

Annexes to Appendix B of the Planning Obligations Supplementary Planning Document

Annex 1 Policy HG8 and Policy HG9 of the Bath and North East Somerset Local Plan

POLICY HG.8

The Council will seek to secure the provision of 35% affordable housing before determining applications for planning permission in the following circumstances:

- *in Bath, Keynsham, Norton-Radstock, Saltford, Peasedown St John and Paulton where permission is sought for 15 dwellings or more or the site has an area of 0.5ha or more; and*
- *in settlements where the population is 3000 or below, where permission is sought for 10 dwellings or more or the site has an area of 0.5ha or more.*

Higher or lower percentages may be sought in individual cases, taking account of:

- i) the proximity of local services and facilities and access to public transport;*
- ii) whether there are abnormally high costs associated with development of the site;*
- iii) whether it would prejudice the realisation of other planning objectives that need to be given priority in development of the site; and*
- iv) distribution of need*

Before planning permission is granted under this policy secure arrangements will need to be in place to ensure that:

- i) occupancy of the affordable housing is restricted to people who are:
 - a) in need of such accommodation due to their inability to compete successfully in the local housing market; and*
 - b) in need of separate accommodation and are either currently living in or have strong local connections with the District such as local employment;**
- ii) the benefits of the affordable housing will be enjoyed by successive as well as initial occupiers; and*
- iii) the affordable housing is integrated with general needs housing in such a way that it secures a mix of dwelling size, type and affordability on the site.*

The Council will keep under review the need for affordable housing and the provision achieved under this policy and, if appropriate, will bring forward an early review of the matter.

POLICY HG.9

As an exception to the other housing policies of the Plan, residential development of 100% affordable housing will be permitted on land outside the scope of those other policies if it will meet a particular demonstrable need for local affordable housing arising in an individual rural parish or group of parishes which cannot be met in any other way, provided that:

- i. occupancy of the housing is restricted in perpetuity as being for the benefit of people in need of the accommodation because of their inability to complete successfully in the local housing market who are either:***
 - a) as a first priority, currently living in the parish or group of parishes as long-standing residents and are in need of separate accommodation, or***
 - b) as a second priority, not resident in the parish or group of parishes but have strong local connections with it/them; and***
 - c) the development is limited to villages defined in Policy SC.1 as R1, R2 & R3 settlements;***
- ii. the development comprises a small group of dwellings within or adjoining the built up area of the village well related to existing developments and surrounding uses and which would not adversely affect the character of the village; and***
- iii. in the case of a proposed development at a Green Belt village, the site has been selected to cause the minimum possible harm to the openness and purposes of the Green Belt.***

Annex 2 Affordability of Intermediate Housing

Please see Appendix A of [Ark report “Opening Doors, improving access to intermediate home ownership”](#) (Click on link to open) - *Report updated annually*

Annex 3

Minimum Affordable Housing Dwelling Size

Unit Sizes: The minimum sizes contained in the table below will ensure that the affordable housing units comply with the Housing Corporation's Design and Quality Standard. Size refers to the net internal area, wall finish to wall finish. For flats, the central lobby area and passages are excluded (Housing Corporation HQI Calculator version 4).

Dwelling type	Minimum Sq.m.
1 bedroom 1 person flat	30
1 bed 2 person flat	45
2 bed 3 person flat	57
2 bed 4 person flat	67
2 bed 4 person house	75
3 bed 5 person flat	75
3 bed 5 person house	85
3 bed 6 person house (2 storey)	95
4 bed 6 person house (2 storey)	100
3 bed 6 person house (3 storey)	100
4 bed 6 person house (3 storey)	105
4 bed 7 person house (2 storey)	108
4 bed 7 person house (3 storey)	115
Anything larger	115 + 10m ² per person/bedspace

Annex 4

Lifetime Homes and Wheelchair Standard

CRITERIA
Access
Car parking to be enlarged to 3.3m width
Access from car-parking to be no more than 30m and level or gently sloping
Approach to entrance to be level or gently sloping
Entrances to be covered, illuminated and have level access over threshold
Lifts to be wheelchair accessible
Internal
Doorways to be a minimum of 750mm wide (front doors 900mm) and corridors 900mm
Kitchens, dining and living rooms to have a turning circle of 1500mm
Living rooms to be at entrance level
The downstairs toilet to be wheelchair accessible (including sideways transfer) with provision for future adaptation to a shower
Walls in bathrooms and toilets to be capable of taking adaptations
The layout needs to allow for future provision of a stair lift and through floor lift
Bathroom and bedroom ceiling needs to be capable of taking a hoist with a knockout panel between the two rooms
The bathroom layout to be designed to incorporate ease of access
Fixtures and fittings
Living room glazing to be no higher than 800mm from floor level and windows easier to operate
Switches, sockets and service controls to be between 600mm and 1200mm from floor level

Wheelchair Standard:

Wheelchair Housing design standards:

Dwellings built to wheelchair housing standards will be designed specifically to meet the diverse and changing needs of wheelchair users and the multiplicity of impairments that some wheelchair users experience. Lifetime Homes, while suitable and offering choice for some people with impairments will not have the additional spatial requirements all wheelchair users need to access every room and facility of the dwelling, and thereby maximising their potential for independence.

Lifetime Homes and wheelchair housing do have features in common, but there are important differences and more detailed requirements for wheelchair housing

that will almost certainly make the footprint of a dwelling to wheelchair housing standards different to that of other dwellings.

Basic design consideration

The detailed design and specification requirements of wheelchair housing are not covered in this fact-sheet and should be sourced from the relevant specific guidance documents. A number of basic design considerations are however given below as these need to be considered from the early considerations of any development to ensure that the more detailed design and specification requirements can be achieved when the development proposals move beyond the planning stages.

Inclusion

As an overriding principle, solutions should be inclusive, differentiation of wheelchair housing by location, form and detailing should be avoided.

Provision of dwellings should offer a choice of size, and in multi-storey developments, a choice of floor level.

Siting

Initial consideration of the site should determine how wheelchair users will gain access to facilities beyond the site and the transport options available. Inclusive and convenient access for wheelchair users throughout the development, linking the entrance to the site, all entrances to dwellings, and site facilities will be required. Differences in levels will need to be resolved so that the detailed design requirements relating to access gradients, widths, crossings, cross falls, and surfaces can be achieved.

Vehicular access, the parking strategy, the approach to entrances from car parking and the pedestrian network need to be considered along with the need for nominally level parking and, where applicable, covered transfer between the car and wheelchair.

The potential need for pavement scooter storage, charging and covered transfer adjacent to entrances needs to be resolved.

Provision of a functional canopy and covered space at entrances will be a practical, not purely decorative, need.

All the above considerations need to blend with the overall aesthetics of the development and not be immediately apparent.

Internal planning

Accessible circulation (widths and turning spaces) will need to be available throughout communal areas on the ground floor and any other floor served by lifts.

Access to a minimum of two lifts to the required specification will be required in multi-storey developments.

Domestic lifts within individual dwellings will need to link circulation areas at each level.

Within dwellings efficient circulation space will be required to enable a wheelchair user to turn 180 degrees at the front door, and approach/turn through all doorways, around corners and approach storage.

Space will be required within dwellings to enable a wheelchair user to

transfer to a second wheelchair and leave the other wheelchair on charge without it interfering with circulation.

Living spaces and bedrooms will need to be satisfactorily furnished and accommodate wheelchair circulation and manoeuvring to provide access to furniture, both sides of double beds, window controls and doors.

A double bedroom will need to have potential for a direct connection between it and a bathroom.

Annex 5

List of RSL Partners

Aster Group

Sarsen Court, Horton Avenue Cannings Hill Devizes Wilts
SN10 2AZ Switchboard: 01380 726001 Fax: 01380 735400
Email: info@aster.org.uk web: www.aster.org.uk

The Guinness Trust

1-2 Osprey Court Hawkfield Way Bristol BS14 0GT
Tel: 01275 766348, fax 01275769000
Web: www.guinnesstrust.org.uk

Knightstone Housing Association

Station Road, Worle, Weston-super-Mare, BS22 6AP.
Tel: 01934 524300. Fax; 01934 522361
Email: kha@knightstone.co.uk web: www.knightstone.co.uk

The Somer Group

The Maltings, River Place, Lower Bristol Road, Bath, BA2 1EP
Tel: +44 (0)1225 366000, email: enquiries@somer.org.uk

Sovereign Housing Association

Woodlands, 90 Bartholomew Street, Newbury, RG14 5EE.
Tel: 01635 572220, Fax: 01635 572225,
Web: www.sovereign.org.uk

Western Challenge Housing Association Ltd.

Spinnaker House, Grange Road, Christchurch, Dorset BH23 4GE
Tel: 0117 9709035, fax: 01425 283555
Web: www.westernchalleng.co.uk

Annex 6

Housing Management Standards

INTRODUCTION

1. Two formal Housing Partnerships operate in Bath and North East Somerset, Homes West to deliver affordable housing across the West of England and the Bath and North East Somerset Partnership to deliver small affordable housing schemes and to receive new homes developed by Homes West partners. All of these partners have been selected because they have demonstrated a good track record in housing management and maintenance within the district.
2. The standards are derived from the relevant Audit Commission Key Lines of Enquiry at a level that we believe represents a landlord that is providing a good service and striving for excellence. It will be expected that any Affordable Housing Provider and/or the long term owner of the affordable housing will be able to demonstrate to the Council that they can provide a high quality responsive service to its customers in line with these standards below. Monitoring will also be necessary over the long term to ensure these standards are maintained.
3. The standards are set out under the key housing management issues as follows:
 - **Housing income management**
 - **Estate Management**
 - **Tenancy management**
 - **Void Property Management & Lettings**
 - **Resident Involvement**
 - **Maintenance**

HOUSING INCOME MANAGEMENT

Target: Average arrears as a proportion of rent roll – 5% maximum

These service standards relate to rent and all sundry income collection. Partners will:

1. Offer a range of flexible payment options (i.e. direct debit, Post Offices, local shops, the internet)
2. Be accessible to residents and have challenging service standards regarding response to enquiries, which are published and agreed
3. Carry out a benefit assessment for new tenants and assist them with all aspects of claiming Housing Benefit throughout their tenancy.
4. Have an effective liaison partnership with Housing Benefit and other agencies (such as CAB).
5. Provide quarterly rent statements in a user friendly format
6. Provide information in a range of formats (e.g. Braille, translations)
7. Provide clear information about the way rents and service charges are set
8. Take early action to prevent debt increasing

9. Use a variety of means to assist the resident including customer friendly letters and home visits where appropriate
10. Offer debt counselling or refer to support/ debt agencies where appropriate
11. Seek possession on rent arrears only as a last resort once all other reasonable steps have been taken
12. Monitor performance on rent collection set challenging targets for improvement.

ESTATE MANAGEMENT

Targets: Response to serious incidents within 24 hours – 100%

Response to other incidents within 5 days – 100%

Planned inspections of estates carried out within timescale – 100%

These standards relate to all general estate management issues and anti-social behaviour. Partners will:

1. Employ Housing Managers who are able to spend a good proportion of time 'on the patch' with customers routinely visiting estates and seeing customers in their own homes upon request.
2. Carry out routine inspections of estates with customers and monitor contractors maintaining estates.
3. Ensure that any gardening and cleaning services provided are carefully monitored, are of a consistently good standard and that customers receive value for money.
4. Ensure staff develop excellent network links, and work in partnership with, other agencies operating in the locality – for example, the police, LA colleagues, CAB, benefit advisors, credit unions and other RSL partners.
5. Use community links to benefit their residents by supporting local gardening competitions, youth activities, fun days etc.
6. Consult widely with their residents on all levels and directly use customer feedback to improve service delivery, for example, by targeting site improvement budgets according to tenant requirements.
7. Employ a culture of using persuasion and the personal touch rather than 'enforcement' and see eviction as an ultimate failure.
8. Have robust processes in place to deal with all aspects of tenancy management, for example, dealing with anti social behaviour, abandonments and untaxed cars.
9. Provide robust support to victims of anti social behaviour or domestic violence via witness support programs, out of hours support lines, installing additional security measures or securing the provision of alternative accommodation.
10. Consider and use a wide range of remedies to resolve tenancy disputes and anti social behaviour – for example, by the promotion of mediation services and ABC's and sponsoring summer activity programs to keep children occupied.
11. Promote care for the environment through environmental improvements, recycling schemes and other schemes.

TENANCY MANAGEMENT

Target: Minimise tenant turnover – maximum xx% of tenants move annually

Partners will:

1. Recognise and embrace diversity through:

- Ensuring easy access to information in appropriate formats
- Training staff in equality and diversity
- Ensuring all buildings are DDA compliant
- Providing interpretation services

2. Ensure tenants have access to appropriate support through:

- Working proactively with other agencies to ensure needs are met
- Obtaining consent from tenants to refer for support services
- Ensuring timely intervention
- Identifying needs at an early stage

3. Make it easy for tenants to make contact with their landlord by:

- Clearly publicising all means of contact including internet, phones, and email
- Providing clear reporting lines
- Maintaining a culture of openness and confidentiality and observing data protection rules
- Providing ways for tenants to give feedback

4. Promote the Respect agenda through:

- Sharing good practice with other landlords and agencies and having clear guidelines which are well publicised
- Utilising a wide range of tools to address ASB
- Working proactively with other agencies
- Maintaining good case management and feedback
- Setting clear agreements and guidelines
- Monitoring

VOID PROPERTY MANAGEMENT AND LETTINGS

Targets: Average period to relet void properties – 28 days maximum

Nominations on relets to applicants on SGC waiting list – 75% minimum

Partners will:

1. Provide good quality information on access to housing appropriate to customers' needs by sharing information and partnership working.
2. Ensure empty properties are available to let as quickly as possible; minimising waiting times, keeping rents affordable and allowing customers greater choice in where they live.
3. Let our homes in a fair and transparent manner, promoting sustainable communities and good practice in relation to culture and diversity.
4. Provide tenants with full details of the property and neighbourhood and all tenants will have the opportunity to view the property before the tenancy start date.
5. Publicise a relet standard to tenants and prospective tenants.
6. Strive to meet the decent homes standard and will always ensure properties are clean, in good repair, safe and secure by the tenancy start date.
7. Ensure the turnaround time between tenancies is as short as possible.

8. Be aware of any changes in government legislation and good practice in relation to letting our homes and will develop our standards accordingly.

RESIDENT INVOLVEMENT

Targets:

Tenants involved in decisions affecting services – 100% of decisions.

Quarterly tenant newsletters provided to all tenants – 100%

Partners will:

1. Have in place a resident involvement compact or statement, which is up to date and relevant.
2. Provide a range of ways for service users to contact them
3. Have funding and staff in place to make effective resident involvement happen.
4. Provide regular newsletters, which are up to date, user focused and presented in innovative ways to promote interest.
5. Have a range of mechanisms in place that allow service users to participate effectively, in a way and at a level that best suits them.
6. Are clear about the purposes of involving residents and can demonstrate service improvements as a result of resident involvement.

MAINTENANCE

Targets: Repairs carried out within publicised timescales:

- **Emergency – 98% minimum**
- **Urgent – 95% minimum**
- **Routine – 95% minimum**

Partners will:

1. Ensure good access to the service and user focus through:
 - Employing knowledgeable, customer focussed front line staff;
 - Providing easy ways to report repairs, including OOH provision;
 - Using IT systems to capture all relevant information;
 - Providing timescales to customers on repair completion times;
 - Using an appointment system where possible for inspections/repairs;
 - Having a clear recharge policy and procedure in place, well communicated to customers;
 - Having a clear procedure in place for customers who refuse access;
 - Having clear publicised service standards in place;
 - Consulting with customers on major decisions which affect service including stock investment, repair programmes and repair targets;
 - Employing a wide range of customer feedback methods to capture satisfaction and service improvement.
2. Ensure the service is equally accessible to all and recognises diversity by:
 - Maintaining good records and analysing information on ethnicity, vulnerability and disability;
 - Providing information on repairs in a comprehensive range of languages and formats;

3. Provide an excellent repairs service through:
 - Responding quickly to residents requests;
 - Giving high standards and “first fix” repair;
 - Regularly inspecting communal areas and involving residents with follow-up repairs in agreed timescales;
 - Clearly defining and communicating response times for repairs & categories for emergency, urgent & routine jobs.

4. Provide an excellent capital programme and planned works service by:
 - Developing a programme of maintenance services designed to ensure all homes meet the Decent Homes Standard (DHS);
 - Ensuring accurate information is maintained on compliance with DHS;
 - Undertaking stock condition surveys;
 - Having robust procedures in place for asbestos management;
 - Having a clear Asset Management Strategy in place, linked to DHS and stock condition information;
 - Developing service programmes for communal heating, play equipment, lifts etc in accordance with good practice and statutory requirements;
 - Carrying out an annual gas safety check of all properties.

5. Enable disabled customers to live independently by working closely with health and social services to promote and provide adaptations.

6. Ensure value for money in repairs and improvements through:
 - Maintaining information on costs;
 - Adopting partnering arrangements;
 - Recycling aids and adaptations.

Annex 7

Contact Details

Bath & North East Somerset Council

Strategic Housing Development

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Planning Policy

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