



HOUSING MANAGEMENT ADVISORY BOARD

To: Board Members Davis, Edwardes (Chair), Riley (Vice-Chair), Wright, Draycott,
Radford and Tassell (For attention)

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, 6th November 2019 at 4.30 pm for the following business.

Chief Executive

Southfields
Loughborough

29th October 2019

AGENDA

1. APOLOGIES
2. MINUTES OF THE PREVIOUS MEETING 4 - 9

To confirm the minutes of the meeting held on 11th September 2019.

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 ALLOCATIONS POLICY UPDATE 10 - 32

A report of the Head of Strategic and Private Sector Housing to provide the Board with an update on the Council's revised Housing Allocations Policy.

5. REVIEW OF SHELTERED HOUSING STOCK

- A verbal report of the Head of Strategic and Private Sector Housing to advise the Board of progress regarding the Council's sheltered housing stock.
6. DISABLED ADAPTATIONS POLICY REVIEW 33 - 46
- A report of the Head of Landlord Services to update the Board on the implementation of the Policy over the past year and to comment on performance.
7. VOID PROPERTIES PROGRESS REPORT AND UPDATE 47 - 55
- A report of the Head of Landlord Services to advise the Board on the Council's current void properties and progress regarding improvements.
8. 2020/ 21 DRAFT BUDGETS 56 - 63
- A report of the Head of Landlord Services providing the Board with the draft budgets for 2020/2021 for comment.
9. PERFORMANCE INFORMATION 64 - 83
- To enable the Board to ask questions, if any, on the performance information pack.
10. 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 no questions were submitted.
11. WORK PROGRAMME 84 - 86
- A report of the Head of Landlord Services to enable the Board to review and agree its Work Programme.
- For information further meetings of the Board are scheduled as follows in 2019/20:
- Wednesday 15th January 2020 at 4.30pm.
- Wednesday 25th March 2020 at 4.30pm.
- Wednesday 13th May 2020 at 4.30pm.
- Wednesday 15th July 2020 at 4.30pm.
- Wednesday 9th September 2020 at 4.30pm.
- Wednesday 11th November 2020 at 4.30pm.

**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		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 – 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 last item on agenda.
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.
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.

HOUSING MANAGEMENT ADVISORY BOARD 6th November 2019

Report of the Head of Strategic and Private Sector Housing

ITEM 4 HOUSING ALLOCATION POLICY UPDATE

Purpose of Report

This report presents details of the Housing Allocation Policy implemented on the 1st April 2019.

Recommendation

The report is for information.

Background

The Housing Allocation Policy guides the principles of how homes will be allocated in a fair and transparent manner, taking account of both the Council's duty to meet housing need and its wish to offer as much choice as possible within available resources.

There is a statutory requirement for a Local Authority to produce a Housing Allocation Policy, Councils still have the primary responsibility to assess and meet the housing needs of their local population as housing delivery enablers. The Housing Allocation Policy is one of the elements setting out how this will be achieved.

The current Housing Allocation Policy covers the period 2018-2022.

The Council held consultation events between March and September 2017 to review the Housing Allocation Policy and proposed changes to the Policy:

- Strategic and Private Sector Housing Service Staff Meetings
- Lead Member for Strategic and Private Sector Housing
- Cabinet Members Briefing
- Policy Scrutiny
- Homelessness Strategy Steering Group
- Statutory and voluntary agencies
- Registered Providers Liaison Forum
- Housing Management Advisory Board
- Housing Register Applicants Workshop

In addition an online survey monkey questionnaire was made available for completion by partners and stakeholders and promoted at these events, on the Abris Choice Based Lettings website and the Council's website. A letter was sent to all Housing Register applicants to advise them of the survey and invite them to attend a consultation workshop.

Details of the Policy

The Council operates a Choice Based Lettings Scheme under which applicants are able to express preference for available properties by applying (or bidding) for advertised properties.

The Council seeks to give all applicants choice in relation to accommodation but may have to limit choice in certain circumstances, such as where there is limited availability or where the Council is discharging a statutory duty to a homeless household.

Letting of Council properties and nominations to Registered Provider properties within Charnwood are covered by this Housing Allocation Policy. This includes general needs accommodation for single persons, couples and families and sheltered accommodation for older persons.

Housing Register

The Council maintains a Housing Register of households who are applying for Council or Registered Provider properties within Charnwood. Applicants Guidance is attached as Appendix 1.

An individual can only be included on one active application at any one time, either as a main or joint applicant or as a member or another applicant's household.

All applicants must complete the Charnwood Choice Based Lettings Housing Application Form. The information included on the application form must be accurate. Applicants will be required to provide documentary evidence to support the information on their application and demonstrate that they have a housing need, for example proof of identity, address, income, savings and custody/access to children.

Applicants who have indicated that they have a medical, mobility, welfare or hardship need will be required to provide supporting evidence and may need to be referred to an appropriate agency for an assessment.

Housing Applications

The Council's Housing Allocations Team will assess completed applications and the supporting evidence provided and will decide whether the applicant qualifies for the register, which Banding is applicable to their circumstances and the type of properties they are eligible for. Incomplete applications will not be assessed and will be cancelled after 28 days.

Some people cannot join the Housing Register, for example:

- Applicants who are below the age of 16 years
- Applicants who are not eligible for social housing (for example most people from abroad are not eligible for social housing)
- Applicants who are homeowners or who have the financial means to purchase a property in Charnwood
- Applicants who do not have a local connection to Charnwood

- Applicants who have been responsible for serious unacceptable behaviour
- Applicants who do not have a confirmed housing need.

If an applicant is accepted onto the Housing Register, the applicant will be notified of the Band their application has been placed in, the properties they are eligible for and how to bid for properties. If an applicant is refused entry to the Housing Register, the applicant will be notified that their application has been refused and of the reasons for the refusal.

Applicants must notify the Council of any relevant change in their circumstances. Following notification of a change in circumstances, the application will be reassessed and may be moved from one Band to another or removed from the register. Applicants will be notified of the outcome of any reassessments.

Housing Need Bands

If you do not have a confirmed Housing Need, you will not be able to join the Housing Register. If you have a confirmed Housing Need your application will be placed in 1 of 3 Housing Need Bands:

- Band 3 – Housing Need
- Band 2 – High Housing Need
- Band 1 – Emergency Housing Need

The Policy includes specific criteria that gives additional priority to tenants of Council and Registered Providers Housing (Housing Allocation Policy – Management Need pages 22 -23).

Adverts

Vacant properties are advertised on the Council's Choice Based Lettings System. Adverts will contain information about the property and the applicable eligibility criteria.

The Choice Based Lettings System may include information about other affordable housing options within Charnwood, such as affordable Private Rental properties and affordable Home Ownership.

Applicants who have been accepted onto the Council's Housing Register can bid for up to 2 advertised properties per week.

Advertised Properties

Available properties are advertised every week. The adverts are available:

- On the Council's Choice Based Lettings website
- At the Council offices
- In local libraries across Charnwood.

Bidding for Properties

Applicants can express an interest in available properties by placing bids through the Choice Based Lettings System. Applicants can bid for up to 2 properties in every bidding cycle. Applicants may place and withdraw bids at any time during a bidding cycle. Applicants will **not** be able to place bids after a bidding cycle has closed.

Assistance can be provided to applicants who are unable complete an online application, search for properties or place bids themselves. Applicants can contact the Council if they need such assistance.

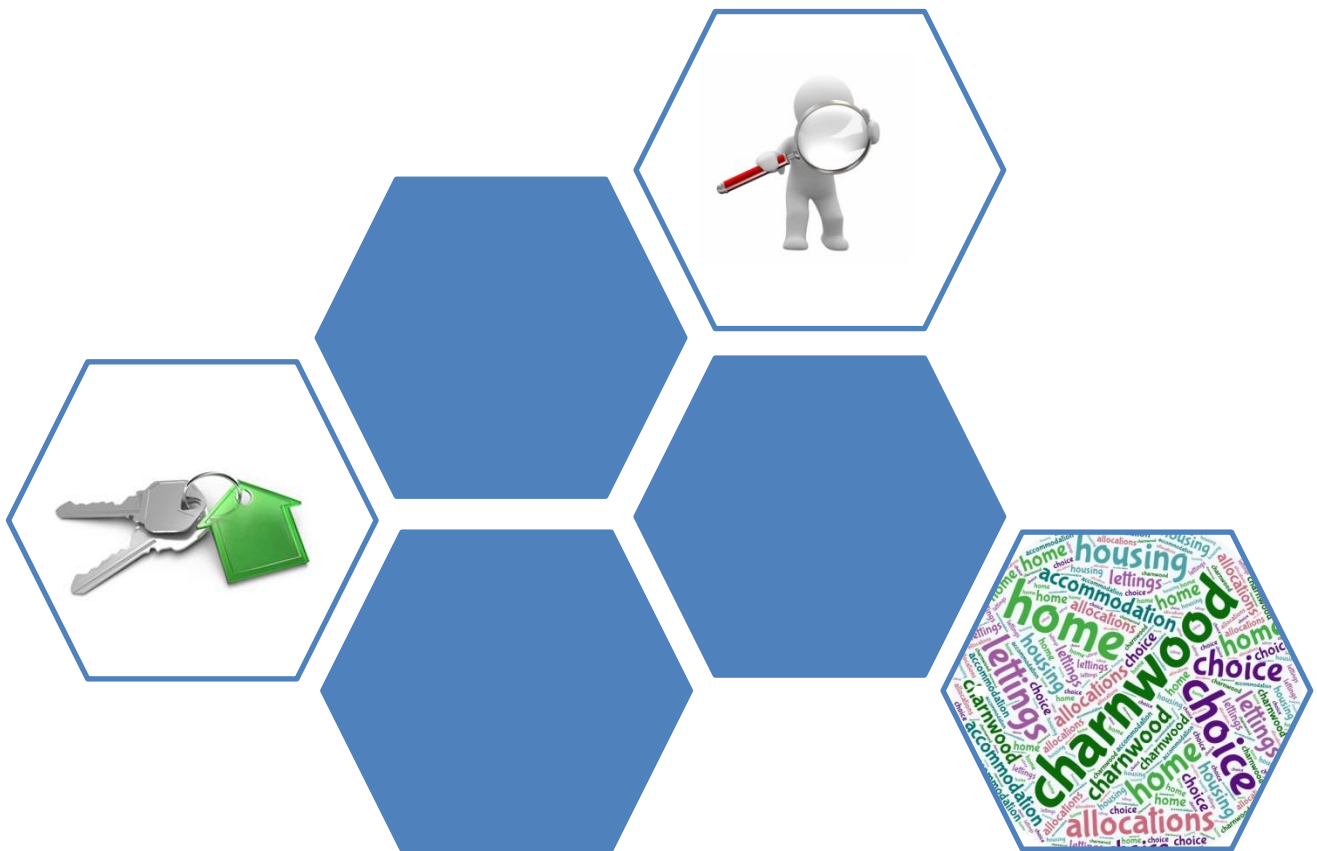
Officer to contact:

Alison Simmons
Head of Strategic and Private Sector Housing
alison.simmons@charnwood.gov.uk
01509 634780

housing register applicant's guide

THIS GUIDE TELLS YOU

- How to apply
- Who can join the Housing Register
- How applications are prioritised
- How the Choice Based Lettings system works



contents

How do I Apply?	3
Who can join the Housing Register?	3
Financial Means	4
Local Connection	4
Unacceptable Behaviour	5
Housing Need Bands	6
Choice Based Lettings	9
How does the Choice Based Lettings system work?	9
How are properties advertised?	10
How do I bid for properties?	10
Which properties can I bid for?	11
Which areas can I bid for?	14
How will I know if my bid is successful?	15
What happens if I accept an offer?	16
What happens if I refuse an offer?	16
What if I disagree with a decision about my application?	16
Further Information and Advice	18

how do I apply?

If you would like to join Charnwood Borough Council's Housing Register, you will need to complete an online application form.

You can make an application by completing the online Housing Register application form at www.charnwood.gov.uk/homes.

You will need to complete all sections of the form and provide proof of your circumstances.

If you do not have access to the internet at home, you can use the computers in the Council's Customer Service area.

If you need help to make an online application, you can contact the Housing Allocations and Lettings Team on 01509 634567 or housing@charnwood.gov.uk.

Who can join the Housing Register?

The Housing Allocations and Lettings Team will assess the information on your application form and decide whether you can join the Housing Register.

After they have assessed your application, the Housing Allocations and Lettings Team will contact you to tell you whether you have been accepted onto the Housing Register.

Some people cannot join the Housing Register, for example:

- Applicants who are below the age of 16 years
- Applicants who are not eligible for social housing (for example most people from abroad are not eligible for social housing)
- Applicants who are homeowners or who have the financial means to purchase a property in Charnwood
- Applicants who do not have a local connection to Charnwood
- Applicants who have been responsible for serious unacceptable behaviour
- Applicants who do not have a confirmed housing need.

Financial Means

If you meet 1 of the following, you will not be able to join the Housing Register:

- You own a residential property in the UK or elsewhere, including freehold, leasehold, joint ownership or shared ownership
- You have savings, investments and/or assets of £21,450 or more
- Your annual income is more than £45,000 (if you are a single person or lone parent) or joint income of £60,000 or more (if you have a partner).

In some circumstances some people who have these financial means will be able to join the Housing Register, for example people who are applying for older person's sheltered accommodation.

Local Connection

If you do **not** meet 1 of the following, you will **not** be able to join the Housing Register:

- You are currently resident in settled accommodation within Charnwood and have been resident in settled accommodation within Charnwood for at least the last 2 years
- You have been resident in settled accommodation within Charnwood for at least 3 out of the last 5 years
- You have close adult relatives (parents/guardians, adult siblings or children over the age of 18) who are currently resident within Charnwood and who have been resident within Charnwood for at least the last 5 years
- You have paid employment or a confirmed offer of paid employment within Charnwood (the main place of work must be located within Charnwood and the employment will normally need to be for at least 16 hours per week and on a contract that is permanent or expected to last for at least 12 months).

In some circumstances people who do **not** meet any of the above local connection criteria may be able to join the Housing Register, for example some members of the Armed Forces.

Unacceptable Behaviour

If you (or any member of your household) have been responsible for unacceptable behaviour and are unsuitable to be a tenant, you will not be able to join the Housing Register.

Some examples of unacceptable behaviour include:

- Violence or threats of violence
- Domestic abuse
- Threatening behaviour or intimidation
- Harassment
- Anti-social behaviour
- Drug-dealing
- Property damage
- Serious and persistent rent arrears
- Giving false information in relation to an application for housing.



housing need bands

If you do **not** have a confirmed Housing Need, you will not be able to join the Housing Register. If you have a confirmed Housing Need your application will be placed in 1 of 3 Housing Need Bands:

- If you have a Housing Need your application will be placed in Band 3
- If you have a High Housing Need your application will be placed in Band 2
- If you have an Emergency Housing Need your application will be placed in Band 1.

Band 3 – Housing Need

Overcrowding, Disrepair or other Poor Housing Conditions

For example:

- Your home is overcrowded
- Your home has significant disrepair issues
- Your home does not have an indoor toilet

Medical or Mobility Need

For example:

- You have mobility problems and need to move to a ground floor property
- You have a mental health condition that is affected by your current home
- You need an extra bedroom for medical reasons

Welfare or Hardship Need

For example:

- You are suffering from ongoing anti-social behaviour
- You need to move closer to relatives to give or receive support
- Your home is unaffordable

Homeless or at Risk of Homelessness

For example:

- You are at risk of becoming homeless in the next 56 days
- You are homeless and do not have a “priority need”
- You are homeless and became homeless “intentionally”

Applications are placed in Band 3 for an initial period of 12 months. After this period a reassessment will be completed to confirm whether your circumstances have changed, whether you still have a housing need and whether you still qualify for the Housing Register.

Band 2 – High Housing Need

Ready for “Move-On”

For example:

- You live in a Supported Accommodation scheme and are ready to move to independent accommodation
- You live in Local Authority Care and are ready to move to independent accommodation

Management Need

For example:

- You live in a Council or Registered Provider property and are applying to downsize to smaller accommodation
- You live in a Council or Registered Provider property that has significant disabled adaptations that you no longer need
- You live in a Council or Registered Provider property that has been re-designated
- You have succeeded to a Council or Registered provider tenancy following the death of a relative but cannot remain in the property (e.g. because the property is too large for your household)

Applications are placed in Band 2 for an initial period of 16 weeks. If your application is placed in Band 2 and you do not bid for suitable properties that are advertised during the initial 16 weeks, your application will be reassessed and moved down to Band 3.



Band 1 – Emergency Housing Need

Dangerous or Hazardous Housing Conditions

For example:

- Your home is “statutorily overcrowded”
- Your home has disrepair issues that have been classified as unsafe and that pose an imminent risk of significant harm
- Your home is due to be demolished

Emergency Medical or Mobility Need

For example:

- You have a serious medical condition and are in hospital and cannot be discharged because your accommodation is unsuitable (e.g. because you cannot access the toilet or bathing facilities in the property)
- You have a serious medical condition and urgently need to move because your accommodation is unsuitable (e.g. because you cannot access the toilet or bathing facilities in the property)
- You have a serious medical condition and urgently need to move to accommodation that has significant disabled adaptations (e.g. wheelchair standard accommodation)

Emergency Welfare or Hardship Need

For example:

- You are suffering violence or threats of violence that are likely to be carried out
- You are suffering severe harassment or severe discriminatory harassment
- You are suffering domestic, physical, sexual or financial abuse

Homeless Duty

For example:

- You are homeless and are owed the Main Housing Duty under Section 193(2) of the Housing Act 1996 by Charnwood Borough Council
- You are homeless and are owed the Accommodation Duty under Section 193C(4) of the Housing Act 1996 by Charnwood Borough Council

Applications are placed in Band 1 for an initial period of 8 weeks. If your application is placed in Band 1 and you do not bid for suitable properties that are advertised during the initial 8 weeks, the Council may place bids on your behalf until an offer of a suitable property is made. If you refuse an offer of a suitable property, your application will be reassessed and moved down to Band 3.



choice based lettings

Choice Based Lettings is a way of letting social housing.

Available Council and Registered Provider (formerly known as Housing Association) properties are advertised and applicants can 'bid' for the properties they are interested in.

Choice Based Lettings does not increase the amount of available properties, but helps applicants to see how many properties become available, where the properties are located and how likely they are to be offered one of these properties.

How does the Choice Based Lettings system work?

Every week Council and Registered Provider properties in Charnwood that are available for bidding will be advertised. Properties from Private Landlords may sometimes be advertised.

Applicants who have been accepted onto the Council's Housing Register can bid for up to 2 advertised properties per week.

All bids will be sorted into a list. When the bidding closes, the applicant who is at the top of the list is likely to be offered the property. If the person at the top of the list does not accept the property, the property is likely to be offered to the next person on the list.



How are properties advertised?

Available properties are advertised every week. The adverts will be available:

- On the Council's Choice Based Lettings website
- At the Council offices
- In local libraries across Charnwood.

You will be able to see how often the type of property that you are interested in become available for bidding.

If you have problems viewing the adverts, you can contact the Housing Allocations and Lettings Team on 01509 634567 or housing@charnwood.gov.uk.

The property adverts will tell you:

- Whether you are eligible to bid for the property
- Who the landlord is
- Where the property is located
- The size of the property
- The rent
- Whether there is an age restriction for the property
- Other information, such as whether the property has been adapted for people with disabilities.

How do I bid for properties?

When you place a bid, you are telling the Council that you are interested in being offered the property. Placing a bid does not involve money.

If you are eligible for an advertised property, you will be able to place a bid.

You can place a bid for an advertised property on the Council's Choice Based Lettings website www.charnwood.gov.uk/homes.

You will be able to bid for up to 2 properties per week.

If you have problems placing bids, you can contact the Housing Allocations and Lettings Team on 01509 634567 or housing@charnwood.gov.uk.

Which properties can I bid for?

The table below shows the type and size of properties that applicants will normally be able to bid for:

	Studio / Bedsit	1 Bed Flat	1 Bed Bungalow	1 Bed House	2 Bed Flat	2 Bed House	3 Bed Flat	3 Bed House	4 Bed Flat	4 Bed House
Single Person	X	X	X	X						
Couple		X	X	X						
Single Person or Couple + need for an extra bedroom for an overnight carer or for medical or welfare reasons		X	X	X	X					
Single Person or Couple + need for extra bedroom for overnight child access		X	X	X	X					
Single Person or Couple + 1 male					X	X				
Single Person or Couple + 1 female					X	X				
Single Person or Couple + 2 males (both under 16 years)					X	X				
Single Person or Couple + 2 males (1 or both over 16 years)					X	X	X	X		
Single Person or Couple + 2 females (both under 16 years)					X	X				
Single Person or Couple + 2 females (1 or both over 16 years)					X	X	X	X		
Single Person or Couple + 1 male and 1 female					X	X	X	X		

	Studio / Bedsit	1 Bed Flat	1 Bed Bungalow	1 Bed House	2 Bed Flat	2 Bed House	3 Bed Flat	3 Bed House	4 Bed Flat	4 Bed House
Single Person or Couple + 3 males (all under 16 years)							X	X		
Single Person or Couple + 3 males (1 or more over 16 years)							X	X	X	X
Single Person or Couple + 3 females (all under 16 years)							X	X		
Single Person or Couple + 3 females (1 or more over 16 years)							X	X	X	X
Single Person or Couple + 2 males and 1 female (all under 16 years)							X	X		
Single Person or Couple + 2 males and 1 female (both males under 16 years)							X	X		
Single Person or Couple + 2 males and 1 female (1 or both males over 16 years)							X	X	X	X
Single Person or Couple + 2 females and 1 male (all under 16 years)							X	X		
Single Person or Couple+ 2 females and 1 male (both females under 16 years)							X	X		
Single Person or Couple + 2 females and 1 male (1 or both females over 16 years)							X	X	X	X
Single Person or Couple + 4 males (all under 16 years)							X	X		
Single Person or Couple + 4 males (1 or more over 16 years)							X	X	X	X
Single Person or Couple + 4 females (all under 16 years)							X	X		
Single Person or Couple + 4 females (1 or more over 16 years)							X	X	X	X



	Studio / Bedsit	1 Bed Flat	1 Bed Bungalow	1 Bed House	2 Bed Flat	2 Bed House	3 Bed Flat	3 Bed House	4 Bed Flat	4 Bed House
Single Person or Couple + 2 males and 2 females (all under 16 years)							X	X		
Single Person or Couple + 2 males and 2 females (1 or more over 16 years)							X	X	X	X
Single Person or Couple + 3 males and 1 female							X	X	X	X
Single Person or Couple + 3 females and 1 male							X	X	X	X
Single Person or Couple + 5 or more others							X	X	X	X

Some advertised properties may have minimum age criteria, for example:

- Properties in older person’s sheltered housing schemes
- Properties that may be unsuitable for young children, such as duplex flats.

Some advertised properties may be restricted by household type, for example:

- Bedsits / Studio flats will normally be restricted to single people
- Houses with 2 or more bedrooms will normally be restricted to families that contain dependent children.

There are very small numbers of the following property types within Charnwood, so these properties may not be advertised as they may need to be matched to applicants who have the greatest needs:

- 2 bedroom bungalows
- Houses with more than 4 bedrooms
- Properties that are adapted for wheelchair users.



Which areas can I bid for?

You will normally be able to bid for advertised properties in any area of Charnwood.

The following areas are in Charnwood:

Loughborough	
Ashby Road Estate	Town Centre
Forest	Thorpe Acre
Knighthorpe	Warwick Way Estate
Shelthorpe	

Villages	
Anstey	Ratcliffe on the Wreake
Barkby	Rearsby
Barkby Thorpe	Rothley
Barrow Upon Soar	Seagrave
Beeby	Shepshed
Birstall	Sileby
Burton on the Wolds	South Croxton
Cossington	Swithland
Cotes	Syston
Cropston	Thrussington
East Goscote	Thurcaston
Hathern	Thurmaston
Hoton	Ulverscroft
Mountsorrel	Walton on the Wolds
Newtown Linford	Wanlip
Prestwold	Woodhouse Eaves
Queniborough	Wymeswold
Quorn	

How will know if my bid is successful?

After a property has been advertised, all of the bidders will be sorted into a list. This is called as 'shortlist'.

The list will be sorted in Band order (from Band 1 down to Band 3).

If there is more than 1 applicant in a band, all of the applicants within the Band will be sorted in date order (from oldest to newest).

Some applicants who are members of the armed forces may be placed in a higher position on the shortlist than other applicants who are within the same Band.

If the property has any special features or criteria, for example if the property has adaptations for people with disabilities, applicants who meet the criteria may finish in a higher position on the shortlist than other applicants who do not meet the criteria.

The applicant who is at the top of the shortlist will normally be offered the property. If the person at the top of the list does not accept the property, the property is likely to be offered to the next person on the list.

In some circumstances the Council may 'skip' past an applicant who is on a shortlist, for example:

- If the applicant has already been offered a different property
- If the property is too large for the applicant
- If the applicant poses a risk to individuals or the community
- If the applicant's circumstances have changed and they are no longer eligible for the property.

If your bid is successful the Housing Allocations and Lettings Team will contact you and offer the property to you. You will normally be given 3 working days to respond to an offer.

What happens if I accept an offer?

If you accept an offer, you will be invited to view the property.

If you still wish to accept the property after the viewing, you will be invited to sign-up for a tenancy.

What happens if I refuse an offer?

If you refuse a suitable offer of accommodation, your application banding may be reduced.

If you refuse 3 suitable offers of accommodation, your application will be suspended and you will not be able to bid for properties or be considered for another offer for 12 months.

If you do not respond to an offer, do not attend a property viewing or do not attend a tenancy sign-up appointment, the offer will be withdrawn and this will be classed as a refusal.

What if I disagree with a decision about my application?

If you do not agree with a decision the Council has made about your application, you may be able to request a review of the decision. The circumstances in which you may request a review include:

- If the Council decides that you are not eligible to join the Housing Register or do not qualify for the Housing Register
- If you believe your application has been assessed incorrectly and placed in the wrong band
- If you believe you should be eligible to bid for a size or type of property that you have not been permitted to bid for
- If the Council has withdrawn an offer of accommodation
- If your application has been cancelled and the Council has refused to re-instate your application.

If you wish to request a review of a decision, you will need to submit your request in writing within 21 days of the date of the decision.

If you have problems making a request in writing, you can contact the Housing Allocations and Lettings Team on 01509 634567 or housing@charnwood.gov.uk.

In your review request you should say why you disagree with the decision and include any information that you want the Council to consider when carrying out the review.

All reviews will be completed by a Senior Officer who was not involved in the original decision. Reviews will normally be completed within 56 days.



further information and advice

A copy of the Housing Allocations Policy is available on the Council's Website at https://www.charnwood.gov.uk/pages/housing_strategies_and_policies.

The Council can provide information and advice on services and options for people who need to move home. Further information is available at www.charnwood.gov.uk/pages/housing_advice.

If you are homeless or think you may be at risk of becoming homeless in the next 56 days, please contact our Housing Options Team 01509 634567 or housing@charnwood.gov.uk.

For independent advice, you can contact The Bridge East Midlands on 01509 260550 or Charnwood Citizens' Advice Bureau on 03444 111444.

<p>Amended maximum value of adaptation (see section 4.7) to include provision for exceptional circumstances.</p>	<p>To reflect that the policy cannot be absolute in respect of a cap.</p>
<p>Included a section (4.8) on exceptional circumstances criteria.</p>	<p>To make it clear what criteria must be satisfied for a case to be considered “exceptional” .</p>
<p>Inserted a line at 4.8.3 (b) around consideration to be given to previous adaptations undertaken and value.</p>	<p>To make specific provision if separate and multiple requests for high value adaptations are received.</p>
<p>Amended the section at 4.8.3 (b) stating that <i>generally requests for the installation of level access showers on the first floor, where there is no existing lifting equipment will be refused</i></p> <p>To:</p> <p><i>Adaptations involving the installation of a level-access shower at a first floor (or above), where there is no existing lift, and where the property is under-occupied by two or more bedrooms may not be considered reasonable or practicable to undertake;</i></p>	<ul style="list-style-type: none"> • There is often no suitable alternative property in the Council’s stock. Where properties were available, they are often a long way away from the tenant’s support network. • To make best use of the family accommodation and the Council’s stock.
<p>Inserted section at 5.0 to Requests from tenants or their representatives that the Council remove adaptations will generally be refused.</p>	<p>To protect the investment made on adaptations already installed.</p>
<p>Removed reference to a general review and appeals process via the complaints procedure at section 7.0, referring people directly to the complaints procedure to make a complaint.</p>	<p>To reflect the new corporate complaints procedure, which states that incorrect applications of policy will be dealt with through the complaints procedure.</p>

Performance

The current average waiting time for works is 240.42 days. This figure contains six cases remaining from the backlog noted with the Board in November 2018.

Regular contract meetings are in place with the Council's capital contractor, and performance is improving. Average completion times for this year and last are set out below.

2018/19 completions:

- 198.76 days average from Occupational Therapist recommendation received to completion.
- 34.95 days average time in works from start to completion.

2019/20 completions:

- 63 average days from Occupational Therapist recommendation to completion.
- 19 days average time in works from start to completion.

Officer to contact:

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Charnwood Borough Council

Policy for Funding Council Housing Adaptations through the Housing Revenue Account

2019-2024

Version 3.0
October 2019

1. Introduction

- 1.1 This policy will ensure that the Council's Landlord Service provides an adaptations service that meets the needs of disabled people, accords with the social model of disability, and fulfils the Council's legal requirements.

Adaptations to council homes are funded through the council's housing revenue account. The best use of limited HRA finance and housing stock is therefore a key consideration and the policy sets out how the Council will make decisions on the funding of adaptations.

The budget for adaptations is determined on an annual basis and funds the following works:

- Minor adaptations
 - Major adaptations
 - Stair lifts
- 1.2 The purpose of an adaptation is to modify the home environment in order to restore or enable independent living, privacy, confidence and dignity for tenants and their families.
- 1.3 The council's landlord service works closely with its partners in the provision of adaptations. Occupational therapists (OTs) and housing support co-ordinators¹ carry out assessments of needs in tenants' homes. Leicestershire County Council (LCC) has statutory responsibility for OT assessments and performs this service for the council's tenants.
- 1.4 Assessment for adaptations will take into account the needs of individuals and their carers/households.
- 1.5 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 any permanent members of their households to live comfortably, safely and independently at home;
- make best use of the council's housing stock and budgets;
- provide an accessible and cost-effective adaptations service based on a fair and objective assessment of individual needs on a case by case basis;

¹ Roles undertaking the statutory assessment of needs function will be referred to as OT

- ensure that as far as reasonably practicable tenants are aware of the options available to maintain and sustain independent living;
- give priority to mandatory adaptations work, works within the dwelling and those that support access and egress;
- support speed of decision making and minimise waiting times for adaptations work to be carried out;
- ensure that as far as reasonably practicable the council's housing stock is future proofed;
- Ensure that appropriate technical consideration is given to recommendations, and that the need to comply with any statutory obligations in respect of building control and other relevant legislation is identified.

3. Scope of the policy

- 3.1 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.
- 3.2 Secure tenants have the legal right to request permission to undertake alterations and improvements to their homes, including home adaptations. Written permission from the council must be obtained before improvements are undertaken. Permission to undertake alterations and improvements is not covered by this policy.
- 3.3 In practice², there are two categories of adaptations work: minor and major. This policy covers both minor and major adaptations work.

4. Policy statement

4.1 Minor adaptations

These are generally works that costs 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;

² The framework for mandatory adaptation works is set out in section 23(1) of the 1996 Act, subsequently been added to by The Disabled Facilities Grants (Maximum Amounts and Additional Purposes)(England)Order 2008 as allowed for by section 23(1)(l) of the Act.

- an additional stair rail;
- grab rails;
- half steps;
- lever taps;
- key safes;
- fillet ramps (small internal timber ramp)

4.2 Major adaptations

Adaptations costing £500 and over are generally classed as major adaptations, require a report from an OT at LCC with a recommendation and a decision from 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 and platform 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.

4.3 Advice, information and support

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

4.3.2 Where tenants request adaptations work, they will be asked to contact LCC for an initial assessment, which is usually undertaken by phone.

4.4 Eligibility

Any council tenant can apply for adaptations to their home either in person or via a member of their family. Generally only recommendations from LCC will be considered. The adaptation requested must meet the needs of the tenant or another permanent member of the household.

4.5 Assessment

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

4.5.2 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).

4.5.3 The repairs and investment staff will be the key contact for tenants from this point onward.

4.6 Decision-making process

4.6.1 Minor adaptations work of a standard nature will generally be approved and ordered. 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 the council to assess feasibility for the works.

4.6.2 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.

4.6.3 Requests for major adaptations of a non-standard nature would generally require a survey by a surveyor from the council to assess feasibility for the works.

4.6.4 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;
- Adaptations at properties of non-standard construction, and / or where there are significant site complexities.

4.6.5 Following the Panel's consideration of the case, the decision to undertake the adaption will be made by the officer with the appropriate level of delegated authority.

4.7 Maximum value of adaptation/s

4.7.1 The Council will not authorise the use of HRA finance for works in excess of £30,000 unless there are exceptional circumstances.

4.8 Exceptional circumstances

Generally, exceptional circumstances will include where:

- all possible alternative options have been fully explored and exhausted;
- there are no suitable alternative properties within the Council's stock;
- it is reasonable and practicable to undertake the adaptations requested.

The Council may not be able to fund adaptations due to financial constraints, and costs may therefore need to be spread across more than one annual budget.

4.9 Considerations

4.9.1 The council will consider whether it is reasonable and practicable to carry out the adaptations as recommended by the OT.

4.9.2 When considering adaptation requests all potential options will be explored to meet the specific needs of the tenant (and their household), including a transfer to more suitable housing, particularly where this would prevent spending significant sums on major alterations to the existing home.

4.9.3 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 including, but not limited to:

(a) 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;
- Adaptations should address the immediate and longer term needs of the disabled person;
- The type of tenancy held by the tenant: non-secure, introductory, secure tenancy;
- Whether 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;
- Whether the tenant has moved from a property that would have been more suitable for their needs compared to their current property, and they are deemed to have deliberately worsened their circumstances.

(b) Property considerations:

- The property type and its construction;
- Properties of a non-standard construction type are generally not considered reasonable or practical for major structural adaptation works e.g. installation of a through-floor lift;
- Adaptations involving the installation of a level-access shower at a first floor (or above), where there is no existing lift, and where the property is under-occupied by two or more bedrooms may not be considered reasonable or practicable to undertake;
- Where reasonable to do so, applicants may be offered a suitable alternative property that better meets their needs;
- The current and likely future under or over occupancy of the property;
- If the property is suitable for adaptation;

- Properties with narrow doorways, halls, stairways and passages may make wheelchair use in and around the dwelling difficult; or with difficult or limited access e.g. steep flights of steps making access for wheelchair use difficult and therefore making continued or prospective occupation of the dwelling open to question;
- 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 for the tenant and the amounts spent on the adaptations;
- If any existing adaptations can be recycled;
- Where the adaptation concerns a communal area, whether the adaptation presents a hazard to users of the building e.g. stair lift obstructing means of escape.
- Conservation considerations and planning constraints may prevent certain types of adaptation being carried out.

(c) Other considerations

- If the works are supported (or not) by the OT;
- Whether there is a statutory obligation for the council to undertake the works;
- 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 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 impact on other occupants of proposed works which will reduce or limit the existing facilities or amenities in the dwelling;
- The budget available for adaptations work;
- The cost of the works;
- Extensions are likely to cost in excess of £30,000, and therefore generally will not be considered reasonable or practical to undertake.

5.0 Requests to remove adaptations

Requests from tenants or their representatives that the Council remove adaptations will generally be refused.

6.0 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;
- aftercare contact to the tenant on completion of the major adaptations work;
- follow-up contact by the customer liaison officer after four weeks from the completion of major works to check that there are no problems with the work.

7.0 Complaints

Complaints will be considered in accordance with the Council's complaints policy, which is available on the Council's website.

8.0 Timescales, performance monitoring, target setting and reporting

- 8.1 Tenants requesting adaptations will be notified of a decision as soon as is reasonably practicable and no later than three months after the date of receipt of the OT's recommendation.
- 8.2 An order with a suitable contractor for the approved works will be placed as soon as reasonably practicable after the decision is made, taking in to account the need to undertake designs and define the scope of work.
- 8.3 We will monitor performance using the following performance indicators:

- Average waiting time for a decision on an adaptation request (from receipt of recommendation);
- Average time to carry out minor adaptations (following the decision to proceed.);
- 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).

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

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

8.6 Equalities data will be captured for applications that are refused.

9. Multi-agency and team working

We will strive to foster and nurture excellent relationships with such teams and organisations that include (but are not limited to):

- OTs;
- Adult and Children's Social Care;
- Building control and planning;
- External support agencies such as The Bridge and the Citizens' Advice Bureau.

10. 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.

11. Responsibility and accountability

Responsibility and accountability for this policy lies with the Head of Landlord Services.

12. Other policies

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

- Complaints policy;
- Choice-based lettings housing allocations policy;
- Equality strategy;
- Housing asset management strategy;
- Housing revenue account business plan;
- Housing strategy;
- Private sector grants policy.

13. Training

Appropriate training will be provided to officers delivering the adaptations service.

HOUSING MANAGEMENT ADVISORY BOARD - 6th NOVEMBER 2019

Report of the Head of Landlord Services

ITEM VOID PROPERTIES PROGRESS REPORT AND UPDATE

Purpose of Report

To advise the Board on the Council’s current void properties and progress regarding improvements.

Recommendation

The Board is asked to note and comment on the update, including the revised void standard.

Background

Works are undertaken to void properties to enable them to be re-let. The aim is to complete works quickly to enable them to be re-let, avoiding rent loss on empty properties.

Current performance

See Appendix 1. *Void Time in Works Performance*. Standard void works are progressing on target. There is scope for improvement on major void times.

This internal cross departmental group continues to identify actions to reduce void turnaround times. Current areas of focus are:

- Procurement of additional resources to work on major voids.
- Consideration to be given to completing repairs during the termination period.
- Starting the re-let process and property advertising earlier i.e. when a termination form is received.
- Implementing a revised and enhanced void standard.

New Void Standard

An enhanced void standard has been produced and can be found at Appendix 2.

The enhancements are summarised in the table below.

Change	Reason for Change
Charnwood standard explicitly referenced, and minimum remaining lifecycles of component to be greater than one year.	To support delivery of the Charnwood Standard and a better quality of components present when a tenant moves in.

Compliance section explicitly referenced and expanded to include checks for heat and CO detectors, and legionella prevention measures.	To reflect the focus on tenant safety.
Health and safety section explicitly referenced and expanded to include checks that the property has sufficient loft insulation and that the external wall insulation (if fitted) is in good condition.	To reflect the focus on tenant safety and comfort.
All graffiti will be painted over. Previously only offensive graffiti was painted over.	To enhance the condition of void properties.
All surfaces will be decorated to an acceptable standard or ready to decorate. This is updated from " <i>all plaster work will be dry, firm and free from large cracks</i> ".	To enhance the condition of void properties.
All properties will have thermostatic radiator valves and/or room thermostats present and programmable heating	To increase thermal comfort, support energy efficiency, and reduce fuel poverty

Officer to contact:

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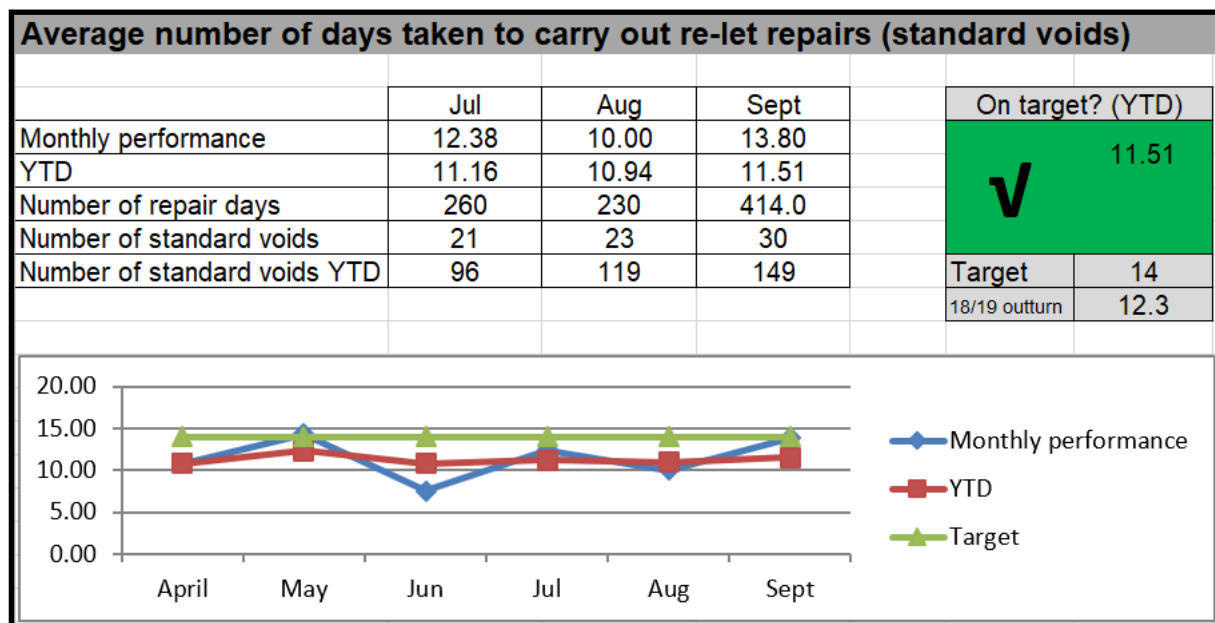
Appendix 1 - Void Time in Works Performance

Definition of major works:

Major works include those that have prevented the re-letting of the property because of their scale and extent.

In summary, major repair works include¹:

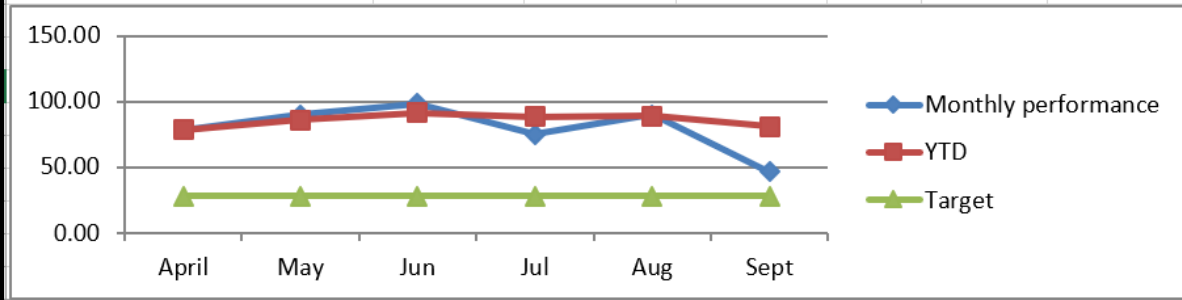
- Structural repairs
- Site works around the dwelling
- Services installations
- Consequential and other works
- Any works that significantly improve the dwellings (i.e. capitalised repairs)
- Asbestos removal - notifiable asbestos works should be counted as major works. Non-notifiable asbestos works should be counted as standard void works.



¹ Available at: https://members.housemark.co.uk/data/benchmarking/Pages/Performance_measures_2017.aspx
 Accessed: 04/09/2017

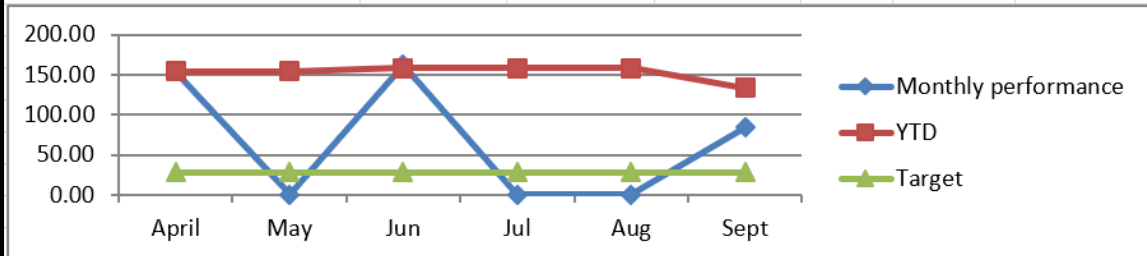
Average number of days taken to carry out re-let repairs (in-house major voids)

	Jul	Aug	Sept	On target? (YTD)	
Monthly performance	75.20	90.00	46.75	X	80.76
YTD	88.38	88.76	80.76		
Number of repair days	376	720	374.0		
Number of major in-house voids	5	8	8		
Number of major voids YTD	26	34	42	Target	28



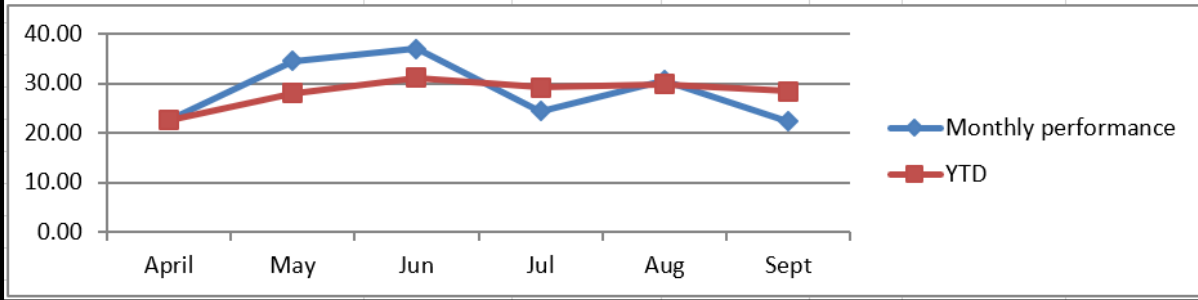
Average number of days taken to carry out re-let repairs (Outsourced major voids)

	Jul	Aug	Sept	On target? (YTD)	
Monthly performance	0.00%	0.00	84.00	X	133.33
YTD	158.00	158.00	133.33		
Number of repair days	0	0.0	84.0		
Number of major voids	0	0	1		
Number of major voids YTD	2	2	3	Target	28



Average number of days to carryout re-let repairs - overall

	Jul	Aug	Sept		On target? (YTD)	
Monthly performance	24.46	30.65	22.36		X	
YTD	29.18	29.91	28.39			28.39
Number of repair days	636.00	950.0	872.0			
Number of voids	26	31	39			
Number of voids overall YTD	124	155	194			
				Target	24	



Appendix 2 - Revised Void Standard

	Criteria	Yes - No - N/A	Pass Criteria
	Charnwood Standard		
6	Is the kitchen less than 20 years old and does it have >1-year remaining life		Y
7	Is the bathroom and separate WC (latter only if present) less than 30 years old and does it have >1-year remaining life		Y
8	Is the level access shower (if present) less than 15 years old and does it have >1-year remaining life		Y / N/A
9	Are the UPVC or composite doors less than 25 years old and does it have >1-year remaining life		Y
10	Is the boiler less than 15 years old		Y
11	Is the full central heating pipework, radiators and electric storage radiators less than 30 years old		Y
12	Does the property have a valid EPC and a minimum SAP rating of 50	Y / Not Feasible	Y / Not Feasible
	Compliance		
13	Has an asbestos survey been carried out (N.B. There must be a survey in place before work starts)		Y
14	Have all medium and high risk, and damaged asbestos containing materials been removed		Y
15	Is a satisfactory electrical safety certificate present and available for the sign up pack		Y
16	Is a satisfactory Landlord Gas Safety Certificate present and available for the sign up pack		Y
17	Is a smoke detector fitted and has it been tested		Y
18	Is a heat detector fitted and has it been tested		Y
19	Is a CO detector fitted and has it been tested		Y
20	Have the shower heads been replaced		Y
21	If there is a header tank present, is it insulated, is there a lid on it, and is it clean and bylaw 30 compliant		Y / N/A
22	If the property has been empty for 5 weeks or more has it been chlorinated		Y / N/A
23	Have all pipework deadlegs been removed		Y / N/A
24	Are all necessary fire doors present, functioning, in good repair, correctly fitted, and with all strips, seals, and door closing devices fitted		Y
	Health and Safety		
25	Is loft insulation sufficient		Y / N/A

26	If the property has external wall insulation, render or cladding is it in good condition		Y
27	Are all parts of the property integrated in to the main fabric of the building		Y
28	Is the property free of any lead in the property that is likely to cause a hazard to health		Y
29	Is the property free of any threats to health from chemicals used to treat timber and mould growth		Y
30	Is the property free of unguarded drops		Y
31	Is the property free of any visible signs of structural movement or damage		Y
32	Are internal spaces adequate, meeting standards and fit for modern day living		Y
33	Is the property wind and watertight		Y
34	Is the property free of signs of roof leaks or leaking guttering		Y
35	Is the property free of signs of damp		Y
36	Is there adequate ventilation in each room		Y
37	Is the property free of pests e.g. fleas, mice, rats and other vermin		Y
38	Has all rubbish, items, and hazardous materials been removed from all property areas including sheds, loft spaces, and gardens.		Y
39	Have all sharps been removed from the property, including from behind radiators and on top of cupboards.		Y
40	Are rails, guards and balustrades in place, in good condition, and adequate.		Y
	Finishing and Decoration		
41	Is the property free of redundant cables, pipework, carpet grips, shelving, nails and holes in the wall etc.		Y
42	Has all graffiti been removed or painted over		Y
43	Are all surfaces (e.g. walls and ceilings) in good condition, free of heavy tobacco stains, decorated to an acceptable standard, or ready to decorate.		Y
44	Is the property clean throughout		Y
45	Amount of decoration grant	Insert £ Value	Insert £ Value
	Floors		
46	Are all floors safe and level and free of hazards e.g. holes, trip hazards		Y
47	Are all floors tiles sound, unbroken and clean		Y

48	Are all timber floors sound and in a cleanable condition.		Y
	Walls and Ceilings		
49	Are all wall and ceiling finishes (plaster) sound with no loose or flaking material.		Y
50	Are all the textured ceilings in sound condition		Y
51	Are all polystyrene tiles removed throughout and finishes made good.		Y
52	Has all mould growth been washed down and treated with an appropriate anti-fungicidal solution.		Y
	Windows and External Entrance Doors		
53	Have all windows been checked, and are they operational and secure with no broken glass.		Y
54	Have all existing external door locks been replaced with recycled locks and a minimum of two keys available for the inbound tenant		Y
55	Are all exterior doors sound, operational and secure (see 24 if fire doors are needed or present)		Y
56	Are all glass panels safe and free from damage, with safety glass present where appropriate		Y
	Internal Joinery, Fixtures and Fittings		
57	Are all interior doors fully operational with no damage.		Y
58	Are stair handrails, banisters, and balustrades sound and safe		Y
	Kitchen Units		
59	Are all work surfaces sound and cleanable with no damage		Y
60	Is all sealant clean, continuous, intact and fit for purpose.		Y
61	Are kitchen sinks clean, leak free and complete with plug and chain.		Y
62	Is there adequate space for a cooker, fridge and washing machine including space for washing machine taps and waste connections, and adequate work surfaces, and is the layout appropriate		Y
	Bathrooms / Water Closets		
63	Are WC pans, wash hand basins and baths clean		Y
64	Have plugs and / or chains been replaced at baths, wash hand basins and sinks.		Y
65	Are toilet seats new or in good clean condition.		Y

	Tiling and Splashbacks		
66	Are all tiled surfaces clean with no broken or chipped tiles.		Y
	Plumbing and Heating Systems		
67	Are thermostatic radiator valves and/or room thermostats all present		Y
68	Is there a programmable Heating system in place		Y
69	If electric heating was present, has it been changed to gas (where possible)		Y / N/A
70	Are all systems and overflow pipes leak free with no drips		Y
71	Have all taps been tested and are they functioning correctly and not dripping		Y
72	Have all cisterns been tested for operation, and operational having been repaired and renewed as required		Y
73	Is all loose pipework securely clipped in place		Y
74	Are all stop taps closed and hot water shut off, with valves appropriately located, operating correctly, and information available for the new tenant sign up pack.		Y
75	Have all solid fuel appliances been removed		Y
76	Have all gas fires been removed		Y
	Garden External Areas		
74	Have hedges been cut down to 6ft or below and is the grass no taller than 1ft high.		Y N/A
75	Is all external paving safe and level and free of hazards (e.g. trip hazards, holes, significant defects) and in place to ensure as far as reasonably practicable safe entry and exit of the dwelling through recognised routes e.g. front, rear doors and side entries etc.		Y

HOUSING MANAGEMENT ADVISORY BOARD

Report of the Head of Landlord Services

Item BUDGET CONSULTATION 2020-2021

Purpose of the report

To enable members of the Board to consider the following issues before the draft budget report goes to Cabinet in December 2019.

- Priorities
- Budget pressures
- Rent and service charge setting
- Proposals for planned investment

Action requested

The Board is asked to:

- Advise on any initiatives / priorities it wishes to see budgeted for in 2020/21.
- Comment on the budget pressures submitted for Year 2 - Mobyssoft RentSense Predictive Analytics and extension of the Universal Credit Officer.
- Comment on proposed rents and service charges for 2020/21.
- Comment on the proposals for planned investment for 2020/21.

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 December 2019	A report is taken to Cabinet to: <ul style="list-style-type: none"> • Advise members of the projected base budget position for 2020/2021. • Review the savings and growth proposals put forward for the year 2020/2021, and to begin a period of consultation.

<p>Cabinet February 2020</p>	<p>This report sets out the proposed General Fund and Housing Revenue Account (HRA) Revenue Budgets for 2020/21, which together represent the financial spending plans for all services of the Council.</p> <p>The report also presents the proposals to increase rent and service charges within the Housing Revenue Account.</p>
<p>Council February 2020</p>	<p>The report sets out the recommendations of the Cabinet regarding the proposed General Fund and HRA Revenue Budgets for 2020/21. 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.</p>

The exact amount of available money for the HRA in 2020/21 is not yet known as this is identified after December 2019.

Budget pressures submitted for Extension of Universal Credit Officer and Mobysoft RentSense Predictive Analytics

In order to arrive at a draft budget position that can be presented to Cabinet in December 2019 Heads of Service submit any pressures and savings they are aware of for the forthcoming year. Pressures and savings over £10,000 require the production of a business case.

The budget pressure business cases for *Year 2 Mobysoft RentSense Predictive Analytics* and *Extension of Universal Credit Officer* and can be found at Appendix 1.

The pressures, savings and business cases will be reviewed by Directors and Heads of Service to determine whether they 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 Leadership Team, and the draft budget is produced.

Rents and service charges for 2020/21

- Housing Rents

Around £12.6 million is currently held in housing revenue account balances and reserves, of which, around £8 million is available to spend, leaving a suitable working balance.

The Council is a self-financing local authority and owes £79 million in loans in its debt settlement payment to the government, repayable from 2024 to 2061.

2019/20 is the fourth year of 1% rent reductions from a frozen 2015/16 baseline as set out though the Welfare Reform and Work Act 2016. Through these 1% reductions there is a projected net total cash reduction in the rent charged of around 4%. This has a substantial adverse impact on rental income. Inflation has been positive over same four-year period so there has been an even greater “real terms” decrease in rental income levels.

Government has now clarified rent policy for 2020 onwards, and a CPI* (1.7%) + 1% increase is now possible. It is proposed to the Board that the Council applies an increase at this level.

If rent is not increased at the maximum allowable amount the potential income to the HRA will be lost forever, as has happened already with the 4% reduction.

The proposed increase will support the resourcing of the following activities:

- a) improvements to sheltered accommodation for the elderly and vulnerable tenants.
- b) acquisition / development of new social homes.
- c) maintenance of the Charnwood standard in tenants’ homes (an enhanced decent home standard)
- d) improvements to communal areas and estates

* CPI is an inflationary indicator that measures change in the price of goods and services.

- Charges for garages and shops

The District Valuer is undertaking a valuation and will make a recommendation to the Council on levels to be set. It is likely that charges will follow this recommendation.

A review around the best use of garage sites is currently underway. Some sites are in poor condition. The review will inform future investment decisions.

- Leasehold management and administration

It is proposed that charges are subject to a 2.7% increase in line with that proposed for housing tenants. This approach will reduce the amount of cross subsidy from the Council’s tenants as currently management and administration charges are under recovered i.e. the cost of providing management and administration services is less than the service charge levied. Actual charges around communal area improvements and other services will remain at full cost recovery.

- Lifeline and warden support

It is proposed that charges are subject to the same 2.7% increase.

Overall, charges are currently under recovered i.e. the cost of providing services is less than the service charge levied.

If charges are increased too much vulnerable people may stop using the service, which would have a negative effect on the amount of income recovered.

Table 1 (below) shows how the proposed increases will affect individual charges:

Charge Description	Average weekly charge at 2019/20	Average weekly charge with a 2.7% increase	Increase
Housing rent	£87.00	£89.34	£2.34 / week (eligible for Universal Credit)
Leasehold management and administration charges	£113.06	£116.11	£3.05 / annual
Lifeline charge	£4.37	£4.48	9p / week
Warden support charge	£1.72	£1.77	5p / week (eligible for Universal Credit)

Capital Budgets

Works will continue to be delivered in line with the Charnwood standard.

An amount will be included in the 2020/2021 budget for replacing composite fire doors which do not meet the standards set out in new guidance.

Additional parking spaces are requested on a regular basis. In recent months, there have been requests for the creation of parking spaces at locations including Ling Road (where a road would need to be created to enable access), and at Beacon Road in Loughborough. There are limited budgets available for this type of work. It is not recommended that this work is progressed. Rather, that the Estate and External Works Budget (the draft amount is £205,000) is focussed on improving existing pedestrian areas, footpaths and car park surfaces, to reduce the likelihood of trips and falls resulting in harm, and on improving bin stores, which have been the target of arson and drug misuse.

Officer to contact:

Peter Oliver
Head of Landlord Services

Year 2 - Mobyssoft RentSense Analytics

What we propose to do and how we will do it

On 21st October 2019 the Council entered in to a 1+1+1 years contract with Mobyssoft Limited for the cloud based RentSense system. Using historical rent payment data and predictive modelling, the system creates a prioritised list of rent accounts for action and produces related performance data. The Year 1 cost has been met. Subject to continued business case validation it is expected that year 2 of the contract will commence on 21st October 2020. The cost of year 2 is £45,148. This amount has been placed in a ring fenced 19/20 expenditure code. Under current financial procedures this Option for Change form is necessary to create the budget for 20/21.

Why this option is being put forward?

The number of tenants currently receiving UC is around 820. It is expected that from January 2020, the DWP will implement the managed migration to UC of all claimants on legacy benefits, including tax credits, ESA, JSA and income support. The number of tenants moving on to Universal Credit is therefore expected to increase, with full migration of around 2600 Council tenant claimants being completed by 2023. Housing benefit is paid directly to the landlord. UC is paid to the tenant, who must pay the rent to the landlord. This increases the cohort of tenants that officers must "chase" to pay the rent. Workload for the income management team is estimated to increase by around 41% as a result.

The projected year 1 financial benefits of Rentsense are as follows:

- Immediate income collection capacity gains, equivalent to at least 1.50 FTE officer time saved;
- Benchmarked arrears reduction of 13.05% in year one (Over £58k arrears reduction);
- Freeing up of additional capacity to deal with the resource intensive impact of universal credit equivalent to at least 1.12 FTE officer time.

The total estimated year 1 benefits are £137,000

RentSense is used by around 145 other housing providers. The system currently processes the payment data relating to 1.5m of tenants. This makes up around 29% of all public sector tenancies.

Two site reference visits have been undertaken to organisations using QL (the Council's housing management system) and Mobyssoft. Both organisations reported the introduction of RentSense as positive, noting that it had assisted in delivering better overall performance on arrears and income collection.

What is the impact on service users and communities?

- Tenants in arrears are contacted quickly and accounts are monitored more frequently;
- More officer time available to support tenants with more complex cases; Tenant debt is minimised supporting tenant wellbeing (debt contributes to poor physical and mental health);
- Early intervention and prevention of arrears as no tenants are 'missed' receiving contact;
- Interactions are of a higher quality and customers are more satisfied with service;
- Court action and eviction outcomes are reduced, again supporting both tenant wellbeing and objectives around tenancy and community sustainability, and void loss.

Is there a disproportionate impact on people with protected characteristics?

None identified.

What is the 2020/2021 cost?

£45,148

Risks and mitigating actions

The main risk is that the projected benefits are not realised leading to financial loss. A detailed mobilisation plan has been produced and a Project Team established to implement the system. Performance data will be monitored. A business case validation meeting is timetabled to take place in March 2020. Should the expected benefits not be realised, a break clause is present in the contract which can be exercised at month 10, limiting the length of the contract to 1 year.

Extension of Universal Credit Officer

What we propose to do and how we will do it

It is proposed that the Universal Credit Officer post M360 is funded for a further period of 2 years. The post will support tenants moving on to Universal Credit, and will protect rental income and prevent evictions through the following activities: manage cases on the Department for Work & Pensions (DWP) landlord portal, assist claimants with UC applications and sustainment, request managed payments, assist vulnerable tenants to maintain their claim, and manage and maintain accurate records of claimants to support the targeting of resources.

Why this option is being put forward?

The number of tenants currently receiving UC is 820. It is expected that from January 2020, the DWP will implement the managed migration to UC of all claimants on legacy

benefits, including tax credits, ESA, JSA and income support. This migration is taking place later than expected. The number of tenants moving on to Universal Credit is therefore expected to increase, with full migration of around 2600 Council tenant claimants being completed by 2023. The Universal Credit Officer resource is required for this period to protect rental income and prevent evictions. The 2019/20 income protected through the activity undertaken by the officer is estimated at £650,000. UC officer activity data can be found at Appendix A.

What is the impact on service users and communities?

Tenants will be supported through changes to welfare benefits, financial stress will be reduced, and evictions prevented. Tenancy turnover will be reduced and this will have a positive impact on community stability and sustainability.

Is there a disproportionate impact on people with protected characteristics?

None identified.

What is the 2020/2021 cost?

£ 37,375

Risks and mitigating actions

There are no significant risks identified with this proposal.

Appendix A - UC Officer Activity Data

Activity	Activity Total	Activity Total
UC Sustain*	806	1232
Sign-up / Application	161	
Managed payment application	47	
Verification on Landlord Portal	208	
Other	10	

***UC Sustain Activities:**

- Home visits
- Contact with UC service centre
- Contact with Loughborough Job centre
- Managed payment
- PIP claims & Limited capability for work assessment
- Referrals to other teams
- Referrals to agencies
- Supporting tenants with IT
- Supporting tenants with bills
- Supporting tenants with letters

Writing journal messages to UC on behalf of tenants

Visiting tenants with limited computer skills on a weekly basis leading to first payment date to ensure to-do list is complete

Council tax support

Advice to maximise income

Informing tenants that if an advance is taken out – half of this must be paid towards housing costs

Number of vulnerable tenants supported to apply for and maintain UC
153

Housing Management Advisory Board

6 November 2019

Performance information pack

Landlord services performance

Anti-social behaviour information relating to the council's housing stock

Compliance performance (fire safety etc.)

**HOUSING MANAGEMENT ADVISORY BOARD
6 NOVEMBER 2019**

**Report of the Head of Landlord
Services**

LANDLORD SERVICES
PERFORMANCE

Purpose of report

To consider performance for, or at the end of, quarter 2, 2019-20, up to the end of September 2019.

Recommendation

The Board is asked to note and comment on performance for the second quarter of 2019-20.

Targets met or within tolerance levels (performance is within 5% of the target)

(a) Repairs

Description	Target	Performance YTD
% Emergency repairs completed within 24 hours	100%	100% (1,723 / 1,723)
% Responsive repairs for which appointments are made and kept	98.58%	98.55% (5,559 / 5,641)
% Responsive repairs which are completed 'right first time'	96%	99.92% (5,214 / 5,218)
% Urgent repairs completed on time	97%	96.48% (1,125 / 1,166)
% Responsive repairs completed within timescales	97%	93.30% (5,905 / 6,329)
Average number of days taken to carry out re-let repairs	14 days	11.51 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) Gas servicing

Description	Target	Performance YTD
% Properties with a valid gas safety certificate (CP12)	100%	99.98% (5,216 / 5217)

There was one property that we were unable to gain access we have obtained a warrant on 3rd October to complete work.

(c) Income management

Description	Target	Performance YTD
Rent arrears of current tenants as a percentage of the annual rent debit	3.24%	2.94%
% Rent collected (including rent arrears brought forward)	End-of-year 95.31% End-of-quarter 92.01%	93.90%

(d) Tenancy management

Description	Target	Performance YTD
% New tenancies sustained over twelve months	95%	99.19% (245 / 247)
% New tenancy visits completed on target	95%	98.17% (107 / 109)

(e) Supported housing

Description	Target	Performance YTD
% Support plans agreed with sheltered tenants/reviewed within time	100%	100% (753 / 753)

(f) Customer satisfaction

Description	Target	Performance YTD
% Tenants satisfied with responsive repairs (overall)	97.4%	97.78% (485 / 496)
% Tenants satisfied with the time taken to complete the repair	97.60%	99.19% (492 / 496)

% Tenants satisfied that the operative arrived on time	98.57%	99.40% (493 / 496)
% Residents satisfied with Decent Homes work	95%	98.35% (239 / 243)
% Lifeline customers satisfied with the way their alarm call was dealt with	99.50%	100% (90 / 90)
% ASB complainants satisfied with the way their case was dealt with	86.00%	91.89% (34 / 37)

(h) Rent arrears and universal credit

The arrears and universal credit performance indicators for quarter 2 2019-2020 are attached in **appendix 1**.

Targets not met within a 5% tolerance

(a) Repairs

Description	Target	Performance YTD
% Routine repairs completed on time	97.00%	88.31% (3,042 / 3,446)

The responsive repair section has experienced a turnover in staff, the section is recruiting at present.

(b) Customer satisfaction

Description	Target	Performance YTD
% Residents satisfied with the time taken to complete the Decent Homes work	95%	90.53% (220 / 243)

Standard bathrooms are taking fifteen days to complete, which is eight days above target. Level-access showers and like-for-like replacements are taking seventeen days, which is five days above target. Kitchens are taking sixteen days, four days above target. The asset team continues to monitor the delivery of the capital programme. There have been improvements and Fortem has produced an overview of the short-term programme that the team will sense-check to identify any trends.

(c) Complaints

Description	Target	Performance YTD
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% Complaints responded to within timescales (stages 0 and 1)	95%	80.42% (152 / 189)
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Officer to contact: Deborah Bartlett
Repairs and Investment Manager
deborah.bartlett@charnwood.gov.uk
01509 634501

Andrew Staton
Landlord Services Manager
andrew.staton@charnwood.gov.uk
01509 634608

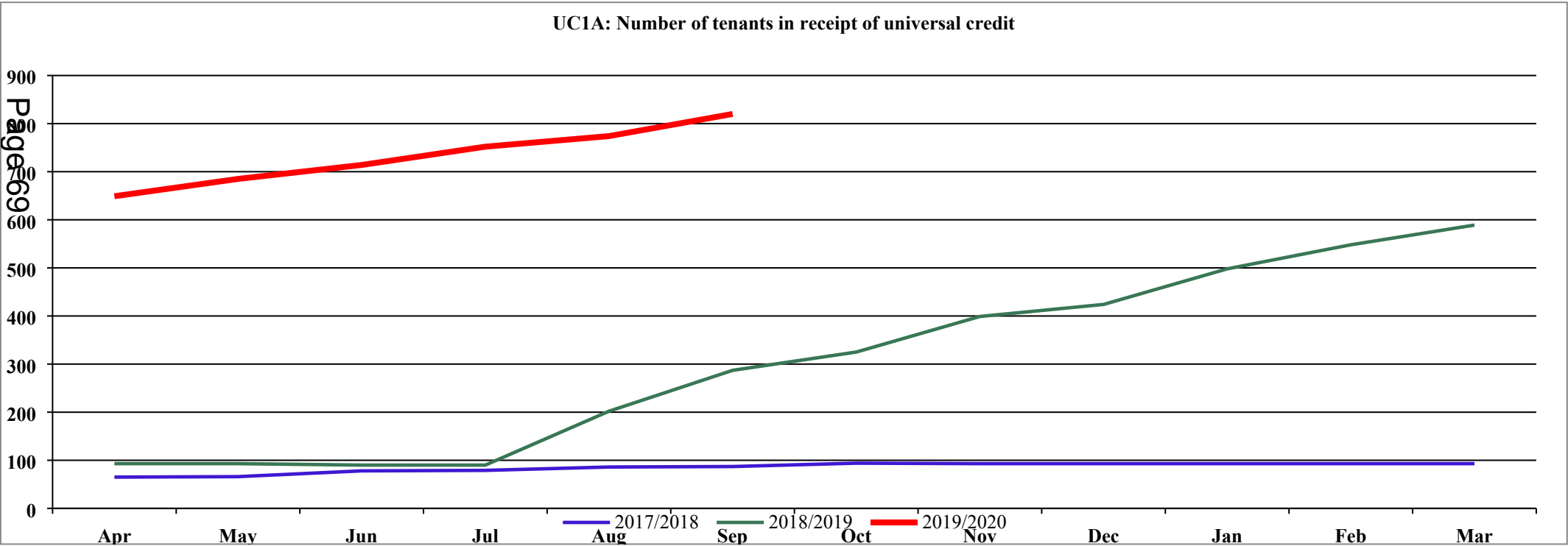
APPENDIX 1: RENT ARREARS AND UNIVERSAL CREDIT

Q2: July – September 2019: Landlord services – rent arrears and universal credit performance indicators

KPI ref	Description	Q2 19/20	Q1 19/20	Q4 18/19	Q3 18/19
UC1A	Number of tenants in receipt of universal credit	820	714	589	424
UC1B	Percentage of tenants in receipt of universal credit and who are in arrears	74.8%	70.9%	67.1%	67.0%
UC1C	Total arrears of tenants in receipt of universal credit and who are in arrears	£339,857	£294,416	£234,416	£169,812
UC1D	Average debt of tenants in receipt of universal credit and who are in arrears	£554	£582	£593	£598
UC2A	Number of tenants not in receipt of universal credit	4,577	4,736	4,861	5,026
UC2B	Percentage of tenants not in receipt of universal credit and in arrears	19.5%	20.1%	16.2%	19.9%
UC2C	Non-UC arrears	£291,836	£321,434	£276,590	£340,792
UC2D	Average debt of tenants not in receipt of UC and who are in arrears	£327	£338	£352	£341

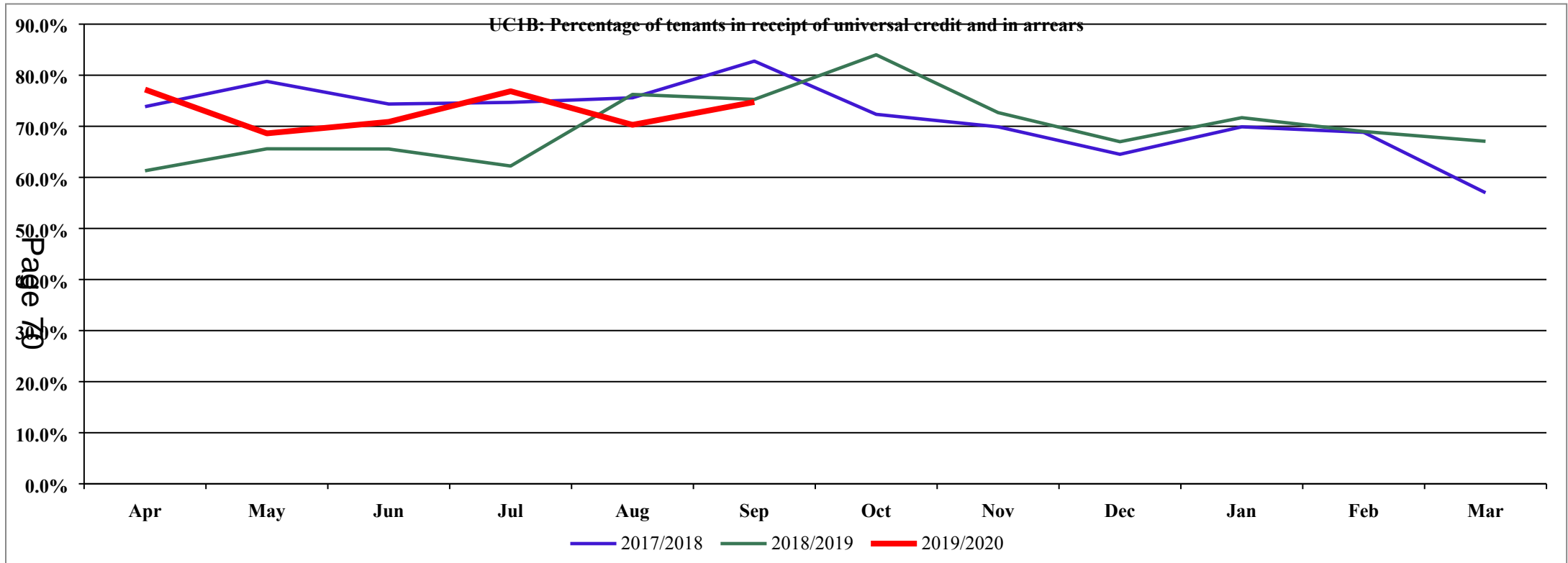
UC1A **Number of tenants in receipt of universal credit**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2017/18	65	66	78	79	86	87	94	93	93	93	93	93
2018/19	93	93	90	90	202	287	325	399	424	498	548	589
2019/20	649	685	714	752	774	820						



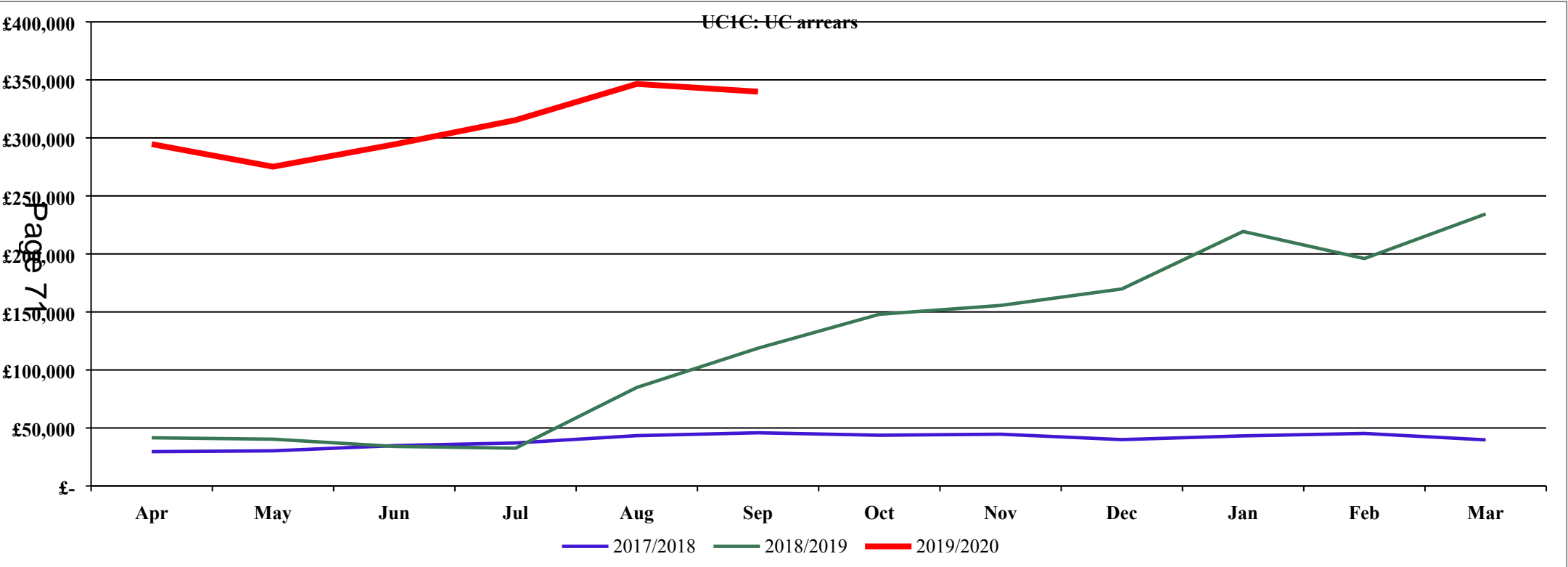
UC1B **Percentage of tenants in receipt of universal credit and who are in arrears**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2017/18	73.8%	78.8%	74.4%	74.7%	75.6%	82.8%	72.3%	69.9%	64.5%	69.9%	68.8%	57.0%
2018/19	61.3%	65.6%	65.6%	62.2%	76.2%	75.3%	84.0%	72.7%	67.0%	71.7%	69.0%	67.1%
2019/20	77.2%	68.6%	70.9%	76.9%	70.3%	74.8%						



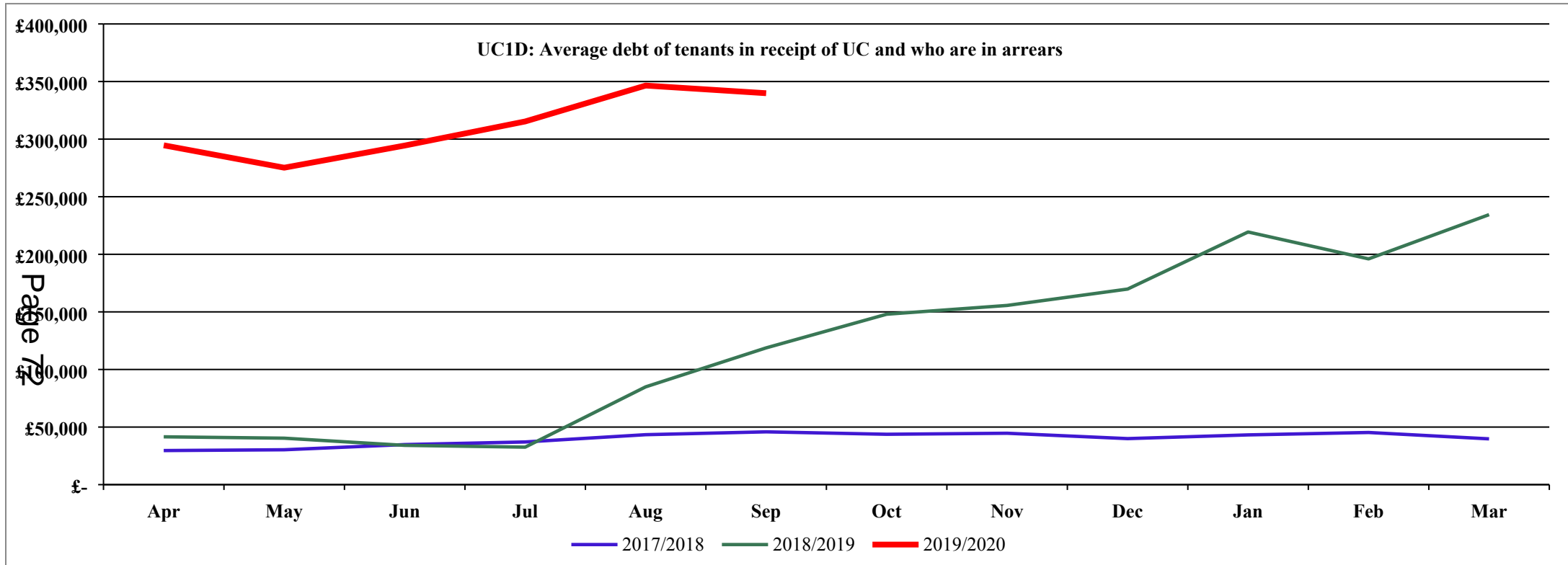
UC1C Total debt of tenants in receipt of universal credit and who are in arrears (£s)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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	32,558	84,908	118,754	147,965	155,592	169,812	219,367	196,022	234,416
2019/20	294,628	275,192	294,416	315,337	346,504	339,857						



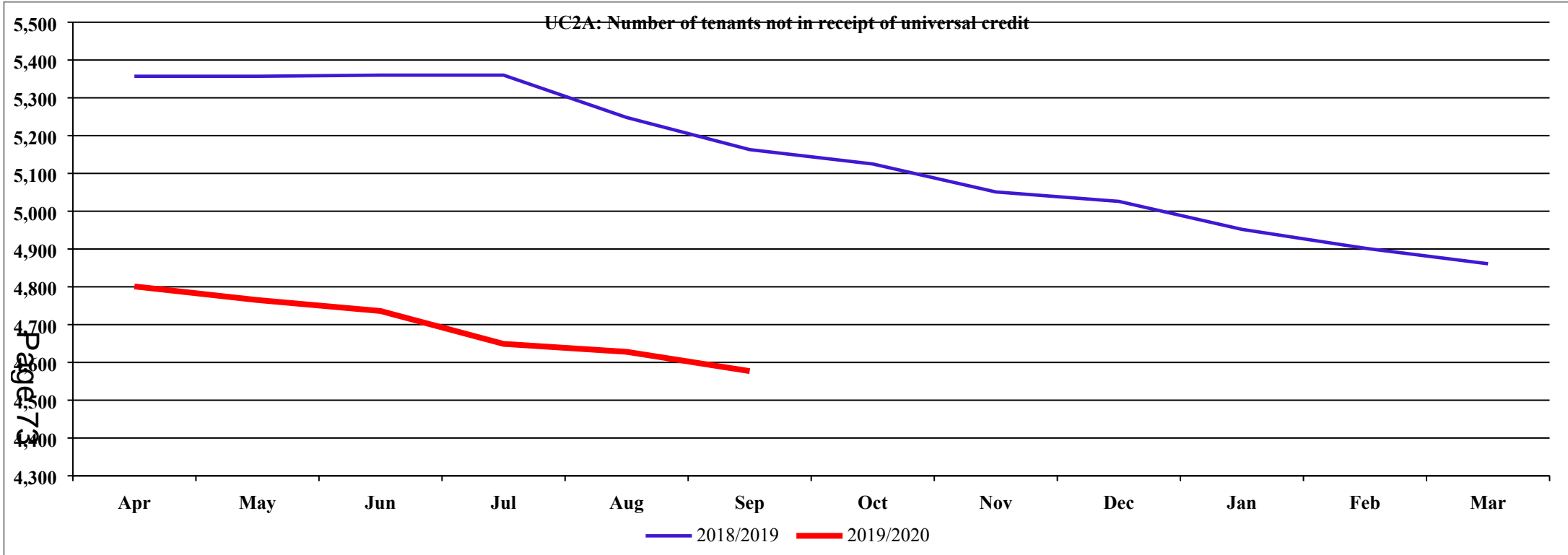
UC1D Average debt of UC tenants who are in rent arrears (£s)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2017/18	616	582	600	628	667	637	643	687	666	664	708	750
2018/19	728	661	578	581	551	549	542	537	598	614	519	593
2019/20	588	586	582	546	637	554						



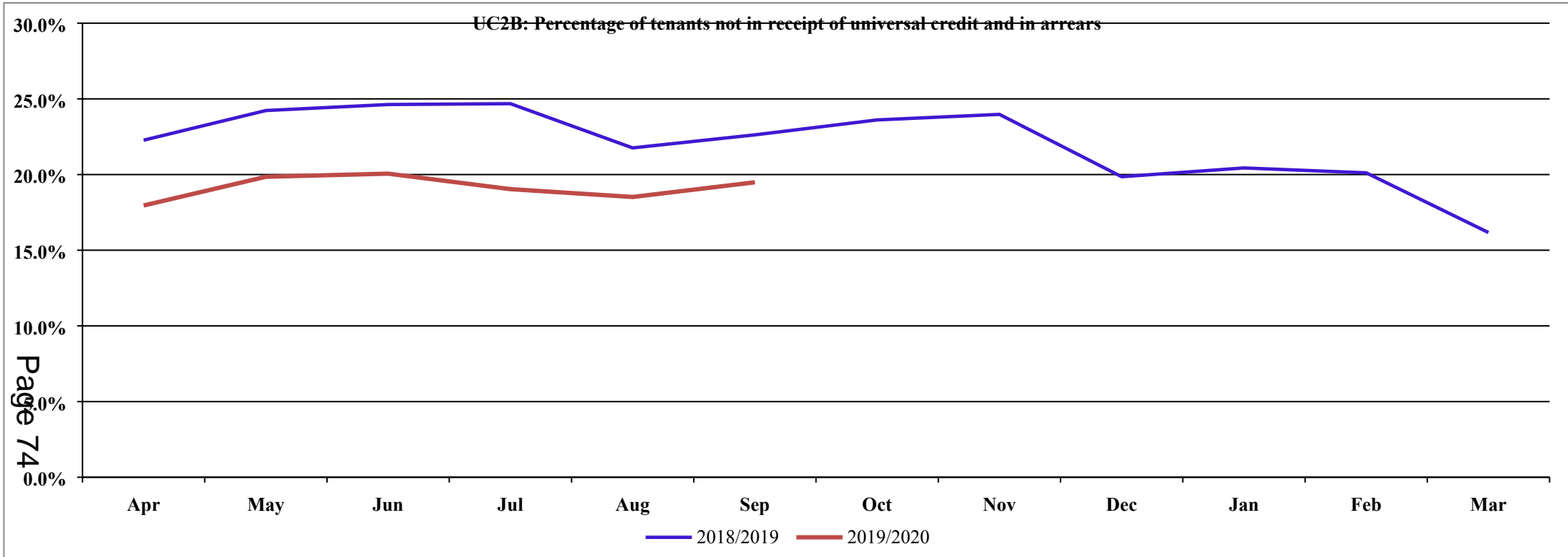
UC2A **Number of tenants not in receipt of universal credit**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2018/19	5,357	5,357	5,360	5,360	5,248	5,163	5,125	5,051	5,026	4,952	4,902	4,861
2019/20	4,801	4,765	4,736	4,649	4,628	4,577						



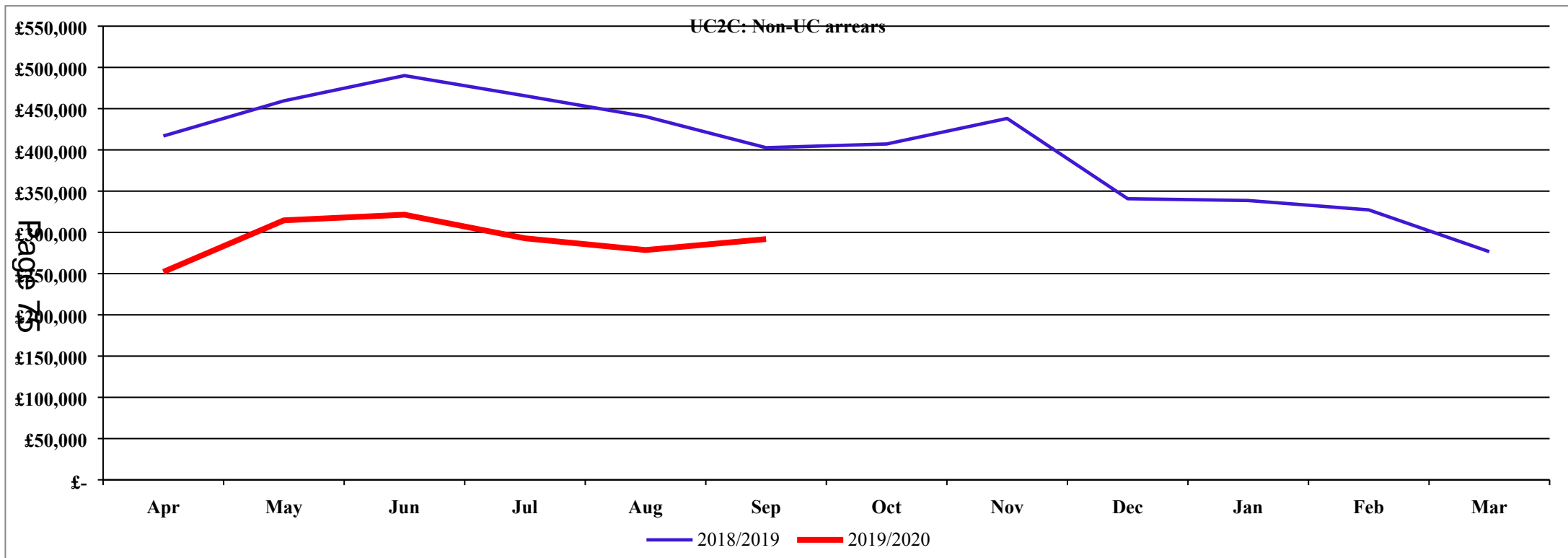
UC2B Percentage of tenants not in receipt of universal credit and who are in arrears

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2018/19	22.3%	24.2%	24.6%	24.7%	21.8%	22.6%	23.6%	24.0%	19.9%	20.4%	20.1%	16.2%
2019/20	18.0%	19.9%	20.1%	19.0%	18.5%	19.5%						



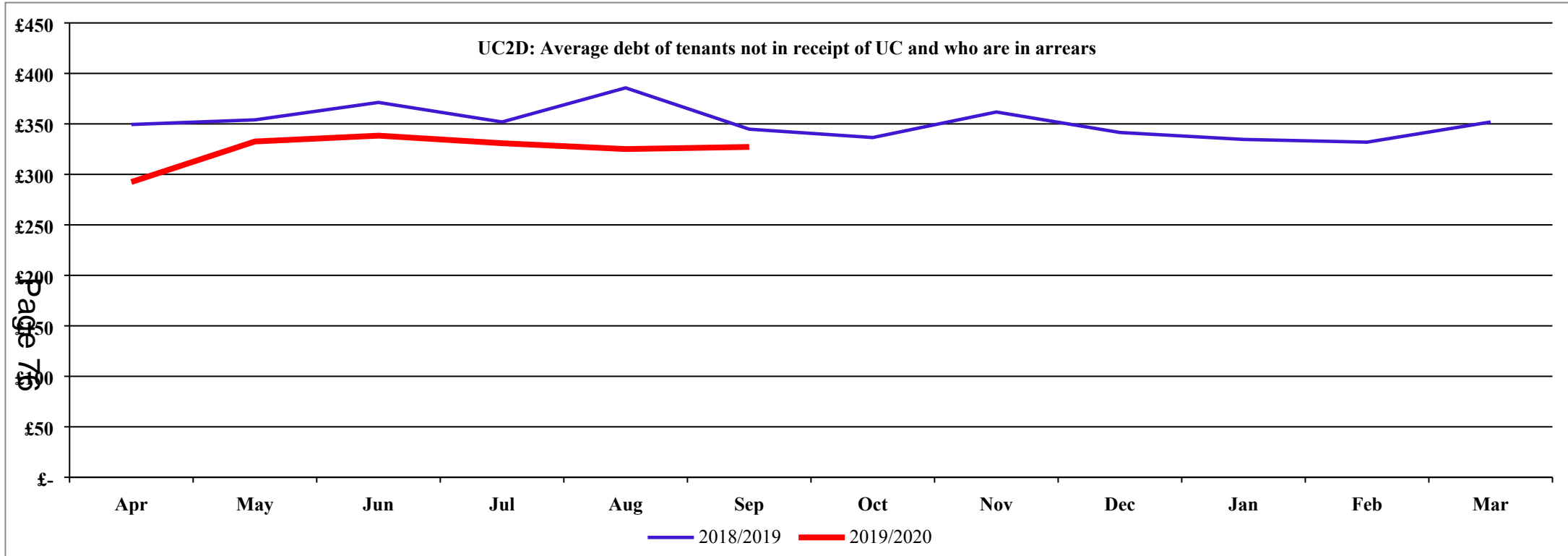
UC2C Total debt of tenants not in receipt of universal credit and who are in arrears (£s)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2018/19	416,838	459,480	490,051	465,587	440,449	402,678	407,150	438,111	340,792	338,622	327,258	276,590
2019/20	252,086	314,604	321,434	292,803	278,585	291,836						



Average debt of tenants not in receipt of universal credit and who are in rent arrears (£s)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2018/19	349	354	371	352	386	345	336	36	341	335	332	352
2019/20	292	333	338	331	325	327						



APPENDIX 2: COMPLIANCE REPORT – QUARTER 2 2019-2020

KPI	DESCRIPTION	TARGET	ACTUAL	%	COMMENTARY
1	GAS COMPLIANCE				
	PROPERTIES WITH A CURRENT CP12	5,217	5,216	99.98%	At the end of September we only had one property outstanding where access could not be gained. However, a warrant has been served and access was gained on 3 Oct making CBC 100% compliant at this date . This is the best position we have been in for several years.
	CAPPED PROPERTIES WITH A CURRENT CP12	5,221	211	4%	4% of our gas tenants are not using the gas appliances in their home.
	COMMUNAL BOILERS WITH A CURRENT CP12	15	15	100%	100% compliant. We are carrying out an appraisal of all our communal boiler systems with a view to improving their efficiency and performance
	SOLID FUEL APPLIANCES WITH CURRENT CP12	58	56	97%	We are now down to two properties where we need to gain access. (One appliance is not in use)
	REPAIRS COMPLETED WITHIN PRIORITY	1,538	1,481	96%	96% repairs completed within priority.
	CUSTOMER SATISFACTION (98%)	519	514	99%	Customer satisfaction is 97% for September and 99% overall. This is based on the 519 surveys carried out by Morgan Lambert
2	AUDITING - ASSURANCE				
	COMPLETED GAS AUDITS - MAIN GAS CONTRACT	0	519	114%	We have now resorted back to the normal level of auditing as we have a gas compliance surveyor in post along with the high level of quality of workmanship delivered by Sure Maintenance.
	COMPLETED SOLID FUEL AUDITS				
	SMOKE ALARM & CO COMPLIANCY - RECONCILIATION PROJECT				
	No. properties with battery smoke alarms		2,237		The 2019/20 programme will be delivered by Shacklocks. Smoke and heat detectors will be installed as part of the capital works programme (heating, kitchen, bathroom and ECIR). These will need to be reconciled on QL when resources allow.
	No. properties with hard-wired smoke detection		2,645		
	No. properties with both battery and hard-wired detection		306		
	No. properties - unknown/missing data		9		
	No. props with individual smoke detection connected to Lifeline with communal fire alarm systems		405		
	PROPERTIES WITH A CO ALARM INSTALLED		5,602		Reconciliation continues in order to confirm and track co alarm installations (5,617 properties)
3	FIRE SAFETY				
	FIRE ALARM - SIX-MONTHLY	19	19	100%	All fire alarms serviced - six-monthly visits
	EMERGENCY LIGHTING - DURATION TEST - ANNUAL	18	18	100%	Duration service schedule re-commenced and on target
	EMERGENCY LIGHTING - FLICK TESTING - MONTHLY	277	277	100%	100% compliancy achieved for month of April
	FIRE RISK ASSESSMENT	297	297	100%	Orders have been placed for the next tranche of FRA these are programmed in to be completed by end of July. (programme 80% complete)

	FIRE EXTINGUISHER	14	14	100%	14 Sites have fire extinguishers/blankets installed (47 components) all compliant
	FIRE RISK ACTION LOG		30		As of the end of Sept we are now down to we are now down 30 actions this includes some passive fire surveys which have been added. All FRA have been refreshed and actions are currently being addressed.
4	WATER SAFE				
	LEGIONELLA MONITORING - MONTHLY	15	15	100%	All courts are compliant with checks. New risk assessments are being undertaken
5	LIFTS & STAIRLIFTS				
	PASSENGER LIFT - SIX-MONTHLY	4	4	100%	At the end of Sept we have two stairlifts that are due a service.
	STAIRLIFT - ANNUAL SERVICE	203	202	100%	
	LIFT & STAIRLIFT - ANNUAL INSURANCE INSPECTION				Awaiting updated figure from corporate insurance team
6	ASBESTOS				
	ASBESTOS SURVEYS	6,389	6,295	99%	We currently have 94 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). Orders have been placed to survey these properties.
	RE-INSPECTIONS	6,389	3,179	50%	We have completed 3,719 re-inspection surveys. The 2019/20 programme for re-inspection is focusing on capital work streams. All garage sites have been surveyed
	COMPLETED ASBESTOS AUDITS - assurance testing				Audits completed with assurances issued on works carried out - further auditing to be completed on licensed works as necessary
Page 78	Electrical condition reports (periodic testing) inc PAT testing				
	Courts' PAT testing	14	14	100%	
8	Electrical condition reports (periodic testing)				
	Domestic dwellings (Fortem programme)				Programme for 2019/20 with Fortem
	Properties with a valid electrical certificate				Reconciling data continues. Once this is completed we will have a full picture of compliance. In the interim period we have a programme in place to carry out electrical testing where we know it's required.
	Properties without a valid electrical certificate				
	Properties with an unsatisfactory certificate				

APPENDIX 3: ANTI-SOCIAL BEHAVIOUR – QUARTER 2 2019-2020

1. New ASB cases opened by estate – quarter 2: July to September 2019

Estate	Q2 19/20	Q1 19/20	Q4 18/19	Q3 18/19
Anstey	17	16	1	11
Barrow Upon Soar	8	12	8	5
Birstall	6	2	2	8
Loughborough - Ashby Road	11	11	6	4
Loughborough - Bell Foundry	35	44	38	37
Loughborough - General	18	11	16	8
Loughborough - Shelthorpe	10	15	13	20
Loughborough - Thorpe Acre	9	14	15	13
Loughborough - Town Centre Central	19	15	21	9
Loughborough - Warwick Way	26	14	14	24
Mountsorrel	31	36	10	12
Quorn	5	4	11	10
Rest of Charnwood	4	6	1	4
Rothley	2	2	5	3
Shepshed	32	30	20	22
Sileby	30	16	6	22
Syston	27	19	16	21
Thurmaston	9	19	13	5
Woodhouse Eaves	3	2	4	0
Grand total	302	288	220	238

There has been an increase in reports of drug activity and youths in the Sileby area. We have also received increased reports about issues with youths in the Warwick Way area.

2. Case closure quarter 2 2019/2020

CASES CLOSED DURING QUARTER 2	Q2 19/20	Q1 19/20	Q4 18/19
Numbers of cases closed	368	236	237
Total time open (days)	19,679	15,105	19,991
Average length of time open (days)	53	64	84

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

3. Case resolution rate quarter 2 2019-2020

CASES CLOSED DURING QUARTER 2	Q2 19/20	Q1 19/20	Q4 18/19
Numbers of cases closed	306	203	180
of which were resolved	238	140	143
Case resolution rate (%)	77.8%	68.9%	79.4%

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

4. Case closure and reasons for closure when unresolved quarter 2 2019-2020

Case resolution - unresolved cases' reason for closure	
Reason for closure when unresolved	Nos
Referred to tenancy & estate management team	8
Referred to environmental health	1
Referred to police	2
Referred to warden	1
Other department have legal action in progress	1
No perpetrator identified	14
Anonymous complaint (unable to confirm if problem resolved)	34
Reported for information only	1
No evidence in order to take action/Insufficient evidence to make any progress with the case	6
TOTAL	68

5. Case closure by disposal (action status at point of closure)

Disposal type	Q2 19/20	Q1 19/20	Q4 18/19	Q3 18/19
Advice	97	38	42	46
Verbal warning	4	1	1	1
Written warning	18	3	7	3
Community protection advice/warning letter	1	0	2	0
Mediation	7	3	1	0
Acceptable behaviour contract	0	1	0	0
Injunction	0	0	2	0
Tenancy – extension to introductory tenancy	1	0	0	0
Notice of seeking possession	1	1	0	0
Suspended possession order (SPO)	0	0	0	0
Outright possession order	0	0	0	0

Criminal behaviour order (CBO)	1	0	0	0
Closure order	1	0	0	0
Eviction order	1	0	0	2
No further action at complainant's request	30	14	11	15
No further action – reported for information only	2	1	2	2
No further action – no perpetrator identified	19	13	5	11
No further action - other	85	77	65	46
Other (in this case non-engagement by complainant)	64	52	59	111
Entered in error/duplicate case	35	31	39	54
Grand total	367	235	236	291

One case was re-opened therefore this case will not appear in the case closure by disposal table but will appear in the cases closed table hence the discrepancy between the number of cases closed and the number of disposals.

6. Open cases at end of quarter 2 2019/2020

Cases open at end quarter 2	Q2 19/20	Q1 19/20	Q4 18/19
Numbers of cases	130	68	49
Total time open (days)	9,721	5,301	N/A
Average length of time open (days)	75	78	N/A

In quarter 2 we generally see an increase in the number of reports of anti-social behaviour as this covers the summer months when people are more likely to be at home and includes the children's summer break. We also have a number of legal cases which are still open as they are being progressed through the legal process which does take some time. Please also note the comments about increased reports in some areas which are documented beneath the cases by estate table.

6. Repeat complainants

Repeat and anonymous complainants for cases opened during quarter 2 2019/2020	
Anonymous/no victim or complainant	44
Reported twice	35
Reported three times or more	4
TOTAL	83

Please note that we previously included in this table people who had complained once, however these would not be repeat complainants and have therefore been removed from the table.

Officers to contact:

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Head of Landlord Services
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01509 634952

Claire Westrup
Principal Officer – Tenancy and Income Management
claire.westrup@charnwood.gov.uk
01509 634604

HOUSING MANAGEMENT ADVISORY BOARD – 6TH NOVEMBER 2019

Report of the Head of Landlord Services

ITEM 11

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 11th September 2019.

Recommendation

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.

Reason

To ensure that the information contained within the work programme is up to date.

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>
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	<p>As per six-monthly update reports considered by the Performance Scrutiny Panel.</p> <p>Last submitted to Board 11th September 2019.</p>
25 th March 2020	Review of HRA Business Plan	Head of Landlord Services	

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
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.
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 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.