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West Lothian Council

Housing Asset Management Plan 2018/19 to 2022/23

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1 Foreword

West Lothian Council is committed to managing its housing stock effectively and efficiently.

This plan sets out the council's proposed framework for the management of the housing stock over the next 5 years. It has been produced in accordance with national guidance and recognises good practices to support the delivery of our corporate priorities.

The plan recognises the outcomes of the Corporate Plan and the recent transforming your council consultation and in particular the importance that is placed upon ensuring that the housing stock is managed in a sustainable manner. It also builds upon the approved Corporate Asset Management Strategy which sets out the main outcomes used to demonstrate that our property assets are managed efficiently and effectively.

It is recognised that the application of modern asset management practices can enable more efficient and effective resource deployment, service modernisation, long term financial planning and improved risk management. In these challenging times it is essential that the council embraces this approach and strives to ensure that we invest as wisely as possible and ensure that the housing stock continues to be maintained for the benefit of local communities and future generations.

Significant resources are deployed in the management, maintenance of existing houses and construction of new council houses. It is essential that these are deployed to deliver the best possible outcomes for West Lothian Communities. This plan forms an important part of the council's commitment to achieve this.



Alistair Shaw
Head of Housing Customer and Building
Services

2 Introduction and Background

2.1 Introduction

This plan sets out the council's plans for the management of housing assets for the period 2018/2019 to 2022/2023. This builds upon the previous Housing Asset Management Plan produced in 2013.

The Council has an approved Corporate Plan, which sets out eight priorities that have been developed in consultation with local communities, partner organisations, stakeholders and staff. These priorities together with three enabler themes represent all the vital activities that the Council will undertake in order to achieve the successful delivery of better outcomes for West Lothian. Successful management of property assets will be critical to ensure the delivery of these. Effective and efficient asset management was also identified as a key priority from the consultation.

This Housing Asset Management Plan sets out the council's approach to the management of its housing assets. It supports the delivery of the council's priorities by:

- Establishing a corporate framework for the management of all housing assets;
- Highlights corporate outcomes and priorities and how they will be supported through the effective and efficient management of housing assets;
- Presents an overview of the 13,000 houses owned and managed by the Council;
- Identifies the internal and external influencing factors and challenges affecting property;
- Identifies a number of activity themes to improve the performance of housing assets management; and
- Outlines the investment to be made in the housing stock over the next 5-years.

The Council has approved a 5-year housing capital programme that has been formulated based on our priorities, managing risks, ensuring asset management best practice and adherence to the prudential code. By having the asset management strategy, capital and revenue resources agreed for the next five years the Council has established a sound basis for aligning our resource deployment with corporate priorities.

This approach has enabled commitment to a number of significant investments over the next 5 years set out in the Housing Capital Plan that will substantially improve the performance of houses and support achievement of corporate priorities. (see appendix A and B) These include:

- New Housing Supply £79m
- Refurbishments and Major Elemental Upgrades £21m
- Planned and Compliance Programmes £49m

These investments together with a wide range of environmental works, clearly demonstrates the commitment the council is making to ensuring that houses are and continue to be, fit for purpose.

2.2 Background – Housing Assets Overview

Housing Service assets are essential to the services delivered by West Lothian Council. Managing these assets is a structured process that seeks to ensure best value; continuous improvement in performance; achievement of our corporate priorities; and service modernisation.

It is recognised that:

- Managing property assets effectively is a key element of supporting service delivery;
- Resources employed in the management of our housing assets are significant and therefore the efficiency of their deployment is critical;
- The value of housing assets owned by the Council is significant; and
- Properties are at the centre of public perception of our local authority.

West Lothian Council currently has a housing stock of 13,355 residential properties plus a portfolio of land and non-domestic assets which include over 1700 lock up garages, 744 garages plots, general amenity land and un-adopted roads and footpaths. The assets consist of two distinct types of property:

Operational Properties

Operational properties are those that are used to benefit present or prospective council tenants through direct usage.

Non-Operational Properties

Non-Operational properties are investment properties which benefit the present or prospective tenants by way of providing a financial return to the Housing revenue account HRA.

If neither of these situations applies, then the assets are not benefiting the HRA and removal from the HRA should be considered

The Scottish Housing Regulator has produced a recommended practice document on Strategic Asset Management (August 2012) which outlined ten strands that the regulator considers cover all of the essential elements to strategic asset management. They have not attempted to outline a prescriptive blueprint for strategic asset management; as it would not work for the very wide range of organisations and operating contexts that exist. Under each strand, they have explored some common issues and then they have suggested some useful self-assessment questions.

Given the foregoing, the aim of this asset management plan is to ensure that tenants of local authorities receive the maximum benefit from their rents and ultimately the best standards of service. It will assist in promoting consistency in the way in which Housing assets are managed by promoting the efficient use of resources. It will also help ensure transparency in the operation of HRA Assets and the recording of financial information so that tenants can better understand how their housing service is delivering benefit to them and at what cost in line with the requirements of the Scottish Social Housing Charter.

2.3 Background – Management

Management of all the council's housing stock sits primarily with the Housing Strategy and Development Service within Housing Customer and Building Services. This role primarily consists of the following main activities:

- Lead on scope and direction of this Housing Asset Plan;
- Responsibility for ensuring that houses are let effectively and efficiently;
- Prioritise and manage the deployment of revenue resources for cyclical and reactive maintenance;
- Prioritise and manage the deployment of capital resources to undertake planned improvements, and deliver new houses
- Operational management of administrative buildings

In managing the council housing stock staff pay particular attention to;

- Voids management and lettings
- Managing tenancies to make best use of the housing stock
- Maximising income including arrears management and benefit take up
- Sustaining communities by working in partnership (multi agency approach)
- Reducing antisocial behaviour
- Encouraging and promoting tenant participation
- Obtaining customer feedback and resolving customer complaints.
- Ensuring property records are maintained

2.4 Background - Influencing factors

The management of the housing stock is influenced by a variety of factors, these can be summarised as follows:

External

- The current economic climate means there are fewer resources to deploy in the management and maintenance of property.
- Regulatory and statutory changes at both UK and Scottish Government level will occur throughout the life of this plan. These will need to be reacted to and will affect how we manage and improve our property assets. The Scottish Housing Regulator is responsible for monitoring performance;
- Demographic changes mean that West Lothian population will grow in the future and will become older;
- Best practice guidance issued by professional organisations or influential bodies such the Scottish Housing Regulator will need to be responded to where appropriate; and
- Property requirements of strategic partners may influence the delivery of projects;
- Costs of energy, construction materials and professional advice will vary during the plan period and therefore need to be considered on an ongoing basis.

Internal

- Service modernisation and new ways of working may mean that existing properties may need to be adapted and new houses will need to be more flexible;
- Efficiencies in resource usage will require to be achieved to reduce long term operating costs therefore prioritisation of works based on risks may need to be implemented;
- The Council is committed to reducing carbon and improving the energy efficiency of housing for the benefit of tenants. It is recognised that fuel poverty is a real issue in West Lothian Communities. This will influence planned improvements and the construction of new houses.

3 Council Corporate Plan Priorities

The council has set 8 priorities in the current Corporate Plan (2018/19 to 2022/23) in consultation with the local community, partners, stakeholders and our staff. These priorities, along with the 3 enabling themes, represent all the vital activities that the council will undertake in order to achieve better outcomes for West Lothian.

Figure 2 below illustrates where quality rented housing can *directly* contribute to the delivery of the council's priorities:

3	Minimising the poverty cycle of deprivation and promoting equality	✓	The Housing Revenue Account has £154.8 million planned for investment in our existing housing stock and the creation of new homes over the five year period 2018/19 to 2022/23.
4	Improving the Quality of Life for Older People	✓	The Housing Capital Programme provides a number of schemes targeted at making provision for older people, these include home security, aids and adaptations and the assisted decoration scheme.
6	Delivering Positive Outcomes on Health	✓	The Link between housing and health is long established and the services are committed to maintain the Scottish Housing Quality Standard (SHQS) for healthy homes.
7	Reducing the Crime and Improving Community Safety	✓	All new building housing is built to Secure By Design Standards, and all existing improvement programmes maintain compliance with the SHQS for security and integrate SBD principles.
8	Protecting the Built and Natural Environment	✓	By investing in the housing stock for current and future generations and ensuring they are managed in a sustainable manner we ensure that the impact on the environment is minimised. In particular the service has committed £20.1 Million to meeting The Energy Efficiency Standard for Social Housing (EESH)

Figure 2: Council Priorities

Enablers

Financial planning	✓	The significant resources employed in housing assets means that financial planning is required to allocate resources where required and identify investment needs over the longer term.
Corporate governance and risk	✓	We ensure that housing is safe for use and fit for purpose in terms of condition.
Modernisation and improvement	✓	The service is seeking to continually improve, for example; mobile working, using new technology, promoting sustainable housing, setting out clear policies and procedures.

Figure 3: Council Enablers

4 Corporate Asset Management Strategy – Housing Performance Outcomes

The corporate asset management plan sets out that we will manage assets efficiently and effectively to support the delivery of services and corporate priorities. To demonstrate this six performance outcomes have been developed for all asset categories including housing. How these relate to housing is provided in the following table together with appropriate high level performance indicators.

Strategy Outcome	Primary Performance Indicator	Activity Aims
Compliance	<ul style="list-style-type: none"> Percentage of houses meeting all Scottish Housing Quality Standards 	100%
	<ul style="list-style-type: none"> Number of houses meeting free from Serious disrepair standard 	100%
	<ul style="list-style-type: none"> Percentage of houses with a gas safety service completed within 12 months of pervious service 	100%
Condition	<ul style="list-style-type: none"> Percentage of tenants who are satisfied with house condition 	100%
	<ul style="list-style-type: none"> Percentage of stock in Scottish Housing Quality Standard tolerable standard 	
Suitability	<ul style="list-style-type: none"> Scottish Housing Quality Standard modern facilities and Services Percentage of Stock 	100%
	<ul style="list-style-type: none"> Scottish Housing Quality Standard healthy, safe and secure number of houses meeting standard of stock 	100%
Sufficiency	<ul style="list-style-type: none"> Percentage of vacant mainstream housing properties 	
Utilisation	<ul style="list-style-type: none"> Houses will be maintained or upgraded to ensure their use is safe and secure and meets the needs of individual tenants. 	
Accessibility	<ul style="list-style-type: none"> All Houses will be upgraded to meet accessibility requirements of the tenants and all paths and steps will be maintained to a high and safe standard 	

Sustainability	<ul style="list-style-type: none">• Scottish Housing Quality Standard energy efficiency – Number of Houses meeting the standard	100%
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Figure 4: Corporate Asset Management Strategy – Housing Performance Outcomes

Additional management performance indicators are also be reported within regular updates to committee.

5 Housing Asset Management Plan

5.1 Strategic Hierarchy

The housing stock is managed within an integrated strategic framework that has at its highest level the Corporate Plan where direct and enabling service priorities are identified. These priorities are reflected in the Corporate Asset Management Strategy that sets out the primary outcomes required to ensure effective and efficient asset management takes place in support of these. At this level financial resources are considered within the context of the council’s financial management strategy which sets the framework for the prioritised deployment of revenue and capital resources for the different asset categories. This housing asset management strategy builds upon these and sets out the direct requirements for housing to support the delivery of the corporate level outcomes and priorities. The following illustration shows the strategic hierarchy for the Housing Asset Management Plan.

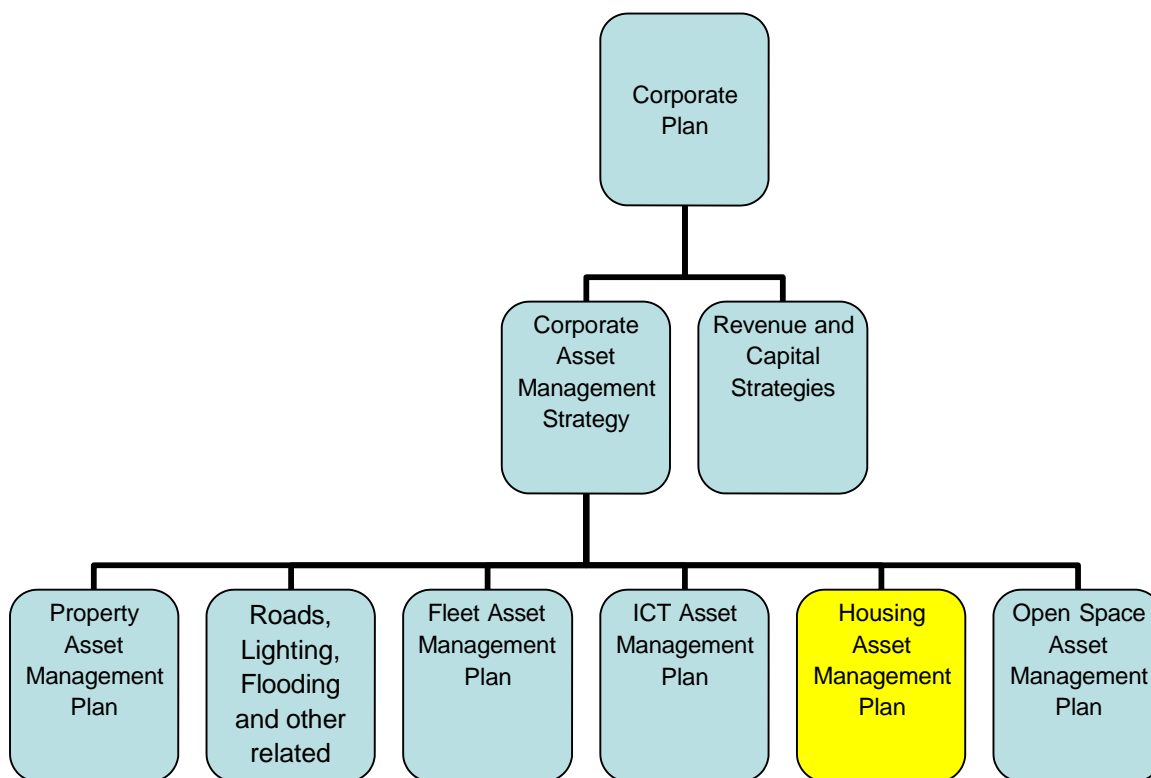


Figure 5: Housing Asset Management Plan – Strategic Hierarchy

5.2 Property Asset Management Plan Decision Making Hierarchy

To ensure that housing assets are management consistently within a clear decision making framework that facilitates the effective and efficient management the following structure has been established.

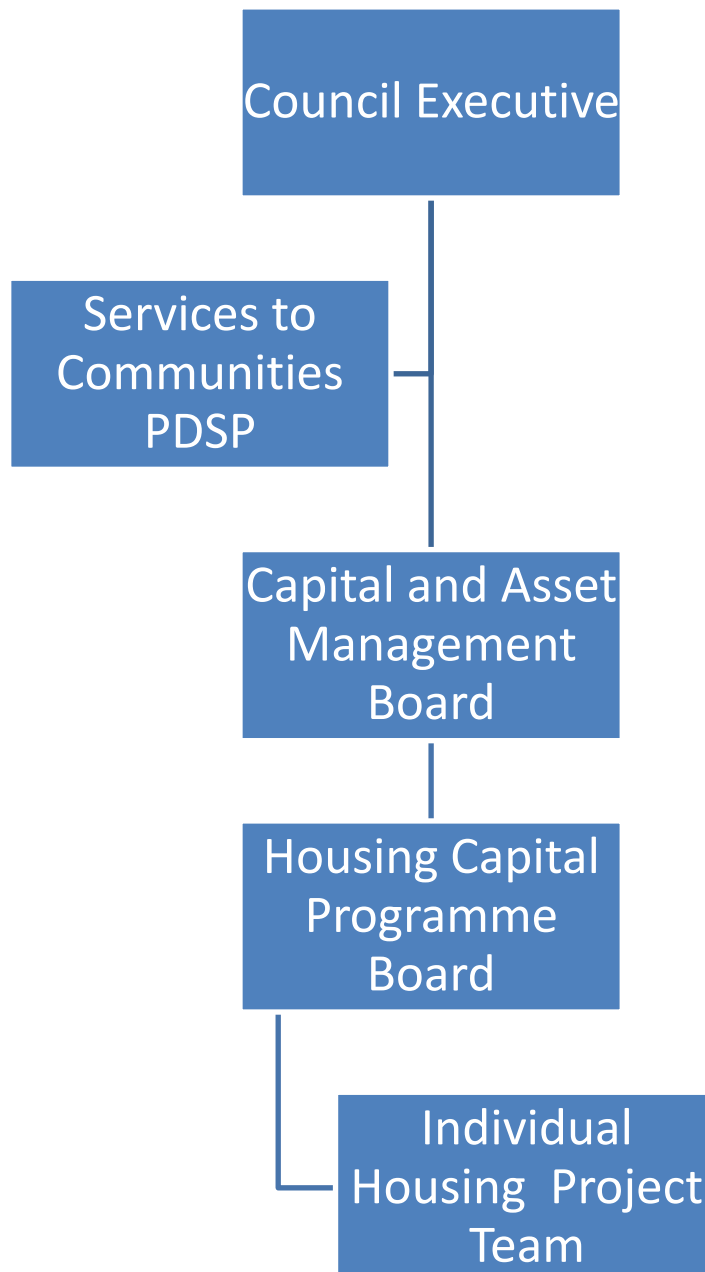


Figure 6: Housing Asset Management Structure

Each of these groups remit and responsibility is shown on the following table:

Level	Group Name	Remit and Responsibility	Frequency / Attendance
1. Elected Members	Council/ Council Executive	<ul style="list-style-type: none"> Approval of Corporate and Housing Asset Management Strategies Approval of Housing Capital Programme Approval of Housing capital programme monitoring reports. Approval of any housing investment or policy reports that require decisions by elected members 	Quarterly (as required)
1. Elected Members	Services for the Community PDSP	<ul style="list-style-type: none"> Consideration of performance reports. Consideration of asset management and Housing capital Project reports that require consideration by elected members 	Annually (as required) / Elected Members
2. Senior Officers	Corporate and Asset Management Board	<ul style="list-style-type: none"> Responsibility for the direction and scope of the Corporate Asset Management Strategy and Property Asset Management Plan. Corporate monitoring of general services capital Evaluation of emerging investment requirements and strategic outline business cases (SOBCs). Oversee the coordination of corporate asset management projects and initiatives. 	Quarterly / Head of Finance and Property Services, Asset Lead Officers
3. Officers	Housing Capital Programme Board	<ul style="list-style-type: none"> Responsibility for the implementation of the Housing Asset Management Plan. Reviewing project management of housing capital projects and considers post project evaluations Initial evaluation of emerging investment requirements. Facilitate service liaison on specific housing capital projects and general operational management issues. Monitoring performance and progress on initiatives. 	Monthly (as required) Managers
4. Officers	Individual Property Project Groups*	<ul style="list-style-type: none"> Management of Specific Projects and Initiatives 	As appropriate / variable depending upon project

*Groups report to Housing Capital Programme Board as appropriate.

Figure 7: Housing Asset Management Decision Making Groups Hierarchy

6 Housing Asset Management Activity Themes

The Corporate Plan sets the service delivery priorities that we will support through the use of assets. The Corporate Asset Management Strategy sets the higher level performance outcomes that are used to measure that we are effectively and efficiently managing our assets and resources in pursuit of these priorities.

This Housing Asset Management Plan in addition sets out activity themes that will be undertaken over the next 5-years to support the achievement of the corporate priorities, the asset management strategy outcomes and support the modernisation of service delivery.

The key activity areas services involved in summary are as listed in the table below.

Activity Theme	Activity Description
Asset Management Efficiency and Effectiveness	<ul style="list-style-type: none"> • Resource deployed in the management of assets will be optimally required to sustain condition and performance of the stock and where appropriate, improve performance; investment evaluations involving options appraisals will be pre-requisite for any significant expenditure.
Project Management	<ul style="list-style-type: none"> • Investment across all housing assets will be prioritised to ensure all assets remain in a fit for purpose condition, providing safe and efficient environment for tenants. This will align with investment priorities. • Robust and clear project governance and management priorities will be adopted for all projects.
Delivery Models	<ul style="list-style-type: none"> • Methods of procurement and managing housing investment projects to be evaluated and considered for all new and emerging projects with critical evaluation on key criteria of timescales, cost and quality.
Partnership Working	<ul style="list-style-type: none"> • Working with Tenants Groups to develop and agree the housing stock asset management plan has a co-ordinated approach to property investment and service delivery accommodation requirements

Figure 7: Corporate Asset Management Strategy – Activity Themes

These themes represent the main modernisation activity areas for the management of housing assets. There are however, significant other areas of operation involved in the ongoing day to day management of the housing stock which are covered within the service management plan. This is reported separately together with appropriate performance measures. Throughout the 5-year life of this plan additional modernisation opportunities will arise and these will be incorporated and reported within annual monitoring performance monitoring reports as appropriate.

7 Financial Resources

7.1 Housing Revenue Account Five Year Strategy

In formulating the five year strategy, it is assumed that there would a 3% rent increase each year from 2018/19 to 2022/23, in line with the outcome of the tenant consultation. This rental increase, along with an increase in housing stock up to 14,270 by 2022/23, will generate additional income to the Housing Revenue Account and enable a balanced budget to be delivered. It will also support capital investment over the medium term.

The summary five year HRA budget is shown below

Expenditure	2018/19 (£000's)	2019/20 (£000's)	2020/21 (£000's)	2021/22 (£000's)	2022/23 (£000's)
Employee Costs	4,660	4,792	4,888	4,985	5,085
Premises Costs	15,646	16,294	16,966	17,671	18,411
Transport Costs	154	155	155	156	157
Supplies &	3,409	3,413	3,428	3,23	3,428
3 rd Part Payments	62	67	72	77	83
Transfer	978	986	995	1004	1013
Central Support	2,552	2,552	2,552	2,552	2,552
Capital Financing	14,845	16,573	18,171	19,571	20,517
CFCR	6,817	7,343	6,796	6,276	7,407
Total	49,123	52,175	54,023	55,715	58,653
Funding					
Housing Rents	(48,196)	(51,220)	(53,038)	(54,699)	(67,606)
Garage Rents	(571)	(584)	(597)	(611)	(624)
Miscellaneous	(356)	(371)	(388)	(405)	(423)
Total Income	(49,123)	(52,175)	(54,023)	(55,715)	(58,653)

Significant resources are employed in the management and improvement of our housing assets. The table in the appendix A highlights the new investment being made to support priorities and deliver improvements in the asset management outcomes.

8 Customer Demand, Consultation and Expectations

In the development and implementation of this asset management plan it is important for us to ensure that we are aware of our unique customers groups, their needs and expectations. The following table highlights the customer consultation schedule that will be implemented which will influence any changes to the plan as it is deployed over the next 5-years and will form part of periodic reviews and updates.

Customer Consultation Schedule				
Customer Group	Survey Method	Frequency	Responsible Officer	Feedback Method
Service Users / Members of Public (recent survey as part of transforming your council)	On-line and Physical Questionnaire	Ongoing	Corporate	Annual Report
Tenants and Tenants Groups	Face to Face Interviews and Feedback	Annually	Housing Manager	Annual Report

9 Risks to Housing Asset Management Plan

In the delivery and implementation of this plan there are a number of risks that require to be mitigated. These include the following:

- Managerial – It is vital to the success of the asset management plan that high level managerial support is in place across all services;
- Political – Ensuring that there is high level support is essential to the success of the plan. The need to achieve efficiencies may in some instances require tough choices and hard decisions to be made;
- Budgetary – In dealing with construction projects and maintenance there is considerable expenditure on items where the price is influenced by external factors, these include fuel costs, material costs and professional fees. Unforeseen increases in these could lead to the full implementation of this plan being compromised;
- Legislative - changes meaning certain properties are no longer compliant for use would mean unplanned increased costs to make compliant or the potential closure of buildings. There could also be changes that affect construction standards thereby increasing costs;
- Staff Resources – To progress the various activity themes and projects within the scope of this plan, the appropriate staff resources require to be available.

In terms of scale each of these risks would have a significant effect on the success of the implementation of the plan. Each though has been considered and there are appropriate controls in place to mitigate these. Whilst it is recognised that there will be instances where each of these will have some impact whether on specific projects or activity themes these are not considered to be highly likely or insurmountable to the overall implementation and success of the plan.

Housing Capital Programme 2018/19 to 2022/23						
	2018/19	2019/20	2020/21	2021/22	2022/23	Total
	£'000	£'000	£'000	£'000	£'000	£'000
NEW SUPPLY						
New Build (250 units)	2,400	9,000	15,000	15,000	1,800	43,200
Open Market Acquisition Scheme	3,585	1,800	1,800	900	0	8,085
Mortgage to Rent	150	150	150	100	100	650
1,000 Houses New Build	20,865	3,490	2,942			27,297
TOTAL NEW SUPPLY	27,000	14,440	19,892	16,000	1,900	79,232
REFURBISHMENT AND INVESTMENT						
Major Refurbishment						
Harrison Houses - Loch Scheme, Whitburn	698	580	580	0	0	1,858
Bathville Flats, Armadale	2,028	1,245	0	0	0	3,273
	2,726	1,825	580	0	0	5,131
Major Elemental Upgrades						
Lanriqq Area, Fauldhouse - Oqilvy Crescent & Scott Place	750	800	0	0	0	1,550
Empire St Baillie St Bog Rd etc. Whitburn	200	0	0	0	0	200
Glebe Rd, Union Rd & Dr, Armadale Rd, Jubilee Rd, Strathlogie, Westfield	800	800	0	0	0	1,600
Croftmalloch Estate - Bridgeside Avenue, Norwood	500	400	0	0	0	900
Almond View and Cousland Terrace, Seafield	0	0	0	875	725	1,600
Balbardie Avenue & Crescent, Rosemary & Slate Roofs, Dedridge Area	0	0	0	0	750	750
Fallas Place, Walker Road, Main Street, Fauldhouse	400	772	0	0	0	1,172
Badallan Place, Fauldhouse	0	0	0	1,415	1,415	2,830
57 - 117 Lower Bathville	0	0	600	620	0	1,220
Bridgend	750	0	0	0	0	750
Mansefield Court & Waverley Street, Bathgate	360	0	0	0	0	360
Drummond Place - Blackridge	0	0	981	0	0	981
Church Place - Fauldhouse	0	0	400	0	0	400
Anderson Avenue	0	0	110	0	0	110
Bedlormie/ Oqilface - Blackridge	0	0	550	0	0	550
	0	756	0	0	0	756
	3,760	3,528	2,871	2,910	2,890	15,959
Planned Programmes						
Kitchens and Bathrooms	580	580	580	580	580	2,900
Windows & Doors Refurbishment / Renewal	380	400	400	400	400	1,980
Painting	300	300	300	300	300	1,500
Assisted Decoration and Internal Upgrade Scheme	450	450	450	450	450	2,250
Common Stair Upgrades	100	250	250	250	250	1,100
Common Access Door Upgrades	150	150	150	150	150	750
Rainwater Goods Testing and Upgrading	300	300	300	300	300	1,500
Fencing	200	200	200	200	200	1,000
Planned Reactive/ HIO Investment	750	750	750	750	750	3,750
	3,210	3,380	3,380	3,380	3,380	16,730
Environmental / External Upgrading						
Tenant Environmental Projects	265	150	150	150	150	865
Street Improvements - Area Improvements	100	100	100	100	100	500
Almondell	262	0	0	0	0	262
Programmed Drainage	150	150	100	100	100	600
Play Areas	50	50	50	50	50	250
Bin Store Improvements	50	50	25	25	25	175
Aerial Upgrades	50	50	30	30	30	190
	927	550	455	455	455	2,842
Compliance Works (Direct and Assistive)						
BISF Ladeside, Blackburn	320	0	0	0	0	320
Firewalls	50	50	50	50	50	250
Hard wired smoke detectors	500	500	500	500	500	2,500
Renewal of walls and footpaths	100	100	100	100	100	500
Periodic testing and Electric Upgrades	700	700	700	700	700	3,500
Central Heating	3,250	3,250	2,300	2,300	2,300	13,400
Energy Efficiency/PV Panels	350	350	100	100	100	1,000
Energy Performance Certificates	140	100	100	50	50	440
External Wall Insulation	1,726	1,726	1,726	0	100	5,278
Aids and Adaptations- Building Services	350	350	350	350	350	1,750
Aids and Adaptations- Occupational Therapists	350	350	350	350	350	1,750
Asbestos Management	425	425	425	425	425	2,125
Legionella Upgrades	30	20	20	20	20	110
	8,291	7,921	6,721	4,945	5,045	32,923
Miscellaneous						
Deans South	370	0	0	0	0	370
Feasibility Surveys	70	70	70	70	70	350
Home Safety Service	170	170	170	170	170	850
Home Security for Senior People	45	45	50	50	50	240
IT	50	50	50	50	50	250
	705	335	340	340	340	2,060
REFURBISHMENT & INVESTMENT	19,619	17,539	14,347	12,030	12,110	75,645
TOTAL HOUSING CAPITAL PROGRAMME	46,619	31,979	34,239	28,030	14,010	154,877

Note: as approved on 13 February 2018

Housing Capital 5 Year Investment Programme 2018/19 to 2022/23

Further Information

1. New Build Supply

This major investment is to continue to provide new houses in areas across the district of many different sizes and styles, with many designed to support the occupation by people with limited movement ability including wheelchair users. Built to modern standards they are also very well insulated and therefore substantially reduce the heating bills of the tenants while ensuring warmth and stable heat levels. Existing tenants are given priority to move into the new houses. Rents are slightly higher but should be more than offset by the reduction in heating costs. A priority will be to complete the balance of the 1,000 houses programme. Details of the sites which are to be completed are provided below.

Site	Units
Lammermuir House, Livingston	44
Mayfield, Armadale	22
Eastfield, Fauldhouse	40
Redhouse, Blackburn	100
Drumshoreland	86
Almondell, East Calder	36
Almondvale Stadium, Livingston	37
Deans South (phase 1)	54
Kirkhill, Broxburn	230
Wester Inch, Bathgate	86
Nelson Park, Armadale	26
Deans South (phase 2)	37
Bathville (phases 4 & 5)	12
Total	810

Source: Report on Housing Capital Programme 13 February 2018

Sites for a further 250 new build council houses will be identified in the near future. These units will be constructed during the period of the five year programme.

The council will also add to its stock of houses by purchasing former council houses. Budget to purchase 104 former council houses has been included in the programme. The majority of these will be Open Market Acquisitions. Provision has also been made to continue with the Mortgage to rent scheme.

2. Scottish Housing Quality Standard (SHQS) and Energy Efficiency Standard for Social Housing (ESSH)

One of the main objectives of the Housing Capital Programme is to invest in the existing housing stock to maintain Scottish Housing Quality Standard (SHQS) and achieve compliance with the Energy Efficiency Standard for Social Housing (ESSH) by the 1st of January 2021. To assist with this a review of stock condition survey data was undertaken, which gave an up to date assessment of the stock condition at that time and indicated types and levels of investment that would be required. The future work has been split between compliance, internal work and the

more major external roofing and roughcast projects. At this stage it is anticipated that all stock will continue to meet the SHQS and investment beyond 2018 will ensure that the stock also meets the EESSH requirements by the 1st of January 2021 and maintains it beyond 2021.

a) Major Refurbishments

The Major Refurbishment group of projects involves renewal and reconfiguration of multiple elements such as roof, render, stairs, balconies and external areas in a single project.

Lower Bathville

The works at Bathville are extremely extensive, involving roof and external wall upgrades and new and more secure stairwells as well as environmental improvements. The works have over time been complicated by services such as gas and electricity which underlay the buildings, causing significant problems and delays. Building Services have nonetheless accelerated their works to progress the development.

Harrison Houses

Due to ongoing maintenance issues with high cost roof repairs the Whitburn Harrison Houses in Gareloch Way, Loch Awe Way, Loch Earn Way, Loch Fyne Way, Loch Maree Way, Loch Trool Way, will be receiving both external and structural upgrades. Despite the age of these properties they are in greater need of being upgraded due to the impact on the day to day maintenance budget. This site is however complex due to the large volume of privately owned properties and the need to engage with the owners in an attempt that they participate in the improvement programme. Housing is working with Environmental Health and Legal to maximise the options and outcomes of the scheme.

b) Major Elemental Replacement

The work involves long term maintenance work of a non-routine nature generally, where structural elements such as roof and external walls are beyond economical repair by routine maintenance.

The work planned in 2018/19 to 2022/23 is detailed below:

MAJOR ELEMENTAL UPGRADES	18/19	19/20	20/21	21/22	22/23	18/19 - 22/23
Lanrigg Area, Fauldhouse - Ogilvy Crescent & Scott Place	750	800	0	0	0	1,550
Bog Rd - Whitburn	200	0	0	0	0	200
Glebe Rd, Union Rd & Dr, Armadale Rd, Jubilee Rd, - Whitburn	800	800	0	0	0	1,600
Strathlogie - Westfield	500	400	0	0	0	900
Croftmalloch Estate – Harrison Houses Whitburn	0	0	0	875	725	1,600
Almond View and Cousland Terrace, Seafield	0	0	0	0	750	750
Balbardie Avenue & Crescent, Bathgate	400	772	0	0	0	1,172
Dedridge Area	0	0	0	1,415	1,415	2,830
Fallas Place, Walker Road, Main Street - Fauldhouse (Flats)	0	0	600	620	0	1,220
Badallan Place - Fauldhouse	0	0	230	0	0	230
57 - 117 - Lower Bathville	750	0	0	0	0	750
Bridgend	360	0	0	0	0	360
Mansefield Court & Waverley Street, Bathgate	0	0	981	0	0	981
Drummond Place - Blackridge	0	0	400	0	0	400
Church Place - Fauldhouse	0	0	110	0	0	110
Anderson Avenue	0	0	550	0	0	550
Bedlormie/ Ogilface - Blackridge	0	756	0	0	0	756
TOTAL	3,760	3,528	2,871	2,910	2,890	15,959

c) Planned Programmes

Kitchens and Bathrooms

This Budget undertakes work which keeps Kitchens and Bathrooms in compliance with the Scottish Housing Quality Standard (SHQS). The budget funds around 100 full kitchen and bathroom installations each year.

Windows and Doors

Windows and Door upgrades to keep them in compliance with the Scottish Housing Quality Standard (SHQS) and contribute towards meeting Energy Efficiency Standard for Social Housing (EESH). The budget funds around 90 Full Windows and Door Upgrades each year.

Cyclical Maintenance (CM)

CM work involves external and communal parts of the council housing stock and undertakes the required preparatory repairs and minor external upgrades. The work is done on a five year rolling programme. The programme plays a significant role within the council's capital programme planning processes linking key conditions information to overall investment planning.

All properties within the council stock are to be surveyed externally by a Housing Investment Officer (HIO) as part of the five year rolling programme. The survey programme is pre-determined as shown in the table below:

Year	Area's
18/19	Broxburn, Uphall, Winchburgh & Linlithgow
19/20	Armadale & Blackridge
20/21	Fauldhouse & Brieche
21/22	Blackburn, Whitburn & Bathgate
22/23	Livingston South/ North, East Livingston & East Calder

The CM Programme is primarily made up from the following Capital Planned Maintenance Budgets:

- Painting
- Common Stair Upgrades
- Rainwater Goods Testing and Upgrading
- Fencing

Assisted Decoration and Internal Upgrade Scheme

In 2015 we introduced the Assisted Decoration Scheme to benefit tenants of West Lothian Council who are either senior citizens or of limited physical capacity and who are unable to decorate their home without assistance. Qualifying Tenants can apply for one room per household for the duration of the scheme. Since introducing this innovative scheme we have successfully assisted 653 tenants, and the proposed 5 years programme is intended to assist a further 2,812 households

Common Access Door Upgrades

This Budget undertakes work which keeps the properties in compliance with the Scottish Housing Quality Standard (SHQS). This requires Secure Door Entry System upgrades or replacements in order to keep them in compliance with the Scottish Housing Quality Standard (SHQS). The budget funds around 12 communal blocks each year.

Planned Reactive/ HIO Investment

This programme supports required individual upgrade investment out-with the named current capital projects and is commissioned by the Housing Investment Manager and Building Services Manager.

d) Environmental Projects / External Upgrading

This area supports local environmental programmes which include; Tenant Led Environmental Projects, Street and Area Improvements, Programme Drainage, Play Area, and Aerial Upgrades. These projects are delivered in consultation with NETS, Roads, Local Housing Offices, tenants

and elected members. For example, the drainage programme supports the design and implementation of large works to multiple homes to prevent the flooding of homes and the damage to access paths. 162 council houses have been identified by SEPA (The Scottish Environment Protection Agency) as being at risk of flooding over time as climate change continues. The Flood Risk Management team are identifying the solution to these issues and will be putting them in place over the years.

ENVIRONMENTAL / EXTERNAL UPGRADING	18/19	19/20	20/21	21/22	22/23	18/19-22/23
Tenant Environmental Projects	265	150	150	150	150	865
Street Improvements – Area Improvements	100	100	100	100	100	500
Almondell	262	0	0	0	0	500
Programmed Drainage	150	150	100	100	100	600
Play Areas	50	50	50	50	50	250
Bin Store Improvements	50	50	25	25	25	175
Aerial Upgrades	50	50	30	30	30	190
TOTAL	927	550	455	455	455	3080

e) Compliance Works (Direct and Assistive)

BISF Ladeside, Blackburn

BISF Houses are steel framed and have steel walls. The upgrades are to protect the existing structure and to increase the energy efficiency of the homes, benefitting both the houses and the tenants. All other BISF council houses in West Lothian have been upgraded and this scheme will complete the upgrades.

Firewalls

This budget for a scheme of upgrading firebreaks in Winchburgh at Midhope Place, Oakbank Place, Craigton Place, Main Street and Castle Terrace. The programme will see 70 properties upgraded over the 5 year planning period.

Hard Wired Smoke Detectors

This is an on-going ten-year programme, which started in 2010/11, to replace battery operated smoke detectors with hard wired smoke detectors and battery operated heat detectors. The outcome of the Scottish Government’s consultation on Fire and Smoke Detectors has not been released yet. The programme may need to be reviewed to take account of any recommendations or legislative changes following the conclusion of the Government review.

Renewal of Walls and Footpaths

This budget is a part of the cyclical maintenance survey programme, and will address statutory compliance issues with the surface finishes or structure of external paths, ramps, paved areas, courts, laundry and drying areas associated with council housing. This Budget allocation will ensure properties stay in compliance with the Scottish Housing Quality Standard (SHQS).

Periodic Testing and Electric Upgrades

There is an obligation on the council as a landlord to electrically test each house at least every five years and additionally at the point of re-letting after a house is empty. These surveys identify

any potential problems. The most important of these are electrical faults, earthing issues and asbestos in consumer units. This includes full electrical upgrading where required.

Central Heating

The central heating upgrades are in order to keep the properties in compliance with the Scottish Housing Quality Standard (SHQS) and meet The Energy Efficiency Standard for Social Housing (EESH) by 1 January 2021. The budget funds around 3,800 heating upgrades over 5 years.

Energy Efficiency/PV Panels

Local energy efficiency schemes will continue to be carried out, prioritising households in fuel poverty, in consultation with the local housing offices and the Advice Shop. It will also include PV panel schemes and replacement of existing insulation where required to meet The Energy Efficiency Standard for Social Housing (EESH) by January 2021.

Energy Performance Certificates

EPCs are required for circa 9,000 of the council's properties in order to ensure the council meets its legal requirements when renting a property as well as updating our Asset Management Database. This will also help focus investment in the energy efficiency measures required to ensure the council complies with EESH.

External Wall Insulation

External wall insulation will be fitted to 685 No Fines properties across the district in order to improve the properties' energy efficiency level and ensure the properties comply with EESH. This improvement will make the properties cheaper to heat creating a saving in the tenant's fuel bills and will work towards reducing levels of fuel poverty in the district.

Aids and Adaptations

Aids and adaptations for both council housing and private sector housing are assessed by Occupational Therapists in Social Policy and are carried out based on individual need.

Asbestos Management

This budget funds surveys and removal work arising from those surveys.

Legionella Upgrades

This budget funds surveys and remedial work to installations of stored water in common areas. It also allows for upgrade and prevention works.

f) Miscellaneous

Deans South

This budget funds ongoing maintenance work, including rent loss, pending any agreement on the long term future of the estate.

Feasibility Surveys

This budget will support a 5 year Stock Condition Programme aimed at updating the council's stock conditions information and providing cost information for future capital planning. The budget also supports detailed engineering reports on structural issues.

Home Safety Service

This provides an upgraded package of smart technology primarily for older people in their own homes. This technology can help in providing a safer and more secure long-term home environment.

Home Security for Pensioners

This scheme provides options including; the provision of locks, external lighting, door viewers, door chains, window locks and door intercom systems. To date around 3,000 council houses have had security measures fitted under this scheme.

Mortgage to Rent

This is a Scottish Government subsidy scheme to allow owners in extreme financial difficulty to sell their properties to the council and become council tenants.

HOUSING CONSTRUCTION AND BUILDING SERVICES

Housing Asset Management Plan 2018/19 to 2022/23

**Alistair Shaw
Head of Service**

September 2018

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