

# FAREHAM

BOROUGH COUNCIL

## AGENDA HOUSING TENANCY BOARD

**Date:** Monday, 20 May 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

Mrs K K Trott

D M Whittingham

**Deputies:**

Mrs M E Ellerton

G Fazackarley

N R Gregory

**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 - 4)**

To confirm as a correct record the minutes of the Housing Tenancy Board meeting held on 18 March 2013.

**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. Housing Tenancy Board Work Programme - 2013/14 (Pages 5 - 8)**

To consider a report by the Director of Community on the Board's Work Programme for 2013/14.

**7. Tenancy Services Performance Report for 2012/13 (Pages 9 - 16)**

To consider a report by the Director of Community on the Tenancy Services Performance Report for 2012/13

**8. Building Services Performance Report for 2012/13 (Pages 17 - 30)**

To consider a report by the Director of Finance and Resources on the Building Services Performance Report for 2012/13

**9. Housing Capital Programme 2013/14 (Pages 31 - 40)**

To consider a report by the Director of Finance and Resources on the Housing Capital Programme 2013/14.

**10. Review of Sheltered Guest Room Charge (Pages 41 - 44)**

To consider a report by the Director of Community on a Review of Sheltered Guest Room Charge.

P GRIMWOOD  
Chief Executive Officer  
[www.fareham.gov.uk](http://www.fareham.gov.uk)  
10 May 2013

**For further information please contact:  
Democratic Services, Civic Offices, Fareham, PO16 7AZ  
Tel:01329 236100  
[democraticservices@fareham.gov.uk](mailto:democraticservices@fareham.gov.uk)**

# FAREHAM

BOROUGH COUNCIL

## Minutes of the Housing Tenancy Board (to be confirmed at the next meeting)

**Date:** Monday, 18 March 2013

**Venue:** Collingwood Room - Civic Offices

**PRESENT:**

Councillor P J Davies (Chairman)

Mrs K Mandry (Vice-Chairman)

**Councillors:** T J Howard

**Co-opted members:** Mrs P Weaver, Mr G Wood and Mr S Lovelock

**Also Present:**



**1. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors D L Steadman and Mrs K Trott and from co-opted member Mr B Lee.

**2. MINUTES**

It was AGREED that the minutes of the meeting of the Housing Tenancy Board held on 21 January 2013 be confirmed and signed as a correct record.

**3. CHAIRMAN'S ANNOUNCEMENTS**

There were no Chairman's announcements.

**4. DECLARATIONS OF INTEREST AND DISCLOSURES OF ADVICE OR DIRECTIONS**

There were no declarations of interest made at this meeting.

**5. DEPUTATIONS**

There were no deputations made at this meeting.

**6. REVIEW OF THE ANNUAL HOUSING WORK PROGRAMME FOR 2012/13 AND FINAL CONSIDERATION OF DRAFT WORK PROGRAMME FOR 2013/14**

The Board considered a report by the Director of Community on the review of the Annual Housing Work Programme for 2012/13 and final consideration of the draft Work Programme for 2013/14.

It was AGREED that:-

- (a) the outcomes of the work programme for 2012/13, together with the revisions stated, be noted;
- (b) the proposed work programme for 2013/14, together with the revisions stated, attached as Appendix A to these minutes, be approved; and
- (c) the proposed work programme for 2013/14 be submitted to the Executive for endorsement.

**7. ESTATE IMPROVEMENTS PROGRAMME 2013/14**

The Board considered a report by the Director of Community on the Estate Improvements Programme 2013/14.

The Board asked for clarification on the reasons why there is scheduled removal of drying areas at various locations. The Tenancy Services Manager explained that the majority of drying areas are redundant and are being removed to prevent the area from being used as a dumping ground and to

deter anti-social behaviour. The drying areas will be completely removed and laid to grass, which is hoped will help to improve the appearance of the area.

Issues were also raised concerning a possible previously proposed landscaping scheme at Lower Bellfield and on-going issues with the bin stores at Spencer Court. The Tenancy Services Manager will investigate these issues and report back to the co-opted tenant reps that raised the question.

It was AGREED that the board noted the content of the report and support the schemes identified within the report.

## **8. TENANCY AGREEMENTS**

The Board considered a report by the Director of Community concerning a review of the current Tenancy Agreements with a view to making proposals on the way forward for further consideration by the Board.

It was AGREED that:-

- (a) the content of the report be noted; and
- (b) the Board nominates Mrs P Weaver as the tenant representative for the Member and Officer Joint Working Group.

## **9. HOMESWAPPER SCHEME - UPDATE**

The Board considered a report by the Director of Community which gave an update on the Council's participation with the Homeswapper Scheme.

The Tenancy Services Manager showed the Board the Homeswapper website and explained how it worked both for the Tenancy Services Division and for the Housing Tenants. The Board noted the positive progress the Council had made with the scheme, and recognised the importance it will have once the changes to benefits come into effect in April.

It was AGREED that:-

- (a) the content of the report is noted; and
- (b) the Board endorsed the proposal that the Council continues to subscribe to Homeswapper.

(The meeting started at 6.00 pm  
and ended at 7.00 pm).

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# FAREHAM

BOROUGH COUNCIL

## Report to Housing Tenancy Board

**Date**                    **20 May 2013**

**Report of:**            **Director of Community**

**Subject:**              **HOUSING TENANCY BOARD - WORK PROGRAMME 2013/14**

### **SUMMARY**

The proposed Work Programme for the year was agreed by the Board at its meeting on 18 March 2013, and subsequently submitted to the Executive for endorsement on 15 April 2013.

### **RECOMMENDATION**

Members are now invited to further review the Work Programme for the year 2013/2014. The Work Programme for 2013/14 is attached as Appendix A.

## **INTRODUCTION**

1. At the last meeting of the Board, on 18 March 2013, members agreed a draft Work Programme for 2013/14 which was submitted to the Executive at its meeting on 15 April 2013. The Work Programme is attached as Appendix A to this report.

## **AMENDMENT TO THE WORK PROGRAMME FOR 2013/14**

2. The Board is requested to endorse the decision to amend the Work Programme as detailed below:-
  - (i) A report titled 'Review of Sheltered Guest Room Charge' has been added to the work programme for 20 May 2013;
  - (ii) A report titled 'Housing Service Complaints' has been added to the work programme for 29 July 2013; and
  - (iii) A report titled 'Review of Tenancy Agreements' has been added to the work programme for 29 July 2013.

## **RISK ASSESSMENT**

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

## **CONCLUSION**

4. The Board is now invited to:-
  - (i) confirm the programme items as set out in Appendix A; and
  - (ii) inform the Executive for information.

**Appendix A:** Housing Tenancy Board Work Programme for 2013/14

**Background Papers:** None

**Reference Papers:** Minutes of Housing Tenancy Board 18 March 2013 - Point 6

### **Enquiries:**

For further information on this report please contact Jon Shore, Tenancy Services Manager (Ext 4540).



**HOUSING TENANCY BOARD –WORK PROGRAMME 2013/2014**

Date	Subject	Training
20 May 2013	<ul style="list-style-type: none"> <li>• Work Programme 2013/14</li> <li>• Tenancy Services Performance Report for 2012/13</li> <li>• Building Services Performance Report for 2012/13</li> <li>• Housing Capital Programme 2013/14</li> <li>• Review of Sheltered Guest Room Charge</li> </ul>	
29 July 2013	<ul style="list-style-type: none"> <li>• Work Programme 2013/14</li> <li>• Quarterly Performance Report - Tenancy Services</li> <li>• Quarterly Performance Report - Building Services</li> <li>• Review of Tenant Cashback Scheme Pilots</li> <li>• Housing Service Complaints</li> <li>• Review of Tenancy Agreements</li> </ul>	
28 Oct 2013	<ul style="list-style-type: none"> <li>• Work Programme 2013/14</li> <li>• Quarterly Performance Report - Tenancy Services</li> <li>• Quarterly Performance Report - Building Services</li> <li>• A review of car parking on housing estates</li> <li>• Estate Improvements 2013/14 - An Update</li> </ul>	
27 Jan 2014	<ul style="list-style-type: none"> <li>• Preliminary review of Work Programme for 2013/14 and preliminary draft Work Programme for 2014/15</li> <li>• Tenant and Leaseholder Satisfaction Survey</li> <li>• Housing Revenue Account including the Housing Capital Programme for 2014/15</li> <li>• Quarterly Performance Report - Tenancy Services</li> <li>• Quarterly Performance Report - Building Services</li> </ul>	

<b>Date</b>	<b>Subject</b>	<b>Training</b>
14 April 2014	<ul style="list-style-type: none"><li>• Review of Annual Work Programme for 2013/14 and final consideration of draft Work Programme for 2014/15</li><li>• Tenancy Services Performance Report for 2013/14</li><li>• Building Services Performance Report for 2013/14</li><li>• Estate Improvements Programme 2014-15</li><li>• Review and Update of Local Standards</li></ul>	

**FAREHAM**  
BOROUGH COUNCIL

**Report to  
Housing Tenancy Board**

**Date**                    **20 May 2013**

**Report of:**            **Director of Community**

**Subject:**              **TENANCY SERVICES PERFORMANCE REPORT FOR 2012/13**

**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 March 2013 the level of current tenant arrears stood at £305,501. This is an increase of £18, 208 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
Jan - Mar 2013	305,501	2.81	↑	↑

3. The increase in rent arrears since the last quarter is consistent with past performance trends. Further analysis shows that there has been an increase in arrears in all 4 patch areas, with the worst affected being North Fareham, Stubbington and SE Fareham.
4. A breakdown of current tenant arrears by patch area is shown in the table below:

Arrears Banding (£)	Portchester & SW Fareham	North Fareham	Stubbington & SE Fareham	Western Wards
< 100	£2180.50 (99 cases)	£2855.66 (88 cases)	£3546.94 (131 cases)	£2311.20 (114 cases)
100 - 249	£7673.16 (46 cases)	£5453.68 (33 cases)	£6364.38 (40 cases)	£5307.15 (33 cases)
250 - 499	£10237.00 (29 cases)	£11709.35 (32 cases)	£8661.80 (25 cases)	£6168.05 (17 cases)
500 - 999	£15407.77 (22 cases)	£22295.42 (32 cases)	£13178.44 (18 cases)	£16913.08 (25 cases)
1000 - 1999	£20421.56 (14 cases)	£18925.54 (13 cases)	£18161.92 (13 cases)	£8814.64 (7 cases)
> 2000	£27252.82 (9 cases)	£28064.15 (10 cases)	£16971.75 (6 cases)	£26625.27 (10 cases)
Total	£83172 (219 cases)	£89303.80 (208 cases)	£66885 (233 cases)	£66139 (206 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
Jan - Mar 2013	31	↓	6	↔

6. The possession hearings at court resulted in 3 outright possessions, 2 suspended possession orders and 1 case was adjourned for 28 days pending a further hearing.
7. Since the last meeting of the Board one property has been repossessed due to serious anti-social behaviour.

**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 below.

Period	Relet Time (Calendar Days)	Comparison to previous period	Comparison to similar period in previous year
Jan - Mar 2013	24.58 (General Needs)	↑	↑
Jan - Mar 2013	29.04 (Sheltered)	↓	↓
Jan - Mar 2013	26.27 (Combined)	↑	↓

10. At the end of March 2013, there were 19 empty properties - of which 11 were general needs and 8 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 0.70%.

## ANTI-SOCIAL BEHAVIOUR

12. The table below provides Board members with incidents of anti-social behaviour (ASB). The main complaint of ASB was due to high levels of noise nuisance in the way of either loud music or shouting from tenants and/or their visitors. Currently there are 4 tenants on an Acceptable Behaviour Contract. (ABC) and one tenant is subject to possession proceedings.

Period	Number of reported incidents	Comparison to previous quarter	No. of serious cases	Comparison to similar period in previous year
Jan - Mar 2013	8	↓	1	↓

## ESTATE MANAGEMENT

13. In the period January to March 2013 inclusive 12 estate inspections were carried out. Details of the sites visited, issues identified and outcomes are shown below and have been broken down into the 4 geographical patch areas:

Areas Inspected	Issues Identified & Action Taken	Outcomes
Bishopsfield Road maisonette blocks (25/01/2013)	Bollards requested at several blocks to prevent parking on grassed verges	Suggestion put forward for an estate improvement
Linden Lea and Robinson Court (22/02/2013)	Request for several large trees to be cut back. Referred to Council's Tree Officer	Site visit carried out and trees to be reduced
Kenwood Road/Webb Road & Roman Grove (28/03/2013)	Front security door to flats 18-23 Robinson Court not closing.	Building Services advised and repair completed with immediate effect.
Kenwood Road/Webb Road & Roman Grove (28/03/2013)	Potholes in Webb Road and Kenwood Road reported to Highways.	Plan provided to Highways and repairs to be programmed in
Spencer Court and Marks Road (16/01/2013)	No residents attended but AHEO did a walkabout. No significant issues noted	
Marchesi Court & Foster Close (13/02/2013)	Fly-tipping around Marchesi Court and rear entrance door not working properly.	Items cleared by Streetscene and repair to door completed by Building Services

Redlands Lane maisonettes, Johns Road & Belvoir Close (07/02/2013)	Bulky items dumped in bin store areas. Cracked window in communal stairwell at Spithead House	Bulky items removed by Streetscene and window repaired by Building Services
Fort Fareham Road flats (06/03/2013)	Area at top of stairwell of 16-19 Nelson Court - wooden slats rotten	Maintenance Surveyor to inspect on 29/04/2013
Valentine Close & Privett Road (17/01/2013)	Fly-tipping in bin area at Menin House	Reported to Streetscene and all cleared.
Frosthole Close (14/02/2013)	Kerb stones missing around the estate. Cigarette butts thrown out of windows onto communal footpaths. New lamp-posts encroaching onto footpath	Missing kerb stones now replaced. Tenants written to regarding cigarette butts. Lamp-posts now re-positioned.
Bellfield/Ransome Close/Hewett House, Road & Close (28/02/2013)	Line-marking requested for parking spaces at Ransome Close  Damaged fencing to both FBC-owned and private properties - possible Health & Safety concern  Blocked drains at Hewett Road and garage area of Ransome Close	Passed forward for work to be considered through the Estate Improvement budget  Tenant and private residents written to and deadline given for repair  3 drains at Hewett Road already with Highways to be cleared. The garage drain is to be cleared by Maintenance
St Michael's Road, Locksheath (25/02/2013)	Overgrown foliage onto footpaths and communal drying/refuse areas.	Streetscene have now cleared drying and refuse areas. Letters sent to private owners requesting tidy-up of hedges over footpaths.
Lodge Road flats (06/02/2013)	Drying area and footpaths around the flats full of leaves and not swept	Streetscene have now swept the areas detailed.

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 and the last meeting was held on 5 February 2013. Issues continue around the standard of the window cleaning which the service provider (OCS) are looking to improve.

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
Jan - Mar 2013	78	↓	70	78

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 is collated to give an overall % satisfaction rate. The target satisfaction level is 87%.

18. Quarterly performance meetings are held with the service provider and the next meeting is due to be held shortly. There are 2 new tenant representatives who volunteered their services at these meetings at the Tenant AGM held on 14 March 2013.

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
Jan - Mar 2013	64	↓	40	58



## TENANT INVOLVEMENT

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

Date	Event	Purpose
17 January 2013	Tenant Forum	To discuss general housing service issues  To raise awareness of housing matters
2 January 2013	Comserv meeting	To discuss and review repairs service provided
19 February 2013	Leaseholder group meeting	To discuss leaseholder issues  To raise awareness of leaseholder issues
7 February 2013 & 21 March 2013	Editorial Panel meeting	To help produce newsletters and leaflets
February 2013	Hants & District Residents' Forum	Discussion group concerning Tenant Inspections
14 March 2013	Tenant AGM	To discuss past year's achievements and to review how the Forum should operate
28 March 2013	MITIE meeting	To discuss performance of modernisation service provider (kitchens and bathrooms)
13 March 2013	Sheltered Housing Forum	To discuss sheltered housing issues  To raise awareness of sheltered housing matters

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

### Tenants Forum

- Welfare Benefit Changes; and
- Environmental Estate Improvements

### Sheltered Housing Forum

- Support Services for older people
- Review of Sheltered Housing Accommodation

**Leaseholder Forum**

- Estate Improvements
- Format of new Newsletter

**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 21 January 2013

**Enquiries:** For further information on this report please contact Jane Cresdee. (Ext 4483)

# FAREHAM

## BOROUGH COUNCIL

### Report to Housing Tenancy Board

**Date**            20 May 2013

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

**Subject:**        BUILDING SERVICES PERFORMANCE REPORT FOR 2012/13

#### SUMMARY

This report sets out performance monitoring data for Building Services covering all aspects of the service delivered to the residents for 2012/13.

#### 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 customer satisfaction survey card return rate for the year is 21%, an increase from the previously reported figure. 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 apart from the urgent repairs where further monitoring will take place.
5. Further measures are required to improve and achieve the targets set with regards to percentages of the total number of emergency, urgent and routine repairs and are to be monitored more closely by ensuring the priorities for the work tasks are initially correctly assessed.
6. Again 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 have generally been 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 were provided as contingencies for unforeseen works (drainage replacements, structural repairs). These were 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 99% as of 18<sup>th</sup> April 2013 meaning 18 homes have not permitted access.

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 March 2013**

<b>Performance Indicator</b>	<b>Statistics</b>	<b>Result</b>	<b>Target</b>
Overall satisfaction with the responsive repairs service	1749 returned cards during the period	99%	98%
Percentage of emergency repairs completed within target	2108 in target from 2169 completions	97%	98%
Ave. job cost for emergency repairs (£)	Ave. from 2169 completions	54.13	74.30
Number of emergency jobs as a percentage of responsive repairs	2169 from a total of 8384 completions	26%	20%

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

Percentage of urgent repairs completed within target	3526 in target from 3703 completions	95%	98%
Ave. job cost for urgent repairs (£)	Ave. from 3703 completions	84.98	106.90
Average time for completing urgent responsive repairs (days)	Ave. from 3703 completions	6	5
Number of urgent jobs as a percentage of responsive repairs	3703 from a total of 8384 completions	44%	30%

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

Percentage of routine repairs completed within target	2404 in target from 2512 completions	96%	95%
Ave. job cost for routine repairs (£)	Ave. from 2512 completions	196.80	225.10
Average time for completing routine responsive repairs (days)	Ave. from 2512 completions	21	20
Number of routine jobs as percentage of response repairs	2512 from a total of 8384 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: £748,683</p> <p>This investment programme is to renew kitchens and bathrooms. Using a long term agreement with MITIE plc, 129 kitchen and 142 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. 16 Kitchen and 10 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>145 Kitchen modernisations completed.</p> <p>152 Bathroom modernisations completed.</p> <p>2 Bed sit conversions completed.</p> <p>Desk top studies are 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 that have been considered this year 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 are offered a wet room (level access) 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 are held for residents 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: £472</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 been indentified by Tenancy Services. This work will be undertaken next financial year.</p> <p>An improvement scheme at Spencer Court, Stubbington is also being investigated and if viable, undertaken next financial year.</p>
<p><b>Communal Works</b></p>	<p>Budget: £80,000</p> <p>Expended: £15,530</p> <p>All common areas are inspected twice a year programme indentifying any required works.</p> <p>This budget financed miscellaneous repair and improvement works associated with communal areas and facilities. An example of a significant investment using this budget is seen at Western Court, West Street with its door entry system upgrade.</p>
<p><b>Electrical Upgrading</b></p> <p><b>(Ongoing long-term arrangement)</b></p> <p><b>(Summer/Autumn)</b></p>	<p>Budget: £200,000</p> <p>Expended: £ 156,636</p> <p>116 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</p>

Programme	Details
<b>2013 project)</b>	<p>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>
<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: £262,647</p> <p>134 properties completed.</p> <p>The replacement of 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, 66 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>(Reactive ongoing)</b></p> <p><b>(Autumn 2013)</b></p>	<p>Budget: £200,000</p> <p>Expended: £60,608</p> <p>54 properties completed.</p> <p>A contingency sum was aside for reactive replacements:</p> <ul style="list-style-type: none"> <li>- 49 No. receiving door replacements.</li> <li>- 5 No. receiving complete window replacements.</li> </ul> <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 are being procured for properties in Portchester and Fareham, including Kenwood Road, Roman Grove, Webb Road, Valentine Close, Park Walk</p>

Programme	Details
	<p>and Nashe Way. 192 front and 169 rear doors have been indentified. This will include some leasehold dwellings therefore it is subject to the formal service charge notification process. The anticipated commencement of these replacements is September 2013.</p> <p>Windows at these roads were found to be in good condition and therefore the replacement was deferred for a further 5 years.</p>
<p><b>External Works</b></p>	<p>Budget: £55,000</p> <p>Expended : £53,624</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>
<p><b>Major Reroofing</b></p>	<p>Budget: £26,379</p> <p>Expended: £28,933</p> <p>A nominal budget provision to address any properties identified as requiring significant roofing works.</p>
<p><b>Structural Repairs</b></p> <p><b>(Winter 2013 project)</b></p>	<p>Budget: £50,000</p> <p>Expended: £2,122</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>
<p><b>Security Systems</b></p>	<p>Budget: £113,978</p> <p>Expended: £4,791</p>

Programme	Details
<p><b>(Spring/Summer 2013 project)</b></p> <p><b>(Autumn/Winter 2013 project)</b></p>	<p>Security doors and door entry systems to Belvoir Close flats and renewal of an existing a door entry system in Northmore Close have been developed and works will be commencing in the next municipal year.</p> <p>An audit is due to be undertaken on all Council Housing CCTV to ensure they are 'fit for purpose'. This will inform the direction for expenditure on this budget. Replacement of analogue CCTV recorders with digital video recorders (DVR's) at sheltered sites and blocks of flats to improve security and aid investigations will be considered.</p> <p>A number of reactive replacements have been undertaken.</p> <p>Hewett House and 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>(Summer 2013</b></p>	<p>Budget: £146,830</p> <p>Expended: £3,421</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 Hampshire wide collaborative procurement exercise for lift service and</p>

Programme	Details
<b>project)</b>	maintenance has been undertaken which invited other local authorities to join. The replacement works will be carried out next financial year by the successful company which is due to commence in May 2013.
<b>TV Systems</b>  <b>(Spring 2012 project)</b>	Budget: £77,495 (carried forward from 2012/13)  Expended: £62,413  This budget has upgraded communal TV aerial systems on blocks of flats and maisonette blocks in the borough to provide access to digital and satellite TV services.
<b>Drain Replacements</b>	Budget: £25,000  Expended: £ 6,534  This budget is used to finance reactive drainage replacement works identified by the Responsive Repairs team and supported by CCTV survey and reports.
	<b>Revenue Budgets of interest to the Board:</b>
<b>Disabled Adaptations</b>  <b>(Ongoing long-term arrangement)</b>         <b>(2012 projects)</b>	Budget: £238,000  Expended : £210,088  75 properties completed.  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.  A 5 year schedule of rates framework for adaptations commenced in April 2010 with Comserv UK Ltd.  A significant number of requests have been received that require extensions which have had a major impact of the finance remaining for this year.  Occupational Therapists have been advised that the budget allocation for this year has now been fully committed and to consider this when assessing future

Programme	Details
	clients. The situation will be kept under close review.
<p><b>External Redecorations</b></p> <p><b>(Ongoing long-term arrangement)</b></p>	<p>Budget: £108,000 (plus £53,700 carried forward)</p> <p>Expended : £115,828</p> <p>465 properties completed.</p> <p>External redecorations and associated repairs are carried out on a 7 year cyclical programme to maintain the Council's and leaseholders assets.</p> <p>The works have been undertaken using the long-term contract with Imperial Building and Decorating Contractors, who were due to commence their 3<sup>rd</sup> year of a 7 year term contract in spring 2012. Unfortunately the contractor has now become insolvent.</p> <p>A new arrangement will be explored this summer using existing frameworks to progress the redecoration of properties that are due this year.</p>

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# FAREHAM

## BOROUGH COUNCIL

### **Report to Housing Tenancy Board**

**Date**                    **20 May 2013**

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

**Subject:**              **HOUSING CAPITAL PROGRAMME 2013/14**

#### **SUMMARY**

This report provides the Board with background to the development and details of the capital investment programme for the Housing stock for 2013/14.

#### **RECOMMENDATION**

That the Board considers endorsing the programme of investment.

## INTRODUCTION

1. Each year the Council owned housing stock receives a capital investment programme of works to:
  - (a) maintain the value of the assets
  - (b) ensure properties provide modern facilities for residents
  - (c) prevent dwellings falling into a state of disrepair
  - (d) address health and safety matters.
2. The recent stock condition survey informs the capital programme, ensuring investment is made in a 'just-in-time' approach. The timing of undertaking improvements, repairs and upgrades is critical to demonstrating the finance is being used in the most cost effective way possible.

## FINANCE

3. The four-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>
2013/14	2,258
2014/15	1,653
2015/16	1,712
2016/17	1,774
<b>Total</b>	<b>7,397</b>

4. Elements of the capital programme are used to fund works on a responsive basis throughout the year including kitchen and bathroom renewals, electrical upgrading and central heating installations to vacant properties.

## PERFORMANCE MONITORING

5. Delivery of the capital programme will be reported to the Board on a quarterly basis, providing information on expenditure, commitment and number of properties/projects completed.
6. Contracts with vetted contractors have already been established to deliver a significant proportion of this year's programme as follows (note: commitments for kitchen/bathroom modernisations and boiler replacements are not for the complete budget allocation):

(a) Kitchen and bathroom replacement	£ 750,000
(b) Electrical upgrading	£ 200,000
(c) Central heating boiler replacement	£ 250,000
(d) Drain replacement	<u>£ 25,000</u>
	£1,225,000

## **RISK ASSESSMENT**

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

## **CONCLUSION**

8. The capital programme for 2013/14 has been developed to deliver an effective, timely and cost-efficient investment to the housing stock. Future reports will be provided to the Board to monitor its implementation.

### **Background Papers:**

None.

### **Reference Papers:**

11 February 2013 Executive Report - Housing Revenue Account Spending Plans, including the Capital Programme for 2013/14.

### **Enquiries:**

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

## HRA CAPITAL PROGRAMME 2013/14

Programme	Details
<p><b>Kitchen &amp; Bathroom Renewals</b></p> <p>(Ongoing long-term arrangement)</p>	<p>Budget: £950,000</p> <p>This investment programme is to renew kitchens and bathrooms in line with the decent home standard. The works are undertaken using the 5 year term contract with MITIE Property Services Ltd and started their 3<sup>rd</sup> year in January.</p> <p>Properties being considered this year are in the following roads/blocks:</p> <p>Condor Avenue, Eagle Close, Windmill Grove, Seaway Grove, Coral Close, Norgett Way, Denville Avenue, Drake Close, Hardy Close, Hunts Pond Road, Holly Close, Winnards Park and Barnes Lane.</p> <p>Desk top studies and condition surveys will be undertaken to validate information currently held.</p> <p>Programmes are developed using the new stock condition information and previous collected information from our own surveys. The majority of this year's budget will focus on bathrooms. The vast majority of kitchens meet the decency standard and do not qualify for renewal. We will investigate those that have either refused or ignored previous offers for modernisation.</p> <p>The budget will also finance showering facilities within the bathrooms at our 'flagship' sheltered housing schemes Downing, Crofton and Barnfield Courts. Residents are offered a wet room (level access) 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 are held for residents to promote this investment. Barnfield Court and Downing Court are in progress. Crofton Court will be started in May/June.</p> <p>In addition, modernisations required at properties that become vacant will be funded from this budget. A sum of £100,000 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 who undertake all other works to vacant properties or by MITIE on a schedule of rates basis.</p>
<p><b>Recycling Bin Stores</b></p>	<p>Budget: £30,000</p> <p>This budget is a contingency sum for the provision of recycling bin accommodation at blocks of flats and</p>

<b>Programme</b>	<b>Details</b>
<b>Spring/Summer 2013 project)</b>	<p>maisonettes.</p> <p>A scheme for recycling bin store improvements at Garden Court has been indentified by Tenancy Services. This work will be undertaken during the summer of 2013.</p> <p>An improvement scheme at Spencer Court, Stubbington is also being investigated. Proposal options will be consulted with affected residents.</p>
<b>Other Communal Works</b>	<p>Budget: £50,000</p> <p>All common areas are inspected twice a year programme indentifying any required works.</p> <p>No works have been indentified at present.</p>

<p><b>Central Heating and boilers</b></p> <p>(Ongoing long-term arrangement)</p> <p>(Spring 2014 project)</p>	<p>Budget: £368,000</p> <p>This budget allows for replacing old and inefficient boilers with new condensing fuel efficient boilers and central heating systems. These boilers generally fail on a regular basis or are considered to be beyond economical repair.</p> <p>A schedule of rates agreement with TSG Building Services Ltd exists for responsive boiler replacement following breakdowns for approximately 80 properties.</p> <p>Garden Court communal heating system requires its electrical controls to be updated. Consultants will be required to design and develop the works for the procurement of the project.</p>
<p><b>Electrical Upgrading</b></p> <p>(Ongoing long-term arrangement)</p> <p>(Autumn/Winter 2013 project)</p>	<p>Budget: £200,000</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 (i.e. change of consumer units, upgrades, repairs) and complete rewiring projects. This work benefits approximately 400 to 500 properties across the entire borough each year. Mains powered smoke and carbon monoxide detection is installed to all inspected properties.</p> <p><b>Emergency Lighting Projects</b></p> <p>This work is identified by means of commissioning Fire Risk Assessments of communal areas to blocks of flats. Remedial works 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 have been programmed for the Autumn/Winter of 2013. Consultants have been appointed to design and develop the works for the procurement of the project.</p>

<p><b>Window &amp; Door Replacements</b></p> <p>(Spring 2014 project)</p> <p>(Autumn 2013 project)</p>	<p>Budget: £350,000</p> <p>This budget will finance the first phase of replacement double glazed windows. The new stock condition survey will inform the programme accordingly together with known stock information, subject to validation surveys.</p> <p>Replacement doors are being procured for properties in Portchester and Fareham, including Kenwood Road, Roman Grove, Webb Road, Valentine Close, Park Walk and Nashe Way. 192 front and 169 rear doors have been indentified. This will include some leasehold dwellings therefore it is subject to the formal service charge notification process. The anticipated commencement of these replacements is September 2013. The windows at these roads were found to be in good condition and therefore the replacement was deferred for a further 5 years.</p>
<p><b>External Works</b></p>	<p>Budget: £50,000</p> <p>This budget provides for properties that are identified for external works by the new stock condition survey. Such work will include fascia and soffit replacements with PVCu, re-pointing brickwork, chimney replacements, rebuilding boundary walls, relaying paths, etc. Validation survey work will be undertaken by Building Services to verify the extent of the suggested work. Any works identified during reactive visits will be undertaken using this budget.</p> <p>A Council wide external works (road surfacing, highway repairs, line marking etc) project is due tendered using a Hampshire framework and will be used to undertake indentified works.</p> <p>Works included:</p> <ul style="list-style-type: none"> <li>- Bishopsfield maisonette service area road repairs</li> <li>- Widley Court service area road repairs</li> <li>- Line marking at various service area car parks</li> </ul>

<p><b>Major Reroofing</b></p>	<p>Budget: £20,000</p> <p>The need for major works to roof coverings is very low as reported in the recent stock condition survey. This is the result of the works undertaken across the borough within a 5 year roofing partnership contract with a local contractor which was completed in 2008.</p> <p>A nominal budget provision has been made to address any properties identified as requiring significant roofing repair or renewal works.</p> <p>Frosthole Close will be surveyed to ascertain the condition of the window bay flat roofs.</p>
<p><b>Structural Repairs</b></p> <p>(Spring 2014 project)</p>	<p>Budget: £150,000</p> <p>This budget will fund reactive structural works identified by the Responsive Repairs team and supported by specialist surveys and reports.</p> <p>A project to carry out concrete repairs and protective coatings to blocks of medium rise flats (blocks of 24) and maisonettes across the borough will be tendered.</p> <p>Engineering Consultants have been appointed to carry out condition surveys and develop a schedule of works for the procurement of the required remedial works. The initial findings report should be available by June for review. The report will inform the Council on preventative maintenance programmes to maintain the life of the concrete element of the buildings.</p>
<p><b>Security Doors</b></p> <p>(Summer 2013 projects)</p>	<p>Budget: £50,000</p> <p>Security doors and door entry systems to Belvoir Close flats and upgrading the door entry system at block 31-36 Northmore Close, Locks Heath are being considered.</p> <p>King George Road door entry system will be upgraded and the automated doors improved following complaints from aged residents that they are difficult to use.</p>
<p><b>Mobility Scooter Storage</b></p>	<p>Budget: £20,000</p> <p>This budget will be used to finance any mobility scooter storage facility requests.</p>



<b>Drain Replacements</b>	<p>Budget: £20,000</p> <p>This budget will be used to finance ad hoc drainage replacement works identified by the Responsive Repairs team and supported by CCTV survey and reports that is not the responsibility of Southern Water.</p>
<b>Revenue Budgets of interest to the Board:</b>	
<p><b>Disabled Adaptations</b></p> <p>(Ongoing long-term arrangement)</p> <p>(Spring 2012 project)</p>	<p>Budget: £186,000</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. Significant savings in excess of £80,000 have been realised in the last financial period using these rates.</p> <p>Extensions are being considered to a 3 bedroom house in Portchester, a 3 bedroom house in Fareham and a 4 bedroom House in Stubbington.</p>
<b>External Redecoration</b>	<p>Budget: £150,000 plus c/fwd of £53,702</p> <p>External redecorations and associated repairs are carried out on a 7 year cyclical programme to maintain the Council's and leaseholders assets.</p> <p>The works have been undertaken using the long-term contract with Imperial Building and Decorating Contractors, who were due to commence their 3<sup>rd</sup> year of a 7 year term contract in spring 2012. Unfortunately the contractor has now become insolvent.</p> <p>A new arrangement will be explored this summer using existing frameworks to progress the redecoration of properties that are due this year.</p>

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**FAREHAM**  
BOROUGH COUNCIL

**Report to  
Housing Tenancy Board**

**Date**                    **20 May 2013**

**Report of:**            **Director of Community**

**Subject:**              **REVIEW OF SHELTERED GUEST ROOM CHARGE**

**SUMMARY**

This report reviews the current Sheltered Guest Room charge.

**RECOMMENDATION**

That the Board note and discuss the contents and endorse one of the options outlined in the report which will then be presented to the Council's Executive for approval.

## **INTRODUCTION**

1. At the present time the following sheltered schemes have guest rooms which can be made available for use by tenant's friends and family when they visit:
  - Assheton Court, Castle Street, Portchester;
  - Barnfield Court, Butser Walk, Fareham;
  - Crofton Court, Bells Lane, Stubbington;
  - Downing Court, Churchill Close, Titchfield Common;
  - Lincoln Close, Titchfield Common;
  - Melvin Jones House, St Marys Road, Stubbington; and
  - Trafalgar Court, Fairfield Avenue, Fareham
2. In 2012/13 the charge was £6.62 per person per night which generated a total income of approximately £2,500.
3. In previous years the charge has been increased by 5% per annum. However in response to concerns that this may be too low the Board at its meeting on 21 January 2013 agreed to increase this to £10.00 per person per night an increase of 51%.
4. Details of the increase were shared with tenants at a Sheltered Tenants Forum in March and in response a number of tenants voiced their dissatisfaction about the charge and scale of the increase.
5. In April a petition signed by 28 residents at Lincoln Close was received. The main points raised were that:
  - (a) There was little notice given of the increase;
  - (b) That the increase was very high; and
  - (c) That the room facilities are very basic
6. Sheltered Housing staff have also commented that a number of sheltered tenants across the borough are generally unhappy about the scale of the increase.

## **SHELTERED GUEST ROOM FACILITIES**

7. Each room contains one or two single beds, bed linen is provided.
8. There are no washing, toilet or cooking facilities in the room. Guests may make use of any onsite communal facilities that may be available such as shower room, kitchenette and toilet. However facilities do vary from site to site.

## **MAINTAINING GUEST ROOMS**

9. The average length of stay in a guest room is generally 2-3 days. However in some cases where a friend or relative has travelled any distance this can be for up to 2 weeks.

10. Each room is cleaned after use no matter if this is for one day or two weeks.
11. The room is cleaned and any bedding laundered by the Sheltered Scheme Cleaner, Cleaning Contractor or other member of the Sheltered Housing Team. The time taken to clean is estimated to be 1 hour.

### **SHELTERED GUEST ROOM CHARGE OPTIONS**

12. In reviewing the charge there are a number of different options that the Board could consider, these include;
  - (a) Take no further action - Keeping charges the same as approved in January 2013;
  - (b) Remove Charge completely - Making this a Free Service;
  - (c) Reduce the charge to £6.95 per person per night (An increase of 5% on the charge made in 2012/13); or
  - (d) Reduce the charge to £6.95 for one person per night and £10.00 per night for a couple
13. The Board is asked to comment on the above options and propose one of these which can be put forward to the Council's Executive.

### **RISK ASSESSMENT**

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

### **CONCLUSION**

15. This report has provided the Board with feedback from sheltered tenants in response to the increase in charge for the use of Sheltered Guest Rooms.
16. The report has also provided the Board with a number of options in reviewing the charge.

**Background Papers:** None

**Reference Papers:** Report to Housing Tenancy Board 21 January 2013

### **Enquiries:**

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

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