



## Minutes of the Housing Tenancy Board

*Minutes of a meeting held on 18 March 2010  
at the Civic Offices, Fareham*

**PRESENT:** Councillor E A Crouch  
(Chairman)

Councillor Mrs M R Nadolski  
(Vice-Chairman)

**Councillors:** M F Godrich, D L Steadman and Mrs K K Trott.

**Co-opted  
Members:** Mr M Busby and Miss M Condon.

**Also  
in attendance:** Councillor Mrs C L A Hockley (Executive Member for Community)  
(for Minute 8).

### 1. MINUTES

It was AGREED that the minutes of the meeting of the Board held on 21 January 2010 be confirmed and signed as a correct record ([ht-100121-m](#)).

### 2. CHAIRMAN'S ANNOUNCEMENTS

The Chairman made announcements on the following matters:-

- (i) Members and officers were thanked for their contribution to the work of the Board over the last municipal year and wished officers well with future Housing proposals;
- (ii) Members were informed that this would be the last meeting to be attended by Councillor Crouch as he would shortly be retiring as a member of the Council; and
- (iii) It was also noted that Councillor Godrich would also shortly be retiring as a member of the Council and on behalf of the Board, the Chairman wished him well for the future and thanked him for his years of service.

### 3. PERFORMANCE MONITORING

The Board considered a report by the Director of Customer Services, which set out performance monitoring data for Council Housing Services in respect

of Current Tenant Rent Arrears, Cleaning, Grounds Maintenance, Void Property Management, Void Rent Loss, Repairs Satisfaction, Gas Servicing, Housing Revenue Account (HRA) Capital Programme, the Decent Homes Programme and Housing Management information relating to housing stock and the waiting list, including LetSelect (copy of report [ht-100318-r03-jsh](#) circulated with agenda and appended to signed minutes).

It was AGREED that the report be received and noted.

#### **4. REVIEW OF THE ANNUAL WORK PROGRAMME FOR 2009/10 AND FINAL CONSIDERATION OF THE DRAFT WORK PROGRAMME FOR 2010/11**

The Board considered a report by the Director of Customer Services, which invited members to review the outcome of the Board's Work Programme for 2009/10 and the proposed final draft of the Work Programme for 2010/11 (copy of report [ht-100318-r01-cge](#) circulated with the agenda and appended to the signed minutes).

It was AGREED that:-

- (a) the outcome of the Work Programme of the Board for the current year 2009/10 be noted, subject to the revisions as detailed within the report;
- (b) the proposed Work Programme for 2010/11 be agreed, subject to the revisions as set out within the report and the additional revisions listed in (i) to (iii) below;
  - (i) Local Standards - Value for Money - This item has been added onto the work programme for 24 January 2011;
  - (ii) Report to TSA on National Standards - This item has been added onto the work programme for 12 July 2010; and
  - (iii) A Member's Training Session to explain how the housing service is organised and the role of Tenancy Services and Building Services be scheduled to take place prior to the 7 June 2010 meeting of the Board.
- (c) the Work Programme for 2010/11, as set out in Appendix A to these minutes, be submitted to the Executive.

#### **5. REVIEW OF THE HOUSING TENANCY BOARD**

The Board considered a report by the Director of Customer Services, which provided an opportunity for Council tenants to influence decisions regarding the management of their homes. The report also outlined proposals to strengthen tenant's and leaseholder's influence by increasing the number of representatives on the Board from two to four and sought to review the future of the Tenants and Leaseholders Borough Panel with a proposal that it be replaced with three tenant and leaseholder forums (copy of report [ht-100318-r02-mge](#) circulated with agenda and appended to signed minutes).

A revised version of the report recommendations was circulated at the meeting ([ht-100318-r02-mge-revised recommendations](#)) and appended to signed minutes.

It was felt that the proposals would increase the opportunity for consultation with tenants and leaseholders and would empower them to have a greater influence over policy development and service review in relation to the management of their homes.

It was AGREED that:-

- (a) the following proposals be endorsed by the Board:-
- (i) to increase the number of tenant representatives on the Board from two to four;
  - (ii) for the four tenant representatives to comprise of three tenant representatives and one leaseholder representative;
  - (iii) for the Tenants and Leaseholders Borough Panel to be replaced with three consultative forums comprising of a Tenants Forum; a Sheltered Housing Forum and a Leaseholder Forum; and
  - (iv) for the scope and remit of each Forum to be established, as set out in Appendix A to the report;
- (b) the proposals as listed in (i) to (iv) above be recommended to the Executive for implementation with effect from the new municipal year (2010/11); and
- (c) the training session detailed in Minute 4b(iii) above also be open for co-opted and deputy co-opted representatives appointed onto the Board to attend.

## **6. REVIEW OF VOIDS PERFORMANCE (ACTION PLAN)**

The Board considered a report by the Acting Chief Finance Officer, which provided information on the actions currently being undertaken to improve void turnaround times and performance (copy of report [ht-100318-r04-jsh](#) circulated with agenda and appended to signed minutes).

It was AGREED that the report be received and noted.

*NB: Councillor Godrich gave his apologies and left the meeting after consideration of this item.*

## **7. CONSULTATION RESULTS ON THE DRAFT VISION FOR OLDER PERSONS HOUSING**

The Board considered a report by the Director of Customer Services, which updated the Board on the consultation exercise that had been carried out to gather the views of existing sheltered tenants and local residents regarding the

draft Vision (copy of report [ht-100318-r05-cda](#) circulated with agenda and appended to signed minutes).

Members received a presentation by the Housing Research and Development Officer who provided members with information on the outcomes following the consultation process and of tenants' views regarding the proposed core and cluster schemes for future developments and answered members' questions thereon.

It was AGREED that:-

- (a) the results of the consultation be noted and the revised Vision endorsed for recommendation to the Executive for approval; and
- (b) the Housing Research and Development Officer be thanked for her informative presentation.

#### **8. PRESENTATION TO COUNCILLOR ERNEST CROUCH**

The Board noted that this was Chairman, Councillor Crouch's last meeting before retiring as a member of the Council on which he had served for many years.

A presentation was made by tenant representatives who thanked the Chairman for his contribution towards Housing in the Borough and sincerely wished him well for the future.

Councillor Mrs Hockley, Executive Member for Community also attended the meeting to express her thanks and best wishes to the Chairman in his retirement as Councillor.

(The meeting started at 6.00pm and ended at 7.30pm)

**APPENDIX A****HOUSING TENANCY BOARD – WORK PROGRAMME 2010/2011**

<b>Date</b>	<b>Subject</b>	<b>Training Session/ Workshop</b>
7 June 2010	<ul style="list-style-type: none"> <li>• Housing Revenue Account Business Plan</li> <li>• Review of Extra Care Housing provision at Downing Court</li> <li>• Results of Tenant Information Survey</li> <li>• Development of Local Standards (Tenants Services Authority)</li> <li>• Work Programme 2010/11</li> <li>• Performance Monitoring</li> </ul>	Members Training Session - The role of Tenancy and Building Services
12 July 2010	<ul style="list-style-type: none"> <li>• Tenant STATUS Survey</li> <li>• Tenant Standard</li> <li>• Estate Improvements Programme 2010/11</li> <li>• Report to TSA on National Standards</li> <li>• Review and Update of Cleaning Contracts</li> <li>• Work Programme 2010/11</li> <li>• Performance Monitoring</li> <li>• Review of Sheltered Housing</li> </ul>	
20 September 2010	<ul style="list-style-type: none"> <li>• Appointment of Co-opted Tenant Representatives</li> <li>• Tenant &amp; Leaseholder Involvement Standard (Incl. Tenant Participation Agreement)</li> <li>• Update on Former Tenant Rent Arrears Recovery</li> <li>• Home Standard</li> <li>• Equality Impact Assessments</li> </ul>	

20 September 2010 cont'd....	<ul style="list-style-type: none"> <li>• Work Programme 2010/11</li> <li>• Performance Monitoring</li> </ul>	
15 November 2010	<ul style="list-style-type: none"> <li>• Neighbourhood and Community Standard</li> <li>• Review of Disabled Adaptations Policy</li> <li>• Work Programme 2010/11</li> <li>• Performance Monitoring</li> </ul>	
24 January 2011	<ul style="list-style-type: none"> <li>• Preliminary Review of the Work Programme for 2010/11 and preliminary draft work programme for 2011/12</li> <li>• Housing Revenue Account including the Housing Capital Programme for 2011/12</li> <li>• Local Standards - Value for Money</li> <li>• Performance Monitoring</li> </ul>	
21 March 2011	<ul style="list-style-type: none"> <li>• Results of Tenant STATUS Survey</li> <li>• Update on Sheltered Housing Review</li> <li>• Review of the Annual Work Programme for 2010/11 and Final Consideration of Draft Work Programme for 2011/12</li> <li>• Performance Monitoring</li> </ul>	