



HOUSING MANAGEMENT ADVISORY BOARD

To: Councillors Draycott, Jukes and Parton

Members: Mr A. Davis, Mrs T. Edwardes (Chair), Mr T. Jackson, Ms T. Riley (Vice-chair)
and Mr D. Wright

All other members of the Council
(For information)

You are requested to attend the meeting of the Housing Management Advisory Board to be held in Committee Room 1 - Council Offices on Wednesday, 12th September 2018 at 4.30 pm for the following business.

AGENDA

1. APOLOGIES
2. MINUTES OF THE PREVIOUS MEETING 3 - 13

To confirm the minutes of the meeting held on 6th June 2018.
3. DECLARATIONS OF INTEREST

All members will make a declaration at each meeting if they have an interest in any item of business on the agenda which would affect them more than tenants or residents of the ward(s) affected generally.
4. HOUSING REPAIR SERVICES - BREAKDOWN OF COMPLAINTS 14 - 16

A report of the Head of Landlord Services to update the Board on the breakdown of complaints during the last six month period.
5. HOUSING ADAPTATIONS POLICY 17 - 28

A report of the Head of Landlord Services inviting comment from the Board on the draft Housing Adaptations Policy.
6. ROLE OF BOARD IN BUDGET CONSULTATION AND MONITORING 29 - 31

A report of the Head of Landlord Services as requested by the Board at their

meeting on 6th June 2018.

7. MOBILISATION OF NEW DECENT HOMES CONTRACT - UPDATE 32 - 38

A report of the Head of Landlord Services to update the Board on the progress of the New Decent Homes Contract supplied by Fortem, as requested.

8. COMMUNAL CLEANING CONTRACT CONSULTATION - UPDATE 39 - 40

A report of the Head of Landlord Services to update the Board on the progress of the Communal Cleaning Contract Consultation, as requested.

9. QUESTIONS FROM MEMBERS OF THE BOARD

In accordance with the Board's decision members of the Board were asked in advance of this agenda being published whether they had any questions on matters within the remit of the Board that they wished to ask, for response at this meeting.

On this occasion Councillor Draycott asked the following:

- (i) Please could a further update be provided to the Board setting out the total number of disabled adaptation requests received to date, the detail of work to be completed and the likely completion dates?
- (ii) Please could an update be given on when the backlog of requests will be cleared?

10. WORK PROGRAMME 41 - 45

A report of the Head of Landlord Services to enable the Board to review and agree its Work Programme, together with meeting dates for 2018/19.

For information further meetings of the Board are scheduled as follows in 2018/19:

Wednesday 7th November 2018 at 4.30pm

Wednesday 16th January 2019 at 4.30pm

Wednesday 27th March 2019 at 4.30pm.

PERFORMANCE INFORMATION

To enable the Board to ask questions, if any, on the performance information pack sent out with the agenda for this meeting.

To be considered following the close of the formal meeting, if required.

HOUSING MANAGEMENT ADVISORY BOARD 6TH JUNE 2018

PRESENT: Mr A. Davis, Mrs T. Edwardes, Ms T. Riley and Mr D. Wright
Councillors Draycott, Jukes and Parton
Mr T. Jackson

I. Philp (Landlord Services Manager)
I. Allwyn (Group Accountant)

L. Strong (Democratic Services Officer)

1. ELECTION OF CHAIR AND VICE-CHAIR 2018/19

RESOLVED

1. that Mrs T. Edwardes be elected as Chair of the Board for the 2018/19 Council year;
2. that Ms T. Riley be elected as Vice-chair of the Board for the 2018/19 Council year.

2. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of the Board held on 9th May 2018 were confirmed as an accurate record.

Matters arising from the minutes:

- (i) The Board was due to receive an update on the mobilisation of the new Decent Homes contract at its next meeting (12th September 2018). **The Democratic Services Officer would add that to the Board's Work Programme, as it was not currently listed.** In addition, as it was some time until that next meeting, the **Landlord Services Manager would arrange for an update on the matter to be emailed to members of the Board at the end of July 2018**, to include information on the trials that had been undertaken. Members of the Board could let the Landlord Services Manager know if there was particular information they would like including in that email.
- (ii) In response to a question regarding Minute 37, Communal Cleaning Contract Consultation, the Landlord Services Manager outlined the current position. The Board had asked for an update to be submitted to its meeting on 12th September 2018. **The Democratic Services Officer would add that to the Board's Work Programme, as it was not currently listed.** The Board stated that it would like to see the draft consultation letter as soon as possible, the **Landlord Services Manager would arrange for that to be emailed to members of the Board, once available.**

- (iii) The Board briefly discussed the issue of storage of gas and propane cylinders. The matter would be featured in the July edition of the tenants' newsletter. In response to a question as to whether the officer carrying out inspections of communal areas (K. Henson) checked for inappropriate storage of such items in the external areas surrounding the accommodation, **the Landlord Services Manager considered that he did so, but would check that and confirm it to members of the Board.**

3. DECLARATIONS OF INTEREST

No declarations of interest were made.

4. LANDLORD SERVICES PERFORMANCE INDICATORS 2018/19

The Board received a report of the Head of Landlord Services setting out the Landlord Services Performance Indicators for 2018/19 (item 5 on the agenda). The report was presented by the Landlord Services Manager.

The following corrections to the report were stated. Page 2, section entitled "Tenant Satisfaction", first paragraph should commence "*Repairs satisfaction indicators (G, H and I -*" (rather than I, J and K), second paragraph should commence "*The decent homes indicators (J and K) are*" (rather than L and M).

Summary of discussion:

- (i) The targets set out remained stretching, but were based on a realistic level of achievable performance and took into account the more accurate performance data now available. Where targets had been changed, the report set out the reasons for that.
- (ii) Targets were reviewed mid-year.
- (iii) The performance data for 2017/18 was an amalgamation of that provided by the old and new recording systems. 2018/19 would provide more realistic and better quality data.
- (iv) The effect of 2017/18 budget underspends on the number of operatives working on repairs and, therefore, on repairs performance, was briefly discussed. It was important that the budgets provided were used. This issue was also raised in respect of a 2017/18 budget underspend on anti-social behaviour activity, it being confirmed that that service area was now at full establishment.
- (v) The Board had recently considered the measures being put in place to reduce the impact of the Welfare Reforms, including Universal Credit on rent collection and arrears.

- (vi) A view was expressed that lowering of targets, or setting targets in line with the performance of others, was not appropriate. A target of 100% for indicators J and K on page 3 of the report would have been preferred.
- (vii) It was important to work towards high targets, but what could realistically be achieved needed to be taken into account. Particular reference was made to it being unlikely that the Council could achieve 100% satisfaction in respect of anti-social behaviour activity as sometimes the outcome wanted by the tenant reporting the behaviour was simply not achievable in law. The importance of reporting and evidence in this area was highlighted.
- (viii) A view was expressed that the limitations of data needed to be kept in mind. Of most importance was ensuring that the Council's Decent Homes contractor performed better than the previous contractor and was monitored more stringently.
- (ix) How data was collected for the different indicators was briefly outlined.
- (x) The methods by which tenant satisfaction was surveyed were briefly discussed, including the difficulties involved, that a sample based approach was usually taken and how technology might assist that in the future.
- (xi) SAP rating referred to the energy efficiency of a property.
- (xii) The £400k projected increase in rent arrears referred to in the report and relating to Universal Credit being rolled out in Charnwood had been based on the experience of landlords elsewhere. The amount related only to those tenants expected to move onto Universal Credit in the period.

RESOLVED

1. that the Service Performance Indicators 2018/19 be noted;
2. that the Universal Credit performance information included in the Performance Information Pack sent out with the agenda for meetings of the Board sets out the pattern of performance for the period concerned (rather than a snapshot at the end of that period);
3. that the Landlord Services performance information included in the Performance Information Pack sent out with the agenda for meetings of the Board sets out (i) the numbers of respondents on which the tenant satisfaction percentage data is based; (ii) the timescales that apply to the different categories of responsive repairs; and (iii) the financial

amounts of rent arrears on which rent arrears percentage data is based;

4. that the Anti-social Behaviour performance information included in the Performance Information Pack sent out with the agenda for meetings of the Board sets out the numbers on which the percentage data is based.

Reasons

1. To acknowledge the Board's consideration of this matter.
 2. Such information would assist the Board in better understanding the trends being experienced.
 3. Such information would assist the Board in (i) assessing the extent to which the data was statistically viable; (ii) better understanding the timescales for repairs; and (iii) better understanding the amount of those arrears.
 4. Such information would assist the Board in better understanding the extent of this area of activity.
5. HOUSING REVENUE ACCOUNT (HRA) REVENUE AND CAPITAL OUTTURN 2017/18

The Board received a report of the Head of Finance and Property Services setting out the HRA Revenue and Capital Outturn 2017/18 (item 6 on the agenda). The report was presented by the Group Accountant.

Summary of discussion:

- (i) Explanation was provided in respect of the 2012 self-financing settlement, the resulting loans owed by the HRA and how the principal amounts would, in time, need to be refinanced or paid back. Most authorities had been part of the 2012 settlement.
- (ii) Underspends on the Tenant Bids budget and the Customer Engagement budget were briefly discussed, in particular how tenants were made aware of the funding and the requirements that needed to be met to secure it. Charnwood Housing Residents' Forum (CHRF) worked to promote involvement. A member of the Board expressed concern that funding would be lost in future years if underspends continued. **The Landlord Services Manager would both pursue the matter again through CHRF and include information on it in a future tenants' newsletter.**
- (iii) **The Democratic Services Officer would email to Councillor Parton as soon as possible details of where he could view HRA Revenue**

and Capital Outturn reports submitted to the Board in previous years, so that he could compare the position over that time.

- (iv) It was stated that the Board would be considering its role in respect of budget consultation and monitoring at its next meeting.
- (v) Write off of rent arrears was funded from rents income. A view was expressed that having to write off arrears was unacceptable as the funds could otherwise have been spent for the benefit of Council tenants. A strict approach to those not paying their rent was required. In response, it was stated that all efforts were made to collect rents and chase rent arrears, including those owed by former tenants. Further details of the approach taken and results achieved were outlined. The cost of continuing to chase arrears that were unlikely to be recovered had to be considered. The extent to which previous rent arrears could be taken into account when considering a new tenancy was also discussed.
- (vi) Universal Credit, in particular that payments would be made to the claimant (rather than the direct to the landlord as was usually the case with Housing Benefit) was briefly discussed. The Board noted that the landlord could apply for “managed payments” such that payment was made direct to it, if there was concern that rent arrears would result from payment to the claimant. General concern was expressed in relation to the difficulties Universal Credit might pose to some tenants, for example those with mental health issues. In addition to those staff whom would be directly assisting with Universal Credit issues, all Landlord Services staff were increasingly aware of the matter and how to refer those needing assistance on to the correct officers/services.

RESOLVED that the HRA Revenue and Capital Outturn 2017/18 be noted.

Reason

To acknowledge the Board’s consideration of this matter.

6. QUESTIONS FROM MEMBERS OF THE BOARD

In accordance with the Board’s decision at its meeting on 22nd March 2017 (HMAB Minute 24.1), members of the Board had been asked in advance of the agenda being published whether they had any questions on matters within the remit of the Board that they wished to ask, for response at this meeting. On this occasion, no questions had been submitted.

7. WORK PROGRAMME

The Board received a report of Head of Landlord Services to enable the Board to agree its Work Programme (item 8 on the agenda).

Members of the Board could identify matters that they considered required looking at over the next few meetings of the Board, including any already listed on the Work Programme but not yet scheduled. Officers present could provide advice as to whether items might be appropriately considered at the time proposed.

Summary of discussion:

- (i) The Government guidance awaited in relation to fixed term tenancies to enable the Tenancy Agreement to be revised had still not been received.
- (i) Reference was made to some tenancy agreements still referring to the former Charnwood Neighbourhood Housing.
- (iii) **The Landlord Services Manager would check the position in respect of the availability of a landline telephone number for tenants to contact the Decent Homes contractor and confirm that to members of the Board.** It was understood that only a mobile telephone number was currently available and the Board considered that to be unacceptable due to cost to the tenant (even if the initial call was only of short duration and the contractor then rang the tenant back). Also, some tenants were reluctant to ring mobile numbers.

RESOLVED

- 1. that the issue "Housing Capital Programme Monitoring", listed at the end of the Work Programme, be deleted;
- 2. that the Landlord Services Manager be asked to arrange a visit for all members of the Board to the offices of the new Decent Homes contractor;
- 3. that the Board's Work Programme be updated to reflect all decisions made above and earlier in the meeting.

Reasons

- 1. The Board had not considered the matter by way of specific report since October 2013 and now monitored the matter via the Outturn and Draft Budget reports it received in June and January each year respectively.
- 2. Such a visit would be of interest and use to members of the Board.
- 3. To ensure that the information in the Work Programme is up to date.

Notes:

1. An updated work programme for the Board following this meeting is appended to these minutes.
2. These minutes are subject to confirmation as a correct record at the next meeting of the Board on 12th September 2018.

HOUSING MANAGEMENT ADVISORY BOARD - WORK PROGRAMME

HOUSING MANAGEMENT ADVISORY BOARD - WORK PROGRAMME

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
SCHEDULED:			
Every Meeting	Work Programme		To review the Board's Work Programme.
Every Meeting	Questions from Members of the Board		Questions on matters within the remit of the Board (if any), for response at the meeting. Members will be asked in advance of the agenda being published for each meeting whether they have any such questions, for listing on the agenda.
Every Meeting	Performance Information Pack – Questions		See HMAB minute 14.4, 9th November 2016. To enable the Board to ask questions, if any, on the performance information pack* sent out with the agenda for the meeting. To be considered following close of formal meeting.
12th September 2018	Update on the Sheltered Housing Support Service	Head of Strategic and Private Sector Housing	As requested by the Board at its meeting on 9th May 2018. Date changed to accommodate report procedure.

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
12th September 2018	Housing Repair Services – Breakdown of Complaints	Head of Landlord Services	As per six-monthly update reports considered by the Performance Scrutiny Panel. Last submitted to Board 21st March 2018.
12th September 2018	Role of Board in Budget Consultation and Monitoring	Head of Landlord Services	Added to work programme 8th June 2016.
12th September 2018	Mobilisation of New Decent Homes Contract – Update	Head of Landlord Services	
12th September 2018	Communal Cleaning Contract Consultation - Update	Head of Landlord Services	
January 2019	2019/20 Draft Budgets (Revenue and Capital)	Head of Landlord Services	2018/19 Draft Budgets were not considered formally by the Board as meeting (17th January 2018) was incomplete. Annual Report.
June 2019	Election of Chair and Vice-chair		Annual Item.
June 2019	HRA Revenue and Capital Outturn (2018/19)	Head of Landlord Services	Annual Report.
TO BE SCHEDULED:			

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
To be scheduled	Review of HRA Business Plan	Head of Landlord Services	See HMAB minute 14.6, 9th November 2016. Cannot be reviewed until regulations to enable this have been received from the DCLG. Annual report.
To be scheduled	Housing Asset Management Strategy	Head of Landlord Services	Review of the update the Strategy.
To be scheduled	Housing and Planning Act 2016 - Update	Head of Landlord Services	Last considered by the Board on 17th February 2016. (Report on Pay to Stay and Flexible Tenancies provisions in Housing and Planning Act 2016 considered 9th November 2016). Awaiting Government Regulations.
To be scheduled	Review of Repairs Standards and Response Times for Repairs, following consultation with Tenants	Head of Landlord Services	Added to work programme 1st April 2015.
To be scheduled	Storage of Gas or Propane Cylinders (Clause 9.2.30 of the consultation draft of the Revised Tenancy Agreement for Secure, Introductory and Demoted Tenants)	Head of Landlord Services	Added to work programme 4th February 2015. Revised Tenancy Agreement is awaiting Government guidance.

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
To be scheduled	Service Area Delivery Plan	Head of Landlord Services	Added to work programme 13th August 2014.
To be scheduled	Housing Strategy	Head of Strategic and Private Sector Housing	Added to work programme 2nd April 2014.

Notes to Work Programme:

1. All reports must include an explanatory list of any acronyms used.
2. *Performance information pack will include (i) Decent Homes Contractor Performance; (ii) Landlord Services Performance; (iii) Compliance Performance (Fire Safety, etc.); (iv) Anti-social Behaviour (relating to Council's housing stock) Information; and (v) Universal Credit Performance Update.

HOUSING MANAGEMENT ADVISORY BOARD 12TH SEPTEMBER 2018

Report of the Head of Landlord Services Lead Member: Councillor Paul Mercer

ITEM 4 HOUSING REPAIR SERVICES – BREAKDOWN OF COMPLAINTS

1. Purpose of the Report

To consider the complaint trends for housing repairs and asset management. A summary of complaints received in 2017/18 can be found at Appendix 1.

2. Trends

2.1 Comparison with previous years:

Year	Total number of Repairs and Asset Management complaints (All stages) ¹
2012/13*	340
2013/14*	317
2014/15*	193
2015/16	420
2016/17	427
2017/18	390

**Information is not directly comparable due to the change in the Corporate Complaints procedure with the introduction of the informal stage (Stage 0). Data provided for information purposes only.*

In 2016/17 427 complaints were received. In 2017/18 390 complaints were received. This is a 8.7% reduction in the number of complaints received.

In 2016/17 78 compliments were received. In 2017/18 57 compliments were received. This is a 26.9% reduction in the number of compliments received.

In 2016/17 92.8% of complaints were responded to within timescales. In 2017/18 performance against response times improved and 96.75% of complaints were responded to within timescales.

2.2 Repairs

In 2016/17 194 repairs complaints were received. In 2017/18 240 complaints were received. This is a 23.7% increase in the number of repairs complaints received. However, compared to the previous year less complaints were

¹ The number of complaints detailed reflects stage 0,1 and 2 complaints. One complaint may pass through each stage therefore it will be counted three times.

escalated to stage 1 and 2 of the process, and less complaints were partially or fully upheld.

The in-house repairs team completed 14168 repairs in 2017/18. The overall complaint rate remains proportionately low with 1.69% of all repairs resulting in a complaint.

2.3 Asset Management (Decent Homes)

In 2016/17 234 asset management complaints were received. In 2017/18 150 asset complaints were received. This is a 35.9% reduction in the number of asset management complaints received. The programme of capital works in 2017/18 was smaller than in the previous year.

Appendix 1: Repairs and Asset Management Complaints Summary

Background Papers: None

Officer(s) to Contact: Peter Oliver
Head of Landlord Services
Tel: 01509 634952
Email: peter.oliver@charnwood.gov.uk

Appendix 1 - Repairs and Asset Management Complaints Summary

Stage 0

	2017/18	2016/17
Asset Management	123	187
Repairs	217	163

Stage 1

Team	Total number received		Upheld/partially upheld		Upheld/partially upheld %	
	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17
Asset Management	24	35	12	28	50.00%	80.00%
Repairs	20	26	12	19	60.00%	73.08%

Stage 2 (Investigated independently and responded to by the Corporate Development Officer)

Team	Total number received		Upheld/partially upheld		Upheld/partially upheld %	
	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17
Asset Management	3	12	0	6	0.00%	50.00%
Repairs	3	4	2	3	66.66%	75.00%

Complaint Reasons (upheld or partially upheld stage 1 & 2 complaints 2017/18 only)

Complaint reason	Total number	% of total complaints
Service Failure	14	28%
Service Delay	11	22%
Communication	5	10%
Procedure not followed		
Disagrees with policy	17	34%
Incorrect/insufficient information	1	2%
Incorrect action taken	1	2%
Staff attitude/behaviour		
Miscellaneous	1	2%
Total	50	100%

HOUSING MANAGEMENT ADVISORY BOARD 12TH SEPTEMBER 2018

Report of the Head of Landlord Services

ITEM 5 HOUSING ADAPTATIONS POLICY

Purpose of the report

To consider the draft Housing Adaptations Policy as attached.

Recommendation

The Board is asked to comment on the draft Policy.

Background

Some of the Council's tenants are vulnerable and may require minor or major adaptations work to their home to ensure that they can continue to live comfortably, safely and independently in their homes. In some circumstances properties may be adapted to meet the needs of prospective tenants. An adaptation is defined as the provision of fixed equipment and/or modification to the property or associated land.

The vast majority of adaptations are reactive and are undertaken following recommendations from occupational therapists.

This new policy sets out the circumstances in which properties may be adapted, the factors that will be taken in to account when an adaptation request is received, and the decision making and appeals processes.

Budgets

Adaptations to Council properties are funded through the Housing Revenue Account (HRA).

The HRA Business Plan 2014 identified £3.1m for adaptations for vulnerable tenants over 5 year period 2014-2018. Spend has broadly been in alignment with this, albeit most years the budget has been increased using underspends from other budgets.

Budget	Value (,000)
5 Year HRA Business Plan Amount	3100
Combined budgets (Major adaptations, Minor adaptations, Stair lifts)	2947
Spend actual (excluding 18/19)	2858
Spend predicted (estimate 18/19 at full value)	3493

Table 1 - HRA Business Plan Amount, Budgets and Spend

The below table shows original budget position by year compared to outturn position over the period 2014-2018/19

	(,000)					
	Major		Minor		Stair lifts	
	Original Budget	Spend	Original Budget	Spend	Original Budget	Spend
18/19	525*		60		50	
17/18	450	440	50	42	60	60
16/17	450	580	150	83	60	137
15/16	450	580	150	36	60	117
14/15	312	668	75	55	45	60
TOTAL	2187	2268	485	216	275	374

Table 2 - Original Budget compared to outturn (,000)

Major Adaptation Requests

The vast majority of budget spend is on major adaptations. The below table details approved major adaptation requests for 2017/18. The approved works do not correlate with the spend detailed at table 2 for the year 2017/18 as not all approved requests were delivered in the year.

Type of Major Adaptation	Quantity
Level access shower	69
Over bath shower	14
External works e.g. ramps, steps etc.	16
Bathroom alterations	13
Kitchen alterations	4
Internal alterations	8
Doors	4
First floor toilet	3
Electrical	1
Door entry	1

Table 3 - Approved adaptation requests 2017/18

The below table details rejected major adaptation requests for 2017/18.

Type of Major Adaptation	Quantity	Refusal Reason
Ramps	3	Not feasible
Hardstanding	3	Did not meet criteria - e.g. parking close by
Extensions	4	High cost and offers made of suitable alternative accommodation

Table 4 - Rejected major adaptation requests for 2017/18

Officer to contact:

Peter Oliver
Head of Landlord Services
Peter.oliver@charnwood.gov.uk
01509 634 952



Charnwood Borough Council

Adaptations Policy

**Draft Version 2.1
August 2018**

Created/Amended by	Date Reviewed	Detail of Amendment	Version
Created by Ian Philp, Landlord Services Manager	November 2017	First draft	1.0
Amended by Ian Philp	December 2017	General amendments and clarifications Consulted SMT (Landlord Services)	2.0
Amended by P Oliver Head of Landlord Services	August 2018	Amendments following consultation with Asset Management Team, Housing Needs Team, and Corporate Improvement and Policy Officer	2.1

1. Introduction

Some of the Council's tenants are vulnerable and may require minor or major adaptations work to their home to ensure that they can continue to live comfortably, safely and independently in their homes. In some circumstances properties may be adapted to meet the needs of prospective tenants. An adaptation is defined as the provision of fixed equipment and/or modification to the property or associated land.

This Policy is designed to assist and support those tenants through the assessment and carrying out of adaptations work in eligible cases.

Occupational Therapists (OT) carry out assessment of needs in tenants' homes. Leicestershire County Council (LCC) have statutory responsibility for OT assessments and perform this service for the Council's tenants.

Assessment for adaptations will take into account the needs of individuals and their carers/households.

There is a range of legislation in relation to the necessity for, and delivery of, aids and adaptations, but the main ones are:

- Equality Act 2010
- Housing Grants, Construction and Regeneration Act 1996
- Chronically Sick and Disabled Persons Act 1970
- Care Act 2014

Adaptations to Council homes are funded through the Housing Revenue Account. The budget for the Capital Programme for such works is determined on an annual basis and funds the following works:

- Minor adaptations

- Major adaptations
- Stair lifts

Council tenants are not eligible for assistance with Mandatory or Discretionary Grants through the Council's Private Sector Housing Grants Policy.

This Policy will be supported by clear operating procedures, standard forms and letters in order to achieve the objectives set out in Section 2.

2. Objectives of the Policy

The objectives of this Policy are:

- To support tenants and other permanent members of the household to live comfortably, safely and independently in their home.
- To ensure that tenants are aware of the options available to maintain and sustain independent living.
- To consider the needs of prospective tenants in the context of the Council's available housing stock and resources.
- To provide an accessible and cost effective adaptations service based on a fair and objective assessment of individual needs on a case by case basis.
- To support speed of decision making and minimise waiting times for adaptations work to be carried out.
- To make best use of the Council's housing stock and adaptation budgets.
- To give priority to adaptations work inside the home, and access and egress.
- To ensure the future proofing of the Council's stock.
- To ensure that appropriate technical consideration is given to recommendations for adaptations, and that statutory obligations in respect of building control and other relevant legislation are complied with.

3. Scope of the Policy

This Policy applies to all current tenants of Council-owned dwellings, and prospective tenants of the Council with a reasonable prospect of an offer of accommodation.

4. Policy Statement

There are two categories of Adaptations work: Minor and Major. This Policy covers both Minor and Major Adaptations work.

Minor Adaptations

This is generally works that cost below £500, and will be subject to an assessment and report from the OT at LCC.

Examples of minor adaptations are:

- Handrails at the front and/or rear entrance of the property
- An additional stair rail
- Grab rails
- Half steps
- Lever taps
- Key safes
- Fillet ramps (small internal timber ramp)

Major Adaptations

All other adaptations work costing £500 and over is classed as a major adaptation, and will only be carried out once a report has been received from the OT at LCC and after a subsequent decision has been made by the Council. Examples of major adaptations work are:

- Level access showers or other modifications to the bathroom
- Over the bath showers
- Major structural conversions
- Re-modelling of rooms and layout of the property
- Stair lifts/Vertical or Through floor lifts
- Concrete ramps for wheelchair use
- Shower screens
- Alterations to kitchen surfaces (i.e. lowering surfaces for wheelchair users)
- Installing patio doors in flats
- The widening of paths around the property
- Widening doors

Advice, Information and Support

Advice, information and support will be provided where tenants are considering what options are possible in relation to their individual circumstances.

Where tenant's request adaptations work, they will need to be referred to LCC for a full assessment. This can be done on a tenant's behalf by the Repairs and Investment Team or by the tenant directly contacting LCC.

Eligibility

Any Council tenant can apply for adaptations to their home either in person or via a member of their family, but it must be based on the LCC's eligibility criteria. The adaptation requested must meet the needs of the tenant or another permanent member of the household.

Assessment

The OT at LCC will contact the tenant to make arrangements to assess their requirements. This will be done in the tenant's home. Due to the nature of the works, if a joint visit is required by Repairs and Investment staff, this will be arranged.

Following the home visit, the OT will send an assessment report to the Council. This information will include a recommendation as to the works and materials required and an indication on the priority (i.e. urgent, ASAP, or standard).

The Repairs and Investment staff will be the key contact for tenants from this point onward.

Decision-making process

Minor Adaptations work of a standard nature will generally be approved and ordered if there is sufficient budget. Tenants successful in their application will be dealt with in date order within the priority recommended by the OT. Requests for Minor adaptations of a non-standard nature would generally require a survey by a Surveyor from CBC to assess feasibility for the works.

Major Adaptations work of a standard nature such as level access showers, over the bath showers, stair lifts, and ramps will generally be approved and ordered when they are received, subject to budget being available, and there not being any significant site complexities which would require a disproportionate level of resource to remedy.

Requests for Major adaptations of a non-standard nature would generally require a survey by a Surveyor from CBC to assess feasibility for the works.

Any decisions on Major Adaptations work, or where there is a case that requires more in-depth consideration, including, but not limited to those listed below will be referred for consideration by the Adaptations Review Panel.

- Major internal alterations/ external alterations
- Through floor lifts
- Hard-standings and dropped kerbs
- Adaptations with an estimated cost in excess of £7,000
- Adaptations with a non-standard design or concept

The Project Surveyor will present the case to the Adaptations Review Panel for consideration and decision.

The Adaptations Review Panel comprises:

- Repairs and Investment Manager
- Project Surveying Team Leader or Principal Officer - Investment and Programme Delivery
- Customer Liaison Officer
- Housing Needs Manager or Senior Allocations and Lettings Officer

The Council will generally not consider undertaking adaptations that meet the following criteria:

- The adaptation/s has an estimated cost in excess of £30,000.
- The adaptation involves the extension of a property.
- The property is of a non-traditional construction type and structural works are likely to be required e.g. installation of a through floor lift.
- The adaptation involves the installation of a level access shower at first floor accommodation where there is no existing lift.

While the circumstances of each case will be different in some aspects and will therefore have to be considered on the basis of individual need, the rationale for the decisions on major adaptations work will be based on the following considerations:

Tenant/Tenancy considerations

- The tenant's views and preferences
- The property to be adapted must be the main residence of the person who will benefit from the adaptations and likely to remain so in the foreseeable future.
- The current and likely future under or over occupancy of the property.
- Adaptations should address the immediate and longer term needs of the disabled person.
- If the tenants has moved from a property that would have been more suitable for their needs compared to the property and have deliberately worsened their circumstances.
- The type of tenancy held by the tenant: non-secure, introductory, secure tenancy.
- If there is an imminent risk of the tenancy ending i.e. through eviction or notice to quit.
- Any pending right to buy, transfer, or mutual exchange application

Property considerations

- The property type and its construction (such as prefabricated reinforced concrete properties).
- If the property is suitable for adaptation.
- If it is reasonable and practical to carry out adaptations.
- If space in the current property is being used to its maximum benefit
- If alterations can be made to the internal layout.
- The number of living rooms on the ground floor of the property.
- If the property has previously been adapted.
- If there are any existing adaptations to the property.
- If any existing adaptations can be recycled.

Other considerations

- If the works are supported (or not) by the OT.
- Where substantial work is recommended, the potential delays resulting from any planning and building regulations approvals and the design and completion of the works.
- The consideration of all other housing options.

- If there is another property empty that would be more suitable (rehousing option).
- Would the tenant and household have to be decanted on a temporary basis for the works to be completed (and, if so, is there suitable housing for the tenant to move to during the period of the works)?
- Full exploration of any viable alternatives.
- The budget available for adaptations work.
- The cost of the works.

The overriding principle in approving/refusing adaptations work will be that all options are explored to meet the specific needs of the tenant (and their household) requesting the adaptations work, including a transfer to more suitable housing particularly where this would prevent spending significant sums on major alterations to the existing home.

Post inspection of works

To ensure that adaptations work is carried out to the appropriate standards and to the satisfaction of the tenant, we will carry out:

- Post inspections on 100% of major adaptations work.
- Post inspection of 10% of minor adaptations work.
- After care visits by the contractor to the tenant on completion of the major adaptations work.
- Follow-up contact by the Customer Liaison Officer after 4 weeks from the completion of major works to complete a customer satisfaction survey and to check that there are no issues with adaptations work.

Procurement of works

All adaptations works will be procured in line with the current relevant Corporate, Financial and European Union Regulations and Requirements applicable at the time of processing the applications. Contract Procedure Rules will be adhered to unless it can be demonstrated that an exemption is required.

The current approach is:

- Stair lifts are completed by a specialist contractor.
- Other major adaptations work is carried out by the decent homes contractor.
- Minor adaptations work is carried out by the in-house Repairs service.

Complaints and Appeals Process

The priority given to tenants seeking an adaptation cannot be appealed against because it is based on the professional opinion of the OT.

Decisions on whether adaptations work is approved can be appealed through the Council's Complaints Scheme. Complaints will in the first instance be considered by

the Surveyor at Stage 0, and the Principal Officer - Investment and Programme Delivery at Stage 1.

If the decision to refuse the adaptations work is upheld at Stage 1 and the tenant wants to escalate the complaint, it will be referred to Stage 2 of the Complaints Policy for Corporate review.

In cases where the Adaptations Review Panel have already reviewed and made a decision on any requests for Major Adaptations work, the decision will be reviewed at Stage 1 of the Complaints Policy by the Head of Landlord Services. If the decision to refuse the adaptations work is upheld at Stage 1, and the tenant wants to escalate the complaint, it will be referred to Stage 2 of the Complaints Policy for Corporate review.

5. Performance monitoring, target setting and reporting

We will monitor performance using the following performance indicators:

- Satisfaction with the adaptations service
- Average waiting time for a decision on an adaptation request (from receipt of recommendation)
- Average time to carry out minor adaptations (following order of works)
- Average waiting time for major adaptations (following order of works)
- Average time to carry out minor adaptations (from receipt of recommendation)
- Average waiting time for major adaptations (from receipt of recommendation)
- % of minor adaptations completed within target
- % of major adaptations completed within target

Annual targets will be set on a team and individual basis.

We will report performance against the targets to the Landlord Services Senior Management Team for monitoring and review purposes.

We will compare our performance with that of other organisations, and we will seek to identify and implement good practice.

Equalities data will be captured for applications that are refused.

6. Multi-agency and team working

Meeting the needs of our tenants and helping them to live comfortably, safely and independently in their home will only be successfully implemented if there are effective relationships with other teams and agencies. We will strive to foster and nurture excellent relationships with such teams and organisations that include (but are not limited to):

- OT
- Adult and Children's Social Care
- Tenancy management and support teams
- Housing Needs Team

- Building Control and Planning
- External support agencies such as the Bridge, Citizens Advice Bureau

7. Training and development

In order to achieve the objectives of this Policy, staff must be suitably trained in this Policy and accompanying procedures. This will be achieved by a variety of methods including induction training for new employees, job shadowing, internal briefings on matters such as legislative changes, and internal and external refresher training.

Tenants will be made aware of this Policy using the Council's website, social media, tenants' newsletter and information leaflets.

8. Review of the Policy

This Policy will be reviewed every four years or at an earlier period if there are legislative, regulatory or corporate policy changes.

9. Responsibility and accountability

Responsibility for this Policy and any associated procedures lies with the Head of Landlord Services.

10. Other Policies

The following policies need to be taken into consideration in respect of this Policy:

- Equality Strategy 2016-20
- Choice Based Lettings Housing Allocations Policy
- Complaints Policy

HOUSING MANAGEMENT ADVISORY BOARD 12TH SEPTEMBER 2018

Report of the Head of Landlord Services

ITEM 6 ROLE OF BOARD IN BUDGET CONSULTATION AND MONITORING

Purpose of the report

To enable members of the Board to consider the Board's role in budget setting and monitoring.

Action requested

The Board is asked to:

- a) Advise on how it wishes to be consulted on the budgets for 2019/20.
- b) Advise on any initiatives/ priorities it wishes to see budgeted for in 2019/20.
- c) Comment on the proposed addition to the work plan of a budget consultation report at its meeting on 7 November 2018.
- d) Advise on what, if any, additional financial information is required to support the Board in monitoring HRA budgets.

Background

Annual Budget Setting Process

Each year the Council sets budgets for the following year. An indication of the process and the timescales for the key events that drive the process are set out in the below table:

Event	Description
Cabinet Meeting 13 December 2018	A report is taken to Cabinet to: <ul style="list-style-type: none"> • Advise members of the projected base budget position for 2019/20. • Review the savings and growth proposals put forward for the year 2019/20, and to begin a period of consultation.
Cabinet 14 February 2019	This report sets out the proposed General Fund and Housing Revenue Account (HRA) Revenue Budgets for 2019/20, which together represent the financial spending plans for all services of the Council.

	The report also presents the proposals to increase rent and service charges within the Housing Revenue Account.
Council 25 February 2019	The report sets out the recommendations of the Cabinet regarding the proposed General Fund and HRA Revenue Budgets for 2019/20. These budgets represent the financial spending plans for all services of the Council and it is a legal requirement to set a balanced budget each financial year. The report also includes the original budget for the Housing Revenue Account together with changes to rent and service charges.

Internal Budget Setting Process

In order to arrive at a draft budget position that can be presented to Cabinet in December 2018, over September and October it is expected that Heads of Service will submit any pressures and savings they are aware of for the forthcoming year. It is likely that pressures greater than £10,000 will require the production of a business case.

The pressures, savings and business cases are then reviewed by Directors and Heads of Service to determine whether these can be covered within the overall HRA budget and whether the business cases appear reasonable. The finalised pressures and savings, along with the business cases and supplementary information, are then reviewed by the Senior Management Team, and the draft budget is produced.

Housing Management Advisory Board Timetable and Consultation

Given that the draft budget report is due to go to Cabinet in December 2018, it is recommended that the Board receive a budget consultation report in November 2018. The limitation of this approach is that the exact amount of available money for the future year will not be known as this is identified after December 2018. However, it will enable the Board to consider pressures, savings, and priorities before the draft budget report goes to Cabinet.

Proposed areas for consultation

The areas that it is proposed the Board will be consulted on are as follows:

- Board priorities
- Any tenant priorities not reflected in the draft budget
- Capital investment priorities
- Service pressures and savings

Information will also be presented to the Board on the setting of charges for:

- Garage rents
- Shop rents
- Leasehold management and administration charges
- Lifeline and sheltered accommodation charges

It is expected that advice will be obtained from the District Valuer on Garage and Shop rent increases. Sheltered accommodation charges are generally based on the recovery of anticipated spend (with adjustments for prior year spend).

Budget Monitoring

The Board currently receives a detailed revenue and capital outturn report on an annual basis. The Board is asked to consider what, if any, additional financial information is required to support the Board in monitoring HRA budgets

Officer to contact:

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HOUSING MANAGEMENT ADVISORY BOARD 12TH SEPTEMBER 2018

Report of the Head of Landlord Services

ITEM 7 NEW DECENT HOMES CONTRACT MOBILISATION UPDATE

Purpose of Report

To provide information to the Board on the mobilisation of the new decent homes contract.

Recommendation

The Board is asked to note the mobilisation update.

Background

Since February 2018 the Council and Fortem Solutions Limited have been working together to ensure that suitable arrangements are in place to enable delivery of works in tenants' homes.

Mobilisation meetings are taking place on a weekly basis between the Council and Fortem, and this will continue until all work streams are in place and performance is at an acceptable level.

Project Progress Summary

Milestones since the Board were last updated are as follows:

- A contract management training and away day for Surveyors from the Council and Fortem was completed on 30th May 18.
- The first tenanted kitchen has been completed and handed over. This work enabled the Council and Fortem to agree quality standards.
- Fortem have provided a spend forecast which estimates current spend in year 1 (2018/19) works to be £3.85m against the estimated invitation to tender value of £3.89m.

Delivery of Works

Delivery has commenced on site. At 26 July 2018 the position was as follows:

Work type	Status			Comment
	Opened	Complete	Work in progress	
Major adaptations	17	5	12	Work programme temporarily paused to ensure that existing works are completed to quality standards.
Bathrooms	14	8	4	Work programme temporarily paused to ensure that existing works are completed to quality standards.
Kitchens	14	3	11	Work programme temporarily paused to ensure that existing works are completed to quality standards.
Fixed wire testing	111	111	-	Follow on works to be programmed.
Heating upgrades	-	-	42	42 awaiting handover. 60 refusals / no access. Replacement will be identified from the programme.
Roofing	-	-	-	Programme to commence mid-August 2018
Door replacement	-	-	-	Surveys undertaken. Programme currently under review - to accommodate backlog of works from the previous year.
Painting	-	-	-	New sub-contractor being sought by Fortem.
Communal area refurbishments	-	-	-	Survey undertaken and specification produced. New sub-contractor being sought by Fortem.
External works	-	-	-	Programme being scoped for remedial footpath works (and other improvements) at Staveley Court and the Bell Foundry estate.

Communications

A suite of letters and information for tenants has been agreed. Following feedback from members of the Housing management Advisory Board and the Charnwood Housing Residents Forum, Fortem are now developing a *Customer Experience Innovation Programme*. As well as higher quality paper documentation for tenants, Fortem will develop a series of digital products to allow customers to easily access information online. To inform this process Fortem are due to deliver a workshop with customers at Aingarth where kitchens are currently being installed. The aim of the workshop is to seek tenant views on their experiences with Fortem and for improvements to be identified.

The *Customer Experience Innovation Programme* and the timetable for implementation is summarised below:

Programme Element	Summary Description	Timetable for Implementation
My Customer, My Responsibility	Personal commitments to the customer for each member of the Fortem team	July 2018
Introduction to Fortem	Professional and upbeat customer information. Digitalised for those who want it.	August 2018
Resident Handbook	Professional and upbeat customer information. Digitalised for those who want it.	September 2018
In home digital information	Tags in the home that can be scanned with a smart phone and link to customer information.	September 2018
Refer it Knowledge Capture	App that enables operatives to capture and refer onwards issues identified on site.	October 2018
Aftercare hints and tips	Pictorial self-help tutorials	October 2018
Improvement work induction videos	High quality improvement work induction videos	November 2018

Full digital journey	Paperless customer experience and an update to the Council	December 2018

A visit for members of the Board to Fortem’s offices and to a tenanted property where the kitchen has been replaced is scheduled for Wednesday 15th August 2018.

Social Value

Fortem’s July 2018 update on their social value promises to the Council can be found at appendix 1.

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Appendix 1 – Fortem Social Value Plan - July 2018 Update

Work Experience and School Engagement	
WORK EXPERIENCE PLACEMENTS - 20 LOCAL PEOPLE PER ANNUM	Rebecca Wallis visited Charnwood College however no one was available to discuss our Pathways programme. Rebecca has followed this up with a 2nd email but no response has been received. Rebecca will follow this lead up in September. Rebecca and Jane attended a meeting with Sally and the community team - the team offered to visit local community groups to introduce Fortem - Rebecca has not yet received an invite for this visit. 2 applications for work experience have been received and the local site team have been asked to book in these placements.
ADOPT A SCHOOL - 1 PER YEAR - 4 SPECIFIC EVENTS TO TARGET 120 STUDENTS	We will look to adopt Charnwood college following the meeting with the Council's Customer Engagement Team, they feel this college has the highest number of Charnwood customers. Charnwood College are currently in special measures.
Community Projects	
COMMUNITY PROJECTS - 20 LOCAL PROJECTS PER ANNUM	There has been one helping hands day during June. At the meeting with Council's Customer Engagement Team it was agreed that their team would arrange joint visits to the local community centres which include MTC, Warwick Way Community Centre, Longcliffe Community Centre for example to introduce Fortem to enable us to identify local projects for local people.
MAJOR JOINT COMMUNITY PROJECT - 1 PER ANNUM - INVOLVE 20 RESIDENTS , 10 FORTEM VOLUNTEERS TO BENEFIT 500 LOCAL PEOPLE	Following on from the meeting with the Council's Customer Engagement Team we are currently waiting for the rejected tenant bids.
ESTATE IMPROVEMENT SCHEMES - JUNE & SEPTEMBER - 2 EVENTS PER YEAR TO IMPROVE THE LOCAL ENVIRONMENT - C.200	Awaiting feedback around Estate Improvement Schemes. Emily confirmed she would speak with the relevant team and come back to me however they did say there is a plot of land at Thorpe Acre (near some shops) which needs a clean-up - it's a bit of a dumping ground and over grown, they said this would be a perfect project and would really help the local area. The local TARA Jane Bush is the contact for this area. This area also takes part in Loughborough in Bloom (opposite side to this dumping ground)
ENERGY EFFICIENCY EVENT - RESIDENTS AT RISK OF FUEL POVERTY - JANUARY AND NOVEMBER - 100 PEOPLE PER EVENT	The team will attend the Tenant Networking Event at Loughborough Town Hall on the 27th September 2018
Tenant Training Opportunities	
DIY TRAINING - free class at local college - CHARNWOOD CUSTOMERS X 20 PER EVENT - FEBRUARY AND OCTOBER	At our meeting with the Council's Customer Engagement Team we talked about the DIY sessions – we explained we had an idea to do some trade tasters at St Pauls. We suggested taking some tenants (identified by the local community groups) to Charnwood College, if we can get them on board.
DIGITAL INCLUSION - MAY & OCTOBER (TBC) - 50 LOCAL PEOPLE PER EVENT	Rebecca will attend the Senior Citizens meeting on 25th July to discuss Smart4Life and digital sessions.

SPARE SEAT INITIATIVE - AS AND WHEN PLACES BECOME AVAILABLE	
Other	
DEMENTIA FRIENDS - BY JUNE 2018 - ALL STAFF AND TRADES - ALL FORTEM STAFF AND SUPPLY CHAIN TO SIGN UP TO DEMENTIA FRIENDS	Jane confirmed that all staff and trades are now Dementia Friends.
BEFRIENDING SCHEME - 10 ELDERLEY RESIDENTS TO BE SUPPORTED PER ANNUM	Sally has identified 6 local residents however would like a plan of what we propose for this scheme. Sally will then make contact with the residents to check if they want to take part in this scheme.
FOODBANK PARTNERSHIP - DECEMBER - 50 USERS	Chloe Cripps Management Trainee has made contact with PACE to offer our support through #OperationChristmas. The team will donate food as part of this national initiative.
SUPPORT LOCAL CHARITY - ONGOING THROUGHOUT THE YEAR	We will support PACE (as above) during 2018.
YOUNG CARERS RESPITE DAY - FUNDING AND VOLUNTEERING TO SUPPORT A DAY OUT TO GIVE RESPITE FROM CARING RESPONSIBILITIES - JULY - 20 YOUNG CARERS PER ANNUM	Chloe Cripps has begun doing research on local charities that support young carers. Once a group has been identified this will allow us to plan activities.
Employment	
APPRENTICES - MINIMUM OF 3 - 1 EMPLOYED AT GO LIVE, ALL 3 EMPLOYED WITHIN 6 MONTHS OF GO LIVE - NO GAPS BETWEEN ONE LEAVING AND ANOTHER STARTING	We have employed 1 Apprentice at "Go Live"
MANAGEMENT TRAINEE - 1 EMPLOYED BY SEPTEMBER 2018	Update to follow
CREATE 4 NEW JOBS - POTENTIALLY 4 NEW JOBS TO BE CREATED BY THE CONTRACT (SUBJECT TO MORE TUPE DETAILS) - TO BE EMPLOYED APRIL 2018 -	4 new jobs have been created from this contract: Danielle Armstrong (Office Assistant), Jane Bradley (Customer Liaison Officer), Steve Franks (Site Manager) Liam Riley (Assistant Site Manager)
MEET THE BUYER - TO PROMOTE FORTEM OPPORTUNITIES AND BUILD RELATIONS WITH LOCAL BUSINESSES - SEPTEMBER - CHARNWOOD BUSINESSES, ESPECIALLY SME'S AND SOCIAL ENTERPRISES - 25 BUSINESSES PER EVENT	Update to follow

<p>SOCIAL ENTERPRISE SUPPORT - PROVIDE FREE/SUBSIDISED ACCREDITATION TRAINING (E.G. PASMA, CHAS SMSTS) USE OF LOCAL SMALL CATERING COMPANY FOR EVENTS/MEETINGS - ONGOING THROUGHOUT THE YEAR - 10 TRAINING PLACES AVAILABLE A YEAR, 1 X CATERING BUSINESS</p>	<p>Update to follow</p>
<p>MANAGEMENT TRAINEE CHALLENGE - COMMITTED THAT ONE OF THEIR PROJECTS OVER THE CONTRACT TERM SUPPORTS CBC AND THEIR RESIDENTS</p>	<p>Charnwood didn't take part in Plastic Fantastic. The trainees did contact the Council but no suitable areas was undertaken for the litter pick. This was raised with the Customer Engagement Team who will look into this.</p>
<p>SUPPLY CHAIN DELIVERING WORK EXPERIENCE AND APPRENTICESHIP COMMITMENTS - WITHIN 6 MONTHS OF GO LIVE</p>	<p>Matthews and Tannert [our sub-contractor] have begun taking on work experience students.</p>
<p>ALL APPRENTICES SECURE A PERMANENT JOB ON COMPLETION OF THEIR TRAINING - WILL DEPEND ON LENGTH OF APPRENTICESHIP (1-4 YEARS)</p>	<p>Not due</p>

HOUSING MANAGEMENT ADVISORY BOARD 12TH SEPTEMBER 2018

Report of the Head of Landlord Services

ITEM 8 COMMUNAL CLEANING CONTRACT CONSULTATION UPDATE

Purpose of the report

To update members of the Board on the progress of the communal cleaning consultation.

Action requested

The Board is asked to note the progress to date and the current position.

Background

At its meeting on 09 May 2018 the Board received a report of the Head of Landlord Services to consider a proposal to consult tenants and leaseholders on the introduction of a communal cleaning service at blocks of Council owned general needs residential accommodation (item 5 on the agenda).

Summary of discussion:

(i) The Board was advised that there was a statutory duty to consult tenants as the communal cleaning would be large change to their current tenancy agreement. The consultation was also a chance for tenants to give their opinions on how often the areas should be cleaned and what they felt about the price proposed.

(ii) The Board received indicative costs for the communal cleaning based on the frequency of how often the areas would be cleaned. It was highlighted that the costs could be claimed back via Housing Benefit and Universal Credit, subject to the individual being eligible.

(iii) The Board felt that the cleaning of communal areas was of prime importance to tenants and needed to be implemented immediately. They welcomed the report and the consultation.

It was resolved that the proposal within the report be agreed and the consultation start as soon as possible. The Board also wished to receive an update at their September meeting.

The Board made a number of comments in relation to the specifications for the work, enquiring as follows:

- a) Whether there needed to be an initial one off deep clean to get the communal areas up to a decent standard.

- b) That there be a minor amend to the specification to reflect that walls are cleaned to a height of seven feet rather than five.

Current position

The framework provider has also been queried in relation to the boards' comments at A and B (above) and whether there are any pricing implications arising.

The framework provider (specialist procurement organisation) has also been asked to check that the pricing previously presented to the Board reflected the current position. This is so that tenants are provided with the best possible estimate of cost.

A list of affected properties for consultation has been produced.

The consultation documentation has been prepared, and members of the Board have had sight of this.

Next steps

Pending receipt of the pricing confirmation from the framework provider, it is expected that the consultation will be issued in November 2018.

As previously outlined, the format of the consultation will be as follows:

- We will write to all tenants affected and offer them the chance to give their views online, by email or via a paper survey if requested.
- We will inform all 52 members and ensure information is available on the Council website.
- A period of 28 days will be provided for responses.
- Our Customer Engagement Team will support the consultation and encourage tenants in the blocks to complete the survey.

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HOUSING MANAGEMENT ADVISORY BOARD – 12TH SEPTEMBER 2018

Report of the Head of Landlord Services

ITEM 10

WORK PROGRAMME

Purpose of the Report

To enable the Board to agree its Work Programme. The current Work Programme, appended, sets out the position following the last meeting of the Board on 6th June 2018.

Recommendations

1. To agree that the Board's Work Programme be updated in accordance with the decisions taken during consideration of this item and any further decisions taken during the course of the meeting.

Reasons

1. To ensure that the information contained within the Work Programme is up to date.

For information, further meetings of the Board are scheduled as follows in 2018/19:

7th November 2018 at 4.30pm

16th January 2019 at 4.30pm

27th March 2019 at 4.30pm

12th June 2019 at 4.30pm.

APPENDIX

HOUSING MANAGEMENT ADVISORY BOARD - WORK PROGRAMME

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
SCHEDULED:			
Every Meeting	Work Programme		To review the Board's Work Programme.
Every Meeting	Questions from Members of the Board		<p>Questions on matters within the remit of the Board (if any), for response at the meeting.</p> <p>Members will be asked in advance of the agenda being published for each meeting whether they have any such questions, for listing on the agenda.</p>
Every Meeting	Performance Information – Questions		<p>See HMAB minute 14.4, 9th November 2016.</p> <p>To enable the Board to ask questions, if any, on the performance information pack* sent out with the agenda for the meeting.</p> <p>To be last item on agenda.</p>
Every Meeting	Performance Information – update on Universal Credit and update on Fortem decent homes contract		Two updates to be included in the performance information pack.
7 th November 2018	Update on the Sheltered Housing Scheme	Head of Strategic and Private Sector Housing	As requested by the Board at its meeting on 9th May 2018 in relation to the Housing Asset Management Strategy

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
16 th January 2019	2019/20 Draft Budgets (Revenue and Capital)	Head of Landlord Services	2018/19 Draft Budgets were not considered formally by the Board as meeting (17th January 2018) was inquorate. Annual Report.
27 th March 2019	Housing Repair Services – Breakdown of Complaints	Head of Landlord Services	As per six-monthly update reports considered by the Performance Scrutiny Panel. Last submitted to Board 12 th September 2018.
12 th June 2019	Election of Chair and Vice-chair		Annual Item.
12 th June 2019	HRA Revenue and Capital Outturn (2017/18)	Head of Landlord Services	Annual Report.
TO BE SCHEDULED:			
To be scheduled	Review of HRA Business Plan	Head of Landlord Services	See HMAB minute 14.6, 9th November 2016. Cannot be reviewed until regulations to enable this have been received from the DCLG. Annual report.
To be scheduled	Housing Asset Management Strategy	Head of Landlord Services	Review of the update the Strategy.

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
To be scheduled	Housing and Planning Act 2016 - Update	Head of Landlord Services	Last considered by the Board on 17th February 2016. (Report on Pay to Stay and Flexible Tenancies provisions in Housing and Planning Act 2016 considered 9th November 2016). Awaiting Government Regulations.
To be scheduled	Review of Repairs Standards and Response Times for Repairs, following consultation with Tenants	Head of Landlord Services	Added to work programme 1st April 2015.
To be scheduled	Storage of Gas or Propane Cylinders (Clause 9.2.30 of the consultation draft of the Revised Tenancy Agreement for Secure, Introductory and Demoted Tenants)	Head of Landlord Services	Added to work programme 4th February 2015. Revised Tenancy Agreement is awaiting Government guidance.
To be scheduled	Service Area Delivery Plan	Head of Landlord Services	Added to work programme 13th August 2014.
To be scheduled	Housing Strategy	Head of Strategic and Private Sector Housing	Added to work programme 2nd April 2014.
To be scheduled	Housing Capital Programme Monitoring	Head of Landlord Services	Last considered 16th October 2013.

Notes to Work Programme:

1. All reports must include an explanatory list of any acronyms used.
2. *Performance information pack will include (i) Decent Homes Contractor Performance; (ii) Landlord Services Performance; (iii) Compliance Performance (Fire Safety, etc.); (iv) Anti-social Behaviour (relating to Council's housing stock) Information and (v) Universal Credit Performance update.

Housing Management Advisory Board

Performance Information Pack

Available for 12th September 2018 meeting:

- | | |
|---|--------------------------|
| Landlord Services Performance | <input type="checkbox"/> |
| Anti-social behaviour information relating to Council's housing stock | <input type="checkbox"/> |
| Compliance Performance (Fire Safety, etc.) | <input type="checkbox"/> |

HOUSING MANAGEMENT ADVISORY BOARD

12TH SEPTEMBER 2018

Report of the Head of Landlord Services

LANDLORD SERVICES PERFORMANCE

Purpose of Report

To consider performance for quarter 1, 2018-19, up to the end of June 2018.

Recommendation

The Board is asked to note and comment on performance for the first quarter of 2018-19.

Targets Met or within Tolerance Levels (Performance is within 5% of the Target)

a) Repairs

Description	Target	Performance
% Emergency repairs completed within 24 hours	100%	98.17%
% Responsive repairs for which appointments are made and kept	98.6%	97.73%
% Responsive repairs which are completed 'right first time'	96%	96.90%
Average number of days taken to carry out relet repairs	14 days	12.4 days

Note: The timescales that apply to the different categories of repairs are:

Emergency repairs – 24 hours

Urgent repairs – 5 days

Routine repairs – 28 days

b) Income Management

Description	Target	Performance
Rent arrears of current tenants as a % of annual rent debit	3.20%	2.46% (£524k)
% Rent collected (including rent arrears brought forward)	91.00%	91.54% (£6,093,242)

c) Tenancy Management

Description	Target	Performance
% New tenancies sustained over 12 months	95%	99.10%
% New tenancy visits completed on target	95%	100%

d) Supported Housing

Description	Target	Performance
% Support plans agreed with sheltered tenants/reviewed within time	100%	100%

e) Customer Satisfaction

Description	Target	Performance
% Tenants satisfied with responsive repairs (overall)	97.14%	99.07% (214/216)
% Tenants satisfied with the time taken to do the repair	97.60%	99.07% (214/216)
% Tenants satisfied that the operative arrived on time	98.60%	98.61% (213/216)
% Residents satisfied with Decent Homes work	95%	No work completed in this quarter
% Residents satisfied with the time taken to complete the Decent Homes work	95%	No work completed in this quarter
% Lifeline customers satisfied with the way their alarm call was dealt with	99.50%	98.40% (61/62)

f) Complaints

Description	Target	Performance
% Complaints responded to within timescales (Stages 0 and 1)	95%	90.98%

g) Welfare Reforms

The Welfare Reforms Performance Indicators for June 2018 covering the Housing Benefit Spare Room Subsidy, Universal Credit and the Benefits Cap, are attached in **Appendix 1**.

Targets Not Met

a) Repairs

Description	Target	Performance
% Responsive repairs completed within timescales	97.00%	89.94%

Description	Target	Performance
% Urgent repairs completed on time	97.00%	81.72%

Description	Target	Performance
% Routine repairs completed on time	97.00%	89.88%

Commentary/explanation and proposed actions:

From April to June 2018, there were:

- 3,095 orders for responsive repairs, 278 of which failed to be completed within specified time scales.
- 454 urgent repairs, 81 of which were not completed on time.
- 1,769 routine repairs, 179 of which were not completed on time.

The reasons for not meeting the specified repairs timescales are due to the ongoing issues with long term operative absence and the holiday season, which has contributed towards a drop in performance.

Performance continues to be monitored, and a procurement exercise will be undertaken in the coming months to select contractors to support the Repairs team to deliver its service to customers.

b) Gas

Description	Target	Performance
% Properties with a valid gas safety certificate (CP12)	100%	99.83%

Commentary/explanation and proposed actions:

There are currently nine properties that are non-compliant. Protocols have been followed, but access has been refused by customers at each of these properties. The legal process has been started on all these properties to ensure access for the work to be carried out.

c) Customer Satisfaction

Description	Target	Performance
% ASB complainants satisfied with the way their case was dealt with	86.00%	80.00% (4/5)

Commentary/explanation and proposed actions:

We carry out surveys for each case where it is appropriate to do so, however there will always be a proportion of closed cases where we are unable to carry out a survey, examples of these are as follows:

- where the complainant fails to engage with us;
- where the complainant advises us they have resolved the situation themselves and so don't want us to take any action;
- where a case is logged as a duplicate case (this could be where a new case has been logged in error or where we have an existing case open and we receive a report from a different complainant, in this case we would add them to the original case);

- Anonymous cases where there are no complaint details in order to carry out a survey.

If we are unable to make contact with the complainant to complete the survey or they refuse to complete the survey, this will affect the number of completed surveys available to us. Where we are unable to make contact via the telephone, we post out the survey, however these are not always returned. Also, if for example we only have two completed surveys and one is dissatisfied this will affect the figures dramatically. We also have occasions where complainants will score us low even though they agreed to the closure as the nuisance has re-occurred before the survey could be completed. In these cases, we will re-open the original case and contact the complainant and continue through our incremental approach.

Our surveys are scored using the Housemark definition where anything between one and three is treated as the tenant being dissatisfied even though a score of three is neither satisfied nor dissatisfied.

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APPENDIX 1

June 2018: Landlord Services – Welfare Reforms Performance Indicators

Housing Benefit Spare Room Subsidy for Under-Occupation

KPI ref	Description	Current position	Commentary
WR001	Number of working age tenants who currently receive a reduction in Housing Benefit (HB) based on under-occupancy	367	At the end of May 2018, this figure was 366, therefore an increase of 1 this month.
WR002a	Of all affected tenants, how many are in receipt of a Discretionary Housing Payment (DHP)?	38	The total amount paid in DHP so far this year to those tenants is £8,443.14 this financial year. Note: Previous year's DHP is not included.
WR003	Of all affected tenants, how many are in rent arrears?	180	Of those 180, 61 had a clear rent account on 1 April 2013. PLEASE NOTE THOSE UNDEROCCUPYING NOW MAY NOT HAVE BEEN THEN.
WR004	£ cash value of the arrears increase by affected tenants above since 01 April 2013	£34,129	It is important to note that the cash value of rent arrears accrued by affected tenants would be higher than the figure shown if DHP had not been received. Without DHP, the rent arrears increase at this point would have been more.
WR006	Number of affected tenants on the transfer list	25	See banding details in adjoining tab.

Universal Credit

UC1	Number of tenants in receipt of Universal Credit	90	See chart/details overleaf.
UC2	Total Debt of tenants in receipt of Universal Credit	£34,111	See chart/details overleaf.
UC3	Average Debt of ALL tenants in receipt of Universal Credit	£296	See chart/details overleaf.
UC4	Average Debt of tenants in receipt of Universal Credit who are in rent arrears	£578	See chart/details overleaf.

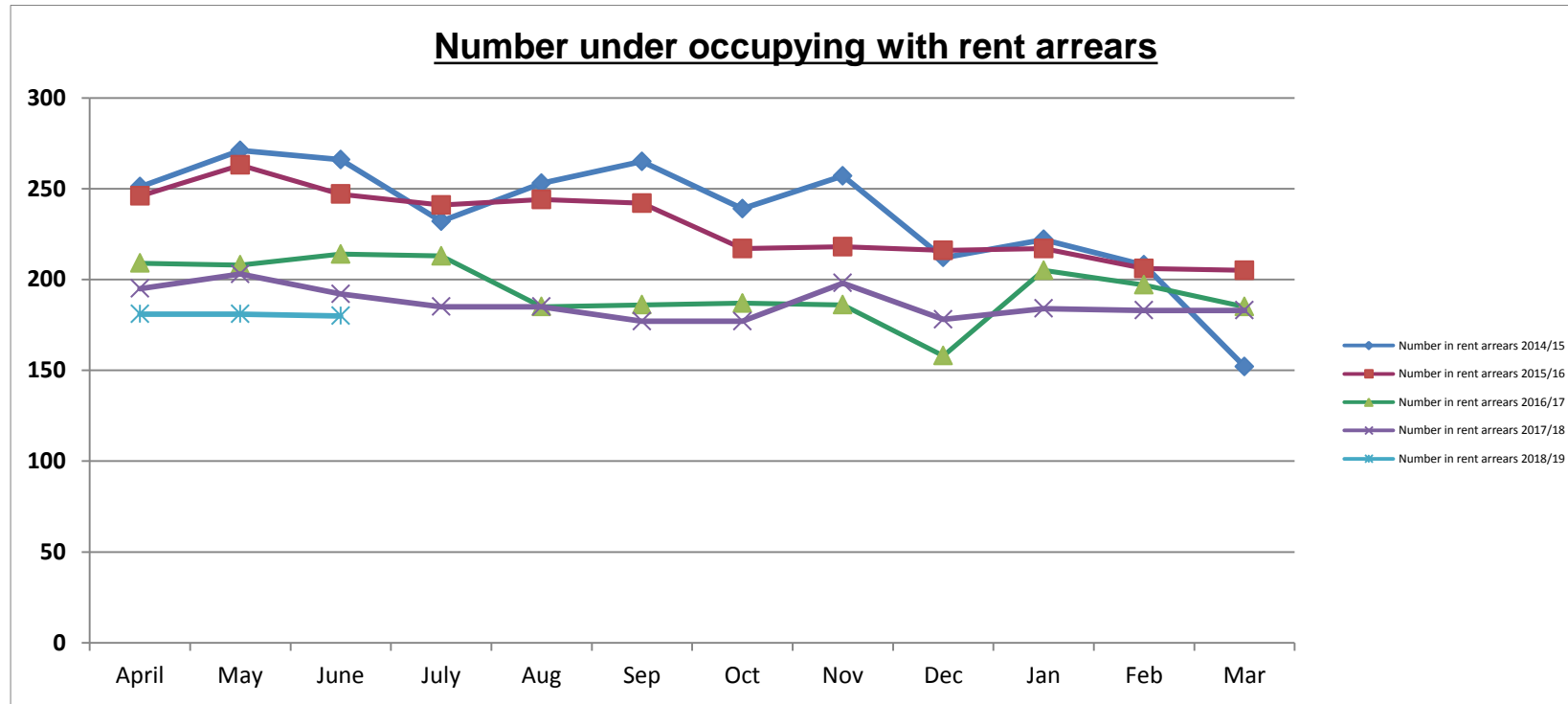
Benefits Cap

BC1	Number of Benefit Cap cases	30	See chart/details overleaf.
BC2	Total Debt of Benefit Cap cases	£8,792	See chart/details overleaf.

Trends in Performance

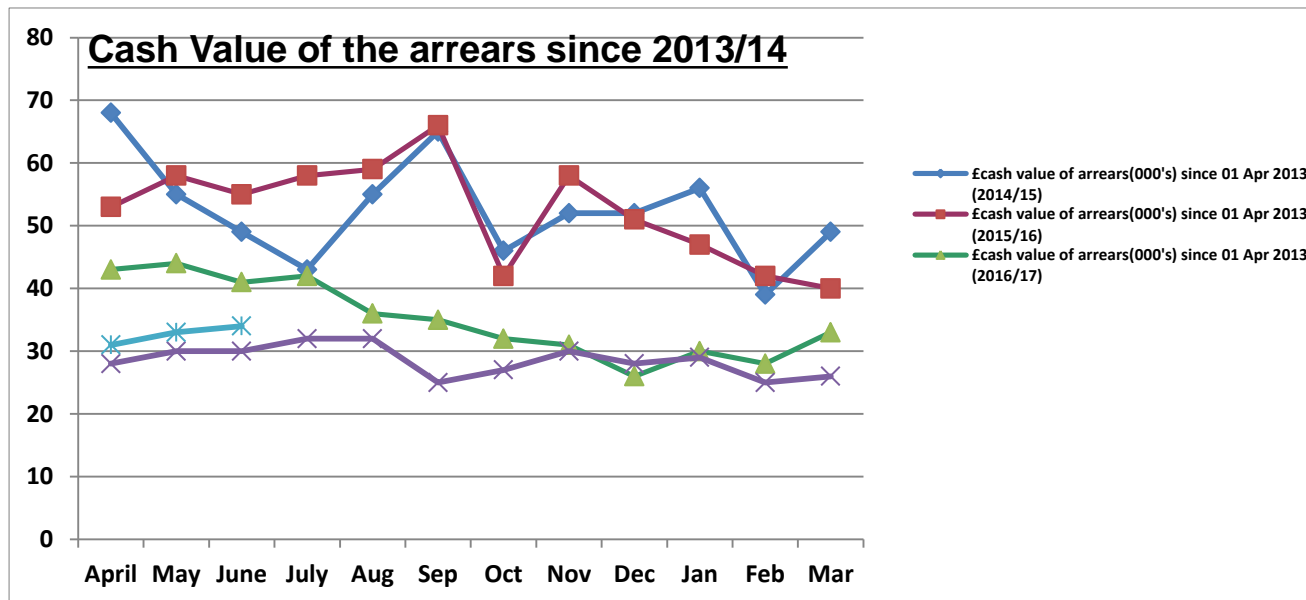
WR003 Of all tenants affected by the HB Spare Room Subsidy for Owner-Occupation, how many are in rent arrears?

	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number in rent arrears 2014/15	251	271	266	232	253	265	239	257	212	222	208	152
Number in rent arrears 2015/16	246	263	247	241	244	242	217	218	216	217	206	205
Number in rent arrears 2016/17	209	208	214	213	185	186	187	186	158	205	197	185
Number in rent arrears 2017/18	195	203	192	185	185	177	177	198	178	184	183	183
Number in rent arrears 2018/19	181	181	180									



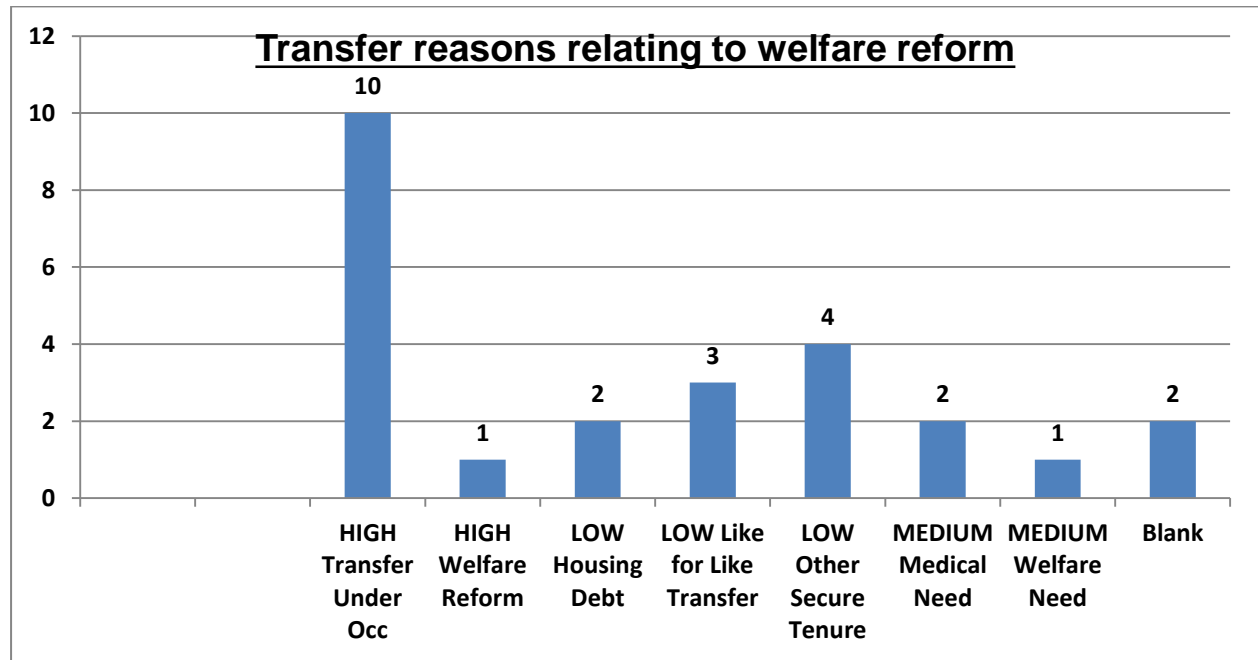
WR004 £ Cash value of the rent arrears increase by affected tenants since 1 April 2013

	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
£cash value of arrears (000's) since 01 Apr 2013 (2014/15)	68	55	49	43	55	65	46	52	52	56	39	49
£cash value of arrears (000's) since 01 Apr 2013 (2015/16)	53	58	55	58	59	66	42	58	51	47	42	40
£cash value of arrears (000's) since 01 Apr 2013 (2016/17)	43	44	41	42	36	35	32	31	26	30	28	33
£cash value of arrears (000's) since 01 Apr 2013 (2017/18)	28	30	30	32	32	25	27	30	28	29	25	26
£cash value of arrears (000's) since 01 Apr 2013 (2018/19)	31	33	34									



WR006 | Number of affected tenants on the transfer list

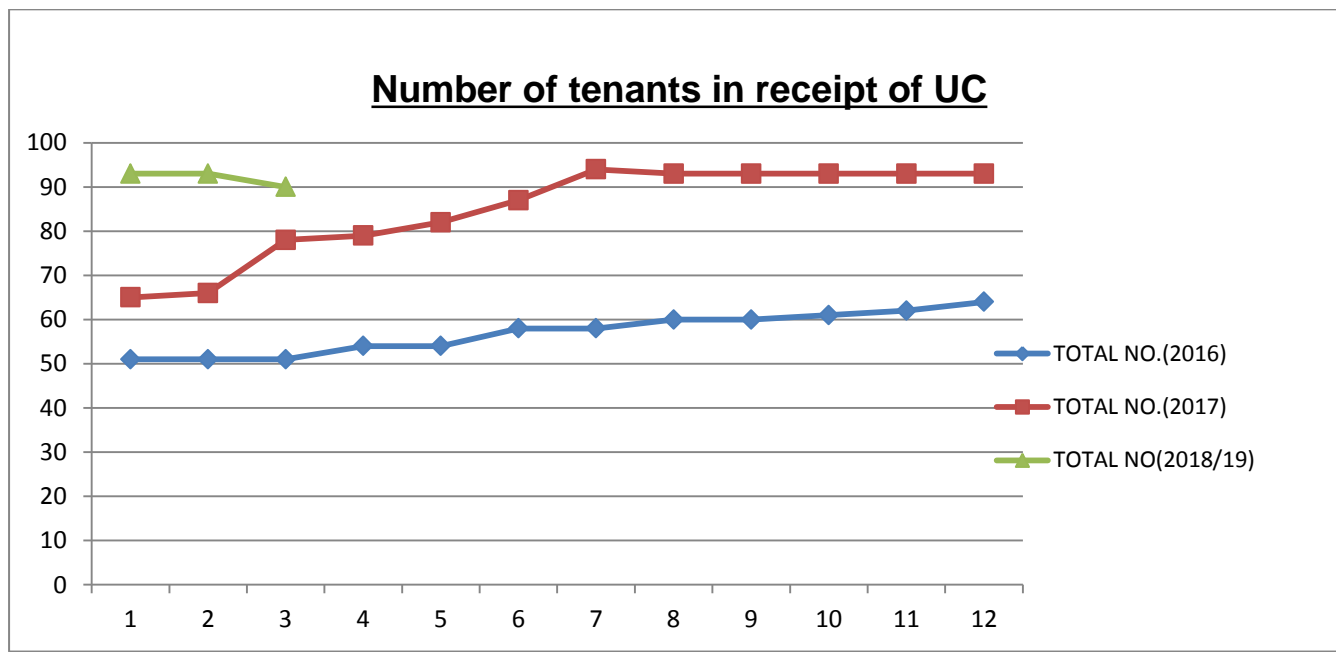
HIGH Transfer Under Occupation	10
HIGH Welfare Reform	1
LOW Housing Debt	2
LOW Like for Like Transfer	3
LOW Other Secure Tenure	4
MEDIUM Medical Need	2
MEDIUM Welfare Need	1
Blank	2
TOTAL	25



UC1	Number of tenants In receipt of Universal Credit											
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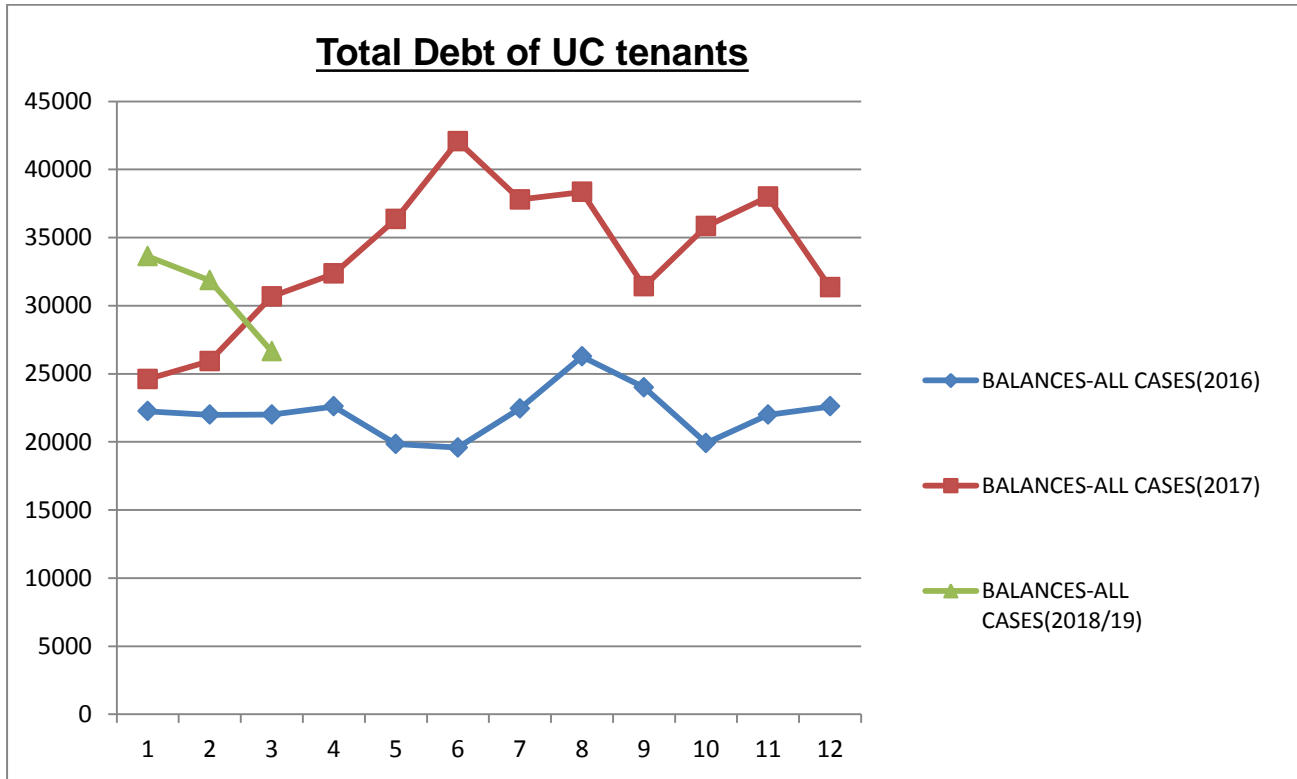
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	51	51	51	54	54	58	58	60	60	57	62	54
2017/18	65	66	78	79	86	87	94	93**	93	93	93	93
2018/19	93	93	90									

** In the chancellor’s budget statement in November 2017, he announced that there would be no further UC claims brought into the UC ‘live service’ in order to provide a break before the UC ‘full service’ is implemented. This is the reason why the number of UC claimants has remained the same since November 2017. The UC full service for the Charnwood Borough was implemented from June 2018 for some parts of the Borough and then from July 2018 for the rest of the Borough.



UC2 Total Debt of tenants In receipt of Universal Credit

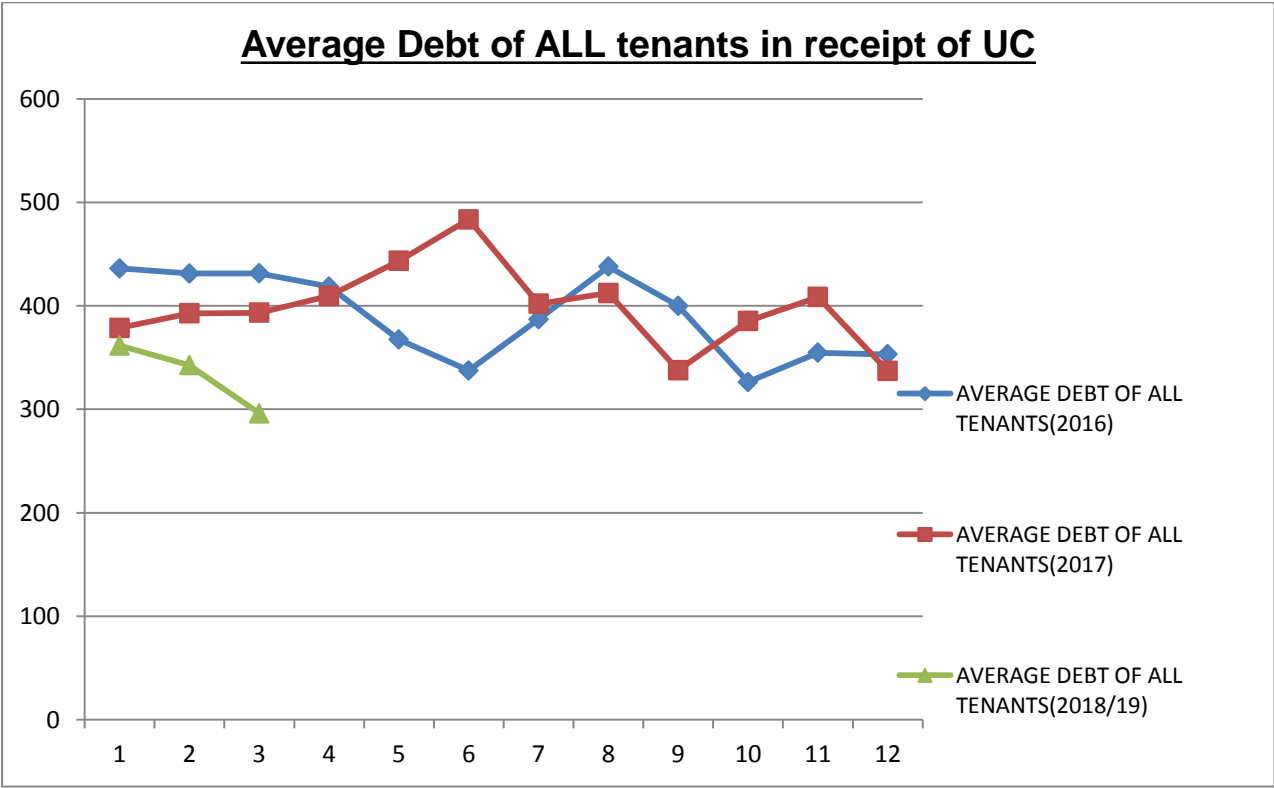
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	26,316	22,246	22,649	22,599	19,387	21,368	25,553	28,205	24,949	24,930	25,999	26,895
2017/18	29,599	30,286	34,791	37,064	43,371	45,849	43,739	44,624	39,967	43,190	45,285	39,752
2018/19	41,535	40,335	34,111									



UC3 Average Debt of ALL tenants In receipt of Universal Credit

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	436	431	431	418	367	337	387	437	400	326	354	353
2017/18	378	392	393	409	443	483	402	412	337	385	408	337
2018/19	361	342	296									

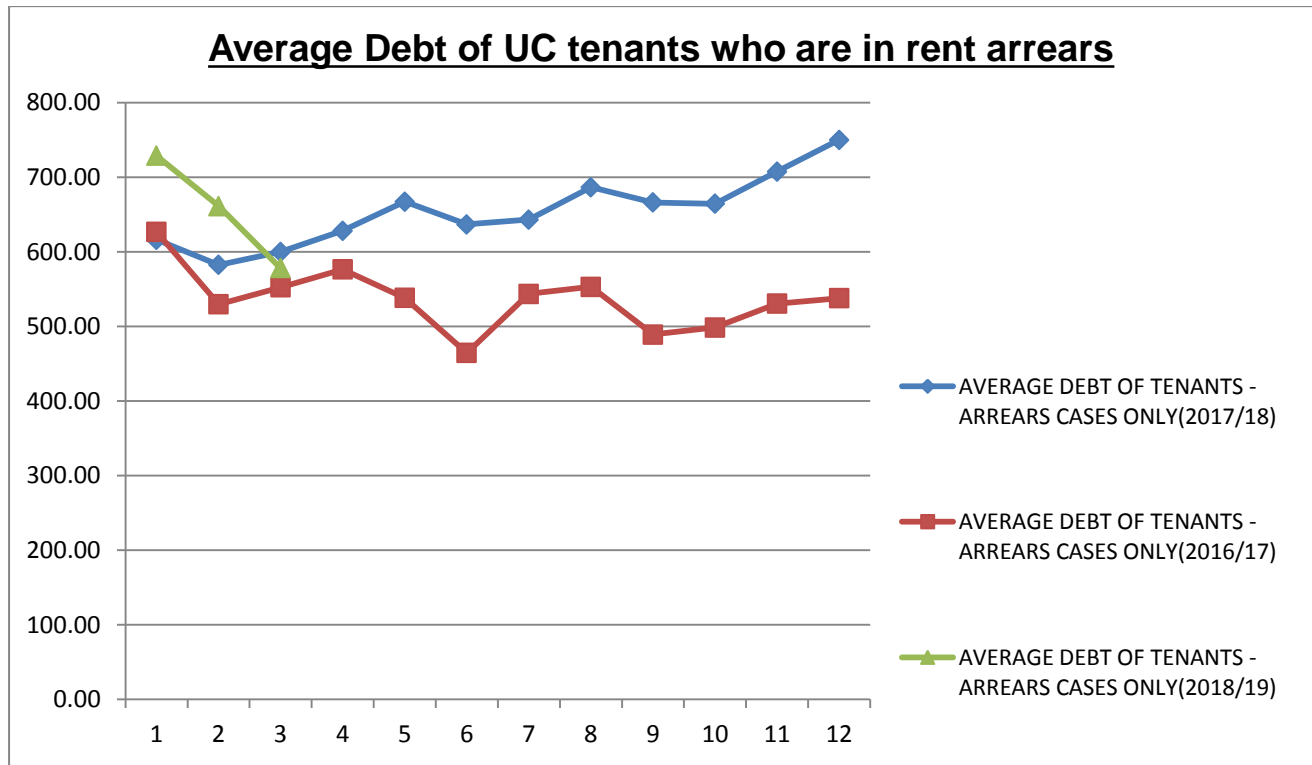
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UC4 Average Debt of UC tenants who are in rent arrears

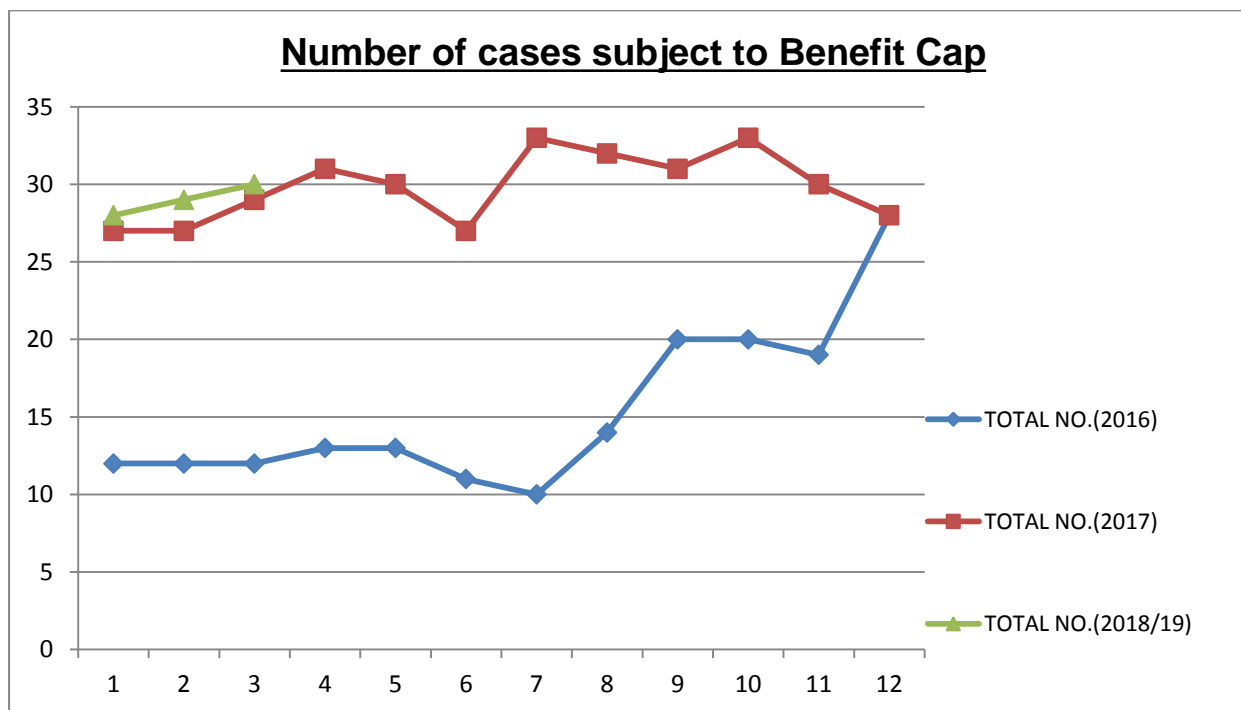
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	627	530	552	576	538	465	544	553	489	499	531	538
2017/18	616	582	600	628	667	637	643	687	666	664	708	750
2018/19	728	661	578									

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BC1	Number of Benefit Cap cases											
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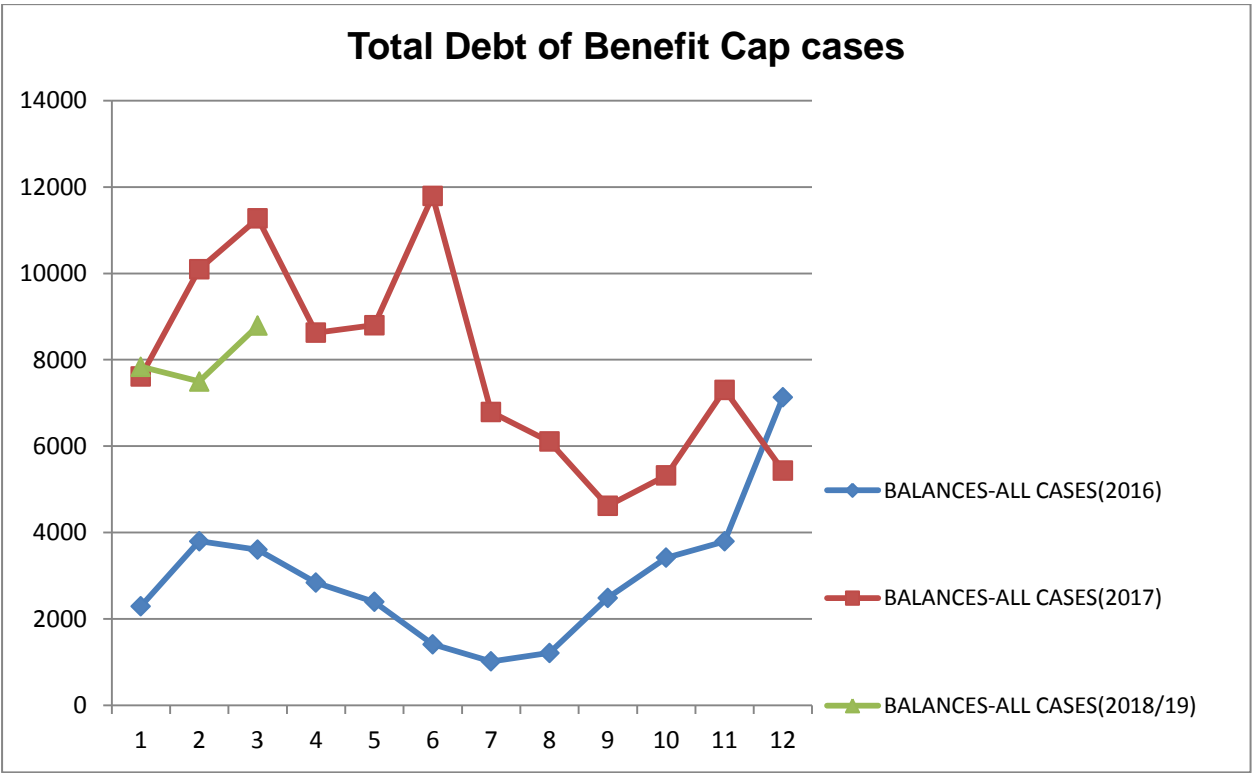
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	12	12	12	13	13	11	10	14	20	20	19	28
2017/18	27	27	29	31	30	27	33	32	31	33	30	28
2018/19	28	29	30									



BC2	Total Debt of Benefit Cap cases
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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016/17	2,295	3,801	3,605	2,843	2,396	1,416	1,020	1,215	2,490	3,420	3,797	7,131
2017/18	7,617	10,098	11,274	8,629	8,801	11,793	6,789	6,108	4,619	5,325	7,305	5,439
2018/19	7,840	7,497	8,792									

Total Debt of Benefit Cap cases



**HOUSING MANAGEMENT ADVISORY BOARD
12TH SEPTEMBER 2018**

Report of the Head of Landlord Services

ANTI-SOCIAL BEHAVIOUR RELATING TO THE COUNCIL'S HOUSING STOCK

1. ASB Cases Created by Estate

The table below shows ASB cases created and managed by the Council's Landlord Service in the period from April to June 2018 (Quarter 1) by Estate.

ASB Cases by Estate – April 2018 to June 2018

Estate	Total Qtr. 1
Anstey	11
Barrow Upon Soar	1
Birstall	3
Loughborough - Ashby Road	22
Loughborough - Bell Foundry	38
Loughborough - General	23
Loughborough - Shelthorpe	31
Loughborough - Thorpe Acre	11
Loughborough - Town Centre Central	22
Loughborough - Warwick Way	15
Mountsorrel	15
Quorn	4
Rest of Charnwood	6
Rothley	6
Shepshed	25
Sileby	34
Syston	18
Thurmaston	13
Woodhouse Eaves	1
Grand Total	299

2. Case length

Of the 233 cases that were closed from April to June 2018 (Quarter 1), the average number of days between the creation of the case and the point at which the Housing Services Team Leader authorised the closure of the case was 45¹ days.

¹ Cases closed *Duplicate / Entered in Error* are included. Cases in this category may be closed as such for other reasons in addition to where the case is a true duplicate or has been entered in error. For example, where several people have called about the same issue, their details will be uploaded against a master case record, and the individual cases closed as *Duplicate / Entered in Error*.

3. Case closure by disposal

The table below shows the stage at which the ASB case was closed (known as a disposal) for the period from April to June 2018 (quarter 1).

Disposal type	Total Qtr. 1
Advice	40
Verbal Warning	2
Written Warning	6
Mediation	10
Acceptable Behaviour Contract	0
Injunction	2
Tenancy – Extension to Introductory Tenancy	0
Notice of Seeking Possession	0
Suspended Possession Order (SPO)	0
Possession Order - Outright	0
Eviction Order	1
No further action – at request of complainant	12
No further action – reported for information only	3
No further action – No perpetrator identified	9
No further action - other	106
Other (in this case action taken by police)	0
Entered in error/duplicate	41
Grand Total	232

(Please note one case was re-opened, hence the difference between the number of cases closed and the number of disposals)

The no further action – other, relates to cases where they are resolved before we can take any action, where the perpetrator or complaint has ended the tenancy or where it is an anonymous complainant and we are unable to progress due to lack of information (e.g. no specific address or lack of details given).

Of the cases closed from April 2018 to June 2018 (Quarter 1), there were three court actions; two Injunctions and one Eviction Order.

Landlord Services adopts an incremental approach when dealing with ASB and will aim to resolve the majority of cases through non-legal means. As an incremental approach is adopted, a case can go through a number of stages before it is resolved. The table shows the last action which led to the case being closed.

4. Case Resolution Rate

The Case Resolution Rate for the 216 cases closed in the period from April 2018 to June 2018 (Quarter 1) was 87.04% (188/216). This is the percentage of closed ASB cases that were *Resolved*². An ASB case is *Resolved* if the landlord has evidence that the ASB is no longer a cause for concern.

² Any cases that were duplicates or entered in error have been excluded from this calculation.

Of the remaining 28 unresolved cases, the breakdown is as follows:

- 9 referred to the Police
- 7 referred to the Tenancy and Estate Management Team
- 1 referred to Environmental Health
- 1 referred to Community Safety
- 4 no perpetrator identified
- 2 anonymous complaints
- 1 non-Council properties
- 1 no evidence to take further action
- 1 complainant failed to engage with ASB Officer
- 1 not ASB

5. Repeat complainants

Repeat complainants for the period April to June 2018 (Quarter 1). Of the 299 cases opened, 76 were anonymous reports of anti-social behaviour or did not have a complainant or victim attached to the case and so cannot be attributed to a person, 199 complainants called once, 22 complainants called twice, one complainant called three times, and one complainant called five times in the quarter to report anti-social behaviour.

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April
2018

May
2018

June
2018

YTD

KPI	DESCRIPTION	TARGET	ACTUAL	%	TARGET	ACTUAL	%	TARGET	ACTUAL	%	TARGET	ACTUAL	%	COMMENTARY
1	GAS COMPLIANCY													
	PROPERTIES WITH A CURRENT CP12	5271	5263	99.85%	5262	5255	99.87%	5776	5767	99.84%	5776	5767	99.84%	we currently have 9 properties out of compliance due to not being able to gain access. These are being dealt with via the legal process.
	CAPPED PROPERTIES WITH A CURRENT CP12		225	4%		225	4%		225	4%		225	4%	4% of our gas 100 tenants are not using the gas appliances in their home.
	COMMUNAL BOILERS WITH A CURRENT CP12	15	15	100%	15	15	100%	15	15	100%	15	15	100%	100% compliant.
	SOLID FUEL APPLIANCES WITH CURRENT CP12	56	52	93%	57	48	84%	59	9	15%	59	9	15%	9 Solid Fuel appliances out of compliance proceeding through access, legal and removal
	REPAIRS COMPLETED WITHIN PRIORITY	356	346	97%	323	313	97%	231	231	100%	910	890	98%	100% repairs completed within priority for June which brings the actual to date up to 98%
	CUSTOMER SATISFACTION	48	46	96%	43	43	100%	64	63	98%	155	152	98%	Customer satisfaction is 98% this month based on the 155 surveys carried out by Morgan Lambert
1a.	AUDITING - ASSURANCE													
	COMPLETED GAS AUDITS - MAIN GAS CONTRACT	10%	48	10%	10%	43	7%	10%	64	14%	10%	155	10%	155 gas audits completed so far this year. In May there was one property audited that had a error on the cert.
	COMPLETED SOLID FUEL AUDITS													
2	SMOKE ALARM & CO COMPLIANCY - RECONCILIATION PROJECT													
	No. Properties with Battery Smoke Alarm		2345			2272			2254			2254		The 2018/19 programme will concentrate on 133 properties that have been as a priority. Smoke and heat detectors will be installed as part of the capital works programme (Heating, kitchen, bathroom and ECIR)
	No. Properties with Hard Wired Smoke Detection		2580			2641			2640			2640		
	No. Properties with both Battery and Hard Wired Detection		276			284			298			298		
	No. Properties - Unknown/Missing Data		12			12			11			11		
	No. Props with individual smoke detection connected to life-line with communal fire alarm systems		402			404			404			404		
	PROPERTIES WITH A CO ALARM INSTALLED		5617			5613			5607			5607		Reconciliation remains on-going to confirm and track co alarm installations (5617 properties)
3	FIRE SAFETY													
	FIRE ALARM - 6 MONTHLY	19	19	100%	19	19	100%	19	19	100%	19	19	100%	All fire alarms serviced - 6 monthly visits
	EMERGENCY LIGHTING - DURATION TEST - ANNUAL	18	18	100%	18	18	100%	18	18	100%	18	18	100%	Duration service schedule re-commenced and on target
	EMERGENCY LIGHTING - FLICK TESTING - MONTHLY	277	277	100%	277	277	100%	277	277	100%	277	277	100%	100% compliance achieved for month of April
	FIRE RISK ASSESSMENT	297	297	100%	297	297	100%	297	297	100%	297	297	100%	FRA programme completed all actions extracted, all FRA's visible in QL with available updates now highlighted on pdf. Temporary FRA issued for Beresford Court while Fire Safety works are completed. FSF to attend once completed.
	FIRE EXTINGUISHER	14	14	100%	14	14	100%	14	14	100%	14	14	100%	14 Sites have fire extinguishers/blankets installed (47 components) all compliant
	FIRE RISK ACTION LOG	199	9	190	199	9	190	199	9	5%	199	9	190	The are 190 actions outstanding as at end of June 2018 - reconciliation is being carried out to square up the works carried out by CLC and housekeeping by Keith Henson - a meeting has been arranged for 27 July to go through and address outstanding actions
4	WATER SAFE													
	LEGIONELLA MONITORING - MONTHLY	15	15	100%	15	15	100%	15	15	100%	15	15	100%	Fielding Court - out of tolerance issue from last month- We believe this is now localised and down to an issue with Thermostatic Mixer Valves (TMVs). I have checked back our records and it doesn't appear TMV's have been cleaned and re-calibrated on an annual basis - so I've added this to the annual routine. We have a similar issue at Arnold Smith House which is being dealt with.
5	LIFTS & STAIRLIFTS													
	PASSENGER LIFT - 6 MONTHLY	4	4	100%	4	4	100%	4	4	100%	4	4	100%	5 stair lifts outstanding due to access issues - we have written to the tenants again regarding access. Some properties are on the capital works streams so we hope to get access using that way.
	STAIRLIFT - ANNUAL SERVICE	196	193	98%	197	191	97%	196	191	97%	196	191	97%	
	CUSTOMER SATISFACTION													
6	ASBESTOS													
	ASBESTOS SURVEYS	6547	6342	97%	6547	6346	97%	6547	6348	97%	6547	6342	97%	We currently have 200 properties without an asbestos report, CBC assisting with hard no access properties (number includes communal areas - reconciliation to be undertaken with asbestos and ql project)
	RE-INSPECTIONS	6547	3610	55%	6547	3610	55%	6547	3611	55%	6547	3610	55%	We have completed 3610 re-inspection surveys, the 2018/19 programme for re-inspection will focus on capital work streams.
	COMPLETED ASBESTOS AUDITS - Assurance Testing													Audits completed with assurances issued on works carried out - further auditing to be completed on licensed works as necessary
7	Electrical Condition Reports (Periodic Testing) inc PAT testing													
	Courts Condition Reports Testing	397	388	98%			#DIV/0!			#DIV/0!	397	388	98%	9 sheltered flats remaining due to access/hoarding issues
	Courts PAT Testing	14	14	100%	14	14	100%	14	14	100%	14	14	100%	All courts PAT testing completed as per cycle
8	Electrical Condition Reports (Periodic Testing)													
	Domestic Dwellings (Fortem Programme)													Programme for 2018/19 with Fortem
	Properties with valid electrical certificate													
	Properties without a valid electrical certificate													
	Properties with unsatisfactory certificate													
9	Communal Door Entry (PPM)													
	New Door Installations (programme being devised for inclusion in QL for cyclical cycle)	52	33	63%							52	33	63%	Planned Preventative Maintenance, Asset and Condition Collation Programme of Door Entry, Communal Doors (PPM) - programme to commenced August initially a further 19 to complete this financial year