**Draft KHG Asset Management Sub Group 3 July 2023, Microsoft Teams Call**

DRAFT

**Present**: Neil Diddams, chair and WKHA; Brandon Lewis, Brian’s Intern; Brian Horton, SELEP; Alexis Jobson and Dan Stone, Canterbury; Josh Arthur, Gravesham; Jo Medley, Maidstone; Lucy Breeze, Golding Homes; Mia Davis, vice chair and TCH; Adam Spokes, Medway; Sally O’Sullivan and Kieran Cooper, Thanet; Helen Miller, KHG;

**Apologies:** Ben McGowan, Moat; Ashley Jackson, Thanet; Kerry Elliman, WKHA; Owen Goymer, Clarion; Jay Amos, consultant;Steve Stratford, Golding Homes;

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| Reference | Notes/Outcome | Who | Action/Decision |
| Matters Arising from March 2023 | ND to invite HACT to a meeting around carbon credits. Update, ND has not heard back yet. ND to chase again.  LG share info on how Dartford is addressing repairs and monitoring. Lee not at meeting.  HM circulate EM’s presentation on dampness and legionella – Done  HM circulate DM’s presentation on fire door inspection and recording – Done  HM circulate JT’s presentation and documents around fire safety – Done |  |  |
| Welcoming Mia Davis as vice chair | Mia has volunteered to be vice chair now that Mark Breathwick has stepped down. Neil has agreed to stay on as chair to the end of 2023. |  |  |
| Gravesham’s learning from its SHDF work | Josh Arthur gave a short presentation on Gravesham’s wave 1 project. The bid was big, 473 homes, for loft and cavity wall insulation plus ventilation. The Parity Portfolio was used to identify the homes rated EPC D.  The challenges includes assess issues, resident refusals (concerns around upheaval and disruption, lofts with items stored or boarded lofts, or refusing do to other disagreements). Vulnerable and elderly tenants may need extra time.  Jas would recommend having a specific retrofit engagement strategy. Identify those hard to access homes early. Tie in any other works needed at the same home together to reduce the amount of times tenant needs to give access and increase likelihood of access. Identify where tenants need help to move items for loft insulation installation and plan the time in. Use language to suit tenant so avoiding unneeded jargon like PAS2023. Aim to be flexible where you can, may need some weekend appointments. Be aware of any current dampness or mould complaints.  They found that it helped to look at the case more widely and resolve issues early when looking to reduce refusals. Contracts may need to move items for residents and be flexible on timings. Being really clear on why the works are being done and what the benefits are for the tenants helps. Encourage tenants who have had the work done to promote it to other tenants.  Adam explained that Medway are also using Parity as tool to identify homes but cannot upload info into as often as they want to you. JA said Gravesham wanted to move at pace and did not want a quarterly bulk update. Their admin officer does frequent updates to Parity and sends data every week. This may not be Parities normal way to work but does work.  Lucy found that prices go up when they mention SHDF. They are wondering whether when doing low value works like cavities and lofts it may not be the best route. JA they were unsuccessful for wave 2 as tried to get similar work done. When went to tender the works appeared to be 50% cheaper outside PAS2035. LB wonders if we can follow principles for PAS2035 but not do paperwork to PAS2035 to get the costs down and the works done.  ND is going out to tender for loft and cavity work and also looking at whether to use PAS2035. JA said around on third of costs was admin so a significant portion of the costs so attractive to eliminate that in future.  GBC has 5 people working full time on retrofit. The cyclical programmes have been reviewed and doing more whole house approach to maintenance as well as retrofit. It has just below 6000 with 1300 below EPC C.  BH now change in [funding arrangements](https://www.gov.uk/government/publications/homes-england-strategic-plan-2023-to-2028/homes-england-strategic-plan-2023-to-2028-accessible-version) from Homes England have changed social landlords and can use funds for regeneration as long as also creating some new homes. Are partners considering this when funding retrofits?  JA they commissioned ARK to do asset grading across the stock, to consider repairs, location, etc. This relied partly on energy data. This showed areas and estates that will never get to net zero where a regeneration approach may be beneficial.  BH some low density estates, with older homes, may present an opportunity for higher density homes that can help reach net zero when using regeneration over retrofit.  ND some homes were never built to be still be used now and are hard to retrofit to a good standard. We may need to redevelop some of these sites and the new policy makes this more attractive. It is hard to make retrofit stack up financially, even if residents were to pay a ‘comfort charge’. The cost of retrofit is high and higher with PAS2035.  BH As a sector and nation investing in housing that is future proof it is worth researching to fully understand the options. The timescales for the Homes England funding is very tight but if it continues into future programmes it will be a very practical option.  AS with inflation, cost of labour, costs of materials it is hard to predict what is profitable and what could make a loss. It’s a very tough market. Medway are holding off in the hope that inflation drops and schemes become more viable again.  ND WKHA has also pulled back on some development opportunities to see what happens with interest rates.  LC the development at Shepway is in three phases and its possible phases 2-3 will be merged to address interest rates and material costs. This may be their last big regeneration project. Many of the homes left have a lot of leaseholder occupants so that pushes towards retrofit. | HM | Circulate JA’s presentation. |
| Standing Items | **Tackling Dampness and Mould**  There will be an online dampness and mould KHG Event on 15th September. Please do attend this.  **Building safety**  WKHA They’ve had more house fires recently but no particular trend in the causes of them.  Medway have also had a couple of lithium batteries catch fire and a chip pan fire. Medway has put social media messages out.  HM outlined the new fire safety campaign that the KHG tenancy management group will begin in July. This focuses on simple actions people can take to make themselves, and others, safer; don’t leave items in communal areas, don’t have BBQs inside or on balconies, don’t leave cigarettes or candles unattended.  The materials include two animations, a poster, a letter, a press release, email banners and social media messages that all KHG members are welcome to use. Members comms teams have been invited to comment on materials and feedback has come from Dartford, WKHA and others. The central point is a page on the KHG website which will be here [Fire Safety - Kent Housing Group](https://www.kenthousinggroup.org.uk/fire-safety/) by the end of July.  WKHA are having tenants targeted for disrepair cases? Medway also have several action cases and are tracking the cases to see if coming from same solicitors. Both Medway and WKHA found that the solicitors are not local. WKHA have had three drop their cases recently.  Sally said that Thanet also had a man visiting who has been aggressively seeking cases and pressuring the residents to take cases and possibly impersonating council officer to gain access. They are looking at getting an injunction on the man.  Some tenants are being pressurised by solicitor to keep the cases going, risking incurring costs if they do not proceed, and may need support to close them. | All | Please look out for these materials at the end of July |
| AOB and setting topics for next meeting | We have Max Tant booked to speak on flooding and Nicole Arthur to talk about Rosherville in September. Please do contact Mia, Neil or Helen with suggestions for topics/speakers.  Dates of next meetings; 20 Sept; 2 Nov.  We’re having a damp and mould webinar on 15th Sept from 10-12.30 so please hold that time free until we can send the invitations out this summer. |  |  |