by contacting the telephone number or e-mail address below.

If an item on the agenda is contentious, with a large number of people attending the meeting, a representative should be nominated to present the views of a group.

These arrangements do not apply to exempt (confidential) items on the agenda where any members of the press or public present will be asked to leave the Committee Room.

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Lift access to the John Meikle Room and the other Committee Rooms on the first floor of The Deane House, is available from the main ground floor entrance. Toilet facilities, with wheelchair access, are also available off the landing directly outside the Committee Rooms.



An induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter.

For further information about the meeting, please contact the Corporate Support Unit on 01823 356414 or email r.bryant@tauntondeane.gov.uk

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Tenant Services Management Board Members:-

- Mr D Etherington (Chairman)
- Mr M Edwards (Vice-Chairman)
- Councillor R Bowrah, BEM
- Councillor S Brooks
- Mrs J Bunn
- Mrs E Drage
- Mr D Galpin
- Mr I Gould
- Mrs J Hegarty
- Mr K Hellier
- Mr R Middleton
- Mrs T Urquhart

Minutes of the meeting of the Tenant Services Management Board held on Monday 19th November 2012 at 6:15pm in The John Meikle Room, The Deane House, Belvedere Road, Taunton.

Present: Mr Dustyn Etherington (Chairman), Councillor Steve Brooks, Councillor Robert Bowrah, Mrs Jessie Bunn, Mrs Enid Drage, Mr Mark Edwards, Mr Dennis Galpin, Mr Ian Gould, Mrs Judith Hegarty, Mr Kevin Hellier, Mr Robert Middleton and Mrs Tammy Urquhart.

Officers: Steve Esau (Property Manager; Maintenance) James Barra (Health and Housing Manager), Paul Hadley (Housing Manager – Lettings), John Hart (Estate Officer), Steve Boland (Housing Services Lead), Phil Webb (Housing Manager; Property Services), Martin Price (Tenant Empowerment Manager), Sharon Harvey (Supported Housing Team Manager), Rosie Reed (Tenant Services Development Officer), and Emma Hill (Corporate Support Officer).

Others: Councillors J Adkins, F Smith and J Warmington
Graham Vickery from Halcon North Tenants & Residents Association
John Clarke; Managing Director and Owner ALHCO.
Alan Murray; Contractor Manager ALHCO
Dale Macy from ALHCO.

(The meeting commenced at 6.15pm)

1. Minutes

The minutes of the meeting held on the 29 October were taken as read and signed.

2. Declaration of Interest

The following members declared a personal interest as a council house tenants:

- Mr Dustyn Etherington
- Mr Mark Edwards
- Mrs Jessie Bunn
- Mrs Enid Drage
- Mr Dennis Galpin
- Mr Ian Gould
- Mrs Judith Hegarty
- Mr Robert Middleton
- Mr Kevin Hellier
- Mrs Tammy Urquhart

Councillor Bowrah declared a personal interest as he has family members who are council tenants.

Councillor Brooks declared a prejudicial interest as tenant of a Council owned property.

3. ALHCO Performance Report.

The Property Manager for Maintenance gave a verbal update accompanied by a spreadsheet detailing the ALHCO Quarter Two KPI Performance Report for the period

covering April to September for 2012. The spreadsheet detailing ALHCO performance included such headings as Servicing, Reactive Maintenance, Voids, and Requests for Service, Health and Safety and Finance.

The following points were covered during the brief update of the ALHCO representatives;

- Ongoing problems with data transfer between TDBC and ALHCO.
- All CP12's were now in place. These are done electronically via the PDA's.
- Issues around access rate. High number of failed entries.
- Cumulative number of voids for year so far is 267.
- Scheduling site was moved from Scotland to new site in Bristol.

During the discussion of this item, board members made the following comments and asked questions. Responses shown in italics:

- Board members voiced some personal concerns and problems related to missed or no shows for appointments regarding servicing or repairs.
*Currently, there are 368 engineers for ALHCO on the roads. The engineers should be calling the next appointment whilst on route.
The contact details for ALHCO representatives would be passed to the clerk for distribution to the members of the Board. Officers requested that they be included in any communications regarding issues and problems.*
- The chair requested that Board Members with personal issues relating to appointments please contact both ALHCO and TDBC directly.
- What system do you use to contact tenants?
*Currently, we send a letter, then a follow up letter finally a telephone call. But we are hoping to introduce a SMS service as well. So it would hopefully become letter, then follow up call with a reminder SMS.
Currently, we operate AM and PM appointments but we are looking to introduce two hour slots, which would then become one hour slots.*
- Where does the money from the sale of scrap go?
All scrap is dealt with by TDBC. This is taken to a Scrap Yard across from the depot.
- The notice time between the letter and the appointment was not enough. This worked out at less than a week
- Concerns were raised relating to engineers ability to use PDA technology. What is process for training staff?
All staff using the PDA's receives half a day's training initially. The PDA's includes a series of quick reference menus and prompt questions. Staff have access to mentor if they have any further problems when out in the field although, no staff have used the calling mentor service. Staff has received a further half a day's training.
- Could ALHCO representatives bring along PDA's for the Board to look at?
- The servicing of my boiler originally was due late May time but this last servicing wasn't until November.
ALHCO's aim is to get into a routine of completing servicing before the winter period to just leave repairs and emergency calls.

Resolved that the Officer's report be noted.

4. Performance Indicators Quarter Two – 2012/13.

The Health and Housing Manager gave a verbal update accompanied by tables detailing the Health and Housing KPI Performance Report for the period covering Quarter Two of 2012. The tables detailed the overall KPI performance of Quarter two and the Top Ten Quarter one and two performance indicators selected by the Tenant Service Management Board during Quarter one performance report.

The overall KPI performance report included such headings as Managing Finances, Service Delivery Satisfaction, Service Delivery Decent Homes and Service Delivery Managing Housing Stock.

The Officers informed the Board Member that 49% of the 33 KPI were Green.

During the discussion of this item, board members made the following comments and asked questions. Responses shown in italics:

- On comparison of the two quarter's, there has been some improvement but only two have decreased. Could there be a link online to enable people to view the full report?
The Council would ensure the full report is available to view online. An Officer ensured the Board that they wouldn't be satisfied until all KPI's were green. We are improving slowly.
- Concerns raised around the VOID's area. Please could officers explain?
Council surveyors have gathered the data but were having problems entering the data into Academy IT system. This issue would affect the result against the target.
- Were the targets realistic with some of the KPI's? Would some of them be too high?
The target for repairs KPI's were realistic but there were other KPI targets requiring review.
- It was suggested a review takes place and re-set the KPI target to something more realistic.
- Is the target too low on point 12 of section four Service Delivery?
This completion element is to look and make assessment of the repairs required, not to make the repair. This may require another visit.
- Should the target for completion of repairs be 99.9% for emergency repairs?
Completion of the emergency maybe outside the essential 24 hours.
- Should Jobs requiring a second visit be excluded from this KPI?
There were limits to the current COSY IT system. But the Council would review the KPI's relating to repairs.
- The Council should stick to 28 days not have different levels.
- The Council is breaking down the repairs into separate section as well as emergency and non-emergency.
A single repairs category would not challenge the contractors to complete.
- Would the new version of COSY system work effectively with the PDA's? And would that affect the KPI's?
New version of COSY system has not been confirmed as yet.
- It appears that software issues and problems have had negative outcomes on the KPI's

Resolved that the: -

1. The Board noted the Officer's report; and
2. Officers to present a report or presentation to the Board on the current software systems as well as information of the new software system.

5. Financial Statement Quarter Two 2012/13.

The Health and Housing Manager gave a verbal update accompanied by spreadsheets detailing the Housing Revenue Account Performance Scorecard Report for the period covering Quarter Two of 2012. The spreadsheets detailed the breakdown of overall performance of Quarter two split between capital and revenue.

The Revenue Account Performance included such headings as Capital Programmes, Right to Buy, Income, Expenditure and HRA Revenue.

The following points were covered during the brief update of the Health and Housing Manager;

- High Voids Cost; relating to houses in Halcon. Some requiring extensive repairs.
- Under spend in some Capital Programmes. This is a risk.
- Right to Buy sales have increased. Now stands at 15.

During the discussion of this item, board members made the following comments and asked questions. Responses shown in italics:

- When is the start of the heating contract?
There were a number of contracts concerning heating, but the larger contracts have not yet materialised. There also been a delay in the launch of a new energy efficient electric heater.
- Does this mean that those due to have their heating upgraded, would have to wait?
100 new heating systems have been installed some through ALHCO.
- In this financial performance report, there seem to be a lot of red unhappy boxes? As well as a lot of zero spend; if you don't use it, you lose it.
Unfortunately, this is nature of finance. The council is looking at either starting small short term or more large long term contracts. The preference is start the process of procurement for more large long term contracts. But the procurement process is complicated.
- What is the status of the soundproofing installation?
This is done in the duplex flats between the floors but this would only be done when both floors are empty.
Maybe this should be removed from the capital lines, as this only seems to see occasional activity.
The officer's confirmed these would be moved to the Revenue budget.
- Why when phase one and two were incomplete, were the Council starting phase three?
There were several sets of contracts and contractors running at the same time, some with the DLO.
- What is the progress of the bathroom contract?
This is 200 house contract for a period of one year. However, the Council has met that and provided more than 200.

- When updating tenants' bathrooms, why are the Council not using dual flushes on the toilets?
This would be included in the details of the new long term contract during the procurement process. The officers would include the Board Members when the specifics of the contract details are being decided.
- There is an open procurement session at Yeovil for Advantage Southwest for doors etc. Maybe more representatives would want to attend?

Resolved that the officer's report be noted.

6. Transfer Removal Grant Policy and Leaflet Report.

Considering the report previously circulated, concerning the details of a proposed new Transfer Removal Grant (TRG) Policy and an updated TRG Information Leaflet that aims to assist council tenants when moving to more suitable accommodation.

The supply of appropriately sized good quality housing has a key role to play in positively influencing living standards, health, development and the wellbeing of households.

Demand for social housing in Taunton Deane, in particular family sized housing, is such that it would mean a long wait for applicants.

The aim of the TRG policy is to encourage existing Taunton Deane Borough Council (TDBC) tenants who are under occupying their property, or those who were willing to vacate a purpose built disabled property, to move to another council or housing association accommodation that would be more suitable in meeting their current housing needs.

The full details of the policy were presented in addition to this report. The policy sets out:

- Which tenants are eligible;
- What support Housing Services can give to tenants who wish to move to more suitable accommodation; and
- How and what grant they can expect on completion of their move.

The cost of implementing this policy would be met within existing budgets. The Housing Services current annual TRG budget is £30,000.

Consultation with tenants was carried out between the 1st July and 31st August 2012. Tenants who had previously accessed the existing TRG scheme were canvassed for their views and comments.

A second stage of consultation was completed with the members of the Tenants' Forum on the 21st September 2012 where the proposed new policy and leaflet were discussed and comments received.

Subject to agreement/approval the policy and information leaflet would be implemented with effect of 2nd January 2013.

During the discussion of this item, board members made the following comments and asked questions. Responses shown in italics:

- Concerns were expressed over the size of the Grant available. I think £2000 is enough of incentive. The PR on the availability of this Grants needs to be increased.
The current budget is £30,000, next year the budget would be £60,000. The number of TRG's by the end of the year would be 20, currently stands at 17 with three more in the pipeline.
- Is the decision criteria related to number of bedrooms and number of people occupying the house?
Also depends on whether or not you were going up or down in size of property.
- Are the house details included on the application form?
Most people downsizing don't know what house they are going to.
- In reference made a previous Board Meeting, I believe that tenants should be rewarded if they leave houses in good condition.
Most people wanting to downsize leave their houses in good condition. This is included in the criteria of the Grant.
- General agreements about the need for increased advertisement, as people were aware they are rattling around in a house too big for them.
Executive Member present acknowledged the comments and views of the Board and the situation would be reviewed.
- Would this be advertised in Tenants Talk Newsletter on a regular basis?
- All Board Members agreed that the size of the grant was too small relative to the size of the properties.

Resolved that the: -

3. The Board noted the Officer's report; and
4. The Board showed their support for new policy and information leaflet.

7. Verbal Update on Leycroft Grove Local Lettings Plan.

The Estate Officer gave a verbal update on the Local Letting Plan (LLP) at Leycroft Grove. This included a brief summary of the situation in the area prior to the implementation of LLP as part of wider improvement plan including the Police and other agencies as well as an update on the ongoing situation at Leycroft Grove and the improvements since the start of LLP.

The following points were covered during the summary of situation prior to the introduction of LLP;

- Leycroft Grove is made up of 32 residential buildings.
- Recurring problems included drug abuse, ASB and noise issues.
- Increasing amounts of Police activity included 12 drug warrants.
- 65 Police incidents reported prior to LLP
- Police introduced a Wider Improvement Plan; this took the problem solving approach, which included more foot patrols and introduction of the LLP.

When properties in an LLP controlled area come up for re-let, this is openly advertised on the property information. The applicants to a property in LLP area were rigorously checked to make there was no history of drug or alcohol abuse, ASB, priority going to mature applicants and/or seeking or employed.

During the discussion of this item, board members made the following comments and asked questions. Responses shown in italics:

- The Board would like to congratulate the officers and the Council for your efforts and progress with Leycroft Grove LLP.
- There were some drug use but the majority have moved on. It's quite an achievement.
There were still problems at Leycroft Grove, it's not perfect but these can be pinpointed.
- Would it be done as elsewhere, maybe on a smaller scale?
This has to be part of wider plan; it would work solely on its own.
- We would understand the low turn around for Voids in this area if that means the right person is allocated to the property.
- The LLP is a low key but effective element to improving problem streets and areas. Where have these people gone?
I don't know where these people have applied after the Council have evicted them. Most likely spread throughout the housing stock.
- The improvement in Leycroft Grove, could this be carried out in areas of Priorswood?
Plans have already been set in motion for LLP at Lyngford Crescent as part of a wider plan to improve that area. This was discussed at a previous Board meeting.
- It's a shame this was not implemented years ago. The improvements could be extended further.
- LLP is making people of Leycroft Grove feel safer.

Resolved that the officer's report be noted.

8. Verbal Update on Halcon North; the Next Steps.

Councillor Brooks left the room before the decision of this item after declaring a prejudicial interest.

The Tenant Services Management Board went into confidential session. The Health and Housing Manager gave a confidential verbal update on the Halcon North Regeneration Project.

Resolved that the officer's report be noted.

(The meeting ended at 9.05pm)

Declaration of Interests

Tenant Services Management Board

- Taunton Deane Borough Council Housing Tenants;
 - Councillor Brooks
 - Mrs Bunn
 - Mrs Drage
 - Mr Edwards
 - Mr Etherington
 - Mr Galpin
 - Mrs Hegarty
 - Mr Hellier
 - Mrs Marshall
 - Mrs Urquhart

- Member of Somerset County Council – Councillor Brooks

- Family member a Taunton Deane Borough Council Housing Tenant;
 - Councillor Brooks
 - Councillor Bowrah

Taunton Deane Borough Council

Tenant Services Management Board – 17th December 2012

Gas Safety Policy and Procedure Asbestos Management Policy Housing Property Service Standards

Report of the Property Maintenance Manager – Steve Esau
(This matter is the responsibility of Executive Councillor Jean Adkins)

Executive Summary

This report has been produced to propose the new Gas Service Policy and Procedure, Asbestos Management Policy, and Housing Property Service Standards for Taunton Deane Borough Council Housing Property Services.

It outlines the strategic overview that tenants in council housing can expect from Housing Property Services on managing Gas Servicing and Asbestos Management. The service standards show the minimum standard that tenants can expect from Housing Property Services in relation to certain works carried out in their homes.

It provides details of the specific elements of the service and will show how Housing Property Services will deal with Gas Servicing and Asbestos Management for council tenants.

The Policies and Service Standards are living documents and will be reviewed on a regular basis to reflect changes in legislation and people's behaviour.

1.0 Purpose of the Report

Housing Property Services' priority is to improve the quality of life for people and communities now and in the future. Part of that vision is that we are committed to being responsive to the needs of our tenants and to ensuring that all our tenants can access our services easily and on equal terms. Through these policies and service standards we can ensure that all staff in Housing Property Services adopts a common approach to giving advice, guidance and assistance to tenants.

2.0 Background to this report

Housing Property Services are responsible for maintaining and repairing TDBC's housing stock, ensuring tenants can reside safely within their homes and that TDBC complies with the legal requirements.

The policies and service standards will show to tenants the minimum standard they can expect from Housing Property Services in relation to the below:

Policies

- Gas Servicing Policy and Procedure
- Asbestos Management Policy

Service Standards

- Gas Servicing and Maintenance
- Asbestos Management
- Kitchen Replacement
- Bathroom Replacement
- External Refurbishment
- Rewiring of tenants homes

3.0 Aim of the Policies

- To meet the legal requirements of Gas Servicing, and Asbestos Management.
- To give tenants clear information on what they can expect from Housing Property Services, and the support and assistance available to them.

A full copy of the policies is attached to this report. The policy for Gas Safety is attached as Appendix 1 and the policy for Asbestos is attached as Appendix 3.

3.1 Aim of the Service Standards

The service standards are designed to be sent out to tenants when they are informed about the proposed work to be done on their property. Each one is about a specific item of work. They are to give tenants clear information on what they can expect from Housing Property Services, and the support and assistance available to them. A full copy of the service standards are attached to this report in leaflet format.

4.0 Approximate Costs

The cost of implementing these policies will be met within existing budgets. It is the intention that the policies will be incorporated into the Housing Property Services SharePoint site (TDBC's internal website) that is available for all staff. The service standards will be incorporated onto the Taunton Deane Website.

5.0 Impact on Tenants

Tenants will be better informed on what to expect from Housing Property Services.

6.0 Equalities Impact

An equalities impact assessment (EIA) has been carried out for each policy. Feedback has been obtained from members of the Tenant's Forum. Each EIA is attached as Appendix 2 and Appendix 4.

7.0 Risk Management

No identified risks.

8.0 Diversity

Some people may need specific help to fully access the policies. Additionally information may be required in different formats:

- Large Font
- Audio Version
- Different Languages
- Website page

9.0 Timetable

On the 17th December 2012 –The Tenant Services Management Board will be asked to consider the proposed new policies and service standards and provide a response.

The documents will be presented to Councillor Jean Adkins – Housing Portfolio Holder for approval.

Subject to agreement and approval by all of the above the policies and service standards will be implemented with effect from the 2nd January 2013.

10.0 Recommendation

Tenant Service Management Board is requested to consider this report and indicate whether they support the new policies and service standards.

11.0 Contact Officers:

Steven Esau, Housing Maintenance Manager, 01823 356593
<mailto:s.esau@tauntondeane.gov.uk>

Steven Clarke, Tenant Services Development Officer, 01823 356327 Ext 2400
<mailto:s. Clarke@tauntondeane.gov.uk>

GAS SAFETY POLICY AND PROCEDURE

This policy is intended to provide guidance to ensure that Housing Property Services manages gas safety and repairs without compromising the obligations imposed by the Gas Safety (installation & use) Regulations 1998 which places specific duties on landlords, and applies best practice.

This policy will be underpinned with a comprehensive and robust gas safety procedure.

1.0 Information

Gas Safety Checks

Landlords are responsible for carrying out an annual gas safety check to their properties and must provide evidence of this by issuing a Landlord Gas Safety Certificate. A registered Gas Safe engineer must carry out these checks. Taunton Deane Borough Council (TDBC) Housing Services also requires a Gas Safety Check to be carried out every time the status of a property or its tenancy changes. This is usually when a property becomes empty (void) or when a mutual exchange takes place.

Gas Servicing

The safety checks will include full servicing of all the appliances owned by the landlord. This will be recorded on the Landlord Gas Safety Certificate. Servicing and checks must be carried out on or before the expiry date of the current certificate. Servicing dates are planned for at least eight weeks before expiry of the current certificate to ensure that adequate time is allowed for missed appointments, no access and, if necessary, legal action.

Gas appliances are not the biggest cause of deaths or injury in the home (approximately 30 deaths per year) but they probably have the highest profile and the area is the most highly regulated. There are severe penalties for landlords who do not comply with the regulations.

The main safety hazards associated with gas appliances are:

- carbon monoxide poisoning (especially serious for appliances in bedrooms)
- explosion (most high profile in blocks of flats)
- General burns and fires associated with the use of gas cookers.

Failure to adequately maintain, test for gas safety or repair gas pipe work, appliances and associated flues can result in the following consequences:-

- Death or injury
- Destruction or damage to TDBC property
- Exposure of TDBC to prosecution and fine

Taunton Deane Borough Council Housing Property Services

- Exposure of individuals employed by TDBC to prosecution and imprisonment.

The most significant legal obligation is contained in the Gas Safety (Installation and Use) Regulations 1998 where Regulation 36 states that "...ensure that each appliance and flue to which a duty extends is checked for safety ...at intervals of no more than 12 months".

The greatest challenges to achieving this are:

- arranging access with tenants
- robust record keeping
- contractor resources

Other significant obligations from these Gas Regulations are:

- to ensure records are kept of gas safety checks
- to provide copies of the gas safety check to tenants within 28 days of a service
- to provide copies of the gas safety check to tenants at each change of tenancy, which TDBC interprets as including changes of occupancy for mutual exchanges.

TDBC will also comply with other relevant legislation and regulations, principally:

- The Health and Safety at Work Act 1974 as amended
- The Management of Health and Safety at Work regulations 1999 as amended 2002
- Gas Safety (Installation and Use) Regulations 1998
- Gas Safety (Management) Regulations 1996
- Gas Appliances (Safety) Regulations 1995
- Gas Safety (right of Entry) Regulations 1996
- Reporting of injuries, diseases and dangerous occurrences regulations 1995 (RIDDOR 95)

Under the terms of the Gas Safety (Installation and Use) Regulations 1998, every home rented from TDBC must have a valid Gas Safety Certificate (CP12). Each certificate is valid for a period of 12 months.

The obligation to provide this certificate lies with the landlord. Our Gas Contractor will issue a valid Gas Safety Certificate completed in accordance with Regulation 36 of the Gas Safety (Installation & Use) Regulations 1998. The Gas Safety Regulations do not place any obligation on the resident to provide access for the safety inspection.

Part of our 'duty of care' and good practice is to carry out an annual service of the gas fired heating appliances at the same time as the safety inspection. To assist us in achieving our statutory obligations we will operate a 10 monthly cycle. This will give us 2 months to gain access to properties where there have been, or are difficulties in gaining entry.

At the change of tenancy and for every new tenancy, to include mutual exchanges, we will undertake a gas safety check, irrespective of when the last gas safety check was carried out.

Whether new or replacement due to the additional risks associated with open flue appliances, housing property services with the exception of communal plant rooms, will

Taunton Deane Borough Council Housing Property Services

only install room sealed balanced flue appliances in domestic dwellings. Existing open flue boilers and fires will be removed and not reinstated when they reach the end of their economic life. Where a gas fire has been removed the tenant will be offered a replacement electric fire.

Not all TDBC properties have appliances that use gas. Properties not covered by the gas contract or this policy will have their heating systems maintained via other planned maintenance programmes, though the same safety principles will apply.

2.0 Intention

We will ensure that every rented home we manage has a valid Gas Safety Certificate. When we carry out the safety inspection, any domestic smoke detectors in the home will also be cleaned and overhauled.

We will keep accurate records for each home. We will programme the annual safety inspection before the expiration of the current Gas Safety Certificate. We will inform residents, at the earliest opportunity, when their boiler is due to be serviced.

Where we know that it has been difficult to arrange access for the gas safety inspection and service in the past we will contact the resident well in advance of the Gas Safety Certificate expiring. We will give all other residents at least eight weeks notice.

Any new contract for the provision of the gas safety inspection and servicing shall require the contractor to agree an appointment with the resident. Appointments will be offered as AM, PM, "School Run", weekend, or early evening.

We will seek feedback about the contractor from our residents. This will be fed into the contractor's annual Performance Review.

The gas operative, utilised to complete the work, will be suitably qualified and will hold a valid Gas Safe Registration.

Enforcing Access (also refer to gas servicing procedure)

We will always try to gain access with the co-operation of the resident. However, where such co-operation is not forthcoming, all reasonable attempts will be made to contact the resident to try to establish a mutually convenient time for the gas safety inspection and service. This will include sending letters and text messages, making phone calls and personal visits to the property by the Housing Officer.

Equal Access to Services

Residents who have not provided access for a Gas Safety Inspection will not be penalised if their boiler should breakdown.

Emergency

If there is a suspected gas leak then the tenant must immediately call the National Gas Emergency Service on 0800 111 999. However, we may also look to 'forcing entry' in an

Taunton Deane Borough Council Housing Property Services

emergency situation, but would look to seek approval from relevant bodies such as Police, Environmental Agency etc.

Void Properties

When a property becomes void it shall be our policy to remove any open flue gas fire, whether belonging to housing property services or left in place by the previous occupant, and disconnect and cap the gas supply as close as practically possible to the gas meter. The fire opening will be sealed and made good.

Any gas cooker left by the previous occupant shall be removed and the gas point capped. Under no circumstances will a gas cooker be 'gifted' to an incoming tenant.

3.0 GAS SERVICING – PROCEDURE FOR GAINING ACCESS

To ensure we have an effective procedure to deal with annual gas services and gaining access to properties where, previously, access has been denied.

3.1 Properties to be serviced

The Technical Admin Assistant will provide the Gas Servicing Contractor with an up to date list of all the properties that need to be serviced.

We will also run a report from our Housing database, Academy, and carry out a comparison of all properties with gas against our spreadsheet. We will also carry out a two way analogy, with the gas contractor, to ensure both client and contractor has the same number of properties which require servicing.

3.2 Making Appointments

The Gas Servicing Contractor will plan in the services and send out appointment letters eight weeks in advance of the planned service date

If the planned appointment is not suitable for the resident, they have the opportunity to phone, text, and email or call in person at The Deane House and arrange an alternative appointment.

A copy of the no access calling card will be forwarded to the Technical Admin Assistant. The no access calling card will be filed in the current gas certificate workflow file. The Gas Servicing Contractor will keep a record of the no access date.

3.3 On Receipt of the CP12 (the certificate)

Where the Gas Servicing Contractor has successfully gained access, they will forward an electronic copy of the CP12 to the Admin Assistant. The CP12 will be checked for clarity, and to see if there are any defects reported. The Gas Servicing Contractor will carry out any defects that are reported on the CP12.

3.4 Problems with gaining access

The Gas Servicing Contractor will make best endeavours to obtain access to the property during the service month, leaving a calling card, if no access has been gained. A second contact letter is left with new appointment details and sticker placed over the keyhole. A third letter is left instructing the tenant to contact Housing Services. On a regular basis outstanding properties access attempts made will be reported to Housing Property Services.

Housing Property Services

Housing property services send out a further letter to gain access for the gas safety check. Contact by telephone attempted once followed by a check on the type of door and lock fitted. Weekly updates passed to the housing estate officers for them to attempt to gain access for the gas safety check.

A formal letter requesting access hand delivered to the property followed by the estate officer attempting to gain access to the property to arrange the gas service check. A legal action letter, hand delivered together with keys for a new lock. A minimum of five days before a forced entry has to be made.

Entry is then obtained by an estate officer, carpenter, gas engineer and police if required. A SI clock and replacement smoke detectors are fitted if required. A spare set of keys are held at the out of hours call centre at Kilkenny house, Taunton.

Identity of engineers and officers leaving contact cards or letters at the property should be recorded in as well as time and date at all stages.

4.0 Monitoring the process

On a Monthly (KPI's) basis, the Housing Property Maintenance Manager (HPMM) will measure compliance and liaise with the Technical Admin Assistant to ensure the appropriate action has been taken for the no access properties. The Technical Admin Assistant Administrator will also ensure that all CP12's are filed appropriately.

The HPMM will also review compliance and performance at the formal monthly contractor meetings and discuss any issues which arise.

At the end of each month the HPMM will provide a report to the Executive members on all properties where there is no longer a valid CP12 (12 months or more since the last service). This report will detail the circumstances of each cases and what action is being taken to ensure that the service is carried out.

On a rolling six month basis a third party audit check will carry out post-inspections of the gas servicing works carried out by the Gas Servicing Contractor. This will cover approx 20% of Tab's total stock and will take place, where possible, within one month of the CP12 being issued. The results of this exercise shall be reported to the Gas Servicing

Contractor.

5.0 Legislation

Any engineer who carries out a gas service and gas safety check at TDBC's properties will be Gas Safe Registered.

TDBC and our Gas Contractor will conform to the Gas Safety (Installation and Use) Regulations 1998.

6.0 Review

TDBC will review the policy every 3 years to ensure that it is effective and complies with current good practice. This will be completed by a nominated Officer from housing services.

Policy Published Date		
Policy Review Date		
Responsible Officer		

Equality Impact Assessment – pro-forma

APPENDIX 2

Responsible person	<i>Steven Esau</i>	Job Title Housing Property Services Manager
Why are you completing the Equality Impact Assessment? (Please mark as appropriate)	Proposed new policy/service	Gas Servicing Policy and Procedure
	Change to Policy/service	
	Budget/Financial decision – MTFP	
	Part of timetable	
What are you completing the Equality Impact Assessment on (which, service, MTFP proposal)	Housing Property Service	
Section One – Scope of the assessment		
What are the main purposes/aims of the policy/decision/service?	<i>Introduction of Policy and guidelines to support the statutory gas servicing requirement for Taunton Deane Borough Council. To make best use of housing stock and give re assurance to tenants that we are complying with legislation..</i>	
Which protected groups are targeted by the policy/decision/service?	<i>No groups are specifically targeted as a result of this policy</i>	
What evidence has been used in the assessment - data, engagement undertaken – please list each source that has been used	<i>Data from gas servicing satisfaction surveys has been scrutinised and the Tenants Forum have reviewed the document against the protected characteristic criteria.</i>	
The information can be found on....	<i>All the info is available on sclar\$ on 'ltosrv' u drive held by Taunton Deane</i>	
Section two – Conclusion drawn about the impact of service/policy/function/change on different groups highlighting negative impact, unequal outcomes or missed opportunities for promoting equality		
<i>No negative impact, unequal outcomes or missed opportunities identified</i>		

I have concluded that there is/should be:	
No major change - no adverse equality impact identified	No Major Change to policy
Adjust the policy/decision/service	
Continue with the policy/decision/service	
Stop and remove the policy/decision/service	
Reasons and documentation to support conclusions	
Section four – Implementation – timescale for implementation	
Policy to go to the Tenants Service Management Board on the 17 th December and then if agreed to the portfolio holder with a plan to introduce on the 2 nd January 2013.	
Section Five – Sign off	
Responsible officer Steven Esau Date 5 th December 2012	Management Team Housing Property Services Date 5 th December 2012
Section six – Publication and monitoring	
Published on	
Next review date	Date logged on Covalent

Action Planning

The table should be completed with all actions identified to mitigate the effects concluded.

Actions table						
Service area				Date		
Identified issue drawn from your conclusions	Actions needed	Who is responsible?	By when?	How will this be monitored?	Expected outcomes from carrying out actions	

Draft

Asbestos Management Policy

Contents

- 1. AN INTRODUCTION TO TAUNTON DEANE BOROUGH COUNCIL.
(Page 3)**
- 2. BACKGROUND TO POLICY. (Pages 4, 5, 6)**
- 3. POLICY STATEMENT. (Pages 7, 8, 9, 10, 11)**
- 4. RELEVANT LEGISLATION. (Pages 12, 13)**
- 5. HSE GUIDANCE. (Page 14)**
- 6. EMERGENCY FLOW CHART. (Page 17)**
- 7. ESCALATION PROCESS. (Page 18)**
- 8. TRAINING RECORDS. (Pages 19, 20)**

1. AN INTRODUCTION TO TAUNTON DEANE BOROUGH COUNCIL HOUSING STOCK

1.1 Information

Taunton Deane Borough Council (TDBC) manages the Council's Housing stock of approx. 6000 rented dwellings, leasehold properties, and other properties (Inc shops and garages).

Tenants' Needs

Housing and Property Services deliver the following key housing management functions:-

Estate and Tenancy Management services, cleaning and housing related support services under the Supporting People programme;

- Sheltered Housing and Extra Care schemes for vulnerable people;
- Rent accounting, collection and enforcement;
- Leasehold Management and shared ownership;
- Enforcement of tenancy conditions including the management of anti-social behaviour
- Managing lettings, voids and under-occupation.
- Resident involvement and promoting tenant participation, ensuring tenant involvement in monitoring and reviewing service standards;

Response Repairs and Planned Maintenance

Carrying out surveys to Tenanted and Empty (void) properties.

Managing and delivering an annual investment programme for our stock, to maintain the Decent Homes Standard, other capital programmes, repairs and sustainability issues.

2. Background to the Policy

Asbestos describes a group of fibrous minerals including iron, magnesium, calcium, sodium and aluminium that are strong and resistant to heat and chemicals. There are six different types of asbestos, as follows:

Chrysotile (White asbestos)

Amosite (Brown asbestos)

Crocidolite (Blue asbestos)

Anthophyllite

Tremolite

Actinolite

Asbestos is a highly hazardous naturally occurring mineral widely used in building construction and has been used in a wide range of building materials and products, often as fireproofing. Asbestos based materials were so commonly used between 1950 and 1985 that the majority of properties built in this period contain some form of asbestos.

If asbestos fibres are breathed in they are likely to give rise to respiratory disease, this can lead to a fatal condition. Death rates associated with Asbestos are currently estimated at around 4000 deaths per year. Consequently there is considerable legislation and guidance aimed to eliminate, as far as possible, airborne asbestos fibres to prevent them being breathed in.

It is not illegal to have asbestos within a building, however there are legal duties covering general safety. The condition of any asbestos within a building may affect safety and therefore it must not be in a condition that results in (or is likely to result in) airborne contamination.

It is important to maintain effective management of any asbestos present; therefore a competent person should be nominated to oversee all aspects of asbestos.

THE CONTROL OF ASBESTOS REGULATIONS 2006 (CAR)

These Regulations are supported by a number of Approved Codes of Practice (ACOP) with the requirements of Regulation 4 being set out in numerous published documents and on the HSE web site. HSE have also published some guidance on where Regulation 4 will apply, which confirms that the common areas of blocks of flats and sheltered housing schemes are within the scope of Regulation 4 and its' requirements therefore need to be adopted.

Taunton Deane Borough Council Property Services
Asbestos Management Policy

More detailed guidance on Regulation 4 can be found in both HSG227, "A comprehensive guide to managing asbestos" and "HSG 264 – The Survey Guide" published by the Health and Safety Executive. However, in its basic form Regulation 4 requires Duty Holders (The term used to define those in control of the premises) take the following steps:

Identify asbestos materials through surveying by either sampling or presumption.

- Record the presence of these materials and their condition
- Make this information available to those who may disturb the material
- Review the condition of the material on a regular basis.

For management purposes, asbestos materials can be split into two defined groups: these are:

Those where the use of a licensed asbestos contractor is necessary

Those where a non-licensed contractor complying with the CAR 2006 can be employed.

The difference between these materials is largely judged by the fibre release potential of the material when disturbed during removal operations

The form in which the asbestos is present is more important in determining the risk to health as some forms of asbestos release fibres into the atmosphere more readily than other forms. The use of asbestos coatings, insulation and most types of asbestos is now illegal.

Many thousands of tons of asbestos have previously been used in buildings of all types, and much of it is still present.

The most common uses of asbestos within buildings are, in descending degree of risk:

Spray coating - used for fire protection and/or thermal and acoustic insulation to structural steelwork, concrete walls and soffits /ceilings

Insulating - used as general thermal insulation for pipe work, boilers, pressure vessels and ducting

Asbestos rope/cloth - used as part of gaskets and seals to boilers & flues, fire blankets and protective curtains

Asbestos Insulating Board (AIB) - used for fire protection, insulation and as a general building board (under various trade names, e.g. Asbestolux) within wall partitions, ceiling tiles, ducts, wall linings, fire breaks, fire protection on doors and panels to storage heating units & electrical switchgear units

Taunton Deane Borough Council Property Services
Asbestos Management Policy

Asbestos Cement - produced as profiled and flat sheeting, and moulded products for use within roofs, partitioning, shuttering, soffits, rain water goods, water tanks, flue pipes, roof tiles/slates and decorative finishes

Other Uses including in roofing felt and damp-proof material, within vinyl floor tiles and some textured coatings (Artex)

If any alterations or construction works are planned within a building the risk of asbestos contamination should be considered. The presence of any asbestos within the building must be known and that information passed to the persons carrying out the work. Damage to asbestos can affect the person carrying out the work as well as the building occupants.

3. Policy Statement

The risks associated with exposure to asbestos are well documented, especially in relation to the construction and maintenance industries. In recognition of these risks and to fulfil its duties under the Health and Safety at Work Act and other relevant legislation, TDBC Property Services is committed to minimising any risk to the health of its employees, tenants, contractors and the public from asbestos in its properties and offices.

TDBC Property Services will manage asbestos in a responsible manner, ensuring that it is safe. Where this cannot be achieved with confidence a Licensed Contractor will remove the asbestos.

Prior to any intrusive works and before any refurbishment or minor work necessary to the fabric of a dwelling, TDBC Property Services will make guidance available to Employees, Contractors and others so that no person is knowingly exposed to the dangers of asbestos.

Licensed work is currently carried out through Contractors

These are products where the risk is deemed sufficiently high to warrant those who work upon these materials to hold a license issued by the HSE.

Examples of licensed materials include;

- sprayed asbestos,
- asbestos
- Insulations and asbestos insulating boards. All operatives involved with the work will need to be trained in accordance with Regulation 10 of CAR 2006.

Some of the basic requirements in place for this type of work include the need to notify enforcing authorities prior to commencement of works, the need for enclosures to prevent fibre release, and the monitoring of the working environment during and following work.

Taunton Deane will only employ fully licensed contractors from their approved list to remove licensed Asbestos

Non-Licensed Materials

This group covers all items that contain asbestos. Generally, these materials are of a lower risk but must still be treated with care, although the controls required are not as onerous as those for licensed asbestos materials.

CAR 2006 within Regulation 10 has for the first time introduced specific training requirements for all of those who are involved in the removal of non- licensed items. The changes implemented in CAR 2006 have meant that the materials based cut off between licensed and non-licensed work has been withdrawn and replaced with a definition based upon risk assessment.

Examples of these products that can be treated as non-licensed are:

Taunton Deane Borough Council Property Services
Asbestos Management Policy

Thermoplastic floor tile

Sink mats, such as those often found on the underside of the kitchen sink tops

Materials such as asbestos cement such as that found on garage / outbuilding Roofs.

Textured ceilings such as Artex.

It is important to ensure that non-licensed contractors undertake work in accordance with the requirements of CAR 2006. Taunton Deane Borough Council only uses;

Its own Direct Labour Organisation (DLO) and Main Contractors that can demonstrate that they meet these requirements detailing the training undertaken within their own Asbestos Management Plan (AMP).

Where materials suspected of containing asbestos are discovered during the course of work, work will stop immediately and a Competent person will be informed at the earliest opportunity.

In order to assess the material(s) a qualified P402 Surveyor or a specialist UKAS accredited Asbestos Consultant or another Competent Person, as determined by the Duty Holder, Asbestos Consultant or another Competent Person, as determined by the Duty Holder, will assess the situation and provide advice before work continues.

Property Services will expect any person contracted to, or authorised to undertake work on its properties to:

Fulfil the duty to provide site-specific advice to those undertaking work. This usually means providing information on known or suspected ACM (asbestos containing materials) where it has or is likely to be found. This will take the form of the Property Services Asbestos Register and/or survey data, details of which are given to DLO and all contractors each month.

.
Raise awareness of the Asbestos Policy & Procedures contained in this Asbestos Management Plan.

Ensure that all Contractors undertaking asbestos works are competent.

.
Ensure that where suspected ACM are discovered, a relevant Competent Person undertakes an assessment of the risk to Tenants, Employees, Contractors and the Public.

Property Services expects all Contractors working on its premises to:

Read and understand asbestos information provided by them
Prior to commencing work and to plan the work accordingly, this will be an agenda item on the **Pre Contract meeting**.

.
Ensure that all operatives carrying out work on site have been made aware of the

Taunton Deane Borough Council Property Services
Asbestos Management Policy

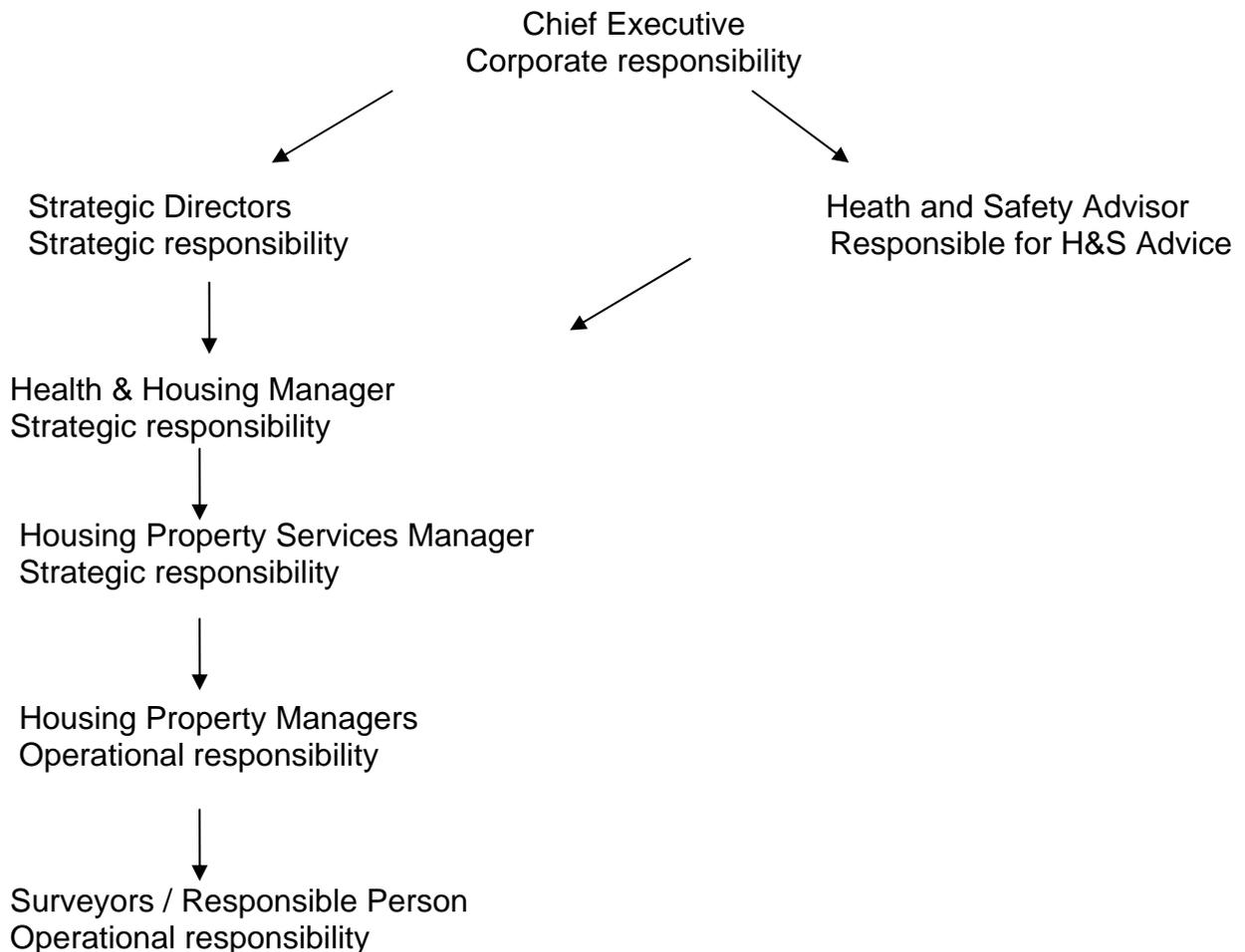
Asbestos Register and any relevant additional survey information.

Demonstrate that all operatives, inclusive of sub-contractors, have been given adequate asbestos awareness training and induction, and update training as required by the Regulations and associated Approved Codes of Practice (ACoP)

Cease work upon discovery of suspected ACM (Asbestos Containing Materials), wherever possible leave the area in a safe condition, withdraw Operatives from the affected area, secure the area to access and report immediately to the Manager.

Await the outcome of the results of any asbestos surveys undertaken to identify the materials and the instruction of the Duty Holder prior to re-entering the area.

Taunton Deane Borough Council Asbestos Management Structure



DLO Out of Hours process

- *Out of Hours Team telephone no 01823 356356*
- *They take initial call*
- *Tradesmen given job*
- *Presume that it contains Asbestos until tested and proven otherwise*

Taunton Deane Borough Council Property Services
Asbestos Management Policy

- *If in doubt make safe only and do not disturb suspected material*
- *Supervisor informs Competent person ASAP in normal working hours*
- *In Emergency contact Duty Standby Officer*

3.1 Management Surveys

Property Services has a plan in place to carry out a Management Survey of all their domestic properties with in 3 years.

Property Services has carried out a 100% Management Survey of all their non domestic properties with a re inspection programme to carry out a 10% annual inspection based on the algorithm risk score.

A management survey is the standard survey and its purpose is to locate, as far as reasonably practicable, the presence and extent of any suspect ACMs??? in the building which could be damaged or disturbed during normal occupancy, including foreseeable maintenance and installation, and to assess their condition.

Management surveys should cover routine and simple maintenance work.

Management surveys will often involve minor intrusive work and some disturbance. The extent of intrusion will vary between premises and depend on what is reasonably practicable for individual properties, i.e. it will depend on factors such as the type of building, the nature of construction, accessibility etc.

A management survey should include an assessment of the condition of the various ACMs and their ability to release fibres into the air if they are disturbed in some way. This „material assessment“ will give a good initial guide to the priority for managing ACMs, as it will identify the materials that will most readily release airborne fibres if they are disturbed.

The survey will usually involve sampling and sending for analysis to confirm the presence or absence of ACMs. However a management survey can also involve presuming the presence or absence of asbestos.

A management survey can be completed using a combination of sampling ACMs and presuming the presence of Asbestos. Any materials presumed to contain asbestos must also have their condition assessed (i.e. a material assessment and description of material).

3.2 Refurbishment and Demolition Surveys

A refurbishment and demolition survey is needed before any refurbishment or demolition work is carried out.

This type of survey is used to locate and describe, as far as reasonably practicable, all ACMs in the area where the refurbishment work will take place or in the whole building if demolition is planned.

The survey will be fully intrusive and involve destructive inspection, as necessary, to gain access to all areas, including those that may be difficult to reach. A refurbishment and demolition survey may also be required in other circumstances, e.g. when more intrusive maintenance and repair work will be carried out.

Refurbishment and demolition surveys are intended to locate all the asbestos in the building (or the relevant part), as far as reasonably practicable. It is a disruptive and fully intrusive survey, which may need to penetrate all parts of the building structure. Aggressive inspection techniques will be needed to lift carpets and tiles, break through walls, ceilings, cladding and partitions, and open up floors. In these situations, controls should be put in place to prevent the spread of debris, which may include asbestos.

Refurbishment and demolition surveys carried out in tenanted properties should only be conducted in unoccupied areas to minimise risks to the householder or employees on the premises. For minor refurbishment, this would only apply to the room involved or even part of the room where the work is small and the room large. In these situations, there should be effective isolation of the survey area, and furnishings should be removed as far as possible or protected using sheeting. The surveyed area must be shown to be fit for reoccupation before people move back in. This will require a thorough visual inspection and, if appropriate air monitoring test. Under no circumstances should the householder or employees remain in rooms or areas of buildings when intrusive sampling is performed.

4.0 Relevant Legislation

Asbestos Management

This Asbestos Plan and Procedures document have been prepared to give direction on dealing with asbestos safely and efficiently, and to ensure Taunton Deane Borough Council meets its legal obligations. The Policy and Appendices make reference to publications that supplement this document.

It is impossible and impractical to rid all properties of all asbestos containing materials. Where asbestos is found, a Risk Assessment will be carried out which will indicate how the asbestos will be managed. This will include:

Recording details of where asbestos is found and what type of asbestos it is

- Actively managing any asbestos found and the risks which go with it
- Sealing asbestos to prevent dust being released
- Encapsulation, or
- Removal

Asbestos containing materials (ACMs) in good condition are generally considered as low risk and can be managed. How Property Services assesses asbestos materials is described in detail earlier in this document.

Where the material is in good condition, no immediate action is required and details will be included in the asbestos register for future inspection.

There are many products that were used in the building industry that contain asbestos, and it is not possible to tell in many cases by looking at them whether a product is asbestos based or not.

Sampling of asbestos containing materials for laboratory analysis should only be undertaken by a trained and competent person in order to minimise any potential fibre release. A UKAS accredited laboratory should carry out any testing.

Property Services will only employ contractors to remove asbestos who are licensed by the Health and Safety Executive (HSE).

Property Services will follow the requirements of the „duty to manage asbestos in non-domestic premises“, first contained in Regulation 4 of the Control of Asbestos at Work Regulations (CAWR) 2002, which have been revoked and replaced with the **Control of Asbestos Regulations (CAR) 2006 (Asbestos Regulations, SI No. 2739)**.

The responsibility for this duty rests with whoever is in control of the maintenance of the non-domestic premises. This will often be stated in an existing contract or tenancy agreement, but when this is not the case the duty will fall to whoever is in control of the property.

Where there are several contractors working in a single property, the different employers must be aware of their duty to co-operate under the Management of Health and Safety at Work Regulations 1999.

The duties also apply to landlords of domestic rented properties which have common areas such as staircases, foyers etc. The individual flats or houses are covered by the requirements of the Defective Premises Act 1972 Government (Landlords have to take

Taunton Deane Borough Council Property Services
Asbestos Management Policy

reasonable care to see that tenants and other people are safe from personal injury or disease caused by a defect in the state of the premises under this Act.

The key requirements of the Regulations are:

To assess a property to identify whether asbestos is present and what condition it is in. If there is any doubt as to whether a material contains asbestos, we must assume that it does until further information is available.

To record the results of the assessment.

A plan of the property should be used so that the location of the asbestos containing materials can be clearly located. This information must then be provided to anybody who is liable to work on or disturb the material.

Once the risk associated with the materials has been assessed, a written plan must then detail how that risk will be managed. This may be to do nothing or to fully remove asbestos, depending on the nature of risk. We must put the plan into action and review it as necessary to keep it up to date.

No asbestos based material will be used in any new buildings or in any refurbishment works undertaken by Property Services - we will always use a suitable alternative.

[HSE Asbestos Essentials Task Sheets](#) set out the correct ways to work with asbestos containing materials.

5.0 HSE Guidance

Introduction

In February 2010 the Health & Safety Executive produced new guidance (Asbestos: The Survey Guide) that builds on and updates MDHS100 Surveying, sampling and assessment of asbestos-containing materials, which it replaces. It also contains a specific section, which outlines the survey strategy to use when surveying large numbers of similar properties (e.g. domestic housing).

The guidance is aimed to:

Help people carrying out asbestos surveys and those with specific responsibilities for managing the risks from asbestos in non-domestic premises under **regulation 4 of the Control of Asbestos Regulations 2006 (CAR 2006)**, and to

Provide guidance in situations where surveys may be carried out for other purposes, e.g. for “managing” asbestos in domestic premises under wider health and safety legislation and for meeting the requirements of the **Construction (Design and Management) Regulations 2007 (CDM)**.

The guide complements and supports other guidance on managing asbestos.

Survey types

The guidance describes two different survey types: management surveys and refurbishment and demolition surveys. The type of survey will vary during the lifespan of the premises and several may be needed over time.

A management survey will be required during the normal occupation and use of the building to ensure continued management of the Asbestos-Containing Materials (ACMs) in situ.

A refurbishment or demolition survey will be necessary when the building (or part of it) is to be upgraded, refurbished or demolished. Where there are large numbers of properties (e.g. domestic houses) or internal units (e.g. hotels), only particular rooms may be specified for upgrading, e.g. kitchens, bathrooms and bedrooms. Refurbishment surveys would only be necessary in these locations

Contact Us

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Web site: www.tauntondeane.gov.uk

Get our information in other formats

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact our Customer Services Team on 01823 356356

Taunton Deane Borough Council Property Services
Asbestos Management Policy

Document Control

The following table is a history of updates for this Asbestos Management Plan. The most current and up to date version should be the most recent version number.

Re-issues must be controlled by the Housing Property Services Manager and circulated throughout the organisation.

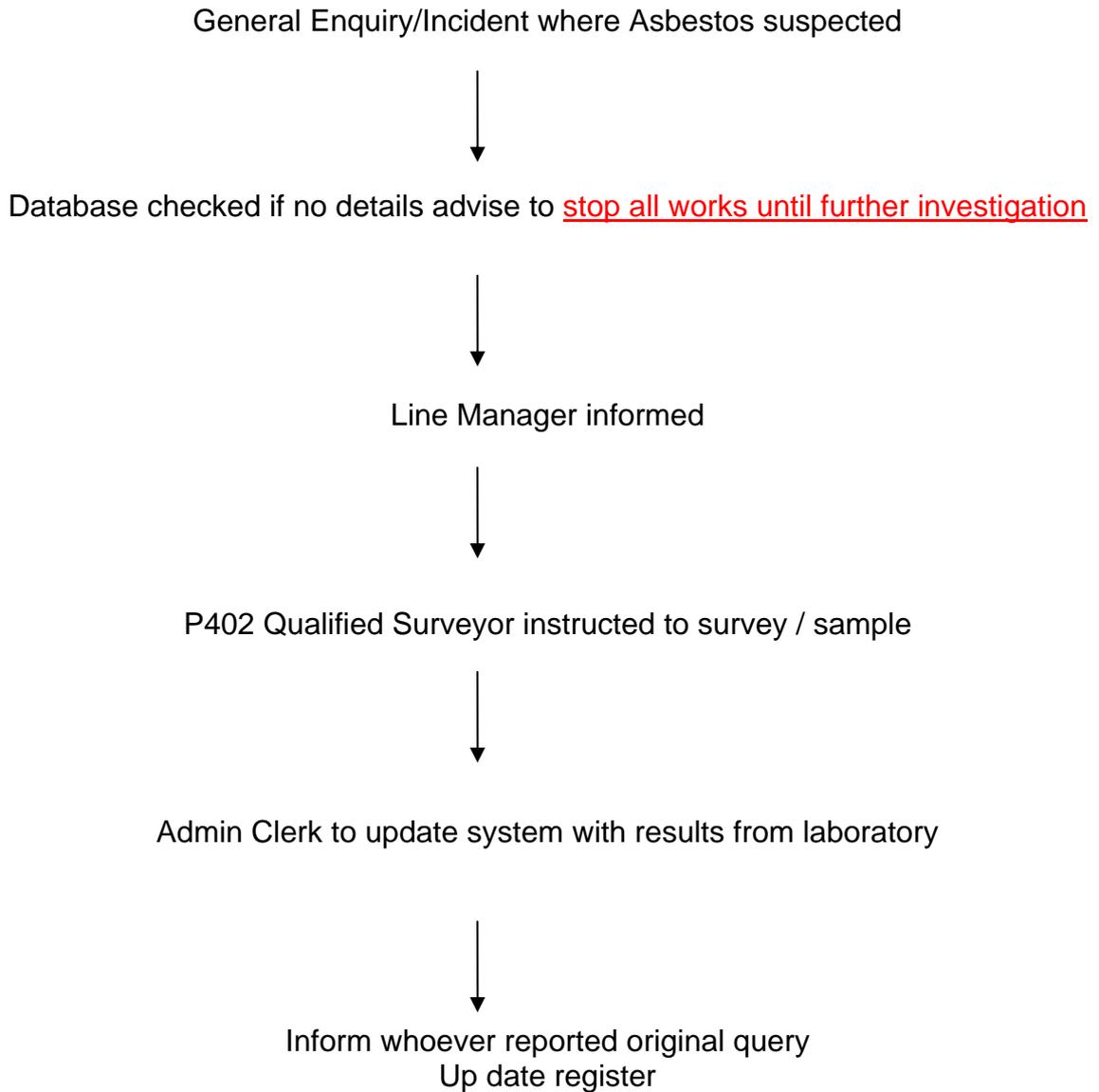
Date	Version number

I confirm that the above version number has been published to all necessary personnel, staff or contractors

Name	
Position	
Signed	
Date	

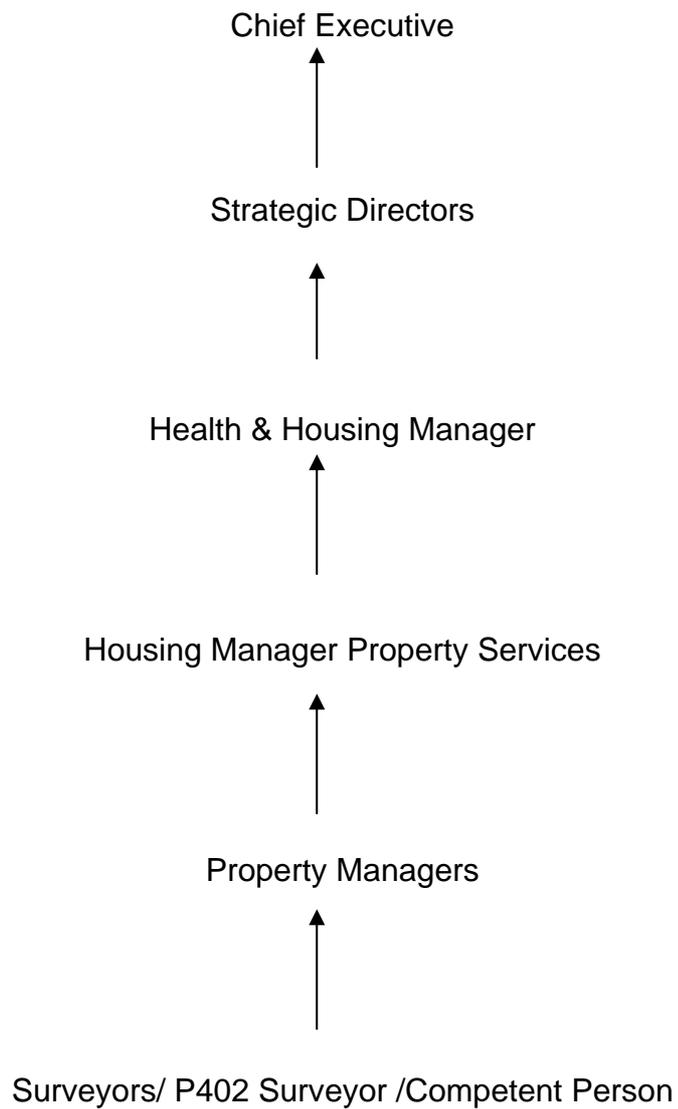
Appendix 1

In Case of Emergencies flow chart



Appendix 2

Escalation Process



Taunton Deane Borough Council Property Services
Asbestos Management Policy

Appendix 3

Training Matrix

ASBESTOS TRAINING FOR TDBC STAFF 2012 /2013						
	In House training	Asbestos Awareness	P402 Surveying & Bulk samples	P405 Management of Asbestos in Buildings	P407 Duty Holder	Working with Asbestos (Non Licensed)
LENGTH OF COURSE	2 Hours	Half Day	3 Days	4 Days	3 Days	Half Day
Internal/External Trainer						
Frequency						
Executive Team						
Chief Executive	x					
Strategic Directors	x					
Heath & Housing Manager		x				
Operations Management Team						
Housing Property Services Manager		x		x	x	
Housing Property Service Manager Maintenance	x	x	x	x		
Housing Property Service Manager Capital		x	x	x		
Building Surveyors	x	x	x			
Clerk of Works	x	x	x			
Administrators	x					
DLO						
Community/Commercial Manager		x				x
Building Services Manager		x				x
Works Supervisors		x				x
Tradesmen	x	x				x
Repairs Assistants	x					
Health & Safety Advisor		x			x	x

Taunton Deane Borough Council Property Services
Asbestos Management Policy

Housing Team						
Head of Housing Management	x					
Housing Managers	x					
Housing Officers	x					
Housing Assistants	x					

Equality Impact Assessment – pro-forma

APPENDIX 4

Responsible person	<i>Steven Esau</i>	Job Title Housing Property Services Manager
Why are you completing the Equality Impact Assessment? (Please mark as appropriate)	Proposed new policy/service	Asbestos Management Policy
	Change to Policy/service	New
	Budget/Financial decision – MTFP	
	Part of timetable	
What are you completing the Equality Impact Assessment on (which, service, MTFP proposal)	Housing Property Services	
Section One – Scope of the assessment		
What are the main purposes/aims of the policy/decision/service?	<i>Introduction of Policy and guidelines to support the Asbestos Management Policy requirement for Taunton Deane Borough Council. To make best use of housing stock and give re assurance to tenants that we are complying with legislation..</i>	
Which protected groups are targeted by the policy/decision/service?	<i>No specific groups are targeted by the policy</i>	
What evidence has been used in the assessment - data, engagement undertaken – please list each source that has been used	<i>Data from Asbestos inspection surveys has been scrutinised and the Tenants Forum have reviewed the document against the protected characteristic criteria.</i>	
The information can be found on....	<i>All the info is available on sclar\$ on 'Itosrv' u drive held by Taunton Deane</i>	
Section two – Conclusion drawn about the impact of service/policy/function/change on different groups highlighting negative impact, unequal outcomes or missed opportunities for promoting equality		
<i>No negative impact, unequal outcomes or missed opportunities identified</i>		

I have concluded that there is/should be:	
No major change - no adverse equality impact identified	✓
Adjust the policy/decision/service	
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Published on	
Next review date	Date logged on Covalent

Action Planning

The table should be completed with all actions identified to mitigate the effects concluded.

Actions table						
Service area				Date		
Identified issue drawn from your conclusions	Actions needed	Who is responsible?	By when?	How will this be monitored?	Expected outcomes from carrying out actions	

Taunton Deane Borough Council

Tenant Services Management Board 17th December 2012

Transfer Removal Grant Policy and Leaflet

Report of the Housing Manager Lettings – Paul Hadley

(This matter is the responsibility of Executive Councillor Jean Adkins)

1.0 Executive Summary

This report provides members of the Tenant Services Management Board (TSMB) with details of a proposed new Transfer Removal Grant (TRG) Policy and an updated TRG Information Leaflet that aims to assist council tenants when moving to more suitable accommodation.

The policy outlines what tenants can expect from Housing Services to assist them when moving to more suitable accommodation. The leaflet provides information all about the TRG scheme.

Board members will note that this agenda item was presented to the TSMB at its November 2012 meeting. Additional information is now available and is attached as Appendix 1. All the other information has not changed from the last board meeting but is included to help remind members of what was presented.

2.0 Background

The supply of appropriately sized good quality housing has a key role to play in positively influencing living standards, health, development and the wellbeing of households.

Demand for social housing in Taunton Deane, in particular family sized housing, is such that it can mean a long wait for applicants.

The aim of the TRG policy is to encourage existing Taunton Deane Borough Council (TDBC) tenants who are under occupying their property, or those who are willing to vacate a purpose built disabled property, to move to another council or housing association accommodation that will be more suitable in meeting their current housing needs.

3.0 Transfer Removal Grant Policy

Full details of the policy can be found at Appendix 2 to this report.

The policy sets out:

- Which tenants are eligible;
- What support Housing Services can give to tenants who wish to move to more suitable accommodation; and
- How and what grant can they expect on completion of their move.

4.0 Transfer Removal Grant Information Leaflet

Full details of the leaflet can be found at Appendix 3 of this report.

5.0 Approximate costs

The cost of implementing this policy will be met within existing budgets.

The Housing Services current annual TRG budget is £30,000.

6.0 Consultation and Timetable

Consultation with tenants was carried out between the 1st July 2012 and 31st August 2012. Tenants who had previously accessed the existing TRG scheme were canvassed for their views and comments.

A second stage of consultation was completed with the members of the Tenants' Forum on the 21st September 2012 where the proposed new policy and leaflet were discussed and comments received.

On the 19th November 2012 the TSMB was asked to consider the proposed new policy and information leaflet and provided a response.

Both documents will then be presented to Cllr Jean Adkins - Housing Portfolio Holder for approval.

Subject to agreement/approval by all of the above the policy and information leaflet will be implemented with effect of 2nd January 2013.

7.0 Equalities Impact

An equality impact assessment has been carried out. Feedback has been obtained from tenants and members of the Tenants' Forum. A completed equality impact assessment can be found at Appendix 4.

8.0 Recommendation

TSMB members are requested to consider this report and indicate whether they support the proposed new policy and information leaflet after reviewing the additional information contained in Appendix 1

TSMB members are requested to recommend a suitable financial incentive for tenants to downsize after reviewing the additional information contained in Appendix 1.

Contact officers:

Paul Hadley, Housing Manager – Lettings
Tel: 01823 356334
Email: p.hadley@tauntondeane.gov.uk

Further Information – Transfer Removal Grant (TRG)

Thank you for the comments from November's board meeting. I have below provided you with further information and would like to seek your views on how much you think we should be offering as a TRG.

Information

In order to assist you in reaching your recommendations I would like to make you aware of some of the research we completed prior to presenting the TRG report. Having researched best practice nationally and with other providers it is no longer the case that the best schemes use the financial award as being the most effective inducement for people to downsize. People who wish to downsize are far more motivated by the desirability of the property and assistance with their move rather than a cash incentive.

TRG Survey

Following the 2011/12 financial year, Steven Clarke, Tenant Services Development Officer, conducted a survey with all TDBC TRG service users to canvass their views on the scheme in place at the time. The 16 service users were asked a series of questions about their experience, the results are as follows:

Q1 – How did you find out about the scheme?

50% heard about the scheme from TDBC officers and publications.

Q2 – How did you rate the information provided?

63% rated the information provided as good or very good.

Q3 – How would you rate the overall ease of the move?

69% rated their move as straightforward.

Q4 – How would you rate the way TDBC dealt with your application?

69% of people rated it as good.

Q5 - What encouraged you to consider this move?

(In this question the respondents were allowed to select as many options they thought were applicable)

The majority of respondents gave choice of area, type of property and designated housing officer to deal with their move.

Q6 – Please list your top 4 benefits?

The majority selected a priority move as the top benefit, having a designated housing officer was second, choice of area was third and type of property offered was fourth.

Q7 – If you refused offers what was the reason?

Only 3 responded to this question. 2 stated they had missed out as they were unable to complete at Choice Based Lettings short listing and one refused the location of the property offered.

Performance 2011/12

- 16 TRG's were awarded during the year.
- 11 tenants downsized from 3+ bed roomed properties to either one or two bed properties.
- £26,250 was paid out from the Transfer Removal Grant funding.

Performance 2012/13

To date, in this financial year we have completed 17 TRG's with a total grant award of £23,250.

- 7 of the grants were for the full grant of £2,000
- 2 were for £1,500
- 1 was for £1,000
- The remaining 7 were for £750.

I anticipate a further 3 TRGs which will be awarded by early December 2012 which will amount to an additional £3,500 (1 x £2,000 and 2 x £750). This will take the total spend up to £26,750.

With the current take up of grants and the remaining time in the year, I would expect us to have completed up to 34 TRGs by year end (target for the year was 20).

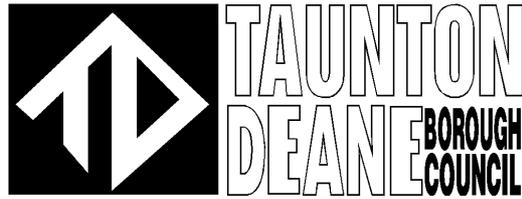
Question

Based on the information I have provided above and your comments from the last board meeting I would be grateful if you could give me your views on what you think would be a suitable financial incentive for our tenants to downsize.

Paul Hadley, Housing Manager – Lettings

Tel: 01823 356334

Email: p.hadley@tauntondeane.gov.uk



TRANSFER REMOVAL GRANT POLICY

NOVEMBER 2012

Policy Title:	Transfer Removal Grant Policy
Lead Officers:	Paul Hadley – Housing Manager Lettings
Policy drafted by:	Paul Hadley – Housing Manager Lettings
Date Agreed by Board:	
Date Equality Impact Assessment completed:	9 th November 2012
Next Review Date:	

Transfer Removal Grant Policy

The aim of the transfer removal grant (TRG) policy is to encourage existing Taunton Deane Borough Council (TDBC) tenants who are under occupying their property, or those who are willing to vacate a purpose built disabled property, to move to another council or housing association accommodation that will be more suitable in meeting their current housing needs.

In providing the TRG scheme the housing service will:

- Offer financial support to TDBC tenants of 2, 3, 4, 5 and 6 bedroom houses who are presently under occupying and wish to move to smaller sized council or housing association accommodation.
- Offer financial support and additional assistance where TDBC housing service requires a tenant who has been left in a family house or a disabled persons dwelling, to transfer to more suitable accommodation. These situations will arise where the former tenant has died or otherwise vacated the dwelling.
- Offer financial support and additional assistance to help both tenants and the housing service to avoid expensive Disabled Facilities Grant work on their existing home, by arranging a transfer to a property where such extensive works are not required.
- Offer financial support and additional assistance to any TDBC tenant regardless of age, who is willing to vacate a purpose built disabled persons property and move to more suitable smaller accommodation.

Tenants who are mutually exchanging will not be eligible for a grant.

Due to limited resources TRG financial support will be provided on a 'first come first served' basis.

- Limit the maximum amount of financial support to £2,000 per application, making deductions for any debts owed to the council prior to payment.
- Regularly promote the scheme in order to raise awareness.
- Review its TRG policy every 3 years and the budget for the scheme annually.

Transfer Removal Grant Scheme at Taunton Deane Borough Council Housing Services

Transfer Removal Grant Scheme

The aim of the scheme is to encourage existing Taunton Deane Borough Council (TDBC) tenants who are under occupying their property, or those who are willing to vacate a purpose built disabled property, to move to other council or housing association accommodation that will be more suitable in meeting their current housing needs.

Who Qualifies?

Tenants of 2, 3, 4, 5 and 6 bedroom houses - Grant of up to £2,000 payable

Any TDBC tenant who is presently under-occupying their property could qualify for a maximum grant of up to £2,000.

The amount payable will be dependent upon the size of the property you currently live in and the type of TDBC property you move to.

How and when is the Grant paid?

The grant will be paid by direct bank payment, cheque or a rent credit. Prior to the payment being approved any debts owed to the Council will be deducted.

For example:

Rent Arrears; Court costs; Re-charges for repair works that the tenant is responsible for; Sundry debts and; Housing Benefit overpayments.

The tenant will be notified by letter of any deductions at the time payment is approved.

In order to improve the housing service for its tenants, on completion of your move a satisfaction survey will be carried out with you.

For further information please contact:

Housing Manager Lettings
Taunton Deane Borough Council,
The Deane House, Belvedere Road, Taunton, TA1 1HE
Tel: 01823 356334 Fax: 01823 356583
Email: lettingsteam@tauntondeane.co.uk Web:
www.tauntondeane.gov.uk

Application for a tenants Transfer Removal Grant (TRG)

Name:
Current Address:
Telephone Number:
Mobile Number:

I/We would like to be considered for a Tenants Transfer Removal Grant.

Signed:
Signed:

Date:
Date:

Details of where to send this application are given on the reverse of the tear off slip.

Should you wish to apply for a TRG please complete the application on the reverse of this leaflet and return it to:

Housing Manager Lettings
Taunton Deane Borough Council,
The Deane House,
Belvedere Road,
Taunton,
TA1 1HE.

If you would like this document translated into other languages or in Braille, large print, audio tape, or CD please telephone us on 01823 356356 or email us at: enquiries@tauntondeane.co.uk

Equality Impact Assessment – pro-forma

Responsible person	<i>P. Hadley</i>	Job Title Lettings Manager
Why are you completing the Equality Impact Assessment? (Please mark as appropriate)	Proposed new policy/service	Transfer Removal Grant Scheme
	Change to Policy/service	New
	Budget/Financial decision – MTFP	None
	Part of timetable	None
What are you completing the Equality Impact Assessment on (which, service, MTFP proposal)	Health and Housing Theme (Lettings)	
Section One – Scope of the assessment		
What are the main purposes/aims of the policy/decision/service?	<i>Introduction of Policy and guidelines to support the amended TRG leaflet. To make best use of housing stock and give tenants the opportunity to move within our stock.</i>	
Which protected groups are targeted by the policy/decision/service?	<i>NO protected groups are specifically targeted by the introduction of the policy.</i>	
What evidence has been used in the assessment - data, engagement undertaken – please list each source that has been used	<i>Tenants who have used the service in 11/12 have completed a questionnaire. Also tenants who wish to downsize have been questioned. Liaison with the Tenants Forum has taken place.</i>	
The information can be found on....	<i>All the info is available on sclar\$ on 'ltostrv' u drive held by Taunton Deane</i>	

Section two – Conclusion drawn about the impact of service/policy/function/change on different groups highlighting negative impact, unequal outcomes or missed opportunities for promoting equality

No negative impact, unequal outcomes or missed opportunities identified

I have concluded that there is/should be:

No major change - no adverse equality impact identified	No Major Change to policy
Adjust the policy/decision/service	
Continue with the policy/decision/service	
Stop and remove the policy/decision/service	

Reasons and documentation to support conclusions

Section four – Implementation – timescale for implementation

TRG policy and leaflets to go before the Tenants Service Management Board in October. Then if agreed to go to the portfolio holder with a plan to introduce on the 2nd January 2013.

Section Five – Sign off

Responsible officer P Hadley

Date

Management Team Lettings Team Manager

Date

Section six – Publication and monitoring

Published on

Next review date

Date logged on Covalent

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Action Planning

The table should be completed with all actions identified to mitigate the effects concluded.

Actions table						
Service area				Date		
Identified issue drawn from your conclusions	Actions needed	Who is responsible?	By when?	How will this be monitored?	Expected outcomes from carrying out actions	