

FAREHAM

BOROUGH COUNCIL

AGENDA HOUSING TENANCY BOARD

Date: Monday, 20 October 2014

Time: 6.00 pm

Venue: Vannes/Pulheim 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

D J Norris

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 28 July 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 - 12)

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

7. Quarterly Performance Report - Building Services (Pages 13 - 20)

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

8. Update on Estate Improvement Programme 2014/15 (Pages 21 - 24)

To consider a report by the Director of Community on an update on the Estate Improvement Programme 2014/15.

9. 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.

10. Housing Tenancy Board Work Programme 2014/15 (Pages 25 - 28)

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

P GRIMWOOD
Chief Executive Officer

www.fareham.gov.uk

10 October 2014

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FAREHAM

BOROUGH COUNCIL

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

Date: Monday, 28 July 2014

Venue: Collingwood Room - Civic Offices

PRESENT:

Councillor P J Davies (Chairman)

(Vice-Chairman)

Councillors: T J Howard, Mrs K K Trott, C J Wood and Mrs M E Ellerton
(deputising for Mrs K Mandry)

Co-opted members: Mrs P Weaver, Mr G Wood and Miss E Bartlett (deputising for Mr B Lee)

Also Present: Councillor B Bayford, Executive Member for Health and Housing
(Item 11)



1. APOLOGIES FOR ABSENCE

Apologies of absence were received from Councillor Mrs K Mandry and Mr Brian Lee.

2. MINUTES

It was AGREED that the minutes of the Housing Tenancy Board held on 22 April 2014 be confirmed and signed as a correct record.

3. CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed Councillor C J Wood to the meeting.

4. DECLARATIONS OF INTEREST AND DISCLOSURES OF ADVICE OR DIRECTIONS

There were no declarations of interest or disclosures of advice or direction made at this meeting.

5. DEPUTATIONS

There were no deputations made at this meeting.

6. QUARTERLY PERFORMANCE REPORT - TENANCY SERVICES

The Board considered a report by the Director of Community on the Quarterly Performance Monitoring data for Tenancy Services. The Senior Housing Management Officer presented the report and took questions from members after each section of the report.

Rent Arrears:

The Board noted the increase in rent arrears since the last quarter. However it was reported to the Board that in the past week there has been a decrease in arrears by £20,000. Councillor Wood asked if there was a target to have rent arrears at by the end of the financial year. The Senior Housing Management Officer stated that the target is around 2%. The Senior Housing Officer also advised that high level arrears cases (over £500) were monitored by senior officers on a monthly basis to ensure appropriate recovery action was being taken.

The Senior Housing Management Officer was also asked if the recent welfare reform changes had impacted on rent arrears. The Board were informed that at present Universal Credit has not been introduced in Fareham so tenants are remain unaffected by this. However the introduction of the reduction in the spare room subsidy has affected a small number of tenants and will therefore have had a slight impact on rent arrears.

Empty Homes:

The Board noted that there was an increase in time taken to relet properties. It was explained to the Board that there has been a high number of properties that have required extensive works in order for them to be relet, and there

has been a number of refusals on properties, which has resulted in those people being removed from the waiting list.

The Chairman enquired as to whether there is a trend as to why some properties are hard to let, i.e. types of properties or particular locations. The Director of Community addressed the Board to explain that the Housing Service will shortly be undertaking a Vanguard Review of all of its services and will highlight and address any areas for concern such as the issue of re-letting homes.

Estate Management:

The Board noted the two estate inspections that had taken place in the last quarter. Paula Weaver raised the issue of feedback from Officers regarding complaints or issues raised during estate inspections and satisfaction cards. She requested that the complainant be informed when the work has been completed, as it is not always known if issues have been addressed.

Councillor Mrs Trott enquired as to whether it would be possible to have a verbal update on the outcomes of the estate inspections at each meeting. The Senior Housing Management Officer confirmed that prior to each meeting checks will be made to see if there has been any progress to the outcomes of each estate inspection and a verbal update will be provided at the meeting.

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

7. QUARTERLY PERFORMANCE REPORT - BUILDING SERVICES

The Board considered a report by the Director of Environmental Services on the Quarterly Performance Monitoring data for Building Services.

The Head of Building Services presented the report to the Board and explained that the report has changed significantly since the last quarter due to the recent Vanguard intervention which resulted in a fundamental rethink of the way in which the service is delivered, focusing on the service from the customer's point of view. As a result of this review there has been a change of focus away from customer satisfaction to new performance measures, which if delivered correctly and are maintained will naturally produce positive satisfaction from customers. The Board were also informed of potential financial savings due to this new way of working and the proposed reinvestment projects for these savings.

Graham Wood informed the Board that he is a tenant in one of the trial areas for the new approach and he is extremely pleased with the service received.

It was AGREED that the Board:-

- (a) note the content of the report;
- (b) endorse the new approach to service delivery; and
- (c) endorse the re-investment of potential savings and performance monitoring.

8. TENANT AND LEASEHOLDER SATISFACTION SURVEY

The Board considered a report by the Director of Community on the Tenant and Leaseholder Satisfaction Survey.

The Board were informed that the survey had been discussed at the Tenants Forum meeting on 19 June 2014, and that a number of tenants at the meeting agreed that all of the questions should be included in the survey.

Graham Wood expressed concern over the number of proposed questions in the survey and felt that the majority of sheltered tenants would be too daunted by the survey and would therefore not complete it.

Elizabeth Bartlett informed the Board that a number of tenants at the forum meeting did not agree with the length of the survey and felt that the questions were too repetitive.

Councillor Wood felt that the questionnaire was too long and that the questions should only relate to what improvements tenants would like to their homes. The Tenant Involvement Officer explained to the Board that the first set of questions are for benchmarking statistics and used for comparison with other social landlord providers.

The Tenancy Services Manager suggested that the survey is discussed with the Corporate Services team to get some advice on simplifying the questions and the format the questionnaire should take. He also suggested setting up coffee mornings/surgeries for tenants who would like help completing the survey.

It was AGREED that the Board:-

- (a) notes the content of the report; and
- (b) the survey is further reviewed taking into account the Boards comments and with consultations with both Corporate Services and the Tenants Forum.

9. APPOINTMENT OF TENANT AND LEASEHOLDER CO-OPTED MEMBERS

The Board considered a report by the Director of Community on the Appointment of Tenant and Leaseholder Co-opted Members.

It was AGREED that the Elected Members of the Board:-

- (a) notes the content of the report;
- (b) endorse the amalgamation of existing tenant and leaseholder forums; and
- (c) permit deputy co-opted tenant members to stand in at Board meetings when the co-opted leaseholder representative(s) are unable to attend.

10. GENERAL TENANTS FORUM - CHAIRMAN'S REPORT

In the absence of the Chairman of the Tenants Forum, the Board received a verbal update from the Tenant Involvement Officer regarding the issues and matters arising from the last meeting of the Forum. These were; the merger of the 3 forum (sheltered, general and leaseholder) into one forum, the newsletter which is due to go out in the autumn and the survey of tenants and leaseholders.

It was AGREED that the Tenant Involvement Officer be thanked for her update.

11. HOUSING TENANCY BOARD WORK PROGRAMME 2014/15

The Board considered a report by the Director of Community which reviewed the Boards Work Programme for 2014/15.

The Chairman suggested that the Board receive reports at the October meeting on the spending for the mobility scooter storage and off road parking programmes. The Tenancy Services Manager addressed the Board to suggest that this information be included into the Estates Improvement Programme report which is scheduled to go the Board meeting on 20 October 2014, all members agreed.

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

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

(The meeting started at 6.00 pm
and ended at 7.20 pm).

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date **20 October 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 Estate Services, Anti-Social Behaviour, Tenant Consultation and Involvement.

RECOMMENDATION

That the Board notes and scrutinises the information contained within the report.

INTRODUCTION

1. This report for Board members' information and review provides information across a range of housing management services, including rent arrears, empty homes, anti-social behaviour, estate management and tenant involvement.

CURRENT TENANT RENT ARREARS

2. The level of current tenant rent arrears as at week ending 5 October 2014 is shown in the table below:

Period	Arrears Total (£)	Arrears as % of Rent Due and Collectable	Arrears compared to previous period	Arrears compared to similar period in previous year
Jul - Sept 2014	£253,047.80	2.17	↓	↓

3. A breakdown of current tenant rent arrears as at week ending 5 October 2014 by patch area is shown in the table below:

Arrears Banding (£)	Portchester & SW Fareham	North Fareham	Stubbington & SE Fareham	Western Wards
< 100	£2011.95 (53 cases)	£877.37 (31 cases)	£1619.12 (38 cases)	£2101.25 (53 cases)
100 - 249	£4395.30 (28 cases)	£5739.34 (36 cases)	£6036.37 (39 cases)	£3150.00 (20 cases)
250 - 499	£6164.75 (18 cases)	£11940.29 (33 cases)	£8234.31 (23 cases)	£5701.25 (16 cases)
500 - 999	£18151.20 (25 cases)	£23035.77 (33 cases)	£12366.14 (18 cases)	£7153.51 (11 cases)
1000 - 1999	£22603.08 (15 cases)	£11532.73 (9 cases)	£15724.34 (12 cases)	£10505.78 (8 cases)
➤ 2000	£12543.81 (5 cases)	£16281.62 (5 cases)	£13750.91 (6 cases)	£31427.61 (9 cases)
Total	£65870.09 (144 cases)	£69407.12 (147 cases)	£57731.19 (136 cases)	£60039.40 (117 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
Jul – Sept 2014	64	↑	29	↑

5. The possession hearings in court resulted in the following outcomes
- 6 Stays of Eviction (where the tenant was successful in preventing their eviction)
 - 9 Suspended Possession Orders
 - 10 cases were adjourned on terms
 - 3 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 2 evictions due to rent arrears; in both cases the tenants were single males without any dependants.

EMPTY HOMES - RELETTING TIMES AND RENT LOSS

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

April – Sept 2014	Relet Times (Calendar Days)	Comparison to previous period	Comparison to previous year
General Purpose	28.27	↓	↑
Sheltered	36.95	↓	↑
General Purpose and Sheltered	31.76	↓	↑

9. At the end of September 2014 there were 26 empty properties; 16 were general needs housing properties and 10 were sheltered housing properties.
10. In terms of rent loss due to empty homes, the rent loss was £69,207.95. This equates to 1.26% of the total rent due to date. This is a reduction on the previous quarter.

ANTI-SOCIAL BEHAVIOUR (ASB)

11. The table below provides Board members with reported incidents of ASB. The main complaints involved erratic behaviour and nuisance caused by alcohol/substance misuse. Currently there are 3 tenants on Acceptable Behaviour Contracts and 1 Introductory tenant has been served with a Notice to extend their tenancy because of issues with ASB. This case is being closely monitored over the next few months to ensure that further action is taken if necessary.

Period	Number of reported incidents	Comparison to previous quarter	No. of serious cases	Comparison to similar period in previous year
Jul – Sept 2014	7	↑	0	↓

ESTATE MANAGEMENT

12. In the period July to September 2014 one estate inspection was carried out. Details of the site visited, main issues identified and outcomes are shown below:

Areas Inspected	Issues Identified & Action Taken	Outcomes
Garden Court (24/07/2014)	Weeding required in the forecourt area. Guttering requires clearing	Request for treatment to be carried out made to Streetscene team. Work to be completed on or before 31/10/2014 Guttering has been cleared by Building Services.

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 2 September 2014.
15. 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 sites where feed-back was obtained.

Period	Block Cleaning Satisfaction %	Comparison to previous quarter	Feed-back Sample Size %	Overall % satisfaction for year to date
Jul – Sept 2014	90	↓	77	90.5

16. 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.

17. The external areas around housing blocks and general needs areas, including garage service areas, are maintained by the Council's Streetscene team who provide the grounds maintenance service. The service includes grass-cutting, weed treatment, litter-picking and sweeping of hard surfaces. Feed-back is obtained from tenant and leaseholder representatives and housing staff and is collated to give an overall % satisfaction rate.

18. Quarterly performance meetings are held with the service provider and the last meeting was on 9 October 2014.

19. 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 sites where feed-back was obtained.

Period	Grounds Maintenance Satisfaction %	Comparison to previous quarter	Feed-back Sample Size %	Overall % Satisfaction for year to date
Jul – Sept 2014	85	↓	56	90.5

TENANT INVOLVEMENT

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

Date	Event	Purpose
22 July 2014	Editorial Panel Meeting	To assist in the production of newsletters and service user leaflets
24 July 2014	TSG Meeting	To discuss and review the gas service provided
13 August 2014	Frosthole Close Estate Monitors Meeting	To discuss and review issues relating to Frosthole Close

2 September 2014	OCS (Fountains) Meeting	To discuss and review performance of the cleaning service provided
25 September 2014	Tenants' and Leaseholders' Housing Forum	General Housing Service issues were discussed
30 September 2014	Collingwood Court Update Meeting	Collingwood House representatives met to discuss developments and progress with the building work
9 October 2014	Streetscene Meeting	To discuss and review performance of the Grounds Maintenance service provided

21. The Tenant Forum met on 25 September 2014. The meeting was attended by 32 tenants/leaseholders and the main items discussed were:

- Changes to the Maintenance service and how it will be delivered in the future
- Feed-back from tenants who attended contractor review meetings.

RISK ASSESSMENT

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

CONCLUSION

23. 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 20 October 2014

Report of: Director of Environmental Services

Subject: QUARTERLY PERFORMANCE REPORT- BUILDING SERVICES

SUMMARY

This report provides performance measures of the new system for Housing Repairs and an update for planned maintenance projects.

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 and an update on the delivery of the capital programme by the planned maintenance team

HOUSING REPAIRS SYSTEM

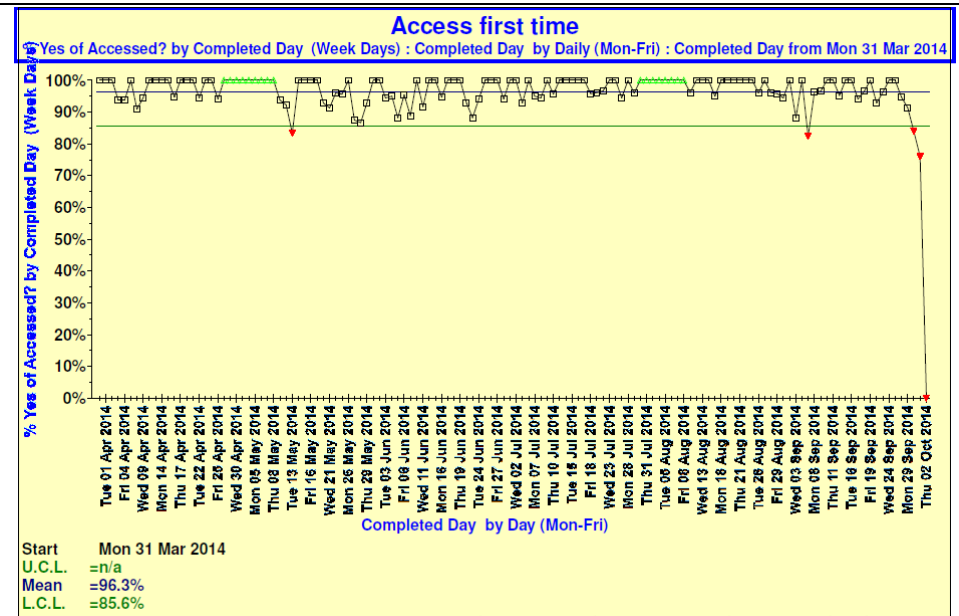
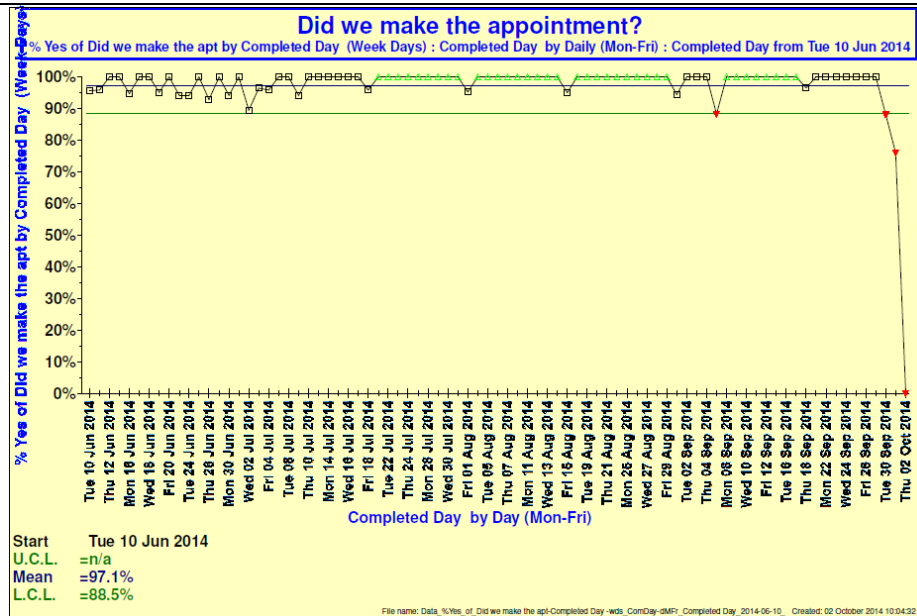
2. The Housing Repairs Service was one of the first services to be subject to a Vanguard Intervention. The Intervention team took a fundamental look at the way the service is delivered and as a result has identified a number of measures that inform how the work is working from a customer's perspective.
3. The Intervention team are currently applying their approach to 62% of the Council housing stock; this is having gained confidence in the new way of working for a smaller number of Council owned homes.
4. The new system consists of five steps that are of value to our customers when they need a repair to their home. These are:
 - i. Get clean info – Name, address, contact number, brief detail of the problem, date and time when it is convenient for us to attend
 - ii. Allocate – at the right time, allocate the job to an operative with the right skills
 - iii. Access – attend at the right time, be polite, courteous and presentable
 - iv. Diagnose – identify the root cause of the problem, understand the individual needs of the customer and tailor a solution that is necessary and proportionate
 - v. Repair – use the right skills and have access to the right materials to fix the problem
5. The performance of the new system is demonstrated by measures that reflect what matters to our customers:
 - (a) Did we turn up when we said we would (at the time convenient to the customer)?
 - (b) Did we get the operative with the right skills to visit the customer first time?
 - (c) Did we do the right repair?
 - (d) How long did we take?
6. The next few pages of this report provide the performance of the new system using the measures through the journey of a customer and include a comment regarding what the measures demonstrate.

Housing Repairs system Value Steps



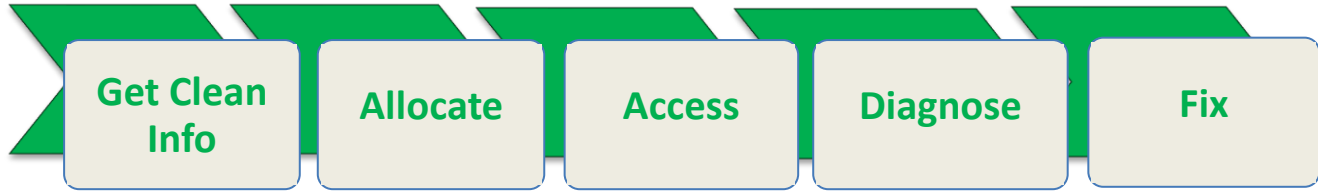
What matters to our customer: Did we turn up when we said we would?

Value Step: Access



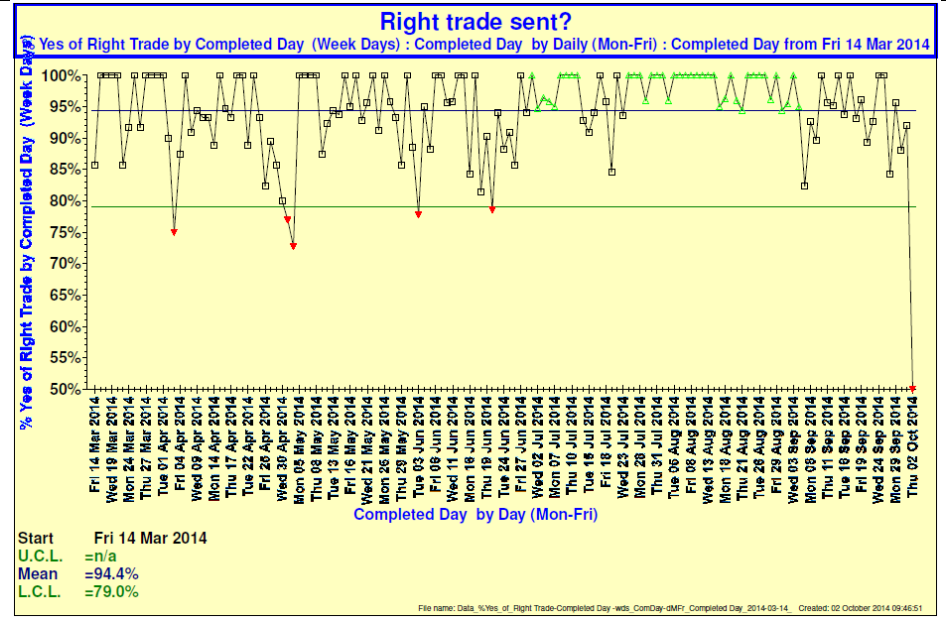
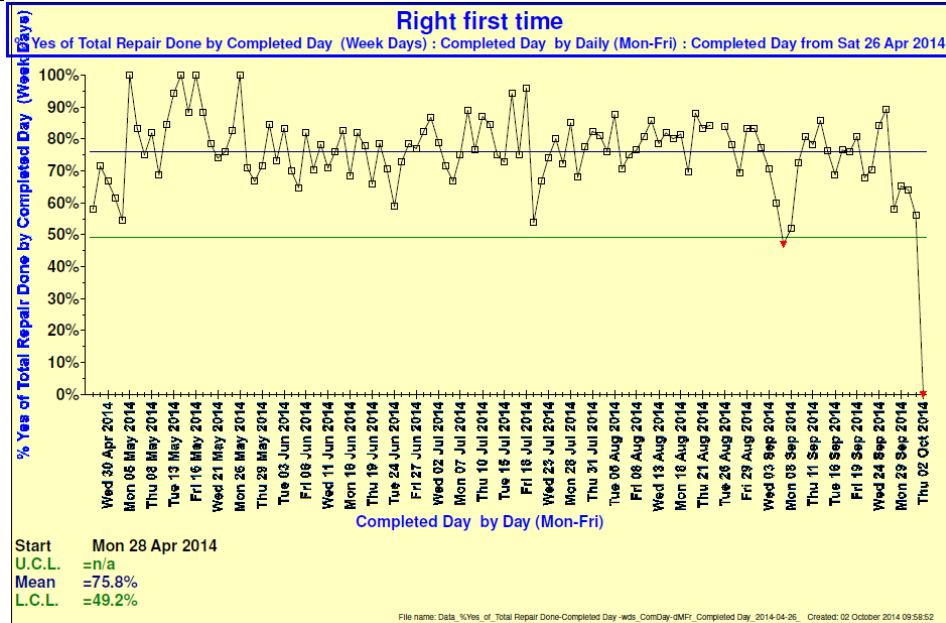
The measures demonstrate that **we are meeting what matters to our customers** by achieving high levels of attendance at the appointed day and time. As a result the performance of accessing homes first time is **extremely high**. This is a result of understanding when is convenient to the customer to attend and having the correct resources to meet the current levels of demand.

Housing Repairs system Value Steps



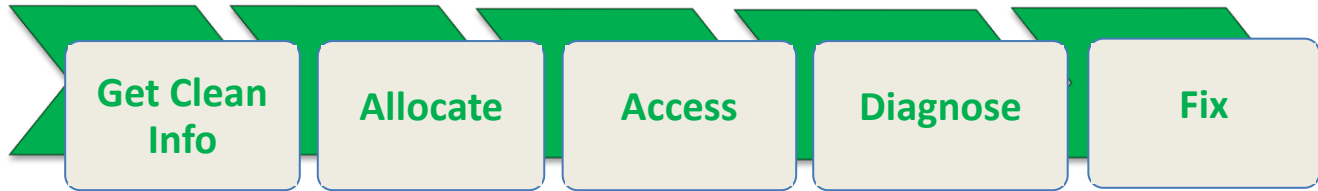
What matters to our customer: Did we get it right 1st time?

Value Step: Diagnose



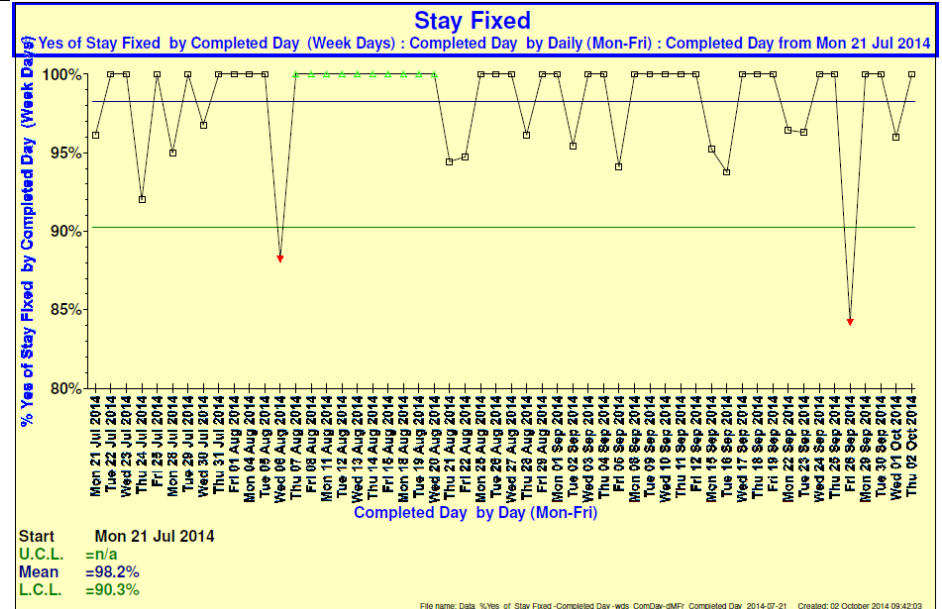
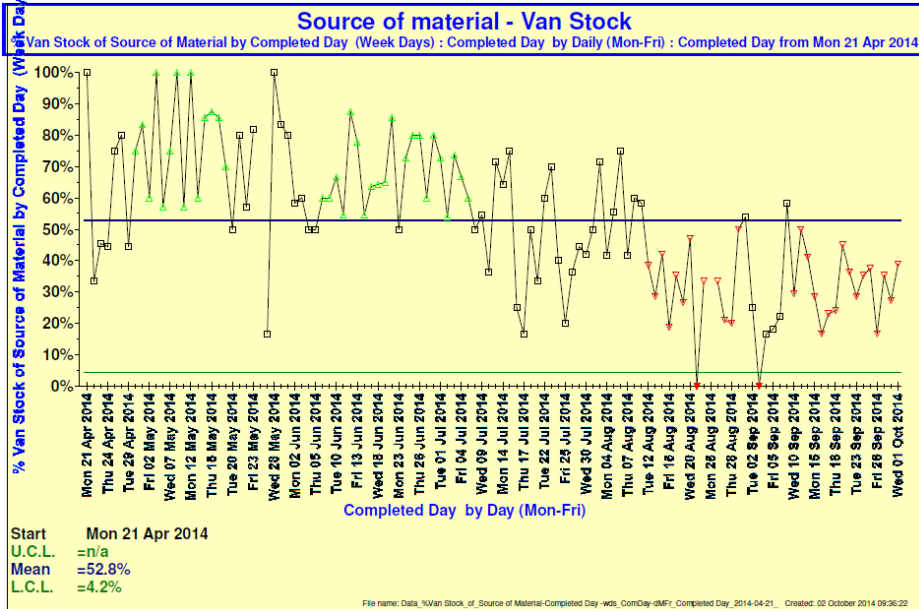
The measures demonstrate a **stable trend** of getting an operative with the right skills to the property so that we accurately diagnose the root cause of the situation and tailor the solution to meet the individual customers' needs.

Housing Repairs system Value Steps



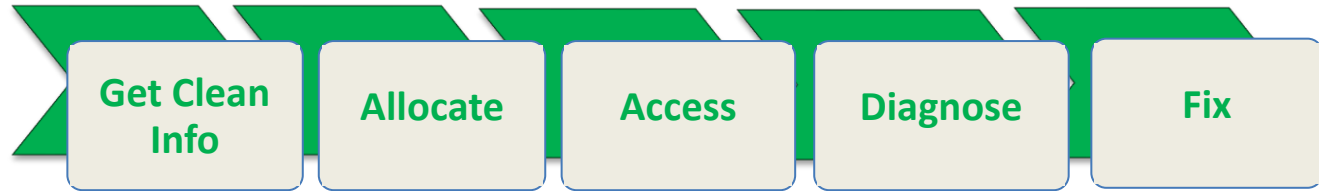
What matters to our customer: Did we do the right repair?

Value Step: Fix



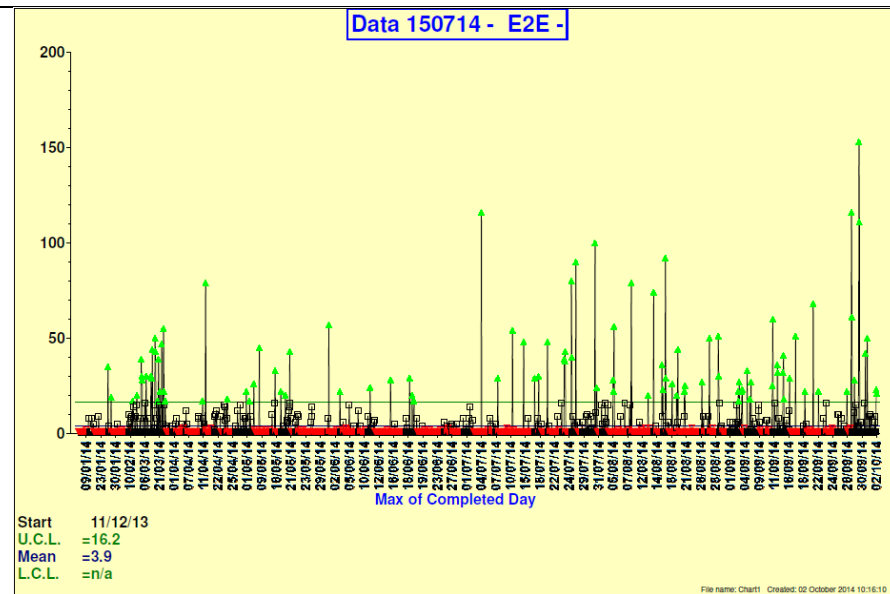
The measures demonstrate a **declining trend** in the volume of work undertaken using van stock materials and an **extremely high trend** of repairs staying fixed. The decline in van stocks being used is the result of an increase in works requiring large materials such as sheets of plasterboard and replacement double glazed units. There has been an apparent reduction in the number of minor repairs being reported such as dripping taps and lock repairs that further explains the recent trend. A consequence of the tradesman focusing on doing the right repair is reflected positively in the 'Stay Fixed' performance, eliminating future failure demand for the customer and the service.

Housing Repairs system Value Steps



What matters to our customer: How long did we take?

Value Step: n/a



Although not directly related to a value step, the time it takes to complete repairs is measured. The time begins from when it is first convenient with the customer for us to attend through to when the repair is completed. The overall performance of the system is very high and customer feedback reflects on the positive impact of the new way the system is working.

PLANNED MAINTENANCE PROJECTS

7. The current planned maintenance projects are being progressed by a combination of tender opportunities and utilising existing long term agreements. Brief details of current and proposed projects are detailed below:
- a) Kitchen and bathroom modernisations continue to be undertaken using an existing contract arrangement with MITIE Property Services. These are generally identified by responsive repairs team as the programmes of inspections were found to be ineffective.
 - b) A scheme for recycling and refuse bin store improvements at Garden Courts has been identified. The feasibility and design work has been completed following delays due to design brief changes and tree issues. Planning approval has been granted and construction work anticipated to be undertaken in April 2015.
 - c) Replacement gas boilers and central heating systems are being undertaken through an existing contract arrangement with Liberty Gas for all reactive demand.
 - d) The Council has reviewed its approach to periodic electrical inspections of the housing stock. A new approach is now implemented where the competent engineer advises the number of years between inspections based on a risk assessment informed by the condition of the installation, usage and number of repairs identified at the last inspection. This should mean that intervals between inspections for satisfactory installations is 10 years; realising savings without increasing the risk to property or persons.
 - e) Communal areas at Garden Court and Frosthole Close are receiving emergency lighting upgrade work, including the rewiring of all lighting circuits and removal of the redundant back-up generators. Asbestos removal works are undertaken in conjunction with this work with works anticipated to be completed by the end of October 2014.
 - f) A package of energy efficiency measures is being implemented at Arras House flats, Nashe Way, including replacement front entrance doors, replacement windows, installation of gas fired central heating, over-bath showers and extractor fans. Works commenced during August 2014 and will be completed by February 2015.
 - g) A number of customers living at Crofton Court, Bells Lane recently advised that their windows were draughty and were subsequently visited by the Housing Repairs Intervention team. It was found that the windows for the complete site are old and beyond economical repair therefore a window replacement project has now commenced with installation work anticipated to be undertaken during February and March 2015.
 - h) A Council wide external works project (road surfacing, highway repairs, line marking etc.) was procured and works to Council Housing roads, paths and service areas have been undertaken. Another similar contract will be tendered following further works identified including, Thorni Avenue drop kerbs with new forecourt parking, Spencer Court / Nelson Court additional parking and Trafalgar Court drying area. Work is anticipated to be undertaken during summer 2015.

- i) A proposed project to carry out concrete repairs and protective coatings to blocks of flats and maisonettes across the borough will be tendered in the near future. Engineering Consultants were commissioned and carried out condition surveys and developed a schedule of works for the procurement of the required remedial works. The report informed the Council on preventative maintenance programmes to maintain the life of the concrete element of the buildings.
- j) Various improvements to security doors and door entry systems for communal entrance areas have been completed at Belvoir Close flats, Northmore Close, Locks Heath, King George Road flats and Frosthole Close Common Room Facility. St Mary's Road flats are due to receive improvements, cost proposals are being reviewed.
- k) Disabled adaptations are being undertaken through the schedule of rates contract with Comserv. Extensions and major internal alterations are being progressed within the borough, with additional top up fund contributions by Hampshire County Council's Occupational Therapy Department where required.
- l) In accordance with legislation, the Council has a statutory obligation to ensure all gas heating appliances have an annual landlord safety check. The current aim is to service all gas appliances every 10 months. TSG Building Services Ltd is currently appointed as our gas appliance servicing and repairs contractor.

The percentage of properties with a current gas safety certificate is currently at 99.8% as of 1 October 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

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

CONCLUSION

- 9. This report demonstrates that the housing repairs system is working very effectively and variations in performance measures have been highlighted.
- 10. The progress of planned maintenance projects has been provided with good progress being achieved against project timetables.

Background Papers:

None

Reference Papers:

None

Enquiries:

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

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date 20 October 2014

Report of: Director of Community

Subject: UPDATE ON ESTATE IMPROVEMENT PROGRAMME 2014/15

SUMMARY

This report provides Board members with an update on the progress of schemes approved for 2014/15 together with those outstanding from 2013/14.

The report also provides an update on mobility scooter storage facilities and parking improvements.

RECOMMENDATION

That Board members note the information contained in the report.

INTRODUCTION

1. At the Board's meeting on 22 April 2014 approval was given to progress a number of estate improvement schemes, these together with an update on current status are shown below.
2. At the Board's meeting on 28 July 2014 it was agreed that the report on Estate Improvements would also include an update on the provision of mobility scooter storage and parking in the borough.

UPDATE ON ESTATE IMPROVEMENTS FOR 2014/15

3. An update on approved schemes together with any costs are shown below:-

SCHEME	STAGE	COST/ESTIMATED COST
Security/Privacy fencing work at Chapelside & Crofton Court	Works completed	£3894
Lighting improvements at Redoubt Court	Works ordered	£500 estimated
Dropped kerbing at Beverley Close & Frosthole Close	Works ordered	£2750 estimated
Bicycle storage at Hewett House	Consultation	£250 estimated
Noticeboards to Housing Blocks including installation	Works in Progress	£3500 estimated
Surfacing work at Barnes Close	Works ordered	£400 contribution
Drying lines at Frosthole Close	Consultation	Works deferred
Motor Cycle parking area at Frosthole Close	Consultation	£500 estimated
Safety railings at Bishopsfield Road	Works ordered	£2000 estimated
Removal of drying area at Minden House	Works ordered	£3000 estimated
Ground works to Flats and Maisonette Blocks	Works on hold	Works deferred
Safety railings at Western Court	Feasibility	£500 estimated
Signage work at Bishopsfield Road, Beverley Close, Hewett Road & Robinson Court	Works in Progress	£2206 estimated
Line Marking at Foster Close & Cross hatching at Bishopsfield Road	Works in process of being ordered	£500 estimated
	Total	£20000

UPDATE ON 2013/14 ESTATE IMPROVEMENT SCHEMES

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 completed	£1572
Bin Storage at Marchesi Court	Survey required	On hold - To be funded from Housing Capital Programme
Noticeboards to Housing Blocks	Works completed	£3000 (Funding carried over into 2014/15)
Landscaping works at Ransome Close & Winnards Park	Works to be progressed in 2014/15	£1500 (Funding carried over into 2014/15)

IDENTIFICATION OF ESTATE IMPROVEMENTS FOR 2015/16

5. Consultation with Tenant and Leaseholder Forums and issues arising from Estate Inspections over the next few months will go some way in helping to identify possible schemes for inclusion in a work programme for 2015/16.
6. A further report on the progress of the Estate Improvements outlined in this report, together with suggestions for 2015/16, will be considered at the Board's meeting in April 2015.

UPDATE ON MOBILITY SCOOTER STORAGE

7. An update on the programme for mobility scooter storage was last provided to the Board at its meeting on 22 April 2014.
8. At the Board's last meeting held on 28 July 2014 a request for a further update on progress was made. It was agreed that the update be included in the report on Estate Improvements.
9. As indicated in the April report to the Board additional scooter storage and access had been identified for Frosthole Close, Holly Hill Mansions, Lincoln Close, Northmore Close and Trafagar Court.
10. At the time of writing provision has been made at all sites with exception of Holly Hill Mansions which at the time of writing is in the process of being arranged.
11. The cost of works to the aforementioned sites will effectively use the remaining budget allocation; as a result there are no further identified funds for future scooter storage works.

UPDATE ON PARKING PROVISION

12. Following the report to the Board on 28 October 2013 about car parking on housing estates an annual budget of £25,000 was set aside from the 2014/15 Housing Capital Programme to fund parking improvements at some housing locations.
13. At the end of May 2014 visits were made to a number of sites identified in the report to members last October. Arising from the visits improvement works were identified at the following housing sites:
 - Marks Road (Spencer Court), Stubbington;
 - Minden House, Redlands Lane, Fareham South East;
 - Nelson Court, Fort Fareham Road, Fareham South East; and
 - Thorni Avenue, Fareham North West
14. At the present time drawings, costings and permissions are to be made. It is envisaged that works will be carried out in summer 2015. As a result funding set aside from 2014/15 budget will be carried forward into 2015/16.
15. Site surveys will be carried out in spring 2015 to identify further schemes to be funded from 2015/16 budget allocation.

RISK ASSESSMENT

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

CONCLUSION

17. This report has provided Board members with an update on the progress of previously identified and approved estate improvement schemes.
18. The report has also provided an update on the provision of additional mobility scooter storage and parking at housing sites in the borough.

Background Papers: None

Reference Papers: Housing Tenancy Board 22 April 2014 - Estate Improvements Programme 2014-15
Housing Tenancy Board 22 April 2014 - Update on Programme for Mobility Scooter Storage
Housing Tenancy Board 28 October 2013 – Review of Car Parking on Housing Estates

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

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date **20 October 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 28 July 2014 and endorsed by the Executive on 1 September 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 28 July 2014, members agreed the Work Programme for 2014/15. The programme was submitted to the Executive at its meeting on 1st September 2014. The Work Programme is shown in Appendix A of this report.

AMENDMENT TO THE WORK PROGRAMME FOR 2014/15

2. The report titled 'Update on Regulatory Framework for Social Housing' formerly 'Review and update of Local Standards' has been deferred until 21 April 2015.

RISK ASSESSMENT

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

CONCLUSION

4. The Board is invited to:-
 - (i) endorse the decisions to make the revisions to the 2014/15 Work Programme as stated in paragraph 2 above;
 - (ii) confirm the programme items as set out in Appendix A; and
 - (iii) inform the Executive for their information and endorsement.

Background Papers: None

Reference Papers: Minutes of Housing Tenancy Board 28 July 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"> • Review of 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 • Tenant and Leaseholder Satisfaction Survey
20 October 2014	<ul style="list-style-type: none"> • Review of Work Programme 2014/15 • Quarterly Performance Report - Tenancy Services • Quarterly Performance Report - Building Services • Update on Estate Improvement Programme 2014/2015 (including update on mobility scooter storage and parking)
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 • Update on the impact of the removal of the spare room subsidy (RSRS) • 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 • Estate Improvement Programme for 2015/16 • Update on Regulatory Framework for Social Housing

