

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

## **HOUSING MANAGEMENT FORUM**

Meeting: Thursday 26th February, 2015  
at 2.00 p.m. (Committee Room No. 4)

Group Meetings at 1.15 p.m.

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

#### **PART ONE**

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

2. Admission of Public and Press

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

3. Declarations of Interest

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

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

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

4. Confirmation of the Minutes of the meeting held on 15th January, 2015 (copy attached).

5. Apologies for Absence/Changes in Membership.

#### **OPERATIONAL**

(D) 6. 2011-2015 Housing Maintenance Contract.

(D) 7. Results of 2014 Stock Condition Survey

(D) 8. ASB Action Ltd. Service Level Agreement 2015/16

(D) 9. Request for the Purchase of Land.

## **FOR INFORMATION**

10. Performance Information Report

11. Planned Investment & Planned Maintenance

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

## **HOUSING MANAGEMENT FORUM MEMBERS:**

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

Tenant Representatives: Mr A McIntosh  
Mr W Ward  
Mrs K Warne  
Mrs. M. Anderson  
Mrs. G. Giddings (substitute)  
Mr. W. McEwan (substitute)

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

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## **HOUSING MANAGEMENT FORUM**

Meeting: Thursday 15th January, 2015  
at 2.00 p.m.

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

Tenant Representatives:- Mr W. Ward, Mr W. McEwan and Mrs M. Anderson.

Officers Present:- Les Davies (Housing Maintenance Manager), Jane Coles (Business Support Manager) and Keely Fisher (Democratic Services Officer).

### **29 – Minutes**

The Minutes of the meeting held on 27th November, 2014 were taken as read and confirmed.

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

Apologies for absence were submitted from Councillor Irwin and Tenant Representatives Mr A. McIntosh and Mrs K. Warne.

Tenant Representative Mr W. McEwan had replaced Mrs K. Warne for this meeting only.

### **31 – Housing Maintenance Investment Programme 2015/16**

The Assistant Director – Housing submitted a report which was to agree the expenditure profile for 2015/16. The proposed profile and priorities were based on the agreed Five-year Asset Management Strategy 2010 and made reference to some of the provisional findings of the 2014 stock condition survey.

The report provided details of progress during the current year and had regard to operational issues that had emerged during the delivery of this ongoing Programme.

The 2014/15 Investment Programme was funded from the Housing Revenue Account. The principles adopted in drafting the programme continued with the previously agreed targets set out in the 2010 Asset Management Plan (AMP) and sought to ensure:

- The Council maintained the Decent Homes Standards;
- The aspirations of tenants were considered and incorporated within the Programme; and
- To work collaboratively with other housing providers and contractors to improve delivery of planned and responsive repair services.

The progress with regards to key targets included in the Asset Management Plan were as follows:-

- (i) Increase % of Sedbuk A rated boilers from 44% to 75% by 2015  
**Actual percentage of Sedbuk A rated boilers as identified by the 2014 stock condition report = 99%**
- (ii) Increase % of bathrooms less than 15 years old from 40% to 60% by 2015  
**Actual percentage of bathrooms less than 15 years old as identified by the 2014 stock condition report = 82%**
- (iii) Increase % of kitchens less than 15 years old from 40% to 60% by 2015  
**Actual percentage of kitchens less than 15 years old as identified by the 2014 stock condition report = 96%**

It was normal practice when presenting this report to provide an update on the number of properties failing the decent homes standard. The previous stock condition surveys had been carried out on a sample basis (20% of the stock). The 2014 survey looked to inspect 100% of the housing stock to provide information that was statistically more reliable. The actual inspection rate was 88.1% (2362 properties).

The assessment of the Decent Homes standard referenced the Housing Health and Safety Rating System (HHSRS). The results shown in the table below had been taken from the provisional information provided by the 2014 Stock Condition Survey completed in December 2014. The updated property records of the investment work completed since the survey indicated that the current position was:-

	Number of properties failing the decent homes standard	Percentage of Stock
Baseline survey 20.6.2006	509	18%
as at 1.4.2009	6	Less than 1%
as at 7.6.2010	32	1%
as at 31.12.2012	0	0%
Baseline survey December 2014	76	2.84%

The initial analysis of the 2014 stock condition data indicated that the 76 failures included the following elements:-

Criterion A – Fitness Standard	1	This property has now been sold
Criterion B - Disrepair	72	Windows, Roofs, External doors
Criterion C – Modern Facilities	4	Kitchen or bathroom age/layout
Criterion D – Thermal Comfort	0	No failures

Officers would be reviewing the content of the draft stock condition report during January to identify future options for investment. The review would include a detailed analysis of the decent homes failures to identify the extent of any remedial works required. A provisional sum of £76,000 had been included within the investment profile which was attached as an appendix to the report.

## 1. Progress during the Current Year 2014/15

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

All planned investment works had progressed satisfactorily during the year. The re-roofing and re-pointing work on Roosegate flats was complete. Similar works were presently on site on the Devonshire estate and were expected to be completed by the end of March 2015.

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

The table below gives an indication of the number of properties that had benefited from significant investment during 2014. Details would be updated where appropriate at year end.

Type of Work	No of Properties/Blocks due for improvement in 2014/15	No of Properties estimated to be completed by 31/3/15
Kitchens	200 (Properties)	80
Bathrooms	200 (Properties)	279
Central Heating	200 (Properties)	218
Rewires	120 (Properties)	115
Painting	500 (Properties)	484
Minor Adaptations	100 (Properties)	90
Major Adaptations	50 (Properties)	40
Re-Roofing (Roosegate)	56 (Properties)	56
Re-Roofing (Devonshire)	29 (Properties)	29
Flat Roofing (Ormsgill)	20 (Blocks)	20
Replacement doors	100 (Properties)	120
Replacement windows	137 (Properties)	210
Communal door	18 (Blocks)	18
Communal lighting	32 (Blocks)	32
Communal painting	32 (Blocks)	32

## 2. Suggested Investment Profiles for 2015/16

The proposed investment profile for 2015/16 was attached as an appendix to the Assistant Director's report.

The profile followed the "sustainable" investment model shown in the 2010 AMP and built on existing priorities to upgrade bathrooms, heating and electrical circuits. The

proposed budget for kitchen improvements had reduced significantly as 96% of properties had kitchens less than 15 years old.

The HRA baseline model allocation for 2015/16 was:-

Maintenance Allowance (per property £1,338.42)	£3,578,960.00
Major Repairs (per property £759.54)	£2,031,000.00
<b>Total</b>	<b>£5,609,960.00</b>

Resources had been identified for the following newly arising investment need identified in the provisional 2014 stock condition survey report:-

- Re-roofing and re-rendering properties on the Roosegate estate
- Re-rendering properties on the Ormsgill estate
- Renewal of flat roof coverings to Lower Hindpool and Ewan Close
- Commencement of a replacement window programme
- Undertaking improvements to the 76 No HHSRS properties
- Upgrading communal lighting with energy efficient bulbs or fittings (LED)
- Upgrading security doors in Dalton and Ewan Close
- Undertaking garage improvements (Roofing and damp repairs)
- Upgrading perimeter fencing in Ormsgill and Roosegate

In addition to the planned investments, supplementary expenditure had been committed for responsive repairs and void property improvements. Procure Plus had been appointed as advisors for the re-procurement of these services. Officers advised that a budget of £30,000 had been allocated within the draft investment profile to facilitate this initiative.

A detailed report on the progress regarding the re-procurement process would be presented to Members at the meeting to be held on 26th February, 2015.

### **3. Progressing the Planned Investment Works**

The majority of the planned works had been delivered through arrangements with CHP.

A new four-year framework for CHP members was established in 2014. A separate report has been included for Members and highlighted the results of the “direct call off” and ‘mini-competition’ evaluation that were completed in December 2014.

The delivery of some of the larger projects in 2014/15 such as re-roofing and external works required the services of a specialist quantity surveyor with knowledge and familiarity with the CHP e-procurement systems. In delivering this year’s CHP programme the services of Richard Coates, a Quantity Surveyor had been engaged. He had been engaged on a competitive hourly rate and had helped with the preparation of CHP’s underlying contracts. Members were requested to agree to the continuing appointment of this specialist service for the period 2015 to 2019 and

agree to classify the appointment as an “exception” under Item 15 of the Council Standing Orders.

In addition, the delivery of planned works often required the appointment of a CDMC in line with the 2007 CDM Regulations. Members were requested to agree the appointment of Baker Mallett as CDMC for the period 2015 to 2019 on the basis of their tender submission ref. OJEU 2009/S 173-250131 and letter of re-appointment from the Councils Technical Services Unit dated 10th June, 2013.

The recommendations from the 2005 and 2010 stock condition surveys resulted in a range of investment priorities that focused on properties without modern facilities such as kitchens, bathrooms and central heating.

As these investment streams were almost complete Officers advised Members that the provisional results of the 2014 stock condition survey indicated that future investments for 2016/17 were likely to focus on wider external problems such as window replacements, roofing, rendering and environmental issues. A full and detailed report about the 2014 survey would be presented to Members at the meeting to be held on 26th February, 2015.

**RECOMMENDED:-**

1. To note the progress on achieving and maintaining the Decent Homes Standard;
2. To agree the Annual Investment Profile shown at Appendix C of the report;
3. To agree continued delivery through CHP; and
4. To agree the appointment of Richard Coates as Quantity Surveyor and Baker Mallett as CDMC for the period 2015 to 2019.

**32 – Cumbria Housing Partners Contractor Selection Procedure**

The Assistant Director – Housing reported that on 28th August, 2014 Members had agreed to the Council’s membership of Cumbria Housing Partners (CHP). The Council had an on-going commitment to deliver around 70% of its planned investments through the CHP framework.

At the meeting on 27th November, 2014 Members had agreed the methodology for the selection and appointment of contractors from the 2014 CHP framework.

The process of selecting contractors using direct call off or mini competition was now complete. The results of the evaluation were as follows:-

**1. Electrical rewiring and testing – Direct call off procedure**

Procure Plus had independently evaluated 12 electrical contractors from the CHP framework and had recommended the appointment of Keith Wilson Electrical Contractors Limited.

Members' agreement was sought to appoint Keith Wilson Electrical Contractors Limited as its preferred electrical contractor for the period 2015 to 2019 in line with the recommendation from Procure Plus.

**2. Painting improvements– Direct call off procedure**

Procure Plus had independently evaluated 12 painting contractors from the CHP framework and had recommended the appointment of George Jones as its preferred painting contractor for 2015 to 2019.

Members' agreement was sought to appoint George Jones as its preferred CHP painting contractor for the period 2015 to 2019 in line with the recommendation from Procure Plus.

**3. Re-Roofing and External works – Direct call off procedure**

Procure Plus had independently evaluated 14 roofing and external works contractors from the CHP framework and had recommended the appointment of DLP Roofing as its preferred CHP roofing and external works contractor for 2015 to 2019.

Members' agreement was sought to appoint DLP Roofing as its preferred CHP roofing and external works contractor for the period 2015 to 2019 in line with the recommendation from Procure Plus.

**4. Kitchen improvements – Mini competition procedure**

Procure Plus had independently evaluated 7 contractors from the 2014 kitchen framework and had recommended the appointment of Contractor No. 1 based on an overall score (cost and quality) of 98.25. A summary of the evaluation was shown in the table below:-

<b>Company</b>	<b>Weighted Price Score (Out of 25%)</b>	<b>Weighted Quality Score (Out of 75%)</b>	<b>Total (Out of 100%)</b>	<b>Rank</b>
Contractor No 1	25	73.25	<b>98.25</b>	<b>1</b>
Contractor No 2	19.78	53.5	<b>73.28</b>	<b>2</b>
Contractor No 3	21.55	51	<b>72.55</b>	<b>3</b>
Contractor No 4	18.78	49	<b>67.78</b>	<b>4</b>
Contractor No 5	18.09	48.25	<b>66.34</b>	<b>5</b>
Contractor No 6	18.63	46.75	<b>65.38</b>	<b>6</b>
Contractor No 7	18.95	43.75	<b>62.7</b>	<b>7</b>

Members' agreement was sought to appoint Contractor No. 1; AB Mitchell Developments as its preferred CHP kitchen contractor for the period 2015 to 2019 in line with the recommendation from Procure Plus.



## 5. Bathroom improvements – Mini competition procedure

Procure Plus had independently evaluated 6 contractors from the 2014 bathroom framework and had recommended the appointment of Contractor No. 1 based on an overall score (cost and quality) of 83.11. A summary of the evaluation was shown in the table below:-

<b>Company</b>	<b>Weighted Price Score (Out of 25%)</b>	<b>Weighted Quality Score (Out of 75%)</b>	<b>Total (Out of 100%)</b>	<b>Rank</b>
Contractor No 1	12.86	70.25	<b>83.11</b>	<b>1</b>
Contractor No 2	25	51	<b>76</b>	<b>2</b>
Contractor No 3	13.43	52	<b>65.43</b>	<b>3</b>
Contractor No 4	16.52	48.75	<b>65.27</b>	<b>4</b>
Contractor No 5	11.07	53.5	<b>64.57</b>	<b>5</b>
Contractor No 6	10.77	46.75	<b>57.52</b>	<b>6</b>

Members' agreement was sought to appoint Contractor No. 1; AB Mitchell Developments as its preferred CHP bathroom contractor for the period 2015 to 2019 in line with the recommendation from Procure Plus.

## 6. Heating improvements – Mini competition procedure

Procure Plus had independently evaluated 7 contractors from the 2014 heating framework and had recommended the appointment of Contractor No. 1 based on an overall score (cost and quality) of 91.36. A summary of evaluation was shown in the table below:-

<b>Company</b>	<b>Weighted Price Score (Out of 25%)</b>	<b>Weighted Quality Score (Out of 75%)</b>	<b>Total (Out of 100%)</b>	<b>Rank</b>
Contractor No 1	18.11	73.25	<b>91.36</b>	<b>1</b>
Contractor No 2	25	62	<b>87</b>	<b>2</b>
Contractor No 3	16.54	52	<b>68.54</b>	<b>3</b>
Contractor No 4	14.52	53.5	<b>68.02</b>	<b>4</b>
Contractor No 5	12.86	54	<b>66.86</b>	<b>5</b>
Contractor No 6	16.96	49.5	<b>66.46</b>	<b>6</b>
Contractor No 7	17.02	47.5	<b>64.52</b>	<b>7</b>

Members' agreement was sought to appoint Contractor No. 1; AB Mitchell Developments as its preferred CHP heating contractor for the period 2015 to 2019 in line with the recommendation from Procure Plus.

### RECOMMENDED:-

1. To agree to appoint Keith Wilson Electrical Contractors Limited as its preferred CHP electrical contractor for the period 2015 to 2019 in line with the recommendation from Procure Plus.
2. To agree to appoint George Jones as its preferred CHP painting contractor for the period 2015 to 2019 in line with the recommendation from Procure Plus.

3. To agree to appoint DLP Roofing as its preferred CHP roofing and external works contractor for the period 2015 to 2019 in line with the recommendation from Procure Plus.
4. To agree to appoint AB Mitchell Developments as its preferred CHP kitchen contractor for the period 2015 to 2019 in line with the recommendation from Procure Plus.
5. To agree to appoint AB Mitchell Developments as its preferred CHP bathroom contractor for the period 2015 to 2019 in line with the recommendation from Procure Plus.
6. To agree to appoint AB Mitchell Developments as its preferred CHP heating contractor for the period 2015 to 2019 in line with the recommendation from Procure Plus.

### **32 – Planned Investment and Planned Maintenance**

The Assistant Director – Housing reported information relating to the Planned Investment and Planned Maintenance Programme for 2014/15. The information is attached at **Appendix A** to these Minutes.

RESOLVED:- To note the Planned Investment and Planned Maintenance Report.

<b>REFERRED ITEMS</b>
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<b>THE FOLLOWING MATTERS ARE REFERRED TO COUNCIL FOR DECISION</b>
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### **33 – Housing Revenue Account 2015/2016**

The Assistant Director – Housing reported that this report sought Members agreement on the Housing Revenue Account Budget for the coming financial year 2015/16. Information about the Expected Outturn Budget and balances for the current year was also included as an appendix to his report.

Last year Members were asked to agree to bring forward convergence to Target Rents early so that Target rents could be dispensed with in any future rent considerations. This additional uplift was minimal.

The anticipation that the additional uplift to bring rents in line with Target Rents would be removed had been confirmed. Guidelines were that the annual CPI (1.2%) + 1% should be used to determine future rent increases.

The Borough Council's rents matched Target Rents.

Rents within the HRA 30-year business plan were predicated at 3%.

The Assistant Director attached examples of the effect of applying the increases to a range of properties as an appendix to his report. The effects of convergence meant

that, for the first time, the same % increase was applied across all property types. Some lines of property types had been deleted as rents were identical for example, 1 bedroom ground floor and upper floor flats and bungalows.

In line with previous practice the Assistant Director had applied the same increase to Garage rents.

It was expected that the Housing Department managed expenditure incurred in maintaining tenancies and stock from the rents collected and it was suggested that any surpluses be applied across the following:-

- (1) debt repayment;
- (2) debt provision;
- (3) increased investment in stock; and
- (4) investment projects where the need or the return was clearly identifiable.

## **1. Expected Outturn Budget 2014/15**

The outturn for the year forecasted a net loss of (£176,550). Key factors were:-

- HRA Income is in line with expectations;
- The increase in expenditure is due to the additional costs associated with relocation to the town hall as and the cost of settling the dilapidations;
- Right to Buy sales are likely to exceed expectations of 13 for this year. We have had 13 to 1/12/14 and would expect another 4-6 to convert from applications in progress. This would leave a dwelling stock of 2,657\* at year end. \* Excludes Adelphi Court;
- From January we are expecting to take the 12 Adelphi Court flats out of ordinary management and will show these properties as a separate rent group in future stock figures\*;
- Tenancy terminations appear to have stabilised but although lower than last year when we experienced the effects of under/over occupation the numbers are still higher than we had previously experienced. 54% of all terminations are from 1 bedroom flats;

Whilst it was suspected that young single tenants who were wholly dependent on benefits could not afford the upkeep of a home and independent living costs additional work to gather and analyse data would be carried out. This would be reported back to Members.

## **2. Balances on the Expected Outturn for 2014/15**

The above was likely to result in the following movement in balances.

**2.1 Major Repair Reserve balance as at 31 March 2014 : £597,385**

The above funds were not expected to be spent by year end and would carry forward.

2.2 **Housing Revenue Account balance 31 March 2014** : **£2,376,816**

2.3 **Breakdown of Balance on Account**

Housing Revenue Account as at 31 March 2014 : **£2,376,816**

Forecast (Deficit)/Surplus 2014/15 : **(£ 176,550)**

Estimated Balance at year end : **£2,200,266**

2.4 **Voluntary Repayment Provision**

Provision as at 31 March 2015 : **£3,975,704**

Forecast 2015/16 : **£1,222,410**

Provision at 31 March 2016 : **£5,198,114**

3. **Proposed Dwelling Rents and Other Charges 2015/16**

In proposing the rents and charges for 2015/16 the following factors had been taken into account:

3.1 The Settlements Payments Determination provided a budgetary and business planning framework for rental income and the management of tenancies, major repairs and maintenance expenditure. The guidelines were that inflationary increases determined by CPI of 1.2% + 1% were applied.

3.2 Last year convergence was brought forward so that rents now matched target rents and no further uplifts were needed.

3.3 The Calculation for 2015/16 for this authority was as follows:

CPI in September 2014 = 1.2% + 1% = 2.2% increase to Barrow Borough Council rents

	52 Weeks	48 Weeks
2014/15	£75.33	£81.60
2015/16	£76.99	£83.40
<b>Increase</b>	<b>2.20%</b>	<b>2.20%</b>

The average Rent increase over 48 weeks = £1.80

3.3 Further details of the resultant rents for different property types were attached as an appendix to the report. Rents on an individual property basis would differ.

- 3.4 The proposed budget included a 2.2% increase on garage rents. The effect on individual garage rents were as follows:-

	No.	2014/15	2.20%	Increased revenue 15/16
Garage rate 1	31	£6.81	£6.96	<b>£4,677</b>
Garage rate 2	458	£9.21	£9.41	
<b>TOTALS</b>	<b>489</b>	<b>£212,60</b>	<b>£217,28</b>	

There was a 100+ strong waiting list for garages with few vacancies and the proposed new rent appeared to be on par with the private sector.

- 3.5 The service and facility charges for supported, furnished and dispersed properties were about right. The Assistant Director suggested that they were left as they were, provided that their costs continued to be recovered.
- 3.6 Occasionally parcels of land were sold and charge of £100 was requested upfront to deter frivolous applications and to recover some of the cost. Those costs had risen and it was suggested that the fee be raised to £200.

#### **4 Proposed HRA Budget 2015/16**

- 4.1 Universal Credit had started in the area and although the initial roll out was for new claimants only it was expected that an increase in arrears would be seen. It was difficult to forecast what that increase might be but based on the experience of pilots and early adopters, collection rates for those on direct payments could be as low as 80%. The more significant risk would be in future years (possibly 2016/17) when all the Borough Councils tenants would be migrated to Direct Payments. The risk to the HRA would be re assessed as part of the Welfare Reform project and was covered in more detail in that report. In the meantime it was considered prudent to build up the bad debt provision and add £100k.

The Borough Councils collection rates currently ran at 97.9%

- 4.2 Members approved a review of Housing's Information, Communication and Management systems in August 2014 because needs were not met by the current system. The review, completed by Capita, assessed and outlined what the gaps were now and against future needs and the options available to the Council. The options with outline costs would be presented to Members and approval would be sought to agree the Housing ICT strategy and any case for investment.

Although the final outcome was not yet known or agreed it was anticipated that further investment in management systems would be required and that the services of a specialist Housing IT advisor/consultant would be needed to provide the detailed design requirement and take Housing Services through any procurement and implementation. The estimated cost of such services was £45k which had been

provided for in the budget. It was envisaged that the cost of any additional or replacement Housing Management systems would be met from reserves.

- 4.3 Although there was no compulsory requirement to survey Tenants, it was seen as good practice to obtain a current view of how well tenants' needs were met and to gain their perspective of how services should develop in the future. The last STAR survey was carried out in 2012 and was now due. A budget of £12k had been allocated to conduct a survey during 2015.
- 4.4 The budget had allowed for investment projects to be considered which improved the appearance and safety of certain neighbourhoods and this was further considered within the Maintenance budget on another report.
- 4.5 In recent years a budget of £25k for Area Improvements had been set aside. It was proposed that £20k be retained for that purpose under the management of area Tenancy Officers. As the Council moved towards generic area based officers it would seem a motivational tool to encourage and instill ownership for the appearance and well-being of their area and community. Each Tenancy Officer would have a £1k budget to be used for enhancements. Details of the scheme would be formalised with the Tenants Forum so that they were kept aware of the initiatives that were being delivered.
- 4.6 To enhance the Welfare Reform project plan it was proposed that £20k Opportunities Fund be set aside which supported initiatives that could help tenants into work and training by improving employment opportunities and their employability.
- 4.7 The Housing Major Repairs and maintenance budget had been increased to allow for additional stock investment and environmental improvements and allowed a total £2,102 per dwelling based on a stock level of 2,669 \*(includes Adelphi Court).

## **5 Business Improvement Initiatives**

Initiatives for 2015/16 would include:-

- Gearing up for the changes brought about by Welfare Reforms and Universal Credit in particular to ensure a smooth transition;
- Adapting practices and procedures to protect cash flow and arrears;
- In consultation with tenants review United Utility water charge collection;
- Improving IT systems to manage rent collection as Universal Credit gathers momentum. Maximise the online technology to improve customer access and need for information; and
- The 30 year business plan would be updated and re-forecasted from the results of the stock condition survey and the revised rent and arrears projections

**RECOMMENDED:-** That the Executive Committee agree to the following:-

1. To note information at point (1) of the report;
2. To note the information on balances and Voluntary Repayment Provision at point (2) of the report;
3. To agree the Dwelling Rent and Garage Rent increases of 2.2% at point (3) of the report and note the information at Appendix B of the report;
4. To note the information in point (4) of the report and agree 2015/16 budgets as shown in Appendix A of the report; and
5. To note the information at point (5) of the report.

The meeting closed at 2.20 p.m.

## PLANNED INVESTMENTS 2014-15

SCHEME	CONTRACTOR OR SUPPLIER	AVAILABLE BUDGET	NO OF PROPERTIES (P) OR BLOCKS (B)	EXPENDITURE TO DATE	ESTIMATED START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	COMMENTS	Leasholders affected?
RE-ROOFING AND POINTING WORKS ROOSEGATE ESTATE (2-3 YEARS DELIVERY PLAN)	CUMBRIA HOUSING PARTNERS	£390,000	56 (P)	£ 423,659	16/06/2014	31.3.2015	DLP Roofing	100% COMPLETE	No
RE-ROOFING WORKS FLAT ORMSGILL ESTATE	CUMBRIA HOUSING PARTNERS	£132,000	20 (B)	£ 9,017	01/08/2014	31.3.2015	CUMBRIA ROOFING	35% COMPLETE	Yes
RE-POINTING/RENDERING DEVONSHIRE ESTATE	CUMBRIA HOUSING PARTNERS	£590,000	30 (P)	£ 6,755	01/08/2014	31.3.2015	DLP Roofing	DUE TO COMMENCE 5/1/15	No
EXTERNAL DOOR REPLACEMENTS WINDOW REPLACEMENTS CENTRAL & WALNEY	CUMBRIA HOUSING PARTNERS (MATERIALS)	£60,000	100 (P)	£ 36,577	01/11/2014	Jan-15	BARROW CENTRAL JOINERY	75% COMPLETE	No
COMMUNAL ENTRANCE LIGHTING UPGRADES - CENTRAL	CUMBRIA HOUSING PARTNERS	£100,000	137 (P)	£ -	01/09/2014	31.3.2015	TOP NOTCH	DUE TO COMMENCE 5/1/15	No
COMMUNAL ENTRANCE PAINTING - CENTRAL	CUMBRIA HOUSING PARTNERS	£64,000	14 (B)	£ 8,411	01/10/2014	31.3.2015	K WILSON	100% COMPLETE	Yes
COMMUNAL ENTRANCE DOOR UPGRADES - ORMSGILL	CUMBRIA HOUSING PARTNERS	£30,000	14 (B)	£ -	01/11/2014	31.3.2015	GEORGE JONES	30% COMPLETE	Yes
GARAGE IMPROVEMENTS	CUMBRIA HOUSING PARTNERS	£120,000	18 (B)	£ 120,000	01/08/2014	31.3.2015	SS GROUP	100% COMPLETE	Yes
REWIRES	CUMBRIA ROOFING	£48,600	10 (B)	£ 82,172	01/04/2014	31.3.2015	CUMBRIA ROOFING	100% COMPLETE	No
BATHROOMS	CUMBRIA HOUSING PARTNERS	£150,000	120	£ 209,592	01/04/2014	31.3.2015	K WILSON	70% COMPLETE	No
KITCHENS	CUMBRIA HOUSING PARTNERS	£410,000	200	£ 264,221	01/04/2014	31.3.2015	AB MITCHELL	60% COMPLETE	No
HEATING	CUMBRIA HOUSING PARTNERS	£200,000	100	£ 174,509	01/04/2014	31.3.2015	AB MITCHELL	60% COMPLETE	No
PAINTING	CUMBRIA HOUSING PARTNERS	£525,000	200	£ 339,105	01/04/2014	31.3.2015	AB MITCHELL	60% COMPLETE	No
	CUMBRIA HOUSING PARTNERS	£250,000	500	£ 123,885	09/06/2014	31.3.2015	G JONES	100% COMPLETE	Yes

## HOUSING MAINTENANCE COMMITMENTS 2014-15

	Funding Available 2014-15	EXPENDITURE TO DATE	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£ 1,085,671	£ 605,175	£ 20,878	56%
Voids	£ 238,243	£ 135,498	£ 4,582	57%
Gas Servicing	£ 99,049	£ 94,253	£ 1,905	95%
Decoration Vouchers	£ 45,000	£ 24,170	£ 865	54%
Disrepair Claims	£ 15,000	£ 1,722	£ 288	11%
Environmental Impmts	£ 25,000	£ 7,670	£ 481	31%
Disabled Adaptations	£ 100,000	£ 100,015	£ 1,923	100%
Electrical Testing	£ 80,700	£ 42,409	£ 1,552	53%
Door Entry Maintenance	£ 20,000	£ 1,247	£ 385	6%
<b>Total</b>	<b>£1,783,663.00</b>	<b>£1,012,159.00</b>		



<b>HOUSING MANAGEMENT FORUM</b>	<b>(D) Agenda Item 6</b>
<b>Date of Meeting: 26th February, 2015</b>	
<b>Reporting Officer: Colin Garnett, Assistant Director – Housing</b>	

**Title: 2011 – 2015 Housing Maintenance Contract**

**Summary and Conclusions:**

The purpose of this report is to advise Members about Vinci's request to extend the 2011/15 Housing Maintenance Contract by a further 24 months and to seek member's approval to continue with a concurrent procurement exercise to ensure a suitable contractor(s) are in place from November, 2015.

**Recommendations:**

Members are asked to:

1. agree that the Assistant Director - Housing continues to discuss and evaluate Vinci's proposal to extend the existing Housing Maintenance Contract by a further 24 months;
2. note and agree the arrangement to continue with the procurement of an alternative contractor(s) for the period 5th November 2015 to midnight on 4th November 2020 in line with the timetable shown in Table 1 of this report; and
3. note and agree the procurement process outlined in Options 1 – 3 and Proposed Contract Arrangements.

**Background**

Minute 56 of the Executive Committee held on 22nd September 2010 agreed the appointment of Vinci as the Council's preferred contractor to carry out the 2011 to 2015 Housing Maintenance Contract. This contract was awarded on a four-year term with an option to extend by a further two years subject to the Council's agreement and satisfaction with the level of service provided.

On the 5th January 2015 Vinci were asked in writing to clarify their position regarding the option to extend the existing contract by a further 12 or 24 month period. On 26th January 2015 Vinci confirmed that they would like to continue with the contract for a 24 month period subject to further dialogue about a number of concerns. It is clear from the correspondence received from Vinci that they have found it difficult to manage the service in line with the contract terms and

conditions. This has resulted in operational problems, poor performance and exposure to a high degree of commercial risk. Vinci have asked officers to review the following aspects of the contract;

- Redefine the contractual and operational mechanisms
- Additional investment by Barrow Borough Council for mutual benefit
- Batch up work orders and allow Vinci the opportunity to provide a competitive quotation
- Review two-hour emergencies to avoid short cutting working practices
- Review processes that require double handling of information
- Review local resource availability as it is presently impacted heavily by BAE and other employers

Members are advised that some of the items listed above by Vinci are “aspirational” and lack specific detail. In view of this Members to note that the Assistant Director – Housing will continue to discuss and further evaluate Vinci’s proposal in conjunction with ongoing alternative procurement options offered by Procure Plus (see below).

### **Procurement Options and Timescale**

At your meeting held on 27th February 2014 Members agreed to appoint a suitably qualified advisor to evaluate procurement options and undertake a market testing exercise. Procure Plus has subsequently been selected to assist with the procurement process. The aim is to raise awareness for small to medium size enterprises that may be interested in undertaking repairs and maintenance of the Council’s housing assets.

Since the appointment of Procure Plus officers have undertaken a market testing exercise with local and regional maintenance contractors. A total of 25 were invited to attend the event to help them understand the existing delivery arrangements and discuss a range of alternative contract options that may be utilised moving forward.

Due to the uncertainty of any proposed contract extension with Vinci, Procure Plus is in the process of drafting a tender package that offers the Council a flexible approach to selecting a suitable contractor(s).

Following discussions with Procure Plus and having regard to operational experiences gained over a number of contracts, officers have considered how best to consider appointing an alternative contractor.

The options shown below aim to provide a range of scenarios that are designed to open up the process to greater competition and improve service delivery for customers;

- **Option 1** – Appoint a single contractor to carry out all aspects of the work; *i.e. responsive repairs, void improvements, gas servicing and out of hours emergency cover*
- **Option 2** – Appoint multiple contractors for individual elements of work; *i.e. Appointing one contractor to carryout responsive repairs, void improvements and out of hours emergency cover and a separate contractor to carry out gas servicing*
- **Option 3** – Appoint individual contractors for each and every element of the work. *i.e. one contractor for responsive repairs and out of hour emergencies, one contractor for void improvements and one contractor for gas servicing.*

### Contract Arrangements

- **Appointment Criteria:** I would propose evaluation of potential contractors are weighed equally on quality (50%) and price (50%).
- **Length of Contract:** I would propose we look to appoint on a longer term basis, but retain the option to bring it to an end if performance does not reflect the Council's expectations. A longer contract will demonstrate and aid collaborative working and provide incentive to improve quality. I would propose a ten-year contract, the initial period being three years, plus one, with three further extensions of two years: 3 +1 + 2 + 2 + 2.
- **Price and Quality Assessment:** Officers are currently working with Procure Plus to develop an appropriate assessment matrix.

Officers advise that the procurement process must be completed by the end of July 2015 (if necessary) to allow the incoming contractor(s) sufficient time to take over operational aspects of the service and mobilise key personnel. The timetable for the procurement process is shown in the Table 1 below.

Table 1 : Timetable for Procurement Process	
Activity	Expected date (week commencing)
Launch Prior Information Notice (PIN)	19.01.15
Issue section 20 notices to leaseholders	30.1.205
Sign off procurement strategy	23.02.15
Production of all documents that comprise the ITT	05.01.15 - 09.03.15
Sign off ITT	09.03.15
Launch CN	16.03.15
Tender close	20.04.15
Pass / fail evaluation	04.05.15 -11.05.15
Sign off results of pass /fail	04.05.15
Issue notification to bidders	11.05.15
Quality and price evaluation	18.05.15 - 25.05.15
Bidder interviews	25.05.15
Sign off award decision	08.06.15
Standstill period	29.06.15 - 06.07.15
Contract signature	13.07.15

## Summary

It is clear from the ongoing communication with Vinci that they have found it difficult to manage the service in line with the contract terms and conditions. This has resulted in operational problems, poor performance and exposure to a high degree of commercial risk. Despite these concerns officers advise that there remains a significant risk that the Council may be unable to attract suitably qualified and experienced contractors to undertake the work. In view of this, Members are requested to agree that the Assistant Director - Housing continues to discuss and evaluate Vinci's proposal to extend the existing Housing Maintenance Contract by a further 24 months.

Following the completion of the discussion with Vinci and the procurement process outlined in this report, I would suggest the Council will be in a position to make a decision to continue with Vinci or appoint new contractor/s early in the next administration.

### (i) Legal Implications

Officers will take the necessary action to ensure any potential new contract requirements are appropriate for purpose and any TUPE arrangements are complied with.

### (ii) Risk Assessment

There is limited time before the current contract ends. The approach suggested in this report seeks to ensure the Council has 'options' available for the continuation of services after November 2015.

### (iii) Financial Implications

The contract is funded by the Housing Revenue Account. The procurement process, or discussions with Vinci, will seek to ensure value for money for the Council and Housing Service.

### (iv) Health and Safety Implications

The recommendation has no implications.

### (v) Equality and Diversity

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

### (vi) Health and Well-being Implications

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

## Background Papers

HMF report, Agenda Item 8 – 27th November, 2014.

<b>HOUSING MANAGEMENT FORUM</b>	<b>(D) Agenda Item 7</b>
<b>Date of Meeting: 26th February, 2015</b>	
<b>Reporting Officer: Colin Garnett, Assistant Director - Housing</b>	
<b>Title: Results of 2014 Stock Condition Survey</b>	
<b>Summary and Conclusions:</b>	
The purpose of this report is to update members with regard to the findings of the 2014 stock condition survey and seek member's approval to incorporate the findings into the Council's 30 year business plan and 5 year asset management strategy.	
<b>Recommendations:</b>	
Members are asked to:	
<ol style="list-style-type: none"><li>1. Note the information provided by Michael Dyson Associates regarding the condition of the housing stock.</li><li>2. Agree that officers look to incorporate the findings of the 2014 stock condition survey into the Council's 30 year business plan and 5 year asset management strategy.</li></ol>	

**Report**

The purpose of this report is to update Members with regard to the findings of the 2014 stock condition survey and seek Members' approval to incorporate the findings into the Council's 30 year business plan and 5 year asset management strategy.

At the start of your consideration of this report, representatives from the surveying company will be present to give you a short presentation and highlight key areas of the report.

**Background**

Michael Dyson Associates (MDA) are a firm of independent building surveyors that were appointed to carry out a detailed survey of the Council's housing stock and related assets. The surveys took place between March and November 2014. The purpose of the survey was to inspect all housing assets to identify investments priorities over a 30 year period. The survey included:

- houses, flats, bungalows
- communal areas and blocks
- garages and community centres

MDA also collected comprehensive data regarding energy efficiency of the stock. Properties with known hazards were excluded from the survey.

### Stock Profile

At the time of the survey the total stock for BBC was 2,680 properties. MDA were able to inspect 2,362 (88%) properties; the remaining 318 (12%) properties received cloned data.

The stock was categorised by common characteristics such as age and construction type as shown in the following table:

Property Type	Total	% of Stock
Bungalow End Terrace	25	0.93%
Bungalow Mid Terrace	72	2.69%
Bungalow Semi Detached	60	2.24%
House End Terrace	376	14.03%
House Mid Terrace	636	23.72%
House Semi Detached	257	9.59%
Ground Floor Flat low rise flat	478	17.84%
Ground Floor Flat medium rise flat	106	3.96%
Upper Floor Flat low rise flat	458	17.09%
Upper Floor Flat medium rise flat	212	7.91%
Grand Total	2680	100.00%

MDA also inspected:

Property Type	Total
Garages	479
Community Centres	4

### Summary

MDA concluded that there was clear evidence that investment has been made in the stock over recent years. However, it was noted that there remains a number of properties which have components approaching the end of their useable life which will need replacing over the coming years.

The survey covered the following categories of investment;

- Catch up repairs
- Planned works
- Cyclical maintenance
- Responsive repairs
- Void repairs
- Decent Homes
- Garage repairs
- Community centre repairs

The overall Planned Maintenance costs over the 30 year business planning period are £66,968,114 which equates to an average of £24,988 per property.

This can be further broken down to an average of £832 per property per year. MDA typically expects the average property cost for social housing over a 30 year period to range between £25-30k per property across the UK, and the average 30 year cost, per property, for the BBC stock is lower than this figure.

When summarising all costs for the properties, which includes Catch-up repair costs, Planned Maintenance Costs, Unaccounted Decent Homes Costs, Cyclical, Responsive Repair and Void Costs, along with Preliminaries, Fees and Contingencies the figure currently stands at a total of £160,834,025 over the 30 year period, an average of £59,442 per property. This can be further broken down to an average of £1,981 per property, per year.

Repair and replacement costs for garage blocks total £1,428,635 over the 30 year period; these costs are over and above the totals listed above.

Repair and replacement costs for the four community centres maintained by BBC total £100,145 over the 30 year period; these costs are over and above the totals listed above.

## **MEDIUM TERM INVESTMENTS**

Members will be aware that there is an existing policy to focus investments towards components such as kitchens, bathrooms, heating and electrical wiring. The data from the 2014 survey suggests that investments for kitchens and bathrooms can be significantly reduced over the next 5 years. This is due to the high levels of the stock that have received new kitchens and bathrooms in the past 5 to 10 years.

In view of this members are requested to agree the following areas of investment;

**Windows** are the greatest cost liability with £2.7M required over the next 5 years. This increases to £5.1M over the next 10 years to more than £7.8M over the 30 year period, equating to over 11% of the total planned maintenance profile costs.

**Wiring** also represents a significant cost liability over the 30 year period; with over £7.3M required overall, an average of £245k every year over the period.

**Heating Boilers and Heating Distribution** represent a note-worthy cost within the planned maintenance profile with a combined expenditure of £11.2M required over the 30 year period, equating to nearly 16.8% of the total. Heating boilers alone represent a sustained investment over the 30 year period, with an average cost of £214k per year.

**Main Roof Coverings** also require investment over the first five years with £874k identified as being required, over 9% of the total cost expected over the 30 year period. Over the 30 year period the investment requirement for main roofs coverings is £5.7M.

Officers advise that investments with regard to kitchens and bathrooms are expected to continue on an ad-hoc basis to ensure compliance with the decent homes legislation.

## Decent Homes

The Decent Homes standard takes into consideration key elements of each property and includes:

- **Criterion A:** Fitness Standard (HHSRS)
- **Criterion B:** It is in a reasonable state of repair
- **Criterion C:** It has reasonably modern facilities and services
- **Criterion D:** It provides a reasonable degree of thermal comfort

During the survey MDA identified failures to 76 properties (2.84% of the total stock).

Decent Homes Criterion	Total Failures
Criterion A	1*
Criterion B	72
Criterion C	4
Criterion D	0

*\*The property identified as failing Criterion A has been sold.*

**HHSRS** is used to assess Criterion A and requires surveyors to make judgements based on an inspection of the Dwelling, to generate a numerical score. To generate the score the surveyor must make two judgements on each hazard:

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

The surveyors are then required to classify each hazard based on the score allocated. The higher the score the greater the hazard.



As an example: An elderly person at risk from falling from a flight of steps that has no hand rail may be given a score of 90 and hence be classed as a Category 1 hazard with significant risk. The Council is required to rectify all Category 1 hazards within a reasonable timeframe.

### **The Next Step**

Officers will with members approval look to incorporate the information into the Council's 30 year Business Plan and look to present members with an updated Asset Management Strategy and five-year investment profile for each of the five housing management areas at the next meeting.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

The resources required to respond to the survey will be included in future maintenance plans.

(iv) Health and Safety Implications

The recommendation has no implications.

(v) Equality and Diversity

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

(vi) Health and Well-being Implications

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

### Background Papers

A copy of the report from Michael Dyson Associates Ltd. has been placed in the Members' Room or for tenants' reps is available from the Maintenance and Asset Manager.

<b>HOUSING MANAGEMENT FORUM</b>	<b>(D) Agenda Item 8</b>
<b>Date of Meeting: 26th February, 2015</b>	
<b>Reporting Officer: Colin Garnett, Assistant Director – Housing</b>	

**Title: ASB Action Ltd Service Level Agreement 2015/2016**

**Summary and Conclusions:**

The purpose of this report is to provide Members with information on the SLA currently in place with ASB Action Ltd to assist the Housing Service with the effective management of anti-social behaviour a key component in the Housing Service achieving its aim to provide well-maintained homes and estates where people choose to live.

ASB Action Ltd offer a specialised service which focuses on assisting social housing providers deal with such issues and also provide expert advice on the new powers of the Anti-Social Behaviour Crime and Policing Act 2014 which came into force on 20th October, 2014.

**Recommendations:**

Members are recommended to:

1. Note information on the Service Level Agreement with ASB Action Ltd.
2. Agree to renew the Service Level Agreement for a further 12 months with ASB Action Ltd. and that the requirement to obtain written quotations be suspended due to the specialised service provided by ASB Action Ltd.

**Report**

Barrow-in-Furness Borough Council has an obligation to the residents in the local areas they manage to do all they reasonably can to prevent crime and disorder in these areas. The Anti-Social Behaviour, Crime and Policing Act 2014 powers came into effect on 20 October, 2014. The purpose of the Act is to provide more effective powers to tackle anti-social behaviour (ASB) and offers greater protection to victims and communities, whilst paying regard to the treatment of the underlying behavior issues of ASB perpetrators.

The Act replaced the 19 previous ASB powers with six broader powers and a New Absolute Ground for Possession, streamlining procedures and focusing on the behaviour of people. The Act also imposes a requirement to implement the

'Community Trigger'. This is a mechanism which allows victims of ASB to request a review of the management of their case if they perceive there has been no action taken or the action taken was not appropriate. The Community Trigger was enacted early in 2014.

It is widely accepted that failing to tackle ASB and nuisance promptly can undermine not just physical regeneration of areas but community cohesion. Residents do not wish to live in an area of crime, graffiti, environmental damage (fly-tipping) or noise nuisance. It is therefore in both parties' interest that complaints are dealt with speedily and that a seamless service is presented to residents who have historically complained about their case being referred to a variety of agencies with no real ownership of the case.

### **The Core Service**

The core service provided by ASB Action Ltd is the provision of ASB and neighbour nuisance services. This assists the Housing Service to deal effectively with ASB and neighbour nuisance, using tried and tested methods developed by three of the country's leading practitioners in this field.

The services provided by ASB Action Ltd include:

- Review cases referred and provide action points to Officer's dealing with ASB within specified timescales to ensure prompt service to our customers.
- Where appropriate, collect evidence and construct witness statements to a standard required for Civil Court proceedings.
- Act as professional witness in court where required.
- Carry out audits/case reviews.
- Provide the Estates Team with the range of appropriate legislation which can be used to resolve specific cases and support strategic initiatives.
- Review the Housing Service's existing ASB Policies and Procedures and, where necessary, make recommendations to ensure service improvement.
- Provide Barrow Housing Service with a witness support service, including an out-of-hours telephone service to support the most vulnerable witness.
- Provide a coaching, training and mentoring service with the new 'Powers' for the front line officers and managers of the Housing Service on the best practice for tackling and preventing ASB.
- ASB Action Ltd, in supporting Barrow Housing Service, will seek to provide a service which appears seamless to the complainant/witness.

### **Service Level Agreement**

ASB Action Ltd offer a Service Level Agreement in which Barrow Borough Council Housing Service can undertake to purchase 12 days to be used over a 12-month period. The 12 days can be used however our organisation feels would best suit the needs of the Service ie, training, mentoring, critical friend, case work reviews, etc. Within the 12 days staff are not deducted any time for telephone or e-mail advice. Staff can ring through with problems and they will be advised of the course of action to take. The Housing Service will be invoiced monthly with itemised work/cases giving hours used as an audit trail.

During the last 12 months the Service Level Agreement with ASB Action has assisted the Housing Service to successfully obtain seven Injunctions for ASB.

The cost of a 12-day Service Level Agreement including training is £5,829 plus VAT.

## **Summary**

Effective management of anti-social behaviour is a key component of the Housing Service achieving its aim to provide well-maintained homes and estates where people choose to live.

ASB Action Ltd offer a specialised service which focuses on assisting social housing providers deal with such issues. I would recommend this Forum agree a further annual Service Level Agreement with ASB Action Ltd, and suspend the requirement to obtain alternative estimates.

### (i) Legal Implications

The recommendation has minor legal implications and seeks to ensure the Housing Service delivers the enforcement side of the service appropriately.

### (ii) Risk Assessment

The recommendation has no significant implications.

### (iii) Financial Implications

The recommendation has no significant financial implications and is included in the HRA Budget.

### (iv) Health and Safety Implications

The recommendation has no significant implications.

### (v) Equality and Diversity

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

### (vi) Health and Well-being Implications

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

## Background Papers

Nil

<b>HOUSING MANAGEMENT FORUM</b>	<b>(D) Agenda Item 9</b>
<b>Date of Meeting: 26th February,2015</b>	
<b>Reporting Officer: Colin Garnett, Assistant Director – Housing</b>	
<b>Title: Request for the Purchase of Land</b>	
<b>Summary and Conclusions:</b>	
The purpose of this report is to consider a request from a resident to purchase amenity land adjoining their property.	
<b>Recommendations:</b>	
Members are recommended to decline the request as it would have a detrimental impact on the 'street scene' of the area.	

**Report**

I have recently been approached by a resident on Cote Ley Crescent requesting the Council sell them a piece of land adjoining their home to enable a further bedroom to be added.

I have declined their request. They have requested the matter be referred to this forum for further consideration, which is the practice should an applicant wish to appeal.

A site plan is attached at **Appendix A**.

As you are aware, I have delegated authority to dispose of 'ad hoc' land on Council estates. There is an agreed procedure which any purchaser must follow for such a request to be agreed. However, it has been our approach to only agree sales where there would be little detriment to the street scene of the area.

The applicant has suggested the land in question is often used as a dog toilet, often wet for nine months of the year and 'not presentable' even when cut.

They only wish to purchase a section of the land to facilitate an extension.

It would not be our practice to sell land to a non home owner.

However, my primary decision to decline the request is that the sale would result in a negative impact on the street scene of the area.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

The recommendation has no financial implications.

(iv) Health and Safety Implications

The recommendation has no implications.

(v) Equality and Diversity

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

(vi) Health and Well-being Implications

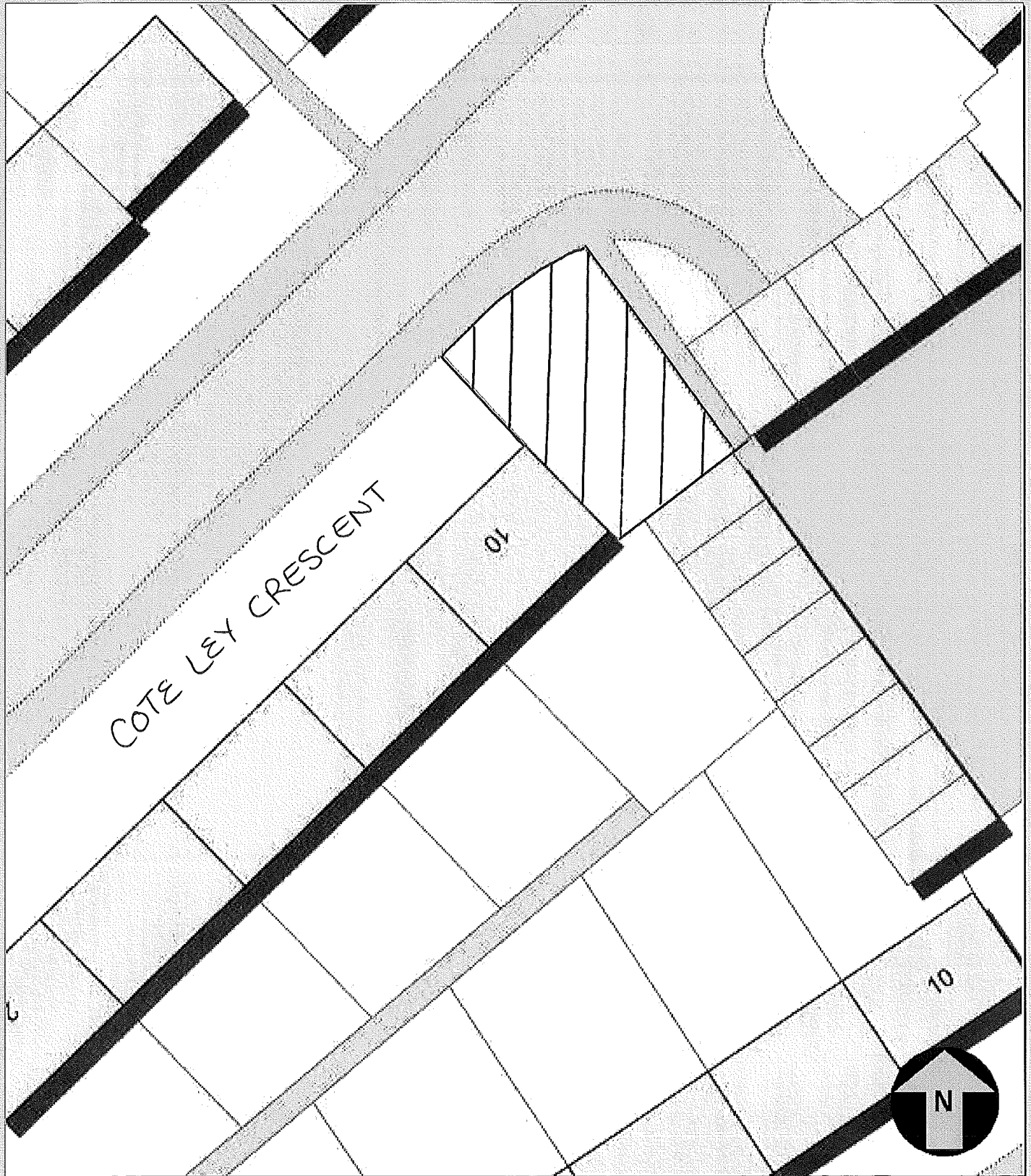
The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil

Map Title

Description of map

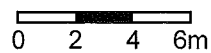


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# HOUSING MANAGEMENT PERFORMANCE REPORT

# AGENDA ITEM 10

Performance Indicator	Actual 2011/12	Actual 2012/13	Actual 2013/14	Apr-June 2014	Apr-Sept 2014	Apr-Dec 2014	Target (Median)
<b>£ Rents Collection</b>							
<b>£ Rent &amp; Service Charges due (exc Void)</b>	£9,228,558	9,728,187	10,687,981	2,549,037	5,386,720	7,985,916	£10,726,368
<b>£ Rent collected</b>	£9,134,875	9,604,739	10,482,254	2,451,512	5,272,405	7,797,313	£ 10,511,841
Rent collected as % of rent due (exc ft)	98.98%	98.73%	98.08%	96.17%	97.9%	97.64%	98%
£ Current Arrears (dwellings)	£181,230	£203,623	£370,804	£465,845	£474,254	£546,319	£321,791.04
£ Former Arrears (dwellings)	£92,499	£135,745	£162,969	£184,016	£220,481	£177,619	£160,768
Write Offs (Gross)	£75,538	£38,573	£137,688	£8,969	£13,809	£92,126	£150,000
Tenants evicted for rent arrears	6	5	15	1	4	8	15
Current tenants arrears % of rent owed	2.0%	2.1%	3.5%	4.3%	4.2%	4.9%	3%
Former tenants arrears % of rent owed	1.0%	1.4%	1.6%	1.7%	2.0%	1.6%	2%
£ Rent arrears Garages	£1,824	£1,452	£1,763	£3,635	£8,011	£11,245	£ 3,750
£ Rent Arrears Shops	£16,602	£22,146	£15,464	£12,122	£12,905	£11,906	£ 15,000
<b>Void management</b>	2694	2686	2677	2672	2667	2663	2666
<b>Tenancy Turnover %</b>	<b>8.4%</b>	<b>10.1%</b>	<b>12.9%</b>	<b>3.6%</b>	<b>6.2%</b>	<b>8.5%</b>	8.05%
Total number of re-lets	278	245	340	78	167	248	370
No. of Voids	227	270	344	95	171	227	350
<b>Ends due to Under Occupation</b>			<b>48</b>	<b>0</b>	<b>3</b>	<b>10</b>	10
Average relet time for dwellings (inc days spent in MW)	37	32	35	52		49	30
£ rent loss through vacant dwellings	£ 100,227	£ 111,607	£ 165,336	£ 40,169	£ 90,137	£ 135,742	£ 168,229
£ rent loss due to vacant garages	£5,098	£2,290	£2,157	£339	£970	£1,939	£ 4,500
£ rent loss due to vacant shops	£16,546	£5,000	£1,022	£0	£0	£0	£ 4,000
£ rent loss due to vacant dispersed	NA	NA	NA	£2,166	£12,097	£21,021	£ 13,019
% properties accepted on first offer	86.4%	78.4%	76.5%	80.7%	78.0%	74.2%	70%
Loss per Void (Rents, Repairs, Arrears)	£ 2,846	£ 2,684	£ 1,341	£ 1,269	£ 2,634	£ 1,711	£2,000
<b>Maintenance</b>							
<b>No. Repair Orders issued (Tenant Demand)</b>	11,587	10,109	10,822	2,575	5,101	7,912	9,197
Responsive & Void repairs per property	4.3	3.7	4.0	1.0	1.9	3.0	3.4
P1 & P2 as a % of total repairs	61.7%	63.8%	63.0%	55.0%	54.6%	46.8%	47.5%
% all responsive repairs completed on time	87.3%	77.1%	71.2%	83.5%	82.2%	82.6%	96.3
P1 % emergency repairs completed on time	94.6%	94.6%	89.0%	92.7%	95.1%	99.0%	96.7
P2 % urgent repairs completed on time	78.9%	77.3%	73.0%	79.5%	79.9%	84.0%	94.6
Average end-to-end time for all reactive repairs (days)	12.25	19.78	17.46	10.75	13.14	12.94	8.2
Percentage of repairs completed 'Right First Time'	78.5%	79.79	N/A	N/A	N/A	N/A	88.8
Appointments kept as a % of appointments made	77%	61%	N/A	N/A	N/A	N/A	96.8
Appointments made as a % of repair orders (exc gas & voids)	NA	100%	N/A	N/A	N/A	N/A	94.1
% of dwellings with a valid gas safety cert.	99.89%	100%	100.0%	100.0%	100.0%	100.0%	99.8%
% of homes that fail to meet the Decent Homes Standard	0%	0%	0%	0%	0%	3%	0.2%
*Average energy efficiency rating of dwellings based on RD SAP	69.2	69.2	69.2	69.2	69.2	69.2	68.90%
<b>Homeless</b>							
Homeless ave. days in temporary dispersed accommodation	59	57	56	29	36	43	
Homeless ave. days in temporary B&B accommodation	20	27	35	37	38	32	
Homeless Total Cases Closed	752	903	782	83	293	456	
Homeless Advice	339	408	187	25	92	143	
Homeless Prevention	114	170	492	38	165	256	
Homeless Applications	185	147	103	20	36	57	
Homeless Successful Preventions	85	148	277	24	89	139	
Eligible Homeless (Owed a full duty)	29	30	19	3	6	9	
<b>Water Charge Collection</b>							
Direct Debit payers		260	758				858
Successful applications for Support Tarifs		68	124				423



# HOUSING MANAGEMENT PERFORMANCE REPORT

# AGENDA ITEM 10

Housing Register	Actual 2011/12	Actual 2012/13	Actual 2013/14	Apr-June 2014/15	Apr-Sept 2014/15	Apr-Dec 2014/15	
Applicants on housing register							
Active Direct Applicants		1471	1162	1070	1133	1130	
Active Transfer Applicants		346	286	248	266	265	
Cumbria Choice Register	1745	1817	1448	1318	1399	1395	
<b>Equality &amp; Diversity</b>							
<b>ASB cases reported</b>	82	72	58	11	35	26	143
Percentage of closed ASB cases that were successfully resolved	91%	99%	96%	83%	100%	100%	88%
% Diversity Information : Age	100%	100%	100%	100%	100%	100%	100%
Gender	100%	100%	96.6%	97.9%	98.6%	97.8%	98%
Ethnicity	95%	82%	93.4%	94.3%	95.0%	94.6%	75%
Disability	100%	100%	96.1%	97.3%	97.9%	97.2%	75%
Sexuality	56%	52%	48.1%	48.8%	49.1%	48.7%	55%
Religion or belief	57%	53%	48.5%	49.1%	49.5%	49.1%	55%
Percentage of Stage 1 complaints upheld	22%	40%	14%	0%	50%	50%	NA
<b>Value for Money - Direct Costs per property</b>							
Overhead per property	£ 324	£ 274	£ 319				130
Major & Cyclical works	£ 1,256	1100	1232				1200
Responsive Repairs	£ 480	391	514				375
Void Repairs	£ 167	166	164				150
Housing Mgt	NA	277	259				250
Leasehold	£ 70	134	152				150
Total staff turnover	7.0%	5.9%	3.8%	0.0%	1.9%	1.9%	1.9
Ave. working days lost / sickness absence	14.0	18.9	18.1	5.9	9.2	JC	
<b>Satisfaction</b>							<b>Target</b>
Percentage of tenants satisfied with the landlord's services		88%					83%
Percentage of tenants satisfied with repairs and maintenance		87%					79%
Percentage of tenants satisfied that their views are taken into		78%					64%
Percentage of tenants satisfied with the quality of the home		90					N/A
Percentage of residents satisfied with the neighbourhood as a		84%					82%
Percentage of tenants satisfied that their rent provides value for		90%					N/A
Percentage of tenants satisfied that their service charges provide		81%					N/A
<b>Housing Stock</b>							
Houses	1290	1284	1274	1270	1266	1263	
Flats	1248	1245	1247	1245	1244	1243	
Bungalows	157	157	157	157	157	157	
<b>Total Dwellings</b>	<b>2694</b>	<b>2687</b>	<b>2678</b>	<b>2672</b>	<b>2667</b>	<b>2663</b>	
Total Dispersed /Temporary Dwellings	10	10	8	9	9	9	
Community Centres	5	5	5	5	5	5	
Leaseholds	202	204	205	206	207	208	
Garages	484	486	486	489	489	489	
Shops	20	20	19	19	19	19	
<b>TOTAL PROPERTIES</b>	<b>3415</b>	<b>3412</b>	<b>3401</b>	<b>3400</b>	<b>3396</b>	<b>3393</b>	
<b>Sold Property / Land</b>	<b>2011/12</b>	<b>2012-13</b>	<b>2013/14</b>	<b>Apr-June</b>	<b>Apr-Sept</b>	<b>Apr-Dec</b>	<b>2014/15</b>
Houses	3	252,750	365,040	162,030	355,340	509,170	11
Flats	1	42,160	19,320	14,760	32,820	60,540	3
Land	1	0	0	3,000	3,000	3,000	1
<b>TL</b>	<b>4</b>	<b>294,910</b>	<b>384,360</b>	<b>179,790</b>	<b>391,160</b>	<b>572,710</b>	<b>15</b>

## PLANNED INVESTMENTS 2014-15

SCHEME	CONTRACTOR OR SUPPLIER	AVAILABLE BUDGET	NO OF PROPERTIES (P) OR BLOCKS (B)	EXPENDITURE TO DATE	ESTIMATED START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	COMMENTS	Leasholders affected?
RE-ROOFING AND POINTING WORKS ROOSEGATE ESTATE (2-3 YEARS DELIVERY PLAN)	CUMBRIA HOUSING PARTNERS	£390,000	56 (P)	£ 511,577	16/06/2014	31.3.2015	DLP Roofing	100% COMPLETE	No
RE-ROOFING WORKS FLAT ORMSGILL ESTATE	CUMBRIA HOUSING PARTNERS	£132,000	20 (B)	£ 37,525	01/08/2014	31.3.2015	CUMBRIA ROOFING	95% COMPLETE	Yes
RE-POINTING/RENDERING DEVONSHIRE ESTATE	CUMBRIA HOUSING PARTNERS	£590,000	30 (P)	£ 9,606	01/08/2014	31.3.2015	DLP Roofing	DUE TO COMMENCE 5/1/15	No
EXTERNAL DOOR REPLACEMENTS	CUMBRIA HOUSING PARTNERS (MATERIALS)	£60,000	100 (P)	£ 38,577	01/11/2014	Jan-15	BARROW CENTRAL JOINERY	75% COMPLETE	No
WINDOW REPLACEMENTS CENTRAL & WALNEY	CUMBRIA HOUSING PARTNERS	£100,000	137 (P)	£ -	01/09/2014	31.3.2015	TOP NOTCH	ON SITE - DELAY WITH MANUFACTURING OF WINDOWS	No
COMMUNAL ENTRANCE LIGHTING UPGRADES - CENTRAL	CUMBRIA HOUSING PARTNERS	£64,000	14 (B)	£ 9,073	01/10/2014	31.3.2015	K WILSON	100% COMPLETE	Yes
COMMUNAL ENTRANCE PAINTING - CENTRAL	CUMBRIA HOUSING PARTNERS	£30,000	14 (B)	£ 49,072	01/11/2014	31.3.2015	GEORGE JONES	70% COMPLETE	Yes
COMMUNAL ENTRANCE DOOR UPGRADES - ORMSGILL	CUMBRIA HOUSING PARTNERS	£120,000	18 (B)	£ 189,438	01/08/2014	31.3.2015	SS GROUP	100% COMPLETE	Yes
GARAGE IMPROVEMENTS	CUMBRIA ROOFING	£48,600	10 (B)	£ 82,172	01/04/2014	31.3.2015	CUMBRIA ROOFING	100% COMPLETE	No
REWIRES	CUMBRIA HOUSING PARTNERS	£150,000	120	£ 241,515	01/04/2014	31.3.2015	K WILSON	70% COMPLETE	No
BATHROOMS	CUMBRIA HOUSING PARTNERS	£410,000	200	£ 312,594	01/04/2014	31.3.2015	AB MITCHELL	70% COMPLETE	No
KITCHENS	CUMBRIA HOUSING PARTNERS	£200,000	100	£ 212,679	01/04/2014	31.3.2015	AB MITCHELL	70% COMPLETE	No
HEATING	CUMBRIA HOUSING PARTNERS	£525,000	200	£ 378,068	01/04/2014	31.3.2015	AB MITCHELL	70% COMPLETE	No
PAINTING	CUMBRIA HOUSING PARTNERS	£250,000	500	£ 139,745	09/06/2014	31.3.2015	G JONES	100% COMPLETE	Yes

## HOUSING MAINTENANCE COMMITMENTS 2014-15

	Funding Available 2014-15	EXPENDITURE TO DATE	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£ 1,085,671	£ 673,933	£ 20,878	62%
Voids	£ 238,243	£ 402,779	£ 4,582	169%
Gas Servicing	£ 99,049	£ 112,926	£ 1,905	114%
Decoration Vouchers	£ 45,000	£ 24,170	£ 865	54%
Disrepair Claims	£ 15,000	£ 1,722	£ 288	11%
Environmental Impmts	£ 25,000	£ 29,396	£ 481	118%
Disabled Adaptations	£ 100,000	£ 122,970	£ 1,923	123%
Electrical Testing	£ 80,700	£ 51,598	£ 1,552	64%
Door Entry Maintenance	£ 20,000	£ 20,244	£ 385	101%
<b>Total</b>	<b>£1,783,663.00</b>	<b>£1,439,738.00</b>		