



## **Minutes of the Housing Tenancy Board**

(to be confirmed at the next meeting)

*Minutes of a meeting held on 10 September 2012  
at the Civic Offices, Fareham*

**PRESENT:**

Councillor P J Davies  
(Chairman)

**Councillors:** T J Howard, D L Steadman, Mrs K K Trott and D M Whittingham  
(deputising for Mrs K Mandry (Vice-Chairman)).

**Co-opted  
members:** Alderman E Crouch, Mrs E Bailey (deputising for Mr B Lee), Mr S  
Lovelock, Mrs P Weaver and Mr G Wood

**Also Present:** Councillor B Bayford, Executive Member for Housing (Minute 8)

### **1. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor Mrs K Mandry (Vice-Chairman) and Mr B Lee (Co-opted Member).

### **2. MINUTES**

It was AGREED that the minutes of the meeting of the Housing Tenancy Board held on 18 June 2012 be confirmed and signed as a correct record ([ht-120618-m](#)).

### **3. CHAIRMAN'S ANNOUNCEMENTS**

At the invitation of the Chairman, Alderman Crouch paid tribute to the contribution made to the work of the Council, specifically in relation to housing matters, by the late Alderman Mike Godrich. Over many years Alderman Godrich had served as a member of the former Housing Committee, Chairman of the former Housing Overview Panel and member of the Housing Tenancy Board. The tribute was endorsed by all those present.

### **4. DECLARATIONS OF INTEREST**

There were no declarations of interest made at this meeting.

## **5. DEPUTATIONS**

There were no deputations made at this meeting.

## **6. HOUSING TENANCY BOARD WORK PROGRAMME 2012/13**

The Board considered a report by the Director of Community and Streetscene which reviewed the Board's work programme for 2012/13 (copy of report [ht-120910-r01-jsh](#) circulated with the agenda).

Members were referred to paragraph 3 of the report regarding amendments to the work programme which the Board was requested to approve. The Tenancy Services Manager informed members that an additional item, concerning the appointment of a second deputy co-opted member, was proposed to be added to the work programme for the meeting on 12 November 2012.

It was AGREED that:-

- (a) taking account of the amendments to the work programme contained in paragraph 3 of the report, together with the inclusion of an item at the November meeting concerning the appointment of a second deputy co-opted member, the work programme for 2012/13, attached as Appendix A to these minutes, be approved; and
- (b) the updated work programme for 2012/13 be submitted to the Executive for information.

## **7. QUARTERLY PERFORMANCE MONITORING REPORT FOR TENANCY SERVICES (APRIL TO JUNE 2012)**

The Board considered a report by the Director of Community and Streetscene which set out Performance Monitoring information for Tenant Services covering rent arrears and repossessions, void property management including void rent loss, estate inspections and satisfaction levels for estate services, anti-social behaviour, tenant consultation and involvement (copy of report [ht-120910-r03-jcr](#) circulated with the agenda).

Regarding current tenant rent arrears, in particular performance compared to a similar period in previous years, it was requested that a powerpoint presentation be prepared for future meetings to illustrate trends in rent arrears year on year.

It was reported that a new system of recording and monitoring anti-social behaviour had recently been introduced which would be helpful in informing complainants, advising them of the next course of action and significantly, improving the service to tenants.

The Board discussed at length various matters concerning estate management, specifically issues relating to satisfaction with general block cleaning and window cleaning. It was acknowledged that there were problems with general cleaning, although feedback provided by block captains, residents

and housing officers had shown a figure of 77% satisfaction with general block cleaning and window cleaning. However, members of the Board, in particular co-opted members were of the view that levels of satisfaction were not as high as stated. The Tenancy Services Manager acknowledged that feedback from block captains and liaison between block captains and the council could be improved and was to review the current mechanisms in place. It was intended that by improving feedback, officers would have a better opportunity to take up issues with the appropriate contractors. Members also generally felt that better supervision of the cleaning contractors would be beneficial. It was reported that a schedule of works to be carried out had been produced and will be shared with block captains and officers so they were aware of what cleaning work was to be undertaken and when.

Mr Lovelock briefly reported on the issues discussed at the last Tenants Forum meeting held on 5 July 2012. He advised the Board that Mick Gore, Operations Manager, (Streetscene), had attended the meeting and provided useful information on the operation of the grounds maintenance service. Mr Wood also reported on the last meeting of the Sheltered Tenants Forum and suggested that it would be appreciated if the respective councillor for the area was able to attend a future meeting.

It was AGREED that:-

- (a) the information contained in the report be noted; and
- (b) at future Board meetings officers be requested to give a powerpoint presentation to support the performance reports, to illustrate trends against previous quarters and years.

**8. QUARTERLY PERFORMANCE MONITORING REPORT FOR BUILDING SERVICES (APRIL TO JUNE 2012)**

The Board considered a report by the Director of Community and Streetscene which set out performance monitoring data for Building Services covering all aspects of the service delivered to the residents between April to June 2012 (copy of report [ht-120910-r04-cne](#) circulated with the agenda and appended to the signed minutes).

At the invitation of the Chairman Councillor Bayford addressed the Board during consideration of this item.

Members discussed the contents of the report and raised a number of queries and questions to which officers replied. Reference was made to paragraphs 6 and 7 of the report regarding further steps needed to improve and achieve the targets set regarding percentages of the total number of urgent and routine repairs. This it was hoped would be achieved by ensuring the priorities for work tasks are correctly assessed. It was considered important that to achieve targets there should be progress towards improvements in the work task assessment process regarding routine, urgent or emergency repairs.

It was AGREED that the information contained in the report be noted.

## **9. TENANT CASHBACK SCHEME - EXPERIENCE FROM PILOTS**

The Board considered a report by the Director Community and Streetscene which provide information about three pilot Tenant Cashback schemes arising from a government initiative to empower tenants to participate in repair of their homes (copy of report [ht-120618-r07-cne](#) circulated with the agenda).

The Board, having taken account of the information in the report regarding the government's proposal for a Tenant Cashback Scheme, agreed not to support the setting up of such a scheme in Fareham.

(The meeting started at 6:00pm  
and ended at 7:15pm).

**APPENDIX A**

**HOUSING TENANCY BOARD – DRAFT WORK PROGRAMME 2012/2013**

Date	Subject	Training
18 June 2012	<ul style="list-style-type: none"> <li>• Work Programme 2012/13</li> <li>• Appointment of Co-opted Tenant Representatives</li> <li>• Tenancy Services Performance Report for 2011/12 - (for the whole year including January to March 2012)</li> <li>• Building Services Performance Report for 2011/12 - (for the whole year including January to March 2012)</li> <li>• Housing Capital Programme 2012/13</li> <li>• Regulatory Framework for Social Housing</li> </ul>	
9 July 2012	CANCEL	
10 Sept 2012	<ul style="list-style-type: none"> <li>• Work Programme 2012/13</li> <li>• Quarterly Performance Monitoring Report for Tenancy Services (April to June 2012)</li> <li>• Quarterly Performance Monitoring Report for Building Services (April to June 2012)</li> <li>• Tenant Cashback Scheme - Experience from pilots</li> </ul>	
12 Nov 2012	<ul style="list-style-type: none"> <li>• Work Programme 2012/13</li> <li>• Appointment of Deputy Co-opted member</li> <li>• Draft Annual Report to Tenants</li> <li>• Tenancy Strategy</li> <li>• Quarterly Performance Monitoring Report for Tenancy Services (July to Sept 2012)</li> <li>• Quarterly Performance Monitoring Report for Building Services (July to Sept 2012)</li> <li>• Former Tenant Debt Recovery - An Update</li> <li>• Estate Improvements 2012/13 - An Update</li> <li>• Benefit Changes - An Update</li> <li>• Tenancy Agreement</li> </ul>	

Date	Subject	Training
21 Jan 2013	<ul style="list-style-type: none"><li>• Preliminary Review of the Work Programme for 2012/13 and preliminary draft work programme for 2013/14</li><li>• Housing Revenue Account including the Housing Capital Programme for 2013/14</li><li>• Quarterly Performance Monitoring Report for Tenancy Services(October to December 2012)</li><li>Quarterly Performance Monitoring Report for Building Services (October to December 2012)</li></ul>	
18 March 2013	<ul style="list-style-type: none"><li>• Review of the Annual Work Programme for 2012/13 and Final Consideration of Draft Work Programme for 2013/14</li><li>• Estate Improvements Programme 2013/14</li><li>• Review and Update of Local Standards</li></ul>	

**Unallocated item**

- (i) A review of car parking on housing estates (Minute 10(b) of 18 June 2012 refers)
- (ii) Tenant and Leaseholder Satisfaction Survey