Oadby and Wigston Borough Council

Stock Condition Survey Report

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IL Reference: 1466
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Appendices

1 Introduction

In early 2024 OWBC commissioned a project to complete Stock Condition Surveys including HHSRS surveys to 100% of residential properties, garages and blocks.

The project was designed to:

Provide asset data on all residential properties and meet SDR requirements

A "Statistical Data Return" (SDR) in housing refers to a mandatory data submission that registered providers of social housing in the UK are required to complete and submit to the Regulator of Social Housing (RSH), providing detailed information about their housing stock, rents, and other operational aspects, allowing the RSH to monitor and regulate the social housing sector effectively; this data is typically submitted through the NROSH+ platform.

Who submits it:
All registered providers of social housing, including private registered providers (PRPs) and local authorities.
What information is included:
Details about the housing stock owned and managed by the provider, including unit types, rents charged, vacancy rates, stock losses and gains, and compliance with the Decent Homes Standard.

Purpose:
To provide the RSH with comprehensive data to assess the quality and affordability of social housing, identify potential issues, and inform regulatory decisions.
Submission platform:
Data is typically submitted through the NROSH+ online portal.

Data quality:
Providers are expected to ensure the accuracy of their SDR submissions, and the RSH may perform data quality checks.

Ensure that Decent Homes criteria is met

The Decent Homes Standard (DHS) is a set of requirements that landlords must meet to ensure their properties are safe and habitable. The DHS includes:

Repair:
Properties must be in a reasonable state of repair, with major components like roofs and kitchens not old or in disrepair

Safety:
Properties must be free of serious health and safety hazards, as assessed by the Housing Health and Safety Rating System (HHSRS)

Modern facilities:
Properties should have reasonably modern facilities and services, such as kitchens and bathrooms

Thermal comfort:
Properties should have efficient heating systems and proper insulation

Noise insulation:
Properties should have adequate insulation against external noise

Ensure any HHSRS issues, such as damp and mould are found proactively

The Housing Health and Safety Rating System (HHSRS) is a risk-based system that assesses the safety of residential properties in England and Wales. The HHSRS helps local authorities identify and address hazards that could put people's health and safety at risk.

HHSRS requirements:

- Homes should be free of serious (category 1) hazards
- Homes should be designed, constructed, and maintained with non-hazardous materials
- Homes should provide adequate protection from potential hazards in the local environment
- Homes should be able to meet the basic needs of the households that could normally live there

Provide component replacement dates to allow for budgeting

Social housing budgeting involves estimating income and expenditure for a housing organization's upcoming year. This helps ensure that the organisation can meet its financial obligations.

What does a social housing budget help with?

- Helps ensure that the organisation can meet its financial obligations
- Provides the basis for assessing financial performance
- Helps distinguish between essential and discretionary spending
- Helps make judgments about the cost and benefit of discretionary spending

2 | Commission

In May 2024 Impart links were selected as contractor of choice through a competitive process administered by Efficiency East Midlands.

Mobilisation activity was carried out throughout June including approach, customer contacts, vulnerability and flagged tenant information, data protection, checking of DBS certificates, data collection methodology and so on.

Survey Approach

All customers are sent a letter introducing Impart links and explaining the survey requirement within 2 weeks of any other contact attempts

Letters are followed by phone calls from Impart links to make appointments
Appointments are attended as organised

Knock on to lettered properties that have been unable to reach through calls, leave note through door of attempted contact

Where e-mail addresses are available email letter and request appointments where call have been unsuccessful

Complete surveys including:
- Component renewal information
- Tenant safeguarding
- HHSRS
- Any obvious repair issues
- Trees within striking distance of properties

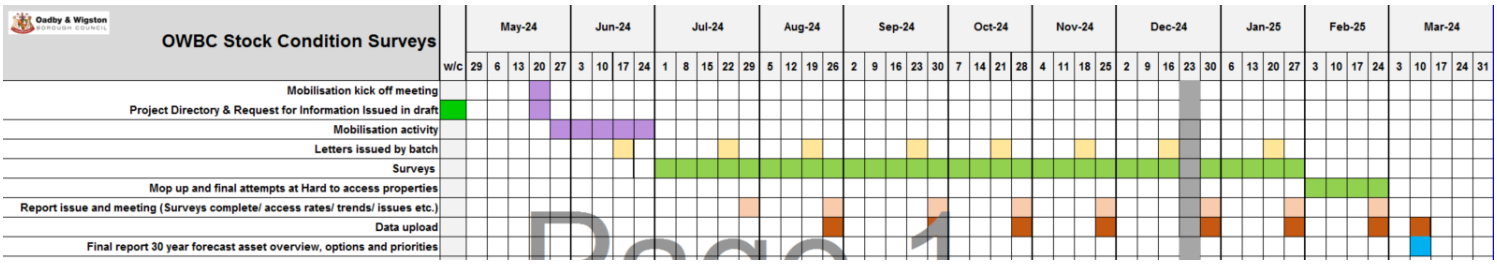
Survey results are then validated and transferred to an uploader format ready for upload to OWBC Asset management system

Photographs of each survey including photos of any/all repairs and reported hazards are provided

Timeframe

A total of 1521 assets are listed for survey including properties, blocks and garages.
The timeframe was set to be complete within 18 months, with at least 50% to be completed within the first 6 months

The attached programme allows an with month for contingency and two week for report writing giving a final handover date of 15th March 2025



Reporting

Impart links and the OWBC project team meet formally each month to discuss the previous month, progress, issues, mitigations, the plan for next month, and any other business.

- Data provided for upload at the end of the following month allowing for checks and data transfers.
- HHSRS and other repairs are reported monthly.
- Urgent issues are reported on day of survey.

3 | Project Particulars

Roles and Responsibilities

OWBC:		
Lead	Darren Bates	Main contact for reporting Escalations HHSRS
Data Control	Adrian Ludlow	Secondary Contact Data Uploads

Impart links		
Lead	Shane Furner	Key Contact Reporting Survey scheduling
Data Control	Dave Elliott	Data checks/ control Data transfers
Administration	Kimberley Furner	Uploading data from paper forms to digital input
Lead Surveyor	Alex Workman	Surveying/ reporting/ photograph recording
Surveyor	Richard Manifold	Surveying/ reporting/ photograph recording

During mobilisation we committed to a timeframe which we believed to be achievable; Two directly employed surveyors were deployed to complete the surveys with surveys scheduled to take 7 months with a contingency of 1 extra month. This was well within the 18 month period stipulated by OWBC at the outset.

It was envisioned that the surveys would be completed through a tablet linked to the new asset management systems at OWBC. However there were some delays that meant we resorted to a paper based survey. This meant designing a bespoke survey form, collection spreadsheet and uploader to allow data transfer from paper forms to OWBC asset management systems.

A series of documents were developed to utlise throughout the project.

- A Project Directory was developed with details of key personnel, timeframes, mobilisation activity, and risk register. **See Appendix A**
- Three bespoke survey forms designed for different archetypes; Blocks, Houses, Flats **See Appendix B**
- Appointment and Completions Tracker. A document tracking all contact attempts, appointments, completions, and valuations **See Appendix C**
- Report Template for Monthly Progress meetings held with Darren and/or Adrian.
- Repairs and HHSRS reporting spreadsheet.

Appointments

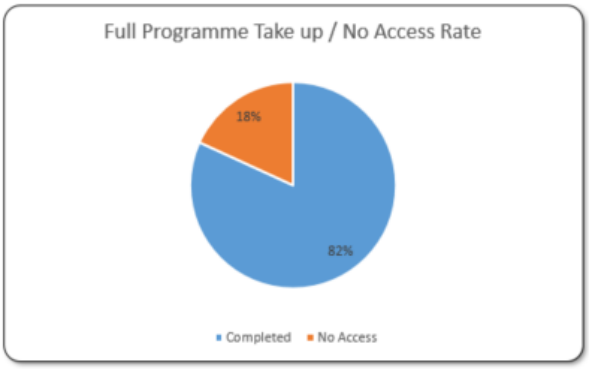
Letters were sent in batches to allow around 1 weeks' notice before phone calls made. All properties had at least 3 phones calls, but in many cases more. Where contact was difficult text messages and emails were sent.

Appointments were recorded in our tracker and attended promptly.

Where we were unable to make appointments surveyors knocked doors to either complete the survey there and then or arrange a suitable time to return

Prize Draws
Each month an address from completed surveys is drawn at random and is sent a £50 Amazon voucher.

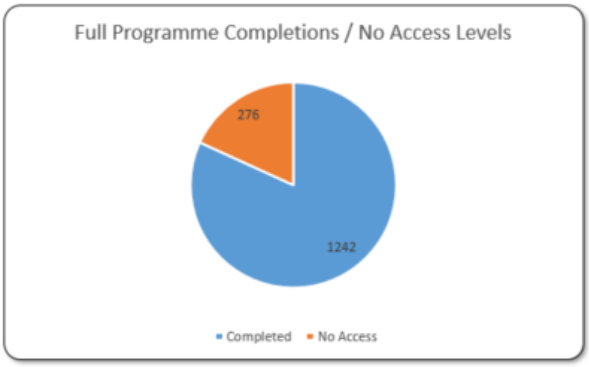
Access



Most Stock Condition Survey projects aim for access rates above 70%.

For this project our target was to be industry leading at 80%.

The project ended at 82%.

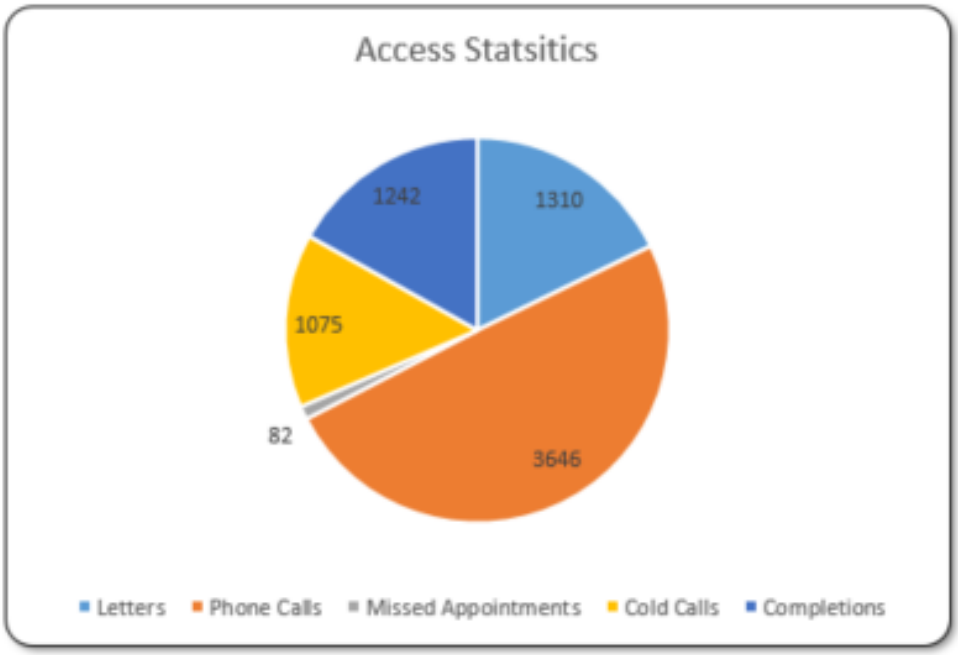


1242 accessed properties and 276 No access.

No access properties included:

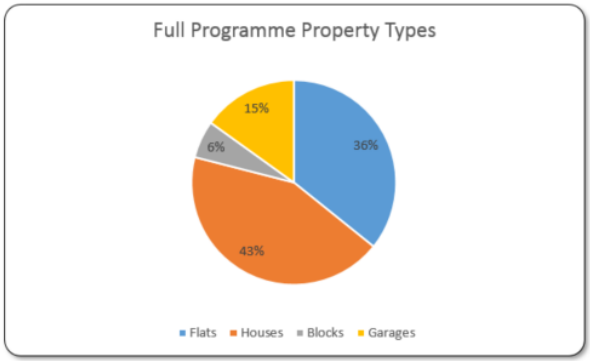
- Refusals
- No contact despite attempts

Contact and access attempts:

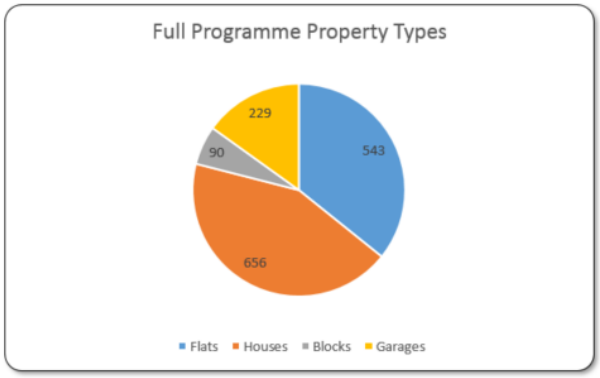


Property Types

Building types surveyed



- 43% Houses/ Bungalows
- 36% Flats/ Maisonettes
- 15% Garages
- 65 Blocks



- 656 Houses/ Bungalows
- 543 Flats/ Maisonettes
- 229 Garages
- 90 Blocks

Survey Data

Survey data transcribed form paper forms into spreadsheets for validation. Once validation checks completed data transferred into an uploader format ready for upload into OWBC Asset Management system.

Where access was limited, similar local properties were selected to complete a cloning exercise to give estimated condition data. While this does not satisfy the hazard inspection it does allow for a full data set meaning an estimation of forecasting cost can be established.

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4 | Forecast Spend

Survey data can be presented in several ways to show spend by area, archetype, or component.

While it is the same base data, presenting and reviewing the data allows asset managers to prioritise areas, building types and workstreams

Component costs are estimated and are given to include prelims, access, making good and waste removal

Component Costs

Key Element	Sub Element	Est Cost (£)	UOM
Kitchens	Kitchen	£ 6,500.00	Each
Kitchens	Communal - Kitchen	£ 6,500.00	Each
Bathrooms	Standard Bathroom	£ 5,500.00	Each
Bathrooms	Additional WC	£ 1,500.00	Each
Bathrooms	Standard Wetroom	£ 8,000.00	Each
Bathrooms	Adapted Bathroom	£ 8,000.00	Each
Bathrooms	Secondary Bathroom	£ 5,500.00	Each
Bathrooms	Communal WC	£ 4,500.00	Each
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Heating	Heating Distribution	£ 3,500.00	Each
Heating	Main Heating Type/Appliance	£ 2,800.00	Each
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Heating	Mechanical Ventilation with Heat Recovery	£ 3,500.00	Each
Heating	Communal - Heating Distribution	£ 5,000.00	Each
Windows	Window Type	£ 450.00	Per Opening
Doors	Main Entrance Door	£ 1,800.00	Each
Doors	Secondary Entrance Door	£ 1,800.00	Each
Doors	Patio/French Door	£ 2,500.00	Each
Doors	Flat Entrance Door	£ 2,000.00	Each
Doors	Communal - Main Entrance Door	£ 3,500.00	Each
Roofing	Fascias / Soffits	£ 125.00	Lm
Roofing	Pitched Roof Finish	£ 250.00	M2
Roofing	Rainwater Goods	£ 125.00	lm
Roofing	Secondary Flat Roof Finish	£ 250.00	M2
Roofing	Flat Roof Finish	£ 250.00	M2
Roofing	Secondary Pitched Roof Finish	£ 250.00	M2
Garage	Garage door	£ 1,400.00	Each
Garage	Roof	£ 250.00	m2
Garage	Personnel door	£ 1,800.00	Each

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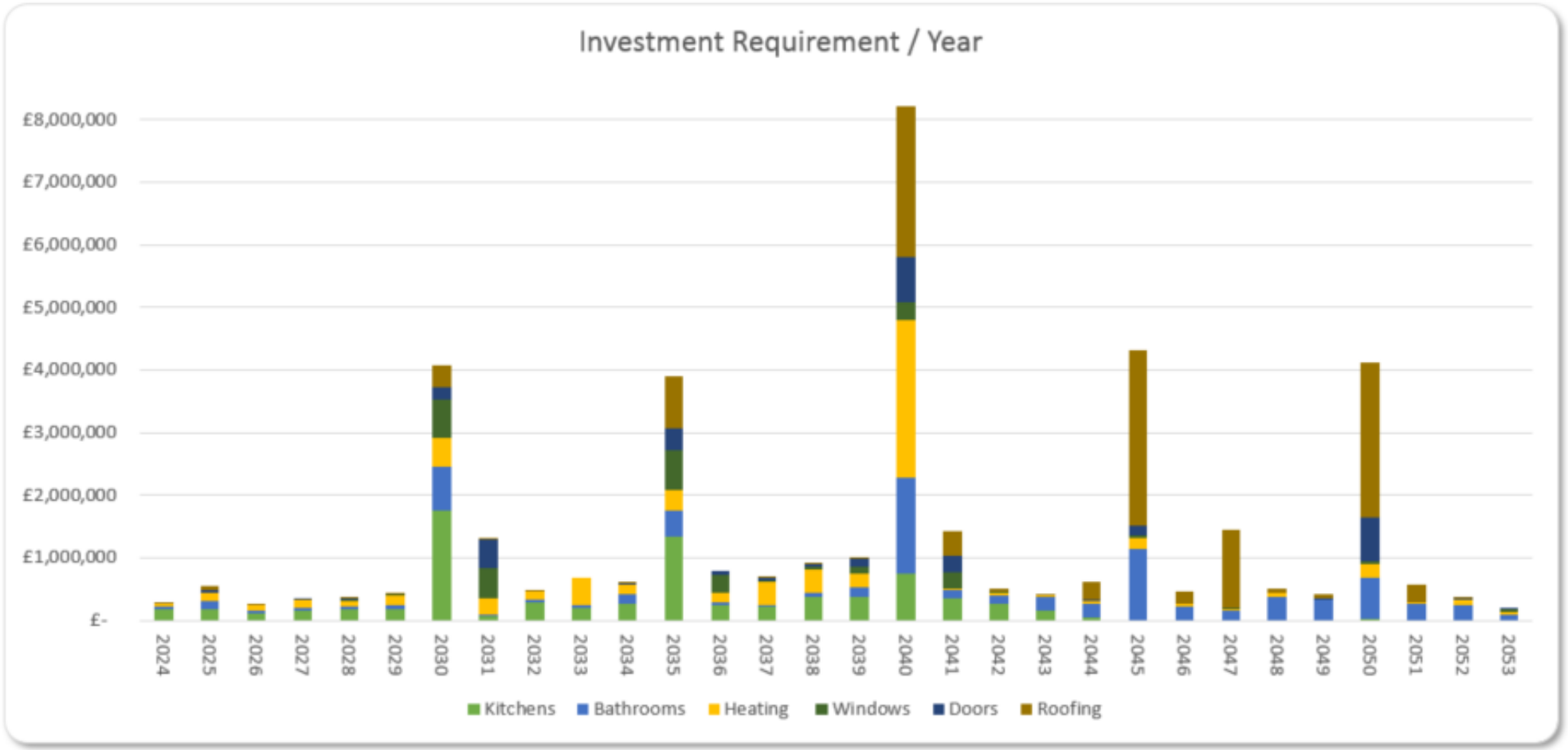
Impart links

OWBC Total Forecast



Forecast Summary

- Total 30 year spend forecast is just over £41 Million
- Peaks shown in 5 year increments from 2030
- 2040 shows a peak high of £8M
- Spend spikes are common when dealing with raw data
- Forecasts are estimations of spend and do not factor in budget constraints, priorities, compliancy issues.
- Forecast are base data for asset management, and should be used as a guideline for future programmes – It is not a Bible for what must be done!
- Years 1-5 should be considered reasonably accurate, and further years confirmed by next tranche of surveys within 5 years.
- All capital spend programmes are subject to a managed approach, and may be ‘smoothed’ to enable manageable programmes of work and smoothed spend profiles.
- Components do not become untenable by a certain date, lifespan can be stretched or shortened within reason to fit in with priorities, budgets, procurement requirements and other restraints

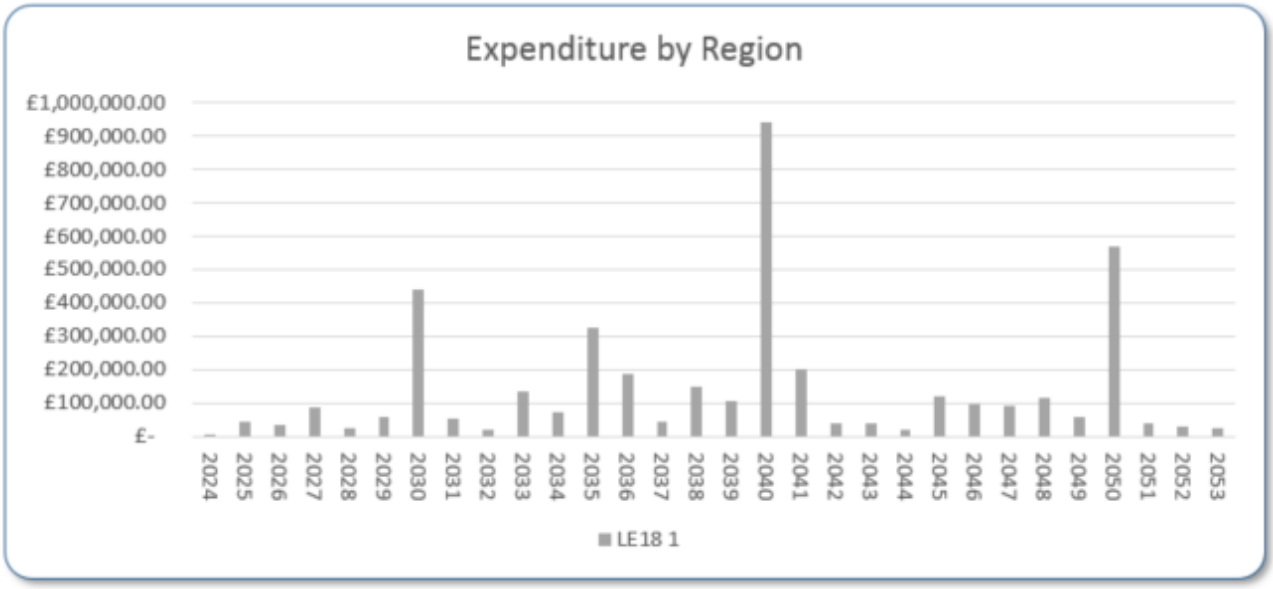
5 | Forecast By Area

Focussing on areas can show trends in spend forecast, both positive and negative; highlight previous specifications, where weather or other natural factors impact, treatment of properties, demographics etc.

The areas have been split to six sections:

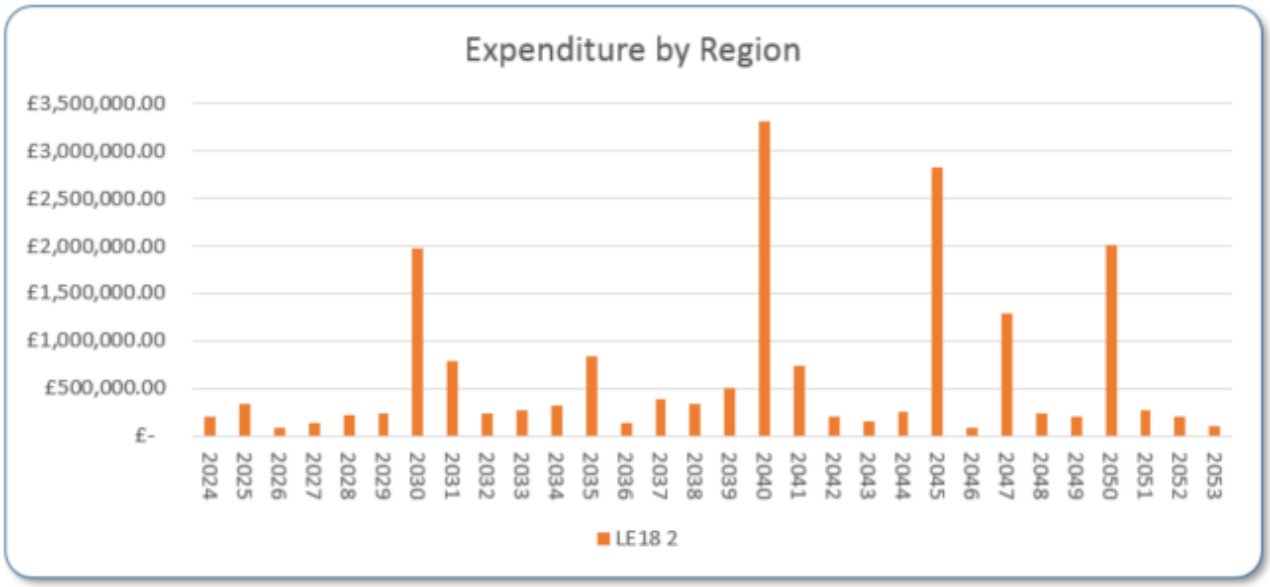
- LE18 1
- LE18 2
- LE18 3
- LE18 4
- LE2 4
- LE2 5

LE18 1 – 174 Properties		
Aylestone Lane	Willow Park	Northfield Avenue
Maromme Square	Burgess Street	Junction Road
Gladstone Street	Kings Drive	Gibson Close
William Peardon		



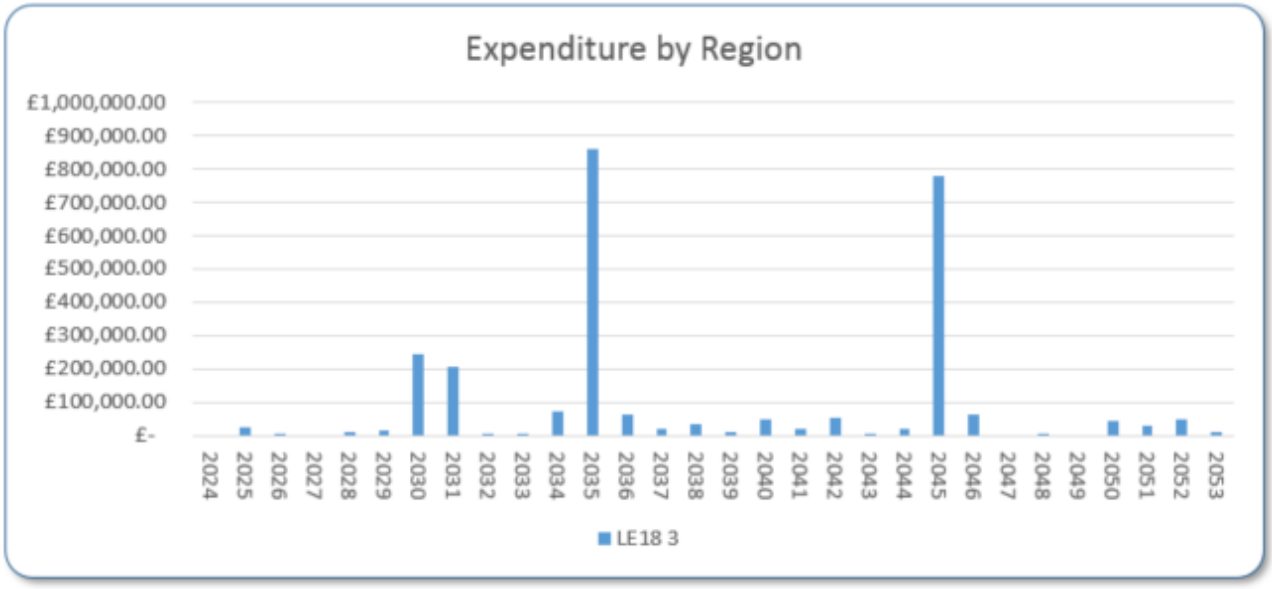
Total 30 year spend for the region	£4,167,725
Total 5 year spend for the region	£199,000
Average cost per property/ 30 Years	£23,680.26

LE18 2 – 595 Properties		
West Avenue	Wiltshire Road	Cedar Avenue
Blunts Lane	Bude Road	Cross Street
Davenport Road	Falmouth Drive	Horsewell Lane
Rectory Close	Exmoor Close	Cherry Street
Clarkes Road	Coronation Avenue	Long Street
Manor Street	Orchards Drive	Regent Close
Pullman Road	Queens Drive	Belmont House
Central Avenue	Dukes Close	Elizabeth Crescent
Holmden Avenue	Margaret Crescent	Orson Drive
Owston Drive	Rolleston Road	Rutland Avenue
South Avenue	Warwick Road	Whitehead Crescent



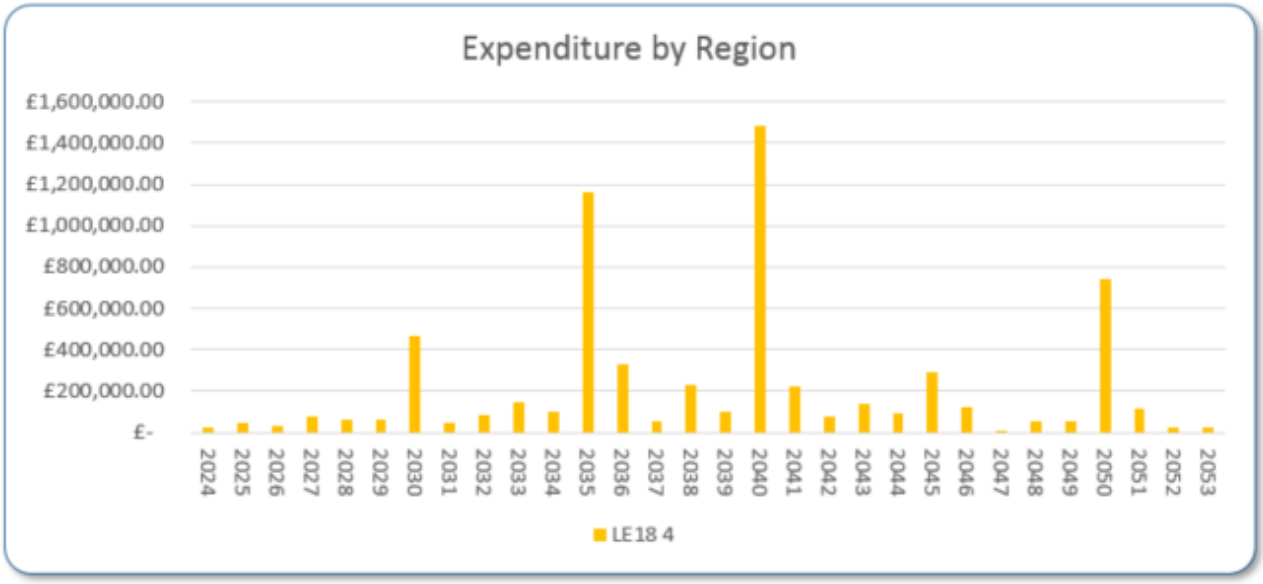
Total 30 year spend for the region	£18,839,200
Total 5 year spend for the region	£969,775
Average cost per property/ 30 Years	£31,662.52

LE18 3 – 165 Properties		
Boulter Crescent	Winslow Drive	Estoril Avenue
Rawson Drive	Harcourt Road	Newton Lane
Littledale	Welford Road	



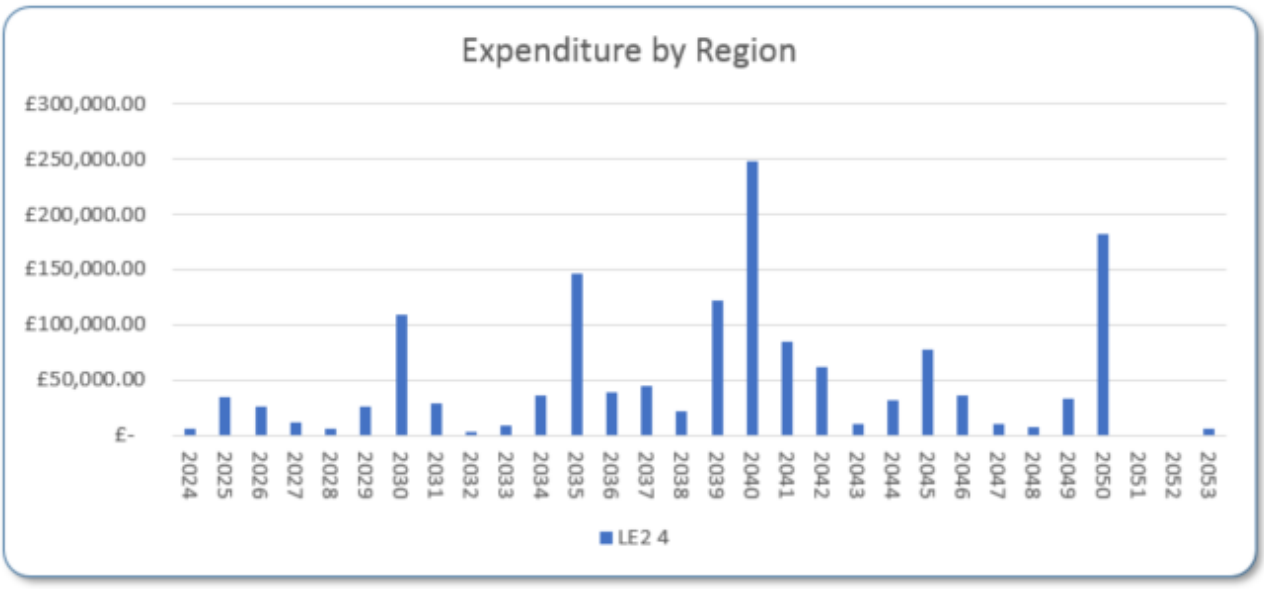
Total 30 year spend for the region	£2,693,475
Total 5 year spend for the region	£43,600
Average cost per property/ 30 Years	£16,324.09

LE18 4 – 198 Properties		
Belper Close	Clifton Drive	Hazelwood Road
Lansdowne Grove	Mill Close	Bassett Street
Countesthorpe Road	Canal Street	Healey Street
Railway Street	Timber Street	Albion Street
Blaby Road	Bennett Way	Fairfield Stree
Glengate	Kirkdale Road	Leopold Street
Station Street		



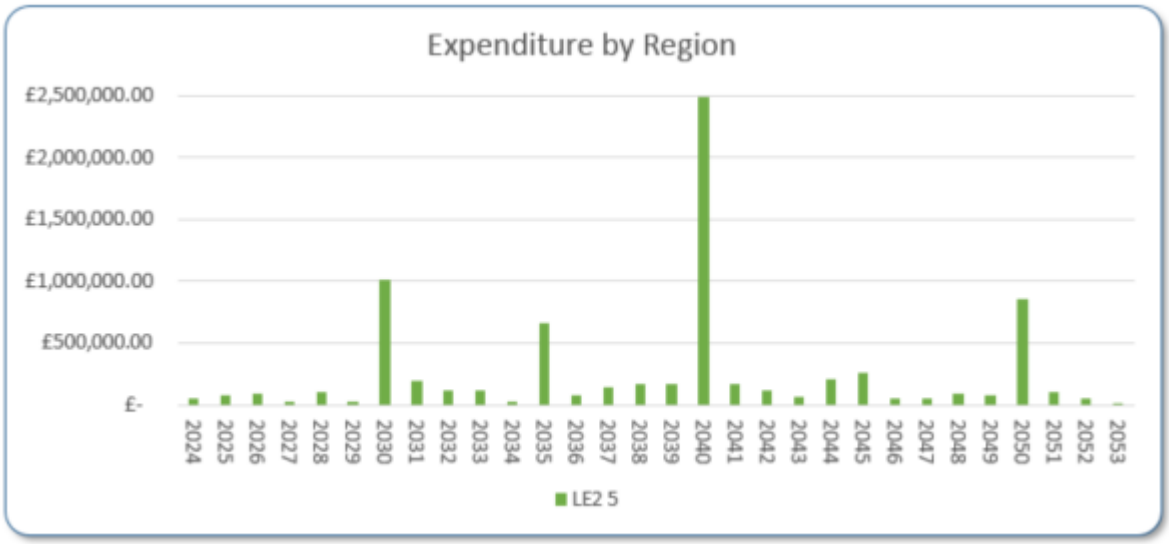
Total 30 year spend for the region	£6,499,250
Total 5 year spend for the region	£236,800
Average cost per property/ 30 Years	£32,824.49

LE2 4 – 43 Properties		
Church Mews	Regent Street	Queen Street
Malham Way		



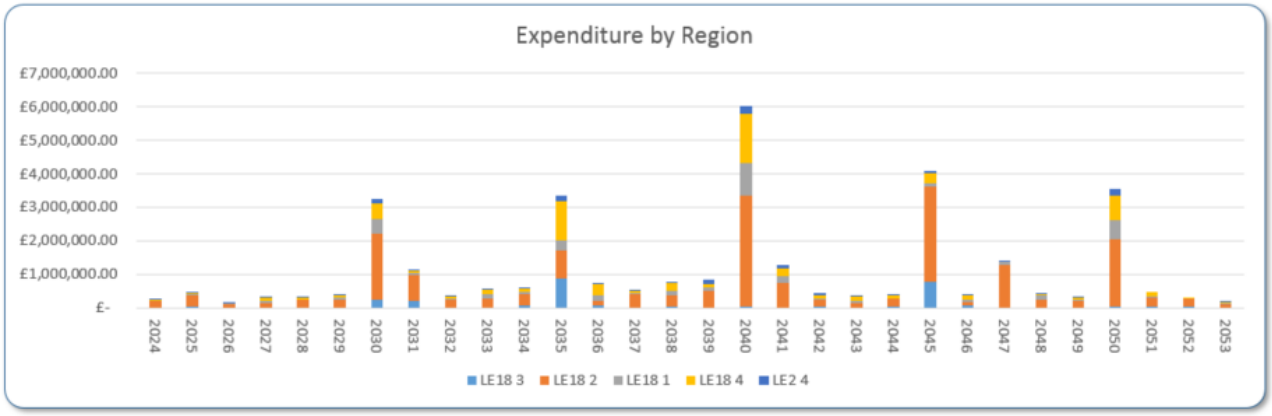
Total 30 year spend for the region	£1,459,250
Total 5 year spend for the region	£83,000
Average cost per property/ 30 Years	£33,936.05

LE2 5 – 257 Properties		
Churchill Close	Chartwell House	King Street
Goddards Close	Brabazon Road	Cartwright Drive
Davenport Avenue	Iliffe Avenue	Kenilworth Drive
Garden Close	Peters Path	Marriott House
Wigston Road		



Total 30 year spend for the region	£7,634,575
Total 5 year spend for the region	£339,300
Average cost per property/ 30 Years	£29,706.52

Costs per Region



Average cost per property/ 5 Years		£1,242.37
LE18 1	£1143.68	-£98.69
LE18 2	£1,629.87	-£387.50
LE18 3	£264.24	-£978.13
LE18 4	£1,195.96	- £46.41
LE2 4	£1,900.23	+£657.63
LE2 5	£1,320.23	+£77.86

Average cost per property/ 30 Years		£28,022.32
LE18 1	£23,680.26	-£4,342.06
LE18 2	£31,662.52	+£3,640.20
LE18 3	£16,324.09	-£11,698.23
LE18 4	£32,824.49	+£4,802.17
LE2 4	£33,936.05	+£5,913.73
LE2 5	£29,706.52	+£1,684.20

Summary

LE18 3, which is largely made up of Boulter Crescent showed evidence of major component replacement works completed in the last 10 years. This is reflected in the lower than average in both the 5 and 30 year forecast costs

Areas with predominantly houses and bungalows present will show higher forecasts as all external elements are recorded against each property

Spend spikes trends by area are common as planned works project are generally planned by location.

The above tables show that the likely incurred costs to OWBC are lower than national averages. Industry average 30 year costs are:
Flat: £28,000 – £34,000
House: £35,000 - £40,000

Costs Per Archetype:

Prop Type	LE18 3	LE18 2	LE18 1	LE18 4	LE2 4	LE2 5	Tot
Bedsit	£ -	£ 128,450	£ -	£ -	£ -	£ 42,700	£ 171,150
1 Bed flat	£ 539,900	£ 895,450	£ 1,173,200	£ 452,750	£ -	£ 2,345,200	£ 5,406,500
2 Bed flat	£ 1,169,500	£ 609,500	£ 143,600	£ 397,600	£ 206,150	£ 950,800	£ 3,477,150
3 Bed Flat (2nd Floor)	£ -	£ 20,300	£ 229,500	£ 305,250	£ -	£ 228,950	£ 784,000
3 Bed Flat (1st Fl)	£ -	£ 43,300	£ 99,600	£ 222,550	£ -	£ 128,150	£ 493,600
Maisonette	£ 506,900	£ -	£ 406,550	£ -	£ -	£ 26,400	£ 939,850
Block	£ 1,350	£ 500,950	£ 260,550	£ 719,250	£ -	£ 1,105,025	£ 2,587,125
2 Bed House	£ 157,750	£ 2,327,400	£ 77,550	£ 778,725	£ 308,275	£ 286,750	£ 3,936,450
3 Bed House	£ 285,075	£ 8,808,025	£ 1,127,125	£ 2,240,800	£ 944,825	£ 1,600,150	£ 15,006,000
4 Bed House	£ -	£ 472,850	£ 212,850	£ -	£ -	£ -	£ 685,700
Bungalow	£ -	£ 4,401,938	£ 381,350	£ 1,214,750	£ -	£ 828,200	£ 6,826,238
Garage	£ 33,000	£ 631,038	£ 55,850	£ 167,575	£ -	£ 92,250	£ 979,713
Total	£ 2,693,475	£ 18,839,200	£ 4,167,725	£ 6,499,250	£ 1,459,250	£ 7,634,575	£ 41,293,475

6 | Component Spend

Splitting costs by component allows asset managers to see trends and prioritise work streams.
We have presented costs for the top 6 workstreams throughout the industry:

- Kitchens
- Bathrooms
- Heating
- Windows
- Doors
- Roofing

Key Element	Sub Element	Est Cost (£)	UOM
Kitchens	Kitchen	£ 6,500.00	Each
Kitchens	Communal - Kitchen	£ 6,500.00	Each
Bathrooms	Standard Bathroom	£ 5,500.00	Each
Bathrooms	Additional WC	£ 1,500.00	Each
Bathrooms	Standard Wetroom	£ 8,000.00	Each
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Roofing	Flat Roof Finish	£ 250.00	M2
Roofing	Secondary Pitched Roof Finish	£ 250.00	M2

Kitchens

Kitchens varied in terms of condition across the stock profile. Bulk of kitchens were aged but in reasonable, useable condition.

Our results show that over 250 properties require a kitchen around 2030, another 200 in 2035 and over 100 in 2040.

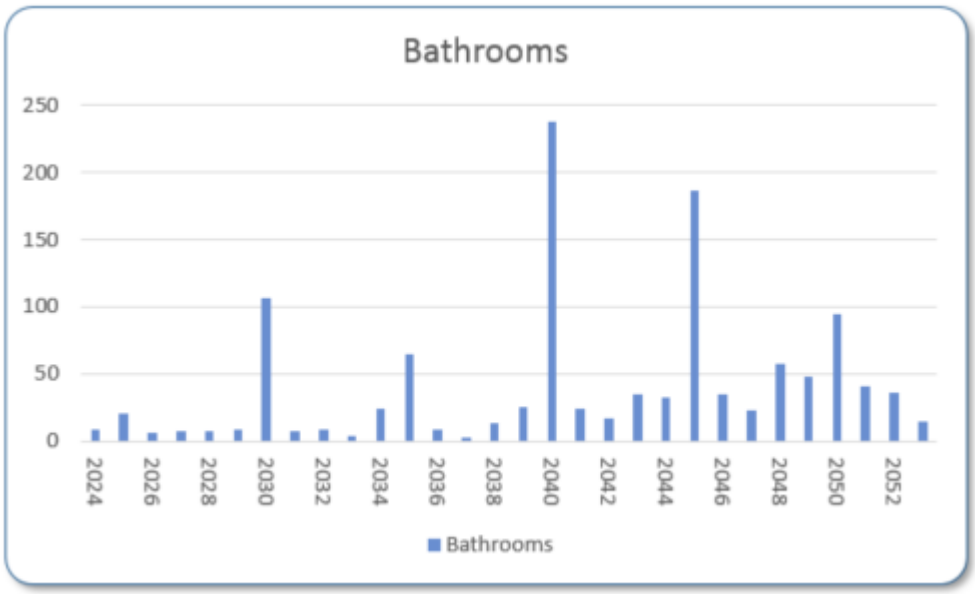
No. Kitchens over 30 Years	1189	
Allocated replacement cost	£6500	
Total Spend	£7,728,500	
Spikes:	2030: 270	£1,755,000
	2035: 207	£1,345,500
	2040: 115	£747,500

Bathrooms

Over 800 standard bathroom and just over 300 wet room made up the bulk of the bathroom types.

Mechanical ventilation was present in the majority of bathroom, which assists with lowering risk of damp and mould.

Spikes for replacement in 2030, and then in 15 and 20 years, to be verified by further surveys when approaching replacement date.



No. Bathrooms over 30 Years	1204	
Allocated replacement cost	Various depending on type	
Total Spend	£7,781,000	
Spikes:	2030: 133	£693,500
	2040: 259	£1,540,500
	2045: 214	£1,154,000

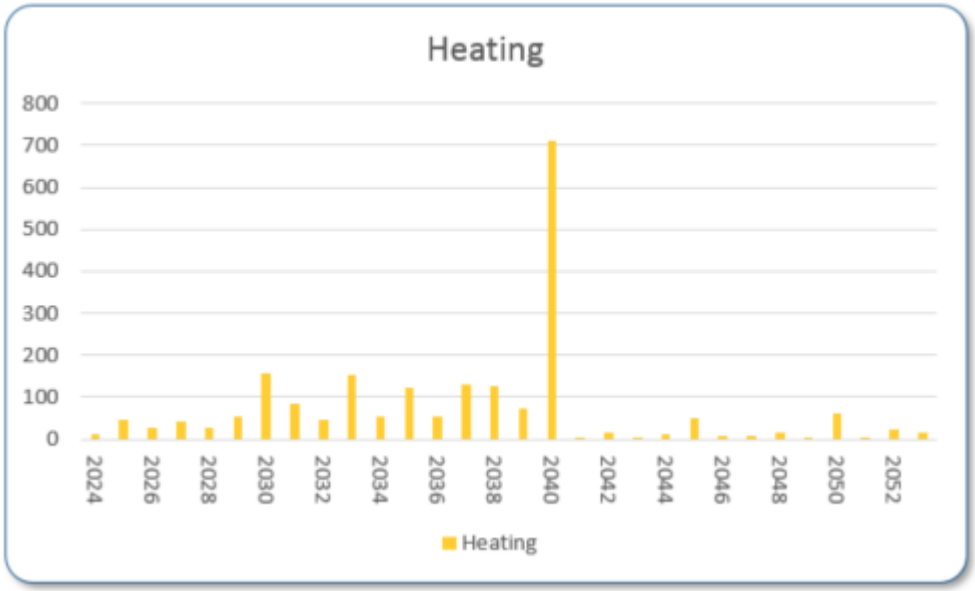
Heating

Main heating Distribution, likely radiators are difficult to age and so are often given and almost nominal replacement date, unless showing signs of age/wear.

Surveys often show a spike for radiator replacements as they have been pushed into 15 years, ready for further surveys (assumed every 5 years) to validate and update as required.

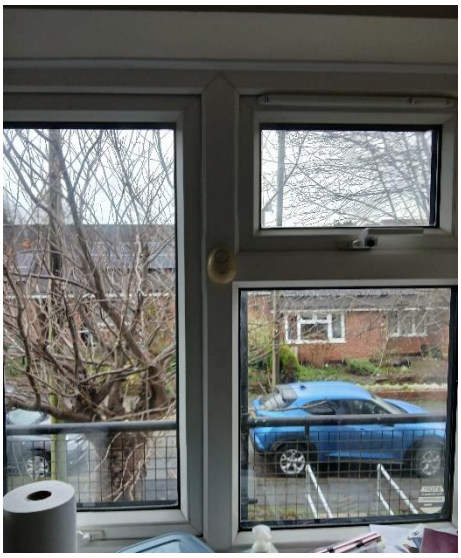
This figure shows a substantial need for investment, that will require monitoring, but understanding that it is subject to change.

Many residential providers do not plane to replace radiators and only do so where required as a responsive repair or at void.



No. Heating systems over 30 Years	1051 Main Heating System 1151 Heating Distribution system	
Allocated replacement cost	Main Heating System £2,800 Heating Distribution system £3,500	
Total Spend	£6,740,300.00	
Spikes:	2040: 709 MSH	£2,481,500

Windows

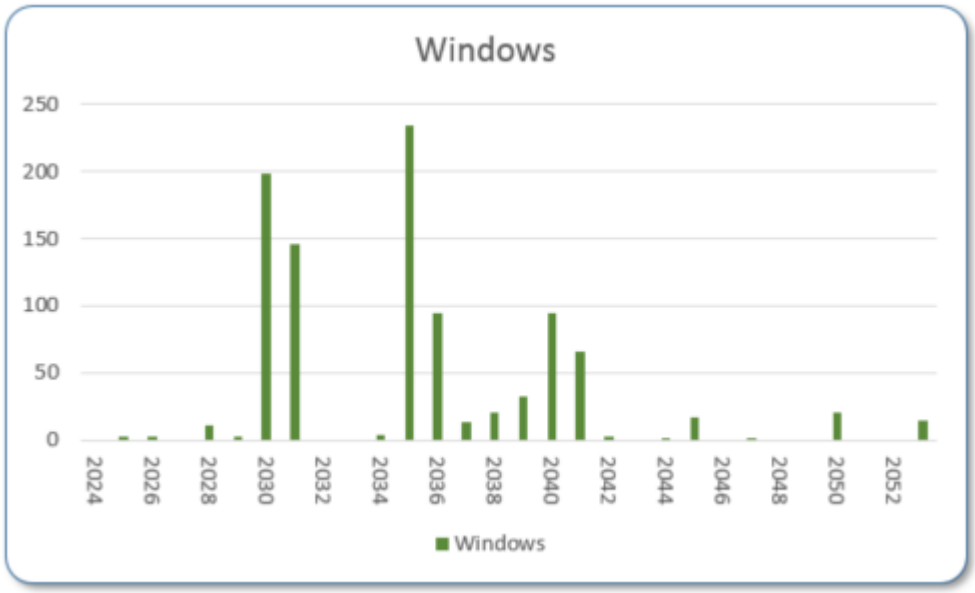


Many of the windows fitted throughout the stock profile are 20 plus years old and are showing signs of wear.

Many tenants complained of draughty windows.

While these complaints are valid, the windows are largely still useable and in reasonable condition other than being slightly ill fitting and aged.

Replacement dates are in line with replacement requirements



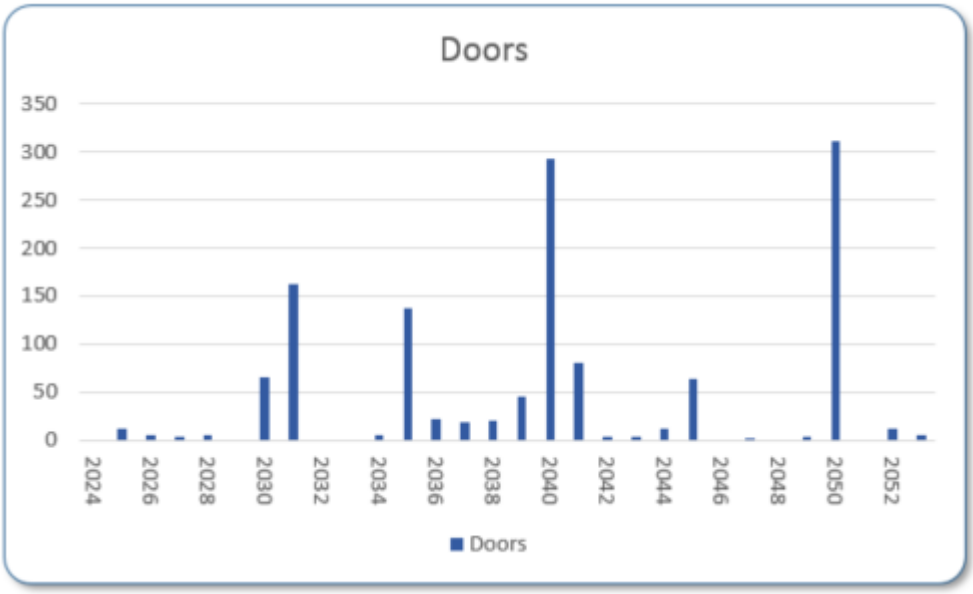
No. Windows over 30 Years	976 Properties	
Allocated replacement cost	£450 per opening	
Total Spend	£2,931,300	
Spikes:	2030: 198	£624,600
	2031: 146	£499,950
	2035: 234	£622,350

Doors

Most doors throughout the stock are composite or Upvc.

Our surveys show that substantial investment in doors is required in 2031 initially and then peaks in 2040 and 2050.

Our surveyors were not Fire auditors, but noted that many internal flat fire doors were nominal fire doors, and we advise further FRA surveys to verify and validate fire door appropriateness.



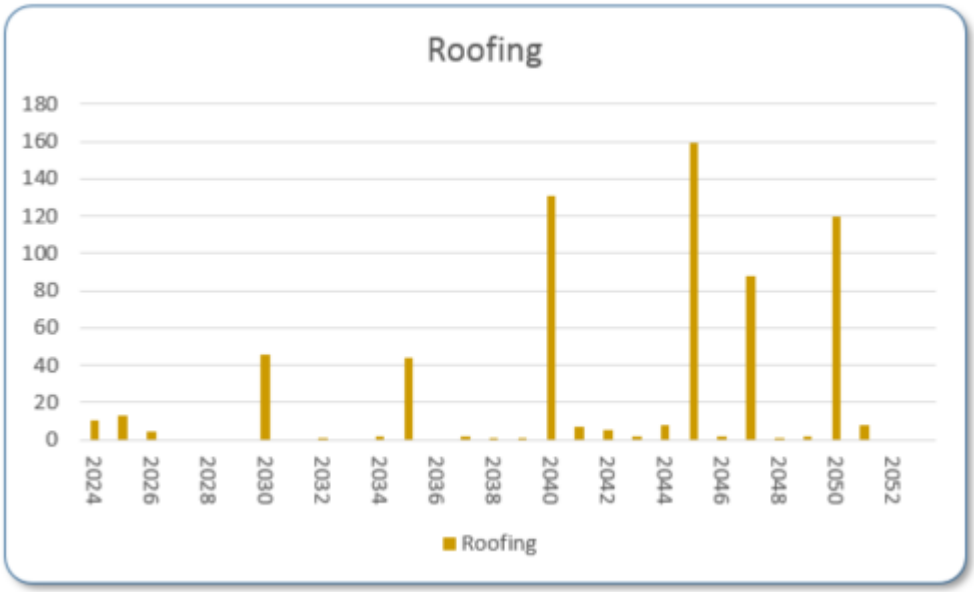
No. Doors over 30 Years	1292	
Allocated replacement cost	Various depending on type	
Total Spend	£3,284,100	
Spikes:	2031: 163	£441,200
	2040: 293	£720,900
	2050: 311	£704,300

Roofing

Roofing across the stock was deemed to be in good order.

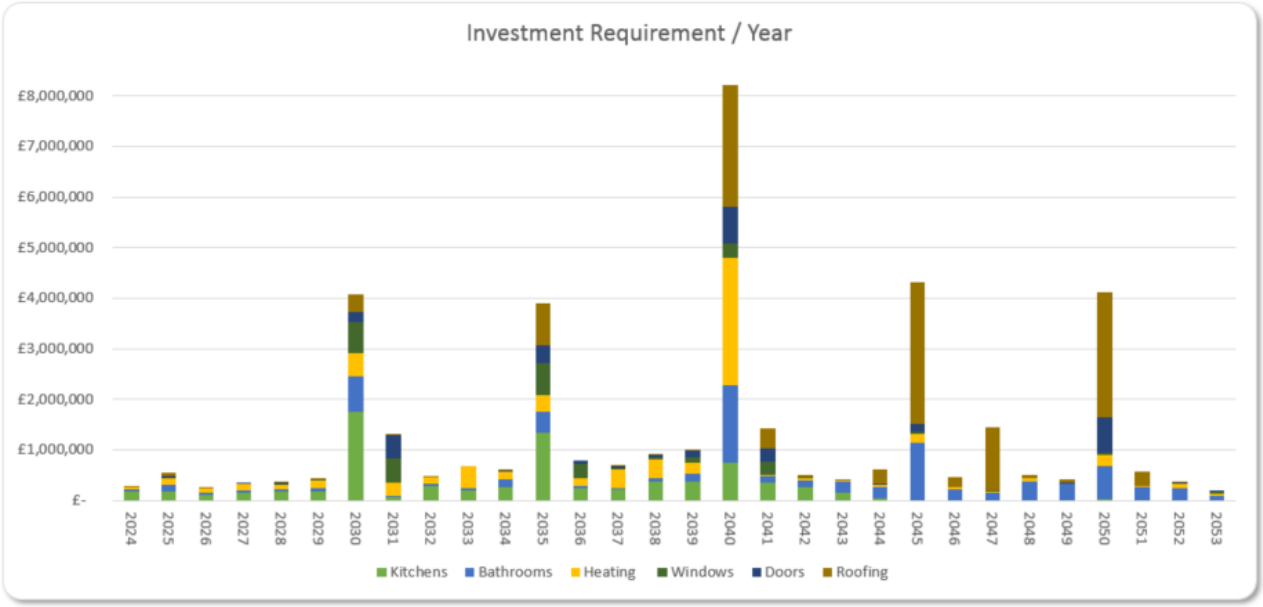
As a component roofing has a long life span and estimation on age are difficult. This leads to grouping of roofing elements and will result in spikes as seen above.

While it is important to factor in investment requirement for future roofing replacement, the status and replacement date should be reviewed in line with Stock Condition Surveys each 5 years to update and become more accurate.



No. Roofs over 30 Years	1837	
Allocated replacement cost	Various depending on type/ covering	
Total Spend	£11,678,813	
Spikes:	2040: 191	£2,419,750
	2045: 305	£2,807,625
	2050: 644	£2,470,000

Overall



Total spend per component:

	Total
Kitchens	£ 7,728,500
Bathrooms	£ 7,774,000
Heating	£ 6,771,800
Windows	£ 2,931,300
Doors	£ 3,284,100
Roofing	£ 11,678,813
Total Inv.	**£ 40,168,513**

5 Year Spend

	2024	2025	2026	2027	2028	5 Year Total
Kitchens	£ 169,000	£ 175,500	£ 117,000	£ 156,000	£ 182,000	£ 799,500
Bathrooms	£ 58,000	£ 134,500	£ 41,500	£ 44,000	£ 43,500	£ 321,500
Heating	£ 37,100	£ 130,200	£ 75,600	£ 120,400	£ 81,200	£ 444,500
Windows	£ -	£ 9,450	£ 2,250	£ -	£ 26,550	£ 38,250
Doors	£ -	£ 27,400	£ 9,000	£ 7,200	£ 10,500	£ 54,100
Roofing	£ 23,875	£ 74,250	£ 7,000	£ -	£ 10,500	£ 115,625
Total Inv.	**£287,975**	**£551,300**	**£252,350**	**£327,600**	**£354,250**	**£1,773,475**

7 | Repairs and HHSRS

HHSRS issues were the priority for collection, however if there were any obvious issues we collected these as 'observations'.

Where tenants reported issues, or repairs required they were advised to report through normal channels, but we also made a note and reported along with observations for OWBC to look into should they choose.

225 observations were made across the survey period.

68 notifications of damp and mould were reported.

Example:

Moderate black mould spores in bathroom.

Recent installation of new extractor fan.

Where Cat 1 (severe) hazards were observed they were reported along with photos on day of survey to Darren Bates

Observations were also reported on any unusual tenant behaviours such as unhygienic living conditions, hoarding, and security.

Tress within striking distance of the property were also reported.

Please see **Appendix D Repairs and Observations**

8 Summary and Next Steps

30 Year investment average cost per property requirement is showing as below national industry average

30 year investment profile could be reduced by looking at items such as roofing as elongating lifespans

A strategic look at component replacements to ensure the Decent Homes standards are met, and prioritise tenant satisfaction and future proofing against issues such as damp

Understanding likely component replacement requirements as forecast against financial planning and budgeting

Smoothing replacement profiles so that works are completed in manner that is manageable, and spend can spread over periods without the large spikes

Works such as windows, doors and heating systems could be planned in with decarbonisation works such as EWI and CWI to access funding

Procurement plan for executing works as required including options:

Frameworks through mini-competition
Frameworks through Direct Award
Procurement process for single workstreams
Procurement process for multiple workstreams

NB: New UK Procurement rules have been implemented in March 2025

Potentially have a professional fire surveyor look at fire doors for suitability and check specification moving forward