

BOROUGH OF BARROW-IN-FURNESS

HOUSING MANAGEMENT FORUM

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

Group Meetings at 1.15 p.m.

A G E N D A

PART ONE

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

2. Admission of Public and Press

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

3. Declarations of Interest

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

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

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

4. Confirmation of the Minutes of the meeting held on 27th August, 2015 (copy attached).

5. Apologies for Absence/Changes in Membership.

FOR DECISION

OPERATIONAL

(R) 6. Housing Management System Replacement.

(D) 7. Housing Management Performance Indicator Review.

(D) 8. Request to Purchase Ad-hoc Land: Ocean Road.

(D) 9. Responsive Repair Contracts

(D) 10. Syrian Refugees

FOR INFORMATION

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)
W. McEwan (Vice-Chairman)
D Barlow
W. Bleasdale
D. Brook
J. Heath
A. Johnston
A. Thurlow

Tenant Reps: Allan McIntosh
Mandy Anderson
Lisa Webb
Kath Warne
Substitutes: Theresa Metcalfe
Eddie Lynch

For queries regarding this agenda, please contact:

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Published: 18th November, 2015.

HOUSING MANAGEMENT FORUM

Meeting: Thursday 27th August, 2015
at 2.00 p.m.

PRESENT:- Councillors Hamilton (Chairman), Bleasdale, Brook, McEwan and Thurlow.

Tenant Representatives:- Mrs L. Webb, Mrs M. Anderson, Mrs K. Warne and Mrs T. Metcalfe.

Officers Present:- Colin Garnett (Assistant Director - Housing), Janice Sharp (Operations Manager) and Keely Fisher (Democratic Services Officer).

13 – Minutes

The Minutes of the meeting held on 11th June, 2015 were taken as read and confirmed.

14 – Apologies for Absence/Changes in Membership

Apologies for absence were received from Councillors Barlow, Heath and Johnston and Tenant Representative, Mr A. McIntosh.

15 – Asset Management Strategy 2015-2020

The Assistant Director – Housing reported that the purpose of the purpose of the Asset Management Strategy was to provide direction for future investment in the housing stock and ensure such investment had regard to operational factors to manage it appropriately.

The Housing Service had recently completed a Stock Condition Survey in 2014. This data had now been analysed and albeit there remained some decent homes failures to be resolved, was complete.

The previous Asset Management Strategy 2010-2015 was now out of date. Officers had, therefore, updated the Asset Management Strategy. A draft was attached as an appendix to his report.

The Strategy sought to link the data collected through the Stock Condition Survey with other characteristics of the stock to ensure investment was only directed to property which was sustainable or more importantly, in this instance, to identify where additional management intervention may be required to maximise the value of the investment.

The Council had used its existing sustainability model to look at tenancy data; requisition data; stock condition data and location data. This information was used to calculate a sustainability score.

A summary of the sustainability results was shown in the Asset Management Strategy, the results of which, demonstrated that the stock was 'sustainable' but there were areas which may pose specific problems.

From the Asset Management Strategy, a series of five Asset Management Plans had been developed for the Central, Dalton, Ormsgill, Roosegate and Walney management areas.

The principles on which these plans had been developed had been taken from the draft Asset Management Strategy and were as follows:-

AMS Vision: "Provide well-maintained estates where people choose to live".

AMS Aims: To achieve our vision we will ensure:

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

AMS Priorities:

- Ensure properties are safe, energy efficient and weatherproof; and
- Investments are prioritised on a just in time and worst-first basis.

The Strategy also identified key risks for the service over the length of the Strategy which had been agreed corporately.

The details contained in the AMP would be used to direct the Annual Investment Plan which was agreed through the annual budget process.

RECOMMENDED:- That Members agree to:-

1. Note the contents of the Asset Management Strategy; and
2. Agree the Asset Management Strategy 2015-2020 and resultant Asset Management Plan.

16 – United Utilities Reward Scheme Review

The Assistant Director – Housing reported that in 2012, when the scheme was proposed, two-thirds of the Council's tenants received full housing benefit which was paid directly to their rent account. They had no experience of paying rent or service

charges and the Council had limited knowledge of their financial circumstances, their attitude to debt and whether they had either the means or the inclination to pay.

The various welfare reforms had reduced benefit entitlements significantly since 2012-2013 from a high of 76% to around 70%.

When Universal Credit was fully introduced, experience suggested that tenants would find paying their rent in full and on time very challenging. The Council needed to create a 'payment culture' and to be ready so that rent collection was maximised and the losses to rental income were mitigated.

The United Utilities scheme offered the experience for Officers to collect payments from every tenant, understand and improve the tenants' ability to budget and make payments, the funding for a Money Management Advisor and the opportunity to help vulnerable tenants' reduce their charges with United Utilities to offset some of those benefit reductions.

Projected Benefits	Actual Benefits at 30 June 2015
£10 incentive discount per customer	£81k
£32 per property collection fee per annum	£263,888
Commission Income at 8%	£310,696 commission income at 12.5%
£5.00 discount to tenants to encourage Direct Debit payments (260)	Direct Debit now 768 discounted by £8,785 (1166 across all rent groups)
£30k funding for Money Management Advisor to help with water charge assessments and support tariff applications	<ul style="list-style-type: none"> • Post funded from commission monies • 19 successful applications received £6,000 to clear previous debts • 25 applications in progress • 509 tenants converted to lower Tariffs annual charge down by average £200 • £199k* since the scheme started
Opportunity for our Housing Officers to offer customers advice on the benefits of changing to meters	Not adopted -meters remain on the property for life and may penalise future tenants
Ability to pay more flexibly (weekly, fortnightly or monthly) together with their rent	Rent & water can be paid in a single transaction to a single account
Flexible payment methods and frequencies	Enabled DD to become 'paperless' with fortnightly, monthly & 4 weekly dates offered to all council tenants
Over 3 years gross £452,636	£574,579*

(*to year end March 2016)

- Tenants who received full Housing Benefit and who had not made any payment to their account from the scheme start date was 31 and there were 182 who had not made any payments to their account in the first quarter.
- Increase in arrears since April 2013 was estimated at £302k at 10th August, 2015 but it was not possible to pin down the actual amount of unpaid water charges because of the following notable changes:-
 - £81k was the theoretical debt carried from increased Direct Debit monthly/4weekly payers;
 - £116k was attributed to tenants under occupying;
 - £27,581 was attributed to the 31 tenants moved to Universal Credit – their accounts were all in arrears; and
 - £60,636 had been added to accounts for recharges and court costs.

There would be some crossover in these groups.

Housing Officers had found the work hard but had made good progress in reaching out to and engaging with all tenants and as result there were 2,466 tenants making payments to their accounts in the first quarter of the year.

IT Systems had been developed and processes had improved to monitor tenants' accounts. Those considered most at risk were prioritised.

In conclusion, the results indicated that the scheme was delivering the benefits it promised and overall the Assistant Director – Housing would recommend that the scheme continued because experience had demonstrated financial benefits to tenants and the Housing Revenue Account and would ensure the Council maintained a regular dialogue with all tenants.

Members of the Housing Management Forum requested that thanks be given to the Money Advice Worker, Jo Hughes for achieving a lot of the objectives with regards to this issue.

RECOMMENDED:- That Members agree to:-

1. Note the information in the report; and
2. To continue to collect water rates with a view to reviewing the arrangement in two years.

17 – Gas Maintenance Contract

The Assistant Director – Housing updated Members on discussions with the newly appointed Gas Maintenance Contractor and sought approval to introduce new arrangements for the reporting of gas breakdowns, repairs and the co-ordination of annual gas servicing.

At the meeting of the Housing Management Forum on 11th June, 2015, Members had recommended to the Council the appointment of Sure Group to deliver the Council's Gas Contract. The Contract covered the annual gas service, responding to breakdowns and all associated gas related repairs required in delivering the Housing Service.

Officers were currently in discussion with the Contractor to ensure a transition from the existing Contractor to Sure Group on 5th November, 2015.

During these discussions Sure Group had made suggestions on how they could improve the efficiency and the level of service provided to tenants.

In short this included:-

- They take responsibility for the co-ordination of gas servicing directly with tenants, including agreeing appointments;
- Offer the opportunity for tenants to report breakdowns or faults directly to them as the Contractor; and
- The Contractor, whilst establishing a base within the Borough, would look to co-ordinate the above activity from their call handling facility in Merseyside.

It had been the Council's practice historically to directly manage these aspects of the service. However, from a service delivery perspective the Assistant Director could see the above potentially leading to improved customer satisfaction by simplifying the process enabling the customer to talk directly with the Contractor to explain the defect and then agree a mutually convenient appointment.

He could also see the benefits to the Contractor in allowing them to directly receive and communicate with a tenant as this potentially reduced the amount of call handling in the process and enabled them to directly organise their resources and arrange access with the tenant.

It would require the Housing Service to set up a dedicated Gas breakdown and servicing hotline so in practice "two" reporting numbers would be published which would possibly take a little time to be promoted to all tenants. He proposed that this would include ensuring the agreed published number remained charged at a "local call rate" and could include labelling boilers during routine servicing to direct tenants to the Contractor for reporting faults or arranging access.

From a landlord perspective, gas in the home was a hazard. The Council were focused on ensuring it achieved a 100% compliance in annual services and that such servicing and any repairs were completed to the relevant standards. The Council had and continued to maintain a 100% record on annual services.

Should it be agreed to progress this opportunity it would remove some of the administration currently under taken within the Housing Service and it would look to develop its checks and balances to ensure it validated the delivery of gas services to the Council's agreed standards.

This would include continuing to deal with those tenants who were not co-operative in allowing access to the Contractor following agreed procedures to gain access and any resultant recourse to legal means to resolve. The Assistant Director – Housing was confident that the Council would be able to put in place the necessary checks and balances and subject to mutual agreement would aim to have the arrangements in place by the commencement of the Contract or as soon as possible afterwards.

The Assistant Director – Housing proposed the Council do so for an initial period of six months following which the success of the changes be reviewed.

It was moved by Councillor Hamilton and duly seconded that the initial period be for twelve months rather than six months. The amendment was voted upon and it was,

RECOMMENDED:- To agree that Officers continued to mutually agree with the new Contractor that:-

1. The Contractor becomes the first point of call for tenants to report gas breakdowns or repair requests;
2. The Contractor take responsibility for scheduling, co-ordination and arranging appointments to complete annual gas servicing; and
3. The arrangements be reviewed after a period of twelve months to either confirm the new working arrangement or resort back to current practice.

18 – Scrutiny of Void Standard Policy and Procedures

The Assistant Director – Housing reported that the Tenant Scrutiny Working Party reviewed the void standard as part of the scrutiny process last year. The final stage of the process was ‘Implementation and Review’.

Members of the Tenant Scrutiny Working Party had now had the opportunity to view properties which had been upgraded to the new ‘Void standard’. In general Members of the group were in agreement that the standard of properties had significantly improved which, in turn, had assisted in the letting of properties with fewer refusals. It was noted:-

- The re-decoration of properties left in poor condition had been a success;
- Prospective tenants were now given a copy of the Council’s booklet ‘*Moving in Standard*’ which had been well received and a good resource for staff and prospective tenants to measure all work had been completed;
- A few minor issues were picked up which the Maintenance and Asset Manager would follow through and discuss with colleagues the importance of ensuring the outside of the property was left to the same standard as the internal condition.

This review concluded the Scrutiny of the Voids Standard.

The next area which would be reviewed by the Tenant Scrutiny Working Party was the Tenancy Agreement. At present there was new information emerging around fixed- term tenancies, therefore, whilst the group would commence the review it would be led by information being available to feed into the scrutiny process. A further report would be brought to Housing Management Forum once the review had been completed.

RECOMMENDED:- To note the content of the report and completion of the scrutiny into void standards.

19 – Promotion of Properties to Let

The Assistant Director – Housing sought agreement to use “third party” arrangements to promote the availability of specific property to let where conventional means of doing so appeared to be ineffective. The report was not about changes to the Allocation Policy but rather the means by which new potential tenants were attracted.

The Council had an agreed Allocation Policy to determine the priority of applicants who applied for accommodation. The selection of a potential tenant was progressed through a Choice Based Lettings (CBL) process which involved vacancies being advertised on a weekly basis and any applicant who was interested in the property registering an interest. Determining priority between applicants was then made in accordance with the agreed Banding system.

The policy and use of a CBL was adopted by the majority of social landlords throughout Cumbria.

The CBL process generated sufficient numbers of tenants for the majority of vacancies that arose. However in the case of two bedroomed flats, predominantly on the Ormsgill estate, this had not been the case and the Council were more frequently experiencing no apparent demand through the agreed CBL process.

The problem was predominantly limited to the Ormsgill estate, and only two bedroom flats. The table below provides details of the number of two bedroom flats in the Borough and the number that became vacant in the last financial year.

AREA	Two-bedroomed flats	
	No. flats	Became vacant
Abbotsmead		
Central	7	1
Dalton	12	1
Farm Street		
Greengate	16	2

Griffin	31	3
Hindpool	45	5
Newbarns	35	4
Ormsgill	130	29
Roosegate		
Vulcan	11	2
Walney	16	3
Total	303	50

It could be seen the largest majority of two bedroom flats were located in Ormsgill, 42% of the total, and of two bedroom flats becoming vacant, 58% were on Ormsgill.

Subjectively, there may be a number of reasons for this problem including location and the type of property but it appeared to have become a more significant issue since the introduction of bedroom tax. Whilst it had been a long held practice to offer applicants property which reflected their family composition, it had also been the case that where such was not possible, the Council would adopt a flexible approach in the interest of ensuring properties were re-let. In short, it would not have been uncommon to offer a 2 bed flat on Ormsgill to an applicant who only required one bedroom. This option was still discussed with applicants who required one bedroom, but often they were unable to afford to pay the bedroom tax and as such the option was not financially viable for the applicant.

In terms of demand, generally this appeared buoyant with 430 applicants on CBL applying for two bedroom accommodation. In the longer-term, further work may be required to consider options open to the Council to increase the demand for two bedroom flats on Ormsgill but the Assistant Director - Housing suggested there were short term measures that could be progressed more quickly, at limited cost, which may help to improve the position.

For example:-

- More recently, the Council had looked to promote property through social media, in particular Facebook. This had led to some success in attracting applicants who had not previously applied for accommodation through the more conventional route. This was in it's infancy but he suggested was an appropriate way of attempting to attract potential new tenants.
- Considering the option of advertising property through other online agencies or service providers.

In considering the above, the Council's objective would be to identify an interest in property perhaps from residents who may not have previously considered Council accommodation as an option.

Should the above action achieve the objective, he would also propose the Council agree to such properties being re-let outside the CBL process should it be the case no potential residents were identified through the CBL process.

In considering the above, the Assistant Director - Housing suggested there needed to be a balance between achieving the objectives of the CBL process and recognition the delays in re-letting vacant property had a financial implication to the HRA, and "social" cost to a community and asked Members to agree these recommendations.

RECOMMENDED:- That the Members agree to:-

1. Note the content of the report and comments concerning the demand for two bedroom properties predominantly on the Ormsgill Estate;
2. The use of Facebook and alternative advertising mediums to promote the availability of property when conventional arrangements did not appear to do so; and
3. That such properties were re-let outside the CBL process when it was clear there was no demand from any registered applicants.

20 – Provision of Temporary or Interim Accommodation for Homeless Families

The Assistant Director – Housing reported that the Council had a responsibility through the Homeless Legislation to provide temporary or interim accommodation in certain circumstances. The Council sought to recover the cost of provision from the particular resident through rent charges. The purpose of his report was to highlight that Welfare Reform changes were likely to have a detrimental impact on the Council's ability to recover the rent charges and to prompt a review of the Council's temporary accommodation arrangements.

The Housing Service was responsible for providing the Council's statutory homeless service. Its approach over a number of years had been to focus on 'prevention' to avoid homelessness and resolve residents' housing predicaments before they lost their home.

However, in certain circumstances, it was necessary to provide what was referred to as 'temporary' or 'interim' accommodation. It was the Council's normal practice to meet this responsibility by either use of B&B's, predominantly for single people, or by making a furnished excluded licensed property available within the Council's normal housing stock.

The Housing Service maintained an average of 11 properties designated for this purpose. They were furnished to an acceptable standard to enable a resident to move in immediately.

Whether Bed and Breakfast or temporary accommodation was provided, the Council sought to recover the cost of provision. In the majority of instances, the people concerned were dependent on benefits which meant that the recovery costs were sought from Housing Benefit. In the case of Bed and Breakfast, the maximum charges were determined by guidance, which could often leave a small residual amount that was not covered. Should it be temporary accommodation in the Council's own stock, the Council would look to cover the rent, plus a management charge and furniture charge which amounted to:-

	One Bed	Two Bed	Three bed
Rent	£70.99	£79.73	£89.04
Furniture	£39.00	£44.00	£49.00
Water	£5.00	£5.00	£5.00
Energy (Gas & Elect.)	£6.24	£6.76	£7.00
STM	£2.95	N/A	N/A
Total weekly rent charges	£124.18	£135.49	£150.04

In the latter instance this could result in recovering the full cost of residence.

The cost of B&B was met by the Council's General Fund whilst the temporary accommodation was within the HRA. This model of provision had been in place for many years.

However, changes introduced by Welfare Reform would potentially impact on the Council's ability to recover charges or rent from individuals.

For example, focusing on temporary accommodation, the current model of provision would not be defined as 'specified' under the new guidance and, as such, an occupier would not be able to claim Housing Benefit. Instead, their housing costs would be included in any claim for Universal Credit. This would also be the situation for residents in B&B's.

Considering the practical delivery of homeless accommodation generally, this had a number of implications. In the first, should an individual be a new claimant on Universal Credit, they may have moved on from such accommodation before the Universal Credit was determined, probably making it very unlikely in practice the Council would recover the cost of provision. This was particularly the case for residents in B&B's, but was not less a concern in temporary accommodation.

At the present time, it was difficult to predict the likely implication, but in either instances it would mean the differential between cost of provision and rent recovered increasing.

At the present time the Assistant Director – Housing was looking to discuss the implication with other Cumbrian authorities who used a similar model of provision also seeking advice from Homelesslink. However, there did not appear to be a straightforward means to avoid the issue.

It would be difficult to assess the likely loss of rental income at the present time, but the Assistant Director was concerned of the Council's ability to recover rent within the Universal Credit process which would be very challenging.

The table below shows the total cost of providing temporary accommodation of the service over the last five years. Row (1) was the total cost after income received had been credited. Row (2) was the total cost it would have been had the Council received no income which would be the worse-case scenario with the introduction of Universal Credit.

Dispersed & B&B Temporary Accommodation year on year review							
		2010-11	2011-12	2012-13	2013-14	2014-15	TOTAL
	Temporary Accommodation	£38,113	£19,421	£47,947	£30,736	£33,891	£170,109
	HB Recoverable Charges	- £20,984	-£14,983	-£38,998	-£20,847	-£26,895	- £122,706
	Net Cost to council	£17,129	£4,438	£8,949	£9,889	£6,997	£47,402
	Dispersed Accommodation						
	Debits	£39,556	£47,626	£45,649	£23,896	£31,312	£188,039
	Income	- £25,191	-£28,000	-£34,609	-£15,209	-£24,990	- £127,999
	loss	£14,365	£19,626	£11,040	£8,687	£6,322	£60,040
	void loss	£20,454	£13,857	£28,177	£31,566	£25,357	£119,411
	% void loss of debit	34.1%	22.5%	38.2%	56.9%	44.7%	38.8%
	Total debit	£60,010	£61,483	£73,826	£55,462	£56,669	£307,450
(1)	Total cost of providing temporary accommodation	£51,948	£37,921	£48,166	£50,142	£38,676	£226,853
(2)	Total cost of providing temporary accommodation with no income received	£98,123	£80,904	£86,673	£86,198	£90,561	£442,459

In the immediate future, the Assistant Director – Housing would look to review the number of properties currently designated for temporary accommodation. From an operational perspective, it was important to maintain a sufficient number of properties to reflect demand. To not have 'available' property at all times would impose additional pressures in providing the service. However, by monitoring usage against availability on a regular basis, it was hoped to achieve a reduction in numbers and cost of provision. This would, however, not resolve the fundamental problem and it

was important that the future options for how the Council fulfilled this responsibility and limits to the financial risk be considered.

RECOMMENDED:- That Members agree to:-

1. Note the content of the report and the likely impact for rent recovery; and
2. Agree a review of arrangements for the provision of temporary or interim accommodation be carried out and to report further on future options.

21 – Planned Investments and Planned Maintenance 2015/16

The Assistant Director – Housing reported information relating to the Planned Investment and Planned Maintenance Programme for 2015-16. The information is attached at **Appendix A** to these Minutes.

RESOLVED:- To note the information.

REFERRED ITEM

THE FOLLOWING MATTERS ARE REFERRED TO COUNCIL FOR DECISION

22 – Gas Maintenance and Responsive Repairs Contract

The Assistant Director – Housing reported that at the meeting on 11th June, 2015 Members had recommended the appointment of Sure Group to complete gas works and Hughes Brothers to complete fabric repairs.

On the drafting of the report he had recommended appointing for four years and a further six years with two-yearly break clauses.

However, on the advertising and selection of potential new contractors the Council had advertised the Contract on the basis of three years, plus one year with potentially a further six years with two yearly break clauses.

Unfortunately, it was a 'drafting' error which led to the wrong time period being included in the report of 11th June, 2015.

He therefore asked Members to confirm the original time frame of three years, plus one year with a potential of a further six years with two year break clauses be confirmed.

RECOMMENDED:- That the Executive Committee:-

Confirm the term of the Contracts as three years plus one year with potentially a further six years with two yearly break clauses.

The meeting closed at 2.41 p.m.

PLANNED INVESTMENTS 2015-16

APPENDIX A

SCHEME	PROCUREMENT TYPE	AVAILABLE BUDGET	EXPENDITURE TO DATE	ESTIMATED START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	COMMENTS	Leasholders affected?
RE-ROOFING AND POINTING WORKS ROOSEGATE ESTATE PHASE 2 (2-3 YEARS DELIVERY PLAN)	CUMBRIA HOUSING PARTNERS	£975,000	£ 48,751	26.5.2015	31.3.2016	DLP Roofing	30% COMPLETE	No
FLAT ROOF IMPROVEMENTS HINDPOOL AND EWAN CLOSE	ESTIMATES	£66,000	£ 1,422	01/07/2015	31.3.2016	CUMBRIA ROOFING	5% COMPLETE	Yes
RE-POINTING/RENDERING ORMSGILL ESTATE	CUMBRIA HOUSING PARTNERS	£538,000	£ 1,073	01/08/2015	31.3.2016	DLP Roofing	0% COMPLETE	No
EXTERNAL DOOR REPLACEMENTS DALTON	CUMBRIA HOUSING PARTNERS	£30,000	£ 9,146	02/08/2015	31.3.2016	TOP NOTCH	25% COMPLETE	No
WINDOW REPLACEMENTS VARIOUS HOUSING AREAS	CUMBRIA HOUSING PARTNERS	£304,000	£ 67,569	02/08/2015	31.3.2016	TOP NOTCH	35% COMPLETE	No
COMMUNAL ENTRANCE LIGHTING UPGRADES - CENTRAL	CUMBRIA HOUSING PARTNERS	£49,000	£ -	01/10/2015	31.3.2016	K WILSON	10% COMPLETE	Yes
COMMUNAL ENTRANCE PAINTING - CENTRAL	CUMBRIA HOUSING PARTNERS	£37,000	£ -	01/11/2015	31.3.2016	GEORGE JONES	5% COMPLETE	Yes
GARAGE IMPROVEMENTS	CUMBRIA ROOFING	£88,000	£ -	02/08/2015	31.3.2016	CUMBRIA ROOFING	5% COMPLETE	No
REWIRES	CUMBRIA HOUSING PARTNERS	£255,000	£ 129,582	01/04/2015	31.3.2016	K WILSON	50% COMPLETE	No
BATHROOMS	CUMBRIA HOUSING PARTNERS	£180,000	£ 76,294	01/04/2015	31.3.2016	AB MITCHELL	30% COMPLETE	No
KITCHENS	CUMBRIA HOUSING PARTNERS	£125,000	£ 22,266	01/04/2015	31.3.2016	AB MITCHELL	8% COMPLETE	No
HEATING	CUMBRIA HOUSING PARTNERS	£455,000	£ 182,952	01/04/2015	31.3.2016	AB MITCHELL	40% COMPLETE	No
PAINTING	CUMBRIA HOUSING PARTNERS	£250,000	£ 74,069	01/04/2015	31.3.2016	G JONES	40% COMPLETE	Yes

HOUSING MAINTENANCE COMMITMENTS 2015-16

	Funding Available 2015-16	EXPENDITURE TO DATE	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£ 1,070,200	£ 222,957	£ 20,581	21%
Voids	£ 503,044	£ 312,151	£ 9,674	62%
Gas Servicing	£ 195,392	£ 53,086	£ 3,758	27%
Decoration Vouchers	£ 30,000	£ 11,052	£ 577	37%
Environmental Impmts	£ 25,000	£ 4,089	£ 481	16%
Disabled Adaptations	£ 100,000	£ 63,073	£ 1,923	63%
Electrical Testing	£ 81,000	£ 32,313	£ 1,558	40%
Door Entry Maintenance	£ 20,000	£ 11,191	£ 385	56%

HOUSING MANAGEMENT FORUM	(R) Agenda Item 6
Date of Meeting: 26th November, 2015	
Reporting Officer: Jane Coles, Business Support Manager	
Title: Housing Management System Replacement	
Summary and Conclusions:	
<p>The Housing Department carried out a comprehensive ICT systems review in 2014 which concluded that the current In-house system met 50%-60% of our needs and that a new integrated Housing Management System was the only option going forward. HMF approved the strategy to source a replacement product and award the contract using the Crown Commercial Service framework. This report provides the business case which supports replacement and recommends the supplier.</p>	
Recommendations:	
<p>Members are recommended to approve the choice of Civica cx as replacement of the existing Housing Management System and to agree that the costs are met from the HRA balance, and that a 10% capital contingency be available from the HRA balance should it be needed</p>	
<p>An outline of the timescales is also included for members' information</p>	

Report

Members approved a review of Housing's Information, Communication and Management systems in August 2014 which confirmed that our needs were not being met are not met by the current array of systems including Civica's 'In-house' system. The review, highlighted areas that fell short of today's and especially future needs and the options available to us. The options were presented to members and approval was given in June 2015 to source a single integrated replacement system (at an indicative cost of £635k) using the Crown Commercial Service direct award framework as that represented the best 'value for money'.

Members also approved £45k for IT Procurement consultants costs which were met from the 2015-16 HRA budget.

An ITT was issued in August 2015 and the best matches of suppliers' product to our key requirements at the lowest cost were shortlisted.

There were five tenders returned: Contractor A £218,576, Contractor B £235,076, Contractor C £245,045 and Contractor D £256,588.

Product demonstrations were then given by 3 shortlisted suppliers and evaluated by a team of operational users, Housing Managers, IT and a tenant representative.

The product which scored the highest marks is Civica's cx, in brief it -

- offers the most integrated solution negating the need for most of the ancillary applications/systems currently employed
- has the best fit with IT corporate strategy
- enables compliance with various legislations and audit requirements
- improves efficacy by enabling remote access and single entry by officers
- facilitates the identification of trends & risks to income
- 24 hour access from any device so that tenants can serve themselves, access their accounts and report repairs
- improves asset management and provides the means to track costs and expenditure against all budgets
- allows dynamic updates to asset plans from responsive, void and planned works and checks for warranties and Asbestos.
- has lower annual support cost base

Costs	Inhouse + various systems	Civica cx (integrated)
Annual maintenance & support annually	£80,000	£17,000 (aver)
Cost of cx and supply		£218,576
Years 1 - 5	£400,000	£307,155

We will begin to see recovery of capital because of reduced revenue (annual support & maintenance) costs by year 5.

Approval for an additional £41k for IT Implementation consultant/s deployed to assist throughout the project phase and the review once complete is also sought as part of the investment from the HRA balance (total £259,580). The capitalised element of the costs is the £218,576 and in order to provide a contingency for any overruns, it is proposed that an additional 10% of this (£21,857) be available from the HRA balance should it be needed.

The outline timescales and progress so far are as follows:

What	Who	When	Complete %
View modern Housing management systems	Housing Mgmt.	June/July 2015	100%
Draw up key system requirements	Consultant/Housing	Sept/Oct 2015	100%

Issue ITT	Bus. Supp Mgr.	Aug / Sept	100%
Shortlist & agree award	Housing /IT/HMF	Oct / Nov 2015	100%
Prepare & submit business case, HMF report, Capital bid	Business Support Mgr.	Nov/Dec 2015	100%
Drawdown & agree contract Crown Commercial Framework	Bus. Supp. Mgr / consultant	Nov-Feb 2016	
Await approval	HMF / Exec	Jan 2016	
Appoint external IT consultant	Bus Supp Mgr / IT	Mar 2016	100%
Start project –planning etc.	Bus Supp Mgr /IT	Jan 2016	2%
Installation	Bus Supp Mgr /IT	Apr 2016	
Workshops -Configuration	Housing / consultant	Apr – Sep	
Data migration	Bus Supp Mgr / consultant	Aug - Sep	
User acceptance testing	All	Oct - Dec	
Parallel operation Live and In-house to year end	All	Feb 2017	
Phased Go Live	All	June 2017	

Further opportunities to improve efficiency and services should emerge as the project gets under way

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

A risk assessment was performed during the shortlisting process to and taken into account in the evaluation of supplier/product. A further risk assessment has been carried out in respect of the overall project and recommended supplier. Where the risks were assessed significant changes have been made which either reduce or mitigate the risk to minor.

(iii) Financial Implications

The recommendation has financial implications as detailed.

(iv) Health and Safety Implications

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

(v) Equality and Diversity

The recommendation has little impact on users with disabilities and Furness Equality and Diversity Partnership have been consulted.

(vi) Health and Well-being Implications

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

Background Papers

For reference HMF 28th August 2014 – ICT Systems review and HMF 11th June ICT Systems replacement

HOUSING MANAGEMENT FORUM	(D) Agenda Item 7
Date of Meeting: 26th November, 2015	
Reporting Officer: Jane Coles, Business Support Manager	
Title: Housing Management Performance Indicator Review	
Summary and Conclusions:	
<p>The year to date performance information is attached at Appendix 1. It is some years since the range of metrics (Performance Indicators) were reviewed and agreed by HMF. Some of the indicators remain constant but others might be chosen or dropped because of their topicality. It is timely that members consider which measurements would provide them with the best indication of Housing Management performance and key trends.</p>	
Recommendations:	
Members are asked to:	
<ol style="list-style-type: none">1. note the information contained in the report and at Appendix 1; and2. agree the 'Benchmarked Performance Indicators' in Appendix 2 and suggest the Tenant Scrutiny Working Party hold a one-off meeting to review the 'performance information' for 2016/17.	

Report

The year to date (Quarter 2) performance information is attached at **Appendix 1**.

The value for money section for 2014-15 has been updated. Some of the Repair and maintenance measures are N/A but it is anticipated that we will be able to report on these once the new contractors have bedded in. The current STAR survey results will also be reported once they are known.

Background

There are two reporting types:

- Comparison of our performance compared to a national benchmark
- For the purposes of providing members information which is of interest or concern

The year-end report contains a narrative to provide the background context for our performance which may have directly strengthened or weakened the results and suggests what the best opportunities and challenges are for the coming year. This is provided for the HMF in June.

Otherwise the HMF receives updates of the latest quarter.

Benchmarking

For the purposes of benchmarking we subscribe to Housemark who are a national benchmarking organisation who have developed a range of metrics through consultation with the industry. In the main, these performance indicators are also used for a variety of returns we provide for central government and one or two other organisations.

We submit performance data quarterly and financial data at the end of the financial year. Housemark validates and publishes our data and compares it to other similar sized local authorities and Housing Associations. Performance is banded in 'quartiles' - Upper, Median and Lower quartiles.

Interest / Concern

There are also a range of measures and data which we do not benchmark but which provide useful information such as RTB sold properties, stock levels and rent collection from other property types. There is also another type which I would refer to as topical and these are typically items such as tenancy ends due to under occupation (welfare reforms).

It is this Interest/concern category which I would suggest you might like to review and set for the year ahead (2016-2017). For example you might like to see arrears differentiated between those tenants receiving Universal Credit.

In **Appendix 2** I have separated out the current report into:

- Benchmarked Performance Indicators
- Performance Information

It is the latter group which I would ask you to review and agree the items you would wish to keep, the items you would wish to drop and propose any new items.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no significant implications.

(iii) Financial Implications

The actions support an improved financial position.

(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.

(vii) Background Papers

Nil

APPENDIX 1

Performance Indicator	Actual 2012/13	Actual 2013/14	Actual 2014/15	Apr-June 2015	Apr-Sept 2015	Apr-Dec 2015	Apr-Mar 2016	Median
£ Rents Collection								
£ Rent & Service Charges due (exc Void)	9,728,187	10,687,981	11,101,931	2,824,172	5,716,613			11,330,627
£ Rent collected	9,604,739	10,482,254	11,059,494	2,698,430	5,605,767			11,276,240
Rent collected as % of rent due (exc ft)	98.73%	98.08%	99.62%	95.55%	98.06%			99.0%
£ Current Arrears (dwellings)	£203,623	£370,804	£395,657	£474,885	£411,847			£191,488
£ Former Arrears (dwellings)	£135,745	£162,969	£192,359	£220,552	£233,206			£135,968
Write Offs (Gross)	£38,573	£137,688	£130,795	£7,739	£40,059			£46,456
Tenants evicted for rent arrears	5	15	11	3	9			7.7
Current tenants arrears % of rent owed	2.1%	3.5%	3.6%	4.2%	3.6%			1.7%
Former tenants arrears % of rent owed	1.4%	1.5%	1.7%	1.9%	2.1%			1.2%
£ Rent arrears Garages	£1,452	£1,763	£2,769	£4,383	£3,839			£2769
£ Rent Arrears Shops	£22,146	£15,464	£15,464	£3,536	£2,119			£2119
Void management	2686	2677	2648	2647	2643			2643
Tenancy Turnover %	10.1%	12.9%	10.8%	2.7%	5.1%			7.12%
Total number of re-lets	245	340	324	68	135			188
No. of Voids	270	344	287	71	135			188
Ends due to Under Occupation		48	27	5	13			
Ave. relet time for dwellings (inc days spent in MW)	32	35	46	41	43			30
£ rent loss through vacant dwellings	£ 111,607	£ 165,336	£ 209,014	£ 34,662	£ 69,550			1.21%
£ rent loss due to vacant garages	£2,290	£2,157	£2,501	£363	£642			
£ rent loss due to vacant shops	£5,000	£1,022	£0	£0	£0			
£ rent loss due to vacant dispersed	NA	NA	£25,358	£9,258	£19,754			
% properties accepted on first offer	78.4%	76.5%	72.8%	54.7%	62.1%			67.90%
Loss per Void (Rents, Repairs, Arrears)	£ 2,684	£ 1,341	£ 1,512	£ 2,378	£ 2,573			
Maintenance								
No. Repair Orders issued (Tenant Demand)	10,109	10,822	10,282	2,554	5,035			8,669
Responsive & Void repairs per property	3.7	4.0	3.9	1.0	1.9			3.3
P1 & P2 as a % of total repairs	63.8%	63.0%	58.2%	51.1%	53.1%			98.0%
% all responsive repairs completed on time	77.1%	71.2%	78.4%	94.0%	91.5%			98.0%
P1 % emergency repairs completed on time	94.6%	89.0%	96.1%	98.7%	95.5%			98.0%
P2 % urgent repairs completed on time	77.3%	73.0%	78.4%	97.4%	90.5%			98.0%
Average end-to-end time for all reactive repairs (days)	19.78	17.46	16.48	7.55	9.24			9.87
% repairs completed 'Right First Time'	79.79	N/A	N/A	N/A	N/A			90.85
% Appointments kept as a percentage of appointments made	61%	N/A	N/A	N/A	N/A			97.31
% dwellings with a valid gas safety certificate	100%	100.0%	100.0%	100.0%	100.0%			99.8%
% homes that fail to meet the Decent Homes Standard	0%	0%	0%	3%	3%			0.3%
*Ave. energy efficiency rating of dwellings (based on RD SAP 9.83)	69.2	69.2	69.2	69.4	69.4			67.90%

Value for Money - Direct Costs per property	Actual 2012/13	Actual 2013/14	Actual 2014/15	Apr-June 2015	Apr-Sept 2015	Apr-Dec 2015	Median
Overhead per property	£ 274	£ 319	£ 188				
Major works	1100	1232	1231				1540
Cyclical works			198				230
Responsive Repairs	391	514	578				538
Void Repairs	166	164	179				204
Housing Mgt	277	259	469				328
Leasehold	134	152	167				
Total staff turnover	5.9%	3.8%	8.9%	0.0%	1.8%		9.7
Ave. working days lost / sickness absence	18.9	18.1	14.3	8.6	9.5		10.15
Satisfaction							
Percentage of tenants satisfied with the landlord's services overall	88%						84%
Percentage of tenants satisfied with repairs and maintenance	87%						77%
Percentage of tenants satisfied that their views are taken into account	78%						65%
Percentage of tenants satisfied with the quality of the home	90						80%
Percentage of residents satisfied with the neighbourhood as a place to live	84%						84%
Percentage of tenants satisfied that their rent provides value for money	90%						80%
Homeless							
	Actual 2012/13	Actual 2013/14	Actual 2014/15	Apr-June 2015/16	Apr-Sept 2015/16	Apr-Dec 2015/16	Apr-Mar 2015/16
Homeless ave. days in temporary dispersed accommodation	57	56	52	44	53		
Homeless ave. days in temporary B&B accommodation	27	35	36	24	20		
Homeless Total Cases Closed	903	1078	755	360	664		
Homeless Advice	408	187	178	64	116		
Homeless Prevention	170	492	321	124	225		
Homeless Applications	147	103	66	100	189		
Homeless Successful Preventions	148	277	174	61	110		
Eligible Homeless (Owed a full duty)	30	19	16	11	24		
Water Charge Collection							
Direct Debit payers	260	758	765	771	784		
Successful applications for Support Tariffs	68	124	510	496	489		
Housing Register							
Applicants on housing register							
Active Direct Applicants	1471	1162	1151	1242	1264		
Active Transfer Applicants	346	286	270	273	281		
Cumbria Choice Register	1817	1448	1421	1515	1545		
Equality & Diversity							
ASB cases reported	72	58	38	24	48		
Percentage of closed ASB cases that were successfully resolved	99%	96%	100%	50%	80%		
% Diversity Information : Age	100%	100%	100%				
Gender	100%	96.6%	100.0%				
Ethnicity	82%	93.4%	97.2%				
Disability	100%	96.1%	100.0%				
Sexuality	52%	48.1%	49.7%				
Religion or belief	53%	48.5%	50.3%				
Percentage of Stage 1 complaints upheld	40%	14%	17%	100%	100%		
Percentage of tenants satisfied that their service charges provide value for money	81%						

Housing Stock	2012-13	2013/14	2014/15	Apr-June	Apr-Sept	Apr-Dec	Apr-Mar
		£		2014/15	2014/15		2014/15
Houses	1284	1274	1263	1262	1258		
Flats	1245	1247	1229	1229	1229		
Bungalows	157	157	156	156	156		
Total Dwellings	2687	2678	2648	2647	2643		
Total Dispersed /Temporary Dwellings	10	8	10	10	11		
Adelphi Court			12	12	12		
Community Centres	5	5	5	5	5		
Leaseholds	204	205	208	208	208		
Garages	486	486	489	489	489		
Shops	20	19	19	19	19		
TOTAL PROPERTIES	3412	3401	3380	3379	3376		
Sold Property / Land	2012-13	2013/14	2014/15	Apr-June	Apr-Sept	Apr-Dec	Apr-Mar
		£		2014/15	2014/15		2014/15
Houses	252,750	365,040	509,170	1	4		
Flats	42,160	19,320	60,540	0	0		
Bungalows	0	0	28,670	0	0		
Land	0	0	3,000	0	0		
TL	294,910	384,360	601,380	1	4		

BENCHMARKED PERFORMANCE INDICATORS
APPENDIX 2

Rents Arrears & Collection	Actual 2014/15	Apr-June 2015	Apr-Sept 2015	Apr-Dec 2015	Apr-Mar 2016	Median
£ Rent & Service Charges due (exc Void)	11,101,931	2,824,172	5,716,613			£11,330,627
£ Rent collected from Current Tenants	11,059,494	2,698,430	5,605,767			£11,276,240
Rent collected as % of rent due (exc ft)	99.62%	95.55%	98.06%			99.52%
£ Current Arrears (dwellings)	£395,657	£474,885	£411,847			£191,488
£ Former Arrears (dwellings)	£192,359	£220,552	£233,206			£135,968
Write Offs (Gross)	£130,795	£7,739	£40,059			£46,456
Current tenants arrears % of rent owed	3.6%	4.2%	3.6%			1.7%
Former tenants arrears % of rent owed	1.7%	1.9%	2.1%			1.2%
£ rent loss through vacant dwellings	£209,014	£34,662	£69,550			1.21%
Tenants evicted for rent arrears	11	3	9			7.7
Void & Lettings	2648	2647	2643			
Tenancy Turnover %	10.8%	2.7%	5.1%			7.12%
Total number of re-lets	324	68	135			188
No.Tenancies terminated	287	71	135			188
NO. units vacant and available for letting at period end						15
No. units vacant but unavailable for letting at period end						14
Average relet time for dwellings (Standard relets)	46	41	43			30
% properties accepted on first offer	72.8%	54.7%	62.1%			67%
Repairs & Maintenance						
No. Repair Orders issued (Tenant Demand/Responsive)	10,282	2,554	5,035			8,669
Responsive repairs per property	3.9	1.0	1.9			3.3
Average end-to-end time for all reactive repairs (days)	16.48	7.55	9.24			9.87
Percentage of repairs completed 'Right First Time'	N/A	N/A	N/A			90.85
% Appointments kept of appointments made	N/A	N/A	N/A			97.31
% dwellings with a valid gas safety certificate	100.0%	100.0%	100.0%			99.8%
% homes that fail to meet the Decent Homes Standard	0%	3%	3%			0.3%
Ave. energy efficiency rating of dwellings (RD SAP 9.83)	69.2	69.4	69.4			67.90%
Value for Money - Direct Costs per property inc overheads & staff costs (Annual)						
Major works	1231					1540
Cyclical works	198					230
Responsive Repairs	578					538
Void Repairs	179					204
Housing Mgt	469					328
Leasehold	167					
Total staff turnover	8.9%	0.0%	1.8%			9.7
Ave. working days lost / sickness absence	14.3	8.6	9.5			10.15
Customer Satisfaction (Annual)						
% tenants satisfied with the landlord's services overall						84%
% tenants satisfied with repairs and maintenance						77%
% tenants satisfied that their views are taken into account						65%
Percentage of tenants satisfied with home quality						80%
% residents satisfied with the neighbourhood						84%
% tenants satisfied that their rent provides vfm						80%
% tenants satisfied that their service charges provide vfm						

PERFORMANCE INFORMATION

Homeless	Actual 2014/15	Apr-June 2015/16	Apr-Sept 2015/16	Apr-Dec 2015/16	Apr-Mar 2015/16
Homeless ave. days in temporary dispersed accommodation	52	44	53		
Homeless ave. days in temporary B&B accommodation	36	24	20		
Homeless Advice	178	64	116		
Homeless Prevention	321	124	225		
Homeless Applications	66	100	189		
Homeless Successful Preventions	174	61	110		
Eligible Homeless (Owed a full duty)	16	11	24		
Homeless Total Cases Closed	755	360	664		
Water Collection					
Direct Debit payers	765	771	784		
Successful applications for Support Tariffs	510	496	489		
Housing Register					
Active Direct Applicants	1151	1242	1264		
Active Transfer Applicants	270	273	281		
Total Households Cumbria Choice Register	1421	496	489		
Housing Stock					
Houses	1263	1262	1258		
Flats	1229	1229	1229		
Bungalows	156	156	156		
Total Dwellings	2648	2647	2643		
Total Dispersed /Temporary Dwellings	10	10	11		
Adelphi Court	12	12	12		
Community Centres	5	5	5		
Leaseholds	208	208	208		
Garages	489	489	489		
Shops	19	19	19		
Total Properties	3380	3379	3376		
RTB Properties / Land (Values)					
Houses	509,170				
Flats	60,540				
Bungalows	28,670				
Land	3,000				
Total Value	601,380				
RTB Properties / Land (Number)					
Houses		1	4		
Flats		0	0		
Bungalows		0	0		
Land Parcels		0	0		
Total Number		1	4		
Void & Lettings					
Ends due to Under Occupation	27	5	13		
£ rent loss due to vacant shops	£0	£0	£0		
£ rent loss due to vacant dispersed	£25,358	£9,258	£19,754		
Arrears & Collection - Other Properties					
£ Rent arrears Garages	£2,769	£4,383	£3,839		
£ Rent Arrears Shops	£15,464	£3,536	£2,119		

£ rent loss due to vacant garages	£2,501	£363	£642		
Responsive Repairs	Actual 2014/15	Apr-June 2015/16	Apr-Sept 2015/16	Apr-Dec 2015/16	Apr-Mar 2015/16
% Appointments made of repair orders (exc gas & voids)	N/A	N/A	N/A		
P1 & P2 as a % of total repairs	58.2%	51.1%	53.1%		
% all responsive repairs completed on time	78.4%	94.0%	91.5%		
P1 % emergency repairs completed on time	96.1%	98.7%	95.5%		
P2 % urgent repairs completed on time	78.4%	97.4%	90.5%		
Equality & Diversity					
ASB cases reported	38	24	48		
Percentage of closed ASB cases that were successfully resolved	100%	50%	80%		
% Diversity Information : Age	100%				
Gender	100.0%				
Ethnicity	97.2%				
Disability	100.0%				
Sexuality	49.7%				
Religion or belief	50.3%				
Percentage of Stage 1 complaints upheld	17%	100%	100%		

HOUSING MANAGEMENT FORUM	(D) Agenda Item 8
Date of Meeting: 26th November, 2015	
Reporting Officer: Colin Garnett, Assistant Director - Housing	
Title: Request to Purchase Ad-hoc Land: Ocean Road	
Summary and Conclusions:	
The purpose of this report is to consider a request to purchase Council-owned land adjoining property owned by the applicant.	
Recommendation:	
Members are asked to decline the request because the area of land in question forms part of the larger green area provided for the benefit of the wider community on Tummerhill estate.	

Report

The purpose of this report is to consider the request to purchase Council-owned land adjoining the property owned by the applicant.

The Assistant Director - Housing has delegated authority by virtue of Executive Committee 1st October 2003 to consider and agree where appropriate for sale of ad-hoc land adjoining gardens of owner-occupiers living on Council estates. Should a potential purchaser wish to appeal my decision they have a right of appeal through this forum.

It is our practice in the first instance to indicate to any potential purchaser whether I think it is appropriate to sell the land, prior to going through the full sale process which includes arranging a valuation and the applicant seeking planning permission.

In the case of this application I would suggest to Members it is inappropriate to sell the land. The area of land in question forms part of a larger green area on the estate concerned and to sell it would be to the detriment of the original design of the estate and the benefit of the green area provided.

I would comment specifically regarding the application as follows:

73 Ocean Road

Attached at **Appendix 3** is a plan showing the house in question and the area of land the applicant is requesting to purchase. As you can see from the plan, the area is situated within a larger open green space that was specifically designed as such when the estate was constructed to improve the quality of live and enhance the outside living environment for all who live nearby. The sale of the land would fundamentally change the street scene of the area and remove green open space on the estate. I would therefore not recommend the sale.

I have written and advised the applicant of my view and he has submitted an appeal requesting a review of the decision in accordance with the procedure for such sales and presenting it to HMF to make the final decision.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

The recommendation has no financial implications.

(iv) Health and Safety Implications

The recommendation has no implications.

(v) Equality and Diversity

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

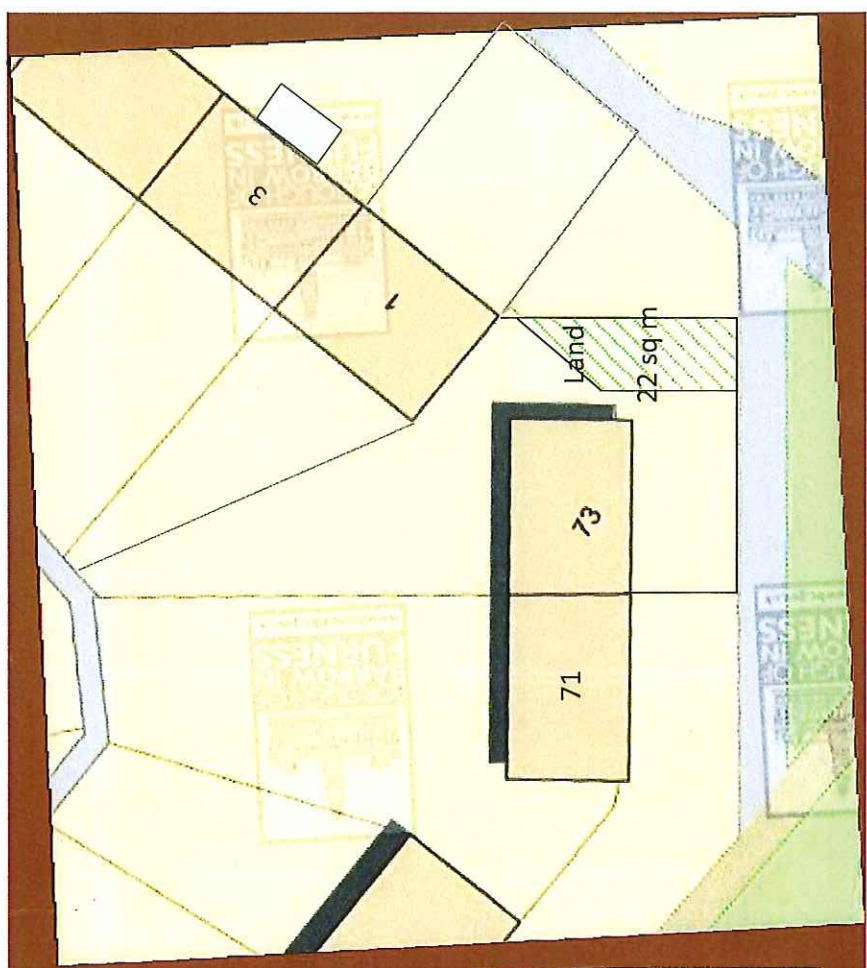
(vi) Health and Well-being Implications

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

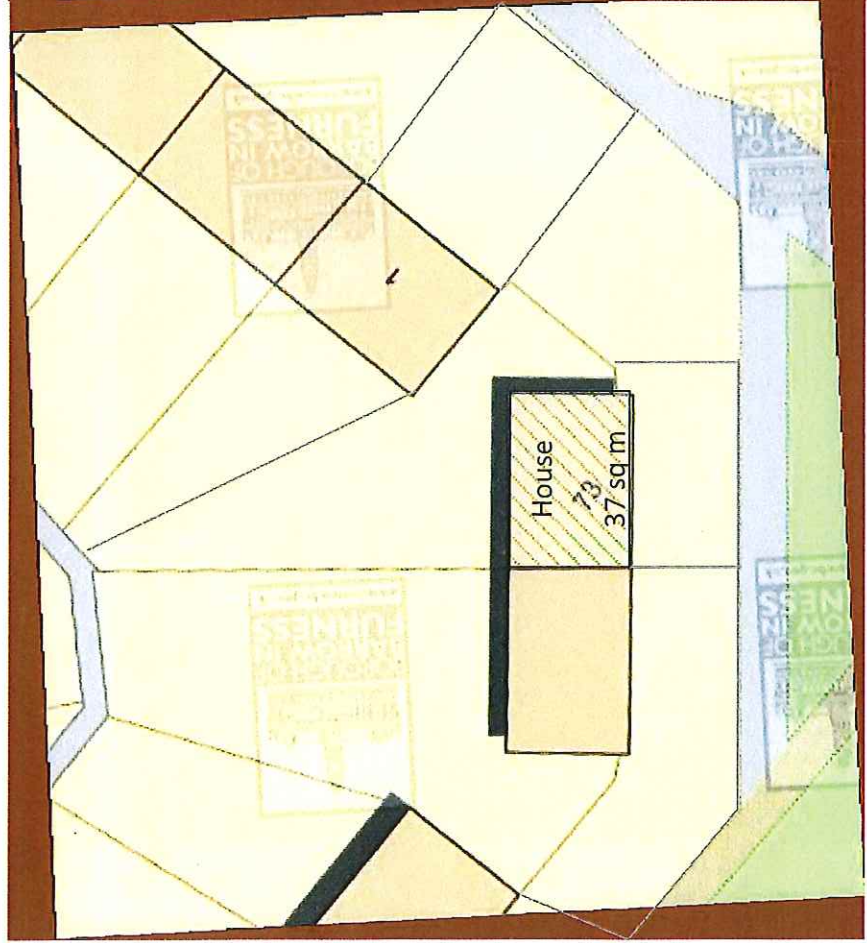
Background Papers

Nil

Proposed Plot



Current Plot



HOUSING MANAGEMENT FORUM	(D) Agenda Item 9
Date of Meeting: 26th November, 2015	
Reporting Officer: Colin Garnett, Assistant Director - Housing	
Title: Responsive Repair Contracts	
Summary and Conclusions:	
The Housing Service is supported by Procure Plus in the delivery of these Contracts for which a fee is paid. Part of the fee is then used to provide “social investment” in the form of training or apprenticeship opportunities with the Contractors involved. The purpose of this Report is to seek agreement for these monies to be re-invested via Cumbria Housing Partners	
Recommendations:	
Members are recommended to agree the fees attributable to Social investment from the new Responsive Repair Contracts be managed by Cumbria Housing Partnership through existing working arrangements, preferably with the new Responsive Repairs Contractors in the first instance.	

Report

The Housing Service appointed Procure Plus (PP) to procure the new Contract arrangements for our Responsive Repairs Contracts. PP are being retained to assist with the delivery of the Contracts for which they will charge a fee, half of which is used provide training or apprentices.

Through our Contract arrangements for planned investment we have a similar arrangement with Cumbria Housing Partners (CHP) who have been developing such arrangements locally for some years. Whilst CHP is an independent body, they operate the framework arrangements for planned works in conjunction with PP.

I have therefore discussed the arrangements for delivering the social investment opportunities with PP and there is an understanding that in view of CHP’s existing arrangements it would be appropriate to consider managing the fees generated through the existing arrangement with CHP to invest.

I would suggest the delivery of the investment in this way simplifies the process by it being delivered by one body and secondly reflects the Council’s approach to supporting the work of CHP. Any such investment will be directed to Contractors involved with the Responsive Repair Contractors in the first instance.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no significant implications.

(iii) Financial Implications

The cost of the fees will be incorporated in the budget for responsive repairs. The total value of the Responsive Repairs Contracts is c£1.5m. The fee charged by PP is 2%, with 1% being reinvested in training and apprenticeship opportunities.

(iv) Health and Safety Implications

The recommendation has no significant implications.

(v) Key Priorities or Corporate Aims

The recommendation has no detrimental impact on providing good quality efficient and cost effective services.

(vi) Equality and Diversity

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

(vii) 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: 26th November, 2015	
Reporting Officer: Colin Garnett, Assistant Director - Housing	

Title: Syrian Refugees

Summary and Conclusions:

The purpose of this Report is update Members on discussions concerning the resettlement of Syrian Refugees and in particular to agree the Council's housing stock be made available as one option should it be appropriate to do so.

Recommendations:

Members are asked to:

1. note the information contained in this Report;
2. agree the Assistant Director - Housing contribute to the County-wide discussions to assist in the re-settlement process and consider all options for the provision of accommodation in the Borough should it be required; and
3. agree the Assistant Director-Housing be authorised to make residential accommodation available from the Council's Housing Stock to assist in the resettlement of Syrian refugees should it be appropriate and practical to do so and suspend the normal requirements of the Choice Based Lettings system in such circumstances.

Report

The purpose of this Report is update Members on discussions concerning the resettlement of Syrian Refugees and in particular to agree the Council's housing stock be made available as one option should it be appropriate to do so.

There has been considerable publicity around the commitment to resettle 20,000 refugees in the UK over the course of the current Government and, as part of the process, Local Government is being requested to assist.

Over the recent past the County Council has facilitated a series of teleconferences to discuss and prepare for the arrival of Syrian refugees which I have taken part in.

Other participants include representatives of the County Council, local councils, health services, the third sector and Government representatives.

At the present time only limited information is available and I am unable to furnish you with a comprehensive plan of how the process in Cumbria will operate.

However, even at this early stage it is clear that for the process to be successful it will require the co-ordination of a number of agencies working collaboratively and will require agencies to be in a position to deliver services in a specific location.

Fundamental to the process will be the provision of accommodation. From the discussions that have taken place it would appear one option is to make use of general purpose accommodation to assist in the integration of refugees into the community and the six district/borough councils are being asked to consider how they can contribute to this aspect of the process.

As referred to above the provision of accommodation would have to be located, from a geographical perspective in areas where the support services can be delivered.

I understand other local authorities in Cumbria are investigating the options to make use of their own residential accommodation - a very limited option, or more likely by working with other social and perhaps private landlords to bring forward appropriate accommodation.

We are unique in Cumbria in still retaining our own housing stock. However, it is normal practice to allocate property that becomes available through our Choice Based Lettings Scheme. I would suggest such an approach would not be practical should Members agree to contribute to the process by making our own stock available. Should you choose to do so I would suggest you delegate responsibility to the Assistant Director-Housing to make appropriate residential property available for this purpose outside the normal requirements of the Choice Based Lettings system.

I will continue to participate in the County-wide discussions to develop an appropriate plan to resettle the Syrian Refugees. I will also be investigating the option to provide accommodation from other landlords in the Borough.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has significant implications and will require the co-ordination of a range of Service providers to be successful

(iii) Financial Implications

The Government have confirmed the full cost of the resettlement process will be met from central funds but the process of how this will be operated across Cumbria requires further discussion.

(iv) Health and Safety Implications

The recommendation has significant implications and Officers will ensure by working with other agencies this will be mitigated as far as practical.

(v) Key Priorities or Corporate Aims

The recommendation has no detrimental impact on providing good quality efficient and cost effective services.

(vi) Equality and Diversity

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

(vii) Health and Well-being Implications

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

Background Papers

Nil

PLANNED INVESTMENTS 2015-16

AGENDA ITEM 11

SCHEME	PROCUREMENT TYPE	AVAILABLE BUDGET	EXPENDITURE TO DATE	ESTIMATED START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	COMMENTS	Leasholders affected?
RE-ROOFING AND POINTING WORKS ROOSEGATE ESTATE PHASE 2 (2-3 YEARS DELIVERY PLAN)	CUMBRIA HOUSING PARTNERS	£975,000	£ 186,445	26.5.2015	31.3.2016	DLP Roofing	35% COMPLETE	No
FLAT ROOF IMPROVEMENTS HINDPOOL AND EWAN CLOSE	ESTIMATES	£66,000	£ 16,954	01/07/2015	31.3.2016	CUMBRIA ROOFING	10% COMPLETE	Yes
RE-POINTING/RENDERING ORMSGILL ESTATE	CUMBRIA HOUSING PARTNERS	£538,000	£ 1,583	01/08/2015	31.3.2016	DLP Roofing	5% COMPLETE	No
EXTERNAL DOOR REPLACEMENTS DALTON	CUMBRIA HOUSING PARTNERS	£30,000	£ 9,146	02/08/2015	31.3.2016	TOP NOTCH	25% COMPLETE	No
WINDOW REPLACEMENTS VARIOUS HOUSING AREAS	CUMBRIA HOUSING PARTNERS	£304,000	£ 98,737	02/08/2015	31.3.2016	TOP NOTCH	35% COMPLETE	No
COMMUNAL ENTRANCE LIGHTING UPGRADES - CENTRAL	CUMBRIA HOUSING PARTNERS	£49,000	£ -	01/10/2015	31.3.2016	K WILSON	10% COMPLETE	Yes
COMMUNAL ENTRANCE PAINTING - CENTRAL	CUMBRIA HOUSING PARTNERS	£37,000	£ 36,968	01/11/2015	31.3.2016	GEORGE JONES	75% COMPLETE	Yes
GARAGE IMPROVEMENTS	CUMBRIA ROOFING	£88,000	£ 38	02/08/2015	31.3.2016	CUMBRIA ROOFING	5% COMPLETE	No
REWIRES	CUMBRIA HOUSING PARTNERS	£255,000	£ 209,031	01/04/2015	31.3.2016	K WILSON	70% COMPLETE	No
BATHROOMS	CUMBRIA HOUSING PARTNERS	£180,000	£ 132,401	01/04/2015	31.3.2016	AB MITCHELL	60% COMPLETE	No
KITCHENS	CUMBRIA HOUSING PARTNERS	£125,000	£ 40,889	01/04/2015	31.3.2016	AB MITCHELL	15% COMPLETE	No
HEATING	CUMBRIA HOUSING PARTNERS	£455,000	£ 277,379	01/04/2015	31.3.2016	AB MITCHELL	50% COMPLETE	No
PAINTING	CUMBRIA HOUSING PARTNERS	£250,000	£ 108,166	01/04/2015	31.3.2016	G JONES	60% COMPLETE	Yes

HOUSING MAINTENANCE COMMITMENTS 2015-16

	Funding Available 2014-15	EXPENDITURE TO DATE	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£ 1,070,200	£ 380,953	£ 20,581	36%
Voids	£ 503,044	£ 488,664	£ 9,674	97%
Gas Servicing	£ 195,392	£ 113,802	£ 3,758	58%
Decoration Vouchers	£ 30,000	£ 16,783	£ 577	56%
Environmental Impmts	£ 25,000	£ 9,447	£ 481	38%
Disabled Adaptations	£ 100,000	£ 80,914	£ 1,923	81%
Electrical Testing	£ 81,000	£ 46,090	£ 1,558	57%
Door Entry Maintenance	£ 20,000	£ 11,467	£ 385	57%