

# FAREHAM

BOROUGH COUNCIL

## AGENDA HOUSING TENANCY BOARD

**Date:** Monday, 21 January 2013

**Time:** 6.00 pm

**Venue:** Collingwood Room - Civic Offices

**Members:**

Councillor P J Davies (Chairman)

Councillor Mrs K Mandry (Vice-Chairman)

Councillors T J Howard

D L Steadman

Mrs K K Trott

**Deputies:**

Mrs M E Ellerton

G Fazackarley

**Co-opted Members:**

Alderman E Crouch

Mrs P Weaver

Mr G Wood

Mr B Lee

Mr S Lovelock

**Deputy Co-opted Members:**

Mrs E Bailey

Miss E Bartlett



**1. Apologies for Absence**

**2. Minutes (Pages 1 - 8)**

To confirm as a correct record the minutes of the Housing Tenancy Board meeting held on 12 November 2012.

**3. Chairman's Announcements**

**4. Declarations of Interest and Disclosures of Advice or Directions**

To receive any declarations of interest from members in accordance with Standing Orders and the Council's Code of Conduct and disclosures of advice or directions received from Group Leaders or Political Groups, in accordance with the Council's Constitution.

**5. Deputations**

To receive any deputations of which notice has been lodged.

**6. Preliminary Review of Housing Tenancy Board Work Programme 2012/13 and Preliminary Draft Board Work Programme for 2013/14 (Pages 9 - 14)**

To consider a report by the Director of Community which reviews the Board's Work Programme for the current year, 2012/13 and gives initial consideration to the programme for 2013/14.

**7. Housing Revenue Account including the Housing Capital Programme for 2013/14 (Pages 15 - 46)**

To consider a report by the Director of Finance and Resources regarding the proposed spending plans for the Housing Revenue Account services.

**8. Quarterly Performance Monitoring Report for Tenancy Services (October to December 2012) (Pages 47 - 54)**

To consider a report by the Director of Community which sets 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 between October to December.

**9. Quarterly Performance Monitoring Report for Building Services (to December 2012) (Pages 55 - 68)**

To consider a report by the Director of Finance and Resources which sets out performance monitoring data for Building Services covering all aspects of the service delivered to the residents to December 2012

**10. Changes to the Sheltered Housing Service at Garden Court, Portchester (Pages 69 - 72)**

To consider a report by the Director of Community which advises members of proposed changes to the sheltered housing service provided to sheltered tenants at

Garden Court.

P GRIMWOOD  
Chief Executive Officer

[www.fareham.gov.uk](http://www.fareham.gov.uk)

Date Not Specified

**For further information please contact:  
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Tel:01329 236100  
[democraticservices@fareham.gov.uk](mailto:democraticservices@fareham.gov.uk)**

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**FAREHAM** BOROUGH  
COUNCIL

www.fareham.gov.uk

## 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)



## **Report to Housing Tenancy Board**

Date: **21 January 2013**

Report of: **Director of Community**

Subject: **PRELIMINARY REVIEW OF HOUSING TENANCY BOARD WORK  
PROGRAMME 2012/13 AND PRELIMINARY DRAFT BOARD  
WORK PROGRAMME FOR 2013/14**

### **SUMMARY**

At the meeting of the Board on 18 March 2013, members will be asked to review the outcome of the work programme for the current year, 2012/13. Also at that meeting, the Panel will need to finalise the draft work programme for next year, 2013/14 and submit that draft work programme to the Executive.

This report contains details of the current position of the Board's existing work programme for the current year, in order to allow an early assessment of progress. It also gives some background information to assist members in drawing up the work programme for next year.

### **RECOMMENDATION**

Members are asked to:-

- (a) confirm, the Work Programme for the remainder of the year 2012/13 and endorse any revisions listed within the report;
- (b) give an early assessment of progress in 2012/13; and
- (c) give initial consideration of the work programme for 2013/14.

## INTRODUCTION

1. The work programme for the current year will need to be reviewed at the Board's meeting on 18 March 2013. At the same time, it will be necessary for the Board to draw up a draft programme for next year and submit that programme to the Executive at its meeting on 15 April 2013.
2. In order to assist the process, members may wish to take a preliminary look at both issues at this meeting.

## WORK PROGRAMME - CURRENT YEAR 2012/13

3. At the first meeting of the Board on 18 June 2012 members gave consideration to a Work Programme for 2012/13 and agreed to the Work Programme attached as Appendix A to this report. The Work Programme was further considered and amended at the last meeting of the Board on 12 November 2012. Members are invited to make any initial comments on the outcome of the work programme, prior to the full review at the next meeting.
4. There are five planned meetings of the Housing Tenancy Board in the next municipal year, to deal with ordinary business.

### Planning Next Year's Work Programme

5. Members are invited to consider items for the work programme for 2013/14 regarding the management of Council Housing and the relationship of the Council with its tenants.
6. At this stage, particular items which are known to be coming before the Board during the next year are:-

#### 20 May 2013

- Work Programme 2013/14;
- Tenancy Services Performance Report for 2012/13;
- Building Services Performance Report for 2012/13; and
- Housing Capital Programme 2013/14

#### 29 July 2013

- Work Programme 2013/14;
- Quarterly Performance Monitoring Report for Tenancy Services; and
- Quarterly Performance Monitoring Report for Building Services
- Review of Tenant Cashback Scheme Pilots

#### 28 October 2013

- Work Programme 2013/14;
- Quarterly Performance Monitoring Report for Tenancy Services;
- Quarterly Performance Monitoring Report for Building Services;
- A review of car parking on housing estates
- Estate Improvements 2013/14 - An Update

27 January 2014

- Preliminary review of Work Programme for 2013/14 and preliminary draft Work Programme for 2014/15;
- Tenant and Leaseholder Satisfaction Survey
- Housing Revenue Account including the Housing Capital Programme for 2014/15;
- Quarterly Performance Monitoring Report for Tenancy Services; and
- Quarterly Performance Monitoring Report for Building Services;

14 April 2014

- Review of Annual Work Programme for 2013/14 and final consideration of draft Work Programme for 2014/15;
- Tenancy Services Performance Report for 2013/14;
- Building Services Performance Report for 2013/14; and
- Estate Improvements Programme 2014-15

7. Other general items may arise during the year, such as responding to consultation papers by the Government.

**RISK ASSESSMENT**

8. There are no significant risk considerations in relation to this report

**CONCLUSION**

9. This report has provided Board members with a review of the work programme for 2012/13 and an outline work programme for 2013/14.

**Appendices:** Appendix A - Housing Tenancy Board Work Programme 2012/13

**Background Papers:** None

**Reference Papers:** Minutes of the Housing Tenancy Board –18 June 2012 and 12 November 2012.

**Enquiries:** For further information on this report please contact Jon Shore (Ext 4540)

APPENDIX A

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	CANCELLED	
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>• Appointment of Co-Opted Tenant Deputy Representative</li> <li>• Work Programme 2012/13</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 - An 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) Tenant Cashback Scheme Pilots - An Update

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## **Report to Housing Tenancy Board**

Date: **21 January 2013**

Report of: **Director of Finance and Resources**

Subject: **HOUSING REVENUE ACCOUNT INCLUDING THE HOUSING  
CAPITAL PROGRAMME FOR 2013/14**

### **SUMMARY**

The Board is asked to consider the proposed spending plans for the Housing Revenue Account services, so that the Board's comments can be forwarded to the Executive for consideration at its meeting on 11 February 2013.

### **RECOMMENDATION**

That the Board recommend to the Executive that:-

- (a) Individual rent increases in line with the rent restructuring model, be approved for Council dwellings with effect from 1 April 2013;
- (b) Rents for Council garages to be increased by 5% with effect from 1 April 2013;
- (c) Discretionary fees and charges to be increased to provide a minimum increase of 5% with effect from 1 April 2013;
- (d) The revised budget for 2012/13 be approved;
- (e) The base budget for 2013/14 be approved;
- (f) The capital programme and financing for 2012/13 to 2016/17 be approved;  
and
- (g) Annual budgets and assumptions are set with the aim of ensuring sufficient surpluses are held to repay debt on the maturity of each loan.

## INTRODUCTION

1. This report brings together the revenue and capital spending plans for 2012/13 and 2013/14 for the Board to consider. On 1 October 2012, the Executive approved the Council's Finance Strategy for 2013/14 and later years. The budget guidelines contained within the Strategy have been used as a basis for the Housing Revenue Account (HRA) spending plans.

## CAPITAL PROGRAMME - APPENDIX A

2. The five year capital programme has been updated and is summarised in the following table. More details of the capital schemes and its financing can be found in Appendix A.

<b>Year</b>	<b>£'000</b>
2012/13	2,326
2013/14	5,333
2014/15	7,635
2015/16	1,782
2016/17	<u>1,774</u>
<b>Total</b>	<b><u>18,850</u></b>

3. The financing of the capital programme is mainly from the Major Repairs Reserve (MRR), external grants, Capital Fund and Revenue Contributions to Capital (RCCO).

The major schemes in 2013/14 and 2014/15 are the new Collingwood House and potential purchase of a sheltered scheme at Coldeast.

## REVENUE BUDGETS

4. The following tables summarize the base and revised budgets for 2012/13 and the base budget for 2013/14, the Housing Revenue Account and Housing Repairs Account. Further information can be found in Appendices B and C.

<b>Housing Revenue Account - Appendix B</b>	<b>Base Budget 2012/13 £000s</b>	<b>Revised Budget 2012/13 £000s</b>	<b>Base Budget 2013/14 £000s</b>
Income from service	-11,213	-11,230	-11,426
Expenditure on service	7,075	7,479	7,102
Net cost of service	<b>-4,138</b>	<b>-3,751</b>	<b>-4,324</b>
Interest and premia	1,797	1,807	1,708
Revenue contribution to capital expenditure etc.	2,116	2,164	2,885
(Surplus) / deficit	<b>-225</b>	<b>220</b>	<b>269</b>
Opening Balance	-5,278	-4,813	-4,593
Closing Balance	<b>-5,503</b>	<b>-4,593</b>	<b>-4,324</b>

<b>HOUSING REPAIRS ACCOUNT - Appendix C</b>	<b>Base Budget 2012/13 £000s</b>	<b>Revised Budget 2012/13 £000s</b>	<b>Base Budget 2013/14 £000s</b>
Income	-1,677	-2,012	-1,680
Expenditure	1,677	2,012	1,680
(Surplus) / deficit	<b>0</b>	<b>0</b>	<b>0</b>
Opening balance	-1,800	-1,800	-1,800
Closing balance	<b>-1,800</b>	<b>-1,800</b>	<b>-1,800</b>
<b>Overall closing balance</b>	<b>-7,303</b>	<b>-6,393</b>	<b>-6,124</b>
Properties at 31 March	2,403	2,403	2,368
<b>Average balance per property £'s</b>	<b>£3,039</b>	<b>£2,660</b>	<b>£2,586</b>

5. The HRA budget for 2013/14 includes a further transfer of £2,164,000 into the Capital Fund that was set up in 2012/13 for the purpose of repaying debt and for reinvesting in existing or new stock.
6. The revised budget for 2012/13 includes expenditure for work not completed in 2011/12 of £272,000. This was for Disabled Modifications, External Decorations, Gas Servicing, Pre-decoration repairs and Asbestos Survey.
7. It is our intention to continue to maintain a fixed end of year balance on the Repairs Account of £1,800,000. This provides a sufficient cushion to pay for any unexpected repairs and to protect the HRA from fluctuations in the level of repairs.
8. A graph depicting in-year surpluses/deficits, balances of debt and reserves over a time period of 30 years can be viewed in Appendix F.

#### **RENT CONVERGENCE AND INCREASES - APPENDIX D**

9. Rents are set in line with the Government's rent setting policy which was used in calculating the level of debt that was taken on in 2011/12 to leave the Housing Revenue Account Subsidy System. The target date for convergence with housing association rent remains at 2015/16. A limit is set for individual property increases of Retail Price Index (RPI) - as at end September each year - + 0.5% plus £2. Applying this, results in an average rent increase for tenants of 4.23% (£3.42 per week average increase). Housing benefit will cover this increase for around 64% of tenants. Appendix D shows examples of the proposed new rents.
10. April 2013 sees a change to housing benefit that will affect tenants who are under-occupying their property. For a household that is under-occupying by one bed, they will see a reduction in their housing benefit of 14%. For a household that is under-occupying by 2 or more bedrooms, they will see a reduction of 25%.
11. 1,529 tenants receive housing benefit, of which 122 are under-occupying. 110 will be affected by a 14% reduction in benefit and 12 by 25%. In anticipation of an increase of bad and doubtful debts, the bad debt provision is being increased to 2%.
12. Rents for Council garages are not covered by rent restructuring. The number of

garages which are not let is stable year on year. It is proposed that garage rents for 2013/14 increase by 5%.

### **FEES AND CHARGES - Appendix E**

13. The current fees and charges for the HRA and the proposed charges for 2013/14 are set out in Appendix E. The proposed discretionary fees have been increased wherever possible to achieve a minimum 5% increase in income except for Guest Rooms where an increase of 51% is suggested.
14. The statutory charge is subject to the control and advice of Government. The current level of charge has been set at the maximum allowed.

### **CONCLUSION**

15. The Board is asked to review the revised budget for 2012/13, the base budget for 2013/14, the capital programme, the recommended rent increases and to consider whether it wishes to submit comments for consideration by the Executive.

### **APPENDICES:**

- A. Capital Programme and Financing**
- B. Housing Revenue Account Budget**
- C. Housing Repairs Account**
- D. Examples of Rent**
- E. Fees and Charges**
- F. Graph of Balances**

### **Reference Papers:**

1 October 2012 Executive Report - Annual Review of Council's Finance Strategy

### **Enquiries:**

For further information on this report please contact Kevin Golledge. (Ext 4331)

APPENDIX A

<b>CAPITAL PROGRAMME AND FINANCING</b>	<b>2012/13 £'000</b>	<b>2013/14 £'000</b>	<b>2014/15 £'000</b>	<b>2015/16 £'000</b>	<b>2016/17 £'000</b>
<b>Improvement Work</b>					
Tenants Modernisations	950	950			
Electric Upgrading	200	200			
Security Doors	0	50			
Communal Lifts	0	0			
Other Communal Works	80	50			
	<b>1,230</b>	<b>1,250</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Energy Conservation</b>					
Central Heating and Boiler	380	368			
Windows and Doors Replacement	200	350			
	<b>580</b>	<b>718</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Environmental Works</b>					
Recycling Bin Stores	0	30			
External Works	30	50			
	<b>30</b>	<b>80</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Capitalised Repairs / Renewals</b>					
Re-roofing	3	20			
Structural Repairs	1	150			
TV Systems	70	0			
Drain Replacement	6	20			
Mobility Scooter Storage	15	20			
	<b>95</b>	<b>210</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>New Builds</b>	<b>113</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Upgrade of Orchard/Housing Management System</b>	<b>50</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>New &amp; Redeveloped Sheltered Schemes</b>	<b>228</b>	<b>3,075</b>	<b>7,635</b>	<b>70</b>	<b>0</b>
<b>TOTAL PROGRAMME</b>	<b>2,326</b>	<b>5,333</b>	<b>7,635</b>	<b>70</b>	<b>0</b>
<b>Total resources still to be allocated</b>				<b>1,712</b>	<b>1,774</b>
<b>TOTAL</b>	<b>2,326</b>	<b>5,333</b>	<b>7,635</b>	<b>1,782</b>	<b>1,774</b>

	2012/13	2013/14	2014/15	2015/16	2016/17
	£'000	£'000	£'000	£'000	£'000
<b>CAPITAL PROGRAMME AND FINANCING</b>					
<b>FINANCED BY:</b>					
Major Repairs Reserve	2,213	3,986	2,420	1,782	1,774
Revenue contribution from HRA		722	3,051		
Grants and Contributions					
Social Housing Grant		625			
Capital Receipts	113				
Capital Fund			2,164		
<b>Total Financing</b>	<b>2,326</b>	<b>5,333</b>	<b>7,635</b>	<b>1,782</b>	<b>1,774</b>



APPENDIX B

<b><u>HOUSING REVENUE ACCOUNT</u></b>	<b>Actual 2011/12</b>	<b>Base 2012/13</b>	<b>Revised 2012/13</b>	<b>Base 2013/14</b>
	<b>£000s</b>	<b>£000s</b>	<b>£000s</b>	<b>£000s</b>
<b>Income</b>				
Rents - Dwellings	-9,388	-10,050	-10,105	-10,320
Rents - Garages	-221	-220	-214	-224
Rents - Other	-18	-17	-18	-18
Service Charges (Wardens, extra assistance, heating)	-276	-276	-242	-240
Cleaning	-121	-134	-119	-108
Grounds Maintenance	-69	-74	-73	-75
Other Fees and Charges	-14	-16	-24	-21
Leaseholder Service Charges	-65	-66	-65	-65
Grants receivable	-415	-360	-370	-354
	<b>-10,586</b>	<b>-11,213</b>	<b>-11,230</b>	<b>-11,426</b>
<b>Expenditure</b>				
General Administrative Expenses	1,447	<b>1,730</b>	1,657	1,488
Corporate & Democratic Core	58	61	61	61
Corporate Management	113	86	87	87
Unapportioned Overhead	2	10	0	0
Communal Heating Services	73	<b>63</b>	78	70
Communal Lighting	31	<b>37</b>	38	38
Rents, Rates & Other Taxes	50	44	52	47
Communal Cleaning	139	151	143	140
Grounds Maintenance	232	201	190	188
Sheltered Housing Service	595	603	606	601
Fire & Refuse	17	50	45	50
Insurance Liability Provision	-9	0	0	0
Sub-total of management costs	<b>2,748</b>	<b>3,036</b>	<b>2,957</b>	<b>2,770</b>
Contribution to Repairs Account	2,604	1,617	1,971	1,620
Bad Debts Provision	-28	131	14	206
Bad Debts Written off	124	0	0	0
Depreciation	1,880	2,324	2,494	2,456
Reversal of Depreciation greater than MRA	-64	-64	0	0
Debt Management Expenses	47	32	47	47
Holiday Accruals	-12	0	0	0
Negative Subsidy payable to Government	3,032	0	-4	0
	<b>10,330</b>	<b>7,075</b>	<b>7,479</b>	<b>7,099</b>
<b>Net income from service</b>	<b>-256</b>	<b>-4,138</b>	<b>-3,751</b>	<b>-4,327</b>

	<b>Actual 2011/12</b>	<b>Base 2012/13</b>	<b>Revised 2012/13</b>	<b>Base 2013/14</b>
<b>Net income from service</b>	-256	-4,138	-3,751	-4,327
Interest Payable	42	1,836	1,871	1,870
Premium on Debt Redemption	168	99	99	0
Interest earned on internal balances	-125	-138	-163	-163
Net operating income	-170	-2,341	-1,944	-2,620
Revenue contribution to capital	0	0	0	725
Pension Interest Cost & Return on Assets	20			
Movement on Pension Reserve	29			
Transfer to Capital Fund		2,164	2,164	2,164
Pension Reserve Contributions	-47	-48	0	0
<b>(Surplus)/Deficit for year</b>	-167	-225	220	269
<b>Housing Revenue Account balance</b>				
Balance brought forward	-4,646	-5,278	-4,813	-4,593
Surplus/(Deficit) for year	-167	-225	220	269
Balance carried forward	-4,813	-5,503	-4,593	-4,323

<b>HOUSING REVENUE ACCOUNT EXPENDITURE DETAIL</b>	<b>Actual 2011/12</b>	<b>Base 2012/13</b>	<b>Revised 2012/13</b>	<b>Base 2013/14</b>
	<b>£000s</b>	<b>£000s</b>	<b>£000s</b>	<b>£000s</b>
<b>General Administrative Expenses</b>				
Corporate & Democratic Core	58	61	61	61
Corporate Management	113	86	87	87
Unapportioned Overhead	2	10	0	0
Employees	720	751	771	741
Premises	92	87	101	96
Transport-related expenditure	0	0	7	7
Supplies and Services	81	297	225	94
Contract Services	38	79	38	38
Internal Support	521	517	518	519
Income	-5	-2	-3	-3
	<b>1,620</b>	<b>1,886</b>	<b>1,805</b>	<b>1,639</b>
<b>Communal Heating Services</b>				
Premises	73	63	78	70
	<b>73</b>	<b>63</b>	<b>78</b>	<b>70</b>
<b>Communal Lighting</b>				
Premises	31	37	38	38
	<b>31</b>	<b>37</b>	<b>38</b>	<b>38</b>
<b>Communal Cleaning</b>				
Employees	36	37	40	41
Premises	101	112	101	97
Internal Support	2	2	2	2
DSO Surplus	0	0	0	0
	<b>139</b>	<b>151</b>	<b>143</b>	<b>140</b>
<b>Grounds Maintenance</b>				
Employees	12	15	17	14
Premises	186	160	148	148
Supplies and Services	1	0	0	0
Internal Support	33	26	26	26
	<b>233</b>	<b>201</b>	<b>191</b>	<b>188</b>
<b>Sheltered Housing Service</b>				
Employees	511	520	510	512
Premises	50	48	49	46
Transport	0	0	8	8
Supplies and Services	17	17	20	20
Internal Support	18	19	19	16
	<b>595</b>	<b>603</b>	<b>606</b>	<b>601</b>
<b>Other Communal Services</b>				
Premises	34	31	35	31
Supplies and Services	16	14	17	17
Internal Support	0	0	0	0
Fire & Refuse -Premises	17	50	45	50
Insurance Liability Provision	-9	0	0	0
	<b>57</b>	<b>94</b>	<b>97</b>	<b>97</b>

APPENDIX C

**HOUSING REPAIRS ACCOUNT**

<b>Expenditure</b>	<b>Actual 2011/12</b>	<b>Base 2012/13</b>	<b>Revised 2012/13</b>	<b>Base 2013/14</b>
	<b>£000s</b>	<b>£000s</b>	<b>£000s</b>	<b>£000s</b>
<b>Day to Day</b>				
Internal decorating	57	65	46	65
General repairs	635	574	574	574
Other Services - Surveys	35	0	0	0
External works	119	160	160	160
Ancillary & miscellaneous	44	73	197	73
Works to garages	18	21	34	21
Non rechargeable work to void properties	146	103	103	103
<b>Total day to day</b>	<b>1,055</b>	<b>996</b>	<b>1,114</b>	<b>996</b>
<b>Schemes previously in the capital programme</b>				
Repairs	1,192	222	343	222
<b>Total from capital programme</b>	<b>1,192</b>	<b>222</b>	<b>343</b>	<b>222</b>
<b>Cyclical repairs</b>				
External decorating	54	108	162	108
Gas service & associated repairs	222	250	278	250
Lift servicing	29	30	30	30
Pre decorating repairs	3	14	25	14
Emergency lighting	49	48	48	48
<b>Total cyclical</b>	<b>357</b>	<b>450</b>	<b>543</b>	<b>450</b>
<b>Administration</b>				
Supplies & services	16	10	9	9
Legal Services	2	0	4	4
Bad Debt Provision	74	0	0	0
	91	10	12	12
<b>Total expenditure</b>	<b>2,695</b>	<b>1,677</b>	<b>2,012</b>	<b>1,680</b>
<b>Income</b>				
Contribution from HRA	-2,604	-1,617	-1,971	-1,620
DSO Surplus	-55	0	0	0
Fees & charges	-54	-60	-41	-60
<b>Total income</b>	<b>-2,713</b>	<b>-1,677</b>	<b>-2,012</b>	<b>-1,680</b>
Balance brought forward	-1,800	-1,800	-1,800	-1,800
Surplus/Deficit(-) for year	-19	0	0	0
Tfr to Leaseholder Reserve	19			
<b>Balance carried forward</b>	<b>-1,800</b>	<b>-1,800</b>	<b>-1,800</b>	<b>-1,800</b>

APPENDIX D

**EXAMPLES OF RENTS**

	Property type	2012/13 Actual Rent	2013/14 Proposed Rent	Increase £ p.w.	Increase % p.w.
Nashe Way	1 Bed Bung	£78.86	£82.67	£3.81	4.83%
Foster Close	1 Bed Flat	£73.15	£75.80	£2.65	3.62%
Grebe Close	2 Bed Bung	£98.12	£102.06	£3.94	4.02%
Addison Road	2 Bed House	£96.08	£99.30	£3.22	3.35%
Foxbury Grove	2 Bed Flat	£80.67	£85.17	£4.50	5.58%
Garden Court	1 Bed Mais	£73.00	£75.70	£2.70	3.69%
Sicity House	2 Bed Mais	£82.72	£85.02	£2.30	2.79%
Fairfield Avenue	3 Bed House	£98.57	£101.49	£2.92	2.96%
Garden Court	3 Bed Flat	£96.92	£99.13	£2.21	2.28%
Foster Close	4 Bed House	£114.57	£117.30	£2.73	2.39%

Average for total stock	£80.80	£84.23	£3.42	4.23%
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**APPENDIX E**

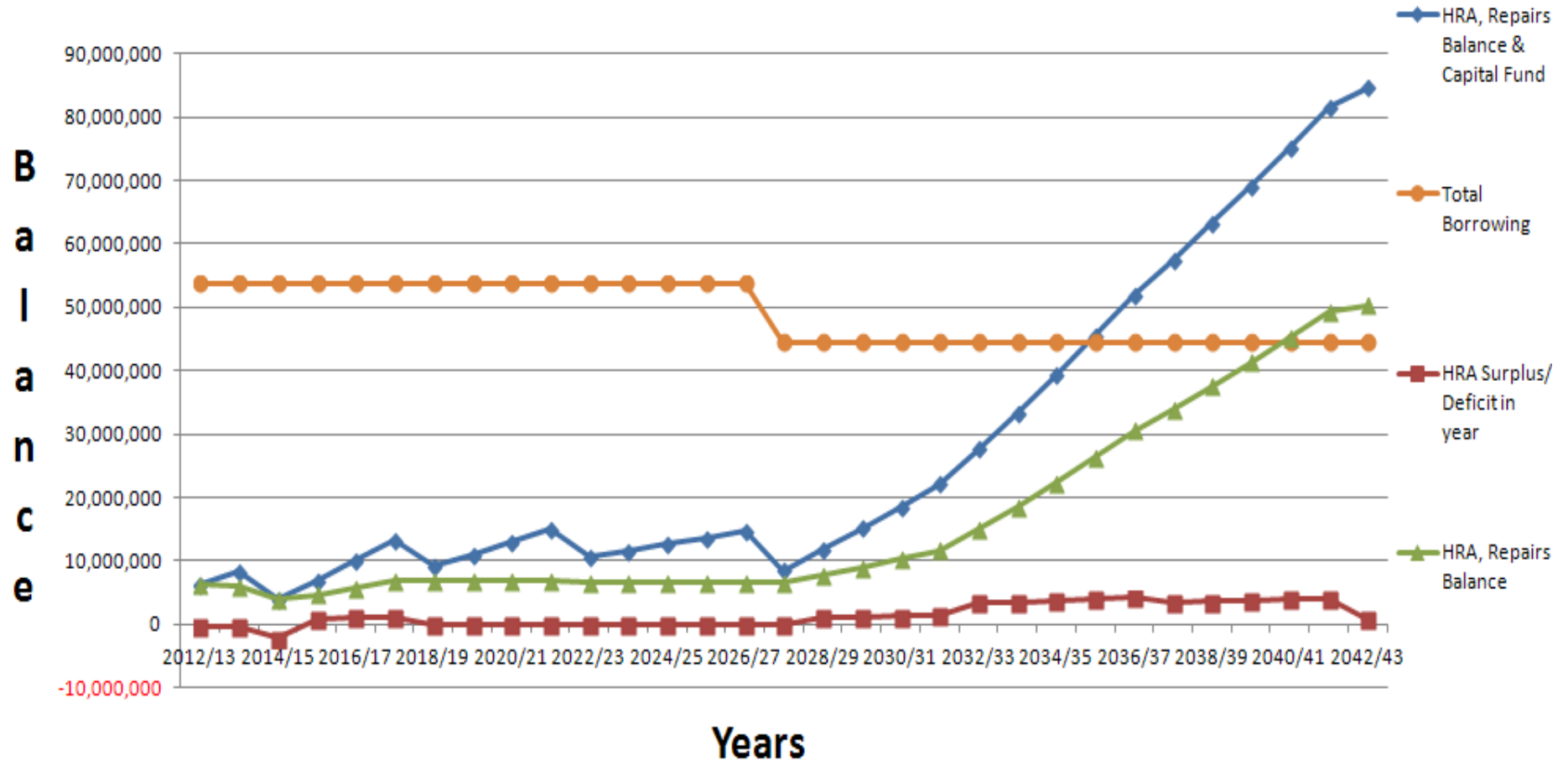
**FEES AND CHARGES 2013/14**

	Existing Charge inc VAT	Proposed Charge inc VAT	Increase
	£ p	£ p	%
<b><u>Discretionary Charges</u></b>			
<b>Sheltered Accommodation for the Elderly</b>			
Guest Room Charge per person per night	6.62	10.00	51%
<b>Rechargeable Repairs to Council Houses</b>			
a) Abortive visit by Officer, Surveyor or Tradesman - Standard charge per visit	38.53	40.50	5.1%
b) Rechargeable works	These will be assessed individually at the time the work is carried out.		
c) Service charges to purchasers of flats and maisonettes	These annual charges are made in advance on the basis of estimated costs. Once the actual cost is known a retrospective adjustment is made		
<b>Recharge of Officer time in agreeing retrospective consent to freeholders</b>			
Fee per occurrence	72.00	75.60	5%
<b><u>Statutory Charge</u></b>			
<b>Sale of Council Houses</b>			
Legal and administration fees in connection with granting a service charge loan (statutory maximum of £100)	100.00	100.00	0.0%

GRAPH OF BALANCES

Balances over 30 years

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## HOUSING REVENUE ACCOUNT INCLUDING THE HOUSING CAPITAL PROGRAMME FOR 2013/14 - AMENDMENTS

PAGE 2 PARAGRAPH 2

### CAPITAL PROGRAMME - APPENDIX A

2. The five year capital programme has been updated and is summarised in the following table. More details of the capital schemes and its financing can be found in Appendix A.

<b>Year</b>	<b>£'000</b>
2012/13	2,326
2013/14	5,333
2014/15	9,288
2015/16	1,782
2016/17	1,774
<b>Total</b>	<b>20,503</b>

3. The financing of the capital programme is mainly from the Major Repairs Reserve (MRR), external grants, Capital Fund and Revenue Contributions to Capital (RCCO).

The major schemes in 2013/14 and 2014/15 are the new Collingwood House and potential purchase of a sheltered scheme at Coldeast.



# HOUSING REVENUE ACCOUNT INCLUDING THE HOUSING CAPITAL PROGRAMME FOR 2013/14 - AMENDMENTS

## APPENDIX A

CAPITAL PROGRAMME AND FINANCING	2012/13 £'000	2013/14 £'000	2014/15 £'000	2015/16 £'000	2016/17 £'000
<b>Improvement Work</b>					
Tenants Modernisations	950	950			
Electric Upgrading	200	200			
Security Doors	0	50			
Communal Lifts	0	0			
Other Communal Works	80	50			
	<b>1,230</b>	<b>1,250</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Energy Conservation</b>					
Central Heating and Boiler	380	368			
Windows and Doors Replacement	200	350			
	<b>580</b>	<b>718</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Environmental Works</b>					
Recycling Bin Stores	0	30			
External Works	30	50			
	<b>30</b>	<b>80</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Capitalised Repairs / Renewals</b>					
Re-roofing	3	20			
Structural Repairs	1	150			
TV Systems	70	0			
Drain Replacement	6	20			
Mobility Scooter Storage	15	20			
	<b>95</b>	<b>210</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>New Builds</b>	<b>113</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Upgrade of Orchard/Housing Management System</b>	<b>50</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>New &amp; Redeveloped Sheltered Schemes</b>	<b>228</b>	<b>3,075</b>	<b>7,635</b>	<b>70</b>	<b>0</b>
<b>TOTAL PROGRAMME</b>	<b>2,326</b>	<b>5,333</b>	<b>7,635</b>	<b>70</b>	<b>0</b>
<b>Total resources still to be allocated</b>			<b>1,653</b>	<b>1,712</b>	<b>1,774</b>
<b>TOTAL</b>	<b>2,326</b>	<b>5,333</b>	<b>9,288</b>	<b>1,782</b>	<b>1,774</b>

	2012/13	2013/14	2014/15	2015/16	2016/17
	£'000	£'000	£'000	£'000	£'000
<b>CAPITAL PROGRAMME AND FINANCING</b>					
<b>FINANCED BY:</b>					
Major Repairs Reserve	2,213	3,986	4,073	1,782	1,774
Revenue contribution from HRA		722	3,051		
Grants and Contributions					
Social Housing Grant		625			
Capital Receipts	113				
Capital Fund			2,164		
<b>Total Financing</b>	<b>2,326</b>	<b>5,333</b>	<b>9,288</b>	<b>1,782</b>	<b>1,774</b>



## **Report to Housing Tenancy Board**

Date: **21 January 2013**

Report of: **Director of Finance and Resources**

Subject: **HOUSING REVENUE ACCOUNT INCLUDING THE HOUSING  
CAPITAL PROGRAMME FOR 2013/14**

### **SUMMARY**

The Board is asked to consider the proposed spending plans for the Housing Revenue Account services, so that the Board's comments can be forwarded to the Executive for consideration at its meeting on 11 February 2013.

### **RECOMMENDATION**

That the Board recommend to the Executive that:-

- (a) Individual rent increases in line with the rent restructuring model, be approved for Council dwellings with effect from 1 April 2013;
- (b) Rents for Council garages to be increased by 5% with effect from 1 April 2013;
- (c) Discretionary fees and charges to be increased to provide a minimum increase of 5% with effect from 1 April 2013;
- (d) The revised budget for 2012/13 be approved;
- (e) The base budget for 2013/14 be approved;
- (f) The capital programme and financing for 2012/13 to 2016/17 be approved;  
and
- (g) Annual budgets and assumptions are set with the aim of ensuring sufficient surpluses are held to repay debt on the maturity of each loan.

## INTRODUCTION

1. This report brings together the revenue and capital spending plans for 2012/13 and 2013/14 for the Board to consider. On 1 October 2012, the Executive approved the Council's Finance Strategy for 2013/14 and later years. The budget guidelines contained within the Strategy have been used as a basis for the Housing Revenue Account (HRA) spending plans.

## CAPITAL PROGRAMME - APPENDIX A

2. The five year capital programme has been updated and is summarised in the following table. More details of the capital schemes and its financing can be found in Appendix A.

Year	£'000
2012/13	2,326
2013/14	5,333
2014/15	9,288
2015/16	1,782
2016/17	1,774
<b>Total</b>	<b>20,503</b>

3. The financing of the capital programme is mainly from the Major Repairs Reserve (MRR), external grants, Capital Fund and Revenue Contributions to Capital (RCCO).

The major schemes in 2013/14 and 2014/15 are the new Collingwood House and potential purchase of a sheltered scheme at Coldeast.

## REVENUE BUDGETS

4. The following tables summarize the base and revised budgets for 2012/13 and the base budget for 2013/14, the Housing Revenue Account and Housing Repairs Account. Further information can be found in Appendices B and C.

Housing Revenue Account - Appendix B	Base Budget	Revised	Base Budget
	2012/13	Budget	2013/14
	£000s	2012/13	£000s
		£000s	£000s
Income from service	-11,213	-11,230	-11,426
Expenditure on service	7,075	7,479	7,102
Net cost of service	<b>-4,138</b>	<b>-3,751</b>	<b>-4,324</b>
Interest and premia	1,797	1,807	1,708
Revenue contribution to capital expenditure etc.	2,116	2,164	2,885
(Surplus) / deficit	<b>-225</b>	<b>220</b>	<b>269</b>
Opening Balance	-5,278	-4,813	-4,593
Closing Balance	<b>-5,503</b>	<b>-4,593</b>	<b>-4,324</b>

<b>HOUSING REPAIRS ACCOUNT - Appendix C</b>	<b>Base Budget 2012/13 £000s</b>	<b>Revised Budget 2012/13 £000s</b>	<b>Base Budget 2013/14 £000s</b>
Income	-1,677	-2,012	-1,680
Expenditure	1,677	2,012	1,680
(Surplus) / deficit	<b>0</b>	<b>0</b>	<b>0</b>
Opening balance	-1,800	-1,800	-1,800
Closing balance	<b>-1,800</b>	<b>-1,800</b>	<b>-1,800</b>
<b>Overall closing balance</b>	<b>-7,303</b>	<b>-6,393</b>	<b>-6,124</b>
Properties at 31 March	2,403	2,403	2,368
<b>Average balance per property £'s</b>	<b>£3,039</b>	<b>£2,660</b>	<b>£2,586</b>

5. The HRA budget for 2013/14 includes a further transfer of £2,164,000 into the Capital Fund that was set up in 2012/13 for the purpose of repaying debt and for reinvesting in existing or new stock.
6. The revised budget for 2012/13 includes expenditure for work not completed in 2011/12 of £272,000. This was for Disabled Modifications, External Decorations, Gas Servicing, Pre-decoration repairs and Asbestos Survey.
7. It is our intention to continue to maintain a fixed end of year balance on the Repairs Account of £1,800,000. This provides a sufficient cushion to pay for any unexpected repairs and to protect the HRA from fluctuations in the level of repairs.
8. A graph depicting in-year surpluses/deficits, balances of debt and reserves over a time period of 30 years can be viewed in Appendix F.

#### **RENT CONVERGENCE AND INCREASES - APPENDIX D**

9. Rents are set in line with the Government's rent setting policy which was used in calculating the level of debt that was taken on in 2011/12 to leave the Housing Revenue Account Subsidy System. The target date for convergence with housing association rent remains at 2015/16. A limit is set for individual property increases of Retail Price Index (RPI) - as at end September each year - + 0.5% plus £2. Applying this, results in an average rent increase for tenants of 4.23% (£3.42 per week average increase). Housing benefit will cover this increase for around 64% of tenants. Appendix D shows examples of the proposed new rents.
10. April 2013 sees a change to housing benefit that will affect tenants who are under-occupying their property. For a household that is under-occupying by one bed, they will see a reduction in their housing benefit of 14%. For a household that is under-occupying by 2 or more bedrooms, they will see a reduction of 25%.
11. 1,529 tenants receive housing benefit, of which 122 are under-occupying. 110 will be affected by a 14% reduction in benefit and 12 by 25%. In anticipation of an increase of bad and doubtful debts, the bad debt provision is being increased to 2%.
12. Rents for Council garages are not covered by rent restructuring. The number of

garages which are not let is stable year on year. It is proposed that garage rents for 2013/14 increase by 5%.

### **FEES AND CHARGES - Appendix E**

13. The current fees and charges for the HRA and the proposed charges for 2013/14 are set out in Appendix E. The proposed discretionary fees have been increased wherever possible to achieve a minimum 5% increase in income except for Guest Rooms where an increase of 51% is suggested.
14. The statutory charge is subject to the control and advice of Government. The current level of charge has been set at the maximum allowed.

### **CONCLUSION**

15. The Board is asked to review the revised budget for 2012/13, the base budget for 2013/14, the capital programme, the recommended rent increases and to consider whether it wishes to submit comments for consideration by the Executive.

### **APPENDICES:**

- A. Capital Programme and Financing**
- B. Housing Revenue Account Budget**
- C. Housing Repairs Account**
- D. Examples of Rent**
- E. Fees and Charges**
- F. Graph of Balances**

### **Reference Papers:**

1 October 2012 Executive Report - Annual Review of Council's Finance Strategy

### **Enquiries:**

For further information on this report please contact Kevin Golledge. (Ext 4331)



APPENDIX A

<b>CAPITAL PROGRAMME AND FINANCING</b>	<b>2012/13 £'000</b>	<b>2013/14 £'000</b>	<b>2014/15 £'000</b>	<b>2015/16 £'000</b>	<b>2016/17 £'000</b>
<b>Improvement Work</b>					
Tenants Modernisations	950	950			
Electric Upgrading	200	200			
Security Doors	0	50			
Communal Lifts	0	0			
Other Communal Works	80	50			
	<b>1,230</b>	<b>1,250</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Energy Conservation</b>					
Central Heating and Boiler	380	368			
Windows and Doors Replacement	200	350			
	<b>580</b>	<b>718</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Environmental Works</b>					
Recycling Bin Stores	0	30			
External Works	30	50			
	<b>30</b>	<b>80</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Capitalised Repairs / Renewals</b>					
Re-roofing	3	20			
Structural Repairs	1	150			
TV Systems	70	0			
Drain Replacement	6	20			
Mobility Scooter Storage	15	20			
	<b>95</b>	<b>210</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>New Builds</b>	<b>113</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Upgrade of Orchard/Housing Management System</b>	<b>50</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>New &amp; Redeveloped Sheltered Schemes</b>	<b>228</b>	<b>3,075</b>	<b>7,635</b>	<b>70</b>	<b>0</b>
<b>TOTAL PROGRAMME</b>	<b>2,326</b>	<b>5,333</b>	<b>7,635</b>	<b>70</b>	<b>0</b>
<b>Total resources still to be allocated</b>			<b>1,653</b>	<b>1,712</b>	<b>1,774</b>
<b>TOTAL</b>	<b>2,326</b>	<b>5,333</b>	<b>9,288</b>	<b>1,782</b>	<b>1,774</b>

<b>CAPITAL PROGRAMME AND FINANCING</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
<b>FINANCED BY:</b>					
Major Repairs Reserve	2,213	3,986	4,073	1,782	1,774
Revenue contribution from HRA		722	3,051		
Grants and Contributions					
Social Housing Grant		625			
Capital Receipts	113				
Capital Fund			2,164		
<b>Total Financing</b>	<b>2,326</b>	<b>5,333</b>	<b>9,288</b>	<b>1,782</b>	<b>1,774</b>

APPENDIX B

<u>HOUSING REVENUE ACCOUNT</u>	<b>Actual 2011/12</b>	<b>Base 2012/13</b>	<b>Revised 2012/13</b>	<b>Base 2013/14</b>
	<b>£000s</b>	<b>£000s</b>	<b>£000s</b>	<b>£000s</b>
<b>Income</b>				
Rents - Dwellings	-9,388	-10,050	-10,105	-10,320
Rents - Garages	-221	-220	-214	-224
Rents - Other	-18	-17	-18	-18
Service Charges (Wardens, extra assistance, heating)	-276	-276	-242	-240
Cleaning	-121	-134	-119	-108
Grounds Maintenance	-69	-74	-73	-75
Other Fees and Charges	-14	-16	-24	-21
Leaseholder Service Charges	-65	-66	-65	-65
Grants receivable	-415	-360	-370	-354
	<b>-10,586</b>	<b>-11,213</b>	<b>-11,230</b>	<b>-11,426</b>
<b>Expenditure</b>				
General Administrative Expenses	1,447	<b>1,730</b>	1,657	1,488
Corporate & Democratic Core	58	61	61	61
Corporate Management	113	86	87	87
Unapportioned Overhead	2	10	0	0
Communal Heating Services	73	<b>63</b>	78	70
Communal Lighting	31	<b>37</b>	38	38
Rents, Rates & Other Taxes	50	44	52	47
Communal Cleaning	139	151	143	140
Grounds Maintenance	232	201	190	188
Sheltered Housing Service	595	603	606	601
Fire & Refuse	17	50	45	50
Insurance Liability Provision	-9	0	0	0
Sub-total of management costs	<b>2,748</b>	<b>3,036</b>	<b>2,957</b>	<b>2,770</b>
Contribution to Repairs Account	2,604	1,617	1,971	1,620
Bad Debts Provision	-28	131	14	206
Bad Debts Written off	124	0	0	0
Depreciation	1,880	2,324	2,494	2,456
Reversal of Depreciation greater than MRA	-64	-64	0	0
Debt Management Expenses	47	32	47	47
Holiday Accruals	-12	0	0	0
Negative Subsidy payable to Government	3,032	0	-4	0
	<b>10,330</b>	<b>7,075</b>	<b>7,479</b>	<b>7,099</b>
<b>Net income from service</b>	<b>-256</b>	<b>-4,138</b>	<b>-3,751</b>	<b>-4,327</b>

	<b>Actual 2011/12</b>	<b>Base 2012/13</b>	<b>Revised 2012/13</b>	<b>Base 2013/14</b>
<b>Net income from service</b>	-256	-4,138	-3,751	-4,327
Interest Payable	42	1,836	1,871	1,870
Premium on Debt Redemption	168	99	99	0
Interest earned on internal balances	-125	-138	-163	-163
<b>Net operating income</b>	<b>-170</b>	<b>-2,341</b>	<b>-1,944</b>	<b>-2,620</b>
Revenue contribution to capital	0	0	0	725
Pension Interest Cost & Return on Assets	20			
Movement on Pension Reserve	29			
Transfer to Capital Fund		2,164	2,164	2,164
Pension Reserve Contributions	-47	-48	0	0
<b>(Surplus)/Deficit for year</b>	<b>-167</b>	<b>-225</b>	<b>220</b>	<b>269</b>
<b>Housing Revenue Account balance</b>				
Balance brought forward	-4,646	-5,278	-4,813	-4,593
Surplus/(Deficit) for year	-167	-225	220	269
Balance carried forward	-4,813	-5,503	-4,593	-4,323

<b>HOUSING REVENUE ACCOUNT EXPENDITURE DETAIL</b>	<b>Actual 2011/12</b>	<b>Base 2012/13</b>	<b>Revised 2012/13</b>	<b>Base 2013/14</b>
	<b>£000s</b>	<b>£000s</b>	<b>£000s</b>	<b>£000s</b>
<b>General Administrative Expenses</b>				
Corporate & Democratic Core	58	61	61	61
Corporate Management	113	86	87	87
Unapportioned Overhead	2	10	0	0
Employees	720	751	771	741
Premises	92	87	101	96
Transport-related expenditure	0	0	7	7
Supplies and Services	81	297	225	94
Contract Services	38	79	38	38
Internal Support	521	517	518	519
Income	-5	-2	-3	-3
	<b>1,620</b>	<b>1,886</b>	<b>1,805</b>	<b>1,639</b>
<b>Communal Heating Services</b>				
Premises	73	63	78	70
	<b>73</b>	<b>63</b>	<b>78</b>	<b>70</b>
<b>Communal Lighting</b>				
Premises	31	37	38	38
	<b>31</b>	<b>37</b>	<b>38</b>	<b>38</b>
<b>Communal Cleaning</b>				
Employees	36	37	40	41
Premises	101	112	101	97
Internal Support	2	2	2	2
DSO Surplus	0	0	0	0
	<b>139</b>	<b>151</b>	<b>143</b>	<b>140</b>
<b>Grounds Maintenance</b>				
Employees	12	15	17	14
Premises	186	160	148	148
Supplies and Services	1	0	0	0
Internal Support	33	26	26	26
	<b>233</b>	<b>201</b>	<b>191</b>	<b>188</b>
<b>Sheltered Housing Service</b>				
Employees	511	520	510	512
Premises	50	48	49	46
Transport	0	0	8	8
Supplies and Services	17	17	20	20
Internal Support	18	19	19	16
	<b>595</b>	<b>603</b>	<b>606</b>	<b>601</b>
<b>Other Communal Services</b>				
Premises	34	31	35	31
Supplies and Services	16	14	17	17
Internal Support	0	0	0	0
Fire & Refuse -Premises	17	50	45	50
Insurance Liability Provision	-9	0	0	0
	<b>57</b>	<b>94</b>	<b>97</b>	<b>97</b>

APPENDIX C

**HOUSING REPAIRS ACCOUNT**

<b>Expenditure</b>	<b>Actual 2011/12</b>	<b>Base 2012/13</b>	<b>Revised 2012/13</b>	<b>Base 2013/14</b>
	<b>£000s</b>	<b>£000s</b>	<b>£000s</b>	<b>£000s</b>
<b>Day to Day</b>				
Internal decorating	57	65	46	65
General repairs	635	574	574	574
Other Services - Surveys	35	0	0	0
External works	119	160	160	160
Ancillary & miscellaneous	44	73	197	73
Works to garages	18	21	34	21
Non rechargeable work to void properties	146	103	103	103
<b>Total day to day</b>	<b>1,055</b>	<b>996</b>	<b>1,114</b>	<b>996</b>
<b>Schemes previously in the capital programme</b>				
Repairs	1,192	222	343	222
<b>Total from capital programme</b>	<b>1,192</b>	<b>222</b>	<b>343</b>	<b>222</b>
<b>Cyclical repairs</b>				
External decorating	54	108	162	108
Gas service & associated repairs	222	250	278	250
Lift servicing	29	30	30	30
Pre decorating repairs	3	14	25	14
Emergency lighting	49	48	48	48
<b>Total cyclical</b>	<b>357</b>	<b>450</b>	<b>543</b>	<b>450</b>
<b>Administration</b>				
Supplies & services	16	10	9	9
Legal Services	2	0	4	4
Bad Debt Provision	74	0	0	0
	91	10	12	12
<b>Total expenditure</b>	<b>2,695</b>	<b>1,677</b>	<b>2,012</b>	<b>1,680</b>
<b>Income</b>				
Contribution from HRA	-2,604	-1,617	-1,971	-1,620
DSO Surplus	-55	0	0	0
Fees & charges	-54	-60	-41	-60
<b>Total income</b>	<b>-2,713</b>	<b>-1,677</b>	<b>-2,012</b>	<b>-1,680</b>
Balance brought forward	-1,800	-1,800	-1,800	-1,800
Surplus/Deficit(-) for year	-19	0	0	0
Tfr to Leaseholder Reserve	19			
<b>Balance carried forward</b>	<b>-1,800</b>	<b>-1,800</b>	<b>-1,800</b>	<b>-1,800</b>

APPENDIX D

**EXAMPLES OF RENTS**

	Property type	2012/13 Actual Rent	2013/14 Proposed Rent	Increase £ p.w.	Increase % p.w.
Nashe Way	1 Bed Bung	£78.86	£82.67	£3.81	4.83%
Foster Close	1 Bed Flat	£73.15	£75.80	£2.65	3.62%
Grebe Close	2 Bed Bung	£98.12	£102.06	£3.94	4.02%
Addison Road	2 Bed House	£96.08	£99.30	£3.22	3.35%
Foxbury Grove	2 Bed Flat	£80.67	£85.17	£4.50	5.58%
Garden Court	1 Bed Mais	£73.00	£75.70	£2.70	3.69%
Sicity House	2 Bed Mais	£82.72	£85.02	£2.30	2.79%
Fairfield Avenue	3 Bed House	£98.57	£101.49	£2.92	2.96%
Garden Court	3 Bed Flat	£96.92	£99.13	£2.21	2.28%
Foster Close	4 Bed House	£114.57	£117.30	£2.73	2.39%

Average for total stock	£80.80	£84.23	£3.42	4.23%
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**APPENDIX E**

**FEES AND CHARGES 2013/14**

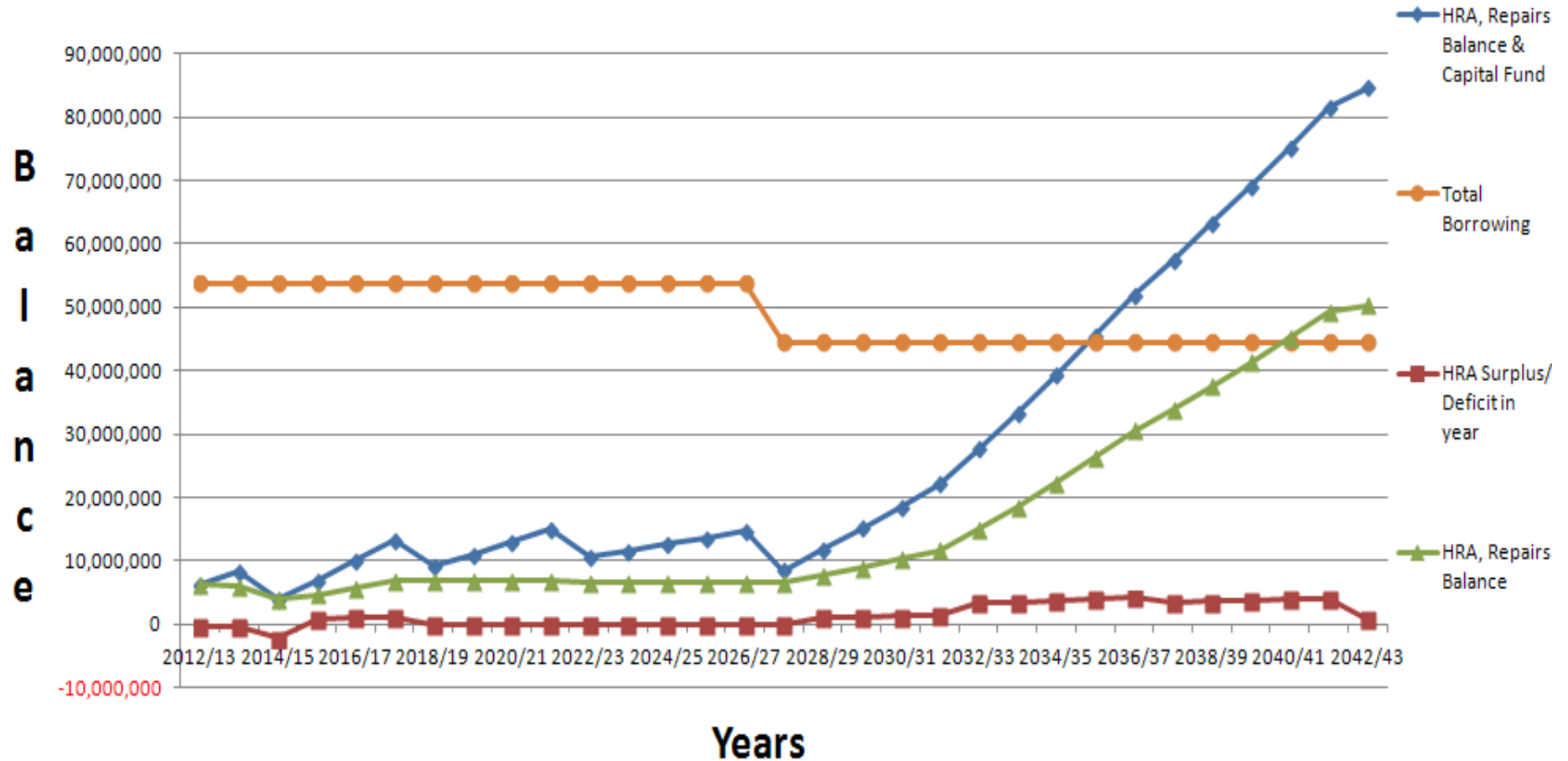
	<b>Existing Charge inc VAT</b>	<b>Proposed Charge inc VAT</b>	<b>Increase</b>
	<b>£ p</b>	<b>£ p</b>	<b>%</b>
<b><u>Discretionary Charges</u></b>			
<b>Sheltered Accommodation for the Elderly</b>			
Guest Room Charge per person per night	6.62	10.00	51%
<b>Rechargeable Repairs to Council Houses</b>			
a) Abortive visit by Officer, Surveyor or Tradesman - Standard charge per visit	38.53	40.50	5.1%
b) Rechargeable works	These will be assessed individually at the time the work is carried out.		
c) Service charges to purchasers of flats and maisonettes	These annual charges are made in advance on the basis of estimated costs. Once the actual cost is known a retrospective adjustment is made		
<b>Recharge of Officer time in agreeing retrospective consent to freeholders</b>			
Fee per occurrence	72.00	75.60	5%
<b><u>Statutory Charge</u></b>			
<b>Sale of Council Houses</b>			
Legal and administration fees in connection with granting a service charge loan (statutory maximum of £100)	100.00	100.00	0.0%



GRAPH OF BALANCES

Balances over 30 years

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## **Report to Housing Tenancy Board**

Date: **21 January 2013**

Report of: **Director of Community**

Subject: **QUARTERLY PERFORMANCE MONITORING REPORT FOR  
TENANCY SERVICES (OCTOBER TO DECEMBER 2012)**

### **SUMMARY**

This report sets out Performance Monitoring data 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.

### **RECOMMENDATION**

That the Board notes and scrutinises the information contained within the report.

## INTRODUCTION

1. This report for Board members' information and review provides performance information across a range of housing management services, including rent arrears, empty homes, anti-social behaviour, estate management and tenant involvement.

## CURRENT TENANT ARREARS

2. At the end of December 2012 the level of current tenant arrears stood at £287,293. This is an increase of £33,852 on the previous quarter's figure. The arrears target for 2012/13 is 1.95% of the collectable debit (total rent and service charges due for the year).

Period	Arrears Total (£)	Arrears as % of Collectable Debit	Arrears compared to previous period	Arrears compared to similar period in previous year
Oct - Dec 2012	287,293	2.64	↑	↑

3. The increase in arrears over the Christmas and New Year period is consistent with past performance trends. Further analysis shows that the increase was across three of the four patch areas with Western Wards being the only area where arrears actually reduced compared with figures reported to the Board in November.
4. A breakdown of current tenant arrears by patch area is shown in the table below:

Arrears Banding (£)	Portchester & SW Fareham	North Fareham	SE Fareham & Stubbington	Western Wards
< 100	£2,360 (113 cases)	£2,304 (74 cases)	£2,071 (109 cases)	£2,654 (107 cases)
100 - 249	£6,354 (37 cases)	£6,172 (36 cases)	£5,496 (33 cases)	£7,077 (43 cases)
250 - 499	£12,036 (32 cases)	£14,997 (42 cases)	£8,197 (23 cases)	£10,443 (31 cases)
500 - 999	£15,379 (21 cases)	£18,594 (26 cases)	£9,306 (13 cases)	£8,311 (11 cases)
1000 - 1999	£23,639 (17 cases)	£17,158 (13 cases)	£16,060 (11 cases)	£12,783 (10 cases)
> 2000	£16,666 (6 cases)	£23,398 (9 cases)	£25,002 (8 cases)	£20,836 (7 cases)
Total	£76,434 (226 cases)	£82,623 (200 cases)	£66,132 (197 cases)	£62,104 (209 cases)

**RENT ARREARS RECOVERY ACTION**

5. The table below provides board members with information about legal action taken to recover rent arrears.

Period	Notices Seeking Possession / Notices to Quit Served	Comparison to previous period	No of possession hearings at Court	Comparison to previous period
Oct - Dec 2012	56	↑	6	↓

6. The possession hearings at court resulted in 2 outright possessions and 4 suspended possession orders.
7. Since the last meeting of the Board one property has been repossessed for non payment of rent.

**EMPTY HOMES - RELETTING TIMES AND RENT LOSS**

8. The table below provides board members with information on the average time taken to relet the Council's empty homes since April 2012. The target time to relet homes is less than 21 calendar days.
9. Properties deemed to be 'hard to let' such as sheltered bedsits; and properties let to tenants from Collingwood House due to redevelopment plans have been excluded from the relet times shown below.

Period	Relet Time (Calendar Days)	Comparison to previous period	Comparison to similar period in previous year
Oct - Dec 2012	22.59 (General Needs)	↓	↓
Oct - Dec 2012	29.70 (Sheltered)	↓	↓
Oct - Dec 2012	25.16 (Combined)	↓	↓

10. At the end of December 2012, there were 13 empty properties - of which 9 were general needs and 4 were sheltered properties.
11. In terms of rent loss due to empty homes, the current level of rent loss as a percentage of the annual rent debit is 0.69%. This is a reduction on the previous period; the reasons for this are firstly fewer empty homes available for letting and secondly an adjustment has been made for rent loss in regard to Collingwood House which is now

empty pending demolition.

### ANTI-SOCIAL BEHAVIOUR

12. The table below provides board members with information on the incidents of anti-social behaviour (ASB). The main complaint of ASB was due to unruly behaviour of children/teenagers and lack of parental control. Currently there are 2 tenants on an Acceptable Behaviour Contract (ABC) and 2 tenants are subject to possession proceedings.

Period	Number of reported Incidents	Comparison to previous quarter	No. of Serious cases	Comparison to previous quarter
Oct - Dec 2012	12	↓	2	↔

### ESTATE MANAGEMENT

13. In the period October to December 2012 inclusive 3 Estate Inspections were carried out. Details on the sites visited, issues identified and outcomes are shown in the table below.

Areas Inspected	Issues Identified & Action Taken	Outcomes
Endofield Close 9 Nov 12	Footpath outside flats 11-20 is cracked and uneven. Arrangements have been made for a surveyor to investigate and assess the footpath  Car park covered in leaves and blocking drains. Streetscene to carry out a sweep of the area  Parking bays and hatched lines faded and need of repainting.	Await outcome of survey  Area swept and much improved  Work scheduled for New Year
Frosthole Close 26 Oct 12	Shrub maintenance work  Guttering blocked at 2 blocks  Pine needles all over access road  Damaged inspection cover	All identified works have been carried out
Privett Road & Valentine Close 9 Oct 12	Damaged Garage  Blocked guttering at Menin House & Valentine Close  Bulk items in bin stores	All identified works have been carried out

14. The communal areas of the Council's blocks of flats and maisonettes are cleaned on a weekly basis. Windows to the communal areas and individual units within sheltered housing blocks are cleaned on a 3-6 monthly basis. Feedback is obtained from tenant and leaseholder representatives and housing staff and collated to give an overall % satisfaction rate. The target satisfaction level is 87%.
15. Quarterly performance meetings are held with the service provider, the last meeting being held on 27 November. The main issue arising from discussion was the standard of window cleaning. The service provider OCS (formerly Fountains) agreed to look into this aspect of the service.
16. The table below provides board members with information on the level of satisfaction for the last quarter, together with further information on how this compared with the previous quarter and the overall satisfaction for the year to date. The table also shows the percentage of all blocks where feedback was obtained.

Period	Block Cleaning Satisfaction %	Comparison to previous quarter	Feed-Back Sample size %	Overall % Satisfaction for the year to date
Oct - Dec 2012	87.93	↑	98.24	77.43

17. The external areas around housing blocks and general needs amenity areas - including garage service areas - are maintained by the Council's Streetscene team, which provides the grounds maintenance service. The service includes grass-cutting, weed-treatment, litter-picking and sweeping of hard surfaces. Feedback is obtained from tenant and leaseholder representatives and housing staff and collated to give an overall % satisfaction rate. The target satisfaction level is 87%.
18. Quarterly performance meetings are held with the service provider, the last meeting being held on 11 December. The main issue arising from discussion was hedge cutting and sweeping of paths around blocks. These matters have been taken up with the service provider (Streetscene Services) who will be taking action to improve performance in these areas.
19. The table below provides board members with information on the level of satisfaction for the last quarter, together with further information on how this compared with the previous quarter and the overall satisfaction for the year to date. The table also shows the percentage of all blocks where feedback was obtained.

Period	Grounds Maintenance satisfaction %	Comparison to previous quarter	Feed-Back Sample size %	Overall % Satisfaction for the year to date
Oct - Dec 2012	79.16	↑	57.62	60.00

## TENANT INVOLVEMENT

20. Tenant and leaseholder representatives have attended the following events since the last meeting of the Housing Tenancy Board:

Date	Event	Purpose
22 November 2012	Leaseholders' Forum	<ul style="list-style-type: none"> <li>• To discuss leaseholder issues</li> <li>• To raise awareness of Leaseholder issues</li> </ul>
27 November 2012	Meeting with OCS	<ul style="list-style-type: none"> <li>• To discuss block cleaning service &amp; performance</li> </ul>
29 November 2012	Meeting with MITIE	<ul style="list-style-type: none"> <li>• To discuss performance of modernisation service provider (Kitchens &amp; Bathrooms)</li> </ul>
6 December 2012 & 17 January 2013	Tenants' Forum	<ul style="list-style-type: none"> <li>• To discuss general housing service issues</li> <li>• To raise awareness of housing matters</li> </ul>
11 December 2012	Meeting with Streetscene	<ul style="list-style-type: none"> <li>• To discuss grounds maintenance service &amp; performance</li> </ul>
12 December 2012	Performance Monitoring Group	<ul style="list-style-type: none"> <li>• Reviewed Estate Improvements programme</li> </ul>
13 December 2012	Sheltered Housing Forum	<ul style="list-style-type: none"> <li>• To discuss sheltered housing issues</li> <li>• To raise awareness of sheltered housing matters</li> </ul>

21. A summary of the main agenda items discussed at the Tenant's Forum, Sheltered Housing Forum and Leaseholder Forum are outlined below:

### Tenants Forum

- Hampshire Credit Union; and
- Welfare Benefit Changes



### **Sheltered Housing Forum**

- Collingwood House - Update;
- Core Sheltered Housing scheme proposals; and
- Decommissioning of some Sheltered Housing accommodation

### **Leaseholders Forum**

- Estate Improvements;
- Newsletter; and
- Block Captains

### **RISK ASSESSMENT**

22. There are no significant risk considerations in relation to this report.

### **CONCLUSION**

23. This report has provided Board members with performance monitoring information relating to Tenancy Services. Board members are asked to note performance and put forward any suggestions that might improve the content and format of future performance monitoring reports.

**Background Papers:** None

**Reference Papers:** Minutes of Housing Tenancy Board 12 November 2012

### **Enquiries:**

For further information on this report please contact Jane Cresdee, Senior Housing Management Officer (Ext 4483)

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## **Report to Housing Tenancy Board**

Date: **21 January 2013**

Report of: **Director of Finance & Resources**

Subject: **QUARTERLY PERFORMANCE MONITORING REPORT FOR  
BUILDING SERVICES TO DECEMBER 2012**

### **SUMMARY**

This report sets out performance monitoring data for Building Services covering all aspects of the service delivered to the residents between April and December 2012.

### **RECOMMENDATION**

That the Board notes and scrutinises the information contained in the report.

## **INTRODUCTION**

1. This report sets out performance information for the responsive repairs service (Appendix A) and an update on the delivery of the capital programme by the planned maintenance team (Appendix B).
2. In addition to the performance information, assurance statements relating to the significant health and safety risks associated with the housing stock are provided below.

## **RESPONSIVE REPAIRS SERVICE**

3. The current customer satisfaction survey card return rate is 18% (which is a reduction in the previously reported figures) although the overall reported satisfaction levels of the service being provided continues to remain high.
4. Improvements have again been achieved in the percentage of works completed within target times with a 3% increase in urgent repairs.
5. Significant work is still required to improve and achieve the targets set with regards to percentages of the total number of urgent and routine repairs and is to be monitored closely by ensuring the priorities for the work tasks are initially correctly assessed.
6. The target values for the average cost of a repair continually to be bettered for all categories which assists with budget monitoring and the overall spend.

## **PLANNED MAINTENANCE SERVICE**

7. The major planned maintenance projects are generally being successfully progressed primarily by utilising existing long term agreements which have achieved beneficial rates for work compared to previous years, along with other improved customer satisfaction.
8. There are a number of budgets which are provided as contingencies for unforeseen works (drainage replacements, structural repairs). These are to be adjusted accordingly to levels reflective of works undertaken.

## **ASSURANCE STATEMENTS**

9. The following statements outline the current implemented arrangements for specific health and safety matters related to the management of the housing stock:-

### **(a) Asbestos Management**

In accordance with legislation, all communal areas of the housing stock have an asbestos register detailing all elements where asbestos containing materials (ACMs) are located. In addition, a typical 20% of the housing stock has been surveyed, records held in a database and relevant residents informed.

All elements which were recommended for removal have been completed. Remaining ACMs are to be managed and resurveyed on a

periodic basis.

The asbestos register information is passed to contractors who are employed to work on the housing stock with instructions to report any suspicious material immediately to the relevant contract administrator.

Currently there are no issues to report.

**(b) Legionella Management**

In accordance with the relevant Health and Safety Executive approved code of practice (L8), all communal water services have been independently risk assessed by specialists and managed by in-house employees and a specialist contractor.

Risk assessments were renewed last year and are subject to a formal review every subsequent 2 years. The risk assessment identifies remedial works (where necessary) and outlines a site specific management plan to prevent the growth and proliferation of the harmful legionella bacteria.

In-house staff such as sheltered housing officers are designated specific weekly and monthly tasks to ensure the water systems do not become stagnant and that temperatures are maintained within certain tolerances.

In addition, a specialist external contractor has been commissioned to undertake higher level tasks such as chlorinating shower heads, hot and cold water storage tank checks and water clarity inspections.

Currently there are no issues to report.

**(c) Fire Precautions and Risk Assessments**

Fire risk assessments are held for communal areas of all housing sites, identifying remedial works to improve the safety of residents in the event of a fire.

Works were progressed with the in-house Building Services Direct Service Organisation (DSO) and Comserv (UK) Ltd through the responsive repairs contract.

A service agreement is held with a local company for the annual service requirements and breakdown attendance for fire detection and alarm installations where installed.

**(d) Gas Servicing**

In accordance with legislation, the Council has a statutory obligation to ensure all heating appliances have an annual landlord safety check. The current aim is to service all heating appliances every 10 months. TSG Building Services Ltd (TSG) is currently appointed as our heating servicing and repairs contractor.

The percentage of properties with a current gas safety certificate is currently at an excellent 99.83% as of 8<sup>th</sup> January 2013 meaning 3 homes have not

permitted access. On 31<sup>st</sup> December 2012 9 homes had not permitted access. This was an increase due to access difficulties experienced over the Christmas period; however this was positively reduced to the few hard-line cases. The Council has a robust procedure for dealing with hard-to-access homes resulting in isolating gas supply if feasible, forced-entry or legal proceedings if necessary.

### **RISK ASSESSMENT**

10. There are currently no significant risks associated with this service.

### **CONCLUSION**

11. This report has provided members with performance monitoring and project delivery information relating to Building Services which Board members are asked to note.

### **Appendices:**

**Appendix A** - Responsive Repairs Service Performance Indicators

**Appendix B** - HRA Capital Programme Delivery Update.

**Background Papers:** None.

**Reference Papers:** None.

**Enquiries:** For further information on this report please contact Chris Newman, Head of Building Services (Ext 4849).

**RESPONSIVE REPAIRS SERVICE PERFORMANCE INDICATORS**

**Period 1 April 2012 to 31 December 2012**

<b>Performance Indicator</b>	<b>Statistics</b>	<b>Result</b>	<b>Target</b>
Overall satisfaction with the responsive repairs service	1159 returned cards during the period	99%	98%
Percentage of emergency repairs completed within target	1529 in target from 1577 completions	97%	98%
Ave. job cost for emergency repairs (£)	Ave. from 1577 completions	53.91	74.30
Number of emergency jobs as a percentage of responsive repairs	1577 from a total of 6181 completions	25%	20%

**Urgent Repairs - to be completed within 5 days**

Percentage of urgent repairs completed within target	2602 in target from 2720 completions	95%	98%
Ave. job cost for urgent repairs (£)	Ave. from 2720 completions	86.29	106.90
Average time for completing urgent responsive repairs (days)	Ave. from 2720 completions	6	5
Number of urgent jobs as a percentage of responsive repairs	2720 from a total of 6181 completions	44%	30%

**Routine Repairs - to be completed within 20 days**

Percentage of routine repairs completed within target	1795 in target from 1884 completions	95%	95%
Ave. job cost for routine repairs (£)	Ave. from 1884 completions	202.67	225.10
Average time for completing routine responsive repairs (days)	Ave. from 1884 completions	21	20
Number of routine jobs as percentage of response repairs	1884 from a total of 6181 completions	30%	50%

HRA CAPITAL PROGRAMME DELIVERY UPDATE

Programme	Details
<p><b>Kitchen &amp; Bathroom Renewals</b></p> <p><b>(Ongoing long-term arrangement)</b></p> <p><b>(Ongoing long-term arrangement)</b></p>	<p>Budget: £950,000</p> <p>Expended: £622,243</p> <p>This investment programme is to renew kitchens and bathrooms. Using a long term agreement with MITIE plc, 97 kitchen and 104 bathroom modernisations have been completed.</p> <p>In addition, modernisations required at properties that became vacant are funded from this budget. A sum of £150,000 is set aside for vacant properties to receive such works as required. The work is carried out by either the Council's Direct Service Organisation or by Comserv UK Ltd on a schedule of rates basis. 11 Kitchen and 6 Bathroom modernisations have been completed.</p> <p>Two additional bedsit conversions were completed in by MITIE plc after a tendering process.</p> <p>Totals:</p> <p>108 Kitchen modernisations completed.</p> <p>110 Bathroom modernisations completed.</p> <p>2 Bed sit conversions completed.</p> <p>A desk top study is being undertaken to validate information provided in the stock condition survey following which a final list of properties is physically being surveyed. An updated schedule of roads and blocks for consideration is detailed below:</p> <p>Ranvilles Lane          Southampton Hill          Chapelside          West Street          Frog Lane          Hewett House          Nashe House          Arras House          Thorni Avenue          Gosport Road          Solent House</p>



Programme	Details
	<p>Spithead House Gordon Road Newtown Robinson Court Grindle Close Canons Barn Close Linden Lea Harbour View Castle View Road Norman Close King George Road Holly Hill Mansions St Michaels House Northmore Road Barnes Close Dibles Road New Road Rossan Avenue Longfield Avenue Jubilee Court Cambrian Walk Biggin Walk St Quentin House Flanders House Gosport Road Spencer Court Greyshott Avenue Henley Gardens Marlow Close Marlow Close Hillson Drive Hillson House Park Walk</p> <p>The budget will also finance showering facilities within the bathrooms at our flagship sheltered housing schemes Downing, Crofton and Barnfield Courts. Residents will be offered a wet floor (level entry) showering facility in lieu of a standard bathroom modernisation, considering the 'lifetime home' initiative adopted by the Council for new build homes. Initial surveys have been completed and open days will be held for residents during January to promote this investment.</p>

Programme	Details
<p><b>Bin Stores</b></p> <p><b>Spring/Summer 2013 project)</b></p>	<p>Budget: £17,000</p> <p>Expended: £0</p> <p>This budget is a contingent sum for the provision of and improvement to recycling bin accommodation at blocks of flats and maisonettes.</p> <p>A scheme for recycling bin store improvements at Garden Court has indentified by Tenancy Services. This work will be undertaken during the summer of 2013.</p>
<p><b>Communal Works</b></p>	<p>Budget: £80,000</p> <p>Expended: £12,930</p> <p>All common areas are inspected twice a year programme indentifying any required works. No further works have currently been indentified.</p>
<p><b>Electrical Upgrading</b></p> <p><b>(Ongoing long-term arrangement)</b></p> <p><b>(Spring 2013 project)</b></p>	<p>Budget: £200,000</p> <p>Expended: £ 114,942</p> <p>120 properties completed (approximate)</p> <p>The Council implements a 5 year programme of periodic electrical inspections of the housing stock. This budget finances the inspection regime, identified remedial works (change of boards, upgrades, repairs) and complete rewiring projects. Mains powered smoke and carbon monoxide detection is installed to all inspected properties.</p> <p><b>Emergency Lighting Projects</b></p> <p>This work was identified by means of commissioning Fire Risk Assessments of communal areas to blocks of flats. Remedial works are considered and programmed to be undertaken with regard to risk and budget provision.</p> <p>Communal areas at Garden Court and Frosthole Close have been identified as requiring extensive rewiring work and has been deferred to commence in 2013/14.</p>

Programme	Details
<p><b>Heating</b></p> <p><b>(Ongoing long-term arrangement)</b></p> <p><b>Winter 2011/Spring/ 2012 project)</b></p> <p><b>(Winter 2011/Spring 2012 project)</b></p>	<p>Budget: £470,000</p> <p>Expended: £336,233</p> <p>106 properties completed.</p> <p>The programme of replacing old and inefficient boilers with new fuel efficient boilers continues.</p> <p>A schedule of rates agreement with TSG Building Services Ltd exists for responsive boiler replacement following breakdowns, 38 completed this year as of 7/1/13.</p> <p>A further programme was tendered for 60 similar properties and a contract with Liberty Gas Ltd. 29 properties were completed in the 2012/13 period with the balance completed in the previous year.</p> <p>Garden Court communal heating system received control improvements and 'just in time' replacement of radiators. In total, 39 properties have benefited from improved controls for heating levels within their homes.</p>
<p><b>Window &amp; Door Replacements</b></p> <p><b>Winter 2011/Spring 2012 project)</b></p> <p><b>(Reactive ongoing)</b></p> <p><b>Winter 2012/ Spring 2013</b></p>	<p>Budget: £200,000</p> <p>Expended: £33,620</p> <p>21 properties completed.</p> <p>71 front entrance doors to lower floor maisonettes across the borough have been concluded.</p> <p>A contingency sum is set aside for reactive replacements, 14 No. receiving replacements.</p> <p>The development of a programme for replacement windows and doors has commenced with surveys being undertaken based upon information taken from the recent stock condition survey.</p> <p>Replacement doors will be procured for properties in Portchester, including Kenwood Road, Roman Grove and Webb Road. This will include leaseholder dwellings therefore it is subject to the formal service charge notification process.</p>

<b>Programme</b>	<b>Details</b>
<b>Spring/Summer 2013</b>	A long term replacement window contract will also be procured which will be the start of a significant investment plan for window and door replacement programme.
<b>External Works</b>	<p>Budget: £55,000</p> <p>Expended : £13,712</p> <p>This budget provided for properties that are identified for external works by the new stock condition survey. Such work included fascia and soffit replacements with PVCu, re-pointing brickwork, chimney replacements, rebuilding boundary walls and fences, relaying paths and road surfaces etc.</p> <p>An example of a significant investment using this budget is seen at Assheton Court entrance. The entrance road to this site received a new surface was undertaken in conjunction with contractors already carrying out improvement works to Portchester Precinct car parks.</p>
<b>Major Reroofing</b>	<p>Budget: £26,379</p> <p>Expended: £6,433</p> <p>A nominal budget provision to address any properties identified as requiring significant roofing works.</p>
<b>Structural Repairs</b>  <b>(Winter 2013 project)</b>	<p>Budget: £50,000</p> <p>Expended: £ 981</p> <p>A project to carry out concrete repair surveys to blocks of medium and low rise flats and maisonettes across the borough will be tendered in the next couple of months. This information will inform the Council on preventative maintenance programmes for the future to maintain the life of the concrete element of the buildings.</p>
<b>Security Systems</b>  <b>(Spring 2013 project)</b>	<p>Budget: £113,978</p> <p>Expended: £2,475</p> <p>Security doors and door entry systems to Belvoir Close flats and renewal of an existing a door entry system in Northmore Close will be considered later in the financial</p>

Programme	Details
<p><b>(Autumn/Winter 2013 project)</b></p>	<p>year.</p> <p>This budget will finance the replacement of analogue CCTV recorders with digital video recorders (DVR's) at many sheltered sites and blocks of flats to improve security and aid investigations. Hewett House has received such improvements.</p> <p>A number of reactive replacements have been undertaken.</p> <p>Western Court (sheltered accommodation site in central Fareham) has received a new digital video recorder, utilising the existing cameras.</p> <p>The sheltered accommodation site Melvin Jones House in Stubbington has had the door access system replaced.</p>
<p><b>Lift Improvements</b></p> <p><b>(2013/14 project)</b></p>	<p>Budget: £146,830</p> <p>Expended: £3,279</p> <p>General repair and improvement works are undertaken to passenger lifts following routine independent risk assessment reports undertaken by Zurich Municipal insurers. Their recommendations are actioned upon accordingly.</p> <p>A specific assessment of the lift landing doors has been undertaken by a specialist contractor. The report findings suggested that the replacement of landing entrance doors and operators on lifts at the following sites would add to the long term reliability as the equipment fitted is still the original:</p> <ul style="list-style-type: none"> <li>- Downing Court, Titchfield Common</li> <li>- Barnfield Court, Fareham</li> <li>- Western Court, Fareham</li> </ul> <p>Upgrades based on these recommendations will be financed from this budget. A collaborative procurement exercise for lift service and maintenance has commenced inviting other local authorities to join.</p>

Programme	Details
<p><b>TV Systems</b></p> <p><b>(Spring 2012 project)</b></p>	<p>Budget: £77,495</p> <p>Expended: £62,413</p> <p>This budget has upgraded communal TV aerial systems on blocks of flats and maisonette block in the borough to provide access to digital and satellite TV services.</p>
<p><b>Drain Replacements</b></p>	<p>Budget: £25,000</p> <p>Expended: £ 4,305</p> <p>This budget is used to finance ad hoc drainage replacement works identified by the Responsive Repairs team and supported by CCTV survey and reports.</p>
	<p><b>Revenue Budgets of interest to the Board:</b></p>
<p><b>Disabled Adaptations</b></p> <p><b>(Ongoing long-term arrangement)</b></p> <p><b>(2012 projects)</b></p>	<p>Budget: £238,000</p> <p>Expended : £64,921</p> <p>72 properties completed.</p> <p>This work is carried out at the request of Social Services Occupational Therapists on an ad-hoc basis throughout the financial year. Primarily, adaptations requested are level access showers, over bath showers, grab rails, access ramps and stairlifts.</p> <p>A 5 year schedule of rates framework for adaptations commenced in April 2010 with Comserv UK Ltd.</p> <p>A significant number of requests have been received that require extensions which have had a major impact of the finance remaining for this year.</p> <p>Occupational Therapists have been advised that the budget allocation for this year has now been fully committed and to consider this when assessing future clients. The situation will be kept under close review.</p>

<b>Programme</b>	<b>Details</b>
<b>External Redecorations</b>          <b>(Ongoing long-term arrangement)</b>	Budget: £150,000 (plus £53,700 carry over)  Expended : £129,912  465 properties completed.  The 7 year long term agreement with Imperial Building and Decorating Contractors commenced in early autumn 2011 with works halted in January as the weather deteriorated.  Year 2 works recommenced in April following the winter shutdown which included properties held over from last year. These have now been completed.

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## **Report to Housing Tenancy Board**

Date: **21 January 2013**

Report of: **Director of Community**

Subject: **CHANGES TO THE SHELTERED HOUSING SERVICE AT GARDEN COURT, PORTCHESTER**

### **SUMMARY**

This report advises Board members of proposed changes to the sheltered housing service provided to sheltered tenants at Garden Court. The report includes the results of tenant consultation carried out in the summer of 2012.

### **RECOMMENDATION**

Members of the Housing Tenancy Board are invited to comment on the proposed changes prior to presentation to the Executive for approval.

## INTRODUCTION

1. Garden Court is a mixed tenure scheme with 41 units of accommodation. The breakdown of units is shown below:
  - 29 sheltered;
  - 8 general purpose; and
  - 4 leasehold
2. The Sheltered Housing Service provided at Garden Court originally comprised of a Sheltered Housing Officer on site 5 days a week (Monday to Friday - 7.4 hours per day). However in 2004 following consultation with sheltered tenants at Garden Court a menu of service was made available, whereby tenants could opt for one of the following service options in meeting their support needs:
  - a) Emergency Alarm call system with monitoring only service (with family or friends as the point of contact);
  - b) Emergency Alarm call system with monitoring and response (provided by on call Sheltered Housing Officer);
  - c) Emergency Alarm call system with a weekly visit (provided by a Sheltered Housing Officer) and alarm monitoring/response service (provided by on call Sheltered Housing Officer);
  - d) Emergency Alarm call system with a visit 5 days a week (Mon-Fri) (provided by a Sheltered Housing Officer) and alarm monitoring/response service (provided by on call Sheltered Housing Officer);
3. At present the Sheltered Housing Service provided to sheltered tenants at Garden Court is as follows:

<b>Sheltered Housing Service</b>	<b>No of Tenants</b>
Emergency Alarm call system with monitoring only service	0
Emergency Alarm call system with monitoring and response	0
Emergency Alarm call system with a weekly visit	20
Emergency Alarm call system with a visit 5 days a week	9

4. The retirement of the Sheltered Housing Officer at Garden Court at the end of July 2012 presented an opportunity to further review the level of service provided to tenants at the scheme.

## CONSULTATION WITH TENANTS

5. In August - September 2012 members of the Sheltered Housing Officer team consulted those tenants who currently received a 5 day week service to ascertain if there was still

a need to continue with this level of service.

6. The consultation with tenants took the form of a personal home visit when a member of the sheltered housing officer team undertook a needs assessment and asked the tenant about their preferred level of service.
7. The outcome from the consultation indicated strong support for a weekly visit rather than 5 visits each week. The results are shown in the table below:

<b>Sheltered Housing Service</b>	<b>No of Tenants</b>
Emergency Alarm call system with a weekly visit	7
Emergency Alarm call system with a visit 5 days a week	2

8. Although at the time of the consultation two tenants expressed interest in maintaining visits 5 days a week, more recently one of these tenants has since moved out of Garden Court. The arrangement to visit the remaining tenant 5 days a week will be continued and kept under review. The service will remain in place until such time as the tenant agrees to a change in the service.

#### **FINANCIAL AND STAFFING IMPLICATIONS**

9. The cost of employing a full time sheltered housing officer at Garden Court including employment overheads is estimated to be £32,500 per annum.
10. The reduced level of service can in future be provided by the Sheltered Housing team without an increase in working hours or establishment. As a result it is proposed to delete the vacant post from the establishment.
11. Although a reduced level of service will result in a decrease in service charge income the decrease in staffing costs will make a contribution toward future cuts in support funding from the County.

#### **RISK ASSESSMENT**

12. There are no significant risk considerations in relation to this report.

#### **CONCLUSION**

13. An opportunity has arisen to review the level of service provided at Garden Court and sheltered tenants have been consulted on the matter. The outcome of the consultation shows support for a change in the level of service from 5 days per week service to a Mobile Sheltered Housing Service providing a weekly visit.
14. A report is to be prepared for the Executive, and members are requested to give their views on further reducing the level of service at Garden Court.

**Background Papers:** None

**Reference Papers:** Report to Executive 15 December 2003 - Review of Sheltered  
Housing Service at Garden Court

**Enquiries:** For further information on this report please contact Jon Shore. (Ext 4540)