

Decent Homes Programme 1st April – 30th September 2008					
Number of Properties Omitted from Programme					
Programme	Declines	Appeals	Right to Buy	No Access	Removed
One-Hit	27	146	2	11	86
Window & Door	0	0	0	0	0
TOTAL	27	146	2	11	86

An account of the above categories follows:-

Declines

All tenants have the right to refuse works under the Decent Homes programme, unless works are required for Health and Safety reasons, i.e. electrical rewiring. Tenants can decline packages of work, but not individual elements of work within each package, except in exceptional circumstances. The majority of declines are confirmed at survey stage, however declines are still received up to schemes commencing, often due to a change in tenancy and/or the tenant has had a change of mind.

Appeals

Prior to works commencing, tenants receive a Scope of Works letter which details all elements of works that are scheduled for the tenants' home. The elements of work are acknowledged at the time the property is surveyed. If, upon receiving the Scope of Works letter, the tenant disagrees with the content of work, the tenant has 14 days to complete an 'appeals' form and return SLHD, following which arrangements are made for a further assessment to be undertaken in the tenants home. If the assessment confirms the same as the original survey, the tenant has the opportunity to accept or continue with the appeal. To continue, the matter is then presented to the '*Appeals Panel' to determine the final outcome, though the panel do not have delegated authority to override the decency specification/ standard. The panel is made up of the following representatives:-

- 1 x Council representative
- 1 x Tenant representative
- 1 x Independent representative

No Appeal Panels have been convened during the period due to appeal being upheld at survey stage or withdrawn by tenant.

Right to Buys

Tenants who have applied for the right to buy (RTB) their home. In this instance the property is removed from the scheme. The property is re-directed to SLHD Business Planning who, pending a change in status (i.e. the RTB application is cancelled) will re-issue the property to the Decent Homes scheme at a later date.

No Access

Where there has been a failed attempt to access a property by contractors, tenants are notified and given the opportunity to provide access at the next available opportunity in line with the scheme schedule of works. Following 3 failed attempts, contractors are permitted to notify SLHD following which they are removed from the scheme. Tenants are kept informed at all stages. Properties removed are re-directed to SLHD Business Planning and reissued to the decency programme at a later date.

Removals

Rationale for removal of other properties from schemes include abusive tenants, sold properties, leasehold properties, substandard level of cleanliness and property archetype issued inconsistent with planned scheme of works, i.e. non-traditional properties issued by Business Planning instead of traditional properties as per planned works.