

# FAREHAM

BOROUGH COUNCIL

## AGENDA

### HOUSING TENANCY BOARD

**Date:** Tuesday, 21 April 2015

**Time:** 6.00 pm

**Venue:** Octagon Lounge, Ferneham Hall

**Members:**

Councillor P J Davies (Chairman)

Councillor Mrs K Mandry (Vice-Chairman)

Councillors T J Howard

Mrs K K Trott

C J Wood

**Deputies:**

D J Norris

Mrs M E Ellerton

**Co-opted Members:**

Mrs P Weaver

Mr G Wood

Mr B Lee

**Deputy Co-opted Members:**

Mrs E Bailey

Miss E Bartlett



**1. Apologies for Absence**

**2. Minutes (Pages 1 - 8)**

To confirm as a correct record the minutes of the Housing Tenancy Board meeting held on 26 January 2015.

**3. 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.

**4. Deputations**

To receive any deputations of which notice has been lodged.

**5. New Lease for Leaseholders (Pages 9 - 10)**

To consider a report by the Director of Finance and Resources on a New Lease for Leaseholders.

**6. Annual Performance Report for 2014/15 - Tenancy Services (Pages 11 - 18)**

To consider a report by the Director of Community which gives a review of the annual performance for Tenancy Services for 2014/15.

**7. Annual Performance Report for 2014/15 - Building Services (Pages 19 - 24)**

To consider a report by the Director of Environmental Services on a review of the annual performance for Building Services 2014/15.

**8. Estate Improvement Programme for 2015/16 (Pages 25 - 28)**

To consider a report by the Director of Community on the Estate Improvement Programme for 2015/16.

**9. Changes to the Sheltered Housing Service (Pages 29 - 34)**

To consider a report by the Director of Community on changes to the Sheltered Housing Service.

**10. General Tenants Forum - Chairman's Report**

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

**11. Review of Annual Work Programme for 2014/15 and Final Consideration of Draft Work Programme for 2015/16 (Pages 35 - 40)**

To consider a report by the Director of Community which reviews of the annual work programme for 2014/15 and gives final consideration of the draft work programme for 2015/16.

## **12. Chairman's Announcements**

P GRIMWOOD  
Chief Executive Officer

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

13 April 2015

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Democratic Services, Civic Offices, Fareham, PO16 7AZ  
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[democraticservices@fareham.gov.uk](mailto:democraticservices@fareham.gov.uk)**



# FAREHAM

BOROUGH COUNCIL

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

**Date:** Monday, 26 January 2015

**Venue:** Collingwood Room - Civic Offices

**PRESENT:**

Councillor P J Davies (Chairman)

Councillor Mrs K Mandry (Vice-Chairman)

**Councillors:** T J Howard, Mrs K K Trott and C J Wood

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

**Also Present:**



**1. APOLOGIES FOR ABSENCE**

An apology of absence was received from Mr Brian Lee.

**2. MINUTES**

It was AGREED that the minutes of the Housing Tenancy Board meeting held on 20 October 2015, be confirmed and signed as a correct record.

**3. CHAIRMAN'S ANNOUNCEMENTS**

There were no Chairman's announcements.

**4. DECLARATIONS OF INTEREST AND DISCLOSURES OF ADVICE OR DIRECTIONS**

There were no declarations of interest made at this meeting.

**5. DEPUTATIONS**

There were no deputations made at this meeting.

**6. HOUSING REVENUE ACCOUNT INCLUDING HOUSING CAPITAL PROGRAMME FOR 2015/16**

The Board considered a report by the Director of Finance and Resources on the Housing Revenue Account including the housing capital programme for 2015/16.

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

Councillor Wood enquired as to why the cost of the proposed 'Passivhaus' scheme in Allotment Road is so high for only 6 properties. The Director of Community explained that the 'Passivhaus' is a specific type of construction to provide energy efficient houses. These houses are being trialled as a pilot scheme for Welborne as 10% of the housing stock will need to be built to his standard. He explained that the estimated cost of the build was a standard cost and is not considered to be excessive. Graham Wood asked if these properties would be subject to 'right to buy'. The Director of Community confirmed that they would be subject to right to buy, however the tenant would still have to pay for the construction cost of the property.

Members discussed the proposed rent increases, and asked how this will affect those who are in receipt of housing benefit. The Director of Community explained that currently 60% of tenants are in receipt of housing benefit and for those tenants the rent increase will be covered by their housing benefit.

Graham Wood addressed the Board and expressed concern over the rent increases for the sheltered tenants who are already on a limited income with their pensions. The Chairman informed the Board that pensions will be increasing by 2.75% in April which is more than the increase in the rent for the

Council properties. Members agreed that whilst some sheltered tenants may find the increase difficult, it is not just limited to them. There are many general purpose tenants who will have a limited income and will find the increase in rent difficult. Members were reminded that whilst the rents are increasing, it is a much lower increase than last year, and still makes the rent a lot cheaper than that which tenants would be expected to pay in the private sector.

The Corporate Accountant drew member's attention to Appendix C of the report and explained that under rechargeable repairs to Council houses, point a) Abortive visit by Officer, Surveyor or Tradesman – Standard charge per visit, should be removed as this has been removed by the Vanguard intervention in Building Services.

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

- (a) individual rent increases be approved for Council Dwellings with effect from 6 April 2015;
- (b) rents for Council garages be increased by 5% with effect from 6 April 2015;
- (c) discretionary fees & charges be increased to provide an increase of 5% where possible, with effect from 6 April 2015;
- (d) the revised budget for 2014/15 be approved;
- (e) the base budget for 2015/16 be approved;
- (f) the capital programme and financing for 2014/15 to 2018/19 be approved; and
- (g) annual budgets and assumptions are set with aim of ensuring sufficient surpluses are held to repay debt on the maturity of each loan.

## **7. UPDATE ON THE IMPACT OF THE REMOVAL OF THE SPARE ROOM SUBSIDY (RSRS)**

The Board considered a report by the Director of Community on the impact of the removal of the spare room subsidy (RSRS) has made to Council Housing tenants.

Paula Weaver asked if the housing benefit of those who are under occupying a property is affected whilst they are waiting to move. The Tenancy Services Manager informed the Board that this would be affected but tenants may be eligible for a discretionary housing payment (DHP) whilst they sort alternative accommodation.

Steve Lovelock asked what happens when the DHP runs out of funds. The Tenancy Services Manager confirmed that the DHP was a fund received from Central Government and once it runs out there will be no more funding for these payments and the tenants who are in receipt of them would need to make up the shortfall in rent.

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

## **8. 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 report was presented by the Senior Housing Management Officer who presented the report in sections and took questions from members in each section.

#### Rent Arrears:

It was reported to the Board that the rent arrears figure is down on the last quarter, which was very promising as that particular quarter is normally exceptionally bad for rent arrears as it falls over the Christmas period.

Councillor Wood enquired as to why the rent arrears figure wasn't broke down in each separate ward as then Ward Councillor's would be able to have a clearer idea of the rent arrears in there ward. The Senior Housing Management Officer explained that the figures are shown in the areas of which the Area Housing Estates Officers are responsible for.

Paula Weaver enquired as to whether the new way of working where the housing officers are trying to engage more with tenants to discuss their rent arrears and find a way of moving forward. The Senior Housing Officer confirmed that the decrease in rent arrears and court appearance are good examples of how well it is working.

Graham Wood asked if there was a contingency plan in place for when Universal Credit is rolled out. The Senior Housing Management Officer explained that it is too difficult to have a plan in place as it is unknown how this is going to impact tenants. She explained that their focus is on working and educating people on how to manage their money and how to budget for things effectively.

#### Empty Homes:

The Directory of Community explained to the Board that the Vanguard intervention has just begun across the whole of the Housing Service, and part of it will be looking at the allocations process to see if the re-letting process can be made quicker and more efficient therefore having less void properties. He also commented on the difficulty they are now having trying to fill some properties as people on the waiting list are having too many specific demands on the type of property that they want.

#### Estate Management:

It was reported to the Board that the satisfaction figures for cleaning and grounds maintenance are much improved upon the last quarter.

Graham Wood updated the Board on the Sheltered Housing Coffee Mornings that he and the Tenancy Services Manager have recently attended, which have been very successful.

Councillor Trott suggested that the information provided, in the presentation at the tenants forum, on pest control and dog nuisance be included in the tenant newsletter as it was extremely informative and useful. The Tenant Involvement Officer confirmed that this information was to be included into the next tenant newsletter.

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



## **9. QUARTERLY PERFORMANCE REPORT - BUILDING SERVICES**

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

The report was presented by the Head of Leisure and Community and The Planned Maintenance Manager.

The Head of Leisure and Community addressed the Board and explained that he has taken over as the Lead Officer for the Vanguard Intervention in Building Services. He explained to the Board that he had noted in the previous minutes that many members of the Board found the graphs showing the performance of the housing repairs intervention team confusing. He handed out to all members a table which he has produced (attached as Appendix B) which sets out the measures more clearly in order to make it easier for the Board to see clearly how they are performing.

He informed the Board that currently 62% of the Borough is currently receiving the new housing repairs service, and they are looking to roll in the new system out to the rest of the Borough by the Spring of this year.

Councillor Wood stated that he would like to see the table and graphs in the next report as he finds both extremely useful.

Paula Weaver raised an issue of contractors waiting around for supplies to be delivered. The Planned Maintenance Manager explained that not all supplies can be kept on the van or collected locally, so there will be occasions when contractors will have to wait for supplies to be delivered. He also stated that van stock would be monitored and if there are improvements that can be made to this then he will ensure that the stock is updated.

Graham Wood enquired as to how the information for the performance measures is collected, and whether the customer satisfaction cards were being reintroduced. The Planned Maintenance Manager informed the Board that customer satisfaction cards will not be reintroduced as they do not give accurate information.

The tenant reps expressed some concern over how the information for each of the performance measures is being collected and how accurate it is. The Head of Leisure and Community explained to the Board that one way of being able to access that the new measures are working is shown by the lack of complaints and repeat calls for the same job. In order to help tenants better understand how the new measures work he offered to give a presentation to a future meeting of the Tenants Forum.

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

## **10. GENERAL TENANTS FORUM - CHAIRMAN'S REPORT**

At the invitation of the Chairman, Steve Lovelock Chairman of the Tenant's 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 were; Presentation on dog nuisance and pest control, update on rent arrears, TSG performance, cleaning contract, South Coast Training, Sheltered Housing Officer service and the dumping of items in communal bin areas.

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

#### 11. PRELIMINARY REVIEW OF WORK PROGRAMME FOR 2014/15 AND PRELIMINARY DRAFT WORK PROGRAMME FOR 2015/16

The Board considered a report by the Director of Community which reviewed the Panel's work programme for 2014/15 and draft work programme for 2015/16.

Councillor Davies asked if a report on the changes to supporting people/sheltered housing service could be considered for the 2015/16 work programme.

It was AGREED that the Board:-

- (a) Confirmed the Work Programme for the remainder of the year 2014/15 and endorse any revisions listed within the report;
- (b) Gave an early assessment of progress in 2014/15;
- (c) Gave initial consideration of the work programme for 2015/16; and
- (d) Inform the Executive.

### Appendix A

#### 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 (including update on mobility scooter storage and parking)</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><li>• Update on Regulatory Framework for Social Housing</li></ul>

(The meeting started at 6.00 pm  
and ended at 7.56 pm).



**FAREHAM**  
BOROUGH COUNCIL

**Report to  
Housing Tenancy Board**

**Date**                    **21 April 2015**

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

**Subject:**              **NEW LEASE FOR LEASEHOLDERS**

**SUMMARY**

This report advises the Board regarding an additional charge being levied on Leaseholders.

**RECOMMENDATION**

That the Board note the contents of the report.

## **INTRODUCTION**

1. When tenants acquire their property, being a flat or maisonette, under the Right to Buy Regulation, they will then be liable to pay on-going Ground Rent and Service Charges associated with the property.
2. Leaseholders have to abide by the terms of the lease that was drawn up at the time the property was first sold under Right to Buy.
3. Currently, there are two types of leases.
  - (a) One where the leaseholder is not liable to pay for their share of improvements to their block &
  - (b) Another where the leaseholder is liable to pay of such improvements.
4. The change in leases provided occurred in the late 1980s following a change in regulations which enabled all lease to be able to be charged for improvements.
5. Following a recent review of costs being charged to the Housing Revenue Account, it became apparent that the account is paying the costs of providing a Leasehold Management Service to leaseholders without those leaseholders making a contribution to those costs.
6. It is falling upon our own tenants to cover those costs from their rents.
7. We have taken advice from our Legal Service team who have recommended a new lease is to be used for all new flat & maisonette acquisitions under Right to Buy. This will give the Authority the ability to recharge leaseholders a service charge that will contribute towards the costs of providing the Leasehold Management Service.

## **RISK ASSESSMENT**

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

## **CONCLUSION**

9. This report has provided board members with an update on the types of leases being granted to Leaseholders and the Authority's ability to levy service charges to recoup costs in providing a Leasehold Management Service.

**Background Papers:** None

**Reference Papers:** [Revised Lease](#)

## **Enquiries:**

For further information on this report please contact Kevin Gollodge. (Ext 4331)

# FAREHAM

## BOROUGH COUNCIL

### Report to Housing Tenancy Board

**Date**                    **21 April 2015**

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

**Subject:**              **ANNUAL PERFORMANCE REPORT FOR 2014/15 -TENANCY SERVICES**

#### **SUMMARY**

This report sets out Performance Monitoring data for Tenancy Services covering Rent Arrears and Repossessions, Void Property Management including Void Rent Loss, Estate Inspections and Satisfaction Levels for Estate Services, Anti-Social Behaviour, Tenant Consultation and Involvement.

#### **RECOMMENDATION**

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

## INTRODUCTION

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

## CURRENT TENANT ARREARS

2. The level of current tenant rent arrears as at week ending 5 April 2015 is shown in the table below. There has been a decrease of £12,602.78 since the last Housing Tenancy Board meeting.

Period	Arrears Total (£)	Arrears as % of Rent Due and Collectable	Arrears compared to previous period	Arrears compared to similar period in previous year
7 April 2014 to 5 April 2015	235,362.65	2.02	↓	↓

3. A breakdown of current tenant arrears as at week ending 5 April 2015 by patch area is shown in the table below:

Arrears Banding (£)	Portchester & SW Fareham	North Fareham	Stubbington & SW Fareham	Western Wards
< 100	£2159.79 (53 cases)	£1979.42 (51 cases)	£1842.09 (45 cases)	£1496.72 (41 cases)
100 - 249	£5424.03 (31 cases)	£3623.61 (22 cases)	£5563.32 (31 cases)	£3716.22 (21 cases)
250 - 499	£6486.29 (18 cases)	£11407.66 (32 cases)	£6653.01 (19 cases)	£6434.87 (18 cases)
500 - 999	£18341.00 (26 cases)	£19111.14 (27 cases)	£16178.45 (22 cases)	£8211.07 (11 cases)
1000 - 1999	£19160.59 (14 cases)	£9654.80 (7 cases)	£19888.70 (14 cases)	£6831.28 (5 cases)
➤ 2000	£21840.63 (8 cases)	£11835.59 (4 cases)	£7452.02 (3 cases)	£20069.35 (7 cases)
Total	£73412.33 (150 cases)	£57612.22 (143 cases)	£57577.59 (134 cases)	£46759.51 (103 cases)



## RENT ARREARS RECOVERY ACTION

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

Period	Notices Seeking Possession / Notices to Quit	Comparison to previous period	Possession hearings at Court	Comparison to previous period
Jan – Mar 2015	39	↓	13	↑

5. The possession hearings at court resulted in the following outcomes:
- 2 Stays of Eviction (where the tenant was successful in preventing their eviction)
  - 7 Suspended Possession Orders
  - 4 cases were adjourned on terms
6. Since the last meeting of the Board there has been 1 eviction due to rent arrears. The tenant was a single male without any dependants. During the year ending 31 March 2015, there has been a total of 5 evictions.

## EMPTY HOMES – RELETTING TIMES AND RENT LOSS

7. The average time taken to re-let the Council's empty homes from April 2014 to the end of March 2015 is shown in the table below.
8. Properties deemed "hard to let" have been excluded from the re-let times shown below:

April 2014 to Mar 2015	Re-let Times (Calendar Days)	Comparison to previous period	Comparison to previous year
General Purpose	26.01	↓	↑
Sheltered	36.78	↑	↑
General Purpose and Sheltered	30.15	↓	↑

9. At the end of March 2015 there were 25 empty properties, of these 15 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 £126,061. This equates to 1.15% of the total rent due. This is an increase of 0.01% compared to the previous

year.

11. At present there is a Housing Vanguard intervention looking at the process of letting empty homes. It is anticipated that this will result in a reduction in both re-let times and rent loss from empty homes.

### **ANTI-SOCIAL BEHAVIOUR (ASB)**

12. 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. Two (secure) tenants have been served Notice due to on-going ASB problems and possession proceedings are now being considered.

<b>Period</b>	<b>Number of reported incidents</b>	<b>Comparison to previous quarter</b>	<b>No. of serious cases</b>	<b>Comparison to similar period in previous year</b>
Jan – Mar 2015	4	↓	2	↓

### **ESTATE MANAGEMENT**

13. In the period January to March 2015, 2 estate inspections were carried out. Details of the sites visited, main issues identified and outcomes are shown below:

<b>Areas Inspected</b>	<b>Issues Identified &amp; Action Taken</b>	<b>Outcomes</b>
Menin House (06/01/2015)	Unwanted bulky items dumped in the basement bin area	Reported to Streetscene and cleared on 09/01/2015
Frosthole Close (24/02/2015)	Uneven manhole cover and paths  Leak from ceiling in landing area to flats 20 & 21	Reported to Building Services and repairs programmed in for 16/04/2015  Reported to Building Services and repair completed on 27/02/2015

14. The communal areas of the Council's blocks of flats and maisonettes are cleaned on a weekly basis. Windows to the communal areas and individual units within sheltered housing blocks are cleaned on a 3-6 monthly basis. Feed-back is obtained from tenant and leaseholder representatives and housing staff and is collated to give an overall satisfaction rate.
15. Quarterly Performance meetings are held with the service provider and the last meeting was held on 12 March 2015.

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 sites 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>
Jan - Mar 2015	89.10	↓	67	90

17. The service provider continues to carry out quality checks where problems have been highlighted. This has helped to sustain improvement in the overall service provided.

18. 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.

19. Quarterly performance meetings are held with the service provider and the last meeting was held on 4 March 2015.

20. The table below provides Board members with information on the level of satisfaction for the last quarter – together with further information on how this compared 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.

<b>Period</b>	<b>Grounds Maintenance Satisfaction %</b>	<b>Comparison to previous quarter</b>	<b>Feed-back Sample %</b>	<b>Overall % Satisfaction for year to date</b>
Jan – Mar 2015	90.32	↓	28	92

## **TENANT INVOLVEMENT**

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

<b>Date</b>	<b>Event</b>	<b>Purpose</b>
January & February 2015	Editorial Panel meeting	To discuss the content of the current newsletter and finalise the content
Jaanuary, February &	Collingwood Court meeting	To advise the former tenants of Collingwood

March 2015		House of progress being made in the construction of the new site and to advise them of the new rent figures
12 February 2015	Frosthole Close consultation meeting	To meet with the Operations Manager and agree some grounds maintenance works
19 February 2015	Tenant and Leaseholder Forum	General Housing Service issues were discussed
February 2015	Tenant Participation Advisory Service training	A free training event was held in Southampton which 2 tenants attended. The training was "An Introduction to Housing Services."
19 March 2015	Tenant & Leaseholder AGM	Tenants and leaseholders reviewed the achievements from the past year and made suggestions for improved working arrangements for the coming year.
4 March 2015	Grounds Maintenance Quarterly Review meeting	To discuss and review performance of the grounds maintenance service provided.
12 March 2015	Cleaning Contract Review meeting	To discuss and review performance of the cleaning service provided

22. The Tenant and Leaseholder Forum met on 19 February 2015. Guest speakers were members of our Community Safety team and 4 Police officers. A presentation was given about how we can work together for the benefit of the community. Advice was given on when and how to report issues occurring in the areas where residents live.

### **RISK ASSESSMENT**

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

### **CONCLUSION**

24. 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**            21 April 2015

**Report of:**     Director of Environmental Services

**Subject:**       ANNUAL PERFORMANCE REPORT FOR 2014/15 - BUILDING  
SERVICES

#### **SUMMARY**

This report sets out summary of the performance for Building Services covering all aspects of the service delivered to the residents for the year of 2014/15.

#### **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.
2. In addition to the performance information, assurance statements relating to the significant health and safety risks associated with the housing stock are also provided.

## **RESPONSIVE REPAIRS SERVICE**

3. The Housing Repairs Intervention team have applied the new system thinking approach across 62% of the Council housing stock during the past year; this has enabled the Team to gain confidence in the new way of working over a smaller number of Council owned homes.
4. The new systems thinking approach has helped us to identify the five key steps that are of value to our customers when they need a repair to their home. These are:
  - i. Collect “Clean information” – Name, address, contact number, brief detail of the problem, date and time when it is convenient for us to attend
  - ii. Allocate the work – 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. A summary of the key measures is contained in appendix and compares the measures for the first 9 months of the year, as reported to the January meeting of the Board, against those up to the end of February 2015.

## **PLANNED MAINTENANCE SERVICE**

7. The current planned maintenance projects are being progressed generally by tender opportunities or utilising existing long term agreements. Detailed below are both the current and proposed projects:-
  - a) Kitchen and bathroom modernisation continue to be undertaken using an existing contract arrangement with MITIE Property Services with works being identified via the responsive repairs service or customer requests.



- b) Works to provide a new bin store at Garden Court are currently being prepared and quotations obtained with the works expected to commence in the summer.
- c) After a number of recent arson attacks on the bin store at Langstone House, Redlands Lane, an access control system is being provided to improve security and access for the residents of the block.
- d) Replacement gas boilers and central heating systems are being provided through an existing arrangement with Liberty Gas.
- e) A new programme of Periodic Electrical Inspections will commence this year. As part of this programme the electrical engineer will assess the condition of the installation and provide a date on when it should be re-tested which could extend to 10 years.
- f) Contractors are currently on site replacing life expired windows at Crofton Court and these works should be complete in April 2015.
- g) A council wide external works project will include works at Thorni Avenue providing drop kerbs and new forecourt parking, additional parking at Spencer Court / Nelson Court, extra parking at Minden House, Trafalgar Court drying area and these works are programmed to commence in the summer of 2015. It will also include any additional requests on a responsive nature.
- h) Disabled Adaptions continue to be provided on the recommendation of the Hampshire County Council OT service. These works will now be delivered by a group of external contractors whilst a long term solution is developed. Currently two major adaptions are being completed to extend existing properties to accommodate the needs of their residents. A total of 138 recommendations were received with a projected value of £153,000.
- i) After a number of problems with damp affecting similar blocks a programme of works to remove the existing cavity wall insulation and replace with polystyrene moisture resistant beads will be carried out in the autumn at Marchesi Court, Stubbington.
- j) A limited programme of external redecoration will be undertaken involving properties in Hunts Pound Road. In addition a review will be carried of those properties now due for redecoration and programme developed to include those requiring work in a future programme.

## **ASSURANCE STATEMENTS**

8. The following statements outline the current implemented arrangements for specific health and safety matters related to the management of the housing stock:-

### **(a) Asbestos Management**

In accordance with legislation, all communal areas of the housing stock have an asbestos register detailing all elements where asbestos containing materials (ACMs) are located. In addition, a typical 20% of the housing stock has been surveyed, records held in a database and relevant residents informed.

All elements which were recommended for removal have been completed. Remaining ACMs are to be managed and resurveyed on a periodic basis.

The asbestos register information is passed to contractors who are employed to work on the housing stock with instructions to report any suspicious material immediately to the relevant contract administrator.

**(b) Legionella Management**

In accordance with the relevant Health and Safety Executive approved code of practice (L8), all communal water services have been independently risk assessed by specialists and managed by in-house employees and a specialist contractor.

Risk assessments are to be renewed next year and will be subject to a formal review 2 years after. The risk assessment identifies remedial works (where necessary) and outlines a site specific management plan to prevent the growth and proliferation of the harmful legionella bacteria.

In-house staff, such as sheltered housing officers, are designated specific weekly and monthly tasks to ensure the water systems do not become stagnant and that temperatures are maintained within certain tolerances.

In addition, a specialist external contractor has been commissioned to undertake higher level tasks such as chlorinating shower heads, hot and cold water storage tank checks and water clarity inspections. Clearwater carry out water sampling from applicable calorifiers once a year and there have been no issues identified in recent years.

**(c) Fire Precautions and Risk Assessments**

Fire risk assessments are held for communal areas of all housing sites, identifying remedial works to improve the safety of residents in the event of a fire.

No significant works are outstanding.

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

**(d) Gas Servicing**

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

The percentage of properties with a current gas safety certificate is currently at 99.79% as of 30<sup>th</sup> March 2015 meaning that 4 homes have failed to permit access on a number of appointments. 3 homes have been capped at the gas meter, isolating the supply in situations where the residents do not currently use the gas supply.

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.

## **CONCLUSION**

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

### **Background Papers:**

### **Reference Papers:**

### **Enquiries:**

For further information on this report please contact Shaun Barnett. (Ext 4825 )

## Appendix - Building Services – What Matters to Our Customers

Measure	Up to Dec 2014	Up to Feb 2015
How often did we turn up at the property when we said we would?	96%	97%
How often were we able to access the property at the first time of asking?	96%	96%
How often did we get the repair done first time?	76%	72%
How often did we manage to get an operative with the right skills to diagnose and make the repair?	95%	95%
How often did the repair stay fixed?	98%	98%
How long did we take to make the repair?	5 Days	6.8 Days

# FAREHAM

## BOROUGH COUNCIL

### Report to Housing Tenancy Board

**Date**                    **21 April 2015**

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

**Subject:**               **ESTATE IMPROVEMENT PROGRAMME FOR 2015/16**

#### **SUMMARY**

This report provides Board members with information on schemes suggested for inclusion in the programme of Estate Improvements for 2015-16.

The report also provides Board members with an update on the schemes approved for 2014-15.

#### **RECOMMENDATION**

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

## INTRODUCTION

1. A budget of £20,000 for 2015-16 has been set aside from the Housing Revenue Account (HRA) to fund a number of housing estate and environmental improvement schemes.
2. Over the past year officers have identified possible improvement schemes through consultation with tenants and leaseholders at both meetings and estate inspections.
3. Details of suggested schemes together with estimated costs are shown below:-

### SUGGESTED ESTATE/ENVIRONMENTAL IMPROVEMENT SCHEMES 2015-16

SCHEME	STAGE	ESTIMATED COST
Line marking at Foster Close, Bishopsfield Road, Barnfield Court, Minden House, Holly Hill Mansions, Western Court, Assheston Court, Ransome Close, Blenheim House and Cort Way	Works in the process of being ordered	£2500
Planting at Winnards Park	Consultation	£500
Landscaping work at Melvin Jones House, Assheton Court, Barnfield Court and Elizabeth Court	Consultation	£3,000
Cycle storage at Hewett House and Crofton Court	Consultation	£750
Motor Cycle parking area at Frosthole Close	Consultation	£250
Dragons teeth – Ramillies House and Tudor Court	Feasibility	£1,500
Lighting Improvements – Jubilee Court, Fort Fareham Road	Feasibility	£1,500
Dropped Kerb at Barnfield Court and Spencer Court	Costing	£1,800
Security Fencing at Nashe Way	Costing	£2,500
Privacy Fencing at Frosthole Close and Barnfield Court	Costing	£3,000
Bench Seating at Frosthole Close and Northmore Close	Consultation	£1,700
Improved Bin storage at Chapelside and Beverley Close	Feasibility	£1,000
	Total	£20,000

## UPDATE ON ESTATE IMPROVEMENT SCHEMES 2014-15

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
Lighting improvements at Redoubt Court, Fort Fareham Road	Completed	Funded from Responsive Repairs budget
Dropped kerb at Beverley Close and Frosthole Close	Completed	£1,804
Removal of drying area at Minden House, Redlands Lane	Completed	£3,179
Surfacing work at Barnes Close	Completed	£450
Safety railings to service area in Bishopsfield Road	Completed	£2,896
Signage improvements at Bishopsfield Road, Beverley Close and Hewett Road	Completed	£950
Noticeboards to Housing Blocks	Completed	£1,200
Landscaping works at Ransome Close	Works ordered	£250
Line marking at Foster Close & Bishopsfield Road	To be funded from 2015-16 budget	
Landscaping works at Winnards Park	To be funded from 2015-16 budget	
Bicycle storage at Hewett House	To be funded from 2015-16 budget	
Motor Cycle parking area at Frosthole Close	To be funded from 2015-16 budget	
Drying lines at Frosthole Close	Works Deferred	Further consultation required
Safety railings at Western Court	Works Deferred	Further consultation required

5. The budget for 2014-15 has been fully spent; as a result there is no carryover of funds into 2015-16.

## RISK ASSESSMENT

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

### **CONCLUSION**

7. This report has provided Board members with information on the estate improvement schemes to be progressed in 2015-16, together with an indication as to the cost of provision.

8. The report has also provided Board members with a further update on the 2014-15 schemes.

**Background Papers:** None

### **Reference Papers:**

Update on Estates Improvement Programme report to Housing Tenancy Board  
20 October 2014

### **Enquiries:**

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



# FAREHAM

## BOROUGH COUNCIL

### Report to Housing Tenancy Board

**Date**                    21 April 2015

**Report of:**            Director of Community

**Subject:**                **CHANGES TO THE SHELTERED HOUSING SERVICE**

#### **SUMMARY**

This report provides board members with an update of changes to the sheltered housing service that sheltered tenants receive from the Council.

#### **RECOMMENDATION**

That Board members note the contents of the report.

## **INTRODUCTION**

1. The Health and Housing Panel received a report on 11 September 2014 titled 'Supporting People – Changes to Budget and Commissioned Services'. The report outlined a loss of funding for our Sheltered Housing Service prompting a review of the Sheltered Housing Team structure and also the Sheltered Housing Service provided to tenants.
2. This report provides board members with an update on changes to both the sheltered housing staffing structure and the sheltered housing service provided to tenants.

## **VISION FOR OLDER PERSONS HOUSING**

3. In May 2010 the Council's Executive approved a vision for older persons housing based on a CORE and CLUSTER sheltered housing scheme model.
4. The CORE sheltered housing schemes made up of 35-40 units of accommodation for tenants who would benefit from the support provided by an onsite Sheltered Housing Officer.
5. The CORE schemes would be located in different areas across the borough and ideally positioned in close proximity to shops, medical centres and transport links. The identified CORE schemes are shown in Appendix A.
6. The CLUSTER schemes are generally smaller in size than the CORE schemes and not so well positioned. The tenants living in CLUSTER schemes are generally more independent and have lower level support needs.

## **SHELTERED HOUSING STAFF STRUCTURE**

7. A revised staffing structure has been drawn up for sheltered housing which supports the Council's vision for sheltered housing in the future, and at the same time helps to reduce the cost of service provision in light of the loss of support funding from the County Council.
8. A copy of the new staffing structure is shown in Appendix B.

## **CHANGES TO SHELTERED HOUSING SERVICE**

9. From April 2015 changes have been made to the service provided to tenants at Assheton Court, Portchester East; Barnfield Court, Fareham South; Crofton Court, Stubbington; Downing Court, Titchfield Common and Melvin Jones House, Stubbington.
10. All tenants have been notified of the proposed changes and given the opportunity to discuss these collectively or individually and raise any concerns that they may have.
11. At Downing Court a number of tenants with high care and support needs who currently receive help with cleaning, laundry and the provision of a mid-day meal from members of the Sheltered Housing Team will have to make alternative arrangements for these support services.
12. The Sheltered Housing Officer team at Downing Court have consulted tenants and their family to ensure other support service arrangements are in place.

13. At Melvin Jones House tenants no longer have access to a full time Sheltered Housing Officer based at the Scheme. From April a member of the Mobile Sheltered Housing Officer team has been based at the scheme but visits tenants on a weekly basis rather than daily as previously was the case.
14. Tenants at Melvin Jones House were fully consulted on an individual basis to identify and assess their support needs. Feedback from tenants showed support for a weekly visit from the Sheltered Housing Officer Team, in a couple of cases tenants expressed interest in a move to a CORE scheme.
15. At Assheton Court, Barnfield Court, Collingwood Court, Crofton Court and Downing Court tenants will no longer receive a visit at weekends from a member of the Sheltered Housing Officer team.
16. Tenants at Assheton Court, Barnfield Court, Collingwood Court, Crofton Court and Downing Court will continue to have access to a full time Sheltered Housing Officer based at the scheme Monday to Friday.
17. Tenants living in accommodation supported by the Mobile Sheltered Housing Officer Team will be consulted over the summer on possible changes to the service they receive. The results of any changes may give rise to changes in the future allocation of some accommodation.
18. All sheltered housing tenants will still be able to summon assistance in an emergency via Careline Central Control Centre 24/7 all year round.

### **RISK ASSESSMENT**

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

### **CONCLUSION**

20. This report has provided panel members with an update on proposed changes to the Sheltered Housing service from April 2015.

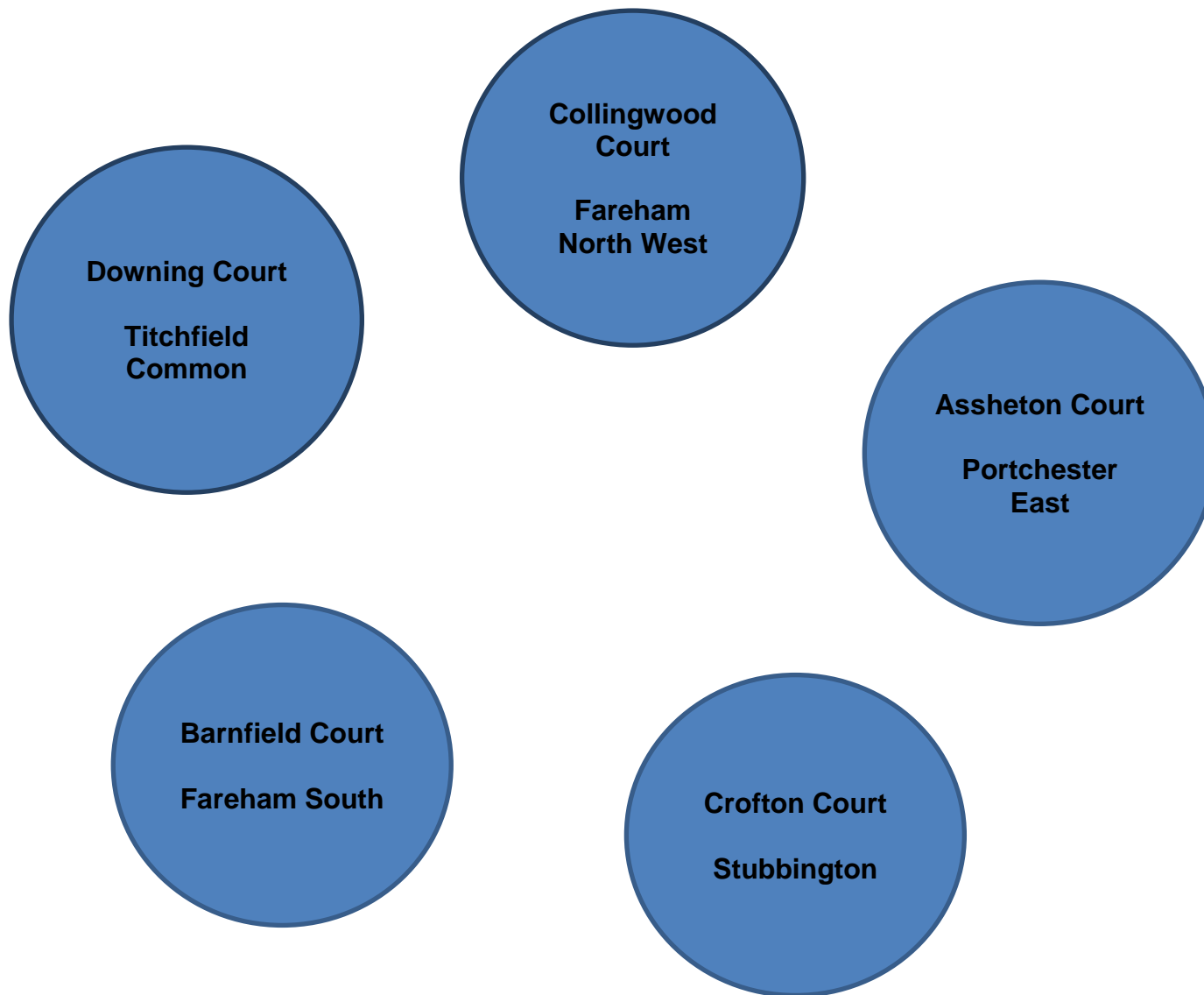
**Appendices:** Appendix A - CORE schemes  
Appendix B – Sheltered Housing Staffing Structure

**Background Papers:** None

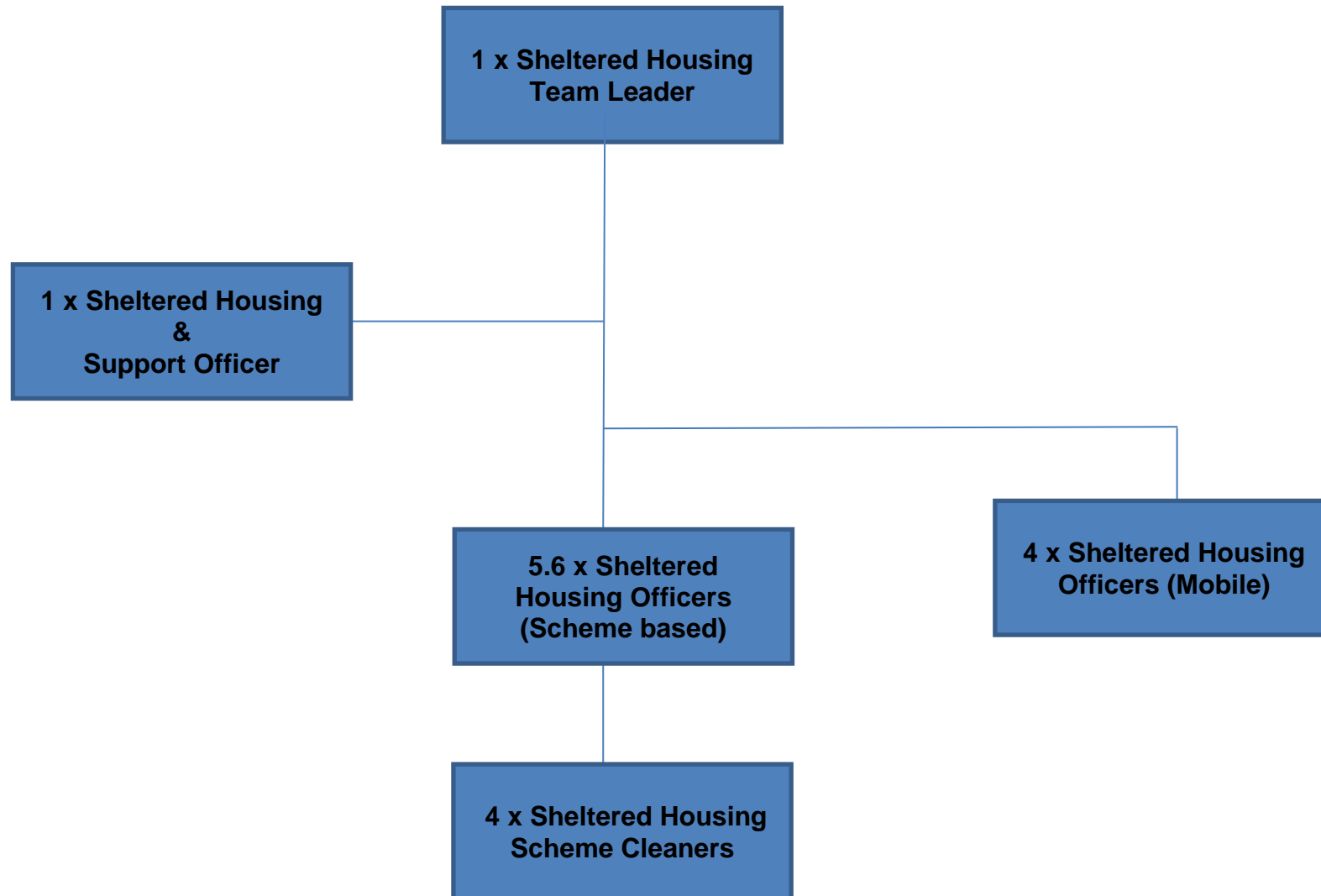
**Reference Papers:** 'Supporting People – Changes to Budget and Commissioned Services' - Report to HHPDRP – 11 September 2014

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

## Sheltered Housing Service (CORE Schemes)



## Proposed Sheltered Housing Staffing Structure (April 2015)





# FAREHAM

## BOROUGH COUNCIL

### Report to Housing Tenancy Board

**Date**                    **21 April 2015**

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

**Subject:**              **REVIEW OF ANNUAL WORK PROGRAMME FOR 2014/15 AND  
FINAL CONSIDERATION OF DRAFT WORK PROGRAMME FOR  
2015/16**

#### **SUMMARY**

At the last meeting of the Board on 26 January 2015, members reviewed the existing work programme for 2014/15 and also considered the draft work programme for 2015/16. The Board is now invited to assess the overall progress for the current year and finalise a draft work Programme for 2015/16.

#### **RECOMMENDATION**

Board members are asked to:-

- (a) review the outcomes of the work programme for 2014/15, together with the revision stated;
- (b) agree a proposed work programme for 2015/16, together with the revisions stated; and
- (c) submit the proposed work programme for 2015/16 to the Executive for endorsement.

## **INTRODUCTION**

1. At the meeting of the Board on 26 January 2015, members reviewed the work programme for 2014/15 and considered possible items for a proposed programme for 2015/16. This is the last cycle of meetings for this year and the Board is invited to finalise its review of this year's work and confirm the draft programme for 2015/16.

### **REVIEW OF WORK PROGRAMME – 2014/15**

2. Appendix A to this report gives details of the work programme for the year 2014/15 and Board members are invited to make comments on the outcome of that work programme, note and endorse revisions to the work programme as shown below:-

Revisions to the Work Programme for 2014/2015:-

- (i) Update on Regulatory Framework for Social Housing scheduled to be reported to the Board on 21 April 2015 has been deferred to the Board's meeting on 27 July 2015;
  - (ii) A report on 'Changes to the Sheltered Housing Service' has been added to the Board's agenda for 21 April 2015; and
  - (iii) A report on 'New Lease for New Leaseholders' has also been added to the Board's agenda for 21 April 2015.
3. The Board has advised the Executive and officers on key issues over a wide range of subjects during 2014/15, these have included:-
    - The appointment of Co-opted Tenant and Leaseholder Representatives and Deputies to the Housing Tenancy Board;
    - Tenant and Leaseholder Satisfaction Survey;
    - Housing Revenue Account including Housing Capital Programme for 2014/15;
    - Estates Improvement Programme for 2014/15;
    - Sheltered Housing Service;
    - Lease for New Leaseholders and;
    - Impact of Reduction in Spare Room Subsidy

4. In addition to the items listed above, the Board received and considered the work programme at each meeting, Chairman's report from the General Tenants Forum and Performance Monitoring reports from Building Services and Tenancy Services on a quarterly basis.

### **DRAFT WORK PROGRAMME – 2015/16**

5. Appendix B to this report gives details of the draft work programme 2015/16 as discussed at the last meeting of the Board on 26 January 2015.
6. In addition, the Board is requested to endorse the decision to make the following revisions to the Work Programme (please note item(s) listed below have been incorporated in the work programme attached as Appendix B):-



Suggested revisions to the Work Programme for 2015/16 include:

- (i) Update on Regulatory Reform for Social Housing has been added to the Board's agenda for 27 July 2015;
- (ii) Appointment of Co-opted Tenant and Leaseholder Representatives and Deputies to the Housing Tenancy Board has been added to the Board's agenda for 27 July 2015; and
- (iii) Update on the impact of the removal of the spare room subsidy (RSRS) has been added to the Board's agenda for 25 January 2016.

### **RISK ASSESSMENT**

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

### **CONCLUSION**

- 8. Board members are invited to give consideration to the outcome of the Board's work programme for the current year. In addition, members are asked to finalise the draft work programme for 2015/16 and make any necessary additions or amendments as required. Following this meeting of the Housing Tenancy Board, the draft work programme for 2015/16 can be submitted to the Executive at its meeting on 18 May 2015.

**Appendices:** Appendix A – Work Programme for 2014/15; and  
Appendix B – Draft Work programme for 2015/16

**Background Papers:** None

**Reference Papers:** Preliminary Review of the Work Programme for 2014/15 and  
Preliminary Draft Work Programme for 2015/16 - Report to  
Housing Tenancy Board 26 January 2015

### **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 (including update on mobility scooter storage and parking)</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> <li>• Changes to the Sheltered Housing Service</li> <li>• New Lease for Leaseholders</li> </ul>

## HOUSING TENANCY BOARD –WORK PROGRAMME 2015/2016

Date	Subject
27 July 2015	<ul style="list-style-type: none"> <li>• Work Programme 2015/16</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>• Update on Regulatory Framework for Social Housing</li> </ul>
19 October 2015	<ul style="list-style-type: none"> <li>• Work Programme 2015/16</li> <li>• Quarterly Performance Report - Tenancy Services</li> <li>• Quarterly Performance Report - Building Services</li> <li>• Update on Estate Improvement Programme 2015/2016 (including update on mobility scooter storage and parking)</li> </ul>
25 January 2016	<ul style="list-style-type: none"> <li>• Preliminary review of Work Programme for 2015/16 and preliminary draft Work Programme for 2016/17</li> <li>• Housing Revenue Account including Housing Capital Programme for 2016/17</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>
26 April 2016	<ul style="list-style-type: none"> <li>• Review of Annual Work Programme for 2015/16 and final consideration of draft Work Programme for 2016/17</li> <li>• Annual Performance Report for 2015/16 - Tenancy Services</li> <li>• Annual Performance Report for 2015/16 - Building Services</li> <li>• Estate Improvement Programme for 2016/17</li> </ul>

