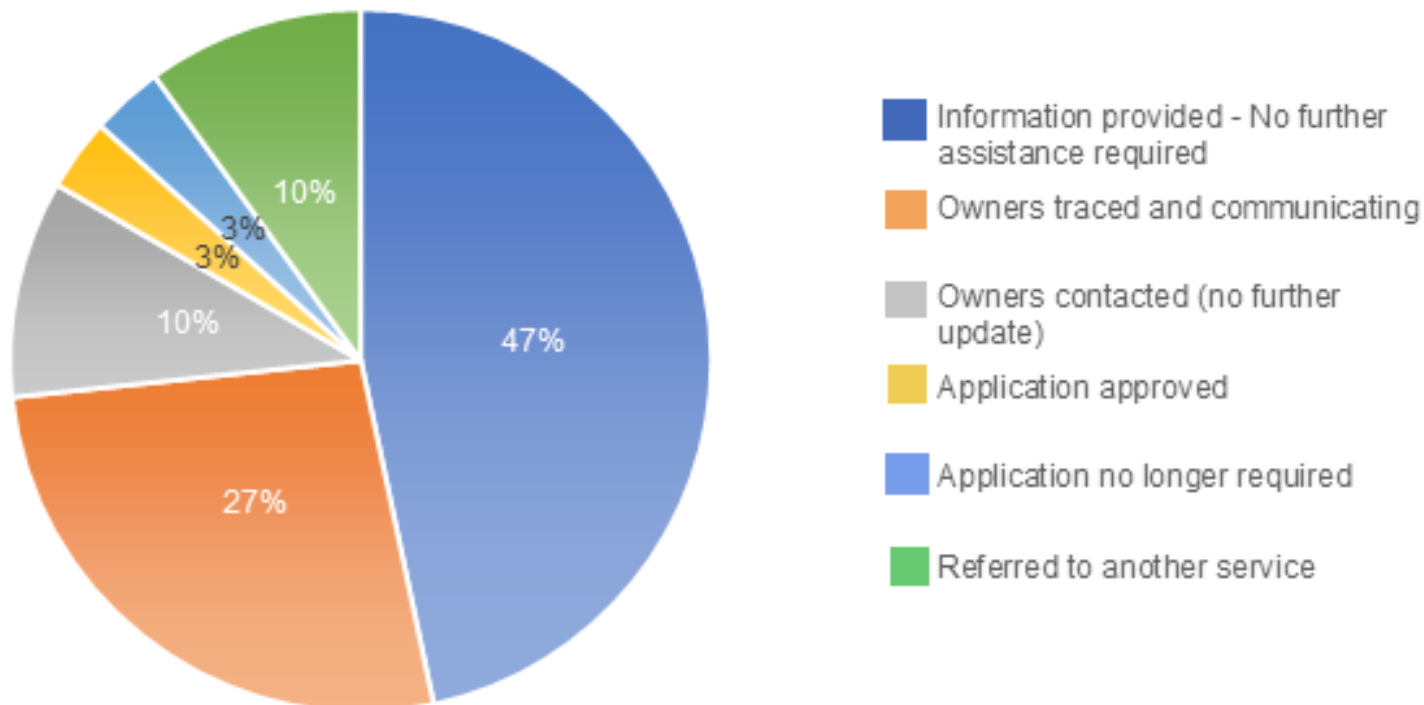


MISSING SHARE SERVICE PILOT- FEEDBACK

Cases

No. Enquiries	Closed/ Resolved	Ongoing	Missing Share applications and amount	Outcomes	Value of Works facilitated. (with and without applications)
180	122	58	14 applications Total £144k.	1 No Longer Required 13 Approved	£1.07m+

Reason for Enquiry Closed/Resolved



Applications Completed

Properties	Missing Share Paid	Repayment Charge Applied to Property Title	Repayment Plan agreed over next 5 years.	Total Value of Works
Perth	£4,000	Yes	Pending	£15,000
Crieff (2 shares)	£1,000	Not required (paid)	Not required (paid)	£8,000
	£1,000	Yes	Yes	
Perth	£8,000	Yes	Pending	£77,000
Muthill	£6,000	Yes	Yes	£14,000
Perth (Paid after approval)	£0	Not required	Not required	£6,000
Perth	£14,000	Yes	Pending	£140,000
TOTAL	£34,000	/	/	£260,000

Applications Pending

Properties (Perth)	Missing Share Amount	Total Value of Works
Project 1	£8,000	£50,000
Project 2	£ 10,000	£55,000
Project 3	£15,000	£145,000
Project 4	£3,000	£30,000
Project 5	£45,000	£150,000
Project 6	£10,000	£40,000
Project 7	£15,000	£305,000
Project 8	£4,000	£35,000
TOTAL	£110,000 (+ £34,000 completed)	£810,000 (+ £260,000 completed)
Total of complete and pending applications	£144,000	£1,070,000
Support and Advice Only	£0	£800,000
Total Works Facilitated		£1,870,000


Long Term Case Details – (previously no solution – now progressing/concluded)

Premises	First Issues Reported	Communal repair (health & safety) issues	Barriers overcome by Missing Shares Service (MSS)	Coordination of Key Service Providers
1. Perth project (Works Completed)	20/08/2012	<ul style="list-style-type: none"> • Fallen and loose roof tiles, if left unattended may cause water ingress. • Render falling from chimney stack, Scottish Fire and Rescue Service were called to attend and remove loose sections at risk of falling and causing harm. 	<ul style="list-style-type: none"> • Minority owner refusing to cooperate with repair process. • Court action halted repairs. • MSS application underway to assist with financial shortfall from unwilling owner. • Contractor chosen by homeowners. 	Planning – Conservation, Building Standards, Environmental Health
2. Perth project (Phase 1 Works Completed)	29/09/2016	<ul style="list-style-type: none"> • Prominent building of local historic relevance has become an eyesore with many aspects of the disrepair posing a risk to the residents and wider public. • Water leaking from broken guttering deteriorating the fabric of the building. • Crumbling render and stonework with vegetation growing in the mortar from long term neglect. 	<ul style="list-style-type: none"> • Building Condition Survey identified over £2M of works. • Not all owners communicating. • One property repossessed through bankruptcy proceedings. • Phased repairs agreed and MSS providing organisational assistance and application process underway. • All owners contacted, all but one paid, reviewing contractors. 	Planning – Conservation, Vacant Properties, Perth and Kinross Heritage Trust
3. Perth Project (providing support and assistance)	01/07/2018	<ul style="list-style-type: none"> • Water pouring down from broken guttering, deteriorating the external fabric, and causing considerable damage to the properties within. • Broken lintel and deteriorated roof timbers causing cascades of water in poor weather and raises concerns for the stability of the building overall. • Water damage to the internal walls of the shared stairwell due to extended periods of water ingress from the roof. 	<ul style="list-style-type: none"> • One landlord owns 50% of the building, other owners are powerless to progress repairs without this landlord's cooperation. • Negotiations with owners remain uneasy, • Dangerous Buildings Notice registered and works in default from November 2022. 	Building Standards, Landlord Registration, PKC Lets, Vacant Properties
4. Perth Project (works progressing)	14/05/2008	<ul style="list-style-type: none"> • Long term issues with vegetation due to blocked guttering, damaged drainage and sewage pipes 	<ul style="list-style-type: none"> • Owners of top floor flats have been attempting to arrange repairs for many years. 	Environmental Health, Vacant Properties

		<ul style="list-style-type: none"> Cracking and water ingress caused by roof disrepair has rendered one property uninhabitable. 	<ul style="list-style-type: none"> Communication with all owners never possible. MSS facilitated all owners in communication for first time ever. Surveyor instructed. 	
5. Perth Project (works underway)	15/09/2021	<ul style="list-style-type: none"> Storey building, chimney stack with loose falling masonry - damaged a car. Loose masonry and chimney pots removed by Scottish Fire and Rescue Service to reduce danger of further falling debris. 	<ul style="list-style-type: none"> Owners struggling to contact all owners. MSS assisted and all but 1 owner communication and cooperating. Contractor chosen and instructed. Coordination of additional works identified with owners. 	Building Standards

Service Development

Website Activity	In two years of the Shared Repairs page going live on the PKC website, it has had 2608 views by 935 unique users, most of these users have viewed the page multiple times. Shared housing repairs - Perth & Kinross Council (pkc.gov.uk)
Advice Document Creation	Missing Shares Service Leaflet - MS Leaflet.pdf Common Repair Assistance - Common Repairs Assistance.pdf Missing Shares application and templates - Application Docs
Missing Shares Service Promotion	Email Campaign Radio Campaign – 8 weeks Heartland FM Social media and Newspaper campaign Missing Shares: Funding to help Perth and Kinross residents with repairs (thecourier.co.uk) (2) Perth & Kinross Council Facebook Building Banners displayed on scaffolding where works assisted
Events	<ul style="list-style-type: none"> Tenement Repair and Maintenance Event April 2022 Missing Shares event May 2023 Training event for PKC Staff May 2023 Public information event hosted by Under One Roof May 2023 Information for Landlords August 2023 Public Building Condition Walks August 2023 Under One Roof – Owners’ Associations (open to all) October 2023
Novoville P&K release	Novoville Shared Repairs is a mobile app that helps owners to organise and implement shared repairs in tenement buildings by providing a communication platform, banking function, advice, and support.

<p>(Virtually factoring app to assist owners with tenement repairs)</p> 	<p>Meetings with Novoville consultant to tailor the app for P&K Consultations with Edinburgh City Council Arranging Pilot Tenements Facilitating IT arrangements for Better Business Partnership and application marketing launch</p>
<p>Annual Housing Statistics Return and Local Housing Strategy</p>	<p>Reviewing and submitting information and contributing to consultations including requests to include a more detailed representation of the condition of privately owned buildings in Perth & Kinross to inform ongoing repair needs in this sector.</p>
<p>Inform Policy and Procedure</p>	<p>Informing policy and procedure for Missing Shares Service and Application process, with regular review and update to account for ongoing service user feedback.</p>