

FAREHAM

BOROUGH COUNCIL

Minutes of the Housing Scrutiny Panel

(to be confirmed at the next meeting)

Date: Thursday, 28 October 2021

Venue: Collingwood Room - Civic Offices

PRESENT:

Councillor Mrs K Mandry (Chairman)

Councillor (Vice-Chairman)

Councillors: S Dugan, G Fazackarley, Mrs C L A Hockley, Ms S Pankhurst
and Mrs K K Trott

**Also
Present:**



1. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor N R Gregory.

2. MINUTES

RESOLVED that the minutes of the Housing Scrutiny Panel meeting held on 16 September 2021 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. EXECUTIVE BUSINESS

(1) External Redecoration Contract (ED0054) - Award of Tender

There were no questions or comments for clarification in respect of this item.

(2) Local Authority Delivery Phase 2 (LAD2) Funding Scheme for energy efficiency measures to Council homes

There were no questions or comments for clarification in respect of this item.

(3) Draft Homelessness and Rough Sleeping Strategy - Consultation

There were no questions or comments for clarification in respect of this item.

7. FAREHAM HOUSING DEVELOPMENT SITES UPDATE

The Panel received a report by the Deputy Chief Executive Officer which outlined the current position with Fareham Housing Sites.

The Panel was updated in respect of the sites at Capella Close and Sir Randal Cremer House as the Section 278 agreements with Hampshire County Council Highways have now reached technical approval stage; Queens Road as a revised planning application has been submitted to reduce the parking provision at the site; Sea Lane as the deed of variation with Homes England has now been agreed in principle; and Wynton Way as Hampshire County Council has confirmed that it will not be disposing of the Kershaw Centre.

Members commented that they were pleased that the Council is able to provide new homes across the Borough, particularly the much-needed

provision at Gordon Road. The Fareham Housing team was commended for the hard work that has gone into achieving this.

RESOLVED that the Housing Scrutiny Panel notes the content of the report.

8. RESPONSIBILITIES OF SOCIAL HOUSING PROVIDERS

The Panel received a presentation by the Deputy Chief Executive Officer which informed members of the responsibilities of social housing providers and the measurement of service delivery.

The presentation outlined the definition of social housing providers, how they are regulated, how standards are applied, what action can be taken when things go wrong and how members can assist residents who ask for help. A copy of the presentation is attached to these minutes as Appendix A.

The Deputy Chief Executive Officer was thanked for providing a very helpful and informative report.

RESOLVED that the Housing Scrutiny Panel notes the content of the report.

9. CLEANING CONTRACT STANDARDS FOR COUNCIL OWNED FLATS

The Panel received a report by the Deputy Chief Executive Officer which outlined the cleaning contract standards for Council owned flats in the Borough and explained how these standards are monitored.

Members sought, and received, assurances that the window cleaning service standards will continue to be monitored to ensure that improvements are maintained.

Thanks were put forward to the Deputy Chief Executive Officer for an excellent and informative report and for all the help and advice given to members by the Fareham Housing Team in resolving issues for residents.

RESOLVED that the Housing Scrutiny Panel notes the content of the report.

10. FIRST HOMES SCHEME UPDATE

The Panel received a report by the Deputy Chief Executive Officer which provided members with an update on the First Homes Scheme.

Members were supportive of the proposals outlined in the report in terms of local and national eligibility criteria and discussed whether there would be an opportunity for the Panel to pre-scrutinise the draft policy before it is considered by the Executive for approval. The Deputy Chief Executive Officer advised members that due to the short timescale involved, it is intended that an interim policy will be produced which will only include local connection eligibility criteria. Further research will then be carried out around affordability and cap implications as more information about the scheme emerges. On this basis, the Panel agreed that pre-scrutiny of the interim policy would not be required.

RESOLVED that having asked questions and made comments for clarification, The Housing Scrutiny Panel notes the content of the report.

11. HOUSING SCRUTINY PANEL PRIORITIES

Members considered and discussed the Scrutiny Priorities for the Panel and agreed that there were no amendments to the Priorities required at the present time.

RESOLVED that the Scrutiny Priorities Plan be noted.

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



Responsibilities of Social Housing Providers

28th October 2021

What is a Social Housing Provider?

- Housing & Regeneration Act 2008
- Low-cost rental and low-cost home ownership
- Local authorities & Private registered providers

The role of The Regulator

The Register

- Types of homes owned
- Rent levels
- Tenant satisfaction
 - Overall service
 - Decision making
 - Repairs & Maintenance

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Regulating the Standards

“viable, efficient and well-governed social housing sector”

- Notifying the Regulator of certain activities
- Submitting data returns
- Providing information
- Housing Ombudsman

The Standards

Consumer Standards

(applies to all RPs)

- Tenant Involvement & Empowerment
- Home
- Tenancy
- Neighbourhood & Community

Economic Standards

(does not apply to LAs)

- Governance & Financial Viability
- Value for Money
- Rent

What to do when things go wrong

Housing Ombudsman Service Complaint Handling Code

- Provide easy access to complaints procedure
- 2 stages with clear timeframes set out for responses
- Taking action to put things right and appropriate remedies
- Create a positive complaint handling culture through continuous learning and improvement

How you can help

What action(s) has the RP taken, or not taken, which the resident wishes to complain about?

What does the resident think the RP should do to put things right?

Page 10 Has the resident already contacted the RP and/or made a formal complaint?

What has the RP done about the complaint so far? Why is the resident dissatisfied with the response?

How you can help cont.

Contact the RP

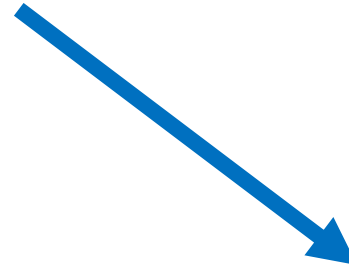
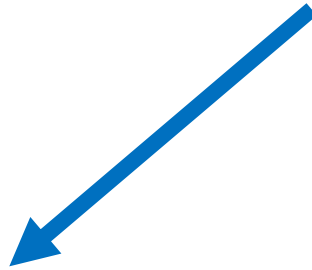
Set out the complaint and required outcomes

Set a reasonable timescale for a response

Refer the complaint to the Ombudsman

Housing Ombudsman Service

Complaint



Early Resolution Process
(up to 2 months)

Full Investigation
(6 to 12 months)

Useful Information

<https://www.housing-ombudsman.org.uk/useful-tools/fact-sheets/designated-persons-for-mps-and-cllrs/>

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https://england.shelter.org.uk/professional_resources/legal/court_action_and_complaints/complaints

Any Questions

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