

FAREHAM

BOROUGH COUNCIL

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

Date: Monday, 28 October 2013

Venue: Council Chamber - Civic Offices

PRESENT:

Councillor P J Davies (Chairman)

Mrs K Mandry (Vice-Chairman)

Councillors: T J Howard and Mrs K K Trott

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

Also Present: Councillor B Bayford, Executive Member for Health and Housing (items 3 & 11)



1. APOLOGIES FOR ABSENCE

Apologies of absence were received from Councillor D M Whittingham, Alderman Crouch and Brian Lee.

2. MINUTES

It was AGREED that the minutes of the Housing Tenancy Board held on 29 July 2013 be confirmed and signed as a correct record.

It was noted that comments made by the tenant representatives regarding poor communication from officers to tenants had not been recorded in the minutes from the previous meeting. As it was unclear as to which item on the minutes it referred to, it was agreed that it would be addressed at item 7 on the agenda.

3. CHAIRMAN'S ANNOUNCEMENTS

The Chairman announced that Alderman Crouch is seriously ill in hospital at present and that the Housing Tenancy Board thoughts are with him and his family at this difficult time.

At the invitation of the Chairman, Councillor Bayford addressed the Panel on this item.

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. QUARTERLY PERFORMANCE MONITORING REPORT FOR BUILDING SERVICES

The Board considered a report by the Director of Streetscene which gave an update on the Quarterly Performance Monitoring data for Building Services.

The Head of Building Services was asked why when modernising vacant properties it is not established whether a disabled adaption will be needed to prevent further changes being made to the property once the new tenant moves in. It was explained to the Board that Building Services and Tenancy Services work together when allocating a void property to identify any adaptations/changes needed to the property prior to the tenant moving in, however it is not always possible due to differences in approaches taken to allocations by Tenancy Services and Strategic Housing teams.

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

7. QUARTERLY PERFORMANCE MONITORING REPORT FOR TENANCY SERVICES

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

Rent Arrears:

The Board were informed that rent arrears have increased by £13,751 since the last quarterly report. It was noted that that the totals figures in the table at point 4 of the report did not add up correctly, officers apologised for this error.

Anti-Social Behaviour:

The Board noted the increase in reported incidents since the last meeting. It was explained to the board that the majority of these reports are noise and alcohol related complaints.

Estate Management:

The Board noted the results of the 15 Estate inspections that have taken place since the last meeting. The tenant representatives expressed concern over the lack of feedback from officers to confirm that the actions identified had been completed in a timely manner. The Board were informed that all residents who attend the estate inspections should receive feedback from the Housing Officer regarding issues that were raised during the inspection. The Board noted the satisfaction feedback received regarding the cleaning and grounds maintenance service. It was commented that the level of service from the grounds maintenance service varied considerably and that tenants rarely received any feedback from the grounds maintenance service after raising issues. The Board were informed that grounds maintenance service would be the key topic at the next block captain's event. The Board were also informed that Jennie Larkin (Tenant Involvement Officer) is the contact for all block captains.

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

8. REVIEW OF CAR PARKING ON HOUSING ESTATES

The Board considered a report by the Director Community which reviewed Car Parking on Housing Estates.

The Board debated this item at length. Concern was raised by the tenant representatives as to the effectiveness of some of the options for consideration, but it was explained to the Board that should the proposal be agreed each individual site would be looked at in more detail to identify specific issues and possible solutions.

Mr S Lovelock proposed that £25,000 per annum be set aside from the Housing Capital Programme to improve car parking on housing estates. Having been duly seconded and put to the vote the proposal was declared carried unanimously.

It was AGREED that:-

- (a) the content of the report be noted; and
- (b) the Board requests the Executive to set aside £25,000 per annum from the Housing Revenue Account Capital Programme to improve parking on Housing Estates.

9. ESTATE IMPROVEMENTS PROGRAMME 2013/14 - AN UPDATE

The Board considered a report by the Director of Community which gave an update on the Estate Improvements Programme 2013/14.

The Board thanked the Tenancy Services Manager for the work that has already been completed, especially with regards to the lighting improvements at Chapleside and fencing works at Nashe Way.

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

10. HOUSING SERVICES COMPLAINTS

The Board received a report by the Director of Community which reviewed Housing Services Complaints, as a result of a change to the Ombudsman Service in April this year.

The tenant representatives discussed this matter at length and agreed that the current arrangements for the handling of complaints worked well and that they felt they already played an active role in liaising with tenants and officers regarding issues.

It was AGREED that the tenant representatives serving on the Housing Tenancy Board accept the role as nominated persons to refer complaints to the Council via the Council's complaints procedure.

11. FINDINGS FROM ENERGY AND WATER SURVEY

The Board considered a report by the Director of Streetscene on the findings from the energy and water survey.

At the invitation of the Chairman, Councillor Bayford addressed the Board on this item.

It was AGREED that:-

- (a) the content of the report be noted; and
- (b) the Board endorses the implementation of energy and water reduction strategy.

12. GENERAL TENANTS FORUM - CHAIRMAN'S REPORT

The Board received a verbal update from the Chairman of the Tenants Forum regarding the issues and matters arising from the last meeting of the Forum.

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

13. HOUSING TENANCY BOARD WORK PROGRAMME 2013/14

The Board considered a report by the Director of Community on the Board's Work Programme for 2013/14.

It was AGREED that:-

- (a) subject to the revisions set out in paragraph 2 of the report, the Work Programme for 2013/14 be approved; and
- (b) to Work Programme for 2013/14 as Appendix A to these minutes, be submitted to the Executive for information.

Appendix A

HOUSING TENANCY BOARD –WORK PROGRAMME 2013/2014

Date	Subject	Training
20 May 2013	<ul style="list-style-type: none"> • Work Programme 2013/14 • Tenancy Services Performance Report for 2012/13 • Building Services Performance Report for 2012/13 • Housing Capital Programme 2013/14 • Review of Sheltered Guest Room Charge 	
29 July 2013	<ul style="list-style-type: none"> • Work Programme 2013/14 • Quarterly Performance Report - Tenancy Services • Quarterly Performance Report - Building Services • Review of Tenancy Agreements 	
28 Oct 2013	<ul style="list-style-type: none"> • Work Programme 2013/14 • Quarterly Performance Report - Tenancy Services • Quarterly Performance Report - Building Services • A review of car parking on housing estates 	

Date	Subject	Training
	<ul style="list-style-type: none"> • Estate Improvements 2013/14 - An Update • Housing Service Complaints • Findings from Energy and Water Survey 	
27 Jan 2014	<ul style="list-style-type: none"> • Preliminary review of Work Programme for 2013/14 and preliminary draft Work Programme for 2014/15 • Tenant and Leaseholder Satisfaction Survey • Housing Revenue Account including the Housing Capital Programme for 2014/15 • Quarterly Performance Report - Tenancy Services • Quarterly Performance Report - Building Services • Impact of Welfare Reform • Review of Tenancy Agreement 	
22 April 2014	<ul style="list-style-type: none"> • Review of Annual Work Programme for 2013/14 and final consideration of draft Work Programme for 2014/15 • Tenancy Services Performance Report for 2013/14 • Building Services Performance Report for 2013/14 • Estate Improvements Programme 2014-15 • Review and Update of Local Standards 	

Unallocated items

- Review of Tenant Cashback Scheme Pilots'

(The meeting started at 6.00 pm
and ended at 8.06 pm).