

# FAREHAM

BOROUGH COUNCIL

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

**Date:** Monday, 20 May 2013

**Venue:** Collingwood Room - Civic Offices

**PRESENT:**

Councillor P J Davies (Chairman)

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

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



**1. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor Mrs K Mandry, Alderman E Crouch and Co-opted member Graham Wood.

**2. MINUTES**

It was AGREED that the minutes of the Housing Tenancy Board held on 18 March 2013 be confirmed and signed as a correct record.

**3. CHAIRMAN'S ANNOUNCEMENTS**

The Chairman welcomed Councillor David Whittingham to the Board.

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

There were no declarations of interest made at this meeting.

**5. DEPUTATIONS**

The Board received deputations from Mrs Mary Tree and Mr Clifford Murray regarding the recent increase in charges for Sheltered Guest Rooms (see item 6 below).

Mrs Tree and Mr Murray were thanked accordingly for their deputations.

**6. REVIEW OF SHELTERED GUEST ROOM CHARGE**

At the request of the Chairman, this item was brought forward as it was concerning the deputations that were made.

The Board discussed this item at length, taking into account the comments made by Mrs Tree and Mr Clifford (at item 5 above).

It was proposed that option (d) of the report be amended to state £7.00 for one person per night instead of the current £6.95.

It was AGREED that, subject to the amendment above, the Board recommends that the Executive endorse option (d), which reads "Reduce the charge to £7.00 for one person per night and £10.00 per night for a couple" .

**7. TENANCY SERVICES PERFORMANCE REPORT FOR 2012/13**

At the request of Chairman, the Work Programme was moved to the end of the agenda in order for any issues that arose during the meeting could be considered for the Work Programme.

The Board considered a report by the Director of Community on the performance monitoring data for Tenancy Services, which covered rent arrears, repossessions, void property management, estate inspections, anti-social behaviour and tenant consultation.

The report was presented by the Senior Housing Management Officer who took questions from members after each section of the report.

**Rent Arrears:**

The Senior Housing Management Officer acknowledged that the total arrears figure is extremely high, but did inform the Board that the figures have been run again twice since the report was created and the figures have started to decrease.

The Board expressed concern over the increase in rent arrears and the impact that the welfare reform will have on this in the coming months. The Board was informed that the Tenancy Services Division has nominated a current officer to tackle the smaller rent arrears cases as there are a larger amount of these which could be resolved quicker and would help reduce the arrear total.

**Anti-Social Behaviour:**

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

**Estate Management:**

Steve Lovelock raised the issue of no residents attending the estate inspection at Spencer Court stating that no one attended as no one was advised of the inspection. Feedback would be given to the appropriate Housing Officer. The Board were also advised that officers have been encouraged to send out flyers a week in advance of the Estate Inspections to ensure that all residents are notified.

Brian Lee raised the issue of redundant dry areas, and in particular the drying area at St Quentin house which is attracting anti-social behaviour. The Tenancy Services Manager confirmed that a consultation to remove the drying area at St Quentin House is due to begin shortly.

**Tenant Involvement:**

It was suggested that a Councillor attend all Estate Inspections in order to gain a better understanding of the issues raised by residents. The Senior Housing Management Officer informed the Board that plans to include Ward Councillor's in Estate Inspections have already been put into motion.

Steve Lovelock expressed a concern that issues raised from the tenant's forum are not being passed on to the Housing Tenancy Board and suggested that the minutes from the Tenants forum be added to the Board agenda for information only. The Director of Community reminded the co-opted members that they can suggest any items/issues to be added onto the Board's work programme.

It was AGREED that:-

- (a) the Board noted the content of the report.
- (b) the minutes from the tenant's forum be appended to future agendas for information only.

**8. BUILDING SERVICES PERFORMANCE REPORT FOR 2012/13**

The Board considered a report by the Director of Finance and Resources regarding the monitoring data for Building Service for 2012/13.

The Head of Building Services informed the Board that in addition to the information contained within the report he also had information regarding customer complaints for the period of 1 April 2012 to 31 March 2013. Thirteen complaints were received regarding Responsive Repairs and 28 complaints were received regarding Gas Servicing. There was a significant increase in complaints in March 2013 this was due to the extended cold weather and these numbers have now significantly decreased.

Several members of the Board raised an issue with the customer satisfaction cards, concerning the disparity of the cards being given out by contractors. The Head of Building Services assured the Board that discussions have taken place with the contractors to reinforce the importance of the cards.

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

**9. HOUSING CAPITAL PROGRAMME 2013/14**

The Board considered a report by the Director of Finance and Resources concerning the Capital Investment Programme for the Housing Stock for 2013/14.

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

**10. HOUSING TENANCY BOARD WORK PROGRAMME - 2013/14**

The Board considered a report by the Director of Community on the work programme for 2013/14. The Board's attention was drawn to the amendments to the work programme at item 2 of the report.

The Chairman had noted several items during the course of the meeting, which he felt needed to be considered for adding to the Work Programme.

It was AGREED that:-

- (a) a report on the impact of the welfare reform be added to the Work Programme on 27 January 2014;
- (b) a report on the review of Customer Satisfaction be added to the Work Programme on 28 October 2013;
- (c) subject to the revisions set out in the report, and the above amendments, the Work Programme for 2013/14 be approved; and
- (d) the updated Work Programme for 2013/14, attached as Appendix A to these minutes, be submitted to the Executive for information.

(The meeting started at 6.00 pm and ended at 7.45 pm).

## APPENDIX A

## HOUSING TENANCY BOARD –WORK PROGRAMME 2013/2014

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

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