

FAREHAM

BOROUGH COUNCIL

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

Date: Monday, 29 July 2013

Venue: Collingwood Room - Civic Offices

PRESENT:

Councillor P J Davies (Chairman)

Mrs K Mandry (Vice-Chairman)

Councillors: T J Howard, Mrs K K Trott and D M Whittingham

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

Also Present: Councillor B Bayford, Executive Member for Housing (items 6, 7 & 9)



1. APOLOGIES FOR ABSENCE

An apology for absence was received from Mr Graham Wood.

2. MINUTES

It was AGREED that the minutes of the Housing Tenancy Board held on 20 May 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. QUARTERLY PERFORMANCE REPORT - TENANCY SERVICES

The Board considered a report by the Director of Community on the Quarterly Performance monitoring information for Tenancy Services, the Tenancy Services Manager presented the report and took questions from members after each section of the report.

Rent Arrears

The Board were informed that rent arrears have decreased by £20,000 since the last meeting, and since the last meeting additional resource has now been put towards tackling minor rent arrears. Some concerns were raised as to the level of arrears some tenants have. The Board were informed that tenants are contacted within one week of their accounts falling into arrears and that every effort to engage with the tenant is taken by Tenancy Services. The Board was also informed that tenants with debts are referred to the Citizens Advice Bureau and Fareham Community Savers for advice and assistance.

Empty Homes

The Board noted that there has been an increase in the letting times for both sheltered and general purpose properties. It was explained to the Board that there has been difficulty in letting some bedsit properties and the new housing allocations policy has affected the letting of sheltered properties as fewer people are now eligible for them.

Anti-Social Behaviour

The Board noted the decrease in the number of reported incidents.

Estate Management

The Board noted the results of the 5 Estate inspections that have taken place since the last meeting, and the satisfaction feedback regarding the cleaning and grounds maintenance service. Concerns were raised from the Co-opted members regarding the cleaning service. Steve Lovelock addressed the Board to inform them that the Tenants Forum have suggested an alternative option to the current contract cleaning service, whereby tenants provide their own cleaners. The Tenancy Services Manager and the Director of Community addressed the Board to explain the complexities of this option. The Director of Community invited Steve Lovelock to identify a block of accommodation or a group of tenants interested in investigating this matter further. The Council (via the Resident Involvement Officer) would then arrange suitable training for the tenants to learn how they could take this proposal forward.

At the invitation of the Chairman, Councillor Bayford addressed the Board on this item.

It was AGREED that the content of the report be noted.

7. QUARTERLY PERFORMANCE REPORT - BUILDING SERVICES

The Board considered a report by the Director of Finance and Resources on the Quarterly Performance monitoring data for Building Services, which covered all aspects of the service delivered to residents.

The Board requested clarification at its next meeting that the Head of Building Service provide clarification on the categorising of emergency repairs.

Paula Weaver enquired as to the criteria used when designing kitchens for the elderly. The Director of Community addressed the Board to confirm that a review of kitchen design and fitting would be undertaken to ensure that the needs of the elderly are met.

The Director of Community addressed the Board regarding the process of disabled adaptations and explained that he is currently exploring the possibility of having an Occupational Therapist based at the Civic Offices for a few days each week to improve liaison between Housing and Hampshire County Council Occupational Therapists with the aim of providing a single point of contact for customers and a seamless service.

At the invitation of the Chairman, Councillor Bayford addressed the Board on this item.

It was AGREED that the Board noted the content of the report.

8. REVIEW OF TENANCY AGREEMENTS

The Board received a report by the Director of Community which gave an update following the setting up of a working to review the existing tenancy agreements and an outline of the consultation process and timetable.

It was AGREED that the Board noted the content of the report.

9. GENERAL TENANTS FORUM - CHAIRMAN'S REPORT

At the invitation of the Chairman, Steve Lovelock Chairman of the Tenants Forum addressed the Board to give an overview of the matters discussed at the last Forum meeting.

Some of the issues discussed at the Forum meeting included: the Welfare Reform, Cleaning, TSG proposals to charge for missed appointments and Maintenance and Repairs.

It was AGREED that the Chairman of the Tenants Forum be thanked for his verbal report.

10. WORK PROGRAMME 2013/14

The Board considered a report by the Director of Community which reviewed the Work Programme for 2013/14.

The Boards attention was drawn to the revisions to the work programme, as set out in item 2 of the report.

The Board were informed that at the meeting of the Council on 25 July the proposed change of meeting date of 14 April 2014 to 22 April 2014 has been approved.

It was AGREED that:

- (a) subject to the revisions set out in paragraph 2 of the report, the Work Programme for 2013/14 be approved;
- (b) the Work Programme for 2013/14 as Appendix A to these minutes, be submitted to the Executive for information; and
- (c) the Board noted the change of meeting date for April 2014.

(The meeting started at 6.00 pm
and ended at 7.35 pm).

Appendix A

HOUSING TENANCY BOARD –WORK PROGRAMME 2013/2014

Date	Subject	Training
20 May 2013	<ul style="list-style-type: none"> • Work Programme 2013/14 • Tenancy Services Performance Report for 2012/13 • Building Services Performance Report for 2012/13 • Housing Capital Programme 2013/14 • Review of Sheltered Guest Room Charge 	
29 July 2013	<ul style="list-style-type: none"> • Work Programme 2013/14 • Quarterly Performance Report - Tenancy Services • Quarterly Performance Report - Building Services • Review of Tenancy Agreements 	
28 Oct 2013	<ul style="list-style-type: none"> • Work Programme 2013/14 • Quarterly Performance Report - Tenancy Services • Quarterly Performance Report - Building Services • A review of car parking on housing estates • Estate Improvements 2013/14 - An Update • Review of Customer Satisfaction • Housing Service Complaints • Findings from Energy and Water Survey 	
27 Jan 2014	<ul style="list-style-type: none"> • 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 Report - Tenancy Services • Quarterly Performance Report - Building Services • Impact of Welfare Reform 	

Date	Subject	Training
14 April 2014	<ul style="list-style-type: none">• 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• Estate Improvements Programme 2014-15• Review and Update of Local Standards	

Unallocated items

- Review of Tenant Cashback Scheme Pilots'