

BOROUGH OF BARROW-IN-FURNESS

HOUSING MANAGEMENT FORUM

Meeting: Thursday 28th August, 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 meeting held on 12th June, 2014 (copy attached).
5. Apologies for Absence/Changes in Membership.

STRATEGIC PLANNING

- (D) 6. Appointment of Advisers: Housing Maintenance Contract
- (D) 7. Scrutiny of Void Standard Policy and Procedures.
- (D) 8. Housing Management ICT Systems Review.

OPERATIONAL

- (D) 9. Housing Department Relocation to Town Hall.
- (D) 10. 2014 Housing Investment Programme – Devonshire Estate.
- (D) 11. Adelphi Court, Barrow.
- (D) 12. Sale of Land at Salthouse Road.

FOR INFORMATION

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

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HOUSING MANAGEMENT FORUM

Meeting: Thursday 12th June, 2014
at 2.00 p.m.

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

Tenant Representatives:- Mr A. McIntosh and Mr W. Ward.

1 – Minutes

The Minutes of the meeting held on 27th February, 2014 and the special meeting held on 16th April, 2014 were taken as read and confirmed.

2 – Apologies for Absence

Apologies for absence were submitted from Councillor Pointer and Tenant Representative Mr W. McEwan.

3 – Appointment of Representatives to Working Groups etc.

The Executive Director reported that at the Annual Council meeting on 13th May, 2014 the allocation of seats in respect of Forums, Panels, Working Groups etc. were agreed.

The Housing Management Forum were requested to nominate Members and Tenant Representatives to the Tenant Scrutiny Working Party, the Homelessness Funding Working Group and Tenants Complaints Panel for 2014/2015.

Three Member representatives by proportionality indicated in the report and three Tenant representatives were required for the Tenant Scrutiny Working Party, two Member representatives by proportionality indicated in the report and two Tenant representatives were required for the Homeless Funding Working Group and one Member representative by proportionality indicated in the report and two Tenant representatives were required for the Tenants Complaints Panel.

RECOMMENDED:- That the Memberships for 2014/15 be agreed as follows:-

Tenant Scrutiny Working Party

Council Representatives (2:1) Councillors Barlow, Hamilton and Williams.
Tenant Representatives – To be decided by the Tenants Forum.

Homelessness Funding Working Group

Council Representatives (2:0) Councillors Hamilton and Pointer.
Tenant Representatives – To be decided by the Tenants Forum.

Tenants Complaints Panel

Council Representatives (1:0) Councillor Hamilton.
Tenant Representatives – To be decided by the Tenants Forum.

4 – Stock Condition Survey

The Housing Manager reported that it was the Council's normal practice to complete a Stock Condition Survey every five years. A survey was due this year and in setting the Housing Revenue Account for this year resources of £20k were included for this purpose.

The purpose of a Stock Condition Survey was to take a snap shot of the condition of the stock at a particular point in time. The survey was based on a "sample" of stock based on "typical archetypes" of property that was statistically reliable across the whole stock. The data collected was used alongside the Council's own history of responsive repair requests and tenants aspirations to direct primarily a five year plan of upgrades based on a component by component approach.

Officers were currently progressing the commissioning of a Survey and would be looking to appoint and complete the survey by the end of the calendar year.

In progressing the commissioning of the survey it would appear beneficial following the introduction of "self-financing" of the HRA to look to complete a 100% condition survey across the stock.

To do so would have a number of benefits:-

- Have update information on all properties – this will also assist in RTB and year end valuations as all property information will be validated.
- To aid future asset management planning and co-ordination of investment
- To assist in the development of a 30 year business plan
- To ensure we have a comprehensive data base of stock condition which can be updated as investment progresses
- To enable the Council to develop appropriate financial requirements – to assist in the facilitation of componentisation following the period of transition in HRA accounting, i.e. components (roofs, kitchens, bathrooms) will need to be clearly identified in tenant's dwellings.

The information collected would be used for a number of purposes but with regards Investment Plans, whilst the information would influence the 2015/16 Investment Plan it was likely to be 2016/17 before the updated information would be fully incorporated in annual plans.

Should Members agree this proposal, it would be appropriate to look to ensure having invested in a 100% survey such information was maintained. This would be achieved by ensuring ongoing Investment works were recorded against the data produced and a rolling 20% survey on a year by year basis in year four after completion of the 100% survey be commenced.

It was likely that a figure in the region of up to £100,000 would be required to complete a 100% survey. It was likely that the additional cost could be funded from

the underspends in the Maintenance Budget and it was not likely that any additional resources would be needed to be allocated at this time.

RECOMMENDED:- To agree that Officers progress the completion of a 100% stock condition survey with the additional resources being required met from the existing agreed Maintenance Budget.

5 – Decoration Voucher Allowances

The Business Support Manager reported that an allowance towards the cost of redecoration to new tenants was considered cost effective and promoted a sense of responsibility and choice to the tenant. It also sped up the re-letting process.

Currently, Decoration Vouchers were authorised by the Housing Officer inspecting a property prior to re-letting. If the property was eligible vouchers were issued at the following rates:-

£20 per room (kitchen, bathroom, lounge, parlour, bedroom).

The vouchers were processed as repair work orders (usually 1 work order per property) through In-house and then issued to the tenant who later redeemed the voucher(s) at a small number of local supply outlets in exchange for a specified range of décor products.

The Council then received an invoice from the outlet for each and every voucher and payment was scheduled and processed. In-house was then updated.

In 2013-14 around 800 vouchers were issued, 357 work orders and the cost was £15,949.

The following issues were raised with the current process:-

- The value of the vouchers was out of step with the real cost of redecoration;
- No provision was made for the redecoration of staircase/landing areas; and
- The administrative process was top heavy and time consuming.

An increase to the allowance with immediate effect and a change to the process was proposed as follows:-

1. Recommended Allowance

Property		Per room/area	Maximum
1 bed flat		£30.00	£120.00
2 bed flat		£30.00	£150.00
3 bed flat		£30.00	£180.00
1 bed bungalow		£30.00	£150.00
2 bed house/bungalow		£30.00	£180.00
3 bed house/bungalow		£30.00	£210.00
4 bed house		£30.00	£240.00

The increased cost could be estimated at:-

Voids per year	300
% Properties in need of decoration not qualifying as major works	60%
Rooms falling outside major works	3
Per room	30
	£16,200

This scale would also apply to properties undergoing major works outside of the void process (for example rewiring).

Caveat

The Void Scrutiny Panel may look to include kitchen and bathroom redecoration to properties undergoing major work improvements and repairs as standard. Therefore the Business Support Manager anticipated that around 60 voids would qualify for major works and have their kitchens and bathrooms decorated by the contractor prior to letting.

2. Proposed Process

A very simple outline of how the process might work was as follows:-

- Pre purchase denominated decorating cards/vouchers/e-vouchers from local suppliers willing operate the scheme in batches;
- One invoice per batch;
- Work order to total amount authorised by Senior Housing Officer and input to In-house as paid;
- Issue to tenants eligible for the allowance as per the scale above with the facility to endorse voucher with customers' name and address;
- Tenants redeem cards/vouchers which are systemically controlled to a permissible range of décor products at the store; and
- Unspent values can be credited back to the council or retained by the tenant against future decorating purchases.

The Benefits would be as follows:-

- Password protected 'activation' of card batches;
- Tenants could choose suppliers card/voucher;
- Tenants had a broad range of manufactures from which to choose; and
- Home delivery available from some retailers.

The next steps were to:-

- Fine tune the process;
- Invite local suppliers to operate the scheme and negotiate favourable discounts;
- Issue service level agreements; and
- Collate indicative price comparisons to help tenant select their supplier.

RECOMMENDED:-

- i) To note the background information;
- ii) To agree Recommendation at 1 to increase the allowance value per room with immediate effect;
- iii) To agree the Proposed Process at 2 and the further steps needed to find tune and implement; and
- iv) To note the caveat.

6 – Public Space/External Maintenance (PS/EM)

The Housing Manager sought Members agreement for the targeting of financial resources to complete Public Space/External Maintenance works throughout the Council's Housing Stock.

In the Housing Revenue Account a figure of c£190k was identified for this purpose and a number of previously agreed schemes were being progressed and were being consulted on at present with a view to delivery as soon as practical.

However, it was likely when these schemes were priced there would remain resources available to progress additional works this financial year and the Housing Manager requested further direction on how these resources should be targeted. The Housing Manager asked Members to agree:-

- Officers to consider targeting areas on estates where such resources are already agreed to further enhance the planned works, namely at Roosegate, Ormsgill and Vulcan;
- That priority be given to fencing which adjoins a public area or highway;
- That for any fencing required on an area that adjoins a public area or highway, replacement fencing should be “metal fencing” of the style and colour that we have widely used in recent years;
- That Officers have discretion in consultation with resident groups within the above areas to consider providing “new fencing” where it is seen to improve the appearance of the property (this will be most likely for no more than one block of properties); and

- That some internal fencing may be completed as necessary and will either be a post and mesh wire or of similar standard to fencing completed through the Community Payback Scheme with Probation.

Fencing requests from residents generally would continue to be progressed in accordance with normal practice, which was either to directly carry out such work if on a public highway and of risk to health and safety, or through the Community Payback scheme with Probation if appropriate.

The difficulty in progressing “fencing” projects was added to by the mixed nature of ownership of property on estates. From time to time owners did approach the Service for a contribution, or to pay the cost, to replace damaged fencing. Such issues were normally progressed on a case by case basis to try and establish a solution, but were often time consuming. In the majority of instances responsibility was joint between the Council and owner.

To limit the time required, the Housing Manager proposed in future with such requests the Council offers such owners a contribution to any replacement based on half the cost of the materials if the work was completed through the Community Payback Scheme, and/or if they were eligible to make benefit of the scheme and contribute to the cost.

RECOMMENDED:- To agree the following:-

- (i) Officers to consider targeting areas on estates where such resources were already agreed to further enhance the planned works, namely at Roosegate, Ormsgill and Vulcan;
- (ii) Priority be given to fencing which adjoins a public area or highway;
- (iii) That for any fencing required on an area that adjoins a public area or highway, replacement fencing should be “metal fencing” of the style and colour that the Council have widely used in recent years;
- (iv) Officers have discretion in consultation with resident groups within the above areas to consider providing “new fencing” where it is seen to improve the appearance of the property (this will be most likely for no more than one block of properties);
- (v) Some internal fencing may be completed as necessary and will either be a post and mesh wire or of similar standard to fencing completed through the Community Payback Scheme with Probation; and
- (vi) Owners who request assistance with fencing be offered a contribution as outlined in the Report or be considered under the Community Payback scheme.

7 – Provision of Site Facilities

The Housing Manager sought Members agreement to use residential accommodation to provide temporary site office facilities to contractors completing work on the Housing Stock.

When delivering investment works it was sometimes necessary to provide site based facilities for the Contractor completing the work. This was normally required if the nature of the work was concentrated on a small geographical area. Often the Contractor would arrange the facilities and was usually a Portable Site Office/Container.

A scheme to replace roofs and carryout external fabric repairs on flats on the Roosegate estate was due to commence. The scheme would take approximately 26 weeks to complete starting in the middle of June.

There was a one bedroom ground floor flat vacant at 1 Thrum Street which would be suitable for the purpose of the site office and would remove the requirement of providing a temporary site office within the area of work.

RECOMMENDED:- To agree the use of residential accommodation for site office facilities as deemed necessary and appropriate when delivering investment works to property.

8 – Housing Management Performance Report 2013/14

The Business Support Manager reported on the end of year performance information as shown at **Appendix A** to these Minutes.

The performance indicator report showed Housing Managements' overall level of achievement against a set of benchmark targets. The benchmark was the Housemark 'median' cross sector performance scores from 2012/13.

The value for money section would be updated and reported in the next Housing Management Forum report when the benchmarked accounts were available.

The purpose of the report was to provide the background context which had directly strengthened or weakened the results and to suggest what the best opportunities and challenges were for the coming year.

Influence 1

Welfare reforms and the introduction of 'under occupancy' reduction in Housing Benefit.

Influence 2

Water rates were incorporated within the rents from April 2013.

Influence 3

Ongoing issues with the Repairs contractor.

Officers had already considered these influences and would address in the following way:-

Action 1: Continue to concentrate efforts in reducing arrears

- Supporting tenants to complete benefit claims and process as quickly as possible;
- Applying for reduced tariffs, grants and trust funds relating to utility debts;
- Promoting credit union membership;
- Creating vulnerable markers ready for Universal Credit to maintain direct payments;
- Preparing tenants for Universal credit with gathering and providing information; and
- Referrals to community and support services.

Action 2: Reduce the volume of repairs and turnaround of voids:

- Improve the condition and attractiveness of 'harder to let' properties; and
- Monitor new processes in dealing with voids.

Action 3: Move to the Town Hall:

- Use the opportunity to move towards paperless working; and
- Examine the current model and organisation of work with a view to improving front line delivery and quality of service to tenants.

RECOMMENDED:-

- (i) To note the information contained in the report and at **Appendix A**; and
- (ii) To agree actions 1-3 for 2014-15.

9 – Planned Investments and Planned Maintenance 2013/14 Year End Expenditure

The Housing Manager reported information relating to the Planned Investment and Planned Maintenance Programme for 2013/14 Year End Expenditure. The information is attached at **Appendix B** to these Minutes.

RESOLVED:- To note the information.

The meeting closed at 2.42 p.m.

HOUSING MANAGEMENT PERFORMANCE REPORT

APPENDIX A

Performance Indicator	Actual 2011/12	Actual 2012/13	Actual 2013/14	Target (Median)
£ Rents Collection				
£ Rent & Service Charges due	£9,228,558	9,728,187	10,687,981	£10,717,904
£ Rent collected	£9,134,875	9,604,739	10,482,254	£ 10,396,366
Rent collected as % of rent due (exc ft)	98.98%	98.73%	98.08%	97%
£ Current Arrears (dwellings)	£181,230	£203,623	£370,804	£175,679
£ Former Arrears (dwellings)	£92,499	£135,745	£162,969	£128,081
Write Offs (Gross)	£75,538	£38,573	£137,688	£50,000
Tenants evicted for rent arrears	6	5	15	10
Current tenants arrears % of rent owed	2.0%	2.1%	3.5%	5%
Former tenants arrears % of rent owed	1.0%	1.4%	1.6%	3%
£ Rent arrears Garages	£1,824	£1,452	£1,763	£ 3,750
£ Rent Arrears Shops	£16,602	£22,146	£15,464	£ 25,000
Void management				
Tenancy Turnover %	10.3%	10.4%	12.7%	8.05%
Total number of re-lets	278	245	340	217
No. of Voids	227	277	344	218
Ends due to Under Occupation			48	
Average relet time for dwellings (CORE)	37	32	35	28
£ rent loss through vacant dwellings	£ 100,227	£ 111,607	£ 165,336	£ 109,685
£ rent loss due to vacant garages	£5,098	£2,290	£2,157	£ 4,500
£ rent loss due to vacant shops	£16,546	£5,000	£1,022	£ 4,000
% properties accepted on first offer	86.4%	78.4%	76.5%	70%
Loss per Void (Rents, Repairs, Arrears)	£ 2,846	£ 2,684	£ 1,341	£2,000
Maintenance				
No. Repair Orders issued (Tenant Demand)	11,587	10,109	10,822	9,197
Responsive & Void repairs per property	4.3	3.7	4.0	3.4
P1 & P2 as a % of total repairs	61.7%	63.8%	63.0%	47.5%
% all responsive repairs completed on	87.3%	77.1%	71.2%	96.3
P1 % emergency repairs completed on	94.6%	94.6%	89.0%	96.7
P2 % urgent repairs completed on time	78.9%	77.3%	73.0%	94.6
Average end-to-end time for all reactive repairs (days)	12.25	19.78	17.46	8.2
Percentage of repairs completed 'Right First Time'	78.5%	79.79	N/A	88.8
Appointments kept as a percentage of appointments made	77%	61%	N/A	96.8
Appointments made as a percentage of repair orders (exc gas & voids)	NA	100%	N/A	94.1
Percentage of dwellings with a valid gas safety certificate	99.89%	100%	100.0%	99.8%
Percentage of homes that fail to meet the Decent Homes Standard	0%	0%	0%	0.2%
*Average energy efficiency rating of dwellings (based on RD SAP 9.83)	69.2	69.2	69.2	68.90%
Equality & Diversity				
ASB cases reported	82	72		143
Percentage of closed ASB cases that were successfully resolved	91%	99%	%	88%
% Diversity Information : Age	100%	100%	100%	100%
Gender	100%	100%	96.6%	98%
Ethnicity	95%	82%	93.4%	75%
Disability	100%	100%	96.1%	75%
Sexuality	56%	52%	48.1%	55%
Religion or belief	57%	53%	48.5%	55%
Percentage of Stage 1 complaints upheld	22%	40%		NA

HOUSING MANAGEMENT PERFORMANCE REPORT

APPENDIX A

Satisfaction	Actual 2011/12	Actual 2012/13	Actual 2013/14	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 2011/12	Actual 2012/13	Actual 2013/14	Target (Median)
Overhead per property	£ 324	£ 274		130
Major & Cyclical works	£ 1,256	1100		1200
Responsive Repairs	£ 480	391		375
Void Repairs	£ 167	166		150
Rent Arrears & Collection	£ 54	59		65
Community Involvement	£ 38	36		35
Anti Social Behaviour	£ 41	41		40
Neighbourhood Mgt (Estates/Tenancy)	£ 102	105		100
Housing Options	£ 36	36		40
Leasehold	£ 70	134		
Total staff turnover	7.0%	5.9%	3.8%	
Ave. working days lost / sickness absence	14.0	18.9	18.1	
Housing Property	Actual 2011/12	Actual 2012/13	Actual 2013/14	
HSE	1290	1284	1274	
FLATS	1248	1245	1247	
BUNGALOWS	157	157	157	
TL DWELLINGS	2695	2697	2678	
TL DISPERSED (FLATS)	10	10	8	
COMMUNITY CENTRES	5	5	5	
LEASEHOLDS	202	204	205	
GARAGES	484	486	486	
SHOPS	20	20	19	
TOTAL PROPERTIES	3416	3422	3401	
SOLD PROPERTIES	2011/12	2012-13	2013/14 £	2013/14 No.
HSE	3	252,750	365,040	10
FLAT	1	42,160	19,320	1
LAND	1	0		0
TL	4	294,910	384,360	11
HOMELESSNESS	Actual 2011/12	Actual 2012/13	Actual 2013/14	
Homeless ave. days in temporary dispersed accommodation	59	57	56	
Homeless ave. days in temporary B&B accommodation	20	27	35	
Homeless Total Cases Closed	752	903	782	
Homeless Advice	339	408	187	
Homeless Prevention	114	170	492	
Homeless Applications	185	147	103	
Homeless Successful Preventions	85	148	277	
Eligible Homeless (Owed a full duty)	29	30	19	
HOUSING REGISTER	Actual 2011/12	Actual 2012/13	Actual 2013/14	
Applicants on housing register				
Active Direct Applicants		1471	1162	
Active Transfer Applicants		346	286	
Cumbria Choice Register	1745	1817	1448	

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 WORKS PITCHED ROOSEGATE ESTATE (2-3 YEARS DELIVERY PLAN)	CUMBRIA HOUSING PARTNERS	£255,000	56 (P)	£ -	16/06/2014	31.3.2015	DLP Roofing (via CHP)		No
RE-ROOFING WORKS FLAT ORMSGILL ESTATE	CUMBRIA HOUSING PARTNERS	£132,000	20 (B)	£ -	01/08/2014	31.3.2015	TBC		Yes
RE-POINTING/RENDERING DEVONSHIRE ESTATE	CUMBRIA HOUSING PARTNERS	£464,000	30 (P)	£ -	01/08/2014	31.3.2015	DLP Roofing (via CHP)		No
RE-POINTING/WALL TIES ROOSEGATE FLATS	CUMBRIA HOUSING PARTNERS	£194,000	56 (P)	£ -	16/06/2014	31.3.2015	DLP Roofing (via CHP)		No
WINDOW REPLACEMENTS CENTRAL & WALNEY	CUMBRIA HOUSING PARTNERS	£300,000	137 (P)	£ -	01/09/2014	31.3.2015	TBC		No
COMMUNAL ENTRANCE LIGHTING UPGRADES - CENTRAL	CUMBRIA HOUSING PARTNERS	£64,000	14 (B)	£ -	01/10/2014	31.3.2015	TBC		Yes
COMMUNAL ENTRANCE PAINTING - CENTRAL	CUMBRIA HOUSING PARTNERS	£30,000	14 (B)	£ -	01/11/2014	31.3.2015	GEORGE JONES		Yes
COMMUNAL ENTRANCE DOOR UPGRADES - ORMSGILL	CUMBRIA HOUSING PARTNERS	£120,000	18 (B)	£ -	01/08/2014	31.3.2015	SS GROUP		Yes
GARAGE IMPROVEMENTS	CUMBRIA ROOFING	£48,600	10 (B)	£ -	01/04/2014	31.3.2015	CUMBRIA ROOFING	30% COMPLETE	No
REWIRES	CUMBRIA HOUSING PARTNERS	£150,000	120	£ 44,283	01/04/2014	31.3.2015	K WILSON	10% COMPLETE	No
BATHROOMS	CUMBRIA HOUSING PARTNERS	£360,000	200	£ 25,840	01/04/2014	31.3.2015	AB MITCHELL	10% COMPLETE	No
KITCHENS	CUMBRIA HOUSING PARTNERS	£500,000	300	£ 55,513	01/04/2014	31.3.2015	AB MITCHELL	5% COMPLETE	No
HEATING	CUMBRIA HOUSING PARTNERS	£525,000	200	£ 53,854	01/04/2014	31.3.2015	AB MITCHELL	10% COMPLETE	No
PAINTING	CUMBRIA HOUSING PARTNERS	£115,880	500	£ 2,288	09/06/2014	31.3.2015	G JONES	0% 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	£ 72,102	£ 20,878	7%
Voids	£ 238,243	£ 35,857	£ 4,582	15%
Gas Servicing	£ 99,049	£ 11,732	£ 1,905	12%
Decoration Vouchers	£ 45,000	£ 5,663	£ 865	13%
Disrepair Claims	£ 15,000	£ -	£ 288	0%
Environmental Impmts	£ 25,000	£ -	£ 481	0%
Disabled Adaptations	£ 100,000	£ 36,699	£ 1,923	37%
Electrical Testing	£ 80,700	£ 2,529	£ 1,552	3%
Door Entry Maintenance	£ 20,000	£ 187	£ 385	1%
Total	£1,783,663.00	£164,769.00	£32,858.90	

HOUSING MANAGEMENT FORUM	(D) Agenda Item 6
Date of Meeting: 28th August, 2014	
Reporting Officer: Colin Garnett, Assistant Director – Housing	
Title: Appointment of Advisers: Housing Maintenance Contract	
Summary and Conclusions:	
The purpose of this report is 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.	
Recommendations:	
Whilst not the lowest cost I would recommend 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 has regard to the involvement of the Adviser in delivering a range of other Investment works.	

Report

Further to my report to you on the 27th February 2014 concerning this Contract, the purpose of this report is 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.

Our current Housing Maintenance Contract (2011-15) is due to end on the 4th November 2015, but does have an optional two year extension.

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

At the present time, it is unclear whether the current Contractor would be interested in a possible two year extension. I would suggest, also, it is 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 is due to end I would suggest it appropriate to progress a review of current arrangements and consider the options for future procurement.

As referred to above, the current Contract covers a number of work streams. The form of Contract is NEC Option 3, which with some amendments has been the basis on which we have managed this Contract over the last nine years. Whilst this model has delivered the necessary Services over this period of time, in view of the time that has passed it would be appropriate in the first instance to consider whether this remains the most appropriate model for delivery or what alternative options are available.

Key considerations in looking forward would include ensuring cost certainty for the Council; certainty of delivery and quality to customers; and to ensure the Council receives value for money.

In considering the appointment of advisers, it would also be appropriate to ensure the adviser appointed has an ongoing commitment to ensure the successful delivery of any future arrangements, if and when it becomes necessary. I would not suggest we therefore appoint a supplier merely to carry out the review even though the timescales for delivering a new Contract is not yet clear.

On this basis I have 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. Details are 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 include the current supplier and two others who the Housing Service works with. All three would be capable of providing the necessary services.

Whilst it may be normal practice and attractive to select the “lowest price” I would suggest Members consider more than just price in making a decision.

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

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

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

stage, and ongoing support costs if this is required. Whilst their work is predominantly based on our Investment works I am confident they have sufficient skills to advise the Council appropriately on our requirements.

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

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The current Contract is time limited. To ensure continuity of Service over the longer period it is appropriate the Council considers the alternative models for delivery in a timely manner.

(iii) Financial Implications

The cost of appointment would be met from existing resources.

(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

Housing Management Forum minutes from the meeting held on 27th February 2014, Agenda Item 6.

HOUSING MANAGEMENT FORUM	(D) Agenda Item 7
Date of Meeting: 28th August, 2014	
Reporting Officer: Colin Garnett, Assistant Director - Housing	

Title: Scrutiny of Void Standard Policy and Procedures

Summary and Conclusions:

The purpose of this report is to provide you with an update on progress with the Scrutiny Review of the Void Standard Policy and Procedures. The Scrutiny project commenced in April, 2014 with the final draft of policy and procedures completed in July, 2014. Copies of the final drafts are attached at **Appendices A and B**.

Recommendations:

Members are asked to:

1. Note the content of the report;
2. Note the four-stage scrutiny process for future scrutiny reviews within the Housing Service; and
3. 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.

Report

As you will be aware the Tenants Scrutiny Working Party was 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 this report is to provide you 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
- Stage 4: Implementation and review

A thorough review of the policy and procedures has now been completed by Tenants Scrutiny Working Party in partnership with our 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
- Agree a revised Void Standard

The Housing Service is committed to being accountable to its residents and ensuring greater transparency in the way it operates. The Housing Service believes its new residents' scrutiny arrangements enabled those residents involved to gain a real understanding of the how the Housing Maintenance Team/Housing Options Team manage the void process.

The Housing Maintenance Team/Housing Options Team will implement the new policy and procedures from September, 2014. A further site visit to inspect void properties will take place under 'Stage 4' – Implementation and Review during September/October 2014. Members of the Tenants Scrutiny Working Party will have the opportunity to view properties which have been upgraded to the new 'Voids Standard' and review as deemed appropriate.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no significant implications.

(iii) Financial Implications

To implement the new standards will see an increase on void expenditure. Resources have been agreed for this purpose. Procedures are in place to monitor this expenditure.

(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: 28th August, 2014	
Reporting Officer: Colin Garnett, Assistant Director – Housing	
Title: Housing Management ICT Systems Review	
Summary and Conclusions:	
The Housing Department needs to carry out a review of the various information and management systems currently in use to consider whether they are capable of supporting aspirations for service delivery in the near and long term future and, if not, to develop a strategy that will develop that capability.	
Recommendations:	
Members are recommended to agree an initial review to be carried out by an independent consultant with the additional resources being required met from the existing agreed Budget.	
Quotes have now been received and evaluated. The submission which best meets and exceeds the criteria is Capita's ICT & Transformation Consultancy. Members are recommended to approve this choice.	

Report

The main Housing Management system (InHouse provided by Civica) is some 30 years old. Its underlying platform is several generations out of date and we experience difficulty and expense in 'bending' it to meet our needs. Over the years we have resorted to buying other bolt on systems that are not integrated and it may be the case we have reached our limit.

Additionally, Civica, have finally launched their new product (CX) and we expect that they will at some stage withdraw their support for InHouse. CX is a wholly different technology –merely upgrading is not an option.

Our needs are to have the tools and information to serve our customers well and that our customers need access to information and be able to carry out their transactions efficiently and easily.

The direction we are looking towards is 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 we have invited quotes from three consultants to carry out the initial review which will 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 were received on 15th August 2014. From the four invitations issued 2 quotes have been received and evaluated on mix of price, methodology & experience. The submission from Capita exceeds the criteria and additionally has the capacity to undertake and delivery a full replacement system, if that is what is recommended and agreed. The price is £9,500.

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

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation seeks to reduce the risk to Housing systems.

(iii) Financial Implications

Resources up to £40k may be required to complete the initial review and it is likely that the additional cost can be funded from underspends in the HRA budget and it is not likely additional resources need to be allocated at this time.

(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 9
Date of Meeting: 28th August, 2014	
Reporting Officer: Colin Garnett, Assistant Director - Housing	
Title: Housing Department Relocation to Town Hall	
Summary and Conclusions:	
The Housing Department are expecting to move towards the end of October 2014 to the Town Hall. It will not be practical to facilitate the move without some disruption to normal Service provision.	
This report seeks agreement on the approach to the actual move to keep disruption to customers to a minimum.	
Recommendations:	
Members are 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.	

Report

The Housing Department are expecting to move towards the end of October 2014 to the Town Hall. It will not be practical to facilitate the move without some disruption to normal Service provision.

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

Steeles will 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 we will try to ensure that the new Housing Reception area, kiosk and

PCs are fully operational in advance of the move so that it can provide face to face service on the Monday and Tuesday.

- During this period office interviews and home visits will be kept to a minimum and restricted to urgent issues.

The Service will look to publicise the date of the move and arrangements to customers once a date is established.

I would suggest this approach will ensure a successful move to the new offices and minimise disruption to customers.

(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 significant 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 MANAGEMENT FORUM	(D) Agenda Item 10
Date of Meeting: 28th August, 2014	
Reporting Officer: Colin Garnett, Assistant Director – Housing	
Title: 2014 Housing Investment Programme – Devonshire Estate	
Summary and Conclusion:	
The purpose of this report is to seek Members' approval to undertake additional re-roofing works to the Devonshire estate.	
Recommendation:	
Members are requested 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 can be completed.	

Report

On 27 February 2014 members of the Housing Management Forum 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 have 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 is affecting the original slate roof covering.

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

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

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

Recommendation:

Members are requested 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 can be completed.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no significant implications.

(iii) Financial Implications

At this stage of the financial year, the Service is looking to commit all agreed Resources for Investment. It may be the case as schemes progress and work is completed underspends may allow these additional costs to be met by underspends on already agreed resources. Should this not be possible I would recommend the additional resources required could be taken from Housing Revenue Account reserves.

(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 little impact on the Health and Wellbeing of users of this service.

Background Papers

Housing Management Forum minutes from the meeting held on 27th February 2014, agenda item 6.

HOUSING MANAGEMENT FORUM	(D) Agenda Item 11
Date of Meeting: 28th August,2014	
Reporting Officer: Colin Garnett, Assistant Director – Housing	
Title: Adelphi Court, Barrow	
Summary and Conclusions:	
The purpose of this report is to consider an option to lease the above flats to a supported Housing provider to meet an identified housing need in the Borough.	
Recommendations:	
Members are asked to agree 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 this report.	

Report

At your 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 (Council Minute 35.)

A further report was presented to the Forum meeting on the 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 (Council Minute 63).

Unfortunately it was not possible to agree a workable proposal by that date but following discussion with your Chair, and having regard to the shortage of suitable accommodation to meet this housing need in the Borough, I continued to progress the matter and I am now in a position to update you on progress.

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

It is intended these flats will contribute towards an integrated “pathway” to ensure residents with mental health issues have a range of appropriate accommodation available in the Borough.

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

Croftlands Trust will have a Contract with Adult Social Care for these services which will be up to March 2016 when the services are due to be re-commissioned. Attached at **Appendix C** is a summary of the intended services to be provided. In discussions with Croftlands Trust, heads of terms for a lease have been progressed between the Council and the Trust.

The basis of the lease is 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.
- The property will only be used to accommodate residents who have mental health issues.

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

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

In giving consideration to this proposal, I would recap on the reasons behind suspending lettings at these flats originally. It was the case a number of residents had vacated, the flats had become a focus for anti-social behaviour and when the vacancies were advertised through our normal practices it became clear there were no applicants registering any interest in the vacancies.

However despite this negative, it is almost a unique situation to be in a position to have a “block” of flats available to look at how they could be used to contribute more widely to the housing needs of the Borough.

This proposal, therefore, enables the Council to meet an identified need in the Borough and ensures the flats and residents will have “on-site support” and assistance to ensure the intended objective is met and the flats have ongoing value to the community.

(i) Legal Implications

A Lease will be agreed between the Council and Croftlands Trust.

(ii) Risk Assessment

The recommendation has no significant implications.

(iii) Financial Implications

The gross rent for these flats is c.£45K. A lower rent has been proposed to reflect the Trust’s management of the properties.

(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 12
Date of Meeting: 28th August, 2014	
Reporting Officer: Colin Garnett, Assistant Director - Housing	
Title: Sale of Land at Salthouse Road	
Summary and Conclusions:	
The purpose of this report is to consider a request to purchase land on Roosegate estate to construct garages nearby the previous Sandgate Public House.	
Recommendations:	
I would request Members' instructions.	

Report

I have recently been approached by a developer who is re-developing the previous Sandgate Public House into three houses.

They have 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 is shown on the attached plan – **Appendix D** – between the Sandgate and rear of Longway. The land previously had Council garages on the site that were demolished some years ago.

The Council has previously entered into a 'Deed of Contract' with Electricity North West Limited which includes 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 forms part of a parcel of land which extends most of the way along the even numbered side of Longway, ie. the railway line side. It is not uncommon to experience fly-tipping in the area and there is also overgrowth.

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

Should the Council decide to agree the request, I would suggest it be subject to:

- it does 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 I would instruct the Council's valuers to value the site on the basis of the applicant being a 'special purchaser' and for 'best consideration'.

I would also propose the Council's legal costs be met by the purchaser.

(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, minor or 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



VOID STANDARD POLICY

July 2014

Our Vision

“To provide well-maintained homes and estates where people choose to live”.

Policy Aim

To ensure there is a consistent approach to the management of vacant properties, which minimises income loss to the HRA whilst ensuring all property available for reletting will be to an agreed standard.

Policy Objective

We will achieve our policy aim by delivering the following key policy objectives;

- To minimise the length of time any property remains unavailable for occupation due to its condition
- To agree a standard to which all properties will achieve before reletting
- To provide clarity of the void management process between the different Officers involved to ensure consistency of delivery
- To provide agreed targets for the void management process for progressing a property
- To agree a process of reviewing the progress of a void property on an individual basis and cumulatively on an ongoing basis
- To agree a process to ensure there is a review of void standards on a timely basis.

Agreeing the Policy and procedure guidance

This Policy has been produced through a scrutiny process involving Councillors, tenants and Officers.

Principles

In developing this Policy the following provides an indication of the guiding principles on which it is based having regard to what is acceptable to the Council and with regard to available financial resources available.

It is acknowledged that properties are returned to the Council in a wide range of conditions and different states of dis-repair and there will be a degree of subjectivity and judgement on Officers to interpret the guidance appropriately.

- Properties are let promptly in accordance with targets and procedures as agreed by the Housing Management Forum to minimise loss of income to the HRA.

- All Officers ensure their involvement with a void contributes to minimising the delay in the re-letting process.
- The approach to repairs required is about doing what is necessary to achieve the agreed standard and where appropriate or practical to take the opportunity to complete “investment” work whilst the property is vacant.
- The cost of void repairs is kept to a minimum, whilst ensuring that all voids are re let in accordance with agreed standards.
- The cost of potential void repairs is monitored on a monthly basis to ensure there is a balance between delivery of the Policy and the financial resources available.
- To adopt a flexible approach to the management of voids to ensure those that require minimum repairs are relet as quickly as possible, perhaps with repairs completed after the new tenant moves in.
- Outgoing tenants will be charged for outstanding repairs for which they are responsible according to the Recharge Policy.
- All legal responsibilities and good practice in relation to Void Management are adhered to such as gas and electrical safety checks.
- Ensuring that Tenants are aware of their repair responsibilities at the end of a tenancy.
- To provide Performance Information to staff and HMF on a regular basis, to ensure scrutiny throughout the Void Process and an awareness our strengths and weakness in order that achievements can be built on and failures addressed.
- A focus on providing a product which is acceptable to our potential tenants

Implementing the Policy

In order to ensure that all voids are let to an appropriate standard, guidance on this has been produced for use by staff as they carry out end of tenancy and post repair inspections.

Also a guide has been compiled for tenants, to ensure that they are aware of Barrow Borough Council’s Voids Standard in terms of repairs and cleansing . The following booklets are available:

- Moving in Standard
- Cleansing Standard for MCU

Area Surveyors	Contractor: Void Repairs	Housing Options Team
<p>Aim: To inspect void properties to identify and issue all repairs that may affect health and safety of the tenant within agreed timescales. To manage void process and ensure properties are completed to void standard.</p>	<p>Aim: To carry out all repairs as instructed within agreed timescales. Ensuring post inspection of all void works is completed before returning keys and signing off void property.</p>	<p>Aim: To advertise and relet vacant properties to minimise rental loss to Housing Service working in partnership with internal and external agencies to ensure the smooth running of the void process ensuring excellent customer care.</p>

Monitoring the Process

Performance management information will be made available on a weekly basis to ensure all teams are kept aware of the progress of a void property.

The tenants Forum and HMF will receive regular management information in a Performance Report to enable them to observe and comment on time scales.

The members of the Scrutiny Panel will periodically visit vacant properties to ensure the “quality” of the product is to the acceptable standard.

Barrow Borough Council *Housing Department*

VOID PROPERTY – LETTABLE STANDARD PROCEDURES



July 2014

AIM

We will carry out a detailed inspection of all vacant properties to ensure they are free from health and safety hazards before the property is offered for viewing. We will specify cost effective repairs within agreed timescales to minimise rental loss and to ensure compliance with the Councils statutory and legal obligations as a landlord.

This procedure note should be read in conjunction with the “Void Policy”

Please note this procedure does not look to specify the management process required to monitor and manage voids which are already established

Responsibility

Officers in the Maintenance Team will have the prime responsibility to inspect and manage the void maintenance process. They can also expect assistance and support from the Housing Options Team as required and between them will ensure all voids are relet with minimal delay. The process should be seen as dynamic with Officers discussing voids with colleagues probably on a daily basis.

Our objective is to:

- Pre-allocate properties in advance of the keys being returned.
- Wherever possible complete a pre tenancy termination inspection
- Inspect properties within 3 days of receipt of the keys to identify and issue all repairs that may affect the health and safety of the tenant.
- The void surveyor will need to decide whether the property can be progressed by completing “essential repairs” or whether it would be appropriate to completion additional upgrading work whilst it is empty.
- Should a void potentially require such works, or need decoration, this will be discussed with the HMM
- Inspect properties that are in poor condition or require major repair work within 5 days of receipt of keys.
- Issue all void repair work to the contractor within 1 day of the inspection allowing 3 working days for minor work, 5 working days for significant works and 10 working days for major works.
- Carry out the 1st gas safety check within 24 hours of receipt of keys.
- Carry out a 2nd gas safety check in agreement with the customer and the utility company.
- Carry out a full test of the electrical installations before the property is viewed.

- Carry out an assessment of the properties energy efficiency and provide the prospective tenant with a copy of the Energy Performance Certificate before the property is viewed.
- Ensure other colleagues are kept informed of the progress with a void property and any potential difficulties to hamper its progress
- Ensure all properties are free from health and safety hazards before the property is viewed.

Should a property require only minimal repairs it may be appropriate to arrange for it to be offered for relet immediately and should be discussed immediately with Housing Options

STANDARDS

We will achieve our aim by delivering the following key standards;

1. EXTERNAL DOORS

- 1.1 The front and rear entrance doors will have as a minimum one euro cylinder or 5 lever mortice lock fitted. Locks will be changed at the time of carrying out the first gas safety test and where necessary secondary locks will be removed and made good.
- 1.2 All glazing to front and rear entrance doors will be in a safe condition and comply with European Safety Standards.
- 1.3 All make shift external doors and frames fitted to the side of ginnels, sheds or outhouses will be removed and made good if the surveyor deems them to be unfit for purpose.
- 1.4 All replacement external doors and frames will be supplied by Manse masterdor (or similarly approved door and frame), unless the property is a flat entrance door with a communal access area. In this case the door and frame will provide a minimum ½ hr fire resistance.
- 1.5 At the discretion of inspecting officer if the door is in poor decorative condition we will paint external door.

2. WINDOWS

- 2.1 All opening lights must open and close fully, with secure handles and friction stays.
- 2.2 All glazing to windows will be in a safe condition and all failed double-glazing units will be replaced.
- 2.3 All window frames, drainage channels, internal sills, window boards and gaskets will be free from mould and dirt.
- 2.4 If a uPVC frame has been painted consideration will be given to renew the unit.

3. INTERNAL JOINERY

- 3.1 All rooms will have a suitable door and frame fitted with working door furniture that allows the door to open and close fully.

- 3.2 Doors and frames will be free from major repairs, indentations and holes. The surveyor will repair or replace all doors and frames that are not fit for purpose at the time the property is void.
- 3.3 Internal woodwork such as architraves and skirting boards will be fitted to all rooms and is in a good state of repair. Damaged or missing sections of woodwork will be repaired or replaced at the time the property is void.
- 3.4 We will ensure curtain battens are fitted to every property and ensure existing pipe boxing is in reasonable standard.

4. KITCHENS

- 4.1 Each kitchen will have doors and drawers that will open and close securely and match existing units wherever possible.
- 4.2 All units will be clean and free of grease, inside and out. All worktops will be clean and securely fixed. Any worktops with deep cuts will be removed and matched as far as possible to the original. Any unit or worktop trims that are damaged will be replaced.
- 4.3 All worktops and sinks will be surrounded by a minimum 3 tile high (450 mm) splash back, with silicone sealing at the abutments. All tiles to be white or match existing where practicable. Worktops adjacent to appliances to be fitted with protective aluminum edging strips.
- 4.4 Walls behind and above cookers will be free from combustible material to ensure compliance with the current gas regulations.
- 4.5 All sinks to be clean and serviceable, with plug and chain attached.
- 4.6 Adequate provision will be made (where practicable) for the installation of cooker, fridge/fridge freezer and washing machine i.e. minimum 600mm space between units for each appliance and single socket and fused spur for washing machine and fridge/fridge freezer.
- 4.7 Adequate gas and/or electrical supplies will be provided at the cooker position.
- 4.8 Hot and cold supplies and waste will be in place for washing machine including taps and valves for connections and where possible should be accessible from within the sink base and fit new trap where necessary.
- 4.9 Damaged or loose floor tiles or vinyl sheet will be repaired or removed or replaced as necessary.
- 4.10 Where a kitchen is deemed to be in an unacceptable standard it will be replaced.

5. BATHROOMS

- 5.1 The WC, WHB and bath will be clean and hygienic, in working order free from stains, chips or cracks and securely fixed to the structure.

- 5.2 The WC seat and cover will be replaced with a new seat, cover and hygienic sticker if it is broken, missing or in a poor state of repair.
- 5.3 The WC pan and cistern will be fully flushable, chemically cleaned and de-scaled if severe staining is present or replaced if staining cannot be removed.
- 5.4 All evidence of mould, grease and dirt will be removed from the bath, WHB and WC including tiling, sealant and pipework.
- 5.5 The bathroom will be adequately ventilated in the form of an opening window or mechanical extractor fan.
- 5.6 Hot and cold taps will be in good working order. Lead waste pipes will be removed and replaced at the time of the void.
- 5.7 The tiles and mastic to the perimeter of baths and WHB's will provide a waterproof seal and be free from excessive mould, dirt and grease.

6. HEATING

- 6.1 The heating system will be initially safety checked when the property becomes void and the mains gas supply isolated at the meter, capping all unsafe appliances. A second gas safety test will be carried out in accordance with the void gas procedure once the property is allocated.
- 6.2 All radiators (except the bypass) will have adequate controls fitted and be free from rust, dirt, mould and grease. The distribution pipework will be securely fixed and free from dirt and grease.
- 6.3 All heating controls will be in good working order and all filling loops will be disconnected from the mains water supply.
- 6.4 All existing gas fires will be removed and the opening blocked up with a plaster vent and skirting board fitted to the chimney breast.

7. FLOOR COVERINGS

- 7.1 All existing carpets and other floor coverings will be taken up and removed from the property unless in the opinion of the surveyor they are in good condition. The Housing Options team will advise the prospective tenant that floor coverings left in the property will become their responsibility to maintain. If carpets are left and the incoming tenant does not want them they will be removed and disposed of by the Mobile Caretakers Unit.
- 7.2 Where vinyl, ceramic floor tiles or laminate flooring is left in situ they must be free from damage and securely fixed. Floor surfaces shall be swept clean and free from grease, dirt and mould.
- 7.3 At the discretion of the inspecting officer, any uneven, damaged flooring should be at a minimum self-levelled.
- 7.4 Any damaged vinyl, ceramic floor tiles will be replaced.

8. SERVICES

- 8.1 The mains gas and electricity supplies will be checked to ensure they comply with the relevant current regulations.
- 8.2 A copy of the current Landlords Gas Safety Certificate and Energy Performance Certificate will be provided to prospective tenants.
- 8.3 All smoke alarms will be tested and repaired or replaced whilst the property is void.

9. DAMP AND MOULD

- 9.1 All properties will be free from rising or penetrating damp at the time of handover. Surveyors will investigate and remedy any damp related issues when the property is void and refer any major damp works to the Housing Options team to ensure the property is taken out of management.
- 9.2 All properties will be free from condensation dampness and associated mould at the time of handover. Surveyors will identify mould related problems and instruct the Mobile Caretakers Unit on suitable remedies and action required. Treatment may involve stripping wallpaper, applying mould eradication chemicals and/or redecorating affected surfaces.

10. DECORATION

- 10.1 Any polystyrene tiles, ceiling roses should be removed. Where previous tenant has carried out Artexing to walls and ceilings the inspecting officer will consider replacing plaster after discussion with Maintenance Manager. If the decoration is to an acceptable standard it will be left in situ.
- 10.2 The internal walls and woodwork shall be free from grease, dirt and mould and ready to redecorate.
- 10.3 The inspecting officer will assess the need for redecoration on a room-by-room basis. Particular consideration will be given to bathrooms, kitchens, hall, stairs and landings.
- 10.4 Wall paper that has graffiti or mould will be treated, stripped (where necessary) and prepared ready for re-decoration by the incoming tenant.
- 10.5 Decoration Payments will not be issued as a matter of course but may be offered taking into account the condition of the property. The payment is intended to help contribute to costs and not cover all related expenses. Where decoration payments are issued on void properties the payment rate will be £30.00 (thirty pounds) per room.

11. CLEANLINESS

- 11.1 The property will be free from:
- Odour (including urine around WC)
 - Infestation from animals and insects
 - Mould (including around baths and shower units)
 - Rubbish (including syringes builders and decorators rubbish)

- Graffiti
- Grease (including kitchen grease in cupboards and on work surfaces/walls)
- Human or animal excrement or other bodily fluids
- Furniture and white goods
- Any garden debris will be removed
- Remove any items/rubbish left by previous tenant

11.2 The minimum cleaning specification for all properties is as follows:

- 11.2.1 All kitchen units will be washed down with hot water and general-purpose detergent including surfaces to all doors, drawers, shelves, cupboards both inside and outside, including worktops.
- 11.2.2 Stainless steel sinks will be cleaned thoroughly using general-purpose detergents, paying particular attention to waste fitting, overflow and taps. Waste pipes/traps to be flushed through with disinfectant.
- 11.2.3 Laminate, vinyl or ceramic floor coverings that are in a good enough condition to remain are to be cleaned using a suitable cleaner.
- 11.2.4 All bathroom fittings and surrounding tiled areas will be washed down thoroughly with hot water and bathroom cleaner, paying particular attention to removing any mould.
- 11.2.5 All gloss-finished paintwork will be washed down using general purpose cleaner to remove grease, stains, etc. This will include doors, windows, skirting, architraves, door linings, handrails, radiators and stairs. Particular attention should be given to the removal of nicotine stains to woodwork.
- 11.2.7 Cases and filters to fans in bathroom and kitchen will be cleaned to remove staining.
- 11.2.8 MCU Supervisor will assess the cleansing required if the cleansing is excessive this will be referred back to the Maintenance Team regarding redecoration/replace components.

12. GARDENS AND FENCING

- 12.1 Unsafe garden fixtures, outbuildings, sheds and ponds should be removed.
- 12.2 Gardens, hedges and trees that are unkempt and overgrown where appropriate should be cut back.
- 12.3 Paths/hard surfaces should be generally level, safe and hazard free.
- 12.4 Driveways and paths (including flagged areas) those cracked or broken and pose a risk to health and safety (trip hazard) should be removed or relayed.
- 12.5 Drainage access covers will be correctly fitted; level with yard surface and fully accessible.
- 12.6 All gates, boundary walls and fencing will be in a reasonable safe condition and provide adequate security. Any properties where this is not the case will be discussed with the Maintenance Manager.

- 12.7 Missing or damaged fence panels and boards will be removed and made safe.
- 12.8 All gates will be fully operable with working catches.
- 12.9 All properties, where reasonably practicable will have adequate clothes drying facilities- minimum of one post and/or galvanized hooks with washing line to rear elevation.

13. EXTERNAL

- 13.1 All elevations will be wind and water tight.
- 13.2 Rainwater goods will be secure and free from excessive grass and moss build up. Repairs to rainwater goods will be only be completed at the time of the void if they cause a hazard or damp problem.
- 13.3 Aerials and satellite dishes will be removed if considered to be a hazard
- 13.4 All graffiti will be removed and decorations made good.

EXCEPTIONS

The above gives direction to inspectors, however, it must be recognized we will not be replacing components in all properties. The inspecting officer will assess the property and liaise with Allocations Team/Maintenance Manager regarding major works to a property.

COMMUNICATION

The Housing Maintenance Inspector and members of the Allocations Team will meet on a weekly basis to manage the void process. A meeting will also take place on a monthly basis to ensure all policy objectives are being achieved ie quality control, monitor refusal reasons.

HOW DO WE KNOW WE HAVE GOT IT RIGHT

In identifying work there will be a degree of subjectivity that will be entrusted to the surveyor.

To help support individual surveyors an opportunity for mentoring will be introduced, tenants who refuse an offer will be asked to clarify why and regular liaison meetings with Housing Options will help in steering our approach.

LEGISLATION

This policy complies with all legislative and regulatory requirements and includes (as a guide only) reference to a number of principal acts and guidance documents;

- Housing Act 1985
- Secure residents of Local Housing Authorities (Right to Repair) Regulations 1994
- Common hold & Leasehold Reform Act 2002
- Equality Act 2010
- Gas Safety (Installation and Use) Regulations 1998
- The Wiring Regulations BS 7671:2008(2011) (Current edition)

STAFF RESPONSIBLE

Les Davies – Housing Maintenance Manager
Jan Sharp – Operations Manager

ADELPHI COURT SERVICE PROPOSAL: CROFTLANDS TRUST**(3rd October 2013 / update April 2014)****The Property.**

Barrow District Council have offered Croftlands the option to lease 12 flats at Adelphi Court. The property is a lone 3 story block of 12 one bed flats with balconies / communal entrance. It is situated in Storey Square which has a mix of owner occupiers/private rented terraced houses in Barrow town centre. The flats are of a good size, including the bedroom. It is located less than 5 minutes' walk from MIND drop in centre in School St and about the same distance to Barrow town centre and Morrisons. Croftlands Bridge Building office and SHINE service is 10 minutes' walk.

**The need for specialist step down accommodation.**

Cumbria Adult Social Care are currently scoping the development of a specialist Mental Health care and support pathway for Barrow District. At present there are a number of individuals who are placed out of county that need local 24 hr specialist services. Furness Mind manage a scheme in Barrow that can support up to six individuals. Supported Homes manage two 24 hr schemes in Ulverston (6 units) and Barrow (6 units) . Other providers are considering providing specialist 24 hr services in Barrow and the South Lakes. In addition Creative Support provide short term Mental Health accommodation at Brewery St for Cumbria Supporting People. Brewery St targets people who are homeless or at risk of being homeless but it is not necessary to be eligible for ASC services.

There is a need for step down supported accommodation for people who are ready to move out of 24 hr services but their needs/risks are sufficiently complex that would mean the choice of moving into Barrow District Council or private housing (even with floating or domiciliary support) would be assessed as too risky by Barrow CMHT Care Coordinators. The step down service would enable individuals to move out of 24 hour services earlier than if the move on plan was independent living. It would also provide service users the opportunity to live in self contained housing without 24 hr shared living but still have significant staff support so that further independent living skills can be realistically achieved.

In-reaching into 24 hr services.

Croftlands operates a mental health social inclusion service in Barrow. Given that an absence of meaningful social activities and friendship networks increase the risk of returning back to 24 hr care, bridge building staff time could be separately purchased whilst service users are preparing to become ready to move on from 24 hr support.

The proposed service provision.

Croftlands will provide a supportive living service, registered by CQC at Adelphi Court. This enables the service to provide housing related services and personal care. Croftlands would directly manage the accommodation. Personal care could be in relation to medication concordance and risks of self neglect as well as a recovery based programme of therapeutic support which would support the individual to achieve a greater degree of independence. (Person Centred Planning). The scheme model will be medium term rehabilitation not permanent living and as such we would offer Assured Shorthold Tenancy Agreements (which are reviewed every six months). Croftlands has such experience as a provider in North Cumbria.

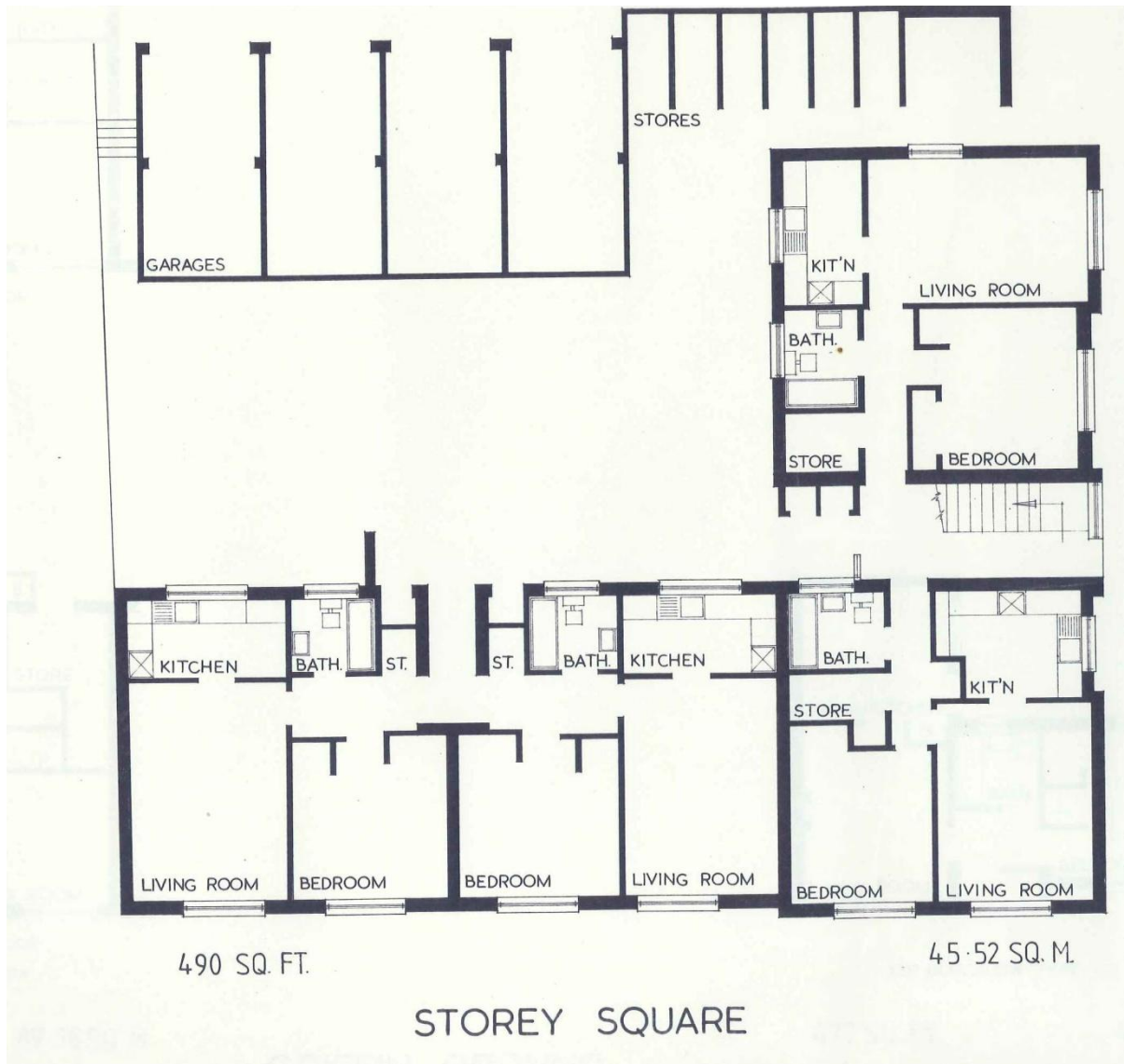
1. A Manager (37hrs) based at the scheme, would manage the scheme.
2. The scheme would develop liaison links with local 24 hr providers and the Barrow CMHT to enable service users access this new step down accommodation.
3. One of the flats would be used as an office and meeting room for the scheme.
4. The flats will be fully furnished and decorated and include equipment such as a washing machine.
5. The team would support the Tenant to further develop their Managing Tenancy skills.
6. The remaining eleven flats would be directly managed by Croftlands in relation to Tenant Allocation, Rent setting and Tenancy Management. Croftlands would seek to obtain an enhanced rent allowance. This is possible if the Tenant has a ASC care and support package of at least 6 months. This dual funding of the scheme increases the financial sustainability of the service. The property management service will be separate from the care and support service and will conform to county council guidelines.
7. The "core" staffing cover could be 7 days a week (9am to 5pm) The team resource could be typically two staff on duty during week days and one staff on duty during the weekends. One to one support could be provided if the service user needed care and support outside of the core staffing cover. Croftlands will provide an out of hours on call service from 7am until 11pm.
8. The team would provide a medication administration service via the office (if this has been assessed as appropriate by the Care Coordinator). The service would also include support in shopping and cooking plus access to the Croftlands Bridge Building service or referral into the nearby Mind service.

Croftlands Trust is an approved Barrow Group B domiciliary care list for adult social care. If the scheme received a minimum of 10.5 hrs PW of ASC contracted support for each the 11 service users occupying the Adelphi Court accommodation, this would provide the care revenue income for the proposed core staff hours.

- If the needs were greater than 10.5 hr PW then additional staff hours would be included in the support package such as additional 1-1 evening support or medication prompting or direct support with cooking/cleaning.

- If the needs dropped below 10.5 hrs PW it is likely that the individual is now ready to move on and access independent living accommodation with floating support or domiciliary care of less than 10 hrs PW. Croftlands intend to develop a small specialist Mental Health Domiciliary care service in Barrow which could provide care support services for ASC clients living in independent accommodation.

Plan of the ground floor of Adelphi Court



HOUSING MANAGEMENT PERFORMANCE REPORT

AGENDA ITEM 13

Performance Indicator	Actual 2011/12	Actual 2012/13	Actual 2013/14	Apr-June 2014	Target (Median)
£ Rents Collection					
£ Rent & Service Charges due	£9,228,558	9,728,187	10,687,981	2,549,037	£10,196,148
£ Rent collected	£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
Void management	2694	2686	2677	2672	2666
Tenancy Turnover %	8.4%	10.1%	12.9%	3.6%	8.05%
Total number of re-lets	278	245	340	78	370
No. of Voids	227	270	344	95	350
Ends due to Under Occupation			48	0	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
Maintenance					
No. Repair Orders issued (Tenant Demand)	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%
Homeless					
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

AGENDA ITEM 13

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	
Equality & Diversity					
ASB cases reported	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
Value for Money - Direct Costs per property					
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		
Satisfaction					Target
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
Housing Stock					
Houses	1290	1284	1274	1270	
Flats	1248	1245	1247	1245	
Bungalows	157	157	157	157	
Total Dwellings	2694	2687	2678	2672	
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	
TOTAL PROPERTIES	3415	3412	3401	3400	
Sold Property / Land	2011/12	2012-13	2013/14	2014/15	2014/15
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
TL	4	294,910	384,360	179,790	6

PLANNED INVESTMENTS 2014-15

AGENDA ITEM 14

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%
Total	£1,783,663.00	£613,482.00	£32,858.90	