

FAREHAM

BOROUGH COUNCIL

AGENDA HOUSING TENANCY BOARD

Date: Monday, 27 January 2014

Time: 6.00 pm

Venue: Vannes/Pulheim 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

Co-opted Members:

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 - 6)

To confirm as a correct record the minutes of the Housing Tenancy Board meeting held on 28 October 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. Arras House Petition

To consider a petition received by residents of Arras House requesting cavity wall insulation.

7. Quarterly Performance Monitoring Report for Tenancy Services (Pages 7 - 14)

To consider a report by the Director of Community on the Quarterly Performance Monitoring Data for Tenancy Services.

8. Housing Revenue Account including Housing Capital Programme 2014/15 (Pages 15 - 28)

To consider a report by the Director of Finance and Resources on the Housing Revenue Account including the Housing Capital Programme 2014/15.

9. Quarterly Performance Monitoring Report for Building Services (Pages 29 - 42)

To consider a report by the Director of Streetscene on the Quarterly Performance Monitoring Data for Building Services.

10. Feedback from Sheltered Housing Accommodation Review (Pages 43 - 52)

To consider a report by the Director of Community on feedback from the Sheltered Housing Accommodation Review.

11. Impact of Reduction in Spare Room Subsidy (Pages 53 - 56)

To consider a report by the Director of Community on the Impact of Reduction in Spare Room Subsidy.

12. General Tenants Forum - Chairman's Report

The Chairman of the Tenants Forum is invited to provide a summary of the issues

discussed and the matters arising from the last meeting of the Forum.

13. Preliminary Review of Work Programme for 2013/14 and Preliminary Draft Work Programme for 2014/15 (Pages 57 - 62)

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

P GRIMWOOD
Chief Executive Officer

www.fareham.gov.uk

17 January 2014

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

FAREHAM

BOROUGH COUNCIL

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

Date: Monday, 28 October 2013

Venue: Council Chamber - Civic Offices

PRESENT:

Councillor P J Davies (Chairman)

Mrs K Mandry (Vice-Chairman)

Councillors: T J Howard and Mrs K K Trott

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

Also Present: Councillor B Bayford, Executive Member for Health and Housing (items 3 & 11)



1. APOLOGIES FOR ABSENCE

Apologies of absence were received from Councillor D M Whittingham, Alderman Crouch and Brian Lee.

2. MINUTES

It was AGREED that the minutes of the Housing Tenancy Board held on 29 July 2013 be confirmed and signed as a correct record.

It was noted that comments made by the tenant representatives regarding poor communication from officers to tenants had not been recorded in the minutes from the previous meeting. As it was unclear as to which item on the minutes it referred to, it was agreed that it would be addressed at item 7 on the agenda.

3. CHAIRMAN'S ANNOUNCEMENTS

The Chairman announced that Alderman Crouch is seriously ill in hospital at present and that the Housing Tenancy Board thoughts are with him and his family at this difficult time.

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

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 MONITORING REPORT FOR BUILDING SERVICES

The Board considered a report by the Director of Streetscene which gave an update on the Quarterly Performance Monitoring data for Building Services.

The Head of Building Services was asked why when modernising vacant properties it is not established whether a disabled adaption will be needed to prevent further changes being made to the property once the new tenant moves in. It was explained to the Board that Building Services and Tenancy Services work together when allocating a void property to identify any adaptations/changes needed to the property prior to the tenant moving in, however it is not always possible due to differences in approaches taken to allocations by Tenancy Services and Strategic Housing teams.

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

7. QUARTERLY PERFORMANCE MONITORING REPORT FOR TENANCY SERVICES

The Board considered a report by the Director of Community on the Quarterly Performance Monitoring data for Tenancy Services. The Senior Housing Management Officer presented the report and took questions from members after each section of the report.

Rent Arrears:

The Board were informed that rent arrears have increased by £13,751 since the last quarterly report. It was noted that that the totals figures in the table at point 4 of the report did not add up correctly, officers apologised for this error.

Anti-Social Behaviour:

The Board noted the increase in reported incidents since the last meeting. It was explained to the board that the majority of these reports are noise and alcohol related complaints.

Estate Management:

The Board noted the results of the 15 Estate inspections that have taken place since the last meeting. The tenant representatives expressed concern over the lack of feedback from officers to confirm that the actions identified had been completed in a timely manner. The Board were informed that all residents who attend the estate inspections should receive feedback from the Housing Officer regarding issues that were raised during the inspection. The Board noted the satisfaction feedback received regarding the cleaning and grounds maintenance service. It was commented that the level of service from the grounds maintenance service varied considerably and that tenants rarely received any feedback from the grounds maintenance service after raising issues. The Board were informed that grounds maintenance service would be the key topic at the next block captain's event. The Board were also informed that Jennie Larkin (Tenant Involvement Officer) is the contact for all block captains.

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

8. REVIEW OF CAR PARKING ON HOUSING ESTATES

The Board considered a report by the Director Community which reviewed Car Parking on Housing Estates.

The Board debated this item at length. Concern was raised by the tenant representatives as to the effectiveness of some of the options for consideration, but it was explained to the Board that should the proposal be agreed each individual site would be looked at in more detail to identify specific issues and possible solutions.

Mr S Lovelock proposed that £25,000 per annum be set aside from the Housing Capital Programme to improve car parking on housing estates. Having been duly seconded and put to the vote the proposal was declared carried unanimously.

It was AGREED that:-

- (a) the content of the report be noted; and
- (b) the Board requests the Executive to set aside £25,000 per annum from the Housing Revenue Account Capital Programme to improve parking on Housing Estates.

9. ESTATE IMPROVEMENTS PROGRAMME 2013/14 - AN UPDATE

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

The Board thanked the Tenancy Services Manager for the work that has already been completed, especially with regards to the lighting improvements at Chapleside and fencing works at Nashe Way.

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

10. HOUSING SERVICES COMPLAINTS

The Board received a report by the Director of Community which reviewed Housing Services Complaints, as a result of a change to the Ombudsman Service in April this year.

The tenant representatives discussed this matter at length and agreed that the current arrangements for the handling of complaints worked well and that they felt they already played an active role in liaising with tenants and officers regarding issues.

It was AGREED that the tenant representatives serving on the Housing Tenancy Board accept the role as nominated persons to refer complaints to the Council via the Council's complaints procedure.

11. FINDINGS FROM ENERGY AND WATER SURVEY

The Board considered a report by the Director of Streetscene on the findings from the energy and water survey.

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

It was AGREED that:-

- (a) the content of the report be noted; and
- (b) the Board endorses the implementation of energy and water reduction strategy.

12. GENERAL TENANTS FORUM - CHAIRMAN'S REPORT

The Board received a verbal update from the Chairman of the Tenants Forum regarding the issues and matters arising from the last meeting of the Forum.

It was AGREED that the Chairman of the Tenants Forum be thanked.

13. HOUSING TENANCY BOARD WORK PROGRAMME 2013/14

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

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; and
- (b) to Work Programme for 2013/14 as Appendix A to these minutes, be submitted to the Executive for information.

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 | |

| Date | Subject | Training |
|---------------|--|----------|
| | <ul style="list-style-type: none"> • Estate Improvements 2013/14 - An Update • 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 • Review of Tenancy Agreement | |
| 22 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'

(The meeting started at 6.00 pm and ended at 8.06 pm).

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date **27 January 2014**

Report of: **Director of Community**

Subject: **QUARTERLY PERFORMANCE MONITORING REPORT FOR
TENANCY SERVICES**

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 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. As at 5 January 2014 the level of current tenant arrears stood at £323,692.52. This is an increase of £24,029 since the last quarter's report.

| Period | Arrears Total (£) | Arrears as % of Collectable Debt | Arrears compared to previous period | Arrears compared to similar period in previous year |
|----------------|-------------------|----------------------------------|-------------------------------------|---|
| Oct – Dec 2013 | 323,692.52 | 2.91 | ↑ | ↑ |

3. As at 8 December 2013 the arrears stood at £300,905. This shows that the increase is largely attributed to the Christmas and New Year period.
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 | £2055.77 (57 cases) | £1714.92 (44 cases) | £1593.05 (37 cases) | £2305.57 (57 cases) |
| 100 - 249 | £5218.99 (31 cases) | £6069.97 (37 cases) | £5446.72 (34 cases) | £4313.46 (26 cases) |
| 250 - 499 | £10396.35 (28 cases) | £13214.84 (36 cases) | £9119.49 (26 cases) | £10283.48 (29 cases) |
| 500 - 999 | £15259.27 (22 cases) | £25899.38 (37 cases) | £20073.59 (28 cases) | £11513.15 (17 cases) |
| 1000 - 1999 | £35544.76 (24 cases) | £21570.73 (15 cases) | £24444.38 (17 cases) | £16160.71 (11 cases) |
| ➤ 2000 | £16804.73 (5 cases) | £22663.23 (7 cases) | £16206.39 (6 cases) | £25819.59 (9 cases) |
| Total | £85279.87 (167 cases) | £91133.07 (176 cases) | £76883.62 (148 cases) | £70395.96 (149 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 2013 | 87 | ↑ | 17 | ↑ |

6. The possession hearings at court resulted in 6 cases being Adjourned on Terms,, 3 cases successfully obtained a Stay of Eviction, 5 Suspended Possession Orders were granted, 1 Review hearing took place, 1 Outright Possession Order was granted and 1 case was adjourned for 28 days to allow Housing Benefit entitlement to be investigated.
7. Since the last meeting of the Board there have been 2 evictions – 1 due to rent arrears and 1 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 from October to December 2013. The target time to relet homes is less than 21 days.
9. Properties deemed “hard to let” have been excluded from the relet times shown below:

| Period Oct – Dec 2013 | Relet Times (Calendar Days) | Comparison to previous period | Comparison to similar period in previous year |
|-------------------------------|-----------------------------|-------------------------------|---|
| General Purpose | 26.96 | ↑ | ↑ |
| Sheltered | 27.59 | ↓ | ↓ |
| General Purpose and Sheltered | 27.13 | ↑ | ↑ |

10. At the end of December 2013, there were 29 empty properties – of which 13 were general needs and 16 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 1.09%; this is similar to Quarter 2. In financial terms the void rent loss to date is £87,445.

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 loud music being played during late evening/early morning. Currently there are 4 tenants on an Acceptable Behaviour Contract and there are no cases subject to possession proceedings.

| Period | Number of reported incidents | Comparison to previous quarter | No. of serious cases | Comparison to similar period in previous year |
|----------------|------------------------------|--------------------------------|----------------------|---|
| Oct – Dec 2013 | 6 | ↓ | 1 | ↓ |

ESTATE MANAGEMENT

13. In the period October to December inclusive, 2 estate inspections were carried out. Details of the sites visited, main issues identified and outcomes are shown below:

| Areas Inspected | Issues Identified & Action Taken | Outcomes |
|---------------------------------------|--|--|
| Lodge Road, Locksheath (19/12/2013) | Overgrown brambles in parking area by the flats | Housing Officer removed them and disposed of the cuttings |
| Hewett House, Titchfield (19/12/2013) | Bulky waste in refuse area and a broken recycling refuse bin lid | Order placed with Steetscene to remove bulky items and Waste Management are to replace the broken bin lid. |

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. Feed-back is obtained from tenant and leaseholder representatives and housing staff and is collated to give an overall satisfaction rate.
15. Quarterly performance meetings are held with the service provider and the last meeting was held on 26 November 2013.
16. The table below provides Board members with information on the level of satisfaction for the last quarter and the overall satisfaction for the year to date. The table also shows the percentage of all blocks where feed-back was obtained.

| Period | Block Cleaning Satisfaction % | Comparison to previous quarter | Feed-Back Sample Size % | Overall % satisfaction for the year to date |
|----------------|-------------------------------|--------------------------------|-------------------------|---|
| Oct – Dec 2013 | 92 | ↑ | 89 | 79 |

17. The unsatisfactory responses were mainly regarding the poor quality of the window cleaning – which in recent weeks is starting to show some improvement.
18. The external areas around housing blocks and general needs amenity areas, including garage service areas, are maintained by the Council's Streetscene team who provide 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.
19. Quarterly performance meetings are held with the service provider and the last meeting was held on 13 December 2013.
20. 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 rate 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 | Feedback sample size % | Overall % Satisfaction for year to date |
|----------------|------------------------------------|--------------------------------|------------------------|---|
| Oct – Dec 2013 | 69 | ↓ | 61 | 71 |

21. The unsatisfactory responses were generally about unswept footpaths around the blocks of flats and maisonettes. This has been raised with the service provider and a programme of work has commenced to address the problem.

TENANT INVOLVEMENT

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

| Date | Event | Purpose |
|-----------------|-------------------------------|--|
| 2 October 2013 | TSG meeting | To discuss and review the gas service provided |
| 3 October 2013 | MITIE meeting | To discuss and review the kitchen and bathroom modernisation work carried out |
| 21 October 2013 | Window Cleaning Demonstration | Following several complaints, the contractor gave a demonstration at Frosthole Close and Vimy House of how the work is |

| | | |
|------------------|------------------------------------|---|
| | | carried out |
| 22 October 2013 | Editorial Panel meeting | To help produce the newsletter and service user leaflets |
| 26 October 2013 | South Coast Training | 11 tenants/leaseholders attended this event which provides high quality training on a variety of housing-related topics |
| 1 November 2013 | Comserv meeting | To discuss and review the repairs service provided. |
| 12 November 2013 | Estate Monitor/Block Captain event | To discuss and review reporting and recording of grounds maintenance and communal cleaning at blocks of flats/maisonettes |
| 14 November 2013 | Tenant Forum meeting | To discuss general housing service issues To raise awareness of housing matters |
| 21 November 2013 | Leaseholder Forum meeting | To discuss leaseholder issues To raise awareness of leaseholder matters |
| 11 December 2013 | Sheltered Housing Forum | To discuss sheltered housing issues |

23. The main agenda items discussed at the last Tenants' Forum, Sheltered Housing Forum and Leaseholder Forum are outlined below:

TENANTS' FORUM

- Presentation by Senior Housing Management Officer and Police regarding Anti-Social Behaviour – including practical and legal remedies
- Feed-back from Contractor review meetings

SHELTERED HOUSING FORUM

- Sheltered Housing Stock - update following review

- Hampshire County Council Strategic Review for Older Persons services

LEASEHOLDER FORUM

- Cleaning contract issues
- Draft copy of the next Newsletter

RISK ASSESSMENT

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

CONCLUSION

25. 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 which might improve the content and format of future performance monitoring reports.

Background Papers: None

Reference Papers: Minutes of the Housing Tenancy Board 28 October 2013

Enquiries:

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

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date **27 January 2014**

Report of: **Director of Community**

Subject: **HOUSING REVENUE ACCOUNT INCLUDING HOUSING CAPITAL
PROGRAMME 2014/15**

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 10 February 2014.

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 7 April 2014;
- b) Rents for Council garages to be increased by 5% with effect from 7 April 2014;
- c) Discretionary fees and charges to be increased to provide an increase of 5%, where possible, with effect from 7 April 2014;
- d) The revised budget for 2013/14 be approved;
- e) The base budget for 2014/15 be approved;
- f) The capital programme and financing for 2013/14 to 2017/18 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 2013/14 and 2014/15 for the Board to consider. On 7 October 2013, the Executive approved the Council's Finance Strategy for 2014/15 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

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 |
|--------------|----------------------|
| 2013/14 | 4,275 |
| 2014/15 | 8,297 |
| 2015/16 | 6,951 |
| 2016/17 | 1,769 |
| 2017/18 | 4,222 |
| Total | <u><u>25,514</u></u> |

2. The financing of the capital programme is mainly from the Major Repairs Reserve (MRR), external grants, Capital Fund and Revenue Contributions to Capital (RCCO) and retained 1-4-1 receipts from Right-to-Buy sales.
3. The major schemes in 2014/15 and 2015/16 are the new Collingwood House, new accommodation in Palmerston Avenue and the potential purchase of a sheltered scheme at Coldeast.
4. Following the changes to the Right-to-Buy scheme, we are required to utilise retained 1-4-1 Right-to-Buy receipts to increase our housing stock. Such proceeds must represent no more than 30% of the cost of acquisition or new build with the balance being met from revenue reserves or borrowing and to use the monies within three years of being received. It is intended not to borrow for this purpose.

REVENUE BUDGETS – APPENDICES B & C

5. The following tables summarise the base and revised budgets for 2013/14 and the base budget for 2014/15, of 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 2013/14 £'000 | Revised Budget 2013/14 £'000 | Base Budget 2014/15 £'000 |
|---|--|---|--|
| Income from service | -11,426 | -11,461 | -12,120 |
| Expenditure on service | 7,098 | 6,989 | 6,962 |
| Net cost of service | -4,328 | -4,472 | -5,158 |
| Interest | 1,707 | 1,761 | 1,721 |
| RCCO, Transfer to Capital Development Fund | 2,889 | 2,164 | 3,852 |
| (Surplus) / deficit | 268 | -547 | 415 |
| Opening Balance | -4,593 | -4,358 | -4,905 |
| Closing Balance | -4,325 | -4,905 | -4,490 |
| Housing Repairs Account - Appendix C | Base Budget 2013/14 £'000 | Revised Budget 2013/14 £'000 | Base Budget 2014/15 £'000 |
| Income | -1,680 | -1,681 | -1,679 |
| Expenditure | 1,680 | 1,681 | 1,679 |
| (Surplus) / deficit | 0 | 0 | 0 |
| Opening balance | -1,800 | -1,800 | -1,800 |
| Closing balance | -1,800 | -1,800 | -1,800 |
| Overall closing balance | -6,125 | -6,705 | -6,290 |
| Properties at 31 March | 2,368 | 2,356 | 2,353 |
| Average balance per property £'s | -2,587 | -2,846 | -2,673 |

6. The HRA budget for 2014/15 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 the reinvesting in existing or new stock.
7. The revised budget on the Repairs Account for 2013/14 includes expenditure for work not completed in 2012/13 of:
 - (a) £122,900 Asbestos Survey
 - (b) £98,500 Disabled Modifications
 - (c) £45,900 External Decorations
 - (d) £28,900 Gas Servicing.

8. It is the intention to continue to maintain a fixed year-end 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.
9. A graph depicting yearly surpluses/deficits, balance of debt and reserves over a time period of 30 years can be viewed in Appendix D.

RENT RESTRUCTURING AND INCREASES – APPENDIX E

10. 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 was 2015/16.
11. In the Spending Review 2013, the Government announced its intention that social rents would increase by CPI + 1% from 2015/16 - 2024/25. This has been confirmed in a consultation dated October 2013 "Rents for Social Housing from 2015/16."
12. The consultation includes a proposal that the date of 2015/16 be removed for social rents to converge. It is anticipated that by 2015/16, 974 properties will be below formula rent (40% of the stock). The intention and expectation is that when a property is re-let, it will be let at the formula rent for the property type.
13. For 2014/15, rents will continue to increase by September RPI (3.2%) + 0.5% (plus £2 for properties below formula rent). This results in an average rent increase for tenants of 5.35% (£4.52 per week average increase). Housing benefit will cover this increase for around 64% of tenants. Appendix E shows examples of the proposed new rents.
14. Under the Housing Benefit reforms, of the 1513 tenants who receive housing benefit, 112 (122 in 2012/13) are under-occupying. 92 (110) are affected by a 14% reduction in housing benefit and 20 (12) by a 25% reduction.
15. 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 2014/15 increase by 5%.

FEEES AND CHARGES – APPENDIX F

16. The current fees and charges for the HRA and the proposed charges for 2014/15 are set out in appendix F. The proposed discretionary fees have been increased wherever possible to achieve a 5% increase.
17. 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

18. The Board is asked to review the revised budget for 2013/14, the base budget for 2014/15, the capital programme, the recommended increases to rents and charges and to consider whether it wishes to submit comments for consideration by the Executive.

Background Papers:

Consultation – Rents for Social Housing 2015/16 – 2024/25 issued by DCLG dated October 2013

Reference Papers:

HRA 30 year Business Plan

Enquiries:

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

APPENDIX A

| CAPITAL PROGRAMME AND FINANCING | 2013/14 £'000 | 2014/15 £'000 | 2015/16 £'000 | 2016/17 £'000 | 2017/18 £'000 | TOTAL £'000 |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|------------------------|
| Improvements, Energy Conservation & Environmental Works | 1,293 | 1,653 | 1,673 | 1,744 | 4,197 | 10,560 |
| Energy Conservation | 973 | | | | | 973 |
| Environmental Works | 50 | | | | | 50 |
| Converting front gardens for car parking | | 25 | 25 | 25 | 25 | 100 |
| Capitalised Repairs / Renewals | 220 | | | | | 220 |
| New Builds - Palmerston Avenue | | 1,600 | | | | 1,600 |
| Acquisitions - general needs | | 790 | | | | 790 |
| New & Redeveloped Sheltered Schemes | | | | | | |
| - Collingwood House | 1,719 | 3,329 | 153 | | | 5,201 |
| - Coldeast | | 900 | 5,100 | | | 6,000 |
| Mobility Scooter Storage | 20 | | | | | 20 |
| TOTAL | 4,275 | 8,297 | 6,951 | 1,769 | 4,222 | 25,514 |
| FINANCED BY: | | | | | | |
| Major Repairs Reserve | 3,963 | 3,181 | 2,308 | 1,769 | 1,404 | 12,625 |
| Revenue contribution to Capital | | 2,149 | 2,226 | | 2,818 | 7,193 |
| 1:4:1 Receipts | | 237 | | | | 237 |
| Grants & Contributions | 312 | 313 | | | | 625 |
| Capital Fund | | 2,417 | 2,417 | | | 4,834 |
| Total Financing | 4,275 | 8,297 | 6,951 | 1,769 | 4,222 | 25,514 |

APPENDIX B

HOUSING REVENUE ACCOUNT

| | Actual 2012/13 | Base 2013/14 | Revised 2013/14 | Base 2014/15 |
|--|---------------------------|-------------------------|----------------------------|-------------------------|
| | £000s | £000s | £000s | £000s |
| Income | | | | |
| Rents - Dwellings | -10,048 | -10,320 | -10,360 | -10,970 |
| Rents - Garages | -216 | -224 | -227 | -236 |
| Rents - Other | -17 | -18 | -18 | -18 |
| Service Charges (Wardens, extra assistance, heating) | -239 | -240 | -238 | -260 |
| Cleaning | -117 | -108 | -103 | -114 |
| Grounds Maintenance | -73 | -75 | -74 | -79 |
| Other Fees and Charges | -25 | -21 | -28 | -24 |
| Leaseholder Service Charges | -65 | -66 | -65 | -65 |
| Grants receivable | -367 | -354 | -348 | -354 |
| | -11,167 | -11,427 | -11,461 | -12,120 |
| Expenditure | | | | |
| General Administrative Expenses | 1,717 | 1,488 | 1,579 | 1,548 |
| Corporate & Democratic Core | 57 | 61 | 58 | 58 |
| Corporate Management | 82 | 87 | 101 | 107 |
| Communal Heating Services | 74 | 70 | 73 | 76 |
| Communal Lighting | 27 | 38 | 35 | 36 |
| Rents, Rates & Other Taxes | 50 | 47 | 48 | 49 |
| Communal Cleaning | 134 | 140 | 131 | 134 |
| Grounds Maintenance | 182 | 188 | 196 | 194 |
| Sheltered Housing Service | 537 | 601 | 534 | 542 |
| Fire & Refuse | 11 | 50 | 50 | 50 |
| Insurance Liability Provision | 33 | 0 | 0 | 0 |
| Sub-total of management costs | 2,905 | 2,770 | 2,805 | 2,794 |
| Contribution to Repairs Account | 2,099 | 1,620 | 1,621 | 1,619 |
| Bad Debts Provision | 75 | 206 | 27 | 27 |
| Bad Debts Written off | 14 | 0 | 30 | 10 |
| Depreciation | 2,488 | 2,456 | 2,476 | 2,478 |
| Debt Management Expenses | 23 | 46 | 29 | 34 |
| | 7,602 | 7,099 | 6,989 | 6,962 |
| Net income from service | -3,565 | -4,328 | -4,472 | -5,158 |

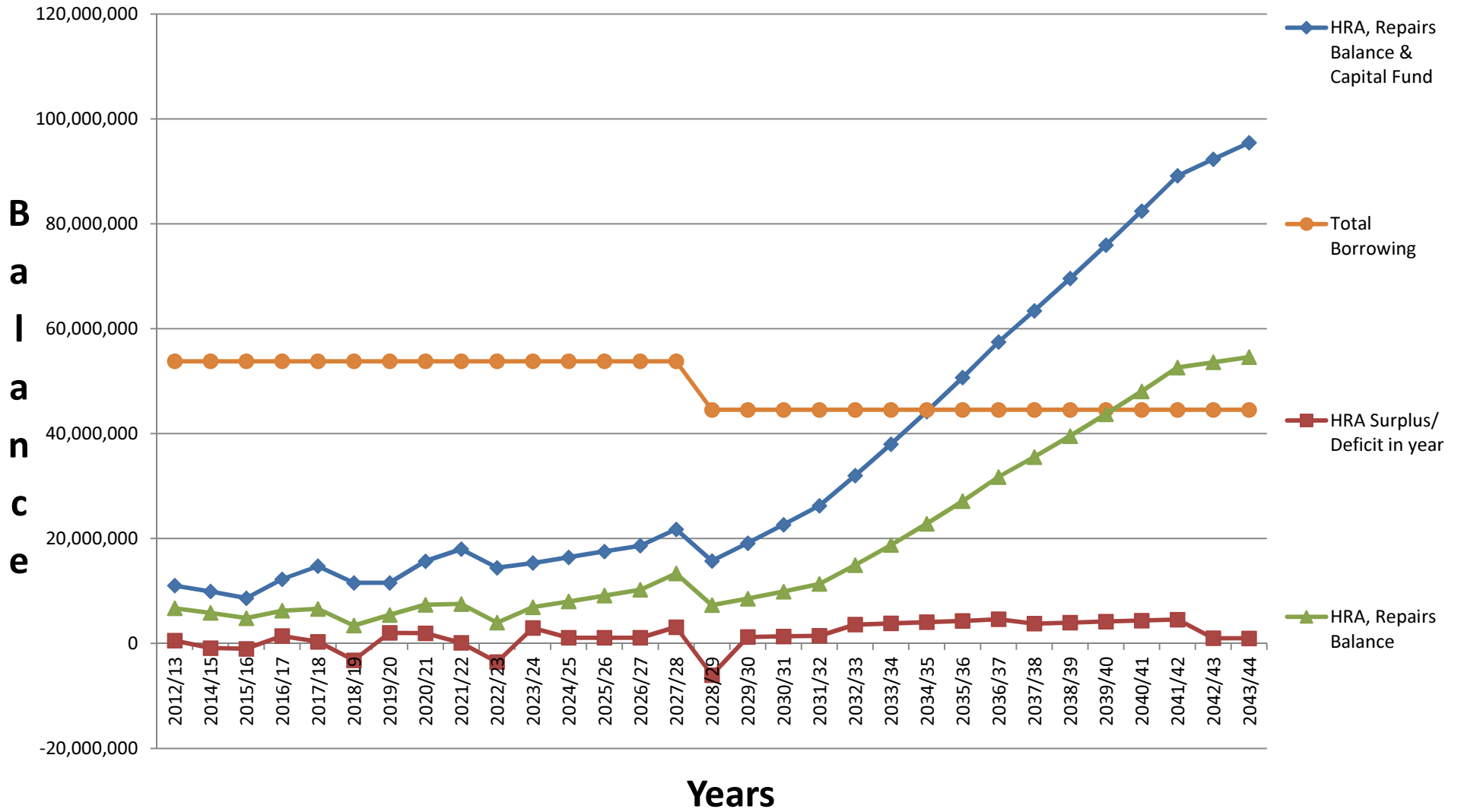
| | Actual | Base | Revised | Base |
|--|----------------|----------------|----------------|----------------|
| | 2012/13 | 2013/14 | 2013/14 | 2014/15 |
| | £000s | £000s | £000s | £000s |
| Net income from service | -3,565 | -4,328 | -4,472 | -5,158 |
| Interest Payable | 1,864 | 1,870 | 1,871 | 1,871 |
| Premium on Debt Redemption | 99 | 0 | 0 | 0 |
| Interest earned on internal balances | -165 | -163 | -110 | -150 |
| Net operating income | -1,767 | -2,621 | -2,711 | -3,437 |
| Revenue contribution to capital | 48 | 725 | 0 | 1,688 |
| Pension Interest Cost & Return on Assets | 185 | 0 | 0 | 0 |
| Movement on Pension Reserve | 260 | 0 | 0 | 0 |
| Transfer to Capital Fund | 2,164 | 2,164 | 2,164 | 2,164 |
| Pension Reserve Contributions | -437 | 0 | 0 | 0 |
| (Surplus)/Deficit for year | 455 | 268 | -547 | 415 |
| Housing Revenue Account balance | | | | |
| Balance brought forward | -4,813 | -4,593 | -4,358 | -4,905 |
| (Surplus)/Deficit for year | 455 | 268 | -547 | 415 |
| Balance carried forward | -4,358 | -4,325 | -4,905 | -4,490 |

**HOUSING REVENUE ACCOUNT
EXPENDITURE DETAIL**

| | Actual 2012/13 £000s | Base 2013/14 £000s | Revised 2013/14 £000s | Base 2014/15 £000s |
|--|-------------------------------------|-----------------------------------|--------------------------------------|-----------------------------------|
| General Administrative Expenses | | | | |
| Corporate & Democratic Core | 57 | 61 | 58 | 58 |
| Corporate Management | 82 | 86 | 101 | 108 |
| Employees | 804 | 741 | 816 | 776 |
| Premises | 97 | 96 | 97 | 98 |
| Transport | 13 | 7 | 19 | 19 |
| Supplies and Services | 233 | 94 | 102 | 88 |
| Contract Services | 43 | 38 | 38 | 48 |
| Internal Support | 531 | 516 | 516 | 525 |
| Income | -3 | -3 | -8 | -7 |
| | 1,856 | 1,636 | 1,738 | 1,713 |
| Communal Heating Services | | | | |
| Premises | 74 | 70 | 73 | 76 |
| | 74 | 70 | 73 | 76 |
| Communal Lighting | | | | |
| Premises | 27 | 38 | 35 | 36 |
| | 27 | 38 | 35 | 36 |
| Communal Cleaning | | | | |
| Employees | 32 | 41 | 31 | 37 |
| Premises | 99 | 97 | 99 | 95 |
| Internal Support | 2 | 2 | 2 | 2 |
| | 134 | 140 | 131 | 134 |
| Grounds Maintenance | | | | |
| Employees | 12 | 14 | 13 | 13 |
| Premises | 138 | 148 | 157 | 154 |
| Internal Support | 32 | 26 | 26 | 27 |
| | 182 | 188 | 196 | 194 |
| Sheltered Housing Service | | | | |
| Employees | 448 | 512 | 438 | 448 |
| Premises | 49 | 46 | 47 | 47 |
| Transport | 8 | 8 | 14 | 14 |
| Supplies and Services | 16 | 20 | 19 | 18 |
| Internal Support | 18 | 16 | 16 | 16 |
| | 537 | 601 | 534 | 542 |
| Other Communal Services | | | | |
| Premises | 34 | 31 | 32 | 32 |
| Supplies and Services | 16 | 17 | 16 | 17 |
| Fire & Refuse -Premises | 11 | 50 | 50 | 50 |
| Insurance Liability Provision | 33 | 0 | 0 | 0 |
| | 94 | 97 | 98 | 99 |

| <u>HOUSING REPAIRS ACCOUNT</u> | | APPENDIX C | | | |
|--|----------------|-------------------|----------------|----------------|--|
| Expenditure | Actual | Base | Revised | Base | |
| | 2012/13 | 2013/14 | 2013/14 | 2014/15 | |
| | £000s | £000s | £000s | £000s | |
| Day to Day | | | | | |
| Internal decorating | 22 | 55 | 55 | 55 | |
| General repairs | 621 | 574 | 574 | 574 | |
| External works | 161 | 160 | 160 | 160 | |
| Work to garages | 35 | 21 | 21 | 21 | |
| Works to void properties | 108 | 103 | 103 | 103 | |
| DSO Surplus | -24 | 0 | 0 | 0 | |
| Other works | 33 | 83 | 83 | 83 | |
| | 956 | 996 | 996 | 996 | |
| Schemes previously in the capital programme | | | | | |
| Repairs | 803 | 222 | 222 | 222 | |
| Total from capital programme | 803 | 222 | 222 | 222 | |
| Cyclical repairs | | | | | |
| External decorating | 116 | 108 | 108 | 108 | |
| Gas service & associated repairs | 249 | 250 | 250 | 250 | |
| Lift servicing | 26 | 30 | 32 | 30 | |
| Pre decorating repairs | 20 | 14 | 14 | 14 | |
| Emergency lighting | 49 | 48 | 48 | 48 | |
| DSO Surplus | -4 | 0 | 0 | 0 | |
| Total cyclical | 455 | 450 | 452 | 450 | |
| Administration | | | | | |
| Supplies & services | 9 | 9 | 11 | 11 | |
| | 9 | 9 | 11 | 11 | |
| Total expenditure | 2,223 | 1,676 | 1,681 | 1,679 | |
| Income | | | | | |
| Contribution from HRA | -2,099 | -1,620 | -1,621 | -1,619 | |
| Fees & charges | -40 | -56 | -60 | -60 | |
| Total income | -2,139 | -1,676 | -1,681 | -1,679 | |
| Balance brought forward | -1,800 | -1,800 | -1,800 | -1,800 | |
| (Surplus)/Deficit for year | 84 | 0 | 0 | 0 | |
| Tfr from Repairs Reserve | -84 | 0 | 0 | 0 | |
| Balance carried forward | -1,800 | -1,800 | -1,800 | -1,800 | |

Balances over 30 years



HRA EXAMPLES OF RENT

| | Property type | 2013/14 Actual Rent | 2014/15 Proposed Rent | Increase £ p.w. | Increase % p.w. |
|-------------------------|------------------|------------------------|-----------------------------|--------------------|--------------------|
| Nashe Way | 1 Bed Bungalow | £82.67 | £87.73 | £5.06 | 6.12% |
| Foster Close | 1 Bed Flat | £75.80 | £79.40 | £3.60 | 4.75% |
| Grebe Close | 2 Bed Bungalow | £102.06 | £107.70 | £5.64 | 5.53% |
| Addison Road | 2 Bed House | £99.30 | £103.48 | £4.18 | 4.21% |
| Foxbury Grove | 2 Bed Flat | £85.17 | £90.32 | £5.15 | 6.05% |
| Garden Court | 1 Bed Maisonette | £75.70 | £79.40 | £3.70 | 4.89% |
| Sicity House | 2 Bed Maisonette | £85.02 | £87.63 | £2.61 | 3.07% |
| Fairfield Avenue | 3 Bed House | £101.49 | £104.96 | £3.47 | 3.42% |
| Garden Court | 3 Bed Flat | £99.13 | £101.15 | £2.02 | 2.04% |
| Foster Close | 4 Bed House | £117.30 | £119.95 | £2.65 | 2.26% |
| Average for total stock | | £84.39 | £88.91 | £4.52 | 5.35% |
| Garages | | £9.35 | £9.82 | £0.47 | 5% |

FEES AND CHARGES 2014/15

| | Existing Charge inc VAT | Proposed Charge inc VAT | Increase |
|---|--|----------------------------|----------|
| <u>Discretionary Charges</u> | | | |
| Sheltered Accommodation for the Elderly | | | |
| Guest Room Charge – single occupancy per night | £7.00 | £7.35 | 5.0% |
| Guest Room Charge - per couple per night | £10.00 | £10.50 | 5.0% |
| Rechargeable Repairs to Council houses | | | |
| a) Abortive visit by Officer, Surveyor or Tradesman – Standard charge per visit | £40.50 | £42.50 | 5.0% |
| 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. | | |
| Recharge of Officer time in agreeing any consent to freeholders | | | |
| Fee per occurrence | £75.60 | £79.40 | 5.03% |
| <u>Statutory Charge</u> | | | |
| Sale of Council Houses | | | |
| Legal and administration fees in connection with granting a service charge loan (statutory maximum of £100) | £100.00 | £100.00 | 0.0% |

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date **27 January 2014**

Report of: **Director of Streetscene**

Subject: **QUARTERLY PERFORMANCE MONITORING REPORT FOR
BUILDING SERVICES**

SUMMARY

This report sets out performance monitoring data for Building Services covering all aspects of the service delivered to the residents for the 3rd quarter of 2013/14.

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 period to date is 20%, the level is similar to the last reported increase from the previously reported period figure for 2012/13. The overall reported satisfaction levels of the service being provided continue to remain high.
4. Targets have been achieved for the percentage of works completed within target times for emergency and routine repairs and an improvement is still being achieved for the target for urgent repairs.
5. The targets set with regards to percentages of the total number of emergency, urgent and routine repairs are continually not being met, and therefore the targets will need to be reassessed together with further monitoring.
6. The target values for the average cost of a repair continually to be improved for emergency and urgent repairs categories. The routine repair target has not been achieved and as per the previous period several high value projects have been identified.

PLANNED MAINTENANCE SERVICE

7. The major planned maintenance projects is being progressed by a combination of new tender opportunities and utilising existing long term agreements which have achieved beneficial rates for work compared to previous years, along with improved customer satisfaction.
8. There are a number of budgets which are provided as contingencies for unforeseen and reactive repair works (drainage replacements, structural repairs). These are 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 are to be renewed next year and will be subject to a formal review 2 years after. 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.

No significant works are outstanding.

Two flats in Garden Courts, Portchester that currently use an arrangement for fire exit through each other's flat will receive alteration work. The existing arrangement was unsuitable and impossible to enforce, therefore an alternative arrangement was designed whereby an internal staircase shared by both flats is provided to provide exit to the landing below. The work will be undertaken by MITIE Property Services Ltd under their existing modernisation contract; works anticipated to commence on 13 January 2014.

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 99.5% as of 3rd January 2014 meaning that 9 homes have failed to permit access on a number of appointments. There is traditionally a slight rise in non-access over

the Christmas holiday period however these are soon addressed during the January period. A number of properties have been capped at the gas meter, isolating the supply in situations where the resident does not have/use gas appliances.

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 2013 to 31 December 2013

| Performance Indicator | Statistics | Result | Target |
|--|---------------------------------------|--------|--------|
| Overall satisfaction with the responsive repairs service | 1116 returned cards during the period | 99% | 98% |

Emergency Repairs - to be completed within 24hrs

| | | | |
|--|---------------------------------------|-------|-------|
| Percentage of emergency repairs completed within target | 1662 in target from 1712 completions | 98% | 98% |
| Ave. job cost for emergency repairs (£) | Ave. from 1712 completions | 50.46 | 74.30 |
| Number of emergency jobs as a percentage of responsive repairs | 1712 from a total of 5861 completions | 29% | 20% |

Urgent Repairs - to be completed within 5 days

| | | | |
|--|---------------------------------------|-------|--------|
| Percentage of urgent repairs completed within target | 2472 in target from 2591 completions | 96% | 98% |
| Ave. job cost for urgent repairs (£) | Ave. from 1672 completions | 77.72 | 106.90 |
| Average time for completing urgent responsive repairs (days) | Ave. from 1672 completions | 5 | 5 |
| Number of urgent jobs as a percentage of responsive repairs | 2591 from a total of 5861 completions | 44% | 30% |

Routine Repairs - to be completed within 20 days

| | | | |
|---|---------------------------------------|--------|--------|
| Percentage of routine repairs completed within target | 1504 in target from 1558 completions | 96% | 95% |
| Ave. job cost for routine repairs (£) | Ave. from 1558 completions | 325.15 | 225.10 |
| Average time for completing routine responsive repairs (days) | Ave. from 1056 completions | 22 | 20 |
| Number of routine jobs as percentage of response repairs | 1558 from a total of 5861 completions | 27% | 50% |

17 complaints were received and recorded of various issues which have been resolved satisfactory and 1 complaint although processed remains outstanding.

HRA CAPITAL PROGRAMME 2013/14

| Programme | Details |
|--|---|
| <p>Kitchen & Bathroom Renewals</p> <p>(Ongoing long-term arrangement)</p> | <p>Budget: £950,000</p> <p>Expended £967,977</p> <p>Committed: £36,808</p> <p>Totals:</p> <p>120 No. Kitchen modernisations completed.</p> <p>224 No. Bathroom modernisations completed.</p> <p>This investment programme renews kitchens and bathrooms in line with the decent home standard criteria. The works are undertaken using the 5 year term contract with MITIE Property Services Ltd who started their 3rd year in January 2013. £860,246.09 expended so far this year funding 100 No. kitchen and 122 No. bathroom modernisations plus 80 No. wet room bathrooms.</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, Barnes Lane, Cranleigh Road, Birchen Road, Birchen Close and Lodge Road</p> <p>Programmes are developed using stock condition information and previously collected information from our own in-house surveys. The vast majority of the stock's kitchens and bathrooms meet the decency standard and do not qualify for renewal which has made it difficult to provide sufficient quantities to support the contract. It is intended to suspend the contract for a set period and review the demand at a later date.</p> <p>The budget is also financing showering facilities within the bathrooms at our 'flagship' sheltered housing schemes Downing, Crofton and Barnfield Courts. Residents have been 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. Open days were held for residents to promote this investment and deal with any of their initial</p> |

| Programme | Details |
|--|--|
| | <p>concerns. The works have been very well received by residents congratulating the contractor for their careful consideration to their homes.</p> <ul style="list-style-type: none"> • Barnfield Court, Downing Court and Crofton Court are all complete. • Properties that become void at these sites were undertaken during the void period. <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. 20 kitchens and 22 bathroom modernisations have been completed.</p> |
| <p>Recycling Bin Stores</p> <p>Spring/Summer 2014 project)</p> | <p>Budget: £30,000</p> <p>Expended: £1,212</p> <p>Committed: £134</p> <p>This budget is a contingency sum for the provision of recycling bin accommodation at blocks of flats and maisonettes.</p> <p>A scheme for recycling and refuse bin store improvements at Garden Courts has been identified by Tenancy Services. The feasibility and design work is in progress but has been delayed due to design brief changes and tree issues. This work is now anticipated to be undertaken during the summer of 2014.</p> <p>An improvement scheme at Spencer Court, Stubbington was also investigated. Proposal options were consulted with affected residents. Further consultation is being undertaken by Tenancy Services before the works for preferable scheme is progressed.</p> |
| <p>Other Communal Works</p> | <p>Budget: £50,000</p> <p>Expended: £4,388</p> <p>Committed: £27,439</p> |

| Programme | Details |
|---|---|
| | <p>All common areas are inspected twice a year programme identifying any required works. Various minor works have been undertaken.</p> <p>Following recommendations provided in independent fire risk assessments, a major alteration is required affecting two flats in Garden Courts, Portchester. The occupants of the flats currently have an arrangement for fire exit through each other's flat. This arrangement is unsuitable and impossible to enforce, therefore an alternative arrangement was designed whereby an internal staircase shared by both flats is provided to enable exit to the landing below. The work will be undertaken by MITIE Property Services Ltd under their existing modernisation contract; works anticipated to commence on 13 January 2014.</p> |
| <p>Central Heating and boilers</p> <p>(Ongoing long-term arrangement)</p> <p>(Spring 2014 project)</p> | <p>Budget: £368,000 plus c/fwd from 2012/13 of £117,353</p> <p>Expended £111,161</p> <p>Committed: £53,509</p> <p>38 properties completed.</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. Liberty Gas Ltd are currently dealing with reactive boiler breakdown replacement on a temporary arrangement.</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>Electrical Upgrading</p> <p>(Ongoing long-term arrangement)</p> <p>(Winter 2013 project)</p> <p>(Spring 2013 project)</p> | <p>Budget: £200,000 plus c/fwd from 2012/13 of £43,364</p> <p>Expended £131,866</p> <p>Committed: £188,134</p> <p>200 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 (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 where not previously present.</p> <p>Many of the sheltered housing sites were due their periodic electrical inspections to communal areas which are currently in progress.</p> <p>Emergency Lighting Projects</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 to commence in March 2014. Electrical engineering consultants were commissioned to design and developed the works for Building Services officers. Asbestos removal works will be undertaken in conjunction with this work. This will include some leasehold dwellings therefore it has been subject to the formal service charge notification process.</p> |
| <p>Window & Door Replacements</p> <p>(Autumn/Winter 2013 project)</p> | <p>Budget: £350,000 plus c/fwd from 2012/13 of £138,093</p> <p>Expended £131,050</p> <p>Committed: £235,921</p> <p>132 properties received major repairs/replacements</p> <p>Replacement doors are being continued for properties in Portchester and Fareham, including Kenwood Road, Roman Grove, Webb Road, Valentine Close, Park Walk and Nashe Way. Further roads will be included during the contract works following survey and validation work. 192</p> |

| | |
|------------------------------|---|
| | <p>front and 169 rear doors were originally identified. This will include some leasehold dwellings therefore has been subject to the formal service charge notification process. The contracted works commenced in December 2013 and are anticipated to be completed by the end of the financial year. Properties 67 have received replacements to date (64 No. Front doors and 43 No. Back Doors)</p> <p>The windows at these roads were found to be in good condition and therefore were deferred for replacement by 5 years.</p> <p>65 No. properties have received responsive major door or window improvements.</p> |
| <p>External Works</p> | <p>Budget: £50,000</p> <p>Expended £81,804</p> <p>Committed: £64,544</p> <p>These works are not generally for individual properties therefore numbers of affected properties cannot easily be provided.</p> <p>This budget provides for properties that are identified for external works by condition surveys. Such work will include fascia and soffit replacements with PVCu, re-pointing brickwork, chimney replacements, rebuilding boundary walls, relaying paths, etc. 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 was procured and works to Council Housing roads, paths and service areas will be undertaken. Works have commenced on a priority basis, on repairs to maisonette block service areas.</p> <p>Additional car parking spaces have been provided to sheltered sites at Northmore Close, Locks Heath and Barnfield Court, Fareham following instructions by Tenancy Services. A drop kerb at Crofton Court is also due to be completed.</p> |

| | |
|---|--|
| <p>Major Reroofing</p> | <p>Budget: £20,000</p> <p>Expended £1,522</p> <p>Committed: Nil</p> <p>2 properties received major repairs/replacements</p> <p>The need for major works to roof coverings is very low as reported in the most 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. Following recent severe weather conditions over the Christmas Holiday period a number of repairs have been identified, which are being progressed on a priority basis (Note: costs are not accounted for in the figures represented above).</p> <p>Frosthole Close will be surveyed to ascertain the condition of the bay window flat roofs. Any subsequent works will be funded from this budget.</p> |
| <p>Structural Repairs</p> <p>(To be confirmed)</p> | <p>Budget: £150,000</p> <p>Expended £250</p> <p>Committed: £3,500</p> <p>This budget will fund reactive and planned structural repair works including the specialist survey work identified by the Responsive Repairs team.</p> <p>A project to carry out concrete repairs and protective coatings to blocks of medium rise flats (blocks of 24) and blocks of maisonettes across the borough will be tendered when resources become available to project manage these works.</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 were reviewed however additional supporting intrusive survey work was required to investigate the reasons for common cracks in the balcony walkways and to establish the best method of removing existing coatings. The final report will inform the Council on preventative maintenance programmes to maintain the life of the concrete element of the buildings.</p> |

| | |
|--|--|
| | |
| <p>Security Doors</p> <p>(Winter 2013 projects)</p> | <p>Budget: £50,000</p> <p>Expended Nil</p> <p>Committed: £43,854</p> <p>No properties have received any works to date.</p> <p>The following projects will be financed from this budget:</p> <p>Security doors and door entry systems to Belvoir Close flats.</p> <p>Northmore Close, Locks Heath, block 31-36 door entry system will be upgraded with improvements matching the main block.</p> <p>King George Road door entry system will be upgraded with improvements made to the automated doors following complaints from residents that they are difficult to use.</p> <p>All three projects have been tendered with works anticipated to commence in January.</p> |
| <p>Mobility Scooter Storage</p> | <p>Budget: £20,000</p> <p>Expended/committed: £ Nil</p> <p>This budget will be used to finance any mobility scooter storage facility requests which are feasible for sheltered housing sites.</p> <p>Crofton Court and Downing Court are having their requirements reviewed by Tenancy Services, which may result in improved facilities for accommodating mobility scooters.</p> <p>Individual secure pods for scooter storage will also be considered following a request, but would be subject to feasibility.</p> |
| <p>Drain Replacements</p> | <p>Budget: £20,000</p> <p>Expended £12,510</p> <p>Committed: £1,086</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 that is not the responsibility of Southern Water.</p> |
| <p>Revenue Budgets of interest to the Board:</p> | |
| <p>Disabled Adaptations</p> <p>(Ongoing long-term arrangement)</p> <p>(Spring/Summer 2014 projects)</p> | <p>Budget: £186,000 plus c/fwd from 2012/13 of £98,512</p> <p>Expended £175,341</p> <p>Committed: £124,654</p> <p>200 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. Significant savings in previous years have been realised using these rates.</p> <p>Extensions are being considered to a 3 bedroom house in Winnards Park, Sarisbury and a 4 bedroom House in Northways, Stubbington. These are accounted for in the committed sums for this budget however works will not commence until the following financial year and the committed sums will be carried forward.</p> |

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date **27 January 2014**

Report of: **Director of Community**

Subject: **FEEDBACK FROM CONSULTATION ON SHELTERED HOUSING
ACCOMMODATION**

SUMMARY

This report provides feedback to the Board following consultation with a number of sheltered housing tenants regarding possible changes to the future allocation of accommodation at a number of schemes across the Borough.

RECOMMENDATION

That the Board note the contents of the report and indicate whether they are in support of the proposed changes.

INTRODUCTION

1. At the meeting of the Council's Executive on 8 March 2011 members considered the outcome from a Review of Sheltered Housing, which highlighted concerns about the sustainability of allocating first floor sheltered accommodation where there is no lift.
2. One of the recommendations from the report was that 'officers consult the tenants at each of the two storey blocks of flats without lifts to seek their views about possible changes to the nomination criteria relating to the future occupancy of the first floor flats'.
3. There are other drivers which prompt a review of sheltered housing accommodation, these include;
 - a) Provision of accommodation which better meets the changing needs of elderly housing applicants;
 - b) An increasing demand for single persons/childless couples accommodation; and
 - c) The need to make optimum use of the Council's housing stock
4. A report was presented to the Health and Housing Policy Development Review Panel in May last year when it was noted that officers would consult with tenants of the following schemes:
 - Barnfield Court, Bishopsfield Road - Fareham South Ward;
 - Baytree Lodge, Harold Road - Stubbington Ward;
 - Beverley Close - Titchfield Common Ward;
 - Chapelside - Titchfield Ward;
 - Coniston Walk - Fareham South Ward;
 - Foster Close - Stubbington Ward;
 - Foy Gardens - Warsash Ward;
 - Frosthole Close - Fareham North-West;
 - Garden Court, Newtown - Portchester East Ward;
 - King George Road - Portchester East;
 - Lincoln Close - Titchfield Common Ward;
 - Northmore Close - Locks Heath Ward; and
 - Trafalgar Court - Fareham South Ward;

TENANT CONSULTATION

5. The review of sheltered housing stock was an agenda item on the borough wide Sheltered Housing Forum meetings in both June and September. However formal consultation did not commence until the beginning of October and ended in mid November.

6. The main method of consultation was a letter with short survey form to gauge tenants' views on the proposals.
7. Consultation meetings were held for tenants of the following schemes where officers outlined the proposals and tenants had an opportunity to comment and question these. The number of attendees are shown in brackets:
 - Barnfield Court (2 tenants);
 - Beverley Close (6 tenants);
 - Coniston Walk (5 tenants);
 - Garden Court (6 tenants);
 - Lincoln Close (20 tenants); and
 - Trafalgar Court (8 tenants)
8. The Council also published the consultation on the website where tenants could record their responses.
9. The consultation proposals are outlined below:
 - a) Tenants at Barnfield Court, Baytree Lodge, Chapelside, Foster Close, Foy Gardens, Garden Court, King George Road, Lincoln Close and Trafalgar Court were firstly asked whether they agreed with the proposal to let future empty first floor flats to applicants aged over 60 with no identified support need where there was no demand to let for sheltered use (Proposal 1). Tenants were then asked if they agreed with the proposal to let the first floor flats to applicants aged over 55 with no identified support needs where there was no demand to let to applicants aged over 60 with no support (Proposal 2).
 - b) Tenants at Beverley Close and Coniston Walk were firstly asked whether they agreed with the proposal to let future empty first floor flats to applicants aged over 55 with no identified support need (Proposal 1) and secondly if they agreed with the proposal to let future ground floor flats to housing applicants of any age with an identified support need or mobility issue (Proposal 2).
 - c) Tenants at Northmore Close were firstly asked whether they agreed with the proposal to let future empty first floor flats to applicants aged 55 or over with no identified support need (Proposal 1). Tenants were then asked if they agreed with the proposal to let the first floor flats to applicants aged 50 or over with or without an identified support need where there was no demand to let to applicants aged 55 and over with no support (Proposal 2).

FEEDBACK

10. Indications from responses to the consultation showed support generally for changes (as outlined in Proposal 1) to the future allocation of upper floor flats. However there was a more mixed response to further lowering the age of new tenants (Proposal 2).
11. A summary of the responses to the proposals for each scheme is shown in appendix A.

12. A number of tenants raised some concerns about changing the future allocation of some of the units. The main issues were:
- a) Potential conflict of lifestyles between older and younger tenants;
 - b) Potential increase in noise raising issues over adequacy of soundproofing between flats; and
 - c) Potential increase in parking issues as a result of more working people and more vehicles
13. Aside from the above issues and those shown in Appendix B question was raised by sheltered tenants about the suitability of existing accommodation on the ground floor and whether the Council could in the future extend the provision of wet rooms to meet the needs of older persons; similar to provision at Barnfield Court, Crofton Court and Downing Court.
14. Tenants at some schemes suggested accommodation on the first floor could be more accessible by fitting stair lifts. However this was dismissed as not being cost effective.
15. The main concerns raised by tenants for each scheme is shown in appendix B. Board members will note that there is some similarity in the issues being raised between schemes.
16. A small number of tenants asked if changes were made which prompted them to want to move whether the Council would give them any priority in terms of re-housing.

PROPOSED CHANGES

17. Based on the feedback from those tenants that responded to the consultation it is proposed that in future, upper floor flats at the following schemes be let to housing applicants aged 60 or over with no support needs where there are no applicants aged over 60 with support needs:
- Barnfield Court
 - Baytree Lodge
 - Chapelside
 - Foster Close
 - Foy Gardens
 - Garden Court
 - King George Road
 - Lincoln Close
 - Trafalgar Court
18. Based on the feedback from those tenants that responded to the consultation it is proposed that in future, upper floor flats at the following schemes be let to housing applicants aged 55 or over with or without support needs:
- Beverley Close
 - Coniston Walk
 - Northmore Close

19. As a result of feedback in lowering the age of applicants from 60 to 55 with or without support needs it is proposed to make changes to the allocation of future upper floor units at the following schemes where there are no applicants aged over 60 with or without support needs:

- Barnfield Court
- Foy Gardens
- King George Road

20. It is proposed to lower the age of applicants from 55 to 50 with no support needs in regard to the allocation of future upper floor units at Northmore Close where there are no applicants aged 55 with or without support needs.

21. The proposed changes outlined above to be achieved through the adoption of local lettings policies for these sites.

22. To help address concerns about the potential conflict in lifestyles it is recommended that there is some sensitivity given to the allocation of future empty homes thus minimising the impact on existing tenants. However it is acknowledged that this can sometimes be difficult to assess and that issues will at times arise. In the event that issues occur these will be managed through enforcement of the tenancy agreement.

23. As a result of feedback in allocating the ground floor units at Beverley Close and Coniston Walk to housing applicants of any age with or without support needs or mobility issues, it is proposed to make no changes to the existing allocation policy so these units will continue to be let to applicants aged over 60 with support needs.

24. It is not proposed at the present time to allocate the upper floor flats to applicants aged between 55 and 60 at the following schemes:

- Baytree Lodge
- Chapelside
- Foster Close
- Garden Court
- Lincoln Close
- Trafalgar Court

25. Subject to the Board's comments on the proposed changes, a report will be presented to the Health and Housing Policy Development Review Panel in regard to changes in allocation policy before being reported to the Council's Executive for final approval.

RISK ASSESSMENT

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

CONCLUSION

27. This report has provided board members with feedback from the consultation with a number of sheltered housing tenants regarding possible changes to the future allocation of properties at a number of sheltered schemes across the borough.

Background Papers: None

Reference Papers: Report to Health & Housing Policy Development Review Panel
23 May 2013 – Review of Sheltered Housing Stock

Enquiries:

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

Appendix A

Proposal 1: Let future upper floor flats to housing applicants aged 60 or over with no support needs

| Scheme | No of Tenants Consulted | No of Responses received | Response Rate | No in support of proposal (%) |
|------------------|-------------------------|--------------------------|---------------|-------------------------------|
| Barnfield Court | 38 | 12 | 32% | 9 (75%) |
| Baytree Lodge | 14 | 8 | 57% | 6 (75%) |
| Chapelside | 14 | 7 | 50% | 7 (100%) |
| Foster Close | 8 | 7 | 88% | 6 (86%) |
| Foy Gardens | 20 | 8 | 40% | 7 (88%) |
| Garden Court | 29 | 9 | 31% | 9 (100%) |
| King George Road | 12 | 7 | 58% | 7 (100%) |
| Lincoln Close | 38 | 24 | 63% | 20 (83%) |
| Trafalgar Court | 34 | 20 | 59% | 20 (100%) |

Proposal 2: Let future upper floor flats to housing applicants aged 55 or over with or without support needs, where no applicants aged 60 or over identified

| Scheme | No of Tenants Consulted | No of Responses received | Response Rate | No in support of proposal (%) |
|------------------|-------------------------|--------------------------|---------------|-------------------------------|
| Barnfield Court | 38 | 13 | 34% | 8 (62%) |
| Baytree Lodge | 14 | 6 | 43% | 3 (50%) |
| Chapelside | 14 | 5 | 36% | 3 (60%) |
| Foster Close | 8 | 7 | 88% | 3 (43%) |
| Foy Gardens | 20 | 6 | 30% | 5 (83%) |
| Garden Court | 29 | 12 | 41% | 10 (83%) |
| King George Road | 12 | 5 | 42% | 4 (80%) |
| Lincoln Close | 40 | 22 | 55% | 11 (50%) |
| Trafalgar Court | 34 | 20 | 59% | 15 (75%) |

Proposal 1: Let future upper floor flats to housing applicants aged 55 or over with or without support needs

| Scheme | No of Tenants Consulted | No of Responses received | Response Rate | No in support of proposal (%) |
|----------------|-------------------------|--------------------------|---------------|-------------------------------|
| Beverley Close | 12 | 12 | 100% | 7 (58%) |
| Coniston Walk | 11 | 6 | 55% | 3 (50%) |

Proposal 2: Let future ground floor flats to housing applicants of any age with support needs or mobility issues

| Scheme | No of Tenants Consulted | No of Responses received (%) | Response Rate | No in support of proposal (%) |
|----------------|-------------------------|------------------------------|---------------|-------------------------------|
| Beverley Close | 12 | 12 | 100% | 4 (33%) |
| Coniston Walk | 11 | 6 | 55% | 2 (33%) |

Proposal 1: Let future upper floor flats to housing applicants aged 55 or over with or without support needs

| Scheme | No of Tenants Consulted | No of Responses received (%) | Response Rate | No in support of proposal (%) |
|-----------------|-------------------------|------------------------------|---------------|-------------------------------|
| Northmore Close | 34 | 25 | 74% | 21 (84%) |

Proposal 2: Let future upper floor flats to housing applicants aged 50 or over with no support needs where no applicants aged 55 or over identified

| Scheme | No of Tenants Consulted | No of Responses received (%) | Response Rate | No in support of proposal (%) |
|-----------------|-------------------------|------------------------------|---------------|-------------------------------|
| Northmore Close | 34 | 21 | 62% | 14 (67%) |

| Scheme | Concerns Raised |
|-------------------------|--|
| Barnfield Court | <ul style="list-style-type: none"> • Possible conflict of lifestyles with younger tenants • Concerns about tenants with drug or alcohol issues • Increased pressure on parking which is already limited |
| Baytree Lodge | <ul style="list-style-type: none"> • Possible conflict of lifestyles with younger tenants |
| Beverley Close | <ul style="list-style-type: none"> • Possible conflict of lifestyles with younger tenants i.e. increased noise (majority of neighbouring residents are elderly) • Soundproofing • Increased pressure on parking which is already limited |
| Chapelside | <ul style="list-style-type: none"> • Possible conflict of lifestyles with younger tenants i.e. increased noise • Younger tenants may not show respect for older tenants |
| Coniston Walk | <ul style="list-style-type: none"> • Possible conflict of lifestyles with younger tenants i.e. increased noise • Soundproofing • Increased pressure on parking which is already limited |
| Foster Close | <ul style="list-style-type: none"> • Possible conflict of lifestyles with younger tenants i.e. increased noise • Younger tenants may not show respect for older tenants |
| Foy Gardens | <ul style="list-style-type: none"> • Possible conflict of lifestyles with younger tenants i.e. increased noise |
| Garden Court | <ul style="list-style-type: none"> • Increased pressure on parking with concern about access for emergency vehicles |
| King George Road | <ul style="list-style-type: none"> • Increased pressure on parking which is already limited • Possible conflict of lifestyles with younger tenants i.e. increased noise |
| Lincoln Close | <ul style="list-style-type: none"> • Increased pressure on parking which is already limited • Possible conflict of lifestyles with younger tenants i.e. increased noise • Concerns about tenants with drug or alcohol issues • Impact adversely on safety and security |
| Northmore Close | <ul style="list-style-type: none"> • Possible conflict of lifestyles with younger tenants i.e. increased noise • Increased pressure on parking which is already limited |
| Trafalgar Court | <ul style="list-style-type: none"> • Increased pressure on parking which is already limited • Possible conflict of lifestyles with younger tenants i.e. increased noise • Concerns about tenants with drug or alcohol issues • Soundproofing |

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date **27 January 2014**

Report of: **Director of Community**

Subject: **IMPACT OF REMOVAL OF THE SPARE ROOM SUBSIDY**

SUMMARY

This report provides Board members with a summary of the impact that the removal of the Spare Room Subsidy (RSRS) has made to Council Housing.

RECOMMENDATION

That Board members note the contents of the report and endorse the proposal to organise an event for those tenants affected by the RSRS who may be interested in moving to smaller accommodation

INTRODUCTION

1. As part of the Government's Welfare Reforms from April 2013 tenants of working age and in receipt of Housing Benefit (HB) that under-occupy their home saw a reduction in their weekly benefit entitlement, as a result of the removal of the spare room subsidy (RSRS).
2. As a result of the RSRS those tenants that under-occupied their home by one bedroom saw a reduction in their HB entitlement of 14% and those tenants that under-occupied their home by two or more bedrooms saw a reduction in their HB entitlement of 25%.
3. Prior to the RSRS many of those tenants affected would have had their rent in full covered by HB and thus had nothing to pay.
4. Officers monitor the rent accounts of those tenants affected by the RSRS on a monthly basis to gauge the impact this is having.

IMPACT OF REMOVAL OF SPARE ROOM SUBSIDY

5. As at 1 December 2013 there are 112 tenants that are affected by the RSRS, 92 of these are under-occupying by one bedroom and 20 by two or more bedrooms.
6. Rent arrears have increased by £7,989 between April and December 2013 for these cases.
7. 64 of the tenants affected by the RSRS were in rent arrears (equivalent to 57%) as at 1 December 2013, the remainder showing either a clear or credit balance on their rent account. 20 of these tenants were in arrears prior to the RSRS.
8. 34 of the 64 tenants in arrears are paying and either clearing or reducing their arrears. In the remaining 30 cases arrears are increasing. This in the main is as a result of erratic or insufficient payments. In 2 cases the tenant has made no payments at all since the RSRS, this has resulted in a Notice of Seeking Possession being served on the tenants which might result in referral to court.
9. A breakdown of the level of rent arrears owed by those tenants affected by the RSRS is shown in the table below:

| Number of Cases | Arrears Banding |
|-----------------|-------------------|
| 10 | < £25 |
| 6 | >£25 but <£50 |
| 10 | >£50 but <£100 |
| 10 | >£100 but <£200 |
| 5 | >£200 but <£300 |
| 18 | >£300 but <£500 |
| 4 | >£500 but <£1000 |
| 1 | >£1000 but <£2000 |

10. Tenants with arrears of between £300 and £500 that have not made an arrangement to repay or reduce the level of arrears are likely to be served with a Notice of Seeking Possession.

DISCRETIONARY HOUSING PAYMENT (DHP)

11. Some of the tenants affected by the RSRS may be entitled to receive further financial assistance in making up the shortfall in HB by making a claim for Discretionary Housing Payment (DHP).
12. DHP however is short term as funds are limited. As a result claims are reviewed every 3 months.
13. Claims for DHP are assessed by the Council's Revenues and Benefits team. There are currently 7 tenants affected by the RSRS in receipt of DHP.
14. In 4 of the 7 cases the payment of DHP has meant the tenant has nothing to pay. In the remaining 3 cases the tenants are making payments and arrears are reducing.

REHOUSING

15. Since April 2013 7 tenants affected by the RSRS have moved to smaller accommodation; 6 by way of an exchange and 1 through the Housing Waiting List.
16. As at 6 December 2013 there were 26 tenants under-occupying their home registered on HomeSwapper looking to exchange to smaller accommodation. 23 of the 26 were under-occupying by one bedroom and 3 were under-occupying by 2 or more bedrooms. In contrast there are 24 tenants registered on HomeSwapper that are overcrowded so looking for larger accommodation.
17. Of the 26 tenants registered on HomeSwapper as under-occupying their home 15 are affected by the RSRS.
18. As at 16 December 2013 there are 18 tenants registered on the Council's Housing Waiting List looking to move to smaller accommodation. Of these 3 are affected by the RSRS and 5 are also registered on HomeSwapper.
19. Tenants affected by the RSRS who downsize via the HWL can receive payment of up to £500 from the Council to assist them with the cost of moving home.

PROPOSED EVENT

20. In view of the fact that there are a number of tenants affected by the RSRS that may wish to pursue a move to smaller accommodation officers are proposing to hold an event in January/February 2014 to which the following would be invited:
 - (a) All tenants that are affected by the RSRS;
 - (b) Tenants registered on the Council's Waiting List who are looking to move to smaller accommodation; and
 - (c) Tenants that are registered on HomeSwapper and currently overcrowded and looking for a move to larger accommodation.
21. Fareham's Housing Association partners are to be notified of the event in order that they can publicise this to their tenants affected by the RSRS.

22. Such an event would enable officers to:

- (a) Make those tenants that are affected by the RSRS aware of the possibility of claiming DHP and assist them in making an application as necessary;
- (b) Make those tenants that are affected by the RSRS aware of their housing options should they wish to move either through HomeSwapper or the Housing Waiting List, assisting them in making applications as necessary and;
- (c) Make those tenants that are under-occupying their home and registered on the Housing Waiting List aware that they can also register on HomeSwapper, assisting them to register as necessary.

23. The event would also provide an opportunity for tenants who are under-occupying and those that are over-crowded to meet and potentially discuss exchanging with one another.

24. It is anticipated that officers would be present from the Tenancy Services, Housing Options and Revenue and Benefits teams with access to PC's to enable any applications or claims to be made.

RISK ASSESSMENT

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

CONCLUSION

26. This report has provided Board members with information on the impact on Council Housing as a result of the removal of spare room subsidy.

27. The report has also highlighted a proposed event to increase tenants' awareness of the options available in dealing with the impact of the RSRS including making claim for DHP and applying for a move to smaller accommodation.

Background Papers: None

Reference Papers: None

Enquiries:

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

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date **27 January 2014**

Report of: **Director of Community**

Subject: **PRELIMINARY REVIEW OF WORK PROGRAMME FOR 2013/14
AND DRAFT WORK PROGRAMME FOR 2014/15**

SUMMARY

At the meeting of the Board on 22 April 2014, members will be asked to review the outcome of the work programme for the current year, 2013/14. Also at that meeting, the Panel will need to finalise the draft work programme for next year, 2014/15 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 2013/14 and endorse any revisions listed within the report;
- (b) give an early assessment of progress in 2013/14;
- (c) give initial consideration of the work programme for 2014/15; and
- (d) inform the Executive.

INTRODUCTION

1. The work programme for the current year will need to be reviewed at the Board's meeting on 22 April 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 12 May 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 2013/14

3. At the first meeting of the Board on 29 July 2013 members gave consideration to a Work Programme for 2013/14 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 28 October 2013. Members are invited to make any initial comments on the outcome of the work programme, prior to the full review at the next meeting.

AMENDMENT TO THE WORK PROGRAMME FOR 2013/14

4. The Board is requested to endorse the decision to amend the Work Programme as detailed below:-
 - (i) A report titled 'Feedback from Consultation on Sheltered Housing Accommodation' has been added to the Board's agenda for 27 January 2014;
 - (ii) The report titled 'Impact of Welfare Reform' on the Board's agenda for 27 January 2014 has been amended to 'Impact of Removal of the Spare Room Subsidy';
 - (iii) The report titled 'Tenant and Leaseholder Satisfaction Survey' has been deferred from 27 January 2014 to 22 April 2014; and
 - (iv) The report titled 'Review of Tenancy Agreement' which was due to be reported to the Board on 27 January 2014 has been removed from the board's work programme.

PLANNING WORK PROGRAMME FOR 2014/15

5. There are four planned meetings of the Housing Tenancy Board in the next municipal year, to deal with ordinary business.
6. At this stage, particular items which are known to be coming before the Board during the next year are:-

14 July 2014

- Tenancy Services Performance Report for 2014/15 (April – June)
- Building Services Performance Report for 2014/15 (April – June)
- Work Programme 2014/15

20 October 2014

- Tenancy Services Performance Report for 2014/15 (July – Sept)
- Building Services Performance Report for 2014/15 (July – Sept)
- Work Programme 2014/15

26 January 2015

- Housing Revenue Account including the Housing Capital Programme for 2014/15
- Tenancy Services Performance Report for 2014/15 (Oct – Dec)
- Building Services Performance Report for 2014/15 (Oct - Dec)
- Preliminary review of Work Programme for 2013/14 and preliminary draft Work Programme for 2014/15

21 April 2015

- Estate Improvements Programme 2014-15
- Tenancy Services Performance Report for 2014/15 (Jan – March 2015)
- Building Services Performance Report for 2014/15 (Jan – March 2015)
- Review of Annual Work Programme for 2013/14 and final consideration of draft Work Programme for 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 2013/14 and an outline work programme for 2014/15.

Background Papers: None

Reference Papers: Minutes of Housing Tenancy Board 28 October 2013

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

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 • 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 • Housing Revenue Account including the Housing Capital Programme for 2014/15 • Quarterly Performance Report - Tenancy Services • Quarterly Performance Report - Building Services • Impact of Removal of the Spare Room Subsidy • Feedback from Consultation on Sheltered Housing Accommodation | |

| Date | Subject | Training |
|---------------|---|----------|
| 22 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 • Tenant & Leaseholder Satisfaction Survey | |

