



**HOUSING MANAGEMENT ADVISORY BOARD**

To: Board Members Davis, Edwardes (Chair), Riley (Vice-Chair), Wright, and 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 Wednesday, 24th March 2021 at 4.30 pm for the following business.

Chief Executive

Southfields  
Loughborough

16th March 2021

**AGENDA**

1. APOLOGIES

2. MINUTES OF THE PREVIOUS MEETING

4 - 11

To note as a correct record the minutes of the previous meeting held on 4<sup>th</sup> February 2020.

3. DECLARATIONS OF INTEREST

All members will make a declaration at each meeting if they have an interest in any item of business on the agenda which would affect them more than tenants or residents of the ward(s) affected generally.

4. PETS POLICY

12 - 30

A report of the Head of Landlord Services.

5. SHELTERED HOUSING REVIEW UPDATE

A report of the Head of Strategic and Private Sector Housing. This will be a verbal report.

6. THE EFFECT OF THE CHANGE IN THE COUNCIL'S POLICY ON BULK WASTE COLLECTION ON COUNCIL DWELLINGS 31 - 32

A report of the Head of Landlord Services

7. 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.

8. WORK PROGRAMME 33 - 37

A report of the Head of Landlord Services to enable the Board to review and agree its Work Programme, together with the remaining meeting date for 2020/21 and meeting dates for 2021/22.

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

Wednesday, 12<sup>th</sup> May 2021 at 4.30pm

For information further meetings of the Board are scheduled as follows in 2021/22:

Wednesday, 14<sup>th</sup> July 2021

Wednesday, 8<sup>th</sup> September 2021

Wednesday, 10<sup>th</sup> November 2021

Wednesday 12<sup>th</sup> January 2022

Wednesday 23<sup>rd</sup> March 2022

Wednesday 11<sup>th</sup> May 2022

9. 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.

10. 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.**

**PERFORMANCE INFORMATION**

*The Board is asked to note that a performance information pack has not been sent out with the agenda for this meeting as there is no information available to report. Quarter 3 2020/21 was reported to the last meeting of the Board on 4<sup>th</sup> February 2021 and Quarter 4 2020/21 does not end until 31<sup>st</sup> March 2021.*

## HOUSING MANAGEMENT ADVISORY BOARD 4TH FEBRUARY 2021

PRESENT: The Chair (T. Edwardes)

Councillors Davis, Radford, Seaton and Brennan  
Board member A. Davis

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

APOLOGIES: T. Riley and D. Wright

The Chair stated that the meeting would be recorded and the sound recording subsequently made available via the Council's website. She also advised that, under the Openness of Local Government Bodies Regulations 2014, other people may film, record, tweet or blog from this meeting, and the use of any such images or sound recordings was not under the Council's control.

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

It was advised that the positions of Chair and Vice-chair for the Council year 2020/21 needed to be confirmed following the nominations and vote at the informal meeting of the Board on 9<sup>th</sup> September 2020.

#### **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.

### 18. 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.

The minutes of the informal meeting of the Board held on 9<sup>th</sup> September 2020 were noted as an accurate record.

### 19. DECLARATIONS OF INTEREST

No declarations of interest were made.

20. CORPORATE ANTI SOCIAL BEHAVIOUR AND HATE INCIDENT POLICY 2020-2024

A report of the Head of Landlord Services was presented to the Board providing 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 (Item 5 on the Agenda).

The Board was advised that:

- (i) The policy set out a victim-centric approach which considered the circumstances of the victim and perpetrator and action would be taken to reduce risk.
- (ii) Informal resolutions were used most frequently, however sufficiently serious cases could be escalated and dealt with using injunctions and other legal tools. Criminal Behaviour Orders could be dealt with in consultation with the Crown Prosecution Service.
- (iii) The policy set out the 'Community Trigger Mechanism' that was introduced through the Anti-Social Behaviour, Crime and Policing Act 2014.

Members of the board expressed concern that residents being monitored due to noise complaints were informed as such and therefore could reduce noise accordingly. The Board were informed that covert monitoring could only take place in specific legal circumstances under the Regulation of Investigatory Powers Act 2002 (RIPA).

Action: Head of Landlord Services would prepare a note on RIPA to outline the conditions under which such monitoring could take place.

**RESOLVED** that the policy go to Cabinet as scheduled.

Reason

To acknowledge the Board's consideration of the item.

21. UPDATE ON VOIDS

The Head of Landlord Services submitted a report to the Board to provide an update on the position in respect of voids (Item 6 on the Agenda).

The Board were provided with an update on void repair work including major repairs that significantly improved dwellings and addressed issues that had prevented re-letting.

The Board were also provided with a summary of rent-loss. Rent loss had been high largely due to sheltered accommodation and bedsits remaining vacant.

The Board were provided with performance data. Points included:

- (i) A backlog of voids had been cleared over April and May 2020.

- (ii) The voids team had been working differently in order to comply with social distancing.
- (iii) It took an average of 14.4 repair days to clear a standard void.
- (iv) Sheltered accommodation had been driving up the increase in re-let time.
- (v) There was a focus to improve void performance.

The Board expressed concern that people were not able to view dwellings prior to bidding on them.

Action: The Head of Landlord services would obtain an update on the situation.

The Chair requested confirmation of how the sheltered housing scheme was progressing.

Action: An update on sheltered housing would be presented at a future Board Meeting.

**RESOLVED** that the report be noted.

#### Reason

To acknowledge the Board's consideration of the item.

## 22. DISABLED ADAPTATIONS UPDATE

The Head of Landlord Services submitted a report to the Board providing an update on the position in respect of major adaptations, also to seek the Boards' endorsement of an amendment to the policy and propose a pilot scheme to support tenants needing adaptations to move to alternative accommodation which better meets their needs (Item 7 on the Agenda).

The Board were informed that whilst waiting times for works had been coming down, they had increased due to the Covid-19 pandemic.

The Board were informed of a proposed policy amendment to delete a line from the policy that adaptations involving the installation of a level-access shower at a first floor (or above), where there was no existing lift, and where the property was under-occupied by two or more bedrooms may not be considered reasonable or practicable to undertake, as refusing an adaptation solely on these criteria would likely not be appropriate. The test to be applied was whether the works are technically feasible.

The Board were further updated on a proposed Pilot Scheme to support tenants to move to alternative accommodation which better met their needs. It was noted that people should be encouraged to move only if the cost of adaptation was significantly higher than the cost of moving, and any encouragement to move should be done sensitively.

The Board raised their concerns about limited suitable housing stock and the need for adaptations to be prioritised for people leaving hospital in need of such adaptations in order to free up hospital beds.

The Board were assured that urgent adaptations were done as quickly as possible, and that there was an expectation that the scheme would work if there was the appetite for it.

Further concern was raised by the Board over tenants that did not want adaptations made due to shielding.

Assurance was made that the Resident Liaison Officer monitored these cases.

The Board raised the possibility that some tenants may voluntarily move out of ground floor accommodation to open up ground floor accommodation for a disabled person.

Action: Head of Landlord Services, in consultation with the Head of Strategic and Private Sector Housing would consider whether it would be appropriate to support a scheme incentivising the possibility of tenants voluntarily moving to higher floors if their ground floor accommodation was more suitable for a disabled tenant.

**RESOLVED** that the report be noted.

#### Reason

To acknowledge the Board's consideration of the item.

#### 23. AGENDA VARIANCE

At the approval of the Chair the following item was brought forward: Priorities for Next Financial Year.

#### 24. PRIORITIES FOR NEXT FINANCIAL YEAR

The Head of Landlord Services gave a verbal update on Priorities for the financial year 2021-22 (Item 9 on the Agenda).

The Board were informed that priorities for this year (2020/2021) had been:

- (i) Delivery of works in line with the Charnwood standard
- (ii) Acquisition of social housing
- (iii) New fire doors
- (iv) Bin store improvements and external works to paths and other surfaces, along with
- (v) Production of a new asset management strategy and revised Housing Revenue Account business plan.

It was explained to the Board that many activities had needed to be postponed due to the Covid-19 pandemic, and that the priority had shifted to maintaining staff and tenant safety and delivering essential services.

It was reported to the Board that the service was experiencing an 85% tenant refusal rate on capital works including kitchens and bathrooms often due to concerns over Covid-19. As such the service expected to have a carry forward of around 198 bathrooms into next year which when added the bathroom replacements falling due that in 2021/22 equalled around 461 replacement bathrooms and there are 356 due the year after. This volume was seen as unfeasible and it would therefore be necessary to smooth the programme over at least the next three to four years in order to average around 250 planned replacements per year. This would mean that some tenants would get their bathrooms up to 12 months later than planned under the Charnwood Standard, however it would support the efficient planning and management of works given the impact of Covid-19, which would likely continue in to 21/22.

In response to a query from the Board, it was confirmed that choices on style of fittings were offered to tenants, but specifications could not be varied too much as this would complicate maintenance.

**RESOLVED** that the approach be endorsed by the Board.

Reason

To maintain a good standard of service.

25. HOUSING REVENUE ACCOUNT OUTTURN POSITION 2019/20

The Board received a report of the Head of Finance and Property Services setting out the HRA Revenue Account Outturn 2019/20 (Item 8 on the Agenda).

The Group Accountant attended the meeting and assisted with consideration of the item.

The Board was advised that accounts had taken a longer time to close due to the Covid-19 pandemic but that all had been audited.

The Board were informed that a surplus of £171,000 had been made in the previous financial year and this would be going back into the balance of the HRA.

The Board were directed to information on the account and balances, on controllable cost and on the Capital Program for the end of the period to April 2020 in which there had been an underspend of £886,000 which had been moved into the current financial year (2020/21).

**RESOLVED** that the report be noted.

Reason

To acknowledge the Board's consideration of this matter.



26. HOUSING REVENUE ACCOUNT BUDGET CONSULTATION 2021-2022

The Head of Financial Services submitted a report to enable members of the Board to consider the 2021/22 budget before the final budget report goes to Cabinet in February 2021 (Item 10 on the Agenda).

The Group Accountant attended the meeting and assisted with consideration of the item.

The Board were advised that:

- (i) The rent increase would total 1.5% based on the government formula. Garage and shop rental would remain the same.
- (ii) The general HRA broke even, however, revenue contributions to capital would be coming from the financing fund of approximately £298,000.
- (iii) The list of savings was ongoing and added up to £176,000 and there were pressures of £22,500.
- (iv) The Capital Plan and Programme would be going to Cabinet for approval in February and would then go on to Full Council.

In response to a query the Board were assured that tenants on full Universal Credit would not have to make up the difference on rent increase.

The Board expressed concern that rent may be increasing when the condition of the dwelling was falling. The Head of Landlord Services assured that replacements were carried out on a frequent basis.

**RESOLVED** that the report go to Cabinet.

Reason

To acknowledge the Board's consideration of the matter.

27. AGENDA VARIANCE

At the approval of the Chair the following items were brought forward: Questions from Members of the Board and Work Programme and Meeting Dates 2020/21 Council Year.

28. QUESTIONS FROM MEMBERS OF THE BOARD

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

On this occasion Councillor Radford asked the following question:

“Are Officers trained to look for safeguarding issues when they visit properties?”

The Board were assured that Officers were trained to spot safeguarding issues.

The Chair asked the following questions:

“Could the pool of Tenant/Leaseholder Board Members be increased to six?”

“If a tenant who had requested a disabled adaptation exercises the Right to Buy, are they asked to repay the costs, or does it disqualify them from the Right to Buy scheme”.

## **RESOLVED**

1. that a recommendation be put in the Annual Constitution Review Report to increase the pool of Tenant/Leaseholder Board Members to six.
2. that the protocols surrounding the Right to Buy be clarified by the Head of Landlord Services.

### Reason

1. To help to avoid meetings being inquorate and to have a wider range of points of view on the board.
2. To give the Board a clear idea of how disabled adaptations work with the Right to Buy scheme.

## 29. WORK PROGRAMME AND MEETING DATES 2020/21 COUNCIL YEAR

The Board received a report of the Head of Landlord Services to enable the Board to agree its Work Programme (Item 14 on the agenda).

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

Summary of discussion:

- (i) The Board Suggested that Performance Information become a full agenda item
- (ii) The Board wished to explore the option of holding more meetings in order to make room for items that may arise later in the year.
- (iii) The Head of Landlord Services suggested that Pets Policy, Fly Tipping and Sheltered Housing be scheduled to be considered on 24<sup>th</sup> March 2021.
- (iv) The Head of Landlord Services suggested that Tenancy Policy and Tenancy Agreement be scheduled to be considered on 12 May 2021
- (v) The Head of Landlord Services suggested that the HRA Asset Management Strategy and Business plan and Housing Strategy be Scheduled to be considered at a meeting in the 3<sup>rd</sup> Quarter of 2021

- (vi) The Head of Landlord Services suggested that the Capital Plan be scheduled to be considered at a meeting in January 2022.

## RESOLVED

1. That Performance Information be added to the Board's Work Programme.
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.

## 30. EXEMPT INFORMATION

It was resolved that members of the public be excluded from the meeting during the consideration of the item on the grounds that it involved the likely disclosure of exempt information as defined in Paragraphs 3 and 5 of Part 1 of Schedule 12A to the Local Government Act 1972, and the public interest in maintaining the exemption outweighed the public interest in disclosing the information.

*At this point in the meeting the livestream was switched off.*

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

An exempt Cabinet report of the Head of Landlord Services was considered (Exempt item 12 on the Agenda).

The Head of Landlord Services attended the meeting to assist with the consideration of this item.

A summary of the Board's discussion on this matter is provided in the exempt minute (Housing Management Advisory Board 27E. 2020/21).

## NOTES:

1. No reference may be made to these minutes at the Council meeting on 22<sup>nd</sup> February 2021 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 – 24 MARCH 2021

### Report of the landlord services manager

#### ITEM 4      DRAFT PETS POLICY

##### 1.      PURPOSE OF REPORT

To present the board with the council's draft pets policy, attached as appendix 1 to this report.

##### 2.      ACTION REQUESTED

The board is requested to note, comment and commend the policy to cabinet, subject to any agreed amendments being made.

##### 3.      BACKGROUND

3.1      There is no existing pets policy for council tenants. What does exist is a section of the current tenancy agreement, attached to this report in appendix 2 and an internal procedure designed to underpin the operational interpretation of the tenancy agreement.

3.2      Lack of a clear policy about pet ownership and a paucity of detail in the existing tenancy agreement risks inconsistency of application by individual officers because of:

- lack of detail behind explicit conditions of tenancy;
- silence in the tenancy agreement on any particular aspect of pet ownership; and
- differing interpretation of the conditions tenancy arising out of a lack of detail and clarity.

3.3      The consequence of the three bullet points in 3.2 above risks tenants being given different decisions by different officers on the same requests or questions thus leading to inconsistent and unequal service being given.

3.4      Pet ownership is one of the most contentious areas of tenancy management and enforcement and, in housing management practitioners, attracts robust views, ranging from an abolitionist position to a virtual *laissez-faire* one. Such views include:

- Pet ownership is a major cause of anti-social behaviour complaints, especially with barking dogs, owners not clearing up after the pet's defecations and untrained (or malevolently-trained) dogs being kept that are a threat and danger to others;
- Allowing unfettered pet ownership encourages the trade in exotic and illegal animal, the result being that completely inappropriate pets are kept in people's homes;

- Pets provide companionship, especially to people (and even more so, older people) living on their own;
  - Pet ownership has been demonstrated to be therapeutic to people's mental and physical health, especially older people living alone by combatting loneliness;
  - Pet ownership is good for children's social and educational development.
- 3.5 With or without a clear, published, pets policy and conditions of tenancy that complement it, the objective for those of us committed to practising sound, pragmatic and progressive housing management is to provide as best a balance as possible so as to strike a sensible compromise between those extreme positions exemplified in 3.4 above. Having such a clear policy, however, will aim to achieve all that and minimise the problems that not having a pets policy creates, as exemplified in 3.2 above.

#### 4. POLICY DETAILS

- 4.1 The new draft pets policy is designed to work in conjunction with the forthcoming new tenancy agreement in that the conditions of tenancy relating to pet ownership as currently drafted provide some basic, headline, details but state clearly that the pets policy is the defining document. The sections in the conditions of tenancy relate to matters of pet ownership that are very unlikely to change fundamentally, for example, the need for tenants to seek and obtain written permission before keeping pets, while omitting the more detailed aspects of the policy. The two principal advantages of this are that:

- it is easier to change a policy than it is to change conditions of tenancy; and
- it reduces the amount of text in what will be a large document in any case without compromising our ability to be clear, consistent and enforce breaches of tenancy.

- 4.2 The policy is laid out as follows:

##### Section 1: Objectives

These set out what we aim to achieve by the policy and its application, particularly creating a framework that will deliver a positive, fair, sensitive and enlightened policy on council tenants keeping pets in their homes and which requires tenants to be responsible pet owners and care for their pets humanely and lawfully<sup>1</sup>.

##### Section 2: Policy scope

This sets out who is covered by this policy.

##### Section 3: Policy statement

This is the meat of the policy and sets out in clear detail our position on pet ownership in council rented property. Principal points include:

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<sup>1</sup> Animal Welfare Act 2006

- Anyone wishing to keep a pet will need our prior written permission;
- Permission for some pets will never be given, including dogs covered by the Dangerous Dogs Act 1991, cockerels and animals that will be used for commercial breeding;
- Certain properties will attract restricted pet permissions: we will restrict dog and cat ownership in sheltered schemes to those only who have direct access to the outside, who do not have to go through any internal communal areas to get outside. We will also deny permission to someone wanting to keep a pet whose size and/or breed deems it to be unsuitable for living in any particular property or which again, by virtue of its size or breed, is completely unsuited to living indoors (e.g. a horse). It is worth members noting here that pet ownership in sheltered housing schemes is arguably the most contentious element in this policy in terms of the landlord trying to strike a reasonable balance between encouraging pet ownership in a demographic where pet ownership has been proven to be extremely beneficial and protecting neighbouring tenants and council property. This element of the policy attracted the most discussion when it was discussed at CHRF in February 2020; and it would be only fair to reflect the views of that group in respect of pet ownership in sheltered schemes in the draft policy. The policy as presented to CHRF proposed an out-and-out ban on pet ownership in sheltered schemes but strong opposition to this was voiced by members. As a result of this we changed the policy to how it is now worded as above;
- As a guide, permission will not normally be given if someone wishes to keep more than two pets (aquarium or pond fish excepted);
- Tenants are expected to look after their pets, neuter and microchip them [cats and dogs], clear up after them and not allow them to cause a nuisance;
- We will work with internal colleagues [environmental protection team] and external organisations [RSPCA] in taking action against those who commit offences in respect of their pet ownership;

#### Section 4: Right of appeal

Since permissions (or, more to the point, refusals) are likely to be given at tenancy and estate management officer level, the aggrieved tenant will have a right to appeal against the decision to the housing services team leader.

#### Section 5: Pets visiting tenants' homes

Sometimes complaints about pet behaviour apply not to pets owned by the tenant but rather pets who accompany those who visit the tenant.

The policy is clear in stating clearly which elements in section 3 apply in these circumstances.

Section 6: Changing circumstances

Sometimes tenants' circumstances change and their ability to continue caring for their pets is affected. An example of this is when a tenant becomes too old or ill to look after his or her pet properly. This section states that we will do our best to help the tenant keep the pet but, ultimately, we have to take into account the pet's welfare and the consequences that reduced ability to care and look after the pet have on neighbours and the pet itself.

Section 7: Existing tenants

Many tenants will have existing pets when this policy comes into force and who either did not obtain permission to keep the pet originally or who keep pets where permission would now be refused under this policy were it to be sought now. This section sets out our position and the 'amnesty' we will offer to existing pet owners

Subsequent sections:

The subsequent five sections in this policy refer to matters of the monitoring and review of the policy, training, equality and diversity, responsibility [implementation] and other external and internal statutory, regulatory and policy documents.

5. EQUALITY IMPACT ASSESSMENT

An equality impact assessment has been carried out on the draft policy and this is attached as appendix 3.

6. CONCLUSION AND ENDORSEMENT

6.1 As mentioned earlier in this report, the draft pets policy was presented to CHRF members in February 2020. The delay in the policy being brought to HMAB is entirely as a result of the lockdown and coronavirus restrictions being imposed just before the policy was due to go to HMAB in March 2020. Our presented position in respect of pet ownership in sheltered housing was opposed by a majority of members and, as a result of that, we changed it to its current wording. Other than that, members were in full support of our having a policy and of its content once various queries and clarifications had been given.

6.2 HMAB members are requested to commend this draft policy to cabinet, subject to any amendments requested and agreed.

Andrew Staton  
Landlord Services Manager

24 March 2021



## CHARNWOOD BOROUGH COUNCIL

### LANDLORD SERVICES

#### PETS POLICY

##### 1. Objectives of this policy

1.1 Keeping a pet<sup>1</sup> can bring many benefits and Charnwood Borough Council encourages responsible pet ownership. We also understand that some people need pets for physical, psychological or emotional reasons. Irresponsible pet owners, however, can cause, through their pets, a severe nuisance to others and harm to their pets through neglect or abuse. This policy, therefore, is designed to encourage responsible pet ownership.

1.2 The objectives of this policy are:

- to provide a framework that will deliver a positive, fair, sensitive and enlightened policy on council tenants keeping pets in their homes;
- to align our<sup>2</sup> policy on pets with the relevant conditions of tenancy as set out in our non-secure, introductory/secure tenancy agreement;
- to enable us to create operational procedures that deliver this policy in a consistent manner but also allowing for the correct degree of flexibility when considering individual requests to keep pets that fall outside this policy statement, for example, requests from tenants living in designated sheltered accommodation;
- to enable us to create operational procedures that will enable us to take the right enforcement action against breaches of tenancy or legislation under this policy, including tackling animal neglect and cruelty and pet-related anti-social behaviour;
- to express through this policy the acknowledgment of the importance of pets to people's well-being, including their psychological, emotional and physical health;
- to express also through this policy the acknowledgment of the disruption to people's lives that uncontrolled animals and irresponsible pet ownership can have on the welfare of the animal and on the lives of others. This policy sets out our position on dealing with uncontrolled and irresponsible pet ownership in our properties.
- to outline how we deal with animal neglect and hoarding

<sup>1</sup> The use of the word 'pet' throughout this documents includes any living creature including mammals, fish, insects, reptiles, birds, amphibians, and invertebrates such as insects and, arachnids [spiders]

<sup>2</sup> References throughout this policy to "we", "our" and "us" are to be interpreted as relating to Charnwood Borough Council

## 2. Scope of this policy

Our the This policy applies to everyone who is currently housed or is to be housed by us in rented homes. It does not apply to leaseholders, whose lease terms will determine the matter of pet ownership.

## 3. Policy statement

3.1 Anyone, be they an existing or a prospective tenant wishing to keep a pet, must ask permission from us first by completing an application for permission to keep a pet.

3.2 Permission, if granted, will be granted in writing. Permission is not required for tenants to have a registered assistance (e.g. guide) dog; but tenants must inform us and provide a copy of their registration. For new tenancies, permission must be sought and given before the tenancy sign-up. The decision on whether to allow a pet to be kept will be made by the landlord service.

3.3 We take a positive view about residents keeping pets. Some animals, however, are not suitable for being kept as pets and for which permission will **never** be granted. These include:

- dogs of a breed that is prohibited by the Dangerous Dogs Act 1991 **unless**, under section 1 of that act, the owner has a licence with conditions for the him or her to keep such a dog. The licence must be seen and an agreement to abide by the terms must be agreed. If the terms are breached the council reserves the right to inform the police, who may decide to seize the dog.
- creatures covered by the Dangerous Wild Animals Act 1976;
- cockerels;
- any animal that will be used for commercial breeding or business activity from the property or locality;
- fish that are of a size or breed that makes them unsuitable to be kept in domestic aquariums or garden ponds;
- pigeons or external or internal aviaries.

3.4 Some types of property are considered unsuitable through design or size for tenants to keep pets (other than registered assistance pets) even if they do not fall into the prohibited groups set out in 3.3 above. In addition to the groups set out in 3.3 in the following circumstances permission will not be granted:

- Pets that would be kept in a property that is either too small or generally unsuitable because of design and position for their proper care and well-being;
- Except for situations covered in 3.6 (iii) below, pets that require, for their proper care and well-being, direct and independent access to or permanent existence in outside space, be that private or communal (e.g. livestock, horses, ponies, goats);

- Dogs and cats (other than an exclusively 'indoor' cat) in designated sheltered accommodation where the property in question has no direct and exclusive access to and from outside. If the pet owner cannot gain entry into his or her home or leave it without having to go through any internal communal areas where they live permission will **not** be granted. The tenancy and estate management officer (or, in the case of an applicant, the lettings officer), must always consult the council's warden service when faced with a request from a tenant or potential tenant in sheltered housing before making a decision.

3.5 There are certain overriding terms and conditions that must be satisfied in order that consent to keep a pet will be given. They are:

- that, as a guide and unless explicitly agreed otherwise (or in the case of aquarium or pond fish), **no more than two domestic pets** will be allowed in any one property; but there may be properties whose size and/or layout means that only one may be kept;
- that any dog kept must have a completed valid and current Charnwood 'pet passport' with a photograph of the pet. It must be microchipped or tattooed. Details of the microchip must be provided to the council, which will apply to each individual pet for which permission has been granted;
- that the animal is considered suitable for the property;

3.6 All tenants seeking permission to keep a pet will be required, in addition to completing an application, sign a declaration and undertaking. This will include the following conditions:

- (i) The pet will not be the subject of any breeding or business activity from the property (this includes outside and inside);
- (ii) The owner will look after his or her pet in compliance with the principal terms of the Animal Welfare Act 2006 and will:
  - a. feed it a proper diet;
  - b. protect it from pain, suffering, injury or disease (this includes physical and psychological/emotional suffering or distress etc. (for example leaving a dog alone in a property for an unacceptable length of time<sup>3</sup>);
  - c. provide it with a suitable environment that will allow the pet to exhibit normal behaviour patterns with or apart from, other animals;
  - d. clean up after it and eliminate any offensive smells (this includes in communal outside areas);
  - e. not allow it to wander unaccompanied and unrestrained in any communal parts where they live, inside and outside and to confine it to a separate room, if requested, by visiting council staff, agents or contractors;
  - f. not allow it to create unreasonable levels of noise;

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<sup>3</sup> Usually deemed to be anything greater than four hours but could be longer where no-one is at home for normal hours of work.

- g. ensure that all dogs and cats are **neutered, microchipped** and wear a **collar** with a contact tag at all times other than when inside the property.
- (iii) The owner will agree not to fit a cat or dog flap other than to an external door or, exceptionally, a window leading directly to the outside and only after seeking and being given permission. When the tenant leaves they must reinstate the door or window as it was originally. Cat or dog flaps will not be permitted to be fitted in uPVC doors, communal entrance doors or where the cat or dog flap opens into a communal area (inside or outside the property);
- 3.7 If the pet owner refuses to comply with the relevant conditions above, permission will not be given for the pet to be kept; and the tenant will be liable to enforcement action for breach of tenancy if they go ahead and acquire the animal without our written consent. The council will seek to recover any court costs incurred in relation to any enforcement action required. Alternatively, on a case-by- case basis we may liaise with or refer the case to another service at the council to deal with the matter as a nuisance, environmental offence, anti-social behaviour or animal welfare matter.
- 3.8 Similarly if permission is sought and given and subsequently we find that any of the above conditions have not been complied with we reserve the right to withdraw consent to keep the pet. If the animal is not removed we may take enforcement action for breach of tenancy after giving the tenant reasonable time to comply. Alternatively, on a case for case basis we may refer the case to another service at the council to deal with the matter as a nuisance, environmental offence, anti-social behaviour or animal welfare matter.
- 3.9 If a tenant looks after a pet for a temporary period, only one application will need to be made stating the number of pets in total that may be looked after at any one time, i.e. one or two.
- 3.10 If a tenant acquires a pet without first seeking and being granted permission:
- he/she will be required to find an alternative permanent home for the animal if permission would have been refused if sought; or
  - he/she will be required to complete a pet application retrospectively and be shown to have complied with all the conditions set out in 3.5 above if permission would have been given if it had been sought, failing which they may be required to find an alternative permanent home for the animal;
  - If there are complaints about nuisance or anti-social behaviour, we may refer the matter to another service within the council or another agency i.e. RSPCA or police for enforcement.
- 3.11 If the pet owner subsequently breaks any of the conditions set out in this policy statement and, after a reasonable period of time, does not remedy that breach they will render themselves liable to enforcement action in line with breach of tenancy. They may also render themselves liable to prosecution under the Animal Welfare Act 2006, the Anti-social Behaviour Crime and Policing Act 2014 or other relevant legislation This could also involve reporting any alleged cruelty or neglect to the RSPCA or police.
- 3.12 Anyone found guilty of mistreating or neglecting a pet will be denied permission to keep pets in the future. If action has been taken against a tenant in relation to an

animal and there is a court order or disqualification order in place preventing a person from keeping an animal the council will deny permission to keep a pet.

#### **4. Right of appeal**

In the event that a tenant is either refused permission to keep a pet or that permission is withdrawn they have a right of appeal to the housing services team leader.

#### **5. Pets visiting tenants' homes**

Friends and relatives are allowed to visit tenants with their pets. These pets will be expected to comply with the conditions set out in 3.6 (ii) (d), (e) and (g) above. Tenants, however, need to be aware that as per the terms of the tenancy agreement the tenant will be responsible for the behaviour of the animal while at their address or within the neighbourhood (including communal shared areas)

#### **6. Changing circumstances**

Some tenants, for example older people, may well at some point become unable to care for their pet in accordance with the conditions set out in 3.5 above. In such circumstances we will make every effort to work with the tenant to try to enable the pet to remain with them and be cared for properly with adequate additional support<sup>3</sup>. Ultimately, however, the pet's welfare and that of neighbouring tenants will be factors to take into account when deciding whether the pet owner is able to keep their pet.

#### **7. Tenants with existing pets**

We recognise that there will be many tenants who have acquired pets without seeking or obtaining the proper permission. Our position on this will be as follows:

- We will grant an amnesty to all pet owners who notify us of their pets, provided those pets are not prohibited under 3.3, 3.4 and 3.5 above and are prepared to comply with the conditions set out in this policy statement, upon which point we will grant retrospective permission as if permission were being sought for a new pet and as long as the pet is not prohibited under this policy;
- Any dogs listed under section 1 of the Dangerous Dogs Act 1991 will not be eligible for this amnesty unless they have been returned to the owner under licence, they provide the licence and agree to abide by its terms.
- This amnesty will last for six months, after which time any pet owner who has not come forward will be liable to enforcement action if they either refuse to comply with the conditions in this policy statement or if they are keeping prohibited pets under this policy. This enforcement action may include the direction to re-home the animal.

## **8. Monitoring and review**

This policy will be reviewed initially after being in operation for twelve months and thereafter every three years unless required earlier through legislative or regulatory changes.

## **9. Training**

- 9.1 Suitable training on this policy will be given to members of staff whose job either directly or indirectly is affected by this policy.
- 9.2 Refresher training on this policy at appropriate intervals will also be given or if the policy is changed materially.

## **10. Equality and diversity**

We aim to ensure that all our policies are fair and transparent and have been impact-assessed according to our procedures and in accordance with legal requirements.

## **11. Responsibility**

The relevant head of service is responsible for the effective implementation of this policy and may delegate amendments to it arising out of changes in legislation or regulation to the head of landlord services.

## **12. Other external and internal influences on this policy**

- 12.1 This policy has been created and should be implemented in conjunction with the following internal documents:

- Allocations policy;
- Equality and diversity policy and strategy;
- Anti-social behaviour, harassment and hate crime policies in respect of tenants either using pets as a means of causing nuisance or harassment to others or allowing, through their pet's behaviour, that pet to cause nuisance or harassment to others.

- 12.2 Similarly, this policy has been created and should be implemented in conjunction with the external documents and publications, including but not limited to:

- Housing Act 1985;
- Housing Act 1996;
- Housing Act 2004;
- Homelessness Act 2002;
- Anti-Social Behaviour Act 2003;
- Equality Act 2010;
- Anti-Social Behaviour, Crime and Policing Act 2014
- Homelessness Reduction Act 2018
- Dangerous Wild Animals Act 1976;
- Dangerous Dogs Act 1991

- Animal Welfare Act 2006.

<sup>3</sup> This could be neighbours, friends, family or organisations such as The Cinnamon Trust

DRAFT



**Draft pets policy**

**HMAB 24 March 2021**

**Appendix 2: Extract of sections relevant to pet ownership in existing tenancy agreement**

There is no statutory definition of a "stray" dog. The RSPCA defines it as: "one that is in a public place and not under the charge of a keeper". Under the Control of Dogs Order 1992, all dogs on the highway must wear a collar with their owner's surname, address and contact details. As a result of the Clean Neighbourhoods and Environment Act 2007 local authorities in England are now solely responsible for dealing with stray dogs. Under the Animal Welfare Act 2006, owners have a duty of care to meet the needs of their pets. Telephone the council on 01509-634666 if you have any animal welfare concerns or need further guidance.

Due to the rural nature of much of the borough it can sometimes be that animals such as small livestock will be suited to a country location but would not be appropriate in a built up urban area. There may also be exceptions in relation to animal/pet permissions. Please seek advice from us.

- (iii) If you allow any animals/pets to foul any of our property including shared areas, footpaths, roads or play areas you must clean the affected area immediately.
- (iv) You must not breed any animals or birds that will be used for commercial purposes without our written permission. You may require licenses or further permissions from governing bodies in relation to some animals or birds
- (v) You may only build any animal enclosures with our prior written consent

We may withdraw permission if, for example: the enclosure is not maintained or is substantially changed in any way.



## **r) Animals/Pets/Livestock**

(i) You may only keep pets at the property with our prior written consent. You are responsible for your domestic pets in or around your home. You must not allow your pets to cause any nuisance, annoyance or danger to neighbours or visitors to your home. If permission is withdrawn for any reason you must remove the animal from the property immediately after permission is withdrawn.

We may withdraw permission if the pet/s cause a nuisance or are found to be intimidating, aggressive or dangerous.

You must not Keep any animal that has been classified as dangerous under the Dangerous Wild Animals Act 1976 unless you have both permission from tenancy services and a license from our Environmental Health Department

(ii) Prior to signing your new tenancy agreement you must advise us of any animals/pets that you already have so that we can advise on their suitability. The housing officer will raise this issue at the sign up meeting.

You must not Keep any of the four breeds named under section 1(1) of the Dangerous Dogs Act 1991, namely the American pit bull terrier, Japanese tosa, dogo argentinas and fila brasileiros.

**Charnwood Borough council****Equality impact assessment  
'Knowing the needs of your customers and employees'****Background**

An equality impact assessment is an improvement tool. It will assist you in ensuring that you have thought about the needs and impacts of your service/policy/function in relation to the protected characteristics. It enables a systematic approach to identifying and recording gaps and actions.

**Legislation- equality duty**

As a local authority that provides services to the public Charnwood Borough council has a legal responsibility to ensure that we can demonstrate having paid due regard to the need to:

- ☐ Eliminate discrimination, harassment and victimisation
- ☐ Advance equality of opportunity
- ☐ Foster good relations

For the following protected characteristics:

1. Age
2. Disability
3. Gender reassignment
4. Marriage and civil partnership
5. Pregnancy and maternity
6. Race
7. Religion and belief
8. Sex
9. Sexual orientation

What is prohibited?

1. Direct discrimination
2. Indirect discrimination
3. Harassment
4. Victimisation
5. Discrimination by association
6. Discrimination by perception
7. Pregnancy and maternity discrimination
8. Discrimination arising from disability
9. Failing to make reasonable adjustments

**Note: Complete the action plan as you go through the questions**

**Step 1 – Introductory information**

<b>Title of the document being assessed</b>	Pets policy
<b>Name of lead officer and others undertaking this assessment</b>	Andrew Staton; Gill Taylor
<b>Date EIA started</b>	20 February 2020
<b>Date EIA completed</b>	

**Step 2 – Overview of document being assessed:**

Outline: What is the purpose of this document? (Specify aims and objectives)
<p>The objectives of this policy are:</p> <ul style="list-style-type: none"> <li>• to provide a framework that will deliver a positive, fair, sensitive and enlightened policy on council tenants keeping pets in their homes;</li> <li>• to align our<sup>1</sup> policy on pets with the relevant conditions of tenancy as set out in our non-secure, introductory/secure tenancy agreement;</li> <li>• to enable us to create operational procedures that deliver this policy in a consistent manner but also allowing for the correct degree of flexibility when considering individual requests to keep pets that fall outside this policy statement, for example, requests from tenants living in designated sheltered accommodation;</li> <li>• to enable us to create operational procedures that will enable us to take the right enforcement action against breaches of tenancy or legislation under this policy, including tackling animal neglect and cruelty and pet-related anti-social behaviour;</li> <li>• to express through this policy the acknowledgment of the importance of pets to people's well-being, including their psychological, emotional and physical health;</li> <li>• to express also through this policy the acknowledgment of the disruption to people's lives that uncontrolled animals and irresponsible pet ownership can have on the welfare of the animal and on the lives of others. This policy sets out our position on dealing with uncontrolled and irresponsible pet ownership in our properties.</li> <li>• to outline how we deal with animal neglect and hoarding</li> </ul>
What specific group/s is the policy designed to affect and what is the intended change or outcome for them?
<p>This policy applies to everyone who is currently housed or is to be housed by us in our rented homes. It does not apply to leaseholders, whose lease terms will determine the matter of pet ownership.</p>
Which groups have been consulted as part of the creation or review of the policy?
<p><b>Landlord services staff</b>  <b>Environment health/enforcement team</b>  <b>Housing needs team</b>  <b>CHRF</b></p>



<sup>1</sup> References throughout this policy to “we”, “our” and “us” are to be interpreted as relating to Charnwood Borough Council

### Step 3 – What we already know and where there are gaps

List any existing information/data do you have/monitor about different diverse groups in relation to this policy? Such as in relation to age, disability, gender reassignment, marriage and civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation etc.

Data/information such as:

- Consultation
- Previous equality impact assessments
- Demographic information
- Anecdotal and other evidence

A range of diversity information is available from our records and held in QL (our housing management system) for all those customers receiving housing management services. This includes information on age, gender, ethnicity, sexual orientation, and disability. The range of information is limited in relation to certain characteristics (e.g. sexual orientation)

a

What does this information / data tell you about diverse group? If you do not hold or have access to any data/information on diverse groups, what do you need to begin collating / monitoring? (Please list)

This information enables support to be directed to the most vulnerable tenants, and also shape our services to meet the needs of vulnerable people across a range of diverse groups.

### Step 4 – Do we need to seek the views of others? If so, who?

In light of the answers you have given in step 2, do you need to consult specific groups to identify needs / issues? If not please explain why.

Staff in all landlord services have been consulted as have staff in the corporate street management team team and staff in the housing needs team.  
Tenants have been consulted at the Charnwood Housing Residents' Forum and Housing Management Advisory Board.

### Step 5 – Assessing the impact

In light of any data/consultation/information and your own knowledge and awareness, please identify whether the policy has a positive or negative impact on the individuals or community groups (including what barriers these individuals or groups may face) who identify with any 'protected characteristics' and provide an explanation for your decision (please refer to the general duties on the front page).

	Comments
<b>Age</b>	Our proposals on restricting pet ownership in sheltered accommodation could discriminate against older people, a negative effect, therefore
<b>Disability</b> (Physical, visual, hearing, learning disabilities, mental health)	Since registered assistance dogs may be kept in accommodation where pet ownership is otherwise restricted this can be seen as a positive effect
<b>Gender reassignment</b> (Transgender)	No effects identified
<b>Race</b>	No effects identified
<b>Religion or belief</b> (Includes no belief)	No effects identified
<b>Sex</b>	Because there are more women in sheltered accommodation compared to men, the proposals on restricting pet ownership in sheltered accommodation could be seen as having a negative effect on women
<b>Sexual orientation</b>	No effects identified
<b>Other protected groups (pregnancy &amp; maternity, marriage &amp; civil partnership)</b>	No effects identified
<b>Other socially excluded groups</b>	No effects identified

(carers, low literacy, priority neighbourhoods, health inequalities, rural isolation, asylum seeker and refugee communities etc.)

Where there are potential barriers, negative impacts identified and/ or barriers or impacts are unknown, please outline how you propose to minimise all negative impact or discrimination.

Please note:

- If you have identified adverse impact or discrimination that is illegal, you are required to take action to remedy this immediately.
- Additionally, if you have identified adverse impact that is justifiable or legitimate, you will need to consider what actions can be taken to mitigate its effect on those groups of people.

The possible negative effect on older people and women as a result of our proposals to restrict pet ownership in sheltered accommodation more than in other flat blocks could be mitigated by not applying those restrictions. Our view, however, is that the likely negative effect of allowing pets in these circumstances on all the other residents is greater than the negative effect brought about by applying the restriction.

Summarise your findings and give an overview as to whether the policy will meet Charnwood Borough Council's responsibilities in relation to equality and diversity (please refer to the general duties on the front page).

It is believed that this policy as drafted meets the council's equality and diversity responsibilities

#### Step 6- Monitoring, evaluation and review

Are there processes in place to review the findings of this assessment and make appropriate changes? In particular, how will you monitor potential barriers and any positive/ negative impact?

Applications for permission to keep a pet will be assessed, recorded and monitored by our tenancy and estate management team. Consistency of application of the policy will be through this process.

How will the recommendations of this assessment be built into wider planning and review processes?  
e.g. policy reviews, annual plans and use of performance management systems.

No recommendations have been identified in this assessment.

#### Step 7- Action plan

Please include any identified concerns/actions/problems in this action plan:

**The problems etc identified should inform your service plan and, if appropriate, your consultation plan**

Reference number	Action	Responsible officer	Target date
	No actions have been identified in this assessment		

#### Step 8- Who needs to know about the outcomes of this assessment and how will they be informed?

	Who needs to know (Please tick)	How they will be informed (we have a legal duty to publish EIA's)
Employees	✓	Team meetings
Tenants	✓	Publication on the council's website

<b>Partners and stakeholders</b>	✓	Publication on the council's website
<b>Others</b>	✓	Future and potential tenants through publication on the council's website.
<b>To ensure ease of access, what other communication needs/concerns are there?</b>		None identified.

■ **Step 9- Conclusion (to be completed and signed by the service head)**

<b>Please delete as appropriate</b>
<b>I agree / disagree with this assessment / action plan</b>
<b>If disagree, state action/s required, reasons and details of who is to carry them out with timescales:</b>
<b>Signed (service head):</b> <b>Peter Oliver - Head of Landlord Services</b>
<b>Date: 26 February 2020</b>

**Please send completed & signed assessment to Suzanne Kinder for publishing.**

## HOUSING MANAGEMENT ADVISORY BOARD – 24 MARCH 2021

### Report of the Head of Landlord Services

#### ITEM 6      THE EFFECT OF THE CHANGE IN THE COUNCIL'S POLICY ON BULK WASTE COLLECTION ON COUNCIL DWELLINGS

##### Purpose of report

To inform members on the effect in terms of cost and service change to tenants and the housing revenue account of this change in council policy.

##### Recommendation

Members are asked to note and comment on the report.

##### Reasons

This report is for information only and to elicit any comments forthcoming from members.

##### Report implications

No implications have been identified for this report.

Background papers:            None

Officer to contact:

Andrew Staton  
Landlord Services Manager

[andrew.staton@charnwood.gov.uk](mailto:andrew.staton@charnwood.gov.uk)

Mobile:                            07802 685681

#### **1.      Background to this report**

- 1.1      In October 2019 Charnwood Borough Council started charging its residents for the removal and disposal of bulky items of waste. Hitherto this was a free service, funded from residents' council tax.
- 1.2      The (approximately) five and a half thousand council tenants have been affected by this change in that the change in council policy has meant that a previously free service is now chargeable.

- 1.3 This report evaluates the effect of the change in council policy by looking at how it has affected the amount of bulky items being dumped by tenants in council blocks' external [bin stores] and internal communal areas.

## **2. Findings from the evaluation of data held – internally-dumped items**

- 2.1 The most accurate way of evaluating any effect of the change in council policy on the dumping of bulky items of waste is to examine the records kept by the tenancy and estate management team's housing assistant. His remit is inspect all blocks on a monthly basis, to record and report back on items dumped in communal areas.
- 2.2 Data was analysed for the four months immediately preceding the policy change and the four months immediately following it. The number of reported bulk items in the succeeding four months fell by 46%. We have not carried out further analyses since then because it is likely that the lockdown will have had some effect on the prevalence of dumped bulky items and so would render the results of any before-and-after comparison unreliable.
- 2.3 Data relating to dumped items collected by the Council's Contractors from external estate areas is not available.

## **3. Conclusions**

Whilst the scope of available data is limited, the change in Council policy in starting to charge for the removal of bulk items from people's homes appears to have had no direct effect on the HRA.

## **4. Recommendation**

Members are requested to note this report and raise any points or questions accordingly.

Andrew Staton  
Landlord Services Manager



## HOUSING MANAGEMENT ADVISORY BOARD – 24<sup>TH</sup> MARCH 2021

### Report of the Head of Landlord Services

#### ITEM 8      WORK PROGRAMME AND MEETING DATES 2021/22

##### Purpose of the Report

To enable the Board to agree its work programme. The current work programme, appended, sets out the position following the previous meeting of 4<sup>th</sup> February 2021 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 date for the remainder of 2020/21 and the 2021/22 Council Year, and to review the information it receives in the Performance Information Pack (which is sent out each meeting and considered following the formal meeting, if required).

##### 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 date for a meeting of the Board during the remainder of the 2020/21 Council Year (at 4.30pm):

Wednesday, 12<sup>th</sup> May 2021.

3. To agree the following dates for meetings of the Board for the 2021/22 Council Year (all at 4.30pm):

Wednesday, 14<sup>th</sup> July 2021

Wednesday, 8<sup>th</sup> September 2021

Wednesday, 10<sup>th</sup> November 2021

Wednesday 12<sup>th</sup> January 2022

Wednesday 23<sup>rd</sup> March 2022

Wednesday 11<sup>th</sup> May 2022

4. That the Board reviews the information it wishes to receive in the Performance Information Pack, which is currently as follows:
  - Repairs
  - Gas Servicing
  - Rent Collection
  - Rent Arrears Percentage of Annual Rent Debit
  - Tenancy Management
  - Anti-social Behaviour
  - Supported Housing

- Customer Satisfaction
- Rent Arrears and Universal Credit

### Reasons

1. To ensure that the information contained within the work programme is up to date.
2. To secure a further meeting of the Board in 2020/21 that has not previously been agreed.
3. 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.
4. A review of this matter has been requested by the Chair.

## 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. Also minutes from 4<sup>th</sup> February 2021.</p> <p>To enable the Board to ask questions, if any, on the performance information pack* sent out with the agenda for the meeting.</p> <p>To be last item on agenda.</p>
Every meeting	<b>EXEMPT</b> - Update on Future Arrangements for the Delivery of Planned Works, Voids, and Associated Works	Head of Landlord Services	<b>Exempt report</b>
March 2021	Pets Policy	Head of Landlord Services	Rescheduled by the Board at its meeting on 4 <sup>th</sup> February 2021.
March 2021	Sheltered Housing Review Update	Head of Strategic and Private Sector Housing	Rescheduled by the Board at its meeting on 4 <sup>th</sup> February 2021.

<b>MEETING DATE/ FREQUENCY</b>	<b>ISSUE</b>	<b>INFORMATION REQUIRED/ INVITEES/ OFFICERS</b>	<b>NOTES</b>
March 2021	Fly Tipping in Communal Areas/on HRA Land	Head of Landlord Services	Rescheduled by the Board at its meeting on 4 <sup>th</sup> February 2021.
May 2021	Tenancy Policy	Head of Landlord Services	Rescheduled by the Board at its meeting on 4 <sup>th</sup> February 2021.
May 2021	Tenancy Agreement	Head of Landlord Services	Rescheduled by the Board at its meeting on 4 <sup>th</sup> February 2021.
First meeting of Council year	Election of Chair and Vice-chair		Annual Item.
September 2021	Neighbourhood Policy	Landlord Services Manager	Meeting to be confirmed by Board on 12 <sup>th</sup> May 2021
November 2021	HRA Asset Management Strategy and HRA Business Plan	Head of Landlord Services	Rescheduled by the Board at its meeting on 4 <sup>th</sup> February 2021.
November 2021	Housing Strategy	Head of Strategic and Private Sector Housing	Rescheduled by the Board at its meeting on 4 <sup>th</sup> February 2021.
January 2021	Capital Plan	Head of Landlord Services	Annual report.
<b>TO BE SCHEDULED:</b>			
To be scheduled			

Notes:

1. All reports must include an explanatory list of any acronyms used.
2. \*Performance information pack will include (a) Repairs; (b) Gas Servicing; (c) Rent Collection; (d) Rent Arrears Percentage of the Annual Rent Debit; (e) Tenancy Management; (f) Anti-Social Behaviour; (g) Supported Housing; (h) Customer Satisfaction and (i) Rent Arrears and Universal Credit.

