

ASSET MANAGEMENT PLAN 2018 - 2021

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1. INTRODUCTION

This year, 2020-2021 is the final year of the current plan. A new 3-year Asset Management Plan will be produced by June 2021. This will allow us to take stock of the impact of Covid-19 on our future funding commitments and general operations.

1.1 What is an Asset Management Plan?

An Asset Management Plan can be seen as:

“The plan that covers the range of activities that ensure that Ayrshire Housing (AH) stock meets the needs and standards required now and in the future.”

Ayrshire Housing needs to ensure that the properties it owns and manages are:

- 🏠 In good condition.
- 🏠 Of a quality, type and location to meet the needs of a wide range of current and future customers, including those with particular needs.
- 🏠 Environmentally sustainable and energy efficient.
- 🏠 Capable of being managed and maintained economically over the long-term.

1.2 Purpose of the Asset Management Plan

The Asset Management Plan is intended to complement and inform Ayrshire Housing's Business Plan and 30-year Business Plan and to set out priorities for the maintenance and improvement of the housing stock.

In common with other housing associations, Ayrshire Housing has finite resources to expend on asset management, which we must manage efficiently in order to:

- 🏠 Maintain dwellings in good condition.
- 🏠 Continue to meet the Scottish Housing Quality Standard (SHQS).
- 🏠 Bring properties up-to-date and in line with current and projected household expectations and demand.
- 🏠 Ensure works comply with current and future regulations.
- 🏠 Provide a balance between responsive and cyclical repairs and capital investment.
- 🏠 Achieve high standards of energy efficiency in order to achieve compliance with the Energy Efficiency Standard for Social Housing (ESSH) by the target date of 2020 and work towards ESSH2 compliance by 2032.

1.3 Our Mission and Aims

In our Business Plan we state our key aims over the period of the Plan as follows:

- 🏠 To deliver excellent service which our tenants appreciate.
- 🏠 To enhance our tenants' quality of life.
- 🏠 To ensure that our neighbourhoods remain desirable places.

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- 📍 To build new houses to meet needs across our communities.
- 📍 To bring additional value through our projects and services.
- 📍 Ensuring that our properties are maintained to the highest standards over the long-term.
- 📍 To always be open to new ideas.

1.4 Asset Management Components

Ayrshire Housing has a number of components within its plan to ensure the housing stock meets current needs and standards and those that may be required in the future.

- 📍 New build development programmes to meet current and future needs and to replace obsolete or uneconomic stock.
- 📍 Acquisition of property, through purchase, development or transfer from other landlords to:
 - Maintain a balanced portfolio;
 - Address newly emerging needs;
 - Achieve economies of scale in the management of Ayrshire Housing stock;
 - Refurbishment and remodelling of dwellings to ensure they remain attractive and meet modern requirements and tenant expectations.
- 📍 A planned maintenance programme, achieving economies by replacing components before they would otherwise require excessive routine repairs, anticipating changes in minimum acceptable standards, and reducing future requirements for cyclical maintenance through the provision of more durable components or advances in technology.
- 📍 Cyclical maintenance to prevent deterioration in the physical condition of the stock.
- 📍 A responsive maintenance service, to ensure that residents remain satisfied with their accommodation and to prevent unplanned deterioration in its condition.
- 📍 An efficient and effective void repair service, helping to ensure houses are relet as quickly as possible.
- 📍 Sales and or transfer of property, to remove liabilities or to generate funds for future re-investment.



2. ASSET PROFILE

2.1 Introduction

Ayrshire Housing is a leading Ayrshire based housing association, established in April 2003, following the merger of:

- South Ayrshire Homes - this local housing company was formed in 1998 through the sponsorship of South Ayrshire Council to acquire the local stock of Scottish Homes following a ballot of tenants and
- Carrick Housing Association Ltd - a housing association established in 1991 as the result of a community initiative to build new housing for rent, originally focusing on Carrick's burghs and villages.

The merger was achieved by a transfer of engagements from Carrick Housing Association to South Ayrshire Homes, which as part of the process changed its name to Ayrshire Housing.

As of March 2020, Ayrshire Housing owned 1,569 rented units including 9 temporary furnished properties. We also provide factoring services to approximately 1,000 homeowners within our area of operations. Furthermore, there are 36 lock-up garages located in three sites (Dundonald, Symington and Girvan) and two office premises (Main Street, Ayr and Dalrymple Street, Girvan).

2.2 Location

Our stock portfolio is primarily located in South Ayrshire, with 99% of units in this local authority area. There are also a small number of properties in each of the other Ayrshire local authority areas. (See Appendix 1 – Table 2).



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2.3 Property Size

The following is a breakdown of our stock by apartment size;

- 2 Apartment - 408 units (26.1% of stock)
- 3 Apartment - 669 units (42.6% of stock)
- 4 Apartment - 427 units (27.2% of stock)
- 5+ Apartment - 65 units (4.1% of stock)

64.4% of the stock are houses (1011 units) with the remainder being flats; see Appendix 2 (Table 1).

2.4 Age

The majority of the stock (71.4%) was constructed in the period between 1983 and 2017 as a result of development investment. Stock transferred from Scottish Homes and other stock acquisitions have been subject to various improvement programmes including heating, kitchen and window replacement contracts.

2.5 Construction Type

The bulk of Ayrshire Housing stock (92.3%) is of traditional / timber kit construction. The balance of stock is non-standard and includes 25 BISF steel framed properties, 2 Swedish timber units, 10 solid wall properties and 84 No-fines houses or flats. (See Appendix 2 – Table 3).

These non-standard properties present a greater challenge for achieving the Energy Efficiency Standard for Social Housing (EESH) targets due to the nature of their construction. However, 6 of the solid wall units (including 4 new build flats in Dailly) and 30 of the No Fines properties have been subject to the provision of external wall insulation (EWI).

The association has previously undertaken an external improvement works project in 2012/13 covering 21 of the BISF units which included the provision of external wall insulation (EWI), replacement roof coverings and new external doors.

3. DEMAND

Ayrshire Housing operates in areas where there is a high demand for housing across all tenures. The addition of new homes for affordable rent, through grant-aided purchase and development, remains a key objective for the association.

Ayrshire Housing also actively participates in the Mortgage to Rent Scheme and has acquired a number of properties via this route. The association has also purchased properties, partly grant funded, on the open market. We acquire such houses on the basis that they already meet the minimum quality and energy standards or can be readily brought up to standard.

Consideration is also given to further stock transfer opportunities or stock rationalisation providing any proposals are cost effective. The association is committed to further development on a sustainable basis and will consider all

opportunities to secure grant funding and seek to participate in future new build development initiatives. In addition, we will seek to use our financial strength to undertake small scale innovative projects at a deliverable and sustainable scale.

4. STANDARDS

Listed below are the different standards, obligations and legislative duties which the association must meet to comply with legislation, government initiatives and the Scottish Housing Regulator.

4.1 Minimum standard

The association is legally obliged to maintain its property up to the standards covered by the following legislation:

- Housing (Scotland) Act 2001, 2006 and 2010;
- Gas Safety (Installation and Use) Regulations 1998;
- The Control of Asbestos Regulations 2006 and 2012;
- Scottish Secure Tenants (Right to Repair) Regulations 2002;
- Scottish Secure Tenants (Compensation for Improvements) Regulations 2002;
- Relevant Health & Safety legislation;
- Scottish Housing Quality Standard;
- The Scottish Social Housing Charter;
- The Property Factors (Scotland) Act 2011;
- The Electrical Equipment (Safety) Regulations 1994;
- The Energy Efficiency Standard for Social Housing (ESSH) 2014.

The Scottish Social Housing Charter requires all housing associations to meet a number of standards and outcomes relating to housing quality and maintenance. These are defined as follows:

Quality of Housing (Section 4)

Social landlords manage their business so that:

- Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (ESSH) by December 2020

Repair, maintenance and improvements (Section 5)

Social landlords manage their business so that:

- "tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done".

These Standards are further defined and supported by the following requirements:

- Provision of an effective, efficient and responsive repair service to their residents, with published targets for the standards of performance to be achieved.

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- Ensure residents have access to a 24-hour emergency service and inform residents about this policy and the procedures used to provide this service.
- Meet the requirements of Right to Repair and Right to Compensation for Improvements.
- Monitor and at least annually report performance to residents and review against service standards.
- Ensure that the housing is in a reasonable and lettable condition, including a standard for this condition.
- Reasonable methods for knowing the condition of the stock and up-to-date information on the condition, including its energy efficiency.
- Have costed plans for future maintenance and improvement of housing.
- Provide higher energy efficiency homes to reduce fuel poverty and assist the Scottish Government to meet climate change targets.
- Be able to demonstrate that they are making adequate financial provision for planned maintenance and improvement works.
- Ensure value for money and probity in the commissioning and execution of its repair, maintenance and improvement works.
- Assessing tenant satisfaction regarding the quality of service provided.

4.2 Scottish Housing Quality Standard

The Scottish Housing Quality Standard was introduced by the then Scottish Executive in February 2004. The purpose of this standard was to create a minimum standard for housing across all local authorities and registered social landlords (RSLs).

The standard is broken down into five broad criteria:

- Must be compliant with the tolerable standard;
- Must be free from serious disrepair;
- Must be energy efficient;
- Must have modern facilities and services;
- Must be healthy, safe and secure.

These are then divided into 61 sub-elements in order to clarify the specific measures that must be met in order to achieve compliance with the standard.

Appendix 2, Table 4 indicates progress towards compliance up to the current position in respect of SHQS to March 2020.

The association has sought temporary abeyances for properties due to refusal of tenants or neighbouring owners to participate in works programmes. Proposed works will be completed as a priority once consent is obtained. In addition, we have sought exemptions for 3 properties due to technical or legal constraints.

5. STOCK CONDITION

Ayrshire Housing commissioned The Planned Maintenance Consultancy (TPMC) to undertake a partial stock condition survey in 2008 with further surveys in 2010 in addition to a desk top analysis of new build developments completed after 2008.

This information has since been augmented by undertaking surveys in-house, through a rolling programme of surveys aimed at undertaking 20% of the total stock each year (approximately 300 units). This aims to achieve a 100% stock survey over a five-year period and ensure the information held on file is accurate. The current proportion of stock that has been surveyed since April 2015 is 59.6%.

The association has jointly commissioned the development and procurement of online digital surveying software to improve the efficiency of the surveying process. This is being done partly to ensure that the target for achieving completion of the 100% over 5 years is met. As part of this development a review of the resources required to carry out the planned level of surveys is also being conducted. This review is taking account of the association's current internal capacity along with the option of utilising external support to assist in the process. The development and procurement process is being conducted in collaboration with another RSL.

The information obtained during these surveys along with desktop analyses is used to update the stock database and inform the planned and cyclical maintenance programmes.



6. FINANCIAL PLAN

6.1 Overall Conclusions

The financial plan looks at the resources required to meet the expenditure on our properties over the next 30 years.

This includes expenditure on:

Responsive Repairs (including voids);
Gas servicing;
Cyclical Painting and Repairs;
Planned Maintenance and Improvements;
Other investment works.

A planned maintenance programme which was developed by the TPMC to ensure investment for major works improvements and/or component replacements has been reviewed and updated. This information has now been transferred into the Planned Maintenance module on SDM. As previously mentioned, the planned programme is subject to ongoing review to reflect stock condition and ensure replacements/improvements are planned and funded in an effective manner.

For Ayrshire Housing, the main items of component replacement expenditure (including VAT, fees and excluding inflation) over the 3-year period from 1st April 2020 to 31st March 2023 are as follows:

Component	Current Remedial Costs (incl. VAT & Fees) £
Kitchens	£1,370,200
Heating (gas/electric/ashp)	£804,450
Windows/External Doors (Patio and Sunspaces)	£233,750
Roofing including gutters & Rainwater Goods	£536,700
Render	£428,400
Bathrooms	£297,500
Totals	£3,671,000

These costs are as currently stated in our planned maintenance model reflecting indicative component replacement costs and component lifespans. Before committing to tendering for any works a further check is carried out to review further the condition of the components. For example, a recent review of the condition of the external render that had been scheduled for replacement during this period indicates that not all the previously identified work will now be required. By taking this approach, we aim to ensure that the association's financial capacity is utilised in the most efficient manner both with regard to tenants' value for money and environmental sustainability.

In addition to these planned replacements we are also proposing to carry out additional stock related surveys including stock condition surveys, asbestos surveys and EPC surveys which will also be funded from our planned maintenance budget.

6.2 Financial Resources

The current business plan cash flow projections allow for expenditure of around £4m for planned maintenance works in the period to March 2023 which provides sufficient cover for the expenditure planned over this period. With ongoing careful management, it is considered that the plan provides sufficient cover to deal with unexpected construction inflation, Covid-19 risks and additional regulatory obligations.

6.3 Asset Sales and Stock Acquisitions

The association will undertake option appraisals for properties with exceptionally high levels of historic and forecast expenditure. Properties which cannot be converted or utilised in other ways at viable costs may be considered for disposal. The association will make maximum use of any available grant funding to allow remodelling of existing stock and ensure we meet the needs of tenants.

The association has acquired a number of individual houses or flats through participation in the Mortgage to Rent Scheme, Shared Ownership buy back and open market purchases. The association will continue to participate in such opportunities but consideration of the ability of a property to achieve SHQS and ESSH will be taken into consideration prior to making a purchasing decision. Where the association would become a minority owner cognisance must be taken of any common repair issues which could result in the association failing in its duty to maintain the property, internally and externally to an acceptable standard

The association may consider targeted acquisitions of properties which would help to address common repairs issues including the purchase of a flat in a block which would result in the association having a majority and thus be able to progress common repairs.

6.4 Financial Reserves

Ayrshire Housing is financially strong with a solid asset base and a fundable stock maintenance and improvement plan.

6.5 Benchmarking

Ayrshire Housing uses the Scottish Social Housing Charter (ARC) information to benchmark our performance across the sector. We also participate in the Scotland's Housing Network (SHN) which provides us with the opportunity to identify and learn from best practice exchanged with other members. We are also members of the Glasgow and West of Scotland Forum of Housing Associations which is also a platform for sharing experience and good practice.

6.6 Option Appraisals

Over two thirds of Ayrshire Housing stock has been built since the mid 90's. The majority of the remainder already meets SHQS as a result of previous investment in major repairs and improvements. When properties fail the standard, temporary exemptions have been sought, with necessary works planned for completion as a priority.

We will monitor a range of factors to allow us to consider various options with regards to the future use of particular properties. These options may include upgrading, reconfiguration, and change of use or disposal.

Option Appraisal Review Factors

Reason	Factor to be Monitored
A property may need a considerable amount of work to be done to bring up to the Scottish Housing Quality Standard (SHQS) or other future standard.	The work arising from stock condition surveys needs to be regularly reviewed to ensure that we are investing in housing with a long-term future. In addition, properties may be uneconomical to repair at a future date due to the design or build type.
A property may, over time, cease to meet the needs for which it was originally constructed or acquired e.g. temporary furnished accommodation for homeless persons. Additionally, an area or specific house type may suffer from a lack of demand.	Tenancy turnover, together with the time taken to re-let empty homes. Change in legislation or funding arrangements.
A property may become uneconomic to manage as a result of difficulty in charging an appropriate rent to the tenant or other client.	We need to monitor properties with special financial arrangements, such as the leasing agreements with other agencies.
Financial viability and other circumstances	Rental income does not meet costs or other grounds e.g., managing one property in a block of other communal properties where significant future expenditure seems likely.

Appendix 3 details the Option Appraisal process that will be followed.

6.7 Stock Database/Life Cycle Costed Plan (LCCP)

The association's LCCP was initially developed by The Planned Maintenance Consultancy and has been subject to periodic revision in order to take account of the development programme, improvement works and stock condition survey information.

The cost data and notional life expectancies from the LCCP has been independently assessed by a consultant QS and the information has now been

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transferred into the Planned Maintenance module on SDM. This module allows improved functionality including stock profiling and expenditure modelling to ensure component replacement and property improvement works programmes are planned effectively.

As stated previously the association has jointly commissioned the development and procurement of online digital surveying software to improve the efficiency of the surveying process. This is being done partly to ensure that the target for achieving completion of the 100% over 5 years is met. As part of this development a review of the resources required to carry out the planned level of surveys is also being conducted.

7. IMPLEMENTATION

7.1 Planned Maintenance

The planned and cyclical maintenance investment programmes are presently delivered through elemental programmes as opposed to 'whole house' refurbishment. These improvement works have included central heating installations, window and door replacement and kitchen upgrades. This approach tackles disrepair and lack of amenity across a larger number of homes. The elemental approach is considered appropriate given the general condition of the stock although the association will consider integrated works programmes where necessary to ensure value for money is achieved.

This is demonstrated by the external fabric improvement works project to 39 houses in Castlevue, Dundonald. These properties were enhanced by the provision of external wall insulation (EWI) to improve the thermal performance of the structure, plus replacement windows,

The SDM Planned Maintenance module is used to forecast the expenditure required for component replacement based on the notional life expectancy and any items identified during stock condition surveys. The plan will be subject to continuous review as a result of updated stock condition information including the need to undertake component replacements earlier due to premature failure or where spend can be deferred due to actual life expectancy compared to notional values.

As indicated in the table at 6.1 above the main focus for planned works in the period to 2023 continues to be replacement kitchens and heating renewals. In addition, windows, external doors, replacement render and roof coverings are required for some houses especially for some stock transfer estates.

Externally driven requirements such as meeting SHQS and EESSH are also major influences on the content and timing of the association's planned, major investment programmes.

We will also continue to explore any external funding opportunities that will enable planned works programmes to be delivered at a reduced cost or which provide improvements at no cost to the association. In recent years, external funding has permitted the installation of Air Source Heat Pumps and Quantum

Heaters in lieu of electric storage heating primarily in areas which are not on the national gas grid.

Appendix 5 illustrates the planned and cyclical maintenance expenditure programme during the currency of the Asset Management Plan.



7.2 Cyclical Maintenance

Cyclical repainting contracts have been ongoing on a 5-year programme. This expenditure will be reviewed on a regular basis with the appropriate action taken to manage the programme in an efficient way.

7.3 Response Maintenance and Voids

Following a comprehensive competitive tendering exercise in 2016 this contract was again awarded to a local contractor, JD Thomson (Property Care) Ltd of Maybole. The assessment was subject to a Quality/Price matrix and was awarded on a schedule of rates basis for an initial three-year term to 2019.

Unfortunately, this contractor ceased trading mid-2019 without any prior notice.

The association has since completed the procurement of another contractor, Turner Property Service Ltd. with the contract commencing on 1 April 2020.

In addition to this contract, Ayrshire Housing has procured the services of a number of other contractors through competitive tendering including a secondary reactive maintenance contractor.

7.4 Service Contracts

Service contracts are in place to cover both servicing (preventative maintenance) together with responsive repairs for a number of more specialised areas.

Contracts are in place for:

- Lift Maintenance;
- Powered Entrance Doors;
- Landscape Maintenance.
- Gas Maintenance
- Legionella
- Asbestos
- Electrical Testing

8 HEALTH AND SAFETY

8.1 Gas Servicing and Maintenance

James Frew (Gas Sure) was appointed to undertake our Gas Annual Inspection and Reactive Maintenance Contract. This contract was awarded in August 2018 and is on the basis of a two-year term (to 2020), again with the option to extend on an annual basis for up to three-years, subject to satisfactory performance.

Comprehensive internal and contractor's management systems are in place to ensure compliance with our statutory duties in respect of gas servicing.

8.2 Fire Risk Management

Ayrshire Housing has a duty as an Employer under the Fire (Scotland) Act 2005 to carry out Fire Risk Assessments to the common areas of properties for which we have a responsibility for maintenance.

All new properties built by the association or those undergoing refurbishment will comply with the Building Regulatory Standards and will be equipped with the relevant fire protection equipment as appropriate including smoke/heat detection, fire doors, emergency lighting, smoke control equipment and dry risers.

All fire detection and protection equipment will comply with the relevant British standard and will be subject to testing and servicing.

Residents will be made aware of their responsibilities to provide access for servicing and informed about fire safety through articles in the association newsletters and use of the association's website.

Following the Grenfell Tower Fire, the Scottish Government brought forward its consultation on fire and smoke alarms, as well as CO alarms, in housing. The result is a major change to the "tolerable standard" for all housing tenures, taking effect from February 2021, giving housing providers less than 2 years to install or upgrade fire and CO alarms in all of their properties.

The new standard requires:

- One smoke alarm installed in the room most frequently used for general daytime living purpose

- One smoke alarm in every circulation space on each storey, such as hallways and landings
- One heat alarm installed in every kitchen
- Carbon monoxide detectors to be fitted where there is a carbon-fuelled appliance (such as boilers, fires, heaters) or a flue.

Ayrshire Housing's response to this new legislation – we have issued instructions to Gas Sure, our gas maintenance contractor, to supply and fit interconnected smoke and heat alarms throughout our properties to ensure compliance with the new legislation. Initial funding of £200,000 has been allocated for these works. A further funding bid was submitted to the Scottish Government for an interest-free loan of £300,000 in order to complete this requirement. This bid was successful and has been allocated to the smoke and heat detector installation programme.

8.3 Asbestos

Ayrshire Housing has responded to the Control of Asbestos at Work Regulations 2002 through the development of an Asbestos Register and Management Plan. This Register, which is subject to review and updating, provides information regarding the location and control measures relating to asbestos in our stock. It primarily relates to our stock acquired through LSVT and individual acquisitions as it is acknowledged that the stock built through our development programme should not contain asbestos. A review of our Register and Management Plan has been undertaken during 2020 and a programme of re-surveying and updating our information will be carried out.

The association has adopted the Asbestos in Tenancies Policy developed by EVH Health and Safety advisors, ACS, included in the Landlord Facilities Health and Safety Policies Manual.

8.4 Risk Assessment for Legionella

Ayrshire Housing's obligations are determined by the requirements of the Health and Safety at Work Act and extend to non-employees, such as residents, independent contractors and members of the public. Guidance to fulfil these obligations is set out in the HSE Approved Code of Practice, commonly referred to as "L8".

The association has commissioned risk assessments and introduced water hygiene regimes to ensure compliance with the above guidance.

The association has adopted the Water Systems and Legionella Policy developed by EVH Health and Safety advisors, ACS, included in the Landlord Facilities Health and Safety Policies Manual.

8.5 Landlord Facilities Health and Safety Manual

Under modern legislation, a wide range of topic-specific compliance requirements are placed on us to ensure that our premises and services are maintained in a safe and habitable condition. These requirements are generally considered to be more related to 'facilities management' than traditional 'Health and Safety' requirements, although many stem from the same risk management legislation.

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To ensure that we can demonstrate compliance with our Health, Safety and Welfare responsibilities as both employer and landlord, Employers in Voluntary Housing (EVH) with the assistance of its Health and Safety advisors, ACS, produced a manual containing a number (26) of “Topic Specific Policies” addressing our Health & Safety obligations for each area.

Whilst the majority of procedures are based on topic-specific legislation, the complexity of this legislation (and associated approved codes of practice and guidance) often allows for a degree of ‘interpretation’ of how best to manage the risks. Therefore, these policies and procedures are intended to cover the basics of legal compliance and good practice.

The 26 policies have been reviewed and either adopted or amended to reflect our own requirements or to accept that our existing policies either met or exceeded what was recommended in the EVH templates.

The policies and their “Chapter” number contained within the manual are as follows:

- 7.1 Asbestos in Tenancies**
- 7.2 Anti-social behaviour**
- 7.3 Business Continuity, Emergency Preparedness and Response**
- 7.4 Construction Design and Management (CDM)**
- 7.5 Cleaning and Cleanliness**
- 7.6 Commercial Leases**
- 7.7 Contractor Selection and Control**
- 7.8 Domestic Pets**
- 7.9 Electrical Safety**
- 7.10 Energy Performance Certificates**
- 7.11 Event Risk Management**
- 7.12 Fire Safety in Housing Stock and Common Areas**
- 7.13 Furnished Premises - Safety Standards**
- 7.14 Gas Safety and Inspection**
- 7.15 Hygiene of Tenancies**
- 7.16 Information to Tenants and Tenancy Agreements**
- 7.17 Lifts Safety**
- 7.18 Lighting**
- 7.19 Plant, Equipment and PPE**
- 7.20 Play Parks Safety**
- 7.21 Premises Fitness and Repair**
- 7.22 Re-development of Land and Buildings**
- 7.23 Security**
- 7.24 Ventilation and Fresh Air**
- 7.25 Waste Management**
- 7.26 Water Systems and Legionella**

8.6 Construction (Design and Maintenance) Regulations 2015

The 2015 regulations extend the scope to construction work. Ayrshire Housing already has systems in place to ensure that all contractors take health and safety seriously. The association will continue to review its

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processes as necessary so that these fully meet the requirements of the 2015 regulations. Specialist health and safety advisors have been engaged to assist with this task.

9. ENERGY EFFICIENCY

9.1 Energy Efficiency

Due to the relatively recent construction of much Ayrshire Housing stock and as a result of previous investment, the majority of our houses are above average in terms of energy efficiency. The introduction of the Energy Efficiency Standard for Social Housing (EESH) presents an additional challenge to achieve the new standard by the target date of 2020. The twin aims of EESH are to help the Scottish Government to meet its carbon emissions reduction targets and to reduce fuel poverty.

The Building Research Establishment has investigated the impact of SAP ratings and the table below indicates the minimum SAP ratings to pass EESH using SAP 2009 or SAP 2012. Ayrshire Housing will continue to obtain revised Energy Performance Certificates (EPCs) as a result of void properties to reduce cloned data or where improvement works have been completed.

Dwelling type	Energy Efficiency Rating (SAP 2009)		Energy Efficiency Rating (SAP 2012)	
	Gas	Electric	Gas	Electric
Flats	69	65	69	63
Four in a block	65	65	65	62
Houses non-detached	69	65	69	62
Houses detached	60	60	60	57

Association performance in meeting EESH is reported to the Scottish Housing Regulator via the annual return.

The tables in Appendix 7 provides information on the current position with regards to properties failing by dwelling type, banding and also the assessment procedure used for each of the properties where we have an EPC.

Appendix 7 also outlines how we intend to progress with meeting our EESH and EESH2 obligations.

As the appendix shows, there are a number of properties where either the fail is marginal or where it is based on an out of date EPC i.e. using the Standard Assessment Procedure SAP2005.

A number of these properties are due to have boiler replacement works or new electric heating systems installed between this year and next and it is hoped that this investment will result in them meeting the EESH standard.

When properties which fail EESH are identified, it is proposed to continue to target energy efficiency measures and increase the energy efficiency of these homes. Works may include increasing insulation in walls and roofs as well as

ensuring that all our dwellings have efficient heating systems. One challenge affecting the association is stock that is off the gas grid. The installation of Air Source Heat Pumps to 63 properties in Ballantrae, Kirkmichael, Straiton & Tarbolton and the provision of high efficiency Quantum storage heaters to off-gas grid houses has demonstrated that improvements can be delivered to rural non-gas stock. The projects benefitted from grant funding of £196,105. In addition, 11 properties at Whitefaulds Avenue were brought onto the gas grid and gas central heating installed at a cost of £40,392

The Scottish Government has identified the following improvements as 'reasonable measures' to be considered in achieving EESSH:

- Provision of condensing boilers;
- Installation of double or secondary glazing;
- Additional heating controls;
- Increasing loft insulation to current standards;
- Floor insulation;
- Compact fluorescent lighting (CFL);
- Cavity/External wall insulation where suitable.

Ayrshire Housing will consider these measures through our planned works programmes and undertake specific targeted improvements where possible to address issues affecting failing stock. An assessment will be carried out regarding the feasibility and affordability of carrying out such works.

10 PROCUREMENT, DESIGN AND ENVIRONMENTAL STANDARDS

10.1 Procurement Reform (Scotland) Act 2014

Ayrshire Housing is a contracting authority in terms of the act. The association's procurement policies have been reviewed to ensure compliance with the Act.

The association has developed a Procurement Strategy to meet the requirements of the legislation. Appendix 6 provides a summary of contracts which were reviewed as part of this process.



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10.2 Design Guide

The association's recently revised Design Guide (2019) is also in place to set standards in relation to energy efficiency and sustainability which should inform any refurbishment works undertaken by the association.

10.3 Environmental Standards

The maintenance of our housing can have a negative local and global, environmental impact. We have a responsibility to reduce harmful impacts through reducing energy and water consumption, waste reduction and to use our purchasing power to acquire environmentally friendly maintenance products.

We will take an environmental preference approach to the selection of materials and components for our repair, replacement and development programmes. In particular, we will refer to the BRE's Green Guide to Specification.

11. AIDS AND ADAPTATIONS

Ayrshire Housing is committed to addressing the needs of all our customers and undertakes measures such as the provision of aids and adaptations in order to enable residents to stay in their homes. In addition, Ayrshire Housing works closely with occupational therapists and the local authority to identify and address disability issues. The Aids and Adaptations Policy was reviewed and passed by the Board in 2018.

12. CUSTOMER FEEDBACK

Ayrshire Housing routinely seeks feedback from tenants who have received a responsive repair in order to check that they are satisfied. As at March 2019, the satisfaction rate for completed repairs from this source was over 94% (very or very fairly), based on the 483 last job responses (ARC indicator 16) out of a total return of 823 paper or text responses over all categories of reactive repairs. This compares favourably with the independent tenant satisfaction surveys completed in 2013 and 2016 which indicated that 84% and 92% of tenants respectively who had received a repair were either very or fairly satisfied.

13. ACTION PLAN

The Asset Management Plan is intended to cover a three-year period, and at the end of that time will be subject to a comprehensive review. Annual reviews will be carried out to meet changes in legislation or other factors requiring action and adjustment.

A rolling action plan is attached at Appendix 4 which identifies key areas for annual review.

APPENDIX 1

TABLE 1 – LOCATION OF STOCK (as at 31 March 2020)

TOWN	TOTAL	% BY LOCATION
Annbank	2	0.13%
Ayr	829	52.84%
Ballantrae	27	1.72%
Barr	8	0.51%
Coylton	41	2.61%
Crosshill	9	0.57%
Dailly	54	3.44%
Dalrymple	14	0.89%
Dundonald	72	4.59%
Girvan	135	8.60%
Kirkmichael	23	1.47%
Kirkoswald	8	0.51%
Maidens	7	0.45%
Maybole	87	5.54%
Monkton	11	0.70%
Mossblown	22	1.40%
Prestwick	53	3.38%
Saltcoats	1	0.06%
Straiton	12	0.76%
Symington	5	0.32%
Tarbolton	60	3.82%
Troon	86	5.48%
Irvine (Springside)	1	0.06%
Kilmarnock	2	0.13%
TOTAL	1569	100.0%

TABLE 2 – TYPE OF PROVISION BY LOCAL AUTHORITY AREA (as at 31 March 2020)

Type of Provision	South	East	North	All Areas
General	1418	16	2	1436
Sheltered	0	0	0	0
Very Sheltered	0	0	0	0
Medium Dependency	0	0	0	0
Wheelchair Housing	45	0	0	45
Ambulant Disabled	88	0	0	88
Self-Contained	0	0	0	0
Total	1551	16	2	1569

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APPENDIX 2

TABLE 1: STOCK BY HOUSE TYPE (as at 31 March 2020)

House Type	2	3	4	5+	All Types
House	61	470	415	65	1011
High Rise	7	17	0	0	24
Tenement	250	135	5	0	390
4 in a block	16	19	3	0	38
Maisonette/Other	74	28	4	0	106
Total	408	669	427	65	1569

TABLE 2: STOCK BY AGE BANDING (as at 31 March 2020)

Age Band	Pre-1919	1919-1944	1945-1964	1965-1982	1983-2002	Post 2002	Total
Total	5	19	307	118	494	626	1569

TABLE 3: STOCK BY CONSTRUCTION TYPE (as at 31 March 2020)

Construction Type	Number of Units	% of total
Traditional	1448	92.29%
BISF	25	1.59%
No fines	84	5.35%
Solid wall	10	0.64%
Swedish timber	2	0.13%
Total	1569	100%

TABLE 4: SHQS COMPLIANCE PROGRESS BY YEAR

	2012	2013	2014	2015	2016	2017	2018	2019	2020
Stock Failing SHQS	90	46	12	12	59	63	8	29	24
Exemptions	-	-	-	2	3	3	3	3	3
In Abeyance	-	-	-	6	7	13	12	11	10
Stock Passing	1344	1396	1453	1454	1407	1419	1428	1477	1532
Total Stock	1434	1442	1465	1474	1476	1498	1511	1520	1569
% Failing	6.3	3.2	0.8	0.8	4.0	4.2	4.5	1.90	1.53
% Passing	93.7	96.8	99.2	98.6	95.3	94.7	94.5	97.1	97.64

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APPENDIX 3

OPTION APPRAISAL PROCESS

1 POLICY STATEMENT

Ayrshire Housing will:

- Ensure that new properties meet the needs of the proposed client group and are likely to continue to do so for the foreseeable future.
- Review its existing stock using key indicators to ensure that needs continue to be met.
- Ensure that its housing stock meets the Scottish Housing Quality Standard and the new EESSH targets.

2. THE REVIEW PROCESS

Properties will be reviewed by a group of staff, known as the Asset Management Group against the following criteria:

- All properties where there has been a vacancy lasting more than 13 weeks and is empty as at the end of the quarter under review.
- All properties where there has been a relet period of more than 13 weeks and where there have been more than four refusals.
- All estates or blocks where the rent losses due to voids have been more than 8% in the last year.
- Any individual housing unit where there is a need to spend in excess of the values indicated (Table One below) on repairs in the next 12 months (flats will be considered as a block).
- Any scheme or property where the Director is of the opinion that there are issues that should be addressed by the Group.
- Schemes where we have a full set of financial information and it shows that the scheme concerned has made a loss in the previous two years.

TABLE ONE

Property Type	Expenditure Limit (including VAT & fees)
Property with 2 or more bedrooms	£30,000
Property with 1 bedroom or a studio/bedsit	£15,000
Shared bed space	£10,000 per bed space for the first 10 plus £2,000 per bed space after that.

Once a scheme has been reviewed, there are a number of possible outcomes:

- Do nothing;
- Monitor over a period of time;
- Carry out improvements or repairs;
- Change the client group;
- Reconfigure the scheme;
- Dispose;
- Demolish;
- Transfer the properties to another RSL.

APPENDIX 4, ACTION PLAN

Item	Milestones	Progress	Comments
Carry out selected stock condition surveys of 304 properties (approximately 20% of stock) annually and update database (targeting those identified by their high levels of responsive repairs).	<ul style="list-style-type: none"> Carry out periodic internal training to ensure consistency of assessments. Prepare programme of surveys by March of each year. <ul style="list-style-type: none"> 1st Quarter – 76 surveys 2nd Quarter – 76 surveys 3rd Quarter – 76 surveys 4th Quarter – 76 surveys. Annual Target – 304 surveys 	<p>Current five-year programme:</p> <p>Year 1 (2017-18) - target 334 surveys - actual 302 surveys (90%)</p> <p>Year 2 (2018-19) - target 300 surveys - actual 306(100%)</p> <p>Year 3 (2019-20) Target 304 Actual 321 (combination of physical surveys and desktop analysis).</p>	<p>Comprehensive review of survey methodology and programme being undertaken during 2020-2021.</p> <p>The association has jointly commissioned software development and procurement to allow for more efficient electronic capture of stock condition information.</p> <p>Assessment of resources required to meet survey targets will be also carried out during the year.</p>
Continue with external repainting programme to a five-year cycle.	<ul style="list-style-type: none"> Review properties to be completed within annual programme by January. Complete tender process and agree contract(s) by March. Monitor quality and satisfaction of works – April to October. Complete and authorise payments by December. 	<p>2019/20 programme complete:</p> <p>Ayr – Fulshaw Place, George Square, McLean Street, Wills Gardens, Gould Street and Galloway Gardens. Prestwick – Fairway View and Fernbank Court. Coylton – Glenhead Court/Place, High Park Road and St Brides Way.</p>	<p>Rolling 5-year programme (as indicated at Appendix 5).</p> <p>Tender is being pre-paired for 2020/21 programme delay due to Covid-19.</p> <p>5 Year Term contract using Schedule of Rates (SoR) to be tendered 2020.</p> <p>Tender information passed to Ewan Sommerville Partnership.</p>

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<p>Carry out reviews of priorities of works and funding arrangements for the programmes within asset management and prepare a long term financially supported works programme. Include resident involvement in the considerations and proposals.</p> <p>↑</p>	<ul style="list-style-type: none"> • Review Life Cycle Costings reports from The Planned Maintenance Consultancy. • Consider options and programme of works in alignment with financial commitments and projections. • Confirm annual major repairs works by December. • Tender/negotiate and contract by March. 	<p>Review completed and draft programme prepared. Programme revised to reflect cash flow projections and information obtained during stock condition surveys.</p> <p>2019/20 works programme completed including:</p> <p>Renewal of 70 kitchens at Fulshaw Place, Hadyard Terrace, Mossbank Place and Southside Avenue.</p> <p>Renewal of 188 gas boilers at Crown Square, Fulshaw Place, St Andrews Court, St Cuthbert Road and Street, Hosiery Court & Whitefaulds Crescent.</p> <p>External Wall Insulation (EWI) installation at 39 properties in Castleview, Dundonald and 2 properties in Waggon Road, Ayr.</p> <p>£300,000 Grant Funding from Scottish Government. This is part funding the fitting of interlinked smoke and heat alarms with carbon monoxide alarms as a result of new standards and regulations introduced by the Scottish Government. This will take</p>	<p>Revised priorities identified to achieve EESSH including gas boiler replacement/electric heating upgrades for off gas grid stock incorporated into the programme. Data reviewed and transferred to SDM Planned Maintenance Module.</p> <p>2020/21 works programmed identified (Appendix 5).</p> <p>Replacement of 62 boilers at Blackfriars Court, Braehead Avenue, Cunninghame Road, Earl Crescent and Earl Rise.</p> <p>Renewal of 15 bathrooms at Southside Avenue and Woodside.</p> <p>Replacement of 6 electrical heating systems Victory Crescent, Dailly, Kirkbride Crescent, Crosshill and Whitefaulds Avenue, Maybole.</p> <p>Renewal of 47 external doors George Place, Ayr Arran Avenue, Ballantrae, The Clachan, Barr and Victory Crescent, Dailly.</p> <p>Renew 6 patio doors at Victory Crescent, Dailly.</p>
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		place over a two-year period commencing February 2019 with the amends to the Housing (Scotland) Act and Scottish Housing Quality Standard. 81.9% completed Full compliance Dec 2020	Rewire 1 property Thornyflat Drive, Ayr All of the above works are subject to delay or reassessment due to the Covid-19 restrictions or restriction imposed by budget constraints. Technical Services Manager to review.
Dispose of Unsuitable Properties ↑	<ul style="list-style-type: none"> Subject to discussion by Asset Management Group. 	One property which failed SHQS was identified and was disposed of in 2019 -2020.	
Annual surveys of customer satisfaction. ↑	<ul style="list-style-type: none"> Report to Board January, April, August and November. 	Surveys being carried out as part of routine repairs procedures i.e. all tenants in receipt of a repair. Surveys also undertaken via text messaging (pilot commenced Jan 2012). For 2018/19 a total of 823 paper or text surveys were returned. ARC indicator 16 (last job only) recorded 94.6% of tenants responding were either very or fairly satisfied.	The survey questions have been amended to reflect the Scottish Social Housing Charter (Indicator 16) introduced April 2013. A comprehensive Tenant Satisfaction Survey was undertaken 2019.
Review the new manufacture Supply and installation of External Doors and Windows. ↑	Technical Service Manager in consultation with Ewing Somerville partnership to provide preliminaries, specification and Bill of Quantities. Firm offer contract for a 4-year period 2020-2024. Scottish Design and Building Contract (DB/Scot) 2011 Edition with amendments and supplementary conditions	Technical Service Manager held initial meeting with Ewing Somerville Partnership on the 21 May 2019 to discuss the Framework contract. Delay in tender preparation. List supplied to ESP. Tender to be completed 2020.	Working to establish list of addresses and window and door take-offs. 337 properties identified.

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<p>Risk Assessment review for Legionella. ↑</p>	<ul style="list-style-type: none"> • Integrated Water Services. Successful contractor 2-year contract 2019-2021 with option of additional 12 months. 	<p>Initial Risk Assessment and programme of works to be submitted by end of June 2019.</p>	<p>Temperature monitoring of office taps ongoing.</p> <p>Updated Risk assessment deferred pending office alterations.</p> <p>Water Systems and Legionella Policy produced as part of our Landlord Facilities Health & Safety Policies Manual.</p>
<p>Comply with the requirements of Fire Safety, Asbestos Management, Legionella Control and Construction Health and Safety policies.</p>	<ul style="list-style-type: none"> • Evidence of compliance to be presented to association's Health & Safety Committee. 		<p>Policies adopted – June 2020.</p>
<p>Establish Tenants' Repairs Service Focus Group. ↑</p>	<ul style="list-style-type: none"> • Milestones were originally set for 2012. 	<p>Following the 2014 Tenant Satisfaction Survey, a number of tenants expressed interest in participation in Repairs Focus Group.</p> <p>Focus Group involving six tenants held in November 2014.</p>	<p>Group participants consulted on the last review of Repairs and Maintenance Policy. Since then the Tenant Scrutiny Group was established and chose the repairs service as a subject for their first area for scrutiny. The group produced their recommendations for consideration and responses to those recommendations were drafted. The association's responses to the recommendations were presented to and accepted by the Group.</p>

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Develop an approach to disability and stock configuration. ↑	<ul style="list-style-type: none"> • Aids and Adaptations Policy approved by the Board Nov 2018. • Adaptations to be added to SDM. 	Confirmation of grant funding 2019/20 - £60,000.	Adaptation waiting list referrals being processed. Total grant was spent.
Construction (Design and Management) Regulations 2015.	<ul style="list-style-type: none"> • CDM (Scotland) appointed to provide advice and guidance on this subject. • New contracts reflect revised legislation. 	All maintenance and major works contracts will comply with the standards laid out within CDM.	TSM to ensure compliance.
Procurement Reform (Scotland) Act. ↑	<ul style="list-style-type: none"> • Ewing Somerville Consultant QS ensuring all tender documents proceed for various work packages during 2018, were compliant with revised regulation. • Consider development of a Procurement Strategy. 	TSM and QS Consultant reviewing all new works packages are compliant with regulations. (ongoing).	Consultant QS assisted with tender documentation and procurement for various works packages during 2019-2020.
Energy Efficiency Standards for Social Housing (EESH) ↑	<ul style="list-style-type: none"> • Review existing Energy Performance Certificates (EPCs) to establish baseline data. • Target - Obtain 50 EPC's during 2019 which equates to 18% of current failures (274). 	Reduce volume of cloned data and increase level of data held. For 2018/19 the number of certificates has increased to 706 and the % of stock meeting EESH is now 82%.	Continue to obtain EPC for any void properties. Additionally, target stock where no EPC data held or where improvement works undertaken. EPC's older than 10 years will be re-assessed.
Energy Efficiency standard for Social Housing post-2020 (EESH 2)	<ul style="list-style-type: none"> • 2025. Review Progress towards EESH 2 • 2032. <p>Consider introduction of additional requirements around air quality and</p>	Following publication of EESH 2 prepare a remedial plan to address requirements.	Separate appendix detailing association's compliance and target action plan for EESH and EESH2.

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	<p>environmental impact;</p> <p>No social housing to be below EPC band D. As far as possible, all hard to treat properties in rural and off-gas areas meet the 2020 milestone.</p> <ul style="list-style-type: none"> • 2032 <p>Maximise attainment of EPC band B for social housing.</p> <ul style="list-style-type: none"> • 2040 <p>Poor energy efficiency removed as a driver for fuel poverty. All Social Housing is carbon neutral as far as reasonably practical.</p>		
Appoint Gas Audit Consultant.	<ul style="list-style-type: none"> • Seek tenders for provision of gas audit services to provide independent system checks for gas appliances. 	QS to prepare tender documents concurrently with gas servicing and maintenance contract.	Technical Service Manager has advised that James Frews (Gas Sure) are a Gas Safe accredited company. Gas Safe Register is the official gas registration body for the United Kingdom, Isle of Man and Guernsey, appointed by the relevant Health and Safety Authority for each area. By law all gas engineers must be on the Gas Safe Register. Independent audits are undertaken by Gas Safe to ensure compliance with current

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			<p>regulations. In addition, Frews Management Systems ensure MSP 29 - competence and training. MSP 30 - Recruiting Gas Safe engineers. MSP 30-quality control of Gas Safe work.</p> <p>Frews also as per our contract terms utilise their internal audit department to audit 10% of our contract using their audit team and pass these on to us a monthly basis.</p>
<p>Develop revised Life Cycle Costed Plan to replace current Plan. ↑</p>	<p>Data transfer from LCC spreadsheet into SDM Planned Maintenance module by TSM in March 2018.</p>	<p>TSM to review existing data and ensure all relevant information is correct and any issues identified and corrected</p>	<p>Estimated cost and notional life expectancy of components reviewed by TSM.</p>
<p>Install or upgrade fire and CO alarms in all of our properties. ↑</p>	<p>Compliance with legislation by February 2021. Properties identified and work instructed. Full compliance required by February 2021.</p>	<p>TSM has issued instructions to undertake works to ensure compliance. Application for Interest Free Loan Scheme was successful and supplemented association's commitment to internal funding.</p>	<p>Service disruption caused by Covid-19. Contractor will have to "make up lost time" to ensure backlog is cleared and full compliance is achieved by February 2021.</p>
<p>Carry out Electrical Safety Inspections.</p>	<p>100% of stock inspected within 3 years. Compliance by 2022.</p>	<p>Contract let.</p>	<p>Additional properties require to be inspected in 2020/2021 and 2021/2022 to ensure compliance. This has been discussed with contractor.</p>

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<p>Estate based project budgets will be introduced and tenants and staff will be encouraged to identify or suggest projects. Recommendations must generally benefit Ayrshire Housing tenants living within the estate.</p> <p>↑</p>	<p>Estate Based Policy to be Developed 2019.</p> <p>TSM to identify Budget 2019.</p> <p>Consultation with tenants 2019.</p>	<p>Initial policy draft being prepared.</p> <p>Budget identified - £10,000 from 2019 landscape budget.</p>	<p>Information highlighting the criteria for inclusion was added to the tenants' newsletter summer 2019 edition.</p> <p>Very low interest.</p> <p>Scheme to be re-publicised during 2020.</p>
<p>Conversion of communal lighting to LED products incorporating microwave switch.</p> <p>↑</p>	<p>TSM to identify property to undertake pilot study – 2019.</p> <p>Budget evaluation 2019.</p> <p>Consultation with Tenants 2019.</p>	<p>Initial Meeting with Scolmore LED.</p> <p>Indicative illustration of power usage and financial benefits.</p> <p>Communal lighting at South Harbour Street converted to LED.</p>	<p>Energy saving 28 watts versus 12 watt.</p> <p>Running cost 28 watt £199 per year. Running cost 12 watt Evo £42.64 per year.</p> <p>Save more energy in standby.</p> <p>Photocell switches on microwave again saving energy.</p> <p>Save money in maintenance both in re-lamping and life/performance.</p> <p>Delayed until funding becomes available. TSM to review funding.</p>

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APPENDIX 5 Planned and Cyclical Maintenance 2019 – 2021

Item	Year 3 18/19	Year 4 19/20	Year 5 2020/21	Comment
Replacement External Door Programme		✓		Caledonia Road and Ellisland Square.
Replacement External Door Programme	✓			Wallacefield Road, Killin Place and selected units in Forehill.
Replacement External Door Programme			✓	Fulshaw Place, Victory Crescent, Arran Avenue, The Clachan, Lochlea Drive and Souter Place.
Replacement Kitchens				Fulhaw Place, Hadyard Terrace, Mossbank Place and Southside Avenue.
Replacement Kitchens			✓	Blackfriars Court, Rockrose Park, Victory Crescent, Arran Avenue, The Clachan, Burnbank Place, Burnbank Road, Caledonia Road, Clarendon Place, Cunningham Crescent and Place, Dalmellington Road, Ellisland Place and Square, Glencairn Road, Glenconner Place and Road, Glenriddel Road, Leslie Crescent, Lochlea Drive, Mossgeil Road, Orchard Avenue and Woodside.
Replacement Gas Central heating			✓	Thornyflat Drive.
Replacement Electric Storage Heating (Quantum Heaters)	✓			Oswald Court, Kirkbride Crescent, Kirkmichael Road, Victory Crescent Phase 1 & 2, Bolestyle Crescent, Woodside Avenue, Arran Avenue (Phase 1) and The Clachan.
Replacement Electric Storage Heating (Quantum Heaters) - Additional properties.			✓	Kirkbride Crescent and Victory Crescent
Replacement Electric Storage Heating (Gas Central Heating)	✓			Whitefaulds Avenue.
Replacement Heating	✓			Arran Avenue (Phase 2), South Harbour Street, Blackfriars Court, Springfield Road, Meadowbank Place and Knockbreck Road.
Replacement Heating		✓		Fulshaw Place, Hosiery Court, Whitefaulds Crescent, Fernbank Court, St Cuthbert Street, St Andrews Court and Crown Square.
Replacement heating			✓	Blackfriars Court, Earl Crescent and Rise, Glenhead Court and Place, Braehead Avenue and Cunninghame Road.

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Replacement Windows	✓			Castleview.
External wall insulation		✓		Castleview and Waggon Road.
Replacement Render.		✓		Belmont (old), Harbour Street, Ailsa Street West and Henrietta Street
Replacement Bathrooms.			✓	Woodside and Southside Avenue.
Rewire Property			✓	Thornyflat Drive.
Annual Gas Servicing - all areas.	✓	✓	✓	Ongoing contract James Frew Ltd (Gas Sure).
Landscape Maintenance - all areas.	✓	✓	✓	Ongoing contract (Tivoli Group).
Lift Maintenance - All Areas.	✓	✓	✓	Ongoing contract
External Painting - Dalrymple Street, Ailsa Street West, Hamilton Street and Clyde View Girvan; Hosierey Court, Wallacefield Road and Kenmore Troon; Whitefaulds Avenue and Crescent Maybole; Moor Park Crescent Prestwick; Victory Crescent Dailly, St Andrews Avenue Tarbolton and Viewfield Court, Ayr.			✓	
External Painting - Good Shepherd Court, Thornyflat Place, Blackfriars Court, Sandgate, West Sanquhar Place/Avenue and Corton Howe Ayr; St Andrews Court, Douneburn Crescent Girvan; North Shore Lane Troon; Hadyard Terrace, Eldinton Terrace and Woodside Dailly;			✓	

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Kirkmichael Road and Kirkbride Crescent Crosshill; Meadowbank Place Kirkmichael and Knockbreck Road Straiton.				
External Painting - South Harbour Street and St Leonards Road Ayr; Arran Avenue Ballantrae; St Cuthberts Street and Road, Maybole; Bolestyle Crescent, Woodside Avenue, Meadowbank Place, Kirkmichael; Earl Rise and Earl Crescent, Dundonald; Barbieston Road, Dalrymple plus former Scottish Homes stock in Mossblown and Symington.		✓		
External Painting - Forehill /Belmont and Crown Square Ayr; Fernbank Court Prestwick; Burns Wynd, Maybole; The Clachan Barr and Castleview, Dundonald.	✓			
External Painting - St Brides Way, High Park Road, Glenhead Place/Court Coylton; Lochside, Fulshaw Place, George Place Ayr; Oswald Court Kirkoswald; Harbour Road, Turnberry Road Maidens; Torcy Way Girvan; Baird Road Monkton; Croft Street, Springfield Road Tarbolton; Non scheme properties various locations.		✓		

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APPENDIX 6 – PROPERTY SERVICES CONTRACT SCHEDULE

Area of Provision	Contractor	Start Date	End Date	Comment
Reactive maintenance including voids	Turner Property Services Ltd	April 2020	Turner Property Services LTD April 2020 with options to extend for two x 12 months. Contract extended for 12 Months April 20 - 25.	Multi-trade term contract using Schedule of Rates (SoR).
Gas servicing and maintenance	James Frew Ltd (Gas Sure), Stevenston	April 2018	August 2020	<u>Commencement Date</u> – 1 September 2018. <u>Completion Date</u> – 30 August 2020 with possible extension on an annual basis to 2021 and 2022 subject to satisfactory performance. Contract currently extended to August 2021.
Open space maintenance including Garden Tidy Scheme	Tivoli Group (Landscaping), Kilmarnock	April 2019	March 2022 with option to extend for two x 12 Months	Monthly meeting with contractor to discuss progress reports. Monthly inspections of the estate to confirm compliance with the contract conditions.
Manufacture, supply and installation of external doors and windows	Tender document is currently being pre-paired	May 2019	Oct 2019	Framework agreement. To be re-tendered 2020.
Kitchen replacement	James Frew Ltd (Modernisation Division), Stevenston	January 2019	March 2020	Framework agreement. TSM in negotiation with James Frew Ltd to extend contract.

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Powered door servicing and maintenance (Various)	Kilpatrick Blane Services, Inverkip	January 2019	January 2021	The contract period will be 24 months from the Date of Possession with the option to extend the contract by a variable period not exceeding 36 months.
Smoke control ventilation equipment (Various)	Kilpatrick Blane Services, Inverkip	January 2019	January 2021	The contract period will be 24 months from the Date of Possession with the option to extend the contract by a variable period not exceeding 36 months.
Emergency Lighting (Various)	Kilpatrick Blane Services, Inverkip	January 2019	January 2021	The contract period will be 24 months from the Date of Possession with the option to extend the contract by a variable period not exceeding 36 months.
Dry Riser Testing (Viewfield Court)	Kilpatrick Blane Services, Inverkip	January 2019	January 2021	The contract period will be 24 months from the Date of Possession with the option to extend the contract by a variable period not exceeding 36 months.
Lift maintenance	Consult Lifts (Paisley)	December 2018	December 2020	The contract period will be 24 months from the Date of Possession with the option to extend the contract by a variable period not exceeding 36 months.
Sewage Treatment Pump Servicing (Straiton)	Ferrier Pumps Ltd, Glasgow	March 2018		Rolling annual service contract.
Water Treatment (Viewfield Court)	Cleartech, East Kilbride	Feb 2019		Annual chlorination treatment shall now be undertaken by Vega Environmental consultants.
Booster Pump Servicing (Viewfield Court)	Grundfos Euro Pumps, Lancashire	November 2017		Manufacturer's service contract.

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Lightning Protection Testing (Good Shepherd Court)	Best Ltd, Wishaw	February 2018		Manufacturer's service contract.
Air source heat pump servicing and repairs (Daily)	Earthwise Energy (formerly Coolheat), Dumfries			No formal contract in place. Installer service contract.
Air source heat pump servicing and repairs (Arran Avenue, Springfield Road, etc.)	Turners	October 2019		Turners cover repairs till October 2019. Five-year contract
Environmental works including pest control, close cleaning plus jobbing repairs	Acatch, Ayr	January 2019	January 2021 with option to extend for 12 Months	Framework agreement. SOR contract
Provision of EPC certificates	Allied Surveyors, Ayr	December 2018	December 2020	The contract period will be 24 months from the Date of Possession with the option to extend the contract by a variable period not exceeding 36 months.
Electrical works including periodic testing and PAT testing	Invincible fire and security	August 2018	60 Month contract	Framework agreement. SOR contract.
TV/Satellite system maintenance	Gordon White Digital, Galston TV Local			No formal contract in place. TSM to establish benchmarking of existing contractor's costs. TV Local to be issued work as a benchmarking exercise during 2020.
Supply only – ironmongery (including key cutting)	A1 Ironmongery, Ayr			No formal contract in place.
Metalwork (including medical adaptations)	J. Gilmour, Prestwick			No formal contract in place.
Clos-o-mat toilet servicing and repair	Total Hygiene, Cheshire	May 2019	May 2020	Manufacturer's service contract. TSM to review Contract 2020.

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Appendix 7 EESSH Summary

Minimum Energy Efficiency Ratings to Meet EESSH

Dwelling type	Energy Efficiency Rating (SAP 2009)		Energy Efficiency Rating (SAP 2012)	
	Gas	Electric	Gas	Electric
Flats	69	65	69	63
Four in a block	65	65	65	62
Houses non-detached	69	65	69	62
Houses detached	60	60	60	57

EPC Bandings

Band	Rating
A	92+
B	81-91
C	69-80
D	55-68
E	39-54
F	21-38
G	1-20

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Properties Failing EESSH

Dwelling Type	Gas	Electric	Other Fuels	Total
Flats	26	22	0	48
Four in a block	2	1	0	3
Houses non-detached	146	28	1	175
Houses detached	0	0	0	0
Total	174	51	1	226

The following table shows the breakdown of failures by band.

	Band C	Band D	Band E	Band F
Number of failures	6	210	8	2

The tables below illustrate the EPC ratings of our stock with an actual EPC and the number of EPC's held for each version of SAP.

EPC Rating	Number of Properties	Cloned Data
A	0	0
B	144	18
C	468	618
D	185	126
E	6	2
F	1	1
G	0	0
Total	804	765

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SAP Version	Number of Properties
SAP 2001	0
SAP 2005	176
SAP 2009	173
SAP 2012	445
Other Procedure Unknown	10

We have 226 properties which we reported as current EESSH Fails. Our database indicates the current rating and the SAP points bandings required to move them to a Pass. They have been labelled “Marginal”, “Reasonable and “Extensive” and reflect the potential investment required to bring them up to EESSH standard.

The Scottish Government’s milestone regarding EESSH1 is that 89% of our stock should meet EESSH by 31 December 2020.

Our database shows that we have 1,343 properties currently meeting EESSH with 226 failing.

A further review of the database has shown that 7 of these have EPC’s that indicate that they actually meet EESSH. We will report compliance on these in next year’s returns. That brings our current Passes to 1,350 which is 86% of our stock. We therefore need to bring an additional 46 houses up to the standard to meet that milestone by 31 December.

We are due to carry out gas boiler replacements in 30 properties Earl Crescent, Dundonald. Twenty-nine of these are currently failing EESSH but should pass with the replacement boilers installed.

We are also proposing to bring forward the heating system upgrades to 15 properties at The Sandgate, Ayr. Eleven of these currently fail EESSH but it is anticipated that the heating upgrades will result in them meeting EESSH. They were scheduled to be upgraded in 2021-22 but bringing them forward a year will assist us in achieving our progress towards meeting the EESSH compliance target.

A number of properties which are listed as “marginal” fails do not have a valid EPC but their rating is based on “cloned” data from similar properties. Some of these have had insulation or heating improvements carried out but we had been unable to get an EPC assessment carried out on the completion of these works. It is likely that some of them will now meet EESSH but we have been unable to demonstrate compliance. We are arranging a programme of EPC assessments to these properties to be commenced imminently and are confident that, providing the surveyors are allowed access, some of these properties will meet EESSH standards.

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We are also intending to re-survey a number of properties where the EPC's which currently are showing as Fails are based on the SAP2005 methodology. Again, it is hoped that by using the most recent assessment procedure some of these may well now meet EESSH compliance.

Where new surveys are carried out and the EPC ratings are such that some properties still do not meet EESSH we will, at least, be in a more informed position to assess the level of investment required to bring these properties up to EESSH standard.

Unfortunately due to the restrictions in accessing properties due to Covid-19 we have been unable to carry out these works and survey programme during this year but recent easing of these restrictions means that we can now progress with the boiler replacements, heating upgrades and surveys to allow us to demonstrate compliance with the target of 89% of our stock meeting EESSH by 31 December 2020.

EESSH2

Under EESSH2, all social housing meets, or can be treated as meeting, EPC Band B (Energy Efficiency rating), or is as energy efficient as practically possible, by the end of December 2032 and within the limits of cost, technology and necessary consent.

This is defined as an aspirational target. All landlords are expected though to show their best endeavours in steadily improving the energy performance of their stock.

On top of the aspirational standard of EPC 'B', no property in the social rented sector should fall below EPC 'D' if it is to continue to be let.

Our current EPC ratings are shown in the following table:

EPC Rating	No. of Properties	Actual EPCs	Cloned Data	% of Stock
A	0	0	0	0
B	162	144	18	10.33%
C	1086	468	618	69.22%
D	311	185	126	19.82%
E	8	6	2	0.51%
F	2	1	1	0.12%

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These figures clearly demonstrate that, currently, only a small number of our stock, 10%, meets the aspirational target of a B rating. While a large amount of our data is based on cloned information it still suggests that the association faces a very challenging target to meet the Government's aspirational EESSH2 standard.

However, it should also be noted that 99% of our stock currently meets the EESSH2 objective that all properties let should have an EPC rating of D and above.

The Glasgow and West of Scotland Forum of Housing Associations commented in their response to EESSH2 consultation that an EPC "D" rating would be a reasonable minimum standard. Indeed, the average EPC rating in Scotland is EPC "D".

The Scottish Government listed a range of "reasonable" measures which associations could consider investing in to achieving EESSH. These were primarily improvements involving the following:

- Condensing boilers
- Loft insulation top-up
- Double or secondary glazing
- Under-floor insulation
- Heating controls
- Compact fluorescent lighting
- Storage heaters
- Internal wall insulation
- Solid wall insulation
- Water waste heat recovery systems
- Thermostatic radiator valves
- Cavity wall insulation
- Hot water tank and pipe insulation
- Replace secondary heating
- Room in the roof insulation

The costs associated with many of these measures are substantial and in some cases only result in marginal improvements to the energy rating for the property.

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In general, 80% of the costs associated with the improvements required to meet EESSH1 was met by tenants through rent income with the other 20% funded through grant streams. It is unlikely that there will be any significant change to that split for funding improvements required to meet EESSH2.

It is also worth noting that many of the “reasonable” measures listed above have already been taken by the association to achieve the current EESSH standard.

The Scottish Government would appear to be placing much faith in new technologies being or becoming available by 2032. But, as the Glasgow and West of Scotland Forum highlighted, “new technologies generally need a significant amount of time before they can be deemed to be ‘tried and tested’, with uncertainty over replacement cycles, maintenance costs etc.”

The association remains committed to providing tenants with energy efficient accommodation and to reducing fuel poverty, but this must be done alongside avoiding unreasonable rent increases required to meet the Government’s “aspirations”.