

# FAREHAM

BOROUGH COUNCIL

## AGENDA HOUSING TENANCY BOARD

**Date:** Monday, 26 January 2015

**Time:** 6.00 pm

**Venue:** Collingwood Room - Civic Offices

**Members:**

Councillor P J Davies (Chairman)  
Councillor Mrs K Mandry (Vice-Chairman)  
Councillors T J Howard  
Mrs K K Trott  
C J Wood

**Deputies:**

K D Evans  
D J Norris

**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 - 4)**

To confirm as a correct record the minutes of the Housing Tenancy Board meeting held on 20 October 2014.

**3. Chairman's Announcements**

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

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

**5. Deputations**

To receive any deputations of which notice has been lodged.

**6. Housing Revenue Account including Housing Capital Programme for 2015/16 (Pages 5 - 12)**

To receive a report by the Director of Finance and Resources on the Housing Revenue account including Housing Capital Programme for 2015/16.

**7. Update on the Impact of the Removal of the Spare Room Subsidy (RSRS) (Pages 13 - 16)**

To receive a report by the Director of Community on an update to the Impact of the Removal of the Spare Room Subsidy (RSRS).

**8. Quarterly Performance Report - Tenancy Services (Pages 17 - 24)**

To receive a report by the Director of Community on the quarterly performance for Tenancy Services.

**9. Quarterly Performance Report - Building Services (Pages 25 - 34)**

To consider a report by the Director of Streetscene on the quarterly performance for Building Services.

**10. 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.

**11. Preliminary Review of Work Programme for 2014/15 and Preliminary Draft Work Programme for 2015/16 (Pages 35 - 38)**

To consider a report by the Director of Community, which preliminary reviews the Board's work programme for 2014/15 and the draft work programme 2015/16.

P GRIMWOOD  
Chief Executive Officer

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

16 January 2015

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# FAREHAM

BOROUGH COUNCIL

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

**Date:** Monday, 20 October 2014

**Venue:** Vannes/Pulheim Room - Civic Offices

**PRESENT:**

Councillor P J Davies (Chairman)

Councillor Mrs K Mandry (Vice-Chairman)

**Councillors:** T J Howard and C J Wood

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

**Also Present:**



**1. APOLOGIES FOR ABSENCE**

Apologies of absence were received from Councillor Mrs Trott and Graham Wood.

**2. MINUTES**

It was AGREED that the minutes of the Housing Tenancy Board meeting held on 28 July 2014, 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 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 noted that rent arrears were down considerably on the previous quarter, and down on the same quarter for the previous year.

The Board also noted that there had been an increase with the number of notices seeking possession and the number of possession hearings at court.

**Empty Homes:**

The Board were informed that the relet time has decreased since the last quarter but that the figures are still higher than the same period in the previous year. It was reported to the Board that there has been a higher number of refusals for the sheltered properties. The Tenancy Services Manager addressed the Board to inform them that the Tenancy Services division is shortly to undergo a Vanguard Intervention and part of that will be looking at void properties and the re-letting process for them.

**Anti-Social Behaviour:**

The Senior Housing Management Officer was asked what the 7 anti-social behaviour cases were relating too. The Board were informed that they were mainly relating to noisy/rowdy behaviour late at night/very early in the morning. The Board were informed that most cases of anti-social behaviour are dealt

with quickly and can be resolved with either a letter or a visit from the Housing Officer.

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

## **7. QUARTERLY PERFORMANCE REPORT - BUILDING SERVICES**

The Board considered a report by the Director of Environmental Services on the Building Services Quarterly Performance report.

The report was presented by the Head of Building Services who explained that this report has now changed format to suit the new working practices in Building Services following the recent Vanguard Intervention. He explained to the Board that the performance indicators have now changed to reflect the performance of the 5 value steps that the Building Services department now work to.

Several members of the Board commented that they found the graphs within the report confusing and were unsure of what the data was that they were providing. The Head of Building Services explained to the Board that the graphs were to give an overview of the trend of each of the value steps rather than looking at individual cases.

Paula Weaver raised the issue of kitchen and bathroom modernisation, which previously had been reported that there had not been any properties identified which needed to be modernised. The Head of Building Services explained that under the old system of working the stock condition database that was used to identify properties which were in need of modernisation was not very effective as it was based on a 'one size fits all' system, which worked out the length of time the kitchen or bathroom had been installed in a property. He explained that the new system of working is identifying more individual properties that are in need of modernisation as the contractors are reporting these cases after visiting a property for a repair, as not all properties will have the same usages of these rooms as others and therefore some will be in need of replacing sooner than others.

The Chairman raised concern that the works to Arras House are taking longer than planned. The Head of Building Services addressed the Board and explained that he shared the Chairman's concerns over the length of time taken but was unable to speed up the process as the delay has come from contractors responsible for the installation of the gas pipes, and who are responsible for deciding when this will be done. The Head of Building Services assured the Board that the Council are continuing to do as much work as they can, but a lot of the work to be completed cannot be done until the gas pipes are installed.

Councillor Howard passed his praise and thanks to the Building Services department for all of the hard work that has taken place with the Vanguard Intervention and for the impressive results they have achieved so far.

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

**8. UPDATE ON ESTATE IMPROVEMENT PROGRAMME 2014/15**

The Board considered a report by the Director of Community on an update of the Estate Improvement Programme 2014/15.

It was explained to the Board that the budget for mobility scooter storage will be spent by the end of the financial year and there is no more funding allocated for this scheme.

Steve Lovelock enquired about the proposed parking schemes that have been identified and asked if tenants would be consulted regarding the proposals. The Tenancy Services Manager confirmed that tenants would be consulted before any of the proposed parking schemes were put in place.

It was AGREED that the Board notes 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 items discussed at the Forum meeting included; a presentation from the Head of Building Services on the new Vanguard system, a presentation by the Tenancy Services Manager on an update on Tenancy Services including estate improvements, Collingwood Court, Window Cleaning, Sheltered Housing at Melvin Jones House, Sweeping of communal areas and bin stores and the next South East Training event.

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

**10. HOUSING TENANCY BOARD WORK PROGRAMME 2014/15**

The Board considered a report by the Director of Community which reviewed the Board work programme for 2014/15.

It was AGREED that the proposed work programme for 2014/15 be approved.

(The meeting started at 6.00 pm  
and ended at 7.04 pm).



# FAREHAM

## BOROUGH COUNCIL

### Report to Housing Tenancy Board

**Date**                    **26 January 2015**

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

**Subject:**              **HOUSING REVENUE ACCOUNT INCLUDING HOUSING CAPITAL  
PROGRAMME FOR 2015/16**

#### **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 2 February 2015.

#### **RECOMMENDATION**

That the Board recommend to the Executive that:-

- a) Individual rents increases be approved for Council Dwellings with effect from 6 April 2015;
- b) Rents for Council garages to be increased by 5% with effect from 6 April 2015;
- c) Discretionary fees & charges to be increased to provide an increase of 5%, where possible, with effect from 6 April 2015;
- d) The revised budget for 2014/15 be approved;
- e) The base budget for 2015/16 be approved;
- f) The capital programme and financing for 2014/15 to 2018/19 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 2014/15 and 2015/16 for the Board to consider. On 6 October 2014, the Executive approved the Council's Finance Strategy for 2015/16 and later years. The budget guidelines contained within the Strategy have been used as a basis for the Housing Revenue Account (HRA) spending plans.

## CAPITAL PROGRAMME - APPENDIX A

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

Year	£'000
2014/15	7,351
2015/16	11,232
2016/17	3,207
2017/18	2,240
2018/19	2,375
	<u>26,405</u>

3. The financing of the capital programme is mainly from the Major Repairs Reserve, Revenue Contributions to Capital, external grants, and 1:4:1 receipts from Right-to-Buy (RTB) sales.
4. The major schemes in 2015/16 and 2016/17 are the construction of 16 flats in Palmerston Avenue, 6 houses in Coldeast Close and a new sheltered scheme at the former Coldeast site plus improvements to existing stock.
5. Following the changes to the Right-to-Buy scheme, we are required to utilise retained 1:4:1 RTB 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.
6. Now that we are using our own staff for building repairs, there is a requirement to purchase vehicles for the team. It is anticipated that these will be replaced on a rolling five year programme.

## REVENUE BUDGETS

7. The following tables summarise the base and revised budgets for 2014/15 and the base budget for 2015/16, of the HRA and its Repairs Account.
8. Until this year, we have maintained a fixed year-end balance on the Repairs Account of £1,800,000. This balance has existed for many years and has not been called upon. The purpose of the reserve was to protect the revenue account from fluctuations in the level of repairs. It is now intended to reduce the year-end balance to £1,000,000 at the end of 2014/15 and £500,000 at the end of 2015/16 which will have the effect of a reduced transfer from the Housing Revenue Account for the next three years.

	<b>Base Budget 2014/15 £000s</b>	<b>Revised Budget 2014/15 £000s</b>	<b>Base Budget 2015/16 £000s</b>
<b>Housing Revenue Account</b>			
Income from service	-12,120	-11,983	-12,268
Expenditure on service	6,962	4,881	5,086
Net cost of service	<b>-5,158</b>	<b>-7,102</b>	<b>-7,182</b>
Interest paid and received	1,721	1,735	1,702
Revenue contribution to capital expenditure etc.	3,852	4,776	5,836
Surplus (-ve) / deficit	<b>415</b>	<b>-591</b>	<b>356</b>
Opening Balance	-4,908	-4,118	-4,709
Closing Balance	<b>-4,493</b>	<b>-4,709</b>	<b>-4,353</b>
<b>Housing Repairs Account</b>			
Income	-1,679	-874	-1,081
Expenditure	1,679	1,674	1,581
(Surplus) / deficit	<b>0</b>	<b>800</b>	<b>500</b>
Opening balance	-1,800	-1,800	-1,000
Closing balance	<b>-1,800</b>	<b>-1,000</b>	<b>-500</b>
<b>Overall closing balance</b>	<b>-6,293</b>	<b>-5,709</b>	<b>-4,853</b>

## **RENT INCREASES – APPENDIX B**

9. Rents are set in line with the Government's rent setting policy. In the Spending Review of 2013, the Government announced its intention that social rents would increase by CPI +1% from 2015/16 - 2024/25. This was formalised in the Guidance on Rents for Social Housing issued by DCLG in May 2014. CPI as at end of September was 1.2%. Rents will therefore increase by 2.2%.
10. When we left the HRA Subsidy System, rents were assumed to continue to move towards convergence by 2015/16. The aforementioned Spending Review took away the ability for Local Authorities to increase rents, for tenants in situ, to achieve convergence by the said date.
11. To enable us to achieve convergence, we let vacant properties at Formula Rents.
12. Appendix B shows examples of proposed new rents.

## **FEES AND CHARGES - APPENDIX C**

13. The current fees and charges for the HRA and the proposed charges for 2015/16 are set out in appendix C. The proposed discretionary fees have been increased wherever possible to achieve a 5% increase.
14. The statutory charge is subject to the control and advice of Government. The current level of charge has been set at the maximum allowed.

## **CONCLUSION**

15. The Board is asked to review the revised budget for 2014/15, the base budget for 2015/16, the capital programme, the recommend increased to rents and charges and to consider whether it wishes to submit comments for consideration by the Executive.

### **Background Papers:**

### **Reference Papers:**

HRA 30 year Business Plan

Report to the Executive 6 October – Annual Review of the Council's Finance Strategy

[DCLG - Guidance on Rents for Social housing](#)

### **Enquiries:**

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

**APPENDIX A**

	2014/15	2015/16	2016/17	2017/18	2018/19
<b>CAPITAL PROGRAMME AND FINANCING</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
Housing Improvements	2,047	2,150	2,182	2,215	2,260
Mobility Scooter Storage	20	20			
Converting front gardens for car parking	25	25	25	25	25
Collingwood Court	4,067	152			
Coldeast Sheltered		5,500			
Palmerston Avenue	200	1,713			
Allotment Road	100	900			
Stock Repurchase	790	772			
Garage purchase	22				
123 Bridge Road			1,000		
Vehicles	80				90
<b>TOTAL</b>	<b>7,351</b>	<b>11,232</b>	<b>3,207</b>	<b>2,240</b>	<b>2,375</b>
<b>FINANCED BY:</b>					
Revenue contributions to Capital	2,612	3,672	1,827	1,000	1,134
Major Repairs Reserve	4,287	1,240	1,240	1,240	1,240
1:4:1 Receipts	139	232			
Grants and Contributions	313	1,160	140		
Capital Fund		4,928			
<b>TOTAL</b>	<b>7,351</b>	<b>11,232</b>	<b>3,207</b>	<b>2,240</b>	<b>2,374</b>



## FEES AND CHARGES 2015/16

	Existing Charge inc VAT	Proposed Charge inc VAT	Increase
<b><u>Discretionary Charges</u></b>			
<b>Sheltered Accommodation for the Elderly</b>			
Guest Room Charge – single occupancy per night	£7.35	£7.70	4.76%
Guest Room Charge - per couple per night	£10.50	£11.00	4.76%
<b>Rechargeable Repairs to Council houses</b>			
a) Abortive visit by Officer, Surveyor or Tradesman – Standard charge per visit	£42.50	£44.60	4.94%
b) Rechargeable works	These will be assessed individually at the time the work is carried out		
c) Service charges to purchasers of flats and maisonettes	These annual charges are made in advance on the basis of estimated costs. Once the actual cost is known, a retrospective adjustment is made.		
<b>Recharge of Officer time in agreeing any consent to freeholders</b>			
Fee per occurrence	£79.40	£83.40	5.04%
<b><u>Statutory Charge</u></b>			
<b>Sale of Council Houses</b>			
Legal and administration fees in connection with granting a service charge loan (statutory maximum of £100)	£100.00	£100.00	0.0%





# FAREHAM

## BOROUGH COUNCIL

### Report to Housing Tenancy Board

**Date**                **26 January 2015**

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

**Subject:**           **IMPACT OF THE 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 tenants.

#### **RECOMMENDATION**

That Board members note the contents of the report.

## 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. Board members last received a report on the impact the RSRS on 27 January 2014.

## IMPACT OF REMOVAL OF SPARE ROOM SUBSIDY

5. Officers monitor the rent accounts of those tenants affected by the RSRS every 2-3 months to gauge the impact this is having.
6. As at 7 December 2014 there are 116 tenants that are affected by the RSRS, 100 of these are under-occupying by one bedroom and 16 by two or more bedrooms.
7. Of the tenants affected by the RSRS 54 were in rent arrears (equivalent to 47%) at 7 December 2014; 30 of these tenants were in arrears prior to the RSRS (equivalent to 64%). The remaining 62 cases are showing either a clear or credit balance on their rent account.
8. Of the 54 tenants in arrears 36 are making payments and reducing their arrears. In the remaining 18 cases arrears are increasing and further recovery action is to be taken. In 3 of the cases requiring further action application for warrant of eviction are being considered.
9. The 54 tenants in arrears as at 7 December 2014 owed a total of £32,328. This is an increase of £5,245 for RSRS cases since April 2013.
10. 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
15	< £50
7	>£50 but <£100
6	>£100 but <£250
8	>£250 but <£500
8	>£500 but <£1000
4	>£1000 but <£2000
6	>£2000
<b>54</b>	<b>Total</b>

## DISCRETIONARY HOUSING PAYMENT (DHP)

11. Tenants affected by the RSRS may be entitled to receive further financial assistance in making up the shortfall in HB by claiming 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 13 tenants affected by the RSRS in receipt of DHP.
14. In 7 of the 13 cases DHP has resulted in the tenant having nothing to pay other than any outstanding arrears; five of the six remaining cases the tenants are making payments and arrears are reducing and in one case further recovery action is being taken.

## **REHOUSING**

15. Since April 2013 7 tenants affected by the RSRS have moved to smaller accommodation; all by way of an exchange.
16. As at 18 December 2014 there were 7 tenants affected by the RSRS under-occupying their home registered on HomeSwapper looking to exchange to smaller accommodation; of these 5 were under-occupying by one bedroom and two by 2 or more bedrooms.
17. In contrast there are 23 tenants registered on HomeSwapper that are overcrowded and looking for larger accommodation; 12 of these are looking for an extra bedroom and 11 are looking for 2 or more extra bedrooms.
18. As at 18 December 2014 there are 2 tenants registered on the HWL that have been affected by RSRS and looking to move to smaller accommodation both tenants 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.

## **RISK ASSESSMENT**

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

## **CONCLUSION**

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

**Background Papers:** None

**Reference Papers:** Impact of Removal of the Spare Room Subsidy –  
Report to Housing Tenancy Board 27 January 2014

## **Enquiries:**

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



# FAREHAM

## BOROUGH COUNCIL

### Report to Housing Tenancy Board

**Date**                    26 January 2015

**Report of:**            Director of Community

**Subject:**                QUARTERLY PERFORMANCE REPORT - 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 RENT ARREARS

2. The level of current tenant rent arrears as at week ending 4 January 2015 is shown in the table below:

Period	Arrears Total (£)	Arrears as % of Rent Due and Collectable	Arrears compared to previous period	Arrears compared to similar period in previous year
Oct – Dec 2014	£247,965.43	2.13	↓	↓

3. A breakdown of current tenant arrears as at week ending 4 January 2015 by patch area is shown in the table below:

Arrears Banding (£)	Portchester & SW Fareham	North Fareham	Stubbington & SE Fareham	Western Wards
< 100	£2024.42 (52 cases)	£2284.41 (52 cases)	£2216.45 (47 cases)	£2150.23 (52 cases)
100 - 249	£4631.83 (28 cases)	£4891.84 (29 cases)	£4428.32 (27 cases)	£3825.19 (22 cases)
250 - 499	£8485.81 (23 cases)	£8958.03 (25 cases)	£11106.77 (30 cases)	£9383.75 (26 cases)
500 - 999	£16033.04 (22 cases)	£24323.43 (35 cases)	£17105.81 (23 cases)	£11834.63 (15 cases)
1000 - 1999	£24048.39 (16 cases)	£6641.51 (5 cases)	£14068.29 (11 cases)	£8085.46 (5 cases)
➤ 2000	£13663.06 (5 cases)	£15111.48 (5 cases)	£9495.05 (4 cases)	£23168.23 (8 cases)
Total	£68886.55 (146 cases)	£62210.70 (151 cases)	£58420.69 (142 cases)	£58447.49 (128 cases)

## RENT ARREARS RECOVERY ACTION

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

Period	Notices Seeking Possession / Notices to Quit	Comparison to previous period	Possession hearings at Court	Comparison to previous period
Oct – Dec 2014	44	↓	12	↓

5. The possession hearings at court resulted in the following outcomes:
- 5 Stays of Eviction (where the tenant was successful in preventing their eviction)
  - 4 Suspended Possession Orders
  - 3 cases were adjourned on terms
6. Since the last meeting of the Board there has been 1 eviction due to rent arrears. The tenant was a single male without any dependants.

## EMPTY HOMES - RELETTING TIMES AND RENT LOSS

7. The average time taken to relet the Council's empty homes from April to December 2014 is shown in the table below.
8. Properties deemed "hard to let" have been excluded from the relet times shown below:

Oct – Dec 2014	Relet Times (Calendar Days)	Comparison to previous period	Comparison to previous year
General Purpose	26.84	↓	↓
Sheltered	35.92	↓	↑
General Purpose and Sheltered	30.35	↓	↑

9. At the end of December 2014 there were 28 empty properties; 18 were general needs housing properties and 10 were sheltered housing properties.
10. In terms of rent loss due to empty homes, the rent loss was £98,200. This equates to 1.19% of the total rent due to date. This is a reduction of 0.07% in percentage terms on the previous quarter.

## ANTI-SOCIAL BEHAVIOUR (ASB)

11. The table below provides Board members with reported incidents of ASB. The main complaints involved erratic behaviour and nuisance caused by alcohol/substance misuse. Currently there are 2 tenants on Acceptable Behaviour Contracts and 1 Introductory tenant has been served with a Notice to extend their tenancy because of issues with ASB. This case is being monitored closely and some improvements have been noted since the service of the Notice.

Period	Number of reported incidents	Comparison to previous quarter	No. of serious cases	Comparison to similar period in previous year
Oct – Dec 2014	5	↓	0	↓

## ESTATE MANAGEMENT

12. In the period October to December 2014, 9 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
Angelus Close 14/10/2014	Uneven footpath leading to several front doors.  Non-residents using parking spaces	Site visited carried out by Building Services. Resurfacing work to commence 19/01/2015.  Letters sent to non-residents and the situation has greatly improved
Baytree Lodge 11/11/2014	No issues identified.	
Marchesi Court 16/12/2014	Unwanted items left on communal landing area	Items now removed by the person responsible and letter sent warning about Health & Safety in communal landing areas
Bishopsfield Road (All flats and maisonettes) 21/10/2014	Fly-tipping at Tebourba House	Streetscene asked to remove items from drying area. Items were removed on 27/10/14.
Linden Lea & Robinson Court 06/11/2014	Tree overhanging drying area at rear of 84-96 Linden Lea	Quote for work received and was carried out on 21/11/14
St Michael's Road,	Road-sweeping not carried	Reported to Streetscene



Locksheath 04/11/2014	out at bottom end of road.	and regular sweeps are now taking place.
Bellfield 07/11/2014	Overgrown hedges crossing a public footpath at a private address	Owner written to and hedges now cut back
Valentine Close 04/11/2014	Damaged footpath outside flats  Rubbish left on landings and bin store	Reported to Highways and repair now completed  Landings and bin store now cleared. Offender unknown but letter sent to the block regarding tenant responsibilities in keeping communal areas clear.

13. 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.
14. Quarterly Performance meetings are held with the service provider and the last meeting was held on 9 December 2014.
15. The table below provides Board members with information on the level of satisfaction for the last quarter and the overall satisfaction level for the year to date. The table also shows the percentage of all sites where feed-back was obtained

<b>Period</b>	<b>Block Cleaning Satisfaction %</b>	<b>Comparison to previous quarter</b>	<b>Feed-back Sample Size</b>	<b>Overall % satisfaction for year to date</b>
Oct – Dec 2014	90	↔	79	↑

16. The service provider has been carrying out quality checks over the last few months which has highlighted any problems earlier on and is reported to have improved the overall service provided.
17. The external areas around housing blocks and general needs 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. Feed-back is obtained from tenant and leaseholder representatives and housing staff and is collated to give an overall % satisfaction rate.
18. Quarterly performance meetings are held with the service provider and the last meeting was held on 10 December 2014.

19. The table below provides Board members with information on the level of satisfaction for the last quarter – together with further information on how this compared to the previous quarter and the overall satisfaction rate for the year to date. The table also shows the percentage of all sites where feed-back was obtained.

<b>Period</b>	<b>Grounds Maintenance Satisfaction %</b>	<b>Comparison to previous quarter</b>	<b>Feed-back Sample Size %</b>	<b>Overall % Satisfaction for year to date</b>
Oct – Dec 2014	95	↑	57	↑

## **TENANT INVOLVEMENT**

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

<b>Date</b>	<b>Event</b>	<b>Purpose</b>
25 October 2014	South Coast Training	Provides high-quality training on a variety of housing-related topics.
28 October 2014	Angelus Close Residents meeting	To consult with residents about the provision of window cleaning and whether they wished to “opt-out” of the service
30 October 2014	TSG Meeting	To discuss and review the gas service provided
6 November 2014	Editorial Panel Meeting	To discuss the content of the current newsletter and finalise the content.
25 November 2014	Block Captain/Estate Monitors Meeting	To discuss the cleaning and grounds maintenance service and to identify areas of improvement, as necessary.
4 December 2014	Tenant & Leaseholder Forum Meeting	General Housing Service issues were discussed.
9 December 2014	Cleaning Contract Review Meeting	To discuss and review performance of the cleaning service provided.
10 December 2014	Grounds Maintenance Review Meeting	To discuss and review performance of the grounds Maintenance service provided.

21. In addition to the dates in the table above the Tenancy Services Manager and the Sheltered Housing Tenant representative on the Housing Tenancy Board attended coffee mornings/afternoon tea with sheltered housing tenants at Lincoln Close, Garden Court, Assheton Court, Barnfield Court, Frosthole Close and Melvin Jones House to discuss any general sheltered housing issues.

22. The Tenant Forum met on 4 December 2014. The meeting was attended by tenants/leaseholders and the main items discussed were:

- Presentation by Principal Environmental Health Officer and Pest Control Officer where advice regarding dog nuisance and other pests was given
- A brief presentation was given about the commencement of Vanguard Intervention in Tenancy Services

### **RISK ASSESSMENT**

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

### **CONCLUSION**

24. 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:** None

### **Enquiries:**

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



# FAREHAM

## BOROUGH COUNCIL

### Report to Housing Tenancy Board

**Date**                    **26 January 2015**

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

**Subject:**                **QUARTERLY PERFORMANCE REPORT - BUILDING SERVICES**

#### **SUMMARY**

This report provides performance measures of the system for Housing Repairs and an update for planned maintenance projects.

#### **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 and an update on the delivery of the capital programme by the planned maintenance team

## **HOUSING REPAIRS SYSTEM**

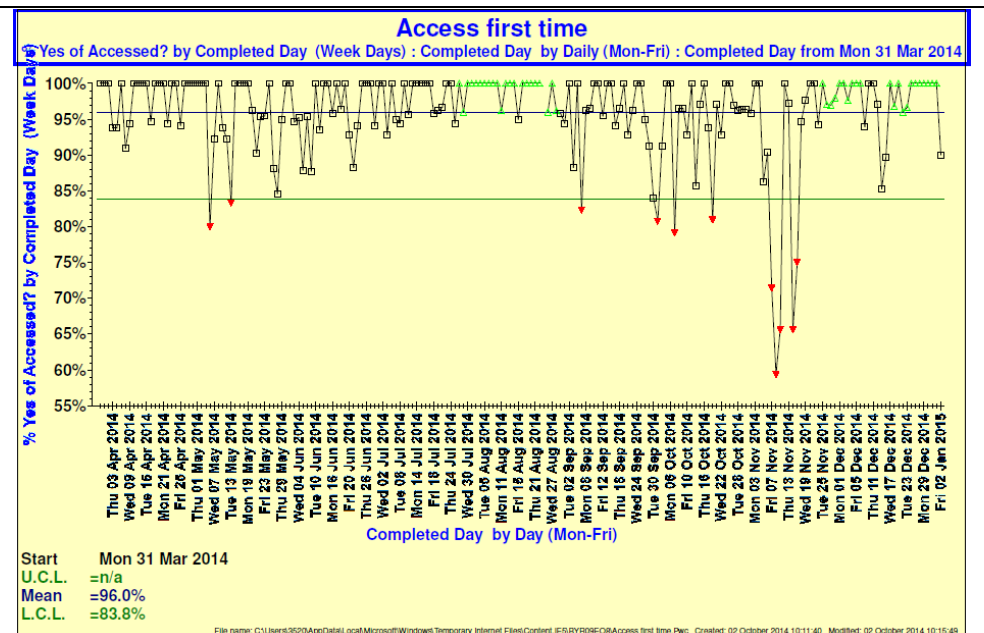
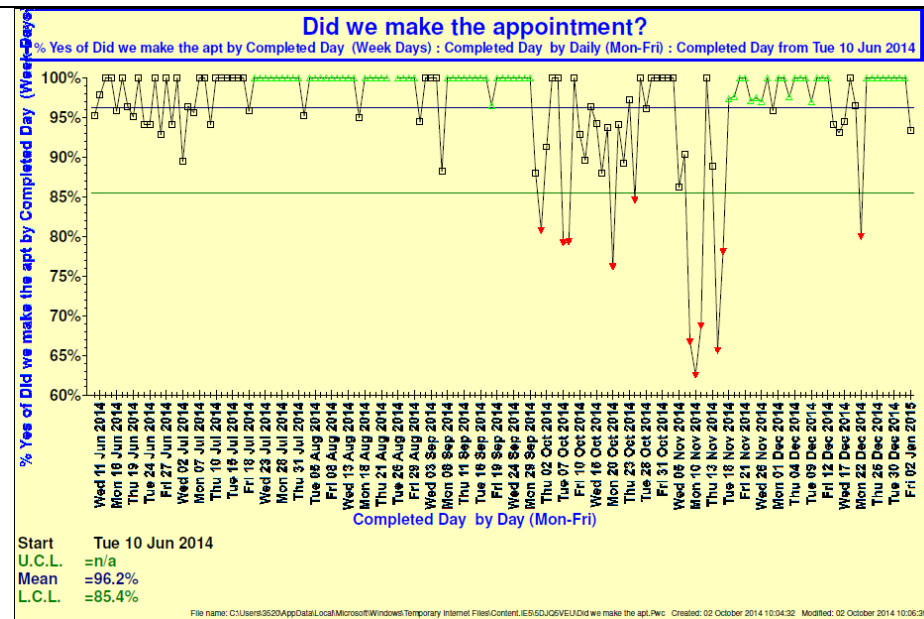
2. The Housing Repairs Intervention team continue applying the new system for 62% of the Council housing stock; this is having gained confidence in the new way of working for a smaller number of Council owned homes.
3. The new system consists of five steps that are of value to our customers when they need a repair to their home. These are:
  - i. Get clean info – Name, address, contact number, brief detail of the problem, date and time when it is convenient for us to attend
  - ii. Allocate – at the right time, allocate the job to an operative with the right skills
  - iii. Access – attend at the right time, be polite, courteous and presentable
  - iv. Diagnose – identify the root cause of the problem, understand the individual needs of the customer and tailor a solution that is necessary and proportionate
  - v. Repair – use the right skills and have access to the right materials to fix the problem
4. The performance of the new system is demonstrated by measures that reflect what matters to our customers:
  - (a) Did we turn up when we said we would (at the time convenient to the customer)?
  - (b) Did we get the operative with the right skills to visit the customer first time?
  - (c) Did we do the right repair?
  - (d) How long did we take?
5. The next few pages of this report provide the performance of the new system using the measures through the journey of a customer and include a comment regarding what the measures demonstrate.

## Housing Repairs system Value Steps



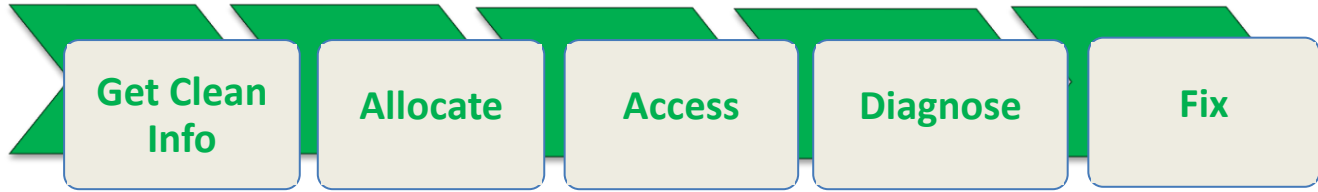
### What matters to our customer: Did we turn up when we said we would?

### Value Step: Access



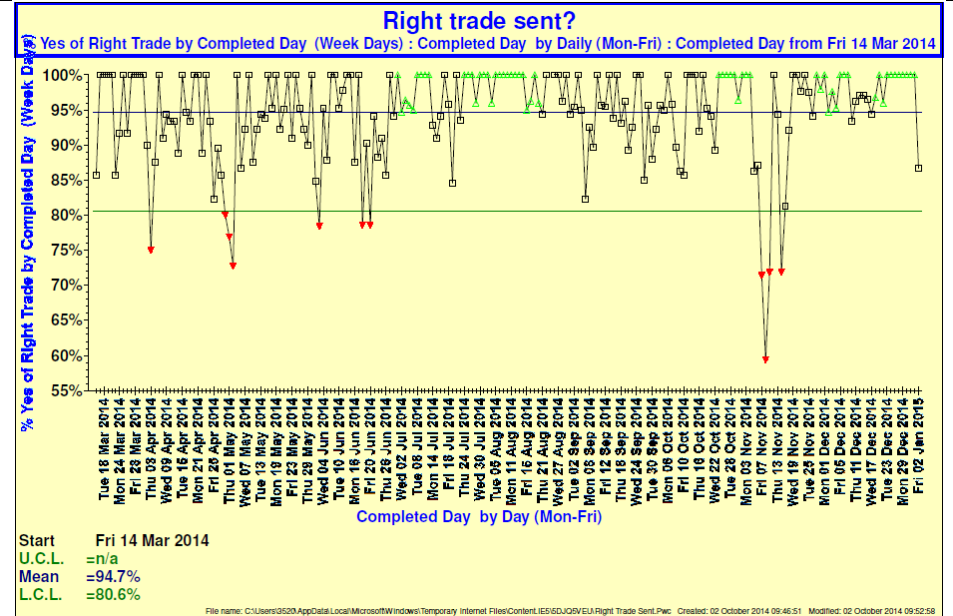
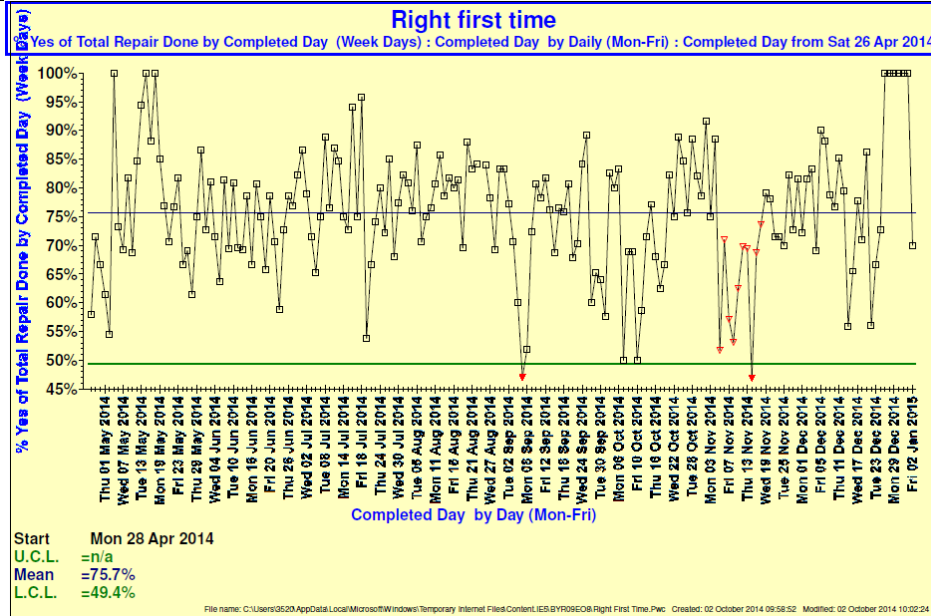
The measures demonstrate that **we are meeting what matters to our customers** by achieving high levels of attendance at the appointed day and time albeit performance reduced during November identifying the need for an additional operative to the team. With this resolved, performance has returned to its previous **high level**.

# Housing Repairs system Value Steps



What matters to our customer: Did we get it right 1<sup>st</sup> time?

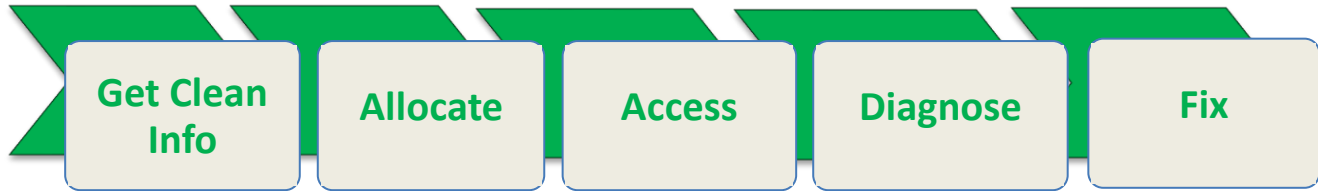
Value Step: Diagnose



The measures demonstrate a sustained **stable trend** of getting an operative with the right skills to the property so that we accurately diagnose the root cause of the situation and tailor the solution to meet the individual customers' needs.

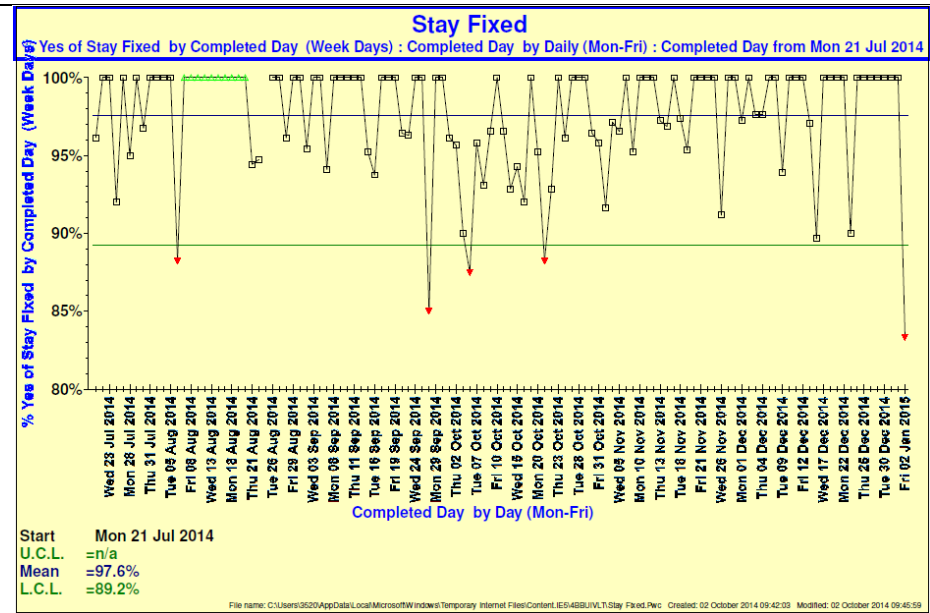
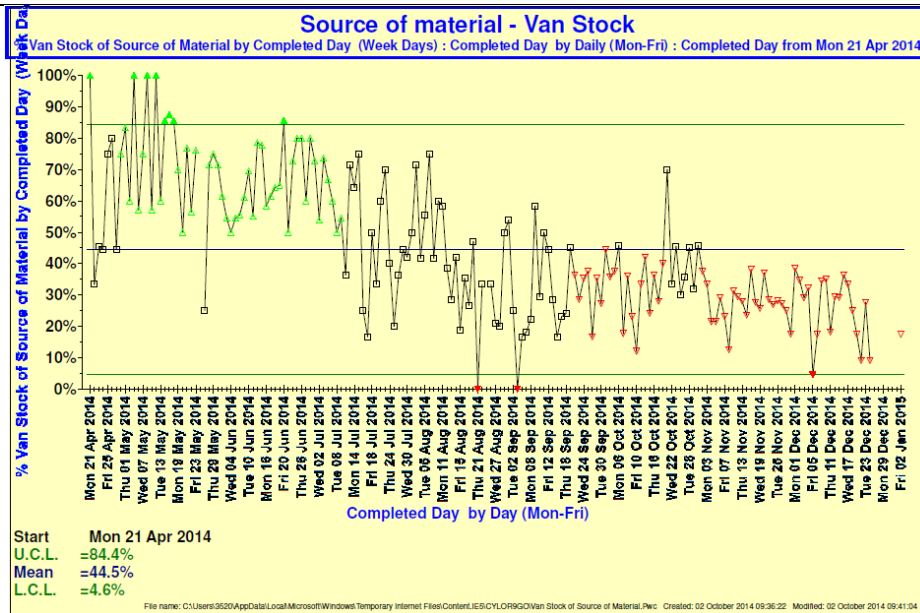


# Housing Repairs system Value Steps



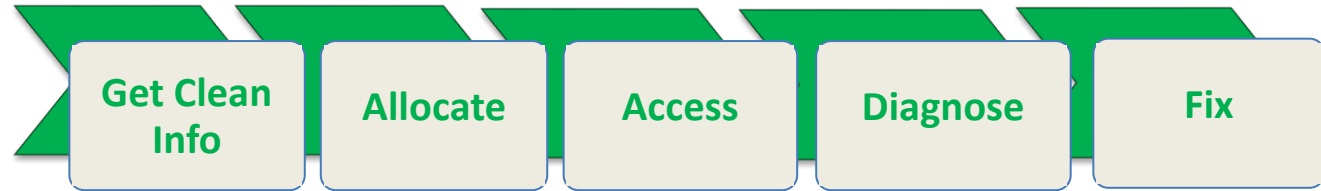
What matters to our customer: Did we do the right repair?

Value Step: Fix



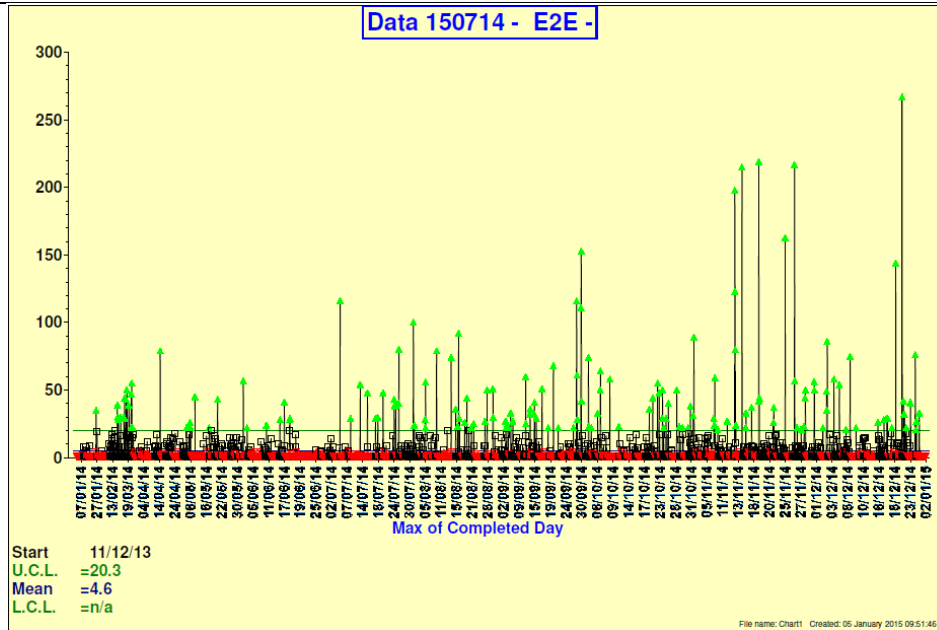
The measures continue to demonstrate a **declining trend** in the volume of work undertaken using van stock materials and a sustained and **extremely high trend** of repairs staying fixed. The decline in van stocks being used is the result of an increase in works requiring large materials such as sheets of plasterboard and replacement double glazed units. There has been an apparent reduction in the number of minor repairs being reported such as dripping taps and lock repairs that further explains the recent trend. A consequence of the tradesman focusing on doing the right repair is reflected positively in the 'Stay Fixed' performance, eliminating future failure demand for the customer and the service.

## Housing Repairs system Value Steps



What matters to our customer: How long did we take?

Value Step: n/a



Although not directly related to a value step, the time it takes to complete repairs is measured. The time begins from when it is first convenient with the customer for us to attend through to when the repair is completed. The overall performance of the system was affected by an apparent shortage of available tradesmen during November however this was rectified and performance has returned to its previous position. Customer feedback continues to reflect on the positive impact of the new way the system is working.

## PLANNED MAINTENANCE PROJECTS

6. The current planned maintenance projects are being progressed by a combination of tender opportunities and utilising existing long term agreements. Brief details of current and proposed projects are detailed below:
- a) Kitchen and bathroom modernisations continue to be undertaken using an existing contract arrangement with MITIE Property Services. These are generally identified by responsive repairs team as the programmes of inspections were found to be ineffective.
  - b) A scheme for recycling and refuse bin store improvements at Garden Courts has been identified. The feasibility and design work has been completed following delays due to design brief changes and tree issues. Planning approval has been granted and construction work anticipated to be undertaken in April 2015.
  - c) Replacement gas boilers and central heating systems are being undertaken through an existing contract arrangement with Liberty Gas for all reactive demand.
  - d) The Council has reviewed its approach to periodic electrical inspections of the housing stock. A new approach is now implemented where the competent engineer advises the number of years between inspections based on a risk assessment informed by the condition of the installation, usage and number of repairs identified at the last inspection. This should mean that intervals between inspections for satisfactory installations is 10 years; realising savings without increasing the risk to property or persons.
  - e) Communal areas at Garden Court and Frosthole Close have received emergency lighting upgrade work, including the rewiring of all lighting circuits and removal of the redundant back-up generators. Asbestos removal works were undertaken in conjunction with this work.
  - f) A package of energy efficiency measures is being implemented at Arras House flats, Nashe Way, including replacement front entrance doors, replacement windows, installation of gas fired central heating, over-bath showers and extractor fans. Works commenced during August 2014 and will be completed by February 2015.
  - g) A number of customers living at Crofton Court, Bells Lane recently advised that their windows were draughty and were subsequently visited by the Housing Repairs Intervention team. It was found that the windows for the complete site are old and beyond economical repair therefore a window replacement project has now commenced with installation work anticipated to be undertaken during February and March 2015.
  - h) A Council wide external works project (road surfacing, highway repairs, line marking etc.) will be procured following works being identified including, Thorni Avenue drop kerbs with new forecourt parking, Spencer Court / Nelson Court additional parking and Trafalgar Court drying area. Work is anticipated to be undertaken during summer 2015.
  - i) A proposed project to carry out concrete repairs and protective coatings to

blocks of flats and maisonettes across the borough will be tendered in the near future. Engineering Consultants were commissioned and carried out condition surveys and developed a schedule of works for the procurement of the required remedial works. The report informed the Council on preventative maintenance programmes to maintain the life of the concrete element of the buildings. The findings concluded that the concrete structures were generally in good condition and there is no immediate action required, therefore the project for preventative maintenance is being reviewed at regular intervals and will commence during 2015.

- j) Various improvements to security doors and door entry systems for communal entrance areas have been completed at Belvoir Close flats, Northmore Close, Locks Heath, King George Road flats and Frosthole Close Common Room Facility. St Mary's Road flats are due to receive improvements following quotations being sought.
- k) Disabled adaptations are being undertaken through the schedule of rates contract with Comserv. Extensions and major internal alterations are being progressed within the borough, with additional top up fund contributions by Hampshire County Council's Occupational Therapy Department where required.
- l) In accordance with legislation, the Council has a statutory obligation to ensure all gas heating appliances have an annual landlord safety check. The current aim is to service all gas appliances every 10 months. TSG Building Services Ltd is currently appointed as our gas appliance servicing and repairs contractor.

The percentage of properties with a current gas safety certificate is currently at 99.8% as of 17 December 2014 meaning that 3 homes have failed to permit access on a number of appointments. 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**

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

## **CONCLUSION**

- 8. This report demonstrates that the housing repairs system is working very effectively and variations in performance measures have been highlighted.
- 9. The progress of planned maintenance projects has been provided with good progress being achieved against project timetables.

**Background Papers:**

None

**Reference Papers:**

None

**Enquiries:**

For further information on this report please contact Chris Newman. (Ext 4849 )



# FAREHAM

## BOROUGH COUNCIL

### Report to Housing Tenancy Board

**Date** 26 January 2015

**Report of:** Director of Community

**Subject:** PRELIMINARY REVIEW OF WORK PROGRAMME FOR 2014/15  
AND PRELIMINARY DRAFT WORK PROGRAMME FOR 2015/16

#### SUMMARY

At the meeting of the Board on 21 April 2015, members will be asked to review the outcome of the work programme for 2014/15 and finalise the draft work programme for 2015/16 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

Board members are asked to:-

- (a) confirm, the Work Programme for the remainder of the year 2014/15 and endorse any revisions listed within the report;
- (b) give an early assessment of progress in 2014/15;
- (c) give initial consideration of the work programme for 2015/16; 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 21 April 2015. 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 18 May 2015.
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 2014/15**

3. At the first meeting of the Board on 28 July 2014 members gave consideration to a Work Programme for 2014/15 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 20 October 2014. 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 2014/15**

4. There are no revisions or amendments to the current work programme.

## **PLANNING WORK PROGRAMME FOR 2015/16**

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:-

### **July 2015**

- Tenancy Services Performance Report for 2015/16 (April – June)
- Building Services Performance Report for 2015/16 (April – June)
- Work Programme 2015/16

### **October 2015**

- Tenancy Services Performance Report for 2015/16 (July – Sept)
- Building Services Performance Report for 2015/16 (July – Sept)
- Update on Estate Improvements Programme 2015/16
- Work Programme 2015/16



## **January 2016**

- Housing Revenue Account including the Housing Capital Programme for 2016/17
- Tenancy Services Performance Report for 2015/16 (Oct – Dec)
- Building Services Performance Report for 2015/16 (Oct - Dec)
- Preliminary review of Work Programme for 2015/16 and preliminary draft Work Programme for 2016/17

## **April 2016**

- Estate Improvements Programme 2016-17
- Tenancy Services Performance Report for 2015/16 (Jan – March 2015)
- Building Services Performance Report for 2015/16 (Jan – March 2015)
- Review of Annual Work Programme for 2015/16 and final consideration of draft Work Programme for 2016/17

## **RISK ASSESSMENT**

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

## **CONCLUSION**

8. This report has provided Board members with a review of the work programme for 2014/15 and an outline work programme for 2015/16.

**Appendix A:** Work Programme for 2014/2015

**Background Papers:** None

**Reference Papers:** Minutes of Housing Tenancy Board 20 October 2014

## **Enquiries:**

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

## HOUSING TENANCY BOARD –WORK PROGRAMME 2014/2015

Date	Subject
28 July 2014	<ul style="list-style-type: none"> <li>• Review of Work Programme 2014/15</li> <li>• Quarterly Performance Report – Tenancy Services</li> <li>• Quarterly Performance Report – Building Services</li> <li>• Appointment of Co-opted Tenant and Leaseholder Representatives and Deputies to the Housing Tenancy Board</li> <li>• Tenant and Leaseholder Satisfaction Survey</li> </ul>
20 October 2014	<ul style="list-style-type: none"> <li>• Review of Work Programme 2014/15</li> <li>• Quarterly Performance Report - Tenancy Services</li> <li>• Quarterly Performance Report - Building Services</li> <li>• Update on Estate Improvement Programme 2014/2015 (including update on mobility scooter storage and parking)</li> </ul>
26 January 2015	<ul style="list-style-type: none"> <li>• Preliminary review of Work Programme for 2014/15 and preliminary draft Work Programme for 2015/16</li> <li>• Housing Revenue Account including Housing Capital Programme for 2015/16</li> <li>• Update on the impact of the removal of the spare room subsidy (RSRS)</li> <li>• Quarterly Performance Report - Tenancy Services</li> <li>• Quarterly Performance Report - Building Services</li> </ul>
21 April 2015	<ul style="list-style-type: none"> <li>• Review of Annual Work Programme for 2014/15 and final consideration of draft Work Programme for 2015/16</li> <li>• Annual Performance Report for 2014/15 - Tenancy Services</li> <li>• Annual Performance Report for 2014/15 - Building Services</li> <li>• Estate Improvement Programme for 2015/16</li> <li>• Update on Regulatory Framework for Social Housing</li> </ul>