

# FAREHAM

BOROUGH COUNCIL

## AGENDA HOUSING TENANCY BOARD

**Date:** Monday, 28 July 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

C J Wood

**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 22 April 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. Quarterly Performance Report - Tenancy Services (Pages 7 - 14)**

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

**7. Quarterly Performance Report - Building Services (Pages 15 - 20)**

To consider a report by the Director of Environmental Services on the Quarterly Performance report for Building Services.

**8. Tenant and Leaseholder Satisfaction Survey (Pages 21 - 30)**

To consider a report by the Director of Community on the Tenant Leaseholder Satisfaction Survey.

**9. Appointment of Tenant and Leaseholder Co-Opted Members (Pages 31 - 34)**

To consider a report by the Director of Community on the Appointment of Tenant and Leaseholder Co-opted Members.

**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. Housing Tenancy Board Work Programme 2014/15 (Pages 35 - 38)**

To consider a report by the Director of Community, which reviews the Board's Work Programme for 2014/15.

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

18 July 2014

**For further information please contact:  
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# 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**

Date	Subject
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>

<b>Date</b>	<b>Subject</b>
	<ul style="list-style-type: none"><li data-bbox="566 257 1468 324">• Annual Performance Report for 2014/15 - Tenancy Services</li><li data-bbox="566 369 1468 436">• Annual Performance Report for 2014/15 - Building Services</li><li data-bbox="566 481 1316 515">• Estates Improvement Programme for 2015/16</li></ul>

# FAREHAM

## BOROUGH COUNCIL

### Report to Housing Tenancy Board

**Date**            **28 July 2014**

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

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

#### **SUMMARY**

This report sets out Performance Monitoring data for Tenancy Services covering Rent Arrears and Repossessions, Void Property Management including Void Rent Loss, Estate Inspections and Satisfaction Levels for 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 30 June 2014 the level of current tenant arrears stood at £281,790.40; an increase of £25,975.73 since the last quarter's report.

Period	Arrears Total (£)	Arrears as % of Rent Due and Collectable	Arrears compared to previous period	Arrears compared to similar period in previous year
Apr – June 2014	281790.40	2.42	↑	↑

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	£1619.63 (48 cases)	£1301.49 (41 cases)	£1596.33 (55 cases)	£1861.87 (46 cases)
100 - 249	£6765.70 (39 cases)	£5026.18 (31 cases)	£5235.87 (33 cases)	£2967.25 (17 cases)
250 - 499	£8628.38 (24 cases)	£14665.49 (43 cases)	£10480.21 (28 cases)	£7372.07 (21 cases)
500 - 999	£17256.95 (24 cases)	£23341.51 (34 cases)	£15791.58 (22 cases)	£11388.55 (18 cases)
1000 - 1999	£29606.63 (21 cases)	£18017.12 (14 cases)	£19331.27 (14 cases)	£10451.20 (8 cases)
➤ 2000	£8366.11 (3 cases)	£18346.18 (6 cases)	£14501.02 (6 cases)	£27872.18 (9 cases)
Total	£72243.40 (159 cases)	£80697.97 (169 cases)	£66936.48 (158 cases)	£61913.12 (119 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
Apr – June 2014	61	↓	19	↓

5. The possession hearings in court resulted in the following outcomes.
- 6 Stays of Eviction (where the tenant was successful in preventing their eviction);
  - 7 Suspended Possession Orders;
  - 3 cases were adjourned on terms;
  - 2 outright possession orders; and
  - 1 stay of eviction was dismissed (where the tenant was unsuccessful in preventing their eviction).
6. Since the last meeting of the Board there has been 1 eviction due to rent arrears.

## EMPTY HOMES – RELETTING TIMES AND RENT LOSS

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

Apr – June 2014	Relet Times (Calendar Days)	Comparison to previous period	Comparison to previous year
General Purpose	29.04	↑	↑
Sheltered	39.31	↑	↑
General Purpose and Sheltered	32.55	↑	↑

9. At the end of June 2014 there were 35 empty properties; 17 were general needs housing properties and 18 were sheltered housing properties.
10. In terms of rent loss due to empty homes; the rent loss was £33,407.64, this equates to 1.32% of the total rent due to date.

## ANTI-SOCIAL BEHAVIOUR (ASB)

11. The table below provides Board members with incidents of ASB. The main complaints involved erratic behaviour and nuisance caused by substance/alcohol misuse. Currently there are 4 tenants on Acceptable Behaviour Contracts and there are no cases subject to possession proceedings.

Period	Number of reported incidents	Comparison to previous quarter	No. of serious cases	Comparison to similar period in previous year
Apr – June 2014	5	↔	0	↔

## ESTATE MANAGEMENT

12. In the period April to June 2014 two 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
Arras House, Gaza House, Nashe House & Hillson House (03/06/2014)	Uneven paving outside Gaza House.  Fly-tipping in the bin area at Arras House	Paving reported to Responsive Repairs for inspection and repair.  Fly-tipped waste removed by Streetscene
Carberry Drive, Norgett Way and Foxbury Grove (19/06/2014)	Overgrown trees in some areas - some overhanging the footpaths.	Tree Officer to survey the area in July to assess any remedial work.

13. The communal areas of the Council's blocks of flats and maisonettes are cleaned on a weekly basis. Windows to the communal areas and individual units within sheltered housing blocks are cleaned on a 3-6 monthly basis. Feed-back is obtained from tenant and leaseholder representatives and housing staff and is collated to give an overall satisfaction rate.
14. Quarterly performance meetings are held with the service provider and the last meeting was held on 20 May 2014, attended by two tenant representatives.
15. A meeting with volunteer tenants and leaseholders who help monitor Estate Services was held on 13 May 2014. The main topic of discussion was the Block Cleaning service and officers from Tenancy Services, Streetscene Division and OCS (Fountains) were in attendance.

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 year to date. The table also shows the percentage of all blocks where feed-back was obtained.

<b>Period</b>	<b>Block Cleaning Satisfaction %</b>	<b>Comparison to previous quarter</b>	<b>Feed-Back Sample Size %</b>	<b>Overall % satisfaction for year to date</b>
Apr – June 2014	91	↑	83	91

17. The unsatisfactory responses were mainly regarding stairwell cleaning at some of the maisonette blocks. This is being addressed in consultation with the service provider and is being closely monitored by officers.

18. The service provider has introduced periodic quality checks of their work whereby a manager will visit all sites over a period of time. The feed-back to date is that the work being carried out largely meets the specification with some minor issues at some of the sites.

19. 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. Feed-back is obtained from tenant and leaseholder representatives and housing staff and is collated to give an overall % satisfaction rate.

20. Quarterly performance meetings are held with the service provider and the last meeting was held on 25 June 2014.

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

<b>Period</b>	<b>Grounds Maintenance Satisfaction %</b>	<b>Comparison to previous quarter</b>	<b>Feed-back Sample Size</b>	<b>Overall % Satisfaction for year to date</b>
Apr – June 2014	96	↑	67	96

22. There has previously been an issue around the sweeping of footpaths in and around the general needs housing blocks of flats and maisonettes. This has seen considerable improvement over the past few months following a programme of work being produced to address this issue.

## TENANT INVOLVEMENT

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

Date	Event	Purpose
24 April 2014	TSG Meeting	To discuss and review the gas service provided
26 April 2014	South Coast Training	
13 May 2014	Block Captain Event	To discuss cleaning and grounds maintenance services
20 May 2014	OCS (Fountains) Meeting	To discuss and review performance of the cleaning service provided
9 May 2014 & 12 June 2014	Editorial Panel	To assist in the production of newsletters and service user leaflets
19 June 2014	Tenants' and Leaseholders' Housing Forum	This meeting was the first to amalgamate the Tenant, Sheltered Housing Tenant and Leaseholder Forum.  General housing service issues were discussed as well as questions to be used in the forthcoming Survey.
25 June 2014	Grounds Maintenance Meeting	To discuss and review performance of the grounds maintenance service provided

24. The 3 main tenant groups (Tenant Forum, Leaseholder Forum and Sheltered Housing Forum) have recently amalgamated into one group and the first meeting under this new arrangement was held on 19 June 2014. The main agenda items for this meeting were:

- Feedback from Performance Monitoring report; and
- Questions to be included in the Tenant and leaseholder Survey

## RISK ASSESSMENT

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



## **CONCLUSION**

26. 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**                **28 July 2014**

**Report of:**        **Director of Environmental Services**

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

#### **SUMMARY**

This report provides the Board with information relating to the Housing Repairs Vanguard Intervention and outlines the new system for responsive repairs and associated performance measures to be reported to the Board in the future.

#### **RECOMMENDATION**

That the Board note the contents of the report and endorse the new approach to service delivery, re-investment of potential savings and performance monitoring.

## BACKGROUND

1. The Council currently owns 2,371 properties and is responsible for the repairs and maintenance of each.
2. The work undertaken by Building Services is split between two categories. Responsive repairs covers works requested by customers as and when failures occur; whilst Planned Maintenance relates to larger volumes of work that are scheduled to be undertaken. This report is limited to considering responsive repairs. The table below provides an overview of what is and isn't covered by the Housing Repairs service.

<b>Housing Repairs</b>	<b>Planned Maintenance (work not covered by Housing Repairs)</b>
Day-to-day repairs e.g. replacing taps, cupboard doors and showers	Large scale replacements of windows and doors
Emergency light testing	External redecorations
Periodic electrical testing	Roof replacements
Individual kitchen and bathroom replacements	Boiler replacements
Single door replacements	Insulation works
Single window replacements	Electrical rewiring
Disabled adaptations and improvements	Large scale replacements of kitchens and bathrooms i.e. for more than one property
Out-of-hours repairs	Car park works

3. The Housing Repairs service was originally delivered by an in-house team of employees. Over a number of years, through employee turnover, a number of contractors were brought in to resource shortfalls in the service provision.
4. In 2007 a Value for Money review found that the service was performing reasonably well; however it recommended that action be taken on resourcing the service, because the existing way of working was not sustainable. The recommended approach was for the majority of work to be outsourced via a tender process whilst emergency and urgent repairs and works to vacant properties would remain in-house.
5. Whilst the Value for Money review presented an option for tendering out work, it explained that this option was not likely to deliver any significant savings to the Council.
6. In 2010 a tender process was completed and a contract was awarded to Comserv UK

Ltd, with a value of £1.1million per annum, for 3 years with the option to extend for a further 2 years. The current contract has been extended and must end by March 2015. Emergency, urgent responsive repairs and vacant property works remain in-house.

7. Currently the provision of the Housing Repairs service is split between the Council and Comserv UK Ltd. The Council currently receives the enquiries from customers and decides who will do the work. Emergency and urgent repairs are handled by a small team of Council employees, at a cost of approximately £293,000 per annum (vehicle, equipment and material costs not included). All other repairs have been passed to Comserv UK Ltd for completion, approximately £1.1million per annum.

## **VANGUARD INTERVENTION**

8. In November 2013 the Council employed a team of consultants from a company called Vanguard to assist with a review of the Housing Repairs Service.
9. The Vanguard Method is an approach to redesigning services and procedures from the customer's perspective. A fundamental rethink of service provision, the approach looks at what matters to the customer and uses a continuous cycle of monitoring to improve performance. Unlike other approaches, which rely on consultants, the Vanguard Method is being rolled out by teams of Council employees who are supported by consultants. This approach allows the Council to learn the method and apply it itself in the future.
10. The Housing Repairs and Improvements Service is one of the first services to be subject to a Vanguard Intervention. The Intervention team have taken a fundamental look at the way the service is delivered. The result of this work has been to identify a number of customer focused measures that reveal a great deal about the existing method of working.
  - A sample of work identified that 63% of telephone calls were from customers requiring updates on repairs they had previously reported to us or that something previously repaired had broken again.
  - On average it was taking just over 89 days to complete a repair. This timescale is from when a customer first contacted the Council to when the repair was completed and is not unusual for responsive repairs delivered by social landlords when the true timescale for repairs are measured as opposed to individual attendances to undertake the same repair. On occasions repairs have required several attempts to be completed.
11. The Intervention team have spent the past few months working to develop better ways of working. The result of this work has been the development of a new approach to repairs.
12. The Intervention team are currently applying their approach to 58% of the Council housing stock; this is having gained confidence in the new way of working for a smaller number of Council owned homes. The initial impact of the new approach is outlined with the performance measures below.
  - The average time to complete a repair is now less than 8 days. This is a decrease of 90% of the average time taken in the previous system.
  - In over 97% of jobs, we are able to access the customer's property at the first appointment, which demonstrates the success of customers advising the Council when it is convenient to them for tradesmen to attend.

- 64% of jobs are now completed in a single visit. An indication that the team are building knowledge of what materials are frequently needed is that 79% of repairs are being completed using materials held on the vans.

13. It is proposed that in the future the service adopt the approach outlined below, based upon what has been learnt during the Vanguard intervention.

- We will trust customers.
- We will trust our tradesmen, by empowering them to diagnose and complete repairs without the need for a pre-inspection by a Surveyor.
- We will talk to customers and understand them as individuals and stop delivering a “one size fits all” approach.
- The materials for a repair should either be in the employees vehicle, based upon analysis of commonly used parts, or be easily delivered to site when required.
- We will focus on how the service performs from the customer’s perspective. This has resulted in a method of work that concentrates on what matters to customers.

14. The key finding from the Vanguard intervention is that delivering the Housing Repairs service using two systems of work does not provide value for money. Using a mixture of an in-house team and a contractor creates duplication and complicates the service for customers.

15. Based upon the findings from the Vanguard intervention the way forward is to implement a single system of work. The issue that needs to be resolved is whether the service is fully outsourced or brought entirely in-house.

## **PERFORMANCE MEASURES**

16. How the new way of working is performing is monitored by a number of performance measures. What matters to the customers is that:

- I. we keep the appointments made with them
- II. undertake the right repair
- III. that the repair stays fixed
- IV. the repair is completed in a timely manner

17. Historically, Performance Monitoring reports have focussed on how much repairs cost and how satisfied customer are with the service. It is now known that costs reported to the Board have been misleading as the computer system did not link costs where numerous orders were required to complete a repair. This concerns approximately 65% of repairs.

18. In addition, customer satisfaction was reported to be in the region of 98% for those customers who were provided with a satisfaction card and returned it. During the intervention customers views and comments have not supported this figure therefore demonstrating that the reported satisfaction level was not a true reflection of the customer experience.

19. The measures listed in paragraph 16 above will inform the Board whether the new

system is achieving what matters to our customers, achieving the purpose of the service. Customer satisfaction will be natural fallout of these measures performing well. If we are attending when we said we would and fixing the problem properly then customer satisfaction will inherently be high.

20. It is recommended that the Board receive these performance measures on a quarterly basis at future meetings.

### **SPECIALIST WORKS**

21. The new system of work is applicable for about 95% of repairs. The Housing Repairs intervention team has identified that the core group of tradesmen will need to be supplemented with specialist contractors for works such as installation, service and repair of passenger lifts, stair-lifts, warden call systems, door entry systems, CCTV systems, communal fire alarms, etc. How these services will be procured will be reviewed. This requirement applies to both options.

### **FINANCIAL IMPLICATIONS**

22. The implementation of the new system may result in significant savings in the region of £150,00 per annum compared to the current cost of the previous way of working.

### **REINVESTMENT OF POTENTIAL SAVINGS**

23. The potential savings by implementation of the new system could be used to reduce the gas, electricity and water costs of the customers in our homes.

24. It is proposed that any savings achieved be used to finance projects including:

- Installation of gas central heating and hot water system for electrically heated homes
- Installation of overbath showers when modernising bathrooms

25. A pilot project is currently being progressed to undertake both of the initiatives above at Arras House, Nashe Way, Fareham in response to customer complaints regarding their energy costs. A number of customers have offered to share details of their energy consumption with Building Services so that the effectiveness of the improvements can be measured. It is estimated that energy bills can be reduced by an impressive 30% when switching from electric to gas for heating and hot water supplies. This will be a direct financial saving for our customers as a result of implementing the new system for responsive repairs.

### **CONCLUSION**

26. The review of the Housing Repairs service has resulted in vast improvements and a new system that focusses on the customer's experience. In addition, there are potentially significant financial savings that are proposed to be reinvested to reduce customer's energy costs.

27. The review has found that previous measures of performance are not reflective indicators of customer service and that the new measures listed in paragraph 16 of this report be adopted by the Board for future performance monitoring reports.

## **RISK ASSESSMENT**

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

### **Background Papers:**

### **Reference Papers:**

### **Enquiries:**

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



# FAREHAM

## BOROUGH COUNCIL

### Report to Housing Tenancy Board

**Date**            28 July 2014

**Report of:**     Director of Community

**Subject:**        TENANT AND LEASEHOLDER SATISFACTION SURVEY

#### **SUMMARY**

This report to the board outlines plans to conduct a survey of tenants and leaseholders to gauge satisfaction levels with the housing service.

#### **RECOMMENDATION**

That board members note the contents of the report, comment on the draft questions and endorse the proposal to carry out a survey of all tenants and leaseholders.

## **INTRODUCTION**

1. In the past all local authorities with retained housing stock were required by the Department of Communities and Local Government to carry out a survey of their tenants. The survey was known as a STATUS (Standardised Tenant Satisfaction Survey) and was carried out every two years.
2. The last STATUS survey carried out by the Council was in 2008/09. However the survey was directed at general needs tenants only.
3. The requirement to carry out STATUS survey of tenants was removed in 2010 when the former Tenant Services Authority took on the regulatory role for Social Housing. Following this a number of social housing landlords got together to produce a new satisfaction questionnaire STAR which could be used for future surveys.

## **STAR (SURVEY OF TENANTS AND RESIDENTS)**

4. STAR replaced the STATUS satisfaction survey and is now carried out on a voluntary self-regulatory basis.
5. In carrying out a survey it is hoped that the Council will gain a better understanding of what services matter to tenants and leaseholders. It will also provide an opportunity to obtain a profile of our tenants which will help us to tailor our services in the future.
6. STAR enables social housing providers to compare satisfaction results both by benchmarking against each other and by examining trends over time. Carrying out a survey will enable us to regulate ourselves and by involving tenants in the process we will give them the opportunity to scrutinise the process and outcomes.
7. The proposed questions to be used in the survey have been discussed with the Tenants' and Leaseholders' Forum. The general consensus was that all the questions discussed should be included and that all tenants and leaseholders should be surveyed.

## **WHO WILL CARRY OUT THE SURVEY?**

8. Although it is possible to carry out surveys in-house this can be quite labour intensive. Furthermore questions can be raised about the impartiality of such an approach. As a result it is proposed to employ the services of a specialist company. Specialist companies offer an impartial service and use a variety of survey methods. Experience of using these companies in the past has shown that they provide a good service. Limited resources in-house would not achieve the same results. At least three companies would be approached about carrying out the survey.

## **WHAT SURVEY METHODS WILL BE USED?**

9. A variety of methods will need to be used in order to reach as many people as possible. Options will include postal surveys; telephone surveys; on-line surveys; face to face surveys and possibly focus groups. It may be a good idea to use all of these methods in order to gain an accurate picture from a representative sample of tenants and leaseholders.

## **SCOPE OF THE SURVEY**

10. In the past the Council has carried out surveys using a sample selection. However this has raised concerns about how representative and accurate the information received is. Furthermore the previous survey was of general needs tenants only.
11. It is proposed to broaden out the survey by sending it to all of our tenants and leaseholders.

## **SURVEY QUESTIONS**

12. The STAR satisfaction questionnaire has been used as a basis for the survey.
13. A list of the questions which were discussed at the recent Tenants' and Leaseholders' Forum is attached for board members comments.
14. If there are any areas of the service that there are concerns about, questions in the survey can be used to find out more.

## **BENEFITS OF A SURVEY**

15. A survey presents an opportunity for tenants and leaseholders to let us know how they feel about the service they receive from the Council. Feedback can then be used to shape, plan and improve the service provided in the future.
16. The results of the survey can also help determine what aspects of the service are most important to tenants and leaseholders and identify possible service priorities.
17. Surveys also provide an opportunity to update the profiles of tenants as information is given about household make-up.

## **FINANCIAL IMPLICATIONS**

18. The outsourcing of the survey to an independent organisation will come at a cost. However there are funds set aside from existing budgets that can largely fund this work.

## **RISK ASSESSMENT**

19. There are no significant risk considerations in relation to this report. However if we do not carry out a survey, we may not be able to demonstrate that we carry out self-regulation.

## **CONCLUSION**

20. This report has outlined the proposal to carry out a survey of all tenants and leaseholders and has provided an opportunity for board members to comment on the draft questions to be included in the survey.

**Appendices:** [Appendix A – Draft survey questions](#)

**Background Papers:** None

**Reference Papers:** Homes and Communities Agency – Consumer Regulation Review  
2012/13  
HouseMark – A Guide to running STAR

**Enquiries:**

For further information on this report please contact Jennie Larkin. (Ext 4463)

## **QUESTIONS FOR THE SURVEY OF TENANTS AND LEASEHOLDERS OF FAREHAM BOROUGH COUNCIL**

What questions should be included and should the survey go to all tenants & leaseholders or just a sample selection? Should there be a prize draw as an incentive? Details in the newsletter? The Tenants' and Leaseholders' Forum felt that all of this should happen.

### **Demographic:**

1. You & your household – please tell us the age and gender of everyone who lives with you in your household.
2. Are you or any household member's day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months?
3. What is your (and your partner's) ethnic group?

### **Core questions (these are used to compare us with other landlords of social housing):**

1. Taking everything into account, how satisfied or dissatisfied are you, with the service provided by Fareham Borough Council?
2. How satisfied or dissatisfied are you with the overall quality of your home?
3. How satisfied or dissatisfied are you with your neighbourhood as a place to live? (This could be broken down into areas).
4. How satisfied or dissatisfied are you that your rent provides value for money?
5. How satisfied or dissatisfied are you that your service charges provide value for money?
6. Generally, how satisfied or dissatisfied are you with the way FBC deals with repairs & maintenance?
7. How satisfied or dissatisfied are you that FBC listens to your views & acts upon them?

### **General questions:**

1. How satisfied or dissatisfied are you with the overall condition of your home?
2. How satisfied or dissatisfied are you that FBC gives you the opportunity to make your views known?
3. How good or poor do you feel FBC is at keeping you informed about things that might affect you as a resident?
4. How satisfied or dissatisfied are you with the way FBC deals with the following?
  - Anti-social behaviour
  - Complaints
  - Your enquiries generally
  - Moving or swapping your home (transfers & exchanges)
  - How satisfied or dissatisfied are you with gas servicing arrangements?

**Service Priorities:**

Which of the following services would you consider to be priorities? Please tick your top 3 only:

- Keeping residents informed
- The overall quality of your home
- Listening to residents' views & acting upon them
- Repairs & maintenance
- Dealing with anti-social behaviour
- Your neighbourhood as a place to live
- Value for money for your rent (and service charges)
- Support & advice on claiming welfare benefits & paying rent
- Debt and money advice
- The emergency call system
- Your sheltered housing officer

**Perceptions of FBC:**

- FBC provides an effective & efficient service
- FBC is providing the service I expect from my landlord
- FBC has friendly & approachable staff

**Housing for Older People**

Thinking about where you live, how satisfied or dissatisfied are you with the following?

- Your support plan
- The frequency of contact with your sheltered housing officer
- The overall service provided by your sheltered housing officer
- The emergency call system
- The safety & security of your home

**Leaseholders:**

1. Thinking about the property where you live, how satisfied or dissatisfied are you with the following?
  - The cleaning & upkeep of communal areas
  - External building repairs & maintenance
  - Repairs to communal areas
2. Thinking about your service charges, how satisfied or dissatisfied are you with the following?
  - The consultation you receive when FBC sets the service charges
  - How easy is it to understand your service charge statement

- The information about how your service charges are calculated
- 3. Thinking about the information & advice you receive from FBC about being a leaseholder, how satisfied or dissatisfied are you with the following?
  - Your obligations under the terms & conditions of your lease
  - FBC's website as a source of useful information
- 4. Since you moved in, have you found it easier or more difficult to afford your mortgage payments & service charges?

### **Advice & support**

1. Thinking about your rent & income, how satisfied or dissatisfied are you with the advice & support you receive from FBC with the following?
  - Claiming housing benefit & other welfare benefits
  - Managing your finances & paying rent & service charges
2. How satisfied or dissatisfied are you with the advice & support you receive from FBC with the following?
  - Support for new tenants
  - Moving home

### **Contact & communication**

1. Have you contacted FBC in the last 12 months with a query other than to pay your rent or service charges?
  - Was getting hold of the right person easy or difficult?
  - Did you find the staff helpful or unhelpful?
  - Was your query answered within a reasonable time?
  - Do you use the internet?
  - Why do you not use the internet?
2. Which of the following methods of being kept informed & getting in touch with FBC are you happy to use?
  - E mail
  - Telephone
  - Text
  - In writing
  - Visit to the office
  - Visit to your home by staff
  - Open meetings
  - Newsletter
  - Other (please state)

## **Neighbourhood**

1. To what extent are any of the following a problem in your neighbourhood?
  - Car parking
  - Rubbish or litter
  - Noisy neighbours
  - Dog fouling/dog mess
  - Other problems with pets & animals
  - Disruptive children/teenagers
  - Racial or other harassment
  - Drunk or rowdy behaviour
  - Vandalism & graffiti
  - People damaging your property
  - Drug use or dealing
  - Abandoned or burnt out vehicles
2. In the last three years, would you say your neighbourhood has improved or declined?

## **Responsive repairs:**

1. Have you had any repairs to your home in the last 12 months?
2. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following?
  - Being told when workers would call
  - Being able to make an appointment
  - Time taken before work started
  - The speed of completion of the work
  - The attitude of workers
  - The overall quality of work
  - Keeping dirt & mess to a minimum
  - The repair being done 'right first time'
  - The contractors doing the job you expected
  - The repairs service you received on this occasion
  - Did the contractor show proof of identity
3. If you had an appointment for this repair, was it kept?

## **Anti-social behaviour:**

1. Have you reported anti-social behaviour to FBC in the last 12 months?
2. At the beginning, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint?
3. How would you describe the member of staff dealing with your anti-social behaviour complaint?



4. How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service?
  - The advice provided by staff
  - How well you were kept up to date with what was happening throughout your anti-social behaviour case
5. Overall, how satisfied or dissatisfied are you with the way your anti-social behaviour complaint was dealt with?
6. How willing would you be to report any anti-social behaviour to FBC in the future?

### **Complaints:**

1. Are you aware that FBC has a formal complaints procedure?
2. Have you made a complaint to FBC in the last 12 months?
3. How satisfied or dissatisfied were you with the following aspects of the complaints service?
  - How easy it was to make your complaint
  - The information & advice provided by staff
  - How well you were kept informed about the progress of your complaint
  - The speed with which your complaint was dealt with
4. Overall, how satisfied or dissatisfied are you with the way your complaint was handled by FBC?
5. Overall, how satisfied or dissatisfied are you with the final outcome of your complaint?
6. How willing would you be to make a complaint to FBC in the future?

### **Estate Services:**

1. How satisfied or dissatisfied are you with the overall appearance of your neighbourhood?
2. How satisfied or dissatisfied are you with the grounds maintenance, such as grass cutting, in your area?
3. How satisfied or dissatisfied are you with the cleaning of the following?
  - Internal communal areas
  - External communal areas
4. How satisfied or dissatisfied are you with the overall estate services provided by FBC?
5. How satisfied or dissatisfied are you with the value for money of overall estate services provided by FBC?

**\*Please note that all questions will be set out in boxes and will have appropriate responses such as very satisfied; satisfied and dissatisfied. The above information is set out as an example of the questions to be asked only.**



# FAREHAM

## BOROUGH COUNCIL

### **Report to Housing Tenancy Board**

**Date**            28 July 2014

**Report of:**     Director of Community

**Subject:**        **APPOINTMENT OF TENANT AND LEASEHOLDER CO-OPTED  
MEMBERS AND THE REVIEW OF TENANT INVOLVEMENT**

#### **SUMMARY**

This report considers the co-opting of tenant and leaseholder representatives onto the Housing Tenancy Board following a review of the tenant and leaseholder involvement structure at an Annual General Meeting in March 2014.

The report also asks the board to consider allowing tenant deputy representatives to stand in on occasions when the co-opted leaseholder representative(s) are unable to attend.

#### **RECOMMENDATION**

That Board members note the contents of the report, endorse the amalgamation of existing tenant and leaseholder forums and permit deputy co-opted tenant members to stand in at Board meetings when the co-opted leaseholder representative(s) are unable to attend.

## **INTRODUCTION**

1. There are currently four co-opted tenant and leaseholder representatives on the Housing Tenancy Board. This is made up as follows:
  - Chairman and Vice-Chairman of General Tenants' Forum;
  - Chairman of Sheltered Tenants' Forum; and
  - Chairman of Leaseholders' Forum
2. In addition to the above there are two tenant deputy representatives but no leaseholder deputy representative.
3. In the past when a tenant representative on the Board is absent one of the tenant deputy representatives stands in. However on occasions when the leaseholder representative has been unable to attend there has been no deputy to stand in.
4. At the Annual General Meeting (AGM) for Tenants and Leaseholders in March 2014 there was discussion and support by those present for the merging of the existing tenant and leaseholder forums into one tenant and leaseholder housing forum. As a result of this the process of co-opting tenant and leaseholder representatives onto the Housing Tenancy Board needs to be reviewed.

## **TENANT AND LEASEHOLDER REPRESENTATIVES**

5. Following the AGM there has been discussion and agreement with the Chairman of both the Sheltered Tenants Forum and Leaseholders Forum to merge into one forum for all tenants and leaseholders. Tenants and leaseholders on the mailing list have been written to advising them of the change. The first meeting of the new Tenants and Leaseholders Housing Forum took place on 19 June 2014.
6. The constitution of the merged Forum is in the process of being reviewed in consultation with the members of the Tenants' and Leaseholders' Housing Forum. The process of nominating tenant and leaseholder representatives onto the Housing Tenancy Board will be reviewed at the same time. It is anticipated that a new constitution will be in place before the Board's next meeting.
7. Following discussion with the previous Chairman and Vice-Chairman of the Sheltered Tenants' Forum it is proposed that they will continue in their roles on the Housing Tenancy Board. This will be reviewed at the Annual General Meeting of the Tenants' and Leaseholders' Forum in March 2015 or sooner depending on whether both tenants are happy to continue in these roles.
8. The Chairman of the General Tenants Forum was re-elected at the AGM in March and will continue to sit on the Housing Tenancy Board. The Vice-Chairman is not due for re-election until next year and so will continue to sit on the Housing Tenancy Board.
9. The previous Chairman of the Leaseholders' Forum will continue to represent leaseholders at the Housing Tenancy Board. There is however no nominated deputy leaseholder representative to sit on the Housing Tenancy Board. This unfortunately has meant on occasions when the leaseholder representative has been absent that the number of tenant and leaseholder representatives have been short.

## **PROPOSED CHANGES**

10. That the current co-opted tenant and leaseholder representatives continue in their respective roles.
11. In the event that the Leaseholder representative is unable to attend a meeting and there is no leaseholder deputy to take their place one of the tenant deputy representatives, if available, will be asked to stand in.
12. Although it is acknowledged that replacing a leaseholder representative with a tenant representative was not the original intention, many issues discussed by the Board are of common interest to both leaseholders and tenants. Furthermore this will provide an opportunity for one of the tenant deputy representatives to gain some valuable experience in participating in the Board's discussion.

## **RISK ASSESSMENT**

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

## **CONCLUSION**

14. This report to the Board has outlined a change to the tenant and leaseholder involvement structure with one Forum representing all tenants and leaseholders; highlighted the need for a revised constitution and proposed that a tenant deputy representative will stand in when there is no leaseholder representative available.

**Background Papers:** None

**Reference Papers:** None

**Enquiries:** For further information on this report please contact Jennie Larkin. (Ext 4463)



# FAREHAM

BOROUGH COUNCIL

## Report to Housing Tenancy Board

**Date**                    **28 July 2014**

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

**Subject:**                **REVIEW OF WORK PROGRAMME 2014/15**

### **SUMMARY**

The proposed Work Programme for the year was agreed by the Board at its meeting on 22 April 2014 and endorsed by the Executive on 2 June 2014.

### **RECOMMENDATION**

The Board are invited to further review the Work Programme for the year 2014/2015. The Work Programme for 2014/15 is attached as Appendix A.

## **INTRODUCTION**

1. At the Board's meeting on 22 April 2014, members agreed a draft Work Programme for 2014/15. The programme was submitted to the Executive at its meeting on 2 June 2014. The Work Programme is shown in Appendix A of this report.

## **AMENDMENT TO THE WORK PROGRAMME FOR 2014/15**

2. The Board is requested to endorse the decision to amend the Work Programme as detailed below:-
  - (i) The Review and Update of Local Standards due to be reported to the Board on 28 July 2014 has been deferred until 20 October 2014.

## **RISK ASSESSMENT**

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

## **CONCLUSION**

4. The Board is invited to:-
  - (i) Confirm the programme items as set out in Appendix A; and
  - (ii) Inform the Executive for their endorsement.

**Appendices:** Appendix A – Work Programme for 2014/15

**Background Papers:** None

**Reference Papers:** Minutes of Housing Tenancy Board 22 April 2014 – Point 11

## **Enquiries:**

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



## HOUSING TENANCY BOARD –WORK PROGRAMME 2014/2015

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

