

BOROUGH OF BARROW-IN-FURNESS

HOUSING MANAGEMENT FORUM

Meeting: Thursday 26th August 2010
at 2.00 p.m. (Committee Room 4)

Group Meetings at 1.15 pm

A G E N D A

PART ONE

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

2. Admission of Public and Press

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

3. Disclosure of Interests

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

1. *The existence of that interest to the meeting.*

2. *The nature of the interest.*

3. *Decide whether they have a prejudicial interest.*

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

4. Confirmation of minutes of meeting held on 17th June 2010

5. Apologies for Absence/Changes in Membership.

FOR DECISION

STRATEGIC PLANNING

(D) 6. 2010-2015 Asset Management Strategy

(D) 7. 2011 Housing Maintenance Contract

(D) 8. Tenant Services Authority – The Regulatory Framework for Social Housing in England from April 2010

OPERATIONAL

(D) 9. 34 Fenton Street, Barrow-in-Furness (2B House)

FOR INFORMATION

10. Performance Information Report – 5th April 2010 to 4th July 2010
11. Planned Maintenance Programme 2010/11

PART TWO

FOR DECISION

- (D) 12. Request for Adaptations to a Council Property
- (D) 13. Request for Adaptations to a Council Property

**NOT FOR PUBLICATION BY VIRTUE OF PARAGRAPH 3 OF PART
ONE OF SCHEDULE 12A OF THE LOCAL GOVERNMENT ACT, 1972
AND ACCESS TO INFORMATION (VARIATION) ORDER 2006**

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

HOUSING MANAGEMENT FORUM MEMBERS:

Councillors:

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

Tenant Representatives:

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

HOUSING MANAGEMENT FORUM

Meeting: 17th June, 2010
at 2.00 p.m.

PRESENT:- Councillors Biggins, Irwin, James, Pointer and J. Waiting.

Tenant Representatives:- Mrs M. Burgess, Mr N. Hird, Mrs K. Hotchkiss, Mr A. McIntosh, Mrs C. McFayden, Mr T. Slater and Ms L. Webb.

1 – Appointment of Chairman for 2010/11

The Chief Executive reported that it was normal practice for the Council to appoint a Chairman for the Housing Management Forum. The decision on who will appointed to that post will not be made until the next meeting of the Full Council on 20th July, 2010. However at the Executive Committee on 20th May, 2003 (Minute No. 216 refers) it had been agreed “that a Member Chairman for the purpose of Housing Management Forum be appointed by Council for the purpose of recognising responsibility for retaining the Forum with freedom to appoint an alternative Chairman for meeting management if it so wished”.

Nominations were requested for the appointment of Chairman for meeting management.

The nomination of Mrs P. Charnley was received, duly seconded and voted upon and it was,

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

MRS P. CHARNLEY IN THE CHAIR

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

RESOLVED:- That by reason of the special circumstances outlined below the Chairman is of the opinion that the following item of business not specified on the agenda should be considered at the meeting as a matter of urgency in accordance with Section 100(B)(4)(b) of the Local Government Act 1972.

<u>Item</u>	<u>Reason</u>
Appointment of Representatives to Working for Groups etc. (Minute No. 5)	Members of the Working Groups in question needed to meet before the next meeting of the Housing Management Forum.

3 – Minutes

The Minutes of the meeting held on 25th February, 2010 were taken as read and confirmed with the following amendments:-

“Miss A. Hotchkiss” should read “Mrs K. Hotchkiss” and “Mr J. Slater” should read “Mr T. Slater” in the attendances.

4 – Apologies for Absence/Changes in Membership

Apologies for absence were received from Councillor Hammond and Joan McMurray.

Mrs C. McFadyen had permanently replaced Mr D. McMillan on the Forum and Ms L. Webb had attended as a substitute for Mrs J. McMurray for this meeting only.

5 – Appointment of Representatives to Working Groups etc

The Chief Executive reported that at the Annual Council on 18th May, 2010, the allocation of seats in respect of Forums, Panels, Working Groups etc. had been agreed. The Housing Management Forum were requested to nominate Members and Tenant Representatives to the Tenant Compact Working Group and the Homelessness Funding Working Group for 2010/11. Three Member representatives by proportionality indicated in the report and three Tenant representatives were required for the Tenant Compact Working Group and two Member representatives by proportionality indicated in the report and two Tenant representatives were required for the Homelessness Funding Working Group.

RECOMMENDED:- (i) That Memberships for 2010/11 be as follows:-

Tenant Compact Working Group

Council Representatives (1:1:0:1) Councillors Waiting, James and McEwan.

Tenant Representatives – Mrs K. Hotchkiss, Mr A. McIntosh and Mrs P. Charnley.

Homelessness Funding Working Group

Council Representatives (1:1:0:0) Councillors Pointer and James.

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

6 – Consultation: Council Housing – A Real Future Prospectus

The Housing Manager reported that the current system for financing Council housing dated back to the 1930s. It involved the re-distribution of surpluses on individual HRAs to those local authorities incurring deficit. It was underpinned by notional allowances for rents and finance, management and maintenance costs which took no account of actual borrowing, income and expenditure.

On 21st July, 2009 (Housing Management Forum 27th August 2009, Agenda Item 11 refers), a Consultation Paper: 'Reform of Council Housing Finance' was published. The paper followed on from a pilot in six authorities of a 'self-financing model' for the Housing Revenue Account.

The proposal was widely accepted and this further consultation paper provided proposals for a 'settlement' on how it could be implemented.

The purpose of the report was to present Members with a copy of the recently issued Consultation Paper on the reform of financing Council housing. Comments had been requested by 5th July 2010.

The paper provided details on a 'self-financing' model for Council housing to achieve operational and financial independence in return for:-

- a settlement on the long-term loan debt that they would be required to service;
- potentially, a one-off settlement on grant funding for 'backlog repairs'; and
- no further recourse to Government funds for stock investment.

The Consultation Paper was attached as an appendix to the Housing Manager's report.

The Housing Manager gave details in his report on the questions on which local authorities are being consulted on and he also summarised the sections in which the consultation paper was broken into as follows:-

Section 2: The Self-Financing Settlement

Section 3: The financial, accounting and regulatory framework of a new system

Section 4: Implementing the Reform

When drafting the report the Housing Manager had not sought to summarise its content in full but rather provide a commentary on the highlighted key features of the proposal and likely implications.

At present the proposals were referred to as a voluntary offer in the form of a prospectus. The proposed start date was 1st April, 2011.

The key proposals in summary were:-

- Dismantle the HRA subsidy system;
- One-off allocation of housing debt;
- Rents to be retained locally;
- Right to Buy receipts to be retained locally; and
- Strengthened ring fence guidance,

The aim of the self-financial model was to provide a framework within which all local authorities which could sustain their stock in a good condition in the future. The current subsidy arrangements created an annual uncertainty which it was suggested

a self-financing system would remove and aid longer-term planning. It suggested it would help local authorities to:-

- set and work towards medium and long-term local priorities within a clear financial framework;
- manage their homes better and improve quality of services;
- respond to local housing priorities; and
- involve local communities in deciding what money was raised in rents and how it was used.

In the time available since the consultation being issued there had been insufficient time to fully appraise the implications for this Council.

From the information available, it would see an increase in debt but also increase in income. However, details in the paper still needed confirmation before a detailed appraisal could be made of the implications and the affect on a longer-term (30-year) Business Plan.

It had been suggested that even if it did not stack up in the short term, the continuation of the existing subsidy system would mean being worse off. For example, this Council was in a 'negative' subsidy position. This meant that the Council annually paid into the system nationally rather than receive subsidy. The process was somewhat unpredictable which made long-term planning difficult.

The financial implications would be assessed more fully when the outcome of the consultation was complete.

In discussion with the Borough Treasurer the opinion was that the introduction of a self-financing model for the Housing Service should be welcomed. However, there were still details within the proposals that required clarification. Also, whilst benefiting the Housing Service there were wider implications for the Council that required consideration.

Whilst the proposals had been developed by the previous Government, it was understood the current Housing Minister had acknowledged the unsatisfactory nature of the current system and the need to consider these proposals further.

RECOMMENDED:- That Members agree:-

- (i) That the Council continue to support the principles of the self-financing proposal; and
- (ii) That the Housing Manager and the Borough Treasurer, draft a suitable reply to the Consultation Paper by 5th July 2010 to be agreed with the Chairman of the Executive Committee.

7 – Housing Services Delivery Plan 2010/11

The Housing Manager submitted a report which asked Members to consider and agree the Key Tasks for the Housing Service in 2010/11. These were attached to the Housing Manager's report for Members' information.

The Key Tasks would form the focus of the service's work during the year and achieve the Housing Service's vision to "Provide well-maintained houses and estates where people choose to live".

Drafting the plan sought to reflect discussion with Officers, tenant representatives, reference to Council priorities and operational requirements.

In addition to the specific areas of work identified in the plan, through the Council's working process it would also focus on:-

1. collating information regarding tenants in line with the seven strands of Equality and Diversity requirements; and
2. complete Equality and Impact Assessments as previously agreed.

Members discussed the report and raised issues with regards to the Homelink Service.

RECOMMENDED:- That Members note and agree the content of the report.

8 – Choice Based Lettings: Cumbria Choice

The Housing Manager proved Members with an update on progress with the Cumbria-wide Choice Based Lettings (CBL) Project.

The Housing Manager had presented a report to the Forum in February 2010 to advise that the Council had been awarded a grant of £37,818 towards the cost of participating in the Cumbria Choice Based Lettings Project. Accent Housing the other major social housing provider in the Borough, were also involved with the Project.

Since the last report, the draft Housing Allocation Policy had been out to a three-month public consultation which closed on 30th April, 2010. During this period letters were sent to all Members of the Forum along with members of Tenants' Forum and Stakeholders advising on how to access the online consultation. The Housing Service website had a section entitled 'Cumbria Choice' which had up to date information on the Project which included:-

- a summary scheme guide;
- frequently asked questions and answers; and
- a copy of the draft allocation policy.

The Project Board organised stakeholder events in Barrow and Kendal during the consultation period which were well attended and feedback received. The last Tenant's Panel was held on 21st April, 2010. The Borough Council Housing Service had a representative on the Panel. All responses to the consultation had been fed into the final draft 'Allocations Policy'. A copy of the final draft was attached as an appendix to his report.

The Project Board commissioned Andy Gale, Specialist Advisor for the Communities and Local Government (CLG), to review the policy on a practitioner basis. Andy Gale had provided a report with recommendations to the Project Board and it was anticipated minor changes may be made to the attached policy which would be reported to HMF at the next meeting.

Abritas were the appointed ICT provider for the project; all partners were to sign the ICT contract before the end of May to enable the implementation of the ICT to begin.

One of the challenges with such a project was balancing the requirements of each partner whilst being able to reach consensus on the way forward. In order to aid this process a 'Partnering Agreement' had now been finalised and the document had been viewed by the Council's Director of Corporate Services on behalf of the Borough Council. The Director of Corporate Services would sign the Partnering Agreement by the end of June on behalf of the Borough Council.

Cumbria Choice would be introduced across Cumbria on the expected launch date of January 2011.

RECOMMENDED:- That Members agree:-

- (i) the content of the report; and
- (ii) The final draft of the Allocation Policy which would form the operating basis for Cumbria Choice which will enable the Cumbria Choice Based Lettings Scheme to progress with the Borough Council as a key partner.

9 – Housing Maintenance Contract

The Housing Manager reported that at the Housing Management Forum meeting on 25th June, 2009 Members had agreed to extend the existing Housing Maintenance Contract arrangements with Integral for a further 2 years. This agreement was due to end at midnight on 4th November 2011.

The re-tendering process was expected to take around 12 months and would follow EU procurement directives. As the contract value would exceed the EU threshold of £3.9m notification would be required via the Official Journal of the European Union (OJEU).

He provided a timetable of the overview of the re-tendering process.

In preparation of re-tendering the contract, Members agreed at their meeting held on 26th November, 2009 to appoint consultants to review the current contract structure and operating arrangements. The aim of this review was to consider the range of procurement options available to ensure the Council engage a contractor that was best placed to deliver a cost effective customer focused service. This work was presently ongoing and on completion would be presented to the members of the Tenant Compact Working Group for consideration before reporting progress and possible options to Members of this Forum.

The new contract was expected to be re-tendered on the basis of a four-year appointment and would include sufficient flexibility to allow the appointment of one or more than one contractor to deliver some or all of the following services;

- Day to day responsive repairs;
- Gas servicing and maintenance;
- Void maintenance; and
- Out of hours emergency response.

RECOMMENDED:- That the Housing Manager prepares the necessary Official Journal of the European Union (OJEU) notice that has sufficient flexibility to appoint one or more than one contractor to deliver the required maintenance services over a four year period.

10 – 2010 Stock Condition Survey

The Housing Manager reported that at the Housing Management Forum meeting on 26th November 2009 Members had agreed to appoint a team of independent chartered surveyors to carry out a detailed survey of the Councils social housing stock in line with the Governments good practice guide entitled “Collecting, Managing and Using Stock Information”.

The 2010 survey was carried out by Michael Dyson Associates Ltd during November and December 2009 and involved inspecting a total of 332 properties and 285 communal blocks.

The stock was found to be in reasonably good condition and appeared to have benefited from a proactive maintenance regime, especially in relation to kitchens where over 50% of the stock was deemed not to require a new kitchen for at least 15 years.

The level of catch up repairs was relatively low at less than £100 per property. The level of future major repairs (planned maintenance) was probably at the higher end of ‘average’ but was not what Michael Dyson’s would assess to be significantly high for a stock of this size.

The survey identified £73,090,298 of repairs and planned maintenance liability; (excluding fees, preliminaries and VAT) which suggested an average spend prediction of £26,831 per property over the 30 year period, an annual average of £894.

Michael Dyson’s report concluded that whilst the stock was in reasonable condition it would require continued sustained investment due to the age of some of the building components.

The Cost Generation Model issued by the DCLG described a number of repair categories used for the pricing of housing stock maintenance over the 30 year business planning period. This model formed the basis of the anticipated 30 year expenditure profile which was attached as an appendix to the Housing Manager’s report.

He reported that the 2006 stock condition survey identified around 550 homes that failed the Governments standards regarding decency. Whilst these properties all now met the standard, Michael Dyson's estimated that a further 75 properties had fallen into disrepair since the 2006 survey. This figure was expected to rise to 84 properties after 2010. The cost to make these properties decent was £25,400.

Using the Housing Health and Safety Rating System Michael Dyson's identified 68 properties that presently failed the standard due to risks associated with slips, trips and falls. Michael Dyson's classified these risks as category "C" (Category "A" risks were the highest) and as such these properties would be re-inspected over the next three months by the Housing Maintenance Team to eliminate or reduce the hazards identified.

Michael Dyson's report provided analysis of the "remaining life expectancy" for major components such as kitchens, bathrooms and central heating improvements. A new proposed Five-year Investment Plan for 2010-2015 summarising properties which would have major components replaced was attached as an appendix to the Housing Manager's report. This would seek to smooth out the expenditure 'peaks and troughs' shown in the cost summary table also as an appendix to his report.

In presenting the proposals for the investment programme, further discussion with the Tenant Participation Compact Working Group would continue to relate the investment needs of the stock in the preparation of a new Business Plan for the service.

RECOMMENDED:- Members agree to:-

- (i) note the content and findings of the report; and
- (ii) implement the five year investment plan on a worst first basis.

11 – Homelessness Funding 2010/11

The Housing Manager reported that the Homelessness Directorate previously awarded funding to this Authority to support the implementation of the homeless strategy and prevent homelessness. The Homelessness Directorate had since confirmed that £60,000 would be available to Barrow Borough Council in 2010/11.

Members had 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 was 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 had not proved possible for the Homelessness Working Group to consider the applications for homelessness funding for 2010/11 prior to this meeting, but would ask Members to support the following proposals and would recommend the grant monies be used as follows:-

- £5,000 – Shelter South Cumbria Offenders Scheme;
- £12,100 – Deposit Guarantee Scheme (DIGS);
- £1,000 – Barrow Borough Council Sanctuary Scheme;
- £10,000 – BBC Refurbishment of Temporary Accommodation;
- £8,825 – CADAS Mediation Service;
- £3,250 – Destin - Performance Management Solution;
- £10,000 – Homeless Prevention Funding; and
- £5,000 – Rough Sleepers Count

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 was a facility within the court premise to ensure any household facing repossession of their home and attending court could 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 was in place consisting of CAB and the Council representatives which had developed proposals to deliver the service and monitor its effectiveness.

The Housing Manager reported that a further £10,000 had been awarded to the Borough by CLG to continue to assist court desk provision in 2010/11 and he proposed that the Council continue with the current arrangements.

During 2009/10 CLG had awarded a further £10,000 to enhance the provision of the court desk facility. The funding had been used to facilitate a debt advice surgery in partnership with CAB, to be held one half-day a week at Cavendish House. The surgery was covered by an experienced CAB debt advisor and was accessed by both tenants and customers experiencing financial difficulties and at risk of losing their home. The surgery had proved very successful. CLG had awarded a further £10,000 for 2010/11 and the Housing Manager proposed that the Council continue with the current arrangements in partnership with CAB.

CLG had awarded the Borough Council £28,500 funding to assist persons at risk of homelessness through repossession or eviction.

A draft criteria was being drawn up to ensure proper use of the funding to assist persons at risk of losing their homes through repossession or eviction.

Additional funding over and above the funding previously awarded was now available to the Council. The Housing Manager asked Members to support the proposals

contained within the report which would seek to compliment those services currently provided by the Council and assist in preventing homelessness within the Borough.

The spend profile left £4,825 unspent within the budget.

RECOMMENDED:- That Members:-

(i) Agree the following spend profile:-

£5,000	Shelter: South Cumbria Offenders Scheme
£12,100	Deposit Guarantee Scheme (DIGS)
£1,000	Barrow Borough Council Sanctuary Scheme
£10,000	Barrow Borough Council Refurbishment of Temporary Accommodation
£8,825	CADAS Mediation Service
£3,250	Destin (Performance Management System)
£10,000	Homeless Prevention Funding
£5,000	Rough Sleepers Count

£55,175	

(ii) To agree to continue the Court Desk provision by use of £10,000 awarded by Communities and Local Government (CLG);

(iii) Agree to continue the CAB surgery provision by use of £10,000 awarded by CLG; and

(iv) Note the Prevention of Repossession Funding of £28,500 awarded by CLG.

12 – Former Housing Office, 182 Roose Road, Barrow-in-Furness

The Housing Manager reported that he had received a request from the occupier of 182 Roose Road to purchase the property.

It was a detached property situated at the junction of Roose Road and Westway, adjacent to the Council's Roosegate estate. The property had recently been inspected by a member of the Council's Housing Maintenance team. It was found to be in a generally satisfactory state of maintenance, with only relatively minor repairs required.

It had been used by the Housing Service as an Estate Office until 2005. Since then it had been leased to other organisations. More recently it had been leased to A B Mitchell Developments Ltd. The lease was for three years commencing on 1st April 2009. A B Mitchell carried out a number of contracts for the Housing Service including disabled adaptations, kitchen, bathroom, and central heating upgrades.

They had recently contacted the Housing Manager and enquired about the possibility of purchasing the property.

Whilst the property was in reasonable condition and generated income from its lease charge, it did not form an integral part of the adjoining estate in the same way commercial properties (shops) did elsewhere on Council estates. He did not envisage it being a property the Council would want to directly make use of in the future. He therefore suggested consideration be given to selling the property to the current occupier.

RECOMMENDED:- That Members agree that the property be sold to the current occupier and a mutually agreed independent valuer be appointed to determine a market price for the property.

134 – 34 Fenton Street, Barrow-in-Furness – Two Bedroomed House

The Housing Manager submitted a report asking Members to reconsider the future of this miscellaneous property. The matter was initially considered on 27th August, 2009 when it was decided to carry out remedial works. However, it had become apparent further works were required at an estimated cost of £14,000 to £15,000 and Members were, therefore, requested to reconsider the matter.

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

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

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

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

The Housing Manager therefore suggested having regard to the financial demands on the Housing Service's Investment Plan, the property be sold on the open market.

Members of the Forum discussed the recommendations of the Housing Manager and were unsure as to whether selling the property was the appropriate thing to do in this case and it was therefore:-

RECOMMENDED:- That consideration of this item be deferred to the next meeting to enable Members to attend a site visit.

14 – Housing Maintenance Programme – Reduction of Resources

The Housing Manager reported that the purpose of his report was to update Members with regards the Major Repairs Allowance (MRA) funding of £300,000 which was brought forward to the year 2009/10. It was now clear that the current year's MRA would be reduced by the equivalent amount. He provided this for your information on how the Housing Service would continue to deliver the agreed Investment Programme for 2010/11.

At the time of drafting his report, the accounts for 2009/10 had not yet been finalised. Whether action was therefore required to adjust the current year's agreed plan to take account of this adjustment to the MRA was not clear. It was the Housing Manager's intention therefore to continue with the programme as agreed and would seek to fund the agreed plan from MRA balances. Should this not be practical, he would update Members at the next meeting of the Housing Management Forum in August.

RESOLVED:- That Members note the information.

15 – Performance Information Report –6th April, 2009 to 4th April, 2010

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:-

HOUSING SERVICE: PERFORMANCE INDICATORS							
Housemark/ BVPI / Local	Performance Indicator	Actual 2006/7	Actual 2007/8	Actual 2008/9	Target 2009/10	Actual 2009/10	Target 2010/11
	Rent Arrears and Collection						
BV66a	% Rent Collected	97.88%	96.78%	96.48%	98%	97.65%	98%
BV66b	% Tenants with > 7 weeks arrears	5.89%	6.82%	6.33%	5.5%	5.05%	5%
BV66c	% Tenants served with Notice of Seeking Possession for arrears	35.48%	29%	30.6%	25%	27.1%	25%
BV66d	% Tenants evicted for rent arrears	1.05%	0.66%	0.89%	0.5%	0.67%	0.5%
Housemark	Current tenants arrears as % of rent roll	2.99%	2.96%	2.60%	2.5%	1.96%	2%
	Void management						
BV212	Average relet time for dwellings (in days)	28	35.9	30	28	31	28
Housemark	% rent loss through vacant dwellings	0.98%	1.41%	1.16%	1%	1.05%	1%
Local	% rent loss due to voids – garages	2.63%	2.81%	3.25%	2%	2.91%	2%
	Homelessness						
Housemark	Average stay in B & B for families with children or pregnant women (in days)	2	10	3.7	3	2.14	3
Housemark	% of homeless applications where decision made and notified within 33 days	98.5%	95.3%	84.8%	99%	89.5%	99%
Local	Average length of stay in B&B (in days)	22	14.4	18	12	21.6	15
Local	Average length of stay in dispersed (in days)	45	48	56	28	47	30
Local	Average length of stay in dispersed for families with children (in days)	34	41	49	28	42	30
Local	Average number of homeless households in dispersed accommodation	5.8	7.3	9.6	5	6.4	5

BV213	% of households whose situation was resolved by housing advice	N/A	N/A	N/A	75%	N/A	75%
NI 156 <i>(new for 08/09)</i>	Number of households living in temporary accommodation	--	13	8	10	11	10
	Housing Applications						
Local	% Housing applications answered within 6 days	95%	52%	62%	95%	84%	95%
	Repairs						
Housemark	% urgent repairs completed within Government time limits	89.59%	78%	79.91%	92%	97.23%	100%
Housemark	% emergency repairs completed on time	93.6%	84.36%	89.07%	94%	93.48%	98%
Housemark	% routine repairs completed on time	92.3%	77.26%	79.95%	93%	87.82%	97%
Housemark	% urgent repairs completed on time	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)	10	13.7	24.85	8	12.6	8
	General Management						
NI 160 <i>(new for 08/09)</i>	Local authority's tenants' satisfaction with landlord's services	--	--	87%	N/A	N/A	N/A

RENT ARREARS as at week ending 4th April 2010

Area	Current £	% Gross Debit	Former Tenants £	% Gross Debit
Central	41,311.10	2.32	26,504.59	1.42
Dalton	10,919.84	1.53	3,508.16	0.47
Roosegate	56,629.29	2.42	26,532.69	1.15
Ormsgill	37,398.79	1.83	46,641.95	2.21
Walney	15,063.11	1.18	4,540.74	0.35
Miscellaneous	1,204.83	5.84	0.00	0.00
Dwellings total	162,529.96	1.99	108,728.13	1.29
Garages	3,367.21	2.10	726.59	0.39
Homeless	2,925.28	4.55	14,335.44	22.29
Total	168,819.45	2.01	123,790.16	1.43
Grand Total		£292,609.61	3.36%	

FORMER TENANT ARREARS

Former tenants arrears written off in period April 2009 – March 2010 = £127,083.54

VOIDS						
from 6th April 2009 to 4th April 2010						
	Central	Dalton	Ormsgill	Roosegate	Walney	Total
1 Bedroom						
Ground-floor flat	15	1	23	16	10	65
Upper-floor flat	40	2	18	23	6	89
Bungalow	3	2	2	0	4	11
Sub total	58	5	43	39	20	165
2 Bedrooms						
Ground-floor flat	3	0	18	1	0	22
Upper-floor flat	4	1	13	3	2	23
Bungalow	0	0	0	0	0	0
House	14	0	6	9	2	31
Sub-total	21	1	37	13	4	76
3 Bedrooms						
Ground-floor flat	0	0	0	0	0	0
Upper-floor flat	0	0	0	0	0	0
Bungalow	0	0	0	0	0	0
House	3	2	13	11	8	37
Sub-total	3	2	13	11	8	37
4 Bedrooms						
House	1	0	0	2	0	3
5 Bedrooms						
House	0	0	0	0	0	0
Total	83	8	93	65	32	281

OFFERS OF ACCOMMODATION								
made and refused between 6th April 2009 to 4th April 2010								
Area	Property Details	Area	Condition	Personal circumstances	No reply to offer	Other reasons	Withdrawn	Total
Central	7	8	4	3	0	1	0	23
Dalton	1	0	0	1	0	0	0	2
Ormsgill	2	9	2	2	1	3	0	19
Roosegate	1	6	2	1	0	0	0	10
Walney	3	5	0	1	0	2	0	11
Total	14	28	8	8	1	6	0	65

NEW TENANCIES
6th April 2009 to 4th April 2010

Applicant Type	No.
Housing Register	184
Transfers:	77
General Management	4
Management	17
Medical	24
Under/over Occupancy	32
Homeless (monitored from October 2004)	30
Mutual Exchanges	27
Total Relets	318

HOUSING PROPERTY AS AT 31st March 2010

TYPE OF PROPERTY	NO. OF BEDS.	CENTRAL	DALTON	ORMSGILL	ROOSE	SHOPS	DISPERSED	WALNEY	TOTAL
BUNGALOWS	1	13	35	27	14			54	143
	2		5						5
	3			4	4				8
FLATS	1	314	30	212	243		5	145	949
	2	63	12	161	51		3	16	306
	3	3	1		1		2	1	8
HOUSES	2	80	19	66	143			76	384
	3	132	113	220	250			119	834
	4	9	4	7	51			4	75
	5				5				5
SUB-TOTAL		614	219	697	762		10	415	2717
SHOPS	0					16			16
	2					4			4
	3					0			0
	4					1			1
HOSTEL FLATLETS	1						0		0
	2						0		0
GRAND TOTAL		614	219	697	762	21	10	415	2738
GARAGES		207	42	68				167	484

SOLD PROPERTIES

6th April 2009 to 4th April 2010

AREA	PROPERTY TYPE	BEDROOMS	TOTAL
Abbotsmead	HSE	3	1
Dalton	HSE	3	1
Greengate North	HSE	3	1
North Walney	GFL	1	1
Ormsgill	GFL	2	1
Risedale	HSE	3	1
TOTAL			6

RESOLVED:- (i) That the performance information report be noted;

- (ii) That the Homeless Working Group be tasked on how homelessness figures can be presented to the Housing Management Forum at future meetings; and
- (iii) That the Tenant Compact Working Group be asked to look at how clearer splits between wards (i.e. maps) could be presented to this Forum.

16 – Planned Maintenance Programme 2009/10

The Housing Manager reported information relating to the progress of the Planned Maintenance Programme for 2009/10 as at 21st May, 2010. The information is attached at **Appendix A** to these minutes.

RESOLVED:- To note the information.

The meeting closed at 3.37 p.m.

PLANNED MAINTENANCE PROGRAMME 2009/10 @ 21ST MAY 2010

SCHEME	CONTRACTOR OR SUPPLIER	AVAILABLE BUDGET	NO OF PROPERTIES	INVOICES PAID TO DATE	START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	TARGET COST	OUT TURN ESTIMATE	COMMENTS
REWIRES	CUMBRIA HOUSING PARTNERS	£252,700	Phase I Ewan Close (82 properties) Phase II Broad Close (72 properties)	£210,000	Apr-09	Feb-10	AB MITCHELL (via K Wilson)	Phase I - £125,788 Phase II - £113,502	£210,000	Phase I - 100% COMPLETE Phase II - 100% COMPLETE
BATHROOMS I	CUMBRIA HOUSING PARTNERS	£200,000	Walney/Abbotsmead (95 properties)	£166,468	May-09	Feb-10	AB MITCHELL	£196,690	£166,468	100% COMPLETE
BATHROOMS II	INTEGRAL	£100,000	Sowerby Avenue (29 properties)	£28,374 + £14,000 Prelims	Sep-09	Feb-10	INTEGRAL	£75,000	£28,374 + £14,000 Prelims	100% COMPLETE
BATHROOMS III (MRA Funding)	CUMBRIA HOUSING PARTNERS	£100,000	The Griffin (38 Properties)	£88,783	Oct-09	Feb-10	AB MITCHELL	£72,560	£88,783	100% COMPLETE
KITCHENS I	CUMBRIA HOUSING PARTNERS	£400,000	Ewan Close/Ormsgill (117 properties) Yew Tree estate (36 properties)	£338,815	May-09	Feb-10	AB MITCHELL	£361,360	£338,815	100% COMPLETE
KITCHENS II	INTEGRAL	£225,000	Park Road/Millstone Ave (25 Properties)	£56,704	Sep-09	Feb-10	INTEGRAL	£65,000 + £30,000 One Off Installations; + £32,000 prelims	£56,704	100% COMPLETE
KITCHENS III (MRA Funding)	CUMBRIA HOUSING PARTNERS	£100,000	Ormsgill (37 Properties) + BRATHAY CRESCENT	£114,221	Oct-09	Feb-10	AB MITCHELL	£85,398	£114,221	100% COMPLETE
KITCHENS IV (MRA Funding)	CUMBRIA HOUSING PARTNERS	£100,001	Ormsgill (37 Properties) + BRATHAY CRESCENT	£114,221	Oct-09	Feb-10	AB MITCHELL	£110,000	£114,221	100% COMPLETE
HEATING 1	CUMBRIA HOUSING PARTNERS	£110,000	VULCAN ROAD	£479,000	May-09	Feb-10	AB MITCHELL	Phase I - £253,776 + £100,000 One off installations	£479,000	100% COMPLETE Includes 25 No One off installations @ £100,000
HEATING II	INTEGRAL	£375,000	Dalton (47 Properties) Ormsgill (22 Properties)	£227,000	Sep-09	Feb-10	INTEGRAL	£276,000 + £45,000 for One off boiler swaps +£54,000 Prelims	£227,000	100% COMPLETE Includes 30 No boiler swaps by Apr 2010 and £54k prelims
HEATING III (MRA Funding)	CUMBRIA HOUSING PARTNERS	£100,000	Ormsgill + others (45 Properties)	£114,000	Oct-09	Feb-10	AB MITCHELL	£143,668	£114,000	100% COMPLETE
PAINTING	CUMBRIA HOUSING PARTNERS	£200,000	Phase I Vulcan/Risedale (206 properties) Phase II Greengate (150 properties)	£156,000	Jun-09	Feb-10	GH JONES	Phase I - £87,859 Phase II - £46,173	£156,000	Phase 1 - 100% COMPLETE £13,200 EXTRA agreed to repaint render at Raglan court Phase 2 - On site 66% COMPLETE

HOUSING MAINTENANCE COMMITMENTS 2009/10 @ 31.3.2010

	Funding Available 2009/10	Gross COMMITMENT	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£900,000.00	£832,810.00	£17,307.69	93%
Voids	£175,000.00	£240,111.00	£3,365.38	137%
Gas Servicing	£425,000.00	£251,601.00	£8,173.08	59%
Decoration Vouchers	£35,000.00	£35,525.00	£673.08	102%
Fire Damaged properties	NIL	£25,560.00	NIL	Claim via Insurance company
Disrepair Claims	£25,000.00	£0.00	£480.77	0%
Environmental Impmts	£50,000.00	£60,195.00	£961.54	120%
Disabled Adaptations	£250,000.00	£301,000.00	£4,807.69	120%
Door Entry	£100,000.00	£18,704.00	£1,923.08	19%
Total	£2,035,000.00	£1,765,506.00	£8,173.08	

HOUSING MANAGEMENT FORUM	(D) Agenda Item 6
Date of Meeting: 26th August, 2010	
Reporting Officer: Colin Garnett, Housing Manager	
<p>Title: 2010 – 2015 Asset Management Strategy</p> <p>Summary and Conclusion:</p> <p>A key task in the Housing Service Delivery Plan for 2010/11 is to review the draft Asset Management Strategy following completion of the Stock Condition Survey.</p> <p>The purpose of the Asset Management Strategy is to set the direction and principles by which future Investment and Maintenance decisions will be made.</p> <p>The Strategy draws on both stock condition data and past maintenance records. It has regard to the wider housing market within the Borough and the make-up of the Council's Housing stock.</p> <p>By use of a 'sustainability model' it seeks to give confidence that investment is being directed to properties that are sustainable over a longer period. It also identifies properties that are less sustainable.</p> <p>The Document then goes on to reaffirm or propose new policy statements that make it clear how the Strategy will be implemented in its delivery to tenants.</p> <p>Recommendations:</p> <p>Members are recommended to:</p> <ol style="list-style-type: none"> 1. agree the content of the 5 year asset management strategy; 2. agree the principles outlined in the sustainability model; 3. agree the investment priorities shown in the report; and 4. agree that the TCWPG progress the estate based asset management plans 	

Introduction

A key task in the Housing Service Delivery Plan for 2010/11 is to review the draft Asset Management Strategy following completion of the Stock Condition Survey.

The purpose of the Asset Management Strategy is to set the direction and principles by which future Investment and Maintenance decisions will be made.

The Strategy draws on both stock condition data and past maintenance records. It has regard to the wider housing market within the Borough and the make-up of the Council's Housing stock.

By use of a 'sustainability model' it seeks to give confidence that investment is being directed to properties that are sustainable over a longer period. It also identifies properties that are less sustainable.

The Document then goes on to reaffirm or propose new policy statements that make it clear how the Strategy will be implemented in its delivery to tenants.

Background

The 2010 stock condition survey details the long term investment requirement for the Council's social housing stock and underpins the 30 year financial model set out in the Housing Department's business plan.

The asset management strategy provides additional information about communities and the likely impact economic and social factors have on sustainability. The strategy embraces the principles of "Rethinking Construction" to ensure improvements are delivered on the basis of unexpired component life. Investments will be prioritised on a 'just in time' and 'worst first' basis.

A copy of the Asset Management Strategy is attached at **Appendix A**.

Report

The strategy sets out a vision to: ***"Provide well maintained estates where people choose to live"*** and includes detailed information regarding:

- Stock condition
- Sustainability
- Repairs and maintenance
- Housing markets
- Service sector risks

Sustainability

The report analyses sustainability statistics and data to form the building blocks of the "sustainability model". The aim is to provide a clear and transparent framework for decision-making. Investment priorities are to be based on a simple traffic light theory. 'Green for Go'; 'Red for Stop' and 'Orange for investment caution'.

The sustainability model considers the follow areas:

- Area 1 - Existing and Future Demand Predictions (Carries an overall weighting of 40%)
- Area 2 - Non Decent Homes (Carries an overall weighting of 30%)
- Area 3 - Spend on Routine and Void Repairs (Carries an overall weighting of 15%)
- Area 4 - Turnover Rates (Carries an overall weighting of 15%)

The outcomes of the sustainability model are shown in the table below. (Maximum sustainability score for each estate is 100 points)

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

Investment priorities

The results of the 2010 stock condition survey form the basis of our Investment priorities. The 30 year investment profile suggests an average investment of around £26,800 per property and an annual average spend of around £900 per property. The cost to improve the 32 non decent homes is estimated to be £25,400.

Targets include:

- Increase the percentage of Sedbuk A rated boilers from 44% to 65% by 2012
- Increase the percentage of bathrooms less than 15 years old from 40% to 56% by 2012
- Increase the percentage of kitchens less than 15 years old from 40% to 60% by 2012 and
- We achieve and maintain a 60% (planned works) and 40% (routine works) split of our revenue funded investment budget.

Estate Based Asset Management Plans

The 2010 asset management strategy makes reference to a series of estate based asset management plans and local offers that have been established as part of the Tenant Services Authorities (TSA) service standards.

Members are requested to agree that the Tenant Compact Working Party finalises the content of the estate based asset management plans and take a lead role in the development of new “local offers” in line with the TSA guidance.

In order to reduce printing costs, officers have attached at **Appendix B** a sample of one of the draft Estate-based Asset Plans for your information.

Recommendations:

Members are recommended to:

1. agree the content of the 5 year asset management strategy;
2. agree the principles outlined in the sustainability model;
3. agree the investment priorities shown in the report; and
4. agree that the TCWP progresses the estate based asset management plans.

Legal Implications

N/A

Financial Implications

Expenditure on Maintenance Investment will be agreed on an annual basis to reflect the resources available to the Council. Review processes in place to monitor agreed expenditure on an ongoing basis.

Health and Safety Implications

N/A

Key Priorities or Corporate Aims

Corporate Meeting the housing needs of the Borough and make decent housing more accessible.

Housing Service Investing and maintaining houses and estates to the best standard possible with the resources available.

Risk Assessment

N/A

Equal Opportunities

N/A

Background Papers

N/A



BARROW BOROUGH COUNCIL
HOUSING SERVICE



2010 - 2015
Asset Management Strategy

Endorsed and agreed



by our Customers

TABLE OF CONTENTS

1. CONTEXT
2. PURPOSE
3. VISION
4. AIMS
5. SUMMARY AND CONCLUSIONS
 - 5.1 SUSTAINABILITY
 - 5.2 DECENT HOMES
 - 5.3 STOCK CONDITION
 - 5.4 INVESTMENT PRIORITIES
 - 5.5 PLANNED INVESTMENTS
 - 5.6 HOUSING DEMAND
 - 5.7 LOCAL OFFERS
 - 5.8 BUSINESS RISK
6. SUSTAINABILITY REVIEW
7. HOUSING SECTOR REVIEW
 - 7.1 POULATION TRENDS
 - 7.2 DEPRIVATION
 - 7.3 LOCAL DEPRIVATION
 - 7.4 REGIONAL HOUSING MARKETS
 - 7.5 LOCAL HOUSING MARKETS
 - 7.6 HOUSING NEEDS
 - 7.7 HOUSING SERVICES
8. STOCK CONDITION REVIEW
 - 8.1 HOUSE CONDITION – NATIONAL
 - 8.2 HOUSE CONDITION – LOCAL
 - 8.3 COST ANALYSIS
 - 8.4 DECENT HOMES
 - 8.5 DECENT HOMES - PROGRESS
 - 8.6 HHSRS
 - 8.7 STOCK PROFILE
 - 8.8 RIGHT TO BUY FORECASTS
 - 8.9 STOCK VALUATION
 - 8.10 INVESTMENT PRIORITIES
9. REPAIRS AND MAINTENANCE REVIEW
 - 9.1 STRATEGIC LONG-TERM APPROACH
 - 9.2 EFFECTIVE CUSTOMER ENGAGEMENT
 - 9.3 EFFECTIVE CAPITAL PROGRAMME
 - 9.4 EFFECTIVE RESPONSIVE REPAIRS
 - 9.5 PERFORMANCE MANAGEMENT
 - 9.6 EQUALITY AND DIVERSITY

ASSET MANAGEMENT STRATEGY

1.0 CONTEXT

This Strategy sets out our long-term approach to managing the Council's housing assets to ensure we meet the present and future needs of the community. This includes planning for ongoing repairs and improvements as well as reviewing and changing the property portfolio to meet local circumstances. We will achieve this through;

- **Effective business planning;** to assess the financial integrity of our plans.
- **Effective investment planning;** to ensure investments deliver value for money.
- **Effective option appraisal;** to assess management and delivery opportunities.

Our strategy is underpinned by a series of local estate based asset management plans to deliver the Tenants Services Authorities (TSA) national standards. Each plan will include a range of local offers, agreed with our tenants on the issues that matter most on a local level.

2.0 PURPOSE

Our asset management strategy provides detailed information about our communities and the likely impact economic and social factors have on the sustainability of our estates. Our short-term planned maintenance programmes have been developed using robust stock condition information to reflect the needs of our mixed tenure communities. Our strategy embraces the principles of "Rethinking Construction" and we aim to deliver improvements based on unexpired component life. Advanced I.T. reporting systems help us deliver maintenance on a 'just in time' and "worst first" basis.

Of the 8 key priorities set out in the Councils "Sustainable Community Strategy" housing; community safety and lifestyle/environment have clear and defined links to this asset management strategy.

3.0 VISION

Our vision is to; ***"Provide well maintained estates where people choose to live"***

4.0 AIMS

To achieve our vision we will ensure;

- We deliver maintenance services to the standards and local offers agreed with our customers.
- Our housing stock and public spaces on estates is maintained in good, safe and lettable condition.
- We meet our statutory, regulatory and contractual repairs and maintenance obligations.
- We use short-term and long-term assessments to plan and deliver our services.
- We engage and empower our customers to be involved in all decisions.
- We ensure equality and diversity is at the forefront of service delivery.
- We will make the best use of the resources available.
- We will ensure effective performance management through evaluation of best practice.

5.0 SUMMARY AND CONCLUSIONS

Following a detailed review of the Council’s housing assets we understand that traditional Council owned housing estates have given way to communities with mixed tenures. Our communities contain tenants, owner occupiers and leaseholders and as such, our Strategy focuses on the long-term sustainability of these assets to ensure we make investments that maintain sustainability and underpin community cohesion.

5.1 SUSTAINABILITY

In general terms social housing in **Barrow is classified as sustainable**. There are however a number of concerns regarding the general layout and master planning of some estates. These problems relate to isolated areas in Ormsgill and Central.

In drawing up this Strategy we have looked at a range of statistics and data. This data forms the building blocks of our “sustainability model”. The model provides a clear and transparent framework for decision-making and allows investment priorities to be based on the traffic light theory. ‘Green for Go’; ‘Red for Stop’ and ‘Orange for investment caution’.

Full details of our sustainability model are shown in **section 6.0**. The outcomes are shown in the table below. (Maximum sustainability score for each estate is 100 points)

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

The challenges facing the housing service in the short to medium term appear to have little to do with basic design or construction of the dwellings. Wider social issues such as deprivation and anti-social behaviour appear to have a greater influence on community cohesion. We have concluded that the quality and condition of the stock is good. This is perhaps best shown by the number of non-decent dwellings as they presently account for less than 1% of the stock.

Our research shows that areas such as Low White Close in Ormsgill and Albert Street in Central are noted “black spots” that lack community cohesion. We believe this perception has direct links to high levels of deprivation, high levels of worklessness and lower than average length of tenancy. As a result of our findings, Albert Street has been demolished in line with the Councils Housing Market Renewal initiative. Further independent sustainability studies will be carried out for all areas classified as unsustainable.

In following the current guidance provided by the TSA we have as part of our annual report for tenants set out a 5 stage plan to establish local offers. With regard to asset management, these local offers presently include the following TSA standards;

- **Tenant involvement and empowerment**
- **Home**
- **Neighbourhood and community**

5.2 DECENT HOMES

The Council achieved the Decent Homes target by 2010 by upgrading the 550 properties identified as non decent in the 2006 stock condition survey. A further survey of the stock was conducted in 2010 and identified a further 32 failures.

5.3 STOCK CONDITION

The 2010 stock condition survey confirmed that the stock is in “*reasonably good condition*”.

The independent surveyors confirmed that this is primarily due to a “*proactive maintenance regime*” that focuses on two jointly agreed priorities with customers. They are;

1. **Ensure properties are “safe, energy efficient and weatherproof” and**
2. **Ensure Investments are prioritised on a “just in time” and “worst first” basis.**

In our drive to continuously improve we have jointly established a number of ongoing service delivery targets with the Tenants Compact Working Party Group including;

- **Increase % of Sedbuk A rated boilers from 44% to 75% by 2015**
- **Increase % of bathrooms less than 15 years old from 40% to 60% by 2015**
- **Increase % of kitchens less than 15 years old from 40% to 60% by 2015**

5.4 INVESTMENT PRIORITIES

The results of the 2010 stock condition survey form the basis of our Investment priorities. In summary the 30 year investment profile requires an average investment of around £26,800 per property, an annual average of around £900. The cost to improve the 32 non decent homes is estimated to be £25,400.

Our Business Planning model assesses the financial viability of the housing service and incorporates the findings of the 2010 stock condition survey. The model considers wider issues regarding responsive repairs, voids and gas servicing as well as current and future demand predictions for the stock.

We aim to maximise our investment opportunities by ensuring;

- **We achieve and maintain a 60% (planned works) and 40% (routine works) split of our revenue funded investment budget.**

5.5 PLANNED INVESTMENTS – Cumbria Housing Partners

During 2007 we began delivery of our investment programmes via a regional network of housing providers. The aim is to collaboratively purchase materials and labour for housing projects. The group are known as Cumbria Housing Partners (CHP) and their vision is to “***deliver collaborative and effective procurement practices, in order to maximise value for money, for the benefit of our customers, our businesses and the wider economy of Cumbria.***”

Having benchmarked CHP costs to traditionally tendered contracts; we demonstrate average savings in the region of 25% across all work streams. Delivery through CHP also offers additional Gershon savings regarding costs associated with tendering, estimating and advertisement of contracts. As a result of engagement with CHP our delivery costs have reduced significantly. We have therefore agreed the following target;

- **Deliver 70% of our planned improvements via the CHP framework by 2015.**

5.6 HOUSING DEMAND

Our Business Planning model includes forecasts about demand for the stock. The model looks at current as well as predictions for future demand levels.

The Strategy suggests that the continuing sale of the Council’s “prime” properties under the RTB scheme is likely to continue over the next five years. As a result stock numbers are expected to reduce by around 12 properties each year.

Our Strategy also looked at our existing customer profile and considered customers who may be looking for Council housing in the future. This identified a significant shift in the profile of prospective tenants within the social housing sector. We believe that the present volume of young people seeking Council accommodation over the next five years will result in an overall increase in the number of supported tenancies within the borough. This may require us to work with partner organisations to agree or redirect resources to provide the necessary support help and guidance these young people require to live independent lives.

5.7 LOCAL OFFERS

Our strategy has direct links to our estate based asset management plans. Each plan sets out a series of local offers that have been agreed with tenants and homeowners living on our mixed tenure estates. We have established a simple 5 step plan to review and report these local offers to our tenants and homeowners on an annual basis;

- Step 1** Consult tenants on the basis of *“Tell us what you think”*
- Step 2** Understand *“Good, bad and ugly services”* and set a baseline for local offers
- Step 3** *“Stop talking, start doing”* –12 month timeframe to deliver local offers
- Step 4** *“You said we did”* Publish results in the tenants Annual Report
- Step 5** Reviewing progress *“Putting things right and refreshing offers”*

Local Offers - Outcomes

- Tenants see the difference local offers are making to things that matter
- Local offers lead to increased tenant satisfaction and value for money
- A wide cross-section of tenants is involved in setting and monitoring the local offers
- Reliable systems to check local offers are delivered
- Tenants know whether they are getting a good deal
- Cost-effective local offers compare well against other providers
- Local offers don't stand still – we will always strive to improve

Existing Local Offers – Repairs and maintenance

- We will acknowledge all repairs issued to the contractor by post
- We will carry out emergency repairs within 2 and 24 Hours
- We will carry out urgent repairs within 7 working days and routine repairs within 30 working days
- We will arrange for an inspector to visit when required and will specify a morning or afternoon appointment

5.8 BUSINESS RISKS

We have assessed the potential risks facing the housing service over the next five years. This involved looking at events or actions that may impact on our ability to deliver the service objectives and strategies. The review identified two key areas:

- **Strategic risks**; exist or emerge from the general management and delivery of political and macroeconomic activity within the borough
- **Housing sector risks**; exist or emerge from national and local trends or uncertainties that shape the boroughs housing markets

A summary of the risks affecting the service are shown in tables 3 and 4 overleaf

STRATEGIC RISKS (Table 3)

Risk	Risk description	Likelihood	Impact	Score	Impact	Mitigating actions	Contingency actions	Responsible Officer
1	Number of invalidity benefit claimants remains above the national average	5	3	15	There may be a significant increase in the number of tenants requiring adaptations	Manage stock that has been adapted effectively to support those in most need. Monitor the number of requests for adaptations and track the changes to properties. Ensure all referrals are completed in line with the agreed protocol.	The cost of delivering adaptations will be met by the HRA for tenants of the Council.	Housing Manager
2	There is a significant increase in youth unemployment	5	4	20	There may be an increase in youth homelessness.	The advice service will continue to try and identify young people at risk early and support preventative action by both statutory and voluntary agencies	Bed & Breakfast accommodation in the area to meet the expected increase in demand	Housing Manager
3	Failure to deliver Waterfront Barrow regeneration programme	4	4	16	This will damage the profile of barrow as a place to live and work. There will be a loss of local confidence and ineffective use of private sector resources	Continue to assemble sites and source appropriate funding	There is an option to delay the project until alternative funding becomes available	Director of Regeneration and Community Services
4	Reduction in government revenue and failure to deliver cost improvements and savings impact on funding for services	4	4	16	Unplanned cuts in service delivery	Explore alternative ways of delivering services including outsourcing and shared services	Undertake a review of service priorities	Chief Executive
5	Impact of pay review	4	4	16	Potential staff unrest. Increase in staff costs. Failure to agree the outcomes of the job evaluation process.	Suitable pay protection arrangements are in place. The Council has consulted fully with trade unions throughout the process.	Undertake equal pay audit to ensure we have a non-discriminatory pay structure	Director of Corporate Services
6	Council fails to achieve recycling targets	3	5	15	There will be a shortfall in the budget because the Council has assumed revenue from 40% recycling. The council will fail to meet LAA targets leading to an elevated level of waste to landfill that could incur LATs penalties	An expanded recycling service has been introduced and the level of recycling is being monitored	External funding is available for additional promotion to help maintain the improved recycling levels	Director of Regeneration and Community Services

Risk	Risk description	Likelihood	Impact	Score	Impact	Mitigating actions	Contingency actions	Responsible Officer
7	The economy remains depressed	3	5	15	This will has a significant impact on the Council's revenue streams and may result in increased Council Tax and a reduction in services	Funding is reviewed in the Council's medium term budget planning process Barrow BC addressing issue of Town Centre via Golden Hello grants, promotional activity. Amey have just commenced on £4.2 million repaving and enhancement scheme for Town Centre - Council bidding for more funds to extend the scheme.	The Council monitors the budget on a regular basis and can review service delivery if required	Management team
8	Failure of external partner, service providers or contractors	3	5	15	This is likely to result in the suspension of some service while alternative service providers are identified	The Council monitors the position of service providers through regular client meetings and will undertake regular credit checks on our contractors	The Council retains the intellectual property and assets that will support continuity of services	Management team
9	The Council incurs significant uninsured losses	3	4	12	The Council believes that the risk of incurring significant uninsured losses in minimal			Borough Treasurer
10	Level of sickness worsens	4	3	12	The Council has put a number of measures in place to maintain the current low levels. The impact of elevated levels would only be moderate			Director of Corporate Services
11	The Council has a poor relationship with the County Council	4	3	12	The Council is working towards strengthening its relationship with the County Council through LAA and CAA			Chief Executive
12	The council fails to implement action plan agreed by Corporate Equalities Group	4	3	12	We may not be compliant with legal requirements	We are working with CIEP to deliver the action plan and have identified lead officers	Funding is currently available for external support	Director of Regeneration and Community Services
13	Failure to progress clearance of HMR area	2	5	10	There may be financial claw back by the NWDA. The future of town centre housing will become uncertain	The Council could sell the properties that it has acquired or transfer them to private sector landlords or demolish them		
14	Job losses at BAE	2	5	10	The likelihood of significant job losses has reduced			Director of Regeneration and Community Services

Risk	Risk description	Likelihood	Impact	Score	Impact	Mitigating actions	Contingency actions	Responsible Officer
15	Not having annual governance arrangements in place	2	5	10	The Council continues to strengthen its governance arrangements			Director of Corporate Services
16	Failure to maintain H&S arrangements	2	5	10	The establishment of the Technical Services Team has strengthened the Council's H&S arrangements			Director of Corporate Services
17	Unable to recruit specialist staff	3	3	9	The Council has a diverse skill set and will be able to attract additional skills if required			Director of Corporate Services
18	Reduction in Working neighbourhood funding and the implications for the Neighbourhood Management Team. Current Neighbourhood Element funding finishes in March 2010 and as a result there will be no external funding for the NMT	4	4	16	The NMT has delivered significant improvements to the amenity of these deprived wards and provided diversionary activities which have contributed to a reduction in anti-social behaviour and environmental crime. Loss of the NMT will impact on the sustainability of these improvements	The Council will explore alternative funding sources	The Council will review delivery of the service	Director of Regeneration and Community Services
19	Audit or Scrutiny functions are ineffective	2	4	8	Both functions are operating effectively and have the capability and capacity to continue			Director of Corporate Services
20	Capital programme not delivered	2	4	8	The Council has a good track record in delivering its capital programme			Director of Regeneration and Community Services

Risk	Risk description	Likelihood	Impact	Score	Impact	Mitigating actions	Contingency actions	Responsible Officer
21	The Council's treasury management is ineffective	2	3	6	The Council demonstrates effective treasury management			Borough Treasurer
22	The Council's asset management is ineffective	2	3	6	The Council demonstrates effective asset management			Director of Corporate Services
23	The Council's resource management is ineffective	2	3	6	The Council demonstrates effective resource management			Director of Corporate Services
24	The Council's performance management is ineffective	2	3	6	The Council demonstrates effective performance management			Director of Corporate Services
25	Hung Council results in lack of direction	1	4	4	The Council has been under No overall Control for a number of years and continues to operate effectively			Chief executive
26	Failure to implement Housing Benefit improvement plan	1	4	4	The implementation of the plan is monitored and reported on a regular basis			Borough Treasurer

HOUSING SECTOR RISKS (Table 4)

Risk	Risk description	Likelihood	Impact	Score	Impact	Mitigating actions	Contingency actions	Responsible Officer
HD1	The Council fails to comply with the requirements of co-regulation	3	5	15	May lead to an inspection and loss of confidence by tenants in the way the Council delivers its services to tenants.	An action plan has been agreed and being progressed	Progress is monitored by the Departments management team	Community Involvement Manager
HD2	Failure to balance the Housing Revenue Account	3	5	15	Unplanned cuts in service delivery or reduction in Service standards	The department has a good track record of balancing the account. We undertake in year monitoring of the account	Financial management practices are in place to monitor expenditure on an ongoing basis	Housing Manager
HD3	Failure to maintain the stock condition	2	5	10	The stock will not meet the tenants expectations or the Decent Homes Standard	The Service carries out a stock condition survey in line with Government guidance and monitors progress against the decent homes standard on an ongoing basis.	An annual Business plan is completed which enables an assessment to be made of the ongoing viability of the HRA	Housing Manager
HD4	Failure to deliver choice based letting	3	3	9	Prospective tenants will not be given the level of choice or transparency in their preference for social housing	A partnership agreement has been agreed with other Councils in Cumbria and social landlords to progress as a County Wide project.	Will continue to operate current arrangements until the system is available	Housing Manager
HD5	The Integrated Housing Management System is old and has limited users. It is unlikely to be supported for more than a couple of years. The Reporting Tools are no longer fit for purpose	4	4	16	A significant impact on the departments ability to deliver an effective housing service	The department is aware of the issue and is going to develop an action plan for implementing a replacement system	Progress is monitored by the Departments management team	Housing Manager
HD5	The department does not achieve the Equalities Framework for Local Government	2	4	8	This may impact on the Council's performance against the EFLG. The department may not understand the needs of their customers which may impact on effective service delivery	The department needs to revisit its Equality Impact Assessments and there is currently a plan in place to complete this by September 2011	Undertake the "know your customer" surveys	Housing Manager

Risk	Risk description	Likelihood	Impact	Score	Impact	Mitigating actions	Contingency actions	Responsible Officer
HD6	Removal of the Homelessness Directorate funding	5	5	25	Will reduce the ability of the Council to commission preventative services in the Borough to help people avoid homelessness	Lobby CLG not to re-direct funding in 2011/12 to the County Council	Continue to develop relationship with the County Council to ensure such funding is appropriately targeted.	Housing Manager
HD7	Viability of the Homelink Services as a result of reducing client base or reduction of Supporting People funding	3	4	12	A significant impact on delivery of the home link service to vulnerable residents	Service continues to be supported by the HRA pending a review of the future viability	To continue to lobby Supporting People Commissioning Body for additional funding.	Housing Manager

6.0 SUSTAINABILITY REVIEW

A sustainable community should “meet the needs of the present without compromising the ability of future generations to meet their own needs”. To help us understand sustainability in Barrow our Strategy looked at a range of issues that affect the environment, economic growth and social equity on our estates.

With this in mind, we have introduced a simple “Sustainability Model” that allows transparency in the decisions we make. Our investment plans will be periodically reviewed against the sustainability model to investment monies in stock that benefits the long-term sustainability of the area. We will not proceed with unsustainable investments.

We aim to achieve a step change in the way we manage our housing assets linking our strategies to wider regeneration issues to better understand and deal with the root causes of deprivation within our area.

6.1 Focus on “Local Issues”

The housing service takes responsibility for preparing this Asset Management Strategy and in doing so reports progress on delivery targets to customers and partners. Targets are monitored, reviewed and published in a range of formats to allow easy access for our customers.

Outputs from estate based plans and investment programmes for individual estates are agreed with Tenants Groups, Councillors and Community Stakeholders. Each plan identifies the probable reasons for low demand and whether investment is an appropriate means of addressing the problem. Consideration has also been given to the extent to which the stock will be needed (or wanted) by prospective tenants. To do this effectively we looked at information and data about the community and the people living on and around our estates.

This data was then compared against wider social and economic factors to help understand and predict sustainability.

6.2 Estate Based Assessments

Estates will be scored using the following methodology;

Maximum Sustainability Score of 100 POINTS or 100%

Properties scoring 75% – 100%.	Will be classed as ‘ Sustainable and Popular ’ and have a Green Light for investment.
Properties scoring 61% – 74%.	Will be classed as ‘ Sustainable but Less Popular ’ and have a Green/Orange Light for investment.
Properties scoring 36% – 60%.	Will be classed as ‘ Sustainable with Specific Problems ’ and will have an Orange/Red light for investment caution.
Properties scoring 1%- 35%.	Will be classed as ‘ Difficult to let ’ and have a Red Light to prevent unsustainable investment

6.3 Sustainability Model - Methodology

Scores for each estate have been calculated by analysing the following factors:

Area 1 - Existing and Future Demand Predictions (Carries an overall weighting of 40%)

Our forecasts for future demand considered information about the management of the housing stock (Internal influences) as well as social information about more general issues such as crime and anti-social behaviour (External Influences).

Internal Influences	Score	DALTON	ROOSE	WALNEY	ORMSGILL	CENTRAL
Applicants per vacancy Most popular = 4 points, Popular = 3 Points, Less Popular = 2 points; Unpopular = 1 Point		77 (3)	75 (3)	88 (4)	42 (1)	66 (2)
Rent Arrears - % of gross debit More than 3% = 1 points; More than 2 but less than 3% = 2 points; More than 1 but less than 2% = 3 Points; Less than 1% = 4 Point		1.53% (3)	2.42% (2)	1.18% (3)	1.83% (3)	2.32% (2)
RTB Sales as % of stock More than 3% = 4 points; More than 2 but less than 3% = 3 points; More than 1 but less than 2% = 2 Points; Less than 1% = 1 Point		1.3% (2)	1.5 % (2)	<1 % (1)	1.8% (2)	1.7 % (2)
Location Most popular = 4 points, Popular = 3 Points, Less Popular = 2 points; Least popular = 1 Point		Most Popular (4)	Popular (3)	Most Popular (4)	Least Popular (1)	Less Popular (2)
Refusal rates (Based on Area) More than 15% = 1 point; More than 10 but less than 15% = 2 points; More than 5 but less than 10% = 3 Points; Less than 5% = 4 Points		4% (2)	6% (1)	3% (3)	4% (2)	3% (3)

External Influences	Score	DALTON	ROOSE	WALNEY	ORMSGILL	CENTRAL
Domestic burglary rates		22257 (4)	18716 (3)	22958 (4)	16057 (2)	13944 (1)
% of residents receiving benefit		74% (4)	78% (1)	75% (3)	76% (2)	74% (4)
Performance of local schools		17005 (4)	11767 (2)	13518 (3)	9608 (1)	8719 (1)
Employment levels		10843 (4)	5919 (2)	5662 (2)	3704 (1)	3453 (1)
Level of deprivation (National Indices)		13985 (4)	9075 (3)	9260 (3)	5088 (0)	5212 (0)

Area 2 - Non Decent Homes (Carries an overall weighting of 30%)

Scores will be calculated by assessing the number of non-decent stock on each estate expressed as a percentage of the total number of properties for that estate.

Internal Influences	Score	DALTON	ROOSE	WALNEY	ORMSGILL	CENTRAL
% Decent as % of stock by area		100%	99%	100%	99%	100%
		(30)	(29)	(30)	(29)	(30)

Area 3 - Spend on Routine and Void Repairs (Carries an overall weighting of 15%)

Internal Influences	Score	DALTON	ROOSE	WALNEY	ORMSGILL	CENTRAL
Average spend on routine work		£65.65	£68.27	£79.47	£73.28	£59.73
Average spend on voids		£300.15	£524.84	£492.44	£507.12	£415.57
OVERALL SCORE		(15)	(9)	(10)	(9)	(12)

Scores will be calculated by assessing the average spend on routine work and voids per property on each estate.

Area 4 - Turnover Rates (Carries an overall weighting of 15%)

Scores will be calculated by assessing the number of properties vacated annually on each estate expressed as a percentage of the total number of properties for that estate.

Internal Influences	Score	DALTON	ROOSE	WALNEY	ORMSGILL	CENTRAL
Turnover as a % of stock by area		8%	11%	9%	15%	11%
		(10)	(5)	(10)	(5)	(5)
<small>Less than 5% = 15 points; 5-10 % = 10 points; 11-15 % = 5 points; More than 15% = 3 points</small>						

Summary of Sustainability Results

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

7.0 HOUSING SECTOR REVIEW

7.1 POPULATION TRENDS AND FORECASTS - West Cumbria

To evaluate the broad direction of travel in which the Councils social housing is heading we have referenced key messages coming out of regional studies such as the Furness and West Cumbria Housing Market Renewal prospectus. The general understanding is that there is likely to be an overall decline in the total population within the area. The report also indicates a probable change in household structure, and suggests that a major increase in household numbers over the next decade is unlikely.

7.2 DEPRIVATION – National Indices

Nationally, rankings for deprivation are given to each local authority based on a score between 1 and 354 (with 1 being the most deprived area and 354 the least deprived area).

7.3 Local Deprivation

The 2007 Deprivation Indices rank Barrow as the 29th most deprived local authority area out of 354 in England and it is the only district in Cumbria among the 50 most deprived districts in the Country. Cumbria contains eight areas ranked among the 3% most deprived in England and of these six are in Barrow.

Like other deprived areas, Barrow has areas with poor quality physical environments and where housing is in low demand; these are particularly concentrated in the private sector stock located in the inner wards.

7.4 REGIONAL HOUSING MARKETS

The Cumbria Housing Strategy 2006 - 2011 identifies five important housing issues across Cumbria through research undertaken, including;

- Affordable housing
- Creating decent homes and environments
- Housing the homeless
- Regeneration
- Homes with support or additional facilities

Some of these issues affect specific areas of the county to a greater or lesser extent. For example, affordable housing is a greater issue in the rural areas, whilst regeneration is a greater issue in the West Coast, Furness and Carlisle areas. Housing the homeless, creating decent homes and environments and homes with support or additional facilities are relevant throughout the County.

7.5 LOCAL HOUSING MARKETS

The housing stock in Barrow contains a very high proportion of pre-1919 terraced property. Much of this is smaller two bedroom property. In general terms, there is an over supply of 2 bedroom houses and an under supply of larger houses in the borough. A programme of Housing Market Renewal has been commenced to address issues in specific neighbourhoods.

Weaknesses of the Barrow Housing Markets

- Lack of housing choice and old stock that needs improvement
- High proportion of Pre-1919 traditional terraced houses
- Ageing population and high dependency on benefits
- Remoteness of the area - both in terms of road and rail - impacts on demand
- High levels of housing stock in Council Tax Bands A and B and extremely low levels in G and H - shortage of larger quality 'aspirational' housing stock to attract higher income households

- Gaps on the property ladder undermines the housing market
- Too many compromises in terms of 'offer' of areas - schools, access, environment, services, etc - to make some parts of FWC attractive to new residents

Strengths of Barrow's Housing Markets

- Funding has been secured for Housing Market Renewal and Regeneration programmes in the most deprived wards
- Very low numbers of Non-Decent homes on Council estates
- Landlord accreditation scheme established
- Demand for housing in all sectors is high
- Barrow has targets to improve house condition and fuel poverty

In essence, Barrow's housing market currently suffers from a lack of diversity and quality. The ongoing Housing Market Renewal programme is seeking to realign the current imbalances within the local housing market through programmes of selective demolition, refurbishment and development. The aim is to create residential area with mixed tenures and incomes, promoting greater choice, aspiration and demand within priority wards.

In the social housing sector, demand for houses is high and void levels are significantly lower than benchmark thresholds. This trend is expected to continue as the effects of the recession continue.

7.6 HOUSING NEEDS - Barrow

The 2006 analysis from this research highlights that the main issues surrounding unsuitable housing within Barrow are overcrowded accommodation and households requiring aids or adaptations to their home.

There is not a significant issue surrounding affordability within the borough, especially given that some locations have high a high turnover of social rented properties. Notwithstanding this, there is the requirement for an additional 20 affordable units per year for the next five years. These should be made-up from both social rented units and shared ownership properties.

7.7 HOUSING SERVICES – Status Survey

Over the past two years there have been some changes in tenant ratings of the overall services provided to Barrow BC tenants. The latest survey found that tenant satisfaction has increased in most areas, including the overall rating for landlord services (87%) which is 6% higher than in 2006 (81%). Many of the ratings are the highest they have been since the first survey in 2001.

The most significant increases were for the account taken of views (up 12%), general condition of the property (up 7%) and satisfaction with repairs and maintenance (up 5%). There were also some areas where satisfaction has stayed the same and two main areas where satisfaction has fallen (keeping tenants informed fell by 6% and ease of getting hold of the right person fell by 2%).

Repairs and maintenance service

87% of tenants were satisfied with the overall repairs and maintenance service. The repairs service is the key service, affecting overall satisfaction and 77% of tenants said it was one of the three most important services.

There has been an increase in the number of repairs completed in the last year and it is a credit to the service that satisfaction has increased.

8.0 STOCK CONDITION REVIEW

8.1 HOUSE CONDITION – National Picture

The information collected by the English House Condition Survey (EHCS) is the main source of information on the condition and energy efficiency of housing in England. The survey builds a picture of all types of housing, whether owner-occupied or owned by local authorities, housing associations, or private landlords.

This information is used to:

- **Measure** whether housing conditions are getting better or worse and how satisfied people are with their home and neighbourhood.
- **Monitor** progress towards the aim to ensure everyone has the opportunity of living in a decent home. The results from this survey will tell us whether what is being done to improve standards in both public and private housing is working.
- **Target resources** to where they are most needed. Over £8 billion of public money is spent annually on housing related work. This survey is used to ensure funding for housing is directed to the people, areas, and regions where it is most needed.

One of the current housing objectives is to provide social cohesion, well being and self dependence. It also looks at links between non-decency and deprivation as these often impact on levels of housing demand.

8.2 HOUSE CONDITION – Local Picture

In 2010, 332 of the 2718 properties owned by the Council were surveyed by Michael Dyson Associates (MDA) in accordance with stock condition guidance. A range of property archetype details were used to produce a detailed plan of the likely investment required to the housing stock over the next 30 years;

The report indicated that main roofs are 52% slate, 25% concrete tile, 23% clay tile with the trend in remaining lives suggesting that the residual lives peak in year 15. Less than 2% of the roof coverings will require replacement within the next 10 years. The main wall finishes are 37% pointed and 63% rendered, with 100% of the properties with cavity walls. 97% have cavity wall insulation.

8.3 COST ANALYSIS

The results of the 2010 stock condition survey form the basis of our Investment priorities. In summary the 30 year investment profile requires an average investment of around £26,800 per property, an annual average of around £900. The cost to improve the 32 non decent homes is estimated to be £25,400.

8.4 DECENT HOMES

Levels of non decency within the public sector housing stock are significantly lower than national targets. The table below shows the anticipated numbers of non-decent homes as identified by MDA in their 2006 stock condition survey. Details shown are by housing management area;

Area	Criterion A	Criterion B	Criterion C	Criterion D
CENTRAL	0	7	0	44
DALTON	0	15	0	52
ORMSGILL	0	86	59	48
ROOSEGATE	12	0	0	143
MISC	0	3	0	4
WALNEY	12	7	0	58

8.5 DECENT HOMES - Progress

Since 2006 the Council has delivered a range of improvements to meet the target to ensure all properties are decent by 2010. The table below shows the Council's progress towards the decent homes target along with the findings from the 2010 stock condition survey results;

Decent Homes Criterion	Original Failures 2006	Properties Completed in 2006	Properties Completed in 2007	Properties Completed in 2008	Properties completed in 2009	Remaining Failures @ 2010	2010 Stock Condition Survey Results
Criterion A	24	18	2	2	2	0	32
Criterion B	118	56	35	26	1	0	1
Criterion C	59	11	31	14	3	0	6
Criterion D	349	160	128	61	0	0	0
Totals	550*	245	196	62	6	0	32*

* Some properties have multiple failures

8.6 HOUSING, HEALTH AND SAFETY RATING SYSTEM (HHSRS)

The HHSRS was introduced as a replacement for the Fitness Standard to ensure residential premises provide a safe and healthy environment for any potential occupier or visitor.

The HHSRS uses judgments made by surveyors based on an inspection of the dwelling. This generates a numerical score based on two judgments;

- Likelihood over the next 12 months of an occurrence which could result in harm to a member of the vulnerable age group
- The range of potential outcomes from such an occurrence

There are presently 32 properties that fail the HHSRS standard.

8.7 STOCK PROFILE – Social Housing

The Council's public sector housing stock consists of traditionally constructed low-rise houses, flats and bungalows spread across 5 main housing estates, including Dalton, Roosegate, Central, Ormsgill and Walney. The stock is separated into the following age bands:

- Pre 1944
- 1945 – 1964
- Post 1965

Properties built before 1944

The Council's pre-war properties amount to 19% of the total housing stock, with properties distributed throughout all of the present housing management areas. All properties in this group have traditional cavity wall construction with many having red facing brick facades and pitched slate roofs. The general condition of the properties is good due mainly to the level of investment and improvement to both internal and external areas of the properties over recent years.

Properties built 1945-1964 - Post War

The Council's post war properties amount to 43% of the total housing stock and consists of traditional cavity wall construction generally with a render finish to the majority of properties, excluding those in the Greengate and Dalton area, which are constructed from a red facing brick facade. All properties have a pitched roof structure incorporating a slate or tiled covering. Whilst many of this group have benefited from improvements over recent years, there are still areas of Newbarns, Abbotsmead, Walney and Ormsgill which have had little or no improvements since built, however, the general condition of the properties remains good.

Properties built after 1965

The Council's newer properties amount to 38% of the total housing stock and consist mainly of traditional cavity wall construction to the houses, flats and bungalows. All have traditional pitched roofs incorporating a concrete or clay tiled covering.

Very few of the properties in this group have undergone major improvements although; with the exception of 80 properties in the Central area that benefited from SRB funding in 2000. Whilst the general condition of the structure and fabric is good, MDA have indicated that many of the flats require remedial works in the form of "Master Planning" to the communal areas and security in order to improve sustainability.

8.8 RIGHT TO BUY FORECASTS

Long term forecasts indicate that the continuing sale of the Council's "prime" properties under the RTB scheme will result in a reduction of stock numbers by around 12 properties each year.

RTB levels have continued to reduce stock numbers, albeit at a slower rate. Present stock levels (@31.3.10) indicate;

HOUSING MANAGEMENT AREA	TENANTED	LEASEHOLD	TOTALS
CENTRAL	614	52	666
WALNEY	415	42	457
ROOSEGATE	762	49	811
ORMSGILL	697	53	750
DALTON	219	3	222
OTHER	9	N/A	9

- The Council owns 2718 social rented homes in Barrow
- 156 of these (6%) are bungalows
- 1263 of these are flats (46%)
- 1299 are houses (48%)
- 284 (10%) of Council homes became vacant between 1.4.2009 and 31.3.2010

8.9 STOCK VALUATION

In 2009 the Council undertook a stock valuation exercise based on the DETR document "Guide to Stock Valuations". A total of 108 Beacon properties have been identified across all housing management areas and provide typical information regarding the public sector assets. In reviewing the beacon properties we have established an asset value for the stock of £81.8m.

In addition, the housing department retains management of garages, shops and community centres valued at £2.12m

8.10 INVESTMENT PRIORITIES

The MDA survey results form the basis of our Business Planning model and provide new targets for short and medium term investments.

Our investment priorities are to;

- Ensure properties are "safe, energy efficient and weatherproof"
- Carry out improvements on a "just in time"; "worst first" basis

To date the Council has invested monies into the following areas;

- Installed new Double Glazed PVCu windows to all properties

- Replaced 100% of all exposed external doors with new high security door sets
- Ensured all properties have an adequate form of central heating and insulation
- Carried out all necessary repairs to satisfy the target to bring properties up to the decent homes standard by 2010
- Refurbished all communal entrances to flats with an internal staircase

Our current priorities include;

- Complete repairs to any newly occurring non-decent homes by 2011
- Replace 150 central heating systems annually
- Replace 100 bathroom installations annually
- Replace 200 kitchen installations annually
- Upgrade 100 electrical installations annually
- Test and certify all gas appliances annually
- Test and certify all electrical installations on a 5 year cycle
- Paint and repair timber components on a 6 year cycle

Other key targets include;

Central Heating

44% of properties presently have modern gas fired central heating systems. We aim to increase this figure to 75% by 2015

Bathrooms

40% of properties presently have a bathroom less than 15 years old. We aim to increase this figure to 60% by 2015

Kitchens

40% of properties presently have a kitchen less than 15 years old. We aim to increase this figure to 60% by 2015

9.0 REPAIRS AND MAINTENANCE REVIEW

Our Strategy adopts the principles of “Rethinking Construction”. Through our Tenant Compact Working Party Group we have agreed to assess and deliver maintenance based on unexpired component life. This is supported by the use of advanced I.T. reporting systems. Our ‘just in time’ strategy aims to prioritise investment on a “worst first” basis. The repairs service aims to;

“Work in partnership with profitable companies to deliver high quality repairs, maintenance and improvements that are free from defects, completed on time, by appointment, within budget and by multi skilled operatives working in a safe and efficient manner”

To achieve our maintenance aim we have established a strategic, long-term approach. We will provide and maintain decent, sustainable homes where people choose to live and in doing so have considered the following areas;

9.1 STRATEGIC LONG-TERM APPROACH

- **Our stock condition survey identifies maintenance needs**

We undertake independent assessment of the stock every five years and follow good practice guidance. The information is representative of all property types and age bands and includes sample dwellings from each of the of the Councils five social housing estates.

Our data collection techniques allow reliable identification and estimation of non-decent homes. Our predictions suggest that less than 1% of the stock is presently non-decent. The 32 properties presently failing the Housing Health and Safety Rating System (HHSRS) will be completed by April 2012.

In addition we collect data from a number of information points such as COGNOS, gas safety inspections, energy performance certificates and NICEIC test reports. Our aim is to capture up to date accurate information that is wherever possible specific to each property.

The stock condition data is held electronically and is updated when cyclical or planned maintenance improvements are carried out. A range of key personnel have access to the reporting tools and modify data as and when surveyors visit properties.

Our policy is to; ***Carryout a detailed survey of the housing stock and related assets in line with good practice guidance.***

- **We identify stock that are likely to remain sustainable**

Our asset management Strategy is linked to a number of wider regeneration issues regarding sustainability and liveability. Our Strategy helps us better understand how social housing supports balanced housing markets within the borough. This involved looking at repair costs, economic and social trends, tenant aspiration, housing need and demand forecasts. We also considered national, regional and local housing policies along with our local stock condition data to ensure that the boroughs social housing investment priorities are jointly agreed financed and delivered.

The sustainability review looked at the probable reasons for low demand in each area and whether investment is an appropriate means of addressing the problem.

Our policy is to; ***Apply the Councils “sustainability model” to the annual investment programme to identify any unsustainable investment proposals.***

- **We have a range of funding and investment options**

Whilst our asset management Strategy aims to deliver local maintenance priorities it is set in the context of regional and local housing strategies. Our business plan forms the investment link across these strategies and has been developed and agreed with our customers and partners.

In order to ensure transparency our Investment programmes are measured against our sustainability model. We aim to eliminate poor investment to unsustainable areas of the stock. Maintenance need has been established through analysis of robust stock condition information and ensures Investments are prioritised on a “just in time” and “worst first” basis.

Our target is to spend 60% of our revenue funded capital investments on a range of planned works shown below;

Investment Priorities	Annual Budget	Targets
Complete repairs to all non-decent homes by 2011	£25,400	31 st March 2011
Replace central heating systems on a worst first basis	£500,000	150 properties p.a.
Replace bathroom installations on a worst first basis	£300,000	100 properties p.a.
Replace kitchen installations on a worst first basis	£500,000	150 properties p.a.
Upgrade electrical installations on a worst first basis	£250,000	100 properties p.a.
Test and certify all gas appliances annually	£132,000	2800 properties p.a.
Test and certify all electrical installations on a 5 year cycle	£125,000	500 properties p.a.
Paint and repair timber components on a 6 year cycle	£200,000	500 properties p.a.

A maximum of 40% of our revenue budget is allocated for responsive repair work.

Our policy is to; ***Carryout an annual assessment of the housing revenue accounts in line with the Councils business planning process and publish our investment plans on an annual basis.***

- **Options Appraisals**

The Council has completed an options appraisal on two occasions. They suggested a balanced business plan could be maintained over a 30 year period. Considerable consultation took place with tenants but there was no interest in seeking the option of stock transfer or alternative management arrangements.

The Council recognises that stock transfer is always an option and will review the management arrangements as and when it deems necessary.

Our policy is to; ***Review the HRA subsidy system and evaluate whether the option of stock transfer should be re-considered, or review stock options on the request of tenants.***

9.2 EFFECTIVE CUSTOMER ENGAGEMENT

- **We involve customers in decision-making, setting standards and selecting contractors**

Customers, partners and leaseholders are actively engaged via a network of forums and committees. We aim to ensure that priorities reflect customer needs and aspirations as far as possible.

To ensure the sustainability of the council housing assets, a housing management forum has been established. This provides opportunity for customers to directly influence decision making and understand why actions regarding investment may not be appropriate. In addition our Tenant Compact Working Party Group (TCWPG) help to develop customer care standards and service specifications for improvement work. Additional forums have been established to represent the interests of leaseholders, minority groups and tenants with disabilities.

Our policy is to; ***Enable customers appointed to the tenant compact working party group to endorse and influence our standards and procedures.***

- **We empower customers to prioritise repairs budgets**

Through our housing management forum and tenant compact working party group we offer meaningful input to the business planning process. Customers have the chance to consider the impact maintenance budgets have on our estates. Our empowerment role involves offering training and development opportunities for tenant representatives. Customers are able to gain new skills that will help them make informed decisions about future investment priorities. The TCWPG is actively involved in decision making regarding the materials and specification used on the Councils investment programmes.

Our policy is to; ***Enable customers appointed to the housing management forum to make decisions and monitor our performance.***

- **We involve customers in performance monitoring**

Our customers form part of the repairs and maintenance “Core Team”. Their role is to review and discuss the departments overall maintenance performance regarding local and national key performance indicators. Results are reported in a range of formats. Customers and leaseholders are consulted about the services we provide through a range of consultation questionnaires, feedback sheets, telephone calls and face to face discussions.

Our policy is to; ***Enable customers appointed to the core team to monitor the delivery and performance of the housing maintenance contract.***

- **We offer choice and communicate with customers**

Service standards are set by the TCWPG. Individual customer choice is determined by a majority vote. We communicate with customers about the practical aspects of upcoming works and conduct a range of customer satisfaction surveys, to help improve the way future works are carried out.

Our policy is to; ***Provide a range of monthly or bi-monthly forums to engage with customers with disabilities, leaseholders, shopkeepers and other community groups to discuss service delivery, choice and performance.***

- **We actively engage with leaseholders**

We have established a leaseholder's forum to set clear responsibilities and communication links with regard to leasehold services. Repair costs, and major works programmes are discussed with leaseholders and s20 notices are periodically reviewed with the group prior to issue.

Our policy is to; ***Provide a range of forums to engage with customers with disabilities, leaseholders, shopkeepers and other community groups.***

9.3 EFFECTIVE CAPITAL PROGRAMME

- **We work collaboratively with contractors**

We ensure that capital and planned maintenance budgets are spent fully and delivered on time by delivering our investment programmes through a range of options. We aim to limit contract preparation time and hence speed up delivery by avoiding duplication of roles within the delivery team.

Through collaborative working we have with other Cumbria based housing providers established a range of maintenance frameworks to build longer-term relationships. This allows better assurance for contractor's workloads. The online ordering and payment facility provided to Cumbria Housing Partners (CHP) by Valueworks ensures effective auditing and monitoring of materials, labour charges and performance.

Investment in project management skills (GM Procure) and innovations to management systems (Valueworks) ensure that problems are identified early. Key stages of tendering and specification writing are minimised. Time is better spent in consultation with customers to ensure programmes are planned and delivered appropriately. CHP offers significant savings when compared to traditionally tendered projects. (See table below)

Work Stream	Historical Costs (Tendered)	Actual Costs 2009 (Via CHP)	% Reduction
Central Heating	£4,182	£2,317	- 45%
Kitchens	£3,626	£2,265	- 38%
Bathrooms	£2,018	£1,915	- 6%

Our policy is to; ***Reward contractors that demonstrate significant efficiency savings, exceptional customer care and excellent performance levels.***

- **We maximise spend on planned maintenance**

The proportion of money spent on planned works is maximised by setting achievable aims and targets. These aims are supported by realistic deliverable operational plans that are agreed and communicated to customer representatives and operational staff.

The responsive repairs system is interrogated using our COGNOS software programme to inform planned and cyclical programmes. This avoids carrying out responsive repairs that form part of any upcoming planned programme. In addition, our IQ reporting tool allows us to forecast stock condition costs for Business planning purposes.

Our policy is to; ***Ensure we spend a minimum of 70% of our revenue funded maintenance budget on planned investment works.***

- **We deliver well-timed and cost-effective cyclical programmes**

The use of up to date reliable stock condition data allows delivery of our programmes on a “just-in-time” and “worst first” basis. The Cumbria Housing Partners framework provides a diverse supply of contractors that can be engaged at relatively short notice. This alleviates the need for any on-the shelf cyclical work specifications. Gas servicing is actively monitored and robust procedures are in place for non-access. Innovative modifications to our In-House software system have lead to significant improvements in performance, reducing both administration and legal costs.

Our policy is to; ***Ensure properties receive well timed cost effective cyclical programmes such as gas safety testing (annually); painting (6 year cycle) and periodic electrical testing (5 year cycle) to provide high standards of maintenance and safety.***

9.4 EFFECTIVE RESPONSIVE REPAIRS

- **Responsive Repairs**

In 2005, the Council appointed the Collaborative Working Centre (CWC) to help procure a new contractor in line with the principles of rethinking construction. To ensure “Egan Compliance” we have based the contract on NEC 3, as it incorporates a “Core Team” of customers, councilors, and stakeholders. The team jointly discusses and makes decisions about the maintenance services provided.

The housing maintenance contract operates on an “open book” basis and includes a range of key performance indicators that are linked to a system of “risk and reward”. The overall aim of the contract is to;

“Work in partnership with profitable companies to deliver high quality repairs, maintenance and improvements that are free from defects, completed on time, by appointment, within budget and by multi skilled operatives working in a safe and efficient manner”

Our policy is to; ***Deliver responsive repairs in line with the standards set out in the “Tenants Handbook”.***

- **Egan Principles**

In assessing our ability to achieve construction excellence we have utilised the Construction Best Practice Programmes toolkit “Best Practice Explorer”. This programme examines our internal cultures, external relations and business processes.

Our 2004 assessment placed us in Band 6. At this time our internal culture and external relations were poor, as we lacked team working and failed to understand basic principles around managing risk and value. Training, client roles and community responsibilities were areas where we felt good practice occurred.

Our 2007 assessment demonstrates that clear stepped changes have taken place within the service. Health and safety is at the fore of delivery and risks are managed effectively. We have successfully engaged customers and contractors in the service delivery process using participatory appraisal. The Best Practice Explorer toolkit, suggests we are presently “Striving” towards excellence in construction. We believe this has been achieved by the following provisions:

Committed Leadership – To support this understanding the Council set up a new committee structure to “modernise local government”. The Housing Management Forum allows customers and Council members to share equal voting rights on housing and community related issues. A dedicated “Core Team” provides leadership and guidance with regard to the responsive repairs contract.

Customer Focus – To supplement committed leadership the housing department have established a wide range of forums and focus groups that provide a valuable insight into customer requirements and help us achieve best practice. Performance is regularly monitored and results published in a variety of mediums including newsletters and intranet.

Product Team Integration - The Tenant Compact Working Party Group (TCWPG) evaluate each of the improvement specifications and products based on aesthetics, quality, service delivery, cost and after sales service. Specifications are modified where appropriate to meet customer needs.

Quality Driven Agenda – We seek to appoint our partners and suppliers on the basis of the best available price for the required standard. This involves assessment of quality as well as price.

Commitment to People – We seek to further develop our “Respect for People” culture by benchmarking individual and team performance and rewarding excellence service delivery. This involves providing training and skills development for staff, contractors, tenants and Councillors. The wider CHP based skills and employment initiatives further supplement our commitment to people.

In delivering excellence we strive to;

- Reduce costs by operating on an “open book” basis linked to “risk and reward” and wider regional procurement initiatives
- Reduce construction time and ensure repairs are completed “right 1st time” through innovative ways of working such as zoning and multi skilling
- Increase predictability via through the delivery of an effective appointments diary
- Reduce defects by evaluating operative’s actual performance and reward individuals and teams via performance goals and objectives
- Reduce accidents by improving risk assessments and health and safety awareness for contractors
- Increase productivity through performance appraisals and incentivisation of operatives who perform well
- Increase turnover/profits through risk and reward sharing with contractors and suppliers

Whilst we strive to deliver excellence; we recognise that there is always room for improvement. In doing so we acknowledge that our plans and aspirations occasionally fall short of our goal.

This section of our Strategy provides a realistic reflection of the day to day services we presently offer customers. Identifying and prioritising our shortcomings will underpin a stepped change in service delivery.

Our policy is to; **Adopt the principles of “Rethinking Construction” and “Egan Principles” in the delivery and management of repairs and maintenance services.**

- **Reducing the level of responsive work**

In 1986 the Audit Commissions recommended that local authorities ensure that volume of emergency and urgent repairs does not exceed 30% of the total number of repairs issued. We have set targets and trained staff on repair-ordering but have fallen short of the Audit Commissions goal. Our actual performance is presently 48%.

Our policy is to; ***Ensure repair ordering and prioritisation follows the audit commissions good practice guidance; Volumes of emergency and urgent repairs should not exceed 30% of works orders.***

- **Improving accuracy of diagnosis**

As part of our drive to achieve “Constructing Excellence” we have invested in the training of staff who takes repairs orders.

Reducing the complexity of repairs ordering has lead to a simplification of the schedule. The introduction of a diagnostic software system, “Repair Finder” has improved this area of service delivery.

Our policy is to; ***Ensure repairs are diagnosed and ordered correctly using advanced reporting software that supports E Government compliance.***

- **Getting repairs done on time**

We have established clear, easily monitored time targets for repair priorities, and use the Housemark benchmarking club to compare our performance with other North West based service providers.

Our present level of performance with regard to completion of repairs within local and national timescales is very poor (See below).

2(c) Urgent Repairs	APR	MAY	JUN
Number of urgent repairs completed on time	336	238	220
Total number of urgent repairs issued	375	281	245
% Urgent repairs completed on time	89.60%	84.70%	89.80%
Trend		↓	↑
Housemark benchmark	Lower	Lower	Lower

2(d) Routine Repairs	APR	MAY	JUN
Number of routine repairs completed on time	835	629	607
Total number of routine repairs issued	946	683	622
% routine repairs completed on time	88.27%	92.09%	97.59%
Trend		↑	↑
Housemark benchmark	Lower	Middle	Upper

Our main contractor offers customers a simple morning and afternoon appointment system. Despite encouraging the use of flexible contractors, who can provide multi-skilled workers for emergency, routine and void work; little progress has been made with regard to this area of service delivery. In order to improve delivery performance ongoing developments look to set to up direct interface links with the contractor’s repairs management system.

Our policy is to; ***Ensure we achieve upper quartile performance with regard to completing repairs on time and by appointment.***

- **Prioritising performance monitoring**

We have increased resource availability for post-inspection. This allows area surveyors dedicated appointment slots to target complex repairs involving multi-trade activities. The introduction of a financial liability threshold (Set at 7.5%) self-regulates payment. This improves cost certainty and allows inspection and verification processes to focus on repairs with cost exceptions. We have itemized the “ring fenced” central overheads and evaluate site based preliminary costs on a monthly basis. This allows the contractor to understand true outturn costs of service delivery across all areas.

Our policy is to; ***Report a range of national and jointly agreed local key performance indicators on a quarterly, annual or ad hoc basis to ensure we scrutinise and benchmark our performance against our peers.***

- **Increasing customer focus**

We have a number of simple well publicised reporting mechanisms for customers to order repairs. This includes a web facility “See my data” where tenants can view their repair and rent account details and request repairs using the on line facility. We have a number of aids such as a hearing loop, large print, translators and audio facilities to ensure we do not discriminate against customers from minority groups or those with disabilities.

Our policy is to; ***Ensure customers can easily contact the Council using a range of technologies and mediums both during and out of normal office hours.***

Our customers are offered a morning or afternoon appointment system for all non-urgent repairs. The present contractor utilises a sophisticated software programme called “Engineers Diary” to send repairs electronically to their operatives via PDA’s.

The main contractor is presently attending to 96% of appointments within the time scales provided.

Our policy is to; ***Arrange a suitable “am or pm” appointment for contractors to complete responsive repairs and gas servicing.***

- **Cost-effective repairs to void properties**

Our lettings management team has direct access to the repairs ordering facility and work in conjunction with technical staff to diagnose and specify repair works. The lettings team has responsibilities and targets for turn around times and lettable standards. These have been jointly agreed with the tenant compact working party group.

Regular meetings and daily liaison between the contractor, technical staff and the lettings team ensure delays are minimised and that contractor resources are adequate. The Fig opposite shows an extract from “excel” that forms part of the lettings team voids monitoring procedure.

Our policy is to; ***Inspect properties within 3 days of receipt of the keys to identify and issue all repairs that may affect the health and safety of the tenant.***

- **Home Safety - Gas Servicing; Electrical Testing and Smoke Alarms**

We have robust procedures to ensure we fulfill our legal obligations to safety test all gas appliances and pipe work in accordance with the gas regulations and to periodically test electrical circuits in line with good practice. We have introduced a number of initiatives to improve access such as warning labels and warning tape to locks and doors and take appropriate legal action to gain access to hardcore customers who continually refuse to

provide access. In addition, we have developed new technologies within our existing software to escalate properties with access problems to ensure we comply with our legal duties and offer an out of hours and weekend engineers to complete work in line with requests from customers.

Our policy is to; ***Ensure we complete an annual gas safety check in line with the current Gas Safety (Installation and Use) Regulations and isolate any appliance that constitutes a risk to health and safety.***

9.5 PERFORMANCE MANAGEMENT AND COMPETITION

- **Encouraging competition**

Delivering 70% of our annual investment programmes through the Cumbria Housing Partners framework opens up our investments programmes to real competition. These new procurement models increase expressions of interest and increase local employment opportunities. This ultimately leads to reduced delivery costs. Our tenants groups understand that the tendering process needs to look at quality and cost and were actively involved in the selection interviews for the Cumbria Housing Partners framework.

Our policy is to; ***Deliver 70% of our planned investments via the Cumbria Housing Partners framework.***

- **Focusing and supporting performance management**

We have identified a range of local and national indicators by which the service and contractors are measured. Customers are actively involved in the setting and monitoring of these targets. Our jointly agreed key performance data is set out below.

KPI	Target Value	Intervention Value	Performance	Trend	Available Risk & Reward %	Actual Risk & Reward % (based on performance)
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1. Customer Satisfaction						
1(a) Routine	94.0%	91.0%	95.3%	‡	15	15
1(b) Gas	97.0%	94.0%	98.7%	‡	15	15
2 Repairs						
2(a) Urgent Repairs Government Time limits	97.00%	94.00%	97.74%	‡	10	10
2(b) Emergency Repairs	99.00%	96.00%	99.43%	‡	10	10
2(c) Urgent Repairs	90.00%	87.00%	88.12%	‡	10	7.5
2(d) Routine Repairs	92.00%	89.00%	92.00%	‡	10	10
3. Appointments	96.00%	90.00%	95.13%	‡	15	11.25
4. FIN Status	1.0%	2.0%	0.0%	‡	5	5
5. Defects	2.00%	3.00%	0.88%	‡	5	5
6. LGSR Compliance	100.00%	99.50%	99.89%	‡	5	3.75

100	92.5
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Our policy is to; ***Reward contractors that demonstrate significant efficiency savings, exceptional customer care and excellent performance levels.***

We use performance management of current contracts as a tool for improving outputs and delivering value for money. We will ensure contracts are let on the basis of quality and cost and include opportunities to share risk and reward with contractors that demonstrate excellence.

- **Working in partnership**

The drive to “Rethink Construction” establishes a selection procedure that assesses quality, technical ability as well as price. In awarding contracts we aim to appoint partners who deliver best value and increase the likelihood of the team delivering our key objectives.

We recognise that the construction industries biggest asset is people. We also understand that building the team requires everyone involved to be treated fairly and not discriminated against. In working towards true “partnering” we understand that change management is one of the greatest challenges we face.

In view of this we appoint contractors in conjunction with our customers and have set up a “Core Team” made up of tenants, Councilors, and stakeholders to help review service delivery and performance. The Council also investigates alternative funding options to support investment opportunities and has been successful at securing NRF and SRB funding for improvement work with partnering organisations.

Our policy is to; ***Appoint contractors on the basis of quality and best value***

9.6 EQUALITY AND DIVERSITY

- **Improving services**

We promote equality and diversity to eliminate discrimination that is unlawful. We seek to promote good relations between people from different racial groups by ensuring staff, partners and stakeholders are trained in promoting positive attitudes in the workplace.

Our policy is to; ***Investigate all incidents of unlawful discrimination and report findings to the Council’s corporate Equality and Diversity Group.***

- **Improving employment and opportunities for involvement**

Our Equality Impact Assessments form a foundation from which we analyse and promote our equality and diversity improvement strategy. Future improvements have been identified with regard to contractors and their staff and include expansion of our health and safety audits to embed equality and diversity within our customer care code.

Our policy is to; ***Ensure operatives deliver repairs and maintenance services in line with the “Contractors Equality and Diversity Handbook”.***

- **Enabling Community Cohesion**

Ongoing policies highlight a range of wider regeneration initiatives designed to tackle the underlying problems of “Respect” within today’s society. Whilst we aim to improve the physical fabric of our estates through the delivery of individual asset plans (see appendices A to E), building stronger links with community leaders will improve policing and management of neighbourhood wardens and is seen as a key building block to community cohesion.

Our policy is to; ***Ensure we give help and assistance to customers with additional support needs through liaison with the contractor to ensure they are fully aware of the customer’s requirements before and during repair or improvement works.***

- **Continuous Improvement**

Our customer satisfaction surveys indicate that we engage service providers that satisfy our customer needs. Failure to improve our performance regarding equality and diversity will not lead to improved service delivery for our customers and may lead to unlawful discrimination.

We will utilise the Councils Equality Impact Assessment procedure to drive continuous improvement to the services we offer customers.

Our policy is to; ***Enable customers appointed to the tenant compact working party group to review our equality impact assessments, repairs and maintenance policies, procedures and standards to identify and eliminate discrimination.***

STAFF RESPONSIBLE

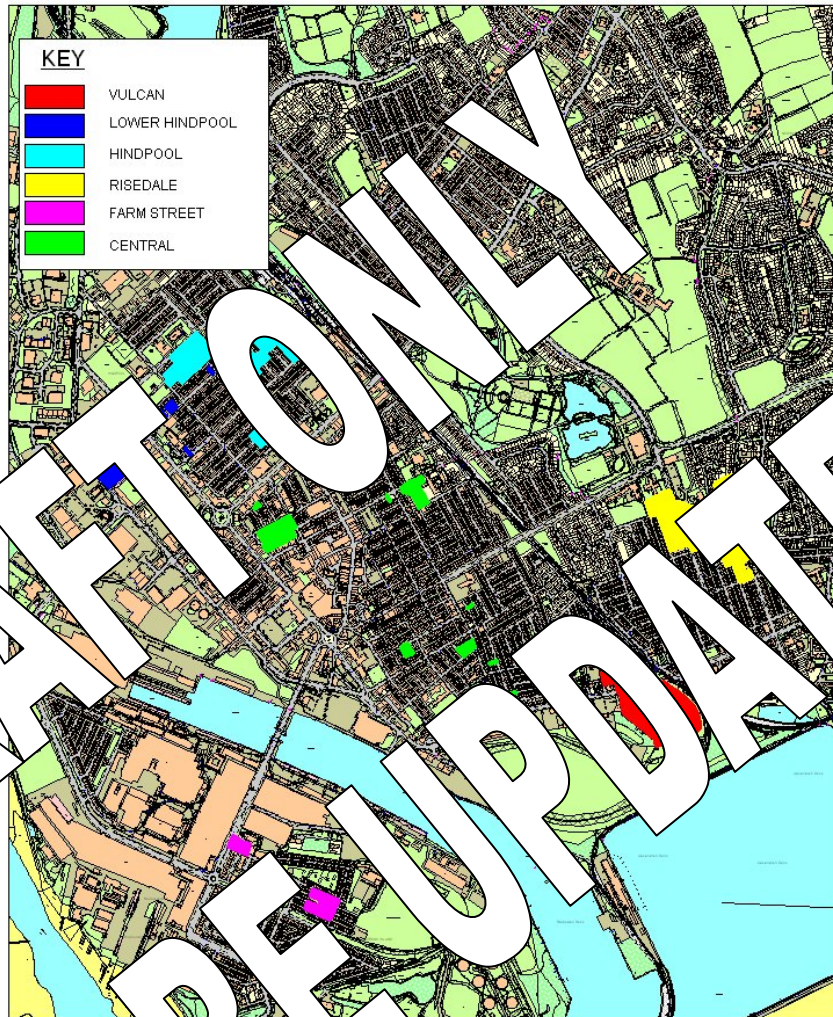
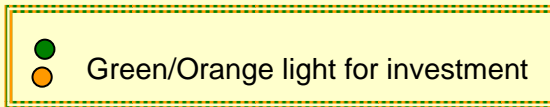
Colin Garnett – Housing Manager
Les Davies – Housing Maintenance Manager

Authorising body	: HMF	Issued by	: L DAVIES
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No of pages	: 33		
Date of next review	: 26.8.2011		

DRAFT ESTATE-BASED ASSET PLAN

CENTRAL

The Central estate has been classified as “Sustainable but less popular” based on an accumulated score of **65** out of 100 using our sustainability model. Investment decisions will therefore proceed with:



Barrow Housing Sub Areas

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The principal areas of scoring were:

- 66 applicants per vacancy, compared with 88 in Walney**
- 2.32% rent arrears compared to 1.18% in Walney**
- Central has the boroughs lowest employment score of 3453**
- Central has deprivation indices of 5212, only Ormsgill has a lower figure**
- Central has the boroughs lowest school performance figure of 8719**

Central spends an average of £475 per property on void and routine repair work, the second lowest of all estates. This is reflective of the significant levels of ongoing planned maintenance expenditure in the area. Recent works have included remedial damp treatment, re-rendering, rewires, central heating installations and communal entrance refurbishments.

CONTEXT

Central covers the central area of Barrow-in-Furness town and a number of outlying communities. We have split the area into sub-readings to best describe the amenities and local facilities Central Ward is presently undergoing regeneration work, with demolition planned to a number of terraced properties and small light industrial units.

HINDPOOL

Hindpool is adjacent to one of the towns main arterial routes. Doctors, Dentists and Veterinary Surgeons are situated within the heart of this estate. There are many small businesses including a Post, Fast food takeaway, bakery and post office, primary school and junior school situated on Blake Street. There are 2 main Supermarkets, a GP surgery and also the Local train station. The area has COE and Catholic primary schools within walking distance. The area is part of the Councils regeneration strategy due to high levels of deprivation. Ongoing work includes demolition of terraced properties and conversion of light industrial units.

RIMDENE

The area is serviced by a comprehensive local bus service so however have to travel 1 mile to reach the main train station. There is a Primary and Junior school's within easy reach and also a popular senior school with excellent sporting facilities. The area has a supermarket, bakery, fish and chip shop, chemist and Post Office within walking distance. The local library is within ½ mile situated on Roose Road.

VULCAN

The area is on a main bus route to the town centre. The doctor's surgeries, Post Office, off licence, Laundry and chemists are within ½ mile the nearest dentist is approximately 2miles and can be reached via bus route. The local church is within walking distance.

CENTRAL

There are doctors surgeries, dentists, library, post office, restaurants and takeaways all within the town centre. Several Primary, Junior and Senior Schools are situated in the heart of the community. Properties are mainly terraced in nature and have undergone regeneration improvements over recent years. This work has been funded by the Capital Challenge Programme and SRB2. The Council's main Housing Office is situated in the area and houses a Benefit Liaison Officer, Housing Needs Section for homeless and persons in priority need.

Among the Housing Stock within the Central Area is "Grange and Cartmel Crescent" a development which has its own Allocation Policy for residents over 55 year of age. The development is 2 storey flats with attractive visitors flat above the community centre which

family and visitors to residents can stay at a reasonable charge. The Residents Association is very well run holding, Bingo days, coffee morning's trips away and open days.

24 self contained flats in Albert Street were demolished during 2009.

BARROW ISLAND

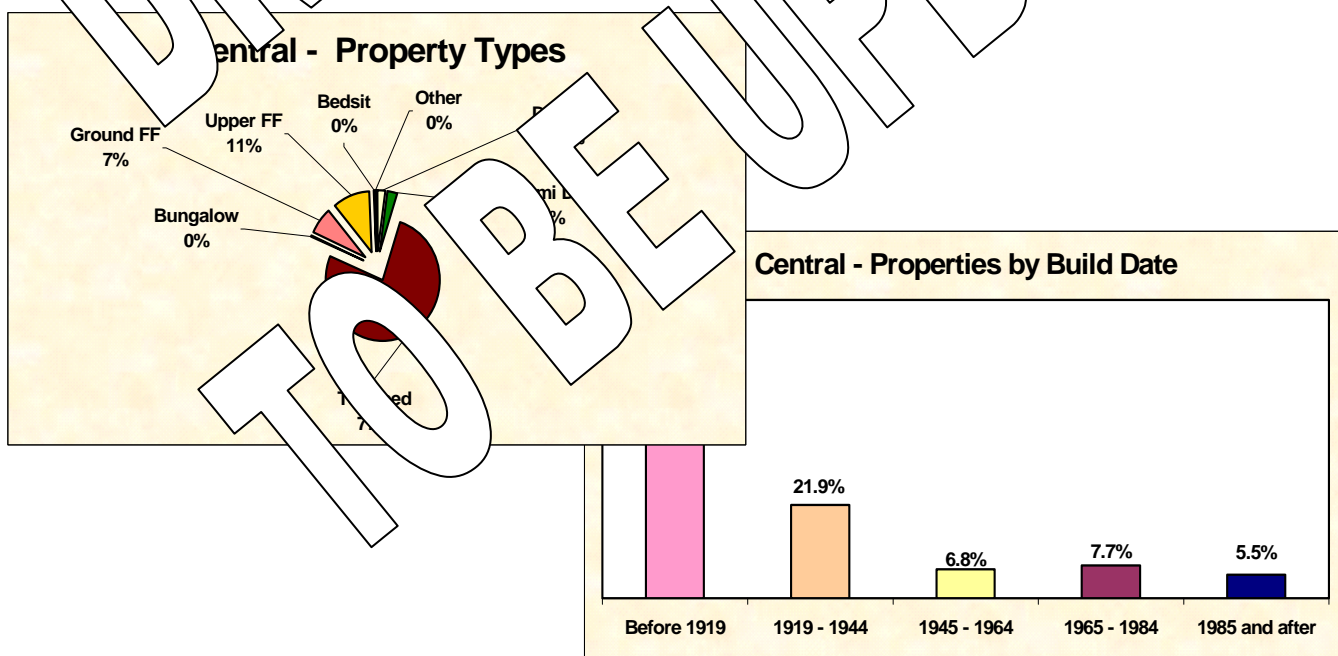
Properties on the Island are generally terraced, however, there is a large proportion of both public sector and privately owned flats predominantly occupied by elderly residents.

A bus route into the heart of the Town Centre services the area and although the estate is very small in comparison to others there are a general range of shops including, a post office and chemist. The area also has a church, Primary and Junior school and also a very popular pre-school nursery off Island Road. The area has a number of green field areas for recreation.

Community Profile

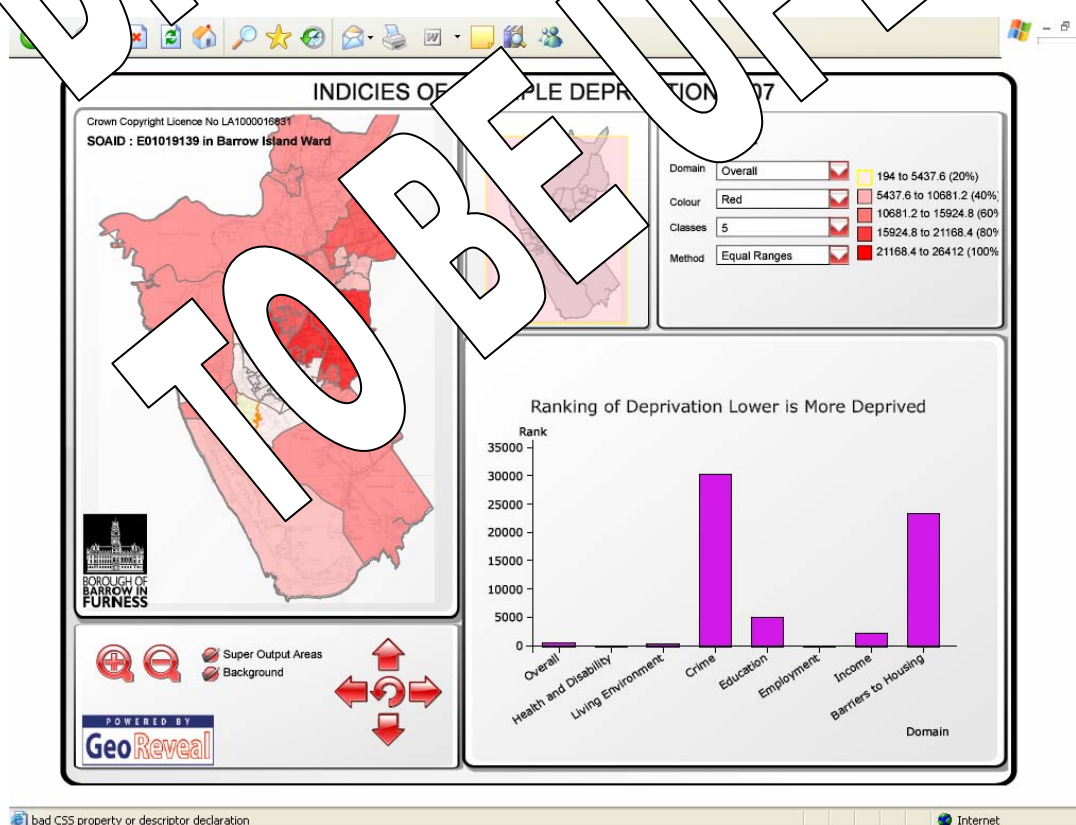
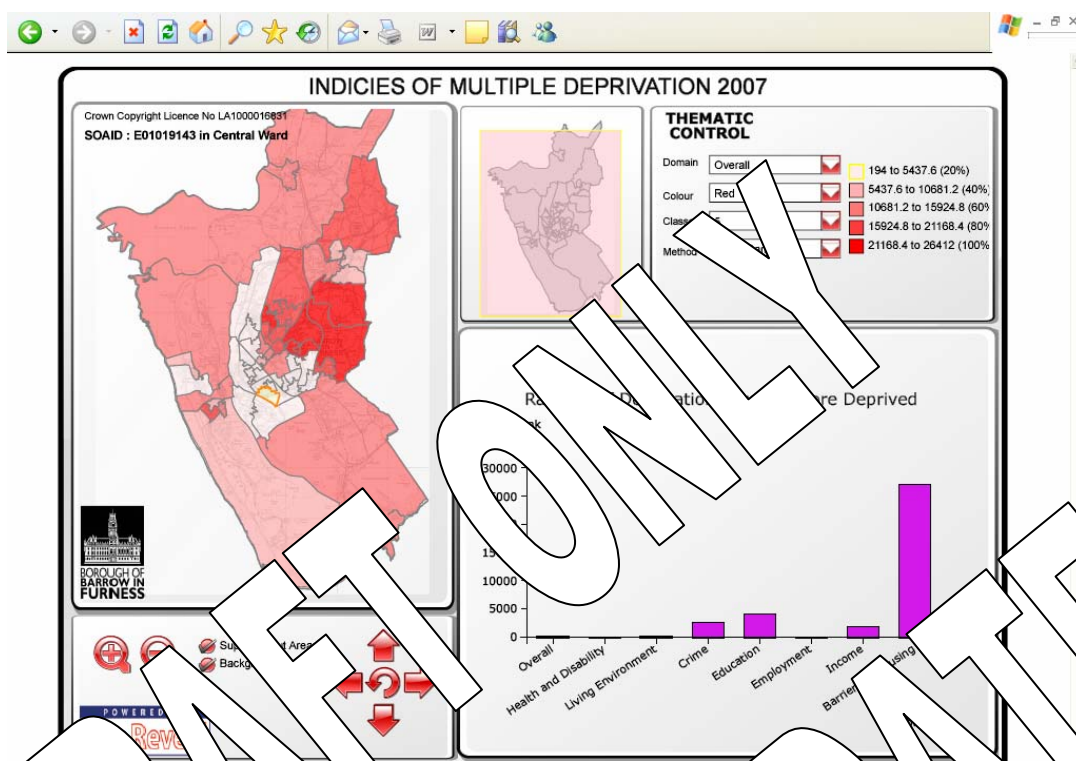
The Central area is geographically diverse and consists of general needs housing interspersed with town centre developments, light industrial units and leisure. There are a small number of detached and semi-detached houses, but predominantly terraced houses and flats built before 1919 make up the majority share.

The graphs below demonstrate the housing profile across all tenures and the percentage of properties contained in each build date.



Deprivation

Central is ranked in the top ten most deprived areas in England, based on the 2007 DCLG survey taking account of income, employment, health, education housing and access to services. The Council publishes deprivation idiocies on its web site. Examples from Central ward are shown below.



Central is one of seven wards within the borough identified by the Neighbourhood Renewal Unit as “particularly disadvantaged”. Vulnerability of tenants in the area is high. 74% presently receive housing benefit and has the highest rate of domestic burglary. The Alley Gates scheme has been successfully completed in the Hindpool area and has received accolades from residents and the local press. Results have shown a significant reduction in levels of crime and also a positive shift in people’s perception regarding fear of crime.

In 2006, the Life Long Learning task Group had concerns about a number of Schools in the Central Ward. Alfred Barrow School and St Georges Primary School have been identified as those in “greatest need”. It is hoped that the group can reverse this understanding through their “Critical Skills Programme” and their “Accreditation Scheme” for teachers and support staff.

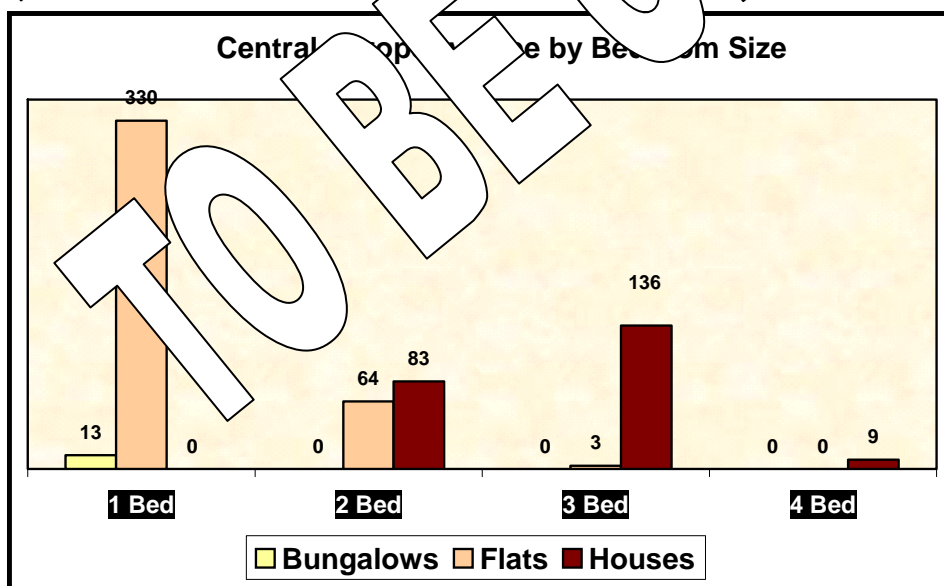
Social Housing in Central

The 2006 Status Survey sampled 1000 households in the area and yielded a 48% rate of return.

In terms of household composition, the survey concluded generally that Central has a larger proportion of tenants aged as “one” in the under and over 60 categories. The area also has more than 10% of the parent families with children.

With regard to overall levels of satisfaction (based on 8 sub-groups) Central was the highest for satisfaction and value for money. 91% of respondents said they were satisfied with the standard of service provided. Central residents said they were more satisfied than any other ward with information about when workers will.

Of the properties owned by the Council, 36% are built flats and 2% are bungalows.

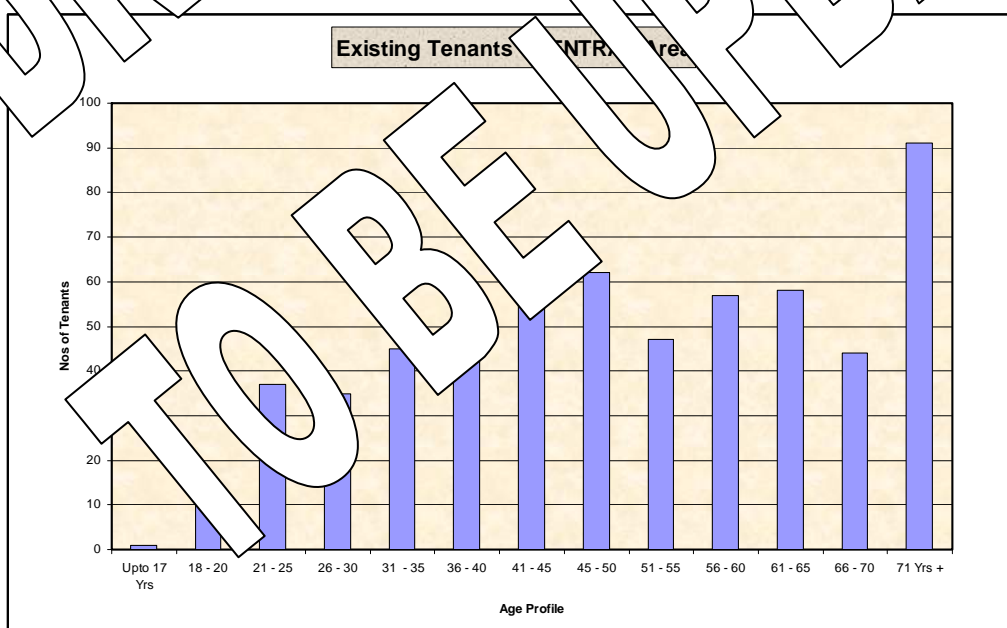


Typical Council owned properties are shown below:



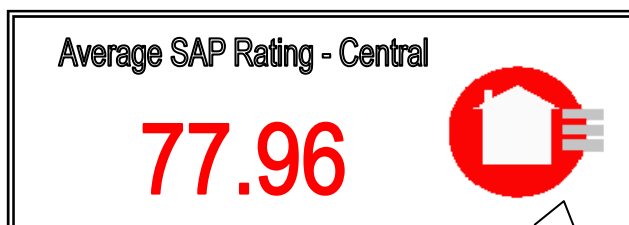
Tenants Profile

The following table shows the age profile of tenants currently residing in Centres shown in the following table.



Council Services

All Council owned properties in the Central area have PVCu windows and electric or gas central heating. All Pre War properties have all undergone refurbishment in the form of Environmental Works and Cavity Wall Insulation in the late 1980's and flats serviced by an enclosed communal staircase underwent communal area refurbishment in 2002 - 2003. This included security doors, relocation of bin stores, floor tiling, redecoration and door entry upgrades. Properties in central have an average SAP rating of 77.59.



Sustainability

The Council owned stock lies close a number of key regeneration projects in the town centre. Planned demolition of properties in Wood Street and Lion Street has generated a significant amount of local interest and a consequent change demand in the short to medium term. In addition, the proposed mixed use development is expected to have a significant impact on both the private rental market and social housing as private landlords seek to allocate properties to tenants from outside the borough. To support this understanding, external investors are currently purchasing low cost properties in the Central area on a "buy to let" basis.

Demand for properties on the Council owned estates are generally high with turnover presently running at 10% per annum. 92% of the stock in the Central area was classified as decent in 2015. This figure has reduced to 19 properties in 2016. Central has the highest average spend per property on routine repair works at £216. Average spend on voids in the area is also relatively low at £613.

Central has the second highest score for RTB in the borough of 68 points, a decrease of 1% of stock (2.6%). Our sustainability audit scores Central at 68 points, which is a decrease of 1% of stock (2.6%). Our audit also indicates that the area a number of specific problems, as in Albert Street that are affecting the popularity of the area and these are expected to be addressed. Other areas of concern around Hindpool and Barrow Island are expected to require additional improvement in the form of housing market renewal programmes over the next two years.

DRAFT ONLY
TO BE UPDATED

Housing Service Five-year Investment Plan 2010 – 2015: CENTRAL AREA KITCHENS (IN BLUE)

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	Chelmar Garth	2 H	Blake Street	14 F	Angle Meadow Lane	16 H
Whinsfield Avenue	13 H	Abbotsvale	3 H	Rother Green	1 H	Cavendish St	11 F	Highfield Road	1 H
Angle Meadow Lane	10 H	Dale Bank	7 H	Torrige Drive	2 H	Crellin Street	6 F	High White Close	8 H
Barnfield Lane	9 H	Hare Lane	5 H	West Shore Road	6 H	Exmouth Street	19 H/F	Lime Kiln Walk	5 H
Mill Bank	6 H	Headmeadow	1 H	Windrush Crescent	7 H	Hartington St,BW	24 F	Middle White Close	6 H
New Leys	3 H	Little Croft	3 H	Rother Green	2 H	Howe Street	9 H	Moorfield Street	1 H
Oxen Croft	3 H	Piel View Grove	10 H	Roding Green	1 H	McCleane Close	14 F	Morecambe Crescent	2 H
Whinney Ends	12 H	Pypers Croft	2 H	Frome Road	2 H	Stileman Walk	10 F	Nearfield Walk	21 H
Calder Green	2 H	Urswick Green	20 H	Plymouth Street	5 H	Chichester Place	8 H	Coniston Avenue	3 H
Duddon Drive	10 H	Brow Avenue	7 H	Spey Walk	1 H	Colchester Place	6 H	Coronation Drive	14 H
Kennet Road	4 H	Cloisters Avenue	10 H	Weaver Green	1 H	Doncaster Place	5 H	Dalton Fields Lane	5 H
Long Bank	5 H	Gleaston Avenue	7 H	Wensum Lea	1 H	Leicester Street	8 H	Ennerdale Close	1 H
Netherfield Close	1 H	Bardsea Road	1 H	Bourne Gardens	1 H	Risedale Road	9 H	Lord Street (Dalton)	24 B
Medway Road	1 H	Denton Road	1 H	Calder Green	2 B	Rochester Place	4 H	Meadow Grove	12 B
Ocean Road	1 H	Hare Ghyll	2 H	Court Guards	2 B	Winchester Street	12 H	Napier Street (Dalton)	4 B
Orcades Green	5 H	Fife Street	1 H	Cardiff Street	4 H	Worcester Street	15 H	Newton Road	10 H/B
Park Lane	1 H	Lorne Road	5 H	Teasdale Road	1 H	Derwent Bank	11 H/F	Storey Square	1 H
Ramsgate Crescent	10 H	Middle Hill	10 H	Witham Walk	1 B	Duddon Drive	4 H/F	Thornton Park	25 H
Severn Road	4 H	Woodward Avenue	3 H	Broadway	32 H	Eamont Close	44 H/F	Windermere Close	7 H
Westminster Avenue	2 H	Salthouse Road	2 H	Gateway	16 H	TOTAL	233	Duke Street (Dalton)	9 H
Brook Street	9	Cocken Crescent	3 H	Longway	92 H			High Duddon Close	8 H
Jarrow Street	22	Grosvenor Street	2 H	Roose Road	31 F			Park Avenue (Askam)	1 H
Langdale Grove	8	Lodge Green	1 H	Thrums Street	16 F			Whinfield Place	10 B
Mardale Grove	33	Long Croft	6 H	Westway	22 H			Saves Lane	8 H
Suffolk Street	3	Low Cliff	8 H	TOTAL	220			School Terrace	2 H
Wasdale Grove	14	Meetings View	6 H					TOTAL	203
Cecil Street	9	Middle Cliff	5 H						
Corporation Terrace	4	Middlefield	30 H						
Levens Terrace	6	Canterbury Terrace	1 H						
Miscellaneous	7	Ormsgill Lane	2 H						
Birstall Road	2	Chester Street	1 H						
Hempland Avenue	14	Gilpin Walk	1 H						
Laurence Avenue	9	Low Moor Terrace	3 H						
Park Avenue	3	Pascway Terrace	4 H						
TOTAL	274	Sandscale Terrace	1 H						

KITCHENS 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
		Sike Meadow	1 H						
		Conway Gardens	7 H						
		Himalaya Avenue	10 H						
		Thames Road	7 H						
		Tweed Rise	8 H						
		Tyne Road	9 H						
		Church Lane	1 H						
		TOTAL	225						

Housing Service Five-year Investment Plan 2010 – 2015: CENTRAL AREA HEATING (IN BLUE)

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	Brathay Crescent	12 H
Coniston Avenue	1 H	Dundalk Street	1 F	Cartmel Crescent	1 F	Basterfield Gardens	13 B	Vulcan Road	13 H
Coronation Drive	8 H	Vulcan Road	3 H	Dundalk Street	15 F	Blake Street	5 F	Duke Street	1 H
Duke Street	1 H	Ainslie Dale	15 F	Farm Street	6 F	Cartmel Crescent	1 F	High Duddon Close	3 H
Eskdale Drive	2 H	Lord Street	10 B	Fenton Street	1 H	Granville Street	1 H	Angle Meadow Lane	18 H/F
School Terrace	1 H	Meadow Grove	11 B	Grange Crescent	1 F	Hartington Street	1 F	Barnfield Lane	5 H
Thornton Park	4 H	Napier Street	4 B	Levens Terrace	1 H	Holker street	4 F	Cheviot Green	5 F
Angle Meadow Lane	1 H	Newton Road	4 B	Newbarns Road	1 H	Napier Street	2 F	Chiltern Crescent	16 F
Greenhill Close	2 F	Cheviot Green	1 F	Parker Street	4 F	Raglan Court	1 F	Cocken Crescent	3 H
High Lea Walk	2 H/F	Bay View Grove	9 H/F	Rothsay Street	3 F	Vernon Street	1 H	Cotswold Crescent	14 B
Nearfield Walk	1 H	Bridgegate Avenue	3 F	Vernon street	5 F	Vulcan Road	11 H	Hazel Close	5 F
Newport Street	1 H	Broadway	1 H	Coronation Drive	1 H	Wordsworth Street	4 F	Hazel Gill	3 F
Park Road	1 B	Brook Street	1 H	High Duddon close	2 H	Ennerdale Close	1 H	High Cliff	15 H/F
Abbots Vale	1 H	Cloisters Avenue	8 H	Saves lane	1 H	Saves lane	1 H	High Lea Walk	10 H/F
Abbotsmead Approach	2 F	Dale Bank	1 H	Thirlmere Close	1 H	School Terrace	1 H	Lodge Green	1 H
Birstall Road	1 H	Flass Meadows	1 H	Angle Meadow Lane	5 H	Whinfield Place	1 B	Longmynd Avenue	1 F
Bridgegate Avenue	3 H	Friars Lane	3 F	Bank Lane	4 H	Broad Close	1 F	Low Cliff	1 H
Brook street	3 H	Gleaston Avenue	6 H	Canterbury Terrace	1 H	Mill Bank	1 H	Mendip Gardens	3 F
Brow Avenue	5 H	Hempland Avenue	10 H	Hazel Gill	9 H	Dale Bank	1 H	Middlefield	3 H
Cecil Street	4 H	Jarrow Street	5 H/F	High Cliff	2 H	Devon Street	1 H	Mill Bank	1 F
Cloisters Avenue	1 H	Langdale Grove	2 H	High Lea	1 H	Gateway	2 H	Millstone Avenue	3 F
Dale Bank	3 H	Lesh Lane	28 F	Long Croft	4 H	Hempland Avenue	1 H	Nearfield Walk	1 H
Denton Road	1 H	Longway	4 F	Low Cliff	4 H	Jarrow Street	2 H	Park Road	3 F
Eskdale Avenue	1 H	Mardale Grove	10 H/F	Meetings View	14 H/F	Lesh Lane	3 H/F	Pennine Gardens	21 F
Greengate Street	3 H	Middle Hill	14 H/F	Mendip Gardens	1 H	Longway	3 F	Quantock Green	2 B
Hare Ghyll	2 H	Newton Brow	7 H/F	Middle Cliff	5 H	Mardale Grove	4 H/F	Sowerby Avenue	21 H
Hare Lane	3 H	Redwater Gardens	1 F	Middlefield	18 H	Piel View Grove	1 H	Abbotsmead Approach	2 F
Jarrow Street	8 H/F	Rising Side	1 B	Pennine Gardens	1 F	Roose Road	1 F	Brook Street	1 H
Kendall Croft	1 H	Roose Road	4 F	Quantock Green	1 H	Thrums Street	1 F	Eskdale Avenue	1 H
Lamb Croft	1 H	St. Quintin Avenue	10 H	Mardale Grove	1 H	Wasdale Grove	1 H	Ewan Close	1 F
Langdale Grove	3 H	Thrums Street	2 F	Woodward Avenue	1 H	Whinney Ends	1 H	Friars Lane	1 F
Laurence Avenue	7 H	Urswick Green	15 H	Amphitrite Street Sth	3 H/F	Yew Tree Gardens	1 F	Jarrow Street	1 F
Lesh Lane	3 H	Wasdale Grove	1 H	Calder Green	2 B	Yew Tree Terrace	9 F	Langdale Grove	1 H
Little Croft	2 H	Westway	1 H	Conway Gardens	6 H/F	Biggar Garth	2 F	Mardale Grove	1 H
Longway	48 H	Yew Tree Gardens	2 F	Cote Ley Crescent	4 F	Broadstairs Lane	2 B	Roose Road	3 F
Mardale Grove	11 H/F	Yew Tree Terrace	1F	Court Guards	2 H	Church Lane	1 H	Thrums Street	1 F

Housing Service Five-year Investment Plan 2010 – 2015: CENTRAL AREA BATHROOMS (IN BLUE)

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	Colchester Place	6 H	Ewan Close	43 F	Ewan Close	37 F
Hazel Gill	11 H/F/B	Angle Meadow Lane	32 H/F	Denton Road	1 H	Broad Close	61 F	Anson Street	32 F
High Cliff	22 H/F	Park Road	8 B	Lamb Croft	1 H	Chester Place	15 F	Franklin street	2 H
High Lea Walk	20 H/F	Low White Close	45 F	Doncaster Place	5H	Chester Street	1 H	Calcutta Street	1 H
Low Moor Terrace	3 H	Middle White Close	15 F	Leicester Street	8 H	Hare Ghyll	2 H	Clive Street	2 H
Ormsgill Lane	2 H	High White Close	8 H	Newbarns Road	8 H	Lime Kiln Walk	5 H	Craven Park Court	20 F
Flass Meadows	1 H	Nearfield Walk	21 H	Risedale Road	9 H	Broadstairs Lane	2 B	Cumberland Street	13 H
Fife Street	1 H	Mill Bank	4 H	Rochester Place	4 H	Irwell Road	6 H/F	Duke Street	5 H
Salthouse Road	1 H	Morecambe Crescent	2 H	Worcester Street	15 H	Rother Green	2 H	Hindpool Road	2 H
Raglan Court	27 F	Moorfield Street	1 H	Mill Bank	19 F	Torridge Drive	2 H	McClintock Street	4 H
Pennine Gardens	41 F	Abbotsvale	3 H	Park Road	26 F	Weaver Green	4 H/B	Michaelson Villas	4 F
TOTAL	116	Woodward Avenue	3 H	Gainsborough Place	6 H	Wensum Lea	1 H	Tay Court	46 F
		TOTAL	143	Highfield Road	1 H	West Shore Road	7 H	TOTAL	168
				Newport Street	8 H	Windrush Crescent	9 H/B		
				Reynolds Place	5 H	Spey Walk	1 H		
				Romney Road	10H	Hastings Street	1 H		
				TOTAL	143	TOTAL	162		

HOUSING MANAGEMENT FORUM	(D) Agenda Item 7
Date of Meeting: 26th August, 2010	
Reporting Officer: Colin Garnett, Housing Manager	
<p>Title: 2011 Housing Maintenance Contract</p> <p>Summary and Conclusion:</p> <p>At your last meeting on 17th June 2010 you agreed an outline methodology and timetable to procure a new Maintenance Contract from 5th November 2011.</p> <p>The purpose of this report is to:</p> <ul style="list-style-type: none">• advise you on progress made;• agree in more detail the contract term and work streams to be included; and• agree process to engage with tenants and ensure the contract delivery arrangements reflect these works. <p>Recommendations:</p> <p>Members are recommended to:</p> <ol style="list-style-type: none">1. note appointment of PSS Consulting to provide Procurement Support and Contract Support on an 'as and when required' basis;2. agree the contract be procured on the basis of:<ul style="list-style-type: none">• Planned Investment works will be removed from the contract and delivered via Cumbria Housing Partners.• Works included in the new contract will be: Responsive Repairs, Voids, Gas Servicing and breakdown repairs, out-of-hours emergency repairs.• The form of contract will be as now: NEC 3, Option C, Target Cost (subject to any adverse feedback from APSE Consultants)• The term of contract to be as now: four years with option for further two years.• Contract to be awarded on the basis of a 20% quality/80% price matrix; and3. note the next stages of the process and agree they be progressed in consultation with Tenant Compact Working Party.	

Report

At your last meeting on 17th June 2010 you agreed an outline methodology and timetable to procure a new Maintenance Contract from 5th November 2011.

The purpose of this report is to:

- advise you on progress made;
- agree in more detail the contract term and work streams to be included; and
- agree process to engage with tenants and ensure the contract delivery arrangements reflect these works.

1. Update on Progress

- Since the last meeting the OJEU notice has now been issued.

Expressions of interest have been received, with other contractors having up to 24th September 2010 to do so.

- Within your HRA an amount is identified for consulting services. This includes funding for 'specialist' advice when required for the management of the Maintenance Contract.

In preparing for the new contract, this work has recently been advertised. Four organisations were invited to submit proposals. PSS Consulting, our existing advisers, were the successful tenderers.

Their role is two fold: Procurement Support at a cost of c.£9,375 and ongoing Contract Support of between twelve and twenty four days per annum at a cost of £625 per day (number of days is based on 'as and when required' basis).

- APSE have been appointed to complete a Health Check of our current contract operation, which will be completed by the end of the month.

2. Contract Form and Work Streams

The current form of contract is based on NEC3 with a target cost of items of work. This includes a risk and reward option to drive efficiency in delivery.

The scope of works in the current contract includes:

- Responsive repairs
- Voids
- Gas servicing and breakdown repairs
- Daytime and out of hours emergency repairs
- Planned works: kitchens, bathrooms, central heating

I have reviewed the scope of these works in conjunction with the Council's Management Team, the Maintenance Service and the Tenant Compact Working Party.

I am of the opinion that the current contract arrangements have now been embodied in our working practices and are well understood. It has also led to efficiency in delivery, good tenant satisfaction and improving performance.

In awarding the current contract, a proportion of the 'planned' investment work was included. The purpose of this was to enable the successful contractor to smooth work flows by completing planned works, if there was a shortage of responsive repairs.

However, in practice the existing contractor has used sub-contractors to complete such work.

Over the same period of time our relationship with Cumbria Housing Partners (CHP) has developed, through which other investment work has been delivered. This has been successful in terms of tenant satisfaction and lower costs of delivery. I would, therefore, propose such works are not included in the scope of the proposed new contract.

In awarding our current contract it was done so on a 50% price/50% quality matrix.

As you are aware, there is considerable pressure on public services to reduce costs which would suggest cost being the predominant criteria.

In recognition of this I would propose an approach of 80% price/20% quality matrix be adopted in the award of the new contract. Following advice from our advisers it is suggested that whilst ensuring price is the significant criteria, it will enable some regard to quality and minimise the risk of any contractual challenges with regard to the procurement process.

The current contract was awarded on a time period of four years, with option to extend for a further two years. I would not propose this be altered.

Having regard to the above, I would propose we continue to progress on the following basis:

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

Recommendations:

Members are recommended to:

1. note appointment of PSS Consulting to provide Procurement Support and Contract Support on an 'as and when required' basis;
2. agree the contract be procured on the basis of:
 - Planned Investment works will be removed from the contract and delivered via Cumbria Housing Partners.
 - Works included in the new contract will be: Responsive Repairs, Voids, Gas Servicing and breakdown repairs, out-of-hours emergency repairs.
 - The form of contract will be as now: NEC 3, Option C, Target Cost (subject to any adverse feedback from APSE Consultants)
 - The term of contract to be as now: four years with option for further two years.
 - Contract to be awarded on the basis of a 80% price/20% quality matrix; and
3. note the next stages of the process and agree they be progressed in consultation with Tenant Compact Working Party.

Legal Implications

A specialist adviser has been appointed to ensure the Council progresses this procurement process in accordance with OJEU. Specialist legal advice will be taken as and when required.

Financial Implications

Expenditure on this Maintenance Contract will be agreed on an annual basis to reflect the resources available to the Council. Review processes in place to monitor agreed expenditure on an ongoing basis.

Health and Safety Implications

N/A

Key Priorities or Corporate Aims

Corporate Meeting the housing needs of the Borough and make decent housing more accessible.

Housing Service Investing and maintaining houses and estates to the best standard possible with the resources available.

Risk Assessment

N/A

Equal Opportunities

N/A

Background Papers

N/A

HOUSING MANAGEMENT FORUM	(D) Agenda Item 8
Date of Meeting: 26th August, 2010	
Reporting Officer: Colin Garnett, Housing Manager	
Title: Tenant Services Authority – The Regulatory Framework for Social Housing in England from April 2010	
Summary and Conclusion:	
The purpose of this report is to inform you of the Housing Department's progress to date and the proposed approach going forward in response to the new regulatory framework, and to seek your endorsement of the financial resources required to enable the process to proceed in the proposed manner.	
Recommendations:	
Members are recommended to:	
<ul style="list-style-type: none">● note the progress to date and endorse our plans and proposals going forward;● endorse the financial resources requested; and● endorse our request for delegated powers to enable our annual report to be signed off within the appropriate timescales.	

1.0 Background and Introduction

The Tenant Services Authority (TSA) is the new regulator for social housing. From April 2010 the TSA became responsible for the regulation of all social housing providers including Council housing providers.

The TSA have provided full guidance on the new regulatory framework in a document entitled "The Regulatory Framework for Social Housing in England from April 2010", and associated annexes.

The new framework is set around the principle of co-regulation, encouraging providers to undertake robust self-regulation which incorporates effective tenant involvement.

2.0 Requirements

Their framework places a number of requirements upon social housing providers.

2.1 National Standards

The new framework sets out the following six outcome focused national standards that providers will need to self-assess against.

Tenant involvement and empowerment - includes customer service, choice and complaints, involvement and empowerment and, understanding and responding to the diverse needs of tenants.

Home - includes quality of accommodation and repairs and maintenance.

Tenancy – includes allocations, rents* and tenure.

Neighbourhood and community - includes neighbourhood management, local area co-operation and anti-social behaviour.

Value for money - self descriptive.

Governance and financial viability* - self descriptive.

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

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

2.2 Local Standards or “Offers”

In addition to the national standards, the TSA will also require providers to develop and implement “local offers” which are essentially local standards, which reflect what is important to tenants at a local level. Local offers must be agreed with tenants and be in place, together with effective scrutiny arrangements by April 2011.

2.3 Annual Report

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

3.0 Progress to date and plans going forward

The Housing Department has made progress in the following areas and has a number of proposals to continue the process.

3.1 National Standards

- a. A number of tenants, residents and tenant representatives attended an Awareness Day at Lancaster on 27 May 2010 which was centred around the TSA regulatory framework.
- b. Three tenant representatives attended the 10th Annual Resident Involvement Conference at Blackpool on 15 and 16 June 2010.
- c. Our “Housing Service Delivery Plan” which incorporated our plans for self assessment was endorsed by the Tenants Forum on 14 June 2010 and by the Housing Management Forum on 16 June 2010.

- d. A self-assessment of all services was undertaken and recorded using a pro-forma "Self Assessment and Service Improvement Plan".
- e. Action plans have been formulated to address service areas where gaps, weaknesses or improvements have been identified.
- f. We have advertised at our office, on our website and in our summer edition tenant Newsletter "Housing Matters", that we are holding two Involvement Sessions at the Housing Office on 8 and 9 September 2010. We felt that this was the best approach to achieve maximum involvement with the resources we have and with the timescales we are working to.
- g. Our assessment against the national standards, including any service improvement plans, will be shared with tenants at the Involvement Sessions referred to above and tenants will be given an opportunity to agree or disagree with our assessment. We plan to use display boards to share information in poster format which, subject to agreement from our tenants, will form the basis of our annual report.

3.2 Local Offers

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

3.3 Annual Report

- a. We propose to use the completed self assessments to select text, media and performance information that best describes and evidences our assessment against the national standards and our commitment and plans for local standards.
- b. We propose to use the Involvement Sessions referred to above as a consultation opportunity with tenants who will be asked to view display boards containing the information that we propose should go into the annual report.

- c. We propose that tenants will have the opportunity to agree or disagree with our assessment and give their views on the presentation, style and layout of the proposed annual report.
- d. We propose to use display boards, showing posters, with each individual poster intended to represent a page of what we are proposing for our annual report.
- e. We propose that delegated powers are granted to enable the Chair of our Tenants' Forum and the Chair of the Executive Committee to sign off the report in September 2010 to enable printing and delivery by 1 October 2010.
- f. In order to deliver our plans and comply with the TSA regulatory requirements, the need for additional funding has been identified. This includes production of an additional newsletter at an approximate cost of £1,900 and a £100 price draw as an incentive for people to take part in the self-evaluation process.

4.0 Recommendations

Members are recommended to:

- note the progress to date and endorse our plans and proposals going forward;
- endorse the financial resources requested; and
- endorse our request for delegated powers for the Chair of the Executive Committee to agree our annual report to be signed off within the appropriate timescales.

Legal Implications

The Council must comply with the TSA regulatory requirements which have been developed from the Housing and Regeneration Act 2008 and therefore have legislative effect.

Financial Implications

INSERT FUNDING DETAILS

Health and Safety Implications

N/A

Key Priorities or Corporate Aims

Corporate: Improve the effectiveness and efficiency of our Council.

Housing: Involving and empowering residents.

Risk Assessment

N/A

Equal Opportunities

The TSA regulatory requirements place an emphasis on Equality and Diversity as a cross cutting theme across all standards.

Background Papers

The TSA have provided full guidance on the new regulatory framework in a document entitled "The Regulatory Framework for Social Housing in England from April 2010", and associated annexes.

HOUSING MANAGEMENT FORUM	(D) Agenda Item 9
Date of Meeting: 26th August, 2010	
Reporting Officer: Colin Garnett	
Title: 34 Fenton Street, Barrow in Furness - Two Bedroomed House	
Summary and Conclusion:	
This matter was considered at your last meeting on 17th June 2010, when it was decided that Members wished to carry out a site visit before reaching a decision; this was held on 29th July 2010. I am, therefore, re-presenting the Report for your consideration	
Recommendation:	
Members' instructions are requested.	

This matter was considered at your last meeting on 17th June 2010, when it was decided that Members wished to carry out a site visit before reaching a decision; this was held on 29th July 2010. I am, therefore, re-presenting the Report for your consideration

Report

The purpose of this Report is to reconsider the future of this miscellaneous property. The matter was initially considered on 27th August 2009 when it was decided to carry out remedial works. However, it has become apparent further works are required at an estimated cost of £14,000 to £15,000 and Members are, therefore, requested to reconsider the matter.

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

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

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

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

Attached at **Appendix C** is a schedule of the likely works required.

I would suggest, having regard to the financial demands on the Housing Service's Investment Plan, consideration be given to the property being sold on the open market.

Recommendation

Members' instructions are requested.

Legal Implications

N/A

Financial Implications

The condition of this property will require a further investment of c.£14/£15K to remedy the dampness and other essential repairs. The likely rent would be c.£3,552 per annum.

Health and Safety Implications

N/A

Key Priorities or Corporate Aims

Corporate: Meet the housing needs of the Borough and make decent homes more accessible.

Housing Service: Investing and maintaining homes to the best standard possible with the resources available.

Risk Assessment

N/A

Equal Opportunities

N/A

Background Papers

N/A

APPENDIX C

Property Address

**34 FENTON STREET
Barrow in Furness Cumbria**



General Description

The property is a small two storey, 2 bedroom end of terraced house with solid wall construction with a red brick facade and render finish to the gable and rear elevations. The original roof has been replaced with a cement tile covering. The property has a rear single story bathroom extension with kitchen at the rear ground floor of the property. The property has modern gas central heating and has been rewired in the past 10 years. The property is suffering from major damp to the whole of lower ground floor walls, rear wall and bathroom extension walls. The property is not habitable in its present condition. There is an ongoing damp problem associated with the main roof at the junction with 32 Fenton Street and the chimney stack located on the gable. The damp to the rear wall and bathroom requires further investigation and is associated with the detailing to the flat roof covering above the bathroom. The property has very poor insulation levels.



Decent Homes Criteria

- Criterion A - Fitness Standard**
- Criterion B - Structurally Sound**
- Criterion C - Reasonably Modern Facilities**
- Criterion D - Thermal Comfort**

Pass	Fail
✓	✓
✓	✓

Basic Facilities	Condition	Part installation only	No work required	Full installation required
Major Damp/Unfit	Poor			✓
Efficient Central Heating	Good		✓	
Electrical Circuits	Good		✓	
Modern Kitchen	Good		✓	
Modern Bathroom	Good		✓	
Double Glazing	100% PVCu		✓	
Wall insulation	Poor			✓
Loft Insulation	100 mm	✓		



18/08/2010

Component	Quantity (Approx)	Material or Type	Condition	Notes
External Walls	70 sq m	Solid	Fair	
Wall finish (Front)	30 sq m	Brick	Fair	Minor re-pointing required
Wall finish (Rear)	50 sq m	Render	Good	Investigate junction with flat roof
Wall finish (Gable)	57 sq m	Render	Good	
Bathroom extension	1	Brick/Render	Poor	Severe damp to all walls, Parapet to repair
Wall ties		N/A		
Damp Proof Course	50 lin m	Asphalt	Poor	Severe damp reading on surface
Solid Floors	40 sq m	Concrete	Poor	Severe damp reading on surface
Roof covering	60 sq m	Cement tiles	Fair	Investigate junction at No 32
Drains/Gulleys	1	Clay	Fair	Clean out and fit new gulley cover
Guttering	20 lin m	PVCu	Good	Front & Rear gutters re align clean out
RWP's	15 lin m	PVCu	Good	
Soil Pipes	6 lin m	PVCu	Good	
Chimney	1	Brickwork	Fair	Leaning slightly, Damp to investigate
Windows (PVCu)	5	PVCu	Good	
Windows (Timber)	0	N/A		
Front Door	1	PVCu	Fair	
Rear Door	1	PVCu	Fair	
Internal Doors	6	Timber	Poor	3 new doors to 2x bed and bathroom
Internal Door frames	6	Timber	Poor	
Skirtings etc	100 lin m	100 mm Timber	Fair	
Staircase/Bannister	1	Timber	Fair	Repair 1/4 turn tread
Timber Floors	80 sq m	Timber	Fair	
Cupboards/Shelves				
Kitchen	1	Maple	Good	
Bathroom	1	White	Good	
Central heating	1	Gas Boiler	Good	
Gas Fire		N/A		
Fireplace/surround		N/A		
Immersion heater		N/A		
Internal plasterwork		Plaster	Poor	Patching required in hall/kitchen
Ceilings	160 sq m	P/Board	Fair	
Boundary walls	4 lin m	Brick/render	Poor	
Lighting circuits	2		Good	
Power Circuits	2		Good	
Gas Meter	1			
Electric Meter	1			

Major Works

Quantity Est Costs

Kitchen - Remove and later re-install existing kitchen to allow damp proofing works including renew tiling to work tops.	ITEM	£ 750
Damp - Knock off damp plaster to all ground floor walls including lounge, kitchen, hall and bathroom at low level (2000mm high) apply SBR. Re-render in renderlite and skim. Re-plaster to kitchen walls and apply tanking to sovereign specification.	55 lin m	£ 4,400
Asphalt - Apply new asphalt coating to concrete floor area in lounge, kitchen, hall and bathroom.	80 sq m	£ 2,800
Flat Roof - Apply new coating to rear roof to current standards and remedy defect with adbutment to rear wall including new flashing and render to parapet wall at end of extension	12 sq m	£ 1,500
Chimney and Main Roof - Renew soakers and flashings to main roof chimney syack including making good roof joint at junction with No 32 Fenton Street	Item	£ 700

Minor Works

Gutters - Clean out gutters to front and rear elevations and realign guttering to rear elevation to allow correct falls. Clean out gully to rear yard and fit new gully grid/cover.	ITEM	£ 175
Testing - Carryout full test to the gas and electrical installations.	ITEM	£ 150
Heating - Renew defective radiator to lounge.	ITEM	£ 150
Redecoration - Carryout full redecoration of property to specification	ITEM	£ 1,500
Plastering - Hack off and renew defective plaster to window reveals in kitchen and to door reveals in hallway. Remove and dispose of cladding to bathroom walls.	ITEM	£ 250
Joinery - Fit new internal doors and frames to all rooms (6 No) and fit new tread to 1/4 turn step at bottom of stairs. Rehang rear yard door on new T Hinges.	6	£ 1,050
Brickwork - Re-point front elevation above bedroom window and to sides of opening and re-render rear yard wall adjoining 32 Fenton Street including new copings.	ITEM	£ 750

Estimated To £ 14,175

HOUSING SERVICE: PERFORMANCE INDICATORS

Housemark/ BVPI / Local	Performance Indicator	Actual 2006/7	Actual 2007/8	Actual 2008/9	Actual 2009/10	Target 2010/11	5 Apr 10- 4 Jul 10
	Rent Arrears and Collection						
BV66a	% Rent Collected	97.88%	96.78%	96.48%	97.65%	98%	96.31%
BV66b	% Tenants with > 7 weeks arrears	5.89%	6.82%	6.33%	5.05%	5%	4.17%
BV66c	% Tenants served with Notice of Seeking Possession for arrears	35.48%	29%	30.6%	27.1%	25%	30.5%
BV66d	% Tenants evicted for rent arrears	1.05%	0.66%	0.89%	0.67%	0.5%	0.15%
Housemark	Current tenants arrears as % of rent roll	2.99%	2.96%	2.60%	1.96%	2%	2.3%
	Void management						
BV212	Average relet time for dwellings (in days)	28	35.9	30	31	28	28
Housemark	% rent loss through vacant dwellings	0.98%	1.41%	1.16%	1.05%	1%	0.71%
Local	% rent loss due to voids – garages	2.63%	2.81%	3.25%	2.91%	2%	3.07%
	Homelessness						
Housemark	Average stay in B & B for families with children or pregnant women (in days)	2	10	3.7	2.14	3	0
Housemark	% of homeless applications where decision made and notified within 33 days	98.5%	95.3%	84.8%	89.5%	99%	80.6%
Local	Average length of stay in B&B (in days)	22	14.4	18	21.6	15	19.7
Local	Average length of stay in dispersed (in days)	45	48	56	47	30	35
Local	Average length of stay in dispersed for families with children (in days)	34	41	49	42	30	36
Local	Average number of homeless households in dispersed accommodation	5.8	7.3	9.6	6.4	5	7.2
BV213	% of households whose situation was resolved by housing advice	N/A	N/A	N/A	N/A	75%	N/A
NI 156 <i>(new for 08/09)</i>	Number of households living in temporary accommodation	--	13	8	11	10	13
	Housing Applications						
Local	% Housing applications answered within 6 days	95%	52%	62%	84%	95%	84%
	Repairs						
Housemark	% urgent repairs completed within Government time limits	89.59%	78%	79.91%	97.23%	100%	97.7%
Housemark	% emergency repairs completed on time	93.6%	84.36%	89.07%	96.25%	98%	99.6%
Housemark	% routine repairs completed on time	92.3%	77.26%	79.95%	93.48%	98%	94%
Housemark	% urgent repairs completed on time	78.7%	74.86%	74.45%	87.82%	97%	88.9%
NI 158 <i>(was BV184a)</i>	Proportion of homes which are non-decent	17.8%	2%	0.22%	0%	0	1.18%
Local	Average time taken to complete non-urgent repairs (in days)	10	13.7	24.85	12.6	8	9.9
	General Management						
NI 160 <i>(new for 08/09)</i>	Local authority's tenants' satisfaction with landlord's services	--	--	87%	N/A	N/A	N/A

RENT ARREARS as at week ending 4th July 2010

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

FORMER TENANT ARREARS

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

NUMBER OF TENANTS IN ARREARS

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

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

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

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

VOIDS (including Mutual Exchange) from 5 th April 2010 to 4 th July 2010						
	Central	Dalton	Ormsgill	Roosegate	Walney	Total
1 Bedroom						
Ground-floor flat	2	0	8	7	1	18
Upper-floor flat	8	1	6	4	2	21
Bungalow	1	2	2	0	0	5
Sub total	11	3	16	11	3	44
2 Bedrooms						
Ground-floor flat	0	0	3	0	0	3
Upper-floor flat	1	0	6	1	0	8
Bungalow	0	0	0	0	0	0
House	1	0	0	0	0	1
Sub-total	2	0	9	1	0	12
3 Bedrooms						
Ground-floor flat	1	0	0	0	0	1
Upper-floor flat	0	0	0	0	0	0
Bungalow	0	0	0	0	0	0
House	4	0	3	2	0	9
Sub-total	5	0	3	2	0	10
4 Bedrooms						
House	0	0	0	1	0	1
5 Bedrooms						
House	0	0	0	0	0	0
Total	18	3	28	15	3	67

OFFERS OF ACCOMMODATION made and refused between 5 th April 2010 to 4 th July 2010								
Area	Property Details	Area	Condition	Personal circumstances	No reply to offer	Other reasons	Withdrawn	Total
Central	3	1	0	0	0	0	0	4
Dalton	0	0	0	1	0	0	0	1
Ormsgill	0	1	0	0	0	0	0	1
Roosegate	3	1	3	0	0	0	0	7
Walney	0	1	0	0	0	0	0	1
Total	6	4	3	1	0	0	0	14

NEW TENANCIES
5th April 2010 to 4th July 2010

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

HOUSING PROPERTY AS AT 30th June 2010

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

SOLD PROPERTIES
5th April 2010 to 4th July 2010

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

PLANNED MAINTENANCE PROGRAMME 2010/11 @ 28th JULY 2010

AGENDA ITEM 12

SCHEME	CONTRACTOR OR SUPPLIER	AVAILABLE BUDGET	NO OF PROPERTIES	INVOICES PAID TO DATE	START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	TARGET COST	OUT TURN ESTIMATE	COMMENTS
REWIRES	CUMBRIA HOUSING PARTNERS	£283,543	Phase 1 - 70 Properties Phase II - 77 Properties	£80,048	Apr-10	Feb-11	AB MITCHELL (via K Wilson)		£283,000	ONLY 50% ISSUED (30% complete) Remaining 50% to allocated following CHP mini competition
BATHROOMS I	CUMBRIA HOUSING PARTNERS	£200,000	82 PENNINE/RAGLAN COURT	£73,781	Apr-10	Feb-11	AB MITCHELL	£184,218	£200,000	50% Complete
BATHROOMS II	CUMBRIA HOUSING PARTNERS	£100,000	42	£0	TBC	TBC	AB MITCHELL	TBC		AWAITING TARGET COSTS
KITCHENS I	CUMBRIA HOUSING PARTNERS	£500,000	210	£113,625	Apr-10	Feb-11	AB MITCHELL	£462,019	£500,000	30% Complete
KITCHENS II	CUMBRIA HOUSING PARTNERS	£225,000	TBC	£0	TBC	TBC	AB MITCHELL	TBC		AWAITING TARGET COSTS £30,000 ALLOCATED FOR ONE OFF INSTALLATIONS VIA INTEGRAL
HEATING 1	CUMBRIA HOUSING PARTNERS	£475,000	155 Properties via CHP 20 One Off systems via Integral	£126,823	Apr-10	Feb-11	AB MITCHELL INTEGRAL	£360,000 £100,000	£475,000	15% Complete £100,000 allocated for One Off installations
HEATING II	CUMBRIA HOUSING PARTNERS	£375,000	90	£0	TBC	TBC	AB MITCHELL INTEGRAL	TBC	£375,000	AWAITING TARGET COSTS
DOOR ENTRY REPLACEMENTS	SS GROUP	£200,000	ALL FLATS WITH COMMUNAL ENTRANCES	£56,000	Mar-10	Feb-11	SS GROUP	£172,000	£200,000	30% Complete
PAINTING	CUMBRIA HOUSING PARTNERS	£200,000	400	£80,006	Apr-10	Feb-11	GH JONES	£123,000	£123,000	85% Complete

HOUSING MAINTENANCE COMMITMENTS 2010/11 @ 28.7.2010

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

£100k accrual brought forward from previous year