

BOROUGH OF BARROW-IN-FURNESS

HOUSING MANAGEMENT FORUM

Meeting: Thursday, 25th June 2009
at 2.00 pm in Committee Room 4

Group Meetings at 1.15 pm

A G E N D A

PART ONE

1. To consider the appointment of a Chairman for meeting management.

N.B. Councillor James was appointed as Chairman of the Housing Management Forum by Council on 12th May 2009. However, Executive Committee on 28th May, 2003 (Minute No. 216) agreed: "That a Member Chairman for the purpose of the Housing Forum be appointed by Council for the purpose of recognising responsibility but retaining the Forum's freedom to appoint an alternative chairman for meeting management if it so wished".

2. To note any items which the Chairman considers to be of an urgent nature.

3. **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.

4. 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.

5. Confirmation of minutes of meeting held on 26th February, 2009.
6. Apologies for Absence/Changes in Membership.

FOR DECISION

OPERATIONAL

- (D) 7. Appointment of Representatives to Working Groups etc.

STRATEGIC PLANNING

- (D)** 8. Homeless Funding 2009/10
- (D)** 9. Housing Maintenance Investment Programme 2009/10
- (D)** 10. Maintenance Contract
- (D)** 11. Housing Service: Strategic Aims

FOR INFORMATION

- 12. Performance Information Report – 7th April, 2008 to 5th April, 2009
- 13. Planned Maintenance Programme 2009/10

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

HOUSING MANAGEMENT FORUM MEMBERS:

Councillors:

D. Dawes
O. N. Flitcroft
J. Hamezeian
L. Hammond
M. Irwin
D. V. James (Councillors' nominated Chairman appointed at
Annual Council meeting)
R. E. J. Maltman
J. Waiting

Tenant Representatives:

Mrs. P. Charnley
Mrs. M. Burgess
Mr. N. Hird
Mrs. K. Hotchkiss
Mr. A. McIntosh
Mr. D McMillan
Mr. T. Slater
Mrs. J. McMurray

HOUSING MANAGEMENT FORUM

Meeting: 26th February, 2009
at 2.00 p.m.

PRESENT:- Councillors Waiting (Chairman), Dawes, Hammond and James.

Tenant Representatives:- Mrs A. Burgess, Mrs P. Charnley, Mr N. Hird, Mrs K. Hotchkiss, Mr A. McIntosh, Mr D. McMillan, Mrs J. McMurray and Mr T. Slater.

48 – 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 it involved the likely disclosure of exempt information as defined in Paragraph 3 (Minute Nos. 54-56) of Part One of Schedule 12A of the said Act.

49 – Minutes

The Minutes of the meeting held on 15th January, 2009 were taken as read and confirmed.

50 – Apologies for Absence

Apologies for absence were submitted from Councillors Flitcroft, J. Hamezeian, Irwin and Maltman.

51 – Housing Maintenance Investment Programme

The Housing Manager reported that at the meeting on 15th January, 2009 followed by approval at the Executive Committee on 28th January, 2009, expenditure profile for 2009/2010 was agreed.

The purpose of this report was to seek agreement of the properties and areas to benefit from such investment over the next year and indicated those properties provisionally identified for investment during the following year.

In agreeing the property investment lists over the two years it would be the Housing Manager's intention to bring forward properties from year 2 if resources in the HRA budget were identified throughout the year.

Attached at **Appendix A** to these minutes is a list of properties showing the respective works to be completed within each Housing Management area during 2009/10 along with details of provisional properties scheduled for investment during 2010/11. This list reflected the investment priorities obtained through the most recent stock condition data and had been developed on a "just in time" and worst first basis.

In view of the diversity of styles of properties within the stock a degree of “smoothing” had been incorporated to try and ensure the completeness of work on an area by area basis. During 2008 Members had agreed to progress planned investment (e.g. rewires, central heating, kitchens and bathrooms) through the new framework arrangement with Cumbria Housing partners. Ongoing delivery of other planned investments with regards to the 2005-2009 Housing Maintenance Contract would continue with Integral.

He requested that Members agree to the continued delivery of these investments as outlined above.

RECOMMENDED:-

- (i) Agree to the properties identified for investment as shown as **Appendix A** to the Minutes.
- (ii) Agree to the delivery of the 2009/10 investment programme for the works identified via existing framework agreements with Integral and Cumbria Housing Partners.

52 – Performance Information Report, 7th April, 2008 to 4th January, 2009

The Housing Manager submitted information relating to a selection of Local and National Performance Indicators and Best Value Performance Indicators. The information was as follows:-

PERFORMANCE INDICATORS							
Housemark/ BVPI / Local	Performance Indicator	Actual 2004/5	Actual 2005/6	Actual 2006/7	Actual 2007/8	Target 2008/9	April 08 to 4 Jan 09
	Rent Arrears and Collection						
BV66a	% Rent Collected	98.3%	98.1%	97.88%	96.78%	98%	94.61%
BV66b	% Tenants with > 7 weeks arrears	N/A	5.76%	5.89%	6.82%	5.5%	7.66%
BV66c	% Tenants served with NOSP for arrears	N/A	33.37%	35.48%	29%	25%	24.8%
BV66d	% Tenants evicted for rent arrears	N/A	0.99%	1.05%	0.66%	0.5%	0.9%
Housemark	Current tenants arrears as % of rent roll	2.86%	2.9%	2.99%	2.96%	2.5%	3.35%
	Void management						
BV212	Average relet time for dwellings (in days)	40.8	34	28	35.9	28	33
Housemark	% rent loss through vacant dwellings	1.7%	1.19%	0.98%	1.41%	1%	1.2%
Local	% rent loss due to voids – garages	1.97%	3.6%	2.63%	2.81%	2%	3.4%
	Homelessness						
Housemark	Average stay in B & B for families with children or pregnant women (in days)	N/A	3.5	2	10	3	4
Housemark	% of homeless applications where decision made and notified within 33 days	70%	99%	98.5%	95.3%	99%	90.2%

Local	Average length of stay in B&B (in days)	N/A	24.5	22	14.4	12	11.9
Local	Average length of stay in dispersed (in days)	45	50	45	48	28	51
Local	Average length of stay in dispersed for families with children (in days)	52	61	34	41	28	55
Local	Average number of homeless households in dispersed accommodation	7.5	5.9	5.8	7.3	5	10.4
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	10	11
	Housing Applications						
Local	% Housing applications answered within 6 days	96%	99%	95%	52%	95%	52%
	Repairs						
Housemark	% urgent repairs completed within Government time limits	88.1%	85.7%	89.59%	78%	92%	78%
Housemark	% emergency repairs completed on time	97.4%	98.4%	93.6%	84.36%	94%	87%
Housemark	% routine repairs completed on time	83.4%	92.9%	92.3%	77.26%	93%	77%
Housemark	% urgent repairs completed on time	81.6%	93.2%	78.7%	74.86%	90%	69%
NI 158 <i>(was BV184a)</i>	Proportion of homes which are non-decent	--	--	17.8%	2%	1.75%	N/A
Local	Average time taken to complete non-urgent repairs (in days)	9.7	7.6	10	13.7	8	13.3
	General Management						
NI 160 <i>(new for 08/09)</i>	Local authority's tenants' satisfaction with landlord's services	--	--	--	--	82%	87%

RENT ARREARS as at week ending 4th January 2009				
Area	Current £	% Gross Debit	Former Tenants £	% Gross Debit
Central	89,740.18	5.29	22,857.51	1.35
Dalton	21,607.96	3.22	3,487.88	0.52
Roosegate	79,335.55	3.64	18,235.84	0.84
Ormsgill	65,116.11	3.31	54,697.34	2.78
Walney	29,255.99	2.46	5,373.53	0.45
Miscellaneous	2,003.86	10.15	27.96	0.14
Dwellings total	287,059.65	3.72	104,680.06	1.35
Garages	6,385.32	3.94	1,509.36	0.93
Homeless	3,140.55	6.01	20,926.42	40.03
Total	296,585.52	3.73	127,115.84	0.93
Grand Total	£423,701.36 5.34%			

FORMER TENANT ARREARS

Former tenants arrears written off in period April - December 2008 = £149,284.53

VOIDS from 7th April 2008 to 4th January 2009

	Central	Dalton	Ormsgill	Roosegate	Walney	Total
1 Bedroom						
Ground-floor flat	13	1	22	17	6	59
Upper-floor flat	26	3	22	7	8	66
Bungalow	1	1	4	2	5	13
Sub total	40	5	48	26	19	138
2 Bedrooms						
Ground-floor flat	0	1	6	4	0	11
Upper-floor flat	9	1	14	5	1	30
Bungalow	0	0	0	0	0	0
House	8	0	5	13	2	28
Sub-total	17	2	25	22	3	69
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	5	3	10	10	6	34
Sub-total	6	3	10	10	6	35
4 Bedrooms						
House	0	0	0	2	0	2
5 Bedrooms						
House	0	0	0	0	0	0
Total	63	10	83	60	28	244

OFFERS OF ACCOMMODATION made and refused between 7th April 2008 to 4th January 2009

Area	Property Details	Area	Condition	Personal circumstances	No reply to offer	Other reasons	Withdrawn	Total
Central	4	3	2	1	0	0	0	10
Dalton	0	0	2	0	0	1	0	3
Ormsgill	1	5	0	1	1	1	0	9
Roosegate	7	6	1	1	0	2	0	17
Walney	2	1	0	3	0	0	0	6
Total	14	15	5	6	1	4	0	45

NEW TENANCIES
7th April 2008 to 4th January 2009

<i>Applicant Type</i>	<i>No.</i>
Housing Register	153
Transfers:	62
General Management	3
Management	17
Medical	20
Under/over Occupancy	22
Homeless (monitored from October 2004)	32
Mutual Exchanges	10

HOUSING PROPERTY AS AT 31st December 2008

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	320	30	212	242		6	146	956
	2	62	12	161	51		5	16	307
	3	3	1		1		2	1	8
HOUSES	2	80	19	66	143			76	384
	3	133	114	220	252			119	838
	4	9	4	7	51			4	75
	5				5				5
SUB-TOTAL		620	220	697	763		13	416	2,729
SHOPS	0					16			16
	2					4			4
	3					0			0
	4					1			1
HOSTEL FLATLETS	1						0		0
	2						0		0
GRAND TOTAL		620	220	697	763	21	13	416	2,750
GARAGES		207	42	68				167	484

SOLD PROPERTIES

7th April 2008 to 4th January 2009

AREA	PROPERTY TYPE	BEDROOMS	TOTAL
Abbotsmead	House	2	1
	House	3	1
Greengate South	House	2	1
Tummerhill	House	2	1
TOTAL			4

RESOLVED:- That the performance information report be noted.

53 – Planned Maintenance Programme

The Housing Manager reported information relating to the progress of the planned maintenance programme for 2008/09. The information is attached at **Appendix B** to these Minutes.

RESOLVED:- To note the information

54 – Request for Adaptations to a Council Property – Ewan Close, Barrow-in-Furness

The Housing Manager submitted a report to consider a request for adaptations to be carried out at a property on Ewan Close, Barrow-in-Furness costing approximately £31,000. Members' instructions were requested.

RECOMMENDED:- That the request for disabled adaptations to be carried out at a property on Ewan Close, Barrow-in-Furness be approved.

55 – Request for Adaptations to a Council Property – Hemplands Avenue, Barrow-in-Furness

The Housing Manager submitted a report to consider a request for adaptations to be carried out at a property on Hemplands Avenue, Barrow-in-Furness costing approximately £20,000. Members' instructions were requested.

RECOMMENDED:- That the request for disabled adaptations to be carried out at a property on Hemplands Avenue, Barrow-in-Furness be approved.

56 – Request for Adaptations to a Council Property – Lorne Road, Barrow-in-Furness

The Housing Manager submitted a report to consider a request for adaptations to be carried out at a property on Lorne Road, Barrow-in-Furness costing approximately £6,000. Members' instructions were requested.

RECOMMENDED:- That the request for disabled adaptations to be carried out at a property on Lorne Road, Barrow-in-Furness be approved.

The meeting closed at 2.23 p.m.

Planned Maintenance Programme 2009 - 2011			
The following works will be carried out during the course of 2009/10/11			
Type of work	2009/2010		2010/2011 (provisional)
Kitchen installations	Angle Meadow Lane (Flats) Ewan Close (Flats) Yew Tree Gardens (Flats) Yew Tree Terrace (Flats) Yew Tree Walk (Flats) Cumberland Court (Houses) Clive Street (Houses)	McClintock Street (Houses) Flas Meadows (House) Franklin Street (House) Hindpool Road (Houses) Stackwood Avenue (3) Millstone Ave (Flats) Park Road (Flats)	The Council is preparing to undertake a Stock Condition Survey in the near future. The results of the Survey will be used to inform future Kitchen, Bathroom, and Rewire Investment Programmes.
Bathroom installations	Urswick Green (Houses) Himalaya Avenue (Houses) Kendal Croft (Bungalows) Little Croft Gleaston Avenue (Houses) Westminster Ave (Houses) Calder Green (Bungalows) Court Guards (Houses) Netherfield Close (House) Orcades Green (House) Ribble Gardens (Houses)	Severn Road (Houses) Long Bank (Houses) Church Lane (House) Dale Bank (Houses) Frome Road (Houses) Duddon Drive (Houses) Sowerby Avenue (Houses) Chichester Place (Houses) Grosvenor Street (Houses) Sandscale Terr (Houses)	
Electrical rewires	Ewan Close (2009)		
Central Heating installations	Anson Street (Flats) 3 Blake Street (Flat) 1 Cavendish St (Flats) 3 Hartington St (Flat) 1 McCleane Close (Flats) 3 Michaelson Villa (Flat) 1 Bridge House (Flat) 1 Coronation Drive (House) 1 Dalton Fields Lane (House) 1 Duke St, Dalton (Houses) 5 Lord St, Dalton (Houses) 11 Newton Rd, Dalton (Houses) 3 Ruskin Ave (Flats/Houses) 4 Rydal Close (Houses) 2 Storey Square (House) 1 Thirlmere Close (Houses) 2 Ullswater Close (Houses) 4 Victoria Street (House) 1 Windermere Close (Houses) 5 Angle Meadow Lane (Flat) 1 Broad Close (Flats) 3	Chester Place (Flat) 1 Hazel Close (Flats) 2 High Cliff (Flat) 1 Low White Close (Flats) 2 Middle White Close (Flat) 1 Mill Bank (Flat) 1 Park Road (Flats) 2 Pennine Gardens (Flats) 2 Bardsea Road (House) 1 Cloisters Avenue (House) 1 Ewan Close (Flats) 73 Fife Street (House) 1 Gleaston Avenue (House) 1 Lorne Road (Houses) 4 Newton Brow (Flats/Houses) 6 Park Avenue (House) 1 Piel View Grove (Houses) 8 Irwell Road (Flats) 2 Roding Green (Flats) 7 Witham Walk (Flats) 2	Raglan Court (Flats) 3 Duke Street (House) 1 Chiltern Crescent (Flat) 1 Grosvenor Street (Houses) 2 Low White Close (Flats) 2 Meetings View (Houses) 2 Middlefield (House) 1 Ormsgill Lane (Houses) 2 Paxway Terrace (Houses) 3 Pennine Gardens (Flat) 1 Sandscale Terrace (House) 1 Sike Meadow (Houses) 4 Whinsfield Avenue (Houses) 7 Broadway (Houses) 26 Dale Bank (House) 1 Gateway (Houses) 13 Longway (Houses) 70 Roose Road (Houses) 8 Salthouse Road (Houses) 2 Stackwood Ave (Houses) 2 Westway (Houses) 19
Painting	Greengate/Risedale		Dalton

PLANNED MAINTENANCE PROGRAMME 2008/09

APPENDIX B

SCHEME	CONTRACTOR OR SUPPLIER	CONTRACTOR	AVAILABLE BUDGET	No of Dwellings ORIGINAL	No of Dwellings REFUSED	No of Dwellings COMPLETED	INVOICES RECEIVED AND PAID TO DATE (£'s)	COMMENTS
REWIRES	CUMBRIA HOUSING PARTNERS	KEITH WILSON	£250,000	71	3	65	£219,094.00	97% COMPLETE
ONE OFF REWIRES	CUMBRIA HOUSING PARTNERS	KEITH WILSON	£0	0	0	14	£33,427.00	100% COMPLETE
ELECTRICAL TESTING	HOUSING MAINTENANCE CONTRACT	INTEGRAL	£175,000	500	5	425	£7,468.00	95% COMPLETE
BATHROOMS I	CUMBRIA HOUSING PARTNERS	AB MITCHELL	£150,000	78	30	47	£92,090.00	100% COMPLETE
BATHROOMS II	HOUSING MAINTENANCE CONTRACT	INTEGRAL	£100,000	50	17	30	£88,000.00	90% COMPLETE
KITCHENS I	CUMBRIA HOUSING PARTNERS	AB MITCHELL	£275,000	135	27	100	£207,314.00	100% COMPLETE
KITCHENS II	HOUSING MAINTENANCE CONTRACT	INTEGRAL	£225,000	50	13	36	£115,580.00	100% COMPLETE
ONE OFF KITCHENS	HOUSING MAINTENANCE CONTRACT	INTEGRAL	£0	0	0	55	£1,591.00	100% COMPLETE
HEATING I	CUMBRIA HOUSING PARTNERS	AB MITCHELL	£375,000	120	0	106	£365,339.00	80% COMPLETE
HEATING II	HOUSING MAINTENANCE CONTRACT	INTEGRAL	£375,000	100	16	85	£324,628.00	97% COMPLETE
ONE OFF HEATING	HOUSING MAINTENANCE CONTRACT	INTEGRAL	£50,000	8	0	8	£23,919.00	100% COMPLETE
ONE OFF HEATING	CUMBRIA HOUSING PARTNERS	AB MITCHELL	£50,000	10	0	11	£13,059.00	75% COMPLETE
DIGITAL TV	NEGOTIATED	AERIALEK	£60,000	190	4	190	£37,070.00	100% COMPLETE
ROOFING	TENDERED	CUMBRIA ROOFING	£88,000	16	0	16	£57,098.00	100% COMPLETE
DISABLED ADAPTATIONS	TENDERED	AB MITCHELL	£250,000			109	£118,329.00	N/A
PAINTING (Central)	NEGOTIATED	B MONCUR	£130,000	500	0	499	138769*	100% COMPLETE
PAINTING (07/08 Committed)	NEGOTIATED	B MONCUR	£70,000				£34,420.00	100% COMPLETE

Prices shown are correct at 28th October 2008 and will be updated for your next meeting

HOUSING MANAGEMENT FORUM		Part One (D) Agenda Item 7
Date of Meeting:	25th June, 2009	
Reporting Officer:	Chief Executive	
<p>Title: Appointment of Representatives to Working Groups etc.</p> <p>Summary and Conclusions:</p> <p>The Council on 12th May, 2009 gave delegated authority to Committees to make appointments to Outside Bodies, Working Groups etc.</p> <p>Recommendation:</p> <p>You are requested to make recommendations regarding appointments to the following Working Groups:</p> <p>Tenant Compact Working Group:- three Members (1:1:0:0:1) and three Tenant Representatives;</p> <p>Homelessness Funding Working Group:- three Members (1:1:0:1:0) and three Tenant Representatives, and;</p> <p>Homelink Service Review Group:- three Members (2:0:0:0:1) and three Tenant Representatives.</p> <p>Note:- (Conservative: Labour: Independent: Socialist People's Party: Barrow Borough Independent).</p>		

Report

At the Annual Council meeting on 12th May, 2008 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 Party; the Homelessness Funding Working Party and the Homelink Review Group for 2009/10.

Background Papers

Nil

HOUSING MANAGEMENT FORUM	(D) Agenda Item 8
Date of Meeting: 25 th June, 2009	
Reporting Officer: Colin Garnett, Housing Manager	
<p>Title: Homelessness Funding 2009/10</p> <p>Summary and Conclusion:</p> <p>Communities and Local Government (CLG) has announced its intention to continue to provide funding to prevent homelessness and assist in implementing homelessness strategies.</p> <p>The purpose of this report is to agree a spend profile.</p> <p>This report also advises you that continued funding has been obtained to continue the Court Desk provision.</p> <p>This report also advises that additional funding has been obtained for improving homelessness prevention work to avoid people losing their homes.</p> <p>Recommendations:</p> <p>Members are asked to:</p> <ol style="list-style-type: none"> 1. Agree the following spend profile <ul style="list-style-type: none"> £5,000 Shelter: South Cumbria Offenders Scheme £12,100 Deposit Guarantee Scheme (DIGS) £2,500 Barrow Borough Council Sanctuary Scheme £10,000 Barrow Borough Council Refurbishment of Temporary Accommodation £19,400 CADAS Mediation Service £11,000 Destin (Performance Management System) ----- £60,000 ----- 2. Continue the Court Desk provision by use of £10,000 awarded by CLG. 3. Note the Prevention Repossession funding of £28,500 awarded by CLG. 4. Agree the proposal to implement a Homeless Prevention fund with £10,000 Housing Options funding awarded by CLG. 	

Report

The Homelessness Directorate previously awarded funding to this Authority to support the implementation of the homeless strategy and prevent homelessness. The Homelessness Directorate has since confirmed that £60,000 will be available to Barrow Borough Council in 2009/10.

Members previously agreed in March 2004 that a Homelessness Working Group should be established, made up of three Elected Members, three Tenant Representatives and the Customer Services Manager.

The role of the group is to:

- develop an application procedure for homelessness funding;
- devise grant conditions;
- consider applications and make recommendations to the Executive Committee; and
- monitor future funding against homelessness outcomes.

Due to operational issues arising, it has not proved possible for the Homelessness Working Group to consider the applications for homelessness funding for 2009/10 prior to this meeting, but would ask you to support the following proposals:

Funding Review 2008/09

In agreeing the allocation for 2008/09, it was also minuted that "The Homeless Working Group be asked to monitor and evaluate the above proposal to ensure they contribute to the Council meeting its homeless responsibilities .." (*Reference: HMF 26th June 2008 Homelessness Funding 2008/09*)

Meetings were held with the recipients of funding and members of the Homeless Working Party to discuss the schemes that were funded.

Officers also subsequently held discussions with individual groups. It was identified that the funding to three projects was not delivering the agreed outcomes as hoped.

It was, therefore, agreed in conjunction with the three groups, that funding be withdrawn.

I would recommend the grant monies now be used as follows:

- **£5,000 - Shelter South Cumbria Offenders Scheme**

Previously Members agreed to provide homelessness funding to develop a housing advice service for offenders leaving prison. This funding would extend the service until 31st March 2010.

- **£12,100 - Deposit Guarantee Scheme (DIGS)**

DIGS is a charity and limited company that helps homeless and inadequately housed people to gain access to the private rented sectors by offering a guarantee to landlords to cover loss to property or furnishings. DIGS is a county-wide service and this funding will go towards the admin costs of providing the service.

- **£2,500 - BBC Sanctuary Scheme**

This funding would be used to assist Domestic Abuse victims to remain in their own homes, safe from the perpetrator, prevent homelessness and subsequently the need for the Council to provide alternative emergency temporary accommodation to the victim and family.

The funding would cover the cost of lock changes, window locks and security lighting being installed and any other work (on a case by case basis) deemed necessary within reason to ensure the victim and family's safety.

- **£10,000 - BBC Refurbishment of Temporary Accommodation**

The Council currently use 12 dispersed units of emergency temporary homeless accommodation, consisting of one-bedroom and two-bedroom flats and two three-bedroom flats across the Borough.

Properties were originally furnished with items from the Homeless Hostel when it closed and were partially refurbished by funding awarded from the CLG grant in 2003/04.

Due to the nature of the use of the properties - regular short stay occupancy - it is good practice to review properties used as temporary accommodation, and re-designate properties as deemed necessary.

Our current stock of temporary accommodation is in need of major refurbishment. This funding will enable the temporary emergency accommodation to be brought up to a reasonable standard for potentially homeless/homeless persons to reside.

- **£19,400 - CADAS Mediation Service**

Members have previously considered providing a mediation service by CADAS but deferred a decision.

Meetings have been held with CADAS and we are confident they can provide a more certain and consistent service.

This funding would enable a new mediation service to be developed by CADAS in Barrow to provide mediation/family intervention for residents of the Borough to prevent homelessness and provide a means of resolving dispute.

- **£11,000 – Destin - Performance Management Solution**

Officers in the Homeless Section have increasingly found a large extent of their workload is spent carrying out administrative work in relation to case work, referencing case law, reviews and appeals.

This issue has been raised at Cumbria Homeless Forum and several districts within the county have resolved this problem by introducing a software package, Destin, which enables staff to work as efficiently as possible by assisting them with case work, up to date legislation and all tasks involved in providing an efficient homeless service.

The funding will cover the initial start-up costs for Destin to develop a package to meet the Council's specification, install the software and the first year's annual fee for changes to the system as and when legislation, case law and practices change. Regularly updating the system is vital as nothing remains still in this environment and without a means of ensuring material is up to date it would quickly lose its value.

Court Desk Funding (£10,000)

In 2009/10 the Council was awarded £10,000 by CLG to assist with the provision of a court desk in Barrow. A court desk is a facility within the court premise to ensure any household facing repossession of their home and attending court can be properly represented 'on the day'.

The funding was used to develop the court desk service in partnership with CAB to enhance the existing advice and assistance provided by the CAB solicitor attending court.

A working group is in place consisting of CAB and the Council representatives which has developed proposals to deliver the service and monitor its effectiveness.

I am pleased to report a further £10,000 has been awarded to the Borough by CLG to continue to assist court desk provision in 2009/10 and I would propose we continue with the current arrangements.

Prevention Repossession Funding (£28,500)

As you will be aware, it has been widely reported that measures be put in place to assist persons at risk of homelessness through repossession or eviction.

At the present time a figure of £28,500 has been suggested for the Borough.

I am currently working with colleagues across Cumbria to establish the working arrangements for delivering such a service and I would ask you to note this information at this time.

Housing Options Funding (£10,000)

The purpose behind this funding is to be used in a flexible manner. I am currently considering draft criteria to ensure proper use of the funding by Officers when endeavouring to prevent homelessness.

In all cases the Council will undertake a financial assessment to ensure he/she is not financially able to cover the payments. The amount will depend on the household circumstances and will be made at the discretion of the Customer Services Manager. If the amount exceeds £250 the case will be discussed between the Customer Services Manager and Housing Manager prior to a decision being made.

Conclusion

As you will see within the Report, additional funding over and above the previously awarded £60,000 is now available to the Council. I would ask Members to support the proposals contained within the Report which will seek to complement those services currently provided by the Council and assist in preventing homelessness within the Borough.

Recommendations:

Members are asked to:

1. Agree the following spend profile

£5,000	Shelter: South Cumbria Offenders Scheme
£12,100	Deposit Guarantee Scheme (DIGS)
£2,500	Barrow Borough Council Sanctuary Scheme
£10,000	Barrow Borough Council Refurbishment of Temporary Accommodation
£19,400	CADAS Mediation Service
£11,000	Destin (Performance Management System)

£60,000	

2. Continue the Court Desk provision by use of £10,000 awarded by CLG.
3. Note the Prevention Repossession funding of £28,500 awarded by CLG.
4. Agree to the proposal to implement a Homeless Prevention fund with £10,000 Housing Options funding awarded by CLG.

Legal Implications:

N/A

Financial Implications:

N/A

Health and Safety Implications:

N/A

Key Priorities or Corporate Aims:

Meets the housing needs of the Borough and makes decent housing more accessible.

Risk assessment:

N/A

Equal Opportunities:

N/A

Background Papers

N/A

HOUSING MANAGEMENT FORUM	(D) Agenda Item 9
Date of Meeting: 25th June 2009	
Reporting Officer: Colin Garnett, Housing Manager	
<p>Title: Housing Maintenance Investment Programme 2009/10</p> <p>Summary and Conclusion:</p> <p>The purpose of this Report is to consider an opportunity to bring forward Major Repairs Allowance funding of £300,000 for the year 2010/11 to spend in the current financial year 2009/10.</p> <p>Recommendations:</p> <p>Members are asked to:</p> <ol style="list-style-type: none"> 1. Endorse the Housing Manager's action in submitting a bid for MRA funding to be brought forward. 2. Agree the Council take up the opportunity to bring forward MRA funding from 2010/11 to 2009/10. 3. Agree the funding be used to accelerate investment being determined through Cumbria Housing Partners as follows: <ul style="list-style-type: none"> £100,000: Kitchen upgrades £100,000: Bathroom upgrades £100,000: Central Heating upgrades. 	

Report

The purpose of this Report is to consider an opportunity to bring forward Major Repairs Allowance (MRA) funding of £300,000 for the year 2010/11 to spend in the current financial year 2009/10.

At your meeting on 26th February 2009, the Housing Services Investment Plan was agreed.

In response to the current financial climate the Government has considered a number of options to support the construction industry.

This includes an opportunity for Local Authorities who own and manage stock to apply to bring forward future investment plans funded through MRA.

Having considered the opportunity, and having regard to the timeframe for submissions, I submitted a bid to bring forward a sum of £300,000.

The figure reflects what I would suggest is realistic to ensure delivery in the current financial year.

I would suggest it is appropriate to split the funding equally across the three priority investment areas currently being progressed, kitchen and bathroom upgrades and central heating replacement.

I would also recommend the additional investment be delivered through Cumbria Housing Partners as an extension to the contracts that are already in place for 2009/10.

In considering this opportunity, I would like to make it clear that it is not additional funding but the bringing forward of future MRA funding. However, it will enable up to 121 tenants to benefit from upgrades to their property earlier than would otherwise be the case.

Recommendations:

Members are asked to:

1. Endorse the Housing Manager's action in submitting a bid for MRA funding to be brought forward.
2. Agree the Council take up the opportunity to bring forward MRA funding from 2010/11 to 2009/10
3. Agree the funding be used to accelerate investment being determined through Cumbria Housing Partners as follows:
 - £100,000: Kitchen upgrades
 - £100,000: Bathroom upgrades
 - £100,000: Central Heating upgrades.

Legal Implications

N/A

Financial Implications

Funding for 2010/11 will be reduced by the same amount.

Health and Safety Implications

N/A

Key Priorities or Corporate Aims

Meets the housing needs of the Borough and makes decent housing more accessible.

Risk Assessment

N/A

Equal Opportunities

N/A

Background Papers

N/A

HOUSING MANAGEMENT FORUM	(D) Agenda Item 10
Date of Meeting: 25th June 2009	
Reporting Officer: Colin Garnett, Housing Manager	
<p>Title: Maintenance Contract</p> <p>Summary and Conclusion:</p> <p>The purpose of this Report is to consider and agree an extension to the Maintenance contract with Integral.</p> <p>The contract was awarded on 5th November, 2005 on the basis of an initial four year term, with an option to extend for a further two.</p> <p>Recommendation:</p> <p>Members are asked to agree an extension of the current contract arrangements from 5th November, 2009 for a further two years.</p>	

Report

The purpose of this Report is to consider and agree an extension to the Maintenance contract with Integral.

Background

Integral were appointed on 5th November 2005. The contract form was NEC3 Option C for an initial period of four years, with the option to extend for a further two.

The contract works include: responsive day to day repairs and out of hours emergency response; void property repairs; gas appliance servicing; and c.50% of planned improvements on kitchens, bathrooms and central heating upgrades.

Delivering the Contract

In awarding this Contract, there were a number of key service delivery issues to be progressed, the key one being to introduce an appointment system, but also to progress the concepts of multi-skilling, zoning of work delivery and agreeing Key Performance Indicators.

To deliver these improvements required the contractor and Housing Maintenance Services to go through a number of significant changes in operational practice.

An appointment system was introduced on a trial basis initially and then rolled out across all routine repairs in year two of the contract and is working well.

Other aspects of the improvements suggested above are not finalised but are still being progressed.

Since Year three of the contract we moved to the process of operating an open book accounting system and payment based on average activity rates and target costs as originally envisaged.

Financial Appraisal

This contract was let on a competitive basis with a 50% cost and 50% quality assessment.

It has not been possible to obtain benchmarking information from other providers for all aspects of the contract in order to compare costs.

In order to look at whether current arrangements offer value for money we have:

1. Responsive Repairs: compared current average costs of comparable works with our previous contractor, by taking the historic costs and uplifted them by contract indexation.
2. Planned Costs: compared with cost of delivery through Cumbria Housing Partners.

The result of this would suggest:

- Routine repairs are 15% less expensive than previous contractor
- Gas Services are 2% less expensive than previous contractor
- Voids are 7% more expensive than previous contractor
- Planned Maintenance is between 32% and 34% more expensive.

It is not surprising that delivery of planned works is higher than through Cumbria Housing Partners. Discussions are ongoing with Integral and new 'target costs' proposed by Integral will bring costs down to more align those of Cumbria Housing Partners.

What the Customers Say

Customer views are captured in number of ways for all work completed.

This includes information collected through the biannual 'Tenant Satisfaction Survey' (Status) and on a job by job basis.

Below is a summary of tenants' responses:

Tenant Satisfaction Survey 2008

1. Percentage of tenants saying they were satisfied/good

	Barrow	NHF Average	Peer Group Average
Repairs and Maintenance	*87%	78%	74%
Told when workers would call	88%	83%	79%
Time before work started	82%	80%	75%

Comment:

**6% improvement on previous surveys*

NHF average and Peer Group average shown for comparisons with other surveys completed by NATFed.

2. Responsive Repairs

		% change on 2007 figures
Fabric repairs completed with no defects to report	90%	+12%
Fabric repairs completed by one operative	78%	+6%
Appointments kept	96%	+19%
Tenants said operatives respectful of their homes	99%	+2%
Tenants said operatives worked in a clean and tidy way	98%	+2%
Tenants said operatives were polite and friendly	99%	-1%
Tenants said operatives worked in a safe manner	99%	-1%

3. Gas Servicing

		% change on 2007 figures
Gas repairs completed with no defects to report	86%	0%
Gas repairs completed by one operative	80%	+6%
Appointments kept	89%	+12%
Tenants said operatives respectful of their homes	94%	+3%
Tenants said operatives worked in a clean and tidy way	100%	0%
Tenants said operatives were polite and friendly	100%	0%
Tenants said operatives worked in a safe manner	100%	0%
Operatives showed their ID to tenants	94%	+14%

4. Investment Works

Work completed safely	99%
Work completed by appointment	98%
Work completed in a clean and tidy way	97%
Work completed by friendly operatives	96%
Work considered by tenant as good or excellent	89%

Summary of Cost and Performance

As can be seen from the above, in terms of 'tenants views' the service is good.

Efficiencies in terms of cost has also generally been good, and where this is not shown to be the case, we are in the process of agreeing revised target costs to reflect alternative delivery methods.

Options for the Future

In order to reach the point at which we are now, there is no doubt that considerable commitment has been required by Integral and the Maintenance Section in terms of changes to traditional working practices.

This would appear to have been achieved whilst improving performance and showing efficiency in delivery.

The provision of routine repair services is not the most lucrative or easiest form of maintenance contract to deliver. I would suggest in the current financial climate to consider changing the contractor would not be appropriate or achieve a long term benefit.

On the basis of performance and cost figures above, and in recognition of the working arrangements now established, I would recommend you agree the extension of the contract for a further two years.

Recommendations:

Members are asked to agree an extension of the current contract arrangements from 5th November 2009 for a further two years.

Legal Implications

N/A

Financial Implications

It should be noted that these figures are provisional as the Final Account for Year 3 is yet to be agreed.

Health and Safety Implications

N/A

Key Priorities or Corporate Aims

Meets the housing needs of the Borough and makes decent housing more accessible.

Risk Assessment

N/A

Equal Opportunities

N/A

Background Papers

N/A

HOUSING MANAGEMENT FORUM	(D) Agenda Item 11
Date of Meeting: 25 th June 2009	
Reporting Officer: Colin Garnett, Housing Manager	
<p>Title: Housing Service: Strategic Aims</p> <p>Summary and Conclusion:</p> <p>The purpose of this Report is to update you on the work being carried out in the Department with regard to "Preparing for Inspection: Improving our Services".</p> <p>It also seeks your approval to reaffirm the guiding principles on which the Service's work should be developed.</p> <p>Recommendation:</p> <p>Members are asked to:</p> <ol style="list-style-type: none"> 1. Note progress with Mike Schirwing 2. Agree the Housing Service's vision: "to provide well maintained homes and estates where people choose to live" 3. Note action regarding the Annual Service Plan. 	

Report

The purpose of this Report is to update you on the work being carried out in the Department with regard to "Preparing for Inspection: Improving our Services".

It also seeks your approval to reaffirm the guiding principles on which the Service's work should be developed.

As you are aware, Mike Schirwing has started work with colleagues. His role is to act as a 'critical friend' to the Service in preparing for a possible inspection in identifying service improvement.

The process will involve a review of key service areas by completing a self assessment exercise to identify strengths, weaknesses, and gaps in service, agreeing priorities for action and introducing a performance management system for reporting progress. The work completed will be part of the evidence required for an inspection as well as providing a structure for service improvement.

In the first four days he has held briefing sessions with colleagues, and members of the Tenants and Housing Management Forums.

Teams within the Service have also started work with him to complete their self assessments with a view to reviewing them with him in July.

In addition to the above, he has identified a number of key issues that I need to look at. In short, these include broad guidance on which the service can be directed, including defining our "vision, objectives and priorities".

He makes reference to greater clarity required on issues such as:

- Housing Strategy and Business Planning
- Value for Money
- Social Cohesion
- Equality and Diversity

In progressing our approach it is appropriate to also be led by the Council's overall vision for the Borough which is as follows:

"To become recognised, both by the local people and those outside the area, as a prosperous, pleasant, healthy and safe place to live and work".

To achieve this vision, we will concentrate on eight key priorities:

- Worklessness: providing more and better jobs for the local people
- Health: improving health and life expectancy for people living in the area
- Lifestyle and Environment: developing a more attractive place to live
- Housing: offering higher quality housing choices
- Community Safety: reducing levels of crime and people's fear of crime
- Children and Young People: ensuring our young people have the start in life that they deserve
- Learning: delivering better education for people at all levels
- Deprivation: giving extra help to those in the greatest need

(Reference: A Sustainable Community Strategy for Barrow and Furness)

The Housing Service will contribute to this vision by developing and delivering its services to:

"provide well maintained homes and estates where people choose to live"

The Housing Service will achieve this by:

- Providing excellent customer focused and accessible services.
Example: are viewed positively by tenants
- Involving and empowering residents.
Example: Are able to demonstrate customer views and opinions and comments
- Prudent Financial Management to ensure financial resources are used effectively and with regard to value for money.
Example: Manage resources with available budget
- Investing and maintaining homes and estates to the best standard possible with the resources available.
Example: Achieve right balance of response to planned maintenance.
- Investing in communities.
Example: an effective and preventative approach to tackling antisocial behaviour.

I have given some examples of 'aspirations' to be achieved. These will be developed through the self assessment process and in conjunction with the Tenant compact Working Party.

In agreeing the above I will look to progress re-drafting the Business Plan and relevant documents through agreed consultation processes.

It would be my usual practice to agree service development priorities at this meeting. In view of the above, however, it would be more appropriate to complete the self assessment process which will involve agreeing the plan through this Forum.

Legal Implications

N/A

Financial Implications

N/A

Health and Safety Implications

N/A

Key Priorities or Corporate Aims

Meets the housing needs of the Borough and makes decent housing more accessible.

Risk Assessment

N/A

Equal Opportunities

N/A

Background Papers

N/A

PERFORMANCE INDICATORS							
Housemark/ BVPI / Local	Performance Indicator	Actual 2004/5	Actual 2005/6	Actual 2006/7	Actual 2007/8	Actual 2008/9	Target 2009/10
	Rent Arrears and Collection						
BV66a	% Rent Collected	98.3%	98.1%	97.88%	96.78%	96.48%	98%
BV66b	% Tenants with > 7 weeks arrears	N/A	5.76%	5.89%	6.82%	6.33%	5.5%
BV66c	% Tenants served with NOSP for arrears	N/A	33.37%	35.48%	29%	30.6%	25%
BV66d	% Tenants evicted for rent arrears	N/A	0.99%	1.05%	0.66%	0.89%	0.5%
Housemark	Current tenants arrears as % of rent roll	2.86%	2.9%	2.99%	2.96%	2.60%	2.5%
	Void management						
BV212	Average relet time for dwellings (in days)	40.8	34	28	35.9	30	28
Housemark	% rent loss through vacant dwellings	1.7%	1.19%	0.98%	1.41%	1.61%	1%
Local	% rent loss due to voids – garages	1.97%	3.6%	2.63%	2.81%	3.25%	2%
	Homelessness						
Housemark	Average stay in B & B for families with children or pregnant women (in days)	N/A	3.5	2	10	3.7	3
Housemark	% of homeless applications where decision made and notified within 33 days	70%	99%	98.5%	95.3%	84.8%	99%
Local	Average length of stay in B&B (in days)	N/A	24.5	22	14.4	18	12
Local	Average length of stay in dispersed (in days)	45	50	45	48	56	28
Local	Average length of stay in dispersed for families with children (in days)	52	61	34	41	49	28
Local	Average number of homeless households in dispersed accommodation	7.5	5.9	5.8	7.3	9.6	5
BV213	% of households whose situation was resolved by housing advice	N/A	N/A	N/A	N/A	N/A	75%
NI 156 <i>(new for 08/09)</i>	Number of households living in temporary accommodation	--	--	--	13	8	10
	Housing Applications						
Local	% Housing applications answered within 6 days	96%	99%	95%	52%	62%	95%
	Repairs						
Housemark	% urgent repairs completed within Government time limits	88.1%	85.7%	89.59%	78%	79.91%	92%
Housemark	% emergency repairs completed on time	97.4%	98.4%	93.6%	84.36%	89.07%	94%
Housemark	% routine repairs completed on time	83.4%	92.9%	92.3%	77.26%	79.95%	93%
Housemark	% urgent repairs completed on time	81.6%	93.2%	78.7%	74.86%	74.45%	90%
NI 158 <i>(was BV184a)</i>	Proportion of homes which are non-decent	--	--	17.8%	2%	0.22%	1.75%
Local	Average time taken to complete non-urgent repairs (in days)	9.7	7.6	10	13.7	24.85	8
	General Management						
NI 160 <i>(new for 08/09)</i>	Local authority's tenants' satisfaction with landlord's services	--	--	--	--	87%	N/A

RENT ARREARS as at week ending 5th April 2009

Area	Current £	% Gross Debit	Former Tenants £	% Gross Debit
Central	69,617.55	3.73	25,930.93	
Dalton	16,442.04	2.26	3,410.17	
Roosegate	63,433.32	2.65	23,303.37	
Ormsgill	44,176.22	2.08	71,488.73	
Walney	21,978.45	1.70	4,643.40	
Miscellaneous	1,520.30	6.94	24.96	
Dwellings total	217,167.88	2.58	128,801.56	
Garages	2,783.88	1.56	1,716.05	
Homeless	2,733.49	3.53	21,691.91	
Total	222,685.25	2.56	152,209.52	
Grand Total	£374,972.77		4.32%	

FORMER TENANT ARREARS

Former tenants arrears written off in period April - March 2009 = £161,907.48

VOIDS from 7th April 2008 to 5th April 2009

	Central	Dalton	Ormsgill	Roosegate	Walney	Total
1 Bedroom						
Ground-floor flat	15	1	38	20	9	83
Upper-floor flat	29	2	30	10	10	81
Bungalow	2	2	4	3	3	14
Sub total	46	5	72	33	22	178
2 Bedrooms						
Ground-floor flat	0	1	5	5	1	13
Upper-floor flat	7	0	16	6	1	30
Bungalow	0	0	0	0	0	0
House	10	1	8	12	5	36
Sub-total	17	2	29	23	7	78
3 Bedrooms						
Ground-floor flat	1	0	0	0	0	1
Upper-floor flat	0	0	0	1	0	1
Bungalow	0	0	0	0	0	0
House	8	4	12	14	6	44
Sub-total	9	4	12	15	6	46
4 Bedrooms						
House	0	0	0	2	0	2
5 Bedrooms						
House	0	0	0	1	0	1
Total	72	11	113	74	35	305

OFFERS OF ACCOMMODATION
made and refused between 7th April 2008 to 5th April 2009

Area	Property Details	Area	Condition	Personal circumstances	No reply to offer	Other reasons	Withdrawn	Total
Central	5	6	2	3	0	0	0	16
Dalton	0	0	2	0	0	1	0	3
Ormsgill	3	6	0	1	1	1	0	12
Roosegate	7	7	2	0	0	2	0	18
Walney	4	4	2	5	0	0	0	15
Total	19	23	8	9	1	4	0	64

NEW TENANCIES
7th April 2008 to 5th April 2009

<i>Applicant Type</i>	<i>No.</i>
Housing Register	199
Transfers:	83
General Management	3
Management	27
Medical	25
Under/over Occupancy	28
Homeless (monitored from October 2004)	37
Mutual Exchanges	10
Total Relets	329

HOUSING PROPERTY AS AT 31st March 2009

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	320	30	212	242		6	146	956
	2	62	12	161	51		5	16	307
	3	3	1		1		2	1	8
HOUSES	2	80	19	66	143			76	384
	3	133	114	220	252			119	838
	4	9	4	7	51			4	75
	5				5				5
SUB-TOTAL		620	220	697	763		13	416	2,729
SHOPS	0					16			16
	2					4			4
	3					0			0
	4					1			1
HOSTEL FLATLETS	1						0		0
	2						0		0
GRAND TOTAL		620	220	697	763	21	13	416	2,750
GARAGES		207	42	68				167	484

SOLD PROPERTIES
7th April 2008 to 5th April 2009

AREA	PROPERTY TYPE	BEDROOMS	TOTAL
Abbotsmead	House	2	1
	House	3	1
Greengate South	House	2	1
Tummerhill	House	2	1
TOTAL			4

PLANNED MAINTENANCE PROGRAMME 2009/10

SCHEME	CONTRACTOR OR SUPPLIER	AVAILABLE BUDGET	NO OF PROPERTIES	INVOICES PAID TO DATE	START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	TARGET COST	DATE	COMMENTS
REWIRES	CUMBRIA HOUSING PARTNERS	£252,700	154	£79,629	Apr-09	Feb-10	AB MITCHELL	£125,788	15.6.2009	75% COMPLETE
BATHROOMS I	CUMBRIA HOUSING PARTNERS	£200,000	100	£23,346	May-09	Feb-10	AB MITCHELL	£196,214	15.6.2009	20% COMPLETE
BATHROOMS II	INTEGRAL	£100,000	50	£0	Sep-09	Feb-10	INTEGRAL	£100,000	15.6.2009	0% COMPLETE
KITCHENS I	CUMBRIA HOUSING PARTNERS	£400,000	153	£40,259	May-09	Feb-10	AB MITCHELL	£361,360	15.6.2009	10% COMPLETE
KITCHENS II	INTEGRAL	£225,000	50	£0	Sep-09	Feb-10	INTEGRAL	£225,000	15.6.2009	0% COMPLETE
HEATING 1	CUMBRIA HOUSING PARTNERS	£475,000	146	£79,806	May-09	Feb-10	AB MITCHELL	£253,776	15.6.2009	25% COMPLETE
HEATING II	INTEGRAL	£375,000	100	£0	Sep-09	Feb-10	INTEGRAL	£375,000	15.6.2009	0% COMPLETE
PAINTING	CUMBRIA HOUSING PARTNERS	£200,000	500	£0	Jun-09	Feb-10	GH JONES	£200,000	15.6.2009	2% COMPLETE

HOUSING MAINTENANCE COMMITMENTS 2009/10 @15.6.2009

	Funding Available 2007/08	Gross COMMITMENT	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£900,000.00	£155,927.00	£17,307.69	17%
Voids	£175,000.00	£39,384.00	£3,365.38	23%
Gas Servicing	£425,000.00	£67,149.00	£8,173.08	16%
Decoration Vouchers	£35,000.00	£2,387.00	£673.08	7%
Disrepair Claims	£25,000.00	£0.00	£480.77	0%
Environmental Impmts	£50,000.00	£19,262.00	£961.54	39%
Disabled Adaptations	£250,000.00	£73,589.00	£4,807.69	29%
Door Entry	£100,000.00	£65.66	£1,923.08	0%