

FAREHAM

BOROUGH COUNCIL

AGENDA HOUSING TENANCY BOARD

Date: Monday, 28 October 2013

Time: 6.00 pm

Venue: Council Chamber - 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:

Alderman E Crouch
Mrs P Weaver
Mr G Wood
Mr B Lee
Mr S Lovelock

Deputy Co-opted Members:

Mrs E Bailey
Miss E Bartlett



1. Apologies for Absence

2. Minutes (Pages 1 - 6)

To confirm as a correct record the minutes of the Housing Tenancy Board meeting held on 29 July 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. Quarterly Performance Monitoring Report for Building Services (Pages 7 - 20)

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

7. Quarterly Performance Monitoring Report for Tenancy Services (Pages 21 - 28)

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

8. Review of Car Parking on Housing Estates (Pages 29 - 32)

To consider a report by the Director of Community on a review of Car Parking on Housing Estates.

9. Estate Improvements Programme 2013/14 - An Update (Pages 33 - 36)

To consider a report by the Director of Community on an update to the Estate Improvements Programme 2013/14.

10. Housing Services Complaints (Pages 37 - 40)

To consider a report by the Director of Community on Housing Services Complaints.

11. Findings from Energy and Water Survey (Pages 41 - 56)

To consider a report by the Director of Streetscene on the Findings from the Energy and Water Survey.

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. Housing Tenancy Board Work Programme 2013/14 (Pages 57 - 60)

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

18 October 2013

**For further information please contact:
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democraticservices@fareham.gov.uk**

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FAREHAM

BOROUGH COUNCIL

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

Date: Monday, 29 July 2013

Venue: Collingwood Room - Civic Offices

PRESENT:

Councillor P J Davies (Chairman)

Mrs K Mandry (Vice-Chairman)

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

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

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



1. APOLOGIES FOR ABSENCE

An apology for absence was received from Mr Graham Wood.

2. MINUTES

It was AGREED that the minutes of the Housing Tenancy Board held on 20 May 2013 be confirmed and signed as a correct record.

3. CHAIRMAN'S ANNOUNCEMENTS

There were no Chairman's announcements.

4. DECLARATIONS OF INTEREST AND DISCLOSURES OF ADVICE OR DIRECTIONS

There were no declarations of interest made at this meeting.

5. DEPUTATIONS

There were no deputations made at this meeting.

6. QUARTERLY PERFORMANCE REPORT - TENANCY SERVICES

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

Rent Arrears

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

Empty Homes

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

Anti-Social Behaviour

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

Estate Management

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

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

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

7. QUARTERLY PERFORMANCE REPORT - BUILDING SERVICES

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

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

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

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

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

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

8. REVIEW OF TENANCY AGREEMENTS

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

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

9. GENERAL TENANTS FORUM - CHAIRMAN'S REPORT

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

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

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

10. WORK PROGRAMME 2013/14

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

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

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

It was AGREED that:

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

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

Appendix A

HOUSING TENANCY BOARD –WORK PROGRAMME 2013/2014

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

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

Unallocated items

- Review of Tenant Cashback Scheme Pilots'

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date **28 October 2013**

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

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 2nd 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 21%, the level continues to 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 has been 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 not being met, therefore again the issued orders for this period will be checked to ascertain that the correct priorities are being attached.
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 as 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. This work is being tendered and anticipated to be completed by February 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 100% as of 12th September 2013 meaning all homes have permitted access. Some 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 30 September 2013

Performance Indicator	Statistics	Result	Target
Overall satisfaction with the responsive repairs service	845 returned cards during the period	99%	98%

Emergency Repairs - to be completed within 24hrs

Percentage of emergency repairs completed within target	1169 in target from 1191 completions	98%	98%
Ave. job cost for emergency repairs (£)	Ave. from 1191 completions	50.54	74.30
Number of emergency jobs as a percentage of responsive repairs	1191 from a total of 3919 completions	30%	20%

Urgent Repairs - to be completed within 5 days

Percentage of urgent repairs completed within target	1600 in target from 1672 completions	96%	98%
Ave. job cost for urgent repairs (£)	Ave. from 1672 completions	79.37	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	1672 from a total of 3919 completions	42%	30%

Routine Repairs - to be completed within 20 days

Percentage of routine repairs completed within target	1016 in target from 1056 completions	95%	95%
Ave. job cost for routine repairs (£)	Ave. from 1056 completions	312.95	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	1056 from a total of 3919 completions	27%	50%

17 complaints were received and recorded of various issues which have been resolved satisfactory.

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 £590,123</p> <p>Committed: £150,431</p> <p>Totals:</p> <p>112 Kitchen modernisations completed.</p> <p>143 Bathroom modernisations completed.</p> <p>This investment programme is to renew 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. 104 kitchens and 72 bathroom modernisations have been completed with 63 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 are offered a wet room (level access) showering facility in lieu of a standard bathroom modernisation, considering the 'lifetime home' initiative adopted by the Council for new build homes. Open days were held for residents to promote this investment and deal with any concerns. The</p>

Programme	Details
	<p>All common areas are inspected twice a year programme identifying any required works.</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. This work is being tendered and anticipated to be completed by February 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 £74,382</p> <p>Committed: £51,082</p> <p>24 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>(Autumn/Winter 2013 project)</p> <p>(Winter 2013 project)</p>	<p>Budget: £200,000 plus c/fwd from 2012/13 of £43,364</p> <p>Expended £71,521</p> <p>Committed: £248,480</p> <p>170 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 are due their periodic electrical inspections to communal areas. These will be undertaken during the winter period.</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 for the Autumn/Winter of 2013. Electrical engineering consultants have designed and developed the works, which has now been tendered and being evaluated.</p>
<p>Window & Door Replacements</p> <p>(Spring 2014 project)</p> <p>(Autumn 2013 project)</p>	<p>Budget: £350,000 plus c/fwd from 2012/13 of £138,093</p> <p>Expended £12,246</p> <p>Committed: £237,437</p> <p>14 properties received major repairs/replacements</p> <p>This budget will finance the first phase of replacement double glazed windows. The new stock condition survey will inform the programme accordingly together with known stock information, subject to validation surveys.</p> <p>Replacement doors are being procured for properties in Portchester and Fareham, including Kenwood Road, Roman Grove, Webb Road, Valentine Close, Park Walk</p>

	<p>and Nashe Way. 192 front and 169 rear doors have been identified. This will include some leasehold dwellings therefore it is subject to the formal service charge notification process. The anticipated commencement of these replacements is December 2013. The windows at these roads were found to be in good condition and therefore were deferred for replacement by 5 years.</p>
<p>External Works</p>	<p>Budget: £50,000</p> <p>Expended £42,795</p> <p>Committed: £59,082</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 the new stock condition survey. Such work will include fascia and soffit replacements with PVCu, re-pointing brickwork, chimney replacements, rebuilding boundary walls, relaying paths, etc. Validation survey work will be undertaken by Building Services to verify the extent of the suggested work. Any works identified during reactive visits will be undertaken using this budget.</p> <p>A Council wide external works (road surfacing, highway repairs, line marking etc) project has been tendered.</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 recent stock condition survey. This is the result of the works undertaken across the borough within a 5 year roofing partnership contract with a local contractor which was completed in 2008.</p> <p>A nominal budget provision has been made to address any properties identified as requiring significant roofing repair or renewal works.</p> <p>Frosthole Close will be surveyed to ascertain the condition of the bay window flat roofs. Any subsequent works will be funded from this budget.</p>

<p>Structural Repairs</p> <p>(Spring 2014 project)</p>	<p>Budget: £150,000</p> <p>Expended £5,199</p> <p>Committed: Nil</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 maisonettes across the borough will be tendered during the winter with anticipation to undertake the works during the summer months.</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 survey work was required to investigate the reasons for common cracks in the balcony walkways. 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</p>

	anticipated to commence in December.
Mobility Scooter Storage	<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>
Drain Replacements	<p>Budget: £20,000</p> <p>Expended £12,510</p> <p>Committed: £1,086</p> <p>70 properties benefitted from this expenditure.</p> <p>This budget will be used to finance ad hoc drainage replacement works identified by the Responsive Repairs team and supported by CCTV survey and reports that is not the responsibility of Southern Water.</p>
Revenue Budgets of interest to the Board:	
Disabled Adaptations (Ongoing long-term arrangement)	<p>Budget: £186,000 plus c/fwd from 2012/13 of £98,512</p> <p>Expended £101,515</p> <p>Committed: £250,579</p> <p>103 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</p>

<p>(Spring 2014 projects)</p>	<p>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 it is likely that works will not commence until the following financial year. The committed sums will be carried forward.</p>
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<p>External Redecoration</p> <p>(Spring 2013 projects)</p>	<p>Budget: £150,000 plus c/fwd of £53,702</p> <p>External redecorations and associated repairs are carried out on a 7 year cyclical programme to maintain the Council's and leaseholders assets.</p> <p>The works have been undertaken using the long-term contract with Imperial Building and Decorating Contractors, who were due to commence their 3rd year of a 7 year term contract in spring 2012. Unfortunately the contractor has now become insolvent.</p> <p>A new 7 year contract arrangement is now being procured to progress the redecoration of properties, in preparation to commence in spring 2014.</p>
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FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date **28 October 2013**

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 6 October 2013 the level of current tenant arrears stood at £299,664.

Period	Arrears Total (£)	Arrears as % of Collectable Debit	Arrears compared to previous period	Arrears compared to similar period in previous year
Jul – Sept 2013	299,664	2.70	↑	↑

3. There has been an increase in current tenant arrears of £13,751 since the last quarter's report. This follows trends from previous years where during summer months there generally is an increase in arrears.
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	£2686.70 (62 cases)	£2437.74 (56 cases)	£1740.37 (42 cases)	£2700.31 (65 cases)
100 - 249	£8059.53 (49 cases)	£6820.35 (43 cases)	£6126.60 (38 cases)	£3048.78 (18 cases)
250 - 499	£8482.55 (24 cases)	£10834.18 (30 cases)	£10980.89 (32 cases)	£7799.58 (21 cases)
500 - 999	£12158.50 (16 cases)	£18466.22 (26 cases)	£16949.72 (23 cases)	£10018.70 (14 cases)
1000 - 1999	£25306.82 (18 cases)	£23492.18 (17 cases)	£20857.79 (15 cases)	£18863.08 (14 cases)
➤ 2000	£8679.14 (8 cases)	£23025.45 (7 cases)	£11495.65 (6 cases)	£23075.73 (8 cases)
Total	£77533.81 (177 cases)	£85076.12 (179 cases)	£71547.96 (156 cases)	£65506.18 (140 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
Jul – Sept 2013	30	↑	13	↔

6. The possession hearings at court resulted in 1 outright possession, 2 adjourned on terms, 2 adjourned for 28 days to allow claims for Housing Benefit to be investigated, and 8 suspended possession orders.
7. Since the last meeting of the Board there has been 1 eviction.

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 April to September 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	Relet Times (Calendar Days)	Comparison to previous period	Comparison to similar period in previous year
April to Sept 2013			
General Purpose	25.09	↓	↑
Sheltered	27.74	↑	↓
General Purpose and Sheltered	25.75	↓	↓

10. At the end of September 2013, there were 26 empty properties – of which 11 were general needs and 15 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%. In financial terms this is equivalent to £56,776.

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 noise nuisance caused by tenants and/or their visitors whilst consuming alcohol. Currently there are 5 tenants on an Acceptable Behaviour Contract and 1 tenant subject to possession proceedings.

Period	Number of reported incidents	Comparison to previous quarter	No. of serious cases	Comparison to similar period in previous year
Jul – Sept 2013	8	↑	2	↔

ESTATE MANAGEMENT

13. In the period July to September 2013 inclusive, 15 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
Alexander Grove (12/07/2013)	Garages requiring repairs	Privately-owned garage has received advice for repairs.
Coniston Walk (26/07/2013)	No litter/dog waste bin	Bin ordered through Streetscene
Dolphin Court (09/08/2013)	Weeds growing through drying area	Email to Streetscene and work now complete
Northways & Westways (23/08/2013)	Blocked guttering to three properties in Northways	Reported to Responsive Repairs and an order for the clearance has been placed
Bishopsfield Road flats and maisonettes (12/07/2013)	Poor window cleaning to communal areas.	Reported to Monitoring Officer and clean has now taken place
Linden Lea / Robinson Court (16/08/2013)	No issues. Cleaning and Grounds Maintenance good	N/A
Garden Court and Newtown flats (12/09/2013)	Condition of rear boundary fence deteriorating	Building Services to inspect and repair
Frosthole Close (06/08/2013)	Blocked guttering and broken boundary fencing	Building Services have cleared the guttering and are due to inspect the fence
Gaza House, Arras House and Nashe Way (27/09/2013)	Uneven paved area outside Gaza House. Rubbish outside property in Arras House	Building Services to survey paved area. Rubbish removed outside Arras House property and tenant to be invoiced.

Nashe House, Hillson House, Hill Walk & Park Walk (27/09/2013)	Bins not put away by tenants at Nashe House and recycling bins contaminated	Letter to all residents stating bins must be put back in bin area and recycling leaflets sent to the whole block.
Lodge Road flats (15/07/2013)	No issues. Grassed areas all cut and tidy. All drying and refuse areas clean and tidy.	N/A
Ransome Close (27/08/2013)	Build-up of weeds and litter in the walkways off Ransome Close	Streetscene to carry out a one-off tidy to these areas
Bellfield (27/08/2013)	No issues. No fly-tipping and all grounds maintenance work carried out to a satisfactory standard.	N/A
Addison Road (03/09/2013)	Overgrown garden and poor line-marking in parking bays	Garden belongs to an abandoned property which is being repossessed in October 2013. Hampshire Highways advised of the line-marking and date for work awaited.
St Michael's Road (10/09/2013)	Overgrown conifers at rear of flats.	Quotes being obtained and trees to be reduced in height.

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 collated to give an overall satisfaction rate.

15. Quarterly performance meetings are held with the service provider and the last meeting was held on 7 August 2013.

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

Period	Block Cleaning Satisfaction %	Comparison to previous quarter	Feed-Back Sample Size %	Overall % satisfaction for the year to date
Jul – Sept 2013	75	↑	69	73

17. The unsatisfactory responses were mainly regarding poor window cleaning and stairwells not cleaning properly. These issues have been a problem for a while but improvements have been seen in the past couple of months through liaison with the service provider.
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 12 September 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
Jul – Sept 2013	72	↔	54	72

21. The unsatisfactory responses were generally about grass-cutting with comments that the grass is not blown or swept off paths. This issue have been brought to the attention of the service provider.

TENANT INVOLVEMENT

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

Date	Event	Purpose
July 2013	TSG meeting	To discuss and review the gas service provided
July 2013	MITIE meeting	To discuss and review the kitchen and bathroom modernisation work carried out
July 2013	Editorial Panel meeting	To help produce the newsletter and service user leaflets

August 2013	OCS meeting	To discuss and review the communal cleaning contract
August 2013	Tenant Forum meeting	To discuss general housing service issues To raise awareness of housing matters
August 2013	Leaseholder Forum	To discuss leaseholder issues To raise awareness of leaseholder matter
September 2013	Comserv meeting	To discuss and review the repairs service provided
September 2013	Sheltered Housing Forum	To discuss sheltered housing service issues

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

TENANTS FORUM

- Presentation and discussion regarding the role of the Area Housing Estates Officer
- New Tenancy Agreement

SHELTERED HOUSING FORUM

- Sheltered Housing Review
- Support Services for Older Persons in the Community

LEASEHOLDER FORUM

- Estate Improvements
- Service charges

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

Background Papers: None

Reference Papers: Minutes of Housing Tenancy Board 29 July 2013

Enquiries:

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

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date **28 October 2013**

Report of: **Director of Community**

Subject: **REVIEW OF CAR PARKING ON HOUSING ESTATES**

SUMMARY

This report provides the Board with findings from a survey of car parking provision on housing estates.

RECOMMENDATION

That the Board notes the survey findings and comments on whether funding should be set aside from the Housing Capital Programme to improve parking at identified locations where parking appears to be an issue.

INTRODUCTION

1. At the Board's meeting on 18 June 2012 there was discussion as to whether money should be set aside from the Housing Capital Programme to fund parking improvements on council housing land.
2. The Board resolved that officers be requested to review parking provision across the Borough and report back to the Board together with any proposals for parking improvements.

PARKING SURVEY

3. To help assess the need for parking improvements at housing sites a survey was carried out by the Tenancy Services Team over the summer months to identify what parking provision there is at each location.
4. Parking provision includes the following:
 - a) Off road parking in the form of a designated car park on housing land;
 - b) Parking bays in housing service areas;
 - c) Garages;
 - d) Off road parking in garden of individual dwelling;
 - e) Layby parking (Highway); and
 - f) Road parking (Highway)
5. Officers carrying out the survey were asked to:
 - a) Identify what parking provision there is at each site;
 - b) Identify how many parking spaces are available at each site;
 - c) Identify any particular parking issues at each site; and
 - d) Comment on signage and line marking

FINDINGS FROM THE SURVEY

6. The findings from the survey identified parking issues at a number of housing sites. These included the following:
 - a) Where residents were parking on grass verges;
 - b) Where residents were parking on the footpath;
 - c) Where limited parking was available;
 - d) Where designated spaces were not being used correctly;
 - e) Where parking caused an obstruction;
7. Survey findings are shown in the table at the top of page 3.

Location	Issue(s)	Options for Consideration
Barnes Close	Limited spaces available	Off road
Baytree Lodge	Designated spaces are not being used correctly	Improved Signage
Bellfield	Parking on grassed areas	Dragons Teeth
Belvoir Close	Limited spaces available	Additional spaces
Beverley Close	Designated spaces are not being used correctly	Improved Signage
Birchen Road	Parking on Footpath	Off road
Caen House	Limited spaces available	Review garage & drying area site
Cort Way	Parking on grass verges	Off road
Crofton Court	Designated spaces are not being used correctly	Improved signage
Flanders House	Limited spaces available	Review garage & drying area site
Fort Fareham Road	Limited spaces available	Off road
Foster Close	Causing obstruction for others	Improved Signage
Foy Gardens	Causing obstruction for others	Improved Signage
Frosthole Close	Limited spaces available	Additional spaces
Gosport Road (Stubbington)	Limited spaces available	Off road
Hewett House	Causing obstruction for others	Improved Signage
Holly Close	Parking on Footpath	Off road
Longfield Avenue	Limited spaces available	Off road
Marks Road	Limited spaces available	Off road
Marne House	Limited spaces available	Review garage & drying area site
Medina House	Limited spaces available	Review garage area
Meon House	Limited spaces available	Review garage area
Minden House	Limited spaces available	Additional spaces
Nelson Court	Limited spaces available	Additional spaces
Norman Close	Limited spaces available	New parking area
Ramillies House	Limited spaces available	Review garage & drying area site
Ransome Close	Designated spaces are not being used correctly	Improved Signage
Spencer Court	Parking on Grassed Areas & causing an obstruction	Dragons teeth and signage
Spithead House	Limited spaces available	Review garage area
Tebourba House	Limited spaces available	Review garage & drying area site
The Hillway	Parking on Footpath	Off road
Thorni Avenue	Causing obstruction for others	Off road
Trafalgar Court	Limited spaces available	Additional spaces
Vimy House	Limited spaces available	Review garage & drying area site
Wallington Court	Causing obstruction for others	Improved Signage
Widley Court	Driving over kerbs and grassed areas	Bollards/Dragons teeth

8. The survey also identified a number of sites where line marking to parking areas had faded and needed re-marking. These sites will be included in a future programme of works to be funded from the Estate Improvement budget.
9. The need for improved signage to a number of sites was identified and these will be progressed and funded as part of the Estate Improvement programme.
10. At sites where residents are driving across or parking on grassed areas consideration will be given to the installation of bollards and/or dragons teeth, again funded from the Estate Improvement programme.

PROPOSALS FOR IMPROVEMENT

11. It is proposed that consideration be given to the provision of off road parking at the following sites subject to feasibility in terms of practicality, cost and tenant consultation:

- Barnes Close, Birchen Road, Cort Way, Fort Fareham Road, Gosport Road (Stubbington), Holly Close, Longfield Avenue, Marks Road, The Hillway and Thorni Avenue.

12. Further feasibility work is required to determine if additional parking can be provided at the following sites:

- Belvoir Close, Caen House, Flanders House, Frosthole Close, Marne House, Medina House, Nelson Court, Norman Close, Ramillies House, Spithead House, Tebourba House, Trafalgar Court and Vimy House.

RISK ASSESSMENT

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

CONCLUSION

14. This report has provided board members with feedback following a survey of parking provision for council housing sites; and identified a number of proposals which may go some way to relieving parking issues at a number of locations.

Background Papers: None

Reference Papers: Housing Capital Programme Report and Minutes of Housing Tenancy Board 18 June 2012

Enquiries:

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

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date **28 October 2013**

Report of: **Director of Community**

Subject: **ESTATE IMPROVEMENTS PROGRAMME 2013/14 - AN UPDATE**

SUMMARY

This report provides Board members with an update on the schemes approved for 2013/14 together with schemes approved in previous years.

RECOMMENDATION

That Board members note the information contained in the report.

INTRODUCTION

1. At the Board's meeting on 18 March 2013 an update was provided of estate improvement schemes approved for 2012/13 together with details of schemes approved in previous years. The Board also approved schemes to be progressed in 2013/14.
2. A further update on outstanding schemes from previous years and progress on schemes approved for funding from 2013/14 budget are outlined in this report.

UPDATE ON ESTATE IMPROVEMENTS FOR 2013/14

3. An update for Board members information on the schemes identified for this financial year are shown in the table below:-

SCHEME	STAGE	COST/ ESTIMATED COST
Fencing work at Nashe Way	Works completed	£2,381
Landscaping work at Foster Close, & Beverley Close	To be progressed	£2,000
Drying lines at Frosthole Close & Garden Court	No longer being progressed	Nil
Signage work at Meon House, Western Court, Lincoln Close, King George Road, Frosthole Close & Trafalgar Court	Works completed	£1,481
Safety works at Western Court	Feasibility & Consultation	£750
Environmental works at Barnes Close	Costing	£1,000
Line marking at Dolphin Court, Endofield Close, Redwood Dr, St Michaels Rd & Beverley Cl	Works completed	£1,455
Privacy fencing at Frosthole Close	Works completed	£1,350
Removal of Drying Area at St Quentin House	Works ordered	£3,400
Bin storage area @ Marchesi Court	Survey & Consultation	Possible Capital Programme Funding
Noticeboards at housing blocks	To be progressed	£1,000
Landscaping work at Ransome Close & Winnards Park	To be progressed	£2,000
Bench seating and Bollards at Baytree Lodge	Works completed	£1,277
	Total	£18,094

4. Outstanding schemes are to be progressed in the coming months before the end of March 2014.

UPDATE ON ESTATE IMPROVEMENT SCHEMES FOR PREVIOUS YEARS

5. The table below provides Board members with an update on those estate improvement schemes that have previously been approved for funding:-

SCHEME	STAGE
Drying Area removal - Hillson House	Works completed
Lighting improvements at Chapelside	Works completed
Fencing work at Northmore Close	Works completed
Landscaping and Fencing work at Frosthole Close	Works completed

IDENTIFICATION OF ESTATE IMPROVEMENTS FOR 2014/15

6. Consultation with Tenant and Leaseholder Forums and issues arising from Estate Inspections over the next few months will go some way in helping to identify possible schemes for inclusion in a work programme for 2014/15.
7. A further report on the progress of the Estate Improvements outlined in this report, together with suggestions for 2014/15, will be considered at the Board's meeting in April 2014.

RISK ASSESSMENT

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

CONCLUSION

9. This report has provided Board members with an update on the progress of previously identified and approved estate improvement schemes.

Background Papers: None

Reference Papers: Estate Improvements Programme 2013-14 report to Housing Tenancy Board 18 March 2013

Enquiries:

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

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FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date **28 October 2013**

Report of: **Director of Community**

Subject: **HOUSING SERVICE COMPLAINTS**

SUMMARY

This report outlines the current method of dealing locally with housing service complaints together with an option on the future dealing of complaints. It also provides information about the new Housing Ombudsman service.

RECOMMENDATION

That the Board note the contents of the report and request the Executive to extend the role and remit of the Housing Tenancy Board to act as a Tenant Panel for the purpose of receiving complaints from tenants and or leaseholders.

INTRODUCTION

1. In the event that a tenant or leaseholder wishes to complain about the housing service they receive, they can do this in a number of ways including:
 - Raising this directly with the Housing team responsible for service delivery;
 - Raising this with their local councillor; and
 - Raising this with their local M.P.
2. If for any reason the complaint cannot be resolved by any of the above, a complaint can be raised through the Council's Corporate Complaints Procedure.
3. The investigation of a complaint under the Council's Corporate Complaints procedure involves the following stages:

Stage 1

The Head of Service in the department responsible for the service will investigate the complaint.

Stage 2

The Director of the department will review the complaint.

4. In the event that the complainant is still not satisfied with the explanation or resolution, the complainant has the right to contact the Ombudsman service. Further details about the Ombudsman service are shown below.

HOUSING OMBUDSMAN SERVICE

5. A new Housing Ombudsman service was set up in April this year to deal with all complaints about social housing. Previously tenants had the right to refer complaints about housing to the Local Government Ombudsman.
6. The Housing Ombudsman service will investigate complaints about a local authority's landlord function. These include the following;
 - Leasehold Services;
 - Moving to a Property;
 - Rent and Service Charges;
 - Occupancy Rights;
 - Property Condition - Repairs and Improvements;
 - Tenant Behaviour;
 - Estate Management;
 - Complaint Handling; and
 - Compensation

LOCAL GOVERNMENT OMBUDSMAN

7. The Local Government Ombudsman will continue to consider complaints about local authorities' wider activities. These include:
 - Housing Allocations under Housing Act 1996 Part 6;
 - Homelessness under Housing Act 1996 Part 7;
 - General Housing Advice;

- Housing Benefit;
- Housing Improvement Grants;
- Anti-Social Behaviour;
- Noise Nuisance;
- Sale or Disposal of land on Housing Estates; and
- Planning and Building Control at properties owned by a social landlord

OTHER OPTIONS FOR HANDLING COMPLAINTS

8. From April this year, the Localism Act 2011 has put in place new arrangements for dealing with complaints by social housing tenants against their landlord. Through the Act, councillors, MPs and tenant panels ('designated persons') will be given the opportunity to play a more active role in resolving complaints at a local level.
9. It could be argued that in a number of cases local representatives are already involved in the process of resolving complaints.
10. The Government feel that local people understand the issues that matter locally and are often well placed to offer solutions. Furthermore they want to see more complaints resolved locally. To this end local representatives (councillors) and tenant panels (designated persons) would be given 8 weeks to use their local knowledge and expertise to try to resolve issues and secure redress if things go wrong.
11. In further empowering local representatives and tenants it is important to note that a number of complaints involve the handling of sensitive and personal information which would not be appropriate to disclose for reasons of confidentiality and infringement of human rights.
12. The regulatory framework for social housing makes reference to a requirement under the Tenant Involvement and Empowerment Standard that landlords support the formation and activities of tenant panels. At the present time there is no designated tenant panel set up in Fareham to refer complaints to. To meet the requirements of the new standard, it is proposed that the role and remit of the Housing Tenancy Board be extended to include the role of a Tenant Panel. This would provide tenants with the option to submit their complaint via the tenant representatives serving on the Housing Tenancy Board in addition to the options outlined in paragraph 1 above.
13. In the event that a complaint is referred to the Housing Ombudsman service it is possible that the Council may be asked to provide evidence that there has been some discussion with tenants regarding the setting up of a designated tenant panel to consider complaints.

RISK ASSESSMENT

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

CONCLUSION

15. This report has provided board members with an outline of the current process for dealing with housing service complaints together with options for change that would involve tenants.

Background Papers: None

Reference Papers: Fareham Borough Council's Corporate Complaints Procedure and Letter from Department of Communities and Local Government 28 February 2013 regarding role of designated persons in complaints handling.

Enquiries:

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

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date **28 October 2013**

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

Subject: **FINDINGS FROM ENERGY AND WATER SURVEY**

SUMMARY

This report sets out presents the options for the retained housing stock to reduce energy and water demand and the subsequent impact on carbon emissions and energy bills.

RECOMMENDATION

That the Board notes and scrutinises the information contained within the report and endorse the implementation of energy and water reduction strategy.

INTRODUCTION

1. Fareham Borough Council has a moral obligation to reduce carbon emissions produced by its built assets, reducing energy bills for building users and reduce the water usage.
2. Fareham Borough Council engaged a consultancy to assist the development of a strategy for to reduce energy and water consumption across the Council housing stock.







EXECUTIVE SUMMARY

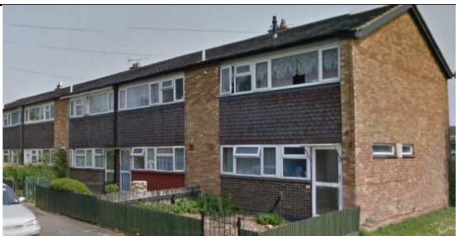


3. This energy and water strategy has been prepared for Fareham Borough Council and shows the options for the retained housing stock to reduce energy and water demand and the subsequent impact on carbon emissions and energy bills.
4. Fourteen different property types have been identified and these have been modelled in NHER SAP 2009 software to assist in the identification of cost and carbon effective measure for each property type.
5. Baseline data on energy demand, carbon emission and water use has been calculated and this is presented in [Section 1](#). A fabric first approach has been taken to reduce the energy demand of the dwellings by improving insulation and subsequent heat loss, then improving controls to the heating system and reducing water use. Then appropriate low and zero carbon technologies have been applied where suitable.
6. The impact of user behaviour is also considered as it is expected that within the timescales of this strategy, smart metering will be rolled out and this would be an opportunity to undertake a campaign to reduce energy and water use within the home. Details of this approach are shown in section 2.
7. [Section 3](#) considers the low and zero carbon technologies which are appropriate for the sites and house types and gives reasons why some technologies are not included in this strategy
8. The dwelling types are considered by typology and each type has been modelled and impact on energy use, carbon emission and bills are shown in [section 4](#). For each dwelling type the cost and payback of each action is given which leads to the recommendations made in [section 7](#)
9. The approach to water reduction is taken in [section 5](#) and [section 6](#) looks at the financial support mechanism available at the present time.

SUMMARY OF THE PROPERTY TYPES

10. The dwellings have been split into houses, flats and bungalows and for each property category there are a number of types based on construction details and design. A summary of the property types is shown below.

Ref Number	Category	Description	Example	Qty
1	Flat	2 bed maisonette blocks: Cavity wall, additional roof added. Gas heating		164
2	Flat	1 bed flats: Cavity wall, additional roof added. Electric heating		156
3	House	2/3/4 bed houses: Non-traditional Wimpey no-fines, Cornish, Reema. Gas central heating		113
4	Flat	1 and 2 bed flats: Non-traditional build Wimpey no fines, Unity, Cornish, Reema. Gas and electric central heating		134
5	Bungalow	1 and 2 bed: cavity construction/gas central heating		165
6	Flat	1 bed flats Sheltered housing: Cavity wall, electric heating		104

Ref Number	Category	Description	Example	Qty
7	Flat	Duplex Flats, 1 bed: Cavity construction with gas central heating		290
8	Flat	1 and 2 bed flats Traditional build: Cavity construction with gas central heating		282
9	Flat	1/2 bed flat/maisonette : Cavity construction, gas central heating		89
10	Flat	1/2 bed flat/maisonette: Cavity construction, Communal gas central Heating		40
11	Flat	1 bed flat Selleck Nicholls: Concrete/PVCu curtain walling. Gas central heating		19
11	House	2/3 bed house Selleck Nicholls: Concrete/PVCu curtain walling. Gas central heating		14

Ref Number	Category	Description	Example	Qty
12	House	3 and 4 bed houses: Cross wall/timber frame. Gas central heating		194
13	House	2/3/4 Traditional build: Cavity construction with gas central heating		467
14	Flat	0/1/2/3 bed flats H Block: Butterfly roof. Cavity construction Electric NSH		112

SAP RATINGS

11. The average SAP rating of the stock is 73 which equates to a C rating. How this compares to national averages is shown below. National Data is taken from the Office for National Statistics 2011.

Stock	SAP Rating	SAP Rating
Fareham BC	73	C
Social Housing average – England	59	D
Whole Stock – England	51	E
Private rented sector - England	50	E

12. The average SAP rating for the housing stock at Fareham compares well to the national average for social housing and is well above the average rating of E for the UK as a whole.

13. There is some variation in SAP rating between the different property types and this is show in the table below.

Dwelling Type	Ref No	SAP rating	SAP rating
Flats Seleck Nicholls	11	64	D
Non-traditional Flats- Electric Heating	4	65	D
House- Seleck Nicholls	11	65	D
Flats - Block of 24	2	70	C
Flats H Blocks butterfly roofs	14	70	C
House - Crosswall linked to timber frame	12	72	C
Bungalows	5	72	C
Flats - Garden Court	10	73	C
House- non traditional	3	74	C
House- traditional build	13	74	C
Flats - maisonette block	1	75	C
Flats - Duplex	7	76	C
Flats - Frosthole Close	9	76	C
Flats - traditional build	8	77	C
Flats - Electric Heating	6	78	C
Non-traditional Flats- Gas heating	4	78	C

ENERGY USE

14. There is a wide variation in the energy needed to heat each type of dwelling. The highest average energy demand and therefore the least energy efficient are the Selleck Nicholls houses (type 11). The dwelling with the least average energy demand and the most energy efficient are the electrically heated flats (type 6). This may not be reflected in fuel bills however as, electricity is on average three times as costly as natural gas. The ranges are shown in the table below.

Dwelling Type	Ref No	Energy for heating kWh/year	SAP rating
House- Seleck Nicholls	11	14003	65
House - Crosswall linked to timber frame	12	9402	72
House- traditional build	13	8759	74
Flats Seleck Nicholls	11	8758	64
House- non traditional	3	7255	74
Flats - maisonette block	1	6923	75
Bungalows	5	6623	72
Flats - Garden Court	10	6241	73
Non-traditional Flats- Electric Heating	4	5076	65
Non-traditional Flats- Gas heating	4	4541	78
Flats - traditional build	8	4598	77
Flats - Frosthole Close	9	4144	76
Flats - Duplex	7	4024	76
Flats H Blocks butterfly roofs	14	3617	70
Flats - Block of 24	2	2945	70
Flats - Electric Heating	6	2275	78

CARBON EMISSIONS

15. The amount of carbon dioxide gas emitted from a dwelling is a combination of the energy needed to provide heating, hot water and electricity and the fuel used, as each fuel type will have different emission per kWh. The main fuel types and their current emission factors are shown below. Emission factors can change for example as less nuclear fuel and more coal is used at power stations, the carbon content of electricity may rise in the short term. The carbon content of gas has increased as less North Sea gas is used and more is imported in liquid form.

16. The table below shows the average carbon dioxide emissions from the energy use for heating, hot water and electricity from each home.

Dwelling Type	Ref No	Carbon Emissions kg CO₂/year	Main heating fuel
Non-traditional Flats- Electric Heating	4	3591	Electricity
House- Seleck Nicholls	11	3580	Gas
Flats H Blocks butterfly roofs	14	2838	Electricity
House - Crosswall linked to timber frame	12	2771	Gas
House- traditional build	13	2654	Gas
Flats - Block of 24	2	2379	Gas
Flats Seleck Nicholls	11	2299	Gas
House- non traditional	3	2263	Gas
Flats - maisonette block	1	2176	Gas
Flats - Electric Heating	6	1951	Electricity
Flats - Garden Court	10	1928	Gas
Bungalows	5	1680	Gas
Non-traditional Flats- Gas heating	4	1645	Gas
Flats - traditional build	8	1621	Gas
Flats - Frosthole Close	9	1530	Gas
Flats - Duplex	7	1456	Gas

WATER USE

17. Water use was estimated using The Water Efficiency Calculator for New Dwellings 2009 published by the BRE. This is used as the standard assessment methodology by the Department of Communities and Local Government for showing compliance with Building Regulations and the Code for Sustainable Homes. The specification and water use in litres per person per day is show below.

Sanitary Specification	Water Use/Flow rate	Consumption /person/day in litres
Bath Armitage Shanks Sandringham	200 litres to capacity	100 litres
WC Armitage Shanks Sandringham dual flush	6/4 litres per flush	20.60 litres
Basin Taps Bristan 0.3 bar	17 litres/minute	28.44 litres
Kitchen Tap Bristan 0.3 bar	16.6 litres/minute	17.66 litres
Assumption for dishwasher		4.50 litres
Assumption for washing machine		17.16 litres
TOTAL per person per day		188.36 litres
Adjusted with normalisation factor litres per person per day		171.4

18. The estimated water use of 171.4 litres per person per day has been applied to the whole stock based on the following occupancy rates (taken from Live Tables on Household Characteristics ONS). Based on these assumptions the total water use for the current stock is estimated to be 74,281 litres per day or 271,126,882 litres per year.

19. The current performance targets for internal potable water use are shown below and compare to the current sanitary specification.

Performance Target	Maximum consumption of potable Water (Litres/person/day)
Fareham sanitary specification	171
Average UK water use	150
Building Regulations 17K compliance	125
Code for Sustainable Homes level 3/4	105
Code for Sustainable Homes Level 5/6	80

20. The table shows that the current sanitary specification could lead to more than average water use per year.

IMPROVING ENERGY EFFICIENCY

Approach

21. Each property type has been modelled in NHER SAP software to create the baseline data. Various energy efficiency improvements have been considered and the impacts on energy use and carbon emissions have been modelled. Some measures have been applied to all dwellings and others are more site specific.
22. The energy efficiency measures have been divided into two sections. The first section covers simpler measures which could be combined with existing programs (for example window or boiler replacement) or have a lower cost. It is assumed that where appropriate all of the simpler measures are applied before the more complex ones.
23. The second section covers more complex measures and rather than being applied sequentially each measure is applied alone and therefore one or all could be considered.

Energy Efficiency Measures - Simpler

24. Below are the simpler energy efficiency measures considered for the dwellings. Some are applied to all house types and some are more site specific. It is assumed that where appropriate all of these measures are applied before the more complex measures are considered.

ITEM	IMPROVEMENT	DETAIL
1	Insulation to roofs	Increase to 300mm
2	Replacement windows	Replacement windows and doors to achieve 1.4W/m ² K
3	Boilers and controls	Ensure each dwelling is fitted with Thermostatic Radiator Valves, a programmer and a room stat Consider installing weather compensators
4	Reduce water consumption	Installing over-bath showers and water efficient appliances (ie dual flush cisterns, low flow taps) when undertaking modernisation works.
5	User behaviour	Energy companies installing smart meters – education programme for residents

Energy Efficiency Measures - Complex

25. Below are the more complex energy efficiency measures considered for the dwellings. As with the simpler measures, some are applied to all house types and some are more site specific.

ITEM	IMPROVEMENT	DETAIL
1	Improve air permeability	Implement a complete building package of air permeability measures including draft proofing, gap sealant to doors, windows and service pipework and blocking up redundant fireplaces.
2	External insulation	Installation of external wall insulation to majority of homes.
3	Insulation to party walls	Investigate party walls with cavities and insulate to prevent thermal loss.
4	Renewables – Photovoltaic panels Biomass Systems	Install PV panels to flats and houses with south facing roofs of 30° – 45° Investigate installation of biomass heating and hot water system for some sheltered schemes.

STRATEGY

Energy

26. The survey has identified that the current energy efficiency rating for the whole housing stock positively exceeds the national performance rating for all groups, a reflection of good investment programmes over the past couple of decades. Generally, scope for improvement is small however a number of simple improvement measures remain available (see paragraph 24, items 1, 2, 3 and 5) to further improve the level of thermal comfort within the housing stock.

27. In addition, the survey identifies a small pocket of properties as requiring significant investment to achieve similar ratings as the vast majority of the stock. Therefore the viability of improvement measures or redevelopment of Selleck Nicholls type properties will be considered.

Water

28. The survey has identified that the average water consumption for the housing stock is 14% greater than the average UK water use of 150 litres per person per day.

Therefore, the specification for kitchen and bathroom modernisations will be updated to include the recommendation of this survey (see paragraph 24, item 4) to reduce water consumption to below the current average for the UK.

GRANTS AND FINANCIAL SUPPORT

29. Feed-in Tariffs (FITs) are payments made by energy companies to individuals or organisations who generate their own low carbon electricity. The FITs scheme, which has been operating in the UK since April 1st 2010, rewards owners of renewable energy technology by paying them for the green electricity that they generate even if they use it themselves.
30. The current rate for Feed in tariffs Feb 2013 – June 2013 from the OfGem website are shown in the table below. These rates are applicable for existing buildings and new build.

Size of system	Lower rate p/kWh	Middle rate p/kWh	Higher rate p/kWh	Lifetime
4kWp or less	7.10	13.90	15.44	20 years
4kWp – 10kWp	7.10	12.59	13.99	20 years
10kWp to 50 kWp	7.10	11.73	13.03	20 years

31. The medium rate is payable if the system owner (in this case Fareham BC) has more than 25 FIT registered PV installations (90% of the higher rate) For the purposes of any calculations it will be assumed that this middle rate is payable.
32. The table below shows the potential income per year and over 20 years for the PV array suggested for communal supply and for individual dwelling

Communal PV on blocks						
Dwelling Type	No	kWp per array	Estimated Annual kWh generated per array	Income from feed in Tariff at current rates (£ per year)	total energy per dwelling type	Income from feed in Tariff at current rates over 20 years*
2	8	2.88	2475	£344	19,800	£55,044.00
4b	2	7.2	6180	£778	12,360	£31,122.48
4b	1	16.8	14,420	£1,691	14,420	£33,829.32
6	1	16.8	14,420	£1,691	14,420	£33,829.32
TOTAL					75,420	£153,825.12

Renewable Heat Incentive

33. The renewable heat incentive is a similar subsidy to the Feed In Tariffs and it applied to heat rather than electrical generation. At present the following technologies are eligible however the first is the single option considered appropriate for further investigation.
- Biomass boilers

- Biogas combustion (but only up to 200kWth)
- Deep Geothermal
- Ground Source Heat Pumps (heating water)
- Energy from biomass proportion of Municipal Solid Waste
- Solar Thermal (but only up to 200kWth)
- Water Source Heat Pumps (heating water)

Biomass

34. The heat generated from a wood pellet boiler is also eligible for the RHI. The type 6 dwellings would need approximately 150kW or 105kW boilers for each development and this would be designated as small scale biomass (under 200kW).

35. The tariff system for biomass is more complex as there is a two tier system of payment. The current tariff (April 2013- March 2014) for small biomass are set out below and are fixed for 20 years.

Tariff name	Details	Tier 1 p/kWh	Tier 2 p/kWh
Small biomass	Less than 200 kW	8.6	2.2

36. The potential under the RHI is summarised in the table below.

Dwelling	Boiler Details	Hours of operation	Estimated RHI per year	Total RHI over 20 years (no adjustment for inflation)
Crofton Court	150kW	2,372	£20,441	£408,820
Downing Court	150kW	2,372	£20,441	£408,820
Western Court	105kW	2,372	£14,309	£286,180
Garden Court	150W	2,372	£20,441	£408,820

RISK ASSESSMENT

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

SUMMARY AND CONCLUSION

38. There are three key strands to this energy and water reduction strategy, to improve the energy efficiency of the dwellings, to reduce internal potable water use, which also impacts on hot water demand, and to install appropriate low and zero carbon technologies.
39. The houses and flats have been modelled on NHER SAP 2009 software to estimate the baseline energy, carbon and fuels costs of the housing stock today. Then a series of energy and water efficiency measures have been applied and a cost benefit analysis undertaken to enable work to be prioritised.
40. Internal potable water use was estimated using the BRE water use calculator and water saving measures suggested. The impact on energy by reducing hot water use was then calculated back into the energy, carbon and cost savings.
41. For energy efficiency, whilst there remains scope for improvement, the housing stock performs very well when benchmarked with national performance for social-rented and private rented accommodation. However, the stock performs below national average for water consumption where further scope for improvement has been identified.
42. Based on costs and payback timescales a phased approach is recommended and this has the potential to deliver the following fuel and carbon savings across the whole stock, including the energy supply to communal areas.

Background Papers: None

Reference Papers: None

Enquiries:

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

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FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date **28 October 2013**

Report of: **Director of Community**

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

SUMMARY

The proposed Work Programme for the year was agreed by the Board at its meeting on 29 July 2013.

RECOMMENDATION

Board members are invited to further review the Work Programme for the year 2013/2014 and endorse the revised changes as detailed in the report. The Work Programme for 2013/14 is attached as Appendix A.

INTRODUCTION

1. At the last meeting of the Board, on 29 July 2013, members agreed a draft Work Programme for 2013/14 which was submitted to the Executive at its meeting on 2 September 2013. The Work Programme is attached as Appendix A to this report.

AMENDMENT TO THE WORK PROGRAMME FOR 2013/14

2. The Board is requested to endorse the decision to amend the Work Programme as detailed below:-
 - (i) A report titled 'Review of Tenancy Agreement' has been added to the Board's agenda for 27 January 2014; and
 - (ii) Report on 'Review of Customer Satisfaction' scheduled for 28 October 2013 is no longer required so has been removed from the work programme.

RISK ASSESSMENT

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

CONCLUSION

4. The Board is now invited to:-
 - (i) endorse the decisions to make the revisions to the 2013/14 Work Programme as stated in paragraph 2 above;
 - (ii) confirm the programme items as set out in Appendix A; and
 - (iii) inform the Executive for information.

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

Background Papers: None

Reference Papers: Minutes of Housing Tenancy Board 29 July 2013 – Point 10.

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 • 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 	

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 	

Unallocated items

- Review of Tenant Cashback Scheme Pilots'