



HOUSING MANAGEMENT ADVISORY BOARD

To: Board Members Ali, Davis, Edwardes (Chair), Hudson, Mason, Riley (Vice-Chair),
Wright, Councillors Capleton, Draycott 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 Committee Room 2, at the Council Offices, Southfields, Loughborough on Wednesday, 11th May 2022 at 4.30 pm for the following business.

Chief Executive

Southfields
Loughborough

28th April 2022

AGENDA

1. APOLOGIES
2. MINUTES OF THE PREVIOUS MEETING 3 - 14

To confirm the minutes of the meeting held on 23rd March 2022.

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. ANTI-SOCIAL BEHAVIOUR REVIEW

A presentation of the Head of Landlord Services.

5. SHELTERED HOUSING REVIEW

- A presentation of the Head of Strategic and Private Sector Housing.
6. CHOICE BASED LETTINGS AND ALLOCATION PROCESS
A presentation of the Head of Strategic and Private Sector Housing.
7. DAMP/MOULD PROCEDURE 15 - 17
A report of the Head of Landlord Services.
8. PERFORMANCE INFORMATION PACK - QUARTER 4 2021-22 18 - 38
A report of the Head of Landlord Services.
9. QUESTIONS FROM MEMBERS OF THE BOARD
In accordance with the Board's decision members of the Board were asked in advance of this agenda being published whether they had any questions on matters within the remit of the Board that they wished to ask, for response at this meeting.

On this occasion Board Member Mr Mason asked the following:

With the benefit of hindsight, does the council feel it could have handled the problems of the Covid-19 pandemic any better or more sympathetically than they did, especially with regards to the more elderly residents in the sheltered accommodation?
10. WORK PROGRAMME 39 - 42
A report of the Head of Landlord Services to enable the Board to review and agree its Work Programme.
11. EXEMPT INFORMATION
It is recommended that members of the public be excluded from the meeting during the consideration of the following item on the grounds that it will involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 and it is considered that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.
12. UPDATE ON 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.

HOUSING MANAGEMENT ADVISORY BOARD 23RD MARCH 2022

PRESENT: The Chair (T. Edwardes)

Board Members Davis, Hudson, Mason, Wright,
Capleton, Draycott and Seaton

Head of Landlord Services
Head of Strategic and Private Sector Housing
Landlord Services Manager
Repairs and Investment Manager
Democratic Services Officer (EB)

APOLOGIES: Board Members Ali and Riley

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.

39. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of the Board held on 12th January 2022 were confirmed as an accurate record.

40. DECLARATIONS OF INTEREST

No declarations of interest were made.

41. CUSTOMER ENGAGEMENT STRATEGY 2022-2025

The Head of Landlord Services submitted a report presenting the board with a draft customer engagement strategy that replaces the existing one. (Item 4 on the agenda)

The Landlord Services Manager attended the meeting to assist with the discussion of this item and gave an update as follows:

- i. A new four-year strategy for customer engagement had been produced. The previous strategy had been due to be renewed in 2021, however it had been delayed by the effects of the Covid-19 pandemic. All face-to-face engagement had had to stop as a result of the pandemic.
- ii. The Council was now in a position to resume full engagement and it was fitting to look at the entire strategy and produce a new one.
- iii. The Council had worked closely with tenants and leaseholders on producing the new strategy.

- iv. There had been a continuation of the core objectives of the previous strategy which had been taken into the new strategy as they were still relevant to the function of customer engagement. An action plan to deliver on objectives over four years had been developed.
- v. There has been a vacant position for a customer engagement officer post for two years. This had not been filled as there had not been the sufficient work at the time to usefully employ someone because of the restrictions imposed as a result of the pandemic. The recruitment process was now in progress as there was now the work for the officer to do. Interviews would take place over the following weeks and once the officer was employed, the capacity of the service for delivery could be increased.
- vi. The strategy had been considered by Charnwood Housing Residents Forum (CHRF) and changes had been made as a result. This was reflected in the report presented and a glossary of terms had been added to make the report accessible.

It was clarified by the Landlord Services Manager that CEO referred to Customer Engagement Officer rather than Chief Executive Officer.

Action: CEO to be added to glossary of terms.

In response to a query from the Board, the Chair informed those present that an article on the strategy would be published in the June newsletter including reasons why certain proposals had not been carried out and information on the Senior Citizens Forum and the CHRF.

In response to a query from Councillor Seaton, the Landlord Services Manager clarified that elected Members would be able to take part in estate walks and would be informed when they would take place.

RESOLVED

1. That the report be noted.
2. That the Board recommend adoption of the proposed strategy subject to any agreed amendments and cabinet approval.

Reasons

1&2. To acknowledge the Board's consideration of the matter.

42. STAR SURVEY 2021

The Head of Landlord Services submitted a report to consider the results of the STAR survey, and the actions in progress and proposed to support greater satisfaction with services. (Item 5 on the agenda).

The Head of Landlord Services gave an update as follows:

- i. The delivery of kitchens and bathrooms had been impacted by the Covid-19 pandemic and this in turn had an impact on tenant satisfaction. It was thought that as work resumed, satisfaction would increase.
- ii. As a new Customer Engagement Officer was recruited, capacity would increase.
- iii. The survey had identified that tenants reporting issues online were the least satisfied. As such it was concluded that those on a digital platform were feeling as though they were not being heard. In order to address this, the Customer Engagement Strategy had included a digital agenda.
- iv. The survey had found that those who had made an Anti-Social Behaviour (ASB)-related complaint in the past 12-months were less likely to be satisfied. It was concluded that this had a significant bearing on activity and it was recommended that a report on Anti-Social Behaviour should be brought before the Board.
- v. Satisfaction had been lowest amongst those in Loughborough
- vi. Southfields, Loughborough Hastings and Loughborough Lymington. These areas covered the town centre. Estate walks with residents and Councillors were currently being re-introduced having stopped due to the pandemic. Customer engagement estate-based activities would be prioritised in these areas.
- vii. Tenants in Thurmaston were significantly less likely to feel the Council provides a home that is safe and secure compared to the other areas. This would be investigated.
- viii. With regard to Rent Value for Money, it was noted that rents for Charnwood Borough Council properties were lower than those in comparable authorities and as such feedback had likely been based more on quality of service.
- ix. Regarding repairs and maintenance, the attitude of workers was perceived highly by tenants (93%), however, perceptions amongst customers was lowest regarding the time taken for work to start. Recruitment was taking place to address resourcing issues. Repairs being carried out correctly first time had a bearing on the satisfaction of the service.
- x. The opportunity had been taken to ask specific questions about the service:
 - a. Questions were asked on the rent payment pattern, specifically whether tenants would rather pay a lower weekly rent rather than having some rent-free weeks. A majority of those surveyed favoured the current system and as such it would not change
 - b. When asked about priorities for investment, the following priorities were identified by those surveyed: acquiring more housing, replacing kitchens, bathrooms and heating and investment in sheltered housing.
- xi. 83% of those surveyed had thought it important to be able to go into Southfield's offices to consult with officers.
- xii. Overall benchmarking data showed there had been a drop in levels of satisfaction across landlords, with the lowest levels of satisfaction recorded in September where monthly perception surveys were

completed, but there were clear messages from tenants arising from the Council's survey..

Councillor Seaton commented that the amount of Council housing was low in Thurmaston and as such the survey may be based on a small sample.

In response to a suggestion from the Board that tenants may not fully understand what constituted ASB, the Head of Landlord Services informed the Board that the Council website was part of the ASB review. It was planned for the website to contain 'tiles' that could be clicked on regarding issues such as noise nuisance and how to report it, drug abuse/dealing and how to report it to the Police, and neighbour disputes such as parking and how the Council could mediate. This would show what the council could and could not do in each circumstance. The Tenants Editorial Panel had been involved in setting this up.

The Board suggested that information on ASB would be needed in print for non-internet users.

The Head of Landlord Services added that the Customer Service staff from the Council could advise on the issue.

Action: Head of Landlord Services to produce printed information on ASB.

Councillor Draycott Raised the following points:

- With regard to the review on ASB she asked as to whether this applied solely to Housing or if it encompasses all ASB issues.
- Loughborough Hastings Ward had been declared a 'People Zone' by the Police due to high levels of crime, ASB, deprivation and poverty. Agencies had worked together with the Police on the issue and the situation had begun to improve. This work had stopped due to the Covid-19 pandemic and the area was no longer designates a 'People Zone'. As such she suggested that more estate walks were needed and coordination with the police was needed so that adequate notice could be given for them.
- An article in the tenants magazine on rent payments would be helpful to tenants due to inflation and increases in the cost of living. This article would need to be considerate as tenants often had limited means.
- The cleaning of communal areas had worked well.

The Head of Landlord Services responded:

- The ASB review would be across all services.
- The rota for estate walks would be issued.

The Cabinet Lead Member for Public Housing added part of the reason as to why the approach to reporting and actioning ASB was being reformed was due to the need for communication so that those with ASB complaints could understand how it was being dealt with.

The Head of Strategic and Private Sector Housing drew attention to the Corporate wide working group set up to consider the impacts and what advice and support the Council can provide to residents on the cost of living.

The Board raised the issue of fly-tipping and suggested that it had increased due to tenants now having to pay to have bulky waste removed. It was further suggested that vehicles needed to regularly tour estates to remove bulky waste and fly-tips. An additional suggestion was made that when Council workers came to estates to remove fly-tips, they talk to tenants so that they could be directed to the tipped waste.

It was further suggested that communal bins were regularly full and bulky waste was often left by them. It was also suggested that Housing Association properties had waste dumped outside of them and as such the Housing Associations should be made to pay for its removal.

The Head of Landlord Services informed those present that a truck visited estates each Monday to remove waste.

The Landlord Services Manager added that the Bell Foundry estate had been specifically targeted to remove fly-tips.

Councillor Draycott raised the issue that the process to get bulky waste removed was not user friendly

Action: Head of Landlord Services to investigate targeting fly-tips and the opportunity for dedicated trips to remove them.

Action: Workers removing fly-tips to consult with tenants so they can be directed to where the tips are.

Action: Bulky waste left outside bin-store to be investigated.

Action: Article to be published in newsletter on the issue of fly-tipping, including the hardship-scheme for free collection.

Action: Head of Landlord Services to consult with Head of Cleansing to make process for removal of bulky waste more user-friendly.

In response to a query from Councillor Seaton, the Head of Landlord Services clarified that there had been a number of respondents who had not expressed a view on Communal Cleaning Improvements. As such those who had not responded that they were satisfied with the service were not necessarily unsatisfied.

Councillor Seaton further suggested that the survey specifically target buildings and areas where communal cleaning had taken place.

The Landlord Services Manager added that the Tenancy Team conducted a regular sample of inspections throughout the Council housing stock using a rigorous scoring system on the standards of cleaning to score against the specification. The areas

inspected were largely found to be compliant and any complaints were addressed as formal complaints and as such the contractor would re-inspect.

Action: Head of Landlord Services to look specifically at the data on Communal Cleaning for areas where it had taken place.

In response to the issue raised of waste dumped in tenants' front gardens, the Head of Landlord Services clarified that this could be addressed as a breach of tenancy.

Councillor Capleton enquired as to the level of take-up on the bulky-waste collection service since charges had increased.

Councillor Draycott raised the issue that the general fund was benefiting from the bulky-waste collection charges, however, the Housing Revenue account (HRA) was picking up the cost of removing fly-tips.

Action: Head of Landlord to share cost information with Board Members.

The Cabinet Lead Member for Public Housing drew attention to the financial pressures faced by the Council as the reason for charges for bulky waste collection and suggested that the HRA paying for bulky waste collection on Council land was fairer as private tenants needed to pay for collections on their land and funding collection on HRA land from general taxation would be unfair on those not living on HRA land.

In response to a query by the Chair on the issue of voids, the Head of Landlord Services explained that properties could not be let without an Energy Performance Certificate. A new contract was being put in place to undertake this work which had previously been done by a different section of the Council. There had been a backlog in repairs on voids, but this was now being resolved with recruitment. In addition to this, age-designated voids were being re-assessed to optimise their potential occupancy.

In response to a further question from Councillor Seaton on the reasons behind void properties, the Head of Strategic and Private Sector Housing informed the Board that properties were advertised as soon as they were available, however, some properties were required major works and as such could not be advertised. When the review of the Allocation Policy was completed, the Council reduced the number of bands from 4 bands to 3. Therefore, all applicants on the register have a housing need, the Council are now seeing an increase in applications. All allocations must be made in accordance with the Allocation Policy and therefore direct matches to properties could be made outside of the Policy.

Action: Article in magazine to be produced on voids.

Action: Item on Housing need and Government Legislation to come to the Housing Management Advisory Board.

In response to a query on the prioritisation of voids, the Head of Landlord Services explained that repairs were prioritised based on need. The Head of Strategic and

Private Sector Housing further added that in terms of allocation housing was prioritised in terms of the need on the register.

The Cabinet Lead Member for Public Housing noted that some people were encouraged to look for housing via charities and the private sector as the Council did not have the housing to match the need. The Head of Strategic and Private Sector Housing added that CBC Lettings had been set up to help residents find accommodation in the private rented sector.

RESOLVED

1. That the Board note the STAR survey and the actions in progress and proposed to support greater satisfaction with services.
2. That a report on the Anti-Social behaviour review be brought to the next meeting of the Board.

Reason

1. To acknowledge the Board's consideration of the matter.
2. To allow the Board to understand the improvements being made through the ASB review.

43. DRAFT FENCING POLICY

The Head of Landlord Services submitted a report presenting the Board with a draft policy that sets out the council's position as landlord in respect of its provision and maintenance of boundary structures such as fences, hedges and walls. (Item 6 on the agenda).

The Landlord Services Manager and the Repairs and Investment Manager attended the meeting to assist with the discussion of this item and gave an update as follows:

- i. A new policy had been borne out of the desire to provide consistency to the issue of fencing that was contentious to both tenants and the Council as a landlord. A draft policy had been produced that sought to set out a position that the Council had previously held but never expressed explicitly.
- ii. The existing tenancy agreement does not mention fencing; the new tenancy agreement, however, is more clear on the issue as it refers back to the fencing and boundary policy.
- iii. The policy had been considered by the CHRF who had proposed changes, all of which had been accommodated.
- iv. Obligations had been set out in order to have a consistent approach.
- v. Scenarios had been outlined showing the responsibilities of the tenant and the council and actions that would be taken in certain situations. In situations where the set scenarios did not apply, matters would be settled on a case-by-case basis.
- vi. If a tenant wished to change a boundary, then they would need permission to do so from the Council.

- vii. The Council had the right to remove fencing if it was damaged or in a state of disrepair or if it had been erected without permission. Tenants could be charged for the removal of fencing erected without permission. This also applied to walls and hedges. If hedges were overgrown they could be cut back and re-charged.

In response to a questions from the Board, the Head of Landlord Services suggested it was feasible that tenants could pay for fences to be upgraded and that the Council would not unreasonably withhold permission if tenants wished to improve their fencing themselves as there was a general right for tenants to request permission to improve their dwellings.

In response to a question from the Board surrounding the responsibilities for each side of a fence that divided two properties, the Head of Landlord Services suggested that land on both sides belonged to the Council, and the fence was therefore a dividing one, and the intention is that tenants will be given shared responsibility for maintaining the boundary structure.

Action: Conditions of tenancy to be published on the Council website to clarify responsibilities for each side of a fence dividing properties.

Action: Situation to be monitored to assess how the policy was working.

RESOLVED

1. That the report be noted.
2. That the policy be endorsed.

Reasons

1. To acknowledge the Board's consideration of the matter.
2. To acknowledge the Board's approval of the policy.

44. SHELTERED HOUSING REVIEW - VERBAL UPDATE

The Head of Strategic and Private Sector Housing gave a verbal report on the Sheltered Housing Review. (Item 7 on the agenda).

The Head of Strategic and Private Sector Housing gave an update as follows:

- i. The review of sheltered housing started in 2009, which had included the conversion of bedsits to flats and the development of the Riversdale Sheltered Housing Scheme.
- ii. A Project Board and PID has been set and agreed. To date a Sheltered Housing Standard has been approved, all schemes have been assessed against the standard and prioritised.
- iii. The first scheme to be taken forward is St Michaels at Thurmaston, the Council are currently looking at options for the site and once this has been discussed and agreed at the Board a report would be presented to Cabinet.

- iv. Consultation with residents and HMAB will continue through this process.
- v. Work is underway to review the age designation on some of the Council stock, due to the level of voids.

In response to a query from the board it was clarified by the Head of Strategic and Private Sector Housing that the site at Thurmaston could be demolished and rebuild over 2-3 years.

RESOLVED

1. That the verbal report be noted.
2. That an update be brought to the Board at the meeting on 11th May 2022.

Reason

1. To acknowledge the Board's consideration of the matter.
2. To allow the Board to consider the scheme once it had been through the Sheltered Housing Board.

45. PERFORMANCE INFORMATION PACK - QUARTER 3 2021-22

The Head of Landlord Services submitted a report for the Board to consider performance at the end of Quarter 2, 2021-2022, April to June 2021. (Item 8 on the agenda).

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

Councillor Draycott noted the rise in ASB incidents reported on the Bell Foundry Estate from Quarter 2 2021/22 to Quarter 3 2021/22 and enquired as to the reasons behind it.

The Head of Landlord Services suggested that within the data there could be cases where many residents were reporting the same incident to the Council.

The Head of Landlord Services remarked the Council had obtained two closure orders at the location in the last few weeks.

Action: Head of Landlord Services to produce a breakdown of ASB reports.

With regard to a further query about ASB incidents the head of Landlord Services posited that there may be more reports of ASB where residents were living in close proximity to each other in areas where there were a lot of flats.

In response to a query regarding how the Council approached rent arrears for tenants on Universal Credit the head of Landlord Services explained that the Council tried to intervene as early as possible and there was a dedicated Universal Credit Officer and Tenancy Support Officers to help tenants claim if needed. It was further clarified that enforcement ran in parallel with support.

The Cabinet Lead Member for Public Housing added that it was in the interest of the council to be compassionate to those on Universal Credit who were in rent arrears as the Council needed to avoid tenants becoming homeless.

The Landlord Services Manager further explained that in cases of rent arrears an Income Officer would visit a property following the second letter issued. If the officer knew the tenant and their historical pattern of payment, they may intervene earlier.

The Board drew attention to the number of tenants in arrears on Universal Credit compared to those not on Universal Credit. The Landlord Services Manager noted that whilst the balance of those in arrears on Universal Credit was higher and was increasing, this was due to more tenants going on to Universal Credit and the balance of those on Universal Credit was not increasing by as much as it had previously.

The Board raised the issue that it was the responsibility of a Universal Credit claimant to arrange direct payment of rent from Universal Credit payments and this was often unfamiliar to claimant as they did not have the experience of the system which could lead to the claimant being in rent arrears.

The Landlord Services Manager further explained that the ability of the Council to intervene on rent arrears to get payments made directly from Universal Credit was limited by criteria based on the vulnerability of the tenant. If a tenant was in eight weeks or more of arrears, direct payment from Universal Credit could be requested. All arrangements were temporary and subject to periodic review and at any time the Department for Work and Pensions could return the payments of Universal Credit to the claimant.

The Board raised the issue that some vulnerable tenants may not appear vulnerable

RESOLVED that the report be noted.

Reason

To acknowledge the Board's consideration of the matter.

46. QUESTIONS FROM MEMBERS OF THE BOARD

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

On this occasion Councillor Draycott asked the following:

- (i) Regarding the sheds at Moria Street flats. With many problems of misuse, Anti-Social Behaviour, drug dealing, personal safety risks, damage including fire could it be seriously considered as to whether they any longer serve the original intention?

- (ii) Regarding the disabled adaptations back log. Could the number and type of disabled adaptations required be provided and listed with the year requested?

The Head of Landlord Services provided the following responses:

- (i) The use of the sheds at Moira Street Flats would be investigated. An initial review had identified several leaseholders and the sheds may be part of these leases. This could give rise to potential legal issues. The Tenancy and Estates Team Leader was investigating the sheds and would advise Ward Councillors on the issue.
- (ii) There had been 410 minor adaptation requests and a small number of these had been cancelled. 17 of these requests were with the in-house repairs team. There was a backlog on major adaptations. Of 287 major adaptation requests, 140 had been completed and 147 were outstanding. A plan was in place to clear the backlog and the first properties were programmed in for survey in April 2022.

Councillor Draycott thanked the Head of Landlord Services for his response and added that the push for completion of major amendments would improve the quality of life for tenants.

Councillor Seaton asked whether Charnwood Borough Council funded adaptations.

The Head of Landlord Services confirmed that adaptations at Council stock were funded through the Housing Revenue Account.

47. 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.

Summary of discussion:

- i. The final draft of the Housing Strategy was yet to be completed.
- ii. The draft Garages Review had been completed in 2020. In terms of properties that could be delivered a review was needed in terms of voids and rent loss to ascertain whether draft recommendations were correct and if there would be a waiting list. An assessment of how many tenants needed garages would also be needed. Planning constraints would need to be assessed. The majority of garage sites that could be developed had been developed, however, some may involve compulsory purchase orders to ensure access. This would need to be analysed prior to reporting.

RESOLVED

1. That the Housing Strategy, Re-designation of Stock, Approach to Damp and Mould and Anti-Social Behaviour Report be added to the Board's Work Programme for the meeting on 11th May 2022.
2. That the Board's Work Programme be updated to reflect all decisions made above and earlier in the meeting.

Reasons

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

48. 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 stopped.

49. UPDATE ON 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).

A summary of the Board's discussion on this matter is provided in the exempt minute (Housing Management Advisory Board 49E. 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 7

DAMP/MOULD PROCEDURE

1. Purpose of report

To present the board with a draft procedure in respect of damp and mould issues at Council homes.

2. Action

The board is requested to note, comment upon, and endorse the procedure.

3. Background

Properties may suffer with damp and mould issues for a variety of different reasons, including property defects.

The Council has a contract with Peter Cox Ltd for specialist investigation and remediation works where required.

4. Procedure summary

The draft procedure is attached as appendix 1 to this report. In summary, the procedure sets out clearly the responsibilities of staff, timescales for action, and the investigatory framework around diagnosing the causes of damp and mould.

5. Officer to contact

Debbie Bartlett-Repairs & Investment Manager

Tel: 01509 634 501

Email: Deborah.bartlett@charnwood.gov.uk

Damp /Mould Procedure

Repairs Team Leaders' Responsibilities

1. Review Repairs History

Undertake a review of system data / and where applicable discuss the property with operatives that have attended to any recent jobs which may be related to the problem.

2. Contact Customer within 5 working days of request to inspect

Where possible, call the customer when a report of damp has been received. Ask the following questions, including:

- When did the damp/ mould start
- What does the mould look like a) is it black or b)white and salty
- Where is it concentrated or is it everywhere
- Do you have any extractor fans and are they working
- Do you have condensation on the walls
- Do you open the windows when cooking
- Do you dry clothes on the radiators
- Is there furniture stacked against the wall leading to no free-flowing air
- Have you noticed if it is it better the same or worse in the summer
- Is it affecting furniture, clothing, beds and bedding
- Have you wiped the damp/ mould off with a bleach based or anti fungal solution and did it recur
- Do you have children, elderly or vulnerable adult with respiratory condition/s
- Do you leave windows open in the rooms where the mould is
- Do you windows have trickle vents
- Do you have your heating on
- Offer advice using leaflet if nothing has been tried.
- Determine if visit is required based on answers given and repairs history
- Record findings, initial conclusion/s, and rationale.
- Carry out visit/video call within five days

3. Visit Property

- Determine, if possible, the cause of the damp/mould;
- Inspection report must be completed.
- If control measures have been tried and nothing has improved an independent specialist will be contracted to undertake an inspection;
- Inform the tenant that a specialist contractor will be visiting and that he or she will be contacted to arrange a date convenient to carry out the inspection;

4. Findings

- The specialist report will identify any problems, the works required will be discussed, and the tenant informed of how the problems will be resolved.
- Inform tenant in writing of findings and recommendations.

Housing Management Advisory Board

11 May 2022

Performance information pack
QUARTER 4 2021-2022

Landlord services performance

Compliance performance (fire safety etc.)

HOUSING MANAGEMENT ADVISORY BOARD

11 MAY 2022

Report of the Head of Landlord Services

LANDLORD SERVICES PERFORMANCE

Purpose of report

To consider performance at the end of quarter 4, 2021-2022, January to March 2022.

Recommendation

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

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

(a) Repairs

Description	Target	Performance Q1-Q4
% Emergency repairs completed within 24 hours	100%	99.71% 3467/3477
% Responsive repairs for which appointments are made and kept	98.58%	99.18% 6080/6130
% Responsive repairs which are completed 'right first time'	96%	99.82% 6798/6810
% Urgent repairs completed on time	97%	92.26% 2062/2235

Note: The timescales that apply to the different categories of repairs are:

Emergency repairs – 24 hours

Urgent repairs – 5 days

Routine repairs – 28 days

(b) Gas servicing

Description	Target	Performance Q4
% Properties with a valid gas safety certificate	100%	98.30% 5081/5169

(c) Rent collection

Description	Target	Performance Q1-Q4
% Rent collected (including rent arrears brought forward)	95.30%	96.46%
Rent arrears of current tenants as a percentage of the annual rent debit rent debit	3.24% EOY	2.81%

(d) Tenancy management

Description	Target	Performance Q1-Q4
% New tenancies sustained over twelve months	95%	99.67% 298/299
% New tenancy visits completed on target	95%	96.43% 216/224

(e) Supported housing

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

(f) Customer satisfaction

Description	Target	Performance Q1-Q4
% Tenants satisfied with responsive repairs (overall)	97.4%	98.12% 833/849
% Tenants satisfied with the time taken to complete the repair	97.60%	98.47% 836/849
% Tenants satisfied that the operative arrived on time	98.57%	99.76% 847/849
% 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% 201/201

(g) Rent arrears and universal credit

The arrears and universal credit performance indicators for quarter 4 2021-2022 are attached in **appendix 1**.

Targets not met within a 5% tolerance

(a) Repairs

Description	Target	Performance Q4
% Routine repairs completed on time	97.00%	82.77% 3300/3987
% Responsive repairs completed within timescales	97%	91.37% 8862/9699
Average number of days taken to carry out standard re-let repairs	14 days	38

Commentary:

Void performance has been impacted due to there being no provision to undertake Energy Performance Certificates - which were previously undertaken by the Council's Building Control Team. A contractor has now been appointed. Over the coming weeks properties will be released for re-let following completion of the EPCs.

Void energy supply has been problematic. The Council has entered in to contract with energy angels to support the prompt energization of properties at void.

Recruitment is in progress for six repairs operatives. There have been recruitment difficulties, and the consequential resource issues have impacted on void turnaround.

(b) ASB

Description	Target	Performance Q1-Q4
% ASB complainants satisfied with the way their case was dealt with	86.00%	76.92% 10/13

Commentary:

The number of completed surveys is relatively low.

(d) Complaints

Description	Target	Performance Q1-Q4
% Complaints responded to within timescales (stages 0 and 1)	95%	85.36% 449/526

Commentary:

Complaints response performance has improved year on year. Whilst a high number of Stage 0 complaints was received, and this is reflective of a national trend, only approximately 10% of customers then proceeded to make a formal complaint. Complaints are therefore being resolved at the earliest possible stage.

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

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

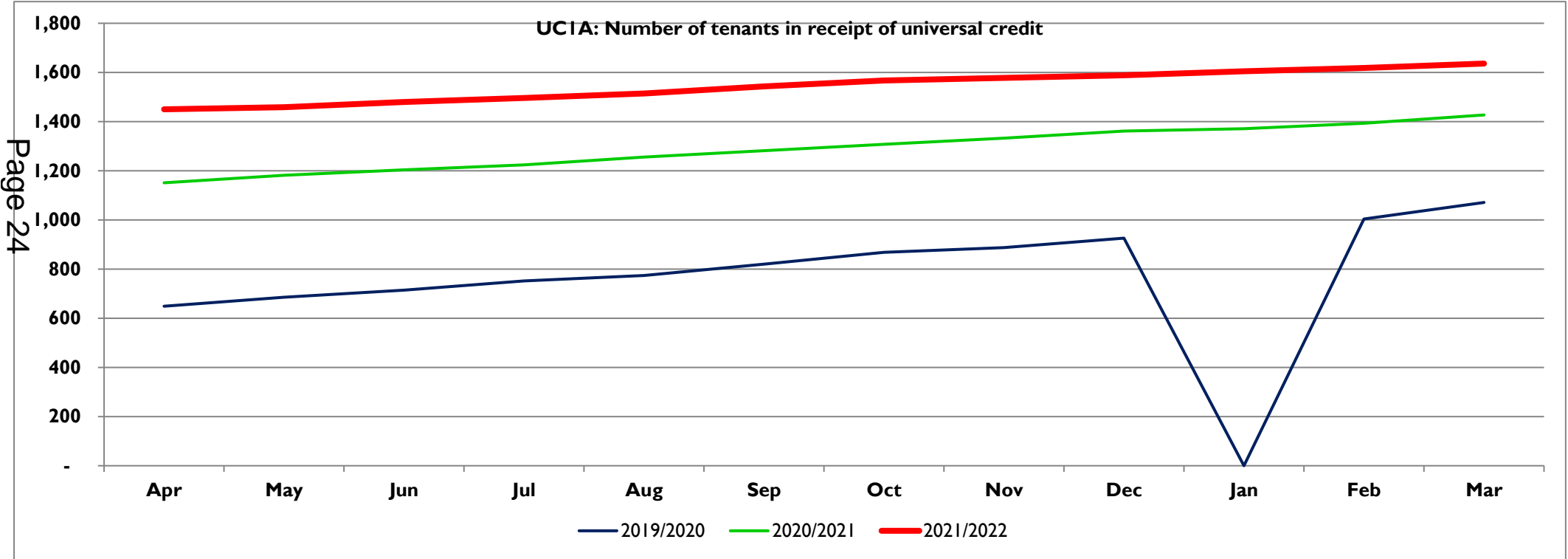
APPENDIX 1: RENT ARREARS AND UNIVERSAL CREDIT

Q4: January - March 2022: Landlord services – rent arrears and universal credit performance indicators

KPI ref	Description	Q4 21/22	Q3 21/22	Q2 21/22	Q1 21/22
UC1A	Number of tenants in receipt of universal credit	1,636	1,588	1,543	1,480
UC1B	Percentage of tenants in receipt of universal credit and who are in arrears	46.3%	56.9%	59.9%	58.9%
UC1C	Total arrears of tenants in receipt of universal credit and who are in arrears	£411,694	£506,974	£499,437	£479,363
UC1D	Average debt of tenants in receipt of universal credit and who are in arrears	£544	£561	£540	£550
UC2A	Number of tenants not in receipt of universal credit	3,535	3,631	3,673	3,742
UC2B	Percentage of tenants not in receipt of universal credit and in arrears	11.2%	21.5%	26.0%	25.5%
UC2C	Non-UC arrears	£291.872	£235,072	£251,726	£255,020
UC2D	Average debt of tenants not in receipt of UC and who are in arrears	£737	£324	£264	£267

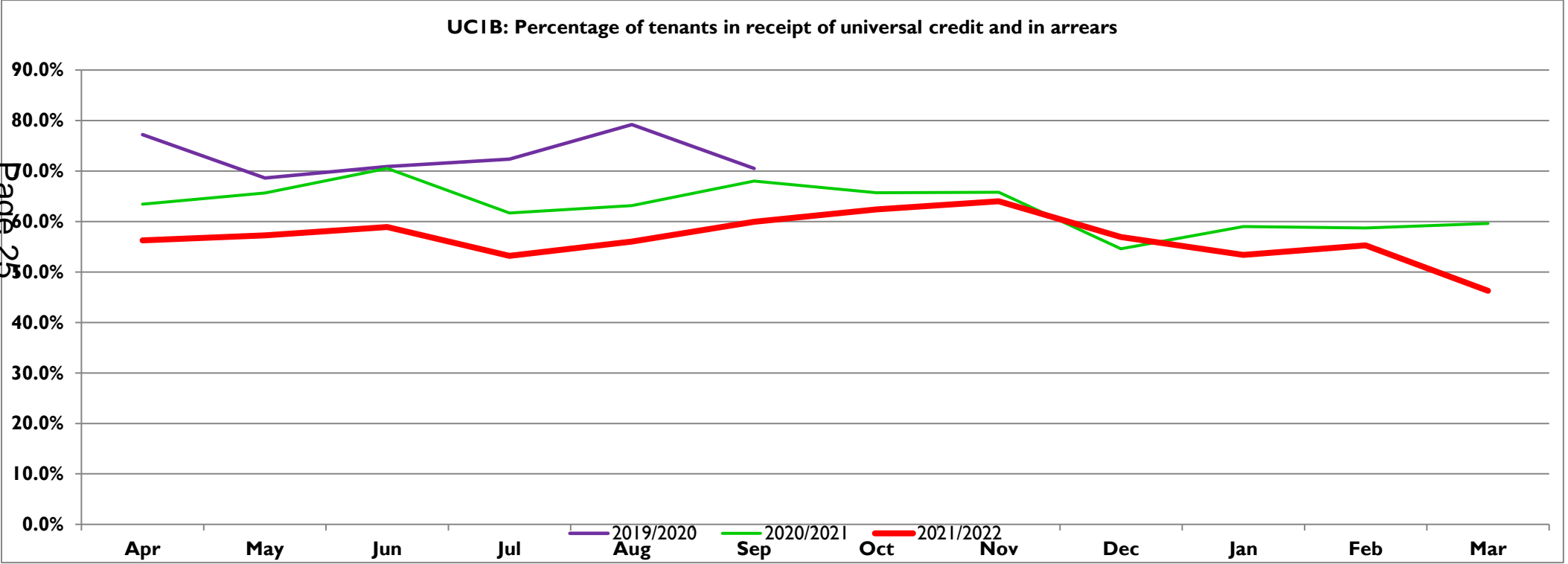
UC1A Number of tenants in receipt of universal credit

	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	1,496	1,514	1,543	1,567	1,578	1,588	1,605	1,618	1,636



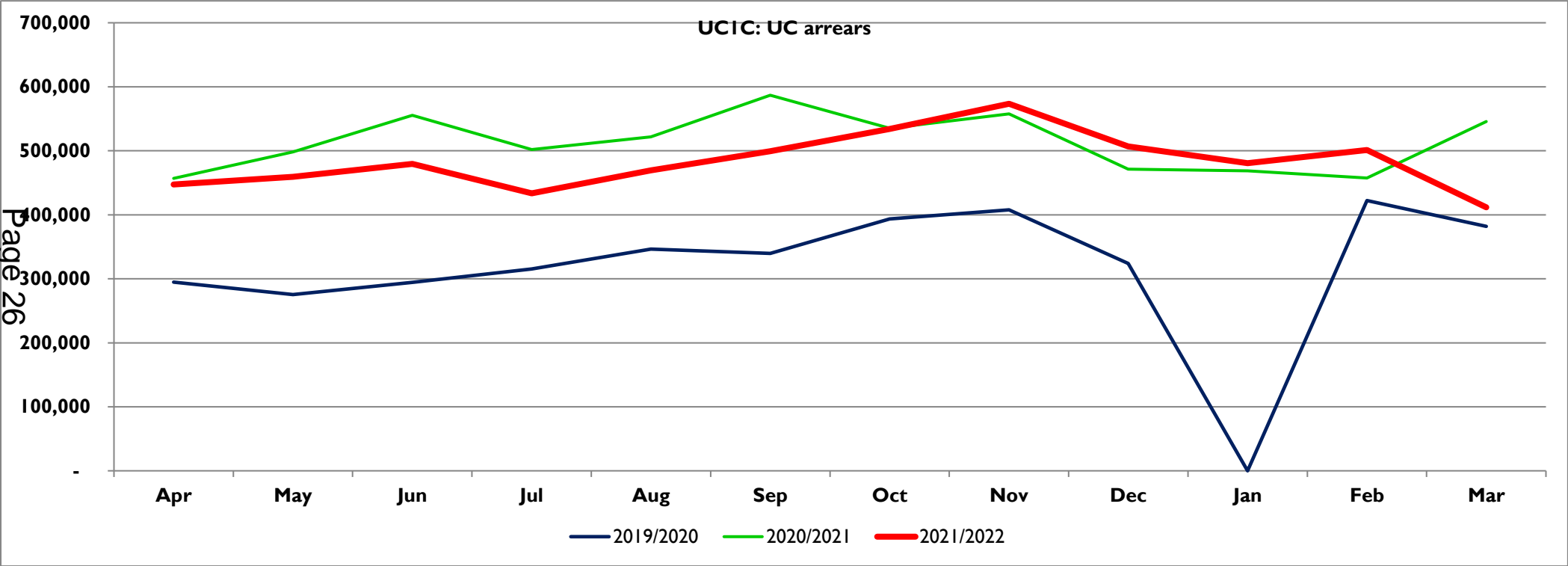
UC1B Percentage of tenants in receipt of universal credit and who are in arrears

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2019/20	77.2%	68.6%	70.9%	72.3%	79.2%	70.5%	73.6%	74.0%	61.8%	No data	69.7%	60.2%
20/21	63.4%	65.7%	70.5%	61.7%	63.1%	68.0%	65.7%	65.8%	54.6%	59.0%	58.7%	59.6%
2021/22	56.3%	57.2%	58.9%	53.2%	56.0%	59.9%	62.4%	64.0%	56.9%	53.4%	55.3%	46.3%



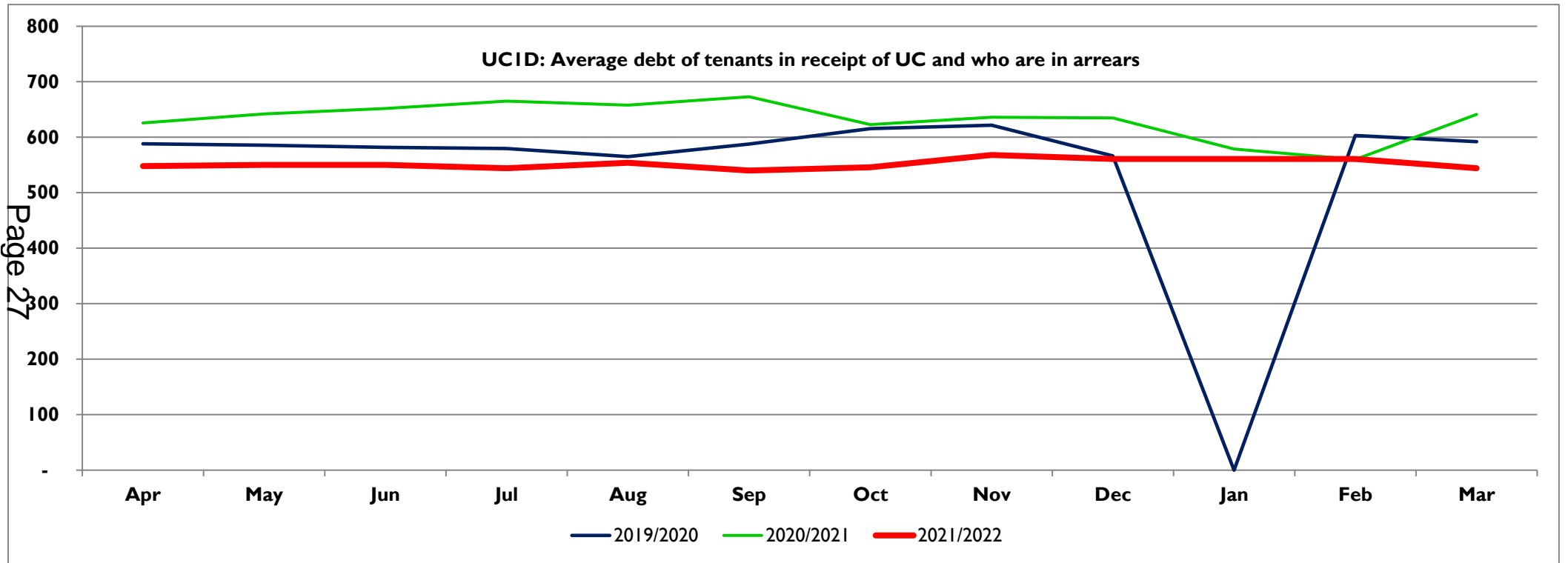
UC1C Total debt of tenants in receipt of universal credit and who are in arrears (£s)

	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	433,410	469,519	499,437	533,958	573,458	506,974	480,473	501,352	411,694



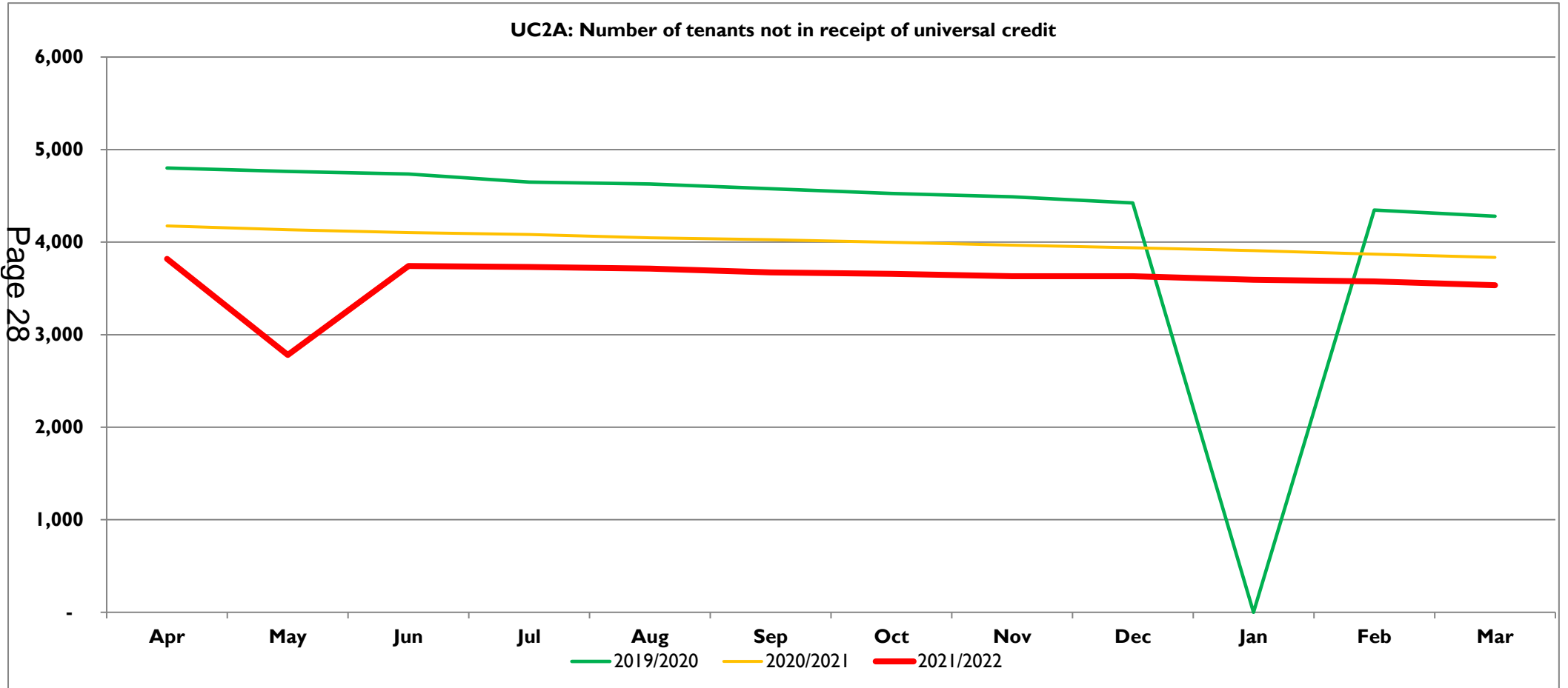
Average debt of UC tenants who are in rent arrears (£s)

	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	544	554	540	546	568	561	561	561	544



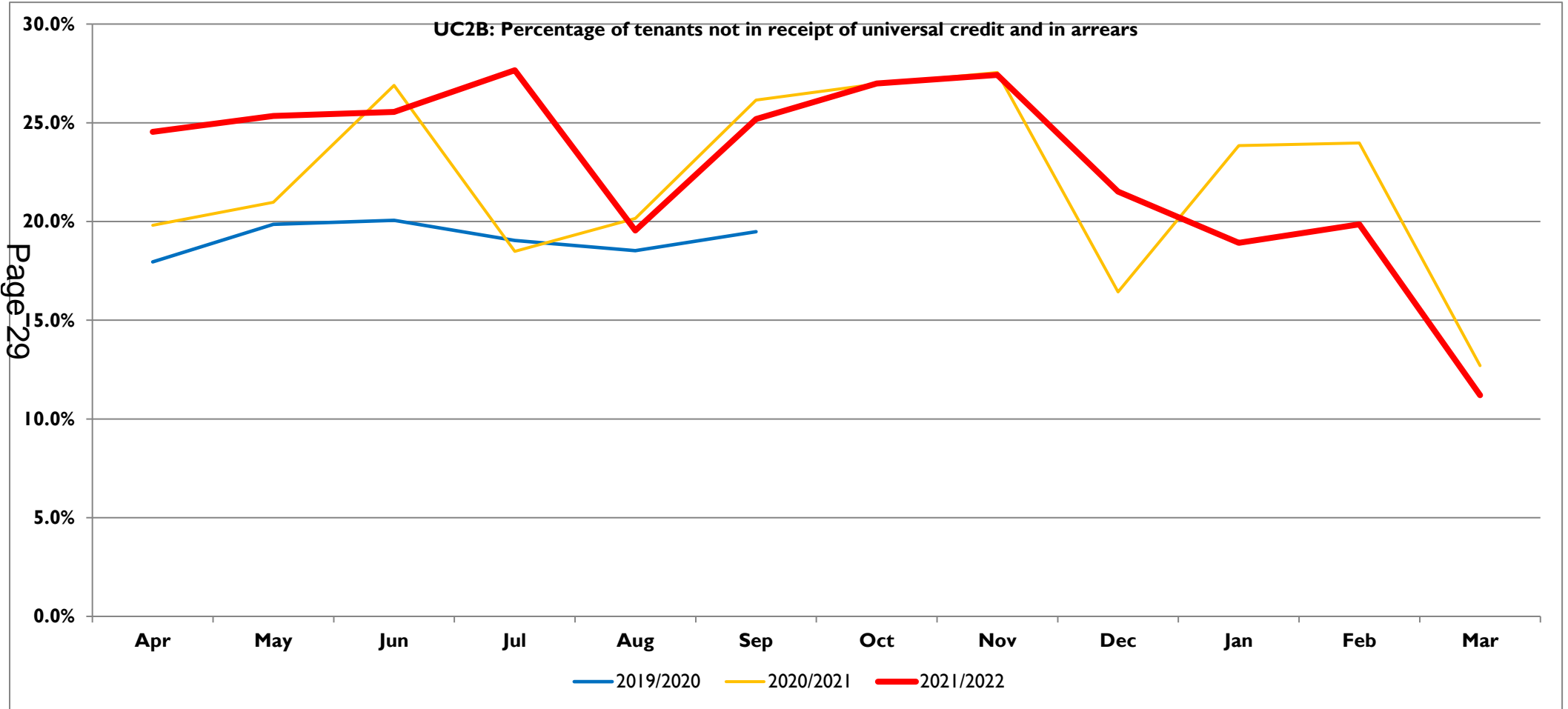
Number of tenants not in receipt of universal credit

	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	3,731	3,715	3,673	3,657	3,632	3,631	3,594	3,576	3,535



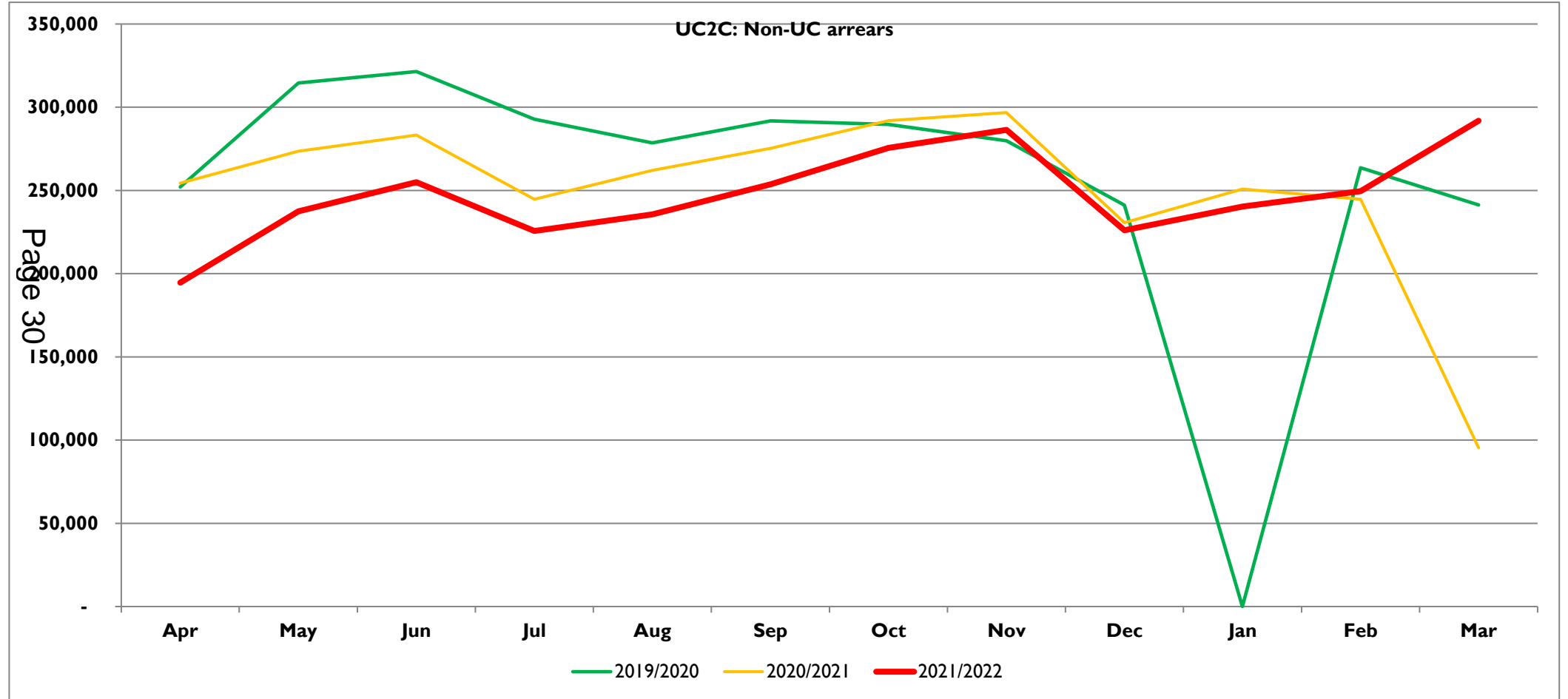
UC2B Percentage of tenants not in receipt of universal credit and who are in arrears

	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%	27.7%	19.5%	26.0%	27.0%	27.4%	21.5%	18.9%	19.9%	11.2%



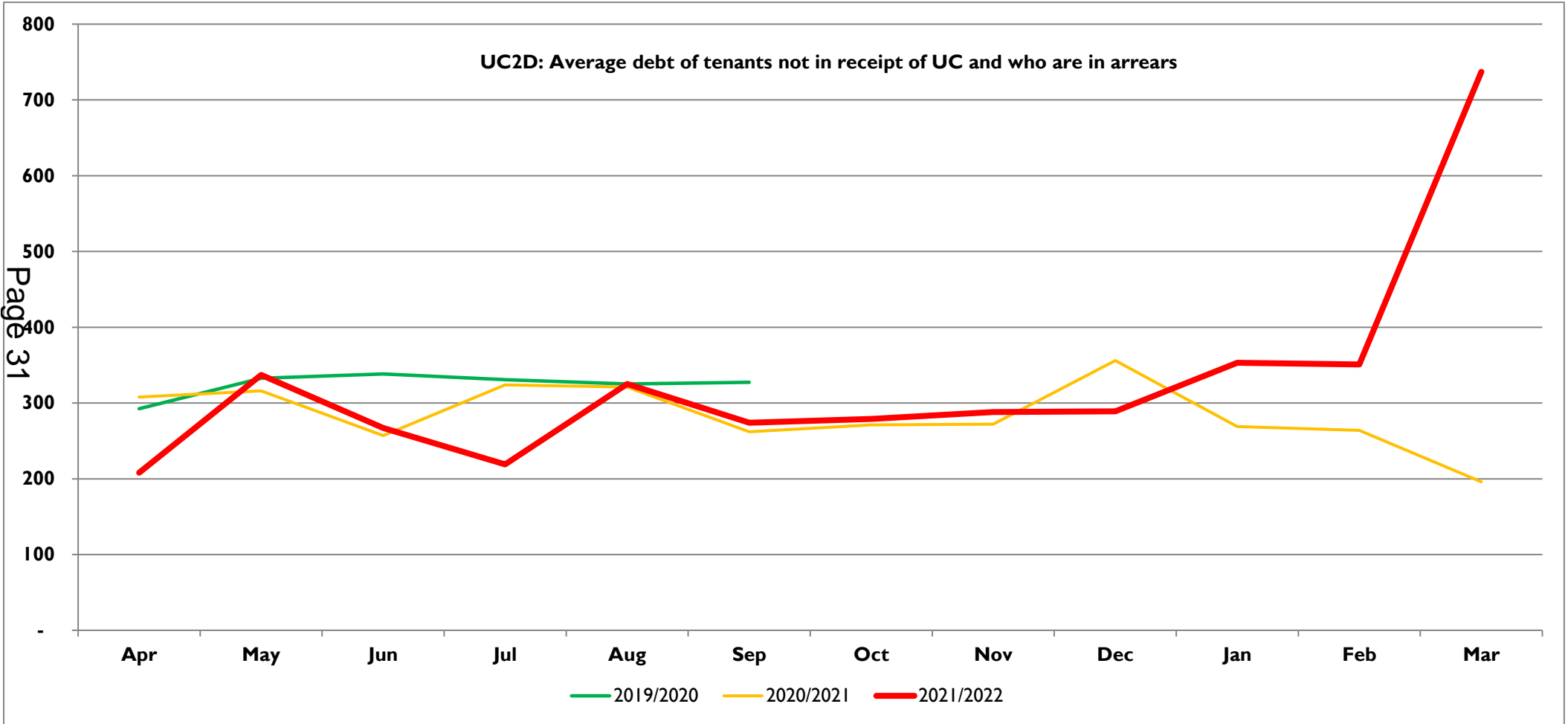
UC2C Total debt of tenants not in receipt of universal credit and who are in arrears (£s)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2019/20	252,086	314,604	321,434	292,803	278,585	291,836	289,666	279,904	241,129	No data	263,571	241,253
2020/21	254,390	273,554	283,214	244,743	262,125	275,364	291,946	296,785	230,642	250,803	244,717	95,418
2021/22	194,618	237,495	255,020	225,598	235,617	251,726	275,614	286,350	253,072	240,285	249,489	291,872



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	219	325	264	279	288	324	353	351	737



KPI	DESCRIPTION	TARGET	ACTUAL	%	COMMENTARY
1	GAS COMPLIANCE				
	PROPERTIES WITH A CURRENT CP12	5,169	5,081	98.30%	We have 88 properties out of compliance. The backlog from a transition to new contractual arrangements is being actively worked and the situation is improving. Appointments are being made for out-of-compliance properties. The total number of CBC properties may fluctuate from month to month as data is now based on stock data extracts.
	CAPPED PROPERTIES WITH A CURRENT CP12 (VOID)		225	4%	4% of our properties are capped and void
	CAPPED PROPERTIES WITH A CURRENT CP12 (NOT VOID)		91	2%	2% of our tenanted properties do not have use of gas appliances.
	COMMUNAL BOILERS WITH A CURRENT CP12	15	15	100%	All communal boiler systems are compliant.
	SOLID FUEL APPLIANCES WITH A CURRENT CERTIFICATE	56	55	98%	One property is out of compliance. Legal action is recommended to gain access and remove appliances which are unsafe if the tenant does not undertake remedial actions.
	TOTAL REPAIRS COMPLETED IN PRIORITY	1,076	827	77%	77% of repairs were completed within priority. This is an increase on the Q3 figures as the backlog from Sure is dealt with.
	CUSTOMER SATISFACTION (98%)	426	407	96%	Audits received and report 96% customer satisfaction.
1a.	AUDITING - ASSURANCE				
	COMPLETED GAS AUDITS - MAIN GAS CONTRACT	0	381	0%	381 audits have now been completed.
	COMPLETED SOLID FUEL AUDITS				
2	SMOKE ALARM & CO COMPLIANCE - RECONCILIATION PROJECT				
	No. properties with a 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

	No. properties with hard-wired smoke detection		2,645		latest CP12 for each property and collate data. An interface is required for the bulk update of QL components from collated data files to allow semi automated update/maintenance of components on QL - continuing.
	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 the lack of information on the QL system
3	FIRE SAFETY				
	FIRE ALARM - SIX-MONTHLY	20	20	100%	The monthly data sheet is being received confirming dates and certificate details for each site.
	EMERGENCY LIGHTING: DURATION TEST - ANNUAL	18	18	100%	The monthly data sheet is being received confirming dates and certificate details for each site.
	EMERGENCY LIGHTING: FLICK TESTING - MONTHLY	277	277	100%	Monthly data sheet being received confirming dates and certificate details for each site
	FIRE RISK ASSESSMENT	297	297	100%	FRAs for all domestic sites are complete. We are looking at where commercial FRAs are now needed and we started requesting these at the end of February.
	FIRE EXTINGUISHER	14	14	100%	Fourteen sites have fire extinguishers/blankets installed (47 components)
	FRA RECOMMENDATIONS: IMMEDIATE/AS SOON AS PRACTICABLE	349	91	26.07%	Totals will increase as new batches of FRA 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 - updates are in progress.
	FRA RECOMMENDATIONS - SHORT-TERM	328	286	87.20%	
	FRA RECOMMENDATIONS: NON-URGENT	111	95	85.59%	
	FRA RECOMMENDATIONS: LONG-TERM	-	-	NA	
	FRA RECOMMENDATIONS: ASSET PROTECTION ONLY	-	-	NA	
	FRA RECOMMENDATIONS: TOTAL	788	472	59.90%	
4	WATER SAFE				

	LEGIONELLA MONITORING: MONTHLY	15	15	100%	All courts are compliant with monthly, quarterly and annual checks. 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 progressing a programme of biocide-dosing unit installation as a preventative measure. Fielding Court, Arnold Smith House and Sorrel Court properties are installed and running.
5	LIFTS & STAIRLIFTS				
	PASSENGER LIFT: SIX-MONTHLY	4	4	100%	Stair lifts, hoist, passenger – 204 with 16 outstanding services continue to be scheduled
	STAIRLIFT: ANNUAL SERVICE	204	188	92%	
6	ASBESTOS				
	Communal areas for reinspection 20/21	493	493	100%	
	Total properties with an asbestos survey	5,530	5,530	100%	Reconciliation continues. 5,530 properties have been 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. We will attempt to validate this during upload process from the previous system to Alpha Tracker.
	COMPLETED ASBESTOS AUDITS: assurance testing				Audits completed with assurances issued on works carried out - further auditing to be completed on licensed works as necessary
7	Electrical condition reports (periodic testing) inc PAT testing				
	Sheltered schemes: PAT testing	14	14	100%	PAT testing is complete.

APPENDIX 3: ANTI-SOCIAL BEHAVIOUR – QUARTER 4 2021-2022

Unfortunately, owing to staff absence, figures for quarter 4 have not yet been able to be produced. They will be circulated to members separately after the meeting as soon as they are available.

1. Incidents of ASB reported by estate – quarter 4: January to March 2022

Estate	Q4 21/22	Q3 21/22	Q2 21/22	Q1 21/22
Anstey		8	11	15
Barrow Upon Soar		9	9	13
Birstall		7	5	3
Loughborough - Ashby Road		14	15	23
Loughborough - Bell Foundry		108	59	51
Loughborough - General		12	43	30
Loughborough - Shelthorpe		20	54	31
Loughborough - Thorpe Acre		6	4	15
Loughborough - Town Centre Central		15	16	17
Loughborough - Warwick Way		73	56	36
Mountsorrel		4	35	19
Quorn		4	5	8
Rest of Charnwood		8	10	5
Rothley		3	7	12
Shepshed		34	30	33
Sileby		19	41	61
Syston		17	15	17
Thurmaston		5	1	13
Woodhouse Eaves		8	9	6
Grand total		374	425	408

2. Case closure quarter 4 2021/2022

CASES CLOSED DURING QUARTER 4	Q4 21/22	Q3 21/22	Q2 21/22	Q1 21/22
Numbers of cases closed		48	150	72
Total time open (days)		4,351	15,015	3,475
Average length of time open (days)		91	100	48

3. Case resolution rate quarter 4 2021-2022

CASES CLOSED DURING QUARTER 4	Q4 21/22	Q3 21/22	Q2 21/22	Q1 21/22
Numbers of cases closed		48	150	72
of which were resolved		46	99	36
Case resolution rate (%)		96%	66%	50%

Any cases that were duplicates or entered in error have been excluded from this calculation.

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

Case resolution - unresolved cases' reason for closure	
Reason for closure when unresolved	Nos
No perpetrator identified	
TOTAL	

5. Case closure by disposal (action status at point of closure) quarter 4 2021/2022

Disposal type	Q4 21/22	Q3 21/22	Q2 21/22	Q1 21/22
Advice		0	52	13
Verbal warning		0	2	0
Written warning		1	7	1
Community protection advice/warning letter		0	1	1
Mediation		0	6	0
Acceptable behaviour contract		0	0	0
Injunction		0	0	0
Tenancy – extension to introductory tenancy		0	0	0
Notice of possession proceedings		0	0	0
Notice of seeking possession		0	1	0
Suspended possession order (SPO)		0	0	0
Outright possession order		0	0	0
Criminal behaviour order (CBO)		0	0	0
Closure order		0	0	0
Eviction order		0	0	0
No further action at complainant's request		2	19	9
No further action – reported for information only		0	4	2
No further action – no perpetrator identified		2	14	6
No further action - other		5	32	16
No further action – evidence not provided		27	45	6
Other (in this case non-engagement by complainant)		303	209	15
Entered in error/duplicate case		No longer included	No longer included	No longer included
Referred to the police		0	0	1
Referred to the environmental protection team		0	0	1
Alleged perpetrator ended tenancy		0	0	1
Complainant moved		0	0	1
Grand total		340	392	73

6. Open cases at end of quarter 4 2021/2022

Cases open at end quarter 4	Q4 21/22	Q3 21/22	Q2 21/22	Q1 21/22
Numbers of cases		406	372	338
Total time open (days)		16,359	34,135	27,458
Average length of time open (days)		403	92	81

7. Repeat complainants

Repeat and anonymous complainants for cases opened during quarter 4 2021/2022	
Anonymous/no victim or complainant	
Reported twice	
Reported three times or more	
TOTAL	

Officers to contact:

Peter Oliver
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 – 11 MAY 2022

Report of the Head of Landlord Services

ITEM 10 WORK PROGRAMME

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 23rd March 2022 and subsequent discussion with the Head of Landlord Services and the Chair regarding additional items that require consideration by the Board.

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>
Annual	Budget Setting and Priorities for Next Year	Head of Landlord Services	To be considered every September with an update in January.

May 2022	Anti-Social Behaviour Review	Head of Landlord Services	Requested at meeting on 23 rd March 2022
May 2022	Sheltered Housing Review	Head of Strategic and Private Sector Housing	Requested at meeting on 23 rd March 2022
May 2022	Choice Based Lettings and the Allocation process	Head of Strategic and Private Sector Housing	Requested at meeting on 23 rd March 2022
May 2022	Approach to damp and mould	Head of Landlord Services	
TO BE SCHEDULED:			
To be scheduled	Re-designation of Stock	Head of Strategic and Private Sector Housing	Requested at meeting on 10 th November 2021
To be scheduled	Housing Strategy	Head of Strategic and Private Sector Housing	Rescheduled from November Meeting
To be scheduled	Repair Guide	Head of Landlord Services	Requested at meeting on 12 th May 2021
To be scheduled	Asset Management Strategy: Investment Priorities.	Head of Landlord Services	Q2 2022/23
To be scheduled	Garages Review	Head of Strategic and Private Sector Housing	Requested at meeting on 10 th November 2021
To be scheduled	Service Provided Code of Conduct	Head of Landlord Services	Requested at meeting on 12 th May 2021

Notes:

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