



HOUSING MANAGEMENT ADVISORY BOARD

To: Board Members Ali, Davis, Edwardes (Chair), Hudson, Riley (Vice-Chair), Wright,
Councillors Bolton, 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 the Preston Room, Woodgate Chambers, Woodgate, Loughborough on Wednesday, 8th September 2021 at 4.30 pm for the following business.

Chief Executive

Southfields
Loughborough

27th August 2021

AGENDA

1. APOLOGIES
2. MINUTES OF THE PREVIOUS MEETING 3 - 10

To confirm the minutes of the meeting held on 14th July 2021.

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. BUDGET SETTING AND PRIORITIES FOR 2022/23 11 - 13

A report of the Head of Landlord Services.

5. COMMUNAL CLEANING UPDATE REPORT 14 - 21
A report of the Head of Landlord Services.
6. VOIDS UPDATE 22 - 28
A report of the Head of Landlord Services.
7. PERFORMANCE INFORMATION PACK - QUARTER 1 29 - 48
A report of the Head of Landlord Services.
8. 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.
9. WORK PROGRAMME 49 - 52
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, 10th November 2021

Wednesday 12th January 2022

Wednesday 23rd March 2022

Wednesday 11th May 2022
10. 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.
11. 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 the board. **To Follow.**

HOUSING MANAGEMENT ADVISORY BOARD 14TH JULY 2021

PRESENT: The Vice Chair (T. Riley)
Board Members Davis and Hudson
Councillors Radford and Bolton

Councillor Poland – Cabinet Lead Member for
Public Housing

Landlord Services Manager
Repairs and Investment Manager
Group Accountant
Senior Accountancy Assistant
Democratic Services Officer (NC)
Democratic Services Officer (EB)

APOLOGIES: Y. Ali, T. Edwardes and Councillor Seaton

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.

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

The Board was asked for nominations for a Chair and Vice-chair for the Council year 2021/22.

RESOLVED

1. that Mrs T. Edwardes be elected as Chair of the Board for the 2021/22 Council year;
2. that Ms T. Riley be elected as Vice-chair of the Board for the 2021/22 Council year.

2. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of the Board held on 12th May 2021 were confirmed as an accurate record.

3. DECLARATIONS OF INTEREST

No declarations of interest were made.

4. DRAFT NEIGHBOURHOOD POLICY

The Head of Landlord Services submitted a report providing the Board with the opportunity to comment on the draft new Neighbourhood Policy 2021-2025 before its likely progression to Cabinet (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) The Neighbourhood Policy was required by the Regulator of Social Housing from 2012 as part of its Neighbourhood Standard.
- (ii) The Standard required the Council to have neighbourhoods that were safe, attractive and clean.
- (iii) The Standard did not refer to individual people's properties and homes but rather the environment in which they lived.
- (iv) Some aspects required by the Neighbourhood and Community Standard were covered elsewhere in policy and statements.
- (v) The Neighbourhood Policy fulfilled a regulatory requirement and set out the Council's position in creating clean and safe neighbourhoods.

In response to a question from the Board it was explained that the communal cleaning contract was going well. There had been a small number of complaints and there was a rigorous process for following up complaints. The current contract provided for an extension and as things stood this seemed prudent to do so rather than going out for re-procurement as there had been difficulty in initially attracting companies to bid for the contract. There was no reason to feel that the contract was not being conformed to, to the extent that it needed terminating. If the contract was in breach then the council would put it out for re-tender, but this was not currently the case.

RESOLVED that the report be noted

Reason

To acknowledge the Board's consideration of the matter.

5. PERFORMANCE INFORMATION - QUARTER 4 2020-2021

The Head of Landlord Services submitted a report for the Board to consider performance at the end of Quarter 4, 2020-2021, up to the end of March 2021 (item 6 on the agenda).

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

The Board were asked if they wished the performance information to remain a standard agenda item and whether they wanted any information added or removed.

The Board were advised that;

- (i) The performance information was being considered as part of the main agenda as opposed to going after the formal agenda as it had at previous meetings.
- (ii) A number of officers had compiled the information, including indicators on:
 - Repairs
 - Gas Servicing
 - Rent Collection
 - Rent Arrears Percentage
 - Tenancy Management
 - Anti-social Behaviour
 - Supported Housing
 - Customer Satisfaction
 - Rent Arrears and Universal Credit
 - Targets not met within a 5% tolerance
- (iii) Performance indicators were divided between those which had achieved a target and those which had not, along with explanations for why they had not.
- (iv) The indicators on rent arrears and Universal Credit were looked at in detail as there was comprehensive information on Universal Credit. Universal Credit had now become embedded within the system of rent payments and the balance of Universal Credit and Housing Credit was tipping in favour of Universal Credit. It was further thought that around 2,000 people on Housing Credit would move over to Universal Credit in future.
- (v) The Compliance Report mainly concerned gas servicing, electrical servicing and asbestos giving a position on a quarterly basis on how the Council was performing on these high-risk areas of compliance.
- (vi) Anti-social behaviour (ASB) was looked at in detail as requested by members and considered breakdowns of where ASB was happening, actions taken, the number of live cases and the number of closed cases and whether they were satisfactorily resolved.

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

- (i) Rent-loss from voids was unrecoverable, but in theory rent arrears were recoverable even if a tenancy had ended. The percentage recovered was reflected in the number of arrears at any one time. A more telling performance indicator was the percentage of rent collected, this was a corporate key performance indicator. The income team worked to get the rent in, this also included arrears brought forward. The percentage seen earlier in the report reflected a percentage of rent debit plus the brought-forward rent arrears.
- (ii) The ASB statistics reflected live cases that were open and involved a council tenant. There had not been a significant shift in resolution rates in the past 15 months during the Covid-19 pandemic, however, there had been a significant increase in caseload.
- (iii) ASB cases described as duplicate and/or entered in error were a consequence of the ASB case-reporting system. This system (Sentinel)

was a country-wide police system of case recording. When cases crossed into each other where there were multiple incidents that were part of the same case duplication occurred and this needed to be taken into account in statistics. Where there was a duplicate case it needed to be closed down.

- (iv) Under the rules for Universal Credit there was no default entitlement for the housing element to be paid directly to the landlord. Direct payment from the Department for Work and Pensions (DWP) could be requested in situations such as then there were high arrears or where there was a situation with a vulnerable tenant, however, such arrangements were temporary and open to review. Tenants could not voluntarily ask the DWP to directly pay rent.

Action: Landlord Services Manager to update Councillor Bolton on resolution rates for ASB and how they compare with previous years.

The Vice-Chair praised the work of the service, particularly those in customer service and the rent team, for their good performance and helping people to get on-track during a difficult time.

The Vice-Chair requested that the number of kitchens, bathrooms and roofing completed by the new contractor along with the contractor's social value in terms of what it had done for the community be added to the performance information.

RESOLVED

1. that the report be noted.
2. that the works completed on bathrooms, kitchens and roofs by the new contractor be added to the performance information.
3. that the social value of the new contractor be added to the performance information
4. that Quarterly Performance Information be added to the Board's Work Program as a main item.

Reason

1. To acknowledge the Board's consideration of the matter.
- 2&3. The information had been requested by the Vice-Chair.
4. The item had been requested by the Board.

6. STAR SURVEY - VERBAL UPDATE

The Landlord Services Manager gave a verbal update on the STAR survey (item 7 on the agenda).

The Board were advised that:

- (i) A tenant satisfaction survey was conducted every two years. The last one had been conducted in 2018. The current survey had been postponed due to the Covid-19 pandemic.
- (ii) The procurement process had been undertaken to employ a suitable contractor to carry out the survey. MEL Research Ltd. had won the contract. A meeting had been held with them on 8th July 2021 and a further meeting would be held on 15th July 2021 to finalise the questions to be asked.
- (iii) The questions would be in three categories: Firstly, five core questions to gauge overall satisfaction and to benchmark the Council against other organisations. Secondly, a choice of 20 recommended questions based on various aspects of the service broken down into questions on 'perception' (how people felt about a certain aspect of the service) and 'transaction' (based on people's actual experiences). Thirdly, questions that the Council wanted to ask themselves.
- (iv) Tenants would be given an opportunity to say if they wanted specifications on the contract to be enhanced, for example, whether they wanted window cleaning to be added to the contract.
- (v) Tenants would be asked how they felt about the service that had been given to them throughout the Covid-19 pandemic.
- (vi) Tenants would be asked about how they felt about the future of service delivery and whether they wished to return to pre-pandemic methods of communication.
- (vii) Tenants would be consulted on how they wished to communicate with the Council, acknowledging that some may not have access to a computer or a smartphone.
- (viii) Tenants would be asked about the magazine and its new format.
- (ix) The survey would go to a statistically-appropriate sample of tenants throughout the summer and tenants would be alerted to the fact that they may be contacted. The survey would also take place online. Face-to-face surveying would be avoided due to the Covid-19 pandemic.
- (x) Results were expected to be reported back to members towards the end of 2021 or the beginning of 2022.

RESOLVED that the report be noted.

Reason

To acknowledge the Board's consideration of the matter.

7. HOUSING REVENUE ACCOUNT OUTTURN POSITION 2020/21

The Head of Finance Submitted a report detailing the Housing Revenue Account (HRA) outturn for 2020/21 for revenue and capital expenditure (item 8 on the agenda).

The Group Accountant and Senior Accountancy Assistant attended the meeting to assist with the discussion of this item.

The Board were advised that:

- (i) The budget had initially been set prior to the outbreak of the Covid-19 pandemic. It was then revised in August and September of 2020 and went back to Cabinet. The positions on rent arrears and rent voids had been reset.
- (ii) There had been a surplus of £3.4million, primarily since the Capital Programme had been cut due to workers being unable to enter properties to conduct repairs. As a result, the amount that had funded Capital from Revenue was significantly lower. The surplus money would be rolled forward and spread over the coming years.
- (iii) Work had been conducted on the HRA Business Plan with a 30-year financial projection. The figures in the report would be the start of this and this and would feed into the budgets for the next year and for future years.
- (iv) There were £79.190m of loans in the HRA and the Business Plan Model would look at whether these loans would be paid back or taken out again.
- (v) Many of the variances in the year were to do with salaries.
- (vi) There had been an underspend on repairs and maintenance.
- (vii) The figures in the report on rent arrears covered all rent arrears and not just those of current tenants.
- (viii) The budget for the STAR survey had been carried forward into the new year at the request of officers.
- (ix) The Capital outturn was £4million against a budget of £9million.
- (x) Properties had been acquired through gifted properties and from Right to Buy '1 for 1' receipts.
- (xi) Fewer properties had been sold due to the Covid-19 pandemic.

Councillor Bolton stressed that the £3.4million surplus could not be used for anything other than what it was originally intended for.

Councillor Bolton further enquired as to why there was £62,000 more from shop and garage rent than had been in the budget.

Action: The Group Accountant would respond by email and the Democratic Services Officer would circulate the response to the Board.

RESOLVED that the report be noted.

Reason

To acknowledge the Board's consideration of the matter.

8. 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.

9. WORK PROGRAMME

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

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

RESOLVED

1. that the Cleaning Contract be added to the Board's Work Programme for September.
2. that Quarterly Performance Information be added to the Board's Work Program as a main item.
3. 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. the item had been requested by the Board.
3. to ensure that the information in the Work Programme is up to date.

10. 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.

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

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

The Repairs and Investment Manager 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 11E. 2021/22).

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 4 BUDGET SETTING AND PRIORITIES FOR 2022/23

Purpose of the report

To provide an overview of the budget setting process, and to enable members of the Board to consider initiatives / priorities it wishes to see budgeted for in 2022/23.

Action requested

The Board is asked to:

- Note the budget setting process
- Advise on any initiatives / priorities it wishes to see budgeted for in 2022/23.

Background

Annual budget setting process

Each year the Council sets budgets for the following year. The current review of the Housing Revenue Account Business Plan will feed into this process. An indication of the process and the timescales for the key events that drive the process are set out in the below table:

Event	Description
Draft revised Housing Revenue Account Business Plan presented at Meeting of HMAB in November 2021	<p>Savills UK have been appointed to support the production of an updated Asset Management Strategy, and Housing Revenue Business Account.</p> <p>In summary, the Asset Management Strategy will set out the approach to investment in the Council's stock, and the HRA Business Plan will set out how that investment and other landlord services will be resourced.</p> <p>The draft documents are scheduled for the Board to consider at its November 2021 meeting.</p>
Cabinet Meeting December 2021	<p>A report is taken to Cabinet to:</p> <ul style="list-style-type: none"> • Advise members of the projected base budget position for 2022/2023. • Review the savings and growth proposals put forward for the year 2022/2023, and to begin a period of consultation.

<p>Cabinet</p> <p>February 2022</p>	<p>A report is taken to Cabinet to set out the proposed General Fund and Housing Revenue Account (HRA) Revenue Budgets for 2022/23.</p> <p>The report also presents the proposals in respect of rent and service charges within the Housing Revenue Account.</p>
<p>Council</p> <p>February 2022</p>	<p>A report is taken to Council setting out the recommendations of the Cabinet regarding the proposed General Fund and HRA Revenue Budgets for 2020/21. These budgets represent the financial spending plans for all services of the Council, and it is a legal requirement to set a balanced budget each financial year. The report also includes the original budget for the Housing Revenue Account together with changes to rent and service charges.</p>
<p>Cabinet Meeting (date TBC)</p>	<p>Draft HRA Business Plan and Asset Management Strategies considered by Cabinet.</p>

Priorities for 2022/23

There will be a need to catch up on capital programmes, including the installation of kitchens, bathrooms, and heating systems (etc.) next year to maintain the Charnwood standard, an enhanced decent homes standard. Our programme of fire door replacement will continue, along with improvements to internal and external communal areas, bins stores, footpaths, and car parks. Key policies likely to be implemented this year will be embedded, including:

- a) the use and management of fixed term tenancies through the new tenancy policy.
- b) the implementation of a new tenancy agreement for introductory and secure tenants.

The work currently being undertaken by Savills, which the Board will receive a report on at its November 2021 meeting will inform the approach over the medium to long term. Savills will provide a view on:

- Stock investment requirements
- Growth of the stock
- The environmental agenda

The board is requested to advise on any initiatives / priorities it wishes to see budgeted for in 2022/23.

Officer to contact:

Peter Oliver
Head of Landlord Services
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01509 634952

HOUSING MANAGEMENT ADVISORY BOARD – 8 SEPTEMBER 2021

Report of the landlord services manager

ITEM 5 COMMUNAL CLEANING UPDATE REPORT

1. PURPOSE OF REPORT

To present the board with an update on the operation of the communal cleaning service.

2. ACTION REQUESTED

The board is requested to note the report.

3. BACKGROUND

3.1 In 2018 the council decided to introduce a communal cleaning service to residents who live in blocks of flats where there are internal communal areas. This arose from two STAR surveys (2016 and 2018) from which showed a significant number of tenants being dissatisfied with the cleanliness of communal areas. A decision was made, supported by HMAB and the then-lead member for housing, that a contracted service would be introduced and funded from a service charge levied on tenants and leaseholders.

3.2 There are 266 blocks serving over 1,500 tenants and leaseholders.

4. LEAD-UP TO THE INTRODUCTION OF THE SERVICE

4.1 The process of procuring a contractor resulted in just one company tendering for the contract, viz, Streetwise Environmental Ltd with its sub-contractor, Spotlight Cleaning Services.

4.2 Following the tendering process, residents were consulted in February 2019 on their preferred frequency of cleaning. As a result of this, blocks would be cleaned either on a fortnightly or a calendar monthly basis.

4.3 It was also decided to charge the annual cost of the contract (approximately £77,000) equally across the entire relevant stock, the only differentiation being the frequency of cleaning. This resulted in a weekly charge [48 weeks] of 76p for monthly cleans and £1.59 for fortnightly cleans being levied.

4.4 The specification on which the contract is based is attached as appendix 1.

4.5 The contract also specifies a number of performance indicators that must be achieved; the principal ones include:

- that the percentage of cleans carried out in accordance with a pre-agreed annual schedule equals or exceeds 95%;

- that the percentage of inspections carried out that are deemed compliant with the specification is equal to or exceeds 97%;
 - that the percentage of cleans whose scheduled date is changed with 48 or more hours' notice is equal to or exceeds 97%
- 4.6 The contract with Streetwise Environmental began on 30 December 2019 and has an initial two-year term with an option to extend for a further two years.
5. CONTRACT MANAGEMENT AND EXPERIENCE OF THE SERVICE TO DATE
- 5.1 Monthly contract meetings have been taking place since the start of the contract in 2020. These were in person initially but have been carried out remotely since the coronavirus pandemic. It is expected that face-to-face meetings will resume in the autumn.
- 5.2 Standard items on the meeting agendas include:
- performance indicators, including an internal PI that requires the number of inspections every month to equal or exceed 10%; and
 - complaints received during the previous month;
 - health and safety concerns.
- 5.3 Compliance with performance indicators measuring cleans carried out on schedule or changes notified with 48 or more hours' notice have been consistently high. The contractor is very diligent in notifying us of changes to the published cleaning schedule. Such changes are almost always due to bank holidays or if works are taking place in a particular block such as internal decorating.
- 5.4 The block inspection regime has been established since the start of the contract. We recruited a number of tenant inspectors at the outset, who were trained in evaluating the standard of cleaning against the specification. Unfortunately and almost entirely because of the coronavirus restrictions, this engagement has diminished over the past eighteen months. Now that restrictions have been lifted it is an element of the customer engagement team's work programme for the coming months to revitalise this activity and recruit and train more tenant inspectors. At the moment, therefore, almost all inspections are being carried out by the tenancy team's housing assistant. Inspections are planned on a schedule that aims to inspect all blocks during the course of a year; but inspections are also carried out on a reactive basis if complaints are received.
- 5.5 There have been no concerns expressed on health and safety grounds.
- 5.6 Residents' complaints are all dealt with as stage 0 complaints, with a spreadsheet being kept that is accessible to the contractor. If a complaint is received, the contractor is notified and requested to address that complaint. This will result in the contractor's manager or supervisor re-visiting the block and, if necessary, ordering a reclean.
- 5.7 As shown in appendix 2 attached, the majority of complaints have and continue, to be centred around the following areas of dissatisfaction:
- General quality of service;
 - Contractor said not to have turned up;

- The length of time cleaners take to clean the block;
- Excessively wet floors;
- Dirty or cold water used;
- Windows not being cleaned.

There appears to be no geographical pattern to complaints.

- 5.8 In terms of our response to the type of complaints raised, the contractors use cleaning chemicals that enable cold water to be used without any loss of effectiveness. The contractors continually refute any suggestion that they use dirty water and state that they make every effort to leave floors without any excess water lying around. They state also that there is no limit on the length of time cleaners should take in each block: the cleaning has to be done in line with the specification. In respect of cleaners not turning up as scheduled, the contractor has GPS records of activity that are used to rebut such claims. Finally, communal window cleaning does not form part of the contract specification.
- 5.9 There is no doubt that to many residents the imposition of a paid-for cleaning service has not been popular; and it is likely that the unpopularity is highest among that minority of residents who, traditionally, cleaned their blocks diligently and to a very high standard. The people living in those blocks may well perceive the quality of cleaning to be inferior to the standard to which they had cleaned them previously.
- 5.10 Notwithstanding the complaints we have received, it should be borne in mind that, at 59, this represents only a 1.35% complaint rate when the number of complaints is expressed as a percentage of the number of individual block cleans that are carried out during the course of a year. What is hard to assess, however, is the amount of latent, unexpressed, dissatisfaction that might exist.
- 5.11 In order to try to assess the extent of any latent dissatisfaction, we are including in this year's STAR survey some questions about satisfaction with the cleaning service and also what enhancements to the specification tenants might be interested in pursuing, such as:
- using hot water;
 - completely dry-mopping floors;
 - using a fragrance in the cleaning fluid (we have already undertaken a trial on this on the basis that, although relatively fleeting [the smell] it could indicate to residents that the cleaning has actually taken place);
 - carrying out window cleaning on, say, a quarterly basis

Clearly any enhancements to the specification come with an additional cost; and tenants might not be enthusiastic about paying more for a service with which [some] they are not entirely happy in the first place.

6. THE FUTURE

The current contract comes to an end on 29 December 2021 but, as mentioned in 4.6 above, there is an option to extend for a further two years (with or without a change in specification). As things stand, given the difficulty we would have in terminating the contract through breach of contract [performance] and bearing in mind the difficulty we had in procuring the contract in the first place, we are likely to recommend extending it for the additional two years, subject to any agreed change in specification.

7. RECOMMENDATION

HMAB members are requested to note this report.

Andrew Staton
Landlord Services Manager

13 August 2021

COMMUNAL CLEANING SPECIFICATION

Standard of clean to communal area and bin store (where present)

NB: "Wash/Clean" means remove all dirt, dust, grease, cobwebs, bodily fluids and any other foreign object or coating e.g. stickers, paint, and any other substance not normally associated with the surface or object being washed or cleaned. Scrubbing of surfaces is expected to achieve this.

Finishes are to be streak-free with no remaining residues.

- All floors, stairways and steps are to be swept, with any litter and detritus removed and disposed of. The floors stairways and steps are to be washed / mopped. All floors must be mopped with disinfectant. Surfaces may be contaminated with urine or other bodily fluids and should be cleaned to an odourless environment. The finish is to be streak/swirl free with no remaining residues;
- Where necessary all walls should be wiped or washed down up to a height of five feet to ensure they are free from grime and dirt accumulation;
- Clean all woodwork or metalwork or equivalent to stairs, including stair strings, half or quarter landings, treads, risers, newel posts, balustrades and hand rails;
- Wash down and clean all architraves, skirting boards;
- Wash down and clean all internal window frames and sills / doors and frames including latches levers and any other attached furniture, excluding the doors to individual tenant dwellings.

Additional requirements

Any hazards (including but not limited to) abandoned furniture, fire hazards and obstructions to the means of escape should be reported back to an authorised officer of the council immediately.

Any additional work items identified or variations to the requested works should be reported back to an authorised officer of the council.

The contractor shall monitor, supervise and control the works thoroughly at all times and shall nominate a project manager/supervisor during the contract period.

The contractor is to make provisions for hot water, electricity, washing and toilet facilities.

Site rules

The rules listed below are the minimum expected under the contract and should be allowed for within the tendered prices:

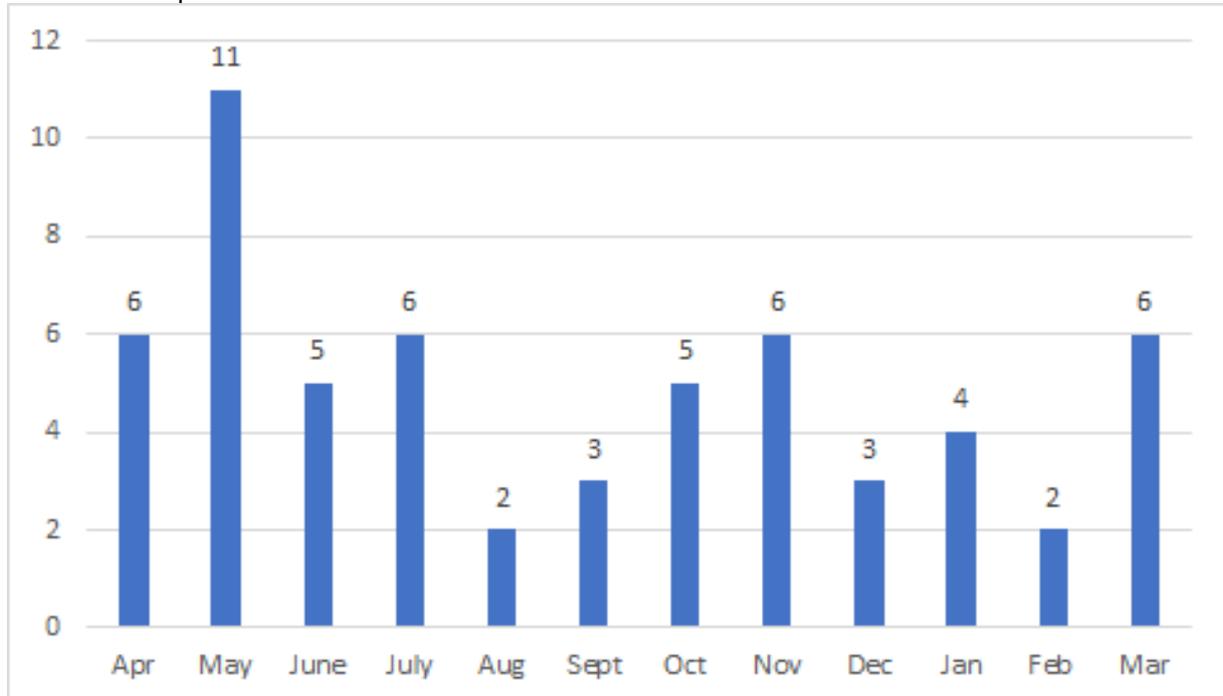
- All site personnel are expected to behave in a courteous manner towards residents and members of the public during the works;
- The posting of personal messages or photographs relating to the works is prohibited by site personnel;
- Relevant personal protective equipment is mandatory for all site personnel;
- All site personnel are expected to display the contractor's logo on clothing or high visibility jackets or have other acceptable means of identification at all times during the works;
- Smoking is prohibited in all properties by all site personnel;
- Radios, CD players etc. must not be played on site during the works;

- Access for emergency vehicles must be maintained at all times;
- All necessary precautions should be taken to ensure the safety of residents, members of the public and site personnel;
- All site accident reports, RIDDOR reports and accident investigations should be reported to the council's authorised officer immediately.

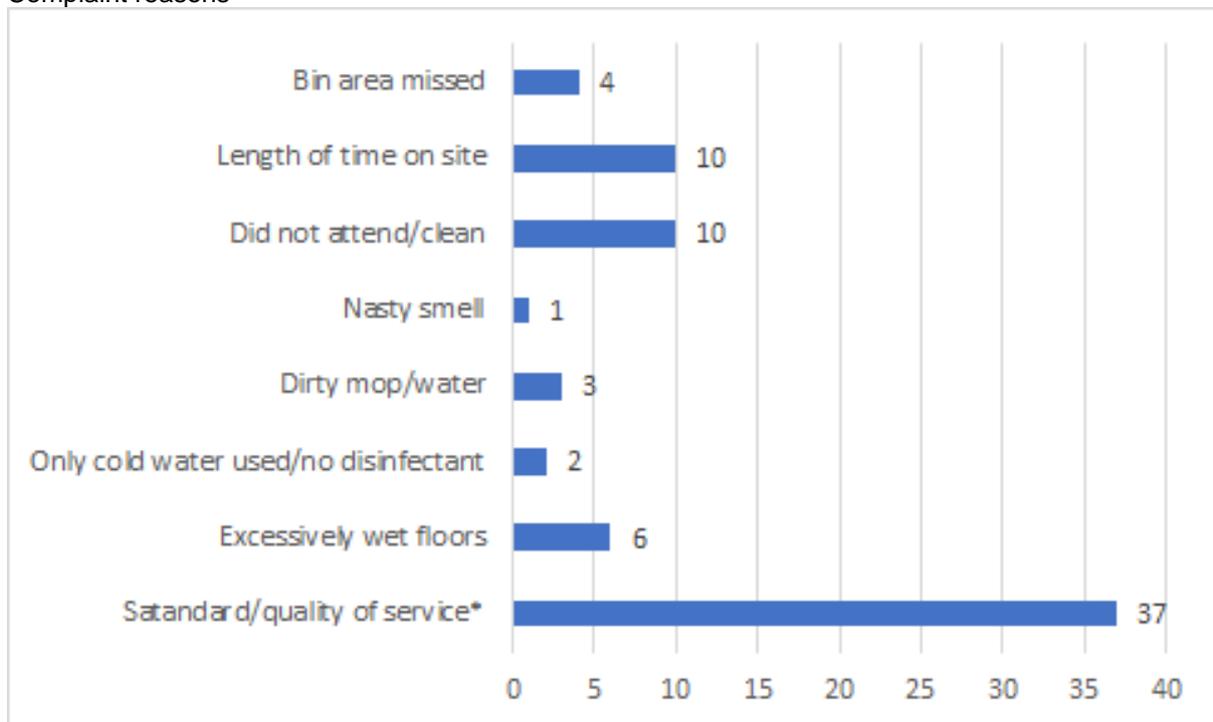
Appendix 2

Communal cleaning complaints April 2020 to March 2021

A total 59 complaints were received:



Complaint reasons



**cobwebs left/do not sweep before mopping/stains and footprints not cleaned/dusty/parts of communal area missed/not cleaning handrails/sticky handles.*

Locations

The Mills	6
Pevensey Rd	5
Pinfold Gardens	4

Freehold St	4
Staveley Court	3
Chapman St	3
Great Central Rd	3
Offranville Close	2
School St	2
Durham Rd	2
George Toon Court	2
Papermill Close	2
Oxford Court	2
Derby Rd	2
King Edward	2
North St	1
Toothill Rd	1
Waterside Cl	1
Fleury Court	1
Oakham Rd	1
Lacey Court	1
Russell St	1
Rockingham Rd	1
Sarson St	1
Walter Hull Court	1
Tuckers Rd	1
Peel Dr	1
Queen St	1
Longcliffe Rd	1
Moor Lane	1

HOUSING MANAGEMENT ADVISORY BOARD

Report of the Head of Landlord Services

ITEM 6 VOIDS UPDATE

Purpose of Report

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

Recommendation

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

Background

Works are undertaken to void properties to enable them to be re-let. The Chair of the Board has requested an update.

Void categories

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

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

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

In summary, major repair works include:

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

Delivery of Voids Works

Most void works are undertaken by the Council's directly employed in-house Voids team. A relatively low number of major void works are outsourced. Procurement for a new contractor to support the delivery of major void works is currently in progress.

Performance

Void Performance at the end of July 2021 is detailed at Appendix 1.

In person viewings have resumed following Covid-19 restrictions. The Void Working Group continues to meet regularly to improve processes.

The below table sets out the current issues that are affecting performance, and the action being taken to improve performance.

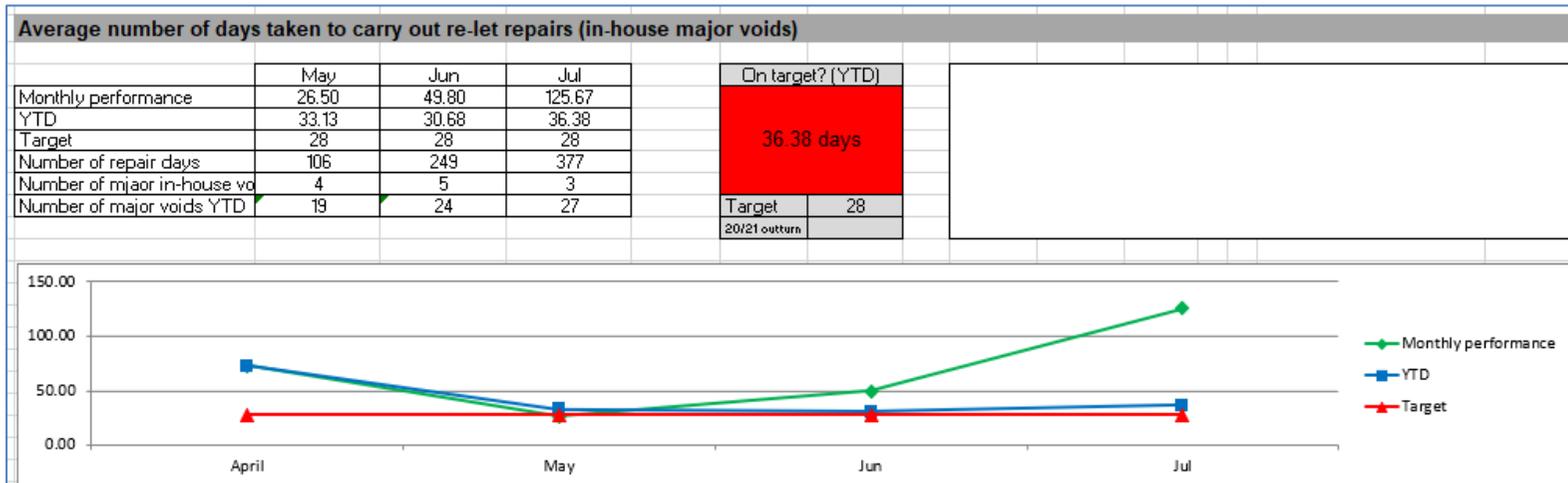
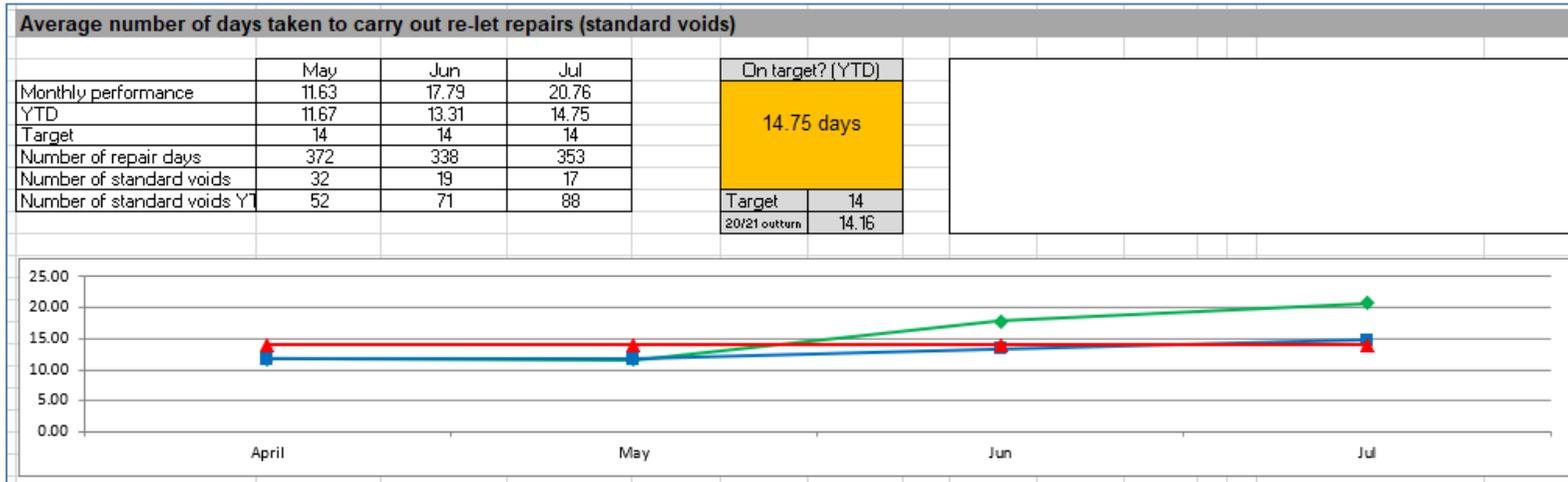
Factor affecting performance	Action being taken to improve performance
Pressure on resources, exacerbated by operatives being told to self-isolate by track and trace, and more work needed in voids e.g. around 50% of current voids being worked on require a new kitchen, or bathroom, or both.	Procurement in progress for a contractor to provide ad-hoc support for responsive repairs work. This will reduce the need for void operatives to be used for delivery of responsive repairs. Procurement in progress for a contractor to provide support for major void works.
Age restricted properties, those in sheltered accommodation, and those with smaller second bedrooms have been hard to let. Over the period April to June 2021 163 properties were readvertised following previous unsuccessful adverts, where either no bids were placed, or the shortlists of bids was exhausted (there were a total of 1,498 repeat advert instances for the 163 properties). 127 of these properties had a 60+ minimum age criteria (124 sheltered and 3 non-sheltered), 33 had a 45+ minimum age criteria and 3 had no age criteria.	Review of sheltered accommodation. Review of hard to let property types and designations.
Stock condition data requires updating to support the accurate matching of properties to specific individual needs.	The newly appointed stock condition surveyor is undertaking this work.
Delay in installation of adaptations to properties acquired from the open market to meet housing need.	Procurement for a dedicated adaptations contractor is in progress

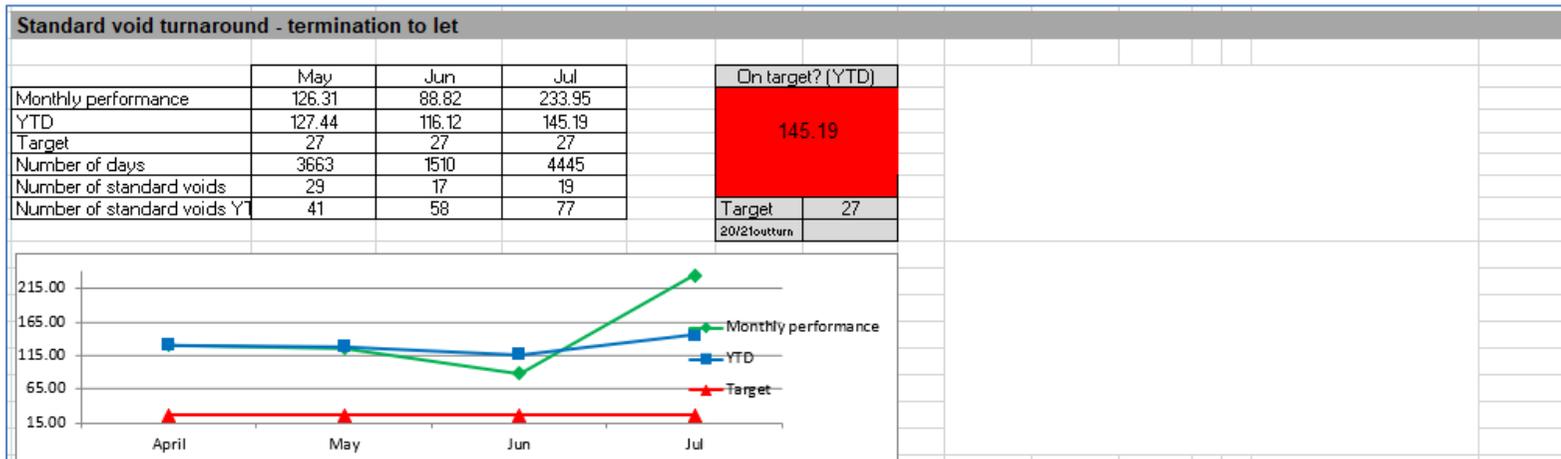
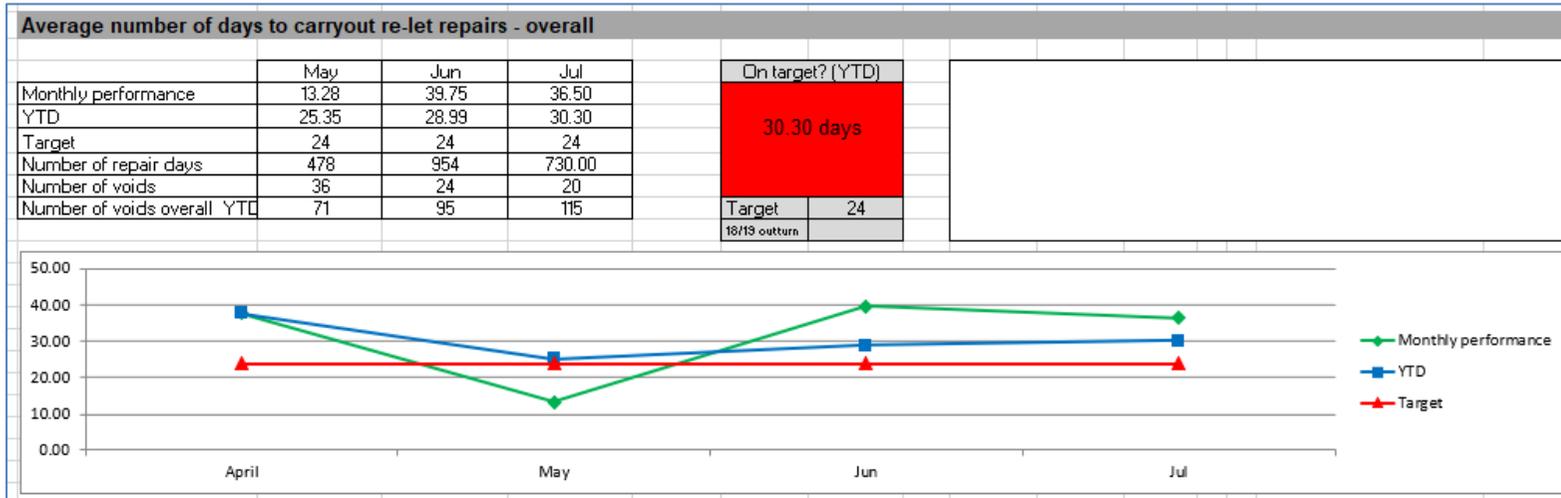
Properties are held for tenants for decant to enable works to take place in their home. These are refused by tenants, leading to an increase in void time for the properties held.	Messages to tenants in the decant procedure to be strengthened - around the need for tenants to move to comply with their conditions of tenancy.
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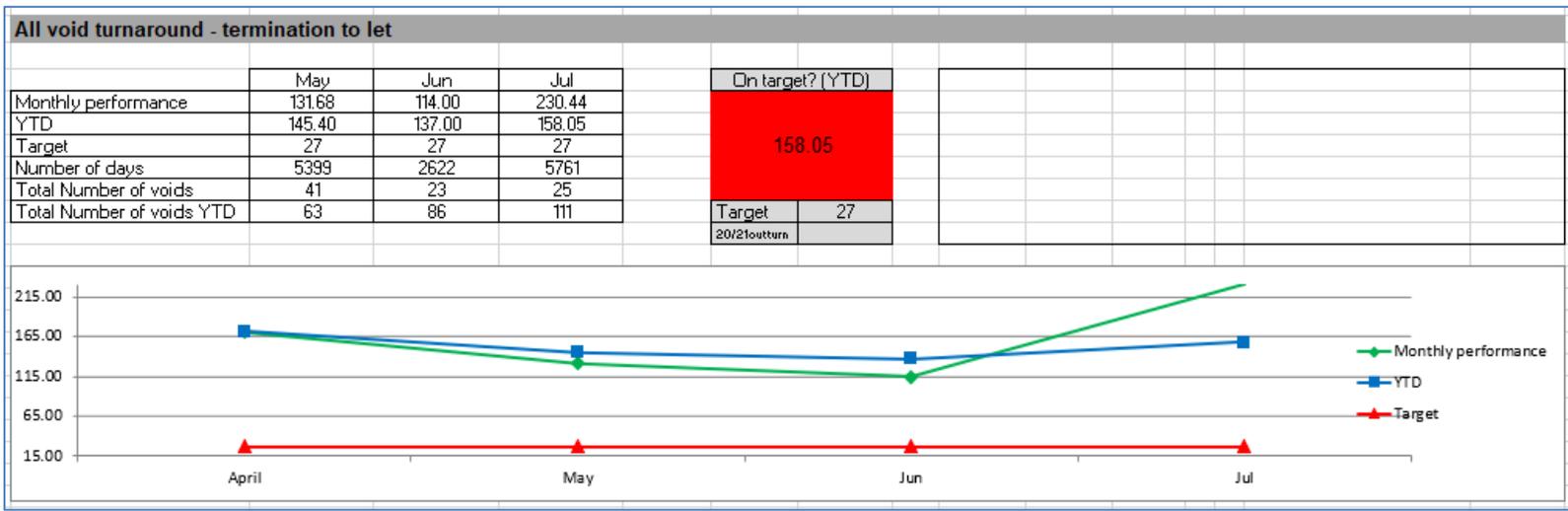
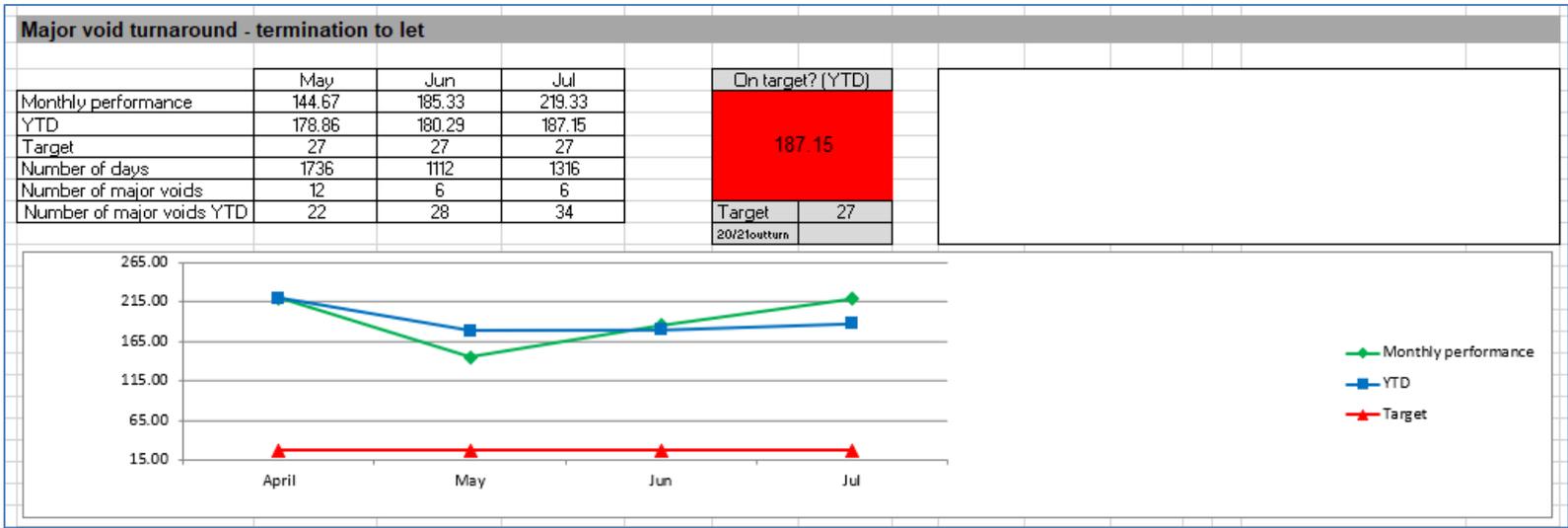
Officer to contact:

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

Appendix 1 - Void Performance Data

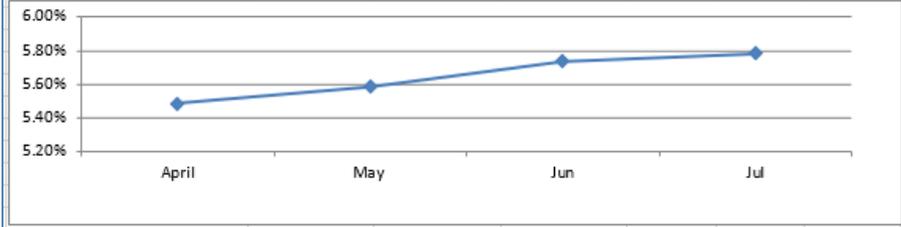






Void rent loss

	May	Jun	Jul
Rent loss due to voids	197,677	329,378.95	408,260.77
Cumulative Rent roll	3,538,863	5,740,526.50	7,061,258.30
Void loss as a % of the rent roll	5.59%	5.74%	5.78%



Housing Management Advisory Board

8 September 2021

Performance information pack
QUARTER 1 2021-2022

Landlord services performance

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

Compliance performance (fire safety etc.)

**HOUSING MANAGEMENT ADVISORY BOARD
8 SEPTEMBER 2021**

**Report of the Head of Landlord
Services**

**LANDLORD SERVICES
PERFORMANCE**

Purpose of report

To consider performance at the end of quarter 1, 2021-2022, April to June 2021.

Recommendation

The board is asked to note and comment on performance for the first quarter of 2021-2022.

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

(a) Repairs

Description	Target	Performance Q1
% Emergency repairs completed within 24 hours	100%	100% 813/813
% Responsive repairs for which appointments are made and kept	98.58%	99.94% 1628/1629
% Responsive repairs which are completed 'right first time'	96%	99.71% 1711/1716
% Urgent repairs completed on time	97%	94.86% 514/542
Average number of days taken to carry out re-let repairs	14 days	13.31 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 Q1
% Properties with a valid gas safety certificate	100%	99.71% 5194/5209

(c) Rent collection

Description	Target	Performance Q1
% Rent collected (including rent arrears brought forward)	90.00%	87.75%

(d) Rent arrears percentage of annual rent debit

Description	Target	Performance Q1
Rent arrears of current tenants as a percentage of the annual rent debit rent debit	3.24% EOY	3.46%

(e) Tenancy management

Description	Target	Performance Q1
% New tenancies sustained over twelve months	95%	100% 22/22
% New tenancy visits completed on target	95%	98.51% 66/67

(f) Supported housing

Description	Target	Performance Q1
% Support plans agreed with sheltered tenants/reviewed within time	100%	99.86% 717/718

(g) Customer satisfaction

Description	Target	Performance Q1
% Tenants satisfied with responsive repairs (overall)	97.4%	98.64% 217/220
% Tenants satisfied with the time taken to complete the repair	97.60%	97.27% 214/220
% Tenants satisfied that the operative arrived on time	98.57%	99.55% 219/220
% Residents satisfied with Decent Homes work	95%	n/a
% Residents satisfied with the time taken to complete the Decent Homes work	95%	n/a
% Lifeline customers satisfied with the way their alarm call was dealt with	99.50%	100% 66/66

(h) Rent arrears and universal credit

The arrears and universal credit performance indicators for quarter 1 2021-2022 are attached in **appendix 1**.

Targets not met within a 5% tolerance

(a) Repairs

Description	Target	Performance Q1
% Routine repairs completed on time	97.00%	83.45% 817/979
% Responsive repairs completed within timescales	97%	91.95% 2146/2334

Commentary:

The targets are out of tolerance due to the back log of non- emergency repairs during lockdown and continuing problems through self- isolation of staff because of COVID 19 .

(b) ASB

Description	Target	Performance Q1
% ASB complainants satisfied with the way their case was dealt with	86.00%	70% 7/10

Commentary:

The low number of surveys returned this quarter (ten) makes for reduced statistical reliability: in Q4 [last reporting period] twenty-two surveys were returned; in Q1 only ten were returned.

(c) Complaints

Description	Target	Performance Q1
% Complaints responded to within timescales (stages 0 and 1)	95%	89.3% (100/112)

Commentary:

Performance improved over Q4 last year but continuing staff absence and high workload have contributed to the overall performance. Business support staff are supporting officer in meeting response times.

Officer to contact: Deborah Bartlett
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Andrew Staton
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01509 634608

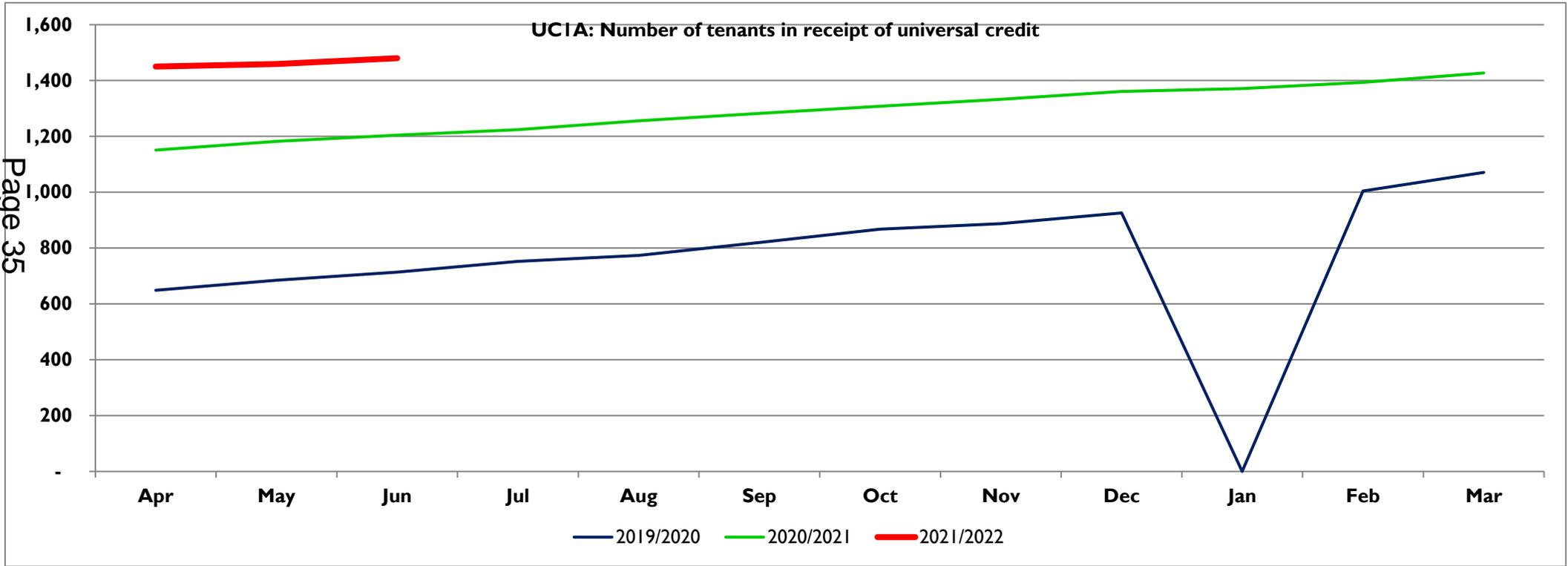
APPENDIX 1: RENT ARREARS AND UNIVERSAL CREDIT

Q1: April – June 2021: Landlord services – rent arrears and universal credit performance indicators

KPI ref	Description	Q1 21/22	Q4 20/21	Q3 20/21	Q2 20/21
UC1A	Number of tenants in receipt of universal credit	1,480	1,427	1,361	1,282
UC1B	Percentage of tenants in receipt of universal credit and who are in arrears	58.9%	59.6%	54.6%	68.0%
UC1C	Total arrears of tenants in receipt of universal credit and who are in arrears	£479,363	£545,701	£471,446	£586,825
UC1D	Average debt of tenants in receipt of universal credit and who are in arrears	£550	£641	£635	£673
UC2A	Number of tenants not in receipt of universal credit	3,742	3,835	3,938	4,026
UC2B	Percentage of tenants not in receipt of universal credit and in arrears	25.5%	12.7%	16.4%	26.2%
UC2C	Non-UC arrears	£255,020	£95,418	£230,642	£275,364
UC2D	Average debt of tenants not in receipt of UC and who are in arrears	£267	£196	£356	£262

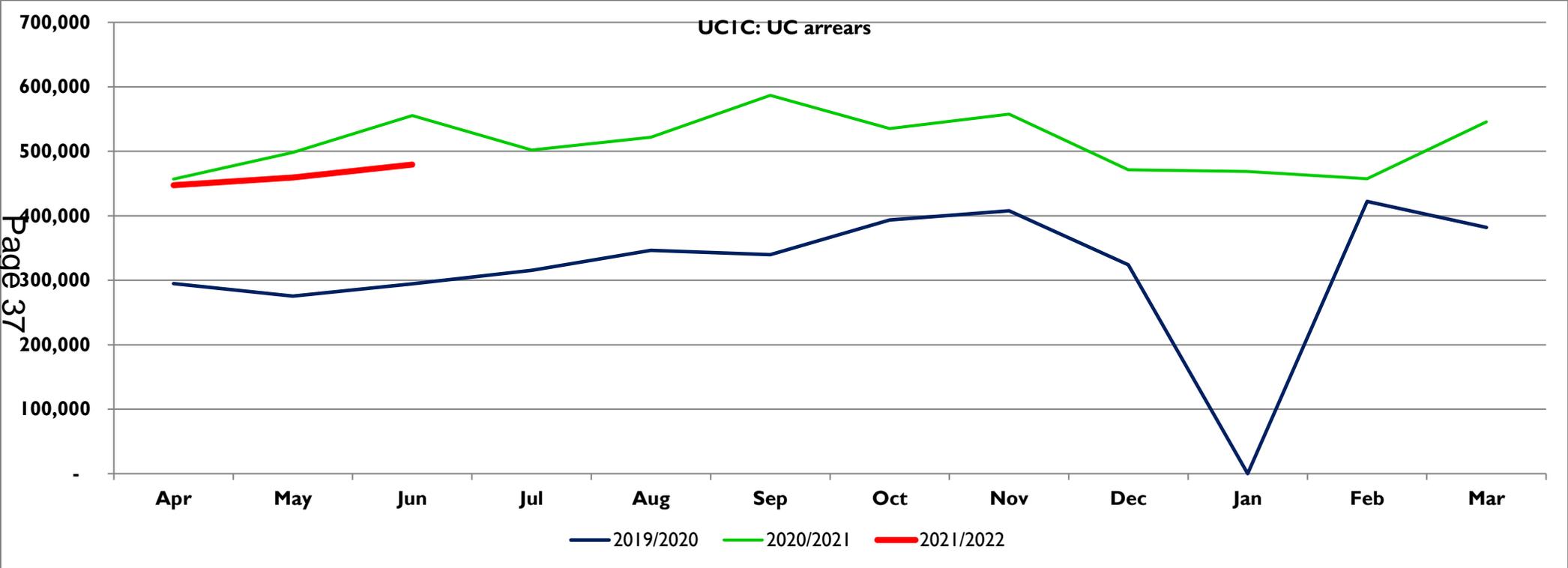
UC1A Number of tenants in receipt of universal credit

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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
2021/22	1,450	1,459	1,480									



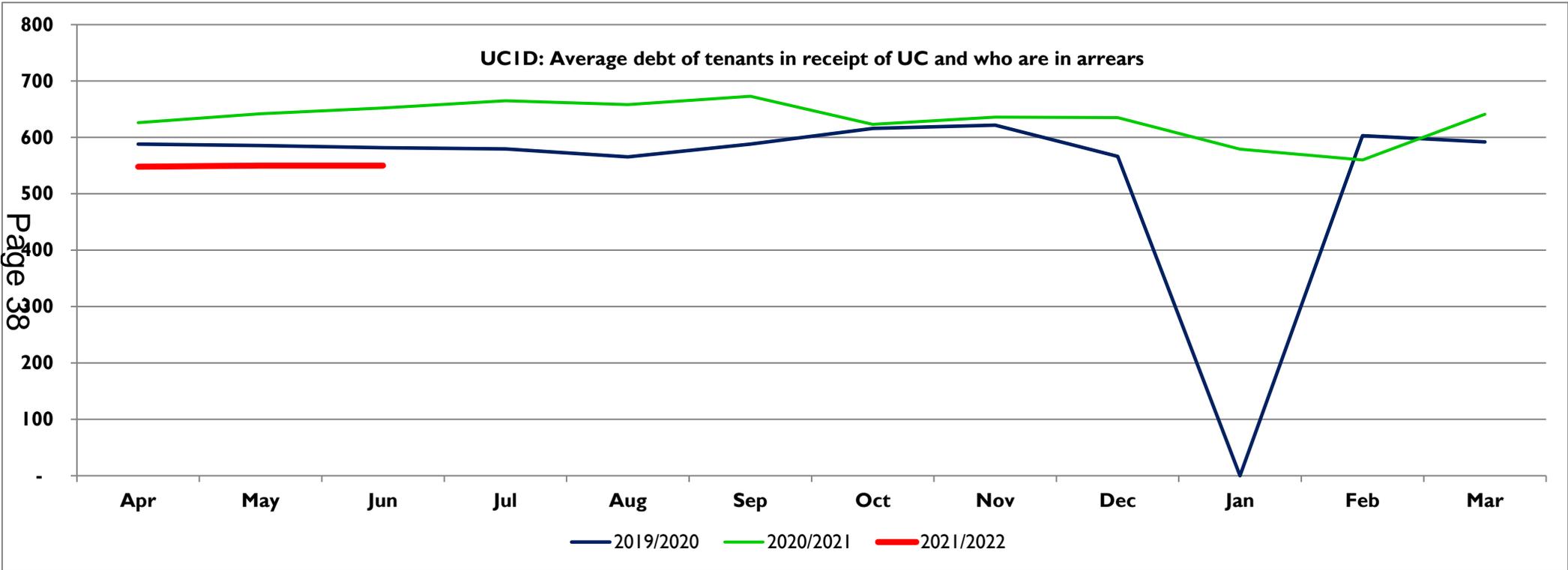
UC1C Total debt of tenants in receipt of universal credit and who are in arrears (£s)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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
2021/22	447,403	459,255	479,363									



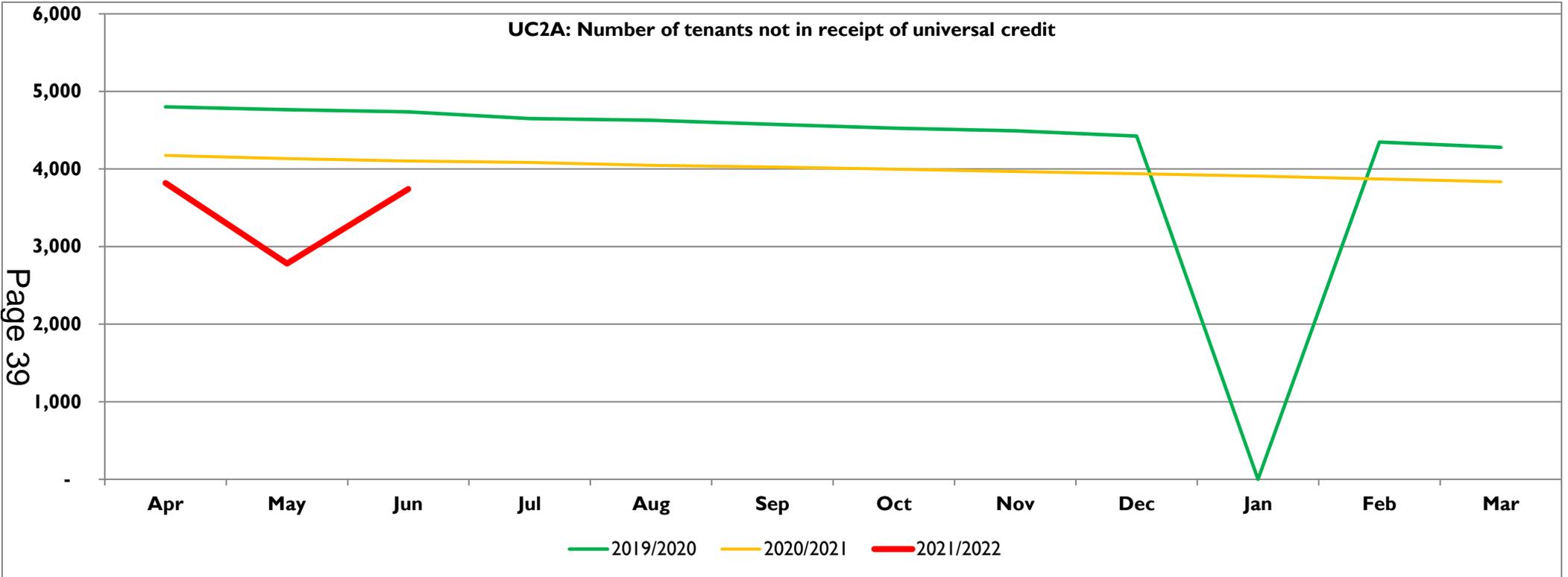
Average debt of UC tenants who are in rent arrears (£s)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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
2021/22	548	550	550									



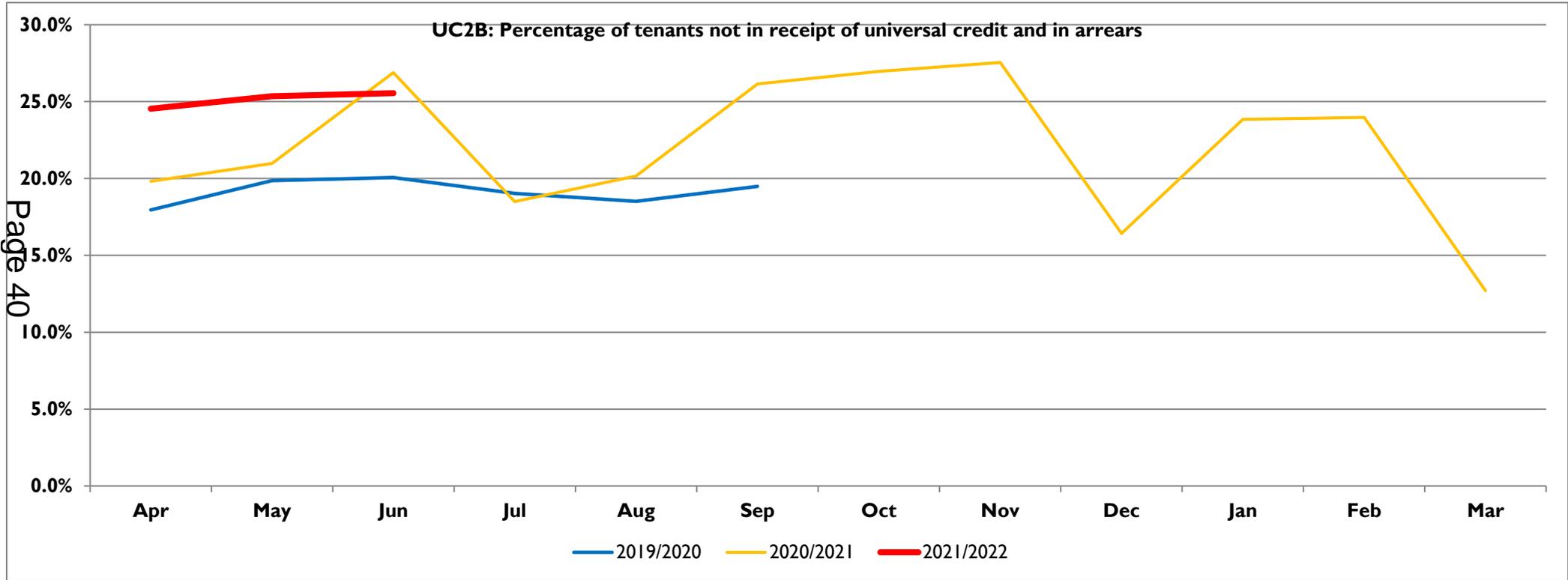
Number of tenants not in receipt of universal credit

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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
2021/22	3,819	2,781	3,742									



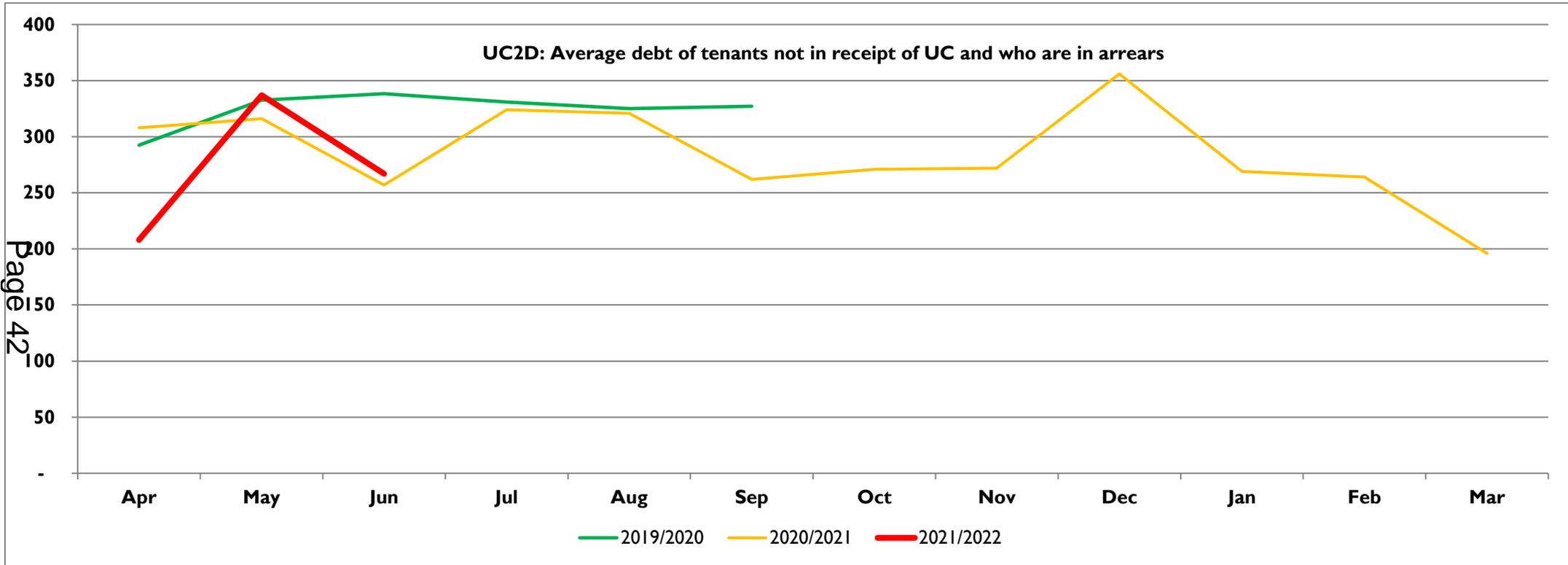
UC2B Percentage of tenants not in receipt of universal credit and who are in arrears

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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%
2021/22	24.5%	25.4%	25.5%									



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
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
2021/22	208	337	267									



COMPLIANCE REPORT, QUARTER I 2021-2022

DESCRIPTION	TARGET	ACTUAL	%	COMMENTARY
GAS COMPLIANCE				
PROPERTIES WITH A CURRENT CP12	5,209	5,194	99.71%	We have fifteen properties that are out of compliance. Appointments are being made to gain access
CAPPED PROPERTIES WITH A CURRENT CP12		317	6%	6% of our gas-using tenants are not using the gas appliances in their home.
COMMUNAL BOILERS WITH A CURRENT CP12	15	15	100%	The compliance gas surveyor is currently reviewing the servicing of communal boiler systems
SOLID FUEL APPLIANCES WITH CURRENT CP12	59	57	97%	Two properties out of compliance efforts are being made to gain access.
REPAIRS COMPLETED WITHIN PRIORITY	1,042	952	91%	90% of repairs were completed within priority. Sure have made changes to the way they raise and progress jobs which would have had a downward effect on some figures and have also had system issues. The problems are now resolved and there will be internal analysis of servicing figures.
CUSTOMER SATISFACTION (98%)	138	135	98%	Audits received 98% customer satisfaction.
AUDITING - ASSURANCE				
COMPLETED GAS AUDITS - MAIN GAS CONTRACT	0	103	0%	103 audits have now been completed
COMPLETED SOLID FUEL AUDITS				
SMOKE ALARM & CARBON MONOXIDE COMPLIANCE - RECONCILIATION PROJECT				
No. properties with battery smoke alarm		2,237		PDF reader has been created and configured for gas safety certificate data extraction. Further development is in progress for a script to locate and read latest CP12 for each property and collate data. Interface required for bulk update of QL components from collated data files to allow semi automated update/maintenance of components on QL - 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		Reconciliation is required: this work is outstanding owing to lack of information on the QL system
FIRE SAFETY				
FIRE ALARM: SIX-MONTHLY	19	19	100%	Work done but awaitng data from Chubb - (they have restructued and its taking time to get data)
EMERGENCY LIGHTING - DURATION TEST - ANNUAL	18	18	100%	Work done but awaitng data from Chubb - (they have restructued and its taking time to get data)
EMERGENCY LIGHTING - FLICK TESTING - MONTHLY	277	277	100%	Work done but awaitng data from Chubb - (they have restructued and its taking time to get data)
FIRE RISK ASSESSMENT	297	297	100%	180 FRAs were conducted in March and have been received back. A further 86 FRAs are on order. New action logs will be produced when received. Futher FRAs are due to be requested by September
FIRE EXTINGUISHER	14	14	100%	Fourteen sites have fire extinguishers/blankets installed (47 components) all compliant
FIRE RISK ACTION LOG	-	3	3	Three of the eight sheltered schemes where fire remedial works were being undertaken still have ongoing works.
FRA RECOMMENDATIONS - IMMEDIATE/AS SOON AS PRACTICABLE	21	-	0.0%	Totals will increase as new batches of FRA are ordered and received back. Further FRAs are to be ordered
FRA RECOMMENDATIONS - SHORT TERM	83	61	73.5%	
FRA RECOMMENDATIONS - NON URGENT	20	-	0.0%	
FRA RECOMMENDATIONS - LONG TERM	-	-	NA	
FRA RECOMMENDATIONS - ASSET PROTECTION ONLY	-	-	NA	
FRA RECOMMENDATIONS - TOTAL	124	61	49.2%	
WATER SAFETY				
LEGIONELLA MONITORING - MONTHLY	15	14	93.33%	All court are compliant with monthly, quarterly and annual checks with exception of Sorrel Court. Testing and flusing is being undertaken by Second Element and Sure/Vinshire's is replacing the hot water system for remediation. New risk assessments are due shortly.
LIFTS & STAIRLIFTS				
PASSENGER LIFT: SIX-MONTHLY SERVICE	4	4	100.00%	Stair lifts, hoist, passenger – 202 with six outstanding
STAIRLIFT: ANNUAL SERVICE	202	196	97.03%	
ASBESTOS				
ASBESTOS SURVEYS	6,389	6,384	100%	Reconciliation of property list is being undertaken for the new MCP contract but see 'Total properties' on row 42 below

RE-INSPECTIONS	780	-	0%	Line 41 has been added below to show totals for communal reinspections. Unless otherwise requested this row will be repurposed to show requests for inspections for program work surveys. 780 Requests have been added in April for program works - Each survey may comprise of multiple workstreams. The actuals column will be updated as surveys are completed. Figures will be collated from reports produced using the new Alpha Tracker which is coming into service wc 19 July 2021.
COMMUNAL AREAS FOR RE-INSPECTION 2020-2021	488	488	100%	New figures from report with more granularity. Actuals will alter 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
Electrical condition reports (periodic testing) inc PAT testing				
Courts' PAT testing	14	12	86%	PAT testing was requested last month. Shacklock is due to report back and is being chased

1. Incidents of ASB reported by estate – quarter 1: April to June 2021

Estate	Q1 21/22	Q4 20/21	Q3 20/21	Q2 20/21
Anstey	15	12	4	12
Barrow Upon Soar	13	12	6	13
Birstall	3	4	1	2
Loughborough - Ashby Road	23	6	9	17
Loughborough - Bell Foundry	51	31	29	40
Loughborough - General	30	23	29	17
Loughborough - Shelthorpe	31	16	17	22
Loughborough - Thorpe Acre	15	1	3	8
Loughborough - Town Centre Central	17	15	14	26
Loughborough - Warwick Way	36	14	9	18
Mountsorrel	19	15	12	29
Quorn	8	4	5	6
Rest of Charnwood	5	1	3	3
Rothley	12	11	2	4
Shepshed	33	15	18	28
Sileby	61	23	3	21
Syston	17	7	17	22
Thurmaston	13	21	5	8
Woodhouse Eaves	6	5	4	5
Grand total	408	236	190	301

Previously if an anti-social behaviour report was already open and the same person called again a new case would not be created and the information would be recorded against the open case. In quarter 1 this changed and now each call is recorded as a separate report, the case is then closed and the details added to the master record therefore there will be an increase in the number of cases opened. The heading has been amended to reflect this change. Of the 408 cases opened in quarter 1, approximately 100 were duplicates that were closed immediately and moved to the master Sentinel record.

2. Case closure quarter 1 2021/2022

CASES CLOSED DURING QUARTER 1	Q1 21/22	Q4 20/21	Q3 20/21	Q2 20/21
Numbers of cases closed	72	270	286	272
Total time open (days)	3,475	23,252	24,254	17,748
Average length of time open (days)	48	86	85	65

Previously cases closed as duplicates/entered in error were included in the figures, however we are now able to identify these cases and deduct them from the number of cases closed in the period. This accounts for the difference in the figure between quarter 1 and the previous quarters.

3. Case resolution rate quarter 1 2021-2022

CASES CLOSED DURING QUARTER 1	Q1 21/22	Q4 20/21	Q3 20/21	Q2 20/21
Numbers of cases closed	72	203	205	203
of which were resolved	36	128	117	136
Case resolution rate (%)	50%	63%	57%	67%

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 1 2021-2022

Case resolution - unresolved cases' reason for closure	
Reason for closure when unresolved	Nos
Referred to tenancy & estate management team	2
Referred to environmental health	1
Referred to police	2
No perpetrator identified	6
Anonymous complaint (unable to confirm if problem resolved)	16
Reported for information only	2
No evidence in order to take action/Insufficient evidence to make any progress with the case	7
TOTAL	36

5. Case closure by disposal (action status at point of closure) quarter 1 2021/2022

Disposal type	Q1 21/22	Q4 20/21	Q3 20/21	Q2 20/21
Advice	13	27	19	60
Verbal warning	0	1	2	3
Written warning	1	8	11	13
Community protection advice/warning letter	1	1	0	0
Mediation	0	5	0	2
Acceptable behaviour contract	0	0	0	0
Injunction	0	1	0	1
Tenancy – extension to introductory tenancy	0	0	0	2
Notice of possession proceedings	0	0	0	0
Notice of seeking possession	0	0	0	0
Suspended possession order (SPO)	0	0	0	0
Outright possession order	0	1	0	0
Criminal behaviour order (CBO)	0	0	0	0
Closure order	0	0	0	0
Eviction order	0	1	0	0
No further action at complainant's request	9	35	24	23
No further action – reported for information only	2	1	1	3
No further action – no perpetrator identified	6	10	14	6
No further action - other	16	34	59	11
No further action – evidence not provided	6	29	37	52
Other (in this case non-engagement by complainant)	15	48	47	25
Entered in error/duplicate case	No longer included	68	72	70
Referred to the police	1	0	0	0

Referred to the environmental protection team	1	0	0	0
Alleged perpetrator ended tenancy	1	0	0	0
Complainant moved	1	0	0	0
Grand total	73	270	286	271

Within Sentinel (ASB case management system) officers can now choose other and add additional details, this was not previously available therefore some new case closure disposals have been incorporated into the case closure disposal table.

Previously the number of cases entered in error/duplicates has been recorded in the disposal table, however these have not been included in quarter 1 so that this table is in line with the amendments made to the other tables.

Please note that if a case is closed and subsequently re-opened it will not show in the case closure by disposal figures so there can be a discrepancy between the number of cases closed and the total in the case closure by disposal table.

6. Open cases at end of quarter 1 2021/2022

Cases open at end quarter 1	Q1 21/22	Q4 20/21	Q3 20/21	Q2 20/21
Numbers of cases	338	133	171	269
Total time open (days)	27,458	13,880	20,968	21,929
Average length of time open (days)	81	104	123	82

6. Repeat complainants

Repeat and anonymous complainants for cases opened during quarter 1 2021/2022	
Anonymous/no victim or complainant	72
Reported twice	38
Reported three times or more	24
TOTAL	134

Officers to contact:

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

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

HOUSING MANAGEMENT ADVISORY BOARD – 8th SEPTEMBER 2021

Report of the Head of Landlord Services

ITEM 9 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 14th July 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 dates for the remainder of 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	EXEMPT - Update on Future Arrangements for the Delivery of Planned Works, Voids, and Associated Works	Head of Landlord Services	Exempt report
Quarterly	Performance Information	Head of Landlord Services	<p>As Requested at the meeting of 14th July 2021</p> <p>See also 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.</p>

September 2021	Budget Setting and Priorities for Next Year	Head of Landlord Services	Annual Item.
September 2021	Cleaning Contract - Review	Head of Landlord Services	Requested at meeting on 12 th May 2021
September 2021	Voids - Update	Head of Landlord Services	
September 2021	Performance Information Q1	Head of Landlord Services	As Requested at the meeting of 14 th July 2021
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
November 2021	Performance Information Q2		
January 2021	Capital Plan	Head of Landlord Services	Annual report.
January 2021	Service Provided Code of Conduct	Head of Landlord Services	Requested at meeting on 12 th May 2021
TO BE SCHEDULED:			
To be scheduled	STAR Survey	Head of Landlord Services	
To be scheduled	Repair Guide	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.