



## Minutes of the Housing Tenancy Board

*Minutes of a meeting held on 15 November 2010  
at the Civic Offices, Fareham*

**PRESENT:** Councillor P J Davies  
(Chairman)

Councillor Mrs M R Nadolski  
(Vice-Chairman)

**Councillors:** T Howard, D L Steadman and Mrs K K Trott.

**Co-opted Members:** Mr M Busby, Miss Y Goddard, Mr G Wood, Mrs E Bailey  
(deputising for Mr E Dance) and Alderman E Crouch.

### 1. APOLOGIES FOR ABSENCE

An apology for absence was received from Mr E Dance (Co-opted Member), together with an apology from Councillor Mrs C L A Hockley, Executive Member for Community who was unable to attend on this occasion.

### 2. MINUTES

It was AGREED that the minutes of the meeting of the Board held on 20 September 2010 be confirmed and signed as a correct record ([ht-100920-m](#)).

### 3. WORK PROGRAMME FOR 2010/11

The Board considered a report by the Director of Community and Streetscene, which requested the Board to confirm the Work Programme for the Year 2010/11 and endorse the revised changes, as detailed within the report (copy of report [ht-101115-r02-cge](#) circulated with agenda and appended to the signed minutes).

It was AGREED that:-

- (a) subject to the revisions as set out in paragraph 2 of the report being incorporated within the work programme attached as Appendix A to the report, the Work Programme for 2010/11 be agreed; and
- (b) the Work Programme for 2010/11, attached as Appendix A to these minutes, be submitted to the Executive for information.

#### 4. COMPREHENSIVE SPENDING REVIEW 2010 - HOUSING ISSUES

The Panel received a briefing paper by the Director of Community and Streetscene, circulated to members at the meeting, which provided an extract of the key issues relating to Housing following the Comprehensive Spending Review 2010 on 20 October 2010 (copy of briefing note [ht-101115-csr housing issues briefing note](#) circulated at the meeting and appended to signed minutes).

The paper identified some of the headline proposals and it was reported that these would be expanded upon in the coming months as many of the proposals would be incorporated into forthcoming legislation, the most important of which would be the Localism Bill.

It was AGREED that officers be thanked for the informative briefing paper.

#### 5. UPDATE ON FORMER TENANT RENT ARREARS RECOVERY

The Board considered a report by the Director of Finance and Resources which provided an update on Former Tenant Rent Arrears Recovery (copy of report - [ht-101115-r03-nwo](#) circulated with agenda and appended to the signed minutes).

It was AGREED that:-

- (a) the information contained within the report be noted; and
- (b) details of the breakdown in the size of former tenant debt be incorporated within the performance monitoring report in future.

#### 6. PERFORMANCE MONITORING - TENANCY SERVICES

The Board considered a report by the Director of Community and Streetscene, which set out Performance Monitoring data for Tenancy Services covering Current Tenant Rent Arrears and Repossessions, Void Property Management including Void Rent Loss, Estate Improvements, Inspections and Satisfaction levels for Estate Services, Anti-Social Behaviour, Demand for Social Housing, Housing Stock Figures and Lettings, Tenant Consultation and Involvement (copy of report [ht-101115-r07-jcr](#) circulated with agenda and appended to the signed minutes).

It was AGREED that:-

- (a) the information contained within the report be noted;
- (b) officers liaise with Grounds Maintenance contractors regarding the clearance of grass cuttings and wet leaves from pathways;
- (c) the target line be amended and last year's arrears figures be removed from the Current Tenant Rent Arrears chart which indicates the arrears as a percentage; and
- (d) officers be congratulated on significantly reducing the number of days involved in void turnaround times.

## 7. PERFORMANCE MONITORING - BUILDING SERVICES

The Board considered a report by the Director of Finance, which set out Performance Monitoring data for Building Services covering all aspects of the service delivered to the residents (copy of report [ht-101115-r08-cne](#) circulated with agenda and appended to the signed minutes).

The Tenant Representatives requested that in future the report should include more detail about the planned maintenance programme (i.e. description of type of works, number of properties, property type and location). The Tenants Representatives also requested they be kept informed about the selection and appointment of any contractors, particularly following their involvement in the selection process.

It was AGREED that:-

- (a) the information contained within the report be noted;
- (b) any particular concerns or issues regarding gas servicing or boiler repairs be reported direct to officers;
- (c) tenant satisfaction cards/survey be left by external contractors upon completion of repairs to enable officers to monitor performance;
- (d) officers incorporate details of the demand proportional to the time of the year, within the Disabled Adaptations performance information; and
- (e) officers be thanked for the high levels in satisfaction achieved by Building Services.

## 8. EQUALITY IMPACT ASSESSMENTS

The Board considered a report by the Director of Community and Streetscene which provided details of the Equality Impact Assessments (copy of report [ht-101115-r04-jsh](#) circulated with agenda and appended to the signed minutes).

It was AGREED that the report be received and noted.

## 9. PROVISION OF MOBILITY SCOOTER STORAGE

The Board considered a report by the Director of Community and Streetscene regarding the provision of Mobility Scooter Storage (copy of report [ht-101115-r01-jsh](#) circulated with agenda and appended to the signed minutes).

The Board discussed at length the demand for mobility scooter storage at housing sites across the Borough and the cost implications involved. Members were reminded that spending from the Housing Revenue Account (HRA) for the provision of any further storage facilities would require an equivalent reduction to be made elsewhere in the Housing Revenue Account Capital programme.

It was AGREED that:-

- (a) the information contained in the report be noted; and
- (b) members discuss scooter storage further at the next meeting of the Board when considering the report on the Housing Revenue Account.

#### **10. REVIEW OF DISABLED ADAPTIONS POLICY**

The Board considered a report by the Director of Community and Streetscene, which provided a review of the Disabled Adaptations Policy (copy of report [ht-101115-r05-jsh](#) circulated with agenda and appended to the signed minutes).

It was AGREED that the report and updated policy and information booklet be received and noted.

(The meeting started at 6.00pm and ended at 8.25pm)

## APPENDIX A

## HOUSING TENANCY BOARD – WORK PROGRAMME 2010/2011

Date	Subject	Training Session/ Workshop
7 June 2010	<ul style="list-style-type: none"> <li>• Housing Revenue Account Business Plan</li> <li>• Appointment of Co-opted and Deputy Co-opted Representatives onto the Board</li> <li>• Review of Extra Care Housing provision at Downing Court</li> <li>• Results of Tenant Information Survey</li> <li>• Development of Local Offers (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>• Estate Improvements Programme 2010/11</li> <li>• Report to TSA on National Standards</li> <li>• Update from National Housing Conference</li> <li>• Review and Update of Cleaning Contracts</li> <li>• Work Programme 2010/11</li> <li>• Performance Monitoring</li> </ul>	
20 September 2010	<ul style="list-style-type: none"> <li>• Work Programme 2010/11</li> <li>• Updated report to TSA on National Standards</li> <li>• Performance Monitoring</li> <li>• Estate Improvements 2010/11 - An Update</li> </ul>	
15 November 2010	<ul style="list-style-type: none"> <li>• Provision of Mobility Scooter Storage</li> <li>• Update on Former Tenant Rent</li> </ul>	

	<p>Arrears Recovery</p> <ul style="list-style-type: none"> <li>• Review of Disabled Adaptations Policy</li> <li>• Equality Impact Assessments</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>• Review of Sheltered Housing</li> <li>• Home Local Standard</li> <li>• Performance Monitoring</li> <li>• Tenant &amp; Leaseholder Involvement Local Standard (Incl. Tenant Participation Agreement)</li> <li>• Neighbourhood and Community Local Standard</li> </ul>	
21 March 2011	<ul style="list-style-type: none"> <li>• Review of the Annual Work Programme for 2010/11 and Final Consideration of Draft Work Programme for 2011/12</li> <li>• Council's approach to the Digital Switchover</li> <li>• Performance Monitoring</li> <li>• Estate Improvements Programme 2011/12</li> </ul>	