

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

## **HOUSING MANAGEMENT FORUM**

Meeting: Thursday 12th June, 2014  
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. Declarations of Interest

To receive declarations by Members and/or co-optees of interests in respect of items on this Agenda.

Members are reminded that, in accordance with the revised Code of Conduct, they are required to declare any disclosable pecuniary interests or other registrable interests which have not already been declared in the Council's Register of Interests. (It is a criminal offence not to declare a disclosable pecuniary interest either in the Register or at the meeting).

Members may however, also decide, in the interests of clarity and transparency, to declare at this point in the meeting, any such disclosable pecuniary interests which they have already declared in the Register, as well as any other registrable or other interests.

4. Confirmation of the Minutes of the meeting held on 27th February and the special meeting held on 16th April, 2014.
5. Apologies for Absence/Changes in Membership.

#### **STRATEGIC PLANNING**

- (D) 6. Appointment of Representatives to Working Groups etc.
- (D) 7. Stock Condition Survey

#### **OPERATIONAL**

- (D) 8. Decoration Voucher Allowance
- (D) 9. Public Space/External Maintenance

- (D) 10. Provision of Site Facilities
- (D) 11. Housing Management Performance Report 2013/14

**FOR INFORMATION**

- 12. Planned Investment & Planned Maintenance 2013/14 Year-End Expenditure

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

**HOUSING MANAGEMENT FORUM MEMBERS:**

Councillors: K Hamilton (Chairman)  
D Barlow  
M Irwin  
A Johnston  
F G Murray  
R J Pointer  
J Richardson  
K Williams

Tenant Representatives: Mr M Burton  
Mr A McIntosh  
Mr W Ward  
Mrs K Warne  
Mrs. G. Giddings  
Ms. M. Burgess  
Mr. W. McEwan } Substitutes

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

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

Published: 4th June, 2014

## HOUSING MANAGEMENT FORUM

Meeting: Thursday 27th February, 2014  
at 2.00 p.m.

PRESENT:- Councillors Hamilton (Chairman), Barlow, Murray and Pointer.

Tenant Representatives:- Miss M. Burgess, Mr W. McEwan and Mr W. Ward.

### 46 – Minutes

The Minutes of the meeting held on 16th January, 2014 were taken as read and confirmed.

### 47 – Apologies for Absence/Changes in Membership

Apologies for absence were submitted from Councillor Irwin and Tenant Representatives Mr M. Burton and Mr A. McIntosh.

### 48 – Housing Maintenance Investment Programme 2014/15

The Housing Manager submitted a report to update Members on progress against targets, provide Members with a proposed delivery plan and update Members on associated matters for consideration and approval.

#### Progress against Targets

The 2010 asset management plan identified the following investment priorities:-

- Ensure properties were “safe, energy efficient and weatherproof”
- Carry out improvements on a “just in time”; “worst first” basis.

All planned investment works had progressed satisfactorily during the year. Investment through CHP had continued to be an effective delivery method in terms of value for money and associated efficiencies such as reduced management, administration and monitoring costs of the improvements.

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

Type of Improvement	No of properties in Scheme	No of Properties complete at 31/1/2014
Re-Roofing Works (Griffin)	157	157
Rewires *	120	117
Bathrooms *	220	192

<b>Kitchens *</b>	200	149
<b>Heating *</b>	200	161
<b>Painting *</b>	754	754

*\*Key components*

Based on original plans the proposed 2014/15 programme would see the completion of the upgrading of key components across the stock. Over approximately ten years of the programme, it was acknowledged some components had not been upgraded, because the tenants did not want the work completed.

A review of the property database would be completed during the year, in conjunction with the Stock Condition Survey, to ensure the Council records were accurate.

### **Proposed Investment Profile 2014/15**

The Housing Manager submitted a suggested investment profile for 2014/15 which is attached at **Appendix A** to these Minutes.

The principles adopted in drafting these proposals were:-

1. The Council maintained the Decent Homes Standard;
2. The investment was split between responsive and planned works at a minimum level that met the Audit Commissions guidelines, and sought to maximise monies spent on planned works; and
3. The aspirations of tenants were considered and incorporated where appropriate.

The following information regarding the significant budget headings provided information on properties to receive investment.

#### ■ **Bathroom Improvements - £360,000**

It was proposed to continue with the on-going bathroom improvement programme that sought to deliver around 100 improvements to properties on a worst first basis, as identified during the 2010 stock condition survey. Where appropriate level access bathing/showering would be considered to ground floor dwellings.

#### ■ **Kitchen Improvements - £500,000**

The delivery of kitchen improvements had been a major investment priority for the past decade and as such officers advised that the Council were fast approaching the end of the investment cycle. It was estimated that there were in the region of 100 remaining properties without a modern kitchen as mentioned above. Members were made aware however that tenants occasionally “refuse access” and as such officers would carry out a consultation exercise to identify all remaining kitchen investments for inclusion in this financial year.

### ■ Heating Improvements - £525,000

It was proposed to continue with the on-going heating improvement programme that sought to deliver around 150 improvements to properties on a worst first basis, as identified during the 2010 stock condition survey.

The proposed investment priorities for the next 3 years would seek to target replacement of "RENO" boilers on a worst first basis.

### ■ Rewire Improvements - £150,000

It was proposed to continue with the on-going rewire improvement programme that sought to deliver around 100 improvements to properties on a worst first basis, as identified during the 2010 stock condition survey.

### ■ Painting Improvements - £115,880

The painting programme sought to ensure all properties received external painting on a 6 year cycle.

Officers advised that the area suggested for inclusion during 2014 was Central (Less Vulcan and Risedale), Askam and Lindal.

### ■ Re-Roofing Pitched Roof Improvements - £255,000

Whilst the 2010 stock condition survey did not identify any significant roofing investment work, officers had reviewed the volumes of "ad hoc" roofing repairs and actual expenditure levels for roofing repairs over recent years and identified a significant problem with the roof covering on the Roosegate estate. The existing slate roofs had been in place since the properties were constructed (circa 1921) and were showing visible signs of decay.

Officers advised that a provisional three-year investment programme was required to re-roof the estate and proposed to commence the programme on the following basis:

- 2014/15 – Thrum Street; Longway (Flats); Roose Road (Flats);
- 2015/16 – Gateway; Westway (Houses); and
- 2016/17 – Longway (Houses).

Members were requested to note that there were presently no financial implications associated with the roofing programme for leaseholders on the estate.

### ■ Re-Roofing Flat Roof Improvements - £132,000

There exist a significant number of flat roof coverings over communal areas that have been in place since the properties were constructed (circa 1975). The flat roof areas above stairwells and over doorways were showing visible signs of decay. The roofs also had a problem with a problematic "internal" water distribution system that required re-designing to allow rain water to be discharged externally. This work aimed to avoid any on-going internal water damage to decoration, lighting supplies and staircase flooring.

Officers advised that a provisional three-year investment programme was required to re-roof these areas and propose to commence with the programme on the following basis:

- 2014/15 – Broad Close; Low White Close; Mill Bank; Greenhill Close; Park Road;
- 2015/16 – Craven Park Court; Tay Court; Anson Street; and
- 2016/17 – Ewan Close.

Members were requested to note that this work may have financial implications for leaseholders.

### ■ **Re-Pointing and Re-Rendering Improvements**

In agreeing the Budget profile previously, monies were identified for 'repointing'. However, on further consideration, it was suggested the monies be described as 'external fabric repairs' which more accurately reflected the maintenance requirements.

Officers had reviewed the volumes and cost of "ad hoc" brickwork/rendering repairs and identified a recurring problem with a number of exposed areas within the Borough. Whilst some remedial works had been carried out over the past decade there were on-going problems associated with the following building components:

- Concrete lintels and sills;
- External pointing to individual elevations with severe exposure;
- Cracked and addled render; and
- Blocked cavities and damp course problems.

Officers suggested appointing a suitably qualified building contractor from the CHP framework to carry out this type of work using a "schedule of rates" type agreement. Works would be identified on a property by property basis.

It was suggested to commence this type of programme on the Devonshire estate that presently had 30 houses. The work on the Devonshire estate would not affect leaseholders.

Members were requested to note that work of this nature may have financial implications for leaseholders receiving similar improvements in other areas of the Borough.

### ■ **PVCu Window Replacements and Maintenance - £512,465**

There exists an ongoing problem with a number of estates that have existing PVCu sliding sash windows as replacement parts were now obsolete. Whilst some of these windows had been replaced over recent years there remained around 400 - 500 frames that required replacement.

In addition, officers requested Members agreement to commence a five-year PVCu window refurbishment programme to ensure all existing hinges, gaskets and single glazing was maintained effectively.

### ■ **Communal Entrance Door Improvements - £62,500**

In 2013/14, primarily a result of ongoing anti-social behaviour issues the Council replaced or were in the process of replacing the existing communal entrance doors at Raglan Court, Greenhill Close and Lower Hindpool with new high security doors and frames. The new equipment operated with “magnetic locks” and had inbuilt covert cameras for the detection of crime.

It was suggested that this programme be rolled out to other areas where anti-social behaviour in communal areas was a problem. Officers advised that the 2014/15 programme may include the follow areas;

- Broad Close;
- Low White Close;
- Greenhill Close;
- Park Road; and
- Mill Bank.

Members were requested to note that this work may have financial implications for leaseholders.

### ■ **Communal Entrance Improvements - £34,200**

In addition to the planned communal door replacements, it was suggested that a programme of follow up improvements to the lighting and painting within each communal area would enhance the general appearance and lead to a reduction in the department’s annual energy costs.

Officers suggested changing the existing light bulbs with low energy LED bulbs. It was proposed to introduce “motion sensors” to allow the lighting within each communal area to switch on and off in response to residents entering and leaving the building. The “Brewery” estate in Cavendish Street had lighting that operated on motion sensors and officers were pleased to confirm that it had functioned and operated for several years without any significant problems.

Members were requested to note that this work may have financial implications for leaseholders.

### ■ **Fencing & Gates - £190,000**

The most recently completed STAR Survey identified the appearance of estates and public space as a high priority for tenants. Last year additional resources were made available to complete fencing/public realm improvements at Ormsgill, Roosegate and Vulcan Road. Unfortunately, capacity was such that these programmes were not progressed as planned but would be continued this year. An ongoing upgrading programme would be developed to maintain a cyclical approach to this work.

The Housing Manager also requested Members agreed the budget heading be amended to ‘Public Space/External Maintenance’ to reflect a more flexible approach to developing schemes to improve the appearance, safety and security of identified areas.

## **Delivery of the Programme**

The 'self-financing' arrangement for the HRA had resulted in additional resources being made available that had been incorporated into the budget. This had enabled new areas of work to be incorporated into the spend profile. An additional Area Surveyor had been agreed in the HRA and was currently being recruited. However, the delivery of the programme would be challenging for the in-house team and external support may be required.

Where possible and in recognition of the efficiencies previously identified of working through the Cumbria Housing Partners arrangement, the Housing Manager suggested works be delivered through the partnership.

## **Development of the Maintenance and Investment Programme**

Over the last ten years many properties had seen the installation of modern components. During the year the Council would look to ensure records were updated to ensure no property had been missed. Once the Stock Condition Survey was completed a further five-year plan would be developed for Members' consideration and approval.

Members would be aware, during this financial year the Council had experienced an increase in void turnover, although the number becoming empty per week had returned to 'normal' levels.

However, there were a number of external factors which may impact on the void management process and it was suggested to consider the service's approach to the 'standard' of void repairs and decoration allowances for new tenants as an area for scrutiny in 2014/15.

RECOMMENDED:- To agree the following:-

1. Note the proposed investment works and basis on which properties had been identified in the report shown at Appendix A of the report;
2. Note change of budget headings from originally agreed budget as follows:
  - Repointing to External Fabric Repairs
  - Fencing to Public Space/External Maintenance
3. Agree external support be engaged as necessary to ensure delivery of the programme and the cost met from the specific budget area; and
4. Where there was an option to deliver new areas of work through Cumbria Housing Partners' Framework.

## **49 – Housing Maintenance Contract 2011/15**

The Housing Manager submitted a report to agree to commence a market testing exercise to establish the likely interest in the contract should it be necessary to go through a procurement process to award a new contract.



The term of this contract would expire in November 2015. It was awarded on the basis of a four-year term with an option to extend by a further two years subject to satisfactory delivery and the contractor's agreement to do so.

Unfortunately, there had been operational concerns over the delivery of this contract and, at the present time, the Housing Manager was not in a position to recommend an extension be offered.

From discussion with the contractor it would appear they may not be interested in an extension should it be an option based on the current terms and conditions.

It would take in the region of 18 months to award a new contract.

In awarding the Contract, only a limited number of contractors expressed interest.

The Housing Manager therefore, recommended it appropriate to issue a PIN (Pre-Information Notice) with regard to OJEU compliance to carry out some market testing to establish the level of interest in the contract. The Council currently engaged with an adviser to assist with the contract arrangements. It may also be an option to work with an existing procurement framework which was being investigated. The market testing needed to be progressed prior to the next Housing Management Forum meeting and it was requested to delegate the Housing Manager to appoint a suitably qualified adviser.

**RECOMMENDED:-** To agree a market testing exercise to be completed and delegate the Housing Manager to appoint a suitably qualified adviser.

## **50 – Adelphi Court, Barrow-in-Furness**

The Housing Manager submitted a report to consider the future use of Adelphi Court to meet identified housing need in the Borough.

On 29th August, 2013 the Housing Manager suggested future lettings of the vacant flats at Adelphi Court be suspended. At the time approximately half of the 12 flats were vacant.

Unfortunately, the flats referred to had become a target for anti-social behaviour in the area and suffered from vandalism and damage to communal areas. At that time, despite advertising vacancies through the normal processes it had not proved possible to relet the vacancies, hence the suspension of lettings being proposed.

Since then, more vacancies had occurred and there was now only one occupied flat.

In considering the use of the flats, figures from the Choice-Based Lettings Scheme would suggest there was demand for one-bedroomed property. It was likely the apparent lack of demand may be attributable to a combination of factors.

There was also a recognised housing need for a range of applicants with additional support needs to assist them manage a tenancy. For example, officers were

currently working with other agencies to improve and extend the range of accommodation for young people in the Borough.

However, any proposal to consider the flats' use and incorporate them into a structured 'pathways model' would require the support of the relevant commissioners of such support services.

From an operational perspective providing accommodation with support for applicants or residents with mental health considerations and increasing the number of such properties would be of benefit to the Borough.

The Housing Manager had, therefore, been in discussion with the commissioners of such support services and a potential provider to discuss a possible model to develop an appropriate arrangement. Under such an arrangement, the Council would potentially lease the properties at an agreed rent and the service provider would support the residents funded by the commissioners.

Whilst these discussions had been ongoing for some months, they were yet to be concluded.

Should Members agree with this as a possible option, the Housing Manager suggested a date of 30th April, 2014 be agreed for a proposal to be finalised for consideration.

Should such a proposal not be agreed or Members may choose to do so, the Housing Manager suggested the Housing Service look to relet the properties on a 'staged basis' following repairs and work to communal entrances to improve the visual appearance on entry to the flats. The Housing Manager proposed that should this become the preferred option, or should the option of supported housing was not achieved, a flexible approach to the initial lettings be agreed to try and ensure a more 'stable' community within the block.

**RECOMMENDED:-** To agree the following:-

1. Agree proposals to use the flats for supported housing for applicants/residents with mental health difficulties;
2. Agree a deadline for the completion of a workable proposal to be set at 30th April, 2014 for agreement by this Forum; and
3. Should a workable proposal not be available by the date proposed the flats be offered for letting to meet general housing need but flexibility be adopted on the 'first lettings' to try and achieve a more stable community.

## **51 – Community Alarms Service**

The Housing Manager submitted a report to provide Members with an update on the current position with the Community Alarm Service.

The Homelink Community Alarm Service ended on 31st January 2012. Funding for the majority of Council properties the Council had provided community services to was ended and many tenants transferred to the new service option offered by Adult Social Care.

However, as a legacy from those changes, tenants on the Dalton and Eamont Close Schemes continued to be provided with community alarm services in an arrangement the Council had with Carlisle Housing Association. In the region of 70 tenants still received this service and was funded by Supporting People funding.

### **Eamont Close/Dalton**

The original equipment in these properties was 'hard wired' however these were now some years old and had proved increasingly difficult to maintain. In the case of Dalton equipment the UAC box was installed within the previous warden's property which needed to be resolved. In the case of a breakdown access was needed for repair at all times.

The Council were proposing to migrate eight Dalton properties to dispersed alarms which were in stock. This option had been discussed with residents and was an acceptable solution to them. A small number did not have telephone lines which, as previously agreed, the Council would arrange to pay for the installation with the customer being responsible for the line rental and ongoing costs. A telephone line must be installed before a customer could have a dispersed alarm fitted. Once all properties were fitted with dispersed alarms the Council would progress the disconnection and removal of equipment from the previous warden's property.

Officers would continue to engage with Supporting People to ensure the Council were aware of any changes in Supporting People arrangements or future tendering on Supporting People Framework which may affect the funding received by existing tenants.

With regard to other residents receiving services through this arrangement, the Housing Manager asked Members to note whilst the situation remained as it was, it may be appropriate to migrate other users to dispersed alarms but any such actions would not be progressed without agreement of residents.

In future it would also be prudent to arrange any new residents to engage with the Adult Social Community Services as to maintain the current arrangement with Carlisle Housing Association would be less feasible as numbers of customers reduced.

The Housing Manager also advised the arrangement with Carlisle Housing Association had been in place for many years. However, due to the small number of customers the Housing Manager could not look to alter the arrangement as the costs involved would probably outweigh any potential benefit.

**RECOMMENDED:-** To agree the following:-

1. Note information provided including reference to the contract arrangement with Carlisle Housing Association;
2. Agree the Housing Service continued to provide equipment from stock for existing customers with a move towards dispersed alarms replacing the old 'hard wired' system whilst receiving Supporting People funding;
3. Agree referral of any new customers to either:
  - Adult Social Care – for assessment for Telecare services; or
  - Community Alarms South Lakeland – 24 hour monitoring service; and
4. Agree disconnection and removal of UAC box from previous warden's property in Dalton once all properties had a dispersed alarm in place.

## **52 – Cumbria Probation Trust – Community Payback**

The Housing Manager submitted a report to seek agreement for a Memorandum of Understanding to formalise the arrangement with Cumbria Probation Trust (CPT) to provide fencing for tenants on Council estates through the Community Payback arrangement.

The Housing Service had an arrangement with Cumbria Probation Trust (CPT) to provide fencing for tenants on Council estates through the Community Payback arrangement. The arrangement had been in place for some years and appeared popular with tenants who were able to benefit.

The draft Memorandum of Understanding was attached at Appendix B to the report for consideration for the year 2014/15. The only change in the document to previous versions was that it included provision of one garage for storage of timber and materials. Previously CPT were able to accommodate this but since relocation of their offices in Barrow it was no longer practical.

**RECOMMENDED:-** To agree to Memorandum of Understanding.

## **53 – Key Tasks for the Housing Service 2014/15**

The Housing Manager submitted a report to review the Key Tasks of the Housing Service for 2013/14 and agree areas of work for 2014/15.

The Housing Service's long-standing objective had been to provide 'well-maintained homes where people choose to live'.

It was normal practice to agree with the Forum Key Tasks for the Housing Service for the year. Attached at Appendix C to the report were details of Key Tasks for 2013/14 with comments on progress.

Unfortunately, it did not prove practical to progress Task 2 "consider approach to engaging with under-represented tenants" and further work would be continued on this area.

As the year progressed it also became apparent it was appropriate to delay some Tasks until others were completed. For example, to complete the Business Plan Review would be best served once the Stock Condition Survey and Rent Strategy was completed.

In terms of understanding, the Housing Service adapted the approach of challenging and adapting its operational procedures on an ongoing basis. Many operational changes were made to improve the delivery or efficiency of a process on an ongoing basis. These were not all included in the 'Key Tasks' which focussed on a limited number of activities which were significant to members or tenant representation and their groups.

At the Housing Management Forum meeting on 16th January, 2014 Members agreed a number of actions shown below:

- Moving the Housing Service to the Town Hall and using the opportunity to redesign the structure, design and processes to fit in and improve service delivery;
- Reduce the management effort of administrating and managing the Responsive Repair contract in particular the way that the payments were structured and processed;
- In consultation with tenants develop a more meaningful Rent Strategy which outlined how rent increases were determined in the future and how the Council could improve the collection and arrears service and processes; and
- Maximise the online technology to meet customers' needs

In addition to the above, the Housing Manager proposed the following areas of work be continued:

#### ■ **Scrutiny**

The Housing Manager suggested the issue of Tenancy Agreement and Tenants' Handbook remained as an area of work once the Rent Strategy was completed. The Housing Manager had also highlighted 'void standards' as a possible area. During the last year the issue of voids had been discussed at various meetings and views expressed about the level of decoration allowance. The Housing Manager therefore proposed this as the other area to be considered through the Scrutiny process unless there were any other suggestions.

#### ■ **Key Tasks**

It was important the main 'Key Tasks' reflected the operating environment and objectives of the service.

The procurement of a new Contract would be a significant piece of work for the Maintenance Team.

Welfare Reform remained a challenge in many ways and would impact on operational delivery of service.

The Housing Manager proposed Members gave consideration to the following Key Tasks:

1. Considered whether an extension of the Responsive Repairs Contract would be appropriate or progress procurement of a new Contract;
2. Progress review of Business Plan by completion of the Stock Condition Survey and agree a Rent Strategy; and
3. Continued approach to engaging with under-represented tenants.

RECOMMENDED:- To agree the following:-

1. Note information on progress and additional comments regarding outstanding tasks; and
2. To agree proposed Key Tasks for 2014/15 and note comments regarding the likely influences on the service during the year.

#### **54 – Performance Information Report**

The Housing Manager submitted information relating to the Housing Management Performance 2013/14 and Best Value Performance Indicators. The information is attached at **Appendix B** to these Minutes. He provided a brief commentary to assist Members in their understanding of the key trends.

RESOLVED:- To note the Performance Information report.

#### **55 – Planned Investments and Planned Maintenance 2013/14**

The Housing Manager reported information relating to the Planned Investment and Planned Maintenance Programme for 2013/14. The information is attached at **Appendix C** to these Minutes.

RESOLVED:- To note the information.

The meeting closed at 2.35 p.m.

## Housing Service Five-year Investment Plan 2010 – 2015: KITCHENS

YEAR 1 2010/2011	Nos. H/F/B	YEAR 2 2011/2012	Nos. H/F/B	YEAR 3 2012/2013	Nos. H/F/B	YEAR 4 2013/2014	Nos. H/F/B	YEAR 5 2014/2015	Nos. H/F/B
Sowerby Avenue	29 H	Bay View Grove	8 H & F	Broadway	32 H	Eamont Close	44 H/F	Buttermere Dr	4 H
Whinsfield Avenue	13 H	Piel View Grove	10 H	Roose Road	31 F/H	Derwent Bank	11 H/F	Ennerdale Cl	5 H
Angle Meadow Lane	10 H	Pypers Croft	2 H	Westway	22 H	High White Close	8 H	Ruskin Ave	5 H/F
Barnfield Lane	9 H	Urswick Green	20 H	Blake Street	14 F	Lime Kiln Walk	5 H	Rydal Close	4 H
Mill Bank	6 H	Brow Avenue	7 H	Cavendish St	11 F	Middle White Close	6 H	Thirlmere Cl	5 H
New Leys	3 H	Cloisters Avenue	10 H	Crellin Street	6 F	Moorfield Street	1 H	Ullswater Cl	6 H
Oxen Croft	3 H	Gleaston Avenue	7 H	Exmouth Street	19 H/F	Morecambe Crescent	2 H	Michaelson Villas	4 F
Whinney Ends	12 H	Bardsea Road	1 H	Hartington St,BW	24 F	Nearfield Walk	21 H	Hastings St	1 H
Calder Green	2 H	Hare Ghyll	2 H	Howe Street	9 H	High Lea Walk	5 F	Ocean Rd	2 B
Duddon Drive	10 H	Middle Hill	10 H	McCleane Close	14 F	Meadow Grove	12 B	Chester Place	2 F
Kennet Road	4 H	Woodward Avenue	3 H	Stileman Walk	10 F	Coronation Drive	14 H		
Long Bank	5 H	Salthouse Road	2 H	Chichester Place	8 H	Broughton Rd	13 F	<b>TOTAL</b>	<b>38</b>
Netherfield Close	1 H	Cocken Crescent	3 H	Colchester Place	6 H	Bridge House	6 F	£2600 pp	
Medway Road	1 H	Grosvenor Street	2 H	Doncaster Place	5 H	Hartington St (Dal)	6 F		
Ocean Road	1 H	Lodge Green	1 H	Leicester Street	8 H	Ainslie Dale	16 F		
Orcades Green	5 H	Long Croft	6 H	Risedale Road	9 H	Lord Street	1 H		
Park Lane	1 H	Low Cliff	8 H	Rochester Place	4 H	Victoria St	2 H		
Ramsgate Crescent	10 H	Meetings View	6 H	Winchester Street	12 H	Mill Lane	8 H		
Severn Road	4 H	Middle Cliff	5 H	Worcester Street	15 H	Amphitrite St	4 H		
Westminster Avenue	2 H	Middlefield	30 H	Thornton Park	25 H	Cote ley Cres	8 H		
Brook Street	9	Canterbury Terrace	1 H	High Duddon Close	8 H	Darent Ave	20 H		
Jarrow Street	22	Ormsgill Lane	2 H	Park Avenue (Askam)	1 H	Margate St	5 H		
Langdale Grove	8	Chester Street	1 H	Whinfield Place	10 B	Vernon St	1 H		
Mardale Grove	33	Gilpin Walk	1 H	Saves Lane	8 H	Lesh Lane	8 H		
Suffolk Street	3	Low Moor Terrace	3 H	School Terrace	2 H	Abbotsmead App	3 H		
Wasdale Grove	14	Pascway Terrace	4 H	Coniston Avenue	3 H	High White Close	8 H		
Cecil Street	9	Sandscale Terrace	1 H	Dalton Fields Lane	5 H	Lime Kiln Walk	5 H		
Corporation Terrace	4	Longway	92 H	Ennerdale Close	1 H				
Levens Terrace	6	Sike Meadow	1 H	Lord Street (Dalton)	24 B	<b>TOTAL</b>	<b>227</b>		
Miscellaneous	7	Conway Gardens	7 H	Napier Street (Dalton)	4 B				
Birstall Road	2	Himalaya Avenue	10 H	Newton Road	10 H/B				
Hempland Avenue	14	Thames Road	7 H	Storey Square	1 H				
Laurence Avenue	9	Tweed Rise	8 H	Windermere Close	7 H				
Park Avenue	3	Tyne Road	9 H	Duke Street (Dalton)	9 H				
Abbotsvale	3 H	Church Lane	1 H	<b>TOTAL</b>	<b>349</b>				

Dale Bank	7 H	<b>ADDITIONAL PROPERTIES COMPLETED IN 2011</b>		(Properties in BLUE added August 2012)				
Hare Lane	5 H							
Headmeadow	1 H							
Little Croft	3 H							
Denton Road	1 H		Chelmar Garth	2 H				
Fife Street	1 H		Rother Green	1 H				
Lorne Road	5 H		Torrige Drive	2 H				
			West Shore Road	6 H				
			Windrush Crescent	7 H				
			Rother Green	2 H				
			Roding Green	1 H				
			Frome Road	2 H				
			Plymouth Street	5 H				
			Spey Walk	1 H				
			Weaver Green	1 H				
			Wensum Lea	1 H				
			Bourne Gardens	1 H				
		Calder Green	2 B					
		Court Guards	2 B					
		Cardiff Street	4 H					
		Teasdale Road	1 H					
		Witham Walk	1 B					
		Gateway	16 H					
		Thrums Street	16 F					



## Housing Service Five-year Investment Plan 2010 – 2015 : HEATING

YEAR 1 2010/2011	Nos. H/F/B	YEAR 2 2011/2012	Nos. H/F/B	YEAR 3 2012/2013	Nos. H/F/B	YEAR 4 2013/2014	Nos. H/F/B	YEAR 5 2014/2015	Nos. H/F/B
Winchester Street	1 H	Anson Street	1 H	Byron Street	9 F	Adelphi Court	10 F	Approx 200no comprising:  Vaillant ecomax boilers. Baxi 105e standard efficiency boilers. Johnson & Starley Reno boilers commencing with the oldest fist.	200
Coniston Avenue	1 H	Dundalk Street	1 F	Cartmel Crescent	1 F	Angle Meadow Lane	11 H/F		
Coronation Drive	8 H	Vulcan Road	3 H	Dundalk Street	15 F	Barnfield Lane	6 H		
Duke Street	1 H	Ainslie Dale	15 F	Farm Street	6 F	Basterfield Gardens	13 B		
Eskdale Drive	2 H	Lord Street	10 B	Grange Crescent	1 F	Blake Street	5 F		
School Terrace	1 H	Meadow Grove	11 B	Levens Terrace	1 H	Brathay Crescent	12 H		
Thornton Park	4 H	Napier Street	4 B	Newbarns Road	1 H	Cartmel Crescent	1 F		
Angle Meadow Lane	1 H	Newton Road	4 B	Parker Street	4 F	Granville Street	1 H		
Greenhill Close	2 F	Cheviot Green	1 F	Rothsay Street	3 F	Hartington Street	1 F		
High Lea Walk	2 H/F	Bay View Grove	9 H/F	Vernon street	5 F	Holker street	4 F		
Nearfield Walk	1 H	Bridgegate Avenue	3 F	High Duddon close	3 H	Napier Street	2 F		
Newport Street	1 H	Broadway	1 H	Saves lane	1 H	Raglan Court	1 F		
Park Road	1 B	Brook Street	1 H	Thirlmere Close	1 H	Vernon Street	1 H		
Abbots Vale	1 H	Cloisters Avenue	8 H	Angle Meadow Lane	1 H	Vulcan Road	24 H		
Abbotsmead Approach	2 F	Dale Bank	1 H	Canterbury Terrace	1 H	Wordsworth Street	4 F		
Birstall Road	1 H	Flass Meadows	1 H	Middlefield	16 H	Ennerdale Close	1 H		
Bridgegate Avenue	3 H	Friars Lane	3 F	Pennine Gardens	1 F	School Terrace	1 H		
Brook street	3 H	Gleaston Avenue	6 H	Quantock Green	1 H	Whinfield Place	1 B		
Brow Avenue	5 H	Hempland Avenue	10 H	Mardale Grove	5 H/F	Broad Close	1 F		
Cecil Street	4 H	Jarrow Street	5 H/F	Conway Gardens	1 H	Mill Bank	1 H		
Cloisters Avenue	1 H	Langdale Grove	2 H	Court Guards	1 B	Cheviot Green	5 F		
Dale Bank	3 H	Lesh Lane	28 F	Winchester Street	1 H	Chiltern Crescent	16 F		
Denton Road	1 H	Longway	4 F	Dale Bank	1 H	Cocken Crescent	3 H		
Eskdale Avenue	1 H	Mardale Grove	10 H/F	Devon Street	1 H	Cotswold Crescent	14 B		
Greengate Street	3 H	Middle Hill	14 H/F	Ewan Close	1 F	Hazel Close	5 F		
Hare Ghyll	2 H	Newton Brow	7 H/F	Gateway	2 H	High Cliff	2 B/H		
Hare Lane	3 H	Redwater Gardens	1 F	Hempland Avenue	1 H	Lodge Green	1 H		
Jarrow Street	8 H/F	Rising Side	1 B	Jarrow Street	2 H	Longmynd Avenue	1 F		
Kendall Croft	1 H	Roose Road	4 F	Langdale Grove	1 F	Low Cliff	1 H		
Lamb Croft	1 H	St. Quintin Avenue	10 H	Lesh Lane	3 H/F	Mendip Gardens	3 F		
Langdale Grove	3 H	Thrums Street	2 F	Longway	3 F	Millstone Avenue	3 F		
Laurence Avenue	7 H	Urswick Green	15 H	Piel View Grove	1 H	Pennine Gardens	21 F		
Lesh Lane	3 H	Wasdale Grove	1 H	Roose Road	1 F	Quantock Green	2 B		
Little Croft	2 H	Westway	1 H	Thrums Street	1 F	Sowerby Avenue	21 H		
Longway	48 H	Yew Tree Gardens	2 F	Wasdale Grove	1 H				
Mardale Grove	11 H/F	Yew Tree Terrace	1F	Whinney Ends	1 H	<b>TOTAL</b>	<b>199</b>		

HEATING continued

YEAR 1 2010/2011	Nos. H/F/B	YEAR 2 2011/2012	Nos. H/F/B	YEAR 3 2012/2013	Nos. H/F/B	YEAR 4 2013/2014	Nos. H/F/B	YEAR 5 2014/2015	Nos. H/F/B
Middle Hill	5 H/F	Severn Road	1 H	Eamont Close	1 H				
Middleton Avenue	4 H	<b>TOTAL</b>	<b>202</b>	Margate Street	1 H				
New Leys	1 H			Ocean Road	1 F				
Newbarns Road	2 H			Ramsgate Crescent	1 F				
Oxen Croft	3 H			Severn Road	3 H/F				
Pypers Croft	2 H			Thames Road	12 H/F				
Rising Side	2 H			Trent Vale	1 F				
Roose Road	12 F			West Shore Road	6 B/H				
St. Mary's Road	1 H			Yew Tree Terrace	10 F				
Stackwood Avenue	7 H			Biggar Garth	2 F				
Suffolk Street	3 H			Broadstairs Lane	2 B				
Thrums Street	9 F			Church Lane	1 H				
Wasdale Grove	5 H			Derwent Bank	4 F				
Whinney Ends	7 H			Duddon Drive	9 H				
Woodward Avenue	1 H			Frome Road	1 H				
Worcester Street	4 H			Gilpin Walk	2 H				
Biggar Garth	1 F			Hastings Street	1 H				
Bristol Street	1 H			Irwell Road	3 F/H				
Cardiff Street	2 H			Kennet Road	9 H/F				
Cote Ley Crescent	6 H			Medway Road	1 F				
Darent Avenue	18 H			Orcades Green	4 H				
Himalaya Avenue	7 H			Ribble Gardens	4 H/F				
Long Bank	4 H			Roding Green	6 B/F				
Mill Lane	7 H			Rother Green	2 H				
Ocean Road	1 H			Tweed Rise	8 H/F				
Orcades Green	1 H			Tyne Road	8 H/F				
Orion Terrace	5 H			Witham Walk	3 B/F				
Oronsay Gardens	1 H			Weaver Green	3 H/B				
Park Lane	1 H			Windrush Crescent	8 H/B				
Plymouth Street	2 H								
Ramsgate Crescent	8 H/F			<b>TOTAL</b>	<b>216</b>				
Severn Road	1 F								
Trent Vale	1 F								
Tweed Rise	1 F								
Westminster Avenue	1 H								
<b>TOTAL</b>	<b>280</b>								

KEY: H – House / F – Flat / B - Bungalow

## Housing Service Five-year Investment Plan 2010 – 2015 : BATHROOMS

YEAR 1 2010/2011	Nos. H/F/B	YEAR 2 2011/2012	Nos. H/F/B	YEAR 3 2012/2013	Nos. H/F/B	YEAR 4 2013/2014	Nos. H/F/B	YEAR 5 2014/2015	Nos. H/F/B
Hazel Close	12F	Canterbury Terrace	1 H	Ewan Close	80 F	Anson Street	32 F	Exmouth Street	18 H/F
Hazel Gill	11 H/F/B	Low White Close	45 F	Broad Close	61 F	Craven Park Court	20 F	Howe Street	9 H
High Cliff	22 H/F	High White Close	8 H	Chester Street	1 H	Tay Court	46 F	Cavendish Street	11 F
High Lea Walk	20 H/F	Nearfield Walk	21 H	Hare Ghyll	2 H	Michaelson Villas	4 F	Stileman Wak	10 F
Low Moor Terrace	3 H	Mill Bank	4 H	Lime Kiln Walk	5 H	Hartington Street	24 F	McCleane close	12 F
Ormsgill Lane	2 H	Morecambe Crescent	2 H	Broadstairs Lane	2 B	Blake Street	15 F	Broughton Road	12 F
Flass Meadows	1 H	Moorfield Street	1 H	Irwell Road	6 H/F	Greenhill Close	28 F	Bridge House	6 F
<b>ALREADY ISSUED:</b>		Abbotsvale	3 H	Rother Green	2 H	Pasway Terrace	4 H	Hartington Street (Dal)	6 F
Fife Street	1 H	Woodward Avenue	3 H	Torrige Drive	2 H	Piel View Grove	11 H	Roose Road	28 H/F
Salthouse Road	1 H	Mill Bank	19 F	Weaver Green	4 H/B	Wordsworth Street	4 F	Longway	86 H/F
Raglan Court	27 F	Park Road	26 F	Wensum Lea	1 H	Vernon Street	7 F	Thrum Street	13 F
Pennine Gardens	41 F	Gainsborough Place	6 H	West Shore Road	7 H	Cote Ley Crescent	7 H	Broadway	29 H
Angle Meadow Lane	32 H/F	Highfield Road	1 H	Windrush Crescent	9 H/B	Orion Terrace	6 H	Gateway	15 H
Park Road	8 B	Newport Street	8 H	Spey Walk	1 H	Ocean Road	2 H	Westway	20 H
Middle White Close	15 F	Reynolds Place	5 H	Hastings Street	1 H	Gilpin Walk	2 H	<b>TOTAL</b>	<b>275</b>
		Romney Road	10H	Franklin street	2 H	Park Avenue	2 H	£1600 pp	
		<b>TOTAL</b>	<b>163</b>	Calcutta Street	1 H	School Terrace	2 H		
		<b>ADDITIONAL PROPERTIES COMPLETED IN 2011</b>		Clive Street	2 H	Gleaston Avenue	3 F		
		Colchester Place	6 H	Cumberland Street	13 H	Miscellaneous	29 H/F		
		Denton Road	1 H	Duke Street	5 H	<b>TOTAL</b>	<b>272</b>		
		Lamb Croft	1 H	Hindpool Road	2 H				
		Doncaster Place	5H	McClintock Street	4 H				
		Leicester Street	8 H	<b>TOTAL</b>	<b>213</b>				
		Newbarns Road	8 H						
		Risedale Road	9 H						
		Rochester Place	4 H						
		Worcester Street	15 H						
		Chester Place	15 F						
		Hazel Ghyll	9 F						

## Housing Service Five-year Investment Plan 2010 – 2015 : REWIRES

YEAR 1 2010/2011	Nos. H/F/B	YEAR 2 2011/2012	Nos. H/F/B	YEAR 3 2012/2013	Nos. H/F/B	YEAR 4 2013/2014	Nos. H/F/B	YEAR 5 2014/2015	Nos. H/F/B
								Abbots Vale	1H
								Headmeadow	1H
								Denton Road	1H
								Worcester Street (NWBNS)	5H
								Dale Bank	7H
								Hempland Avenue	14H
								Risingside	4H 1B
								St Quintin Avenue	10H
								Hare Ghyll	2H
								Hare Lane	5H
								Kendal Croft	2H 2B
								Laurence Avenue	9H
								Middlehill	9H
								St Marys Road	1H
								Woodward Avenue	3H
								Abbotsmead Approach	4H
								Bardsea Road	1H
								Bay View Grove	7H
								Birstall Road	2H
								Lesh Lane	7H
								Bridgegate Avenue	7H
								Blake Street	14F
								<b>TOTAL</b>	<b>119NO</b>

## Housing Service Five-year Investment Plan 2010 – 2015 : ELECTRICAL TESTING

YEAR 1 2010/2011	Nos. H/F/B	YEAR 2 2011/2012	Nos. H/F/B	YEAR 3 2012/2013	Nos. H/F/B	YEAR 4 2013/2014	Nos. H/F/B	YEAR 5 2014/2015	Nos. H/F/B
								Approximately 400-450 tests throughout the Housing Stock based on 5 years since the last test.	400-450

## Housing Service Five-year Investment Plan 2010 – 2015 : EXTERNAL PAINTING

YEAR 1 2010/2011	Nos. H/F/B	YEAR 2 2011/2012	Nos. H/F/B	YEAR 3 2012/2013	Nos. H/F/B	YEAR 4 2013/2014	Nos. H/F/B	YEAR 5 2014/2015	Nos. H/F/B
								Askam Lindal Barrow Island Hindpool Lower Hindpool Central ( <u>excluding</u> Vulcan & Risedale)	495

# HOUSING MANAGEMENT PERFORMANCE REPORT

# APPENDIX B

Performance Indicator	Actual 2010/11	Actual 2011/12	Actual 2012/13	Apr - Jun 2013	Apr -Sept 2013	Apr -Dec 2013	Target (Median)
<b>£ Rents Collection</b>							
<b>£ Rent &amp; Service Charges due</b>		£9,228,558	9,728,187	2,502,106	5,370,404	8,033,747	£10,717,904
<b>£ Rent collected</b>	£8,738,448	£9,134,875	9,604,739	2,342,289	5,120,073	7,909,167	£ 10,396,366
Rent collected as % of rent due (inc ft)	103.47%	98.98%	98.73%	93.61%	95.34%	98.45%	97%
£ Current Arrears (dwellings)	£155,726	£181,230	£203,623	£295,660	£430,358	£474,370	£175,679
£ Former Arrears (dwellings)	£103,418	£92,499	£135,745	£153,108	£204,630	£213,248	£128,081
Write Offs (Gross)	£114,706	£75,538	£38,573	£1,695	£17,501	£49,500	£50,000
Tenants evicted for rent arrears	13	6	5	3	10	13	10
Current tenants arrears % of rent owed	1.79%	2.0%	2.1%	11.8%	8.0%	5.9%	5%
Former tenants arrears % of rent owed	1.18%	1.0%	1.4%	6.5%	4.0%	2.7%	3%
£ Rent arrears Garages	£3,289	£1,824	£1,452	£1,923	£6,458	£5,308	£ 3,750
£ Rent Arrears Shops	£27,524	£16,602	£22,146	£19,609	£19,759	£19,291	£ 25,000
<b>Void management</b>							
<b>Tenancy Turnover %</b>		<b>10.3%</b>	<b>10.4%</b>	<b>3.5%</b>	<b>7.5%</b>	<b>10.4%</b>	8.05%
Total number of re-lets	268	278	245	101	201	279	217
No. of Voids	264	227	277	94	204	284	218
<b>Ends due to Under Occupation</b>				<b>9</b>	<b>29</b>	<b>41</b>	
Average relet time for dwellings (CORE)		37	32	29	30	32	28
£ rent loss through vacant dwellings	£85,909	£ 100,227	£ 111,607	£ 32,550	£ 82,191	£ 132,942	£ 109,685
£ rent loss due to vacant garages	£4,907	£5,098	£2,290	£1,161	£1,583	£1,862	£ 4,500
£ rent loss due to vacant shops	£4,844	£16,546	£5,000	£1,000	£1,021	£1,021	£ 4,000
% properties accepted on first offer	73.9%	86.4%	78.4%	75.5%	77.1%	76.3%	70%
Loss per Void (Rents, Repairs, Arrears)	£ 2,556	£ 2,846	£ 2,684	£ 1,774	£ 1,321	£ 1,410	£2,000
<b>Maintenance</b>							
<b>No. Repair Orders issued (Tenant Demand)</b>	10,890	11,587	10,109	2,846	5,521	8,531	9,197
Responsive & Void repairs per property	4.2	4.3	3.7	1.1	2.1	3,017.0	3.4
P1 & P2 as a % of total repairs	50.5%	61.7%	63.8%	59.8%	59.1%	60.5%	47.5%
% all responsive repairs completed on time	92.5%	87.3%	77.1%	69.8%	70.8%	7203.0%	96.3
P1 % emergency repairs completed on	98.9%	94.6%	94.6%	77.0%	83.5%	88.8%	96.7
P2 % urgent repairs completed on time	89.6%	78.9%	77.3%	71.0%	71.0%	69.5%	94.6
Average end-to-end time for all reactive repairs (days)	12.6	12.25	19.78	18.56	23.6	24.5	8.2
Percentage of repairs completed 'Right First Time'	NA	78.5%	79.79	N/A	N/A	N/A	88.8
Appointments kept as a percentage of appointments made	97.13	77%	61%	N/A	N/A	N/A	96.8
Appointments made as a percentage of repair orders (exc gas & voids)	100%	NA	100%	N/A	N/A	N/A	94.1
Percentage of dwellings with a valid gas safety certificate	99.2%	99.89%	100%	100.0%	99.9%	100.0%	99.8%
Percentage of homes that fail to meet the Decent Homes Standard	0.0%	0%	0%	0%	0%	0%	0.2%
*Average energy efficiency rating of dwellings (based on RD SAP 9.83)	68.3	69.2	69.2	69.2	69.2	69.2	68.90%
<b>Equality &amp; Diversity</b>							
<b>ASB cases reported</b>	85	82	72	26	35		143
Percentage of closed ASB cases that were successfully resolved	72%	91%	99%	100%	100%		88%
% Diversity Information : Age	99.88%	100%	100%	98%	100%		100%
Gender	100%	100%	100%	89%	93%		98%
Ethnicity	94.70%	95%	82%	87%	91%		75%
Disability	44.59%	100%	100%	89%	93%		75%
Sexuality	41.70%	56%	52%	45%	46%		55%
Religion or belief	43.05%	57%	53%	45%	47%		55%
Percentage of Stage 1 complaints upheld	25%	22%	40%				NA

# HOUSING MANAGEMENT PERFORMANCE REPORT

# APPENDIX B

Satisfaction	Actual 2010/11	Actual 2011/12	Actual 2012/13	Apr -Jun 2013			Target (Median)
Percentage of tenants satisfied with the landlord's services overall			88%				83%
Percentage of tenants satisfied with repairs and maintenance			87%				79%
Percentage of tenants satisfied that their views are taken into account			78%				64%
Percentage of tenants satisfied with the quality of the home			90				N/A
Percentage of residents satisfied with the neighbourhood as a place to live			84%				82%
Percentage of tenants satisfied that their rent provides value for money			90%				N/A
Percentage of tenants satisfied that their service charges provide value for money			81%				N/A
Value for Money - Direct Costs per property	Actual 2010/11	Actual 2011/12	Actual 2012/13	Apr -Jun 2013	Apr-Sept 2013		Target (Median)
Overhead per property		£ 324	£ 274	£ 140			130
Major & Cyclical works	1294	£ 1,256	1100				1200
Responsive Repairs	455	£ 480	391				375
Void Repairs	144	£ 167	166				150
Rent Arrears & Collection	53	£ 54	59				65
Community Involvement	27	£ 38	36				35
Anti Social Behaviour	29	£ 41	41				40
Neighbourhood Mgt (Estates/Tenancy)	34	£ 102	105				100
Housing Options	43	£ 36	36				40
Leasehold	50	£ 70	134				
Total staff turnover	10.3	7.0%	5.9%	2.0%	3.9%		
Ave. working days lost / sickness absence	22.3	14.0	18.9	2.1	4.0		
Housing Property	2012-13	Apr-June 2013	Apr-Sept 2013	Apr-Dec 2013			
HSE	1284	1282	1280	1287			
FLATS	1245	1247	1247	1247			
BUNGALOWS	157	157	157	157			
<b>TL DWELLINGS</b>	<b>2697</b>	<b>2686</b>	<b>2684</b>	<b>2691</b>			
TL DISPERSED (FLATS)	10	8	8	8			
COMMUNITY CENTRES	5	5	5	5			
LEASEHOLDS	204	205	205	205			
GARAGES	486	486	486	486			
SHOPS	20	20	19	19			
<b>TOTAL PROPERTIES</b>	<b>3422</b>	<b>3410</b>	<b>3407</b>	<b>3414</b>			
SOLD PROPERTIES	2011-12	SOLD 2011/12	2012-13	SOLD 2012/13	Apr-Sept	Apr-Dec	SOLD 2013/14
HSE	148,500	3	252,750	6	152,210	259,490	7
FLAT	27,000	1	42,160	2	19,320	19,320	1
LAND	2,312	1	0	0	0		0
<b>TL</b>	<b>177,812</b>	<b>4</b>	<b>294,910</b>	<b>8</b>	<b>171,530</b>		<b>8</b>
HOMELESSNESS	Actual 2010/12	Actual 2011/12	Actual 2012/13	Apr-June 2013	Apr-Sept 2013	Apr-Dec 2013	
Homeless ave. days in temporary dispersed accommodation	56	59	57	18	30	43	
Homeless ave. days in temporary B&B accommodation	27	20	27	35	24	24	
Homeless Total Cases Closed	641	752	903	169	335	611	
Homeless Advice	339	339	408	63	119	235	
Homeless Prevention	87	114	170	57	117	205	
Homeless Applications	120	185	147	14	27	68	
Homeless Successful Preventions	71	85	148	32	65	88	
Eligible Homeless (Owed a full duty)	24	29	30	3	7	15	
HOUSING REGISTER	Actual 2010/11	Actual 2011/12	Actual 2012/13	Apr-June 2013	Apr-Sept 2013	Apr-Sept 2014	
Applicants on housing register	1700						
Active Direct Applicants			1471	1189	1226	1463	
Active Transfer Applicants			346	297	305	287	
Cumbria Choice Register		1745	1817	1486	1531	1531	



## PLANNED INVESTMENTS 2013-14

SCHEME	CONTRACTOR OR SUPPLIER	AVAILABLE BUDGET	No OF PROPERTIES IN SCHEME	EXPENDITURE TO DATE	START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	COMMENTS	Leasholders affected?
RE-ROOFING WORKS (GRIFFIN)	DLP Roofing	£600,000	157	£ 570,828	01/04/2012	24/12/2013	DLP SERVICES	100% COMPLETE	Yes
REWIRES	CUMBRIA HOUSING PARTNERS	£227,120	120	£ 267,535	1.4.2013	31.3.14	K WILSON	85% COMPLETE	No
BATHROOMS	CUMBRIA HOUSING PARTNERS	£300,000	200	£ 164,769	1.4.2013	31.3.14	AB MITCHELL	80% COMPLETE	No
KITCHENS	CUMBRIA HOUSING PARTNERS	£500,000	300	£ 385,913	1.4.2013	31.3.14	AB MITCHELL	80% COMPLETE	No
HEATING	CUMBRIA HOUSING PARTNERS	£500,000	200	£ 346,462	1.4.2013	31.3.14	AB MITCHELL	80% COMPLETE	No
PAINTING	CUMBRIA HOUSING PARTNERS	£200,000	500	£ 206,998	1.4.2017	31.3.14	GH JONES	100% COMPLETE	Yes

## HOUSING MAINTENANCE COMMITMENTS 2013-14

	Funding Available 2011-12	EXPENDITURE TO DATE	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£ 750,000	£ 716,768	£ 14,423	96%
Preliminary Cost	£ 434,583	£ 311,326	£ 8,357	72%
Voids	£ 200,000	£ 120,445	£ 3,846	60%
Gas Servicing	£ 280,000	£ 74,990	£ 5,385	27%
Decoration Vouchers	£ 75,000	£ 18,025	£ 1,442	24%
Disrepair Claims	£ 15,000	£ -	£ 288	0%
Environmental Impmts	£ 25,000	£ 15,253	£ 481	61%
Disabled Adaptations	£ 300,000	£ 121,732	£ 5,769	41%
Electrical Testing	£ 75,000	£ 46,787	£ 1,442	62%
Door Entry Maintenance	£ 20,000	£ 20,070	£ 385	100%
<b>Total</b>	<b>£2,249,583.00</b>	<b>£1,445,396.00</b>	<b>£41,818.90</b>	

## HOUSING MANAGEMENT FORUM

Special Meeting: Wednesday 16th April, 2014  
at 2.00 p.m.

PRESENT:- Councillors Hamilton (Chairman), Barlow, Johnston, Murray and Pointer.

Tenant Representatives:- Miss M. Burgess and Mr W. Ward.

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

Apologies for absence were submitted from Tenant Representatives Mr M. Burton and Mr A. McIntosh.

Miss M. Burgess had substituted for Mr M. Burton for this meeting only.

### **REFERRED ITEMS**

#### **THE FOLLOWING MATTERS ARE REFERRED TO COUNCIL FOR DECISION**

### **57 – Relocation of Housing Service to the Town Hall**

The Housing Manager submitted a report to agree a sum of £250K from the HRA balance being identified to fund the relocation of the Housing Service to the Town Hall.

The Housing Service was scheduled to move from Cavendish House by 31st December, 2014 when a break clause in the lease allowed for it to be ended early.

Agreement to move was agreed by Council on 4th March, 2014.

Proposals were currently in progress to provide office space on the ground-floor by moving existing services elsewhere in the Town Hall.

In order to maintain the current delivery model for the service, a front desk and interview rooms would be created in the Cornwallis Street end of the Town Hall opposite the First Point reception.

The majority of front line officers would be located behind the new reception in the offices currently occupied by Planning and Building Control. Business Support and Homelessness Advice would be in two offices, one of which had been made available by relocating Parking Services.

In order to provide these new offices, alterations to the Town Hall were required and the new main housing offices would require significant remodelling of the existing layout for which planning approval was being sought.

The estimated cost of the work required was £177K.

A proportion of the cost would be met by the General Fund but it was appropriate for the HRA to contribute to the cost to ensure the offices were fit for the Housing Service purposes.

The timetable to carry out the required work was to complete by early October 2014.

In addition to the cost of the work in the Town Hall, there would be further cost to the HRA with regards:-

- completing works to Cavendish House required under the lease;
- actual cost of moving; and
- possible furniture/storage units for new offices.

These latter items had not yet been costed.

No budget provision had been identified for the cost of relocation and, therefore, agreement of Council was required.

It would be the Housing Service's intention to only spend what was necessary to make the move. The Housing Manager suggested a figure of £250K be made available from the HRA balance to be spent as required for the relocation of the service.

**RECOMMENDED:-** To agree to £250K be made available from the HRA balance to contribute towards the cost of the Housing Service being relocated.

The meeting closed at 2.05 p.m.

<b>HOUSING MANAGEMENT FORUM</b>		<b>Part One (D) Agenda Item 6</b>
<b>Date of Meeting:</b>	<b>12th June, 2014</b>	
<b>Reporting Officer:</b>	<b>Executive Director</b>	
<p><b>Title: Appointment of Representatives to Working Groups etc.</b></p> <p><b>Summary and Conclusions:</b></p> <p>The Council on 13th May, 2014 gave delegated authority to Committees to make appointments to Outside Bodies, Working Groups etc. in accordance with the number and allocation of seats to political groups agreed at the meeting. In the case of the Housing Management Forum this involves appointments to the Tenant Scrutiny Working Party, the Homelessness Funding Working Group and the Tenants Complaints Panel.</p> <p><b>Recommendation:</b></p> <p>You are requested to make recommendations regarding appointments to the following Working Groups:</p> <p>Tenant Scrutiny Working Party:- three Members (2:1) and three Tenant Representatives; and</p> <p>Homelessness Funding Working Group:- two Members (2:0) and two Tenant Representatives.</p> <p>Tenants Complaints Panel:- one Member (1:0) and two Tenant Representatives.</p> <p>Note:- (Labour: Conservative).</p>		

### **Report**

At the Annual Council meeting on 13th May, 2014 the allocation of seats in respect of Forums, Panels, Working Groups etc. were agreed.

You are requested therefore to nominate Members and Tenant Representatives to the Tenant Compact Working Group and the Homelessness Funding Working Group for 2014/2015 in accordance with the notional seat allocations outlined above.

Note:- Membership for 2013/14 was as follows:-

#### **Tenant Scrutiny Working Party**

Council Representatives (2:1) Councillors Barlow, Hamilton and Williams.

Tenant Representatives – Mrs P. Charnley, Mr W. McEwan and Mr A. McIntosh.

Homelessness Funding Working Group

Council Representatives (2:0) Councillors Hamilton and Pointer.

Tenant Representatives – Mrs P. Charnley and Mr A. McIntosh.

Tenants Complaints Panel

Council Representatives (1:0) Councillor Hamilton.

Tenant Representatives – Mr W. McEwan and Mr A. McIntosh.

Background Papers

Nil

<b>HOUSING MANAGEMENT FORUM</b>	<b>(D) Agenda Item 7</b>
<b>Date of Meeting: 12th June,2014</b>	
<b>Reporting Officer: Colin Garnett, Housing Manager</b>	
<p><b>Title: Stock Condition Survey</b></p> <p><b>Summary and Conclusions:</b></p> <p>Resources are included in the HRA for 2014/15 to complete a stock condition survey. Following further consideration of the matter and having regard to the new financial arrangements for the HRA the purpose of this Report is to seek agreement that a 100% survey be completed to assist in future asset management and planning delivery of upgrading schemes. Officers will look to fund the additional cost from agreed resources in the Maintenance budget.</p> <p><b>Recommendations:</b></p> <p>Members are recommended to agree Officers progress the completion of a 100% stock condition survey with the additional resources being required met from the existing agreed Maintenance Budget.</p>	

### **Report**

It is our normal practice to complete a Stock Condition Survey every five years. A survey is due this year and in setting the HRA for this year resources of £20k are included for this purpose.

The purpose of a Stock Condition Survey is to take a snap shot of the condition of the stock at a particular point in time. The survey is based on a "sample" of our stock based on "typical archetypes" of property that is statistically reliable across the whole stock. The data collected is used alongside our own history of responsive repair request and tenants aspirations to direct primarily a five year plan of upgrades based on a component by component approach.

Officers are currently progressing the commissioning of a Survey and will be looking to appoint and complete the survey by the end of the calendar year.

In progressing the commissioning of the survey it would appear beneficial following the introduction of "self-financing" of the HRA to look to complete a 100% condition survey across the stock.

To do so would have a number of benefits:

- Have update information on all properties – this will also assist in RTB and year end valuations as all property information will be validated.

- To aid future asset management planning and co-ordination of investment
- To assist in the development of a 30 year business plan
- To ensure we have a comprehensive data base of stock condition which can be updated as investment progresses
- To enable the Council to develop appropriate financial requirements – to assist in the facilitation of componentisation following the period of transition in HRA accounting, i.e. components (roofs, kitchens, bathrooms) will need to be clearly identified in tenant's dwellings.

The information collected will be used for a number of purposes but with regards Investment Plans, whilst the information will influence the 2015/16 Investment Plan it is likely to be 2016/17 before the updated information will be fully incorporated in annual plans.

Should members agree this proposal, it would be appropriate to look to ensure having invested in a 100% survey such information is maintained. This will be achieved by ensuring ongoing Investment works are recorded against the data produced and we commence a rolling 20% survey on a year by year basis in year four after completion of the 100% survey.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no significant implications.

(iii) Financial Implications

Resources of £20k have been included in the HRA budget for 2014/15. It is likely a figure in the region of up to £100k will be required to complete a 100% survey. It is likely that the additional cost can be funded from underspends in the Maintenance budget and it is not likely additional resources need to be allocated at this time.

(iv) Health and Safety Implications

The recommendation has no significant implications.

(v) Equality and Diversity

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

(vi) 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: 12th June,2014</b>	
<b>Reporting Officer: Jane Coles, Business Support Manager</b>	

**Title: Decoration Voucher Allowances**

**Summary and Conclusions:**

The report outlines the background to the Decoration Voucher Allowance and recommends that the allowance per room and property be increased and proposes a simpler processing method.

**Recommendations:**

Members are asked to:

1. Note the background information.
2. Agree Recommendation at 1 to increase the allowance value per room with immediate effect.
3. Agree the Proposed Process at 2 and the further steps needed to fine tune and implement.
4. Note the caveat.

**Report**

An allowance towards the cost of redecoration to new tenants is considered cost effective and promotes a sense a responsibility and choice to the tenant. It also speeds up the re-letting period.

Currently Decoration Vouchers are authorised by the Housing Officer inspecting a property prior to re-letting. If the property is eligible vouchers are issued at the following rates:

£20 per room (kitchen, bathroom, lounge, parlour, bedroom)

The vouchers are processed as repair work orders (usually 1 work order per property) through Inhouse and then issued to the tenant who later redeems the voucher/s at a small number of local supply outlets in exchange for a specified range of décor products.

The Council then receives an invoice from the outlet for each and every voucher and payment is scheduled and processed. Inhouse is updated.

The 'real' cost of the paint or decorating service to the Council by a contractor would be as follows:

<b>ROOM</b>	<b>Paint</b>	<b>Decorated</b>
Room only	£46.64	£197.73
Kitchen	£52.50	£206.64
Bathroom	£52.50	£113.60

In 2013-14 around 800 vouchers were issued, 357 work orders and the cost was £15,949.

### **Issues**

- The value of the vouchers is out of step with the real cost of redecoration, and
- No provision is made for the redecoration of staircase/landing areas
- The administrative process is top heavy and time consuming

We would like to propose an increase to the allowance with immediate effect and a change to the process as follows:

#### **1. Recommended Allowance**

<b>Property</b>	<b>Per room/area</b>	<b>Maximum</b>
1 bed flat	£30.00	£120.00
2 bed flat	£30.00	£150.00
3 bed flat	£30.00	£180.00
1 bed bungalow	£30.00	£150.00
2 bed house/bungalow	£30.00	£180.00
3 bed house/bungalow	£30.00	£210.00
4 bed house	£30.00	£240.00

The increased cost can be estimated at:

Voids per year	300
% Properties in need of decoration not qualifying as major works	60%
Rooms falling outside major works	3
Per room	30
	<b>£16,200</b>

We would also wish to apply this scale to properties undergoing major works outside of the void process (for example rewiring).

## **Caveat**

The Void scrutiny panel may look to include kitchen and bathroom redecoration to properties undergoing major work improvements and repairs as standard. Therefore I would anticipate that around 60 voids would qualify for major works and have their kitchens and bathrooms decorated by the contractor prior to letting.

## **2. Proposed Process**

A very simple outline of how the process might work:

- Pre purchase denominated decorating cards/vouchers/e-vouchers from local suppliers willing operate the scheme in batches
- One invoice per batch
- Work order to total amount authorised by Senior Housing Officer and input to Inhouse as paid
- Issue to tenants eligible for the allowance as per the scale above with the facility to endorse voucher with customers' name and address
- Tenants redeem cards/vouchers which are systemically controlled to a permissible range of décor products at the store
- Unspent values can be credited back to the council or retained by the tenant against future decorating purchases

## **Benefits**

- Password protected 'activation' of card batches
- Tenants can choose suppliers card/voucher
- Tenants have a broad range of manufactures from which to choose
- Home delivery available from some retailers

## **Next steps**

- Fine tune the process
- Invite local suppliers to operate the scheme and negotiate favourable discounts
- Issue service level agreements
- Collate indicative price comparisons to help tenant select their supplier

### **(i) Legal Implications**

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no significant implications.

(iii) Financial Implications

The recommendation has financial implications as outlined.

(iv) Health and Safety Implications

The recommendation has no significant implications.

(v) Equality and Diversity

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

(vi) 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: 12th June, 2014</b>	
<b>Reporting Officer: Colin Garnett, Housing Manager</b>	
<p><b>Title: Public Space/External Maintenance (PS/EM)</b></p> <p><b>Summary and Conclusions:</b></p> <p>The purpose of this Report is to agree the further targeting of financial resources to complete PS/EM works throughout the Council's Housing stock.</p> <p><b>Recommendations:</b></p> <p>Members are asked to agree:</p> <ol style="list-style-type: none"> <li>1. Officers to consider targeting areas on estates where such resources are already agreed to further enhance the planned works, namely at Roosegate, Ormsgill and Vulcan.</li> <li>2. Priority be given to fencing which adjoins a public area or highway.</li> <li>3. That for any fencing required on an area that adjoins a public area or highway, replacement fencing should be "metal fencing" of the style and colour that we have widely used in recent years.</li> <li>4. Officers have discretion in consultation with resident groups within the above areas to consider providing "new fencing" where it is seen to improve the appearance of the property (this will be most likely for no more than one block of properties)</li> <li>5. Some internal fencing may be completed as necessary and will either be a post and mesh wire or of similar standard to fencing completed through the Community Payback Scheme with Probation.</li> <li>6. Owners who request assistance with fencing be offered a contribution as outlined in the Report or be considered under the Community Payback scheme.</li> </ol>	

### **Report**

The purpose of this Report is to agree the targeting of financial resources to complete PS/EM works throughout the Council's Housing Stock.

In the HRA a figure of c£190k was identified for this purpose and a number of previously agreed schemes are being progressed and are being consulted on at present with a view to delivery as soon as practical.

However, it is likely when these schemes are priced there will remain resources available to progress additional works this financial year and it would be helpful to agree further direction on how these resources should be targeted.

I would therefore ask Members to agree:

- Officers to consider targeting areas on estates where such resources are already agreed to further enhance the planned works, namely at Roosegate, Ormsgill and Vulcan.
- That priority be given to fencing which adjoins a public area or highway.
- That for any fencing required on an area that adjoins a public area or highway, replacement fencing should be “metal fencing” of the style and colour that we have widely used in recent years
- That Officers have discretion in consultation with resident groups within the above areas to consider providing “new fencing” where it is seen to improve the appearance of the property ( this will be most likely for no more than one block of properties)
- That some internal fencing may be completed as necessary and will either be a post and mesh wire or of similar standard to fencing completed through the Community Payback Scheme with Probation.

Fencing requests from residents generally will continue to be progressed in accordance with our normal practice, which is either to directly carryout such work if on a public highway and of risk to health and safety, or through the Community Payback scheme with Probation if appropriate.

The difficulty in progressing “fencing” projects is added to by the mixed nature of ownership of property on estates. From time to time owners do approach the Service for a contribution, or to pay the cost, to replace damaged fencing. Such issues are normally progressed on a case by case by basis to try and establish a solution, but are often time consuming. In the majority of instances responsibility is joint between the Council and owner.

To limit the time required I would propose in future with such requests the Council offers such owners a contribution to any replacement based on half the cost of the materials if the work was completed through the Community Payback Scheme, and/or if they were eligible to make benefit of the scheme and contribute to the cost.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no significant implications.

(iii) Financial Implications

Resources of £190k have been identified in the HRA budget for PS/EW. Details of the likely cost of delivering previously agreed schemes are not yet available but it is envisaged will result in resources still being available during this year.

(iv) Health and Safety Implications

The recommendation has no significant implications.

(v) Equality and Diversity

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

(vi) 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: 12th June, 2014</b>	
<b>Reporting Officer: Colin Garnett, Housing Manager</b>	
<p><b>Title: Provision of Site Facilities</b></p> <p><b>Summary and Conclusions:</b></p> <p>The purpose of this Report is to seek agreement to use residential accommodation to provide temporary site office facilities to Contractors completing work on the Housing Stock.</p> <p><b>Recommendations:</b></p> <p>Members are asked to agree the use of residential accommodation for site office facilities as deemed necessary and appropriate when delivering investment works to property.</p>	

### **Report**

The purpose of this Report is to seek agreement to use residential accommodation to provide temporary site office facilities to Contractors completing work on the Housing Stock.

When delivering investment works it is sometimes necessary to provide site based facilities for the Contractor completing the work. This is normally required if the nature of the work is concentrated on a small geographical area. Often the Contractor will arrange the facilities and is usually a Portable site Office/ Container.

As you will be aware we are planning to commence a scheme to replace roofs and carryout external fabric repairs on flats on the Roosegate estate. The scheme will take approximately 26 weeks to complete starting the middle of June.

There is a one bedroom ground floor flat vacant at 1 Thrum Street which would be suitable for the purpose of the site Office and would remove the requirement of providing a temporary site office within the area of work.

(i) **Legal Implications**

The recommendation has no legal implications.



(ii) Risk Assessment

The recommendation has no significant implications.

(iii) Financial Implications

The cost of all outgoings including rent, Council Tax and utilities will be met by the Contractor.

(iv) Health and Safety Implications

The recommendation has no significant implications.

(v) Equality and Diversity

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

(vi) 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 11</b>
Date of Meeting: 12th June, 2014	
Reporting Officer: Jane Coles, Business Support Manager	
<p><b>Title: Housing Management Performance Report 2013/14</b></p> <p><b>Summary and Conclusions:</b></p> <p>The end of year performance information is attached at Appendix 1 and this Report provides a brief commentary to assist Members in their understanding of the key trends and the actions which follow.</p> <p><b>Recommendations:</b></p> <p>Members are asked to:</p> <ol style="list-style-type: none"> <li>1. Note the information contained in the report and at <b>Appendix 1</b></li> <li>2. Agree Actions 1-3 for 2014-15</li> </ol>	

### Report

The end of year performance information is attached at **Appendix 1**.

The performance indicator report shows Housing Managements' overall level of achievement against a set of benchmark targets. The benchmark is the Housemark 'median' cross sector performance scores from 2012/13.

The value for money section will be updated and reported in the next Housing Management Forum report when the benchmarked accounts are available.

The purpose of this narrative is to provide the background context which has directly strengthened or weakened the results and to suggest what the best opportunities and challenges are for the coming year.

### **Influence 1**

Welfare reforms and the introduction of 'under occupancy' reduction in Housing Benefit

### **Effects**

- Voids have increased by 25% with the significant proportion coming from 3 bedroom houses and two bedroom upper floor flats

- Two bedroom upper floor flats have become harder to let
- Quicker turnover of tenants in flats
- Properties being vacated are left in a poorer condition
- A four-fold increase in the level of debt left by tenants moving out of council properties amounting to £109,000
- Under occupying tenants have arrears of £54,000
- The Housing Benefit to rent ratio has fallen by 3% (approx. £300,000) and is greater than the total deductions we would expect to see solely from under occupancy rules. It means that we are collecting more rent from tenants or collect from more tenants or a combination of both.

This could also imply that we have fewer tenants dependent on Housing Benefit (for example in employment) rather than as a result of sanctions.

## **Influence 2**

Water rates were incorporated within the rents from April 2013.

### **Effect**

- Every tenant now has an element of rent that they have to pay to Barrow Borough Council which means that we (and the tenants) are gaining experience and knowledge prior to the introduction of Universal Credit when direct payment of housing benefits cease. But,

The level of current tenants arrears has increased by approximately £120,000

- It also enabled us to employ a money management advisor who has been able to help a further 120 tenants onto reduced water tariffs and has helped vulnerable tenants set up bank accounts and payment methods.

We now have almost 1,000 tenants paying by direct debit

## **Influence 3**

Ongoing issues with the Repairs contractor

### **Effect**

- The % of all responsive repairs being completed on time has fallen to 71.2%
- Voids are taking, on average, take 35 days to turn around

- Repairs are taking, on average, 17 days to complete

### **Challenges and Opportunities for 2014-15**

Officers have already considered these influences and will address in the following way:

#### **Action 1: Continue to concentrate efforts in reducing arrears**

- Supporting tenants to complete benefit claims and process as quickly as possible
- Applying for reduced tariffs, grants and trust funds relating to utility debts
- Promoting credit union membership
- Creating vulnerable markers ready for Universal Credit to maintain direct payments.
- Preparing tenants for Universal credit with gathering and providing information
- Referrals to community and support services

#### **Action 2: Reduce the volume of repairs and turnaround of voids**

- Improve the condition and attractiveness of 'harder to let' properties
- Monitor new processes in dealing with voids

#### **Action 3: Move to the Town Hall**

- Use the opportunity to move towards paperless working
- Examine our current model and organisation of work with a view to improving front line delivery and quality of service to tenants

##### (i) Legal Implications

The recommendation has no legal implications.

##### (ii) Risk Assessment

The recommendation has no significant implications.

##### (iii) Financial Implications

The recommendation has no financial implications.

##### (iv) Health and Safety Implications

The recommendation has no detrimental impact the built environment or public realm.

(v) Equality and Diversity

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

(vi) Health and Well-being Implications

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

Background Papers

Appendix 1

# HOUSING MANAGEMENT PERFORMANCE REPORT

# APPENDIX 1

Performance Indicator	Actual 2011/12	Actual 2012/13	Actual 2013/14	Target (Median)
<b>£ Rents Collection</b>				
<b>£ Rent &amp; Service Charges due</b>	£9,228,558	9,728,187	10,687,981	£10,717,904
<b>£ Rent collected</b>	£9,134,875	9,604,739	10,482,254	£ 10,396,366
Rent collected as % of rent due (exc ft)	98.98%	98.73%	98.08%	97%
£ Current Arrears (dwellings)	£181,230	£203,623	£370,804	£175,679
£ Former Arrears (dwellings)	£92,499	£135,745	£162,969	£128,081
Write Offs (Gross)	£75,538	£38,573	£137,688	£50,000
Tenants evicted for rent arrears	6	5	15	10
Current tenants arrears % of rent owed	2.0%	2.1%	3.5%	5%
Former tenants arrears % of rent owed	1.0%	1.4%	1.6%	3%
£ Rent arrears Garages	£1,824	£1,452	£1,763	£ 3,750
£ Rent Arrears Shops	£16,602	£22,146	£15,464	£ 25,000
<b>Void management</b>				
<b>Tenancy Turnover %</b>	<b>10.3%</b>	<b>10.4%</b>	<b>12.7%</b>	8.05%
Total number of re-lets	278	245	340	217
No. of Voids	227	277	344	218
<b>Ends due to Under Occupation</b>			<b>48</b>	
Average relet time for dwellings (CORE)	37	32	35	28
£ rent loss through vacant dwellings	£ 100,227	£ 111,607	£ 165,336	£ 109,685
£ rent loss due to vacant garages	£5,098	£2,290	£2,157	£ 4,500
£ rent loss due to vacant shops	£16,546	£5,000	£1,022	£ 4,000
% properties accepted on first offer	86.4%	78.4%	76.5%	70%
Loss per Void (Rents, Repairs, Arrears)	£ 2,846	£ 2,684	£ 1,341	£2,000
<b>Maintenance</b>				
<b>No. Repair Orders issued (Tenant Demand)</b>	11,587	10,109	10,822	9,197
Responsive & Void repairs per property	4.3	3.7	4.0	3.4
P1 & P2 as a % of total repairs	61.7%	63.8%	63.0%	47.5%
% all responsive repairs completed on time	87.3%	77.1%	71.2%	96.3
P1 % emergency repairs completed on time	94.6%	94.6%	89.0%	96.7
P2 % urgent repairs completed on time	78.9%	77.3%	73.0%	94.6
Average end-to-end time for all reactive repairs (days)	12.25	19.78	17.46	8.2
Percentage of repairs completed 'Right First Time'	78.5%	79.79	N/A	88.8
Appointments kept as a percentage of appointments made	77%	61%	N/A	96.8
Appointments made as a percentage of repair orders (exc gas & voids)	NA	100%	N/A	94.1
Percentage of dwellings with a valid gas safety certificate	99.89%	100%	100.0%	99.8%
Percentage of homes that fail to meet the Decent Homes Standard	0%	0%	0%	0.2%
*Average energy efficiency rating of dwellings (based on RD SAP 9.83)	69.2	69.2	69.2	68.90%
<b>Equality &amp; Diversity</b>				
<b>ASB cases reported</b>	82	72		143
Percentage of closed ASB cases that were successfully resolved	91%	99%	%	88%
% Diversity Information : Age	100%	100%	100%	100%
Gender	100%	100%	96.6%	98%
Ethnicity	95%	82%	93.4%	75%
Disability	100%	100%	96.1%	75%
Sexuality	56%	52%	48.1%	55%
Religion or belief	57%	53%	48.5%	55%
Percentage of Stage 1 complaints upheld	22%	40%		NA

# HOUSING MANAGEMENT PERFORMANCE REPORT

# APPENDIX 1

Satisfaction	Actual 2011/12	Actual 2012/13	Actual 2013/14	Target (Median)
Percentage of tenants satisfied with the landlord's services overall		88%		83%
Percentage of tenants satisfied with repairs and maintenance		87%		79%
Percentage of tenants satisfied that their views are taken into account		78%		64%
Percentage of tenants satisfied with the quality of the home		90		N/A
Percentage of residents satisfied with the neighbourhood as a place to live		84%		82%
Percentage of tenants satisfied that their rent provides value for money		90%		N/A
Percentage of tenants satisfied that their service charges provide value for money		81%		N/A
Value for Money -	Actual 2011/12	Actual 2012/13	Actual 2013/14	Target (Median)
<b>Direct Costs per property</b>				
Overhead per property	£ 324	£ 274		130
Major & Cyclical works	£ 1,256	1100		1200
Responsive Repairs	£ 480	391		375
Void Repairs	£ 167	166		150
Rent Arrears & Collection	£ 54	59		65
Community Involvement	£ 38	36		35
Anti Social Behaviour	£ 41	41		40
Neighbourhood Mgt (Estates/Tenancy)	£ 102	105		100
Housing Options	£ 36	36		40
Leasehold	£ 70	134		
Total staff turnover	7.0%	5.9%	3.8%	
Ave. working days lost / sickness absence	14.0	18.9	18.1	
Housing Property	Actual 2011/12	Actual 2012/13	Actual 2013/14	
HSE	1290	1284	1274	
FLATS	1248	1245	1247	
BUNGALOWS	157	157	157	
<b>TL DWELLINGS</b>	<b>2695</b>	<b>2697</b>	<b>2678</b>	
TL DISPERSED (FLATS)	10	10	8	
COMMUNITY CENTRES	5	5	5	
LEASEHOLDS	202	204	205	
GARAGES	484	486	486	
SHOPS	20	20	19	
<b>TOTAL PROPERTIES</b>	<b>3416</b>	<b>3422</b>	<b>3401</b>	
SOLD PROPERTIES	2011/12	2012-13	2013/14 £	2013/14 No.
HSE	3	252,750	365,040	10
FLAT	1	42,160	19,320	1
LAND	1	0		0
<b>TL</b>	<b>4</b>	<b>294,910</b>	<b>384,360</b>	<b>11</b>
HOMELESSNESS	Actual 2011/12	Actual 2012/13	Actual 2013/14	
Homeless ave. days in temporary dispersed accommodation	59	57	56	
Homeless ave. days in temporary B&B accommodation	20	27	35	
Homeless Total Cases Closed	752	903	782	
Homeless Advice	339	408	187	
Homeless Prevention	114	170	492	
Homeless Applications	185	147	103	
Homeless Successful Preventions	85	148	277	
Eligible Homeless (Owed a full duty)	29	30	19	
HOUSING REGISTER	Actual 2011/12	Actual 2012/13	Actual 2013/14	
Applicants on housing register				
Active Direct Applicants		1471	1162	
Active Transfer Applicants		346	286	
Cumbria Choice Register	1745	1817	1448	

**PLANNED INVESTMENTS 2014-15**

SCHEME	CONTRACTOR OR SUPPLIER	AVAILABLE BUDGET	NO OF PROPERTIES (P) OR BLOCKS (B)	EXPENDITURE TO DATE	ESTIMATED START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	COMMENTS	Leasholders affected?
RE-ROOFING WORKS PITCHED ROOSEGATE ESTATE (2-3 YEARS DELIVERY PLAN)	CUMBRIA HOUSING PARTNERS	£255,000	56 (P)	£ -	16/06/2014	31.3.2015	DLP Roofing (via CHP)		No
RE-ROOFING WORKS FLAT ORMSGILL ESTATE	CUMBRIA HOUSING PARTNERS	£132,000	20 (B)	£ -	01/08/2014	31.3.2015	TBC		Yes
RE-POINTING/RENDERING DEVONSHIRE ESTATE	CUMBRIA HOUSING PARTNERS	£464,000	30 (P)	£ -	01/08/2014	31.3.2015	DLP Roofing (via CHP)		No
RE-POINTING/WALL TIES ROOSEGATE FLATS	CUMBRIA HOUSING PARTNERS	£194,000	56 (P)	£ -	16/06/2014	31.3.2015	DLP Roofing (via CHP)		No
WINDOW REPLACEMENTS CENTRAL & WALNEY	CUMBRIA HOUSING PARTNERS	£300,000	137 (P)	£ -	01/09/2014	31.3.2015	TBC		No
COMMUNAL ENTRANCE LIGHTING UPGRADES - CENTRAL	CUMBRIA HOUSING PARTNERS	£64,000	14 (B)	£ -	01/10/2014	31.3.2015	TBC		Yes
COMMUNAL ENTRANCE PAINTING - CENTRAL	CUMBRIA HOUSING PARTNERS	£30,000	14 (B)	£ -	01/11/2014	31.3.2015	GEORGE JONES		Yes
COMMUNAL ENTRANCE DOOR UPGRADES - ORMSGILL	CUMBRIA HOUSING PARTNERS	£120,000	18 (B)	£ -	01/08/2014	31.3.2015	SS GROUP		Yes
<b>GARAGE IMPROVEMENTS</b>	CUMBRIA ROOFING	£48,600	10 (B)	£ -	01/04/2014	31.3.2015	CUMBRIA ROOFING	30% COMPLETE	No
<b>REWIRES</b>	CUMBRIA HOUSING PARTNERS	£150,000	120	£ 44,283	01/04/2014	31.3.2015	K WILSON	10% COMPLETE	No
<b>BATHROOMS</b>	CUMBRIA HOUSING PARTNERS	£360,000	200	£ 25,840	01/04/2014	31.3.2015	AB MITCHELL	10% COMPLETE	No
<b>KITCHENS</b>	CUMBRIA HOUSING PARTNERS	£500,000	300	£ 55,513	01/04/2014	31.3.2015	AB MITCHELL	5% COMPLETE	No
<b>HEATING</b>	CUMBRIA HOUSING PARTNERS	£525,000	200	£ 53,854	01/04/2014	31.3.2015	AB MITCHELL	10% COMPLETE	No
<b>PAINTING</b>	CUMBRIA HOUSING PARTNERS	£115,880	500	£ 2,288	09/06/2014	31.3.2015	G JONES	0% COMPLETE	Yes

**HOUSING MAINTENANCE COMMITMENTS 2014-15**

	Funding Available 2014-15	EXPENDITURE TO DATE	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£ 1,085,671	£ 72,102	£ 20,878	7%
Voids	£ 238,243	£ 35,857	£ 4,582	15%
Gas Servicing	£ 99,049	£ 11,732	£ 1,905	12%
Decoration Vouchers	£ 45,000	£ 5,663	£ 865	13%
Disrepair Claims	£ 15,000	£ -	£ 288	0%
Environmental Impmts	£ 25,000	£ -	£ 481	0%
Disabled Adaptations	£ 100,000	£ 36,699	£ 1,923	37%
Electrical Testing	£ 80,700	£ 2,529	£ 1,552	3%
Door Entry Maintenance	£ 20,000	£ 187	£ 385	1%
<b>Total</b>	<b>£1,783,663.00</b>	<b>£164,769.00</b>	<b>£32,858.90</b>	