

FAREHAM

BOROUGH COUNCIL

AGENDA

HOUSING POLICY DEVELOPMENT AND REVIEW PANEL

Date: Thursday, 18 January 2018

Time: 6.00 pm

Venue: Collingwood Room - Civic Offices

Members:

Councillor F Birkett (Chairman)

Councillor B Bayford (Vice-Chairman)

Councillors Mrs M Brady
Mrs C L A Hockley
Ms S Pankhurst
D L Steadman
Mrs K K Trott

Deputies: S D Martin
J S Forrest



1. Apologies for Absence

2. Minutes (Pages 5 - 8)

To confirm as a correct record the minutes of the Housing Policy Development and Review Panel meeting held on 16 November 2017.

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. Review of Farelets (Pages 9 - 12)

To consider a report by the Managing Director of Fareham Housing on a review of Farelets.

7. Council Housing Repairs and Maintenance Report (Pages 13 - 18)

To consider a report by the Managing Director of Fareham Housing on Council Housing Repairs and Maintenance.

8. Review of the Work Programme (Pages 19 - 24)

To consider a report by the Managing Director of Fareham Housing, which gives a preliminary overall review of the Panel's Work Programme 2017/18 and the draft Work Programme 2018/19.



P GRIMWOOD
Chief Executive Officer
Civic Offices
www.fareham.gov.uk
10 January 2018

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FAREHAM

BOROUGH COUNCIL

Minutes of the Housing Policy Development and Review Panel

(to be confirmed at the next meeting)

Date: Thursday, 16 November 2017

Venue: Collingwood Room - Civic Offices

PRESENT:

Councillor F Birkett (Chairman)

Councillor B Bayford (Vice-Chairman)

Councillors: Mrs M Brady, Mrs C Heneghan, Mrs C L A Hockley,
Ms S Pankhurst and D L Steadman

**Also
Present:**



1. APOLOGIES FOR ABSENCE

There were no apologies for absence.

2. MINUTES

It was AGREED that the minutes of the Housing Policy Development and Review Panel meeting held on 21 September 2017 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. UPDATE ON FIRE ISSUES AND PRECAUTIONS

The Panel received a verbal update from the Property Services Manager on Fire Issues and Precautions.

The update provided information to Members on fire risk assessments across the Borough which have now been reviewed and an action plan developed to deal with their recommendations. Information was also provided in respect of annual smoke alarm testing, periodic electrical lighting testing and annual fire alarm maintenance for blocks of flats across the Borough. Details were also provided on properties that had received cladding materials during refurbishments and their performance in the event of a fire. This included the assurances provided by manufacturers. The newly built properties such as Collingwood, Sylvan and Stevenson Courts have some cladding in areas but are of a different type of system than Grenfell Tower.

Members noted the comprehensive review of fire safety carried out in Council owned properties across the Borough but raised concern that the same level of scrutiny might not be carried out in Housing Association properties. As the Council does not have a legal right to carry out risk assessments on non-Council owned properties it was AGREED that Housing Associations should be asked to provide the Panel with a report on their fire safety arrangements.

7. UPDATE ON HOMELESSNESS

The Panel received a report by the Managing Director of Fareham Housing which provided an update on the progress being made in delivering the Council's Homelessness and Housing Options Strategy 2014-17.

Members were asked to note an amendment to item 2d of the table provided in Appendix A to the report which advises that the correct number of properties the Council has purchased using Right to Buy receipts is 11.

It was AGREED that the Panel notes:

- (a) the progress made to date in meeting the 19 actions in the current Homelessness and Housing Options Strategy;
- (b) the progress made in reviewing particular areas of the Council's homelessness and advice services; and
- (c) the new homelessness legislation set to be implemented in April 2018.

8. REVIEW OF THE WORK PROGRAMME

The Panel considered a report by the Managing Director of Fareham Housing which provided a review of the current work programme 2017/18.

The Managing Director of Fareham Housing advised Members that he is aware that the Panel will be keen to hear how the new Fareham Housing department will be structured and what the Council's new Housing strategy will be. A presentation on this will therefore be given at the meeting of the Panel scheduled to take place on 06 March 2018.

It was AGREED that the Housing Policy Development and Review Panel:-

- (a) agrees that a presentation on Fareham Housing be added to the agenda of the March meeting of the 2017/18 Work Programme; and
- (b) subject to the inclusion of the item outlined in (a) above, approves the programme of items for 2017/18 as set out in the Appendix to this report.

(The meeting started at 6.00 pm
and ended at 6.40 pm).

FAREHAM

BOROUGH COUNCIL

Report to Housing Policy Development and Review Panel

Date **18 January 2018**

Report of: **Managing Director of Fareham Housing**

Subject: **REVIEW OF FARELETS**

SUMMARY

Ongoing changes to the welfare system and homelessness legislation mean that the demand on the Housing Options service and privately rented accommodation remains high. The FareLets scheme, created in 2014, seeks to increase the supply of accommodation by working with private sector landlords and has provided many homeless customers with successful housing outcomes.

RECOMMENDATION

It is recommended that the Panel notes the progress of the FareLets scheme to date.

INTRODUCTION

1. The FareLets scheme was developed in 2014 to increase the supply of temporary accommodation (TA) and affordable privately rented properties so that the growing number of homeless households presenting to the Housing Options service could be helped into suitable accommodation.

FARELETS – SCHEME INFORMATION

2. The FareLets scheme comprises three levels of service that landlords can choose from:
 - Tenant Find – The Council matches a tenant with a landlord or letting agent, provides a deposit bond equivalent to one month's rent and guarantees the rent for 12 months. The tenancy agreement is between the landlord and tenant. There is no cost to the landlord for this service.
 - Managed Lease – The Council takes on the lease of a private property for between 12 months and three years. During the lease period, the Council is responsible for finding tenants, managing the tenancy, paying rent to the landlord and arranging the majority of repairs. The rent is guaranteed for the term of the lease and the property is returned to the landlord in the same condition as it was taken on, aside from fair wear and tear. The Council can carry out gas and electrical safety checks on the landlord's behalf and provide a carbon monoxide detector where needed. The landlord pays a one off charge of between £100 and £300, depending on whether they require the Council to do the safety checks.
 - Full Management – similar to services offered by high street letting agents, the landlord is charged 8% of the monthly rental income. (This is under review to provide competitive rates for landlords). In return, the Council identifies the tenants, manages the tenancy, collects rent and updates the landlord. In addition, landlords receive free gas and electrical safety certificates and a carbon monoxide detector, where needed. The landlord can also benefit from repairs up to the value of £150 per year.

PROCUREMENT OF PROPERTIES

3. Properties are mainly procured through advertising on the Council website, Council Information Screens and through word of mouth between landlords. Whether used as true TA or privately rented, these are all inspected to ensure compliance with the FareLets property standards and have gas and electrical safety certificates. The Council provides guaranteed rent to the landlords of these properties, and therefore has an ongoing liability for the occupants' safety.
4. More recently, some of the privately rented properties used have been sourced through letting agents, often by the customers themselves following advice from Housing Options. The Council is able to assist with deposits and rent in advance to enable the customer to access the private sector. The large advance payments would normally render this option unaffordable.
5. Tenants sign a repayment agreement for the funds provided and pay this back in instalments. In many ways this can work better for customers, as they can choose where they want to live, rather than being allocated whatever is available as TA or Tenant Find privately rented accommodation.

PROPERTIES AND PLACEMENTS TO DATE

6. There are currently 56 Managed Lease properties in use, 28 tenant find properties and 1 Full Management property. To date, in 2017/18, 35 households have been placed in Managed Lease properties, 3 have gone to Tenant Find properties and 1 has gone to a Full Management property. There have been 24 placements in Council or Housing association owned temporary accommodation and a further 48 households have been assisted financially into the private rented sector.

FUTURE CHALLENGES

7. The need for TA will increase in April 2018 due to the incoming Homelessness Reduction Act 2017. This will increase the scope of homelessness duties, broaden the definition of people that the Council has to assist and increase the duration of the assistance period. However, there will still be a need to access privately rented accommodation to move customers into in the longer term and to enable the Council to discharge its homelessness duty.
8. From April 2018 there will also be a need to ensure that every property used to discharge a homelessness duty, as well as all TA, meets the criteria set in The Homelessness (Suitability of Accommodation) (England) Order 2012. This means that all properties will need to be inspected prior to occupation, even if there is no ongoing rental liability. This will impact on resources and creates delays in the process. There is also a risk that fewer letting agents will want to work with the Council due to the increased requirements for safety certificates and inspection.

RISK ASSESSMENT

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

CONCLUSION

10. The FareLets scheme has been operating successfully since the launch in July 2014 and continues to attract private landlords. However, it has also been necessary to work in different ways to ensure access to the private rented sector. Further TA will be needed in the future to cope with the increased demands brought in by the changes in homelessness legislation due in April 2018. The scheme will be kept under review to ensure that it continues to provide a valuable accommodation resource.

Background Papers:

Review of Temporary Accommodation – 12th September 2013

Housing Initiatives (Accessing the Private Rented Sector) – 16th January 2014

Review of FareLets – 24th September 2015

Review of FareLets – 17th November 2016

Reference Papers: None

Enquiries:

For further information on this report please contact Andrea Howells (Ext 4370)

FAREHAM

BOROUGH COUNCIL

Report to Housing Policy Development and Review Panel

Date 18 January 2018

Report of: Managing Director of Fareham Housing

Subject: COUNCIL HOUSING REPAIRS AND MAINTENANCE REPORT

SUMMARY

This report sets out a summary of the performance for Building Services covering all aspects of the service delivered to residents for the first quarter of 2017/18.

RECOMMENDATION

It is recommended that the Panel notes 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 planned maintenance.
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 service has applied the 'system thinking' approach across all of the Council housing stock. From 1st April 2015 this system operated in 100% of the Borough. The service is primarily delivered with directly employed operatives; supporting contractors work for the Council where necessary to allow for the mobilisation of the Direct Service Organisation (DSO) and the new system of work.
4. A van stock system and materials delivery service enables efficient delivery of the repairs. This has been working successfully and data is being collected on materials used on repairs to continuously improve the effectiveness and efficiency of the service and supporting 'what matters' to customers in doing the repair with the least visits as possible.
5. The new approach to the work has enabled the delivery of five key steps that are of value to the customer 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
6. 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?

7. A measure to understand how long a job takes to be completed is taken from when a trade operative arrives on the agreed date to when it is finally completed. The average 'end to end' time for a job to be completed from the convenient appointment date stays at approximately 7.6 days - based on data collected since 1 Jan 2017, slightly up from previous reporting.
8. 87% of in-house workforce appointments were attended at the time convenient for the customer. This is based on data collected since 1 Jan 2017, which has slightly reduced since previous reporting, however has seen an upward trend since August.
9. A new in-house software system has been developed which is helping the repairs officers deliver the service more efficiently. It also provides improved data collection and accurate performance measures to manage the service. The software links to our asbestos register and provides the necessary information to the operative to enable work to be undertaken in accordance with the regulations.
10. The responsive repairs service is currently attending an average of 45 appointments per day which has reduced since previous reports. A proportion of these are undertaken by supporting and specialist contractors. Factors that influence demand can be; weather; doing the 'right repair'; effective planned maintenance programmes; and undertaking necessary & proportionate repairs and improvements when properties are void.

PLANNED MAINTENANCE SERVICE

11. 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 are being delivered by JPC Contractors with works identified via the responsive repairs or customer requests.
 - b) Replacement gas boilers and central heating systems are being provided through an existing arrangement with TSG Building Services. Procurement for a new contract is underway and will commence during summer 2018.
 - c) A programme for electrical inspections to dwellings and common areas is being undertaken by electrical contractors. Emergency lighting upgrades have now been completed to some of the blocks of maisonettes, resulting in all blocks of flats and maisonettes now having emergency lighting.
 - d) Disabled Adaptions continue to be provided on the recommendation of the Hampshire County Council Occupational Therapy service. These works are currently being delivered by external contractors.
 - e) A contract has been awarded to replace the existing fire alarm system at Frosthole Close. Work are planned to commence early in 2018.
 - f) Upgrading CCTV systems at Arras and Menin Houses are now complete. St Julien and Valentine Close Flats are due to commence early 2018.

- g) Renewal of rainwater goods and roof maintenance at Caen House has been completed. Vimy and Tebourba Houses are in progress.
- h) Works are on-going to provide a small number of additional off road parking spaces at various locations, including Frosthole Close and Castle View Road.
- i) Balcony balustrade replacement at Foster Close has been completed. Other similarly built blocks will follow during the winter.

ASSURANCE STATEMENTS

12. 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 are located. In addition, a typical 30% of the housing stock has been surveyed; records are held in a database and relevant residents informed.

All asbestos containing materials (ACMs) 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.

New risk assessments are currently being renewed 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 Council housing sites, identifying remedial works to improve the safety of residents in the event of a fire.

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) Electrical Safety

Electrical inspections to Council homes and common areas will continue working to a 5-year cyclical programme. 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 may extend to 10 years if deemed reasonable.

These inspections are undertaken using external electrical contractors. Any work that is recommended within the inspection reports are carried out by the inspecting engineer, within a proportionate timescale.

(e) Gas Servicing

In accordance with legislation, the Council has a statutory obligation to ensure all gas heating appliances are inspected and have an annual Landlord Gas Safety Record (LGSR). The current aim is to service all gas heating appliances every 10 months, allowing for any access difficulties. TSG Building Services Ltd is currently appointed as our gas heating servicing and repairs contractor.

The current compliance figure is 99.29% with the current position as shown below:

Properties with a current LGSR	1832
Properties capped at the gas meter	4
Properties without a LGSR - expired within 0 to3 months	12
Properties without a LGSR - expired within 3 to6 months	0
Properties without a LGSR - expired within 6 to12 months	1
Properties without a LGSR - expired over 12 months	0

With regard to the property in the 6 to12 months category, Tenancy Services are currently awaiting an eviction date for us to gain possession of the property and carry out our inspection.

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

13. This report has provided members with an update on performance monitoring and project delivery information relating to Building Services which Panel Members are asked to note.

Background Papers:

None

Reference Papers:

None

Enquiries:

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

FAREHAM

BOROUGH COUNCIL

Report to Housing Policy Development and Review Panel

Date 18 January 2018

Report of: Managing Director of Fareham Housing

Subject: PRELIMINARY REVIEW OF WORK PROGRAMME 2017/18 AND
DRAFT WORK PROGRAMME 2018/19

SUMMARY

At the meeting on 08 March 2018, Members will be asked to review the outcome of the Work Programme for the current year, 2017/18. Also at that meeting, the Panel will need to finalise the draft Work Programme for next year, 2018/19.

The report contains details of the position of the Panel's existing Work Programme for the current year, in order to allow an early assessment of progress. It also gives some background information to assist Members in drawing up the Work Programme for 2018/19.

RECOMMENDATION

It is recommended that the Housing Policy Development and Review Panel:-

- (a) agree the Work Programme 2017/18, attached as Appendix A to the report;
and
- (b) give initial consideration to the draft Work Programme for 2018/19 attached as Appendix B to the report.

INTRODUCTION

1. The outcomes from the Work Programme for the current year (2017/18) will be reviewed at the Panel's meeting on 08 March 2018. At the same time it will be necessary for the Panel to finalise its Work Programme for the next municipal year (2018/19).
2. In order to assist the process, members are invited to consider both issues at this meeting.

WORK PROGRAMME 2017/18

3. A copy of the current Work Programme agreed at the last meeting is attached as Appendix A.

REVISIONS TO THE CURRENT WORK PROGRAMME 2017/18

4. Members are asked to note the following revisions to the 2017/18 Work Programme:
 - (i) The addition of a presentation on the Farelets Scheme to complement the Farelets Report that is on the agenda for the meeting scheduled to take place on 18 January 2018; and
 - (j) the addition of an item entitled 'Presentation on Fareham Housing' to the agenda of the Work Programme for the meeting scheduled to take place on 08 March 2017.

WORK PROGRAMME – NEXT YEAR 2018/19

Scrutiny Board Responsibilities

5. Members are reminded that the Scrutiny Board is generally responsible for:-
 - maintaining an overview of the discharge of Council's Executive functions.
 - exercising the right to call-in, for reconsideration, any decisions made but not yet implemented by the Executive (and individual Executive Members) or key decisions made by officers in exercise of their delegated powers.
 - reviewing and/or scrutinising any decisions made or actions taken in connection with the performance of any of the Council's functions.
 - reviewing and/or scrutinising any matters affecting the strategic plans and financial affairs of the Council.
 - considering matters affecting the area or local people and, in so doing, reviewing and scrutinising the performance of other public bodies in the area.

Role of the Policy Development and Review Panels

6. The Policy Development and Review Panels are responsible for preparing their own Work Programme. Those programmes should take account of the role of the Panels to:-
 - assist in the development and formulation of policy.

- report and advise upon policies and proposals relating to their particular service interest.
 - review the performance of services provided directly or indirectly by the Council.
7. There are six planned meeting of the Policy Development and Review Panels in the next municipal year, to deal with ordinary business.

Planning Next Year's Work Programme

8. Members are invited to consider items for the draft Work Programme for 2018/19. It has previously been suggested that a few items of major significance be chosen.
9. In addition to any other matters which members may wish the Panel to look at, the Executive may decide it wishes the Panel to carry out specific tasks during the next municipal year.
10. At this stage, particular items which are known to be coming before the Panel during the next year are attached as Appendix B.
11. Other general items may arise during the year, such as responding to consultation requests by the Government.
12. Statutory strategies and policy framework items will need to be report to any combination of the Review Panels, the Scrutiny Board, the Executive and the Council, as appropriate.

RISK ASSESSMENT

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

CONCLUSION

14. The Panel is invited to review and agree the Work Programme for 2017/18 as attached as Appendix A to the report and give initial consideration to the draft Work Programme for 2018/19 as attached as Appendix B of the report.

APPENDICES:

Appendix A – Housing Policy Development and Review Panel Work Programme 2017/18.

Appendix B – Housing Policy Development and Review Panel draft Work Programme for 2018/19

Background Papers:

None

Reference Papers:

None

Enquiries:

For further information on this report please contact Paul Doran. (Ext 4572)

**HOUSING POLICY DEVELOPMENT AND REVIEW PANEL
WORK PROGRAMME FOR 2017/18**

<u>MEETING DATES FOR 2017/18</u>	
25 May 2017	<ul style="list-style-type: none"> • Review of Work Programme 2017/18 • Introduction to the Panel, achievements, priorities & challenges • Annual review of Discretionary Housing Payments
20 July 2017	<ul style="list-style-type: none"> • Review of Work Programme 2017/18 • Council Housing Repairs and Maintenance Report
21 September 2017	<ul style="list-style-type: none"> • Review of Work Programme 2017/18 • Tenancy Management Report • Empty Properties Report
16 November 2017	<ul style="list-style-type: none"> • Review of Work Programme 2017/18 • Update on Homelessness • Update on Fire Issues and Precautions
18 January 2018	<ul style="list-style-type: none"> • Preliminary Review of Work Programme 2017/18 and Draft 2018/19 • Review of Farelets Report and presentation • Council Housing Repairs and Maintenance Report
08 March 2018	<ul style="list-style-type: none"> • Final Review of Work Programme 2017/18 and 2018/19 • Tenancy Management Report • Presentation on Fareham Housing

Unallocated items

New Allocations Policy (draft)
 New Allocations Policy -Consultation results
 New Homelessness & Housing Options Strategy (draft)

**HOUSING POLICY DEVELOPMENT AND REVIEW PANEL
WORK PROGRAMME FOR 2018/19**

<u>MEETING DATES FOR 2018/19</u>	
24 May 2018	<ul style="list-style-type: none"> • Review of Work Programme 2018/19 • Introduction to the Panel, achievements, priorities & challenges • Annual review of Discretionary Housing Payments
19 July 2018	<ul style="list-style-type: none"> • Review of Work Programme 2018/19 • Council Housing Repairs and Maintenance Report
20 September 2018	<ul style="list-style-type: none"> • Review of Work Programme 2018/19 • Tenancy Management Report • Empty Properties Report
15 November 2018	<ul style="list-style-type: none"> • Review of Work Programme 2018/19 • Update on Homelessness • Update on Fire Issues and Precautions
24 January 2019	<ul style="list-style-type: none"> • Preliminary Review of Work Programme 2018/19 and Draft 2019/20 • Review of Farelets • Council Housing Repairs and Maintenance Report
07 March 2019	<ul style="list-style-type: none"> • Final Review of Work Programme 2018/19 and 2019/20 • Tenancy Management Report

Unallocated items

New Allocations Policy (draft)

New Allocations Policy -Consultation results

New Homelessness & Housing Options Strategy (draft)

