

## **BOROUGH OF BARROW-IN-FURNESS**

### **HOUSING MANAGEMENT FORUM**

Meeting: Thursday 1st March, 2012  
at 2.00 pm (Committee Room 4)

Group Meetings at 1.15 pm

## **A G E N D A**

### **PART ONE**

1. To note any items which the Chairman considers to be of an urgent nature.
2. Admission of Public and Press

To consider whether the public and press should be excluded from the meeting during consideration of any of the items on the agenda.

3. Disclosure of Interests

A Member with a personal interest in a matter to be considered at this meeting must either before the matter is discussed or when the interest becomes apparent disclose

1. ***The existence of that interest to the meeting.***
2. ***The nature of the interest.***
3. ***Decide whether they have a prejudicial interest.***

A note on declaring interests at meetings, which incorporates certain other aspects of the Code of Conduct and a pro-forma for completion where interests are disclosed will be available at the meeting.

4. Confirmation of minutes of meeting held on 19th January, 2012.
5. Apologies for Absence/Changes in Membership.

### **FOR DECISION**

#### **OPERATIONAL**

- (D) 6. Housing Maintenance Contract 2011/15
- (D) 7. 2012 Disabled Adaptations Contract
- (D) 8. Survey of Tenants and Residents
- (D) 9. Review of Garage Licence Agreements
- (D) 10. Communities and Local Government (CLG) Homelessness funding 2012/14.

## **FOR INFORMATION**

11. Planned Maintenance Programme 2012/13.

**NOTE:** (D) – Delegated to the Executive Committee  
(R) – Referred to the Council

### **Housing Management Forum Members:**

Councillors: K Hamilton  
D Barlow  
A Burns  
M Irwin  
F G Murray  
R J Pointer  
J Richardson  
K M Williams

Tenant Representatives: Mrs P Charnley (Chairman)  
Mr M Burton  
Mr N Hird  
Mr W McEwan  
Ms C McFadyen  
Mr A McIntosh  
Mr W Ward  
Mrs K Warne  
Mrs B Whitby (reserve)

### **For queries regarding this agenda, please contact:**

Keely Fisher  
Democratic Services Officer  
Tel: 01229 876313  
Email: [ksfisher@barrowbc.gov.uk](mailto:ksfisher@barrowbc.gov.uk)

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# HOUSING MANAGEMENT FORUM

Meeting: 19th January, 2012  
at 2.00 p.m.

PRESENT:- Councillors Hamilton, Barlow, Irwin, Murray, Pointer, Richardson and Williams.

Tenant Representatives:- Mrs P. Charnley (Chairman), Mr M. Burton, Mr W. McEwan, Mrs C. McFayden, Mr W. Ward and Ms B. Whitby.

## **36 – Minutes**

The Minutes of the meeting held on 1st December, 2011 were taken as read and confirmed.

## **37 – Apologies for Absence/Changes in Membership**

Apologies for absence were submitted from Councillor Burns, Mr N. Hird, Mr A. McIntosh and Ms K. Warne.

Ms B. Whitby had attended as a substitute for Mr A. McIntosh for this meeting only.

## **38 – Housing Maintenance Investment Programme 2012/13**

The Housing Manager submitted the report to agree the spend profile for the Housing Services Investment Plans for 2012/13. The expenditure profile and priorities were based on the five year Asset Management Plan agreed at the Housing Management Forum on 26th August, 2010. Details of progress during the current year had also been provided.

The report provided up to date details of the properties scheduled for work during the year and how the work should be delivered.

In compiling the 2012/13 Investment Programme the Housing Manager had followed the Settlement Payments Determination draft 2012/13 which replaced the former Subsidy Determination guidelines. The principles adopted in drafting these (The 2012/13 Investment Programme) was funded from the Housing Revenue Account or from the Major Repairs Allowance. The principles adopted in drafting these proposals continued with the previously agreed targets set out in the 2010 Asset Management Plan and sought to ensure:-

- The Council achieves the Decent Homes standard;
- The aspirations of tenants are considered and incorporated within plans; and
- To work collaboratively with other housing providers and contractors to improve delivery of planned and responsive repairs services.

The plan also established the following targets:-

1. Increase % of Sedbuk A rated boilers from 44% to 75% by 2015  
**Actual boiler percentage increase forecast by 31/3/2012 = 72.5%**
2. Increase % of bathrooms less than 15 years old from 40% to 60% by 2015  
**Actual bathroom percentage increase forecast by 31/3/2012 = 62%**
3. Increase % of kitchens less than 15 years old from 40% to 60% by 2015  
**Actual kitchen percentage increase forecast by 31/3/2012 = 81%**

Properties identified for improvement were completed on a “worst first” and “just in time” basis. Programmes of delivery reflected the need to satisfy Decent Homes requirements and were based on the results from the independent Stock Condition Survey completed in March 2010. Properties scheduled for investment during 2012/13 were considered along with provisional properties identified for improvements during years 4 and 5 of the Asset Management Plan.

#### 1. Progress during the Current Year 2011/12

All planned investment works had progressed satisfactorily during the year. The re-pointing work on Walney was scheduled to commence in late February, early March 2012.

Investments via CHP had continued to be an effective delivery method in terms of value for money, compared with historical costs. Additional efficiencies had been made through improved delivery by providing a streamlined approach to the management, administration and monitoring of the contracts.

Progress on delivery would continue to be reported to this Forum on a regular basis through the Information Report.

The table below provides an indication of the number of properties that had benefited from the more significant Investment Plans and would be updated where appropriate at year end.

Type of Work	No of Properties due for improvement in 2011/12	No of Properties Completed at 31/12/2011
Kitchens	314	252
Bathrooms	195	100
Central Heating	300	195
Rewires	124	90
Painting	492	348
Re-Pointing	62	Tender return 27/01/12
Minor Adaptations	N/A	101
Major Adaptations	N/A	69

It was normal practice when presenting this report to provide an update on the number of properties failing the decent homes standard. The assessment was based on

information provided by the independent Stock Condition Surveys carried out in 2006 and 2010. The updated property records of the investment work completed since the survey indicated that the current position was:-

	Number of properties failing the decent homes standard	Percentage of Stock
Baseline survey 20.6.2006	509	18%
as at 1.4.2009	6	Less than 1%
as at 7.6.2010	32	1%
as at 31.12.2011	0	0%

## 2. Suggested Investment Profiles for 2012/13

The Housing Manager submitted a suggested investment profile for 2012/13 which is attached at **Appendix A** to these Minutes.

The profile followed the “sustainable” investment model identified in the 2010 Asset Management Plan and built on existing priorities to upgrade kitchens, bathrooms, heating and electrical circuits on a worst first basis.

The HRA baseline model allocation for 2012-13 was:

Maintenance Allowance	(per property £1079.61) (11-12 figure = £3,028,330)	<b>£2,925,744</b>
Major Repairs	(per property £702.92) (11-12 figure = £1,915,098)	<b>£1,904,924</b>
	<b>Total</b>	<b><u>£4,830,668</u></b>

The reduction in the values of “Maintenance Allowance” between 2011/12 and for 2012/13 was due to transitional cash protection element that had been factored in and a reduction in stock numbers.

The reduction in values for “Major Repairs Allowance” related to the reduction in stock numbers and changes to the calculation of MRA.

## 3. Progressing the Planned Investment Works

The majority of the planned works had been delivered through the Housing Services arrangement with CHP. A new four year framework had been established with CHP and GM Procure and the Housing Manager proposed that this arrangement be continued as it had demonstrated significant cost savings and Gershon efficiencies.

In 2011 a series of “mini competitions” had been completed to appoint suitable CHP contractors to undertake investment programmes. Officers recommended continuing with these arrangements subject to ongoing satisfactory levels of performance, service delivery and customer care.

The Councils commitment to exceed the delivery targets set out in the 5 year Asset Management Plan showed for example; that 72.5% of properties now had “Sedbuk A” rated boilers. This was approximately three years ahead of schedule and had led to a significant reduction in the anticipated costs for annual servicing, breakdown and associated building work costs for heating maintenance. These improvements also provided tenants with additional savings in the form of reduced operating and running costs and allowed elements of the maintenance budget to be re-directed into new investments targeting other areas of the housing stock including:-

£300,000	Re-Roofing works - Griffin estate (2 year delivery plan);
£50,000	Balcony renewals - Central areas (2 year delivery plan); and
£50,000	Fencing renewals - Upper Hindpool

The 5 year Asset Management Plan detailed existing insulation levels within the stock. Officers had identified a small number of 3 storey flats in Lower Hindpool that were classified as “unsuitable” to receive cavity wall insulation. A feasibility study was presently ongoing with Community Energy Saving Programme (CESP) to assess the cost and benefits of providing external wall insulation to these properties (Tay Court, Craven Park Court and One block in Anson Street). The cost to deliver this work would be matched funded by CESP and was estimated to cost in the region of £150,000. At this stage, Officers were advising that the Councils contribution was expected to be in the region of £75,000 and would provide Members with a detailed report of the funding options to progress this investment.

Members were requested to agree that Officers procure the new works shown in point 3, above using the most economically advantageous procurement option. This may include CHP or a traditional competitive tendering process.

#### RECOMMENDED:-

- (i) Note progress on achieving and maintaining the Decent Homes Standard shown at point 1;
- (ii) Agree principles highlighted in point 2; and the Annual Investment Profile attached at **Appendix A** to these Minutes;
- (iii) Agree to deliver a significant proportion of the investment proposals shown at Appendix D to the report through Cumbria Housing Partners subject to compliance with the frameworks group accounting requirements; and
- (iv) Agree that Officers procure the new planned investments shown in point 3 above using CHP or traditional competitive tendering.

#### **39 – Performance Information Report – April 2011 to December 2011**

The Housing Manager submitted information relating to a selection of local and national performance indicators and Best Value Performance Indicators. The information was as follows:-

PI REF	Performance Indicator	Actual 2009/10	Actual 2010/11	Apr -June 2011	Apr -Sept 2011	Apr- Dec 2011	Target (Median)
	<b>£ Rents Collection</b>						
HMP210	<b>£ Rent collected</b>	£8,546,587	£8,738,448	£2,120,260	£4,531,664	£6,782,537	£ 9,141,931
HMP210	Rent collected as % of rent due	98.46%	103.47%	101.06%	99.18%	96.24%	99%
Mgt	£ Current Arrears (dwellings)	£165,452	£155,726	£179,618	£212,644	£240,928	£175,679
Mgt	£ Former Arrears (dwellings)	£123,432	£103,418	£96,684	£92,124	£93,751	£128,081
HCPI	Write Offs	£129,709	£114,706	£25,768	£49,267	£64,223	£34,616
HMGX 50	Tenants evicted for rent arrears	18	13	0	3	5	13
CMCX13	Current tenants arrears % of rent owed	1.91%	1.79%	8.28%	4.58%	3.44%	2.15%
HCPI	Former tenants arrears % of rent owed	1.42%	1.18%	4.46%	1.98%	1.34%	1.90%
Mgt	£ Rent arrears Garages	£4,094	£3,289	£2,536	£4,520	£7,197	£ 3,750
Mgt	£ Rent Arrears Shops	£28,131	£27,524	£18,704	£13,497	£17,580	£25,000
	<b>Void management</b>						
	<b>No. of Voids</b>	281	264	80	103	165	225
GNPI 36	Average re-let time for dwellings (days)	31	28	49	45		33
GNPI 30	£ rent loss through vacant dwellings	£101,530	£85,909	£29,608	£53,854		£129,811
Mgt	£ rent loss due to vacant garages	£4,873	£4,907	£1,177	£2,583		£4,500
Mgt	£ rent loss due to vacant shops	£4,253	£4,844	£3,125	£8,546		£4,000
HMGX 100	% properties accepted on first offer	NA	73.9%	NA	NA		70%
Mgt	Cost per Void (Rents, Repairs, Mgt & Arrears)	NA	£2,556	£1,141	£3,543		
	<b>Maintenance</b>						
	<b>No. Repair Orders issued (Tenant Demand)</b>	13,068	10890	3350	6609	8979	8946
	% all reactive repairs completed on time	81%	92.5%	98.7%	94.0%	98.4%	94.8
GNPI 18	% emergency repairs completed on time	97%	98.9%	98.1%	98.2%	87.7%	96.7
GNPI 19	% urgent repairs completed on time	88%	89.6%	87.8%	90.1%	89.5%	94.6
GNPI 20	% routine repairs completed on time	93%	90.6%	91.3%	92.5%	92.8%	94.1
HMPI 90	Average end-to-end time for all reactive repairs (days)	12.6	12.6	9	9	10.3	9
HMPI 100	Percentage of repairs completed right first time	NA	NA	NA	NA	NA	94.7
BV 185	Appointments kept as a percentage of appointments made	97%	97.13	NA	NA	NA	96.8
HMPI 380	Appointments made as a percentage of repair orders (excl gas & voids)	100%	100%	NA	NA	NA	94.1
G15CO	Percentage of dwellings with a valid gas safety certificate	99.5%	99.2%	98.56	99.71	99.82	99.5
COMP1	Average time taken to answer inbound telephone calls (in seconds)	NA	NA	NA	NA	NA	
NI 158	Percentage of homes that fail to meet the Decent Homes Standard	0%	0.0%	0.0%	0.0%	0.0%	6.70%
BV63 (amended)	*Average energy efficiency rating of dwellings (based on SAP 2005)	76.20%	68.3	68.3	68.3	68.3	69.10%
	<b>Equality &amp; Diversity</b>						
	<b>ASB cases reported</b>	213	85	28	45	53	119
HMPI 60A	Percentage of closed ASB cases that were successfully resolved	13.1%	72%	81%	83%	90%	NA
NI 141	% Vulnerable people achieving independent living	87%	97%	90%	100%	98%	77.2
HMPI 60B	% Diversity Information : Age	99.90%	99.88%	99.90%	99.81%	99.89%	100%
HMPI 60C	Gender	100%	100%	100%	100%	100%	98%

HMPI 60D	Ethnicity	66.90%	94.70%	71.19%	71.91%	94.92%	75%
HMPI 60E	Disability	42.40%	44.59%	47.79%	42.00%	50.50%	75%
HMPI 360	Sexuality	43%	41.70%	45.15%	46.28%	54.95%	55%
BV 12	Religion or belief	43%	43.05%	46.34%	47.55%	56.49%	55%
HMPI 190	Percentage of Stage 1 complaints upheld	NA	25%	0%	20%	33%	NA
	<b>Performance Indicator</b>	<b>Actual 2009/10</b>	<b>Apr - Mar 2011</b>	<b>Apr -June 2011</b>	<b>Apr -Sept 2011</b>	<b>Apr- Dec 2011</b>	<b>Target (Median)</b>
	<b>Satisfaction</b>						
HMPI 270	Percentage of tenants satisfied with the landlord's services overall	87%	87%				NA
HMPI 80	Percentage of tenants satisfied with repairs and maintenance	88%	88%				NA
HMPI 340	Percentage of tenants satisfied that their views are taken into account	76%	76%				NA
HMPI 230	Percentage of new tenants satisfied with the allocation and letting process	NA	NA				NA
HMPI 200	Percentage of residents satisfied with estate services	81%	81%				NA
	<b>Value for Money - Direct Costs per property</b>						
Housemark	Major & Cyclical works (service)	£1,406	£1,294				£1,446
Housemark	Responsive Repairs	£400	£455				£449
Housemark	Void Repairs	£132	£144				£177
Housemark	Rent Arrears & Collection	£68	£53				£67
Housemark	Community Involvement	£31	£27				£43
Housemark	Anti Social Behaviour	£37	£29				£37
Housemark	Neighbourhood Mgt (Estates/Tenancy mgt.)	£95	£34				£58
Housemark	Housing Options	£45	£43				£34
Housemark	Leasehold	£31	£50				£136
NI 158	Total staff turnover	8%	10.3%				8%
BV63	Ave. working days lost / sickness absence	14.0	22.3	1.8	4.3		10.5

Housing Property	Dwellings
HSE	1290
FLATS	1258
BUNGALOWS	157
<b>TL DWELLINGS</b>	<b>2705</b>
<b>LEASEHOLDS</b>	<b>202</b>
GARAGES	484
SHOPS	20

SOLD PROPERTIES	No	2010-11	2011-12
HSE	3	231,000	148,500
FLAT	1	29,200	27,000
LAND	0	19,400	0
<b>TL</b>	<b>3</b>	<b>279,600</b>	<b>175,500</b>

HOMELESSNESS	Actual 2009/10	Actual 2010/11	Apr -June 2011	Apr-Sept 2011	Apr-Dec 2011
Homeless aver. days in temporary dispersed accommodation	47	46	34	50	62



Homeless aver. days in temporary B&B accommodation	22	31	19	17	18
Homeless Total Cases Closed		616	229	416	599
Homeless Advice		216	140	225	263
Homeless Prevention	NA	174	33	79	93
Homeless Applications		226	56	112	147
Homeless Successful Preventions	NA	146	28	68	77
Eligible Homeless (Owed a full duty)	NA	27	6	13	19

HOUSING REGISTER	Actual 2009/10	Actual 2010/11	Jun-11	Sep-11	Dec-11
Applicants on housing register		1700			
Cumbria Choice Register			1407	1405	1403

RESOLVED:- That the information be noted.

#### 40 – Planned Maintenance Programme 2012/13

The Housing Manager reported information relating to the progress of the Planned Maintenance Programme for 2012/13. The information is attached as **Appendix B** to these Minutes.

RESOLVED:- To note the information.

#### REFERRED ITEMS

#### THE FOLLOWING MATTER WAS REFERRED TO COUNCIL FOR DECISION

#### 41 – Housing Revenue Account 2012/2013

The Housing Manager submitted a report to agree in principle a Housing Revenue Account Budget for the financial year 2012/13. The new system of Self Financing was due to come into force from 1st April, 2012 and replaced the current system of managing housing finance within the HRA subsidy system altogether. This was done by adjusting the level of debt held by local authorities. This meant that Barrow Borough Council would take on additional borrowing of £17.41 million. It was expected to service the cost of the extra debt and manage and maintain the housing stock to the Decent Homes Standard (DHS) from the rents collected from tenants. Subsidy repayments to government would no longer be made.

Rents would still be controlled centrally through the existing restructuring mechanism to raise Council rents in line with the private sector.

The expected outturn and proposed HRA for 2011/12 was attached as an appendix to the report.

In compiling this report the Housing Manager had followed the Settlements Payments Determination Draft 2012/13 which replaced the former Subsidy Determination guidelines.

The report also provided an Expected Outturn Budget for the current year 2011/12 and information regarding balances.

### 1. Expected Outturn Budget 2011-12

The outturn for the year forecasted a net deficit of (£1,900). Key factors were:

- HRA Income would be in line with expectations taking into account the reduction in income for Homelink to year end;
- Dwelling rents, other services and charge income and Right to Buy sales were in line with budget;
- Management and maintenance expenditure was less than budget; (Changes in personnel working hours and unfilled vacancies had resulted in savings estimated to be £75,000 for the year).
- Dwelling depreciation and subsidy repayments had increased.

### 2. Balances on the Expected Outturn for 2011-12

The above was likely to result in the following movement in balances:-

2.1 **Balance on the Major Repair Reserve as at 31 March 2011** : **£ 198,638**

The above funds were not expected to be spent in year and therefore the balance on MRR at year end would remain the same

2.2 **Balance on the Housing Revenue Account as at 31 March 2011** : **£ 1,035,988**

#### 2.3 **Breakdown of Balance on Account**

Balance on the Housing Revenue Account as at 31 March 2011 : £ 1,037,888

Forecast Deficit 2011-12\* : £ **(1,900)**

Estimated Balance at year end : **£ 1,035,988**  
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The subsidy repayment was forecast to rise to £1,078,640 or £176,120 more than budget. Any additional interest payable on additional debt from 28th March to the year end would be offset against the subsidy payable and therefore there should be no additional cost to the authority.

### 3. Draft Proposed HRA Self Financing Budget 2012-13

In proposing the budget for 2012/13 the following factors had been taken into account:-

3.1 Self financing would require new borrowing (£17,415m) and increased interest payments by an estimated £736,940. Additional provision was made within the budget for repayment of £881,740

3.2 Housing Subsidy repayments would end.

3.3 The Settlements Payments Determination provided a budgetary framework and guidelines for rental income and management, major repair and maintenance expenditure and was very similar to the calculations used in previous subsidy determinations. It assumes that council housing rents should converge by 2015 - 16 and rise by RPI + 0.5%. The Determination Guidelines were:

- Dwelling rents increase by 7.1% or £643,234
- Major Repair costs rise by 0.5% or £10,191
- Maintenance costs reduce by 4.45% or £(136,315)
- Management expenditure increases by 3.33% or £62,869
- The movement was mostly influenced by:
  - Re-lets and terminations reduced by 13%
  - Stock level reduced by 6
  - Geographic area scaling adjustments
  - The 11-12 allowance had an additional transitional cash protection element factored in into the allocation last year

Total movement : **£ 559,597**

### 3.4 Dwelling Rents

Rent restructuring was a mechanism which would harmonise rents across the country. Every property had a Target Rent determined by the property's value, size and location and every year rents were uplifted by the formula of half a % above inflation to move rents towards the Target Rent. Increases were capped so that they remained affordable. For 2012/13 the increase was based on an RPI of 5.6% + 0.5% and the date for convergence for the Target Rent was unchanged and had 4 years to go. The effect for this authority was as follows:-

Current Rent (52 wks)	Uplift (5.6% +0.5%) (52 wks)	Uplift Convergence factor (52 wks)	Capped Limit (52 wks)	Target Rent (52 wks)
£64.14	£68.05	£68.66	£68.66	£70.49

	52 Weeks	48 Weeks	<b>Average Rent increase</b>
2010/11	£64.14	£69.49	
2011/12	£68.66	£74.38	
<b>Increase</b>	<b>7.05%</b>	<b>7.05%</b>	

**£4.90**

Attached as and appendix to the Housing Manager's report were further details of the resultant rents for different property types. Rents on an individual property basis would differ.

3.5 The housing repairs and maintenance budget had been adjusted in line with guidelines and allowed £1,782.53 per dwelling.

#### 4 Other Charges

##### 4.1 Garage Charges

As it was normal practice to recommend that garage rents were increased in line with residential properties the proposed budget included a 7.05% increase on garage charges which generated £12,878.

The effect on individual garage charges would be as follows:-

	<b>2011/12</b>	<b>+5%</b>	<b>+7.05%</b>	<b>+10%</b>
Garage rate 1 (27)	£5.78	£6.06	£6.19	£6.35
Garage rate 2 (457)	£7.99	£8.38	£8.55	£8.79
<b>Increase</b>		<b>£8,917.92</b>	<b>£12,815.52</b>	<b>£18,287.52</b>

There was a 100 strong waiting list for garages with few vacancies and the proposed new rent still appeared less than in the private sector.

The Housing Manager therefore, suggested that Members give consideration to increasing current rents by 7.05%.

##### 4.2 Homelink

All services would be removed apart from the Lifeline element at a reduced charge of £1.00 per week.

##### 4.3 Other Charges

Previously the principle had been agreed to vary certain charges as required to reflect the full cost of the service. These charges were altered when contracts were reviewed. The Staircase Cleaning contract was currently going through the tender process and it was anticipated that the new rates would be advised and altered for 1st April, 2012.

The Housing Manager also recommended that this principle be continued.

#### 5. Business Improvement Initiatives

The 2011/12 initiatives on Income Management were largely complete as was the work in restructuring cost centres. Initiatives for 2012/13 would include:-

- Improvements to design of rent statements to make them easier to understand and respond to tenant's choice of format, delivery and frequency with the objective of reducing print and post costs;

- Process improvements which streamlined and reduced costs on responsive repairs and voids;
- Develop the Information Systems and Technology strategy to support the improvements and reduce IT costs; and
- Review rents and charges for supported and furnished tenancies and dispersed accommodation.

RECOMMENDED:- To approve the Housing Manager's recommendations and request the Executive Committee to:-

- (i) Note information at (1) of the report;
- (ii) Note the information on the balances as at (2) of the report;
- (iii) Note the information in point (3) of the report and agree the 2012/13 budget as shown at Appendix A of the report;
- (iv) Agree an average increase of 7.05% in line with Rent Restructuring guidelines and note the effect on individual rents as shown at Appendix B of the report;
- (v) Agree the increase of Garage charges of 7.05% as shown at point 4.1 (above); and
- (vi) Note the information at (4.2) and (4.3).

The meeting closed at 2.16 p.m.

Total Budget **£4,872,294**

**Routine Maintenance**

£541,952 Tenant Demand Repairs  
 £399,674 Preliminary Costs  
 £200,000 Void Repairs  
 £30,000 EPC Surveys  
 £35,000 Decoration Vouchers  
 £10,000 Security Shutters  
 £15,000 Tipping charges (Voids)

\* £1,231,626

**Other Planned Maintenance**

£10,000 Gas Building Works  
 £150,000 Gas Breakdown Repairs  
 £120,000 Gas Safety Tests and Servicing  
 £200,000 Painting and Fabric repairs  
 £20,000 Community Centre Repairs  
 £20,000 Door Entry Maintenance  
 £15,000 Disrepair Claims  
 £25,000 Environmental Enhancements  
 £75,000 Electrical Testing & Smoke Alarms  
 £10,000 Asbestos Surveys and Removal  
 £25,000 Fencing and Environmental Imp  
 £50,000 Consultancy Fees  
 £20,000 Shop Repairs/Upgrades  
 £50,000 Balcony upgrades (2 year plan)  
 £300,000 Re-Roofing Works (2 year plan)  
 £50,000 Fencing Replacements (Hindpool)  
 £75,000 Re-Pointing works  
 £50,000 External Rendering (Hindpool)  
 £20,000 Re-Insulation works  
 £150,744 Other Contractors Planned Works (Misc)  
 £300,000 Disabled Adaptations

£1,735,744

**MRA**

£254,924 Rewires (CHP)  
 £550,000 Heating and Insulation (CHP)  
 £300,000 Bathrooms (CHP)  
 £800,000 Kitchens (CHP)

CHP = Cumbria Housing Partners

£1,904,924

\* includes £41,626 from HRA budget to provide for a balanced budget.

## PLANNED INVESTMENTS 2011-12

SCHEME	CONTRACTOR OR SUPPLIER	AVAILABLE BUDGET	NO OF PROPERTIES	INVOICES PAID TO DATE	START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	TARGET COST	OUT TURN ESTIMATE	COMMENTS	Leasholders affected?
REWIRES	CUMBRIA HOUSING PARTNERS	£253,000	124	£167,985	1.4.2011	Feb-12	K WILSON	£273,929	£273,929	73% Complete	No
BATHROOMS	CUMBRIA HOUSING PARTNERS	£300,000	195	£163,154	1.4.2011	Feb-12	AB MITCHELL	£253,000	£300,000	51% Complete	No
KITCHENS	CUMBRIA HOUSING PARTNERS	£750,000	314	£594,984	1.4.2011	Feb-12	AB MITCHELL	£717,000	£750,000	80% Complete	No
HEATING	CUMBRIA HOUSING PARTNERS	£850,000	300	£479,461	1.4.2011	Feb-12	AB MITCHELL INTEGRAL	£642,233	£642,233	65% Complete	No
RE-POINTING	TBC	£150,000	50	£0	1.7.2011	31.3.2012	TBC	£150,000	£150,000	Tender docuemnts due to be returned on 27/1/2012	Yes
PAINTING	CUMBRIA HOUSING PARTNERS	£200,000	492	£10,415	1.4.2011	Feb-12	GH JONES	£168,270	£168,270	70% Complete	Yes

## HOUSING MAINTENANCE COMMITMENTS 2011-12

	Funding Available 2011-12	Gross COMMITMENT	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£900,000.00	£377,099.00	£17,307.69	42%
Voids	£200,000.00	£194,664.00	£3,846.15	97%
Gas Servicing	£425,000.00	£155,354.00	£8,173.08	37%
Decoration Vouchers	£35,000.00	£18,359.00	£673.08	52%
Disrepair Claims	£25,000.00	£1,014.00	£480.77	4%
Environmental Impmts	£50,000.00	£27,659.00	£961.54	55%
Disabled Adaptations	£300,000.00	£143,244.00	£5,769.23	48%
Electrical Testing	£175,000.00	£12,321.00	£3,365.38	7%
Door Entry Maintenance	£20,000.00	£30,516.00	£384.62	153%
<b>Total</b>	<b>£2,205,000.00</b>	<b>£960,230.00</b>	<b>£40,961.54</b>	

<b>HOUSING MANAGEMENT FORUM</b>		<b>(D) Agenda Item 6</b>
<b>Date of Meeting:</b>	<b>1st March, 2012</b>	
<b>Reporting Officer:</b>	<b>Colin Garnett, Housing Manager</b>	
<p><b>Title: Housing Maintenance Contract 2011/15</b></p> <p><b>Summary and Conclusion:</b></p> <p>The purpose of this report is to consider introducing the option of applying financial penalties to the Housing Maintenance Contract.</p> <p><b>Recommendation:</b></p> <p>Members are asked to agree applying financial penalties as specified in the Contract to the Housing Maintenance Contract.</p>		

### Report

The purpose of this report is to consider introducing the option of applying financial penalties to the Housing Maintenance Contract.

On 5<sup>th</sup> November, 2011 Vinci took over the delivery of the Housing Maintenance Contract following a competitive tendering process.

One element of the Contract included 'performance targets' which specify the time in which repairs should be completed. The Contract also includes the option to apply penalties should the target not be achieved.

Having reviewed the performance information available, it would appear the targets are not being achieved. The figures shown below are taken from the Housing Department's "Core" statistics as at 20.2.2012 and include all responsive repair classifications:

Priority Band	Late	On Time	Total	% On Time	Target
<b>2 Hr Emergency</b>	20	572	<b>592</b>	<b>96.7%</b>	House mark Upper Quartile
<b>24 Hr Emergency</b>	63	903	<b>966</b>	<b>93.5%</b>	
<b>Routine</b>	451	1096	<b>1547</b>	<b>71.0%</b>	Target 96.1% (2010/11)
<b>Urgent</b>	244	714	<b>958</b>	<b>74.5%</b>	
<b>Total</b>	<b>778</b>	<b>3285</b>	<b>4071</b>	<b>81.0%</b>	

In considering this information, it would be appropriate to have regard to the following:

- **Mobilisation Period**

During the mobilisation of a new Contract it would be likely performance is detrimentally affected.

- **Management of the Contract**

The basis of the Contract is to deliver it in 'partnership' by working in collaboration with the Contractor to achieve the service levels specified.

On the basis of the above, it is not inappropriate to allow a new Contractor time to establish themselves.



From the start of the Contract a timetable has been agreed to hold monthly Contract monitoring meetings, at which their mobilisation process and operational matters have been discussed.

However, having regard to the poor performance against delivery timescales, I recently met with the Contractor to review their ongoing mobilisation. It was acknowledged performance against timescales is poor.

This does not mean tenants are dissatisfied with a repair when completed, but rather they have to wait longer than is required.

The Contractor is now tasked with providing a progress report outlining a detailed action plan on how they intend to remedy the problem.

However, in view of the time that has passed since the start of the Contract, I am of the view they have had enough time to introduce their operational arrangements to deliver the work in the manner specified.

I would, therefore, recommend to Members you agree the penalty clauses specified in the Contract be introduced from 1st April, 2012.

(i) Legal Implications

Penalties will be applied in accordance with those specified in the Contract.

(ii) Risk Assessment

The Contractor has been made aware of the performance targets during the mobilisation but appear to have taken little action to remedy the problem. By imposing the financial penalties this will ensure they are clear of the Council's dissatisfaction on the matter and provide more reason for them to attend to the matter.

(iii) Financial Implications

The recommendation has no financial implications.

(iv) Health and Safety Implications

The recommendation has no, minor or significant implications.

(v) Key Priorities or Corporate Aims

The recommendation has no detrimental impact on providing good quality efficient and cost effective services.

(vi) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vii) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Housing Maintenance Contract 2011/15.

(Available to view from Les Davies, Housing Maintenance Manager, Tel: 876540)

<b>HOUSING MANAGEMENT FORUM</b>	<b>(D) Agenda Item 7</b>
<b>Date of Meeting: 1st March, 2012</b>	
<b>Reporting Officer: Colin Garnett, Housing Manager</b>	
<b>Title: 2012 Disabled Adaptations Contract</b>	
<b>Summary and Conclusion:</b> The purpose of this report is to update members on the Tender information received for the 2012 Disabled Adaptation Contract.	
<b>Recommendation:</b> Members are asked to agree to the appointment of AB Mitchell Ltd as the Council's preferred Contractor to install Disabled Adaptations for the period 1 April 2012 to 31 March 2016, subject to an annual review of service delivery and customer satisfaction levels.	

## **Report**

On 1 December 2011 the Housing Management Forum agreed to proceed with tendering the 2012 disabled adaptations Contract via the Cumbria Housing Partners (CHP) framework.

The Contract is valued at £300,000 per year and predominantly involves modifications to baths, showers and support handrails, with a small number of external access ramps for wheel chair users.

The CHP framework is OJEU compliant and allows the Council to appoint a suitable Contractor for a four year period subject to satisfactory service delivery and customer satisfaction levels. The present OJEU threshold for qualifying work is £3,927,260.

Members should be aware that AB Mitchell Ltd is presently contracted to undertake the existing disabled adaptation work until the end of March 2012. The company presently has 100% customer satisfaction levels.

## **Update**

As part of the original report to Housing Management Forum on 1 December 2011 Officers completed an "options appraisal" in line with the Council's Standing Orders. A tendering exercise was completed via CHP's web based tendering system between 16 December 2011 and 20 January 2012.

CHP contacted 11 Contractors on the procurement framework list by telephone and in writing to advise them of the pending Contract.

Representatives from CHP have advised that the Council received one submission from AB Mitchell Ltd and can appoint them as the preferred Contractor under the terms and conditions of the CHP framework. AB Mitchell Ltd has an office located on Roose Road in Barrow.

## Tender information

Officers wish to advise Members that the tender evaluation process involved scoring the following aspects of the service:

- Customer satisfaction
- Equality and diversity
- Service delivery
- Health and safety
- Local and social skills and benefits
- Cost

AB Mitchell Ltd scored a total of 121 out of 134 = 90.2%

Officers have also carried out a value for money exercise to compare the 2012 costs against the tendered rates provided in 2008 (See table below)

COST CODE	DESCRIPTION OF WORK	% INCREASE ON 2008 RATES
ARTICLE 1	INSTALL OVERBATH SHOWER	3.36%
ARTICLE 4	STANDARD LEVEL ACCES TRAY - SOLID FLOOR	4.35%
ARTICLE 5	STANDARD LEVEL ACCES TRAY - TIMBER FLOOR	2.04%
ARTICLE 8 (15)	INSTALL GRAB RAIL	1.79%
ARTICLE 8 (4b)	INSTALL EXTRACTOR FAN	2.78%
ARTICLE 8 (3)	INSTALL WC AND CISTERN	13.41%
ARTICLE 8 (1)	INSTALL WASH HAND BASIN	6.32%
		<b>Av increase 4.86%</b>
		<b>Av Increase typically 1.22 % per year</b>

The Office of National Statistics indicates that there has been a typical increase of 18% in construction prices between 2008 and 2010, significantly higher than the 4.86% increase on this Contract.

(i) Legal Implications

The Contract will be awarded on a Procure Plus Framework Contract.

(ii) Risk Assessment

The procurement process has been completed in accordance with Council's standing orders using the CHP framework arrangements, leaving no opportunity for challenge.

(iii) Financial Implications

The Council agrees an annual amount in the HRA budget to deliver such works.

(iv) Health and Safety Implications

All works are delivered in accordance with the Council's agreed Health and Safety Policy.

(v) Key Priorities or Corporate Aims

The recommendation has no detrimental impact on providing good quality efficient and cost effective services.

(vi) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vii) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil

<b>HOUSING MANAGEMENT FORUM</b>	<b>(D) Agenda Item 8</b>
<b>Date of Meeting: 1st March, 2012</b>	
<b>Reporting Officer: Colin Garnett, Housing Manager</b>	
<p><b>Title: Survey of Tenants and Residents (STAR)</b></p> <p><b>Summary and Conclusion:</b></p> <p>The purpose of this report is to inform you of the Housing Department's proposal to undertake a tenants' satisfaction survey to enable continued promotion of tenant involvement, benchmarking of performance against other social housing providers and as a basis for action planning in respect of future service review and development.</p> <p><b>Recommendation:</b></p> <p>Members are asked to note and endorse the proposal to conduct the STAR survey.</p>	

### **Background and Introduction**

In early 2011, the Department for Communities and Local Government (DCLG) signalled the end of the regulatory requirement to carry out the STATUS satisfaction survey on a prescribed basis. Under STATUS, housing providers were required to compulsory survey at least every three years.

Housemark, a leading provider of performance improvement services, quickly identified that many housing providers wanted to continue to survey tenants and residents on a voluntary basis and sought to provide a flexible survey based upon the main features of STATUS. Following a consultation involving 261 housing providers (including Barrow Borough Council), a new survey called STAR (Survey of Tenants and Residents) was developed.

STAR can be summarised effectively as the following:

1. A flexible survey which can be conducted in-house or by commissioning an external market research company.
2. Has a number of core questions but users can also include any of the set optional questions or alternatively include their own specifically worded questions.
3. Can be conducted across the whole stock (census) or across a sample of the stock (sampling).
4. Can be adapted to target different categories of tenants and residents, e.g. general needs, supported, older people, leaseholders.
5. Can be undertaken taken using a variety of methods such as postal, face to face, telephone, on-line. Postal is suggested as the primary method with the option to compliment this using other methods.

There is nothing currently that is comparable to the STAR survey. This survey has already been adopted by many housing providers including, Local Authorities, Housing Associations and Arms Length Management Organisations (ALMOs).

## **Regulatory Requirements**

There is no compulsory requirement to carry out tenants' satisfaction surveys but it is regarded as good practice to do so. Surveys give opportunities to tenants to be involved in the review and development of services. In addition, surveys give tangible results which can be benchmarked against other housing providers and enable effective performance management.

The last major tenants satisfaction survey undertaken by the Housing Department was the compulsory STATUS Survey which was commissioned in 2008. The National Housing Federation undertook the survey and results were pleasing.

It has been well publicised that there will be a change of regulator in April 2012 when the functions of the Tenants Services Authority (TSA) transfer to the Homes and Communities Agency (HCA). However, the proposed regulatory framework going forward remains set around the principle of co-regulation, encouraging providers to undertake robust self-regulation which incorporates effective tenant involvement.

Since surveys conducted on a large scale are considered more representative and therefore more accurate than smaller surveys, STAR will be a useful tool in assisting the co-regulation process and helping with regulatory compliance.

## **Purpose of the Survey**

There are many things to be gained from undertaking the STAR survey which are summarised below:

1. Facilitates meaningful tenant involvement.
2. Enables scrutiny of services and therefore assists with regulatory compliance in co-regulation.
3. Results can be used to benchmark performance against other housing providers.
4. Enables effective service review and development.
5. Assists in promoting value for money as trends in performance can be addressed earlier.
6. It supports good practice throughout the housing sector.

## **Progress to date and plans going forward**

Managers and involved tenants and residents have discussed and agreed that the figures obtained from the 2008 survey are now out of date and should not be relied upon for benchmarking performance or for service review and development. It is agreed that STAR should be utilised to get an up to date view of how satisfied tenants are with the services they receive.

Consideration has been given to the resources required to conduct the STAR survey in-house versus tendering the work and it has been agreed that the task would be better managed by an appropriate market research company.

As part of the budget for 2012/13, there are funds of £8,000 allocated to conduct the STAR survey during 2012.

Having regard to Barrow Borough Council's procurement procedure, three market research companies have been identified and it is proposed that they be invited to tender for the work based on a written specification of Housing Department requirements.

(i) Legal Implications

There is no legal requirement to conduct a tenants' satisfaction survey.

However, Barrow Borough Council must comply with regulatory requirements which have been developed from the Housing and Regeneration Act 2008 and therefore have legislative effect. Undertaking a survey of this nature will enable both tenants and the Housing Department to scrutinise services in a system of co-regulation which will assist us in complying with the regulatory requirements.

(ii) Risk Assessment

The recommendation has no, minor or significant implications.

(iii) Financial Implications

There will be a cost in undertaking the STAR Survey which has been budgeted for in the financial year 2012/13.

(iv) Health and Safety Implications

The recommendation has no, minor or significant implications.

(v) Key Priorities or Corporate Aims

Provide good quality efficient and cost effective services while reducing overall expenditure.

(vi) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vii) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil

<b>HOUSING MANAGEMENT FORUM</b>	<b>(D) Agenda Item 9</b>
<b>Date of Meeting: 1st March, 2012</b>	
<b>Reporting Officer: Colin Garnett, Housing Manager</b>	
<p><b>Title: Review of Garage Licence Agreements</b></p> <p><b>Summary and Conclusion:</b></p> <p>The purpose of this Report is to agree a revised Garage Licence Agreement. The Agreement has been revised to reflect the Housing Income and Management Policy agreed on 3<sup>rd</sup> March 2011 and other minor changes to reflect operating arrangements.</p> <p><b>Recommendations:</b></p> <p>Members are asked to:</p> <ol style="list-style-type: none"> <li>1. agree the new Garage Licence Agreement to be introduced from the start of the financial year 2012/13 for all new garage licences; and</li> <li>2. agree for notice to be served on all existing garage tenancies including the new revised licence agreement with immediate effect.</li> </ol>	

### **Background**

Within the revised Housing Income Management Policy agreed at Housing Management Forum on 3<sup>rd</sup> March, 2011 there have been various changes to prioritise rent payments which impact on the garage licence agreements.

Our processes have been revised to improve efficiency and update procedures to form one single guidance and operating manual. The approach of Barrow Borough Council to housing management is firm but fair and aims to sustain tenancies by working with tenants to prevent arrears, ensuring that every opportunity is given to obtain advice and assistance, and take prompt action to minimise any arrears that develop.

### **Report**

Attached at **Appendix A** is a copy of the revised Garage Licence Agreement for your approval.

In drafting the revised Garage Licence Agreement consideration has been given to the Housing Income Management Policy and the changes needed to comply with this in our Garage Licence Agreements and other minor changes to reflect operating arrangements

The preferred method of payment for Council tenancies is direct debit, due to it being efficient and offers value for money in respect of collection charges. The new Garage Licence Agreement states rent payments must be made by direct debit in line with the Housing Income Management Policy.

In order to prioritise debt Council tenants will become liable to lose the right to have a garage tenancy if their Council house tenancy falls into rent arrears. If the arrears are cleared the tenant may be eligible to reapply for a garage tenancy.

In drafting the revised Garage Licence Agreement we have incorporated clauses to reflect this approach.



In the case of existing occupiers, they will be encouraged to pay by Direct Debit, but can remain with existing arrangements if they so choose.

(i) Legal Implications

All garage licence holders will be given the appropriate Notice of the changes to the Licence Agreement.

(ii) Risk Assessment

The recommendation has no, minor or significant implications.

(iii) Financial Implications

The recommendation has no financial implications.

(iv) Health and Safety Implications

The recommendation has no, minor or significant implications.

(v) Key Priorities or Corporate Aims

The recommendation has no detrimental impact on providing good quality efficient and cost effective services.

(vi) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vii) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil

<b>HOUSING MANAGEMENT FORUM</b>	<b>(D) Agenda Item 10</b>																		
<b>Date of Meeting: 1st March, 2012</b>																			
<b>Reporting Officer: Colin Garnett, Housing Manager</b>																			
<p><b>Title: Communities and Local Government (CLG) Homelessness Funding 2012/14</b></p> <p><b>Summary and Conclusion:</b></p> <p>The CLG have confirmed the Council will receive c.£113,000 through the Homeless Prevention Fund for 2012/13.</p> <p>The purpose of this Report is to agree the spend profile for 2012/13 based on previously agreed initiatives and note the possible future use of part of the Grant.</p> <p>It also provides an update on homelessness generally and future funding arrangements.</p> <p><b>Recommendations:</b></p> <p>Members are asked to agree:</p> <ol style="list-style-type: none"> <li>1. The spend profile for 2012/13 as follows: <table data-bbox="252 958 1422 1263" style="margin-left: 20px;"> <tr><td>£21217</td><td>Deposit Guarantee Scheme</td></tr> <tr><td>£2000</td><td>Barrow Borough Council Sanctuary Scheme</td></tr> <tr><td>£12000</td><td>Barrow Borough Council Refurbishment of Temporary Accommodation</td></tr> <tr><td>£8226</td><td>CADAS Communication Service</td></tr> <tr><td>£13000</td><td>Barrow Borough Council Homeless Prevention Funding</td></tr> <tr><td>£12000</td><td>Court Desk Funding</td></tr> <tr><td>£10000</td><td>CAB Surgery</td></tr> <tr><td>£2275</td><td>Homeswapper</td></tr> <tr><td>£25000</td><td>Provisional sum to increase establishment</td></tr> </table> </li> <li>2. Note the information regarding remaining funds and their use (as in point 2 below).</li> <li>3. Note details of additional funding that will become available and how it will be progressed (as in point 3 below).</li> <li>4. Note the comments on homelessness generally and Officers' proposals for progressing the matter.</li> </ol>		£21217	Deposit Guarantee Scheme	£2000	Barrow Borough Council Sanctuary Scheme	£12000	Barrow Borough Council Refurbishment of Temporary Accommodation	£8226	CADAS Communication Service	£13000	Barrow Borough Council Homeless Prevention Funding	£12000	Court Desk Funding	£10000	CAB Surgery	£2275	Homeswapper	£25000	Provisional sum to increase establishment
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£12000	Court Desk Funding																		
£10000	CAB Surgery																		
£2275	Homeswapper																		
£25000	Provisional sum to increase establishment																		

### **Background**

The CLG have confirmed the Council will receive c.£113,000 through the Homeless Prevention Fund for 2012/13.

The purpose of this Report is to agree the spend profile for 2012/13 based on previously agreed initiatives and note the possible future use of part of the Grant.

It also provides an update on homelessness generally and future funding arrangements..

### **Report**

The CLG have made resources available for a number of years through its Homeless Prevention Fund. The purpose of the resources is to assist in the implementation of Homeless Strategies and fund Prevention Services to assist Councils meet their homeless obligations.

The Council has previously agreed the creation of a Homeless Working Party to oversee the operation of the Grant.

### 1. Current Homeless Activity

Provided below is a table giving a summary of the number of people approaching the Council for assistance in the first six months of this year.

	2009/10	2010/11 (April to Sept)
Numbers of people to whom advice has been provided	216	225
Homeless Applications	226	112

As can be seen the level of homeless applications has remained relatively constant. However, the number of people making enquiries has increased significantly.

In response to this the Service has continued to develop the Housing Options Service available to people approaching for help and a proactive and flexible approach to prevention services.

### 2. Current Funding Arrangements

Over the last few years the Council has used the Homelessness Funding to improve the provision of homeless services generally.

In the current year the following funding has been agreed:

£5000	Shelter: South Cumbria Offenders Scheme
£21217	Deposit Guarantee Scheme
£2000	Barrow Borough Council Sanctuary Scheme
£12000	Barrow Borough Council Refurbishment of Temporary Accommodation
£8226	CADAS Communication Service
£13000	Barrow Borough Council Homeless Prevention Funding
£12000	Court Desk Funding
£10000	CAB Surgery
£2275	Homeswapper
<b><u>£88418</u></b>	(available funding £113,420)

### 3. Funding Proposals for 2012/13

All the above funding arrangements have added value to the Council's Homeless Service and enabled us to respond to the enquiries received.

I would suggest it is appropriate to continue funding the schemes previously agreed, but would ask you to note the following:

- £5000 Shelter: South Cumbria Offender Scheme  
This was funded in conjunction with SLDC and Supporting People. With the changes in Supporting People and its move towards 'generic floating support' the Service in its current format will end in April.
- £12000 Court Desk  
This service has ended and needs to be recommissioned. Progress on this will commence shortly.

- Senior Advice Officers

From the Homeless Activity table above it is clear the numbers of people seeking advice is increasing. It is likely with changes to Housing Benefit and Benefits generally the number of enquiries will continue to increase. Whilst this does not mean the number of homeless applications will increase, the number of people seeking advice may do so .

It is already difficult for the two Officers concerned to engage as fully as would be desirable from a prevention perspective.

This Forum does not have the remit to consider staffing matters but I would ask it to note a Report will be considered by the Executive Committee suggesting £25000 from the current and next two years be made available for the purpose of supporting a third officer to provide Housing Advice.

Members will be aware over a few years various funding has been made available in the form of one-off grants. Not all the grant has been allocated and over the years some funding , although committed, has not been spent. The summary of this is as follows:

Mortgage Rescue	£25500.00
Rough Sleeper	£2978.56
General underspend	£51884.84
<b>Total</b>	<b>£83363.40</b>

It will also be the case not all funding agreed for the grant year will be utilised and I will update this after year end.

I am also advised the CLG will make further funding available shortly:

(i) Single People, No Second Night Out Campaign (NSNO):

In the year 2012/13 a sum of £179000 will be made available to introduce services for single people. It is proposed by CLG this funding be used to develop County-wide schemes. SLDC has agreed to be the accountable body. Officers will be meeting shortly with CLG to discuss progressing the matter and I will report further with proposals as they develop.

(ii) Preventing Repossessions:

CLG will make £30000 available to the Borough to assist in preventing repossessions. I have no further details on the criteria at this time.

(iii) Court Desk:

CLG will be making £18500 available to specifically fund a Court Desk.

At the time of drafting this Report I have not received details of this funding. I understand they will be 'one-off' payments. I will update you further at the meeting.

Officers will continue to work with members of the Homeless Working Party to develop initiatives that will make best use of this funding for consideration and approval by the Council.

#### **4. Homelessness Generally**

The CLG funding enables the Council to provide a range of prevention services. It would appear further funding will be made available. However, the new funding will be 'one-off' grants which influence how it can be used.

Our approach to Homelessness has been completed in line with the Cumbria Homeless Strategy. The timeframe for this ends this year and we will be looking to develop a Barrow Borough Council Homelessness Strategy for your agreement shortly. We will continue to work with other authorities in Cumbria, where it is beneficial to do so.

From the brief information contained within the Report on homelessness activity, whilst the number of acceptances remains relatively constant, the number of people seeking advice is increasing. In terms of advice from the CLG, the emphasis is focussed on 'prevention' and all the funds being made available reinforce this. We will be meeting with CLG in the next few months to discuss the use of the Grant and the way forward.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no, minor or significant implications.

(iii) Financial Implications

The proposed expenditure is funded from the DLG Grant.

(iv) Health and Safety Implications

The recommendation has no, minor or significant implications.

(v) Key Priorities or Corporate Aims

The recommendation has no detrimental impact on providing good quality efficient and cost effective services.

(vi) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vii) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

#### Background Papers

Nil

Barrow Borough Council  
Housing Department



## Tenancy Agreement for Lock up Garage

<b>Tenancy Number</b>										
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**Address of Garage**

**Full Name of Tenant**

**Address of Tenant**

  
  
  
  

**Daytime telephone number:**

**Mobile phone number:**

**Email address:**

I undertake the tenancy of the above garage from .....

at an inclusive rental of £ ..... per week over 48 weeks per annum.

Such rent (subject to any adjustment from changes in the rent levy) will be paid regularly week by week by Direct Debit and the conditions of tenancy as set out overleaf will be complied with.

I confirm I have read and fully understand the conditions of tenancy prior to signing this document.

Signed .....

Witnessed .....

Date .....

# Borough of Barrow in Furness

## Conditions of Tenancy of Garages

The Tenancy to rent a garage from Barrow Borough Council is subject to the following conditions:

1. The Tenancy is weekly and the rent is due weekly but may be paid fortnightly or weekly in advance. All payments must be made by Direct Debit.
2. You will become liable to lose the right to have a garage tenancy if your Council house tenancy falls into rent arrears. If the arrears are cleared you may be eligible to reapply for a tenancy.
3. You are the tenant of the garage and you must not allow anyone else to share occupation of the garage or to take occupation of the garage from you.
4. The garage can only be used as a lock-up garage for a private motor vehicle and must not be used for any other purpose, including trade, business or storage.
5. Petrol, oil or any other combustible material must not be kept in the garage.
6. You must keep the garage and area around or in front of it clean and tidy.
7. You must not use the parking area in any garage area to park your vehicle without the Council's permission. This includes the area in front of your garage.
8. Access to the garage may be needed by any Council officer, the Council's contractors or authorised representatives for the purpose of inspection and/or maintenance. We will give you reasonable written notice for non-urgent matters. If you do not respond or do not make another arrangement for access, the Council will use alternative methods to gain access if required. In emergencies we will try to make contact with you but if we are unable to we may need to access the garage without notice.
9. You must report to the Council as soon as possible any repairs required to the garage.
10. You cannot make alterations, additions, or exhibit any notices on the garage without written consent of the Council.
11. You may terminate the tenancy by providing the Council with seven days notice to expire on a Sunday.
12. The Council may terminate the tenancy by giving you seven days notice in writing to expire on a Sunday and it will be delivered by hand or sent to your home or last known address.
13. You will be served a Notice to Quit and the tenancy terminated should the garage rent account be more than 28 days in arrears.
14. At the end of this tenancy any contents you leave in the garage will be deemed to be abandoned and will be disposed of by the Council.
15. The Council is not insured to cover your car or personal items. You are responsible for insuring the vehicle and personal items.
16. The Council does not accept responsibility for any damage to the vehicle whilst it is in the garage or if the vehicle is stolen from the garage.
17. The Council does not guarantee the garage is wind and water tight.

## PLANNED INVESTMENTS 2011-12

SCHEME	CONTRACTOR OR SUPPLIER	AVAILABLE BUDGET	NO OF PROPERTIES	INVOICES PAID TO DATE	START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	TARGET COST	OUT TURN ESTIMATE	COMMENTS	Leasholders affected?
REWIRES	CUMBRIA HOUSING PARTNERS	£253,000	124	£167,985	1.4.2011	Feb-12	K WILSON	£273,929	£273,929	73% Complete	No
BATHROOMS	CUMBRIA HOUSING PARTNERS	£300,000	195	£163,154	1.4.2011	Feb-12	AB MITCHELL	£253,000	£300,000	51% Complete	No
KITCHENS	CUMBRIA HOUSING PARTNERS	£750,000	314	£594,984	1.4.2011	Feb-12	AB MITCHELL	£717,000	£750,000	80% Complete	No
HEATING	CUMBRIA HOUSING PARTNERS	£850,000	300	£479,461	1.4.2011	Feb-12	AB MITCHELL INTEGRAL	£642,233	£642,233	65% Complete	No
RE-POINTING	CUMBRIA ROOFING	£150,000	50	£0	1.7.2011	31.10.2012	CUMBRIA ROOFING	£225,000	£225,000	Pre Start meeting scheduled 24.2.2012	Yes
PAINTING	CUMBRIA HOUSING PARTNERS	£200,000	492	£10,415	1.4.2011	Feb-12	GH JONES	£168,270	£168,270	70% Complete	Yes

## HOUSING MAINTENANCE COMMITMENTS 2011-12

	Funding Available 2011-12	Gross COMMITMENT	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£900,000.00	£511,520.00	£17,307.69	57%
Voids	£200,000.00	£204,435.00	£3,846.15	102%
Gas Servicing	£425,000.00	£155,975.00	£8,173.08	37%
Decoration Vouchers	£35,000.00	£21,111.00	£673.08	60%
Disrepair Claims	£25,000.00	£1,014.00	£480.77	4%
Environmental Impmts	£50,000.00	£29,738.00	£961.54	59%
Disabled Adaptations	£300,000.00	£185,569.00	£5,769.23	62%
Electrical Testing	£175,000.00	£12,814.00	£3,365.38	7%
Door Entry Maintenance	£20,000.00	£31,450.00	£384.62	157%
<b>Total</b>	<b>£2,205,000.00</b>	<b>£1,153,626.00</b>	<b>£40,961.54</b>	