



**HOUSING MANAGEMENT ADVISORY BOARD**

To: Davis, T. Edwardes (Chair), T. Riley (Vice-Chair) A. Davis, D. Wright, Councillors  
Brennan, Radford and Seaton (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 Virtual Meeting - Zoom on Thursday, 4th February 2021 at 4.30 pm for the following business.

Chief Executive

Southfields  
Loughborough

27th January 2021

**AGENDA**

1. APOLOGIES

2. MINUTES OF THE PREVIOUS MEETING\*

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To note as a correct record the minutes of the previous meeting held on 15<sup>th</sup> January 2020.

To note as a correct record the minutes of the previous meeting\* held on 9<sup>th</sup> September 2020.

*\*Meetings of the Board are public meetings and as virtual meetings they therefore need to be livestreamed. In error, the previous meeting on 9th September 2020 was not livestreamed and will therefore need to be considered as an informal meeting.*

3. CHAIR AND VICE-CHAIR OF BOARD 2020/21 COUNCIL YEAR

To confirm at this formal meeting the following decision made by the Board at its

informal meeting on 9th September 2020:

1. that Mrs T. Edwardes be elected as Chair of the Board for the 2020/21 Council year;

2. that Ms T. Riley be elected as Vice-chair of the Board for the 2020/21 Council year.

4. 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.

5. CORPORATE ANTI SOCIAL BEHAVIOUR AND HATE INCIDENT POLICY 2020-2024 12 - 29

A report of the Head of Landlord Services.

6. UPDATE ON VOIDS 30 - 41

A report of the Head of Landlord Services.

7. DISABLED ADAPTATIONS UPDATE 42 - 55

A report of the Head of Landlord Services. *Annual Report.*

8. HOUSING REVENUE ACCOUNT OUTTURN POSITION 2019/20 56 - 60

A report of the Head of Financial Services. *Annual Report.*

9. PRIORITIES FOR NEXT FINANCIAL YEAR

A report of the Head of Landlord Services. Annual Report. In 2020, this will be a brief, verbal report.

10. HOUSING REVENUE ACCOUNT BUDGET CONSULTATION 2021-2022 61 - 67

A report of the Head of Landlord Services.

11. EXEMPT INFORMATION

It is recommended that members of the public be excluded from the meeting during the consideration of the following item on the grounds that it will involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 and it is considered that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

12. FUTURE ARRANGEMENTS FOR THE DELIVERY OF PLANNED WORKS, VOIDS AND ASSOCIATED WORKS

An exempt report of the Head of Landlord Services, circulated to members of Board. **To Follow.**

13. 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.

14. WORK PROGRAMME AND MEETING DATES 2020/21 COUNCIL YEAR 68 - 71

A report of the Head of Landlord Services to enable the Board to review and agree its Work Programme, together with meeting dates for 2020/21.

For information further meetings of the Board are scheduled as follows in 2020/21

**PERFORMANCE INFORMATION**

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

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

## HOUSING MANAGEMENT ADVISORY BOARD 15TH JANUARY 2020

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

Repairs and Investment Manager  
Head of Landlord Services  
Landlord Services Manager  
Group Accountant (IA)  
Democratic Services Officer (NA)

Andy Green (Fortem)  
Glen Richamond (Fortem)

APOLOGIES: T. Riley

### 57. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of the Board held on 6th November 2019 were confirmed as an accurate record.

### 58. DECLARATIONS OF INTEREST

No declarations of interest were made.

### 59. AGENDA VARIANCE

At the approval of the Chair the following item was brought forward: Mobility Scooter Policy Update.

### 60. MOBILITY SCOOTER POLICY UPDATE

The Head of Landlord Services submitted a report to the Board to provide an update on the implementation of the Mobility Scooter Policy since 2015 and to enable the Board to propose any necessary changes to the policy.

The Board was advised that two sites had been identified for the pilot scheme of building individual scooter storage. These schemes would be financed from the budget allocation in the HRA account.

The Board highlighted various issues with scooter storage in communal areas of communal housing blocks so were pleased to hear that the Council was looking at ways to improve the storage of individual scooters.

**RESOLVED** that the update be noted with no changes to the policy.

Reason

To acknowledge the Board's consideration of the item.

61. CAPITAL CONTRACT UPDATE

The Head of Landlord Services submitted a report to the Board with an update on the progress of the decent homes contract with Fortem.

Andy Green and Glen Richmond from Fortem attended the meeting to provide an update to the Board. They provided an explanation for the red performance indicators in the list of contract commitments. They advised the Board that since the report had been published actions were in place to ensure that the commitments were completed or on track and expected to see more green indicators at the next meeting.

The Board was also advised that new contractors had been recruited to maximise direct delivery of the contract and a new additional site manager would be in place to provide further operational support. The team at Fortem felt that they were now adequately resourced to deliver the contract and that the Council could expect to see an improvement in the next few weeks.

The Board noted their concerns about the length of time it was still taking for work to be completed and felt that this was discouraging tenants from agreeing to works being completed in their property. The team from Fortem felt that progress could be made by early viewing of the Council's programme of upcoming work to allow them to schedule work by area, thus maximising resources and transport.

**RESOLVED** that the report be noted.

Reason

To acknowledge the Board's consideration of the matter.

62. CUSTOMER ENGAGEMENT STRATEGY ACTION PLAN REVIEW

The Head of Landlord Services submitted a report to the Board with an update on the customer engagement strategy action plan.

The Landlord Services Manager attended the meeting and assisted with consideration of the item.

The Board was advised that the action plan was implemented last March with the principal aims and actions of the plan being targeted on the ways in which tenants could be involved and delivering a new menu of involvement.

The customer engagement strategy action plan was deemed successful as it had led to a successful tenant networking event and feedback from tenants regarding their level of involvement in events.

Work was now starting on the new strategy for 2021 - 2024 and all the feedback gained from tenants would be used to inform the new plan and create the focus for the next year.

The Board also raised the issue of tenant involvement in the review of the Council's new communal cleaning contract. There was some concern and disappointment from the Board that tenants who had volunteered to help with the review of the contract had received no acknowledgement from officers. It was felt that an update should have been provided to the tenants to keep them informed.

Action: The Landlord Services Manager would ensure that any interested tenants were responded to as soon as possible and provide the Board with an update report on progress with the contract to members at HMAB's March 2020 meeting.

**RESOLVED** that the report be noted.

Reason

To acknowledge the Board's consideration of the item.

63. 2020/21 DRAFT BUDGET AND CAPITAL PROGRAMME UPDATE

The Head of Landlord Services submitted a report to the Board to advise of the projected draft budget and capital programme positions for 2020/21.

The Head of Landlord Services and the Group Accountant assisted with consideration of this item.

The Board was provided with an update on the budget process since the last meeting. The additional resource for the Universal Credit Officer was added to the draft budget, to be agreed by the Cabinet. There had also been a review of any work completed by other officers and services in regards to the function of the HRA, as requested by the new Chief Executive, which identified that there had been some under-charging which had resulted in an increase in re-charges to be applied to the HRA.

There had also been some changes to the capital programme amounts to reflect work programmed for the coming year. A substantial sum had been put aside to pay for new doors and fire safety work as required in the new guidance for local authorities. This raised a discussion over fly-tipping in communal areas as a result of the charge for bulky waste collections and how it could affect fire exits. The Board was advised that any instances of fly-tipping should be reported to the Council's Tenancy and Estate Management Team who could visit the property and investigate.

**RESOLVED** that the report be noted with agreement from the Board concerning the 2020-21 draft budget.

Reason

To acknowledge the Board's consideration of the item.

64. CORPORATE BUSINESS PLAN 2020 - 2024

A report of the Head of Landlord Services was submitted to enable the Board to comment on the draft Corporate Business Plan for 2020 – 2024 and propose any additional actions.

The Head of Landlord Services assisted with consideration of the item.

The Board was given a detailed explanation of the proposed Corporate Business Plan actions relating to tenants and the Council's housing stock.

One of the actions was to introduce a new tenancy policy and tenancy agreement which would reflect recent changes. This led to a discussion about the quality of some properties due to neglect from tenants and how that was dealt with. The Board was advised that properties in poor condition due to neglect or tenant damage were often identified in the course of day to day repairs, gas servicing and housing management activity. The Council could take enforcement action against tenants if they have damaged their property as a breach of tenancy.

The Board noted that the Council's Scrutiny Commission had concerns that the Corporate Plan did not contain enough focus on people and the residents. There was an assurance that the focus on universal credit in the plan, and the review of the tenancy policy and tenancy agreement would reflect this aspiration, and that Landlord Services worked hard to ensure that tenants kept successful tenancies.

**RESOLVED** that the comments of the Board in relation to the new Corporate Business Plan be incorporated.

Reasons

To ensure that the needs of the tenants are being represented.

65. QUESTIONS FROM MEMBERS OF THE BOARD

In accordance with the Board's decision at its meeting on 22nd March 2017 (HMAB Minute 24.1), members of the Board had been asked in advance of the agenda being published whether they had any questions on matters within the remit of the Board that they wished to ask, for response at this meeting.

On this occasion no questions had been submitted.

66. WORK PROGRAMME

The Board received a report of the Head of Landlord Services to enable the Board to agree its Work Programme (item 10 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.

## RESOLVED

1. that an update on the Council's general and major voids be added to the Board's Work Programme for its meeting in March 2020.
2. That the Council's new Corporate Plan be added to the Board's Work Programme for its meeting in May 2020.
3. that the Board's Work Programme be updated to reflect all decisions made above and earlier in the meeting.

### Reasons

- 1&2. To enable the matter to be considered by the Board.
3. To ensure that the information in the Work Programme is up to date.

### NOTES:

1. No reference may be made to these minutes at the Council meeting on 24<sup>th</sup> February 2020 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  
9TH SEPTEMBER 2020**

PRESENT: Councillors Radford, Seaton and Brennan  
Board Members Edwards, Riley and Davis

Head of Landlord Services  
Democratic Services Officer (NA)

APOLOGIES: D. Wright

1. ELECTION OF CHAIR AND VICE CHAIR FOR 2020/21

The Board was asked for nominations for a Chair and Vice-chair for the Council year 2020/21. Nominations were received and a vote was taken.

**RESOLVED**

1. that Mrs T. Edwardes be elected as Chair of the Board for the 2020/21 Council year;
2. that Ms T. Riley be elected as Vice-chair of the Board for the 2020/21 Council year.

2. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of the Board held on 15<sup>th</sup> January 2020 were confirmed as an accurate record.

3. DECLARATIONS OF INTEREST

No declarations of interest were made.

4. LANDLORD SERVICES STATUS UPDATE

A report of the Head of Landlord Services was presented to the Board detailing the work of the Service since the last meeting, particularly making reference to the communication and work with tenants.

The Board was advised that Services were largely restored, but being delivered in different ways to, where possible, reduce face to face contact with tenants, and

- (i) Since the 4<sup>th</sup> August non-urgent repairs had recommenced and the team were tackling the backlog which had built up over lockdown

- (ii) Priority visits were being carried out to tenants, but generally communication was via phone or email where possible. It was envisaged that this method would continue moving forward.
- (iii) There were planned changes to communal lounges in sheltered accommodation to reflect the new rules around cleaning and making the areas Covid secure.
- (iv) Tenant walkabouts had not yet recommenced, but the team were looking at options to engage with tenants going forward.

### Actions

1. The Head of Landlord Services to send out information to the Board about the Council's Lifeline Service.
2. The Democratic Services Officer to liaise with the Communications Team about providing publicity information to the Board in different formats.
3. That an update on the Council's Sheltered Housing Review be provided to the Board at its next meeting.

### 5. QUESTIONS FROM MEMBERS OF THE BOARD

In accordance with the Board's decision at its meeting on 22nd March 2017 (HMAB Minute 24.1), members of the Board had been asked in advance of the agenda being published whether they had any questions on matters within the remit of the Board that they wished to ask, for response at this meeting.

On this occasion no questions had been submitted.

### 6. WORK PROGRAMME

The Board received a report of the Head of Landlord Services to enable the Board to agree its Work Programme (item 07 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.

### **RESOLVED**

1. That the following items be added to the Board's work programme:
  - (i) That information on fly tipping in communal areas be provided to the Board – January 2021
  - (ii) An update be provided on the HRA Revenue Account – November 2020
  - (iii) The performance pack to be reintroduced for the next meeting in November.
  - (iv) The Tenancy Policy and Tenancy Agreement to be scheduled for January 2021.
  - (v) The Pets Policy to be scheduled for January 2021.

2. that the Board's Work Programme be updated to reflect all decisions made above and earlier in the meeting.

Reasons

1. so that it can be considered by the Board.
2. To ensure that the information in the Work Programme is up to date.

NOTES:

1. No reference may be made to these minutes at the next Council meeting 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 – 11TH NOVEMBER 2020

### Report of the Head of Landlord Services

#### ITEM 5 CORPORATE ANTI SOCIAL BEHAVIOUR AND HATE INCIDENT POLICY 2020-2024

##### Purpose of Report

To provide an opportunity for the board to comment on a draft Corporate Anti-Social Behaviour and Hate Incident Policy 2020-2024 prior to its likely progression to Cabinet for approval.

##### Recommendation

That the board comment on the draft policy at Appendix 1.

##### Background

A number of services across the Council deliver activities to prevent and manage (ASB); including: Community Safety, Landlord Services, Street Management, Environmental Protection, Planning Enforcement, Private Sector Housing, and Cleansing and Open Spaces. A review of the Council's ASB services has recently been concluded. As a result there will be closer working across teams.

The Council's existing ASB specific policy relates solely to delivery of the Council's Landlord function. Whilst minor amendments have been made over the years, the policy has not been significantly updated since the management of the Council's housing stock returned to the Council in 2012. Given the range of services involved in preventing and managing ASB it is desirable to introduce a new policy with a broader scope setting out, on a corporate basis, the Council's responsibilities around ASB and hate incidents, and bringing ASB teams together under a clear policy framework for the delivery of services in this respect. The policy reflects best practice principles.

Should it be approved by Cabinet, the new corporate policy will support the use of the full range of tools and powers available under the Anti-Social behaviour Crime and Policing Act 2014, and compliance with the statutory requirement under the Act for local authorities to publish a community trigger process. The trigger is a mechanism for victims of persistent anti-social behaviour to request that relevant bodies undertake a case review.

The policy supports compliance with the Housing Act 1996 which provides a duty on local authority landlords to prepare a policy and summary policy in relation to ASB, along with a published statement. This requirement is further reflected in the Homes and Communities Agency (2012) *Neighbourhood and Community Standard* which sets out that registered providers of social housing will *publish a policy on how they work with relevant partners to prevent and tackle anti-social behaviour (ASB) in areas where they own properties.*

The policy will positively contribute toward the effective management of ASB and hate incidents, and consequently compliance with the Council's responsibilities under Section 17 of the Crime and Disorder Act (1998) to undertake reasonable action to improve community safety in the Borough.

Officer to contact:

Peter Oliver  
Head of Landlord Services  
01509 634 666  
[Peter.oliver@charnwood.gov.uk](mailto:Peter.oliver@charnwood.gov.uk)



# **Charnwood Borough Council Corporate Anti-Social Behaviour and Hate Incident Policy 2020-2024**

Version 3.0 DRAFT  
October 2020  
Next review date: April 2024

## **Introduction**

Charnwood Borough Council recognises that residents are entitled to live in a quiet and peaceful environment free from anti-social behaviour (ASB) and hate incidents. For the vast majority of residents, ASB is not an issue. However, where it does occur, ASB can have a devastating impact on the quality of life for residents if not dealt with.

Whilst the Council aims to resolve ASB through informal action, the safety of residents is taken very seriously, and the Council will tackle anti-social behaviour effectively, using court proceedings where it is appropriate to do so to protect our residents.

The Anti-Social Behaviour, Crime and Policing Act 2014 introduced new powers to tackle ASB and provide better protection for victims and communities. This included faster routes to gaining possession of a property where serious ASB has occurred, and extended the use of civil injunction to minors.

This Policy will ensure that the full range of legal remedies is available to the Council when tackling ASB, and will place victims and communities at the heart of its response. This approach is in line with the intention of the legislation.

In managing ASB and hate-related incidents, a firm but fair, transparent and consistent approach will be adopted. The needs and circumstances of vulnerable residents and perpetrators will be taken into account and, where appropriate referrals for support may be made.

### **1. Executive Summary**

Charnwood Borough Council has the highest population of any district in Leicestershire outside of the City of Leicester, and is estimated to be 180,000.

Loughborough is a university town, and therefore, has a high student population. The Council works in partnership with the University to deal with incidents of anti-social behaviour and nuisance involving students.

The Council owns and manages approximately 5,700 rented homes, 310 leasehold flats and 21 leased shops, and has a responsibility to investigate anti-social behaviour, and enforce conditions of tenancy by all legal means possible.

The Council's Corporate Strategy 2020-24 incorporates three themes; one of which is "Healthy Communities". The Strategy states that:

*We will continue to work with partners to make our towns and villages safer places to live, work and visit. We will support our communities by delivering a range of services which not only help residents, but also empower them to make a positive difference in their local areas. Community cohesion will remain a priority. We want healthy and happy residents and therefore we are committed to providing high-quality leisure facilities and sports activities for people and offer services to improve*

*wellbeing, either directly or with our partners. We are passionate about improving housing in the social and private sector and helping those in need of accommodation. We will continue to invest in our council homes and work with developers and the privately-rented sector to ensure high-quality homes are available to residents.*

The Council works in partnership with both statutory and non-statutory agencies in order to resolve ASB and to ensure that both victims and perpetrators receive the relevant support.

The definition of ASB contained in the Anti-Social Behaviour, Crime and Policing Act 2014 is used by this policy as the fundamental basis for defining unacceptable behaviour. ASB can cause distress and can affect the quality of life for residents. This Policy outlines the Council's approach to taking effective action both to prevent and tackle ASB.

The Council has a duty of care to victims of crime and ASB and is required to meet regulatory and legislative guidance.

## **2. Scope and purpose of this document**

This document sets out the Council's responsibilities and how it deals with ASB.

This document does not say how the Council will deal with ASB on a day-to-day basis. This is explained in the following Policies (and any accompanying Procedures) which should be read alongside this document.

- *Charnwood Community Safety Partnership Plan 2020-23*
- *Charnwood Borough Council Corporate Enforcement Policy*
- *Regulatory Services Enforcement Policy*

## **3. What is Anti-Social Behaviour?**

The Anti-Social Behaviour, Crime and Policing Act 2014, defines ASB as:

- (a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person;*
- (b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or*
- (c) conduct capable of causing housing-related nuisance or annoyance to any person.*

ASB can affect different people and communities in different ways. Actions that may seriously distress one individual or community may not affect or bother another individual or community at all. Incidents of ASB will, therefore, be considered and dealt with on a case-by-case basis.

Types of anti-social behaviour are wide ranging and can take many forms. Examples include (but are not limited to):

- Noise (such as loud televisions and music, persistent, unnecessary or excessive noise, shouting or yelling, frequent loud parties, dogs persistently barking)
- Rowdy and inconsiderate behaviour
- Harassment
- Verbal or written abuse
- Threats or aggressive behaviour
- Vandalism
- Drug-related nuisance
- Dog fouling
- Keeping and failing to control an aggressive dog
- Dumping rubbish and littering

Abusive language and the use of or threatened use of violence against any Council officers, councillors or agents also falls within the definition of ASB.

Not all reports of noise can be deemed to be ASB. Those noises that arise out of the ordinary and reasonable use of a property are neither breaches of tenancy nor likely to constitute a statutory nuisance. They therefore cannot be subject to enforcement action, unless they are specifically precluded by the terms of the tenancy agreement or lease or the noise is considered unreasonable for other reasons.

Noise measuring equipment can be used to establish a pattern of behaviour and to illustrate the level of intrusion being experienced. Examples of noise that are unlikely to fall within the definition of ASB may include (but are not limited to):

- Footsteps
- General talking
- Moving furniture, banging doors, and running up and down stairs
- DIY and car repairs unless they are taking place at unsocial hours (e.g. late at night or early hours)
- Toilets flushing
- Using a washing machine or vacuum cleaner
- Crying babies
- Children playing

Cooking odours may not fall in to the definition of ASB. It may not be reasonable/possible to take enforcement action against children playing ball games unless the children are engaged in behaviour including (but not limited to), verbal abuse, criminal damage, damage to Council landscaping or / property or more serious nuisance.

All complainants have a responsibility not to make malicious complaints about their neighbours, visitors or anyone engaged in lawful activity around their property. The Council takes malicious complaining very seriously and will usually take appropriate and proportionate action against anyone found to be doing so.

The Council defines a victim of ASB as follows:

*The particular person who (in the opinion of the Council's officer) seems to have been affected, or principally affected, by the perpetrator's anti-social behaviour.*

The Council defines a repeat victim of ASB as follows:

*A person is a repeat victim if, within the last six months - They (as an individual) have complained to the Council, Police or a Registered Housing Provider (social landlord) about three separate incidents of ASB within the Charnwood area.*

#### **4. Definition of Hate Related Incidents**

The Council defines a hate incident as any non-crime incident which is perceived by the victim or any other person, to be motivated by hostility or prejudice on the grounds of:

- race
- religion
- sexual orientation
- disability
- transgender identity
- any other perceived difference

An incident or / offence may be physical, verbal or written and can take many forms including:

- Physical attack, such as, physical assault, damage to property, offensive graffiti
- Threat of attack including offensive letters, abusive or obscene calls or texts
- Verbal abuse or insults
- Offensive leaflets and posters, hate mail, abusive gestures, or dumping of rubbish outside homes
- Harassment, bullying and victimisation

#### **5. The Council's ASB responsibilities**

The Council has a wide range of responsibilities to tackle ASB, including:

- **The Council's role as part of the Community Safety Partnership**

Under the Crime and Disorder Act 1998, the Council must work with the Police and other agencies to reduce crime and anti-social behaviour in

Charnwood. The Community Safety Partnership seeks to identify and prioritise the community safety issues that affect our communities, and has a duty to formulate and implement a strategy to prevent crime and disorder.

The Council will investigate ASB and hate-related incidents.

- **The Council's role in protecting the environment**

The Council has a range of responsibilities to deal with environmental ASB including noise, dog control, graffiti, litter, dumped rubbish, abandoned vehicles, noise, accumulations, bonfires, dust, smoke, odour, light, house and vehicle alarms, poor state of premises and kept animals (this list is not exhaustive). These responsibilities arise from a number of Acts and local byelaws, but in particular from the Environmental Protection Act 1990 and the Anti-Social Behaviour, Crime and Policing Act 2014.

- **The Council as a social landlord**

As a landlord, the Council has a duty under the Anti-Social Behaviour Act 2003 to have a published statement of policy and procedures in relation to ASB.

Under its Conditions of Tenancy, the Council manages ASB and hate related incidents where the complainant/victim or perpetrator is a tenant or Leaseholder of Charnwood Borough Council and/or where the Council's housing management functions are affected by the behaviour. The Council's landlord duties and powers are different from, and usually act in addition to, the duties and powers to take action against those causing ASB under the Anti-Social Behaviour, Crime and Policing Act 2014.

- **The Council's role as a local Planning Authority**

The Council manages high hedge complaints under the 2003 Anti-Social Behaviour Act. The law requires that people take all reasonable steps to try to settle their high hedge dispute for themselves before making a complaint. The Council will determine whether, in the words of the legislation, the hedge is adversely affecting the reasonable enjoyment of the complainant's property and find a balance between the competing interests of the complaint and the hedge owner, as well as the interests of the wider community. The Council has legal powers available to control the tidiness/appearance of land and buildings, but this would usually be a last resort after attempting to reach a resolution with the landowner first. If a resolution still cannot be achieved the Council may take enforcement action through the planning process. The Council can serve an Untidy Site Notice (also known as a Section 215 notice) on the owner or occupier when the poor condition and appearance of the building or land have a detrimental effect on the surrounding area or neighbourhood.

Inter-agency relationships and a joined up approach are critical to the successful delivery of ASB services. The Council works in partnership with other agencies

including (but not limited to) Leicestershire Police, other local authorities, Social Services, mental health teams and other areas of the National Health Service, and a range of non-statutory services where necessary.

## **6. The Council's objectives**

The Council will put victims and communities at the heart of its response to dealing with ASB and hate related incidents, and will support residents to live peacefully in their homes without unreasonable disturbance from ASB. This will be achieved by:

- Playing a full part as a key member of the Charnwood Community Safety Partnership.
- Participating in relevant strategic or preventative initiatives.
- Adopting a multi-agency approach and working with partner agencies such as the Police, Probation, Social Services and Youth Services.
- Discouraging ASB through preventative measures including partnership working, CCTV, and door entry systems (for Council tenants only), and using a range of early intervention tools and techniques to prevent ASB from escalating and to resolve cases quickly.
- Explaining reasons should the Council choose to take no action, and advise on self-help or other alternative courses of action whenever it is possible and appropriate to do this.
- Using any of the tools and powers available to the Council under the law and Council Policy, according to officers' professional judgement.
- Referring cases to a mediation service where appropriate.
- Monitoring complaints around the services that the Council provides. These will be reviewed, and the Council will use feedback to contribute to the process of continual learning.
- Working with residents, partner agencies, elected members and the Community Safety Partnership to identify ASB hotspots. The Council will use this information to target resources; for example by setting up or attending a working group to deal with individual and / or location-based issues and address community concerns.
- Providing regular updates to communities about actions taken to tackle anti-social behaviour. In particular the Council will publicise, where permitted, enforcement actions such as Anti-Social Behaviour Orders, Anti-Social Behaviour Injunctions and Closure Orders.

- Providing residents with a swift and simple means of complaining, directly to the Community Safety Partnership, if effective action is not taken by local agencies through existing channels, to tackle issues of anti-social behaviour.
- Providing support and assistance to help victims and witnesses of anti-social behaviour, having particular regard for those identified as being vulnerable. Where appropriate the Council will make referrals for support to victims, witnesses and perpetrators of ASB.
- Taking complaints of anti-social behaviour seriously; recording and investigating them all, providing updates to all involved parties. In all reported cases a threshold assessment will be made based upon both the necessity and proportionality of any proposed intervention.
- Whilst addressing community concerns, the Council will work with partner agencies to access appropriate support to help perpetrators address their behaviour, and to support those affected by unacceptable behaviour, leading to the best possible outcome for all.

## **7. The Council's approach to dealing with ASB**

Charnwood Borough Council adopts an incremental approach when dealing with ASB. The purpose of the incremental approach is to manage ASB in a consistent and proportionate manner. The incremental approach is summarised at Appendix 2.

Action will be decided based on the circumstances of each case and will be proportionate to the behaviour exhibited, taking into account any vulnerabilities.

The Council will aim to resolve the majority of ASB cases through non-legal means, and may use a range of early intervention tools and techniques to prevent ASB from escalating and to resolve cases quickly.

Some of the options available to the Council when dealing with ASB include, but are not limited to, the following:

### **Non-Legal Stage**

- Advice - verbal and written
- Warnings - verbal and written
- Community Protection Warning Letters
- Acceptable behaviour contracts
- Good neighbour agreements
- Parenting contracts/agreements
- Mediation

### **Legal Stage**

- Civil Injunctions
- Community Protection Notice

- Closure Order
- Criminal Behaviour Order
- Parenting contracts and parenting order
- Possession proceedings and eviction (for Charnwood Borough Council Tenants)
- Public Spaces Protection Order
- Demoted tenancy (for Charnwood Borough Council Tenants)
- Noise Abatement Notice
- Prosecution
- Seizure of items or equipment

In certain circumstances, another agency may be better placed to deal with the behaviour. Examples may include (but are not limited to) where there is a criminal element and the Police would be best placed to lead. The Council will support our partners in their investigation and action in these instances.

Criminal behaviour, damage and vandalism cases may be referred to the Police. Where the perpetrator is known, the Council may pursue the costs of repair to Council owned properties and buildings through legal action if necessary. This Policy commits the Council to dealing with ASB in the Borough of Charnwood in a way that will always be fair and, in all important respects, consistent across cases of a similar kind. However, each ASB case the Council deals with is likely to be unique in some or other aspect and the Council therefore reserves the right where appropriate and proportionate to do so to take immediate legal action, including (but not limited to) cases of assault against staff or contractors.

In cases where complainants will not or cannot provide relevant details, for example, details of perpetrators, evidence, or where complaints are anonymous, this is likely to limit the Council's ability to respond effectively. Cases will be closed where there is insufficient evidence on which to base further action.

Investigations may require (for example) discussions with other agencies, such as Leicestershire Police, in order to try to identify perpetrators.

## **8. Reporting ASB, and Support for Complainants/Victims, and Witnesses**

The Council will provide a variety of methods for people to report incidents of ASB and hate related incidents. This includes:

- By telephone via the Council's Contact Centre
- In person
- Email or letter
- On-line form

The contact details for the Council's ASB services can be found at Appendix 1.

The Council will respond to reports of ASB in line with the timescales detailed in its procedures.

The Council will assess victim and overall case risk throughout the life of a case. The Council will consider factors including (but not limited to) the threat of or actual violence, whether the case is hate related, vulnerability, repeat victimisation, mental health, disability, and substance misuse. The Council will consider the context of the case and the impact of the behaviour on victims and communities.

The Council will take appropriate action to mitigate risk. The Council may refer victims to specialist victim support services where appropriate. If the complainant/victim/witness is a Charnwood Borough Council tenant where appropriate, the Council may provide tenancy related support through the in-house Tenancy Support Team. Where appropriate the Council may refer victims to support agencies including (but not limited to) Supporting Leicestershire Families, The Bridge Housing Services, Social Services, drug and alcohol, and mental health services.

Where the Council's witnesses attend court, the Council will endeavour to accompany them, and where appropriate the Council will liaise with the courts to minimise any distress and associated risks. The Council will cover any reasonable expenses incurred by its witnesses attending court.

Where appropriate the Council will provide additional security to residents experiencing ASB and/or a hate related incident/s. This may be subject to assessment and recommendation by a Police Crime Prevention Officer or equivalent.

The Council will remove offensive hate graffiti within 24 hours of receiving the report.

## **9. Support for Vulnerable Perpetrators of ASB**

Whilst the needs of victims and witnesses come first, the Council will seek to identify perpetrator vulnerabilities and needs. The Council may work in partnership with specialist external agencies to achieve this.

The Council recognises that factors including mental health and substance misuse may be linked to the ASB. Perpetrators may be referred to an appropriate support agency, statutory agency (e.g. Social services or Health), or support provided by the in-house Tenancy Support Team (the support from the in-house Tenancy Support Team is only available to Charnwood Borough Council tenants).

The Council will use its *Alternative Incremental Process* to identify and recognise the support needs of young people with developmental difficulties, including, but not limited to autism. The Council will adapt its approach in response to the needs of these young people.

The Council will take enforcement action where perpetrators fail to engage with support services and/or where behaviour does not improve to an acceptable level.

## **10. Training and powers for Council officers responsible for dealing with ASB**

Officers directly involved in dealing with ASB will be provided with training on policies, procedures, and legislation, as appropriate to their role.

Council officers undertaking enforcement activity will be duly authorised under the Council's scheme of delegation.

## **11. Complaints and the Community Trigger**

The Council aims to provide an efficient and good quality ASB service to all its customers, but on some occasions people may be dissatisfied.

The Council has a complaints procedure which should be the first point of call for people that are dissatisfied with the service they receive. More information about the Council's complaints procedure can be found on the Council's website.

At any time, a person can refer a complaint to their local Councillor.

### **Community Trigger**

Introduced through the ASB, Crime and Policing Act 2014, the Community Trigger is a process that gives victims and communities the right to request a review of actions taken, where they believe an ongoing problem has not been adequately addressed.

The Community Trigger is not a first port-of-call; it is only to be used if the complainant believes that there has been a failure to respond adequately to the complaint. Applications can and will be rejected if they are thought to be prejudicial, discriminatory, malicious, unreasonable, vexatious or frivolous.

The Community Trigger can be used in the following situations:

- If an individual has complained to the Council, Police or a Registered Housing Provider about three separate incidents of ASB in the last six months.
- If three individuals in the local community have complained separately to the Council, Police or Registered Housing Provider in the last six months about the same incident of anti-social behaviour in the locality.
- If an individual has been a victim of a single hate crime or incident in the last six months.

For a Community Trigger to be considered the individual must have made a complaint within one calendar month of the incident occurring and must request the Trigger to be activated within six months of the date of that initial complaint.

Once an individual has asked for a Community Trigger to be activated, the Council's Community Safety Manager will acknowledge the request within five working days.

The Council's Community Safety Manager will ask the agencies involved to provide details of the individual's complaint and actions they have considered and taken to date. The manager and officers from partner agencies will look at this information and decide whether a Community Trigger should be activated. If it does not meet the threshold the individual will be informed with an explanation on how the decision was reached. If it does meet the threshold a meeting will take place between officers from the appropriate agencies and partners involved in the case to discuss the ASB and what actions have been considered and taken. The group will review how the Partnership has responded and draft a report of its findings

A response will be sent to the individual by the Council's Community Safety Manager, explaining the action taken and also making recommendations for any further action that may be necessary for the Partnership to take to resolve the anti-social behaviour.

If the individual is not entirely satisfied with the response they receive they have the right to an appeal. In the event of an appeal, individuals should contact the Chair of the Community Safety Partnership, who will arrange a meeting of senior officers of the Partnership in order to discuss the case further.

More information around the Community Trigger, including how to activate it can be found at Appendix 3.

## **12. Information Sharing and Confidentiality**

The Council complies with the requirements of data protection legislation in force and has a data protection policy which can be found on the Council's website.

The Council will share information in line with legislation between partners to adopt a multi-agency approach to tackling ASB; to identify vulnerability and reduce risk, threat and harm to individuals and communities.

There may be circumstances where the Council cannot preserve confidentiality, even when the data subject has requested that we do so. Examples may include (but are not limited to) where a criminal offence has been committed, where someone is a risk to themselves or others or where safeguarding concerns have been identified. When Court proceedings are issued the information will be in the public domain and therefore confidentiality cannot be preserved.

## **13. Equality and Diversity**

The Council will treat all customers with fairness and respect. The Council has an ethical and legal duty to advance equality of opportunity and prevent discrimination.

In relation to the landlord role, before taking legal action, the Council will undertake an *Equality Act 2010 Pre-Action Checklist*. This will ensure that discrimination does

not occur and that interventions are appropriate, necessary, in pursuit of a legitimate aim, risk is considered and appropriately managed and relevant support provided. The principals of the Equalities Act 2010 will be applied in all Council led action.

All information about the Council's services can be made available in a variety of formats, and translated in to relevant community languages on request.

The Council has an easy read diary sheet which can be issued to people who are unable to complete the standard diary sheets and a Dictaphone can be provided if there are issues with reading and writing.

The Council will comply with its Equality Strategy which is available at:

<https://www.charnwood.gov.uk/pages/plansandpolicies>

#### **14. Policy Development**

This policy will be reviewed every four years, or when there are significant changes in legislation or context.

Significant changes in legislation affecting this policy (and therefore the Council's response) will be adopted on a case by case basis where it is appropriate to do so (pending full review of this policy).

## **Appendix 1 - How to Report ASB / Service Contact Details**

- **Reporting ASB as a home owner or privately renting tenant**

Where the victim / complainant own their property or are privately renting, ASB can be reported to the Council's Community Safety Team.

Telephone: 01509 634533

Email: [Community.safety@charnwood.gov.uk](mailto:Community.safety@charnwood.gov.uk)

Online:

[https://www.charnwood.gov.uk/pages/reporting\\_asb\\_as\\_a\\_home\\_owner\\_or\\_privately\\_renting\\_tenant](https://www.charnwood.gov.uk/pages/reporting_asb_as_a_home_owner_or_privately_renting_tenant)

- **Reporting ASB as a Council tenant or about a Council tenant**

Where the victim / complainant is a Council tenant or the complaint is about a Council tenant, ASB can be reported to the Council's Landlord Service.

Telephone: 01509 634666

Email: [contactcentre@charnwood.gov.uk](mailto:contactcentre@charnwood.gov.uk)

Online:

[https://www.charnwood.gov.uk/pages/reporting\\_asb\\_as\\_a\\_council\\_tenant\\_or\\_about\\_a\\_council\\_tenant](https://www.charnwood.gov.uk/pages/reporting_asb_as_a_council_tenant_or_about_a_council_tenant)

- **Reporting environmental ASB to the Street Management Team and Environmental Protection Team**

Telephone: 01509 634636

Email: [env.health@charnwood.gov.uk](mailto:env.health@charnwood.gov.uk)

Online: <https://www.charnwood.gov.uk/pages/noisenuisance>

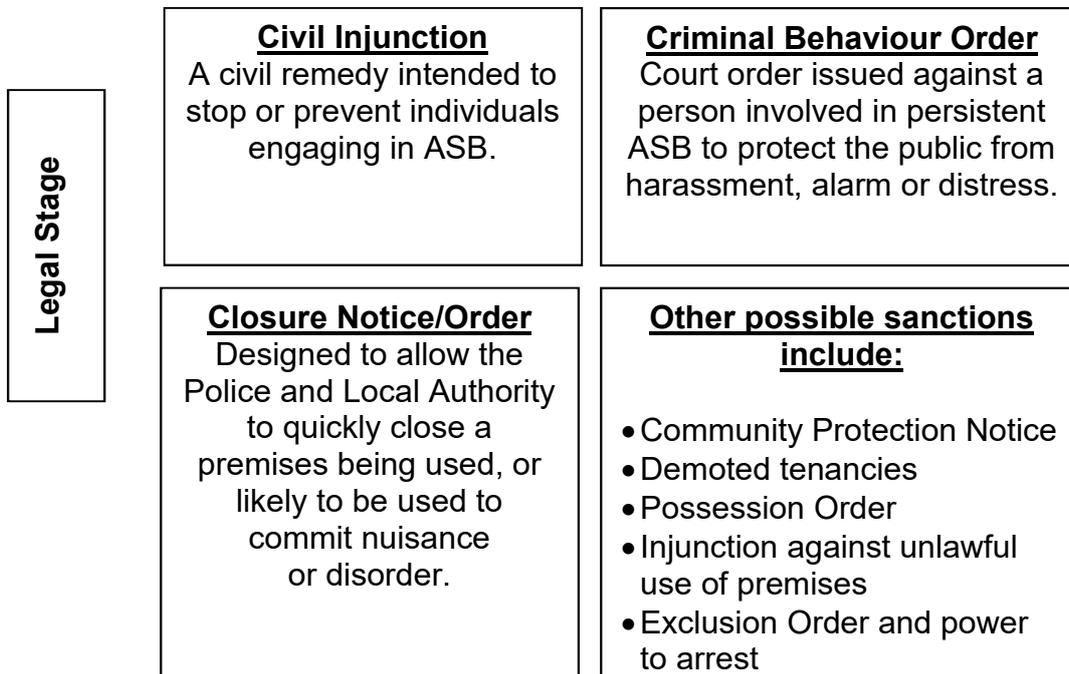
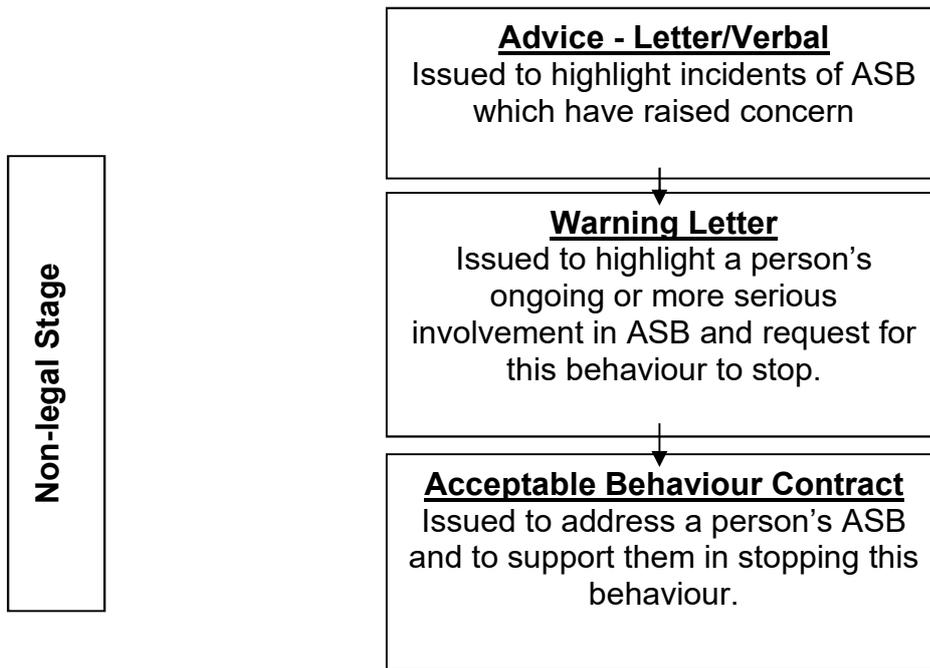
- **Reporting ASB in relation to high hedges to the Planning Enforcement Team**

Telephone: 01509 634570

Email: [development.control@charnwood.gov.uk](mailto:development.control@charnwood.gov.uk)

Online: <https://www.charnwood.gov.uk/pages/highhedgescomplaints>

## Appendix 2 - Summary of the Incremental Approach



N.B - A person can enter the incremental approach at any stage. The action taken will be decided based on the circumstances of each case. The actions listed at this appendix item are not intended to represent an exhaustive list.

## **Appendix 3 - Community Trigger Activation**

In order to activate the Community Trigger a completed community trigger form is required. The online activation form, along with more information about the process, can be found at:

[https://www.charnwood.gov.uk/pages/community\\_trigger\\_process](https://www.charnwood.gov.uk/pages/community_trigger_process)

Alternatively a paper copy can be downloaded via the same web address, completed, and posted to the following address:

Community Safety Manager  
Charnwood Borough Council  
Council Offices  
Southfields Road  
Loughborough  
LE11 2TX

## HOUSING MANAGEMENT ADVISORY BOARD – 11TH NOVEMBER 2020

### Report of the Head of Landlord Services

#### ITEM 6      VOIDS UPDATE

##### Purpose of Report

To provide an update on the position in respect of voids.

##### Recommendation

The Board is asked to note and comment on the update.

##### Background

Works are undertaken to void properties to enable them to be re-let. The new Void Lettable Standard, which is currently being implemented, can be found at Appendix 1.

##### Void categories

Void repair works can broadly be split in to two categories; major and standard.

The Council use Housemark to benchmark performance across the service and use their definitions to define the difference between major and standard works.

The definitions for major works include those that have prevented the re-letting of the property because of their scale and extent.

In summary, major repair works include:

- 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.

##### Delivery of Voids Works

Void works are undertaken by the Council's directly employed in-house Voids team or by the Council's capital works contractor, Fortem Solutions Ltd. Works are outsourced to Fortem where there is insufficient capacity available in-house.

##### Current Voids

At 25/10/20 the Council had 236 void properties; the category, quantity and average number of days void are set out in the table below, along with the loss of rental income associated with the period the properties have not been let.

<b>SUMMARY - GENERAL NEEDS / SHELTERED</b>						
	<b>Nos</b>	<b>Days void</b>	<b>Average days void</b>	<b>Rent loss in previous years £</b>	<b>Rent loss in current year £</b>	<b>Cumulative rent loss £</b>
<b>General needs</b>	119	15,425	130	58,086	130,611	188,696.92
<b>Sheltered</b>	117	166,631	1,424	£1,724,561.64	250,347.94	1,974,909.58
<b>TOTAL</b>	<b>236</b>	<b>182,056</b>	<b>771</b>	1,782,647.79	380,959	£2,163,606.50

Void rent loss is high. This is in part due to bedsits in sheltered accommodation not meeting the aspirations of many prospective tenants. Bedsits account for 95 of the 117 vacant sheltered properties. A review of sheltered accommodation is in progress.

#### Void Performance

Performance data can be found at Appendix 2.

- As a consequence of the national lockdown in March 20, less repairs were undertaken in tenanted properties. In-house repairs operatives were therefore moved on to void works. Initially this had the effect of increasing void times as a backlog of voids was cleared in April and May leading to more properties being returned for letting that had been void for longer.
- The voids team is currently working differently in order to comply with social distancing requirements. Officers are generally not working together in rooms / properties where reasonably practicable. Performance is therefore still behind that of last year, although is improving as the year progresses.
- Lettings performance was impacted by the freeze in activity mandated by the national lockdown earlier in the year. Along with sheltered accommodation, this is a key driver for the increase in the overall void re-let time and void loss and reflects the experience of other social landlords across the country.

#### Improving voids performance

The Voids Working Groups continue to meet regularly to discuss and improve processes and individual cases.

Officer to contact:

Peter Oliver  
Head of Landlord Services  
Peter.oliver@charnwood.gov.uk  
01509 634952

## Appendix 1 - New Void Lettable Standard

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

If the property has external wall insulation, render or cladding is it in good condition		Y
Are all parts of the property integrated into the main fabric of the building		Y
Is the property free of any lead in the property that is likely to cause a hazard to health		Y
Is the property free of any threats to health from chemicals used to treat timber and mould growth		Y
Is the property free of unguarded drops		Y
Is the property free of any visible signs of structural movement or damage		Y
Are internal spaces adequate, meeting standards and fit for modern day living		Y
Is the property wind and watertight		Y
Is the property free of signs of roof leaks or leaking guttering		Y
Is the property free of signs of damp		Y
Is there adequate ventilation in each room		Y
Is the property free of pests e.g. fleas, mice, rats and other vermin		Y
Has all rubbish, items, and hazardous materials been removed from all property areas including sheds, loft spaces, and gardens.		Y
Have all sharps been removed from the property, including from behind radiators and on top of cupboards.		Y
Are rails, guards and balustrades in place, in good condition, and adequate.		Y
<b>Finishing and Decoration</b>		
Is the property free of redundant cables, pipework, carpet grips, shelving, nails and holes in the wall etc.		Y
Has all graffiti been removed or painted over		Y
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
Is the property clean throughout		Y
Amount of decoration grant	Insert £ Value	Insert £ Value
<b>Floors</b>		
Are all floors safe and level and free of hazards e.g. holes, trip hazards		Y
Are all floors tiles sound, unbroken and clean		Y

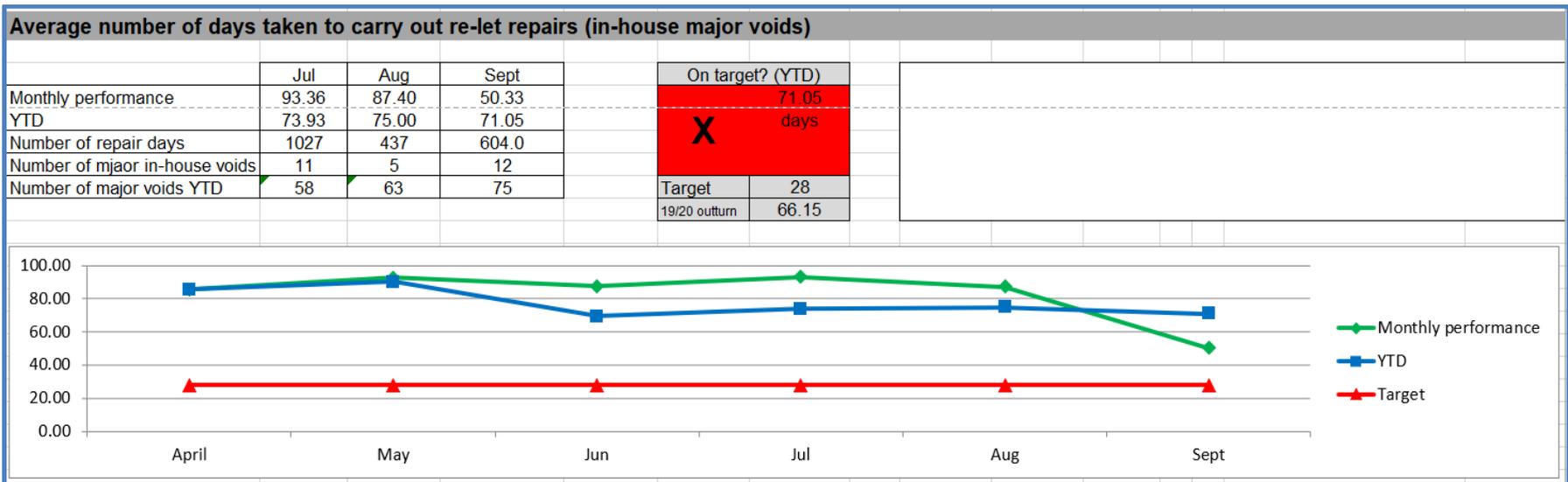
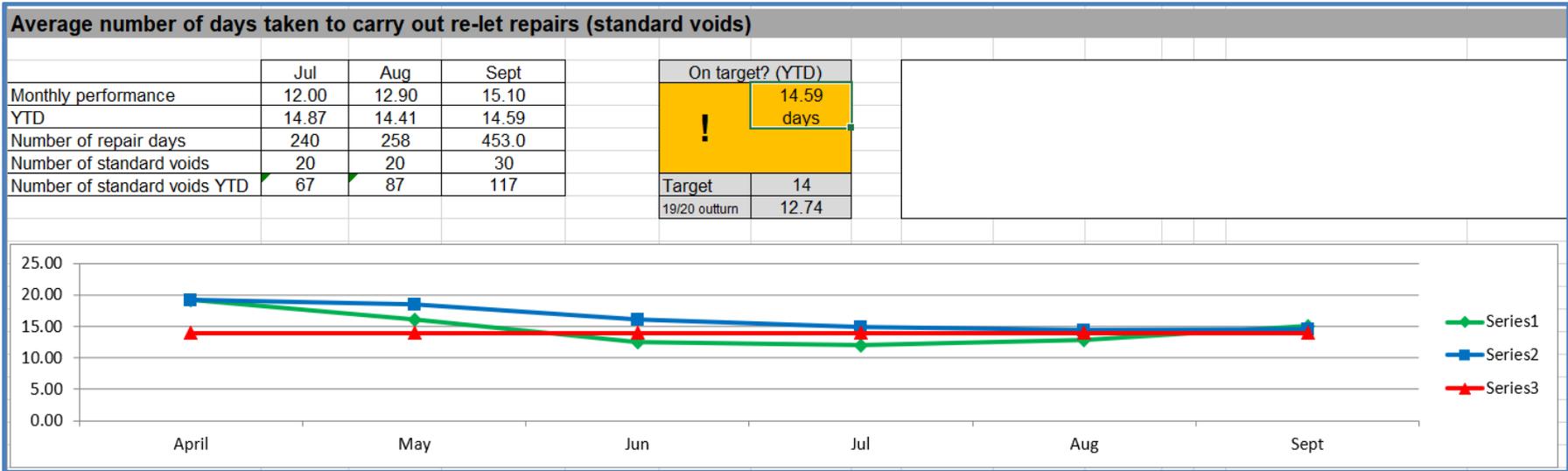
Are all timber floors sound and in a cleanable condition.		Y
<b>Walls and Ceilings</b>		
Are all wall and ceiling finishes (plaster) sound with no loose or flaking material.		Y
Are all the textured ceilings in sound condition		Y
Are all polystyrene tiles removed throughout and finishes made good.		Y
Has all mould growth been washed down and treated with an appropriate anti-fungicidal solution.		Y
<b>Windows and External Entrance Doors</b>		
Have all windows been checked, and are they operational and secure with no broken glass.		Y
Have all existing external door locks been replaced with recycled locks and a minimum of two keys available for the inbound tenant		Y
Are all exterior doors sound, operational and secure (see <b>24</b> if fire doors are needed or present)		Y
Are all glass panels safe and free from damage, with safety glass present where appropriate		Y
<b>Internal Joinery, Fixtures and Fittings</b>		
Are all interior doors fully operational with no damage.		Y
Are stair handrails, banisters, and balustrades sound and safe		Y
<b>Kitchen Units</b>		
Are all work surfaces sound and cleanable with no damage		Y
Is all sealant clean, continuous, intact and fit for purpose.		Y
Are kitchen sinks clean, leak free and complete with plug and chain.		Y
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
<b>Bathrooms / Water Closets</b>		
Are WC pans, wash hand basins and baths clean		Y
Have plugs and / or chains been replaced at baths, wash hand basins and sinks.		Y
Are toilet seats new or in good clean condition.		Y

<b>Tiling and Splashbacks</b>		
Are all tiled surfaces clean with no broken or chipped tiles.		Y
<b>Plumbing and Heating Systems</b>		
Are thermostatic Radiator Valves and/or Room Thermostats all present		Y
Is there a programmable Heating system in place		Y
If electric heating was present, has it been changed to gas (where possible)		Y / N/A
Are all systems and overflow pipes leak free with no drips		Y
Have all taps been tested and are they functioning correctly and not dripping		Y
Have all Cisterns been tested for operation, and operational having been repaired and renewed as required		Y
Is all loose pipework securely clipped in place		Y
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
Have all solid fuel appliances been removed		Y
Have all gas fires been removed		Y
<b>Garden External Areas</b>		
Have hedges been cut down to 6ft or below and is the grass no taller than 1ft high.		Y N/A
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
<b>Roof Condition</b>		
Does the condition of the roof indicate that it will likely need replacing in the next 5 years	Y/N	Not a pass criteria - assessment only
<b>Adaptations</b>		

List adaptations present

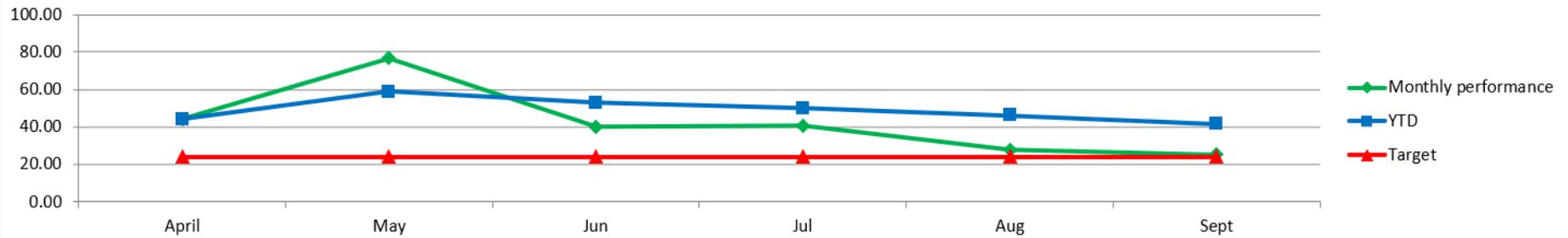
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Appendix 2 - Void Performance Data



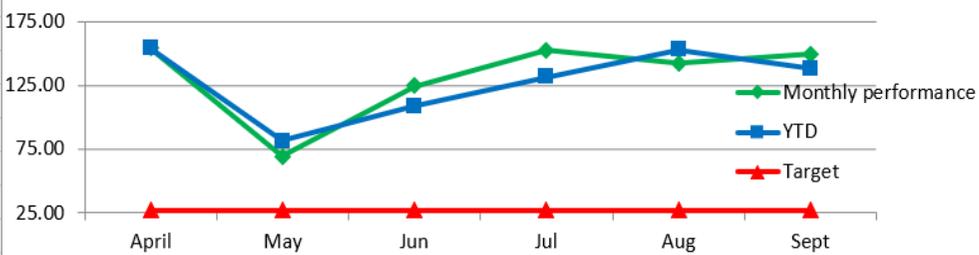
### Average number of days to carryout re-let repairs - overall

	Jul	Aug	Sept	On target? (YTD)	
Monthly performance	40.87	27.80	25.17	<b>X</b>	41.61 days
YTD	49.90	46.22	41.61		
Number of repair days	1267.00	695.0	1057.0	Target	24
Number of voids	31	25	42	18/19 outturn	29.12
Number of voids overall YTD	125	150	192		



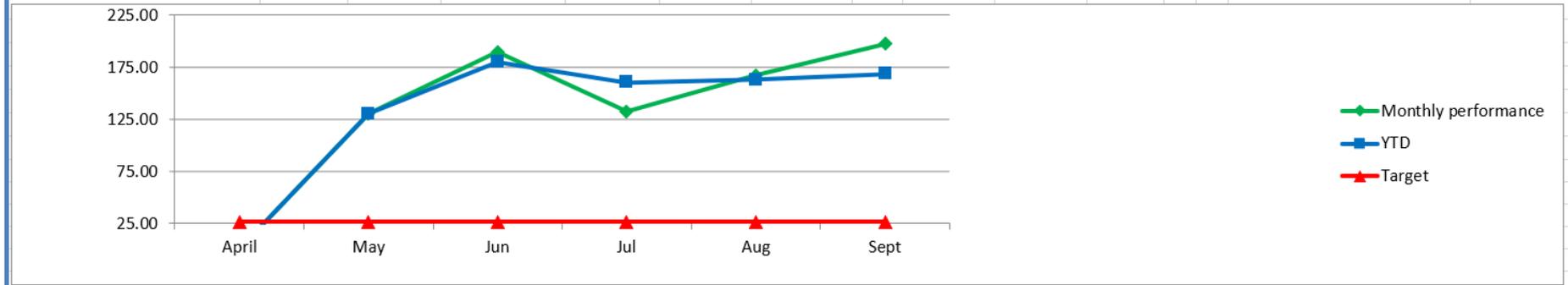
### Standard void turnaround - termination to let

	Jul	Aug	Sept	On target? (YTD)	
Monthly performance	152.29	141.90	149.75	<b>X</b>	138.14 days
YTD	131.53	152.92	138.14		
Number of days	3198	2980	2396	Target	27
Number of standard voids	21	21	16	19/20 outturn	67.71
Number of standard voids YTD	40	61	77		



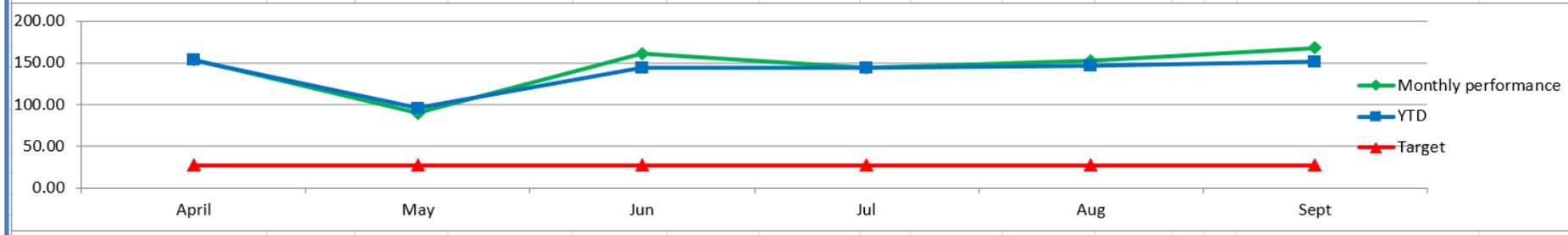
**Major void turnaround - termination to let**

	Jul	Aug	Sept	On target? (YTD)	
Monthly performance	132.31	167.38	197.60	X	168.97 days
YTD	160.81	163.00	168.97		
Number of days	1720	2678.0	1976.0	Target	27
Number of major voids	13	16	10	19/20outturn	134.07
Number of major voids YTD	32	48	58		



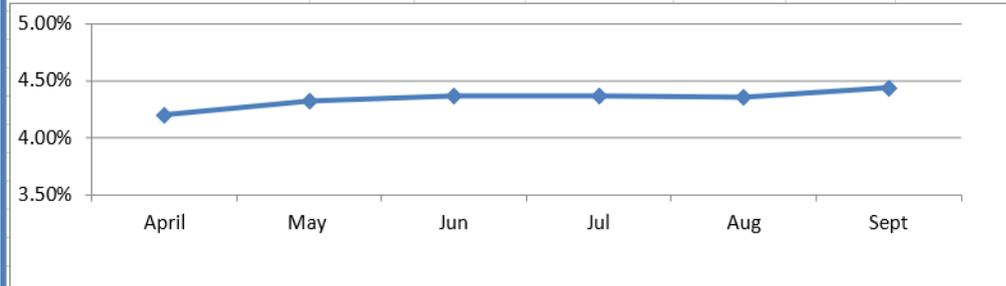
**All void turnaround - termination to let**

	Jul	Aug	Sept	On target? (YTD)	
Monthly performance	144.65	152.92	168.15	X	151.39 days
YTD	144.54	147.00	151.39		
Number of days	4918	5658.0	4372.0	Target	27
Total Number of voids	34	37	26	19/20outturn	87.62
Total Number of voids YTD	72	109	135		



**Void rent loss**

	Jul	Aug	Sept
Cumulative Rent roll	7,015,068	8,773,194	10,969,742.00
Rent loss due to voids	306,314	382,348	486,641.00
Void loss as a % of the rent roll	4.37%	4.36%	4.44%



## HOUSING MANAGEMENT ADVISORY BOARD – 11TH NOVEMBER 2020

### Report of the Head of Landlord Services

#### ITEM 7     DISABLED ADAPTATIONS UPDATE

##### Purpose of Report

To:

- provide an update on the position in respect of major adaptations
- seek the Boards’ endorsement of an amendment to the policy
- propose a pilot scheme to support tenants needing adaptations to move to alternative accommodation which better meets their needs.

##### Recommendation

The Board is asked to note the update, and comment on the proposed amendment to the policy, and pilot scheme set out below.

##### Background

The policy for disabled adaptations can be found at appendix 1.

##### Performance

The current average waiting time for major adaptation works (excluding stairlifts) is 226 days.

The average waiting times for completed works are set out in the table below.

Year	Completed Works	
	Average waiting time for works - average number of days from receipt of Occupational Therapist recommendation to completion of works.	Average time of works at the home from start to completion
2018/19	199	40
2019/20	157	24
2020/21	420	21

Performance improved in 2019/20, however Covid-19 has caused delays in 2020. The level of work taking place in tenants' homes is now increasing. It is expected the current average waiting time in 2020/21 will reduce over the remainder of the year. The existing data is based on two completions.

Proposed Policy Amendment

<b>Proposed amendment:</b>	<b>Reason why</b>
<p>Adaptations involving the installation of a level-access shower at a first floor (or above), where there is no existing lift, and whether the property is under-occupied by two or more bedrooms may not be considered reasonable or practicable to undertake;</p>	<p>Under occupation alone is unlikely to be a reasonable basis for refusal of adaptation.</p> <p>Consideration around under occupation of the property is present elsewhere in the policy, under <i>Property Considerations</i>:</p> <p><i>The current and likely future under or over occupancy of the property;</i></p>

Outline of Proposed Pilot Scheme to Support Tenants to Move to Alternative Accommodation which Better Meets their Needs

In some instances, adaptations at the tenant's property may not be deemed reasonable or practicable to undertake, or the cost of adaptation may be high.

There may be properties in the Council's stock which better meet the needs of the tenant / their household.

In these instances, where the tenant is already living in the Council's stock, and a suitable alternative property is available, it is proposed that support is offered to tenants to move to the new property.

This approach needs to be handled with considerable care and sensitivity. The needs and wishes of the disabled person, their carers and family will be considered to ensure that the outcome does not create difficulties, for example, with schooling and potential interruption of support networks. Where the existing property may reasonably and practicably be adapted, the offer will be presented as an alternative option, rather than the only option.

The assistance offered will be like that offered under the Council's existing decant procedure i.e. the Tenancy and Estate Management Officer will arrange (as appropriate):

- a) Removals to new address
- b) Telephone connection
- c) Aerial connection
- d) Connection of appliances
- e) Re-direction of mail
- f) Lifting and relaying of carpets or installation of new floor coverings
- g) Other costs may be considered including travel costs

Decoration of the property offered may also be offered.

Any alternative offer of accommodation will be provisional and in accordance with the Council's Allocations Policy, and subject to:

- a) A current recommendation for adaptation having been received from an occupational therapist within the last six months.
- b) The cost of the adaptation must be significantly higher than the likely cost of the move to the Council / or the adaptation is deemed not reasonable or practical to undertake.
- c) The Adaptations Review Panel consider the move will support the best use of the Council's housing stock and finances.

The assistance as detailed above will be offered at the discretion of the Chair of the adaptations review panel.

Provisional offers of suitable properties will be made on a time limited basis to reduce the likelihood of rental income loss through holding a property empty.

If the tenant qualifies for a payment under the Council's Assisted Transfer Policy, then the costs incurred by the Council in arranging the move would be deducted, along with any other sums due under the Policy i.e. rent arrears, recharges for damage etc.

Officer to contact:

Peter Oliver  
Head of Landlord Services  
Peter.oliver@charnwood.gov.uk  
01509 634952



**Charnwood Borough Council**

**Policy for Funding Council Housing  
Adaptations through the Housing Revenue Account**

**2019-2024**

**Version 3.2  
Updated October 2020**

## **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-ordinators<sup>1</sup> 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;

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<sup>1</sup> 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 practice<sup>2</sup>, 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;

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<sup>2</sup> 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. 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.

#### **4.8 Considerations**

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

4.8.2 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.

4.8.3 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;
- 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.

#### **4.9 Requests to Remove Adaptations**

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

#### **4.10 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.

#### **4.11 Appeals and Complaints Process**

4.11.1 Decisions on whether adaptations work is approved can be appealed.

Appeals must be received within 90 days of the issue of the original decision. A review of the decision will be undertaken by a senior Council officer with no prior involvement in the case. Only one appeal will generally be considered.

4.11.2 Complaints will be dealt with through the Council's complaints process.

### **5. Timescales, performance monitoring, target setting and reporting**

5.1 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.

5.2 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.

5.3 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).

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

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

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

## **6. 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.

## **7. 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.

## **8. Responsibility and accountability**

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

## **9. 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.

## **10. Training**

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

## HOUSING MANAGEMENT ADVISORY BOARD – 11TH NOVEMBER 2020

### ITEM 8 HOUSING REVENUE ACCOUNT OUTTURN POSITION 2019/20

1. The provisional Housing Revenue Account outturn for 2019/20 is a surplus of £171k compared with a budgeted surplus of £128k, an increase of £43k. This gives HRA general balances at the end of the year of £610k following a transfer of £174k to the HRA Financing Fund. This transfer gives the HRA Financing Fund a balance at the end of the year of £8,235k. The Council's preferred minimum level of balances is £110 per property.
2. The HRA Balances at 31<sup>st</sup> March 2020, are overall £12,209k, the HRA made a contribution to the Major Repairs Reserve of £3,249k. This reserve has a balance at 31 March 2020 of £3,364k compared with £3,926k at 31 March 2019. This balance is the unspent amount carried forward to 2020/21 after the 2019/20 capital financing entries. This reserve finances capital expenditure and the repayment of debt, in accordance with the HRA Business Plan.
3. The Housing Financing Fund balance at 31 March 2020 was £8,235k. The HRA owes £79m in loans following the self-financing settlement in 2012 and, as well as paying the interest due, the principal amounts borrowed will either, in time, need to be refinanced or paid back. The first loan to be paid back following the self-financing settlement is in 2024. The money required to pay back the principal will be from HRA Reserves – principally those from the HRA Financing Fund. The total HRA Balances at 31<sup>st</sup> March 2020 are £12,209k
4. Supervision and Management (excluding recharges – Appendix One) £360k underspend (9.6%). This includes underspending on salaries of £126k rent Software £55k, Bank Charges £26k, Sheltered Accommodation furniture £23k External software development £22k, Printing £19k, Housing Strategy £14k There's been additional income in Lifeline charges of £13k, Legal income £13k and other reimbursements £13k. Other underspends include Electricity £13k, Cleaning £14k, and £22k in grants for underoccupied/assisted transfers. There was an overspend of £13k on equipment in sheltered accommodation.
5. Repairs and Maintenance (excluding recharges – Appendix One) £369k underspend (5.9%) This includes underspending on salaries of £189K, and £212k on non-salaries £68k Fire Risk Assessments, Gas Servicing £77k and £59k, Asbestos Surveys and Gas Repairs £42k. These were offset by Door Entry overspend of £34k.
6. Net Recharges to the HRA were £86k (7%) greater than the budget. These exclude Pension recharges totalling £556k which do not impact on the bottom-line of the HRA. The Depreciation of £3,249k was credited into the Major Repairs Reserve to and the capital programme. Revaluations were reversed out and do not affect the HRA outturn position.
7. The 2019/20 rent income for dwellings was 1% lower than 2018/19 due to Government policy. Void loss was 2.6% against a budget of 2.2%. Dwelling Rent income was a

£65k adverse variance (0.3%). Right to buy sales were budgeted at 40 sales, compared with 44 actual sales. An additional 21 properties were added into the HRA, through acquisition and the utilisation of 1-4-1 receipts.

8. As at 31 March 2020 rent arrears were £1,078k compared with £965k at 31 March 2019. Court costs were £107k at 31 March 2020 compared with £104k at 31 March 2019. These are a combined increase of £116k.
9. As a percentage of dwelling rents the total arrears including court costs is 5.63% compared with 5.05% in 2018/19.
10. The amount of HRA debt written off in the year was £184k compared to £197k in 2018/19. This includes rent and court costs write-offs totalling £132k in 2019/20 compared with £148k in 2018/19.
11. Rent arrears increased by £113k between the end of March 2019 and the end of March 2020. Former tenant arrears reduced by £2k over the same period. Former tenant arrears cash collected over the year was £4k. Rent collection for the year (including arrears brought forward) was 96.29% compared with 96.75% at the end of the previous year.
12. The numbers of tenants receiving universal credit (UC) continues to rise and during the year almost doubled to over a thousand at the end of March 2020. As expected, and in line with the experience of other landlords, rent arrears have increased although the average debt of a tenant receiving universal credit at the end of the year was almost unchanged compared to the same point the previous year. UC is paid to the claimant as a single monthly payment in arrears. It takes at least five weeks for the Department for Work and Pensions to assess a claim and for tenants to receive their first payment of the benefit. A rent debt is often accrued as a result. In some instances, on receipt of the benefit tenants do not pay the rent to the council. Advice and support is offered to all tenants moving to universal credit by the landlord services financial inclusion and tenancy support teams. Where tenants have vulnerabilities and/or owe eight or more weeks' rent our universal credit officer makes applications to the DWP to switch payment of the housing element of UC from the tenant to the council. Rent recovery action is taken where necessary.
13. Appendix Two details the controllable cost outturn for the HRA as at 31 March 2020. This shows the controllable budgets and actuals as they were presented within the monitoring reports during the year. The descriptions of Employee related expenditure include all employee related costs, not just salaries. Some costs such as insurance costs and business rates must be shown in Rents, Rates and Other Charges, within the Income and Expenditure account of the Statement of Accounts.
14. The Capital Outturn is detailed in Appendix Three. Expenditure was £8,203k on a current budget of £9,094k – an underspend of £886k (9.7%). This amount has been carried forward into the 2020/21 budget.

Appendix One

2018/19 Actual	Housing Revenue Account	2019/20 Original Budget	2019/20 Outturn
£000		£000	£000
	<b>Expenditure</b>		
4,901	Supervision and Management	5,118	5,220
6,289	Repairs and Maintenance	6,461	6,718
130	Rents, Rates and other charges	139	191
335	Provision for Bad and Other Charges	383	270
3,025	Depreciation	3,057	3,249
(13,072)	Net Revaluation increase of non-current assets	0	(17,892)
19	Debt Management Expenses	10	18
1,627	<b>Expenditure Sub-total</b>	15,168	(2,226)
	<b>Income</b>		
(20,698)	Dwelling Rent Income	(20,548)	(20,483)
(365)	Shops, Land and Garages Rent	(373)	(366)
(55)	Warden Service Charges	(55)	(55)
(293)	Central Heating, Communal and Cleaning Charges	(322)	(355)
(226)	Leasehold Flat and Shop Service Charges	(156)	(143)
(26)	Hostel Service Charges	(24)	(26)
(11)	Council Tax recharged	(11)	(11)
(21,674)	<b>Income Sub-total</b>	(21,489)	(21,439)
(20,047)	<b>Net (income)/Cost of service</b>	(6,321)	(23,665)
(82)	Transfer from General Fund - Grounds Maintenance	(84)	(85)
2,743	Interest Payable	2,706	2,709
(93)	Investment Income and Mortgage Interest	(88)	(124)
(17,479)	<b>Net Operating Expenditure/(Income)</b>	(3,787)	(21,165)
3,716	Revenue Contribution to Capital	3,659	3,659
(389)	Pension Adjustment	0	(556)
5	Accumulated Absence Adjustment	0	(1)
13,072	Reversal of Gain on Revaluation	0	17,892
16,404	Appropriations	3,659	20,994
<b>(1,075)</b>	<b>(Surplus)/Deficit for the year</b>	<b>(128)</b>	<b>(171)</b>

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2018/19 Actual	Housing Revenue Account	2019/20 Original Budget	2019/20 Outturn
<b>HRA Balances:</b>			
(617)	HRA Balance at beginning of year	(613)	(613)
(1,075)	(Surplus)/Deficit for the year	(128)	(171)
1,079	Transfer to/from Reserves	131	174
<b>(613)</b>	<b>HRA Balance at end of year</b>	<b>(610)</b>	<b>(610)</b>
(6,982)	HRA Financing Fund at beginning of year	(8,061)	(8,061)
(1,079)	Transfer to/from Reserves	(131)	(174)
<b>(8,061)</b>	<b>HRA Financing Fund at end of year</b>	<b>(8,192)</b>	<b>(8,235)</b>
(3,926)	Major Repairs Reserve at end of year	(2,324)	(3,364)
<b>(12,600)</b>	<b>Overall HRA balances at end of the year</b>	<b>(11,126)</b>	<b>(12,209)</b>

## Appendix Two

Charnwood Borough Council HRA Revenue Monitoring Report as at April 2019 Period (201913) Based on Original Budget	Period			Year-to-Date (YTD)			YTD Variance as % of YTD Budget	Full Year Budget
	Amount	Current Budget	Variance Under/ (Over)	Amount	Current Budget	Variance Under/ (Over)		
	£000's	£000's	£000's	£000's	£000's	£000's		
<b>General Management</b>								
<b>Repairs &amp; Maintenance</b>								
Employee Related Costs	38	0	(38)	2,462	2,651	189	7.1%	2,651
All Other Controllable Costs	836	0	(836)	3,510	3,722	212	5.7%	3,722
Controllable Income	0	0	0	(45)	(78)	(33)	41.9%	(78)
<b>Total Repairs &amp; Maintenance</b>	<b>874</b>	<b>0</b>	<b>(874)</b>	<b>5,927</b>	<b>6,296</b>	<b>369</b>	<b>5.9%</b>	<b>6,296</b>
<b>Allocations &amp; Lettings</b>								
Employee Related Costs	(14)	0	14	665	651	(14)	-2.2%	651
All Other Controllable Costs	(5)	0	5	37	22	(15)	-67.7%	22
Controllable Income	(37)	0	37	(32)	(35)	(3)	9.3%	(35)
<b>Total Allocations &amp; Lettings</b>	<b>(56)</b>	<b>0</b>	<b>56</b>	<b>670</b>	<b>638</b>	<b>(33)</b>	<b>-5.1%</b>	<b>638</b>
<b>Housing Strategy</b>								
Employee Related Costs	1	0	(1)	76	107	31	29.0%	107
All Other Controllable Costs	1	0	(1)	5	22	17	78.3%	22
<b>Total Housing Strategy</b>	<b>2</b>	<b>0</b>	<b>(2)</b>	<b>81</b>	<b>129</b>	<b>48</b>	<b>37.3%</b>	<b>129</b>
<b>Supervision &amp; Management</b>								
Employee Related Costs	11	0	(11)	2,284	2,410	126	5.2%	2,410
All Other Controllable Costs	62	0	(62)	1,335	1,576	241	15.3%	1,576
Controllable Income	1	0	(1)	(230)	(237)	(7)	3.0%	(237)
<b>Total Supervision &amp; Management</b>	<b>73</b>	<b>0</b>	<b>(73)</b>	<b>3,389</b>	<b>3,749</b>	<b>360</b>	<b>9.6%</b>	<b>3,749</b>
<b>Total General Management</b>	<b>893</b>	<b>0</b>	<b>(893)</b>	<b>10,067</b>	<b>10,811</b>	<b>745</b>	<b>6.9%</b>	<b>10,811</b>
<b>Rents, Rates and Other Charges</b>								
<b>Rents, Rates and Other Charges</b>								
All Other Controllable Costs	0	0	(0)	191	139	(52)	-37.1%	139
<b>Total Rents, Rates and Other Charges</b>	<b>0</b>	<b>0</b>	<b>(0)</b>	<b>191</b>	<b>139</b>	<b>(52)</b>	<b>-37.1%</b>	<b>139</b>
<b>Total Rents, Rates and Other Charges</b>	<b>0</b>	<b>0</b>	<b>(0)</b>	<b>191</b>	<b>139</b>	<b>(52)</b>	<b>-37.1%</b>	<b>139</b>
<b>Grand Total</b>	<b>893</b>	<b>0</b>	<b>(893)</b>	<b>10,257</b>	<b>10,950</b>	<b>693</b>	<b>6.3%</b>	<b>10,950</b>

<b>Income</b>								
Dwelling Rent Income - Gross	288	0	(288)	(21,050)	(21,011)	39	-0.2%	(21,011)
Dwelling Rent Void loss	(8)	0	8	566	462	(104)	-22.5%	462
<b>Net Dwelling Rent Income</b>	<b>280</b>	<b>0</b>	<b>(280)</b>	<b>(20,484)</b>	<b>(20,548)</b>	<b>(65)</b>	<b>0.3%</b>	<b>(20,548)</b>
Non-Dwelling Rent	7	0	(7)	(492)	(486)	6	-1.2%	(486)
Non-Dwelling Rent Void Loss	(2)	0	2	126	114	(12)	-10.7%	114
<b>Net Non Dwelling Rent Income</b>	<b>5</b>	<b>0</b>	<b>(5)</b>	<b>(366)</b>	<b>(373)</b>	<b>(6)</b>	<b>1.7%</b>	<b>(373)</b>
Charges for Services & Facilities - Charge	(136)	0	136	(691)	(666)	9	-1.4%	(666)
Charges for Services & Facilities - Void Loss	(1)	0	1	102	96	(6)	-6.5%	96
<b>Net Charges for Services and Facilities</b>	<b>(137)</b>	<b>0</b>	<b>137</b>	<b>(589)</b>	<b>(570)</b>	<b>3</b>	<b>-0.5%</b>	<b>(570)</b>
<b>Total Income</b>	<b>148</b>	<b>0</b>	<b>(148)</b>	<b>(21,439)</b>	<b>(21,491)</b>	<b>(68)</b>	<b>0.3%</b>	<b>(21,491)</b>

Reconciliation to HRA Income and Expenditure Account	£000	Reconciliation to HRA Outturn appendix	£000
General Management (above)	10,565	General Management (above)	10,067
Add Support Service Recharges (costs)	2,932	Add Support Service Recharges (costs)	2,931
Minus Support Service Recharges (income)	(1,183)	Add Corporate and Democratic Core	123
	<u>12,314</u>	Minus Support Service Recharges (income)	(1,183)
			<u>11,938</u>
I& E Supervision and Management	5,733	Supervision and Management (outturn)	5,220
I&E Repairs and Maintenance	6,024	Repairs and Maintenance (outturn)	6,718
Rents Rates and Other charges	557		<u>11,938</u>
<b>Total expenditure on Income and Expenditure Account</b>	<b>12,314</b>		
<b>Controllable Income</b>	<b>(21,439)</b>		
Repairs and Maintenance income	(45)		
Allocation and lettings agency income	(31)		
Supervision and management income	(230)		
Grounds Maintenance Income (not included above)	(85)		
<b>Total income on Income and Expenditure account</b>	<b>(21,831)</b>		

Appendix Three

Scheme Details	2019/20				
	Current Budget £	Actual Spend 31/3/20 £	Balance £	Under/ (Overspend) £	Slippage into 2020/21 and £
<b>SUMMARY OF CAPITAL PLAN</b>					
<b>HRA</b>	<b>9,094,500</b>	<b>8,208,381</b>	<b>886,119</b>	<b>19</b>	<b>886,100</b>
<i><b>Direct Delivery</b></i>					
PO 2761 Major Adaptations - Fortem	585,000	560,782	24,218	24,218	0
PO 2301 Minor Adaptations	50,000	12,143	37,857	37,857	0
PO 2302 Stairlifts	80,000	71,367	8,633	8,633	0
PO 2762 Major Void Works - Fortem	252,900	130,806	122,094	122,094	0
<b>Compliance</b>					
PO 2434 Asbestos Removal	150,000	345,035	(195,035)	(195,035)	0
PO 2771 Communal Area Improvements - Fortem	150,000	174,142	(24,142)	(24,142)	0
PO 2742 Communal Area Electric	200,000	170,856	29,144	29,144	0
PO 2772 Carbon Monoxide Alarms	90,000	9,922	80,078	80,078	0
PO 2401 Fire Safety	0	474,729	(474,729)	(474,729)	0
PO 2773 Fire Safety Works	100,000	(3,124)	103,124	103,124	0
PO 2774 Cavity/Loft insulation - Fortem	0	(24,497)	24,497	24,497	0
<b>Stock Maximisation</b>					
PO 2375 Garages	10,000	0	10,000	10,000	0
<b>Decent Homes</b>					
PO 2763 Kitchens - Fortem	379,200	239,788	139,412	12	139,400
PO 2764 Bathrooms - Fortem	1,034,000	1,275,603	(241,603)	(241,603)	0
PO 2765 Electrical Upgrades - Fortem	54,000	18,818	35,182	35,182	0
PO 2766 Windows - Fortem	20,000	0	20,000	20,000	0
PO 2767 Central Heating and Boiler Installation - Fortem	460,000	410,450	49,550	49,550	0
PO 2743 Sheltered Housing Improvements inc heating & equipment	140,000	49,960	90,040	90,040	0
PO 2768 Door Replacement - Fortem	534,400	268,886	265,514	20,014	245,500
PO 2769 Re-roofing - Fortem	650,000	538,371	111,629	111,629	0
PO 2770 Major Structural Works - Fortem	250,000	276,329	(26,329)	(26,329)	0
<b>General Capital Works</b>					
PO 2776 Estate and External Works - Fortem	410,000	440,841	(30,841)	(30,841)	0
PO 2857 Housing Capital Technical Costs	312,000	181,587	130,413	130,413	0
PO 2378 Door Entry Systems	300,000	265,092	34,908	34,908	0
AS 2760 Acquisition of Affordable Housing to meet housing need	2,804,800	2,303,642	501,158	(42)	501,200
AS 2788 Barkby Road, Queniborough - acquisition of 27 dwellings	27,100	9,603	17,497	17,497	0
PO 2775 Mobility Scooter Storage - Fortem	30,000	0	30,000	30,000	0
PO 2470 Job Management System	21,100	7,250	13,850	13,850	0
<i><b>Sub-total Direct Delivery</b></i>	<b>9,094,500</b>	<b>8,208,381</b>	<b>886,119</b>	<b>19</b>	<b>886,100</b>
<b>HRA - Total</b>	<b>9,094,500</b>	<b>8,208,381</b>	<b>886,119</b>	<b>19</b>	<b>886,100</b>

## HOUSING MANAGEMENT ADVISORY BOARD

### Report of the Head of Financial Services

#### HOUSING REVENUE ACCOUNT BUDGET CONSULTATION 2021-2022

#### Purposes of the Report

To enable members of the Board to consider the 2021/22 budget before the final budget report goes to Cabinet in February 2021.

#### 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
<p>Cabinet Meeting  December 2020</p>	<p>A report is taken to Cabinet to:</p> <ul style="list-style-type: none"> <li>• Advise members of the projected base budget position for 2021/2022.</li> <li>• Review the savings and growth proposals put forward for the year 2021/2022, and to begin a period of consultation.</li> </ul>
<p>Cabinet  February 2021</p>	<p>This report sets out the proposed General Fund and Housing Revenue Account (HRA) Revenue Budgets for 2021/22, 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 2021</p>	<p>The report sets out the recommendations of the Cabinet regarding the proposed General Fund and HRA Revenue Budgets for 2021/22. 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>

## Housing Revenue Account (HRA)

1. The HRA draft Original budget has been prepared on the assumption that rental income will be increased by CPI+1% in line with national guidelines. This is an increase of CPI at 0.5% and 1% totalling 1.5%.
2. The Original budget position for 2021/22 is a breakeven. This includes service pressures £22k and service savings £176k making a net reduction of £154k.
3. These are due to the realignment of budgets and analysis of past actual expenditure alongside the need to increase spend within the Compliance area of Repairs and Maintenance.

## HRA balances (reserves)

### *Principal HRA reserve*

4. The Section 151 Officer recommends a minimum level of working balances for the HRA of £110 per property. There are 5,469 properties anticipated at 31st March 2022 (anticipating 40 right to buy sales); working balances have been adjusted to reflect this projection at £602k.

### *HRA Financing Fund*

5. The HRA Financing Fund was set up in order to set aside monies to cover future HRA expenditure. This includes the repayment of external debt principal of the £79m incurred when the self-financing regime came about in 2012. This costs the HRA approximately £2.7m in interest payments each year. The first of these loans is due for settlement during 2024/25. The anticipated balance of the HRA Financing Fund at 31 March 2022 is £5.6m.

### *Major Repairs Reserve*

6. The Major Repairs Reserve is a statutory fund and can only be used to finance capital expenditure and debt repayment. The anticipated balance at 31 March 2022 is £3.1m.
7. The HRA draft Capital Programme for 2021/22 is £7.4m. This is fully funded from Depreciation £3.4m, HRA Revenue contribution to Capital (RCCO) £3.2m, and the HRA financing fund £0.4m RCCO and £0.4m from 1-for-1 capital receipts (HRA Right to buy sales)
8. Total HRA balances as at 31 March 2022 are anticipated to be £9.7m.

9. Rents for 2021/22

There are 5,469 properties anticipated at 31st March 2022 (anticipating 40 right to buy). Around £12.2 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.

Government has now clarified rent policy for 2020 onwards, and a CPI\* (0.5%) + 1% increase is now possible. It is proposed to the Board that the Council applies an increase at this level.

\* 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.

**Table 1**

<b>Charge Description</b>	<b>Average weekly charge at 2020/21</b>	<b>Average weekly charge with a 1.5% increase</b>	<b>Increase</b>
Housing rent	£80.33	£81.54	£1.20 per week (eligible for Universal Credit)

### Capital Budgets

The 2021/22 Capital Budget for the Housing Revenue Account is detailed in Table 4.

Table 2 Housing Revenue Account

2019/20 Actual	Housing Revenue Account	2020/21 Original Budget	2020/21 Revised Budget	2021/22 Draft Original Budget	2021/22 Final Original Budget
£000		£000	£000	£000	£000
	<b>Expenditure</b>				
5,220	Supervision and Management	5,550	5,540	5,441	5,393
6,718	Repairs and Maintenance	6,769	6,824	6,802	6,752
191	Rents, Rates and Other Charges	139	224	225	225
270	Provision for Bad Debts & Other Charges	383	593	383	383
3,249	Depreciation	3,189	3,189	3,409	3,409
(17,892)	Net Revaluation non-current assets increase	0	0	0	0
18	Debt Management Expenses	10	10	10	10
(2,226)	<b>Expenditure Sub-total</b>	16,040	16,380	16,270	16,172
	<b>Income</b>				
(20,483)	Dwelling Rent Income	(20,937)	(20,580)	(21,100)	(21,100)
(366)	Shops, Land and Garages Rent	(360)	(350)	(355)	(355)
(55)	Warden Service Charges	(57)	(49)	(49)	(53)
(355)	Central Heating, Cleaning and Communal Charges	(350)	(323)	(336)	(309)
(143)	Leasehold Flat and Shop Service Charges	(158)	(143)	(143)	(143)
(26)	Hostel Service Charges	(31)	(30)	(29)	(24)
(11)	Council Tax Recharged	(11)	(10)	(10)	(10)
(21,439)	<b>Income Sub-Total</b>	(21,904)	(21,485)	(22,022)	(21,994)
(23,665)	<b>Net (income)/Cost of service</b>	(5,864)	(5,105)	(5,752)	(5,822)
(85)	Transfer from General Fund – Grounds Maintenance	(84)	(84)	(85)	(85)
2,709	Interest Payable	2,706	2,709	2,709	2,709
(124)	Investment Income and Mortgage Interest	(66)	(35)	(25)	(27)
(21,165)	<b>Net Operating Expenditure/(Income)</b>	(3,308)	(2,515)	(3,153)	(3,225)
3,659	Revenue Contribution to Capital	3,308	3,308	3,153	3,225
(556)	Pension Adjustment	0	0	0	0
(1)	Accumulated Absence Adjustment	0	0	0	0
17,892	Reversal of Gain on Revaluation	0	0	0	0
20,994	Appropriations	3,308	3,308	3,153	3,225
(171)	<b>(Surplus)/Deficit for the year</b>	0	793	0	0
	<b>HRA Balances:</b>				
(613)	<b>HRA Balance at beginning of year</b>	(610)	(610)	(607)	(607)
(171)	(Surplus)/Deficit for the year	0	793	0	0
174	Transfer to/from Reserves	3	(790)	5	5
(610)	<b>HRA Balance at end of year</b>	(607)	(607)	(602)	(602)
(8,061)	<b>HRA Financing Fund beginning of year</b>	(8,235)	(8,235)	(6,320)	(6,320)
0	Adjustments to 2020/21 Budget	0	(332)	0	0
(174)	Transfer to/from Reserves	(3)	790	(5)	(5)
0	Revenue Contribution to Capital	1,457	1,457	370	298
(8,235)	<b>HRA Financing Fund at end of year</b>	(6,781)	(6,320)	(5,955)	(6,027)
(3,364)	<b>Major Repairs Reserve at end of year</b>	(3,364)	(3,111)	(3,111)	(3,111)
(12,209)	<b>Overall HRA balances end of the year</b>	(10,752)	(10,038)	(9,668)	(9,740)

**Table 3 - Housing Revenue Account Service Pressures & Savings Summary**

<b>Housing Revenue Account Service Pressures &amp; Savings Summary</b>	<b>2021/22</b>	<b>£ 000's</b>	<b>£ 000's</b>
	<b>Ongoing One-Off</b>	<b>Savings</b>	<b>Pressures</b>
<b>Supervision and Management</b>			
Housing Income Team - reduction of Travel expenses	Ongoing	(2,800)	
Post: M294 (Financial Inclusion Officer) vacancy savings of 5hrs	Ongoing	(4,100)	
Tenancy Services - Cleaning of HRA Properties and Pest Control	Ongoing	(13,800)	
Tenancy Services - reduction of Travel expenses	Ongoing	(10,800)	
Post: Q077 (Tenancy & Estate Management Officer) 37hr saving	Ongoing	(35,900)	
ASB - reduction of Travel Expenses based on previous years actuals	Ongoing	(4,500)	
Tenant Participation & Consultation - reduction of Travel expenses	Ongoing	(1,000)	
Tenant Participation & Consultation - reduction of Subsistence	Ongoing	(2,300)	
Wardens Services - reduction of Furniture budget	Ongoing	(5,000)	
Wardens Services - reduction of Equipment budget	Ongoing	(4,000)	
Central Control - reduction of Buildings R&M budget	Ongoing	(1,800)	
Central Control - reduction of Travel expenses	Ongoing	(600)	
<b>Repairs and Maintenance</b>			
Grounds Maintenance variation	Ongoing		1,400
Compliance - increase in Legionella budget	Ongoing		15,000
Compliance - reduction of Legal income budget	Ongoing		3,600
Central Control - Disaster Recovery Plan contract	Ongoing		2,500
Responsive Repairs- reduction of Travel expenses	Ongoing	(3,200)	
Voids - Hire of Rooms	Ongoing	(700)	
Voids - reduction of Travel	Ongoing	(1,100)	
Rechargeable Repairs - cost saving	Ongoing	(1,800)	
Health & Safety - reduction of Equipment budget	Ongoing	(5,000)	
Capital Team - reduction of Travel expenses	Ongoing	(15,700)	
Capital Team - reduction of Equipment budget	Ongoing	(1,500)	
Compliance - reduction of Gas App replace & renew budget	Ongoing	(30,000)	
Compliance - reduction of Disabled Adaptations budget	Ongoing	(10,000)	
Compliance - reduction of Fire Alarms budget	Ongoing	(13,000)	
Compliance - reduction of Travel expenses	Ongoing	(800)	
Compliance - Fire Ext budget no longer needed	Ongoing	(1,000)	
Compliance - reduction of Legal cost budget	Ongoing	(3,600)	
Business Support - reduction of Travel expenses	Ongoing	(2,300)	
<b>Total Ongoing Savings</b>		<b>(176,300)</b>	<b>22,500</b>
<b>Overall Net savings</b>			<b>(153,800)</b>

**CAPITAL PLAN 2020/21**

Scheme Details	2020/21			2021/22			2022/23	
	Original Plan £	Current Budget £	Actual Spend 13/11/20 £	Balance £	Original Plan £	Current Budget £	Original Plan £	Current Budget £
PO Z761 Major Adaptations	450,000	450,000	11,829	438,171	450,000	450,000	450,000	450,000
PO Z301 Minor Adaptations	50,000	50,000	9,410	40,590	50,000	50,000	50,000	50,000
PO Z302 Stairlifts	60,000	60,000	7,213	52,787	80,000	80,000	80,000	80,000
PO Z762 Major voids	280,000	280,000	47,427	232,573	280,000	280,000	280,000	280,000
<b>Compliance</b>								
PO Z434 Asbestos Removal	150,000	150,000	52,506	97,494	150,000	150,000	150,000	150,000
PO Z771 Communal Area Improvements	200,000	200,000	938	199,062	200,000	200,000	200,000	200,000
PO Z742 Communal Area Electrical Upgrades	200,000	200,000	(52,997)	252,997	200,000	200,000	200,000	200,000
PO Z772 Smoke/CO & Heat Detection	30,000	30,000	9,797	20,203	30,000	30,000	30,000	30,000
PO Z773 Fire Safety Works	300,000	300,000	61,393	238,607	100,000	100,000	100,000	100,000
<b>Stock Maximisation</b>								
PO Z375 Garages	50,000	50,000	0	50,000	25,000	25,000	25,000	25,000
<b>Decent Homes</b>								
<b>Kitchens</b>								
PO Z763	400,500	539,900	618	539,282	580,500	580,500	598,500	598,500
PO Z764	915,000	915,000	214	914,786	787,800	787,800	1,186,600	1,186,600
PO Z765	200,000	100,000	785	99,215	290,000	290,000	290,000	290,000
PO Z766	35,000	35,000	0	35,000	195,000	195,000	40,000	40,000
PO Z767	439,300	439,300	135,965	303,335	331,200	331,200	411,700	411,700
PO Z743 Sheltered Housing Improvements	200,000	200,000	27,327	172,673	200,000	200,000	200,000	200,000
PO Z768	1,000,000	745,500	0	745,500	300,000	300,000	300,000	300,000
PO Z769	650,000	650,000	2,817	647,183	650,000	650,000	650,000	650,000
PO Z770	250,000	250,000	74,376	175,624	250,000	250,000	250,000	250,000
<b>General Capital Works</b>								
<b>Estate and External Works</b>								
PO Z776	205,000	305,000	47,988	257,012	205,000	205,000	205,000	205,000
PO Z857	312,000	312,000	0	312,000	312,000	312,000	312,000	312,000
PO Z378	200,000	200,000	(9,065)	209,965	200,000	200,000	200,000	200,000
AS Z760	1,053,900	2,447,200	349,488	2,097,712	1,500,000	1,500,000	1,500,000	1,500,000
AS Z788	0	17,500	19,742	(2,242)	0	0	0	0
PO Z775	15,000	15,000	0	15,000	15,000	15,000	15,000	15,000
PO Z470	0	0	0	0	0	0	0	0
<b>Sub-total Live Schemes</b>								
	7,645,700	8,941,400	797,771	8,143,629	7,381,500	7,381,500	7,723,800	7,723,800
<b>Community, Planning and Housing - HRA - Total</b>								
	7,645,700	8,941,400	797,771	8,143,629	7,381,500	7,381,500	7,723,800	7,723,800

Officer to contact:

Ian Allwyn  
Group Accountant  
Financial Services  
[ianallwyn@charnwood.gov.uk](mailto:ianallwyn@charnwood.gov.uk)  
01509 634824

## HOUSING MANAGEMENT ADVISORY BOARD – 4<sup>TH</sup> FEBRUARY 2021

### Report of the Head of Landlord Services

#### ITEM 14 WORK PROGRAMME AND MEETING DATES 2020/21

##### Purpose of the Report

To enable the Board to agree its work programme. The current work programme, appended, sets out the position as submitted to the inquorate meeting of 11<sup>th</sup> November 2020 and subsequent discussion with the Head of Landlord Services and the Chair regarding additional items that require consideration by the Board.

The Board is also asked to agree meeting dates for the remainder of 2020/21.

##### Recommendations

1. To agree that the Board's work programme be updated in accordance with the decisions taken during consideration of this item and any further decisions taken during the course of the meeting.
2. To agree the following dates for meetings of the Board during the remainder of the 2020/21 Council Year (all at 4.30pm):

Wednesday, 24th March 2021;  
Wednesday, 12th May 2021.

##### Reasons

1. To ensure that the information contained within the work programme is up to date.
2. The Terms of Reference of the Board state that the Board will agree a programme of meetings for the forthcoming year annually, on the basis of meetings taking place every two months.

## HOUSING MANAGEMENT ADVISORY BOARD - WORK PROGRAMME

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
<b>SCHEDULED:</b>			
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>
February 2021	Update on ASB Policy	Head of Landlord Services	
February 2021	Update on Voids	Head of Landlord Services	Requested by the Board at its meeting on 15th January 2020.
February 2021	Disabled Adaptations	Head of Landlord Services	Annual report.
February 2021	HRA Revenue and Capital Outturn (2019/20) (Update on HRA)	Group Accountant (IA)	Annual report.

<b>MEETING DATE/ FREQUENCY</b>	<b>ISSUE</b>	<b>INFORMATION REQUIRED/ INVITEES/ OFFICERS</b>	<b>NOTES</b>
February 2021	Priorities for Next Financial Year	Head of Landlord Services	Annual Report.  <i>In 2021, this will be a brief verbal report.</i>
February 2021	Budget 2021/22	Head of Landlord Services	Annual report.
First meeting of Council year	Election of Chair and Vice-chair		Annual Item.
<b>TO BE SCHEDULED:</b>			
To be scheduled	HRA Asset Management Strategy and HRA Business Plan	Head of Landlord Services	
To be scheduled	Housing Strategy	Head of Strategic and Private Sector Housing	Added to work programme 2nd April 2014.
To be scheduled	Pets Policy	Head of Landlord Services	Requested by the Board at its meeting on 9th September 2020.
To be scheduled	Tenancy Policy	Head of Landlord Services	Rescheduled by the Board at its meeting on 9th September 2020.
To be scheduled	Tenancy Agreement	Head of Landlord Services	Rescheduled by the Board at its meeting on 9th September 2020.
To be scheduled	Sheltered Housing Review Update	Head of Strategic and Private Sector Housing	Requested by Board at its meeting on 9th September 2020.
To be scheduled	Capital Plan	Head of Landlord Services	Annual report.

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
To be scheduled	Fly Tipping in Communal Areas/on HRA Land	Head of Landlord Services	Requested by Board at its meeting on 9th September 2020.

Notes:

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

Housing Management Advisory Board

February 2021

Performance information pack  
**QUARTER 3 2020-2021**

Landlord services performance

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

Compliance performance (fire safety etc.)

**HOUSING MANAGEMENT ADVISORY BOARD  
FEBRUARY 2021**

**Report of the Head of Landlord  
Services**

**LANDLORD SERVICES  
PERFORMANCE**

Purpose of report

To consider performance at the end of quarter 3, 2020-2021, up to the end of December 2020.

Recommendation

The board is asked to note and comment on performance for the third quarter of 2020-2021.

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

(a) Repairs

Description	Target	Performance Q3
% Emergency repairs completed within 24 hours	100%	99.91% 2255/2257
% Responsive repairs for which appointments are made and kept	98.58%	98.73% 5501/5572
% Responsive repairs which are completed 'right first time'	96%	100% 5899/5899
% Urgent repairs completed on time	97%	95.77% 1584/1654
% Responsive repairs completed within timescales	97%	92.76% 6615/7131
Average number of days taken to carry out re-let repairs	14 days	14.4 days

Note: The timescales that apply to the different categories of repairs are:  
 Emergency repairs – 24 hours  
 Urgent repairs – 5 days  
 Routine repairs – 28 days

(b) Gas servicing

Description	Target	Performance Q3
% Properties with a valid gas safety certificate (CP12)	100%	99.60% 5206/5227

(c) Rent collection

Description	Target	Performance Q3
% Rent collected (including rent arrears brought forward)	94.55% Q3 95.31% EOY	95.18%

(d) Rent arrears percentage of annual rent debit

Description	Target	Performance Q3
Rent arrears of current tenants as a percentage of the annual rent debit	3.24%	3.33%

(e) Tenancy management

Description	Target	Performance Q3
% New tenancies sustained over twelve months	95%	100% 253/253

(f) ASB

Description	Target	Performance Q3
% ASB complainants satisfied with the way their case was dealt with	86.00%	93.33% 14/15

(g) Supported housing

Description	Target	Performance Q3
% Support plans agreed with sheltered tenants/reviewed within time	100%	100% 718/718

(h) Customer satisfaction

Description	Target	Performance Q3
% Tenants satisfied with responsive repairs (overall)	97.4%	97.42% 491/504
% Tenants satisfied with the time taken to complete the repair	97.60%	98.21% 495/504
% Tenants satisfied that the operative arrived on time	98.57%	98.21% 495/504
% Residents satisfied with Decent Homes work	95%	100% 9/9
% Residents satisfied with the time taken to complete the Decent Homes work	95%	100% 9/9
% Lifeline customers satisfied with the way their alarm call was dealt with	99.50%	100% 133/133

(i) Rent arrears and universal credit

The arrears and universal credit performance indicators for quarter 3 2020-2021 are attached in **appendix 1**.

Targets not met within a 5% tolerance

(a) Repairs

Description	Target	Performance Q3
% Routine repairs completed on time	97.00%	87.89% 3337/3797

Commentary:

During the first national lockdown non urgent repairs were shelved causing a backlog which has taken time to clear and some work has not completed within the specified targets

(b) Tenancy management

Descriptions	Target	Performance Q3
% New tenancy visits completed on target	95%	55.4% 77/137

Commentary:

During the Coronavirus pandemic we have been unable to visit the address to carry out the new tenant visit and therefore changed the process.

In October there was an issue with the new process which has been rectified, however this has affected the overall performance for quarter 3.

(c) Complaints

<b>Description</b>	<b>Target</b>	<b>Performance Q3</b>
% Complaints responded to within timescales (stages 0 and 1)	95%	69.75% 166/238

Commentary:

Officer to contact: Deborah Bartlett  
Repairs and Investment Manager  
[deborah.bartlett@charnwood.gov.uk](mailto:deborah.bartlett@charnwood.gov.uk)  
01509 634501

Andrew Staton  
Landlord Services Manager  
[andrew.staton@charnwood.gov.uk](mailto:andrew.staton@charnwood.gov.uk)  
01509 634608

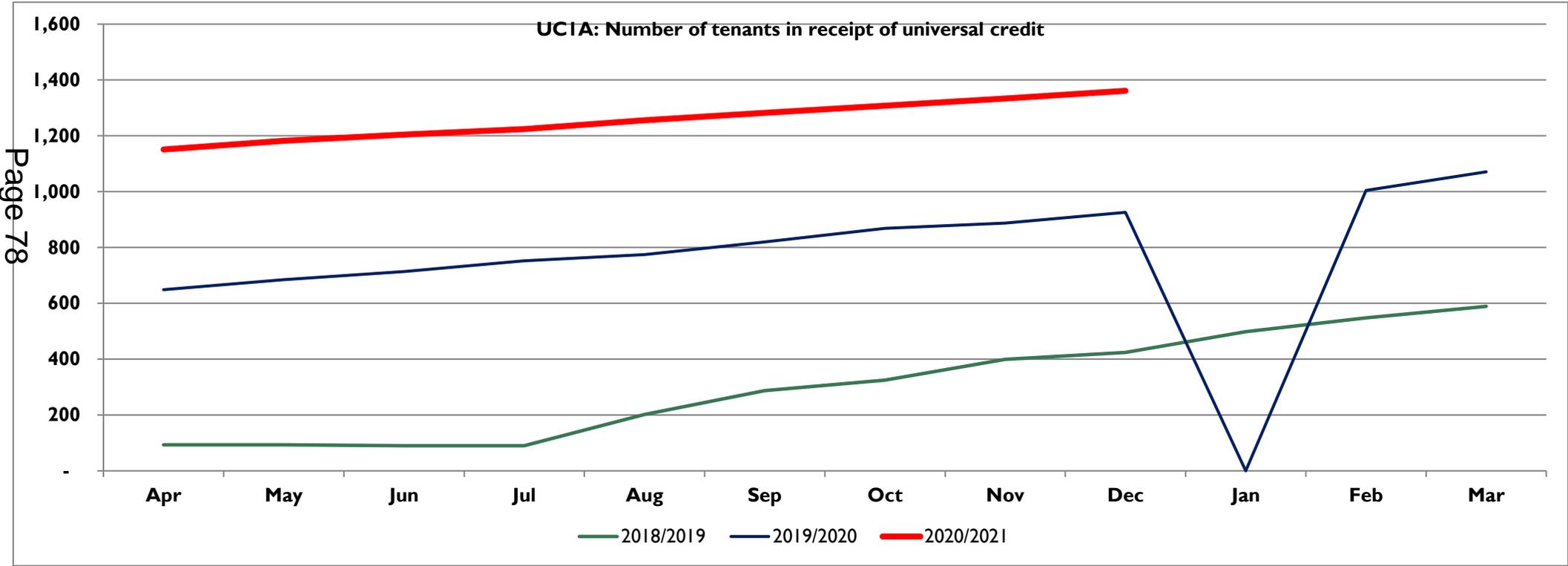
## APPENDIX 1: RENT ARREARS AND UNIVERSAL CREDIT

### Q3: October – December 2020: Landlord services – rent arrears and universal credit performance indicators

KPI ref	Description	Q3 20/21	Q2 20/21	Q1 20/21	Q4 19/20
UC1A	Number of tenants in receipt of universal credit	<b>1,361</b>	1,282	1,204	1,071
UC1B	Percentage of tenants in receipt of universal credit and who are in arrears	<b>54.6%</b>	68.0%	70.5%	60.2%
UC1C	Total arrears of tenants in receipt of universal credit and who are in arrears	<b>£471,446</b>	£586,825	£555,479	£381,854
UC1D	Average debt of tenants in receipt of universal credit and who are in arrears	<b>£635</b>	£673	£652	£592
UC2A	Number of tenants not in receipt of universal credit	<b>3,938</b>	4,026	4,102	4,279
UC2B	Percentage of tenants not in receipt of universal credit and in arrears	<b>16.4%</b>	26.2%	26.9%	18.1%
UC2C	Non-UC arrears	<b>£230,642</b>	£275,364	£283,214	£241,253
UC2D	Average debt of tenants not in receipt of UC and who are in arrears	<b>£356</b>	£262	£257	£312

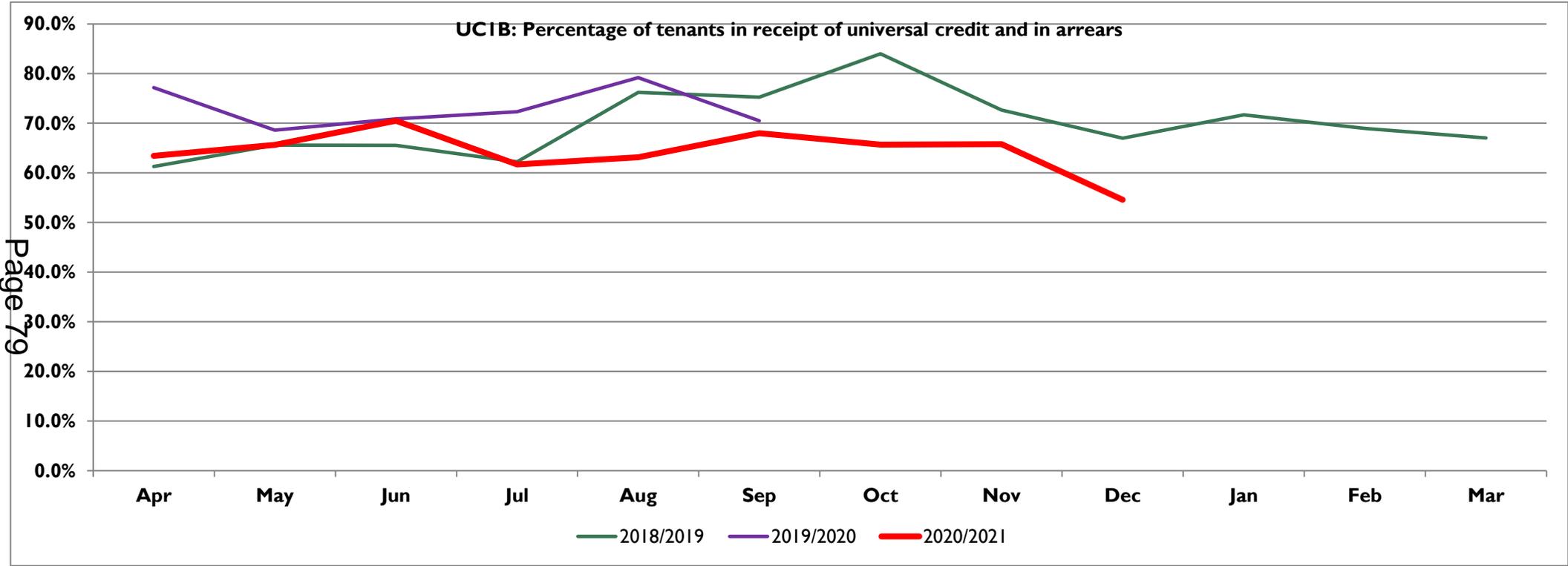
**UC1A Number of tenants in receipt of universal credit**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>2018/19</b>	93	93	90	90	202	287	325	399	424	498	548	589
<b>2019/20</b>	649	685	714	752	774	820	868	887	926	No data	1,004	1,071
<b>2020/21</b>	<b>1,151</b>	<b>1,182</b>	<b>1,204</b>	<b>1,224</b>	<b>1,256</b>	<b>1,282</b>	<b>1,308</b>	<b>1,333</b>	<b>1,361</b>			



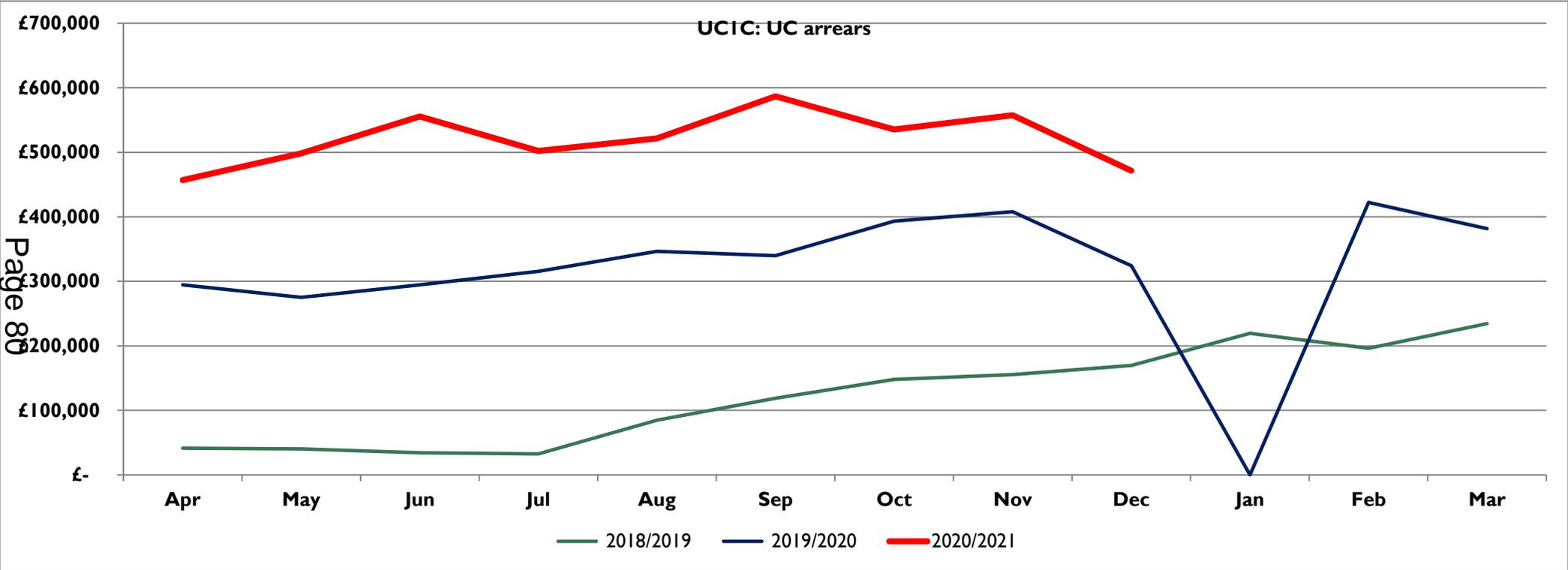
**UC1B Percentage of tenants in receipt of universal credit and who are in arrears**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>2018/19</b>	61.3%	65.6%	65.6%	62.2%	76.2%	75.3%	84.0%	72.7%	67.0%	71.7%	69.0%	67.1%
<b>2019/20</b>	77.2%	68.6%	70.9%	72.3%	79.2%	70.5%	73.6%	74.0%	61.8%	No data	69.7%	60.2%
<b>2020/21</b>	63.4%	65.7%	70.5%	61.7%	63.1%	68.0%	65.7%	65.8%	54.6%			



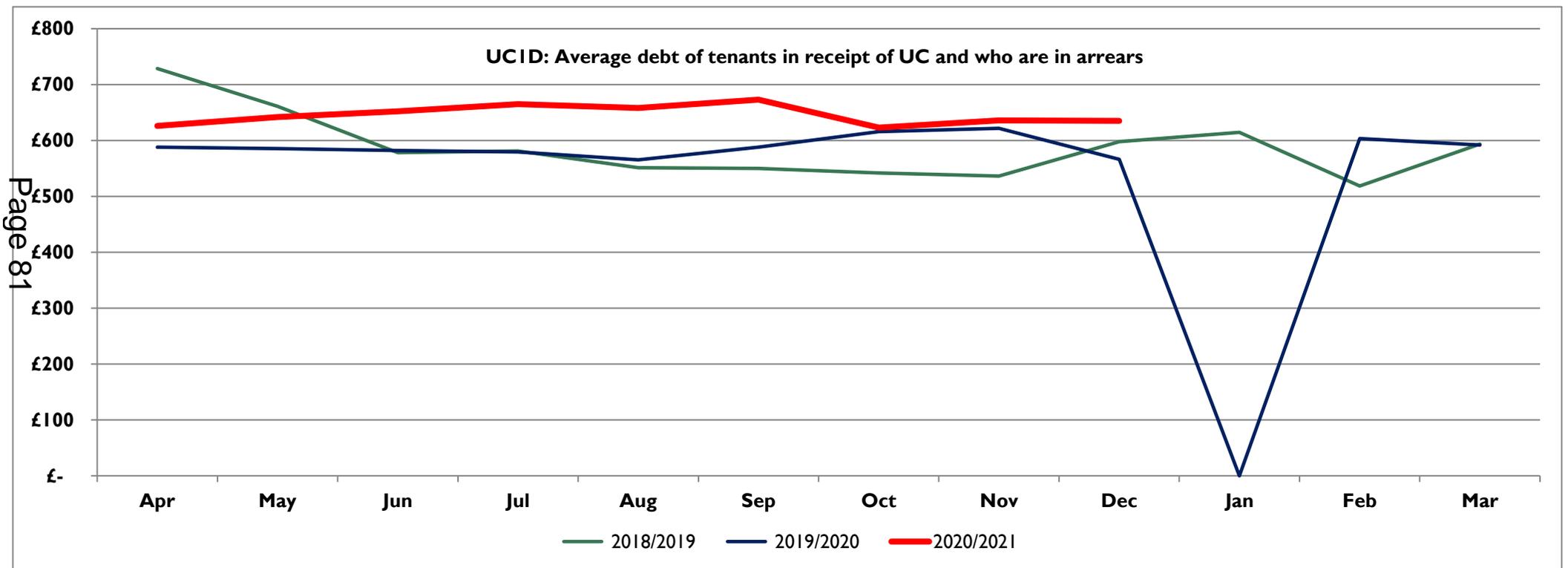
**UC1C Total debt of tenants in receipt of universal credit and who are in arrears (£s)**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>2018/19</b>	41,535	40,335	34,111	32,558	84,908	118,754	147,965	155,592	169,812	219,367	196,022	234,416
<b>2019/20</b>	294,628	275,192	294,416	315,337	346,504	339,857	393,449	407,838	323,969	No data	422,240	381,854
<b>2020/21</b>	<b>456,913</b>	<b>498,413</b>	<b>555,479</b>	<b>501,988</b>	<b>521,649</b>	<b>586,825</b>	<b>535,319</b>	<b>557,596</b>	<b>471,446</b>			



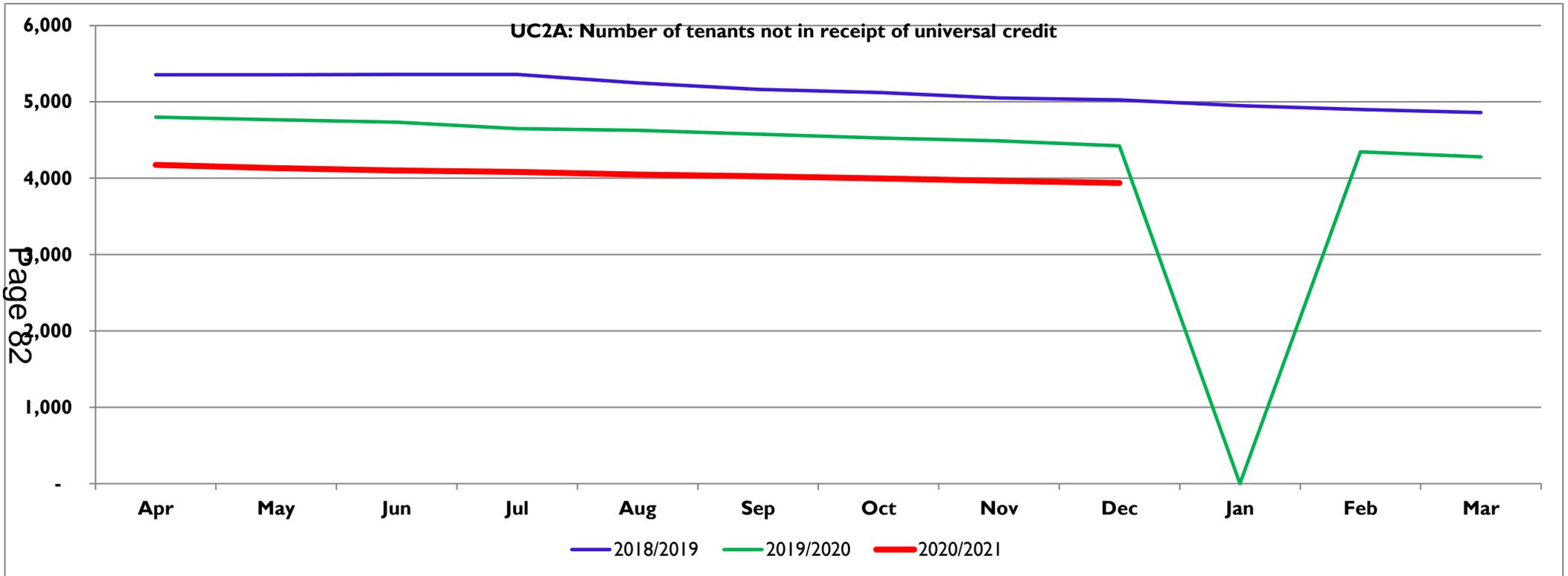
Average debt of UC tenants who are in rent arrears (£s)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2018/19	728	661	578	581	551	549	542	537	598	614	519	593
2019/20	588	586	582	546	637	554	616	622	566	No data	603	592
2020/21	626	642	652	665	658	673	623	636	635			



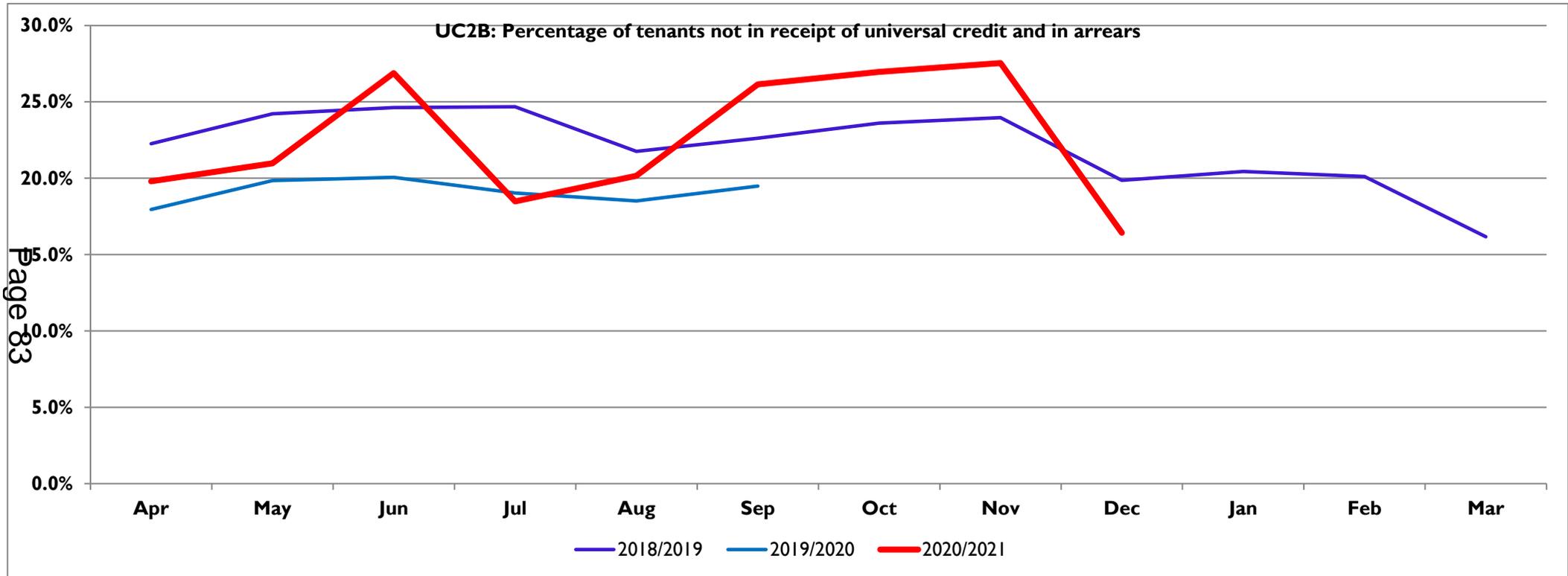
Number of tenants not in receipt of universal credit

	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	4,527	4,491	4,424	No data	4,347	4,279
2020/21	4,175	4,134	4,102	4,083	4,048	4,026	3,997	3,968	3,938			



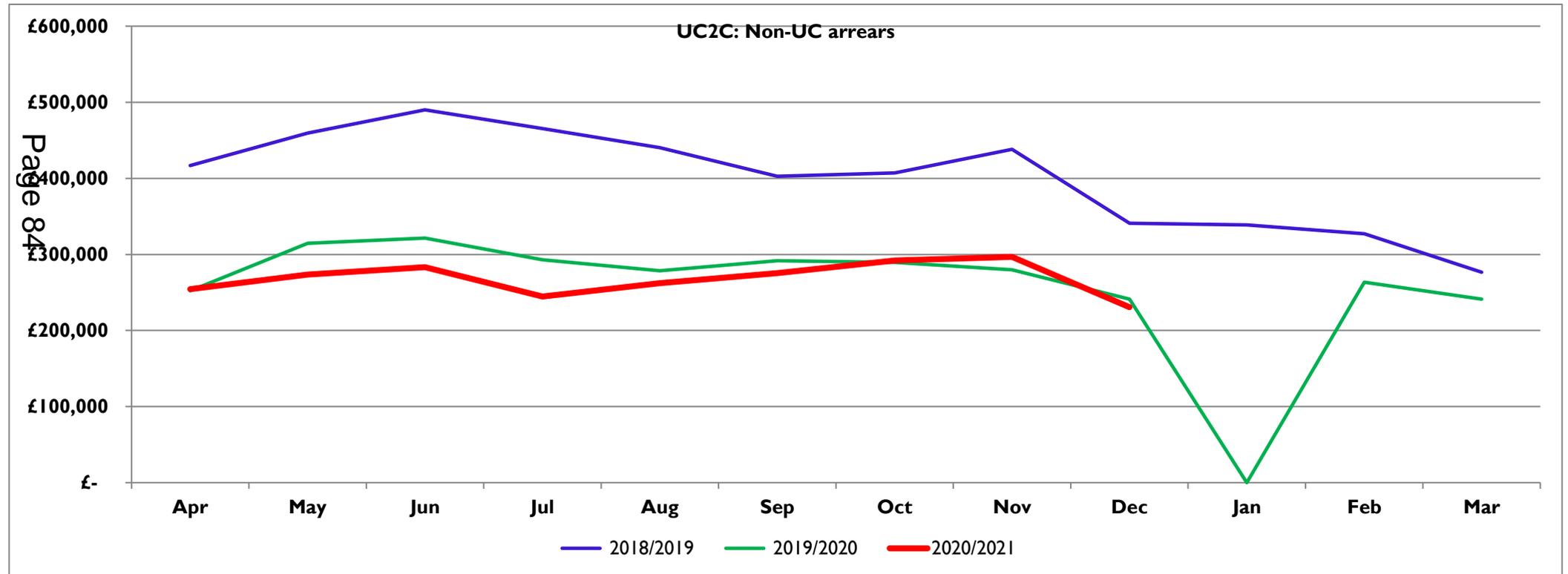
Percentage of tenants not in receipt of universal credit and who are in arrears

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>2018/19</b>	22.3%	24.2%	24.6%	24.7%	21.8%	22.6%	23.6%	24.0%	19.9%	20.4%	20.1%	16.2%
<b>2019/20</b>	18.0%	19.9%	20.1%	19.0%	18.5%	19.5%	20.5%	20.5%	23.7%	No data	22.4%	18.1%
<b>2020/21</b>	<b>19.8%</b>	<b>21.0%</b>	<b>26.9%</b>	<b>18.5%</b>	<b>20.2%</b>	<b>26.2%</b>	<b>27.0%</b>	<b>27.5%</b>	<b>16.4%</b>			



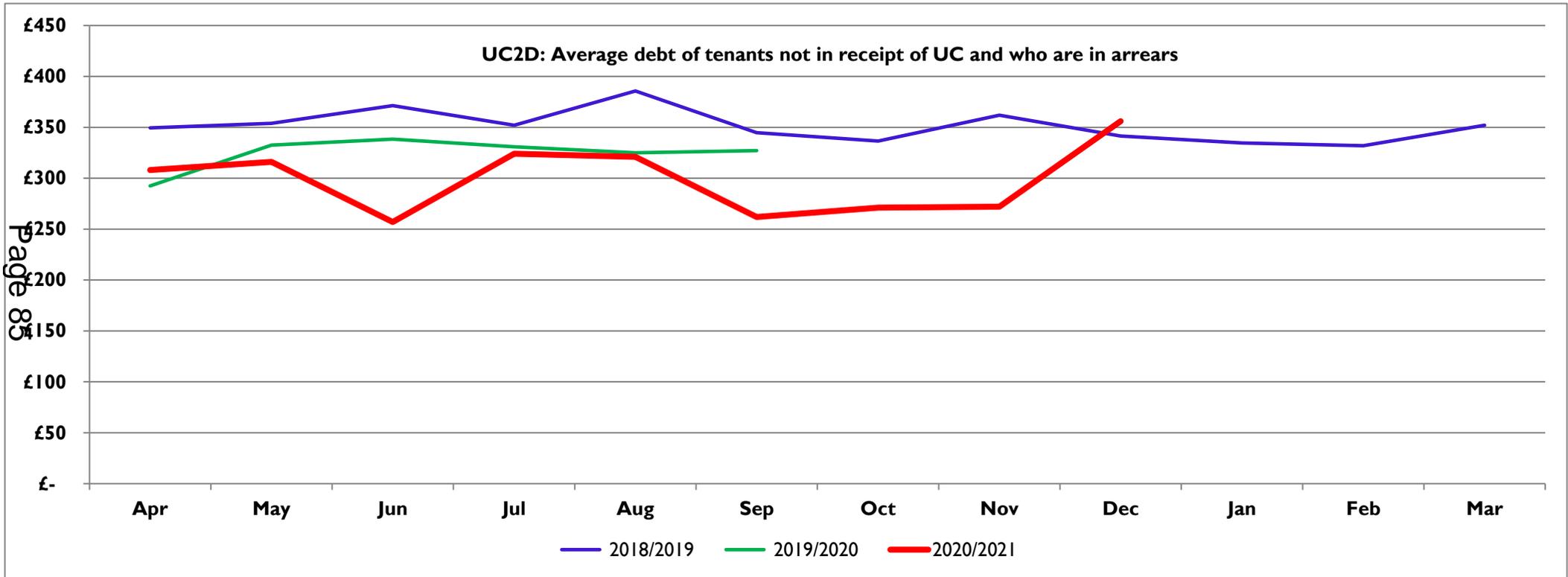
**UC2C Total debt of tenants not in receipt of universal credit and who are in arrears (£s)**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>2018/19</b>	416,838	459,480	490,051	465,587	440,449	402,678	407,150	438,111	340,792	338,622	327,258	276,590
<b>2019/20</b>	252,086	314,604	321,434	292,803	278,585	291,836	289,666	279,904	241,129	No data	263,571	241,253
<b>2020/21</b>	<b>254,390</b>	<b>273,554</b>	<b>283,214</b>	<b>244,743</b>	<b>262,125</b>	<b>275,364</b>	<b>291,946</b>	<b>296,785</b>	<b>230,642</b>			



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	312	304	230	No data	270	312
2020/21	308	316	257	324	321	262	271	272	356			



APPENDIX 2: COMPLIANCE REPORT – QUARTER 3 2020-2021

KPI	DESCRIPTION	TARGET	ACTUAL	%	COMMENTARY
1	<b>GAS COMPLIANCE</b>				
	<b>PROPERTIES WITH A CURRENT CP12</b>	5,227	5,206	99.60%	At the end of December we had 21 properties that were out of compliance. This was mostly due to the effect of Covid19. Appointments are being made to gain access
	<b>CAPPED PROPERTIES WITH A CURRENT CP12</b>		238	5%	5% of our gas-supplied tenants are not using the gas appliances in their home.
	<b>COMMUNAL BOILERS WITH A CURRENT CP12</b>	15	15	100%	We are carrying out an appraisals of all our communal boiler systems with a view to improve their efficiency and performance
	<b>SOLID FUEL APPLIANCES WITH CURRENT CP12</b>	58	46	79%	25 properties out of compliance. Efforts are being made to gain access.
	<b>REPAIRS COMPLETED WITHIN PRIORITY</b>	2,424	2,349	97%	97% repairs completed within priority.
	<b>CUSTOMER SATISFACTION (98%)</b>	89	88	99%	Audits commenced again in June. 99% customer satisfaction.
1a.	<b>AUDITING - ASSURANCE</b>				
	<b>COMPLETED GAS AUDITS - MAIN GAS CONTRACT</b>	20%	89	19%	Auditing commenced in June 2020. 360 have now been completed
	<b>COMPLETED SOLID FUEL AUDITS</b>				
2	<b>SMOKE ALARM &amp; CARBON MONOXIDE COMPLIANCE - RECONCILIATION PROJECT</b>				
	<b>No. properties with battery smoke alarm</b>		2237		Reconciliation of data is required: this work is outstanding owing to a lack of information on the QL system. PDF reader to extract data from Gas Safety certificates is being investigated.
	<b>No. properties with hard-wired smoke detection</b>		2645		
	<b>No. properties with both battery and hard-wired detection</b>		306		
	<b>No. properties - unknown/missing data</b>		9		
	<b>No. properties with individual smoke detection connected to Lifeline with communal fire alarm systems</b>		405		
<b>PROPERTIES WITH A CO ALARM INSTALLED</b>		5602		Reconciliation is required: this work is outstanding owing to a lack of information on the QL system	

3	<b>FIRE SAFETY</b>				
	<b>FIRE ALARM: SIX-MONTHLY</b>	19	19	100%	The work has been done but we are awaiting data from Chubb - (they have restructured and it is taking time to get data)
	<b>EMERGENCY LIGHTING - DURATION TEST - ANNUAL</b>	18	18	100%	The work has been done but we are awaiting data from Chubb - (they have restructured and it is taking time to get data)
	<b>EMERGENCY LIGHTING - FLICK TESTING - MONTHLY</b>	277	277	100%	The work has been done but we are awaiting data from Chubb - (they have restructured and it is taking time to get data)
	<b>FIRE RISK ASSESSMENT</b>	297	297	100%	All FRAs are up to date.
	<b>FIRE EXTINGUISHER</b>	14	14	100%	14 sites have fire extinguishers/blankets installed (47 components); all compliant
	<b>FIRE RISK ACTION LOG</b>		8	8	All FRAs have been refreshed and actions are currently being addressed. Passive fire works started on site in Aug 2020
4	<b>WATER SAFETY</b>				
	<b>LEGIONELLA MONITORING - MONTHLY</b>	15	15	100%	All sheltered schemes are compliant with monthly, quarterly and annual checks. New risk assessments have been completed.
5	<b>LIFTS &amp; STAIRLIFTS</b>				
	<b>PASSENGER LIFT: SIX-MONTHLY SERVICE</b>	4	4	100%	Stair lifts, hoist, passenger – 207 with four outstanding.
	<b>STAIRLIFT: ANNUAL SERVICE</b>	199	199	100%	
6	<b>ASBESTOS</b>				
	<b>ASBESTOS SURVEYS</b>	6,389	6,384	99.9%	We have reconciled and cleansed the data in the asbestos register and we have currently have 168 properties without an asbestos report. Some of these are new-build properties with no asbestos. Orders have been placed to survey all outstanding properties.
	<b>RE-INSPECTIONS</b>	6,377	3,719	58%	We have completed 3,719 re-inspection surveys. The 2020/21 programme for re-inspection has focused on capital work streams. All garage sites have been surveyed
	<b>COMPLETED ASBESTOS AUDITS - assurance testing</b>				Audits completed with assurances issued on works carried out. Further auditing to be completed on licensed works as necessary
7	<b>Electrical condition reports (periodic testing) inc PAT testing</b>				
	<b>Courts' PAT testing</b>	14	14	100%	100% complete: annual to check when next due

## APPENDIX 3: ANTI-SOCIAL BEHAVIOUR – QUARTER 3 2020-2021

### 1. New ASB cases opened by estate – quarter 3: October to December 2020

Estate	Q3 20/21	Q2 20/21	Q1 20/21	Q4 19/20
Anstey	4	12	5	4
Barrow Upon Soar	6	13	19	5
Birstall	1	2	4	7
Loughborough - Ashby Road	9	17	13	5
Loughborough - Bell Foundry	29	40	29	31
Loughborough - General	29	17	16	14
Loughborough - Shelthorpe	17	22	34	15
Loughborough - Thorpe Acre	3	8	7	4
Loughborough - Town Centre Central	14	26	17	6
Loughborough - Warwick Way	9	18	23	17
Mountsorrel	12	29	60	24
Quorn	5	6	7	1
Rest of Charnwood	3	3	17	7
Rothley	2	4	8	4
Shepshed	18	28	16	12
Sileby	3	21	11	10
Syston	17	22	22	14
Thurmaston	5	8	30	8
Woodhouse Eaves	4	5	5	4
<b>Grand total</b>	<b>190</b>	<b>301</b>	<b>343</b>	<b>192</b>

### 2. Case closure quarter 3 2020/2021

CASES CLOSED DURING QUARTER 3	Q3 20/21	Q2 20/21	Q1 20/21	Q4 19/20
Numbers of cases closed	286	272	214	216
Total time open (days)	24,254	17,748	7,760	13,930
Average length of time open (days)	85	65	36	64

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 3 2020-2021

CASES CLOSED DURING QUARTER 3	Q3 20/21	Q2 20/21	Q1 20/21	Q4 19/20
Numbers of cases closed	205	203	152	150
of which were resolved	117	136	103	113
Case resolution rate (%)	57%	67%	67.8%	75.3%

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 3 2020-2021

Case resolution - unresolved cases' reason for closure	
Reason for closure when unresolved	Nos
Referred to tenancy & estate management team	1
Referred to street management	2
Referred to police	5
Referred to warden	1
No perpetrator identified	13
Anonymous complaint (unable to confirm if problem resolved)	31
Reported for information only	1
No evidence in order to take action/Insufficient evidence to make any progress with the case	34
<b>TOTAL</b>	<b>88</b>

5. Case closure by disposal (action status at point of closure) quarter 3 2020/2021

Disposal type	Q3 20/21	Q2 20/21	Q1 20/21	Q4 19/20
Advice	19	60	66	45
Verbal warning	2	3	0	1
Written warning	11	13	8	10
Community protection advice/warning letter	0	0	1	0
Mediation	0	2	0	3
Acceptable behaviour contract	0	0	1	1
Injunction	0	1	0	0
Tenancy – extension to introductory tenancy	0	2	0	1
Notice of possession proceedings	0	0	0	0
Notice of seeking possession	0	0	0	1
Suspended possession order (SPO)	0	0	2	0
Outright possession order	0	0	0	0
Criminal behaviour order (CBO)	0	0	0	0
Closure order	0	0	0	0
Eviction order	0	0	0	0
No further action at complainant's request	24	23	13	14
No further action – reported for information only	1	3	3	1
No further action – no perpetrator identified	14	6	15	13

<b>No further action - other</b>	59	11	6	21
<b>No further action – evidence not provided</b>	37	52	22	15
<b>Other (in this case non-engagement by complainant)</b>	47	25	15	26
<b>Entered in error/duplicate case</b>	72	70	62	64
<b>Grand total</b>	<b>286</b>	<b>271</b>	<b>214</b>	<b>216</b>

Within Sentinel (ASB case management system) a new disposal has been added, No further action - evidence not provided. This has been incorporated into the case closure by disposal table.

#### 6. Open cases at end of quarter 3 2020/2021

<b>Cases open at end quarter 3</b>	<b>Q3 20/21</b>	<b>Q2 20/21</b>	<b>Q3 20/21</b>	<b>Q4 19/20</b>
<b>Numbers of cases</b>	171	269	241	109
<b>Total time open (days)</b>	20,968	21,929	15,882	9,817
<b>Average length of time open (days)</b>	123	82	66	90

#### 6. Repeat complainants

<b>Repeat and anonymous complainants for cases opened during quarter 3 2020/2021</b>	
<b>Anonymous/no victim or complainant</b>	35
<b>Reported twice</b>	12
<b>Reported three times or more</b>	3
<b>TOTAL</b>	<b>50</b>

Officers to contact:

Peter Oliver  
Head of Landlord Services  
[peter.oliver@charnwood.gov.uk](mailto:peter.oliver@charnwood.gov.uk)  
01509 634952

Claire Westrup  
Principal Officer – Tenancy and Income Management  
[claire.westrup@charnwood.gov.uk](mailto:claire.westrup@charnwood.gov.uk)  
01509 634604