



**NOTIFICATION TO ATTEND MEETING OF THE HOUSING SPC
TO BE HELD IN THE COUNCIL CHAMBER, CITY HALL, DAME STREET, DUBLIN 2.
ON THURSDAY 5 DECEMBER 2019 AT 3.00 PM**

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AGENDA

THURSDAY 5 DECEMBER 2019

	PAGE
1 Minutes of meeting dated Wednesday 13th November 2019 and matters arising	3 - 6
Draft Minutes attached	
2 Chairperson's Business:	7 - 14
• Correspondence	
3 Older People/Age Friendly Overview	15 - 22
Presentation on the day	
4 Estate Management	23 - 34
See points 4i to 4iii	
Presentation on the day	
i) Rent setting, collection & arrears	35 - 48
ii) DCC Tenant Agreement/Handbook	

iii) Managing anti-social behaviour

5 AOB

The January Housing SPC meeting shall take place on Wednesday January 8th

HOUSING STRATEGIC POLICY COMMITTEE MEETING

WEDNESDAY 13TH NOVEMBER 2019

ATTENDANCE

COUNCILLORS

Cllr. Mary Callaghan
Cllr. Hazel Chu
Cllr. Donna Cooney
Cllr. Kevin Donoghue
Cllr. Pat Dunne
Cllr. Mary Fitzpatrick
Cllr. Alison Gilliland (Chair)
Cllr. Tina MacVeigh
Cllr. Críona Ní Dhálaigh
Cllr. Cieran Perry
Cllr. Michael Watters

EXTERNAL MEMBERS

Mr. Norman Higgins: Construction Industry Federation
Mr. Pat Greene: Dublin Simon Community
Ms. Karen Murphy: Irish Council for Social Housing
Mr. Mike Allen: Focus Ireland
Ms. Aine Wellard: Blind Rights Ireland

DUBLIN CITY COUNCIL OFFICIALS

Brendan Kenny, Assistant Chief Executive
Eileen Gleeson, Director D.R.H.E.
David Dinnigan, Executive Manager
Dymphna Farrell, Senior Executive Officer
Darach O'Connor, Senior Executive Officer
Patrick Teehan, Administrative Officer
Christy McLoughlin, Administrator (Committee Secretary)
Eva Chudomelova, Assistant Staff Officer

Other Councillors in attendance:

Cllr. Mary Freehill

Cllr. Mannix Flynn

Cllr. Chris Andrews

Apologies

Ard Mhéara Paul McAuliffe
Cllr. Daithi Doolan
Cllr. Anthony Flynn
Cllr. Colm O'Rourke

Mr. Mick O'Reilly ICTU
Ms. Denise Murray RIAI
Mr. Liam Kelly Wadelai/Hillcrest and District Residents Assoc.

1. Chairperson's Business:

The Chair welcomed everyone to the inaugural meeting of the new Strategic Policy Committee on Housing and asked all members to introduce themselves.

Correspondence

The Chair informed the Committee of correspondence from Mr. Mike Allen of Focus Ireland suggesting the organisation of a Festival of Social Housing. She indicated that a working group had been established drawn from academia, heritage, AHBs and the DCC Housing Section to discuss and plan for such a Festival.

2. Housing Supply/Delivery

i. Report from Deputy Chief Executive

The Housing Supply and Delivery Report by the Deputy Chief Executive was noted. The following considerations were raised:

- Accommodation for senior citizens and supporting an age friendly city
- The finite amount of land available to DCC for housing purposes
- Matching building targets with housing needs

Agreed: *Age Friendly report encompassing all aspects for the DCC remit be made to the December monthly meeting for debate*

ii. Understanding the Capital Appraisals Process & funding streams open to DCC

The Capital Appraisals Process and Funding Streams Report by the Deputy Chief Executive was noted. The following considerations were raised:

- Key Statistical Information
- Voids
- 4-Stage Approval Process
- The single-stage approval process

Agreed: *A letter be sent to the Minister for Housing, Planning and Local Government to bring forward the Affordable Rental Model Scheme.*

iii. Role of Approved Housing Bodies in Housing Supply and Delivery: Presentation from Irish Council for Social Housing (I.C.S.H.)

Ms Karen Murphy was thanked for giving the presentation on the Role of AHBS in Housing Supply and Delivery. The following considerations were raised:

- The role of the PRTB in AHBs tenancy
- Management fees in apartment blocks
- Funding streams available to AHBs

Agreed: *List of Councillors and their local areas to be distributed to all Approved Housing Bodies.*

iv. Increasing supply through DCC regeneration projects

A presentation by Mr Darach O'Connor, Senior Executive Officer, on how Increasing supply through DCC regeneration projects was noted. The following considerations were raised:

- Funding for the various regeneration projects
- Provision of fire escapes in older complexes
- Timelines for projects

Agreed: *Presentation on positive interventions to Protected Structures at a future Housing SPC.*

Agreed: *Extend the Housing SPC meeting to 5:45.*

3. Homelessness – Report from Director of DRHE

The Homeless Report was noted. The following considerations were raised:

- The budget for homeless services
- National Quality Standards
- Allocation of voids to those on the legacy homeless priority list
- Consultation regarding the conversion of Avalon House to an Emergency Services Provision

Agreed: *Report Noted.*

4. A.O.B.

The Chair detailed the intention behind the *Symposium on Public Housing* being held in the Mansion House on Wednesday 27th November to which all SPC members were invited along with key DCC and DHPLG officials, the CEOs of AHBs and key academics were invited – that the symposium would support the SPC in defining an agreed concept of public housing for use by DCC.

Chair thanked members for their attendance,

Cllr. Alison Gilliland
CHAIRPERSON

Symposium on Public Housing

MANSION HOUSE

WEDNESDAY 27TH

NOVEMBER 2019

Round table discussion No 1: What we mean by public housing?

Could public housing be defined as 'high quality sustainable housing for all citizens regardless of income that is rented from one's local authority or its nominees (AHBs) so as to affordably and securely provide for one's particular housing needs'?

Considerations:

should public housing be open to all citizens or should an income cap be applied?

should public housing stock be sold under the tenant purchase scheme or the affordable purchase scheme?

is there a place for tenure mix (rental and privately owned) on larger sites?

if public housing was to accommodate all citizens regardless of income or citizens up to a certain income threshold how, given the long social housing waiting lists, can the transition to such an inclusive model be made?

Round table discussion No 2: Do we need a new public rent model?

Our current social housing scheme is based on a differential rent system with no regard to the quality/standard of the unit being rented.

Does this need to change?

Considerations:

Based on gross income, what constitutes an affordable rent?

What if any other elements be included in calculating rent? (eg. BER rating, local amenities/facilities, space/size, car parking spaces, go-car provision)

Congratulations!!

Dolphin House Regeneration Project

Overall Winner at KPMG Property Industry Excellence Awards 2019 (this was the big one as it beat the other 11 category winners)

Winner – Community Benefit Project of the Year at KPMG Property Industry Excellence Awards 2019

Winner - Social Housing Project of the Year at Irish Building and Design Awards 2019



Congratulations!!

St Bricins Park

Winner -
Retrofitting/Renovation
Project of the Year at Irish
Building and Design
Awards 2019





**Making Dublin
a great place to
grow older.**



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Vision

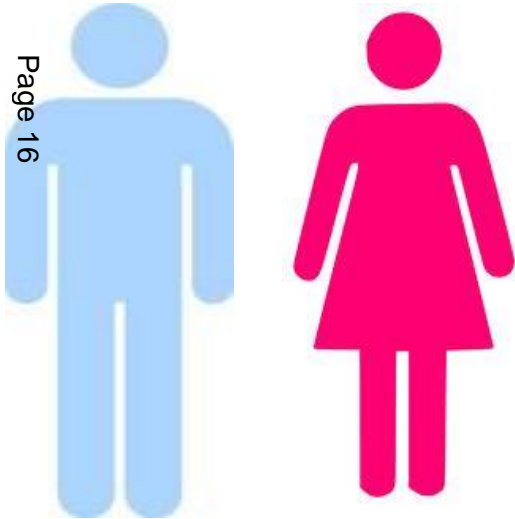
“Dublin City will be a city where older people are supported to live independently in safe and secure homes and communities suitable to their physical and social needs. A city where older people are enabled to participate in economic, social, political and community life and continue to grow, develop and contribute to society”

“Dublin is the first Capital City in the world to adopt a citywide approach to becoming Age Friendly”

Why Age Friendly?

Because we are entering into a future where our ageing Population has been described as the greatest challenge facing the developed world.

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Context for Dublin 2016 (CSO)
(65+) Dublin City & County 164,984

Projected Context for Ireland 2040
(65+) 1.4 Million

(Over 55's Double, Over 80's Quadruple)



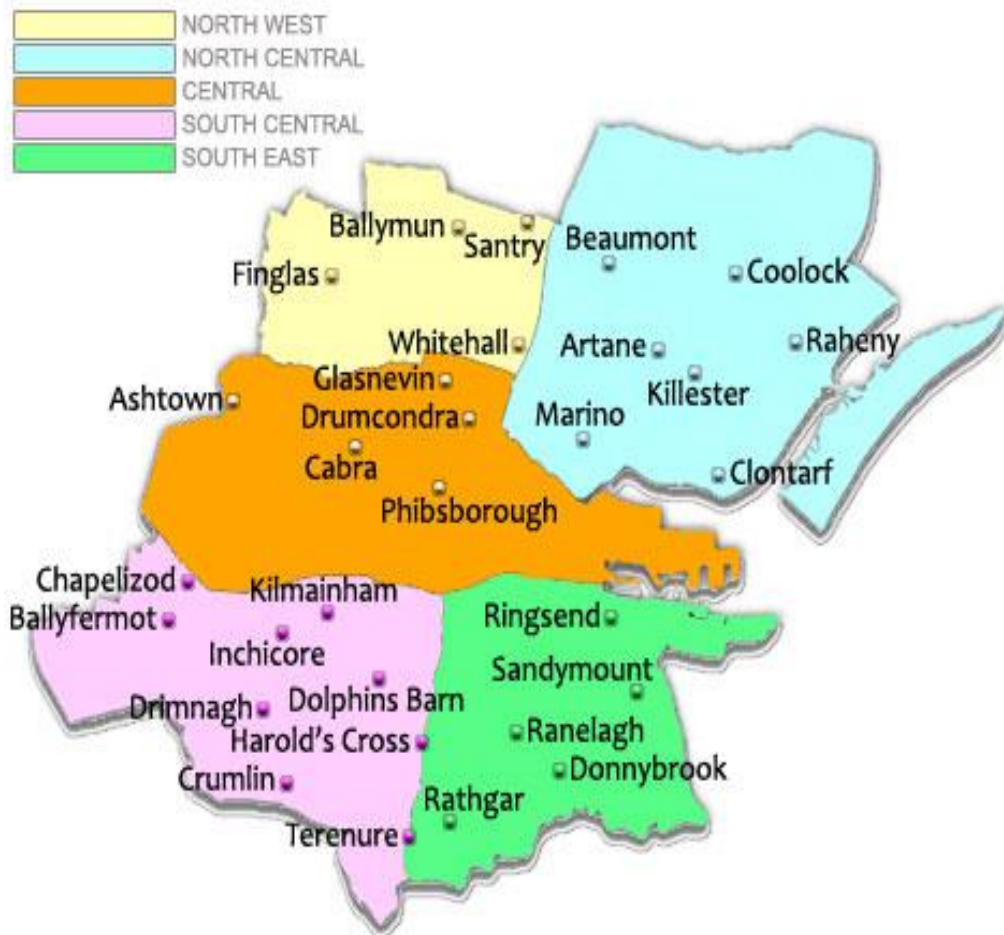
Background to the Age Friendly Programme

- Atlantic Philanthropies originally funded the Age Friendly project from 2009 but in 2016 the funding was pulled.
- The Age Friendly Programme is adapted from the World Health Organisation's Global Age Friendly Cities and Communities programme, The first local authority led Age Friendly County programme was established in Louth in 2009.
- From 2014 – 2016 Dublin City Council hosted the National Age Friendly Office.
- In 2017 Meath County Council won the tender to host the Shared Service.
- There is no National Funding for Age Friendly Programme .
- Age Friendly Programme is now embedded in all 31 Local Authorities.
- Each Local Authority has now developed an Age Friendly Strategy.
- In April 2019 Ireland became the First Country in the World to become fully affiliated with the World Health Organisation's Global Network of Age Friendly Cities and Communities.

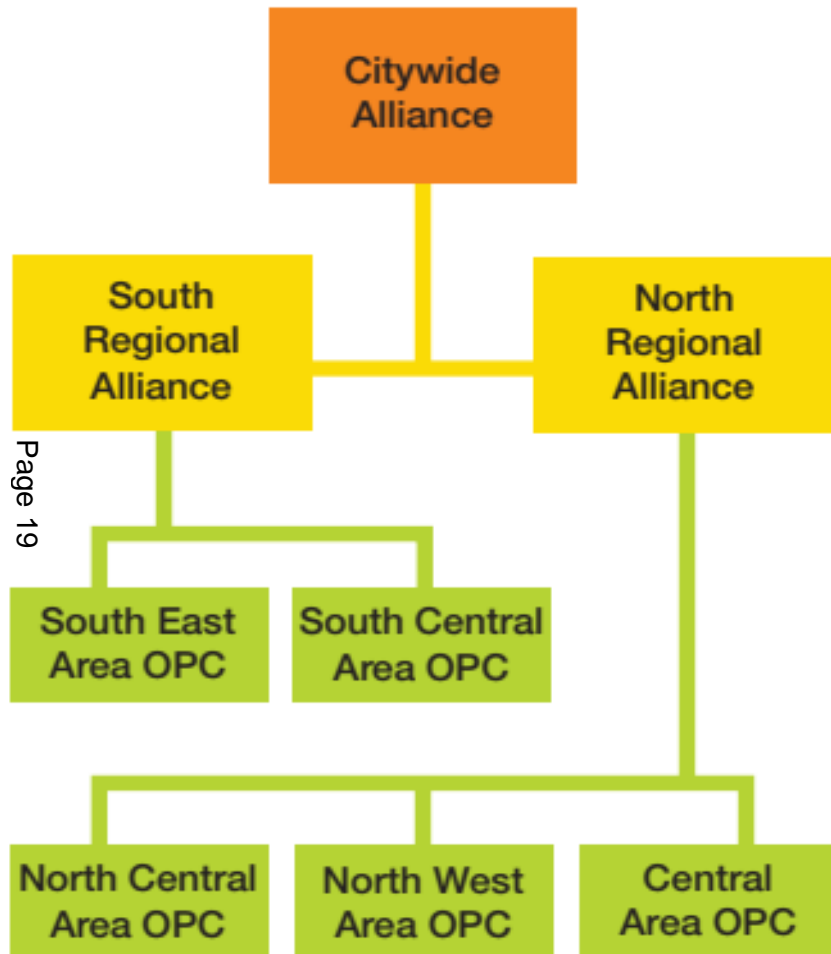


Dublin 1 City

5 Administrative Areas



Dublin City Age Friendly Structure



Membership of City Wide Alliance.

- Independent Chair (Mr. Maurice O’Connell)
- Lord Mayor Dublin City.
- Chair of Housing SPC
- Centre of Excellence in Universal Design (CEUD)
- An Garda Síobhána
- Dublin Chambers
- HSE
- Dept. Health
- NTA
- DCC

Reports from both Regional Alliance Chairs.
Report from Dublin City Age Friendly Programme Manager.



Dublin City Age Friendly Strategy 2020 – 2025 a snap shot

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WHO headings;

1. Outdoor spaces and buildings
2. Housing
3. Social participation
4. Transportation
5. Respect and social inclusion
6. Civic participation and employment
7. Communication and information
8. Community support and health services

Cross city responses, with many having potential for national adoption and roll out



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

2017 Mid Term Review of Dublin City Age Friendly Strategy

Extensive city wide consultation took place between key programme stakeholders – both agency-based personnel and Older Person Council representatives.

Agreed Actions

Formation of a new city-wide Alliance

City-wide Alliance to prioritise and drive 3 action areas.

Transport & the Built Environment

- Training for planners & architects
- New Age Friendly Walkability Audit Tool Kit
- Up-scaling of Health Route
- Croke Park 1st Age Friendly Stadium in the World
- Housing & Home
 - Liaising with HSE on new Slántecare Programme and ICPOP
 - Housing with Support Inchicore
 - Age Friendly support for New Build Project throughout Dublin Council

- Communications
 - Reporting Structures within Dublin City Age Friendly to be readdressed.
 - Launch of Dublin Cities Guide to Age Friendly Communications.
 - Continued delivery to Business Recognition Training and accreditation to Businesses and Shops.
 - Roll out of Staff Dementia Awareness Training.
 - Inclusion of Dementia Friendly Café at local levels.

Housing Maintenance Revenue and Capital Expenditure 2019

Revenue Expenditure

Maintenance of LA Housing	€55.13m
Estate Management	€7.53m

Capital Expenditure

Programme Maintenance	€17.9m
Mechanical Energy Efficiency	€13.8m
Voids Refurbishment	€18.9m
Acquisitions Refurbishment	€15.5m
Disability/ Accessibility Programme	€2.5m
Derelict Refurbishment	€0.75m



Planned Maintenance

	Spend 2019
Precinct Infrastructural Improvements	€5.9m
Regulatory Building Standards/Fire Management	€8.7m
Fall Arrest/ Pump House Systems	€0.45m
Window Replacement	€1.2m
Sub Condensation Programme	€1.65m

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Void Refurbishment 2019

- 708 existing Council properties refurbished and re-let in 2019
- 256 new properties refurbished
- This includes 358 Houses
- New Framework introduced in 2019
- Reduction in refurbishment time and re-letting time



Framework and Direct Labour

Total Void Units Refurbished to date 2019: 964 Units

Property Type	Direct Labour	Framework	Total
House	22	336	358
Apartment	62	297	359
Senior Citizens'	137	110	247



Disability and Accessibility Programme

The Disability and Accessibility Programme provides adaptations such as stairlifts, level access showers, ramps and extensions.

The Annual Budget is €2.5m. The following adaptations have been provided in 2019:

Adaptation	2018	To October 2019
Ramps	44	27
Stairlift	39	30
Level Access Showers	170	117
Extensions	11	13
Minor Works	220	234



Mechanical & Energy Efficiency

- Energy Efficiency
 - Warmth and Wellbeing Scheme
 - Better Energy Community Scheme (BEC) Projects
 - Energy Efficiency Fabric Upgrade Programme – Phase One and Two
- Mechanical (Domestic)
 - Management of 22,500 Domestic Boilers and Central Heating Systems
 - Boiler Replacement Programme (BRP)
- Mechanical (Commercial)
 - Mechanical Preventative and Reactive Maintenance across 140 sites
 - 43 Corporate sites
 - 97 Non Corporate sites



Results:

953 Domestic Boiler Replacements in 2019

3,000 Domestic Boilers Replaced since BRP initiation in 2017

190 Units Upgraded to date under the Warmth and Wellbeing Scheme

7 Senior Citizen Complexes, 4 Homeless Sites upgraded 2019 BEC

Energy Efficiency Phase One Complete – 8,057 Units Upgraded

Energy Efficiency Phase Two – 757 Units Upgraded to date

Average BER improvement from Phase One F to C3, Phase Two E2 to C1

70% of DCC houses upgraded under Phase 1&2 programmes

Estimated €37.6 Million saved in energy bills for tenants to end of 2018



Caretaking Service

- Housing Attendants

- 130 Caretakers
- 202 Housing Complexes
- 2 Mobile Washer Units

- Pilot Project

- Squad Based System
- Central Area
- Commencement Date: 13/01/2020

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- Mobile Crews

- North Side / South Side
- Assist – Depots, Welfare Section, Community Section & Homeless Services
- Services – Tree Pruning, Pest Control, Graffiti Removal
- Extensive Training – Chainsaw, Abrasive Wheels, Pest Control, Chemical Awareness



Recycling Programme

- Waste Recycling Programme
 - Pilot Area – South East Area
 - Commenced – March 2019

 - 47 Green Bins & 59 Brown Bins Introduced
 - 32 General Waste Bins Removed

 - Comparable Weekly Increase – 2018 / 19 in SE Area
 - Extra 2.27 Tonne of Recycled Waste
 - Extra 0.78 Tonne of Compostable Waste

 - 2020 - Programme to roll out to South Central Area
 - North Central, North West, Central Area to follow



Housing Maintenance Requests Received January- September 2019

	Performance Measurement	Target Timeframe	Q1 total
Response to repair requests	Total number of repair request received		16,822
	% of all repair requests resolved		11,270 (67%)
	Emergency – % resolved within timeframe	Immediately	100%
	Urgent - % resolved within timeframe	5 working days	61%
	Routine- % resolved within timeframe	8 weeks	65%

	Performance Measurement	Target Timeframe	Q2 total
Response to repair requests	Total number of repair request received		13,229
	% of repair requests resolved		9,494 (72%)
	Emergency – % resolved within timeframe	Immediately	100%
	Urgent - % resolved within timeframe	5 working days	74%
	Routine - % resolved within timeframe	8 weeks	67%

	Performance Measurement	Target Timeframe	Q3 total
Response to repair requests	Total number of repair request received		15,152
	% of repair requests resolved		11,562 (76%)
	Emergency – % resolved within timeframe	Immediately	100%
	Urgent - % resolved within timeframe	5 working days	81%
	Routine - % resolved within timeframe	8 weeks	75%

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Anti-social Behaviour Strategy

- Engage Consultants to develop ASB Policy and Strategy
- Review existing practices with Estate Management Staff
- Full comprehensive draft report will be presented to the SPC the second quarter 2020





- Dublin City Council Housing Rents and Arrears November 2019

Background

- Dublin City Council has at present 24,574 rented tenancies.
- Approximately 66,955 people reside in these tenancies.
- The weekly rent charge is determined in accordance with the 2019 Dublin City Council Differential Rent Scheme.
- The weekly average rent charge is €69.41.
- The minimum weekly rent charge based on the Social Welfare payment of €203.00 is €25.65.

Differential Rent Charge

- Rent Charge is directly related to household income.
- Rent is calculated at 15% of the principal earner's weekly assessable income which exceeds €32 for a single person and €64 for a couple.

Certain incomes are not assessed- Child Benefit, Fuel Allowance, Foster Care Allowance

- The rent charge for Subsidiary Earners is €21 per week, subject to a max of 4 such earners, and there is a rent reduction of €1 per dependent child.

Differential Rent Charge

- There are 1,188 tenants on the minimum rent charge
- There are no tenants on the maximum rent charge of €423.00 (relates to dwelling size)
- The current highest weekly rent charge is €265.87.
- Tenants must notify any changes in circumstances in accordance with their tenancy agreement.

Key Points Arrears

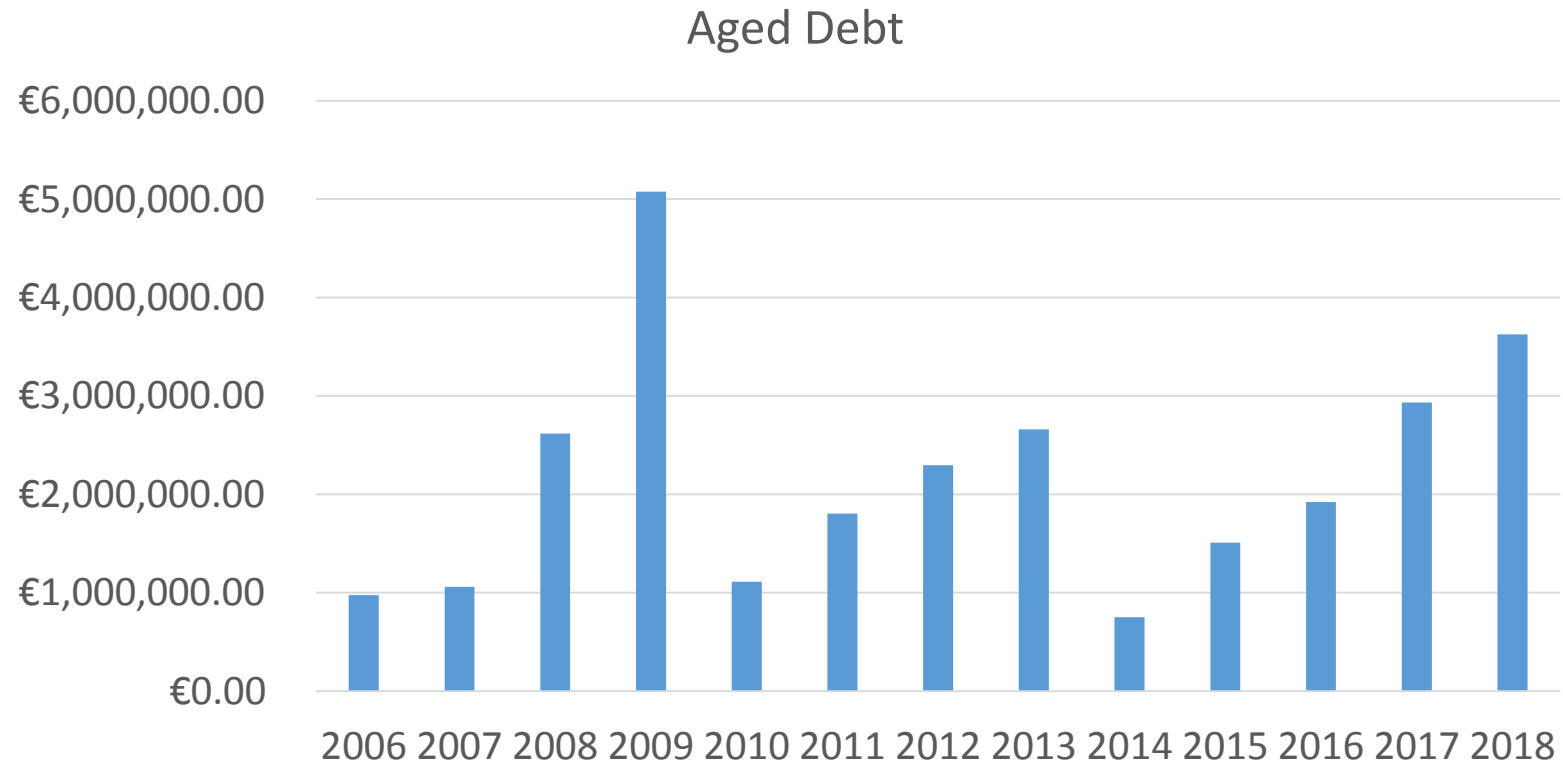
- 40% of Tenants have a clear rent account or are in credit
- 28% of Tenants in arrears owe less than €500
- 14% of Tenants in arrears owe between €500 and €2,000.
- 13% of Tenants in arrears owe between € 2,000k and €7,000.
- 3% of Tenants in arrears owe between €7,000k and €11,000
- 2 % of Tenants in arrears owe between €11,000k and €19,000.
- 0.3% of Tenants in arrears owe between €19,000k and €27,000.
- 0.09% of Tenants in arrears owe over €27,000.

Arrears Levels

Level of Arrears	No. of Households in Arrears November 2018	No. of Households in Arrears November 2019
€0.01 - €499	6838	6839
€500 - €999	1567	1650
€1,000 - €1,999	1800	1810
€2,000 - €2,999	1144	1158
€3,000 - €4,999	1267	1344
€5,000 - €6,999	707	732
€7,000 - €8,999	411	437
€9,000 - €10,999	234	291
€11,000 - €12,999	126	181
€13,000 - €14,999	80	107
€15,000 - €16,999	54	55
€17,000 - €18,999	40	51
€19,000 - €20,999	25	40
€21,000 - €22,999	11	14
€23,000 - €24,999	15	20
€25,000 - €26,999	12	10
€27,000 +	10	25

Administrative Area	Total Arrears Amount	No. of Tenancies
Dublin Central	5,212,003.71	2371
Dublin South Central	10,055,720.35	4544
Dublin South East	2,678,106	1773
Dublin North West	7,750,688.88	3796
Dublin North Central	6,717,671.70	2503
	32,414,190.64	14988

Aged Debt



Income Levels/Arrears Levels

Total of all income in household	No. of Tenancies	Amount Owed in arrears	% of Total Arrears
€203.00 - €400.00	6587	€4,613,249.33	13.73%
€400.00 - €600.00	4056	€6,604,026.81	19.66%
€600.00 - €800.00	2861	€7,435,150.51	22.13%
€800.00 +	4271	€14,936,497.42	44.46%
Totals	17775	€33,588,924	100%

Rent Arrears Recovery Procedure

Part 2 Housing (Miscellaneous Provisions) Act 2014 replaced Sect.62 of Housing Act 1966.

- Stage 1:** **1st & 2nd Warning Letters**
- Stage 2:** **Broken Agreement/3rd Warning Letter**
- Stage 3:** **Issuing of a Tenancy Warning**
- Stage 4:** **Court Proceedings**
- Stage 5:** **Eviction**

Rent Arrears Recovery Procedure

2019 to date:

- 47,109 Tenant interactions have taken place i.e. letters, telephone calls and tenant interviews re rent arrears
- 279 Tenancy Warnings have been issued
- 117 applications for Possession of Tenancies are with the Law Department awaiting Court Hearing dates
- 2019---4 Possession orders were granted in first half of 2019. 3 further Possession Orders were granted this month and are with the Evictions Office for implementation
- Of the 4 Possession Orders granted in first half of 2019 two of the tenants who were due to be evicted have paid their arrears in full. One tenant has entered into an agreement and one was evicted

2020

- Strengthen legal measures.
- Seek Judgement Orders where appropriate
- Fill staff vacancies at EHO grade
- The Housing (Miscellaneous Provisions) Act 2014 contains a section which would give Local Authorities the power to authorise rent deduction at source from Social Welfare payments and also to collect rent arrears- however to date Section 53 of this Act has not been commenced.

Thank You



Questions???



