



Cabinet :
21st November 2023

Report of: Corporate Director of Transformation, Housing & Resources

Relevant Portfolio Holder: Councillor N Pryce-Roberts

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SUBJECT: REQUEST FOR APPROVAL OF 4 NEW HOUSING POLICIES

1.0 PURPOSE OF THE REPORT

1.1 To request approval of 4 new housing policies. These policies are:

- Decorations Allowance Policy
- Disrepair Policy
- Tenant Alterations Policy
- Repairs Policy

2.0 RECOMMENDATION

2.1 That the policies detailed in section 1.1 be approved.

3.0 BACKGROUND

3.1 Work is being undertaken to ensure that the actions and processes that the Property Services Team take are documented for complete transparency. By producing formal, written policies and procedures it will improve the service provided to tenants by detailing processes and expectations.

3.2 Legislation and regulation, as detailed in each individual policy, dictates the need for each policy to be formalised and documented.

4.0 DECORATIONS ALLOWANCE POLICY

4.1 The Decorations Allowance Policy details the circumstances in which a decoration allowance will and will not be given to a tenant after major repairs,

programmed works, and when they first move into their home. Payment amounts are detailed so that there is no ambiguity as to the amount that tenants can expect to receive.

5.0 DISREPAIR POLICY

5.1 The Disrepair & Poor Housing Conditions Policy sets out our approach to both preventing and managing housing disrepair and poor housing conditions claims.

6.0 TENANT ALTERATIONS POLICY

6.1 The Tenant Alterations Policy details how tenants can request permission to make alterations to their home and our expectations as to how any approved alterations should be carried out, and if appropriate removed, before the tenancy terminates. It details the types of alteration that we will likely approve and those that we will not.

7.0 REPAIRS POLICY

7.1 The Repairs Policy sets out our approach to the delivery of the responsive repairs services to our tenants and leaseholders. It advises how residents can access the repairs service, repair timescales, repair responsibilities of WLBC and tenants, and service expectations.

8.0 SUSTAINABILITY IMPLICATIONS

8.1 There are no significant sustainability impacts associated with this report and, in particular, no significant impact on crime and disorder.

9.0 FINANCIAL AND RESOURCE IMPLICATIONS

9.1 A more efficient and effective repairs service will generative savings.

10.0 RISK ASSESSMENT

10.1

Risk Number	Risk Description	Likelihood	Impact	Risk Rating
1	Lack of formalised policies would result in a less efficient and effective service, an increase in customer queries and challenge by the Regulator.	Unlikely	Significant	3 Comfortable

11.0 HEALTH AND WELLBEING IMPLICATIONS

11.1 Inadequate repairs can cause health and wellbeing complications. The Policies requested for approval will assist in providing a more effective repairs service.

Background Documents

There are no background documents (as defined in Section 100D(5) of the Local Government Act 1972) to this Report.

Appendices

Appendix A – Decorations Allowance Policy

Appendix B – Disrepair Policy

Appendix C – Tenant Alterations Policy

Appendix D – Repairs Policy