

BOROUGH OF BARROW-IN-FURNESS

HOUSING MANAGEMENT FORUM

Meeting: Thursday 2nd December, 2010
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 accompanies the agenda and reports for this meeting.

4. Confirmation of minutes of meeting held on 26th August, 2010
5. Apologies for Absence/Changes in Membership.

FOR DECISION

OPERATIONAL

- (D) 6. Rent Payment by Direct Debits: Offering Incentives
- (D) 7. Cumbria Choice: Choice-Based Lettings Scheme

FOR INFORMATION

8. Performance Information Report – April 2010 to September 2010
9. Planned Maintenance Programme 2010/11

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

HOUSING MANAGEMENT FORUM MEMBERS:

Councillors: T. A. Biggins
J. D. Heath
L. Hammond
M. Irwin
D. V. James
R. J. Pointer
J. Waiting
J. Richardson

Tenant Representatives: Mrs. P. Charnley
Mrs. M. Burgess
Mr. N. Hird
Mrs. K. Hotchkiss
Mr. A. McIntosh
Mr. T. Slater
Mr T Wilson
Ms. C. McFadyen
Mr W Ward (substitute)

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Local Decisions: A Fairer Future for Social Housing

Members of HMF will be aware that Grant Shapps has recently made an announcement on proposed changes to the provision of social housing. The proposals are contained in the above document on which comments are requested by 17th January, 2011.

Following the meeting, the Housing Manager will provide you with a short presentation and opportunity for discussion on how we should respond to the proposals, which I hope you will be able to remain for.

HOUSING MANAGEMENT FORUM

Meeting: 26th August, 2010
at 2.00 p.m.

PRESENT:- Councillors Biggins, Hammond, James, Pointer, Richardson and Waiting.

Tenant Representatives:- Mrs P. Charnley (Chairman), Mrs K. Hotchkiss, Mr A. McIntosh, Mr T. Slater, Mrs M. Burgess, Miss C. McFayden and Mr M. Ward (Substitute).

17 – The Local Government Act, 1972 as amended by the Local Government (Access to Information) Act, 1985 and Access to Information (Variation) Order 2006

Discussion arising hereon it was,

RESOLVED:- That under Section 100A(4) of the Local Government Act 1972 the public and press be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 (Minute Nos. 27 and 28) of Part One of Schedule 12A of the said act.

18 – Disclosures of Interest

Mrs P. Charnley (Chairman), Mr T. Slater, Mrs K. Hotchkiss and Mr A. McIntosh declared a personal and prejudicial interest in Agenda Item No. 13 – Request for Adaptations to a Council property (Minute No. 28) as the applicant was known personally to them. They all left the meeting during consideration of this item.

19 – Minutes

The Minutes of the meeting held on 17th June, 2010 were taken as read and confirmed with the following change:-

Referring to Minute No. 1 Appointment of Chairman for 2010/11, the resolution should be changed to:-

RESOLVED:- That Mrs P. Charnley be appointed Chairman of the Housing Management Forum for 2010/11 for meeting management purposes.

20 – Apologies for Absence

Apologies for absence were submitted from Councillor Irwin and Mr N. Hird.

21 – 2010-2015 Asset Management Strategy

The Housing Manager reported that a key task in the Housing Service Delivery Plan for 2010/11 was to review the Draft Asset Management Strategy following completion of the Stock Condition Survey. The purpose of the Asset Management Strategy was

to set the direction and principles by which future investment and maintenance decisions would be made. The strategy drew on both stock condition data and past maintenance records. It had regard to the wider housing market within the Borough and the make up of the Council's housing stock.

By use of the "Sustainability Model" it sought to give confidence that investment was being directed to properties that were sustainable over a longer period. It also identified properties that were less sustainable.

The document reaffirmed or proposed new policy statements that would make it clear on how the strategy would be implemented in its delivery to tenants.

The 2010 Stock Condition Survey detailed the long term investment requirement for the Council's social housing stock and underpinned the 30 year financial model set out in the Housing Department's business plan.

The Asset Management Strategy provided additional information about communities and the likely impact economic and social factors had on sustainability. The strategy embraced the principles of "rethinking construction" to ensure improvements were delivered on the basis of unexpired component life. Investments would be prioritised on "a just in time" or "worst first" basis.

The strategy set out a vision to "provide well maintained estates where people choose to live" and included detailed information regarding stock condition, sustainability, repairs and maintenance, housing markets and service sector risks. The report analysed sustainability statistics and data to form the building blocks of the sustainability model. The aim was to provide a clear and transparent framework for decision making.

The outcomes of the sustainability model are shown in the table below (maximum sustainability score for each estate was 100 points):-

HOUSING AREA	DALTON	ROOSE	WALNEY	ORMSGILL	CENTRAL
Sustainability Score	98	74	80	61	65
Sustainability Rating	Green	Green/Orange	Green	Red/Orange	Green/Orange
Investment Priority	Sustainable and Popular	Sustainable but Less Popular	Sustainable and Popular	Sustainable but with specific problems	Sustainable but Less Popular

The results of the 2010 Stock Condition Survey formed the basis of the Council's Investment Priorities. A 30 year investment profile suggested an average investment of around £26,800 per property and an annual average spend of around £900 per property. The cost to improve the 32 non decent homes was estimated to be £25,400.

Targets included:-

- Increase the percentage of Sedbuk A rated boilers from 44% to 65% by 2012.

- Increase the percentage of bathrooms less than 15 years only from 40% to 56% by 2012 and,
- Increase the percentage of kitchens less than 15 years old from 40% to 60% by 2012,
- We achieve and maintain a 60% (planned works) and 40% (routine works) split of our revenue funded investment budget.

The 2010 Asset Management Strategy made reference to a series of estate based Asset Management Plans and local offers that had been established as part of the Tenant Services Authorities (TSA) service standards.

Members were requested to agree that the Tenant Compact Working Party finalises the content of the Estate Based Asset Management Plans and take a lead role in the development of new “local offers” in line with the TSA guidance.

RECOMMENDED:- That Members agree to:-

- (i) The contents of the five year Asset Management Strategy;
- (ii) The principles outlined in the sustainability model;
- (iii) The investment priorities shown in the report; and
- (iv) The Tenant Compact Working Party progressing the estate based Asset Management Plans.

22 – 2011 Housing Maintenance Contracts

The Housing Manager reported at the last meeting on 17th June, 2010 Members had agreed an outline methodology and timetable to procure a new Maintenance Contract from 5th November, 2011.

The purpose of his report was to:-

- Advise Members on progress made.
- Agree in more detail the contract term and works to be included.
- Agree process to engage with tenants and ensure that the contract delivery arrangements reflected these works.

Since the last meeting the OJEU Notice had now been served. Expressions of interest had been received with other contractors having up to the 24th September, 2010 to do so.

Within the HRA, an amount had been identified for consulting services. This included funding for “specialist” advice when required for the management of the maintenance contract. In preparing for the new contract this work had recently been advertised. Four organisations were invited to submit proposals. PSS Consulting, the Council's existing advisers were the successful tenderers. Their role was two fold: procurement support at a cost of c. £9375 and ongoing contract support of between 12 and 24 days per annum at a cost of £625 per day (number of days is based on as and when required basis).

APSE had been appointed to complete a health check of current contract operation which would be completed by the end of the month.

The current form of contract was based on any C3 with a target cost of items of work. This included a risk and reward option to drive efficiency in delivery.

The scope of works in the current contract included:-

Responsive repairs

Voids

Gas services and breakdown repairs

Daytime and out of hours emergency repairs

Planned works: kitchen, bathroom, central heating

The Housing Manager had reviewed the scope of these works in conjunction with the Council's Management Team, the Maintenance Service and the Tenant Compact Working Party and he was of the opinion that the current contract arrangements had now been embodied in the Housing Department's working practices and were well understood. It had also led to efficiency and delivery, good tenant satisfaction and improving performance. In rewarding the current contract a proportion of the "planned" investment work was included. The purpose of this was to enable the successful contractor to smooth work flows by completing planned works, if there was a shortage of responsive repairs. However, in practice the existing contractor had used sub-contractors to complete such work. Over the same period of time the Council's relationship with Cumbria Housing Partners (C.H.P.) had developed through which other investment work had been delivered. This had been successful in terms of tenant satisfaction and lower costs of delivery. The Housing Manager therefore proposed such works were not included in the scope of the proposed new contract.

In awarding the current contract it was done so on a 50% price/50% quality matrix. There was considerable pressure on public services to reduce costs which would suggest costs being the predominant criteria. In recognition of this, the Housing Manager proposed an approach of 80% price/20% quality matrix be adopted in the award of the new contract. Following advice from advisers it was suggested that whilst ensuring price was the significant criteria it would enable some regard to quality and minimise risks of any contractual challenges with regard to the procurement process. The current contract was awarded on a time period of four years with options to extend for a further two years. He had not proposed that this be altered.

Having regard to the above, he did propose that progress be continued on the following basis:-

- Scope of work to include responsive repairs, voids, gas servicing and breakdown repairs and out of hours emergency repairs.
- Form of contractors now NEC3, Option C, target costs (subject to any advice from APSE consultants).
- Term of contract to be as now, four years with option for further two.
- Contract to be awarded on the basis of 80% price/20% quality matrix

RECOMMENDED:- That Members agree to,

(i) Note the appointment of PSS Consulting to provide procurement support and contract support on an “as and when required” basis.

(ii) The contract be procured on the basis of:-

- Planned Investment works will be removed from the contract and delivered via Cumbria Housing Partners.
- Works included in the new contract will be: responsive repairs, voids, gas servicing and breakdown repairs, out-of-hours emergency repairs.
- The form of contract will be as now; NEC 3, Option C, target cost (subject to any adverse feedback from APSE consultants).
- The term of contract to be as now; four years with option for further 2 years.
- Contract to be awarded on the basis of a 80% price/20% quality matrix; and

(iii) Note the next stages of the process and agree that they be progressed in consultation with the Tenant Compact Working Party.

23 – Tenant Services Authority – The Regulatory Framework for Social Housing in England from April 2010

The Housing Manager reported that the Tenant Services Authority (T.S.A.) was the new regulator for social housing. From April, 2010 the T.S.A. had become responsible for the regulation of all social housing providers including Council housing providers.

The T.S.A. had provided full guidance on the new regulatory framework in a document entitled “The Regulatory Framework for Social Housing in England 2010 and associated annexes”.

The new framework was set around the principal of co-regulation encouraging providers to undertake robust self regulation which incorporated effective tenant involvement.

Their framework placed a number of requirements for planned social housing providers. The new framework set out the following six outcome focus national standards that providers would need to self assess against:-

- Tenant Involvement and Empowerment
- Home
- Tenancy
- Neighbourhood and Community
- Value for Money
- * Governance and Financial Viability

* The standard or part of the standard does not apply to local authorities.

Having undertaken a self assessment, providers should be able to evidence where they met the standards and produce action plans where they had identified any gaps, weaknesses or areas for self improvement.

In addition to the national standards the TSA would also require providers to develop and implement "local offers" which were essentially local standards which reflected what was important to tenants at a local level. Local offers must be agreed with tenants and be in place together with the effective scrutiny arrangements by April, 2011.

Providers were required to involve tenants in determining whether they were meeting standards or how they planned to meet the standards both national and local. Each provider must publish an assessment which tenants had been consulted on and agreed in an annual report. The annual report had to be signed off as agreed by the provider and by the tenants. The first annual report must be delivered to all the tenants and the T.S.A. on or before the 1st October, 2010 and then every October thereafter.

The Housing Department had made progress in the following areas and had a number of proposals to continue the process:-

National Standards

- (a) A number of tenants, residents and tenant representatives attended an Awareness Day at Lancaster on 27th May, 2010 which was centred around the TSA regulatory framework.
- (b) Three tenant representatives attended the 10th Annual Resident Involvement Conference at Blackpool on 15th and 16th June, 2010.
- (c) Our "Housing Service Delivery Plan" which incorporated our plans for self assessment was endorsed by the Tenants Forum on 14th June, 2010 and by the Housing Management Forum on 16th June, 2010.
- (d) A self-assessment of all services was undertaken and recorded using a pro-forma "Self-Assessment and Service Improvement Plan".
- (e) Action plans have been formulated to address service areas where gaps, weaknesses or improvements have been identified.
- (f) We have advertised at our office, on our website and in our summer edition Tenant Newsletter "Housing Matters", that we are holding two Involvement Sessions at the Housing Office on 8th and 9th September, 2010. We felt that this was the best approach to achieve maximum involvement with the resources we have and with the timescales we are working to.

- (g) Our assessment against the national standards, including any service improvement plans, will be shared with tenants at the Involvement Sessions referred to above and tenants will be given an opportunity to agree or disagree with our assessment. We plan to use display boards to share information in poster format which, subject to agreement from our tenants will form the basis of our annual report.

Local Offers

- (a) Tenants, residents and tenant representatives have attended training and networking events as detailed above at 3.1.a and b.
- (b) Our "Housing Service Delivery Plan" which incorporates our plans for local offers was endorsed by our Tenants Forum on 14 June, 2010 and by the Housing Management Forum on 16 June, 2010. We have also devised a more detailed Local Offers action plan which will be shared with our Tenant Forum on 23 August, 2010.
- (c) Tenants have been informed of the two Involvement Sessions referred to at 3.1.f at which time they will have the opportunity to give their views, be completing a survey on what is important to them at a local level.
- (d) We propose to use a prize draw as an incentive to maximise the number of people getting involved.
- (e) We propose that the results from the sessions will be analysed and draft local offers will be suggested by a Steering Group of tenants and staff.
- (f) We propose that the draft offers will then do out to tenants for further consultation as part of our Winter Newsletter.
- (g) Following the consultation process, we propose to implement agreed local standards by 1 April, 2011.
- (h) We propose that our performance against local standards is reported to Tenant Forum who will scrutinise and make recommendations where appropriate.
- (i) We have identified the need to formulate an action plan for wider scrutiny arrangements across both local and national standards and have begun this process.

Annual Report

It was proposed to use the completed self assessments to select text, media and performance information that best described and evidenced the Council's assessment against the national standards and its commitments and plans for local standards.

It was also proposed to use the involvement sessions referred to above as a consultation opportunity with tenants who would be asked to view display boards containing the information that was proposed to go in the annual report.

It was proposed that tenants would have the opportunity to agree or disagree with the assessment and give their views on the presentation, style and layout of the proposed annual report.

It was proposed to use display boards showing posters with each individual poster intended to represent a page of what was being proposed for the annual report.

It was proposed that delegated powers were granted to enable the Chair of the Tenant's Forum and the Chair of the Executive Committee to sign off the report in September, 2010 to enable printing and delivery by 1st October, 2010.

In order to deliver the plans and comply with the T.S.A. Regulatory Requirements the need for additional funding had been identified. This included production of an additional newsletter at an approximate cost of £1,900 and a £100 prize draw as an incentive for people to take part in the self evaluation process.

RECOMMENDED:- That Members,

- (i) Note the progress to date and endorse the plans and proposals going forward.
- (ii) Endorse the financial resources requested.
- (iii) Endorse the request for delegated power to enable the Annual Report to be signed off within the appropriate timescales.

24 – 34 Fenton Street, Barrow-in-Furness – Two Bedroomed House

The Housing Manager reported that this matter was considered at the last meeting on 17th June, 2010 when it was decided that Members wished to carry out a site visit before reaching a decision; this had been held on 29th July, 2010. He was therefore representing a report for Members consideration.

The matter had been initially considered on 27th August, 2009 when it was decided to carry out remedial works. However it had become apparent that further works were required at an estimated cost of £14,000 - £15,000 and Members were therefore requested to reconsider the matter.

At the time the property had been on a long lease to Project John. They had vacated the property due to its condition. The estimated cost of remedying the defects identified at the time was £4,000 to £6,000.

The work agreed included rendering the external gable end of the property, carrying out damp remedial work, internal replastering of all the rooms affected and the supply of a condensation unit.

However following completion of some of the identified remedial work it had become clear further extensive works were required to ensure the dampness problems were eradicated.

It was now estimated that a further £14,000 - £15,000 was required to tackle the dampness problems. Such expenditure would not however tackle some of the fundamental problems of this particular property which were implicit due to the original construction. For instance it was of solid wall construction and would be difficult to improve the thermal insulation of the property to reflect the standard of the majority of the Council's other social housing stock or the standards that were being suggested for the future.

The Housing Manager had attached as an appendix a schedule of the likely works required.

He suggested that having regard to the financial demands on the Housing Services Investment Plan consideration be given to the property being sold on the open market.

RECOMMENDED:- Members agree to instruct the Housing Manager to dispose of the property.

25 – Performance Information Report – 5th April, 2010 to 4th July, 2010

The Housing Manager submitted information relating to a selection of local and national performance indicators and the best value performance indicators. The information was as follows:-

HOUSING SERVICE: PERFORMANCE INDICATORS							
Housemark/ BVPI / Local	Performance Indicator	Actual 2006/7	Actual 2007/8	Actual 2008/9	Actual 2009/10	Target 2010/11	5 Apr 10- 4 Jul 10
	Rent Arrears and Collection						
BV66a	% Rent Collected	97.88%	96.78%	96.48%	97.65%	98%	96.31%
BV66b	% Tenants with > 7 weeks arrears	5.89%	6.82%	6.33%	5.05%	5%	4.17%
BV66c	% Tenants served with Notice of Seeking Possession for arrears	35.48%	29%	30.6%	27.1%	25%	30.5%
BV66d	% Tenants evicted for rent arrears	1.05%	0.66%	0.89%	0.67%	0.5%	0.15%
Housemark	Current tenants arrears as % of rent roll	2.99%	2.96%	2.60%	1.96%	2%	2.3%
	Void management						
BV212	Average relet time for dwellings (in days)	28	35.9	30	31	28	28
Housemark	% rent loss through vacant dwellings	0.98%	1.41%	1.16%	1.05%	1%	0.71%
Local	% rent loss due to voids – garages	2.63%	2.81%	3.25%	2.91%	2%	3.07%
	Homelessness						
Housemark	Average stay in B & B for families with children or pregnant women (in days)	2	10	3.7	2.14	3	0
Housemark	% of homeless applications where decision made and notified within 33 days	98.5%	95.3%	84.8%	89.5%	99%	80.6%
Local	Average length of stay in B&B (in days)	22	14.4	18	21.6	15	19.7

Local	Average length of stay in dispersed (in days)	45	48	56	47	30	35
Local	Average length of stay in dispersed for families with children (in days)	34	41	49	42	30	36
Local	Average number of homeless households in dispersed accommodation	5.8	7.3	9.6	6.4	5	7.2
BV213	% of households whose situation was resolved by housing advice	N/A	N/A	N/A	N/A	75%	N/A
NI 156 <i>(new for 08/09)</i>	Number of households living in temporary accommodation	--	13	8	11	10	13
	Housing Applications						
Local	% Housing applications answered within 6 days	95%	52%	62%	84%	95%	84%
	Repairs						
Housemark	% urgent repairs completed within Government time limits	89.59%	78%	79.91%	97.23%	100%	97.7%
Housemark	% emergency repairs completed on time	93.6%	84.36%	89.07%	96.25%	98%	99.6%
Housemark	% routine repairs completed on time	92.3%	77.26%	79.95%	93.48%	98%	94%
Housemark	% urgent repairs completed on time	78.7%	74.86%	74.45%	87.82%	97%	88.9%
NI 158 <i>(was BV184a)</i>	Proportion of homes which are non-decent	17.8%	2%	0.22%	0%	0	1.18%
Local	Average time taken to complete non-urgent repairs (in days)	10	13.7	24.85	12.6	8	9.9
	General Management						
NI 160 <i>(new for 08/09)</i>	Local authority's tenants' satisfaction with landlord's services	--	--	87%	N/A	N/A	N/A

RENT ARREARS as at week ending 4th July 2010

Area	Current £	% Gross Debit	Former Tenants £	% Gross Debit
Central	42,531.79	2.28	23,705.36	1.27
Dalton	10,677.43	1.47	2,065.72	0.28
Roosegate	57,808.13	2.41	28,540.75	1.19
Ormsgill	47,721.31	2.24	37,126.99	1.74
Walney	16,015.02	1.24	5,380.73	0.42
Miscellaneous	837.56	3.82	0.00	0.00
Dwellings total	175,591.24	2.08	96,819.55	1.15
Garages	2,724.94	1.52	1,310.90	0.73
Homeless	3,774.32	4.88	4,844.17	19.20
Total	182,090.50	2.10	112,974.62	1.30
Grand Total	£295,065.12		3.40%	

FORMER TENANT ARREARS

Former tenants arrears written off in period April 2010 – June 2010 = £23,391.96

NUMBER OF TENANTS IN ARREARS

	As at April 2010	As at July 2010
Total Numbers		
Number of tenants	2684	2683
Number of tenants in arrears	598	661
Total amount of arrears	£167,961.19	175,268.13
Number of tenants >13 weeks in arrears	34	34

	April 2010		July 2010	
	Number of tenants	Amount	Number of tenants	Amount
Under £100	233	£9,220.90	267	£11,828.93
£100 - £250	143	£24,722.24	177	£29,899.31
£250 - £500	120	£42,854.37	119	£41,843.02
£500 - £750	49	£29,107.56	41	£24,758.05
£750 - £1000	23	£20,391.60	29	£24,534.41
Over £1000	30	£41,664.52	28	£42,404.41
Total	598	£167,961.19	661	£175,268.13

	April 2010	July 2010
Breakdown by age group (in arrears)		
?	1	1
Less than 20 years	3	5
20 - 30 years	133	153
30 - 40 years	145	147
40 - 50 years	173	184
50 - 60 years	103	117
Over 60 years	40	54

	April 2010		July 2010	
	Number of tenants	Amount	Number of tenants	Amount
Claiming Housing Benefit (in arrears)				
Tenants on full housing benefit	232	£58,855.13	260	£51,417.03
Tenants on partial housing benefit	137	£37,828.01	163	£33,315.96
Tenants not on housing benefit	229	£71,278.05	238	£90,596.48
Totals	598	£167,961.19	661	£175,329.47

**VOIDS (including Mutual Exchange)
from 5th April 2010 to 4th July 2010**

	Central	Dalton	Ormsgill	Roosegate	Walney	Total
1 Bedroom						
Ground-floor flat	2	0	8	7	1	18
Upper-floor flat	8	1	6	4	2	21
Bungalow	1	2	2	0	0	5
Sub total	11	3	16	11	3	44
2 Bedrooms						
Ground-floor flat	0	0	3	0	0	3
Upper-floor flat	1	0	6	1	0	8
Bungalow	0	0	0	0	0	0
House	1	0	0	0	0	1
Sub-total	2	0	9	1	0	12
3 Bedrooms						
Ground-floor flat	1	0	0	0	0	1
Upper-floor flat	0	0	0	0	0	0
Bungalow	0	0	0	0	0	0
House	4	0	3	2	0	9
Sub-total	5	0	3	2	0	10
4 Bedrooms						
House	0	0	0	1	0	1
5 Bedrooms						
House	0	0	0	0	0	0
Total	18	3	28	15	3	67

**OFFERS OF ACCOMMODATION
made and refused between 5th April 2010 to 4th July 2010**

Area	Property Details	Area	Condition	Personal circumstances	No reply to offer	Other reasons	Withdrawn	Total
Central	3	1	0	0	0	0	0	4
Dalton	0	0	0	1	0	0	0	1
Ormsgill	0	1	0	0	0	0	0	1
Roosegate	3	1	3	0	0	0	0	7
Walney	0	1	0	0	0	0	0	1
Total	6	4	3	1	0	0	0	14

NEW TENANCIES
5th April 2010 to 4th July 2010

Applicant Type	No.
Housing Register	39
Transfers:	21
General Management	0
Management	2
Medical	10
Under/over Occupancy	9
Homeless (monitored from October 2004)	6
Mutual Exchanges	9
Total Relets	75

HOUSING PROPERTY AS AT 30th June 2010

TYPE OF PROPERTY	NO. OF BEDS.	CENTRAL	DALTON	ORMSGILL	ROOSE	SHOPS	DISPERSED	WALNEY	TOTAL
BUNGALOWS	1	13	35	27	14			54	143
	2		5						5
	3			4	4				8
FLATS	1	314	30	212	243		5	145	949
	2	63	12	161	51		3	16	306
	3	3	1		1		2	1	8
HOUSES	2	80	19	66	143			75	383
	3	133	113	220	250			119	835
	4	8	4	7	51			4	74
	5				5				5
SUB-TOTAL		614	219	697	762		10	414	2716
SHOPS	0					16			16
	2					4			4
	3					0			0
	4					1			1
HOSTEL FLATLETS	1						0		0
	2						0		0
GRAND TOTAL		614	219	697	762	21	10	414	2737
GARAGES		207	42	68				167	484

SOLD PROPERTIES
5th April 2010 to 4th July 2010

AREA	PROPERTY TYPE	BEDROOMS	TOTAL
North Walney	HSE	2	1
TOTAL	HSE	2	1

RESOLVED:- That the performance information report be noted.

26 – Planned Maintenance Programme 2010/11

The Housing Manager reported information relating to the progress of the Planned Maintenance Programme for 2010/11 as at 28th July, 2010. The information is attached as **Appendix A** to these Minutes.

RESOLVED:- To note the information

27 – Request for Adaptations to a Council Property, Newton Road, Dalton-in-Furness

The Housing Manager submitted a report asking Members to consider a request for adaptations to be carried out at a property on Newton Road, Dalton-in-Furness costing approximately £4,000.

RECOMMENDED:- That the adaptations to a property on Newton Road, Dalton-in-Furness be approved.

28 – Request for Adaptations to a Council Property, Tyne Road, Barrow-in-Furness

The Chairman had submitted a prejudicial interest in the following agenda item therefore, a Chairman was requested for this item only. It was moved by Councillor Richardson and seconded by Councillor Waiting that Councillor Pointer be appointed Chairman for this item only.

COUNCILLOR POINTER IN THE CHAIR

The Housing Manager submitted a report asking Members to consider a request for adaptations to be carried out at a property on Tyne Road, Barrow-in-Furness costing approximately £22,500.

RECOMMENDED:- That the adaptations to a property on Tyne Road, Barrow-in-Furness be approved.

29 – Retirement of Cath Cole, Homelink Supervisor

Members had noted that Cath Cole, Homelink Supervisor had recently retired and requested that a thank you be placed on record from the Housing Management Forum for all of her hard work and dedication during the years she has worked for the Council.

The meeting closed at 2.45 p.m.

PLANNED MAINTENANCE PROGRAMME 2010/11 @ 28th JULY 2010

APPENDIX A

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
REWIRES	CUMBRIA HOUSING PARTNERS	£283,543	Phase 1 - 70 Properties Phase II - 77 Properties	£80,048	Apr-10	Feb-11	AB MITCHELL (via K Wilson)		£283,000	ONLY 50% ISSUED (30% complete) Remaining 50% to allocated following CHP mini competition
BATHROOMS I	CUMBRIA HOUSING PARTNERS	£200,000	82 PENNINE/RAGLAN COURT	£73,781	Apr-10	Feb-11	AB MITCHELL	£184,218	£200,000	50% Complete
BATHROOMS II	CUMBRIA HOUSING PARTNERS	£100,000	42	£0	TBC	TBC	AB MITCHELL	TBC		AWAITING TARGET COSTS
KITCHENS I	CUMBRIA HOUSING PARTNERS	£500,000	210	£113,625	Apr-10	Feb-11	AB MITCHELL	£462,019	£500,000	30% Complete
KITCHENS II	CUMBRIA HOUSING PARTNERS	£225,000	TBC	£0	TBC	TBC	AB MITCHELL	TBC		AWAITING TARGET COSTS £30,000 ALLOCATED FOR ONE OFF INSTALLATIONS VIA INTEGRAL
HEATING I	CUMBRIA HOUSING PARTNERS	£475,000	155 Properties via CHP 20 One Off systems via Integral	£126,823	Apr-10	Feb-11	AB MITCHELL INTEGRAL	£360,000 £100,000	£475,000	15% Complete £100,000 allocated for One Off
HEATING II	CUMBRIA HOUSING PARTNERS	£375,000	90	£0	TBC	TBC	AB MITCHELL INTEGRAL	TBC	£375,000	AWAITING TARGET COSTS
DOOR ENTRY REPLACEMENTS	SS GROUP	£200,000	ALL FLATS WITH COMMUNAL ENTRANCES	£56,000	Mar-10	Feb-11	SS GROUP	£172,000	£200,000	30% Complete
PAINTING	CUMBRIA HOUSING PARTNERS	£200,000	400	£80,006	Apr-10	Feb-11	GH JONES	£123,000	£123,000	85% Complete

HOUSING MAINTENANCE COMMITMENTS 2010/11 @ 28.7.2010

	Funding Available 2010/11	Gross COMMITMENT	Weekly Available	Gross Comm. as a % funds available	
Tenant Demand Repairs	£900,000.00	£195,101.29	£17,307.69	22%	
Voids	£175,000.00	£36,351.71	£3,365.38	21%	
Gas Servicing	£425,000.00	£39,463.48	£8,173.08	9%	
Decoration Vouchers	£35,000.00	£8,834.68	£673.08	25%	
Fire Damaged properties	NIL		NIL		Claim via Insurance company
Disrepair Claims	£25,000.00		£480.77	0%	
Environmental Impmts	£50,000.00	£15,753.34	£961.54	32%	
Disabled Adaptations	£250,000.00	£71,527.12	£4,807.69	29%	
Electrical Testing	£175,000.00	£12,705.15	£3,365.38	7%	
Door Entry	£100,000.00	-£52,626.96	£1,923.08	-53%	£100k accrual brought forward from previous year
Total	£2,210,000.00	£327,109.81	£11,538.46		

HOUSING MANAGEMENT FORUM	(D) Agenda Item 6
Date of Meeting: 2nd December, 2010	
Reporting Officer: Colin Garnett	
<p>Title: RENT PAYMENT BY DIRECT DEBIT: OFFERING INCENTIVES</p> <p>Summary and Conclusion:</p> <p>The purpose of this report is to consider providing incentives to encourage the take up of payment of rent by Direct Debit.</p> <p>Recommendations:</p> <p>To agree the introduction of three free draws of £50 per month for a period of six months to encourage take up of payment of rent by Direct Debit, to be funded from HRA resources.</p>	

Report

The Housing Service now offers the facility to tenants to pay their rent by Direct Debit at four weekly, two weekly and monthly intervals.

The purpose of this improvement initiative has been to reduce the number of tenants falling into arrears and reduce the cost of collecting rent. Over the recent past it has been agreed to encourage the use of Direct Debits, in the case of garage occupiers, in that all new licences to occupy will be conditional on payment by Direct Debit. This has worked successfully and there has been little resistance to this process.

Whilst Direct Debit may not be appropriate for all customers, it would be to our advantage to encourage as many as possible to move to this method of payment. At present we have less than 20% of our tenants who pay by Direct Debit and 571 tenants of those are more than one week in arrears. Potentially therefore there are many other tenants who could pay their rent by Direct Debit.

It is sometimes appropriate to offer incentives to tenants in order to highlight a change in service and to change their behaviour and I would like to suggest we introduce three free cash draws of £50 per month for all tenants who pay and continue to pay their rent by Direct Debit. I would suggest we operate this incentive for a period of six months and review after this date.

(i) **Legal Implications**

Not Applicable.

(ii) Financial Implications

Three x £50 = £150 per month x 12 = £1,800.

(iii) Health and Safety Implications

Not Applicable.

(iv) Key Priorities or Corporate Aims

KP5 - Improve the effectiveness and efficiency of our Council.

(v) Risk Assessment

Not Applicable.

(vi) Equality and Diversity

Not Applicable.

(vii) Health and Well-being Implications

Not Applicable.

Background Papers

Nil.

HOUSING MANAGEMENT FORUM	(D) Agenda Item 7
Date of Meeting: 2nd December 2010	
Reporting Officer: Colin Garnett	
Title: Cumbria Choice: Choice-Based Lettings Scheme (CBL)	
Summary and Conclusion:	
The purpose of this report is to provide Members with an update on the implementation of the countywide CBL Scheme and agree a proposal for how the void process and lettings process will be operated within the Housing Service.	
Recommendations:	
<ol style="list-style-type: none">1. To note the progress and date for implementation;2. To agree amendments to the Allocation Policy; and3. To agree the future operational arrangements to ensure the effective management of vacancies that arise and the re-letting process	

Background

As you will be aware from previous Reports to this Forum, a Countywide CBL Scheme is being progressed.

There are 14 partners including all the district and the majority of housing associations. Accent are participating locally, as are Home Housing Association and Two Castles, who own property locally.

Progress on Implementation

The project team is progressing the necessary operational arrangements for the scheme to be implemented in March 2011.

This includes application forms and operating guidance that will be common to all the partners.

Delivery of the service is achieved via an IT system called Abritas. This is a web-based system which will be hosted, managed and maintained by the supplier. It gives greater access to customers through modern communication methods including on-line registration and bidding, automatic telephone and text bidding.

During January to March the Housing Service will be carrying out a review of our current waiting lists and creating a new register using the Abritas system. In this time properties will continue to be allocated in accordance with our current policy.

Policy Update

At your meeting on 17th June 2010 you agreed the draft Allocations Policy.

It was reported within the previous report to HMF the Project Board commissioned Andy Gale, Specialist Advisor for the Communities and Local Government (CLG), to review the policy on a practitioner basis. Andy Gale has provided a feedback report to the Project Board which has resulted in minor changes to the Allocations Policy.

For information a summary of the changes can be seen below:

Homeless households owed a duty to remain in Band A

Households owed a full homeless duty but no local connection to other Local Authority partners will be given reduced priority.

The Homelessness prevention category will be placed in Band C and Band B

The Housing Options Team Senior Advice Officers will assess homeless applications in line with homelessness legislation. Senior Advice Officers can award 'Homeless Prevention Status' and initially place the applicant in Band C. After a period of three months if the applicant has been unsuccessful with their bids to secure accommodation they will be awarded Band B priority.

Homelessness Prevention is a key tool in preventing people from becoming homeless and being placed in temporary accommodation.

Band D (those applicants with no reasonable preference)

Band D will be split into two, Band D Plus and Band D.

Band D Plus - Low need for housing due to no reasonable preference.

Applicants in Band D Plus will be given priority over other customers in Band D. To qualify for this Band applicants need to demonstrate:

- employment within the Borough
- transfer of Customers with a positive tenancy history
- a positive community contribution to the local community - for example history of voluntary work.

Band D - Customers not owed a reasonable preference; this would be applicants who are assessed as being adequately housed.

Band E reduced preference

This will be an additional Band and will be for applicants owed a reasonable preference but given reduced priority. Applicants will be awarded the reasonable preference that their assessed housing needs warrant. However, they will be given a reduced priority until action is taken by them to rectify their circumstance/behaviour that has led to the reduced behaviour. Applicants will be given reduced priority for the following reasons:

- arrears or other housing related debt
- breach of tenancy condition which is unresolved but would not warrant a possession order
- a property not meeting the required standard for a transfer
- no local connection
- customers with financial resources
- refusing 2 reasonable offers within a 12 month period
- young people less than 18 years of age unless they meet the criteria for being offered accommodation
- tenants with starter or probationary tenancies

A full copy of the 'Allocation Policy' can be viewed on the Housing website under Cumbria Choice.

Managing the CBL Process in the Housing Service

We are now also concentrating on how CBL and reletting of vacant properties will be managed by the Housing Service. This has included 'mapping' the various stages involved in the process.

A copy of the process map is attached at **Appendix 1**. By way of explanation, I would comment as follows:-

CBL has provided a platform to consider how different parts of the service contribute to the overall process. In doing so we have had regard to current working practices and the new opportunities offered by the Abritas system and the new Allocations Policy.

As you will see on the process map, the approach being proposed seeks to separate out the three principle activities involved in any lettings system the administration of the Housing Register and a void property; the management of a vacant property; and the delivery of the service to the customer.

The proposal is:

- Housing Administration: Will deal with the management of the Housing Register and all administration involved, including administration of the void.
- Housing Maintenance: Responsible for all 'property based' matters from cleaning and ensuring all repairs are completed and to deliver a property to the Housing Options Team which is ready to let.

- Housing Options: Responsible for delivery of the front end of the service and customer relations.

The proposals seek to ensure responsibility for each element of the process has clear ownership and is coordinated appropriately.

(i) Legal Implications

A Partnering Agreement is in place outlining the roles and responsibilities of the respective partners.

(ii) Financial Implications

Grant funding of £37,818 has been received and there is provision in the HRA to contribute to the cost. Provision has been made within the HRA for next year 2011/12 to support maintenance costs for Abitras and the Council's costs proportionate of properties is £3,679.16 (8.93%)

(iii) Health and Safety Implications

Not Applicable.

(iv) Key Priorities or Corporate Aims

Meets the needs of the Borough and makes decent homes more accessible. An EIA has been carried out and reviewed by AWAZ on the Allocations Policy.

(v) Risk Assessment

Not Applicable.

(vi) Equality and Diversity

The introduction of CBL will include the agreement of a Common Allocations Policy for Cumbria. An EIA has been carried out on the Allocations Policy.

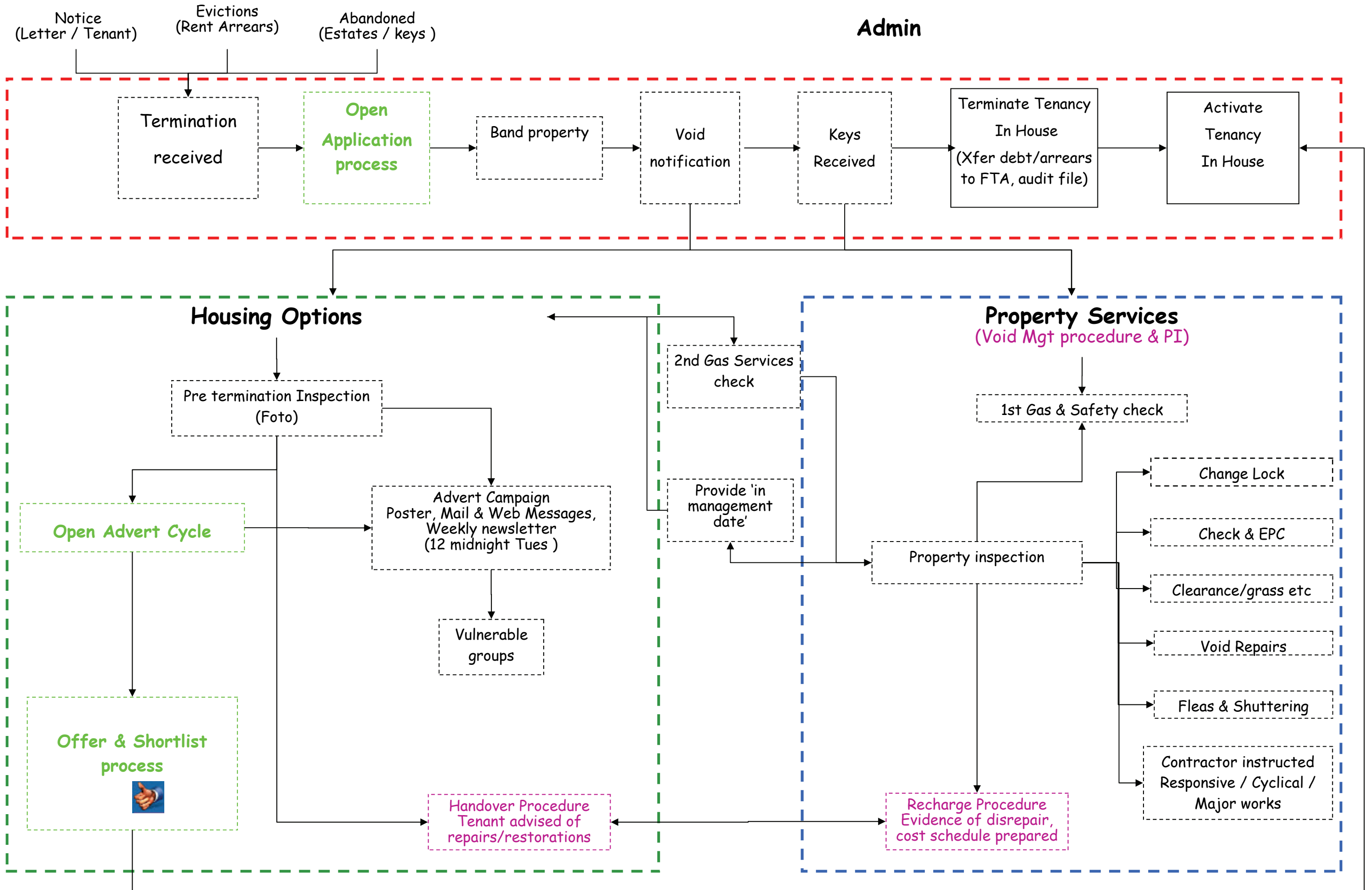
(vii) Health and Well-being Implications

Not Applicable.

Background Papers

Nil

Housing Void Process



Performance Indicator	Actual 2008/9	Actual 2009/10	Apr -Jun	Apr - Sept	TARGET
£ Rents Collection					
£ Rent collected	£ 8,278,622	£ 8,546,587	£2,005,563	£4,291,981	
Rent collected as % of rent owed	97.57%	98.46%	96.31%	96.38%	
£ Current Arrears	£ 219,901	£ 165,452	£179,365	£190,268	
£ Former Arrears	£ 150,501	£ 123,432	£111,664	£125,382	
Write Offs	£ 146,643	£ 129,709	£23,392	£44,945	
Tenants evicted for rent arrears	24	18	1	6	
Current tenants arrears % of rent owed	2.59%	1.91%	NA	4.27%	
Former tenants arrears % of rent owed	1.77%	1.42%	NA	2.82%	
£ Rent arrears Garages	£4,500	£4,094	£4,036	£5,557	
£ Rent Arrears Shops	£29,714	£28,131	£26,578	£28,390	
Void management					
No. of Voids	378	281	67	156	
Average relet time for dwellings (days)	30	31	28	30	
£ rent loss through vacant dwellings	£ 116,363	£ 101,530	£16,715	£35,639	
£ rent loss due to vacant garages		£4,873	£1,268	£2,594	
£ rent loss due to vacant shops		£4,253	£393	£1,253	
% properties accepted on first offer	NA	NA	NA	NA	
Cost per Void (Rents, Repairs, Mgt & Arrears)	NA	NA	NA	£3,158.12	
Homeless ave. days in temporary dispersed accommodation	56	£47	35	51	
Homeless ave. days in temporary B&B accommodation	18	22	20	31	
Maintenance					
No. Repair Orders issued	10644	16,709	3518	4405	
% emergency repairs completed on time	89%	97%	99.96%	99.6%	
% urgent repairs completed on time	78%	88%	88.9%	90.4%	
% routine repairs completed on time	79%	93%	94%	92.8%	
% all reactive repairs completed on time	NA	81%	94.60%	94.1%	
Average end-to-end time for all reactive repairs (days)	7.2	12.6	11.1	10.5	
Percentage of repairs completed right first time	NA	NA	NA	NA	
Appointments kept as a percentage of appointments made	NA	97%	NA	NA	
Appointments made as a percentage of repairs orders	NA	100%	NA	NA	
Percentage of dwellings with a valid gas safety certificate	97.9%	99.5%	98.4	99.6	
Average time taken to answer inbound telephone calls (in seconds)	NA	NA	NA	NA	
Percentage of homes that fail to meet the Decent Homes Standard	0.2%	0%	0%	0%	
*Average energy efficiency rating of dwellings (based on SAP 2005)	75.4%	76.20%		*	
Equality & Diversity					
ASB cases reported	126	213			
Percentage of closed ASB cases that were successfully resolved	NA	13.1%			
% Vulnerable people achieving independent	61.7%	87%	100%	93%	
% Diversity Information : Age	100%	99.90%	99.90%	99.92%	
Gender	100%	100%	100%	100%	
Ethnicity	24.8%	66.90%	66.90%	94.76%	
Disability	24.8%	42.40%	42.40%	44.29%	
Sexuality	24.8%	43%	43%	41.26%	
Religion or belief	24.8%	43%	43%	42.61%	
Percentage of Stage 1 complaints upheld	0	0			

Performance Indicator	Actual 2008/9	Actual 2009/10	Actual 2010/11	TARGET
Satisfaction				
Percentage of leaseholders satisfied with the landlord's services overall	87%	NA	*	
Percentage of tenants satisfied with repairs and maintenance	88%	NA	*	
Percentage of tenants satisfied that their views are taken into account	76%	NA	*	
Percentage of new tenants satisfied with the allocation and letting process		NA	*	
Percentage of residents satisfied with estate services	81%	NA	*	
Value for Money -				
Cost per property - direct costs				
Major & Cyclical works (service)	£ 1,231.3	£ 1,406.0	*	
Responsive Repairs	£ 606.8	£ 400.5	*	
Void Repairs	£ 93.1	£ 131.8	*	
Rent Arrears & Collection	£ 68.1	£ 79.9	*	
Community Involvement	£ 26.7	£ 30.9	*	
Anti Social Behaviour	£ 25.9	£ 37.2	*	
Neighbourhood Mgt (Estates)	£ 101.3	£ 125.6	*	
Housing Options	£ 53.8	£ 44.6	*	
Leasehold	£ 7.4	£ -	*	
Total staff turnover	5.1%	8%	*	
Ave. working days lost / sickness absence	11.3	14.0	*	
Value for Money -				
TL Cost per property inc overhead				
Major & Cyclical works (service)	£ 1,266.2	£ 1,457.9	*	
Responsive Repairs	£ 671.0	£ 457.3	*	
Void Repairs	£ 104.2	£ 147.6	*	
Rent Arrears & Collection	£ 124.3	£ 133.6	*	
Community Involvement	£ 44.7	£ 52.7	*	
Anti Social Behaviour	£ 55.3	£ 70.5	*	
Neighbourhood Mgt (Estates)	£ 141.6	£ 177.6	*	
Housing Options	£ 95.2	£ 79.9	*	
Leasehold	£ 14.0	£ -	*	
Overhead cost per property	£ 159.9	£ 172.9	*	
TL cost per property	£ 2,676.3	£ 2,750.0	*	
Employee cost	£ 1,341,345	£ 1,417,694	*	

NA denotes indicator not yet available

* denotes indicator collected annually not quarterly

NEW TENANCIES		6th April 2009 to 4th April
Housing Register		76
Transfers:		32
General		2
Management		2
Medical		13
Under/over Occupancy		15
Homeless		14
Mutual Exchanges		19
Total Relets		141

Housing Property	Dwellings	Dispersed
HSE	1295	0
FLATS	1251	10
BUNGALOWS	156	0
SHOPS	21	0
GARAGES	484	0
TL DWELLINGS	2702	10

SOLD PROPERTIES	No	£
HSE	2	£115,500
FLAT	2	£29,200
TL	4	£144,700

Key:

NA = Data not yet available

Blank boxes = Annual figures to be provided

You will note information is provided in a different format than previously. This format follows discussion with Tenant Compact Working Party on how and what information should be provided. Your comments would be gratefully received.

PLANNED MAINTENANCE PROGRAMME 2010/11 @ 12th NOVEMBER 2010

AGENDA ITEM 9

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
REWIRES	CUMBRIA HOUSING PARTNERS	£283,543	Phase 1 - 70 Properties Phase II - 77 Properties	£119,000	01/04/2010 and 01/10/2010	Feb-11	AB MITCHELL (via K Wilson)	£130,000 £155,000	£283,000	90% COMPLETE 50% COMPLETE
BATHROOMS I	CUMBRIA HOUSING PARTNERS	£200,000	82 PROPERTIES PENNINE/RAGLAN COURT	£108,000	Apr-10	Feb-11	AB MITCHELL	£184,218	£200,000	60% COMPLETE
BATHROOMS II	CUMBRIA HOUSING PARTNERS	£100,000	42 PROPERTIES	£26,000	Nov-10	Feb-11	AB MITCHELL	£102,000	£100,000	20% COMPLETE
KITCHENS I	CUMBRIA HOUSING PARTNERS	£500,000	190 PROPERTIES	£113,625	Apr-10	Feb-11	AB MITCHELL	£462,019	£500,000	30% COMPLETE
KITCHENS II	CUMBRIA HOUSING PARTNERS	£225,000	70 PROPERTIES ORMSGILL/WALNEY	£0	Dec-10	Mar-11	AB MITCHELL	£177,000	£225,000	0% COMPLETE
HEATING 1	CUMBRIA HOUSING PARTNERS	£475,000	155 Properties via CHP 20 One Off systems via Integral	£207,000	Apr-10	Feb-11	AB MITCHELL INTEGRAL	£425,000 £100,000	£475,000	70% COMPLETE 15% COMPLETE
HEATING II	CUMBRIA HOUSING PARTNERS	£375,000	90	£37,000	TBC	TBC	AB MITCHELL INTEGRAL	£365,000	£375,000	30% COMPLETE
DOOR ENTRY REPLACEMENTS	SS GROUP	£200,000	ALL FLATS WITH COMMUNAL ENTRANCES	£56,000	Mar-10	Feb-11	SS GROUP	£172,000	£200,000	30% COMPLETE
PAINTING	CUMBRIA HOUSING PARTNERS	£200,000	400	£118,000	Apr-10	Feb-11	GH JONES	£155,000	£160,000	98% COMPLETE

HOUSING MAINTENANCE COMMITMENTS 2010/11 @ 12.11.2010

	Funding Available 2010/11	Gross COMMITMENT	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£900,000.00	£404,780.00	£17,307.69	45%
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Fire Damaged properties	NIL	£29,205.00	NIL	Claim via Insurance company
Disrepair Claims	£25,000.00	£278.00	£480.77	1%
Environmental Impmts	£50,000.00	£24,685.00	£961.54	49%
Disabled Adaptations	£250,000.00	£160,241.00	£4,807.69	64%
Electrical Testing	£175,000.00	£31,854.00	£3,365.38	18%
Door Entry	£120,000.00	£2,318.00	£2,307.69	2%
Total	£2,230,000.00	£893,358.00	£11,923.08	

£100k accrual brought forward from previous year