

**HOUSING MANAGEMENT ADVISORY BOARD
11TH SEPTEMBER 2019**

PRESENT: The Chair (T. Edwardes)
The Vice Chair (T. Riley)
Councillors Draycott, Radford and Tassell
Board Members A. Davis and D. Wright

R. Wilkes and A. Green (Fortem)

Head of Landlord Services
Landlord Services Manager
Principal Officer Repairs and Maintenance
Democratic Services Officer (NA)

APOLOGIES: T. Jackson, Councillors Harper-Davies and Mercer

41. MINUTES OF THE PREVIOUS MEETING

The Board raised some minor amendments in relation to the minutes from the previous meeting which they were advised would be corrected.

The minutes of the meeting of the Board held on 12th June 2019 were then confirmed as an accurate record.

42. DECLARATIONS OF INTEREST

No declarations of interest were made.

43. DECENT HOMES CONTRACT - UPDATE

Ryan Wilkes and Andy Green from Fortem attended the meeting and updated the Board on progress since the last meeting.

They advised the Board that some progress had been made although they were still not reaching the key performance indicator (KPI) targets set by the Council. The bathroom stream of work was improving due to the recruitment of internal staff to provide direct delivery to customers as well as working more closely with the sub-contractors to ensure work was being completed to a satisfactory level.

The Board was advised that the kitchen programme was on track and Fortem were meeting the target of eleven to twelve days for completion.

The Board highlighted the Shelthorpe community garden project which had been recently completed. The Chair said that it had greatly benefited the residents in the area.

The Board asked about the disabled adaptations programme of work that was outstanding and was informed that the majority of the work had been completed or was under way but there was a small amount which was outstanding. This was due to

the unique nature of the work to be completed. It was taking longer to get quotes for the more complex jobs which was having a knock-on effect for start dates. The Board was assured that the work would be completed as soon as possible and there was a workforce ready to start when needed.

The Board asked about satisfaction levels and the process followed to get responses. They were advised that all residents received a letter following the completion of work which included a scoring sheet and comment section to be completed. The option of a text survey was suggested which Fortem said they would investigate.

44. HOUSING SERVICES - BREAKDOWN OF COMPLAINTS

The Head of Landlord Services submitted a report for the Board detailing the breakdown of complaints for Landlord Services.

The Board was advised that there had been a reduction in the number of complaints compared to the previous year. The most frequent complaints that were received were due to service delays or delays in progress to repair work, which was to be expected.

The Board was pleased to hear that whilst complaints were being received the amount of complaints progressing to higher levels were few.

At this point in the meeting the Board was introduced to the new Principal Officer for Repairs and Maintenance. He advised the Board that he had been in post since January and had been working on a variety of projects to improve the quality of service provided to tenants. Specifically, the use of the satisfaction survey to gather feedback from residents, looking at the complaints process and understanding it better and improving the fit to let standard for void properties.

45. 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 Councillor Draycott had asked the following question:

“In the case of proven ASB being carried out by person/s living in rented accommodation, what is the responsibility of the landlord and what powers does the Council have, in this regard?”

The Head of Landlord Services provided a detailed response for the Board which included the Council's responsibilities as a landlord and the legislation it has to follow, the powers available to the Council and the approach to using those powers. The Board was advised that an incremental approach was usually taken to try to resolve issues before they escalated. This was confirmed by the data provided which showed that most cases had been dealt with by providing advice.

The Board was also informed that there were other teams in the Council who dealt with ASB issues such as Regulatory Services, Planning and Community safety.

46. WORK PROGRAMME

The Board received a report of the Head of Landlord Services to enable the Board to agree its work programme (item 7 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.

The Board decided to review the work programme and made some changes to the items, either removing them or scheduling them for upcoming meetings.

RESOLVED

1. That an update on the Council’s housing allocations policy be added to the Board’s work programme for its November meeting.
2. That the following items be removed from the Board’s work programme: Housing and Planning Act 2016 – Update, Review of Repairs Standards and Response Times for Repairs, Service Area Delivery Plan.
3. That the remaining items be scheduled for upcoming meetings.
4. That the Board’s work programme be updated to reflect all decisions made above and earlier in the meeting.

Reasons

1. To enable the item to be considered by the Board.
2. The items were no longer relevant or had been amalgamated into another item.
3. To ensure the items are considered in a timely manner.
4. To ensure that the information in the work programme is up to date.

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
SCHEDULED:			
Every meeting	Work programme		To review the Board’s work programme.

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
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. To be last item on agenda.</p>
Every meeting	Performance information – update on universal credit and update on Fortem decent homes contract		<p>Two updates to be included in the performance information pack.</p>
6 th November 2019	Allocations Policy update	Head of Strategic and Private Sector Housing	Added by the Board at its meeting on 11 th September 2019.
6 th November 2019	Review of Sheltered Housing Stock	Head of Strategic and Private Sector Housing	Deferred from the September meeting due to lack of update available.
6 th November 2019	Disabled Adaptations Policy review	Head of Landlord Services	To update the Board on the implementation of the policy thus far.

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
6 th November 2019	Void Properties progress report and update	Head of Landlord Services	Information requested by the Board at its meeting on 12th June 2019.
6 th November 2019	2020/21 Draft Budgets (Revenue and Capital)	Head of Landlord Services	2019/20 Draft budgets were considered formally by the Board at its meeting on 7th November 2018. Annual report.
15 th January 2020	Housing Capital Programme	Head of Landlord Services	Last considered 16th October 2013.
25 th March 2020	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 11th September 2019.
25 th March 2020	Review of HRA Business Plan	Head of Landlord Services	
25 th March 2020	Housing Asset Management Strategy	Head of Landlord Services	Review of the update the strategy.
25 th March 2020	Tenancy Policy	Head of Landlord Services	Review of the new policy will be brought to the Board once it has been published.
25 th March 2020	Pets Policy	Head of Landlord Services	Added by the Landlord Services Manager.
13 th May 2020	Election of Chair and Vice-chair		Annual Item.
15 th July 2020	HRA Revenue and Capital Outturn (2017/18)	Head of Landlord Services	Annual report.

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
9 th September 2020	Disabled Adaptations Policy	Head of Landlord Services	Annual report.
TO BE SCHEDULED:			
To be scheduled	Housing Strategy	Head of Strategic and Private Sector Housing	Added to work programme 2nd April 2014.

NOTES:

1. No reference may be made to these minutes at the Council meeting on 4th November 2019 unless notice to that effect is given to the Democratic Services Manager by five members of the Council by noon on the fifth working day following publication of these minutes.
2. These minutes are subject to confirmation as a correct record at the next meeting of the Housing Management Advisory Board.