

# FAREHAM

## BOROUGH COUNCIL

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

**Date:** Tuesday, 22 April 2014

**Venue:** Collingwood Room - Civic Offices

**PRESENT:**

Councillor P J Davies (Chairman)

(Vice-Chairman)

**Councillors:** Mrs K K Trott and D M Whittingham

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

**Also Present:** Councillor B Bayford, Executive Member for Health and Housing (item 2)



**1. APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor Mrs K Mandry.

**2. MINUTES**

It was AGREED that the minutes of the Housing Tenancy Board held on 27 January 2014 be confirmed and signed as a correct record.

The Director of Community addressed the Board on this item in regards to minute item 6 – Arras House Petition. He explained to the Board that following the last Housing Tenancy Board meeting an offer was made to all residents of Arras House to replace or move their night storage heaters. Since that offer has been made the Director of Community met with the Head of Building Services and agreed a plan of works for Arras House that will include the installation of gas central heating and new UPVC windows and doors. Tenants and leaseholders are to be consulted on this proposal within the next few weeks.

At the invitation of the Chairman, Councillor Bayford Executive Member for Health and Housing addressed the Board on this item.

**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. TENANCY SERVICES PERFORMANCE REPORT FOR 2013/14**

The Board considered a report by the Director of Community on the Quarterly Performance Monitoring data 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 noted that rent arrears have significantly decreased since the last quarterly report. The Board also noted the increase in notices seeking possession and evictions.

**Empty Homes:**

The Board noted the increase in time in letting empty properties, it was explained to the Board that the main cause of the increase is with sheltered accommodation, some of which is becoming difficult to let since the recent

changes to the allocations policy came in, as fewer people are now eligible for these properties.

The Board discussed this item at length, concern was raised by Graham Wood regarding the possibility of reclassifying some sheltered properties to general needs properties as some sheltered tenants feel that mixed age groups will not be compatible due to differences in lifestyles. A suggestion of fitting stairlifts into some blocks of flats was suggested in order to encourage more sheltered applicants to apply for these properties. The Director of Community explained that the installation of stairlifts would be very costly and would not address the issue of letting the properties due to the requirements of the allocations policy and it would therefore not help reduce the pressure on the waiting list.

**Estate Management:**

The Board noted the results of the 6 Estate inspections that have taken place since the last meeting. Paula Weaver raised an issue regarding the lack of feedback from Housing Officers regarding issues identified at these meetings, and the length of time it is taking for some of these issues to be actioned. The Tenancy Services Manager asked for details of outstanding issues so that these can be followed up. He also advised the Board that issues regarding grounds maintenance works are being addressed and that tenants should soon see improvements in this service.

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

**7. ESTATE IMPROVEMENTS PROGRAMME 2014/15**

The Board considered a report by the Director of Community on the Estate Improvements Programme for 2014/15 and an update on the 2013/14 programme.

Paula Weaver raised an issue regarding the landscaping works at Ransome Close which should have been completed during 2013/14, and has now been deferred to the current year 2014/15. She stated that these works have been outstanding for some time and the works keep being deferred to the following year. The Tenancy Services Manager informed the Board that this is currently being addressed with the contractor and that he would liaise with Paula regarding the start date for these works.

It was AGREED that the Board:-

- (a) noted the content of the report; and
- (b) endorses the schemes identified within the report.

**8. BUILDING SERVICES PERFORMANCE REPORT FOR 2013/14**

The Board considered a report by the Director of Environmental Services on the Building Services Performance report for 2013/14.

The report was presented by the Planned Maintenance Manager who explained to the Board that for future meetings the report will look very different as a result of the new Vanguard (systems thinking) approach that

Building Services are currently piloting. It is hoped that future reports will be more transparent and easier to understand.

Graham Wood raised the issue of satisfaction cards which are not currently being used under the new trial. The Director of Community addressed the Board to explain that the new way of working should remove the need for satisfaction cards.

Graham Wood also suggested providing customers with a job number when the book an appointment with the maintenance department to help find their request should they need to make further contact regarding that request. The Planned Maintenance Manager stated that this would be looked into. He also informed the Board that shortly an invitation will be sent to all members and tenant representatives inviting them to a meeting and walkthrough of the systems thinking approach in use by Building Services, highlighting how the process is working and the outcomes to date.

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

#### **9. UPDATE ON PAST PROGRAMME OF MOBILITY SCOOTER STORAGE**

The Board considered a report by the Director of Community which gave an update on the past programme of Mobility Scooter Storage.

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

#### **10. 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; re-election of the Chairman, cleaning contract, tenant services update, voids, car parking, tenants voice newsletter and sheltered housing.

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

#### **11. REVIEW OF ANNUAL WORK PROGRAMME FOR 2013/14 AND FINAL CONSIDERATION OF DRAFT WORK PROGRAMME**

The Board considered a report by the Director of Community which reviewed the Annual Work Programme for 2013/14 and gave final consideration of the draft Work Programme for 2014/15.

Councillor Trott addressed the Board to put forward suggestions for the current work programme, these were; an update in January on the impact on the removal of the spare room subsidy (RSRS) and an invitation to be sent to the Streetscene Operations Manager to attend a future meeting to answer questions for the tenant representatives.

It was AGREED that:-

- (a) the outcomes of the work programme for 2013/14, together with the revisions stated within the report, be noted;
- (b) the proposed work programme for 2014/15, together with the revisions stated and with the addition of the suggestions above, be approved; and
- (c) the proposed work programme for 2014/15 be submitted to the Executive for endorsement.

**Appendix A****HOUSING TENANCY BOARD –WORK PROGRAMME 2014/2015**

<b>Date</b>	<b>Subject</b>
28 July 2014	<ul style="list-style-type: none"> <li>• 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>• Review and Update of Local Standards</li> <li>• Tenant and Leaseholder Satisfaction Survey</li> </ul>
20 October 2014	<ul style="list-style-type: none"> <li>• Work Programme 2014/15</li> <li>• Quarterly Performance Report - Tenancy Services</li> <li>• Quarterly Performance Report - Building Services</li> <li>• Update on Estates Improvement Programme 2014/2015</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>• 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> </ul>

Date	Subject
	<ul style="list-style-type: none"><li data-bbox="566 257 1473 331">• Annual Performance Report for 2014/15 - Tenancy Services</li><li data-bbox="566 369 1473 443">• Annual Performance Report for 2014/15 - Building Services</li><li data-bbox="566 481 1473 515">• Estates Improvement Programme for 2015/16</li></ul>