



HOUSING MANAGEMENT ADVISORY BOARD

To: Board Members Ali, Davis, Edwardes (Chair), Riley (Vice-Chair), Wright, Radford, Seaton and Bolton (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, 14th July 2021 at 4.30 pm for the following business.



Chief Executive

Southfields
Loughborough

6th July 2021

AGENDA

1. CHAIR AND VICE-CHAIR OF BOARD 2021/22 COUNCIL YEAR

The Board's Terms of Reference state that the Chair of the Board will be appointed annually by the Board, from among the tenant/leaseholder members. The Board may also appoint a Vice-chair from among its members.

2. APOLOGIES

3. MINUTES OF THE PREVIOUS MEETING

4 - 11

To confirm the minutes of the meeting held on 12th May 2021.

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. DRAFT NEIGHBOURHOOD POLICY 12 - 18
A report of the Head of Landlord Services.
6. PERFORMANCE INFORMATION - QUARTER 4 2020-2021 19 - 37
A report of the Head of Landlord Services.
7. STAR SURVEY - VERBAL UPDATE
A verbal report of the Landlord Services Manager.
8. HOUSING REVENUE ACCOUNT OUTTURN POSITION 2020/21 38 - 44
A report of the Head of Finance.
9. QUESTIONS FROM MEMBERS OF THE BOARD
In accordance with the Board's decision members of the Board were asked in advance of this agenda being published whether they had any questions on matters within the remit of the Board that they wished to ask, for response at this meeting.

On this occasion no questions were submitted.
10. WORK PROGRAMME 45 - 48
A report of the Head of Landlord Services to enable the Board to review and agree its Work Programme, together with meeting dates for 2021/22.

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

Wednesday, 8th September 2021
Wednesday, 10th November 2021
Wednesday 12th January 2022
Wednesday 23rd March 2022
Wednesday 11th May 2022
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.**

HOUSING MANAGEMENT ADVISORY BOARD 12TH MAY 2021

PRESENT: The Chair (Edwardes)
The Vice Chair (Riley)
Councillors Radford, Seaton and Brennan
Board Members Ali and Davis

Head of Landlord Services
Landlord Services Manager
Democratic Services Officer (SW)
Democratic Services Officer (EB)

APOLOGIES: Board Member Wright, Deborah Bartlett,
Councillor Poland.

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.

41. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of the Board held on 24th March 2021 were confirmed as an accurate record.

42. DECLARATIONS OF INTEREST

No declarations of interest were made.

43. PETS POLICY

The Head of Landlord Services submitted a report presenting the Board with the Council's Draft Pets Policy (item 4 on the agenda).

The Landlord Services Manager attended the meeting to assist with the discussion of this item.

The Board were informed that agreed amendments had been made to the policy since the previous meeting. Some of these amendments had been requested at the previous meetings and others had been added due to issues that had arisen consequently.

In response to questions from the board it was explained that with regard to cats and dogs there was a limit of two pets per household. When exercising retrospective enforcement, a pragmatic approach would be taken, and unnecessary punitive action was not expected. If there was an excess of the rule, then a sensible approach would be taken and if the pets in question were not causing a nuisance then a heavy-handed approach would not be made.

Councillor Brennan raised concern that such a pragmatic approach was out of keeping with the fact that the policy was intended to provide a consistent approach.

The Head of Landlord Services suggested adding an information note to clarify that existing tenants with extra pets that were not causing problems would be allowed to keep them, however rules would need to be in place for new tenants.

RESOLVED

1. that the board note and commend the policy to cabinet subject to the below,
2. that in information note be added to the policy clarifying the rules for existing tenants with more than two cats or dogs, and
3. that Councillor Brennan's abstention on the resolution be noted.

Reasons

1. To acknowledge the Board's consideration of the policy.
2. To clarify the rules for existing tenants and to make the policy more consistent.
3. To acknowledge Councillor Brennan's reservations about the application of the policy to existing pet owners.

44. THE EFFECT OF THE CHANGE IN THE COUNCIL'S POLICY ON BULK WASTE COLLECTION ON COUNCIL DWELLINGS

The Head of Landlord Services submitted a report, deferred from the previous meeting, informing members on the effect in terms of cost and service change to tenants and the housing revenue account of the change in council policy on bulk waste (item 5 on the agenda).

The Landlord Services Manager attended the meeting to assist with the discussion of this item.

The Board were advised that:

- (i) Since the previous submission of the report, section 2.4 of the report had been added noting concern over potential distortion of statistics caused by the lockdown preventing people from going out to dispose of bulk waste.
- (ii) Officers were satisfied that the original data had compared like with like.
- (iii) Officers were happy to confirm the original findings that changing the policy has had no detrimental effect on Council tenants leaving bulky items to be picked up.

- (iv) There had been fewer collections and lower costs in the months succeeding the change in policy than in the months preceding it.

RESOLVED

1. that the report be noted, and
2. that in accordance with section 2.4 of the report, an updated report be added to the Work Plan to be brought to the Board in 6 months' time.

Reasons

1. To provide information to the Board to elicit any comments forthcoming from members.
2. To take account of the changing situation as and when Covid-19 related restrictions are lifted.

45. TENANCY POLICY

The Head of Landlord Services Submitted a report consulting the Board on the draft Tenancy Policy 2021-2025 (item 6 on the agenda).

The Board were advised that:

- (i) The Council had a statutory duty to set out:
 - The types of tenancy that could be granted.
 - The length of fixed term tenancies.
 - The Circumstances under which the Council would grant tenancies of a particular type.
- (ii) There had been no changes in discretionary succession rights.
- (iii) The needs of vulnerable household members were being met by providing a succession right.
- (iv) The policy supported a reduction in void loss and the costs associated with re-housing family members that did not come through occupied property.
- (v) The law provided for the Council to make the best use of stock, meaning that the council could take possession of a property that was, for example, under-occupied.
- (vi) Where there was no right to succession, the Council would provide housing options, advice and assistance.
- (vii) The new policy promoted the use of targeted fixed-term tenancies to prevent anti-social behaviour (ASB) whereby prospective tenants with a history of serious ASB would be offered a fixed-term tenancy of 2 years

commencing after the 12-month introductory tenancy period. The conduct of the tenant would then be reviewed and if satisfactory then a secure tenancy would be offered. A serious breach of the tenancy would lead to the tenancy ending.

- (viii) Prospective tenants of high demand properties (e.g. in need of 4 or more beds and/or wheelchair accessible properties) would be offered on a 10-year fixed-term tenancy in addition to the introductory tenancy period. If the property became under-occupied or the adaptation was no longer needed, the tenants would be supported to move, and the tenancy would not be renewed.
- (ix) Throughout the period of fixed-term tenancies, advice and support would be offered on the conduct of the tenancy and re-housing options as appropriate.
- (x) With regard to vulnerable households, when making a decision to re-issue a tenancy with the same address or offer alternative accommodation, each case would be considered on its own merits.

In response to questions from the Board it was explained that:

- (i) The Right to Buy would remain in place for houses with 4 or more bedrooms and for adapted stock that was in high demand and under-occupied.
- (ii) Tenants with a history of ASB transferring from another Local Authority would adopt the terms of Charnwood Borough Council on the first day of their tenancy with the Council.
- (iii) The reference to point 4.2 (ii) under point 8.5.2 on the report (page 15 for the report) should read 4.4 (ii).
- (iv) With regard to tenants with additional needs at the end of a fixed-term tenancy, it was clarified that provided there were no breaches of tenancy and if the need remained, then the Council would seek to grant a new tenancy at the same address. If the remaining household members did not need adaptations and if it was identified that the property was no longer required, the Council would encourage the household to move to alternative accommodation and they would look to match and allocate within council stock.

RESOLVED that the report be noted.

Reason

To acknowledge the Board's comments prior to its likely progression to Cabinet.

46. DRAFT NEW TENANCY AGREEMENT

The Head of Landlord Services submitted a report presenting the Board with the council's draft new tenancy agreement for its secure and introductory tenants. (Item 7 on the agenda).

The Landlord Services Manager attended the meeting to assist with the discussion of this item.

The Board were advised that:

- (i) The agreement defined the relationship between the landlord and tenant.
- (ii) It was good practice to revise the agreement regularly in line with changes in legislation and/or accepted good practice.
- (iii) The changes made to the agreement were aimed to try and rectify problems that had emerged when the existing agreement was in place.
- (iv) The changes proposed to the new agreement fell broadly into 2 categories. Firstly, changes regarding the format of the agreement to aid with navigation around it and make it more coherent. Secondly in terms of actual changes proposed to the agreement, including clauses that were not in the existing agreement as well as expanding and clarifying existing clauses.
- (v) Due to the fact that the new agreement was a contract and by definition needed to be legalistic, a simple guide had been written attempting to draw out the most important elements and providing a tool for people signing up new tenants.
- (vi) A format for people with learning difficulties would be produced as the document needed to be accessible.
- (vii) There was a rigorous consultation process set out in the Housing Act 1985 enabling the Council to apply the agreement retrospectively to existing tenants.

In response to questions from the Board it was explained that:

- (i) The breakdown of payments in section 2 included all possibilities for payments within the gross rent. In the case of some properties this may include water rates.
- (ii) With regard to service charges in section 3.7, the purpose was to give the landlord the ability to apply variable service charges if they wished to do so in the future. Currently service charges, where levied on tenants, were fixed whereas leaseholders had variable service charges levied: they were billed for charges expected to be incurred in the coming year and then, following an adjustment exercise once the actual costs were

known, invoiced for the actual cost of the services and then either charged or refunded as appropriate against the previous estimates. This way, leaseholders paid for the exact cost of the services provided.

- (iii) The bin storage maintenance charge included the cost of cleaning.
- (iv) Legally, if a schedule of potential service charges was not in the agreement, then such charges could not be made in the future.
- (v) The 'Sinking Funds' referred to money put aside for equipment and amenities that needed replacing in the future so that an additional charge did not have to be levied.
- (vi) There was no hidden intention for additional charges. There was a need to project the future of where circumstances might change, and provision for potential changes needed to be made. As such potential charges needed to be listed in the agreement.
- (vii) A reasonable approach needed to be taken in cases where Council tenants inherited another property. In some cases, it may not be reasonable for them to move, for example if the property was too far away from support networks.

The Chair clarified that Charnwood Borough Council was not responsible for the payment of pest control, this was the tenants' responsibility. She added that a Universal Credit financial officer could include this in an assisted living assessment and that there were also charities that could help to pay for this.

Actions:

1. Head of Landlord Services to make the word 'may' more prominent on point 3.7.4.
2. The word 'future' to be added to charges in Section 8.
3. The reference to Household Pets on page 23 of the agenda pack to be amended to show that it is in Section 6.16.

RESOLVED that the Board note and commend the policy to cabinet, subject to agreed amendments being made.

Reason

To acknowledge the Board's consideration of the policy.

47. 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.

48. WORK PROGRAMME

The Board received a report of the Head of Landlord Services to enable the Board to agree its Work Programme (item 9 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 a review of the Cleaning Contract be added to the Board's Work Programme, and
2. That the Repair Guide be added to the Board's Work Programme, and
3. That the Service-provided Code of Conduct be added to the Board's Work Programme, and
4. That the Board's Work Programme be updated to reflect all decisions made above and earlier in the meeting.

Reasons

1-3. So that it can be considered by the Board.

4. To ensure that the information in the Work Programme is up to date.

49. 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 Paragraph 3 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.

50. 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 11 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 50E. 2020/21).

NOTES:

1. No reference may be made to these minutes at the next meeting of Full Council 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

Report of the Head of Landlord Services

Item 5 Draft Neighbourhood Policy

Purpose of Report

To provide the Board with the opportunity to comment on the draft new Neighbourhood Policy 2021-2025 before its likely progression to Cabinet.

Recommendations

That the Board comment on the draft new Neighbourhood Policy 2021-2025 at Appendix 1.

Background

The new policy will support compliance with the Neighbourhood and Community Standard (Regulator of Social Housing - 2012). Relevant extracts from the standard can be found at Appendix 2.

The policy describes the activities that are already in place, and will be sustained, to create neighbourhoods that are attractive, clean, safe, and secure places where residents want to live. The policy commits the Council to work in partnership with its tenants, leaseholders, and partner agencies to achieve this where effective to do so.

Officers to Contact

Peter Oliver
Head of Landlord Services
Tel: 0150 634 666
Email: peter.oliver@charnwood.gov.uk

Andrew Staton
Landlord Services Manager
Tel: 0150 634 666
Email: Andrew.staton@charnwood.gov.uk

CHARNWOOD BOROUGH COUNCIL
LANDLORD SERVICES
NEIGHBOURHOOD POLICY 2021 - 2025

DRAFT

1. Objectives of this policy

1.1 This policy aims to:

- provide a basis on which the council can work with its tenants and leaseholders to improve their surrounding environment and create neighbourhoods that are attractive, clean, safe and secure places where residents want to live;
- create conditions where tenants and leaseholders can influence the extent and standard of neighbourhood services that the council provides;
- establish high levels of satisfaction from tenants and leaseholders about where they live and the value for money that their rent and service charges give.

1.2 This policy will also fulfil the government's regulatory requirements made on social housing providers and specifically in respect of this policy, contained in section 2.1 of its neighbourhood and community standard to:

"...consult tenants in developing a published policy for maintaining and improving the neighbourhoods associated with their homes."

2. Scope of this policy

2.1 This policy applies to all the council's tenants and leaseholders living in its homes.

2.2 This policy applies to the following areas of the council's landlord service:

- Maintenance of internal communal areas;
- Maintenance of external communal areas owned by the council in its landlord capacity;
- Estate-based services provided for all tenants and leaseholders for which a service charge may or not be levied;
- Provision of communal facilities and services for tenants in sheltered accommodation;

- Estate and environmental improvements.

2.3 Owing to the following service areas being dealt with under different policies, legislation or regulation, this policy does not cover:

- the maintenance, repair and improvement of individual dwellings;
- external areas of land not owned by the council in its landlord capacity;
- tackling anti-social behaviour or any other tenancy enforcement action **other than** target-hardening and environmental improvements designed to reduce anti-social behaviour in communal areas owned by the council in its landlord capacity;
- the adaptation of any communal areas, internal or external in order that individual tenants with disabilities may continue to live in their homes;
- support services, including the mobile warden, service, to tenants;
- projects that fall under the scope of the tenant bid scheme.

3. Policy statement

3.1 We will work with tenants and leaseholders or with tenant and leaseholder groups to fulfil the objectives of this policy and will consult them as is appropriate and relevant in matters that this policy covers, as set out in 2.2 previously. The aim of this will be to enable tenants and leaseholders to have as much influence as is reasonably practicable in shaping estate-based services and improvements that we provide and to be able to scrutinise effectively our performance in delivering those services and improvements.

3.2 In order to deliver the policy objectives set out in section 1, the council will:

- deliver a programme of planned maintenance and improvements to internal and external communal areas including, but not limited to, refurbishment of floors and staircases, painting, fascia and soffit replacement, maintenance of car parks;
- have a planned inspection regime of internal communal area inspections, in order to identify hazards, including unauthorised items presenting a fire hazard and to maintain compliance with the Regulatory Reform (Fire Safety) Order 2005;
- have a programme of cleaning of internal communal areas;

- deliver target-hardening or other environmental improvements intended, principally, to deter and reduce incidents of anti-social behaviour including a programme of communal entrance door replacement and repair;
- dispose of rubbish and abandoned items in and on communal areas;
- deliver environmental improvements;
- maintain communal facilities for sheltered schemes such as laundries, guest rooms, communal lounges and communal kitchens.

3.3 Proposals for estate-based service development or projects may be made by staff or residents.

3.4 Operational procedures will be developed so that officer or resident-led proposals can be considered rigorously and at the appropriate level in the landlord service.

3.5 We will consult other council teams or external organisations that are not part of the landlord service as appropriate if the proposed service or project requires their involvement or might affect their own services if implemented.

3.6 We will co-operate with relevant partners to help promote social, environmental and economic wellbeing in the areas where the council owns properties.

4. Resident engagement

As far as is reasonably practicable we will involve our residents in any planned or suggested service changes or one-off projects as covered in section 3 above. Involvement will include:

- working with established or emerging residents groups in would-be council-led service changes in order to gain consensus with or to change and improve on, proposals made;
- receiving, considering and working with tenant-led proposals for service changes;
- consulting tenants and leaseholders once proposals for service changes have been agreed in principle and if such proposals, if implemented, would affect them in terms of cost and/or would bring about significant changes to the way in which we deliver our landlord service.

5. Finance

5.1 There are three principal methods by which changes to estate-based services or projects as defined in this policy will be financed:

- (i) by funding through rental income into the housing revenue account's (HRA) repairs and investment budget, for example the internal redecoration of a block or blocks;
- (ii) by making one-off specific budgetary provision in the HRA, for example, the provision of environmental improvements designed to deter or reduce anti-social behaviour;
- (iii) by recovering the cost through the levying of a service charge, applied to all tenants and leaseholders benefiting from the additional service, subject to that being considered a legitimate recoverable service charge within the terms of the tenancy agreement or lease, for example, the introduction of a communal cleaning scheme.

5.2 The method of financing as outlined in 5.1 above will depend on the nature of the project or service change; but when more than one financing option is possible, we will consult residents as set out in section 4 above in order that agreement is reached on the method of financing.

6. Monitoring and review

This policy will be reviewed every three years unless required earlier through legislative or regulatory changes.

7. Training

7.1 Suitable training on this policy will be given to members of staff whose job either directly or indirectly is affected by this policy.

7.2 Refresher training on this policy at appropriate intervals will also be given or if the policy is changed materially.

8. 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.

9. 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.

10. Other external and internal influences on this policy

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

- Equality and diversity policy and strategy;
- Corporate anti-social behaviour and hate incident policy

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

- Housing Act 1985;
- Housing Act 1996;
- Housing Act 2004;
- Anti-Social Behaviour Act 2003;
- Housing and Regeneration Act 2008;
- Equality Act 2010;
- Localism Act 2011;
- Anti-Social Behaviour, Crime and Policing Act 2014; and
- Housing and Planning Act 2016;

Appendix 2

Relevant Extracts from Neighbourhood and Community Standard (Regulator of Social Housing - 2012)

Neighbourhood management -

Registered providers shall keep the neighbourhood and communal areas associated with the homes that they own clean and safe. They shall work in partnership with their tenants and other providers and public bodies where it is effective to do so.

Registered providers shall consult with tenants in developing a published policy for maintaining and improving the neighbourhoods associated with their homes. This applies where the registered provider has a responsibility (either exclusively or in part) for the condition of that neighbourhood. The policy shall include any communal areas associated with the registered provider's homes.

Local area co-operation -

Registered providers shall co-operate with relevant partners to help promote social, environmental and economic wellbeing in the areas where they own properties.

Housing Management Advisory Board

14 July 2021

Performance information pack
QUARTER 4 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
14 JULY 2021**

**Report of the Head of Landlord
Services**

**LANDLORD SERVICES
PERFORMANCE**

Purpose of report

To consider performance at the end of quarter 4, 2020-2021, up to the end of March 2021.

Recommendation

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

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

(a) Repairs

Description	Target	Performance Q4
% Emergency repairs completed within 24 hours	100%	99.94% 3387/3389
% Responsive repairs for which appointments are made and kept	98.58%	98.43% 7085/7198
% Responsive repairs which are completed 'right first time'	96%	99.97% 7691/7693
% Urgent repairs completed on time	97%	96.87% 2690/2777
% Responsive repairs completed within timescales	97%	94.39% 10568/11196
Average number of days taken to carry out re-let repairs	14 days	14.16 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 Q4
% Properties with a valid gas safety certificate (CP12)	100%	99.64% 5205/5224

(c) Rent collection

Description	Target	Performance Q4
% Rent collected (including rent arrears brought forward)	95.31% EOY	96.33%

(d) Rent arrears percentage of annual rent debit

Description	Target	Performance Q4
Rent arrears of current tenants as a percentage of the annual rent debit	3.24%	3.04%

(e) Tenancy management

Description	Target	Performance Q4
% New tenancies sustained over twelve months	95%	99.42% 340/342

(f) ASB

Description	Target	Performance Q4
% ASB complainants satisfied with the way their case was dealt with	86.00%	86.36% 19/22

(g) Supported housing

Description	Target	Performance Q4
% Support plans agreed with sheltered tenants/reviewed within time	100%	99.86% 717/718

(h) Customer satisfaction

Description	Target	Performance Q4
% Tenants satisfied with responsive repairs (overall)	97.4%	97.78% 660/675
% Tenants satisfied with the time taken to complete the repair	97.60%	98.70% 664/675
% Tenants satisfied that the operative arrived on time	98.57%	98.52% 665/675
% Residents satisfied with Decent Homes work	95%	95% 19/20
% Residents satisfied with the time taken to complete the Decent Homes work	95%	95% 19/20
% Lifeline customers satisfied with the way their alarm call was dealt with	99.50%	100% 183/183

(i) Rent arrears and universal credit

The arrears and universal credit performance indicators for quarter 4 2020-2021 are attached in **appendix 1**.

Targets not met within a 5% tolerance

(a) Repairs

Description	Target	Performance Q4
% Routine repairs completed on time	97.00%	90.01% 5047/5607

Repairs with a 28 day target date have fell below the 5% tolerance due the most recent COVID -19 lockdown .The service covered emergency repairs during this time thus causing a back log of shelved jobs which are now being booked.Due the numbers and level of available resources not all repairs can be completed in the desired target date.

(b) Tenancy management

Descriptions	Target	Performance Q4
% New tenancy visits completed on target	95%	67.01% 130/194

Commentary:

Following the introduction of Coronavirus restrictions the way we carried out

new tenant visits had to be amended as we could not visit tenants' homes, this affected the performance as we had to put in place a new system to conduct new tenant visits by phone which delayed carrying out the task. The figure of 67.01% is the cumulative figure for the year, the performance for quarter 4 was 96.36% (53/55)

(c) Complaints

Description	Target	Performance Q4
% Complaints responded to within timescales (stages 0 and 1)	95%	70.83% 255/360

Commentary:

Officer to contact: Deborah Bartlett
Repairs and Investment Manager
deborah.bartlett@charnwood.gov.uk
01509 634501

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

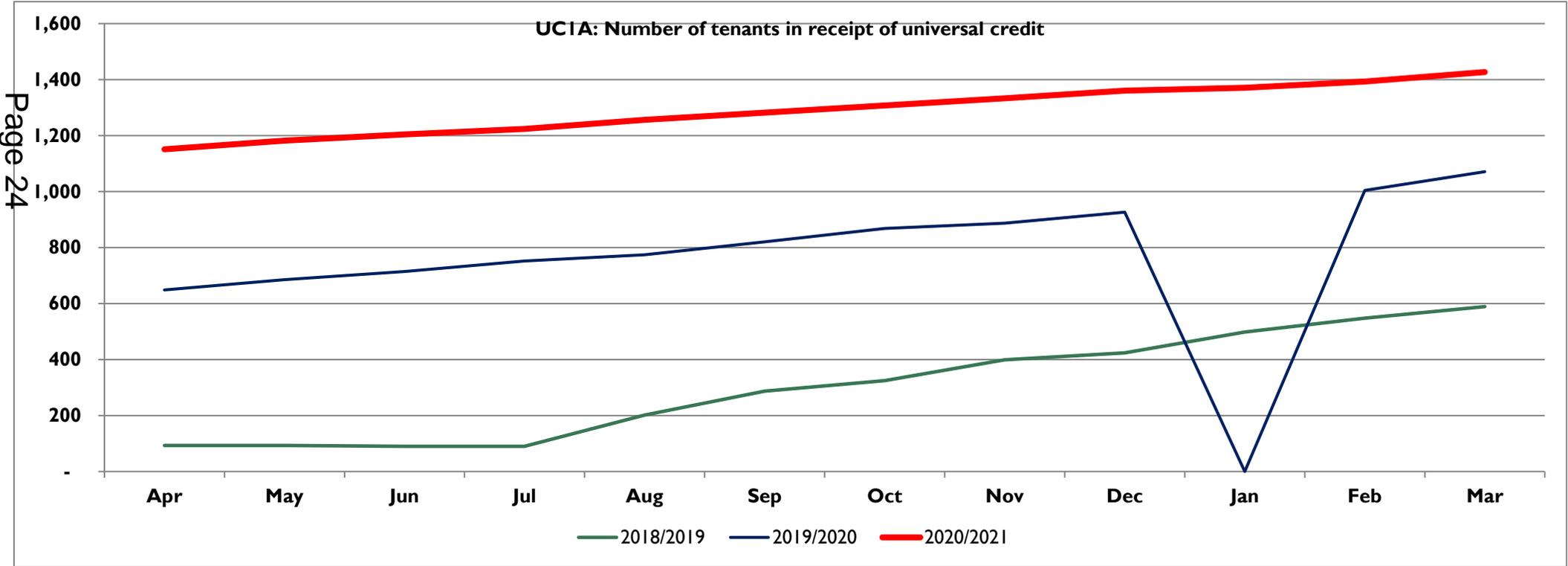
APPENDIX 1: RENT ARREARS AND UNIVERSAL CREDIT

Q4: January – March 2021: Landlord services – rent arrears and universal credit performance indicators

KPI ref	Description	Q4 20/21	Q3 20/21	Q2 20/21	Q1 20/21
UC1A	Number of tenants in receipt of universal credit	1,427	1,361	1,282	1,204
UC1B	Percentage of tenants in receipt of universal credit and who are in arrears	59.6%	54.6%	68.0%	70.5%
UC1C	Total arrears of tenants in receipt of universal credit and who are in arrears	£545,701	£471,446	£586,825	£555,479
UC1D	Average debt of tenants in receipt of universal credit and who are in arrears	£641	£635	£673	£652
UC2A	Number of tenants not in receipt of universal credit	3,835	3,938	4,026	4,102
UC2B	Percentage of tenants not in receipt of universal credit and in arrears	12.7%	16.4%	26.2%	26.9%
UC2C	Non-UC arrears	£95,418	£230,642	£275,364	£283,214
UC2D	Average debt of tenants not in receipt of UC and who are in arrears	£196	£356	£262	£257

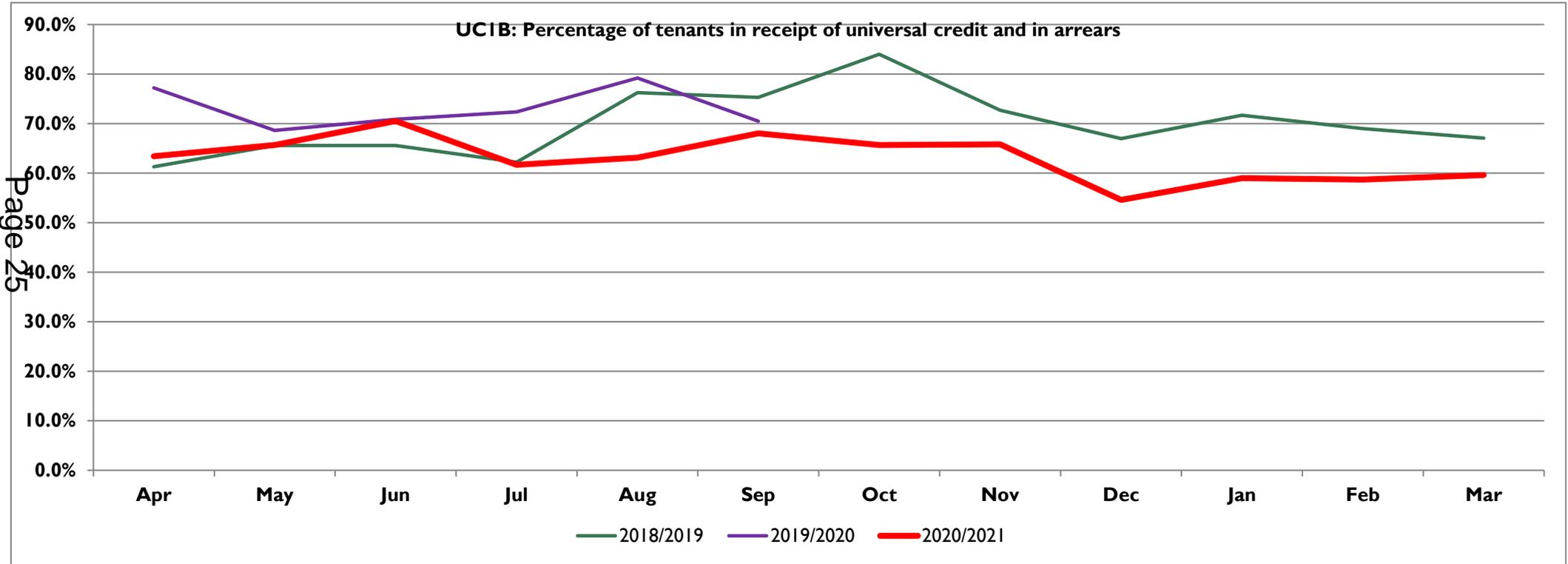
UC1A Number of tenants in receipt of universal credit

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2018/19	93	93	90	90	202	287	325	399	424	498	548	589
2019/20	649	685	714	752	774	820	868	887	926	No data	1,004	1,071
2020/21	1,151	1,182	1,204	1,224	1,256	1,282	1,308	1,333	1,361	1,371	1,393	1,427



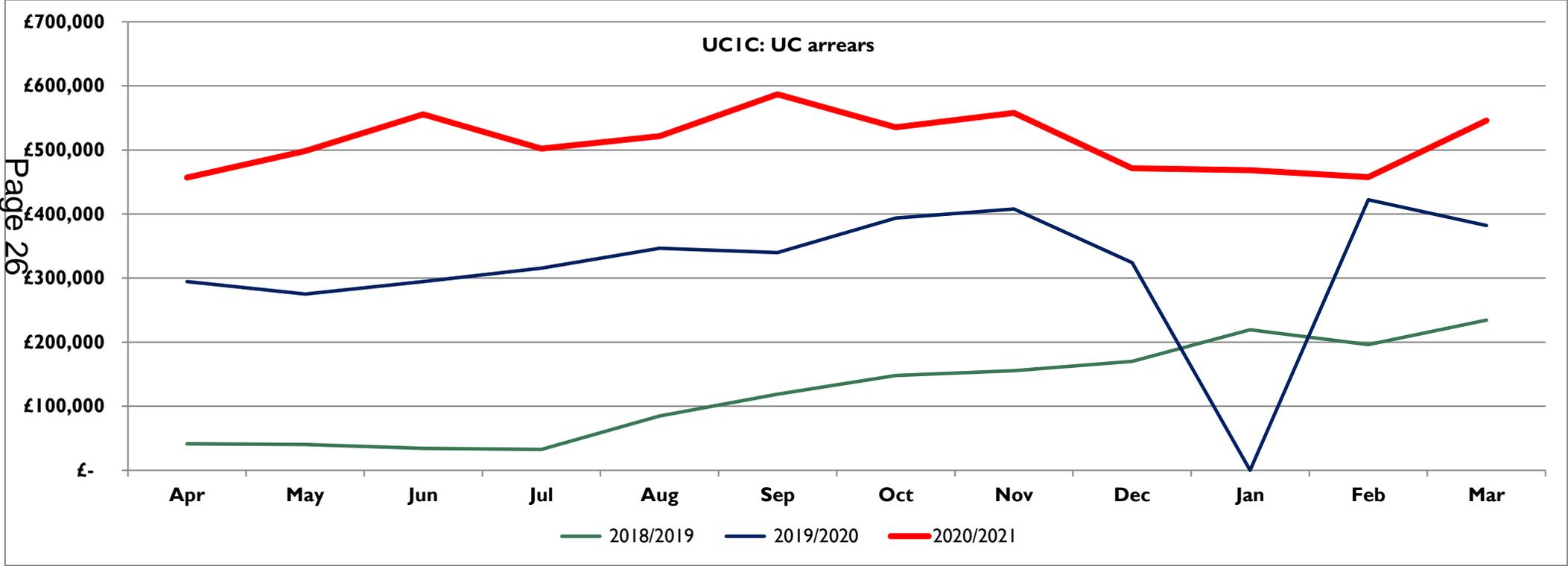
UC1B Percentage of tenants in receipt of universal credit and who are in arrears

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2018/19	61.3%	65.6%	65.6%	62.2%	76.2%	75.3%	84.0%	72.7%	67.0%	71.7%	69.0%	67.1%
2019/20	77.2%	68.6%	70.9%	72.3%	79.2%	70.5%	73.6%	74.0%	61.8%	No data	69.7%	60.2%
2020/21	63.4%	65.7%	70.5%	61.7%	63.1%	68.0%	65.7%	65.8%	54.6%	59.0%	58.7%	59.6%



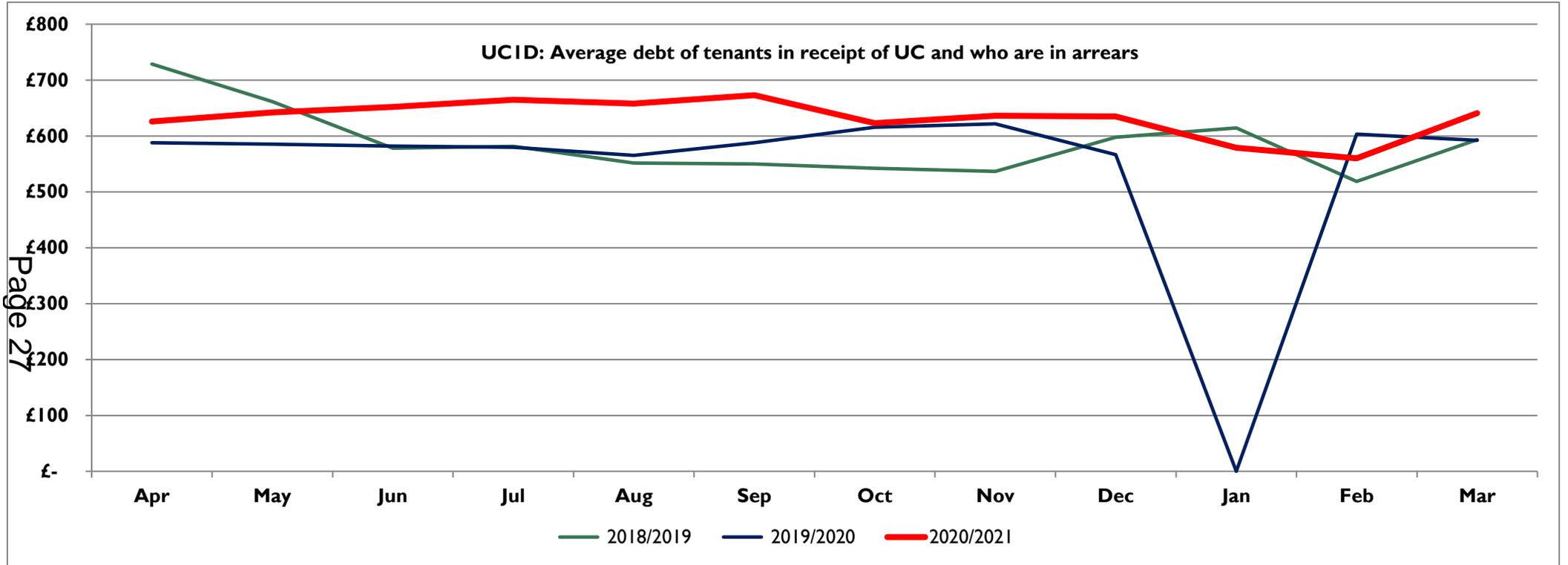
UC1C Total debt of tenants in receipt of universal credit and who are in arrears (£s)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2018/19	41,535	40,335	34,111	32,558	84,908	118,754	147,965	155,592	169,812	219,367	196,022	234,416
2019/20	294,628	275,192	294,416	315,337	346,504	339,857	393,449	407,838	323,969	No data	422,240	381,854
2020/21	456,913	498,413	555,479	501,988	521,649	586,825	535,319	557,596	471,446	468,523	457,397	545,701



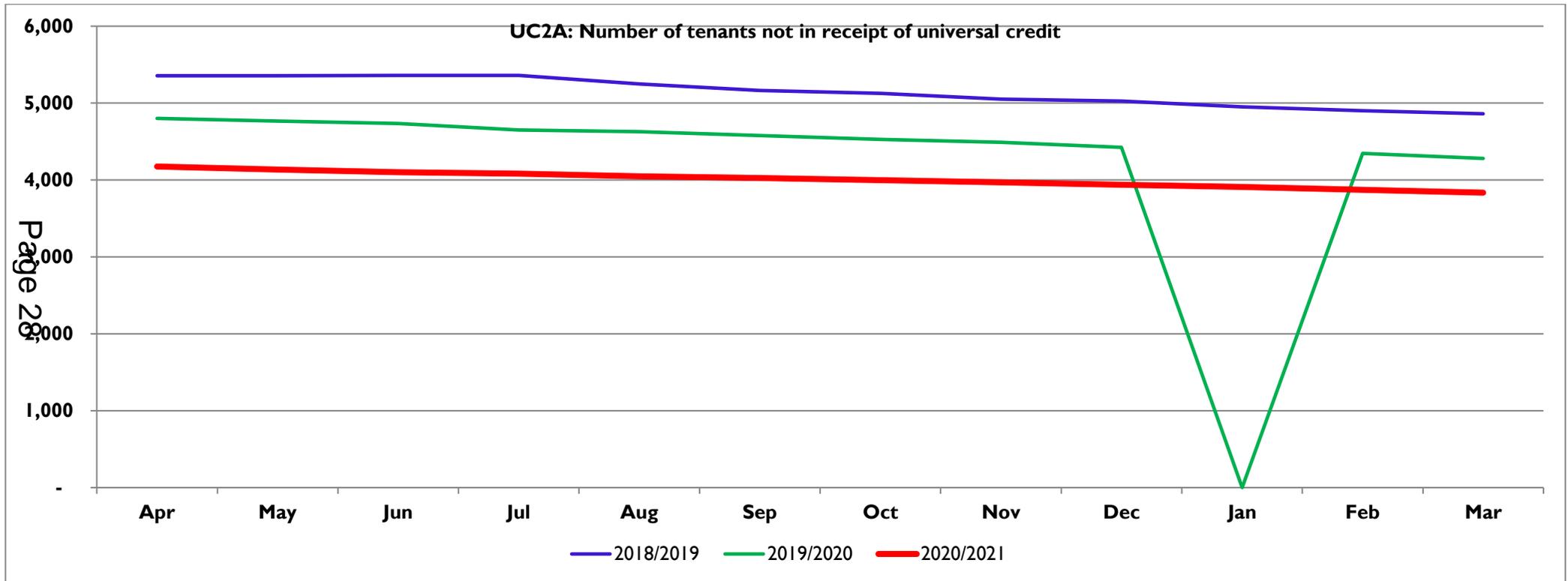
Average debt of UC tenants who are in rent arrears (£s)

	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	579	560	641



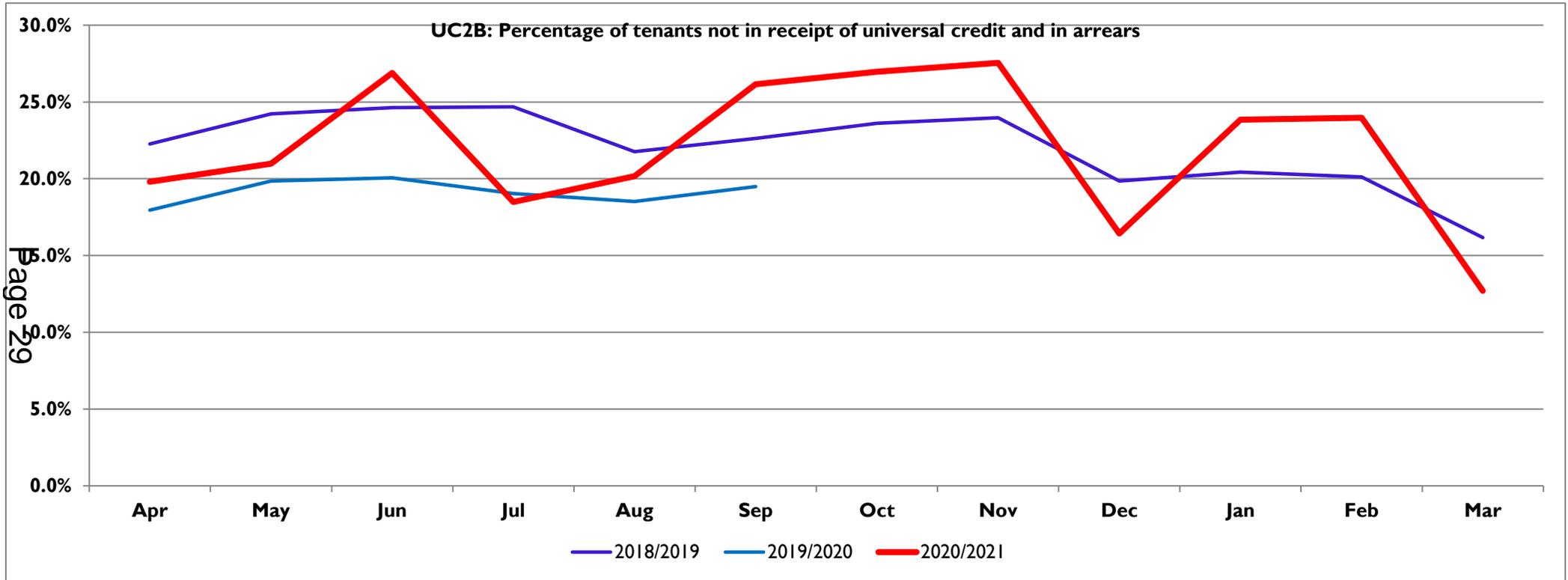
Number of tenants not in receipt of universal credit

	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	3,909	3,871	3,835



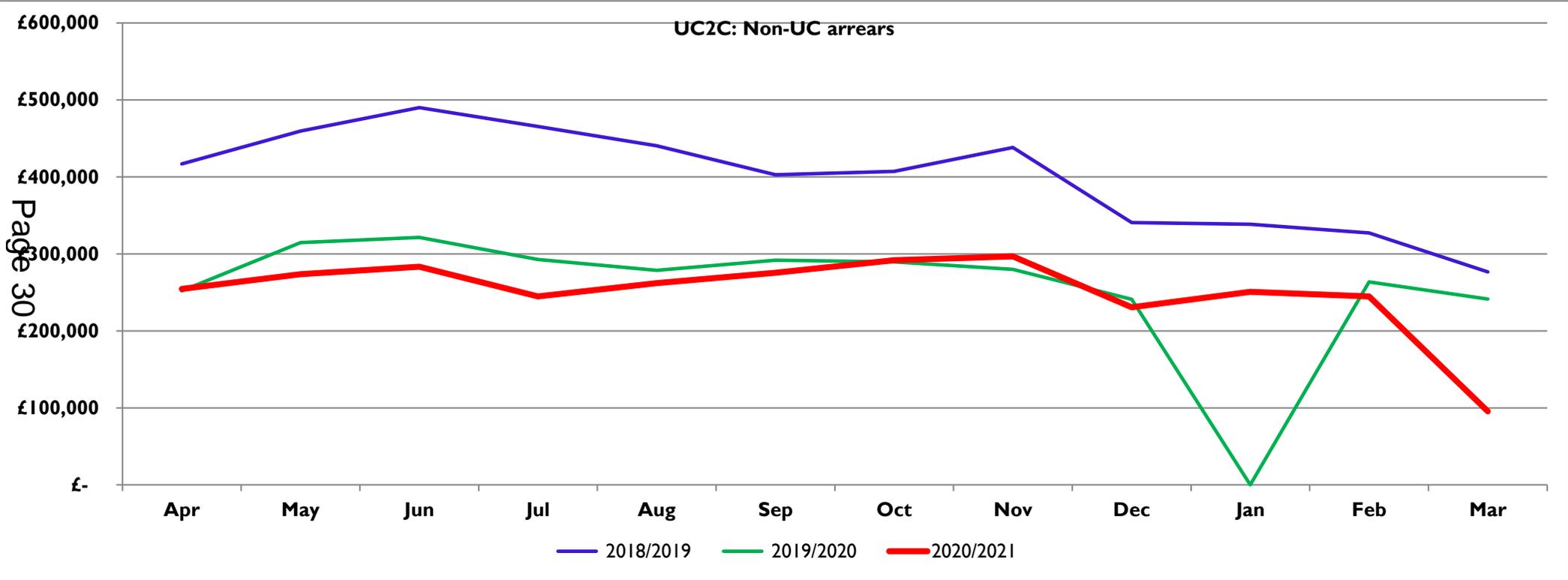
UC2B Percentage of tenants not in receipt of universal credit and who are in arrears

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2018/19	22.3%	24.2%	24.6%	24.7%	21.8%	22.6%	23.6%	24.0%	19.9%	20.4%	20.1%	16.2%
2019/20	18.0%	19.9%	20.1%	19.0%	18.5%	19.5%	20.5%	20.5%	23.7%	No data	22.4%	18.1%
2020/21	19.8%	21.0%	26.9%	18.5%	20.2%	26.2%	27.0%	27.5%	16.4%	23.8%	24.0%	12.7%



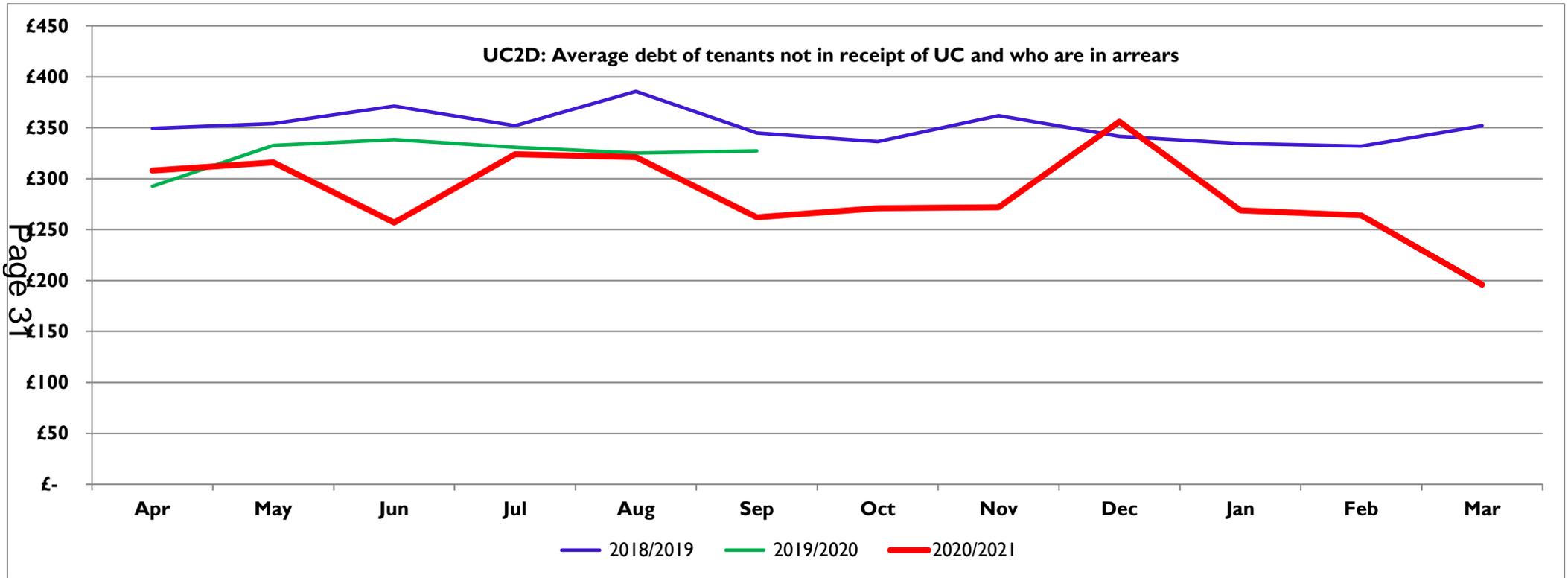
UC2C Total debt of tenants not in receipt of universal credit and who are in arrears (£s)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2018/19	416,838	459,480	490,051	465,587	440,449	402,678	407,150	438,111	340,792	338,622	327,258	276,590
2019/20	252,086	314,604	321,434	292,803	278,585	291,836	289,666	279,904	241,129	No data	263,571	241,253
2020/21	254,390	273,554	283,214	244,743	262,125	275,364	291,946	296,785	230,642	250,803	244,717	95,418



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	269	264	196



KPI	DESCRIPTION	TARGET	ACTUAL	%	COMMENTARY
1	GAS COMPLIANCE				
	PROPERTIES WITH A CURRENT CP12	5,224	5,205	99.64%	At the end of March we had nineteen properties that were out of compliance. This was mostly due to Covid19. Appointments are being made to gain access
	CAPPED PROPERTIES WITH A CURRENT CP12		270	5%	5% of our gas-supplied tenants are not using the gas appliances in their home.
	COMMUNAL BOILERS WITH A CURRENT CP12	15	15	100%	We are carrying out an appraisals of all our communal boiler systems with a view to improve their efficiency and performance
	SOLID FUEL APPLIANCES WITH CURRENT CP12	57	42	74%	Fifteen properties were out of compliance. Efforts were being made to gain access.
	REPAIRS COMPLETED WITHIN PRIORITY	2,915	2,771	95%	In March 86% repairs were completed within priority.
1a.	CUSTOMER SATISFACTION (98%)	357	352	99%	Audits commenced again in June 2020. 99% customer satisfaction was achieved.
	AUDITING - ASSURANCE				
	COMPLETED GAS AUDITS - MAIN GAS CONTRACT	0	539	15%	Auditing commenced in June 2020. 539 had been completed by the end of March.
2	COMPLETED SOLID FUEL AUDITS				
	SMOKE ALARM & CARBON MONOXIDE COMPLIANCE - RECONCILIATION PROJECT				
	No. properties with battery smoke alarm		2,237		Reconciliation of data had begun. This work was outstanding owing to a lack of information on the QL system. A PDF reader to extract data from gas safety certificates is being investigated - continuing.
	No. properties with hard-wired smoke detection		2,645		
	No. properties with both battery and hard-wired detection		306		
	No. properties - unknown/missing data		9		
No. properties with individual smoke detection connected to Lifeline with communal fire alarm systems		405			
PROPERTIES WITH A CO ALARM INSTALLED		5,602		Reconciliations are required. This work was outstanding owing to a lack of information on the QL system	
3	FIRE SAFETY				

	FIRE ALARM: SIX-MONTHLY	19	19	100%	Work done but we were still awaiting data from Chubb - (they have restructured and it was taking time to get data)
	EMERGENCY LIGHTING - DURATION TEST - ANNUAL	18	18	100%	Work done but we were still awaiting data from Chubb - (they have restructured and it was taking time to get data)
	EMERGENCY LIGHTING - FLICK TESTING - MONTHLY	277	277	100%	Work done but we were still awaiting data from Chubb - (they have restructured and it was taking time to get data)
	FIRE RISK ASSESSMENT	297	297	100%	All FRAs were up to date. Orders were due to be placed for FRAs expiring in March
	FIRE EXTINGUISHER	14	14	100%	Fourteen sites had fire extinguishers/blankets installed (47 components). All were compliant
	FIRE RISK ACTION LOG		8	8	All FRAs have been refreshed and actions were being addressed. Passive fire works started on site in Aug 20
4	WATER SAFETY				
	LEGIONELLA MONITORING - MONTHLY	15	15	100%	All sheltered courts were compliant with monthly, quarterly and annual checks. New risk assessments had been completed.
Page 33	LIFTS & STAIRLIFTS				
	PASSENGER LIFT: SIX-MONTHLY SERVICE	4	4	100%	Stair lifts, hoists, passenger – 203 in total, with eleven outstanding
	STAIRLIFT: ANNUAL SERVICE	203	192	95%	
6	ASBESTOS				
	ASBESTOS SURVEYS	6,389	6,384	100%	We have reconciled and cleansed the data in the asbestos register and had 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.
	RE-INSPECTIONS	6,377	3,719	58%	We had completed 3,719 re-inspection surveys. The 2020-2021 programme for re-inspection focused on capital work streams. All garage sites had been surveyed
	COMMUNAL AREAS FOR RE-INSPECTION 2020-2021	487	467	96%	New figures from report with more granularity. Actual will increase to target value throughout the year
	TOTAL PROPERTIES WITH AN ASBESTOS SURVEY	5,563	5,531	99%	New figures from report with more granularity. Needs further refinement. Reconciliation needed between MCP / CBC property lists
	COMPLETED ASBESTOS AUDITS - assurance testing				Audits completed with assurances issued on works carried out. Further auditing to be completed on licensed works as necessary
7	Electrical condition reports (periodic testing) inc PAT testing				
	Courts' PAT testing	14	14	100%	100% complete

1. New ASB cases opened by estate – quarter 4: January to March 2021

Estate	Q4 20/21	Q3 20/21	Q2 20/21	Q1 20/21
Anstey	12	4	12	5
Barrow Upon Soar	12	6	13	19
Birstall	4	1	2	4
Loughborough - Ashby Road	6	9	17	13
Loughborough - Bell Foundry	31	29	40	29
Loughborough - General	23	29	17	16
Loughborough - Shelthorpe	16	17	22	34
Loughborough - Thorpe Acre	1	3	8	7
Loughborough - Town Centre Central	15	14	26	17
Loughborough - Warwick Way	14	9	18	23
Mountsorrel	15	12	29	60
Quorn	4	5	6	7
Rest of Charnwood	1	3	3	17
Rothley	11	2	4	8
Shepshed	15	18	28	16
Sileby	23	3	21	11
Syston	7	17	22	22
Thurmaston	21	5	8	30
Woodhouse Eaves	5	4	5	5
Grand total	236	190	301	343

2. Case closure quarter 4 2020/2021

CASES CLOSED DURING QUARTER 3	Q4 20/21	Q3 20/21	Q2 20/21	Q1 20/21
Numbers of cases closed	270	286	272	214
Total time open (days)	23,252	24,254	17,748	7,760
Average length of time open (days)	86	85	65	36

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 4 2020-2021

CASES CLOSED DURING QUARTER 3	Q4 20/21	Q3 20/21	Q2 20/21	Q1 20/21
Numbers of cases closed	203	205	203	152
of which were resolved	128	117	136	103
Case resolution rate (%)	63%	57%	67%	67.8%

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 4 2020-2021

Case resolution - unresolved cases' reason for closure	
Reason for closure when unresolved	Nos
Referred to tenancy & estate management team	4
Referred to street management	1
Referred to police	7
Referred to warden	0
No perpetrator identified	9
Anonymous complaint (unable to confirm if problem resolved)	22
Reported for information only	1
No evidence in order to take action/Insufficient evidence to make any progress with the case	31
TOTAL	75

5. Case closure by disposal (action status at point of closure) quarter 4 2020/2021

Disposal type	Q4 20/21	Q3 20/21	Q2 20/21	Q1 20/21
Advice	27	19	60	66
Verbal warning	1	2	3	0
Written warning	8	11	13	8
Community protection advice/warning letter	1	0	0	1
Mediation	5	0	2	0
Acceptable behaviour contract	0	0	0	1
Injunction	1	0	1	0
Tenancy – extension to introductory tenancy	0	0	2	0
Notice of possession proceedings	0	0	0	0
Notice of seeking possession	0	0	0	0
Suspended possession order (SPO)	0	0	0	2
Outright possession order	1	0	0	0
Criminal behaviour order (CBO)	0	0	0	0
Closure order	0	0	0	0
Eviction order	1	0	0	0
No further action at complainant's request	35	24	23	13
No further action – reported for information only	1	1	3	3
No further action – no perpetrator identified	10	14	6	15
No further action - other	34	59	11	6
No further action – evidence not provided	29	37	52	22
Other (in this case non-engagement by complainant)	48	47	25	15

Entered in error/duplicate case	68	72	70	62
Grand total	270	286	271	214

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 4 2020/2021

Cases open at end quarter 4	Q4 20/21	Q3 20/21	Q2 20/21	Q3 20/21
Numbers of cases	133	171	269	241
Total time open (days)	13,880	20,968	21,929	15,882
Average length of time open (days)	104	123	82	66

6. Repeat complainants

Repeat and anonymous complainants for cases opened during quarter 4 2020/2021	
Anonymous/no victim or complainant	48
Reported twice	29
Reported three times or more	6
TOTAL	83

Officers to contact:

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Claire Westrup
Principal Officer – Tenancy and Income Management
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HOUSING MANAGEMENT ADVISORY BOARD – 14 JULY 2021

ITEM 8 – HOUSING REVENUE ACCOUNT OUTTURN POSITION 2020/21

This report details the Housing Revenue Account outturn for 2020/21 for revenue and capital expenditure.

Revenue Balances Outturn 2020/21

1. The Housing Revenue Account outturn for 2020/21 is a surplus of £3,395k compared with a budgeted deficit of £793k, which is an increase of £4,188k. The full outturn position is detailed in Appendix 1. The Revenue: Contribution to Capital budget of £3,308k was not required to finance the capital programme. This is the primary reason for the large underspend in the Housing Revenue Account for 2020/21.
2. The surplus has been transferred to the HRA Financing Fund which had a balance on 31 March 2021 of £11,631k. 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 debt will be from HRA Reserves.
3. The Major Repairs Reserve has a balance at 31 March 2021 of £3,210k.
4. At 31 March 2021, there are general balances totalling £609k, which is in line with the council's recommended £110 balance amount per property. The total HRA Balances at 31 March 2021 are £15,450k.

2019/20 Actual	Housing Revenue Account	2020/21 Original Budget	2020/21 Revised Budget	2020/21 Outturn
£000		£000	£000	£000
(613)	HRA Balance at beginning of year	(610)	(610)	(610)
(171)	(Surplus)/Deficit for the year	0	793	(3,395)
174	Transfer to/from Reserves	3	(790)	3,396
(610)	HRA Balance at end of year	(607)	(607)	(609)
(8,061)	HRA Financing Fund at beginning of year	(8,235)	(8,235)	(8,235)
(174)	Transfer to/from Reserves	(3)	790	(3,396)
0	Revenue Contribution to Capital	1,457	1,457	0
(8,235)	HRA Financing Fund at end of year	(6,781)	(5,988)	(11,631)
(3,364)	Major Repairs Reserve at end of year	(3,364)	(3,111)	(3,210)
(12,209)	Overall HRA balances at end of the year	(10,752)	(9,706)	(15,450)

Revenue Variances

5. As a result of the assessment of the impact of COVID on the Original Budget, a Revised Budget was approved by Cabinet on 15 October 2020. Comparisons between the outturn position and the budget are based on this revised budget, rather than the original.
6. Supervision and Management (excluding recharges) £454k underspend (11.1% of the revised budget). This includes salaries £267k, underspending on legal costs £37k, Gas £29k, Community Projects £24k, and Furniture in Sheltered Courts £22k, Surveys £16k to be carried forward and the balance being smaller underspends £59k.
7. Repairs and Maintenance (excluding recharges) £322k underspend (5% of the revised budget) This includes underspending salaries £77k, Electrical Works of £183k, as well as underspend of ultimately disputed Electrical Works invoices of £74k relating to prior year. Other underspends include £45k, in Consultants Fees in Capital Team/Planned Maintenance and Fire Risk Assessments £106k. These were offset by overspends of £32k on Relet Repairs and £75k, Door Entry Maintenance and Planned Maintenance £96k, plus other smaller underspends £40k.
8. Net Recharges to the HRA were £37k (2%) greater than the budget. These exclude Pension recharges totalling £97k and Accumulated Absences £112k which do not impact on the bottom-line of the HRA. The Depreciation of £3,464k was credited into the Major Repairs Reserve to the capital programme. Revaluations were reversed out and do not affect the HRA outturn position.

Rent and rent arrears

9. The 2020/21 rent income for dwellings was £ 1 7 k (0.8%) higher than the budget due to fewer house sales than budgeted. Right to buy sales were budgeted at 40 sales, compared with 26 actual sales. An additional 20 properties were added to the HRA. Void loss was 3.8% against a budget of 3.7%.
10. As at 31 March 2021 rent arrears were £1,094k compared with £1,078k at 31 March 2020. Court costs arrears were £98k at 31 March 2021 compared with £107k at 31 March 2020. These are a net increase of £7k. As a percentage of dwelling rents the total arrears including court costs is 5.79% compared with 5.63% in 2019/20.
11. The total amount of HRA debt written off in the year was £163k compared to £236k in 2019/20. Although Bad Debt top-up at £175k is £418k (70%) lower than the Revised Budget, all outstanding income debts are covered by the HRA Bad debt provision which totals approximately £1.3m at 31 March 2021. Rent and court costs write-offs totalling £155k in 2020/21 compared with £184k in 2019/20.
12. Current dwelling rent arrears increased by £55k between the end of March 2020 and the end of March 2021. Former tenant arrears reduced by £43k over the same period.

Former tenant arrears cash collected over the year was £59k. Rent collection for the year (including arrears brought forward) was 96.33% compared with 96.29% at the end of the previous year.

13. The numbers of tenants receiving universal credit (UC) continues to rise but the rate of change over the year slowed down compared to the two previous years: during the year numbers increased by 356 to 1,427 at the end of March 2021. As expected, and in line with the experience of other landlords, UC rent arrears have increased and the average debt of a tenant receiving universal credit at the end of the year was £641 compared to £592 at the end of March 2020. UC is paid to the claimant as a single monthly payment in arrear. 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.
14. The Council's ability to take legal action for non-payment of rent was constrained for much of the year due to the protection for tenants from eviction provided by the Coronavirus Act 2020

15. Housing Revenue Account Carry Forward

£16k Star Survey budget – currently being procured. This was approved by Cabinet on 1 July 2021.

Capital Outturn

16. The outturn for Capital expenditure was £4,026k against a budget of £9,099k, a variance of £5,073k.
17. Slippage of £130k Major Adaptations, £225k Kitchens, £60k Door Replacements, £60k Roofing Works and Insulation and £1,763k acquisition of affordable housing to meet housing need, was approved to be carried forward into the 2021/22 Capital Programme.
18. The movement in the Major Repairs Reserve was:

	2020/21
	£'000
Balance at 1st April 2020	(3,364)
Transfer to Major Repairs Reserve (Depreciation)	(3,464)
Capital Expenditure funded from Major Repairs Reserve	3,618
Balance at 31st March 2021	<u>(3,210)</u>

19. contributed £3,464k into the Major Repairs Reserve via Depreciation. This reserve has a balance at 31 March 2021 of £3,210k compared with £3,111k at 31 March 2020. This balance is the unspent amount carried forward to 2021/22. This reserve finances capital expenditure and the repayment of debt, in accordance with the HRA Business Plan.
20. The HRA Capital Programme was financed as per the table below, predominantly from the Major Repairs Reserve.

	2020/21
	£'000
Capital Expenditure	4,026
Financed By:	
Major Repairs Reserve	3,618
Other Capital Contributions	204
Revenue Contributions	0
HRA Capital Receipts	204
	4,026

21. The Revenue Contribution to Capital budget of £3,308k was not required to finance the capital programme. That is the principal reason for the large underspend in the Housing Revenue Account for 2020/21.

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Appendix 1 – Housing Revenue Account

2019/20 Actual	Housing Revenue Account	2020/21 Original Budget	2020/21 Revised Budget	2020/21 Outturn	2020/21 Variance
£000		£000	£000	£000	£000
	Expenditure				
5,220	Supervision and Management	5,550	5,540	5,421	119
6,718	Repairs and Maintenance	6,769	6,824	6,427	397
191	Rents, Rates and other charges	139	224	261	(37)
270	Provision for Bad Debt and Other Charges	383	593	175	418
3,249	Depreciation	3,189	3,189	3,464	(275)
(17,892)	Net Revaluation increase of non-current assets	0	0	(14,077)	14,077
18	Debt Management Expenses	10	10	18	(8)
(2,226)	Expenditure Sub-total	16,040	16,380	1,689	14,691
	Income				
(20,483)	Dwelling Rent Income	(20,937)	(20,580)	(20,597)	17
(366)	Shops, Land and Garages Rent	(360)	(350)	(412)	62
(55)	Warden Service Charges	(57)	(49)	(52)	3
(355)	Central Heating and Communal Charges	(350)	(323)	(286)	(37)
(143)	Leasehold Flat and Shop Service Charges	(158)	(143)	(143)	0
(26)	Hostel Service Charges	(31)	(30)	(28)	(2)
(11)	Council Tax recharged	(11)	(10)	(9)	(1)
(21,439)	Income Sub-total	(21,904)	(21,485)	(21,527)	42
(23,665)	Net Cost/(income) of service	(5,864)	(5,105)	(19,838)	14,733
(85)	Transfer from General Fund - Grounds Maintenance	(84)	(84)	(82)	(2)
2,709	Interest Payable	2,706	2,709	2,701	8
(124)	Investment Income	(66)	(35)	(45)	10
(21,165)	Net Operating Expenditure/(Income)	(3,308)	(2,515)	(17,264)	14,749
3,659	Revenue Contribution to Capital	3,308	3,308	0	3,308
(556)	Pension Adjustment	0	0	(96)	96
(1)	Accumulated Absence Adjustment	0	0	(112)	112
17,892	Reversal of Gain on Revaluation	0	0	14,077	(14,077)
20,994	Appropriations	3,308	3,308	13,869	(10,561)
(171)	(Surplus)/Deficit for the year	0	793	(3,395)	4,188

Appendix 2 – Controllable Budget Variances – Housing Revenue Account

Charnwood Borough Council HRA Revenue Monitoring Report as at March 2021 Period (202013) Based on Revised Budget	Full Year Budget £000's	Year-to-Date (YTD)			YTD Variance as % of YTD Budget
		Amount £000's	Revised Budget £000's	Variance Under/ (Over) £000's	
<i>General Management</i>					
Repairs & Maintenance					
Employee Related Costs	2,668	2,590	2,668	77	2.3%
All Other Controllable Costs	3,410	3,144	3,410	266	2.6%
Controllable Income	(54)	(32)	(54)	(21)	39.8%
Total Repairs & Maintenance	6,024	5,702	6,024	322	2.2%
Allocations & Lettings					
Employee Related Costs	720	668	720	52	6.2%
All Other Controllable Costs	31	23	31	8	6.2%
Controllable Income	(13)	14	(13)	(27)	210.5%
Total Allocations & Lettings	738	705	738	33	2.6%
Housing Strategy					
Employee Related Costs	75	51	75	24	30.9%
All Other Controllable Costs	22	3	22	19	87.0%
Controllable Income	0	0	0	(0)	0.0%
Total Housing Strategy	96	54	96	42	43.1%
Supervision & Management					
Employee Related Costs	2,738	2,471	2,738	267	9.0%
All Other Controllable Costs	1,553	1,308	1,553	245	11.7%
Controllable Income	(248)	(190)	(248)	(58)	23.5%
Total Supervision & Management	4,043	3,590	4,043	454	9.1%
<i>Total General Management</i>					
	10,901	10,050	10,901	851	5.1%
<i>Rents, Rates and Other Charges</i>					
Rents, Rates and Other Charges					
All Other Controllable Costs	224	261	224	(37)	-16.3%
Total Rents, Rates and Other Charges	224	261	224	(37)	-16.3%
<i>Total Rents, Rates and Other Charges</i>					
	224	261	224	(37)	-16.3%
Grand Total					
	11,125	10,311	11,125	2,515	4.7%
Income					
Dwelling Rent Income - Gross	(21,364)	(21,429)	(21,364)	65	0.3%
Dwelling Rent Void loss	785	832	785	(47)	6.0%
Net Dwelling Rent Income	(20,579)	(20,597)	(20,579)	17	0.1%
Non-Dwelling Rent	(484)	(543)	(484)	59	12.2%
Non-Dwelling Rent Void Loss	133	131	133	2	-1.7%
Net Non Dwelling Rent Income	(351)	(412)	(351)	61	17.5%
Charges for Services & Facilities - Charge	(720)	(642)	(720)	(78)	-10.9%
Charges for Services & Facilities - Void Loss	165	123	165	42	-25.4%
Net Charges for Services and Facilities	(555)	(519)	(555)	(36)	-6.6%
Total Income					
	(21,485)	(21,527)	(21,485)	42	0.2%

Appendix 3 – Capital Outturn – Housing Revenue Account

Scheme Details	2020/21				
	Current Budget £	Actual Spend 31/3/21 £	Balance £	Slippage into 2021/22 Requested £	Under/ (Overspend) £
Community, Planning and Housing - HRA					
<u>Live Schemes</u>					
PO Z761 Major Adaptations	450,000	169,033	280,967	130,000	150,967
PO Z301 Minor Adaptations	50,000	15,121	34,879	0	34,879
PO Z302 Stairlifts	60,000	34,799	25,201	0	25,201
PO Z762 Major Voids	280,000	121,183	158,817	0	158,817
<u>Compliance</u>					
PO Z434 Asbestos Removal	150,000	117,977	32,023	0	32,023
PO Z771 Communal Area Improvements	200,000	167,742	32,258	0	32,258
PO Z742 Communal Area Electrical Upgrades	200,000	(71,347)	271,347	0	271,347
PO Z772 Smoke/CO & Heat Detection	30,000	19,184	10,816	0	10,816
PO Z773 Fire Safety Works	300,000	710,199	(410,199)	0	(410,199)
PO Z401 Fire Safety	0	(337,562)	337,562	0	337,562
PO Z374 CO Monitors	0	1,656	(1,656)	0	(1,656)
<u>Stock Maximisation</u>					
PO Z375 Garages	50,000	0	50,000	0	50,000
<u>Decent Homes</u>					
PO Z763 Kitchens	539,900	51,589	488,311	225,000	263,311
PO Z764 Bathrooms	915,000	17,387	897,613	0	897,613
PO Z765 Electrical Upgrades	100,000	785	99,215	0	99,215
PO Z766 Window Replacement	35,000	0	35,000	0	35,000
PO Z767 Heating	439,300	387,249	52,051	0	52,051
PO Z743 Sheltered Housing Improvements	200,000	327	199,673	0	199,673
PO Z768 Door Replacement	745,500	129,900	615,600	60,000	555,600
PO Z769 Roofing Works & Insulation	650,000	422,015	227,985	60,000	167,985
PO Z770 Major Structural Works	250,000	394,420	(144,420)	0	(144,420)
PO Z369 Major Structural Works	0	8,734	(8,734)	0	(8,734)
<u>General Capital Works</u>					
PO Z776 Estate and External Works	305,000	468,614	(163,614)	0	(163,614)
PO Z857 Housing Capital Technical Costs	312,000	193,428	118,572	0	118,572
PO Z378 Door Entry Systems	358,300	305,015	53,285	0	53,285
AS Z760 Acquisition of Affordable Housing to meet housing need	2,447,200	681,579	1,765,621	1,763,400	2,221
AS Z788 Barkby Road, Queniborough - acquisition of 27 dwellings	17,500	19,742	(2,242)	0	(2,242)
PO Z775 Mobility Scooter Storage	15,000	0	15,000	0	15,000
PO Z470 Job Management System	0	(2,781)	2,781	0	2,781
Community, Planning and Housing - HRA - Total	9,099,700	4,025,988	5,073,712	2,238,400	2,835,312

HOUSING MANAGEMENT ADVISORY BOARD – 14th July 2021

Report of the Head of Landlord Services

ITEM 10 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 12th May 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. 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. 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
SCHEDULED:			
Every meeting	Work programme		To review the Board's work programme.
Every meeting	Questions from members of the Board		<p>Questions on matters within the remit of the Board (if any), for response at the meeting.</p> <p>Members will be asked in advance of the agenda being published for each meeting whether they have any such questions, for listing on the agenda.</p>
Every meeting	Performance information – questions		<p>See HMAB minute 14.4, 9th November 2016. Also minutes from 4th 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. To be last item on agenda.</p>
Every meeting	EXEMPT - Update on Future Arrangements for the Delivery of Planned Works, Voids, and Associated Works	Head of Landlord Services	Exempt report
First meeting of Council year	Election of Chair and Vice-chair		Annual Item.
July 2021	Neighbourhood Policy	Landlord Services Manager	Meeting to be confirmed by Board on 12 th May 2021

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
July 2021	Q4 performance information	Landlord Services Manager	Requested as a specific item on the agenda.
July 2021	STAR survey – verbal update	Landlord Services Manager	Requested at agenda-setting meeting
September 2021	Budget Setting and Priorities for Next Year	Head of Landlord Services	Annual Item.
November 2021	HRA Asset Management Strategy and HRA Business Plan	Head of Landlord Services	Rescheduled by the Board at its meeting on 4 th February 2021.
November 2021	Housing Strategy	Head of Strategic and Private Sector Housing	Rescheduled by the Board at its meeting on 4 th February 2021.
November 2021	Fencing Policy	Head of Landlord Services	
November 2021	Fly Tipping in Communal Areas/on HRA Land	Head of Landlord Services	Update as agreed at meeting on 12 th May 2021
January 2021	Capital Plan	Head of Landlord Services	Annual report.
TO BE SCHEDULED:			
To be scheduled	STAR Survey	Head of Landlord Services	
To be scheduled	Cleaning Contract - Review	Head of Landlord Services	Requested at meeting on 12 th May 2021
To be scheduled	Repair Guide	Head of Landlord Services	Requested at meeting on 12 th May 2021
To be scheduled	Service Provided Code of Conduct	Head of Landlord Services	Requested at meeting on 12 th May 2021

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.