

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

## **HOUSING MANAGEMENT FORUM**

Meeting: Thursday 27th November, 2014  
at 2.00 pm (Committee Room No. 4)

Group Meetings at 1.15 pm

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

#### **PART ONE**

1. To note any items which the Chairman considers to be of an urgent nature.
2. Admission of Public and Press

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

3. Declarations of Interest

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

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

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

4. Confirmation of the Minutes of the meeting held on 28th August, 2014 (copy attached).
5. Apologies for Absence/Changes in Membership.

#### **STRATEGIC PLANNING**

- (D) 6. Housing Maintenance Investment Programme 2015/16 – Cumbria Housing Partners Contractor Selection Procedure.
- (D) 7. Solid Fuel Appliances.
- (D) 8. Responsive Repairs Contract.

## **OPERATIONAL**

- (D) 9. Griffin Community Centre.

## **FOR INFORMATION**

10. Housing Management Performance Report.  
11. Planned Investment and 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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Published: 19th November, 2014.

## **HOUSING MANAGEMENT FORUM**

Meeting: Thursday 28th August, 2014  
at 2.00 p.m.

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

Tenant Representatives:- Ms M. Burgess and Mr W. McEwan.

Officers Present:- Colin Garnett (Assistant Director – Housing).  
Keely Fisher (Democratic Services Officer).

### **10 – Minutes**

The Minutes of the meeting held on 12th June, 2014 were taken as read and confirmed.

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

Apologies for absence were submitted from Councillors Barlow, Johnston and Williams and Tenant Representatives Mr A. McIntosh and Mrs K. Warne.

Tenant Representative Mr W. McEwan had replaced Mr A. McIntosh for this meeting only.

### **12 – Appointment of Advisers: Housing Maintenance Contract**

The Assistant Director – Housing reported that the purpose of his report was to agree the appointment of advisers to assist the Housing Service to consider the most appropriate approach to securing future delivery of a Housing Maintenance Contract. He had previously reported on the matter at the Housing Management Forum on 27th February, 2014.

The current Housing Maintenance Contract (2011-15) was due to end on 4th November, 2015, but did have an optional two year extension.

The Contract delivered day to day responsive repairs, out of hour's services, void property repairs and gas servicing. It was based on the NEC 3 form of Contract with a target cost for the completion of repairs.

At the present time, it was unclear whether the current Contractor would be interested in a possible two year extension. The Assistant Director – Housing suggested also, that it was not appropriate for the Council to make a decision on whether it would be appropriate to offer such an extension at this time.

However, in view of the time frame between now and the date the Contract was due to end he suggested it was appropriate to progress a review of current arrangements and consider the options for future procurement.

The current Contract covered a number of work streams. The form of Contract was NEC Option 3, which with some amendments had been the basis on which this Contract had been managed over the last nine years. Whilst this model had delivered the necessary Services over this period of time, in view of the time that had passed it would be appropriate in the first instance to consider whether this remained the most appropriate model for delivery or what alternative options were available.

Key considerations in looking forward would include ensuring cost certainty for the Council, certainty of delivery and quality to customer, and to ensure the Council received value for money.

In considering the appointment of advisers, it would also be appropriate to ensure the adviser appointed had an ongoing commitment to ensure the successful delivery of any future arrangements, if and when it became necessary. The Assistant Director – Housing did not suggest therefore that a supplier be appointed merely to carry out the review even though the timescales for delivering a new Contract was not yet clear.

On this basis he had taken the liberty to ask three suppliers for prices to deliver the review of current arrangements, and the cost of procurement and ongoing support should this become necessary. The details were as follows:-

SUPPLIER	OPTIONS FEE	PROCUREMENT FEE	CONTRACT FEE			LEGAL FEE			AMOUNT FOR 4 YEARS
			DAYS	RATE	TOTAL	DAYS	RATE	TOTAL	
1	£ 4,200	£14,200	24	£ 510	£ 12,240	10	£1,400	£14,000	£44,640
2	£ 1,875	£28,750	24	£ 625	£ 15,000	10	£ 296	£ 2,960	£48,585
3	£10,000	£23,000	24	£ 500	£ 12,000	INCLUDED IN PROCUREMENT FEE			£45,000

The three estimates included the current supplier and two others who the Housing Service worked with. All three would be capable of providing the necessary services.

Whilst it may be normal practice and attractive to select the “lowest price” the Assistant Director – Housing suggested Members consider more than just price in making a decision.

The strategy for future procurement could have a significant impact on the Council’s longer term financial commitments and it was appropriate that investment to “get it right” at the start was essential.

In considering the proposals it should be borne in mind that the total value of this Contract was in the region of £1.2m per annum and, as such, the fees indicated represented a small percentage of the total Contract value over a four or six year period and the difference in quoted cost for the work were not significant.

Supplier 3, whilst highest for the “options” stage had successfully facilitated the delivery of other Investment Contracts in terms of value for money and customer satisfaction. Again the same supplier was second highest for the Procurement stage,

and ongoing support costs if this was required. Whilst their work was predominantly based on Investment works the Assistant Director – Housing was confident they have sufficient skills to advise the Council appropriately on its requirements.

In summary, it was not clear whether through choice or necessity the Council would need to appoint a new Contractor to deliver these Services. However it would be appropriate to ensure the Council had considered the possible alternative models of delivery and were in a position to do so if required.

**RECOMMENDED:-** That Supplier 3 be appointed to assist the Council in considering the future options and if, or when necessary, in the procurement of a new Contract. Their appointment had regard to the involvement of the Adviser in delivering a range of other Investment works.

### **13 – Scrutiny of Void Standard Policy and Procedures**

The Assistant Director – Housing reported that the Tenants Scrutiny Working Party had been established in September 2013 in line with the regulatory emphasis on co-regulation and the requirement for meaningful scrutiny by residents with an aim to scrutinise two, or possibly three areas of service each year.

The purpose of his report was to provide Members with an update on progress with the Scrutiny Review of the Void Standard Policy and Procedures. 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 the Tenants Scrutiny Working Party in partnership with the Council's Maintenance and Operational Teams. As part of the review consideration was given to information obtained from a good practice review of the organisations service literature and website benchmarked alongside Void Standards of other similar sized Local Authorities. Void Inspection visits were carried out by members of the Tenants Scrutiny Working Party to a selection of void properties to:-

- Review the current Void Standard; and
- Agree a revised Void Standard.

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 the how the Housing Maintenance Team/ Housing Options Team managed the void process.

The Housing Maintenance Team/Housing Options Team would implement the new policy and procedures from September 2014. A further site visit to inspect void properties would take place under 'Stage 4' – Implementation and Review during

September/October 2014. Members of the Tenants Scrutiny Working Party would have the opportunity to view properties which had been upgraded to the new 'Voids Standard' and review as deemed appropriate.

**RECOMMENDED:-**

- (i) To note the content of the Assistant Director – Housing's report;
- (ii) To note the four-stage scrutiny process for future scrutiny reviews within the Housing Service; and
- (iii) To agree the final draft of the Void Standard Policy and Procedures which will form the operating basis for management of the void process by the Maintenance Team, Housing Options and External Contractors.

**14 – Housing Management ICT Systems Review**

The Assistant Director – Housing reported that the main Housing Management System (InHouse provided by Civica) was some 30 years old. Its underlying platform was several generations out of date and Officers were experiencing difficulty and expense in 'bending' the system to meet their needs. Over the years the Housing Service had resorted to buying other bolt on systems that were not integrated and it may be the case that the limits had been reached.

Additionally, Civica, had finally launched their new product (CX) and it was expected that they would at some stage withdraw their support for InHouse. CX was a wholly different technology – merely upgrading was not an option.

The Housing Service's needs were to have the tools and information to serve its customers well and that its customers needed access to information and be able to carry out their transactions efficiently and easily.

The direction Officers were looking towards were to:-

- Innovate to secure Value for Money;
- Increase interaction and website services for customers;
- Improve customer profiling data collection and updating;
- Integrate business, information and reporting systems;
- Streamline system workflow processes; and
- Enable mobile working to support new working practices to improve performance and outcomes.

To that end they had invited quotes from three consultants to carry out the initial review which would consist of:

- Meeting with Council business and technical personnel to discuss the current ICT environment, the current system's capabilities and future requirements;

- Undertake a review and gap analysis of Inhouse and other systems in use;
- Set out a series of options to meet the Council's requirements supported by indicative costs; and
- Provide a report detailing the review, findings and recommendations.

The quotes had been received on 15th August, 2014. From the four invitations issued two quotes have been received and evaluated on mix of price, methodology and experience. The submission from Capita exceeded the criteria and additionally had the capacity to undertake and delivery of a full replacement system, if that was what is recommended and agreed. The price was £9,500.

In the event that substantial investment was required and approved the second stage would be to go out to competitive tender to outsource the planning and implementation.

**RECOMMENDED:-** (i) To agree an initial review be carried out by an independent consultant with the additional resources required being met from the existing agreed Budget; and

(ii) That Capita's ICT and Transformation Consultancy be approved.

## **15 – Housing Department Relocation to the Town Hall**

The Assistant Director - Housing reported that the Housing Department were expecting to move towards the end of October 2014 to the Town Hall. It would not be practical to facilitate the move without some disruption to normal Service provision.

The actual move would be carried out in one move on a Saturday to minimise disruption within the Town Hall. Staff would pack their own equipment and effects on the Friday and unpack in their new location on the Monday.

Steele's would carry out the furniture and equipment removal.

The approach to the practical aspects of moving would be based on:-

- Maintaining the publicised telephone and email contact for the duration of the time highlighted and responding as appropriate;
- To close the reception at Cavendish House on the Friday of the weekend of the move to enable staff to complete final preparations for the reception moving;
- To reduce the impact and possible knock on effect on Liberata staff within the Town Hall they would try to ensure that the new Housing Reception area, kiosk and PCs were fully operational in advance of the move so that it could provide face to face service on the Monday and Tuesday; and
- During this period office interviews and home visits would be kept to a minimum and restricted to urgent issues.

The Service would look to publicise the date of the move and arrangements to customers once a date was established. The Assistant Director - Housing suggested this approach would ensure a successful move to the new offices and minimise disruption to customers.

**RECOMMENDED:-** To agree to a reduced service as outlined in the report to enable Officers, equipment and systems to move into the Town Hall on dates to be confirmed.

## **16 – 2014 Housing Investment Programme – Devonshire Estate**

The Assistant Director – Housing reported that on 27th February, 2014 Members of the Housing Management Forum had agreed the 2014/15 Housing Maintenance Investment Programme. The report included a recommendation to commence a programme of re-pointing and re-rendering improvements on the Devonshire estate to remedy on-going problems with key building components such as lintels, sills, pointing, render and blocked cavities.

Officers had recently completed a detailed inspection of the estate to quantify the extent of the work required and identified a previously unknown problem of “nail rot” that was affecting the original slate roof covering.

The defect was common across all the 30 properties on the estate and required the roofs to be completely replaced. The existing slate roof covering was approximately 90 years old.

As the original agreed investment focused on ensuring the properties were “wind and water tight” it would be appropriate and practical to complete the replacement of the roof coverings at the same time.

The work could be delivered before 31st March, 2015 via the Cumbria Housing Partners framework for an additional estimated cost of £280,000.

**RECOMMENDED:-** To agree to fund the additional roofing work using any accrued surplus budget within the Housing Revenue Account for the current year or, should there not be sufficient under-spend in the previously agreed Maintenance Investment Programme, by using additional monies from the Housing Revenue Account reserves if necessary so the additional work could be completed.

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

The Assistant Director – Housing reported that at the Housing Management Forum meeting on the 29th August, 2013 it was agreed to suspend the letting of vacant flats at Adelphi Court and consider alternative options for the use of the flats (Minute No. 35 refers).

A further report was presented to the Forum meeting on 27th February, 2014 when it was agreed to use the flats to provide supported housing for people with mental



health issues, to agree a workable proposal by 30th April or if not possible to progress their letting to meet general housing need (Minute No. 63 refers).

Unfortunately it was not possible to agree a workable proposal by that date but following discussion with the Chairman of the Housing Management Forum and having regard to the shortage of suitable accommodation to meet this housing need in the Borough, the Assistant Director – Housing continued to progress the matter and he was now in a position to update Members on progress.

The overall proposal was based on providing independent, but supported Housing to people with mental health issues. Each resident would have an appropriate tenancy with the Trust.

It was intended these flats would contribute towards an integrated “pathway” to ensure residents with mental health issues had a range of appropriate accommodation available within the Borough.

Tenants for the properties would be identified with Adult Social Care who would also fund the support required to enable the tenants to live independently but with support. At an appropriate time the residents would be assisted to move into more independent accommodation.

Croftlands Trust would have a Contract with Adult Social Care for these services which would be up to March 2016 when the services were due to be re-commissioned. The Assistant Director – Housing attached a summary of the intended services to be provided as an appendix. In discussions with Croftlands Trust, heads of terms for a lease had been progressed between the Council and the Trust.

The basis of the lease was as follows:-

- The lease will be for a period of five years with a break clause in March 2016 (to reflect the re-commissioning time frame);
- Either party will be able to end the lease for whatever reason by service of six months’ notice;
- The rental will be £40k per annum with annual increases in line to any agreed rent increases across the Councils residential housing stock;
- The Trust will be responsible for water rates on each property, utility charges for common areas and other charges as appropriate;
- The Council will retain responsibility for maintenance and insurance of the property. Maintenance Services will be in accordance with our normal practices;
- The Trust will provide support and housing management services to all residents which will include hours outside normal working hours; and
- The property will only be used to accommodate residents who have mental health issues.

In order for the arrangement to start there were a number of issues that needed finalising including, the financial and operational details of the arrangements between Croftlands and Adult Social Care, the completion of essential repairs and there remained one occupied flat. In addition, Croftlands would require some time to furnish and decorate the flats and office before use.

It was intended, however, to commence the lease from the 1st October, 2014 or as soon as practical after that date.

This proposal enabled the Council to meet an identified need in the Borough and ensured the flats and residents would have “on-site support” and assistance to ensure the intended objective was met and the flats had ongoing value to the community.

**RECOMMENDED:-** To agree that the Council grants a five year lease to the Croftlands Housing Trust to provide supported accommodation for people with mental health issues on the terms outlined in the report.

## **18 – Sale of Land at Salthouse Road, Barrow-in-Furness**

The Assistant Director – Housing reported that he had recently been approached by a developer who was re-developing the previous Sandgate Public House into three houses. They had requested consideration that the Council sell them a section of land to provide three garages for the new houses.

The section of land in question was between the Sandgate and rear of Longway. The land previously had Council garages on the site that were demolished some years ago. A plan of the site was attached as an appendix to the report.

The Council had previously entered into a ‘Deed of Contract’ with Electricity North West Limited which included a proviso not to construct any buildings over the power line to a nearby sub-station. It would appear it may be possible to construct garages without this being an issue.

The land in question formed part of a parcel of land which extended most of the way along the even numbered side of Longway, i.e. the railway line side. It was not uncommon to experience fly-tipping in the area and there was also overgrowth.

To construct garages may improve the visual appearance of the area. It was unlikely the site would be suitable for residential development.

Should the Council decide to agree the request, the Assistant Director – Housing suggested it be subject to:-

- It did not compromise Electricity North West Limited’s Deed of grant;
- The site be used for the construction of garages only and such garages to be constructed within a specified time; and
- That planning permission be approved prior to the sale being completed.

Should the Council be prepared to dispose of this site the Assistant Director – Housing would instruct the Council’s valuers to value the site on the basis of the applicant being a ‘special purchaser’ and for ‘best consideration’.

He would also propose the Council’s legal costs be met by the purchaser.

RECOMMENDED:-

- (i) That the sale be progressed;
- (ii) That it would be at the purchasers risk to obtain appropriate Planning Permission and carry out investigation works regarding the power line;
- (iii) That the purchaser would pay for all of their own and the Council’s costs associated with the transfer of the land; and
- (iv) That the garages should be developed within an appropriate timescale agreed with the Council.

## **19 – Housing Management Performance Report**

The Assistant Director – Housing submitted information relating to the Housing Management Performance 2014/15 and Best Value Performance Indicators. The information is attached at **Appendix A** to these Minutes. He provided a brief commentary to assist Members in their understanding of the key trends.

RESOLVED:- To note the Housing Management Performance Report.

## **20 – Planned Investments 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 B** to these Minutes.

RESOLVED:- To note the information.

The meeting closed at 2.30 p.m.

# HOUSING MANAGEMENT PERFORMANCE REPORT

# APPENDIX A

Performance Indicator	Actual 2011/12	Actual 2012/13	Actual 2013/14	Apr-June 2014	Target (Median)
<b>£ Rents Collection</b>					
<b>£ Rent &amp; Service Charges due</b>	£9,228,558	9,728,187	10,687,981	2,549,037	£10,196,148
<b>£ Rent collected</b>	£9,134,875	9,604,739	10,482,254	2,451,512	£ 9,992,225
Rent collected as % of rent due (exc ft)	98.98%	98.73%	98.08%	96.17%	98%
£ Current Arrears (dwellings)	£181,230	£203,623	£370,804	£465,845	£305,884.44
£ Former Arrears (dwellings)	£92,499	£135,745	£162,969	£184,016	£160,768
Write Offs (Gross)	£75,538	£38,573	£137,688	£8,969	£150,000
Tenants evicted for rent arrears	6	5	15	1	15
Current tenants arrears % of rent owed	2.0%	2.1%	3.5%	4.6%	3%
Former tenants arrears % of rent owed	1.0%	1.4%	1.6%	1.8%	2%
£ Rent arrears Garages	£1,824	£1,452	£1,763	£3,635	£ 3,750
£ Rent Arrears Shops	£16,602	£22,146	£15,464	£12,122	£ 15,000
<b>Void management</b>	2694	2686	2677	2672	2666
<b>Tenancy Turnover %</b>	<b>8.4%</b>	<b>10.1%</b>	<b>12.9%</b>	<b>3.6%</b>	8.05%
Total number of re-lets	278	245	340	78	370
No. of Voids	227	270	344	95	350
<b>Ends due to Under Occupation</b>			<b>48</b>	<b>0</b>	10
Average relet time for dwellings (inc days spent in MW)	37	32	35	52	30
£ rent loss through vacant dwellings	£ 100,227	£ 111,607	£ 165,336	£ 40,169	£ 168,229
£ rent loss due to vacant garages	£5,098	£2,290	£2,157	£339	£ 4,500
£ rent loss due to vacant shops	£16,546	£5,000	£1,022	£0	£ 4,000
£ rent loss due to vacant dispersed	NA	NA	NA	£2,166	£ 13,019
% properties accepted on first offer	86.4%	78.4%	76.5%	80.7%	70%
Loss per Void (Rents, Repairs, Arrears)	£ 2,846	£ 2,684	£ 1,341	£ 1,022	£2,000
<b>Maintenance</b>					
<b>No. Repair Orders issued (Tenant Demand)</b>	11,587	10,109	10,822	2,575	9,197
Responsive & Void repairs per property	4.3	3.7	4.0	1.0	3.4
P1 & P2 as a % of total repairs	61.7%	63.8%	63.0%	55.0%	47.5%
% all responsive repairs completed on time	87.3%	77.1%	71.2%	83.5%	96.3
P1 % emergency repairs completed on time	94.6%	94.6%	89.0%	92.7%	96.7
P2 % urgent repairs completed on time	78.9%	77.3%	73.0%	79.5%	94.6
Average end-to-end time for all reactive repairs (days)	12.25	19.78	17.46	10.75	8.2
Percentage of repairs completed 'Right First Time'	78.5%	79.79	N/A	N/A	88.8
Appointments kept as a percentage of appointments made	77%	61%	N/A	N/A	96.8
Appointments made as a percentage of repair orders (exc gas & voids)	NA	100%	N/A	N/A	94.1
Percentage of dwellings with a valid gas safety certificate	99.89%	100%	100.0%	100.0%	99.8%
Percentage of homes that fail to meet the Decent Homes Standard	0%	0%	0%	0%	0.2%
*Average energy efficiency rating of dwellings (based on RD SAP 9.83)	69.2	69.2	69.2	69.2	68.90%
<b>Homeless</b>					
Homeless ave. days in temporary dispersed accommodation	59	57	56	29	
Homeless ave. days in temporary B&B accommodation	20	27	35	37	
Homeless Total Cases Closed	752	903	782	83	
Homeless Advice	339	408	187	25	
Homeless Prevention	114	170	492	38	
Homeless Applications	185	147	103	20	
Homeless Successful Preventions	85	148	277	24	
Eligible Homeless (Owed a full duty)	29	30	19	3	

# HOUSING MANAGEMENT PERFORMANCE REPORT

# APPENDIX A

Housing Register	Actual 2011/12	Actual 2012/13	Actual 2013/14	Apr-June 2014/15	
Applicants on housing register					
Active Direct Applicants		1471	1162	1070	
Active Transfer Applicants		346	286	248	
Cumbria Choice Register	1745	1817	1448	1317	
<b>Equality &amp; Diversity</b>					
<b>ASB cases reported</b>	82	72	58	11	143
Percentage of closed ASB cases that were successfully resolved	91%	99%	96%	83%	88%
% Diversity Information : Age	100%	100%	100%	100%	100%
Gender	100%	100%	96.6%	97.9%	98%
Ethnicity	95%	82%	93.4%	94.3%	75%
Disability	100%	100%	96.1%	97.3%	75%
Sexuality	56%	52%	48.1%	48.8%	55%
Religion or belief	57%	53%	48.5%	49.1%	55%
Percentage of Stage 1 complaints upheld	22%	40%	14%	0%	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		
Total staff turnover	7.0%	5.9%	3.8%	1.9%	
Ave. working days lost / sickness absence	14.0	18.9	18.1		
<b>Satisfaction</b>					<b>Target</b>
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
<b>Housing Stock</b>					
Houses	1290	1284	1274	1270	
Flats	1248	1245	1247	1245	
Bungalows	157	157	157	157	
<b>Total Dwellings</b>	<b>2694</b>	<b>2687</b>	<b>2678</b>	<b>2672</b>	
Total Dispersed /Temporary Dwellings	10	10	8	9	
Community Centres	5	5	5	5	
Leaseholds	202	204	205	206	
Garages	484	486	486	489	
Shops	20	20	19	19	
<b>TOTAL PROPERTIES</b>	<b>3415</b>	<b>3412</b>	<b>3401</b>	<b>3400</b>	
<b>Sold Property / Land</b>	<b>2011/12</b>	<b>2012-13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2014/15</b>
Houses	3	252,750	365,040	162,030	4
Flats	1	42,160	19,320	14,760	1
Land	1	0	0	3,000	1
<b>TL</b>	<b>4</b>	<b>294,910</b>	<b>384,360</b>	<b>179,790</b>	<b>6</b>

**PLANNED INVESTMENTS 2014-15**

**APPENDIX B**

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	£255,000	56 (P)	£ 8,985	16/06/2014	31.3.2015	DLP Roofing	20% COMPLETE	No
RE-ROOFING WORKS FLAT ORMSGILL ESTATE	CUMBRIA HOUSING PARTNERS	£132,000	20 (B)	£ -	01/08/2014	31.3.2015	TBC	WORKS PRESENTLY OUT TO TENDER	Yes
RE-POINTING/RENDERING DEVONSHIRE ESTATE	CUMBRIA HOUSING PARTNERS	£464,000	30 (P)	£ -	01/08/2014	31.3.2015	DLP Roofing	ADDITIONAL RE-ROOFING REQUIRED HMF APPROVAL REQUIRED	No
WINDOW REPLACEMENTS CENTRAL & WALNEY	CUMBRIA HOUSING PARTNERS	£300,000	137 (P)	£ -	01/09/2014	31.3.2015	TBC	WORKS PRESENTLY OUT TO TENDER	No
COMMUNAL ENTRANCE LIGHTING UPGRADES - CENTRAL	CUMBRIA HOUSING PARTNERS	£64,000	14 (B)	£ 93,234	01/10/2014	31.3.2015	K WILSON	100% COMPLETE	Yes
COMMUNAL ENTRANCE PAINTING - CENTRAL	CUMBRIA HOUSING PARTNERS	£30,000	14 (B)		01/11/2014	31.3.2015	GEORGE JONES	WORKS TO COMMENCE IN LATE AUTUMN	Yes
COMMUNAL ENTRANCE DOOR UPGRADES - ORMSGILL	CUMBRIA HOUSING PARTNERS	£120,000	18 (B)		01/08/2014	31.3.2015	SS GROUP	70% COMPLETE	Yes
GARAGE IMPROVEMENTS	CUMBRIA ROOFING	£48,600	10 (B)	£ 48,208	01/04/2014	31.3.2015	CUMBRIA ROOFING	90% COMPLETE	No
REWIRES	CUMBRIA HOUSING PARTNERS	£150,000	120	£ 98,018	01/04/2014	31.3.2015	K WILSON	50% COMPLETE	No
BATHROOMS	CUMBRIA HOUSING PARTNERS	£360,000	200	£ 123,672	01/04/2014	31.3.2015	AB MITCHELL	40% COMPLETE	No
KITCHENS	CUMBRIA HOUSING PARTNERS	£500,000	300	£ 108,841	01/04/2014	31.3.2015	AB MITCHELL	25% COMPLETE	No
HEATING	CUMBRIA HOUSING PARTNERS	£525,000	200	£ 186,443	01/04/2014	31.3.2015	AB MITCHELL	30% COMPLETE	No
PAINTING	CUMBRIA HOUSING PARTNERS	£115,880	500	£ 22,500	09/06/2014	31.3.2015	G JONES	20% 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	£ 326,488	£ 20,878	30%
Voids	£ 238,243	£ 146,626	£ 4,582	62%
Gas Servicing	£ 99,049	£ 48,691	£ 1,905	49%
Decoration Vouchers	£ 45,000	£ 10,917	£ 865	24%
Disrepair Claims	£ 15,000	£ -	£ 288	0%
Environmental Impmts	£ 25,000	£ 1,159	£ 481	5%
Disabled Adaptations	£ 100,000	£ 62,808	£ 1,923	63%
Electrical Testing	£ 80,700	£ 16,086	£ 1,552	20%
Door Entry Maintenance	£ 20,000	£ 707	£ 385	4%
<b>Total</b>	<b>£1,783,663.00</b>	<b>£613,482.00</b>	<b>£32,858.90</b>	

<b>HOUSING MANAGEMENT FORUM</b>	<b>(D) Agenda Item 6</b>
<b>Date of Meeting: 27th November, 2014</b>	
<b>Reporting Officer: Colin Garnett, Assistant Director – Housing</b>	

**Title: Housing Maintenance Investment Programme 2015/16 –  
Cumbria Housing Partners contractor selection procedure**

**Summary and Conclusion:**

The purpose of this report is to consider and agree the methodology for the appointment of suitably qualified and experienced contractors from the 2014 Cumbria Housing Partner's Framework.

**Recommendations:**

Members are asked to:

1. Agree that officers continue with the process of appointing CHP contractors for cyclical type work streams in advance of the stock condition findings.
2. Agree that officers proceed with the evaluation of contractors from the 2014 Cumbria Housing Partners framework using one of the following selection methods:
  - a. Direct call off
  - b. Mini competition
3. Agree that officers evaluate planned investment work streams using the following methods of contractor selection:
  - a. **Electrical rewiring and testing** – Option a; Direct call off procedure
  - b. **Painting improvements**– Option a; Direct call off procedure
  - c. **Re-Roofing works** – Option a; Direct call off procedure
  - d. **External works** – Option a; Direct call off procedure
  - e. **Kitchen improvements** – Option b; Mini competition procedure
  - f. **Bathroom improvements** – Option b; Mini competition procedure
  - g. **Heating improvements** – Option b; Mini competition procedure

**Background**

The purpose of this report is to update members regarding the continuing utilisation of the Cumbria Housing Partners (CHP) framework as our preferred

investment delivery model and agree a suitable methodology from which to evaluate contractors listed on the new 2014 CHP framework.

At the meeting held on 28<sup>th</sup> August 2014, Members agreed to the Council's membership of CHP and its commitment to deliver investments in line with other member organisations.

Officers can also advise that CHP are presently undertaking an independent review of the frameworks viability by carrying out a "value for money" assessment. This assessment will include comparisons with other similar consortia and service providers and is expected to be completed by mid-February 2015.

In advance of this report, officers confirm that the delivery of existing housing investments via CHP continues to provide significant savings with regard to procurement costs and has led to a reduction in management time through efficiency improvements associated with payment processing and improved operational management systems. In addition, customer satisfaction is exceptionally high with contractors presently achieving 99% to 100%. An example of typical cost benefits are shown in the table below:

<b>WORKSTREAM</b>	<b>BBC DELIVERY COST</b>	<b>PROCURE PLUS AVERAGE COST (NORTH WEST)</b>	<b>CHP AVERAGE COST (CUMBRIA)</b>
BATHROOMS	£1040.87	£1423.61	£1232.47
KITCHENS	£2122.87	£2758.28	£2146.42
CENTRAL HEATING*	£2401.51	£2157.04	£1937.02

\* *BBC costs for heating include additional equipment and relate to larger property types: i.e. houses rather than flats*

Members will also be aware that the Council is presently undertaking a condition survey of the housing stock. Results of the survey will be presented to members at the next meeting scheduled for 15<sup>th</sup> January 2015. Whilst officers are unable to advise members about the content of the survey it is expected that there will remain a continuing on-going investment need for key components such as kitchens, bathroom, heating and electrical rewire as they are by nature replace on a cyclical basis.

In view of this members are requested to agree that officers continue with the process of appointing CHP contractors for these work streams in advance of the stock condition findings.

## **Report**

Officers advise that the existing CHP framework has come to an end and has been replaced by a new framework that runs until 2018. In view of this, members of CHP are required to evaluate suitably qualified and experienced



contractors that are capable of delivering planned investments from 1<sup>st</sup> April 2015.

The new OJEU compliant framework has been prepared on behalf of CHP by Procure Plus and a partner company called "Realize". The new framework identifies a range of key work streams that are broken down between internal and external housing components. It also separates out the various services provided by contractors and suppliers.

Each of the CHP work streams is sub divided into small (Less than 50 No) and large (More than 50 No) investment categories to ensure both smaller and larger contractors are able to compete on a fair and transparent basis. Contractors are not permitted to bid for both categories within a particular work stream.

Some of the most popular work streams available to landlords include;

- a. Electrical rewiring and testing
- b. Painting improvements
- c. Re-Roofing works
- d. External works
- e. Kitchen improvements
- f. Bathroom improvements
- g. Heating improvements
- h. Solar panelling and renewal energies
- i. Communal areas
- j. Insulation works
- k. Fire precaution works
- l. Adaptation works
- h. Asbestos removal

Officers can advise members that there are several locally based contractors on the new CHP framework and are, along with other contractors, eligible for selection using one of the following methods;

- a. Direct call off
- b. Mini competition

### **Direct call off procedure**

This procedure allows landlords to directly select a contractor within a particular work stream based on the original OJEU evaluation procedure that takes account of the contractor's cost and quality submissions.

### **Mini competition**

This procedure allows landlords to evaluate contractors using a range of pre-determined assessment criterion that may vary from landlord to landlord.

Officers are proposing to undertake mini competitions using the following assessment procedure:

**1. Written submission**

Contractors will be required to answer questions covering the following areas:

<b>Evaluation Criteria</b>	<b>Weighting</b>
Customer Satisfaction	30%
Equality and Diversity	5%
Service Delivery	25%
Health, Safety and Environmental	5%
Local and Social Skills Benefits	10%

This section of the assessment will contribute **75%** to your total mark.

**2. Pricing document**

Contractors will be required to submit rates to carry out the works. Please note these rates will be fixed for this particular scheme and will be open for acceptance for 48 months.

This section of the assessment will contribute **25%** to your total mark.

**3. Preferred contractor(s) status Pricing document**

The results of each mini competition will be summarised and ranked for consideration by the Housing Management Forum. The HMF will advise officers of their decision regarding contractor appointment for each individual work stream.

Officers will ensure CHP/Procure Plus confirm in writing contractors appointed by the HMF.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no significant implications.

(iii) Financial Implications

The recommendation has no financial implications.

(iv) Health and Safety Implications

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

(v) Equality and Diversity

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

(vi) Health and Well-being Implications

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

Background Papers

Nil

<b>HOUSING MANAGEMENT FORUM</b>	<b>(D) Agenda Item 7</b>
<b>Date of Meeting: 27th November,2014</b>	
<b>Reporting Officer: Colin Garnett, Assistant Director - Housing</b>	

**Title: Solid Fuel Appliances**

**Summary and Conclusion:**

Part 5 of the Council's Tenancy Agreement deals with repairs and improvements and informs tenants of their rights with regard to carrying out repairs to their home. Members have previously agreed a policy to reduce the number of gas fires installed within the housing stock due to the high cost of maintaining the flue and the associated scaffolding costs to access the chimney and roof areas.

This report seeks to amend this policy to include the removal of existing solid fuel appliances when properties become vacant and seeks member's approval to decline requests from tenants to install new solid fuel appliances.

**Recommendations:**

Members are asked to amend the existing gas fire policy to include the removal of existing solid fuel appliances when properties become vacant and seeks Members' approval to decline requests from tenants to install new solid fuel appliances.

**Background**

Over recent years the Housing Department has been implementing the existing policy regarding gas fire installations to ensure that gas fires and other appliances that act as a secondary heat source are removed when a property becomes vacant.

The primary reason for this undertaking is to reduce the long-term costs with on-going repair and maintenance of the appliance and its flue/chimney. The removal of these appliances also helps to reduce the risk from carbon monoxide poisoning as the incomplete products of combustion from a faulty secondary gas appliance or flue can no longer escape into the property and hence cannot put tenants or their families at risk from harm.

This policy was created in the knowledge that there exists a very high percentage of the housing stock that has a modern high efficiency central heating boiler with a radiator in every room.

## **Report**

The Housing Department has existing systems in place to manage the safety of all gas and solid fuel appliances. This includes an annual safety test and inspection by a qualified engineer and the provision of supplementary carbon monoxide detectors for tenanted properties with solid fuel appliances.

Officers advise that whilst these arrangements are presently adequate the risks associated with solid fuel installations may cause additional safety concerns regarding the following points;

- Solid fuel appliances have no safety control measures (unlike gas appliances)
- Solid fuel appliances increase the risk of fires within the property
- Solid fuel appliances create a 40-50% higher risk from carbon monoxide poisoning when compared to equivalent gas appliances
- Solid fuel appliances need to be inspected annually by a suitably qualified engineer (This incurs additional costs)
- Solid fuel appliances need to be maintained on a daily and weekly basis to ensure compliance with the manufacturer's instructions (The Council has no means to ensure compliance with this requirement)

Part 5 of the Council's Tenancy Agreement informs tenants of their rights with regard to carrying out repairs to their home. Sub section 5 of the agreement goes on to advise tenants that they must not carry out any alterations without written permission from the Council.

Officers periodically receive requests from tenants to install a new solid fuel appliance such as a coal fire or solid fuel stove/burner and in light of the comments made above members are requested to amend the existing policy so that future requests from tenants to install new solid fuel appliances are declined.

### (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

<b>HOUSING MANAGEMENT FORUM</b>	<b>(D) Agenda Item 8</b>
<b>Date of Meeting: 27th November, 2014</b>	
<b>Reporting Officer: Colin Garnett, Assistant Director – Housing</b>	
<b>Title: Responsive Repairs Contract</b>	
<b>Summary and Conclusion:</b>	
The purpose of this report is to seek Members' agreement to work in collaboration with other members of Cumbria Housing Partners (CHP) to pursue the option of progressing a joint responsive repairs contract.	
<b>Recommendations:</b>	
Members are asked to agree resources be made available from existing budgets to complete a scoping exercise in order to consider whether a joint approach would be viable.	

### **Report**

The purpose of this report is to seek Members' agreement to work in collaboration with other members of Cumbria Housing Partners (CHP) to pursue the option of progressing a joint responsive repairs contract.

You will be aware that our current Responsive Repairs Contract will end on 4<sup>th</sup> November 2014.

It is unclear whether it will be prudent or not at the current time to offer an extension to [the current contractor or to assume they would be interested in an extension.

As you are aware, we have sought approval to appoint advisors in order to assist us to prepare should it be necessary to relet this Contract on behalf of the Borough Council.

However, I have been in discussion for some months with other social housing providers in Cumbria who are members of CHP regarding the possibility of a joint procurement process for appointing contractors to complete responsive repairs.

Including ourselves, there are four members of CHP that are interested in progressing this option.

The first stage would be appoint a suitably qualified consultant to carry out a scoping exercise to establish the feasibility of whether a joint procurement

process would be appropriate for the four landlords. At the current time, two advisors have been asked for a price to carry out this work and the group have identified a possible advisor. The cost of the work would be £2,950 plus VAT, plus mileage. It is proposed the work could be completed within five to six weeks and each landlord contribute equally towards the cost.

At the present time it is unclear the most appropriate direction to take with regard to the delivery of our responsive repairs contract and I would suggest there is merit in continuing the approach we have already started independently but secondly to remain part of a Cumbria-wide approach to assess whether this would be a feasible or beneficial option rather than procuring directly.

I would ask Members to recommend that the Council participate in the scoping exercise and the resources required be made available from the existing Maintenance Budget.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

The total cost will be approximately £2,950 plus mileage which will result in a contribution of less than £1,000 per landlord. We have not budgeted for this consultancy work, however the cost can be met from existing budgets.

(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



<b>HOUSING MANAGEMENT FORUM</b>	<b>(D) Agenda Item 9</b>
<b>Date of Meeting: 27th November, 2014</b>	
<b>Reporting Officer: Colin Garnett, Assistant Director - Housing</b>	
<b>Title: Griffin Community Centre</b>	
<b>Summary and Conclusion:</b>	
The purpose of this Report is to agree arrangements for the installation of PV panels at the above community centre.	
<b>Recommendations:</b>	
Members are asked to agree the installation of PV panels at the Centre which will be funded through the Cumbria Housing Partners Sense of Place (SofP) Fund and any feed-in tariff due to the Council be paid to the Community Centre Group to assist in the running costs of the centre.	

**Report**

The purpose of this Report is to agree arrangements for the installation of PV panels at the above community centre.

The Centre is managed by a voluntary management group who meet all the day- to-day running costs and organise the activities within the centre. The Council maintains the building and an Officer completes Health and Safety Audits as required.

There is no formal contractual arrangement between the Group and the Council.

The Council previously supported an application to the SofP Fund to carryout upgrading to the Centre with the primary objective of assisting the voluntary management group to meet the running costs of the centre.

The application to the SofP fund has been agreed by Cumbria Housing Partners (CHP) to the value of £25k. Work has started to replace the heating system and improve the thermal insulation of the building. Windows will also be upgraded in due course.

I have also had discussion with CHP regarding the funding of PV panels on the roof which would further assist in reducing the running costs of the centre and provide another source of income for the Group.

Details are to be finalised, but the PV panels will provide electricity during daylight hours for users of the Centre, with any surplus being paid by the utility supplier in the form of a feed in tariff.

From discussion with CHP it would appear it is the practice of utility suppliers to pay the owner or tenant any feed-in tariff due from the panels.

The Community Group do not have a formal lease on the property and therefore the feed-in tariff would be paid to the Council.

Final arrangements for the option of installing PV panels is yet to be agreed. However, should it proceed I would ask Members to agree any feed-in tariff the Council receives be paid to the Group to assist in the cost of running the Centre.

(i) Legal Implications

The PV panels will become the property of the Council. There is no enduring contractual arrangement with a Utility Supplier and any feed-in tariff will remain in place for as long as the PV panels are in use.

Risk Assessment

(ii) Risk Assessment

The recommendation has no, minor or significant implications.

(iii) Financial Implications

- Cost of installation will be met from the SofP fund.
- Once out of guarantee there will be a small annual fee for maintenance (£35) with any repairs to be met by the Council. It is not possible to predict likely maintenance costs but I understand the panels are largely maintenance free. Failure of the Inverter can be a more substantial cost but are predicted to have a life span of ten years plus.
- A feed-in tariff will be generated by the PV panels. I understand the estimated value will be approximately £600 per year to the Council.

(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

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

# 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	
Applicants on housing register						
Active Direct Applicants		1471	1162	1070	1133	
Active Transfer Applicants		346	286	248	266	
Cumbria Choice Register	1745	1817	1448	1318	1399	
<b>Equality &amp; Diversity</b>						
<b>ASB cases reported</b>	82	72	58	11	35	143
Percentage of closed ASB cases that were successfully resolved	91%	99%	96%	83%	100%	88%
% Diversity Information : Age	100%	100%	100%	100%	100%	100%
Gender	100%	100%	96.6%	97.9%	98.6%	98%
Ethnicity	95%	82%	93.4%	94.3%	95.0%	75%
Disability	100%	100%	96.1%	97.3%	97.9%	75%
Sexuality	56%	52%	48.1%	48.8%	49.1%	55%
Religion or belief	57%	53%	48.5%	49.1%	49.5%	55%
Percentage of Stage 1 complaints upheld	22%	40%	14%	0%	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
Ave. working days lost / sickness absence	14.0	18.9	18.1	5.9	9.2	
<b>Satisfaction</b>						<b>Target</b>
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		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		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	
Flats	1248	1245	1247	1245	1244	
Bungalows	157	157	157	157	157	
<b>Total Dwellings</b>	<b>2694</b>	<b>2687</b>	<b>2678</b>	<b>2672</b>	<b>2667</b>	
Total Dispersed /Temporary Dwellings	10	10	8	9	9	
Community Centres	5	5	5	5	5	
Leaseholds	202	204	205	206	207	
Garages	484	486	486	489	489	
Shops	20	20	19	19	19	
<b>TOTAL PROPERTIES</b>	<b>3415</b>	<b>3412</b>	<b>3401</b>	<b>3400</b>	<b>3396</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>2014/15</b>
Houses	3	252,750	365,040	162,030	355,340	8
Flats	1	42,160	19,320	14,760	32,820	2
Land	1	0	0	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>11</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)	£ 421,147	16/06/2014	31.3.2015	DLP Roofing	80% COMPLETE	No
RE-ROOFING WORKS FLAT ORMSGILL ESTATE	CUMBRIA HOUSING PARTNERS	£132,000	20 (B)	£ 277	01/08/2014	31.3.2015	CUMBRIA ROOFING	30% COMPLETE	Yes
RE-POINTING/RENDERING DEVONSHIRE ESTATE	CUMBRIA HOUSING PARTNERS	£590,000	30 (P)	£ 5,317	01/08/2014	31.3.2015	DLP Roofing	DUE TO COMMENCE 1/12/14	No
WINDOW REPLACEMENTS CENTRAL & WALNEY	CUMBRIA HOUSING PARTNERS	£100,000	137 (P)	£ -	01/09/2014	31.3.2015	TOP NOTCH	DUE TO COMMENCE 1/12/14	No
COMMUNAL ENTRANCE LIGHTING UPGRADES - CENTRAL	CUMBRIA HOUSING PARTNERS	£64,000	14 (B)	£ 8,411	01/10/2014	31.3.2015	K WILSON	100% COMPLETE	Yes
COMMUNAL ENTRANCE PAINTING - CENTRAL	CUMBRIA HOUSING PARTNERS	£30,000	14 (B)	£ -	01/11/2014	31.3.2015	GEORGE JONES	WORKS TO COMMENCE IN LATE AUTUMN	Yes
COMMUNAL ENTRANCE DOOR UPGRADES - ORMSGILL	CUMBRIA HOUSING PARTNERS	£120,000	18 (B)	£ 120,000	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	£ 171,650	01/04/2014	31.3.2015	K WILSON	70% COMPLETE	No
BATHROOMS	CUMBRIA HOUSING PARTNERS	£410,000	200	£ 192,438	01/04/2014	31.3.2015	AB MITCHELL	60% COMPLETE	No
KITCHENS	CUMBRIA HOUSING PARTNERS	£200,000	300	£ 126,616	01/04/2014	31.3.2015	AB MITCHELL	60% COMPLETE	No
HEATING	CUMBRIA HOUSING PARTNERS	£525,000	200	£ 259,480	01/04/2014	31.3.2015	AB MITCHELL	50% COMPLETE	No
PAINTING	CUMBRIA HOUSING PARTNERS	£250,000	500	£ 66,875	09/06/2014	31.3.2015	G JONES	90% 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	£ 663,625	£ 20,878	61%
Voids	£ 238,243	£ 207,232	£ 4,582	87%
Gas Servicing	£ 99,049	£ 51,952	£ 1,905	52%
Decoration Vouchers	£ 45,000	£ 19,681	£ 865	44%
Disrepair Claims	£ 15,000	£ 1,722	£ 288	11%
Environmental Impmts	£ 25,000	£ 7,205	£ 481	29%
Disabled Adaptations	£ 100,000	£ 96,092	£ 1,923	96%
Electrical Testing	£ 80,700	£ 28,276	£ 1,552	35%
Door Entry Maintenance	£ 20,000	£ 1,012	£ 385	5%
<b>Total</b>	<b>£1,783,663.00</b>	<b>£1,076,797.00</b>	<b>£32,858.90</b>	