

BOROUGH OF BARROW-IN-FURNESS

HOUSING MANAGEMENT FORUM

Meeting: Thursday, 2nd November, 2017
at 2pm (Committee Room 4)

Group Meetings at 1.15 pm

AGENDA

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 14th September, 2017.
5. Apologies for Absence/Changes in Membership.

FOR DECISION

OPERATIONAL

- (D) 6. Housing Revenue Account Finances
- (D) 7. Rent Collection Arrangements
- (D) 8. United Utilities Contract for the Collection of Water Charges

(D) 9. Radon Gas

FOR INFORMATION

10. Planned Investment and Planned Maintenance 2017/18

11. Performance Information Report

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

HOUSING MANAGEMENT FORUM MEMBERS:

Councillors: K. Hamilton (Chairman)
D. Barlow
S. Blezard
D. Brook
J. Heath
W. McEwan
A. Thurlow
L. Williams

Tenant Reps: Mandy Anderson
Allan McIntosh
Mervyn Gray
Eddie Lynch

Substitutes: Two vacant positions

For queries regarding this agenda, please contact:

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HOUSING MANAGEMENT FORUM

Meeting: Thursday 14th September, 2017
at 2.00 p.m.

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

Tenant Representatives:- Mrs M. Anderson and Mr E. Lynch.

Officers Present:- Colin Garnett (Assistant Director - Housing), Paula Westwood (Democratic Services Officer - Member Support) and Katie Pepper (Democratic and Electoral Services Apprentice).

11 – Minutes

The Minutes of the meeting held on 15th June, 2017 were taken as read and confirmed.

12 – Apologies for Absence

Apologies for absence had been received from Tenant Representatives, Mr M. Gray and Mr A. McIntosh.

13 – Recharge Proposal: Amendment to the ‘Standard Repair Charge Pricelist’

The Assistant Director - Housing informed Members that at their meeting on 1st December 2011 they had agreed recommendations regarding the Rechargeable Policy, as follows:-

- Stricter management of Responsible Repairs which fell outside the responsibility of the Tenancy Agreement in order to reduce the overall volume and cost of repairs;
- Agreed the principles outlined in the Rechargeable Repair Policy proposal and recovery procedures from current and former Tenants and Leaseholders; and
- Agreed the transfer of the responsibility for Rechargeable Repairs from the Borough Treasurer's Department to Housing.

He explained that the aims and objectives of the Recharge Policy remained unchanged and that current Tenants take a responsible attitude towards the maintenance of their home through the payment of necessary repairs which were deemed as negligent or where deliberate damage had been caused and that Tenants or former Tenants were recharged for repairs required which were not fair wear and tear or due to damage.

He added that whilst the procedure for recovering monies owed by Tenants or former Tenants was well established, the Standard Repair Charge Pricelist had been based on prices submitted by Vinci Facilities and was now out of date. Since the original

price list had been agreed, a new Contractor was now in place and there had been changes to the Schedule of Rates cost to the Council for delivering repairs.

In light of the above, he had requested that Members agreed to the principle that future charges would be based on the actual cost of the Schedule of Rate item at the time of the repair being completed.

RECOMMENDED:- To agree the principle that future charges would be based on the actual cost of the Schedule of Rate item at the time of the repair being completed.

14 – Fire Safety

The Assistant Director - Housing reported that since the introduction of the Regulatory Reform Act - Fire Safety 2005, the Council in its role as a Landlord had the responsibility to ensure that appropriate action was taken to protect its Tenants from the event of a fire. He advised that risk assessments had been completed some 10 years ago and had been reviewed annually. The assessments had focused on three storey residential properties. He advised that from time to time various actions to improve safety for Residents had been identified including removing the opportunity for Residents to keep refuge in communal areas, linked heat and smoke detectors throughout three-storey blocks to ensure a fire in one location would ensure a warning to all Residents and the design of communal entrance doors.

He reported that following recent national events, Officers had considered the Council's approach to completing fire assessments. It was noted that there were 48 x three-storey and 75 x two-storey flats in the Council's Housing Stock. It was most likely; following the concerns about fire safety in high rise property, there would emerge over time further guidance and a review of Building Regulations suggesting changes to current practices. Whilst the Council did not have any properties over three storeys, he advised Members that it was appropriate for them to consider the issue in the context of the Council's own Housing Stock.

The Assistant Director - Housing had suggested it may be appropriate to consider a specialist adviser to work with the Council's Technical staff to review the Council's current position and complete new assessments. He had also highlighted the following:-

- Current assessments were for three-storey property only, perhaps that should be extended to two-storey with enclosed communal entrances;
- There were 21 shops under the management of the Housing Service, some had separate living accommodation above which were rented to an individual not linked to the occupier of the shop; and
- The Council had three operating Community Centres.

He advised that previously, Officers' views had been that the most significant risks related to three-storey properties. However, for the sake of completeness he recommended appointing a specialist adviser and including all of the properties listed above.

He advised Members that he was in the process of obtaining estimates for completing the assessments and expected the cost to be below £20k. No specific monies had been identified in the maintenance budget for that purpose but he suggested it would be possible to fund it from the existing agreed budget.

RECOMMENDED:-

1. To note the Council's approach to fire safety in the residential housing stock;
2. To agree actions to review Risk Assessments in residential flats with enclosed communal access and for Shops and Community Centres in the housing stock; and
3. To agree that the cost of such surveys be identified within the existing agreed maintenance budget.

15 – Management of Communal Entrances

The Assistant Director - Housing submitted a report highlighting to Members an issue in enclosed communal access routes in flats and requested them to consider an approach to dealing with the matter.

The issue specifically related to residential properties where access to such properties was via an enclosed communal entrance used by all Residents in the block.

He advised that following a complaint by a Resident to the Fire Service regarding mobility scooters being stored in communal entrances, a Fire Officer had visited the block in question with a member of the Technical Team. The Fire Officer had made it clear that the parking of such disability scooters was unacceptable to the Fire Service as they, can in themselves be a fire hazard because they are powered by a battery and secondly were a hazard should the particular block need to be evacuated.

He advised that following the visit, Housing Officers had carried out a one off survey of all blocks to establish the extent of the problem. From that survey it was evident that there were a number of instances where Tenants' or visitors' possessions were evident in communal stairwells.

Whilst complaint initially received related to mobility scooters, the survey had revealed an array of possessions from bikes to prams to Residents clearly trying to improve the appearance with plants and pieces of carpet.

He advised Members that it had been the Council's practice to tackle such problems in the past and that Residents had been regularly requested not to leave, for example bikes in such areas.

In light of the above, Members had been asked to acknowledge that Housing should adopt the approach that communal entrances should be kept clear and action should

be taken to remove such hazards. Members had been asked to consider the following approach:-

- The Council would publicise by directly targeting Residents in properties with enclosed communal entrances that they should be kept clear of any possessions;
- The Council would seek to identify Residents who did not follow the advice by visiting, looking at alternative arrangements and negotiating a solution;
- The Council would only use legal action as a very last resort should Residents not co-operate, which would most probably be an injunction in the first instance;

He added that of course the final option would be the least desirable, as should it be a mobility scooter, such actions could be interpreted as being heavy handed. With regards to that, the Assistant Director - Housing had advised Members that this report had been shared with the Barrow & District Disability Association and that as yet no formal written response had been received.

The Assistant Director - Housing had also requested Members to take the following points into consideration:-

- 1) The proposal was about reducing hazards for the benefit of all Residents in the block. However, the Resident with the disability scooter may be reliant upon it to enable them to get out and that approach may be distressing. However, for the safety of all, the issue needed to be tackled and the Council would adopt an approach that was as sensitive as possible in order to seek a solution;
- 2) Where Residents had plants or small pieces of carpet, they had previously been interpreted as them improving the appearance of the area over and above what the Council had done. Should such not deem to be a hazard to all Residents should an evacuation be required, at this time the Council would not focus on that issue but would review it after new Fire Risk Assessments had been completed; and
- 3) The Council had considered the option to provide storage for mobility scooters in particular. It was not clear that this could be a universal solution and secondly who would meet the cost. As the process of dealing with the matter progressed, the Council would consider the options with regard to this.

It was noted that with reference to the Tenancy Agreement, and the draft revised Agreement, both had provision to exclude such activities.

Members had been advised that the Council's current working arrangements did not allow for weekly visits to such blocks, but that the Mobile Caretaker Team and cleaning services carried out at the blocks periodically would ensure regular visits and reporting systems pertinent to the blocks.

RECOMMENDED:-

1. To acknowledge and agree the presence of Residents' belongings in communal routes was unacceptable;
2. To agree that no action would be taken at the current time to provide alternative storage arrangements for such possessions but that the position may be reviewed at a future date; and
3. To agree the approach of the Housing Service to adopt an approach of negotiation with Residents in order to resolve the problem but that in some instances resorting to legal action may be the only option.

16 – Planned Investment and Planned Maintenance 2017/18

The Assistant Director - Housing submitted information relating to the Planned Investment and Planned Maintenance Programme for 2017/18. The information is attached at **Appendix A** to these Minutes.

He advised that all of the major external works now had Contractors on site and that in respect of the window replacements, no progress had been made at present and the works may not be totally completed this year.

RESOLVED:- To note the information.

17 – Performance Information Report

The Assistant Director - Housing submitted information relating to the Housing Performance Indicators for 2017/2018 in comparison with previous years. The information is attached at **Appendix B** to these Minutes.

He advised that the transfer to Universal Credit had increased rent arrears as new claimants on Universal Credit had to wait six weeks in order to receive their first payment.

RESOLVED:- To note the information.

The meeting closed at 2.25 p.m.

PLANNED INVESTMENTS 2017/18

SCHEME	PROCUREMENT TYPE	AVAILABLE BUDGET	EXPEND. TO DATE	ESTIMATED START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	COMMENTS	Leasholders affected?
RE-ROOFING AND POINTING WORKS ROOSEGATE ESTATE PHASE 4	CUMBRIA HOUSING PARTNERS	£490,000	£225,452	1.4.2017	1.8.2017	DLP Roofing	100% COMPLETE Final account stage	No
WINDOW & DOOR REPLACEMENTS VARIOUS HOUSING AREAS	CUMBRIA HOUSING PARTNERS	£200,000	£0	1.4.2017	1.4.2018	TOP NOTCH	0% COMPLETE	No
WALNEY RENDER & DAMP PROOFING WORKS	CUMBRIA HOUSING PARTNERS	£234,000	£0	1.4.2017	1.4.2018	DLP Roofing	SCAFFOLDING ERECTED WORKS IMMINENT	Yes
DALTON CAVITY WALL TIE REPLACEMENTS	CUMBRIA HOUSING PARTNERS	£150,000	£0	1.4.2017	1.4.2018	DLP Roofing	SCAFFOLDING ERECTED WORKS ONGOING	No
GRAVEN PARK COURT RE-ROOFING	CUMBRIA HOUSING PARTNERS	£120,000	£759	1.10.2017	1.4.2018	DLP Roofing	DUE TO COMMENCE WORKS IN OCTOBER 2017	Yes
YEW TREE ESTATE RE-ROOFING	CUMBRIA HOUSING PARTNERS	£240,000	£0	1.10.2017	1.4.2018	DLP Roofing	DUE TO COMMENCE WORKS IN OCTOBER 2017	Yes
COMMUNAL ENTRANCE LIGHTING	CUMBRIA HOUSING PARTNERS	£40,000	£0	1.11.2016	1.4.2018	GEORGE JONES	DUE TO COMMENCE IN NOVEMBER 2017	Yes
COMMUNAL ENTRANCE PAINTING	CUMBRIA HOUSING PARTNERS	£10,000	£0	1.11.2017	1.4.2018	GEORGE JONES	DUE TO COMMENCE IN NOVEMBER 2017	Yes
GARAGE IMPROVEMENTS	CUMBRIA ROOFING	£75,000	£0	1.4.2017	1.4.2018	CUMBRIA ROOFING	GARAGE SITES IDENTIFIED WORKS DUE TO START OCTOBER 2017	No
REWIRES	CUMBRIA HOUSING PARTNERS	£306,000	£113,005	1.4.2017	1.4.2018	K WILSON	50% COMPLETE	No
BATHROOMS	CUMBRIA HOUSING PARTNERS	£126,000	£117	1.8.2017	1.4.2018	WRIGHT BUILD	PRE START SURVEYS IN PROGRESS	No
HEATING	CUMBRIA HOUSING PARTNERS	£420,000	£24,313	1.4.2017	1.4.2018	AFM GAS Ltd	10% COMPLETE	No
PAINTING	CUMBRIA HOUSING PARTNERS	£180,000	£17,595	1.4.2017	1.4.2018	G JONES	10% COMPLETE	Yes

HOUSING MAINTENANCE COMMITMENTS 2017/18

	Funding Available 2016-17	EXPENDITURE TO DATE	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£1,394,575	£203,039	£26,819	15%
Voids	£480,038	£85,098	£9,232	18%
Gas Servicing	£293,000	£76,708	£5,635	26%
Decoration Vouchers	£30,000	£8,051	£577	27%
Environmental Impmts	£25,000	£5,557	£ 481	22%
Disabled Adaptations	£250,000	£9,103	£ 4,808	4%
Electrical Testing	£81,000	£9,353	£1,558	12%
Door Entry Maintenance	£19,176	£5,324	£ 369	28%

HOUSING PERFORMANCE INDICATORS

Rent Arrears & Collection Dwellings (exc. Dispersed)	Actual 2015/16	Actual 2016/17	Apr-June 2017/18
£ Rent & Service Charges due (Including empty properties)	£11,416,157	£11,258,442	£2,951,021
£ rent loss due to empty dwellings (voids)	£149,667	£163,054	£37,030
£ Rent collected from Current Tenants	£11,267,074	£10,997,130	£2,698,975
£ Rent collected from Former Tenants	56,798	£85,881	£18,005
Total Rent collected as % of rent due	98.69%	97.70%	74.96%
£ Current Arrears	£360,453	£396,319	£461,177
£ Former Arrears	£230,070	£264,642	£259,731
Write Offs (Gross)	£105,959	£98,187	£18,116
Tenants evicted for rent arrears	17	25	3
£ Rent Arrears UC claimants	£36,011	£56,031	£76,003
Arrears & Collection - Other Properties			
£ Rent arrears Dispersed (Homeless)	£1,778	£3,375	£3,351
£ Rent arrears Garages	£2,294	£7,648	£9,157
£ Rent Arrears Shops	£5,028	£6,070	£5,717
£ rent loss due to empty Dispersed (Homeless)	£35,255	£30,663	£7,926
£ rent loss due to empty Garages	£1,308	£1,377	£286
£ rent loss due to empty Shops	£0	£18	£0
Void & Lettings (General Needs)			
Total Dwellings	2633	2603	2595
Total number of re-lets	254	248	63
% of re-lets accepted on first offer	62.2%	68.1%	60.3%
Number of re-lets that underwent Major Works	101	94	21
Average relet time in days (Standard)	38	12	15
Average re-let time in days (Major Works)	60	40	42
Average re-let time in days (all re-lets)	46	52	53
Number of units vacant and available for letting at period end	31	37	32
Number of units vacant but unavailable for letting at period end	12	5	10
No.Tenancies terminated	271	261	64
Tenancy Turnover %	10.3%	10.0%	2.5%
ASB			
Number of new anti-social behaviour cases reported	84	29	4
Number of closed successfully resolved ASB cases	1	25	6
Number of closed unresolved anti-social behaviour cases	66	1	0
Repairs & Maintenance			
Average number of calendar days taken to complete repairs	15	18	12
Percentage of repairs completed at first visit	96.4%	95.5%	95.5%
% all responsive repairs completed on time	86.7%	85.9%	90.5%
Number Repair Orders completed	10,290	6,190	989
Average Responsive repairs per property	3.9	2.4	0.4
Appointments kept as a percentage of appointments made	88.0%	82%	87.6%

Major Works & Cyclical Maintenance			
Percentage of dwellings with a gas safety certificate renewed by anniversary	100%	100%	100%
Percentage of homes that fail to meet the Decent Homes Standard	0.49%	0%	0%
*Average SAP rating of dwellings at end of year (based on RD SAP 9.83)	69.4	69.4	69.4
Homeless			
Homeless ave. days in temporary dispersed accommodation	70	77	38
Homeless ave. days in temporary B&B accommodation	22	62	3
Homeless Total Cases Closed	894	1099	128
Homeless Advice	227	492	81
Homeless Prevention	385	326	63
Homeless Successful Preventions	158	277	61
Eligible Homeless (Owed a full duty)	17	11	6
Staff satisfaction with employer			
	Actual 2015/16	Actual 2016/17	Apr-June 2017/18
Average permanent employee headcount	53	53	51
Number of leavers	3	0	2
Ave. working days lost / sickness absence	18.8	13.1	15.2
Customer contact & complaints			
The number of Stage 1 complaints upheld in the year	2	4	0
Percentage of complaints resolved at first contact	unavailable	unavailable	unavailable
Water Charge Collection			
Direct Debit payers	793	772	789
Successful applications for Support Tariffs	570	562	563
Housing Register			
Cumbria Choice Register	1242	1186	1206
Active Direct Applicants	1018	960	969
Active Transfer Applicants	224	226	237
Housing Stock			
Houses	1252	1223	1218
Flats	1213	1221	1221
Bungalows	156	156	156
General Needs Dwellings	2621	2600	2595
Dispersed	10	12	12
Homeless (Cold Weather Provision)	3	1	0
New Lives Project	2	2	2
Adelphi Court	12	12	12
Total Dwelling Stock	2648	2627	2621
Community Centres	5	5	5
Leaseholds	208	212	213
Garages	489	504	504
Shops	19	19	19
TOTAL PROPERTIES	3369	3367	3362

RTB Properties / Land (Values)			
Houses	£498,310	£1,170,025	£190,740
Flats	£0	£87,820	£13,500
Bungalows	£0	£0	£0
Land	£0	£0	£0
TL	£498,310	£1,257,845	£204,240
Satisfaction			
Percentage of tenants satisfied with the landlord's services overall	90%	90%	90%
Percentage of tenants satisfied with repairs and maintenance	91%	91%	91%
Percentage of tenants satisfied that their views are listened to	80%	80%	80%
Percentage of tenants satisfied with the quality of the home	91%	91%	91%
Percentage of residents satisfied with the neighbourhood	86%	86%	86%
Percentage of tenants satisfied that their rent provides VFM	88%	88%	88%
Percentage of tenants satisfied that their service charges provide value for money	83%	83%	83%

Relet & Terminations run from 1/4/17 to 31/3/18

HOUSING MANAGEMENT FORUM	(D) Agenda Item 6
Date of Meeting: 2 nd November 2017	
Reporting Officer: Colin Garnett, Assistant Director - Housing	
<p>Title: Housing Revenue Account Finances</p> <p>Summary and Conclusions:</p> <p>The HRA remains in a position that unless significant reductions in expenditure are agreed, will move into deficit by 2019/20. This Report provides an update on the work of the Housing Service Review Working Group (HSRWG) to consider options for reducing expenditure in the next two years, but is also tasked with considering future arrangements to maintain a balanced HRA. The Report provides options for possible reduction in expenditure for consideration and subsequent inclusion in the HRA budget preparations for 2018/19.</p> <p>Recommendations:</p> <p>Members are recommended to:</p> <ol style="list-style-type: none"> 1. agree the reductions proposed in this Report; 2. note the expenditure identified which will be considered by the Executive Committee; and 3. acknowledge the ongoing threats to the HRA and the continued approach of the HSRWG to develop a medium term Financial Plan. 	

Report

You will aware from previous information provided by the Director of Resources in the Council's financial position statement presented to Executive Committee in July, and reproduced to this Forum and Tenants' Forum, having completed further analysis of the loss of income, and possible increased costs, the HRA will be required to reduce expenditure by £500k over the next two years: £300k in 2018/19 and £200k in 2019/20 years.

In presenting this information, I would reiterate the £500k is based on a number of assumptions and should they change the reduction in expenditure required will correspondingly change, and secondly the £500k does not include any "future" proofing for the HRA, hence even when the £500k is identified a medium term plan is required for following years.

Over the last two financial years there has been a reduction in expenditure of c£300k and I would suggest further savings by implication will be more difficult and “visible” to tenants.

The HSRWG has met on two occasions over the last couple of months.

At the end of August the Local Government Association hosted an event to discuss the challenges to the Housing Service. Also present was the Deputy Leader of Liverpool City Council to assist in the conversation that was had.

For the purpose of feedback, I would suggest it was a “positive” meeting and focused on the short and medium term objectives of the group. As such there was recognition that reductions in expenditure has to be viewed in the context of the reduction in income which will require the Housing Service to change its business model. I would relay some of the comments captured at the event:

- “We know we have to be pragmatic and make difficult decisions in the future”
- “We would rather make tough decisions ourselves than stock transfer”
- “...the retention Policy outweighs the risk of other concerns : yes but we have some reservations about future funding”

In the short term this Report presents a number of options considered by the HSRWG for reduced expenditure for 2018/19. With regards the final comment above this will be a significant consideration for future meetings of the HSWRG:

Options for 2018/19

General Expenses	Original budget	Saving	Revised
Management training	£15,000	£5,000	£10,000
Equipment purchase	£15,000	£5,000	£10,000
Leave it Clean/Downsizing	£8,000	£3,000	£5,000
Good Tenant / Good Neighbour	£8,000	£3,000	£5,000
Grounds maintenance combined	£24,570	£9,000	£15,570
Newsletter	£11,000	£3,000	£8,000
Housemark - unsubscribe	£6,500	£6,500	£0
Incentive Scheme - remove	£2,500	£2,500	£0
Furniture budget (homeless props) - remove	£15,000	£15,000	£0
Area Improvements	£15,000	£5,000	£10,000
TOTAL	£120,570	£57,000	£63,570

Total proposed General savings: £57k

Establishment:

This Forum does not have delegation to make decisions over establishment matters so I am providing this for information, but will be subject to a further report to the Council's Executive Committee for decision.

In view of the financial situation, Officers have not looked to fill vacancies that have arisen over the summer months. We are now in a position of having five vacancies, one in Business Support and four Area Housing Officers.

Further consideration is required regarding the vacant post in Business Support, but Officers have been considering alternative service delivery arrangements within the Operations Team. Following discussion, there is now a plan to re-configure the Operations Team to consider not filling the four vacant Posts. This will not change the job requirements of the colleagues concerned, or the general concept of a "generic" officers but will require a clarification of focus with some concentrating on rent collection, estate management or lettings.

Potential savings. C£100k

Maintenance services

In previous discussions there has been some reluctance to consider reductions in Maintenance Budgets. However, at the LGA meeting referred to above there was recognition to continue with this view would become increasingly difficult. I would therefore request consideration to:

- Reduce routine expenditure to reflect a reduced Housing stock. Saving £7k
- Reduce expenditure on garage improvements from £75k to £20k , saving £55k*
- Reduce expenditure on fencing from £60k to £20k, saving £40k*
- Reduce Environmental Enhancement Budget from £25k to £20k saving £5k

*Will require a change in emphasis from previous approach to complete essential repairs only and suspend future planned schemes. In the case of fencing would continue with Probation arrangement.

Potential savings. £107k

Total potential savings identified: £264k

Clearly the potential savings will not meet the identified requirements for reduction in expenditure so will require further consideration by the HSWRG over the next month.

You have previously agreed to reduce the debt set aside required to meet debt repayments to a level which could be accommodated by the annual budget. There maybe an option for the set aside to be reduced further in 2019/20 and will be

considered by the Director of Resources further and I will keep the HSRWG informed on progress.

Secondly, from the introduction of the Homeless Reduction Act in April 2018 there will follow additional grant funding for its implementation, including the cost of providing temporary accommodation. At present the costs of the Homeless Service is shared with the General Fund but, depending on the grant received may enable some of the existing costs of homeless accommodation to be recovered and/or moved to the General Fund. Again, this is not a matter for this Forum's consideration but I will advise you on the progress of this matter by the Council in due course.

Finally I would add, the Housing Service is prudent in its management of the HRA. In short, we do not look to deliver full spend as a matter of course, but ensure any expenditure reflects the unavoidable in terms of establishment commitments and to deliver the Council priorities for investment.

During the current year, with particular reference to vacant posts which have occurred, I am confident the balances of the HRA will possibly increase by year-end. Such increases do not change the pressures on the HRA moving forward, but in discussion with the Director of Resources she will consider whether such resources can be ring-fenced to deal with any one-off costs that arise.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The reduction in expenditure will have an impact on service provisions. The items suggested have been considered as they have the least possible impact on the services provided to tenants.

(iii) Financial Implications

The options for reductions in income in this Report are £264k in total. If agreed, I will look to provide a draft budget for your next meeting which incorporates the changes.

Further adjustments may be required to the 2018/19 budget and following year which will be further discussed by the HSRWG.

(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

HOUSING MANAGEMENT FORUM	(D) Agenda Item 7
Date of Meeting: 2 nd November 2017	
Reporting Officer: Colin Garnett, Assistant Director - Housing	
<p>Title: Rent Collection Arrangements</p> <p>Summary and Conclusions:</p> <p>The purpose of this Report is to raise a number of questions regarding the Council's current arrangements for rent collection in particular the number of payable weeks in a year and the option of charging rent in advance.</p> <p>Recommendations:</p> <p>Members are recommended to:</p> <ol style="list-style-type: none"> 1) agree to the Council moving to a 52/53 week collection arrangement from the start of the next financial year subject to consultation with tenants; and 2) agree the Council investigate further the options and benefits for introducing rent payment in advance at the start of a new tenancy. 	

Background

The Council offers tenants a weekly tenancy, either as a Secure or an Introductory Tenancy. Rent payments are required weekly on a 48 week year basis.

This Report considers the option to move to a 52/53 week rent collection year.

I am prompted to look at this convention in light of future welfare benefit changes, but also to consider what are the benefits of continuing with current arrangements.

My motive is to simplify the administration of the rent collection process, to recognise how our operating environment is changing and put rents on a similar footing to those in other sectors.

Report

I understand the current 48 week arrangement was influenced by a number of factors including the holiday arrangements of the town's main employer who operated a fixed two-week annual holiday to enable tenants to have a non-

payable week at Christmas and year-end and to assist in the administration of the Rent Accounting process at year-end.

Over the years the non payable weeks were often referred to as "rent free". However, this is not correct as they were not "free" but rather "non-collectable". The annual rent remained the same so, on an annual basis, tenants paid a higher rent on payable weeks to cover the non-collectable weeks.

From an operational perspective, the motives for operating on a 48 week basis, now seem less clear and I would comment as follows:

1. The operation of the current arrangements does create additional administrative burdens to convert from the annual rent. With only a limited number of tenants moving to Universal Credit (UC) so far we have already experienced problems of operating a 48 week year in relation to the proposed four-weekly payment schedule for UC. A 52 week collection would remove this potential problem by simplifying the arrangements and avoiding a potential hurdle in the UC process.
2. With the introduction of the new CX IT system the administrative burden for year-end is reduced and non-payable weeks do not offer the Council any advantages.
3. Moving to a 52 week year would "artificially" reduce rents but would make it easier for potential tenants to compare the Council's rents with those of other sectors. The other major social housing provider in the Borough is Accent who already charge rents on a 52 week basis. The impact for tenants on this Council moving to 52 weeks is as follows (rent exclusive of service charges):

Property Type	Bedrooms	48 weeks	52 weeks
Ground-floor flat	1	£72.30	£66.74
Upper-floor flat	2	£78.93	£72.86
House mid-terr.	3	£95.67	£88.31
House semi-det.	3	£96.64	£89.21

4. The concept of weekly payments - whilst a preferred method to some - will most probably change over time along with a move to a more electronic system for receiving income and making payments rather than a cash-based system - the benefit system being an example of this.
5. There may be tenants who would prefer to retain the concept of non-collectable weeks for personal reasons. I would suggest to move to a 52 week year is a fundamental change in the delivery of services and would require tenants to be consulted.

On a secondary note, I am aware there are a number of social landlords who require rent in advance when a new tenant is signed up. The motive for this is

straight forward in terms of the process of ensuring the importance of paying rent is reinforced at the start of the tenancy.

Officers have considered the pros and cons for adopting such an approach but not reached a conclusion but would welcome your direction on whether it is something that should receive further consideration.

Summary

I would recommend Members agree to move to a 52/53 week payment year so that rent is payable every week of the year, for the ease of administration, to avoid possible hurdles with UC when rolled out to increased numbers of tenants and to ensure Council rents can be more easily compared with other sectors.

I would suggest this should be subject to a consultation through our next newsletter on the basis of going with the majority decision of returned responses.

Secondly, as part of the Council's approach to rent collection, and ensuring the importance of rent collection is re-enforced, it be agreed officers research and report back on the pros and cons of introducing a rent in advance arrangement.

(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

HOUSING MANAGEMENT FORUM	(D) Agenda Item 8
Date of Meeting: 2 nd November 2017	
Reporting Officer: Colin Garnett, Assistant Director - Housing	
<p>Title: United Utilities Contract for the Collection of Water Charges</p> <p>Summary and Conclusions:</p> <p>The five year Contract to collect Water Charges on behalf of United Utilities is coming to an end. The purpose of this Report is to consider whether the Council would like to continue the arrangement.</p> <p>Recommendations:</p> <p>Members' are recommended to agree to extend the contract for a further year.</p>	

I have recently met with representatives of United Utilities to discuss the options for moving forward.

The five year Contract to collect Water Charges on behalf United Utilities is coming to an end. The purpose of this Report is to consider whether the Council would like to continue the arrangement.

Report

The Council entered into an arrangement to collect water charges on behalf of United Utilities from 1st April 2013.

There were a number of positive benefits identified for both tenants and the Council to enter into this contract, including reduced charges to tenants in the form of a discount, the funding of a full time role to focus on financial inclusion, and to generate additional income and resources to the Housing Revenue Account.

In addition, it was recognised that the proposed changes in welfare benefits would be a challenge to those tenants who had no experience of paying rent and the collection of water charges provided the opportunity to fund a post to work with tenants to budget and set up bank accounts.

At the time of agreeing the contract I was aware there were many local authorities in the south who operated such arrangements with other utility

providers. I understand focusing on the North West there are arrangements in place with five housing providers including ourselves.

Financial Benefits

The gross charges for the housing stock are £820k.

The Council receives a fee from United Utilities for the collection service. This is based on a fee per property and a percentage of total sales, which represents a commission rate of approximately 23%.

For the current year the income to the HRA is £196k.

In practice I am unable to provide a conclusive answer to the net benefit to the HRA as the income should be set off against additional arrears as a result of water charges.

However, our current IT system does not make it practical to breakdown rent received against rent or service charges but treats the payment as one and therefore I cannot provide you with an accurate figure in terms of net financial benefit.

Delivery of the Contract

It is clear that majority of tenants do maintain their rent accounts in a satisfactory manner.

We have also provided additional help directly to 546 tenants.

However, we also experience some tenants, for whatever reason clearly object to the payment of the water charges and have debts which are increasing and appear to be directly as a result of water charges.

It has been our practice since the inception of the contract, no "possession action" would be taken against tenants where it was clear the rent arrears are only as a result of non-payment of water charges. In such instances we do liaise with the tenant, offer assistance with budgeting and we have previously applied for funding from the United Utilities Trust to clear debts through to taking action in the form of a money judgement order.

Whilst there were additional benefits to tenants from the Council collection charges, these benefits have reduced over time so for instance our ability to make applications to the Trust Fund to clear debts no longer exist. It is the case that other benefits are available to customers of United Utilities generally.

Options for the Future

1. Stop collecting Water Charges

Comment:

- In considering the options, I am concerned we are having to consider the matter at a time when the HRA is already under pressure to reduce expenditure which can be identified but also expecting further financial pressures with the introduction of full service for Universal Credit from next April.
- Despite the negative comments regarding non-payment above, I would suggest there remains a financial benefit to the service and tenants through the arrangement. I am not aware of any other options for increasing income to the HRA to help mitigate the identified reductions in income.
- The collection arrangements do pose a risk to the HRA and add complication to our procedures for pursuing non-payment of rent generally. For those tenants who have history of not paying the charge, clearly the debt is likely to increase with little option to reach a resolution.

2. Continue with the Contract

Comment:

- I have recently met with United Utilities to discuss our options. This included whether there was scope to vary the current arrangements to reduce the risks of non-payment to the Council, for example increasing the level of commission. Clearly such an arrangement has to have a benefit to both parties and I am advised it would not be possible for them to increase the commission and for the arrangement to be beneficial to them.
- I did discuss the current risks to the income of the HRA and the introduction of Universal Credit, the implications of which appear to pose further threats to income. As a compromise they have suggested they would be interested in extending for a "year" rather than the five year arrangement which is currently in place.

In summary therefore the options are either to end the arrangement, or continue on either a year basis or a five Contract as we have in place now.

(i) Legal Implications

Over the term of this arrangement, there have been challenges as to the legality of such arrangements and decisions have found against local authorities. However, the principle challenged was the base of such contracts which is not a matter concerning contracts in place with United Utilities.

(ii) Risk Assessment

Offering the collection service does represent a risk to the Housing Service, most notably in terms of outstanding debt on tenants' rent accounts. Our experience suggests whilst the majority of tenants do pay their full rent there are tenants for

whatever reason do not pay water charges which results in increasing debt on their accounts.

(iii) Financial Implications

The Council will receive a payment this year of £196k for the collection service. This will stop should the contract be ended and will result in loss of income to the HRA.

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

Background Papers

Nil

HOUSING MANAGEMENT FORUM	(D) Agenda Item 9
Date of Meeting: 2 nd November 2017	
Reporting Officer: Colin Garnett, Assistant Director - Housing	
<p>Title: Radon Gas</p> <p>Summary and Conclusions:</p> <p>The purpose of this report is to inform members of the need to undertake periodic testing of housing assets to ensure the risk from exposure to radon gas is mitigated.</p> <p>Recommendations:</p> <p>Members are asked to:</p> <ol style="list-style-type: none"> 1. acknowledge the progress made to date with regard to checking radon gas levels within the housing stock; 2. agree that Officers may proceed with the monitoring of medium to high risk properties in line with the process outlined in this report; and 3. agree to the additional cost required (£8347.50) to conclude the monitoring process. 	

Report

Officers have recently been contacted by Public Health England advising of the risk from exposure to radon gas and our duty under the 2004 Housing Act to provide a safe home for tenants. Public Health England further advise that radon gas is defined as a hazard under the Housing Health and Safety Rating System.

Background

Radon is a radioactive gas that comes from the rocks and soil found everywhere in the UK. It is not possible to see, smell or taste radon gas and as such special equipment is needed to detect it.

In general terms radon gas levels in the air we breathe outside is very low but can be higher inside buildings. The only way to know if a property has high radon levels is to have it tested.

The guidance received from Public Health England requires the Council to:

- **Check** – Which properties are located in a radon gas affected area
- **Measure** – The levels of radon gas present in “medium and high risk” properties
- **Action** – Reduce radon gas levels using a range of simple building improvements

The 2015 stock condition data presently contains information regarding the anticipated level of exposure to radon gas within the Council housing stock (stock numbers correct at 2015). A summary of the data is shown below;

Radon Zone Classifications

- 0-1 Low exposure 2,696 properties
- 5-10 Medium exposure 131 properties
- 10-30 High exposure 94 properties

In order to progress the management of radon gas further the Council is required to validate these figures against the data held by Public Health England using their “post code search” facility.

Progress to date

Check (Stage 1) - Officers wish to advise members that the post code search with Public Health England was completed in September 2017. The cost of the post code survey conducted by Public Health England was £220.62.

The report identified a total of 225 properties that are classified as “medium to high risk” of exposure to radon gas. All of the 225 properties are located in Dalton, Askam or Lindal.

Monitor (Stage 2) – Officers request agreement to proceed with purchasing suitable monitoring equipment for the 225 affected properties.

This will involve;

- Ensuring monitoring equipment is installed, collected and analysed for all Council Housing assets located in “Medium to High Risk” radon Affected Areas:
 - Detector No1 will be placed in the living area for a three-month observation period
 - Detector No 2 will be placed in a bedroom for a three-month observation period
- Ensuring test results are evaluated by Public Health England.

The estimated cost of the monitoring equipment and analysis by Public Health England is £8347.50.

Action (Stage 3) – The monitoring and evaluation process is expected to be completed early in 2018. Following a review of the test results Officers will report the findings back with a view to agreeing a suitable action plan for any identified remedial works. Where remedial works are required Officers will need to ensure:

- Appropriate remedial measures to reduce Radon Gas levels arising from the monitoring process is done so promptly and monitored in accordance with the guidance from Public Health England.

Remedial works will be required to all properties where Public Health England, classify the risk of exposure to radon gas on a property by property basis to be excessive. Where this is the case the Council may decide to implement one of the following measures:

- Installing a radon gas sump pump
- Installing a positive ventilation system
- Improving natural underfloor ventilation
- Installing active underfloor ventilation

Members should be aware that Officers may identify properties with cellars and basements (although this is very unlikely) where the risk from radon gas is significantly increased. Properties with a cellar or basement may require specialist advice to ensure risks from exposure to radon gas are fully mitigated.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation requires officers to ensure contractors risk assessments and method statements are suitable and sufficient for the work to be undertaken.

(iii) Financial Implications

The recommendation has some financial implications outlined in the body of the report.

(iv) Health and Safety Implications

The recommendation has potential health and safety implications for tenants, residents, surveyors and contractors undertaking remedial works.

(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 potential health and safety implications for tenants, residents, surveyors and contractors undertaking remedial works.

Background Papers

Nil

PLANNED INVESTMENTS 2017/18

SCHEME	PROCUREMENT TYPE	AVAILABLE BUDGET	EXPEND. TO DATE	ESTIMATED START DATE	ESTIMATED COMPL. DATE	CONTRACTOR	COMMENTS	Lease-holders affected?
RE-ROOFING & POINTING WORKS ROOSEGATE ESTATE PHASE 4	CUMBRIA HOUSING PARTNERS	£490,000	£356,853	1.4.2017	1.4.2018	DLP Roofing	100% COMPLETE	No
WINDOW & DOOR REPLACEMENTS VARIOUS HOUSING AREAS	CUMBRIA HOUSING PARTNERS	£200,000	£0	1.4.2017	1.4.2018	TOP NOTCH	0% COMPLETE (DISPUTE WITH CONTRACTOR)	No
WALNEY RENDER & DAMP PROOFING WORKS	CUMBRIA HOUSING PARTNERS	£234,000	£0	1.4.2017	1.4.2018	DLP Roofing	WORKS TO COMMENCE NOVEMBER 2017	No
DALTON CAVITY WALL TIE REPLACEMENTS	CUMBRIA HOUSING PARTNERS	£150,000	£188	1.4.2017	1.4.2018	DLP Roofing	80% COMPLETE AWAITING INVOICES FOR HANDOVER	No
CRAVEN PARK COURT RE-ROOFING	CUMBRIA HOUSING PARTNERS	£120,000	£759	1.10.2017	1.4.2018	DLP Roofing	DUE TO COMMENCE WORKS IN NOVEMBER 2017	Yes
YEW TREE ESTATE RE-ROOFING	CUMBRIA HOUSING PARTNERS	£240,000	£690	1.10.2017	1.4.2018	DLP Roofing	DUE TO COMMENCE WORKS IN NOVEMBER 2017	Yes
COMMUNAL ENTRANCE LIGHTING	CUMBRIA HOUSING PARTNERS	£40,000	£0	1.11.2016	1.4.2018	GEORGE JONES	DUE TO COMMENCE IN NOVEMBER 2017	Yes
COMMUNAL ENTRANCE PAINTING	CUMBRIA HOUSING PARTNERS	£10,000	£0	1.11.2017	1.4.2018	GEORGE JONES	DUE TO COMMENCE IN NOVEMBER 2017	Yes
GARAGE IMPROVEMENTS	CUMBRIA ROOFING	£75,000	£0	1.4.2017	1.4.2018	CUMBRIA ROOFING	GARAGE SITES IDENTIFIED WORKS DUE TO START JANUARY 2018	No
REWIRES	CUMBRIA HOUSING PARTNERS	£306,000	£175,901	1.4.2017	1.4.2018	K WILSON	60% COMPLETE	No
BATHROOMS	CUMBRIA HOUSING PARTNERS	£126,000	£312	1.8.2017	1.4.2018	WRIGHT BUILD	PRE START SURVEYS IN PROGRESS	No
HEATING	CUMBRIA HOUSING PARTNERS	£420,000	£161,874	1.4.2017	1.4.2018	AFM GAS Ltd	40% COMPLETE	No
PAINTING	CUMBRIA HOUSING PARTNERS	£180,000	£72,128	1.4.2017	1.4.2018	G JONES	40% COMPLETE	Yes

HOUSING MAINTENANCE COMMITMENTS 2017/18

	Funding Available	EXPENDITURE TO DATE	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£1,394,575	£ 474,226	£ 26,819	34%
Voids	£480,038	£ 158,961	£ 9,232	33%
Gas Servicing	£293,000	£ 117,201	£ 5,635	40%
Decoration Vouchers	£30,000	£ 10,664	£ 577	36%
Environmental Improvements	£25,000	£ 7,913	£ 481	32%
Disabled Adaptations	£250,000	£ 29,437	£ 4,808	12%
Electrical Testing	£81,000	£ 12,345	£ 1,558	15%
Door Entry Maintenance	£19,176	£ 14,416	£ 369	75%

HOUSING PERFORMANCE INDICATORS

Rent Arrears & Collection Dwellings (exc. Dispersed)	Actual 2015/16	Actual 2016/17	Apr-June 2017/18	Apr-Sept 2017/18
£ Rent & Service Charges due (Including empty properties)	£11,416,157	£11,258,442	£2,951,021	£5,430,966
£ rent loss due to empty dwellings (voids)	£149,667	£163,054	£37,030	£91,505.00
£ Rent collected from Current Tenants	£11,267,074	£10,997,130	£2,698,975	£5,425,105
£ Rent collected from Former Tenants	56,798	£85,881	£18,005	£36,337
Total Rent collected as % of rent due	98.69%	97.70%	74.96%	98.24%
£ Current Arrears	£360,453	£396,319	£461,177	£461,637
£ Former Arrears	£230,070	£264,642	£259,731	£527,472
Write Offs (Gross)	£105,959	£98,187	£18,116	£47,966
Tenants evicted for rent arrears	17	25	3	5
£ Rent Arrears UC claimants	£36,011	£56,031	£76,003	£80,586
Arrears & Collection - Other Properties				
£ Rent arrears Dispersed (Homeless)	£1,778	£3,375	£3,351	£2,608
£ Rent arrears Garages	£2,294	£7,648	£9,157	£9,322
£ Rent Arrears Shops	£5,028	£6,070	£5,717	£6,154
£ rent loss due to empty Dispersed (Homeless)	£35,255	£30,663	£7,926	£13,900
£ rent loss due to empty Garages	£1,308	£1,377	£286	£590
£ rent loss due to empty Shops	£0	£18	£0	£0
Void & Lettings (General Needs)				
Total Dwellings	2633	2603	2595	2590
Total number of re-lets	254	248	63	141
% of re-lets accepted on first offer	62.2%	68.1%	60.3%	66.7%
Number of re-lets that underwent Major Works	101	94	21	46
Average relet time in days (Standard)	38	42	46	45
Average re-let time in days (Major Works)	60	73	75	76
Average re-let time in days (all re-lets)	46	53	55	55
Number of units vacant and available for letting at period end	31	37	32	30
Number of units vacant but unavailable for letting at period end	12	5	10	11
No.Tenancies terminated	271	261	64	145
Tenancy Turnover %	10.3%	10.0%	2.5%	5.6%
ASB				
Number of new anti-social behaviour cases reported	84	29	4	12
Number of closed successfully resolved ASB cases	1	25	6	9
Number of closed unresolved anti-social behaviour cases	66	1	0	0
Repairs & Maintenance				
Average number of calendar days taken to complete repairs	15	18	12	17
Percentage of repairs completed at first visit	96.4%	95.5%	95.5%	94.2%
% all responsive repairs completed on time	86.7%	85.9%	90.5%	82.4
Number Repair Orders completed	10,290	6,190	989	2,328
Average Responsive repairs per property	3.9	2.4	0.4	0.9
Appointments kept as a percentage of appointments made	88.0%	82%	87.6%	84.9%

Major Works & Cyclical Maintenance				
Percentage of dwellings with a gas safety certificate renewed by anniversary	100%	100%	100%	100%
Percentage of homes that fail to meet the Decent Homes Standard	0.49%	0%	0%	0%
*Average SAP rating of dwellings at end of year (based on RD SAP 9.83)	69.4	69.4	69.4	69.4
Homeless				
Homeless ave. days in temporary dispersed accommodation	70	77	38	52
Homeless ave. days in temporary B&B accommodation	22	62	3	3
Homeless Total Cases Closed	894	1099	128	190
Homeless Advice	227	492	81	189
Homeless Prevention	385	326	63	96
Homeless Successful Preventions	158	277	61	92
Eligible Homeless (Owed a full duty)	17	11	6	9
Staff satisfaction with employer				
	Actual 2015/16	Actual 2016/17	Apr-June 2017/18	
Average permanent employee headcount	53	53	51	48
Number of leavers	3	0	2	3
Ave. working days lost / sickness absence	18.8	13.1	15.2	15.7
Customer contact & complaints				
The number of Stage 1 complaints upheld in the year	2	4	0	1
Percentage of complaints resolved at first contact	unavailable	unavailable	unavailable	unavailable
Water Charge Collection				
Direct Debit payers	793	772	789	800
Successful applications for Support Tariffs	570	562	563	546
Housing Register				
Cumbria Choice Register	1242	1186	1206	1142
Active Direct Applicants	1018	960	969	919
Active Transfer Applicants	224	226	237	223
Housing Stock				
Houses	1252	1223	1218	1213
Flats	1213	1221	1220	1220
Bungalows	156	156	156	156
General Needs Dwellings	2621	2600	2594	2589
Dispersed	10	12	12	12
Homeless (Cold Weather Provision)	3	1	0	0
New Lives Project	2	2	2	2
Adelphi Court	12	12	12	12
Total Dwelling Stock	2648	2627	2620	2615
Community Centres	5	5	5	5
Leaseholds	208	212	213	213
Garages	489	504	504	504
Shops	19	19	19	19
TOTAL PROPERTIES	3369	3367	3361	3356

RTB Properties / Land (Values)				
Houses	£498,310	£1,170,025	£190,740	£425,700
Flats	£0	£87,820	£13,500	£13,500
Bungalows	£0	£0	£0	£0
Land	£0	£0	£0	£0
TL	£498,310	£1,257,845	£204,240	£439,200
Satisfaction				
Percentage of tenants satisfied with the landlord's services overall	90%	90%	90%	90%
Percentage of tenants satisfied with repairs and maintenance	91%	91%	91%	91%
Percentage of tenants satisfied that their views are listened to	80%	80%	80%	80%
Percentage of tenants satisfied with the quality of the home	91%	91%	91%	91%
Percentage of residents satisfied with the neighbourhood	86%	86%	86%	86%
Percentage of tenants satisfied that their rent provides VFM	88%	88%	88%	88%
Percentage of tenants satisfied that their service charges provide value for money	83%	83%	83%	83%

Relet & Terminations run from 1/4/17 to 31/3/18