

BOROUGH OF BARROW-IN-FURNESS

HOUSING MANAGEMENT FORUM

Meeting: Thursday, 27th February 2014
at 2.00 pm (Committee Room 4)

Group Meetings at 1.15 pm

A G E N D A

PART ONE

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

2. Admission of Public and Press

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

3. Declarations of Interest

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

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

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

4. Confirmation of the Minutes of the meetings held on 16th January 2014.

5. Apologies for Absence/Changes in Membership.

FOR DECISION

OPERATIONAL

(D) 6. Housing Maintenance Investment Programme 2014/15

(D) 7. Housing Maintenance Contract 2011/15

(D) 8. Adelphi Court, Barrow

- (D) 9. Community Alarms Service
- (D) 10. Cumbria Probation Trust – Community Payback
- (D) 11. Key Tasks for the Housing Service 2014/15

FOR INFORMATION

- 12. Performance Information Report
- 13. 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 M Burton
Mr A McIntosh
Mr W Ward
Mrs K Warne
Mrs. G. Giddings }
Ms. M. Burgess } Substitutes
Mr. W. McEwan }

HOUSING MANAGEMENT FORUM

Meeting: Thursday 16th January, 2014
at 2.00 p.m.

PRESENT:- Councillors Barlow, Irwin, Johnston and Pointer.

Tenant Representatives:- Mr M. Burton, Mr A. McIntosh and Mr W. Ward.

40 – Appointment of Chairman

In the absence of the Chairman, nominations had been invited for Chairman for this meeting only.

It was moved by Councillor Irwin and seconded by Councillor Pointer that Councillor Barlow be appointed as Chairman for this meeting only.

RESOLVED:- To agree to appoint Councillor Barlow as Chairman for this meeting only.

COUNCILLOR BARLOW IN THE CHAIR

41 – Minutes

The Minutes of the meeting held on 28th November, 2013 were taken as read and confirmed.

42 – Apologies for Absence/Changes in Membership

Apologies for absence were submitted from Councillors Hamilton (Chairman) and Williams.

43 – Housing Maintenance Investment Programme 2014/15

The Housing Manager submitted a report to agree the spend profile for the 2014/15 Housing Maintenance Investment Plan. The plan included the resources available to respond to day to day repair requests, void properties and the ongoing upgrading of the main components of properties.

The principles of the asset management Plan were to:-

- Ensure the Council achieved the Decent Homes Standard;
- The aspirations of tenants were considered and incorporated within the plans; and
- To work collaboratively with other housing providers and contractors to improve delivery and responsive repairs service.

The upgrading of key components such as central heating systems, bathroom upgrades and kitchen upgrades were ahead of the agreed targets. Additional

resources were also agreed at the Housing Management Forum meeting on 13th June, 2013 to further increase the rate of replacement of these components.

Details of progress against Targets would be available for the next Housing Management Forum meeting along with proposals of which properties should be targeted.

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

Suggested Investment Profiles for 2014/15

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

The proposals were based on the following resources:-

• Maintenance Allowance (£1,360 per property)	:	£3,650,294
• Major Repairs (£716 per property)	:	£1,922,000
Total		<u>£5,572,294</u>

With reference to Appendix C attached to these Minutes the Housing Manager identified a number of changes on the Plan which differed from previous years:-

- Stock Condition Survey: It was normal practice to complete a stock condition survey every five years. However, good progress had been made against the targets for the upgrading of key components and it would be appropriate to complete a new survey during the year to ensure resources were targeted appropriately in future years.
- Re-pointing both Houses and Flats: resources had been included as a specific item. This reflected one of the objectives to keep homes “warm and watertight”. During the current year the Council had carried out a re-pointing scheme but it had become apparent that a number of properties, particularly on exposed locations required work. It would be appropriate to tackle this issue on a scheme basis rather than an individual property basis which had generally been the case over the recent past.
- Window Refurbishment and Replacement: resources had been included as a specific item. All properties except a very small number where it was not appropriate, had UPVC double glazed windows. They were now some years old and the Council were aware of failures in certain types of window and locations.
- Communal Lighting and Doors: additional resources were identified during 2013/14 to start to replace such fittings in specific areas. These resources would enable the process of communal door replacement to continue and incorporate the opportunity to consider energy efficient lighting arrangements where it was appropriate.

- Fences and Gates: additional resources were identified during 2013/14 to carry out improvements. These resources would enable an ongoing programme to be developed.
- Garages: additional resources were identified during 2013/14 to carry out improvements. These resources would enable an ongoing programme to be developed.
- Void Major Works: resources had been increased for 2014/15. As previously identified, in some circumstances it would be appropriate to complete additional work on a property over and above the normal void repairs.
- Re-Roofing of Houses and Communal Flat Roofs: resources had been included to commence a replacement of problematic flat roofs on communal entrances and houses.

Except for the resources for the Stock Condition Survey all other items identified would be on-going areas of expenditure.

Delivery of Cyclical, Major Improvement and Capitalised Work

Delivery of the ongoing upgrading schemes would continue through the arrangements previously agreed with Cumbria Housing Partners. There were a number of “new” areas of work included in the Plan and the Housing Manager would be considering the options for delivering these works through the Cumbria Housing Framework or on an individual scheme by scheme basis.

RECOMMENDED:- To agree the Housing Investment Plan for 2014/15 as attached at **Appendix A** to these Minutes.

44 – Scrutiny of Anti-Social Behaviour Policies and Procedures

The Housing Manager submitted a report to provide Members with an update on progress of the Scrutiny Review of the Anti-Social Behaviour Policy and Procedures. The Scrutiny Project commenced in September 2013 with the final draft of policy and procedures completed in December 2013. Copies of the final drafts were appended to the report. The Tenants Scrutiny Working Party agreed the scope and timeframe of the project based on a four stage approach:-

- Stage 1: Fact Finding;
- Stage 2: Further investigation, compare and challenge;
- Stage 3: Analysis and recommendations; and
- Stage 4: Implementation and review.

A thorough review of the policy and procedures had now been completed by Tenants Scrutiny Working Party in partnership with ASB Consultants - ASB Action Ltd. As part of the review consideration was given to information obtained from the ‘Star Survey’ and a good practice review of the organisations service literature and website. A ‘Tenants Audit’ had also been completed to ensure the views of tenants who had been victims of anti-social behaviour had been incorporated into the

'scrutiny process' to ensure the Council learned from any 'positive and negative comments'.

The Housing Service was committed to being accountable to its residents and ensuring greater transparency in the way it operated. The Housing Service believed its new residents' scrutiny arrangements enabled those residents involved to gain a real understanding of how the Housing Neighbourhood Management Team managed cases of anti-social behaviour and also how easily accessible expert advice and assistance could be obtained through the 'Service Level Agreement' with ASB Action Ltd which was vital to the success of the service.

The Housing Service Neighbourhood Management Team would implement the new policy statement and procedures from January 2014. A further area to be examined as part of the wider service review was:-

- Tenancy Agreement; and
- Continual improvement to the website and service literature.

RECOMMENDED:-

1. Note the content of the report;
2. Note the four-stage scrutiny process for future scrutiny reviews within the Housing Service;
3. To agree the final draft of the Anti-Social Behaviour Policy and Procedures which would form the operating basis for management of anti-social behaviour by the Housing Neighbourhood Management Team; and
4. To agree to continue the Service Level Agreement with ASB Action Ltd for 2014/2015.

REFERRED ITEMS

THE FOLLOWING MATTERS ARE REFERRED TO COUNCIL FOR DECISION

45 – Housing Revenue Account 2014/2015

The Business Support Manager submitted a report to agree the Housing Revenue Account Budget for the coming financial year 2014/15. Information about the Expected Outturn Budget and balances for the current year was also included.

The current year Outturn and proposed 2014/15 Housing Revenue Account budget is attached at **Appendix B** to the Minutes.

Previous assumptions on rent increases were based on guidance that stated that the annual RPI +0.5% plus an additional uplift to bring Local Authority rents up to market (Target) rents by 2015/16 should be used and rents within the HRA 30-year business plan were predicated at 3%.

Guidelines now suggested that the Council should use the annual CPI (2.7%) + 1% to determine future rent increases. In November 2013 the Housing Management Forum agreed that the Council could bring forward convergence to Target (market rents) in 2014/15 and dispense with Target rents in any future rent considerations. Attached at **Appendix C** to these Minutes are examples of the effect of applying the increases to a range of property types.

The Committee also agreed that Garage rents increased at the same % rate as dwellings

It was expected to manage 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) increased investment in stock; and
- (3) investment projects where the need or the return was clearly identifiable.

1. Expected Outturn Budget 2013/14

The outturn for the year forecasts a net surplus of £10,370. Key factors were:-

- HRA Income would be higher than expectations;
- Water charges, Repair and Leasehold Major Work recharges account for the increased revenue under other services and facilities;
- Water repayment charges also account for the above budget expenditure;
- Right to Buy sales were on course to meet budget expectations leaving a dwellings stock of 2685 by 31st March, 2014;
- Increased time taken to relet voids, particularly 2 bedroom flats, had reduced dwelling rent income; and
- Tenancy terminations had increased by 40% ytd which was mainly attributed to under/over occupation movement.

2. Balances on the Expected Outturn for 2013/14

The Expected Outturn Budget 2013/14 was likely to result in the following movement in balances.

2.1 Major Repair Reserve balance as at 31st March, 2013 : £130,562

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

2.2 Housing Revenue Account balance 31st March, 2013 : £1,991,094

2.3 Breakdown of Balance on Account

Housing Revenue Account as at 31st March, 2013 : **£1,991,094**
(of which the £788k was the Maintenance element)

Forecast Surplus 2013/14 : **£ 10,370**

Estimated Balance at year end : **£2,001,464**

2.4 Voluntary Repayment Provision

Provision as at 31st March, 2013 : **£1,739,934**

Set Aside for 2013/14 : **£1,069,970**

Provision at year end : **£2,809,904**

3. Proposed HRA Budget 2014/15

In proposing the budget for 2014/15 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 management of tenancy, major repair and maintenance expenditure. However, guidelines now suggested increases in line with the annual CPI of 2.7% + 1% raising gross rent income to £10.46 million (including convergence uplift).
- 3.2 Bringing forward convergence adds another £94k to rent income which was marginally less than it would have been a year later. The additional increase, when applied to individual properties, remained within the £2 limit (Constraint).
- 3.3 The 30 year business plan expects an annual Set Aside of £869,970; however the Set Aside for 2014/15 would be £295,690 higher making a total Set Aside for 2014/15 of £1,165,800.
- 3.4 The Welfare Reforms had had a knock on effect on arrears and loss of rental income because of the increased number of voids. The bad debt provision would need to be increased by £33k.
- 3.5 The net income from water charge collection would be £188,912.
- 3.6 The Housing Manager proposed that the Council opened up a training opportunity and career path through Housing Service by way of an apprenticeship. It would be Scale 1 total annual cost of £18,000 and whilst provided for within the proposed budget the Council would hope to work with Cumbria Housing Partnership to recover some of the cost.
- 3.7 It was necessary to carry out Housing Stock survey to update and inform the programme of major works improvements at an estimated cost of £30k.
- 3.8 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.

3.9 There was a further need to employ a Planned Maintenance Project Manager on SO2 at total cost of £33,000 to manage and co-ordinate the various investment projects and a Mobile Caretaking handyman to carry out minor repairs to voids and around the estates on Scale 1 with a total annual cost of £18,000.

3.10 The Housing Department conducted a walkabout of the estates looking at repairs and overall condition during 2013/14. The Housing Management Forum Chairman had asked that bi-annual site inspections for the whole Forum be organised for 2014/15. Provision had been made within the budget to accommodate the cost.

4 Dwelling Rents

4.1 The effect for this Authority was as follows:-

Calculation for 2013/14

CPI in September 2012 = 2.7% + 1% = 3.1% increase to Barrow Borough Council rents

Plus or minus a maximum of £2.00 to move the property to its individual target rent.

	52 Weeks	48 Weeks	Average Rent increase over 48 weeks
2013/14	£71.40	£77.35	
2014/15	£75.34	£81.62	
Increase	5.52%	5.52%	

Attached at **Appendix C** to the Minutes are further details of the resultant rents for different property types. Rents on an individual property basis would differ.

4.2 The Housing Major Repairs and Maintenance budget had been increased to allow for additional stock investment and environmental improvements and allowed a total £2,075 per dwelling based on a stock level of 2,685.

5 Other Charges

5.1 Garage Charges

It was approved by the Housing Management Forum on 28th November, 2013 to apply the same uprate to garage rents. Therefore the proposed budget included a 3.7% increase on garage charges which generated £7,547. The effect on individual garage charges would be as follows:-

	2012/13	+3.7%
Garage rate 1 (27)	£6.43	£6.67
Garage rate 2 (459)	£8.88	£9.21
Increase	£203,977	£211,525

There was a 160 strong waiting list for garages with few vacancies and the proposed new rent appeared on par with the private sector.

- 5.2 The Housing Department had recently reviewed the service and facility charges for supported, furnished and dispersed properties and concluded that they were about right. The Housing Manager suggested that they were left as was provided and continued to recover their cost.

6 Business Improvement Initiatives

Initiatives for 2014/15 would include:-

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

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

1. Note information at point (1) of the report;
2. Note the information regarding balances and Voluntary Repayment Provision at point (2) of the report;
3. Note the information in point (3) of the report and agree the 2014/15 budget as shown at Appendix A of the report;
4. Agree the Dwelling Rent increase of 3.7% at point (4) of the report and note the information at Appendix B of the report;
5. Agree the increase of Garage charges of 3.7% as show at point (5) of the report; and
6. Note the information at point (6) of the report.

The meeting closed at 2.50 p.m.

Housing Maintenance Investment Plan: 2014/15

APPENDIX A

Total Budget £5,572,294

Routine Property Repairs

£1,085,671 -£9,315 -£10,000	Tenant Demand Repairs <i>Routine Repairs Income</i> <i>Rechargeable Repair Income</i>
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Void Property Repairs

£238,243 -£15,000	Void Property Repairs <i>Void Repairs Income</i>
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£1,289,599

Cyclical Repairs

£99,049 £19,176 £115,880 £80,700 £14,485 £11,588 £30,000 £7,800 -£17,279	Gas Servicing Door Entry Maintenance External Decoration Electrical Testing Ground Maintenance TV Aerials Consultancy Fees Legal Fees <i>Service Charge Income</i>
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£361,399

Major Improvement Work

£100,000 £5,000 £45,000 £189,600 £238,000 £464,000 £120,465 £392,000 £34,200 £62,500 £48,600 £9,679 £5,000 £25,000 £300,752 £30,000 -£70,500	Disabled Adaptations Asbestos Surveys Decoration (After Major Works) Fencing and Gates Repointing - Flats Repointing - Houses Window Refurbishment Window Replacements Communal Lighting Communal Doors Garage Improvements Shop Improvements Community Centres EEB Improvements Void Major Works Stock Condition Survey <i>Major Repair Income</i>
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£1,999,296

MRA - Capitalised Improvement Work

£150,000 £525,000 £360,000 £500,000 £255,000 £132,000	Rewires (CHP) Heating and Insulation (CHP) Bathrooms (CHP) Kitchens (CHP) Re-Roofing - Houses Communal Flat Roofs
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CHP = Cumbria Housing Partners

£1,922,000

APPENDIX B

Housing Revenue Account				
Budget 2014-2015				
	Actual 2012-2013	Original 2013-2014	Revised 2013-2014	Budget 2014-2015
Expenditure				
Repairs and maintenance	2,178,955	2,967,370	2,967,370	3,650,300
Supervision and management	2,171,720	2,300,510	3,022,860	3,204,620
Rents, rates, taxes and other charges	3,395	2,300	4,460	3,700
Negative HRA Subsidy payable	1,896	0	0	0
Depreciation and impairment of dwellings	1,822,044	1,659,770	1,659,770	1,660,950
Depreciation and impairment of non-dwelling assets	128,926	127,010	127,010	126,460
Debt management costs	13,897	15,560	15,560	13,910
Movement in the allowance for bad debts	145,582	213,480	213,480	247,290
Total Expenditure	6,466,415	7,286,000	8,010,510	8,907,230
Income				
Dwelling rents	(9,493,714)	(9,869,530)	(9,798,860)	(10,280,770)
Non-dwelling rents	(343,109)	(336,800)	(336,960)	(348,610)
Charges for services and facilities	(238,384)	(206,090)	(975,880)	(1,136,440)
Contributions from other Local Authorities	(590)	0	0	0
Total Income	(10,075,797)	(10,412,420)	(11,111,700)	(11,765,820)
Net Total	(3,609,382)	(3,126,420)	(3,101,190)	(2,858,590)
HRA services' share of Corporate and Democratic Core	226,391	384,320	348,720	246,590
HRA share of other Non Distributed Costs	(813)	0	0	(820)
Net (Income)/Expenditure for HRA Services	(3,383,804)	(2,742,100)	(2,752,470)	(2,612,820)
HRA share of operating income and expenditure:				
Gain or (loss) on sale of HRA non-current assets	(327,035)	0		0
Interest payable and similar charges	920,400	950,290	950,290	945,930
Pensions interest cost and expected return on pension assets	186,000	158,000	158,000	190,000
(Surplus) or deficit for the year on HRA services	(2,604,439)	(1,633,810)	(1,644,180)	(1,476,890)
Adjustments between accounting basis & funding basis under regulations				
Reversal of depreciation and impairment of non-current assets	(1,659,763)	(1,659,770)	(1,659,770)	(1,660,950)
Reversal of revaluation losses on Property, Plant and Equipment	(162,281)	(127,010)	(127,010)	0
Reversal of amounts of non-current assets written off on disposal or sale	(297,206)	0	0	0
Add the voluntary provision for the financing of capital investment	1,739,934	1,069,970	1,069,970	1,165,800
Transfer of cash sale proceeds credited as part of the gain/loss on disposal	624,240	0	0	0
Reversal of Major Repairs Reserve credited to the HRA	1,904,924	2,265,920	2,265,920	1,922,000
Debt rescheduling premium and discounts released	35,679	33,360	33,360	(1,030)
Reversal of technical items relating to retirement benefits	(356,869)	(158,000)	(158,000)	(190,000)
Employer's pension costs	313,686	209,340	209,340	241,070
Reversal of accumulated absences charges	(7,228)	0	0	0
Total Adjustments	2,135,116	1,633,810	1,633,810	1,476,890
(Surplus)/Deficit for the Year	(469,323)	0	(10,370)	0

APPENDIX C

Sample Rents 2014-15										
Archetype		No. Beds	Area/Sub Area	Constrained 2011/12	Constrained 2012/13	Constrained 2013/14	Constrained 2014/15	48 Week Difference	% Change	52 week 2014/15
House	End Terrace	2	ORM/OR1	£70.82	£75.36	£77.92	£81.28	£3.36	4.31%	£75.03
Ground Floor Flat	Low Rise	1	ORM/OR1	£58.78	£62.53	£64.65	£67.41	£2.76	4.27%	£62.22
Ground Floor Flat	Medium Rise	3	CEN/CEN	£74.79	£79.50	£82.11	£85.46	£3.35	4.08%	£78.88
Bungalow	Semi Detached	1	ORM/GRI	£66.57	£70.63	£72.84	£75.55	£2.71	3.72%	£67.74
House	Mid Terrace	3	WAL/NWA	£79.79	£85.61	£89.24	£94.57	£5.33	5.97%	£87.29
Bungalow	End Terrace	1	WAL/NWA	£66.57	£70.63	£72.84	£75.55	£2.71	3.72%	£67.74
Ground Floor Flat	Medium Rise	2	ROO/NBN	£68.30	£73.08	£76.00	£83.13	£7.13	9.38%	£73.97
Upper Floor Flat	Medium Rise	2	ROO/NBN	£67.60	£72.53	£75.61	£80.13	£4.52	5.98%	£73.97
House	Mid Terrace	2	CEN/HIN	£71.27	£76.10	£78.96	£82.91	£3.95	5.00%	£76.53
House	End Terrace	3	ROO/ROO	£76.42	£81.80	£85.09	£89.78	£4.69	5.51%	£82.88
Ground Floor Flat	Medium Rise	1	CEN/CEN	£60.57	£64.44	£67.78	£71.46	£3.68	5.43%	£65.96
Upper Floor Flat	Low Rise	1	WAL/NWA	£60.64	£65.09	£67.89	£72.03	£4.14	6.10%	£66.49
House	Semi Detached	2	ROO/GGS	£72.85	£77.77	£80.26	£84.23	£3.97	4.95%	£77.75
House	Mid Terrace	4	ROO/GGS	£83.86	£89.78	£94.52	£100.50	£5.98	6.33%	£92.77
Upper Floor Flat	Low Rise	3	ROO/NBN	£72.74	£78.25	£81.79	£87.12	£5.33	6.52%	£80.42
House	End Terrace	5	ROO/GGS	£91.41	£97.85	£101.77	£107.39	£5.62	5.52%	£99.13
Bungalow	Mid Terrace	3	ORM/OR2	£82.51	£87.99	£91.18	£95.51	£4.33	4.75%	£88.17
Bungalow	End Terrace	3	ORM/OR2	£83.21	£88.55	£91.57	£95.51	£3.94	4.30%	£88.17
Upper Floor Flat	Low Rise	2	ORM/OR2	£66.11	£70.84	£73.77	£78.01	£4.24	5.75%	£72.01
Ground Floor Flat	Low Rise	2	ORM/GRI	£69.06	£73.95	£76.95	£81.23	£4.28	5.56%	£74.99
House	Semi Detached	3	WAL/WAL	£81.82	£87.44	£90.80	£95.51	£4.71	5.19%	£88.17
Upper Floor Flat	Medium Rise	1	CEN/LHI	£58.83	£63.05	£66.05	£69.46	£3.41	5.16%	£64.12
House	End Terrace	4	ROO/ROO	£83.32	£89.25	£92.89	£98.15	£5.26	5.66%	£90.60
House	Semi Detached	5	ROO/ROO	£97.76	£105.31	£109.94	£117.70	£7.76	7.06%	£108.65
Bungalow	Semi Detached	3	ROO/NBN	£83.21	£88.55	£91.57	£95.51	£3.94	4.30%	£88.17
House	Semi Detached	4	DAL/DAL	£88.90	£94.95	£98.55	£103.55	£5.00	5.07%	£95.58
Bungalow	Semi Detached	2	DAL/DAL	£74.24	£78.88	£81.43	£84.67	£3.24	3.98%	£78.16
Bungalow	Mid Terrace	1	DAL/DAL	£64.49	£68.98	£71.70	£75.05	£3.35	4.67%	£69.74

HOUSING MANAGEMENT FORUM	(D) Agenda Item 6
Date of Meeting: 27th February 2014	
Reporting Officer: Colin Garnett, Housing Manager	
<p>Title: Housing Maintenance Investment Programme 2014/15</p> <p>Summary and Conclusions:</p> <p>Following approval of the spend profile at your last meeting the purpose of this report is to update you on progress against targets, provide you with a proposed delivery plan and update you on associated matters for your consideration and approval.</p> <p>Recommendations:</p> <p>Members are requested to:</p> <ol style="list-style-type: none"> 1. Note the proposed investment works and basis on which properties have been identified in the Report and shown at Appendix A. 2. Note change of budget headings from originally agreed budget as follows: <ul style="list-style-type: none"> - Repointing to External Fabric Repairs - Fencing to Public Space/External Maintenance 3. Agree external support be engaged as necessary to ensure delivery of the programme and the cost met from the specific budget area. 4. Where there is an option to deliver new areas of work through Cumbria Housing Partners' framework. 	

Report

Following approval of the spend profile at your last meeting, the purpose of this report is to update you on progress against targets, provide you with a proposed delivery plan and update you on associated matters for your consideration.

Progress against Targets

The 2010 asset management plan identified the following investment priorities:

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

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

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

Type of Improvement	No of properties in Scheme	No of Properties complete at 31/1/2014
Re-Roofing Works (Griffin)	157	157
Rewires *	120	117
Bathrooms *	220	192
Kitchens *	200	149
Heating *	200	161
Painting *	754	754

**Key components*

Based on original plans the proposed 20/4/15 programme will see the completion of the upgrading of key components across the stock. Over approximately ten years of the programme, it is acknowledged some components have not been upgraded, because the tenants did not want the work completed.

A review of our property database will be completed during the year, in conjunction with the Stock Condition Survey, to ensure our records are accurate.

Proposed Investment Profile 2014/15

Attached at **Appendix A** is the plan for 2010/15 including the suggested investment profile for 2014/15.

The principles adopted in drafting these proposals are;

1. The Council maintains the Decent Homes Standard.
2. The investment is split between responsive and planned works at a minimum level that meets the Audit Commissions guidelines, and seeks to maximise monies spent on planned works.
3. The aspirations of tenants are considered and incorporated where appropriate.

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

■ Bathroom Improvements - £360,000

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

■ Kitchen Improvements - £500,000

The delivery of kitchen improvements has been a major investment priority for the past decade and as such officers advise that we are fast approaching the end of the investment cycle. It is estimated that there are in the region of 100 remaining properties without a modern kitchen as mentioned above. Members should be aware however that tenants occasionally “refuse access” and as such officers will carry out a consultation exercise to identify all remaining kitchen investments for inclusion in this financial year.

■ Heating Improvements - £525,000

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

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

■ Rewire Improvements - £150,000

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

■ Painting Improvements - £115,880

The painting programme seeks to ensure all properties receive external painting on a 6 year cycle.

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

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

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

Officers advise that a provisional three-year investment programme is required to re-roof the estate and propose to commence the programme on the following basis:

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

Members should be aware that there are presently no financial implications associated with the roofing programme for leaseholders on the estate.

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

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

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

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

Members should be aware that this work may have financial implications for leaseholders.

■ Re-Pointing and Re-Rendering Improvements

In agreeing the Budget profile previously, monies were identified for ‘repointing’. However, on further consideration, I would suggest the monies be described as ‘external fabric repairs’ which more accurately reflects the maintenance requirements.

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

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

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

It is suggested to commence this type of programme on the Devonshire estate that presently has 30 houses. The work on the Devonshire estate will not affect leaseholders.

Members should be aware however that work of this nature may have financial implications for leaseholders receiving similar improvements in other areas of the borough.

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

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

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

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

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

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

- Broad Close
- Low White Close
- Greenhill Close
- Park Road
- Mill Bank

Members should be aware that this work may have financial implications for leaseholders.

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

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

Officers suggest changing the existing light bulbs with low energy LED bulbs. It is proposed to introduce “motion sensors” to allow the lighting within each communal area to switch on and off in response to residents entering and leaving the building. The “Brewery” estate in Cavendish Street has lighting that operates on

motion sensors and officers are pleased to confirm that it has functioned and operated for several years without any significant problems.

Members should be aware that this work may have financial implications for leaseholders.

■ **Fencing & Gates - £190,000**

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

I would also ask you to agree the budget heading be amended to 'Public Space/External Maintenance' to reflect a more flexible approach to developing schemes to improve the appearance, safety and security of identified areas.

Delivery of the Programme

The 'self-financing' arrangement for the HRA has resulted in additional resources being made available that have been incorporated into the budget. As highlighted above, this has enabled new areas of work to be incorporated into the spend profile. An additional area surveyor has been agreed in the HRA and is currently being recruited. However, the delivery of this programme will be challenging for the in-house team and external support may be required.

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

Development of the Maintenance and Investment Programme

As referred to elsewhere in this report, over the last ten years many properties have seen the installation of modern components. During the year we will look to ensure our records are updated to ensure no property has been missed. Once the Stock Condition Survey is complete a further five-year plan will be developed for your consideration and approval.

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

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

(i) **Legal Implications**

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no significant implications.

(iii) Financial Implications

Financial resources are identified in the HRA budget to complete the identified works.

(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

HOUSING MANAGEMENT FORUM	(D) Agenda Item 7
Date of Meeting: 27th February 2014	
Reporting Officer: Colin Garnett, Housing Manager	
Title: Housing Maintenance Contract 2011/15	
Summary and Conclusions:	
The purpose of this Report is to seek approval to commence a market testing exercise to establish the likely interest in the contract should it be necessary to go through a procurement process to award a new contract.	
Recommendations:	
Members are requested to agree a market testing exercise to be completed and delegate the Housing Manager to appoint a suitably qualified adviser.	

Report

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

Unfortunately, as you will be aware, there have been operational concerns over the delivery of this contract and, at the present time, I am not in a position to recommend an extension be offered.

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

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

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

I would, therefore, recommend it appropriate to issue a PIN (Pre-Information Notice) with regard to OJEU compliance to carry out some market testing to establish the level of interest in the contract. We currently engage with an adviser to assist with our contract arrangements. It may also be an option to work with an existing procurement framework which we are investigating. The market testing needs to be progressed prior to your next meeting and I would request you delegate responsibility with regard to appointing a suitable adviser as soon as practical to the Housing Manager.

(i) Legal Implications

The market testing will follow the necessary requirement of a procurement process.

(ii) Risk Assessment

The recommendation has significant implications.

(iii) Financial Implications

No specific identified cost centre but the cost of the process will be met from the agreed budget for the delivery of the maintenance 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

HOUSING MANAGEMENT FORUM	(D) Agenda Item 8
Date of Meeting: 27th February 2014	
Reporting Officer: Colin Garnett, Housing Manager	
Title: Adelphi Court, Barrow	
Summary and Conclusions:	
The purpose of this Report is to consider the future use of Adelphi Court to meet identified housing need in the Borough.	
Recommendations:	
Members are requested to:	
<ol style="list-style-type: none">1. Agree proposals to use the flats for supported housing for applicants/residents with mental health difficulties.2. Agree a deadline for the completion of a workable proposal be set at 30th April 2014.3. Should a workable proposal not be available by the date proposed the flats be offered for letting to meet general housing need but flexibility be adopted on the 'first lettings' to try and achieve a more stable community.	

Report

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

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

Since then, more vacancies have occurred and there is now only one occupied flat.

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

There is also a recognised housing need for a range of applicants with additional support needs to assist them manage a tenancy. For example, officers are currently working with other agencies to improve and extend the range of accommodation for young people in the Borough.

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

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

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

Whilst these discussions have been ongoing for some months, they are yet to be concluded.

Should Members agree with this as a possible option, I would suggest a date of 30th April 2014 be agreed for a proposal to be finalised for your consideration.

Should such a proposal not be agreed or Members may choose to do so now, I would suggest the Housing Service look to relet the properties on a 'staged basis' following repairs and work to communal entrances to improve the visual appearance on entry to the flat. I would propose also should this become the preferred option, or should the option of supported housing is not achieved, a flexible approach to the initial lettings be agreed to try and ensure a more 'stable' community within the block.

(i) Legal Implications

An appropriate lease would need to be drafted confirming the management arrangements of the property and the residents.

(ii) Risk Assessment

The recommendation has no significant implications.

(iii) Financial Implications

The year's rent for these properties is c.£44K per annum. In developing a proposal, flexibility would be required to ensure the scheme is financially viable to any third party service provider and have regard to the management arrangements of the property. It is likely a lower rental would be forthcoming to the Council but should be considered against the increased provisions of supported housing and reduced management input associated with this block.

It is appropriate to put a deadline on the timeframe to develop a proposal as currently there is rental loss on these properties.

(iv) Health and Safety Implications

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

(v) Equality and Diversity

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

(vi) Health and Well-being Implications

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

Background Papers

Nil

HOUSING MANAGEMENT FORUM	(D) Agenda Item 9
Date of Meeting: 27th February 2014	
Reporting Officer: Colin Garnett, Housing Manager	
Title: Community Alarms Service	
Summary and Conclusions:	
<p>The purpose of this Report is to provide members with an update on the current position with the Community Alarms Service.</p>	
<p>The report seeks Members' approval to note the information and agree the recommendations for the future of the community alarms service and maintenance of equipment.</p>	
Recommendations:	
Members are requested to:	
<ol style="list-style-type: none">1. Note information provided including reference to the contract arrangement with Carlisle Housing Association.2. Agree the Housing Service continue to provide equipment from stock for existing customers with a move towards dispersed alarms replacing the old 'hard wired' system whilst receiving Supporting People funding.3. Agree referral of any new customers to either:<ul style="list-style-type: none">• Adult Social Care – for assessment for Telecare services, or• Community Alarms South Lakeland – 24 hour monitoring service.4. Agree disconnection and removal of UAC box from previous warden's property in Dalton once all properties have a dispersed alarm in place.	

Report

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

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

Eamont Close/Dalton

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

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

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

With regard to other residents receiving services through this arrangement, I would ask you to note whilst the situation remains as it is, it may be appropriate to migrate other users to dispersed alarms but any such actions would not be progressed without agreement of residents.

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

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

Summary

The proposals given in this report seek to provide a clear direction for the Housing Service to work to and seek Members' approval to agree the proposed recommendations.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no significant implications.

(iii) Financial Implications

Equipment will be provided from stock and will be one-off cost of new telephone line as required.

(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

HOUSING MANAGEMENT FORUM	(D) Agenda Item 10
Date of Meeting: 27th February 2014	
Reporting Officer: Colin Garnett, Housing Manager	
Title: Cumbria Probation Trust – Community Payback	
Summary and Conclusions:	
The Housing Service has an arrangement with Cumbria Probation Trust (CPT) to provide fencing for tenants on Council estates through the Community Payback arrangement. The purpose of this Report is to seek agreement for a Memorandum of Understanding to formalise the arrangement.	
Recommendations:	
Members are requested to agree the Memorandum of Understanding.	

Report

The Housing Service has an arrangement with Cumbria Probation Trust (CPT) to provide fencing for tenants on Council estates through the Community Payback arrangement. The purpose of this Report is to seek agreement for a Memorandum of Understanding to formalise the arrangement.

The arrangement has been in place for some years and appears popular with tenants who are able to benefit.

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

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no significant implications.

(iii) Financial Implications

Resources to fund this project are usually made available from the Tenants' Forum Environmental Enhancement 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

HOUSING MANAGEMENT FORUM	(D) Agenda Item 11
Date of Meeting: 27th February 2014	
Reporting Officer: Colin Garnett, Housing Manager	
Title: Key Tasks for the Housing Service 2014/15	
Summary and Conclusions:	
The purpose of this Report is to review the Key Tasks of the Housing Service for 2013/14 and agree areas of work for 2014/15.	
Recommendations:	
Members are requested to:	
<ol style="list-style-type: none">1. Note information on progress and additional comments regarding outstanding tasks.2. Agree proposed Key Tasks for 2014/15 and note comments regarding the likely influences on the service during the year.	

Report

The purpose of this Report is to review the Key Tasks of the Housing Service for 2013/14 and agree areas of work for 2014/15.

As you will be aware, the Housing Service’s long-standing objective has been to provide ‘well-maintained homes where people choose to live’.

It is our normal practice to agree with the Forum Key Tasks for the Housing Service for the year. Attached at **Appendix C** are details of Key Tasks for 2013/14 with comments on progress.

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

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

In terms of understanding, the Housing Service adapts the approach of challenging and adapting its operational procedures on an ongoing basis. Many

operational changes are made to improve the delivery or efficiency of a process on an ongoing basis. These are not all included in the 'Key Tasks' which focus on a limited number of activities which are significant to members or tenant representation and their groups.

At your meeting on 16th January, 2014 you agreed a number of actions shown below:

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

In addition to the above, I would propose the following areas of work be continued:

■ **Scrutiny:**

I would suggest the issue of Tenancy Agreement and Tenants' Handbook remains as an area of work once the Rent Strategy is completed. Elsewhere on this agenda, I have highlighted 'void standards' as a possible area. During the last year the issue of voids has been discussed at various meetings and views expressed about the level of decoration allowance. I would therefore propose this as the other area to be considered through the Scrutiny process unless there are any other suggestions you may have.

■ **Key Tasks**

It is important the main 'Key Tasks' reflect the operating environment and objectives of the service.

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

Welfare Reform remains a challenge in many ways and will impact on operational delivery of service.

I would propose you give consideration to the following Key Tasks:

1. Consider whether an extension of the Responsive Repairs Contract would be appropriate or progress procurement of a new Contract.
2. Progress review of Business Plan by completion of the Stock Condition survey and agree a Rent Strategy.

3. Continue approach to engaging with under-represented tenants.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no significant implications.

(iii) Financial Implications

The recommendation has no financial implications.

(iv) Health and Safety Implications

The recommendation has no 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

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

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

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

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

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

HEATING continued

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

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

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

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

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

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

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

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

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

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



This **MEMORANDUM OF UNDERSTANDING** is made on 1 April 2014

BETWEEN

1. **CUMBRIA PROBATION TRUST** whose registered office is probation's Headquarters, Magistrates Court, Rickergate, Carlisle CA3 8XP
and
2. **BARROW BOROUGH COUNCIL**, Town Hall, Duke Street, Barrow-in-Furness, LA14 2LD

Cumbria Probation Trust will supply offenders under their direct supervision to undertake fencing and environmental work at the properties of tenants of Barrow Borough Council and throughout the Borough as referred by M/S Joanne Tyson or other staff in the Housing Service.

Key personnel for Cumbria Probation Trust are Lynn Halfpenny, Community Payback Manager and Samantha Henderson , Community Payback Officer

1. Introduction

Cumbria Probation Trust (CPT) in partnership with Barrow Borough Council have undertaken fencing projects for council properties, which has improved the quality of life for council tenants and contributed towards a safer community. This work was seen by all parties as a success and as a result this Memorandum of understanding will continue to deliver fencing work for the Borough delivered by CPT.

2. Duration

This memorandum shall come into force on 1 April 2014 and shall continue in existence until 31 March 2015, except if brought to an end earlier in accordance with Clause 8.

3. Purpose

The purpose of this Memorandum is to provide the framework and arrangements for joint working between CPT and Barrow Borough Council in relation to delivery of the work previously mentioned and the aims within it.

4. Principles

We will work together to ensure that offenders on Unpaid Work deliver the part of the project assigned to them. In doing this CPT will ensure that all work undertaken is done within strict compliance to current health and safety legislation.

We will ensure that any issues of concern are dealt with at the earliest opportunity. Any issues that cannot be dealt with will then be passed up the line for resolution.

Our working relationship will be based on honesty and openness to ensure mutual trust and respect.

5. Advisory Group

An Advisory Group will be set up with 2 members from each of the partner organisations.

The Group will meet on a six monthly basis to review progress and working relationships at a location agreed by members of the Group.

The quorum of the Group will be:

M/S Joanne Tyson , Community Involvement Manager , Barrow Borough Council
Mr Colin Garnett , Housing Manager, Barrow Borough Council

and

Mrs Lynn Halfpenny , Community Payback Manager, Cumbria Probation Trust
Mrs Samantha Henderson , Community Payback Officer , Cumbria Probation Trust

6. Duties of the Advisory Group

The Group will be responsible for reviewing arrangements and agreeing priorities.

The Group will confirm objectives of the project.

7. Monitoring, Evaluation and Continuous Improvement

Work of the partnership will be subject to ongoing monitoring by all partners to ensure that potential benefits of the partnership are maximised.

An effective communication system will be maintained to share good practice, highlight areas for improvement and seek to address any issues which arise.

In line with Continuous Improvement and Partnership Working BBC Housing Service will provide a garage for the storage of materials by Cumbria Probation Trust. It is agreed no weekly rent will be charged for the duration of the contract in accordance with Clause 2 & 8.

8. Termination

Notice of termination can be made by any of the partners to the others in writing.

Termination would result if:

- Any of the partners, on being informed that they are not delivering their required input to the project, and given 20 days to remedy the problem, do not do so.
- Any of the partners cease to exist as a legal entity.

Cumbria Probation Trust can terminate occupation of the garage without notice before the end of the contract .

9. Finance

Barrow Borough Council Housing Department agree to fund Cumbria Probation Trust the sum of £9408 (delivered at the rate of £100 per day) for the provision of a group of 4-6 offenders, a supervisor and a vehicle.

Cumbria Probation Trust will invoice Barrow Borough Council the sum of £784 a month in arrears .

Cumbria Probation Trust will provide Personal Protection Equipment and basic tools. Specialised tools, materials and equipment will be supplied by Barrow Borough Council.

Cumbria Probation Trust will invoice Barrow Borough Council monthly in arrears.

10. Monitoring Schedule

Lynn Halfpenny will provide Joanne Tyson with a quarterly report due by 15 July 2014, 15 October 2014, 15 January 2015 and 15 April 2015 to include:

- a) An up to date register of referrals
- b) Details of work done
- c) The number of offender hours spent on each project
- d) Before and after photographs
- e) Copies of any letter of appreciation from tenants

For the purpose of this Memorandum of Understanding the address and contact details for each party shall be:

A) For the Client:

M/S Joanne Tyson
Community Involvement Manager
Barrow Borough Council
Town Hall
Duke Street
Barrow In Furness
LA14 2LD

Tel: 01229 876536

Fax: 01229

Email: jtyson@barrowbc.gov.uk

B) For the contractor:

Mrs Lynn Halfpenny
Cumbria Probation Trust
77/79 Duke St
Barrow in Furness
Cumbria
LA14 1RP

Tel: 03000 47 3950

Fax: 03000 47 3960

Email: lynn.halfpenny@cumbria.probation.gsi.gov.uk

SIGNED BY.....

The authorised representative for and on behalf of

CUMBRIA PROBATION TRUST

In the presence of:-

Witness signature.....

Names.....

Address.....

.....

.....

Occupation.....

SIGNED BY.....

The authorised representative for and on behalf of

BARROW BOROUGH COUNCIL

In the presence of:-

Witness signature.....

Names.....

Address.....

.....

.....

Occupation.....

KEY TASKS FOR THE HOUSING SERVICE 2013/14

	TASK	LEAD OFFICER	TARGET	REFERENCE	UPDATE
1	<p>Establish scrutiny role for Tenant Participation Compact Working Party and progress the service reviews</p> <p>Possible options: Anti-social behaviour (STAR), Tenancy Agreement and Tenant's Handbook.</p>	Colin Garnett	Start immediately	Minute of Executive Committee	<p>Completed</p> <p>Not progressed to allow completion of above scrutiny and it would appear appropriate to delay until completion of Rent Strategy</p>
2	Consider approach to engaging with under-represented tenants	Colin Garnett	Summer 2013	STAR Survey and Scrutiny report on Tenant Participation Services.	Outstanding
3	Review and Update 30-year Business Plan	Les Davies	To be completed prior to budget setting process for 2014/15	HMF report Housing Maintenance Investment Programme	In progress and is reflected in Investment Programme. To be completed following agreement of Rent Strategy and Stock Condition Survey this year
4	Continue to develop approach to mitigate risks of Welfare Reform	Janice Sharp	To be completed prior to introduction of Universal Credit	'Significant financial risk to income of HRA'	The six-point plan has been implemented and being progressed. Inhouse processes reviewed, new staff appointed but objective will continue to be reviewed
5	Review of rents and service charges for supported and furnished tenancies and dispersed accommodation with particular reference to changes in housing benefit arrangements	Jane Coles	To be completed in preparation for 2014/15 budget setting process.	HMF report 'HRA 2013/14' (17 Jan 2013)	Discussions held with Liberata. Current arrangement covers cost of provision but situation will be reconsidered when Universal Credit is progressed

HOUSING SERVICE VISION:

"Provide well-maintained homes and estates where people choose to live"

HOUSING MANAGEMENT PERFORMANCE REPORT AGENDA ITEM 12

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

HOUSING MANAGEMENT PERFORMANCE REPORT AGENDA ITEM 12

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

PLANNED INVESTMENTS 2013-14

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

HOUSING MAINTENANCE COMMITMENTS 2013-14

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