



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

(to be confirmed at the next meeting)

*Minutes of a meeting held on 12 November 2012  
at the Civic Offices, Fareham*

**PRESENT:**

Councillor P J Davies  
(Chairman)

Mrs K Mandry  
(Vice-Chairman)

**Councillors:** Mrs M E Ellerton (deputising for T J Howard) and Mrs K K Trott

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

**Also Present:** Councillor B Bayford, Executive Member for Housing (Minute 12 and 14)

**1. APOLOGY FOR ABSENCE**

An apology for absence was received from Councillor T J Howard.

**2. CHAIRMAN'S ANNOUNCEMENTS**

The Chairman welcomed Councillor Mrs M E Ellerton who was attending her first meeting of the Housing Tenancy Board.

**3. MINUTES**

It was AGREED that the minutes of the meeting of the Housing Tenancy Board held on 10 September 2012 be confirmed and signed as a correct record ([ht-120910-m](#)).

**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. EXCLUSION OF THE PUBLIC AND PRESS**

RESOLVED that item 7 below did not involve the disclosure of exempt information and therefore could be considered in public.

**7. APPOINTMENT OF DEPUTY CO-OPTED REPRESENTATIVE TO THE HOUSING TENANCY BOARD**

The Board considered a report by the Director of Community regarding the appointment of a deputy co-opted representative onto the Housing Tenancy Board (copy of report circulated to members of the Board only).

It was AGREED that Miss Elizabeth Bartlett be formally appointed onto the Housing Tenancy Board as deputy co-opted representative for the General Tenants' Forum.

**8. HOUSING TENANCY BOARD WORK PROGRAMME 2012/13**

The Board considered a report by the Director of Community which reviewed the Work Programme for 2012/13 (copy of [ht-121112-r01-jsh](#) circulated with agenda).

It was proposed that a report updating members on the Homeswapper Scheme, be added to the work programme for the meeting on 18 March 2013 (Minute 6 of 29 March 2012 refers). In addition, the Chairman proposed that officers prepare a report on the outcomes of the three pilot schemes commissioned in respect of the Tenant Cashback Scheme (Minute 9 of 10 September 2012 refers). It was suggested that a report on this matter be added to the work programme as an unallocated item for consideration in the 2013/14 work programme.

It was AGREED that:-

- (a) an item entitled Homeswapper Scheme- Update, be added to the work programme for the meeting on 18 March 2013;
- (b) an item providing information on the outcomes from the pilot Tenant Cashback Scheme be added as an unallocated item to be considered in the work programme for 2013/14; and
- (c) subject to the revisions referred to in (a) and (b) above, the updated work programme for 2012/13 attached to these minutes as Appendix A, be approved and submitted to the Executive for information.

## **9. FORMER TENANT DEBT RECOVERY - AN UPDATE**

The Board considered a report by the Director of Finance and Resources which reviewed the current position in relation to Former Tenant Debt Recovery (copy of report [ht-121112-r04-nwo](#) circulated with the agenda).

During the discussion, members commented on various methods/procedures which might assist in debt recovery. The Board was informed that a Council-wide debt recovery project is currently underway and various measures/procedures to reduce the different types of debt within the council are under consideration.

It was AGREED that:-

- (a) the information contained in the report be noted; and
- (b) consideration be given to the Panel undertaking a review of rent recovery procedures, at a future date.

## **10. QUARTERLY PERFORMANCE MONITORING REPORT FOR TENANCY SERVICES (JULY TO SEPTEMBER 2012)**

The Board considered a report by the Director of Community which set out performance monitoring information for tenancy 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 between July and September 2012 (copy of report [ht-121112-r02-jcr](#) circulated with the agenda).

Members discussed the contents of the report and raised a number of queries and questions to which officers replied. It was reported that currently officers are reviewing the format of the performance monitoring reports and may revise the way in which the information showing Performance against Target is presented.

Regarding the information in paragraph 6 concerning void turnaround times and rent loss, the Board was informed that the decant process at Collingwood House had been taken account of and excluded from the void turnaround times. However, Collingwood House was included in the figures for rent loss due to empty homes.

One of the main issues raised, particularly by co-opted members, related to a lack of feedback on action which may have been taken in response to concerns about general cleaning and grounds maintenance works. The Tenancy Services Manager reported that quarterly Cleaning and Grounds Maintenance Monitoring Review meetings are carried out (which include tenant representatives). In addition officers are reviewing the block captain regime to help find ways of improving communication and providing timely feedback to the council, block captains and tenants.

Referring to the table in paragraph 10 of the report regarding Estate Inspection visits, Councillor Mrs Trott suggested that as well as providing details of action taken, it would also be useful for members to know what the final outcomes were i.e. how the issues had been dealt with. Members were requested to speak to the Tenancy Services Manager at the end of the meeting if they required more detailed information about the results of action taken in any of the specific cases listed in the report.

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

**11. QUARTERLY PERFORMANCE MONITORING REPORT FOR BUILDING SERVICES (JULY TO SEPTEMBER 2012)**

The Board considered a report by the Director of Finance and Resources which set out performance monitoring data for Building Services covering all aspects of the service delivered to the residents between up to September 2012 (copy of report [ht-121112-r03-cne](#) circulated with the agenda).

Members discussed the information contained in the report at length and raised a number of queries and questions to which officers replied. An enquiry was made about the information contained in Appendix B - HRA Capital Programme Delivery Update report, (specifically concerning Bin Stores). The Director of Community proposed that to clarify matters officers would review the wording of the report and the information provided in respect of current projects and committed expenditure.

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

**12. DRAFT ANNUAL REPORT TO TENANTS**

The Board considered a report by the Director of Community which provided members with an update on progress regarding preparation of the annual report to tenants and invited comments on the draft Annual Report to Tenants for 2012 attached to the report as Appendix A (copy of report [ht-121112-r08-ish](#) circulated with the agenda).

At the invitation of the Chairman, Councillor Bayford took part in the discussion on this matter.

Overall, members were of the view that the current draft report was too detailed. Whilst the facts, figures and pie charts in the report were considered informative, it was felt that a shorter streamlined version would be of greater interest and relevance to tenants. It was suggested that officers produce two versions of the report, one shorter, simplified version for distribution to tenants and one fuller version to go on the council's website

The simplified version could for example address the following issues:-

- What has been achieved since the previous annual report
- Where improvements could be made
- Priorities for 2013

It was agreed that a hard copy of the website version would be made available to tenants on request.

Members were informed that a meeting of the editorial board of tenants, referred to in paragraph 6 of the report, was yet to take place. It was proposed that, taking into account the comments and suggestions made by the Housing Tenancy Board, officers prepare a revised version of the 2012 annual report for consultation with the editorial board. It was noted that the final version of the annual report would be made available to tenants in the autumn.

It was AGREED that:-

- (a) officers review the current draft annual report and produce a modified version for consultation with the Editorial Board of tenants and the Director of Community ;
- (b) the final version of the modified annual report be agreed and distributed to tenants; and
- (c) a more detailed version of the report be put on the Council's website and made available to tenants upon request.

### **13. ESTATE IMPROVEMENTS 2012/13- AN UPDATE**

The Board considered a report by the Director of Community which provided an update on the schemes approved for 2012/13 together with schemes approved in previous years (copy of report [ht-121112-r05-jsh](#) circulated with the agenda).

It was noted that a further report to update members on the progress of the Estate Improvements detailed in the report, together with suggestions for schemes for 2013/14, would be considered at the Board's meeting in March 2013.

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

### **14. FAREHAM'S TENANCY STRATEGY**

The Board considered a report by the Director of Community which invited members' comments on the draft Tenancy Strategy for Fareham (copy of report [ht-121112-r09-jsh](#) circulated with the agenda).

At the invitation of the Chairman, Councillor Bayford took part in the discussion on this matter.

Members were referred to the aims of the Tenancy Strategy as listed on page 3 of the draft document. The Board discussed the various tenancy types specified in the report, with particular reference to the proposed introduction of a secure-flexible tenancy.

Members were informed that the draft tenancy strategy will also be presented to the meeting of the Health and Housing Policy and Development Review Panel on 15 November 2012 for comment. Any comments made by the Board

and the Panel, together with other feedback, would be incorporated into a final report to be considered by the Executive at its meeting in February 2013.

It was AGREED that Fareham's Draft Tenancy Strategy, attached as Appendix A to the report, be endorsed.

(The meeting started at 6:00pm  
and ended at 8.10pm).

**HOUSING TENANCY BOARD – 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 Tenant Deputy Representative</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> </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> <li>• Changes to the Sheltered Housing Service at Garden Court, Portchester</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> <li>• Tenancy Agreement</li> <li>• Homeswapper Scheme- Update</li> </ul>	

**Unallocated items**

- (i) A review of car parking on housing estates (Minute 10(b) of 18 June 2012 refers)
- (ii) Tenant and Leaseholder Satisfaction Survey
- (iii) Outcomes from the pilot Tenant Cashback Schemes (to be allocated in the Board's 2013/14 Work Programme)