



**HOUSING MANAGEMENT ADVISORY BOARD**

To: Board Members Ali, Davis, Edwardes (Chair), Hudson, Riley (Vice-Chair), Wright, 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, 10th November 2021 at 4.30 pm for the following business.

Chief Executive

Southfields  
Loughborough

2nd November 2021

**AGENDA**

1. APOLOGIES
2. MINUTES OF THE PREVIOUS MEETING 3 - 9

To confirm the minutes of the meeting held on 8<sup>th</sup> September 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. HRA ASSET MANAGEMENT STRATEGY AND HRA BUSINESS PLAN

A report of the Head of Landlord Services. **To Follow.**

5. UPDATE REPORT ON THE EFFECT OF THE CHANGE IN THE COUNCIL'S POLICY ON BULK WASTE COLLECTION ON COUNCIL DWELLINGS 10 - 11
- A report of the Head of Landlord Services.
6. PERFORMANCE INFORMATION PACK QUARTER 2 2021-2022 12 - 37
- A report of the Head of Landlord Services.
7. QUESTIONS FROM MEMBERS OF THE BOARD
- In accordance with the Board's decision members of the Board were asked in advance of this agenda being published whether they had any questions on matters within the remit of the Board that they wished to ask, for response at this meeting.
- On this occasion no questions were submitted.
8. WORK PROGRAMME 38 - 40
- 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 12<sup>th</sup> January 2022 at 4.30pm
- Wednesday 23<sup>rd</sup> March 2022 at 4.30pm
- Wednesday 11<sup>th</sup> May 2022 at 4.30pm.
9. EXEMPT INFORMATION
- It is recommended that members of the public be excluded from the meeting during the consideration of the following item on the grounds that it will involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 and it is considered that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.
10. FUTURE ARRANGEMENTS FOR THE DELIVERY OF PLANNED WORKS, VOIDS AND ASSOCIATED WORKS
- An exempt report of the Head of Landlord Services circulated to members of the board. **To Follow.**

## HOUSING MANAGEMENT ADVISORY BOARD 8TH SEPTEMBER 2021

PRESENT: The Chair (T. Edwardes)  
The Vice Chair (T. Riley)  
Board Members Ali, Davis, Hudson, Wright, Bolton  
and Seaton

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

APOLOGIES: None.

### 12. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of the Board held on 14<sup>th</sup> July 2021 were confirmed as an accurate record subject to the following amendment:

- (i) With regard to minute 1 Chair and Vice Chair of Board 2021/22 Council Year 'Ms T. Riley' be amended to 'Miss T Riley'.

### 13. DECLARATIONS OF INTEREST

Mrs Yasmin Ali made a declaration concerning Exempt Item 11 – Future Arrangements for the Delivery of Planned Works, Voids and Associated Works. She would leave the room when that item was discussed.

### 14. BUDGET SETTING AND PRIORITIES FOR 2022/23

The Head of Landlord Services Submitted a report providing 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 (item 4 on the agenda).

The Board were advised that:

- (i) Each year the budget planning process for the next financial year started around this time of year.
- (ii) There was also a review of the Housing Revenue Account (HRA) business plan focussing on a 30-year period.
- (iii) In November 2021, the Board would receive a presentation from Saville's on their business plan.
- (iv) Cabinet would consider a draft budget in December and the final draft would go to Council in February. It was recommended that the Board consider the budget in January before it went to Council.
- (v) Priorities included:
  - a. Maintaining the 'Charnwood Standard' whereby kitchens were replaced every 20 years and bathrooms every 30 years

- b. There would be a key focus on policies considered by the Board such as the Tenancy Policy and Tenancy Agreement. Both items would go to Cabinet later in the month.
- c. The HRA business plan would shape the medium-to-long term on spending on council housing stock.
- d. The Environmental Agenda would be considered.

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

- (i) In terms of how realistic it was to catch up with the Capital Programme by the end of the financial year, the main pressures concerned bathrooms. Targets on kitchens may be more achievable as the number was relatively low. Many bathrooms were due for replacement and a report was taken to Cabinet earlier in the year to highlight this difficulty. There was pressure on contractors, and it was considered best to have a smooth programme to avoid a big peak and to have a steady, manageable flow of works for contractors if possible.
- (ii) As well as a high-level programme of works, tenants were also written to informing them of works planned and showing where they were in the programme.
- (iii) Whilst contractors were busy, it was thought there was still capacity in the market for delivery.

**RESOLVED** that the report be noted.

Reason

To acknowledge the Board's consideration of the matter.

15. COMMUNAL CLEANING UPDATE REPORT

The Landlord Services Manager submitted a report presenting the Board with an update on the operation of the communal cleaning service (item 5 on the agenda).

The Board was advised that:

- (i) The contract had started at the end of 2019 and members were given an overview of how the current situation regarding the management of the contract.
- (ii) The contract allowed for a two-year extension and as things stood, the position was to recommend the continuation of the contract for a further two years.

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

- (i) The original decision to enter into the contract was not a result of direct consultation with tenants, rather it arose through STAR surveys that indicated low satisfaction with the cleanliness of blocks. Tenants were, however, consulted on the frequency of the cleaning. The latest STAR

survey about to go out to tenants and included questions on how tenants saw the service and asked them if they would consider paying more for additional services that could be added such as communal window cleaning, dry mopping and adding fragrance to cleaning products so areas 'smelled' clean. The contract served the purpose it was originally intended for.

- (ii) Walls were only detailed in the specification as being washed up to five feet owing to considerations around the use of equipment in the delivery of the contract.
- (iii) It was very important that the comments of residents were communicated to Landlord Services about concerns regarding the failure to meet the contract specification. The service operated a rigorous programme of inspections on a planned basis and were based on a schedule of cleans that was drawn up at the beginning of the contractual year. The target was for 10% of blocks to be inspected per month. A contract meeting was held every month and complaints were a standing item on the agenda, however, a contract breach could only be enforced if a default can be identified from evidence of a breach, therefore the service relied on residents contacting the Council when not happy. If the cleaning of a block had not met specifications, contractors would re-visit and inspect and sometimes re-cleaning would occur as a result. However, such inspections needed to happen shortly following the initial cleaning had taken place in order to get an objective assessment of compliance with the specification.
- (iv) Approximately 12 tenant inspectors had been recruited at the beginning of the contract and had been trained. Unfortunately, very shortly after training had been completed, lockdown began and it became increasingly difficult, because of the restrictions, to maintain the support and continual training of the inspectors that was needed. Restrictions had now been lifted and engagement officer was now in post, part of whose brief was to reinvigorate the tenant inspector programme. It was desirable for tenants to become actively involved in the service that they were paying for and it was important that they were given appropriate training so that they could be objective in their inspections.
- (v) An article would be published in the next One Charnwood encouraging feedback and informing tenants on how to give it.
- (vi) The addition of the dates of cleaning to the website was in progress. It featured a list of all blocks being cleaned and scheduled cleaning dates throughout the year. However, it was not yet searchable and so users would need to manually scroll through.

The Vice-Chair raised issues about an unresolved complaint.

Action: Vice-Chair to contact the Landlord Services Manager to inspect.

Board Member David Wright expressed his satisfaction with the service.

Councillor Bolton suggested that tenants could speak to Councillors if they did not feel they could talk to Council officers directly.

## RESOLVED

1. That the report be noted.
2. That an article be published in the next *One Charnwood* about the cleaning contract, informing tenants on how to give feedback.
3. That Board Members e-mail Landlord Services about any concerns about on the cleaning contract.

### Reason

1. To acknowledge the Board's consideration of the matter.
2. To encourage feedback from tenants to the service could be improved.
3. So that the agenda could move forward.

## 16. VOIDS UPDATE

The Head of Landlord Services submitted a report providing an update on the position in respect of voids (item 6 on the agenda).

The Board were advised that:

- (i) Voids fell into two categories: Standard Voids and Major Voids that needed structural repairs.
- (ii) Most work on voids was done by the internal voids team.
- (iii) A low number of void works were outsourced.
- (iv) Some months had more voids than others.
- (v) In terms of performance, Standard Voids were just above the target and Major Voids were fairly well over target.
- (vi) Pressure on resources had been exacerbated by workers having to self-isolate.
- (vii) There were two distinct teams, one doing responsive repairs and another that dealt specifically with voids. Some workers from the voids team had needed to move temporarily to the repairs team as needed.
- (viii) A contract on ad hoc responsive repairs as well as on major void work was being procured.
- (ix) There had been difficulty in letting age-restricted properties due to some not meeting aspirations as well as a potential lack of demand for properties limited to those aged 45+. A review of sheltered accommodation was in progress and St Michael's Court was being considered for development and a review of age-restricted properties would consider a broader range of ages.
- (x) More detailed information on accessibility was needed to allow easier matching of applicants to properties. As such, more information was being obtained.
- (xi) Some properties had been bought from the open market which required adapting. An adaptations contractor was being procured.
- (xii) Where works were so disruptive as to require a tenant to move out, suitable properties needed to be identified for them.

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

- (i) Data was being studied regarding the potential removal of age restrictions on properties. This was a work in progress.
- (ii) Age restrictions could potentially be dropped a little, however, with accommodation designed for the elderly, there was a view that there should be an age limit to preserve the image of sheltered accommodation, however, alteration of age restrictions was being considered for certain flats. The Head of Landlord Services would discuss options with the Head of Strategic Housing, and proposals would be brought forward to the Board where changes were planned that required Cabinet approval.
- (iii) The rule on age restrictions would still be applicable in cases of households of three generations.

Councillor Seaton raised the issue of suitability of tenants to certain properties and expressed the need for pragmatism.

The Vice-Chair requested to meet with the Head of Landlord Services following the meeting in order to clarify the data.

Action: Head of Landlord Services to meet with the Vice-Chair following the meeting.

## **RESOLVED**

1. That the report be noted.
2. That the Head of Landlord Services discuss options on age-restrictions with the Head of Strategic Housing.

## Reason

1. To acknowledge the Board's consideration of the matter.
2. To explore ways to maximise occupancy of properties.

## 17. PERFORMANCE INFORMATION PACK - QUARTER 1

The Head of Landlord Services submitted a report for the Board to consider performance at the end of Quarter 1, 2021-2022, April to June 2021 (item 7 on the agenda).

In response to a question from the Board it was explained that, regarding rent arrears and the loss of income for those on universal credit because of the impending end of the additional £20 per week payment given throughout the Covid-19 pandemic, there were supportive income, financial inclusion and tenancy support teams which could advise people on maximising benefits and making payment plans for paying rent. The housing allowance element of universal credit had not changed: the £20 increase was to the personal allowance. Those experiencing hardship as a result of the loss of the £20 would be offered help, support and advice. In terms of directly paid rent, the Department for Work and Pensions had a set of criteria for direct payments for a temporary period and this was subject to review. This had not changed and was strictly defined. It could be requested in arrears exceeded eight weeks' or more or if

the claimant was classified as vulnerable. The principle of universal credit was that people would be responsible for their money and how it was spent.

**RESOLVED** that the report be noted.

Reason

To acknowledge the Board's consideration of the matter.

18. 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 the Chair asked the following: Could residents be informed of budget setting and priorities ahead of the next meeting of the Board?

**RESOLVED** that the Head of Landlord Services produces notes for the Senior Citizens Forum and the Charnwood Housing Residents Forum.

Reason

To give notice to residents of budget setting and priorities.

19. 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.

Summary of discussion:

- (i) It was clarified that the performance criteria listed on the workplan was now considered as a regular agenda item so Board Members could decide which criteria they wanted to see on an ongoing basis.
- (ii) Landlord Services followed the Council's Tree Policy.

**RESOLVED**

1. that the Budget Update be added to the Board's Work Programme for the meeting of the Housing Management Advisory Board on 12<sup>th</sup> January 2022 as an annual item.



2. that the STAR survey be allocated to the meeting of the Housing Management Advisory Board on 12<sup>th</sup> January 2022.
3. that the Board's Work Programme be updated to reflect all decisions made above and earlier in the meeting.

### Reasons

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

### 20. 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 recording was stopped.*

### 21. 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 11 on the agenda).

A summary of the Board's discussion on this matter is provided in the exempt minute (Housing Management Advisory Board 22E. 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 – 10 NOVEMBER 2021

### Report of the Head of Landlord Services

Item 5      UPDATE REPORT ON THE EFFECT OF THE CHANGE IN THE COUNCIL'S POLICY ON BULK WASTE COLLECTION ON COUNCIL DWELLINGS

#### Purpose of report

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

#### Recommendation

Members are asked to note and comment on the report.

#### Reasons

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

#### Report implications

No implications have been identified for this report.

Background papers:      None

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

- 1.1 In October 2019 Charnwood Borough Council started charging its residents for the removal and disposal of bulky items of waste. Hitherto this was a free service, funded from residents' council tax.
- 1.2 The (approximately) five and a half thousand council tenants have been affected by this change in that the change in council policy has meant that a previously free service is now chargeable.
- 1.3 In March 2021 members considered a report on the effect of the change in council policy by looking at how it has affected the amount of bulky items being dumped by tenants in council blocks' external [bin stores] and internal communal areas.
- 1.4 The information used to inform that report (records kept by the tenancy and estate management team's housing assistant) covered the months prior to the change in council policy and then immediately afterwards. The end of the period following the change in policy coincided with the first national lockdown and the suspension of many services.

- 1.5 The conclusion from that data was that the number of reported bulk items in the months following the change in policy fell by 46% compared to a similar number of months preceding it.
- 1.6 At the March meeting of HMAB when the report was presented, members requested updated figures to evaluate whether that difference had been maintained or not.

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

- 2.1 The records that we have analysed cover the period from October 2020 to June 2021. The local recycling centres were open for all that period of time but by appointment only.
- 2.2 The average number of clearances per month in period before the council's policy was changed was 10.5. From October 2020 to June 2021 the average number of clearances per month was 66. Within this data, the number of clearances for April to June 2021 was around half of this number
- 2.3 The period October 2020 to June 2021 was subject to national restrictions, recycling centres were operating pre-booked appointment systems, and some tenants may have been unable or fearful to leave their properties due to Covid-19, choosing to leave items in communal areas rather than visit the local recycling centre. The Council operates a system of inspections of communal areas, which involves the removal of unauthorised items, and tenants will be aware of this.
- 2.4 The problem for tenancy management staff is that it is extremely difficult to attribute dumped items to one particular property and so the recharge rate is low. Those costs have to be recovered, too, once they are recharged.

## **3. Recommendation**

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

Officer to contact:

Andrew Staton  
Landlord Services Manager

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

Mobile: 07802 685681

Housing Management Advisory Board

10 November 2021

Performance information pack  
**QUARTER 2 2021-2022**

Landlord services performance

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

Compliance performance (gas and fire safety etc)

**HOUSING MANAGEMENT ADVISORY BOARD  
10 NOVEMBER 2021**

**Report of the Head of Landlord  
Services**

**LANDLORD SERVICES  
PERFORMANCE**

Purpose of report

To consider performance at the end of quarter 2, 2021-2022, July to September 2021.

Recommendation

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

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

(a) Repairs

Description	Target	Performance Q2
% Emergency repairs completed within 24 hours	100%	100% 1666/1666
% Responsive repairs for which appointments are made and kept	98.58%	99.42% 3068/3086
% Responsive repairs which are completed 'right first time'	96%	99.85% (3346/3351)
% Urgent repairs completed on time	97%	95.51% 1020/1068

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

<b>Description</b>	<b>Target</b>	<b>Performance Q2</b>
% Properties with a valid gas safety certificate	100%	99% 5155/5207

(c) Rent collection

<b>Description</b>	<b>Target</b>	<b>Performance Q2</b>
% Rent collected (including rent arrears brought forward)	93.25%	92.85%

(d) Tenancy management

<b>Description</b>	<b>Target</b>	<b>Performance Q2</b>
% New tenancies sustained over twelve months	95%	99.17% 120/121
% New tenancy visits completed on target	95%	95.76% 113/118

(e) Supported housing

<b>Description</b>	<b>Target</b>	<b>Performance Q2</b>
% Support plans agreed with sheltered tenants/reviewed within time	100%	99.72% 716/718

(f) Customer satisfaction

<b>Description</b>	<b>Target</b>	<b>Performance Q2</b>
% Tenants satisfied with responsive repairs (overall)	97.4%	98.20% 382/389
% Tenants satisfied with the time taken to complete the repair	97.60%	98.20% 382/389
% Tenants satisfied that the operative arrived on time	98.57%	99.49% 387/389
% 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% 125/125

(g) Rent arrears and universal credit

The arrears and universal credit performance indicators for quarter 2 2021-2022 are attached in **appendix 1**.

Targets not met within a 5% tolerance

(a) Repairs

Description	Target	Performance Q2
% Routine repairs completed on time	97.00%	84.41% 1570/1860
% Responsive repairs completed within timescales	97%	92.82% 4264/4594
Average number of days taken to carry out re-let repairs	14 days	18.94 days

Commentary:

The repairs team has been unable to hit the above targets owing to the backlog of work created by COVID; this has had an effect on the void times when resources are moved to assist the routine repairs .

We have undertaken recruitment campaigns to fill vacant positions but have been unsuccessful at this time .Further campaigns are due to be started

(b) ASB

Description	Target	Performance Q2
% ASB complainants satisfied with the way their case was dealt with	86.00%	72.73% 10/13

Commentary:

The 72.73% figure is the cumulative total from 1<sup>st</sup> April 2021. In quarter 2 three surveys were completed and the performance was 100%.

(c) Complaints

Description	Target	Performance Q2
% Complaints responded to within timescales (stages 0 and 1)	95%	85.65% 203/237

Commentary:

The capacity of the investigating officers has resulted in some complainants not being contacted within the timescales. However all customers have been contacted and apologies given for the delay.

(d) Rent arrears percentage of annual rent debit

<b>Description</b>	<b>Target</b>	<b>Performance Q2</b>
Rent arrears of current tenants as a percentage of the annual rent debit rent debit	3.11%	3.55%

Commentary:

Arrears at this point of the year are traditionally high and follow a generally consistent trajectory every year leading up to Christmas. Compared to the position last year arrears are below what they were then. At this point we have no reason to be concerned that the end-of-year 'target' will not be met.

Officers to contact: Deborah Bartlett

Repairs and Investment Manager

[deborah.bartlett@charnwood.gov.uk](mailto:deborah.bartlett@charnwood.gov.uk)

01509 634501

Andrew Staton

Landlord Services Manager

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

01509 634608



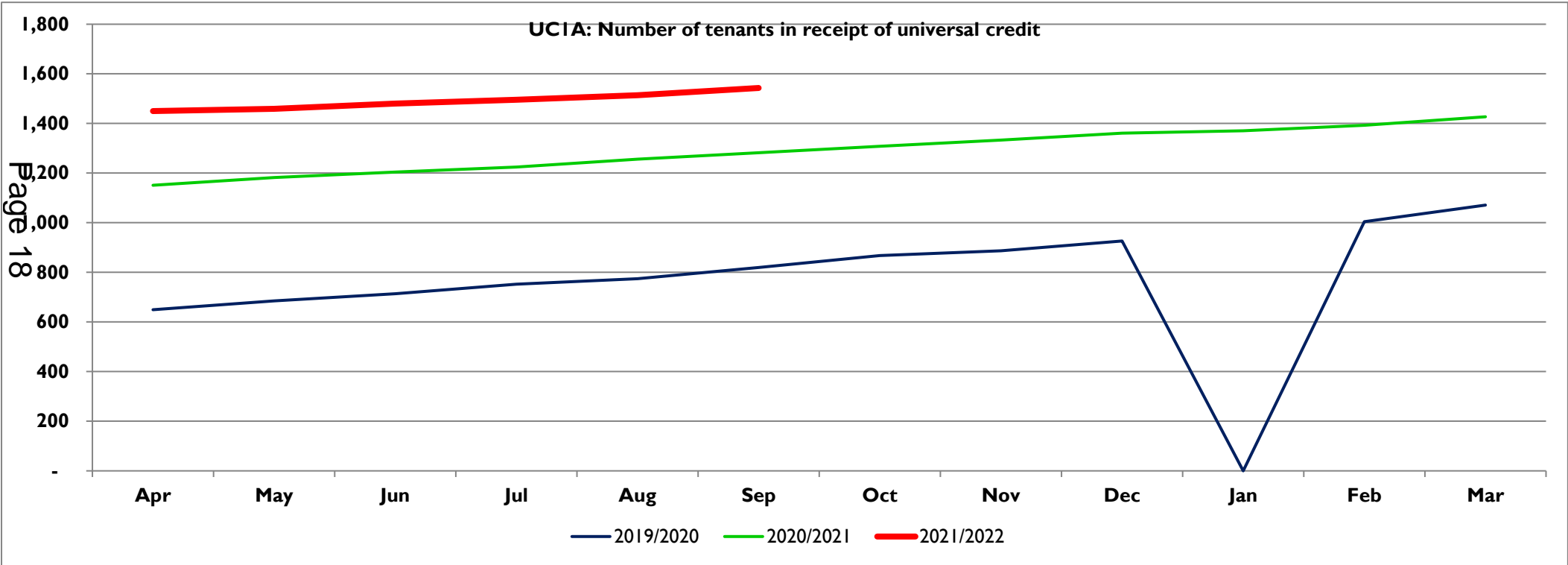
**APPENDIX 1: RENT ARREARS AND UNIVERSAL CREDIT**

**Q2: July – September 2021: Landlord services – rent arrears and universal credit performance indicators**

KPI ref	Description	Q2 21/22	Q1 21/22	Q4 20/21	Q3 20/21
UC1A	Number of tenants in receipt of universal credit	<b>1,543</b>	1,480	1,427	1,361
UC1B	Percentage of tenants in receipt of universal credit and who are in arrears	<b>59.9%</b>	58.9%	59.6%	54.6%
UC1C	Total arrears of tenants in receipt of universal credit and who are in arrears	<b>£499,437</b>	£479,363	£545,701	£471,446
UC1D	Average debt of tenants in receipt of universal credit and who are in arrears	<b>£540</b>	£550	£641	£635
UC2A	Number of tenants not in receipt of universal credit	<b>3,673</b>	3,742	3,835	3,938
UC2B	Percentage of tenants not in receipt of universal credit and in arrears	<b>26.0%</b>	25.5%	12.7%	16.4%
UC2C	Non-UC arrears	<b>251,726</b>	£255,020	£95,418	£230,642
UC2D	Average debt of tenants not in receipt of UC and who are in arrears	<b>£264</b>	£267	£196	£356

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

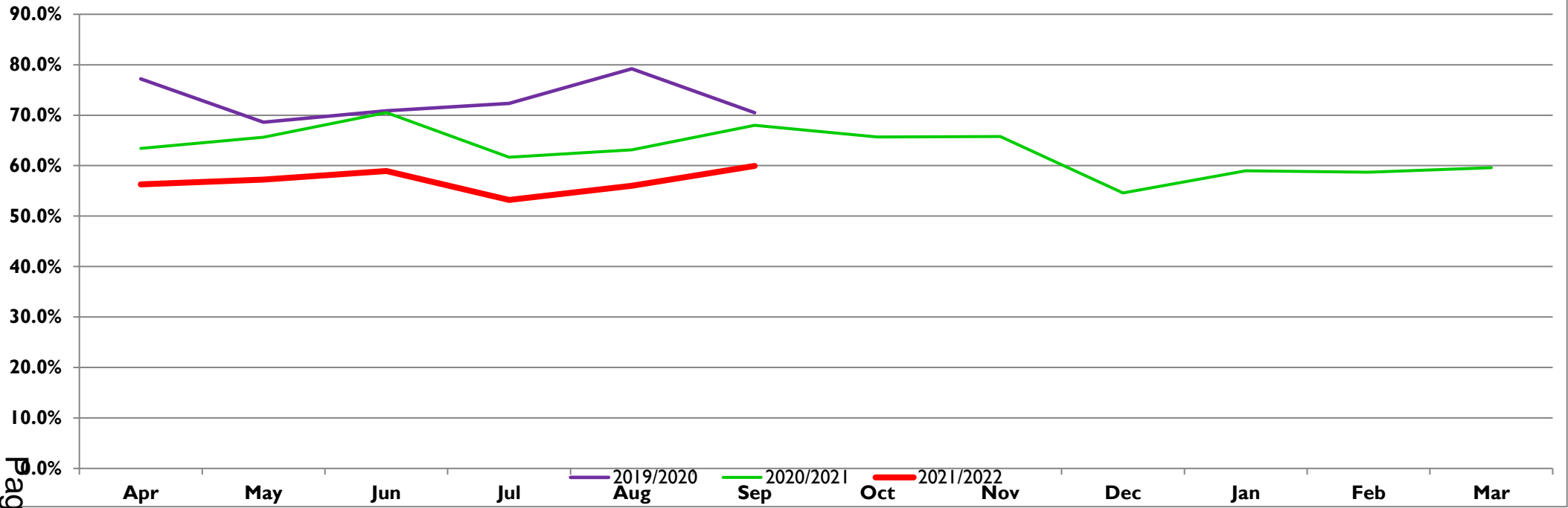
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>2019/20</b>	649	685	714	752	774	820	868	887	926	No data	1,004	1,071
<b>2020/21</b>	1,151	1,182	1,204	1,224	1,256	1,282	1,308	1,333	1,361	1,371	1,393	1,427
<b>2021/22</b>	<b>1,450</b>	<b>1,459</b>	<b>1,480</b>	<b>1,496</b>	<b>1,514</b>	<b>1,543</b>						



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

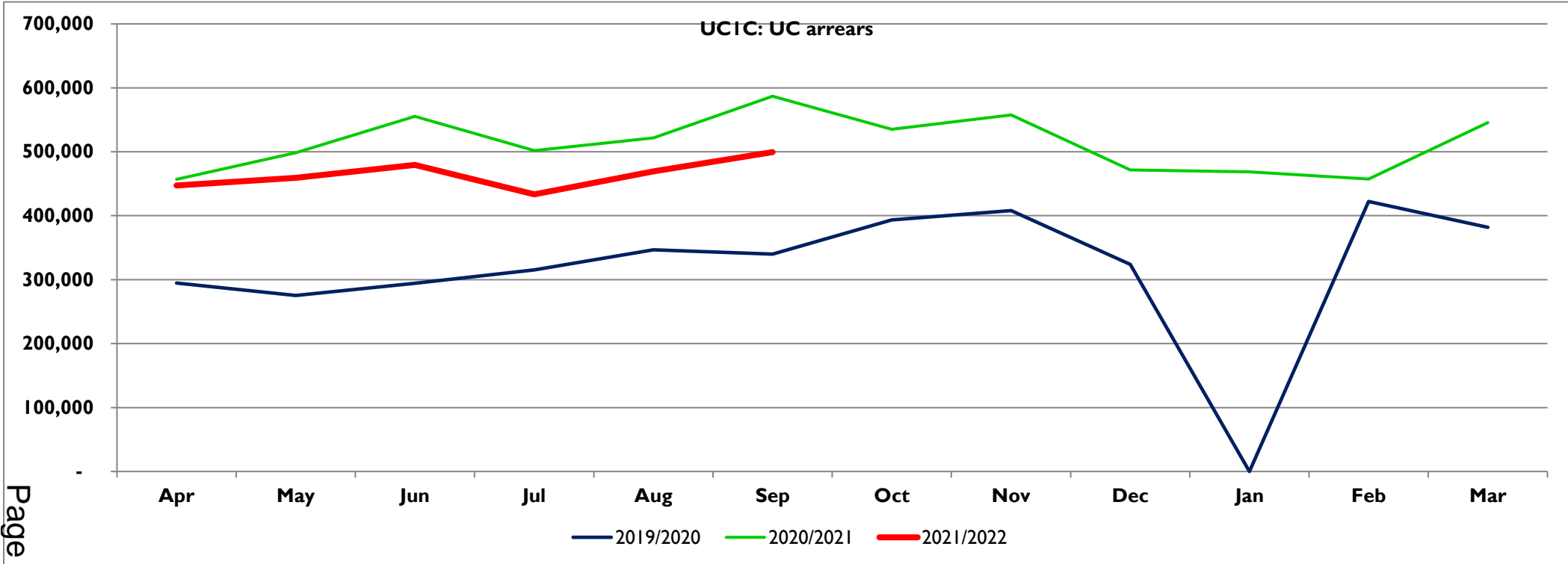
	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
<b>2019/20</b>	77.2%	68.6%	70.9%	72.3%	79.2%	70.5%	73.6%	74.0%	61.8%	No data	69.7%	60.2%
<b>2020/21</b>	63.4%	65.7%	70.5%	61.7%	63.1%	68.0%	65.7%	65.8%	54.6%	59.0%	58.7%	59.6%
<b>2021/22</b>	<b>56.3%</b>	<b>57.2%</b>	<b>58.9%</b>	<b>53.2%</b>	<b>56.0%</b>	<b>59.9%</b>						

UCIB: Percentage of tenants in receipt of universal credit and in arrears



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

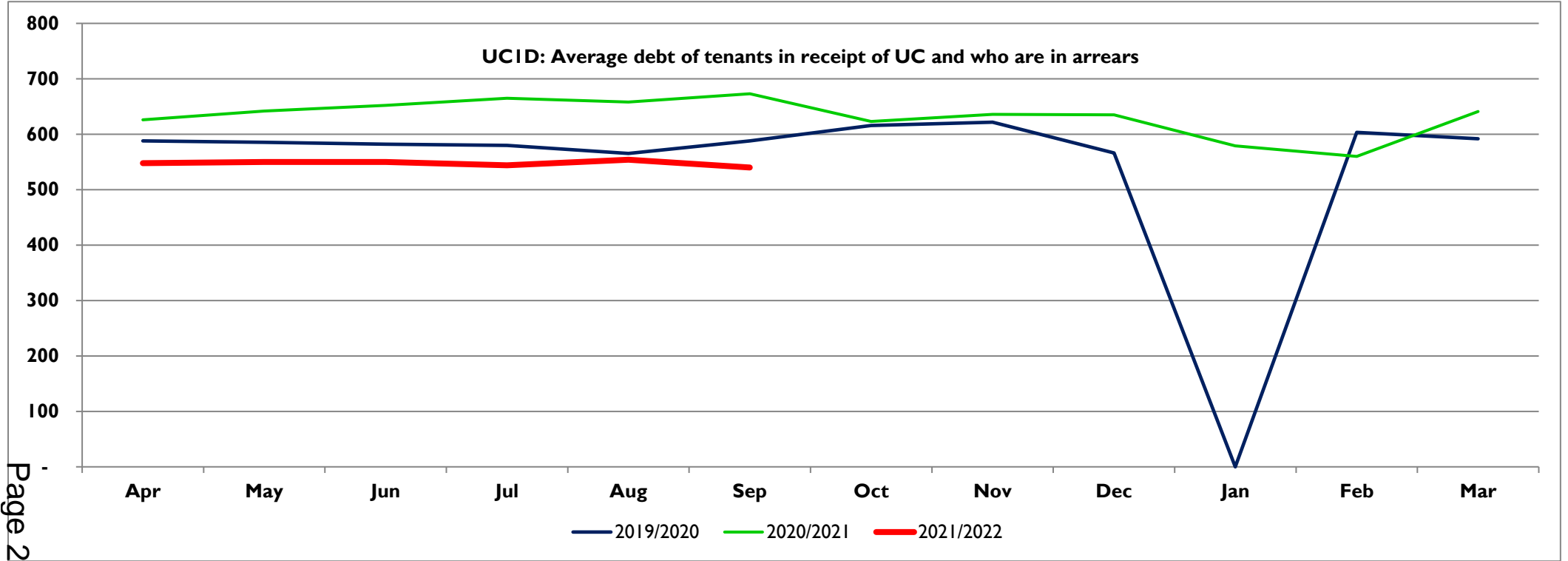
	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
<b>2019/20</b>	294,628	275,192	294,416	315,337	346,504	339,857	393,449	407,838	323,969	No data	422,240	381,854
<b>2020/21</b>	456,913	498,413	555,479	501,988	521,649	586,825	535,319	557,596	471,446	468,523	457,397	545,701
<b>2021/22</b>	<b>447,403</b>	<b>459,255</b>	<b>479,363</b>	<b>433,410</b>	<b>469,519</b>	<b>499,437</b>						



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

	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
<b>2019/20</b>	588	586	582	546	637	554	616	622	566	No data	603	592
<b>2020/21</b>	626	642	652	665	658	673	623	636	635	579	560	641
<b>2021/22</b>	<b>548</b>	<b>550</b>	<b>550</b>	<b>544</b>	<b>554</b>	<b>540</b>						

UCID: Average debt of tenants in receipt of UC and who are in arrears



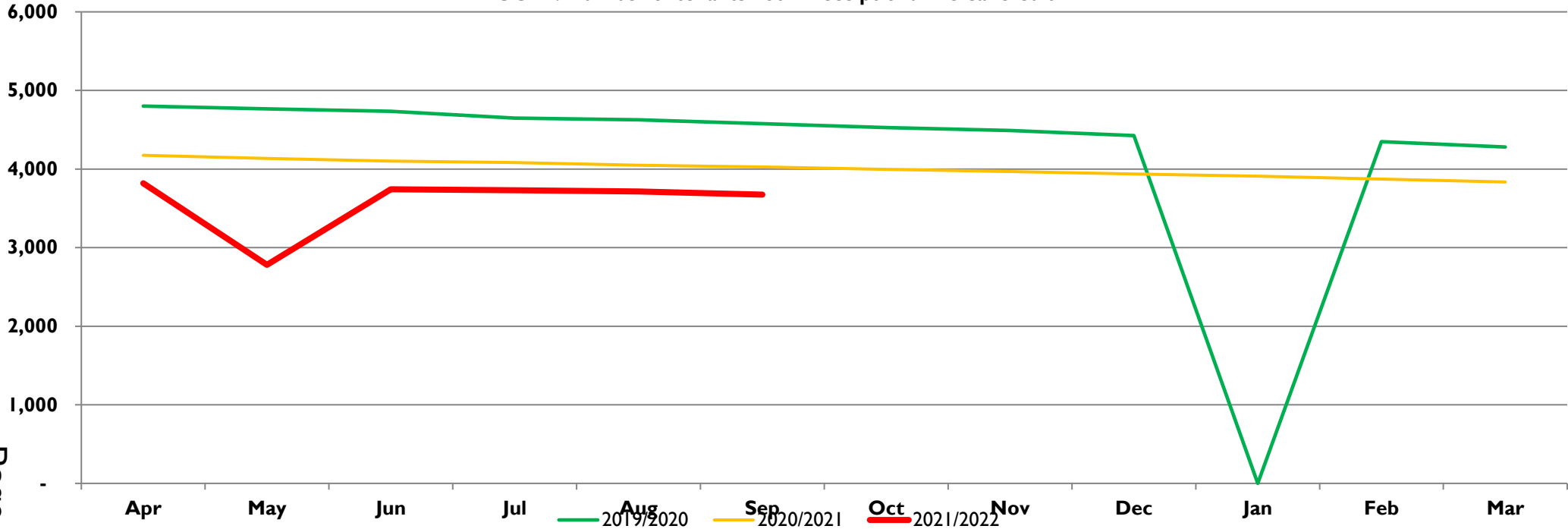


**UC2A      Number of tenants not in receipt of universal credit**

	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
<b>2019/20</b>	4,801	4,765	4,736	4,649	4,628	4,577	4,527	4,491	4,424	No data	4,347	4,279
<b>2020/21</b>	4,175	4,134	4,102	4,083	4,048	4,026	3,997	3,968	3,938	3,909	3,871	3,835
<b>2021/22</b>	<b>3,819</b>	<b>2,781</b>	<b>3,742</b>	<b>3,731</b>	<b>3,715</b>	<b>3,673</b>						

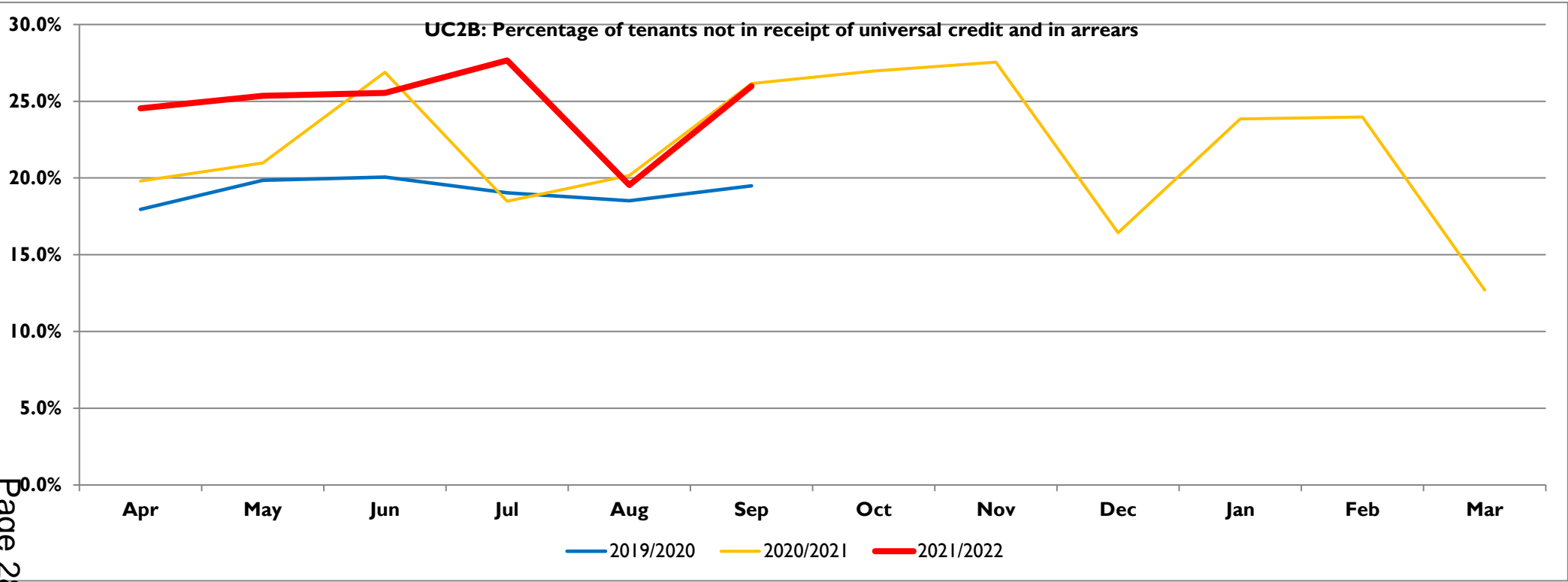
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UC2A: Number of tenants not in receipt of universal credit



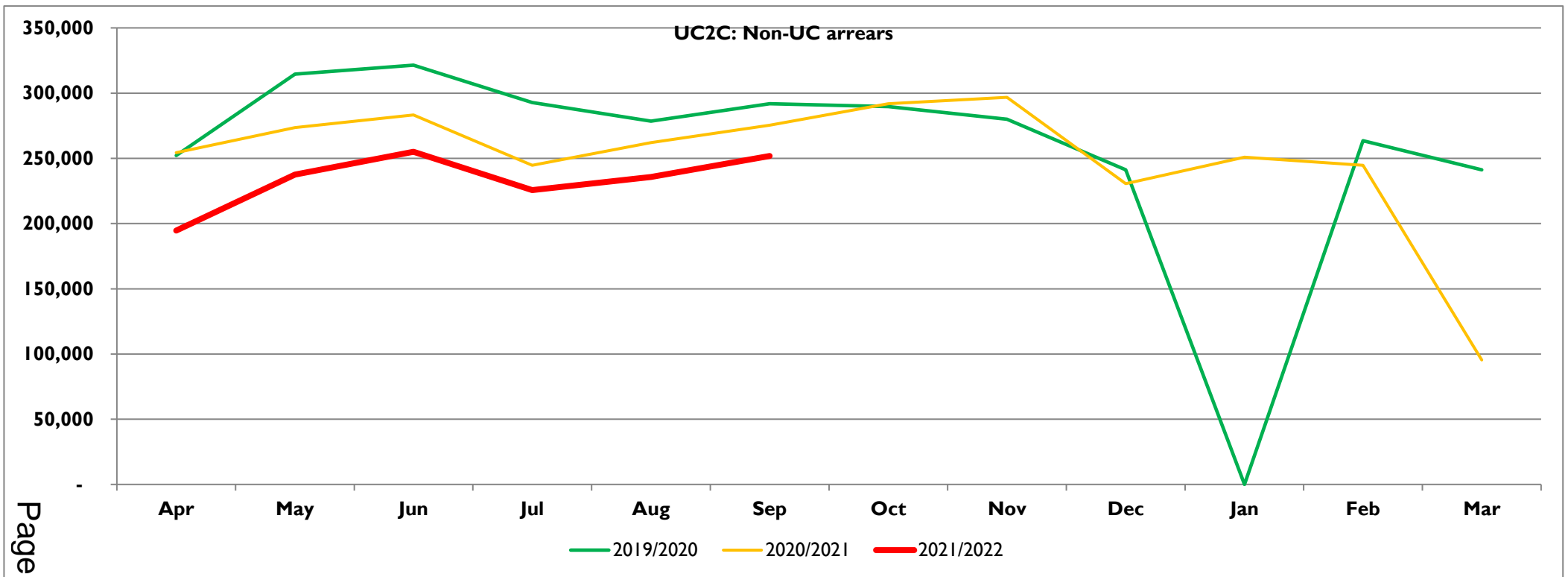
**UC2B Percentage of tenants not in receipt of universal credit and who are in arrears**

	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
<b>2019/20</b>	18.0%	19.9%	20.1%	19.0%	18.5%	19.5%	20.5%	20.5%	23.7%	No data	22.4%	18.1%
<b>2020/21</b>	19.8%	21.0%	26.9%	18.5%	20.2%	26.2%	27.0%	27.5%	16.4%	23.8%	24.0%	12.7%
<b>2021/22</b>	<b>24.5%</b>	<b>25.4%</b>	<b>25.5%</b>	<b>27.7%</b>	<b>19.5%</b>	<b>26.0%</b>						



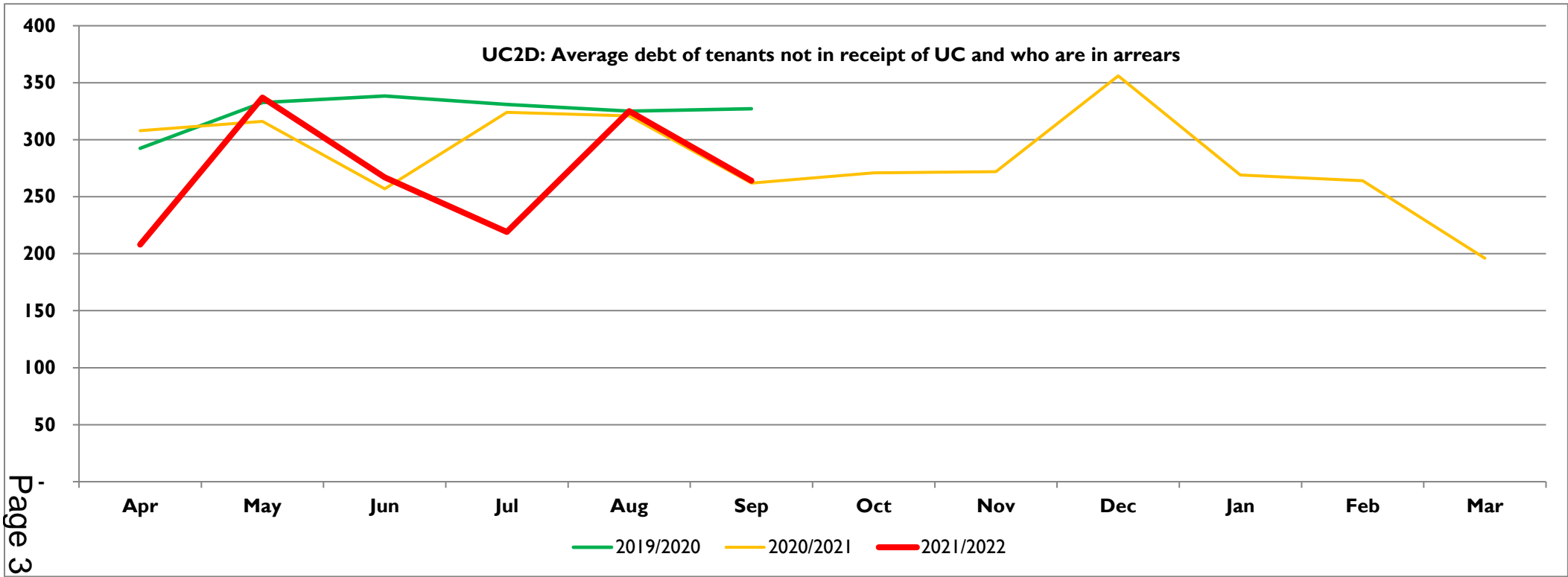
**UC2C Total debt of tenants not in receipt of universal credit and who are in arrears (£s)**

	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
<b>2019/20</b>	252,086	314,604	321,434	292,803	278,585	291,836	289,666	279,904	241,129	No data	263,571	241,253
<b>2020/21</b>	254,390	273,554	283,214	244,743	262,125	275,364	291,946	296,785	230,642	250,803	244,717	95,418
<b>2021/22</b>	<b>194,618</b>	<b>237,495</b>	<b>255,020</b>	<b>225,598</b>	<b>235,617</b>	<b>251,726</b>						



**UC2D 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
<b>2019/20</b>	292	333	338	331	325	327	312	304	230	No data	270	312
<b>2020/21</b>	308	316	257	324	321	262	271	272	356	269	264	196
<b>2021/22</b>	<b>208</b>	<b>337</b>	<b>267</b>	<b>219</b>	<b>325</b>	<b>264</b>						



DESCRIPTION	TARGET	ACTUAL	%	COMMENTARY
<b>GAS COMPLIANCE</b>				
<b>PROPERTIES WITH A CURRENT CP12</b>	5,207	5,155	99.00%	We have 52 properties that are out of compliance. Appointments are being made to gain access). Sure is in the last month of its contract and has had changes of staff. Staffing problems are causing delays in receipt of LGSRs. This will be monitored as we transition to a new contractor
<b>CAPPED PROPERTIES WITH A CURRENT CP12</b>		310	6%	6% of our gas tenants are not using the gas appliances in their home.
<b>COMMUNAL BOILERS WITH A CURRENT CP12</b>	15	15	100%	The servicing of communal boiler systems is all up to date. Options for 1 or 3 star being discussed with prospective new contractor
<b>SOLID FUEL APPLIANCES WITH CURRENT CP12</b>	60	59	98%	One property is of compliance. Efforts are being made to gain access.
<b>REPAIRS COMPLETED WITHIN PRIORITY</b>	1,880	1,717	91%	87% of repairs were completed within priority. Sure has made changes to the way it raises and progresses jobs, which would have had a downward effect on some figures and have also had system problems. The problems are now resolved and there will be internal analysis of servicing figures.
<b>CUSTOMER SATISFACTION (98%)</b>	288	284	99%	Audits received 99% customer satisfaction.
<b>AUDITING - ASSURANCE</b>				
<b>COMPLETED GAS AUDITS - MAIN GAS CONTRACT</b>	0	311	0%	311 audits have now been completed



COMPLETED SOLID FUEL AUDITS				
<b>SMOKE ALARM &amp; CARBON MONOXIDE COMPLIANCE - RECONCILIATION PROJECT</b>				
No. properties with battery smoke alarm		2,237		PDF reader has been created and configured for gas safety certificate data extraction. Further development in progress for a script to locate and read latest CPI2 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		
<b>PROPERTIES WITH A CO ALARM INSTALLED</b>		5,602		Reconciliations are required: this work is outstanding owing to a lack of information on the QL system
<b>FIRE SAFETY</b>				
<b>FIRE ALARM: SIX-MONTHLY</b>	19	19	100%	Monthly data sheet being received confirming dates and certificate details for each site. Four sites - Aingarth are late and are being checked.
<b>EMERGENCY LIGHTING - DURATION TEST - ANNUAL</b>	18	18	100%	Monthly data sheet being received confirming dates and certificate details for each site
<b>EMERGENCY LIGHTING - FLICK TESTING - MONTHLY</b>	277	277	100%	Monthly data sheet being received confirming dates and certificate details for each site
<b>FIRE RISK ASSESSMENT</b>	297	297	100%	The final 26 FRAs are due to be returned. New action logs will be produced when received.
<b>FIRE EXTINGUISHER</b>	14	1	100%	Fourteen sites have fire extinguishers/blankets installed (47 components) all compliant bar the Marios Tinenti Centre - waiting confirmation of fire extinguisher checks.
<b>FIRE RISK ACTION LOG</b>		3	3	Three of the eight courts where fire remedial works were being undertaken still have continuing works.
<b>FRA RECOMMENDATIONS - IMMEDIATE/AS SOON AS PRACTICABLE</b>	268	-	0.00%	Totals will increase as new batches of FRAs are ordered and received back. Further FRAs are to be ordered. The assets team has been actively reviewing actions and have claimed all actions originally flagged for repairs team. No further actions have been marked complete including some for housing which appear to have had action or would have been actioned as part of monthly checks
<b>FRA RECOMMENDATIONS - SHORT TERM</b>	289	241	83.39%	
<b>FRA RECOMMENDATIONS - NON URGENT</b>	92	-	0.00%	
<b>FRA RECOMMENDATIONS - LONG TERM</b>	-	-	NA	
<b>FRA RECOMMENDATIONS - ASSET PROTECTION ONLY</b>	-	-	NA	

<b>FRA RECOMMENDATIONS - TOTAL</b>	649	241	37.13%	A large number of items may be advice or information to be confirmed e.g. re frequency of fire door inspections or removal of items/refuse. If removal of items are complete then there could be a notable drop in 'immediate actions totals. Re fire doors - I will discuss with Pete B and FSF with the same expectation.
<b>WATER SAFETY</b>				
<b>LEGIONELLA MONITORING - MONTHLY</b>	15	15	100%	All courts are compliant with monthly, quarterly and annual checks . Testing and flushing at Sorrel Court has reverted to the wardens. New checks on temperature at targeted outlets at each court are to be introduced adding robustness to SE checks, which are monthly. A number of risk assessments and proposals have been introduced and we are starting a programme of biocide dosing unit installation as part of recommendations. These are active preventative measures. We are starting with Fielding Court, Arnold Smith House, Martin Court and Sorrel Court.
<b>LIFTS &amp; STAIRLIFTS</b>				
<b>PASSENGER LIFT: SIX-MONTHLY SERVICE</b>	4	4	100%	Stair lifts, hoist, passenger – 203 with four outstandingThere is a new contractor in place and these figures need to be confirmed due to teething issues with reporting
<b>STAIRLIFT: ANNUAL SERVICE</b>	203	199	98%	
<b>ASBESTOS</b>				
<b>COMMUNAL AREA SURVEYS FOR RE-INSPECTION</b>	492	492	100%	New figures from report with more granularity. Actuals will alter throughout the year
<b>TOTAL PROPERTIES WITH AN ASBESTOS SURVEY</b>	5,530	5,530	100%	Reconciliations are continuing: 5,530 properties identified from validation of CBC data and has been passed to MCP. Checks for properties not on Alpha Tracker (surveys since end of year 2018) are complete. Surveys predating this Alpha Tracker are in the process of being uploaded up to a separate documents folder where they will be available to view but without the additional features provided by the Alpha Tracker. New KPIs under new contract being established - some reliance on reconciliation. Waiting for data from Paul McM re some properties thought not to have surveys. However, we will attempt to validate this during upload process from prem sys to AT
<b>COMPLETED ASBESTOS AUDITS - assurance testing</b>				Audits completed with assurances issued on works carried out - further auditing to be completed on licensed works as necessary
<b>Electrical condition reports (periodic testing) inc PAT testing</b>				
<b>Courts' PAT testing</b>	14	14	100%	PAT testing complete

**APPENDIX 3: ANTI-SOCIAL BEHAVIOUR – QUARTER 2 2021-2022**

**1. Incidents of ASB reported by estate – quarter 2: July to September 2021**

<b>Estate</b>	<b>Q2 21/22</b>	<b>Q1 21/22</b>	<b>Q4 20/21</b>	<b>Q3 20/21</b>
Anstey	11	15	12	4
Barrow Upon Soar	9	13	12	6
Birstall	5	3	4	1
Loughborough - Ashby Road	15	23	6	9
Loughborough - Bell Foundry	59	51	31	29
Loughborough - General	43	30	23	29
Loughborough - Shelthorpe	54	31	16	17
Loughborough - Thorpe Acre	4	15	1	3
Loughborough - Town Centre Central	16	17	15	14
Loughborough - Warwick Way	56	36	14	9
Mountsorrel	35	19	15	12
Quorn	5	8	4	5
Rest of Charnwood	10	5	1	3
Rothley	7	12	11	2
Shepshed	30	33	15	18
Sileby	41	61	23	3
Syston	15	17	7	17
Thurmaston	1	13	21	5
Woodhouse Eaves	9	6	5	4
<b>Grand total</b>	<b>425</b>	<b>408</b>	<b>236</b>	<b>190</b>

**2. Case closure quarter 2 2021/2022**

<b>CASES CLOSED DURING QUARTER 2</b>	<b>Q2 21/22</b>	<b>Q1 21/22</b>	<b>Q4 20/21</b>	<b>Q3 20/21</b>
<b>Numbers of cases closed</b>	<b>150</b>	<b>72</b>	<b>270</b>	<b>286</b>
<b>Total time open (days)</b>	<b>15,015</b>	<b>3,475</b>	<b>23,252</b>	<b>24,254</b>
<b>Average length of time open (days)</b>	<b>100</b>	<b>48</b>	<b>86</b>	<b>85</b>

**3. Case resolution rate quarter 2 2021-2022**

<b>CASES CLOSED DURING QUARTER 2</b>	<b>Q2 21/22</b>	<b>Q1 21/22</b>	<b>Q4 20/21</b>	<b>Q3 20/21</b>
<b>Numbers of cases closed</b>	<b>150</b>	<b>72</b>	<b>203</b>	<b>205</b>
<b>of which were resolved</b>	<b>99</b>	<b>36</b>	<b>128</b>	<b>117</b>
<b>Case resolution rate (%)</b>	<b>66%</b>	<b>50%</b>	<b>63%</b>	<b>57%</b>

4. Case closure and reasons for closure when unresolved quarter 2 2021-2022

Case resolution - unresolved cases' reason for closure	
Reason for closure when unresolved	Nos
No perpetrator identified	14
No evidence in order to take action/Insufficient evidence to make any progress with the case	37
<b>TOTAL</b>	<b>51</b>

Following clarification from HouseMark as to what constitutes a resolved case cases which would previously be included in the above table are no longer included.

5. Case closure by disposal (action status at point of closure) quarter 2 2021/2022

Disposal type	Q2 21/22	Q1 21/22	Q4 20/21	Q3 20/21
Advice	52	13	27	19
Verbal warning	2	0	1	2
Written warning	7	1	8	11
Community protection advice/warning letter	1	1	1	0
Mediation	6	0	5	0
Acceptable behaviour contract	0	0	0	0
Injunction	0	0	1	0
Tenancy – extension to introductory tenancy	0	0	0	0
Notice of possession proceedings	0	0	0	0
Notice of seeking possession	1	0	0	0
Suspended possession order (SPO)	0	0	0	0
Outright possession order	0	0	1	0
Criminal behaviour order (CBO)	0	0	0	0
Closure order	0	0	0	0
Eviction order	0	0	1	0
No further action at complainant's request	19	9	35	24
No further action – reported for information only	4	2	1	1
No further action – no perpetrator identified	14	6	10	14
No further action - other	32	16	34	59
No further action – evidence not provided	45	6	29	37
Other (in this case non-engagement by complainant)	209	15	48	47
Entered in error/duplicate case	No longer included	No longer included	68	72
Referred to the police	0	1	0	0
Referred to the environmental protection team	0	1	0	0
Alleged perpetrator ended tenancy	0	1	0	0
Complainant moved	0	1	0	0
<b>Grand total</b>	<b>392</b>	<b>73</b>	<b>270</b>	<b>286</b>

6. Open cases at end of quarter 2 2021/2022

Cases open at end quarter 1	Q2 21/22	Q1 21/22	Q4 20/21	Q3 20/21
Numbers of cases	372	338	133	171
Total time open (days)	34,135	27,458	13,880	20,968
Average length of time open (days)	92	81	104	123

6. Repeat complainants

Repeat and anonymous complainants for cases opened during quarter 2 2021/2022	
Anonymous/no victim or complainant	79
Reported twice	43
Reported three times or more	21
<b>TOTAL</b>	<b>143</b>

Officers to contact:

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## HOUSING MANAGEMENT ADVISORY BOARD – 10<sup>th</sup> November 2021

### Report of the Head of Landlord Services

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

##### Purpose of the Report

To enable the Board to agree its work programme. The current work programme, appended, sets out the position following the previous meeting of 8<sup>th</sup> September 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
<b>SCHEDULED:</b>			
Every meeting	Work programme		To review the Board's work programme.
Every meeting	Questions from members of the Board		<p>Questions on matters within the remit of the Board (if any), for response at the meeting.</p> <p>Members will be asked in advance of the agenda being published for each meeting whether they have any such questions, for listing on the agenda.</p>
Every meeting	<b>EXEMPT</b> - Update on Future Arrangements for the Delivery of Planned Works, Voids, and Associated Works	Head of Landlord Services	<b>Exempt report</b>
Quarterly	Performance Information	Head of Landlord Services	<p>As Requested at the meeting of 14<sup>th</sup> 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>
Annual	Budget Setting and Priorities for Next Year	Head of Landlord Services	To be considered every September with an update in January.

November 2021	HRA Asset Management Strategy and HRA Business Plan	Head of Landlord Services	Rescheduled by the Board at its meeting on 4 <sup>th</sup> February 2021.
November 2021	Fly Tipping in Communal Areas/on HRA Land	Head of Landlord Services	Update as agreed at meeting on 12 <sup>th</sup> May 2021
November 2021	Performance Information Q2	Landlord Services Manager	Quarterly report.
January 2022	Capital Plan	Head of Landlord Services	Annual report.
January 2022	Budget Update	Head of Landlord Services	Annual report.
January 2022	STAR Survey	Head of Landlord Services	Scheduled by Board at meeting on 8 <sup>th</sup> September 2021
January 2022	Housing Strategy	Head of Strategic and Private Sector Housing	Rescheduled from November Meeting
January 2022	Fencing Policy	Head of Landlord Services	Recheduled from November meeting to allow it to go to CHRF first.
March 2022	Service Provided Code of Conduct	Head of Landlord Services	Requested at meeting on 12 <sup>th</sup> May 2021  Moved from January 2022
<b>TO BE SCHEDULED:</b>			
To be scheduled	Repair Guide	Head of Landlord Services	Requested at meeting on 12 <sup>th</sup> 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.