

FAREHAM

BOROUGH COUNCIL

AGENDA

HOUSING TENANCY BOARD

Date: Tuesday, 22 April 2014

Time: 6.00 pm

Venue: Collingwood Room - Civic Offices

Members:

Councillor P J Davies (Chairman)

Councillor Mrs K Mandry (Vice-Chairman)

Councillors T J Howard

Mrs K K Trott

D M Whittingham

Deputies:

Mrs M E Ellerton

G Fazackarley

Co-opted Members:

Mrs P Weaver

Mr G Wood

Mr B Lee

Mr S Lovelock

Deputy Co-opted Members:

Mrs E Bailey

Miss E Bartlett



1. Apologies for Absence

2. Minutes (Pages 1 - 6)

To confirm as a correct record the minutes of the Housing Tenancy Board meeting held on 27 January 2014.

3. Chairman's Announcements

4. Declarations of Interest and Disclosures of Advice or Directions

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

5. Deputations

To receive any deputations of which notice has been lodged.

6. Tenancy Services Performance Report for 2013/14 (Pages 7 - 14)

To consider a report by the Director of Community on Tenancy Services Performance Report for 2013/14.

7. Estate Improvements Programme 2014/15 (Pages 15 - 18)

To consider a report by the Director of Community on the Estate Improvements Programme for 2014/15.

8. Building Services Performance Report for 2013/14 (Pages 19 - 30)

To consider a report by the Director of Environmental Services on Building Services Performance Report for 2013/14.

9. Update on Past Programme of Mobility Scooter Storage (Pages 31 - 34)

To consider a report by the Director of Community on an update on the past programme of mobility scooter storage.

10. General Tenants Forum - Chairman's Report

The Chairman of the Tenants Forum is invited to provide a summary of the issues discussed and the matters arising from the last meeting of the Forum.

11. Review of Annual Work Programme for 2013/14 and Final Consideration of Draft Work Programme (Pages 35 - 40)

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

10 April 2014

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FAREHAM

BOROUGH COUNCIL

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

Date: Monday, 27 January 2014

Venue: Vannes/Pulheim 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: Mrs P Weaver, Mr G Wood, Mr S Lovelock and Miss E Bartlett (deputising for Mr B Lee)

**Also
Present:**



1. APOLOGIES FOR ABSENCE

An apology of absence was received from Mr B Lee.

2. MINUTES

It was AGREED that the minutes of the Housing Tenancy Board held on 28 October 2013 be confirmed and signed as a correct record.

3. CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed the Director of Streetscene to the meeting, and explained to the Board that he had recently become the Director responsible for council house maintenance.

4. DECLARATIONS OF INTEREST AND DISCLOSURES OF ADVICE OR DIRECTIONS

In accordance with the Standing Orders and the Council's Code of Conduct the following declarations of interest were made:-

Councillor P J Davies declared a non-pecuniary interest for minute item 6 – Arras House Petition as he is the Ward Councillor for Arras House and Mr Ben Foster is known to him.

Councillor Mrs K K Trott declared a non-pecuniary interest for minute item 6 – Arras House Petition as Mr Ben Foster is known to her.

5. DEPUTATIONS

The Board received deputations from Mr Ben Foster and Mrs Irene Hunt regarding the petition submitted by residents of Arras House requesting cavity wall insulation due to damp and cold problems in the properties. (see item 6 below).

Mr Foster and Mrs Hunt were thanked accordingly for their deputations.

6. ARRAS HOUSE PETITION

The Board considered a petition from the residents of Arras House, which requested cavity wall insulation.

Councillor P J Davies declared a non-pecuniary interest in this item as he is the ward Councillor for Arras House and Mr Ben Foster is known to him.

Councillor Mrs K K Trott declared a non-pecuniary interest on this item as Mr Ben Foster is known to her.

At the invitation of the Chairman, the Head of Building Services addressed the Board on this item and explained that that a survey of the properties in Arras House has already been undertaken, and it was found that the cavity wall insulation had started to wear and had become patchy in places, as a result of

this an order had been raised for the following month for the cavity wall insulation to be replaced.

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

Concerns were raised by the Board regarding the effectiveness and efficiency of the storage heaters used in many of the Council's properties. The Director of Community agreed that heating in all Council properties needs to be effective and affordable, but that this would take some time to address the issue of these heaters as a planned programme would need to be put together outlining how this could be achieved.

It was AGREED that the Head of Building Services be thanked for his response regarding the petition.

7. QUARTERLY PERFORMANCE MONITORING REPORT FOR TENANCY SERVICES

The Board considered a report by the Director of Community on the Quarterly Performance Monitoring data for Tenancy Services, which covered; rent arrears, reposessions, void property management, estate inspections, anti-social behaviour and tenant involvement.

The report was presented by the Tenancy Services Manager, who took questions from members after each section of the report.

Rent Arrears:

The Board were informed that rent arrears have increased by £24,029 since the last quarterly report. The Board noted that there was a significant increase in rent arrears during the Christmas period. The Director of Community addressed the Board to inform them that rent arrears are being closely monitored and that he has monthly meetings to discuss these cases.

Empty Homes:

The Board noted that the re-let time for general purpose properties had increased slightly since the last quarterly report. However despite this the annual rent loss percentage is similar to the previous report.

Anti-Social Behaviour:

The Board noted the number of reported incidents had decreased since the last quarterly report, and that the majority of complaints were regarding the playing of loud music.

Estate Management:

The Board noted the results of the 2 Estate Inspections that have taken place since the last meeting. Paula Weaver addressed the Board regarding estate inspections. She stated that actions are not always followed up following the inspections and that feedback following the visits was at times slow in being received. She has requested that Housing Officers provide quick feedback to tenants following an inspection.

Tenant Involvement:

The Board noted the number of meetings that have taken place since the last report.

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

8. HOUSING REVENUE ACCOUNT INCLUDING HOUSING CAPITAL PROGRAMME 2014/15

The Board considered a report by the Director of Community on the Housing Revenue Account and the Housing Capital Programme for 2014/15.

The report was presented by the Corporate Accountant, who presented each section of the report and took questions from members.

Under Appendix A relating to the capital programme and funding, questions were asked regarding the allocation of money for mobility scooter storage. Councillor Trott proposed that a rolling programme be set up in order to provide funding for the storage of mobility scooters on a yearly basis. The Board discussed this issue at length and it was agreed that a report would be brought to the next meeting to update the board on the progress of the current mobility scooter storage programme and review the need for funding for future years. The Board was reminded that it needed to prioritise investment on ensuring Council properties are in good repair and are safe and warm to live in.

It was AGREED that the Board recommends to the Executive that:-

- (a) individual rent increases in line with the rent restructuring model, be approved for Council Dwellings with effect from 7 April 2014;
- (b) rents for Council garages to be increased by 5% with effect from 7 April 2014;
- (c) discretionary fees and charges to be increased to provide an increase of 5% where possible, with effect from 7 April 2014;
- (d) the revised budget for 2013/14 be approved;
- (e) the base budget for 2014/15 be approved;
- (f) the capital programme and financing for 2013/14 to 2017/18 be approved; and
- (g) annual budgets and assumptions are set with the aim of ensuring sufficient surpluses are held to repay on the maturity of each loan.

9. QUARTERLY PERFORMANCE MONITORING REPORT FOR BUILDING SERVICES

The Board considered a report by the Director of Streetscene on the quarterly performance monitoring data for Building Services.

Elizabeth Bartlett requested more detail regarding the nature of the complaints received. The head of Building services confirmed that this detail would be provided in the report at the next meeting.

The Head of Building Services addressed the Board to give a brief overview of a systems thinking trial that Building Services are currently undertaking which is looking at remodelling the way that services are delivered.

A question was asked regarding satisfaction cards. The Head of Building Services informed the Board that satisfaction cards are only left for responsive repair works and not planned maintenance works and that under the new trial satisfaction cards have been removed completely, this has resulted in more feedback being received from customers who are ringing in providing feedback regarding work they have had completed on their property.

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

10. FEEDBACK FROM SHELTERED HOUSING ACCOMMODATION REVIEW

The Board considered a report by the Director of Community which provided feedback regarding consultations with a number of sheltered housing tenants regarding possible changes to the future allocation of accommodation at a number of schemes across the Borough.

Concerns were raised regarding the mix of elderly and young people and the possible lifestyle conflict this may cause. The Director of Community explained to the Board that this had been a consideration when putting the proposals together but also explained that there is a need through the Council's waiting list to make best use of the Council's housing stock.

The issues regarding the increase pressure on parking was also raised, as parking is already limited and is likely to increase if younger working age people were to move into sheltered properties.

The Board agreed that whilst they recognised the need/demand for a change to the allocations policy for these particular sheltered accommodation sites they have reservations regarding the issues with parking that will be brought about as a result of this.

It was AGREED that:-

- (a) the Board notes the content of the report;
- (b) the Board supports the proposed changes to future allocations of accommodation to a number of schemes, as set out in the report; and
- (c) the Board's concerns and reservations regarding parking issues are noted.

11. IMPACT OF REDUCTION IN SPARE ROOM SUBSIDY

The Board considered a report by the Director of Community which reviewed the impact that the reduction in the spare room subsidy has had on Council Tenants, and outlined a proposed event at Ferneham Hall.

The event will be for all tenants affected by the RSRS, tenants on the waiting list who are looking to move to smaller accommodation and tenants registered on homeswapper who are looking for larger accommodation. The purpose of the event is to provide tenants with advice on housing options, housing benefits including discretionary housing payments and Homeswapper. In addition to this it is hoped that the event will be able to put tenants in contact with others who they may be able to swap properties with.

The Board were informed that that the event at Ferneham Hall has been arranged for Tuesday 4 February, invitations to the event have already gone out and there has been a positive response.

It was AGREED that:-

- (a) the Board endorses the proposal to organise an event for those tenants affected by the RSRS who may be interested in moving to smaller accommodation; and
- (b) the content of the report be noted.

12. 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; cleaning and caretaking, grounds maintenance, anti-social behaviour, parking and South Coast training.

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

13. PRELIMINARY REVIEW OF WORK PROGRAMME FOR 2013/14 AND PRELIMINARY DRAFT WORK PROGRAMME FOR 2014/15

The Board considered a report by the Director of Community which reviewed the Work Programme for 2013/14 and the Draft Work Programme for 2014/15.

It was AGREED that the Board:-

- (a) confirmed the Work Programme for the remainder of the year 2013/14 and endorsed any revisions listed within the report;
- (b) gave an early assessment of progress in 2013/14;
- (c) gave initial consideration of the Work Programme for 2014/15; and
- (d) inform the Executive

(The meeting started at 6.01 pm
and ended at 8.00 pm).

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date **22 April 2014**

Report of: **Director of Community**

Subject: **TENANCY SERVICES PERFORMANCE REPORT FOR 2013/14**

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 Estates 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 April 2014 the level of current tenant arrears stood at £255,814.67. This is a decrease of £67,877.85 since the last quarter's report.

Period	Arrears Total (£)	Arrears as % of Collectable Debt	Arrears compared to previous period	Arrears compared to similar period in previous year
Jan – Mar 2014	£255,814.67	2.30	↓	↓

3. 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	£991.31 (33 cases)	£1185.63 (34 cases)	£1357.83 (34 cases)	£1150.69 (31 cases)
100 - 249	£5752.35 (33 cases)	£5840.23 (34 cases)	£4226.99 (25 cases)	£3516.59 (21 cases)
250 - 499	£6786.23 (18 cases)	£8689.29 (24 cases)	£8791.77 (24 cases)	£5226.19 (13 cases)
500 - 999	£11184.83 (15 cases)	£18505.19 (26 cases)	£9717.99 (14 cases)	£8315.72 (12 cases)
1000 - 1999	£27817.24 (20 cases)	£19192.91 (13 cases)	£20632.94 (14 cases)	£18584.22 (12 cases)
➤ 2000	£14665.10 (6 cases)	£15262.85 (5 cases)	£15230.89 (6 cases)	£23189.69 (7 cases)
Total	£67197.06 (125 cases)	£68676.10 (136 cases)	£59958.41 (117 cases)	£59983.10 (96 cases)

RENT ARREARS RECOVERY ACTION

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

Period	Notices Seeking Possession / Notices to Quit	Comparison to previous period	Possession hearings at court	Comparison to previous period
Jan – Mar 14	90	↑	25	↑

5. The possession hearings at court resulted in 8 Stays of Eviction (where the tenant was successful), 8 Suspended Possession Orders being granted, 1 Outright Possession Order granted, 7 cases were Adjourned on Terms, and 1 Stay Of Eviction was dismissed (where the tenant was unsuccessful).
6. Since the last meeting of the Board there have been 2 evictions – both were due to rent arrears.

EMPTY HOMES - RELETTING TIMES AND RENT LOSS

7. The average time taken to relet the Council's empty homes from January to March 2014 is shown in the table below. The target time to relet homes is 21 days.
8. Properties deemed "hard to let" have been excluded from the relet times shown below:

Jan – Mar 2014	Relet Times (Calendar Days)	Comparison to previous period	Comparison to previous year
General Purpose	25.64	↓	↑
Sheltered	32.51	↑	↑
General Purpose and Sheltered	27.79	↑	↑

9. The average time to re-let properties in 2013/14 was 27.95 days; this is an increase on that achieved in 2012/13. Policy changes for sheltered housing allocations are believed to have been a contributing factor to the increase.
10. At the end of March 2014, there were 35 empty properties – of which 15 were general needs housing and 20 were sheltered housing properties.
11. In terms of rent loss due to empty homes, the annual rent loss as a percentage of the annual rent debit was 1.14%. In cash terms this equates to £118,761.

ANTI-SOCIAL BEHAVIOUR (ASB)

12. The table overleaf provides Board members with incidents of ASB. The main complaints involved loud music being played during late evening/early morning and noisy visitors entering and leaving the premises. Currently there are 4 tenants on Acceptable Behaviour Contracts and no cases are subject to possession proceedings.

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

ESTATE MANAGEMENT

13. In the period January to March 2014 inclusive, 6 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
Salerno House & Sicily House (11/02/2014)	Repair needed to upper floor communal door at Salerno House	Reported to Building Services and subsequently repaired.
St Michael's House (04/03/2014)	Ceiling in communal stairwell leaking	Reported to Building Services for an inspection. Repair in progress
Bishopsfield Road – all flats and maisonette blocks (25/02/2014)	Report of general waste bins being full long before collection is due at 3 blocks.	Reported to Waste Management to discuss a possible solution
Northmore Close (10/02/2014)	None - all communal areas clean and tidy and door-entry system in full working order	
Birchen Close & Beverley Close (13/02/2014)	Uneven tarmac in parking area Dropped kerb enquiry	Building Services to visit and assess for repair Tenancy Services to authorise in new financial year
Frosthole Close (25/03/2014)	Rubbish dumped in Recycling area Cars parked on pavement Hip tiles missing/need replacing Grounds behind flats 100 and 101 need tidying up	Order placed for removal of items – now complete AHEO has written to offenders Reported to Building Services Reported to Streetscene

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 housing staff and is collated to give an overall satisfaction rate.
15. Quarterly performance meetings are held with the service provider and the last meeting was held on 12 February 2014.
16. The table below provides Board members with information on the level of satisfaction for the last quarter and the overall satisfaction level for the past 12 months. 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 year to date
Jan – Mar 2014	88	↓	68%	82%

17. The overall satisfaction level for the year was an improvement on that achieved in 2012-13.
18. The unsatisfactory responses were mainly regarding stairwell cleaning particularly at some of the maisonette blocks. This is being addressed in consultation with the service provider and is being closely monitored by officers.
19. The service provider has introduced periodic quality checks of their work whereby a manager will visit all sites over a period of time. The feedback to date is that the work being carried out largely meets the specification with just minor issues at some sites.
20. The external areas around housing blocks and general needs areas, including housing 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.
21. Quarterly performance meetings are held with the service provider and the last meeting was held on 10 April 2014.
22. 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
Jan – Mar 2014	94%	↑	30%	78%

23. The overall satisfaction level for the year was an improvement on that achieved in 2012-13.
24. The percentage feedback in the past quarter has been low as grass cutting is not carried out in the winter months.
25. The only unsatisfactory response concerned sweeping. The service provider has produced a programme of work to address this issue and satisfaction levels for this specific area of work are improving.

TENANT INVOLVEMENT

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

Date	Event	Purpose
23 January 2014	TSG Meeting	To discuss and review the gas service provided
13 February 2014	Tenant Forum Meeting	To discuss general housing service issues To raise awareness of housing matters
18 February 2014	Leaseholder Forum Meeting	To discuss leaseholder issues To raise awareness of leasehold matters
12 March 2014	Sheltered Housing Forum	To discuss sheltered housing issues
13 March 2014	Tenancy Agreement Working Group	To update and review the terms and conditions of all tenancy agreements
13 March 2014	Editorial Panel Meeting	To assist in the production of newsletters and service user leaflets
27 March 2014	Tenant Forum AGM	To acknowledge achievements for the past year and to review and update working practices

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

TENANTS' FORUM (AGM)

- Review of Tenant Involvement structure
- Election of Chair

SHELTERED HOUSING FORUM (AGM)

- Feedback from Sheltered Housing consultation
- Funding for Sheltered Housing accommodation

LEASEHOLDER FORUM

- Cleaning contract issues
- Discussion of current newsletter and future articles

RISK ASSESSMENT

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

CONCLUSION

29. This report has provided Board members with performance monitoring information relating to tenancy Services. Board members are asked to note performance and put forward any suggestions which might improve the content and format of future performance monitoring reports.

Background Papers: None

Reference Papers: None

Enquiries:

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

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date **22 April 2014**

Report of: **Director of Community**

Subject: **ESTATE IMPROVEMENTS PROGRAMME 2014/15**

SUMMARY

This report provides Board members with information on schemes suggested for inclusion in the programme of Estate Improvements for 2014-15.

The report also provides Board members with an update on the schemes approved for 2013-14.

RECOMMENDATION

That Board members note the information contained in the report, and indicate their support for and endorsement of the schemes identified.

INTRODUCTION

1. A budget of £20,000 for 2014-15 has been set aside from the Housing Revenue Account (HRA) to fund a number of housing estate and environmental improvement schemes.
2. Over the past year officers have identified possible improvement schemes through consultation with tenants and leaseholders at both meetings and estate inspections.
3. Details of suggested schemes together with estimated costs are shown below:-

SUGGESTED ESTATE IMPROVEMENT SCHEMES 2014-15

SCHEME	STAGE	ESTIMATED COST
Fencing work at Chapelside, Frosthole Close & Crofton Court	Costing	£2,500
Lighting improvements at Redoubt Court	Costing	£500
Dropped kerbing at Beverley Close & Frosthole Close	Costing	£2,500
Bicycle storage at Hewett House	Consultation & Costing	£250
Noticeboards to Housing Blocks	Works order to be raised	£2,000
Environmental works at Barnes Close	Costing	£2,250
Drying lines at Frosthole Close	Survey	£1,500
Motor Cycle parking area at Frosthole Close	Consultation & Costing	£500
Safety railings and cross hatching at Bishopsfield Road	Specification and Costing	£2,000
Removal of drying area at Minden House	Specification and Costing	£3,000
Ground works to Flats and Maisonette Blocks	Specification and Costing	£2,500
Safety railings at Western Court	Costing	£500
	Total	£20,000

UPDATE ON ESTATE IMPROVEMENT SCHEMES 2013-14

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

SCHEME	STATUS	COST/ESTIMATED COST
Landscaping work at Foster Close	Works in progress	£1250
Dropped kerb at Beverley Close	Specification & Costing	Deferred to 2014-15
Safety works at Western Court	Feasibility & Costing	Deferred to 2014-15
Environmental works at Barnes Close	Specification & Costing	Deferred to 2014-15
Removal of Drying Areas at St Quentin House, Bishopsfield Road and St Juliens House, Longfield Avenue	Works completed	£5300
Bin Storage at Marchesi Court	Survey required	To be funded from Housing Capital Programme
Noticeboards to Housing Blocks	Noticeboards ordered	£3000
Landscaping works at Ransome Close & Winnards Park	Specification & Costing	£1500 (Funding to be carried over into 2014/15)

RISK ASSESSMENT

5. An assessment of risks and opportunities associated with this matter has highlighted that in terms of risk it should be noted that unless the budget is committed there is a danger that funding may be reduced or lost and in terms of opportunity there is the funding of works which would improve the area around some tenants' and leaseholders' homes.

CONCLUSION

6. This report has provided Board members with information on the estate improvement schemes to be progressed in 2014-15, together with an indication as to the cost of provision.

Background Papers: None

Reference Papers:

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

Update on Estates Improvement Programme report to Housing Tenancy Board 28 October 2013

Enquiries:

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

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date **22 April 2014**

Report of: **Director of Street Scene**

Subject: **BUILDING SERVICES PERFORMANCE REPORT FOR 2013/14**

SUMMARY

This report sets out performance monitoring data for Building Services covering all aspects of the service delivered to the residents for the year 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. Targets have been achieved for the percentage of works completed within target times for emergency repairs unfortunately due to the recent adverse weather it has been a challenging period to attain the priorities for urgent and routine repairs.
4. The targets set with regards to percentages of the total number of emergency, urgent and routine repairs have disappointingly not been met this year and further monitoring work will be required.
5. The target values for the average cost of a repair continually to be bettered for emergency and urgent repairs categories. The routine repair target has not been achieved and as per the previous period several high value projects have been identified.

PLANNED MAINTENANCE SERVICE

6. The major planned maintenance projects has been progressed by a combination of tender opportunities and utilising existing long term agreements which have achieved beneficial rates for work compared to previous years, along with improved customer satisfaction.
7. There are a number of budgets which were provided as contingencies for unforeseen and reactive repair works (drainage replacements, structural repairs). These will now be adjusted accordingly to levels reflective of works undertaken.

ASSURANCE STATEMENTS

8. 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.

A service agreement is held with a local company for the annual service requirements and breakdown attendance for fire detection and alarm installations where installed.

(d) Gas Servicing

In accordance with legislation, the Council has a statutory obligation to ensure all heating appliances have an annual landlord safety check. The current aim is to service all heating appliances every 10 months. TSG Building Services Ltd (TSG) is currently appointed as our heating servicing and repairs contractor.

The percentage of properties with a current gas safety certificate is currently at 99.83% as of 26th March 2014 meaning that 3 homes have failed to permit access on a number of appointments. A number of properties have been capped at the gas meter, isolating the supply in situations where the

resident does not have/use gas appliances.

The Council has a robust procedure for dealing with hard-to-access homes resulting in isolating gas supply if feasible, forced-entry or legal proceedings if necessary.

RISK ASSESSMENT

9. There are currently no significant risks associated with this service.

CONCLUSION

10. This report has provided members with performance monitoring and project delivery information relating to Building Services which Board members are asked to note.

Appendices:

Appendix A - Responsive Repairs Service Performance Indicators

Appendix B - HRA Capital Programme Delivery Update.

Background Papers: None.

Reference Papers: None.

Enquiries: For further information on this report please contact Chris Newman, Head of Building Services (Ext 4849).

RESPONSIVE REPAIRS SERVICE PERFORMANCE INDICATORS

Period 1 April 2013 to 31 March 2014**Actual Target****Emergency Repairs - to be completed within 24hrs**

Percentage of emergency repairs completed within target	2264 in target from 2312 completions	98%	98%
Ave. job cost for emergency repairs (£)	Ave. from 2312 completions	51.09	74.30
Number of emergency jobs as a percentage of responsive repairs	2312 from a total of 8185 completions	28%	20%

Urgent Repairs - to be completed within 5 days

Percentage of urgent repairs completed within target	3274 in target from 3447 completions	95%	98%
Ave. job cost for urgent repairs (£)	Ave. from 3447 completions	80.60	106.90
Average time for completing urgent responsive repairs (days)	Ave. from 3447 completions	6	5
Number of urgent jobs as a percentage of responsive repairs	3447 from a total of 8185 completions	42%	30%

Routine Repairs - to be completed within 20 days

Percentage of routine repairs completed within target	2256 in target from 2426 completions	93%	95%
Ave. job cost for routine repairs (£)	Ave. from 2426 completions	285.64	225.10
Average time for completing routine responsive repairs (days)	Ave. from 2426 completions	24	20
Number of routine jobs as percentage of response repairs	2426 from a total of 8185 completions	30%	50%

35 complaints were received of various issues 18 of which related to water ingress and damp issues caused by the recent storms. 1 complaint although processed remains outstanding.

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Programme	Details
	undertaken by Tenancy Services before the works for preferable scheme is progressed.
Other Communal Works	<p>Budget: £50,000</p> <p>Expended: £17,680</p> <p>Following recommendations provided in independent fire risk assessments, a major alteration was required affecting two flats in Garden Courts, Portchester. The work has undertaken by MITIE Property Services Ltd under their existing modernisation contract.</p>
Central Heating and boilers (Ongoing long-term arrangement)	<p>Budget: £368,000 plus c/fwd from 2012/13 of £117,353</p> <p>Expended £124,602</p> <p>42 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>Electrical Upgrading</p> <p>Ongoing long-term arrangement)</p> <p>(Spring 2014 project)</p>	<p>Budget: £200,000 plus c/fwd from 2012/13 of £43,364</p> <p>Expended: £175,654</p> <p>150 properties completed (approximate)</p> <p>The Council implements a 5 year programme of periodic electrical inspections of the housing stock. This work benefits approximately 400 to 500 properties across the entire borough each year. Mains powered smoke and carbon monoxide detection is installed to all inspected properties where not previously present.</p> <p>Many of the sheltered housing sites were due their periodic electrical inspections to communal areas which are currently in progress.</p> <p>Emergency Lighting Projects</p> <p>This work is identified by means of commissioning Fire Risk Assessments of communal areas to blocks of flats. Remedial works and programmed to be undertaken with regard to risk and budget provision.</p> <p>Communal areas at Garden Court and Frosthole Close have been identified as requiring extensive rewiring work and was originally programmed to commence in March 2014. This work will now be postponed due to on-going tender and contractual evaluations.</p> <p>Electrical engineering consultants were commissioned to design and developed the works for Building Services officers. Asbestos removal works will be undertaken in conjunction with this work. This will include some leasehold dwellings therefore it has been subject to the formal service charge notification process.</p>
<p>Window & Door Replacements</p> <p>(Autumn/Winter 2013 project)</p>	<p>Budget: £350,000 plus c/fwd from 2012/13 of £138,093</p> <p>Expended £194,971</p> <p>271 received major repairs/replacements</p> <p>Replacement doors have been installed for properties in Portchester and Fareham, including Kenwood Road, Roman Grove, Webb Road, Valentine Close, Park Walk and Nashe Way. 202 properties have received replacements to date (188 No. Front doors and 154 No. Back Doors)</p> <p>The windows at these roads were found to be in good condition and therefore were deferred for replacement by 5</p>

	<p>years.</p> <p>69 No. properties have received responsive major door or window improvements.</p>
External Works	<p>Budget: £50,000</p> <p>Expended £113,826</p> <p>A Council wide external works (road surfacing, highway repairs, line marking etc) project was procured and works to Council Housing roads, paths and service areas have been undertaken. Works have commenced on a priority basis, on repairs to maisonette block service areas.</p> <p>Additional car parking spaces have been provided to sheltered sites at Northmore Close, Locks Heath and Barnfield Court, Fareham following instructions by Tenancy Services. A drop kerb at Crofton Court is also completed.</p>
Major Reroofing	<p>Budget: £20,000</p> <p>Expended £24,460</p> <p>8 properties and 1 block of sheltered flats received major repairs/replacements</p> <p>The need for major works to roof coverings is very low as reported in the most recent stock condition survey.</p> <p>Following recent severe weather conditions over the Christmas holiday period a number of repairs have been identified, which are being progressed on a priority basis.</p> <p>Assheton Court received a major roof repair to part of the building.</p>
Structural Repairs	<p>Budget: £150,000</p> <p>Expended £8,833</p> <p>A project to carry out concrete repairs and protective coatings to blocks of medium rise flats (blocks of 24) and blocks of maisonettes across the borough will be tendered when resources become available to project manage these works.</p> <p>Engineering Consultants have been appointed to carry out condition surveys and develop a schedule of works for the procurement of the required remedial works. The report findings were reviewed however additional supporting intrusive survey work was required to investigate the reasons for common cracks in the balcony walkways and</p>

	<p>to establish the best method of removing existing coatings. The report informed the Council on preventative maintenance programmes to maintain the life of the concrete element of the buildings.</p>
<p>Security Doors</p> <p>(Winter 2013/14 projects)</p>	<p>Budget: £50,000</p> <p>Expended £57,737.18</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>Frosthole Close Common Room Facility has had its old entrance door replaced with a wheelchair friendly automated door.</p> <p>All projects have works in progress.</p>
<p>Mobility Scooter Storage</p>	<p>Budget: £20,000</p> <p>Expended: £ Nil</p> <p>Crofton Court and Downing Court are having their mobility scooter requirements reviewed by Tenancy Services, which may result in improved facilities for accommodating mobility scooters.</p> <p>Individual secure pods for scooter storage are being considered at Northmore Close, Lincoln Close and Trafalgar Court.</p> <p>The budget will be carried forward to finance all projects in the next financial year.</p>
<p>Drain Replacements</p>	<p>Budget: £20,000</p> <p>Expended £17,519</p> <p>This budget is used to finance ad hoc drainage replacement works identified by the Responsive Repairs team and supported by CCTV survey and reports that are</p>

	outside of the responsibility of Southern Water.
Revenue Budgets of interest to the Board:	
Disabled Adaptations	<p>Budget: £186,000 plus c/fwd from 2012/13 of £98,512</p> <p>Expended £238,383</p> <p>Approximately 250 properties completed</p> <p>This work is carried out at the request of Social Services Occupational Therapists on an ad-hoc basis throughout the financial year. Primarily, adaptations requested are level access showers, over bath showers, grab rails, access ramps and stairlifts.</p> <p>A 5 year schedule of rates framework for adaptations commenced in April 2010 with Comserv UK Ltd. Significant savings in previous years have been realised using these rates.</p> <p>Extensions are being progressed to a 3 bedroom house in Winnards Park, Sarisbury and a 4 bedroom House in Northways, Stubbington. These works will not commence until the next financial year therefore are not part of this year's expenditure.</p>
(Ongoing long-term arrangement)	
(Spring/Summer 2014 projects)	

<p>External Redecoration</p> <p>(To be confirmed)</p>	<p>Budget: £150,000 plus c/fwd of £53,702</p> <p>Expended £2,035</p> <p>External redecorations and associated repairs have historically been carried out on a 7 year cyclical programme to maintain the Council's and leaseholders assets.</p> <p>The previous contracted works were being undertaken using the long-term contract with Imperial Building and Decorating Contractors, and were due to commence their 3rd year of a 7 year term contract in spring 2012. Unfortunately the contractor became insolvent and the contract was terminated.</p> <p>A review of the programme will be undertaken to consider the most effective method to maintain the buildings. Until such review, no further a cyclical redecoration work will be undertaken.</p>
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FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date 22 April 2014

Report of: Director of Community

Subject: UPDATE ON PROGRAMME FOR MOBILITY SCOOTER
STORAGE

SUMMARY

This report provides Board members with an update on progress made in providing additional mobility scooter storage for tenants use.

RECOMMENDATION

That the Board note the contents of the report.

INTRODUCTION

1. At the Board's meeting on 24 November 2011 it was recommended that the sum of £30,000 be approved by the Council to either enhance or provide additional storage facilities. This was approved by the Council's Executive on 9 January 2012 and a capital budget provision was made in 2012-13 to fund improvements.
2. At the time the sites identified for enhanced or additional storage were at Barnfield Court, Crofton Court, Downing Court, Foy Gardens, Frosthole Close, Northmore Close, Redoubt Court and Trafalgar Court

UPDATE ON PROVISION OF ADDITIONAL SCOOTER STORAGE

3. In 2012-13 new mobility scooter storage facilities in the form of scooter pods were provided at the following sites:
 - Frosthole Close (1 individual storage pod);
 - Northmore Close (1 individual storage pod and 1 double storage pod);
 - Redoubt Court (2 individual storage pods and 1 double storage pod); and
 - Garden Court (A previous store room has been converted into a scooter store, making provision for up to 3 scooters).
4. Although additional scooter storage at Barnfield Court and Foy Gardens had originally been identified when it came to progressing schemes it was found that existing storage met demand so no further action was taken.
5. The provision of additional storage facilities at Crofton Court and enhanced storage facilities at Downing Court are more involved and require additional staff resources to draw up plans and obtain any necessary planning and building regulations approval.
6. At the time of writing officers are in communication with residents at Trafalgar Court and Northmore Close regarding provision of scooter storage.
7. To date £10,000 of the original £30,000 has been spent on providing additional scooter storage facilities. It is anticipated that the remaining balance of funds will be spent in 2014-15 subject to the deployment of staffing resource to progress the larger schemes.

CURRENT DEMAND FOR SCOOTER STORAGE FACILITIES

8. Aside from aforementioned sites there is demand for scooter storage at Frosthole Close, Holly Hill Mansions and Lincoln Close.

RISK ASSESSMENT

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

CONCLUSION

10. This report has provided the Board with an update on the provision of additional scooter storage facilities at a number of housing sites since April 2012 and identified other sites where it is hoped to improve existing storage or provide additional storage.

Background Papers: None

Reference Papers: Mobility Scooter Storage Policy - Report to Housing Tenancy Board 24 November 2011
Minute 2 of Executive Meeting 9 January 2012 – Mobility Scooter Storage Policy

Enquiries:

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

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date 22 April 2014

Report of: Director of Community

Subject: REVIEW OF ANNUAL WORK PROGRAMME FOR 2013/14 AND
FINAL CONSIDERATION OF DRAFT WORK PROGRAMME FOR
2014/15

SUMMARY

At the last meeting of the Board on 27 January 2014, members reviewed the existing work programme for 2013/14 and also considered the draft work programme for 2014/15. The Board is now invited to assess the overall progress for the current year and finalise a draft work Programme for 2014/15.

RECOMMENDATION

Board members are asked to:-

- (a) review the outcomes of the work programme for 2013/14, together with the revisions stated;
- (b) agree a proposed work programme for 2014/15, together with the revisions stated; and
- (c) submit the proposed work programme for 2014/15 to the Executive for endorsement.

INTRODUCTION

1. At the meeting of the Board on 27 January 2014, members reviewed the work programme for 2013/14 and considered possible items for a proposed programme for 2014/15. This is the last cycle of meetings for this year and the Board is invited to finalise its review of this year's work and confirm the draft programme for 2014/15.

REVIEW OF WORK PROGRAMME – 2013/14

2. Appendix A to this report gives details of the work programme for the year 2013/14 and Board members are invited to make comments on the outcome of that work programme and note the revision to the work programme as shown below:-

Revision to the Work Programme for 2013/2014:-

- (i) Review and Update of Local Standards scheduled to be reported to the Board on 22 April 2014 has been deferred to the Board's meeting on 28 July 2014;
 - (ii) Tenant and Leaseholder Satisfaction Survey scheduled to be reported to the Board on 22 April 2014 has been deferred to the Board's meeting on 28 July 2014;
 - (iii) Appointment of co-opted Tenant and Leaseholder representatives and deputies to the Housing Tenancy Board has been deferred to the Board's meeting on 28 July; and
 - (iv) Update on programme for Mobility Scooter Storage has been added to the Board's agenda for 22 April 2014.
3. The Board has advised the Executive and officers on key issues over a wide range of subjects during 2013/14, these have included:-
 - The appointment of Co-opted Tenant and Leaseholder Representatives and Deputies to the Housing Tenancy Board;
 - Housing Capital Programme for 2013/14;
 - Review of Sheltered Guest Room Charge;
 - Housing Service Complaints;
 - Review of Tenancy Agreement;
 - Review of Car Parking on Housing Estates;
 - Estates Improvement Programme for 2013/14;
 - Findings from Energy and Water Survey;
 - Petition from Arras House;
 - Feedback from Sheltered Housing Accommodation Review;
 - Impact of Reduction in Spare Room Subsidy;
 - Housing Revenue Account; and
 - Update on past programme of Mobility Scooter Storage
 4. In addition to the items listed above, the Board received and considered the work programme at each meeting, Chairman's report from the General Tenants Forum and Performance Monitoring reports from Building Services and Tenancy Services on a quarterly basis.

DRAFT WORK PROGRAMME – 2014/15

5. Appendix B to this report gives details of the draft work programme 2014/15 as discussed at the last meeting of the Board on 27 January 2014.
6. In addition, the Board is requested to endorse the decision to make the following revisions to the Work Programme (please note item(s) listed below have been incorporated in the work programme attached as Appendix B):-

Suggested revision(s) to the Work Programme for 2014/15 include:

- (i) Review and Update of Local Standards has been deferred to the Board's meeting on 28 July 2014; and
- (ii) Tenant and Leaseholder Satisfaction Survey has been deferred to the Board's meeting on 28 July 2014.

RISK ASSESSMENT

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

CONCLUSION

8. Board members are invited to give consideration to the outcome of the Board's work programme for the current year. In addition, members are asked to finalise the draft work programme for 2014/15 and make any necessary additions or amendments as required. Following this meeting of the Housing Tenancy Board, the draft work programme for 2014/15 can be submitted to the Executive at its meeting on 12 May 2014.

Appendices: Appendix A – Work Programme for 2013/14; and
Appendix B – Draft Work programme for 2014/15

Background Papers: None

Reference Papers: Preliminary Review of the Work Programme for 2013/14 - Report to Housing Tenancy Board 27 January 2014

Enquiries:

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

HOUSING TENANCY BOARD –WORK PROGRAMME 2013/2014

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

Date	Subject
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 • Update on past programme of Mobility Scooter Storage

HOUSING TENANCY BOARD –WORK PROGRAMME 2014/2015

Date	Subject
28 July 2014	<ul style="list-style-type: none"> • Work Programme 2014/15 • Quarterly Performance Report – Tenancy Services • Quarterly Performance Report – Building Services • Appointment of Co-opted Tenant and Leaseholder Representatives and Deputies to the Housing Tenancy Board • Review and Update of Local Standards • Tenant and Leaseholder Satisfaction Survey
20 October 2014	<ul style="list-style-type: none"> • Work Programme 2014/15 • Quarterly Performance Report - Tenancy Services • Quarterly Performance Report - Building Services • Update on Estates Improvement Programme 2014/2015
26 January 2015	<ul style="list-style-type: none"> • Preliminary review of Work Programme for 2014/15 and preliminary draft Work Programme for 2015/16 • Housing Revenue Account including Housing Capital Programme for 2015/16 • Quarterly Performance Report - Tenancy Services • Quarterly Performance Report - Building Services
21 April 2015	<ul style="list-style-type: none"> • Review of Annual Work Programme for 2014/15 and final consideration of draft Work Programme for 2015/16 • Annual Performance Report for 2014/15 - Tenancy Services • Annual Performance Report for 2014/15 - Building Services • Estates Improvement Programme for 2015/16