



HOUSING MANAGEMENT ADVISORY BOARD

To: Board Members Ali, Davis, Edwardes (Chair), Hudson, 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 1, at the Council Offices, Southfields, Loughborough on Wednesday, 22nd March 2023 at 4.30 pm for the following business.

Chief Executive

Southfields
Loughborough

14th March 2023

AGENDA

1. APOLOGIES
2. MINUTES OF PREVIOUS MEETING 3 - 5

To confirm the minutes of the meeting held on 1st February 2023 as a correct record.

3. DISCLOSURES OF PECUNIARY INTERESTS, AND OTHER REGISTRABLE AND NON-REGISTRABLE INTERESTS

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.

For information, disclosable pecuniary interests and registrable interests relate to entries that are included, or should be included, on a councillor's register of interests. Non-registrable interests relate to any other matters.

4. INTRODUCTION TO J. TOMLINSON
Representative(s) of J. Tomlinson will attend.
5. SERVICE STANDARDS (REPAIR OPERATIVES), PLUS REPAIR GUIDE 6 - 10
A report of the Director Housing and Wellbeing.
6. DECANT AND DISTURBANCE POLICY 11 - 21
A report of the Landlord Services Manager.
7. PERFORMANCE INFORMATION PACK 22 - 35
Attached.
8. QUESTIONS FROM MEMBERS OF THE BOARD

In accordance with the Board's previous 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 received.
9. WORK PROGRAMME 36 - 38
A report of the Director Housing and Wellbeing.

HOUSING MANAGEMENT ADVISORY BOARD 1ST FEBRUARY 2023

PRESENT:

Board Members Davis, Hudson, Capleton,
Draycott and Seaton

Councillor Poland (Cabinet Lead Member for
Public Housing)

J. Barnes, N. Carlisle, P. Oliver, C. Osborn,
S. Smith (Savills)

Director Housing and Wellbeing
Repairs and Investment Manager
Landlord Services Manager
Customer Engagement Officer (HK)
Democratic Services Officer (LS)

APOLOGIES: Board Members Edwardes, Riley, Ali and Wright

In the absence of the Chair and Vice-chair, the meeting was chaired by Mr Davis.

41. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of the Board held on 11th January 2023 were confirmed as an accurate record.

42. DISCLOSURES OF PECUNIARY INTERESTS, AND OTHER REGISTRABLE AND NON-REGISTRABLE INTERESTS

No disclosures were made.

43. ASSET MANAGEMENT STRATEGY

The Board received a presentation on the work undertaken by Savills on behalf of the Council to produce a Housing Revenue Account (HRA) Asset Management Strategy. This included a Stock Condition Survey, an HRA Business Plan, an Energy Study and an Asset Performance Evaluation and Asset Management Strategy, the key elements of which were outlined.

The information set out in the presentation slides would be sent to members of the Board following the meeting.

Assisting with consideration of the matter: The Director Housing and Wellbeing and representatives of Savills listed as present.

Summary of responses to questions and discussion:

- (i) Stock Condition Survey - the exceptional extensive works figures were based on desktop costs provided.
- (ii) Stock Condition Survey – requirement to be 95% accurate with confidence level of plus/minus 4%. If deviation too great, more surveys would be undertaken. 10% of stock recommended as minimum, around 20% done here. Accuracy of database increased as more surveys undertaken.
- (iii) HRA Business Plan – increase from £240m to £253m comprised capitalised cost of Council staff in administering.
- (iv) Energy Study – stated that affordable warmth the priority for many tenants, air source heat pumps did not currently represent that. In response, reason why initial focus on measures to improve fabric of stock, heat pumps a later consideration due to both monitoring technology and maintaining affordable warmth. Improved fabric also needed for heat pumps to be effective.
- (v) The Strategy provided a clear direction of travel and tools had been provided to assist its implementation, including for options appraisals. Confirmed that work by Savills now substantially complete other than some assistance that had been requested regarding energy efficiency quick wins.
- (vi) Further reference to importance of affordable warmth for tenants. Appropriate to proceed with improvements other than heat pumps, latter should be progressed only once proved/affordable. Carbon reduction important but not most immediate issue for many. Tenants also needed to be on board with changes, for that improvements needed to be practical and affordable to them. Noted that Council could not achieve all requirements without subsidy, also that re: current work Council was working to fit most energy efficient products available.

Noted that a more detailed briefing session on zero carbon/energy efficiency element might be provided, members of the Board should let Director Housing and Wellbeing know if interested in attending.

RESOLVED

1. that the presentation on the work undertaken by Savills on behalf of the Council to produce a Housing Revenue Account (HRA) Asset Management Strategy and discussion at this meeting be noted;
2. that the presentation slides and the draft HRA Asset Management Strategy be circulated to members of the Board and any further comment sent to the Director Housing and Wellbeing, noting that the Strategy was programmed for submission to Cabinet on 9th March 2023.

Reason

1. To acknowledge the Board's consideration of the matter.
2. To enable further consideration and comment should members of the Board so wish, including members who had been unable to attend this meeting.

44. QUESTIONS FROM MEMBERS OF THE BOARD

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

On this occasion, no questions had been submitted.

45. WORK PROGRAMME

The Board considered a report of the Director Housing and Wellbeing to enable the Board to agree its work programme (item 6 on the agenda).

Assisting with consideration of the matter: The Director Housing and Wellbeing, the Landlord Services Manager and the Democratic Services Officer.

In accordance with recommendation 2 in the report, the Board reviewed the information it wished to receive in the Performance Information Pack sent out with the agenda for each meeting and considered following the formal meeting, if required.

RESOLVED

1. that Universal Credit data no longer be included in the Performance Information Pack;
2. that the Board proceeds on the basis of the submitted work programme, updated to reflect work undertaken at this meeting and any amendments or additions agreed above or earlier in the meeting.

Reasons

1. The Board considered that this information was not currently useful, noting that it could be added in the future if the impact of transferring remaining tenants to Universal Credit became a concern.
2. To ensure that the Board's work programme is up to date.

NOTES:

1. The Repairs and Investment Manager and all representatives of Savills attended this meeting virtually.
2. No reference may be made to these minutes at the next available Ordinary Council meeting 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.
3. These minutes are subject to confirmation as a correct record at the next meeting of the Housing Management Advisory Board.

HOUSING MANAGEMENT ADVISORY BOARD

22ND MARCH 2023

Report of the Director Housing and Wellbeing

REVIEW OF LANDLORD SERVICES' SERVICE STANDARDS

1. PURPOSE OF REPORT

To present the board with a revised suite of service standards for the landlord service and its rented and leasehold council homes.

2. ACTION REQUESTED

The board is requested to note and invited to comment upon the revised standards.

3. BACKGROUND

3.1 The landlord service has an existing suite of standards that set out publicly what levels of service customers can expect to receive. The suite covers all aspects of the landlord service. This is a periodical review, with no particular external driver such as legislation and regulatory changes driving the need for change.

3.2 The review has centred around three principal factors, which are:

- Standards must be measurable;
- Standards must be realistic and achievable; and
- Standards must be relevant.

3.3 The proposed new suite of service standards is attached to this report as appendix A.

4. MONITORING AND BENCHMARKING OUR PERFORMANCE

4.1 The landlord service's senior management team meets monthly and considers a number of performance reports including this suite of service standards.

4.2 HMAB receives and scrutinises regular performance information, including these service standards.

4.3 Unless legislation or regulatory changes require an earlier review, it is proposed that these standards will be reviewed in early 2026.

5. RECOMMENDATION

HMAB members are requested to note and comment upon this review.

Peter Oliver
Director of Housing and Wellbeing

Appendix A



LANDLORD SERVICES

SERVICE STANDARDS 2023 - 2026

Housing income service standards

- Provide you with a choice of payment methods, which include direct debits, swipe cards, telephone payments, internet payments and standing orders
- Provide you with a replacement swipe card for payments within 15 working days
- Provide you with quarterly rent statements
- Show any court costs separately on your account rather than including them in your rent arrears
- In all but the most serious of cases, allow you to make an agreement with us to pay any arrears by instalments and not take any further action provided you keep to this agreement

Tenancy and estate management service standards (including those tasks carried out by wardens)

- Inspect communal areas of flats and sheltered schemes once a month
- Visit all new tenants within four weeks of their moving in date to provide advice, information and answer any queries. This will include identifying any support needs, signposting to external support services or providing direct in-house support by referring to the tenancy support team
- Provide dedicated tenancy support to existing vulnerable tenants to help them keep their tenancy

Repairs & investment section service standards

- Emergency repairs – we will carry out the repair within 24 hours
- Urgent repairs – we will carry out the repair within three to five working days, or sooner where scheduling allows.

- Routine repairs – we will carry out the repair within 28 working days
- Planned work (fences, paths, plastering etc.) – we will complete within 90 days
- Internal and contractor staff will always wear photo identification
- We will protect your belongings from damage, dust and paint
- When doing repairs, we will clear rubbish from your home at the end of each working day
- When doing repairs, we will make sure that you have electricity, water and gas connected at the end of each day
- We will make sure that we keep you informed of progress
- We will provide adaptations to your home to address disability needs in line with our adaptations policy
- We will fit a smoke detector on every floor of your home
- We will fit a carbon monoxide alarm in any room where you have a fixed combustion appliance (excluding cookers)
- We will service your gas boiler annually
- If we are replacing your kitchen or bathroom we will give you a choice of finishes and tiling to choose from

Anti-social behaviour service standards

- We will provide support and help for victims and witnesses of anti-social behaviour, having particular regard for those identified as being vulnerable
- We will risk-assess each reported incident and respond to all serious incidents of anti-social behaviour within one working day
- We will respond to all other complaints of anti-social behaviour within a maximum of five working days, advising the complainant of who their main contact is
- We will agree an action plan with complainants of anti-social behaviour
- We will signpost victims and complainants of ASB to the community trigger / ASB review process

General customer service standards

- Reply to letters and e-mails within ten working days
- Respond to stage 1 complaints within ten working days
- Respond to stage 2 complaints within 20 working days
- Provide documents in other formats, including audio and braille if needed
- Provide interpretation and information in other languages where needed

Customer engagement service standards

- Provide and develop a range of ways for tenants and leaseholders to become involved

- Reimburse tenants and leaseholders for reasonable expenses occurred when attending meeting and involvement events
- Provide setting-up grants to groups wanting to set up a residents' association
- Provide annual running costs grant to residents' associations
- Provide a one-off payment of £250 to support community events or up to £400 annually for a continuing project
- Carry out tenant perception surveys every year

Warden and lifeline services standards

- Produce a support plan for all sheltered tenants and review this every year
- Provide tenants in sheltered accommodation with access to an emergency alarm system and on-call warden
- Test pull cords in sheltered accommodation are on a six-monthly basis
- All pendants allocated to lifeline equipment will be tested on a six-monthly basis
- Provide weekly testing to all sheltered schemes for fire alarms
- Provide a response to emergencies within 40 minutes

HOUSING MANAGEMENT ADVISORY BOARD

22ND MARCH 2023

Report of the Landlord Services Manager

PROPOSED NEW DECANT AND DISTURBANCE POLICY

1. PURPOSE OF REPORT

To present the board with a proposed new policy on the council's approach to the decanting of tenants to alternative properties in specific circumstances and the financial redress that will be paid in connection with that process.

2. ACTION REQUESTED

The board is requested to note, comment upon and recommend the proposed policy for cabinet approval, subject to any agreed amendments.

3. BACKGROUND

3.1 There are occasions when, through maintenance, repair and investment needs with a particular property, tenants have to leave their home in order that the property can have the required work carried out. Alternative accommodation has to be found for the tenant for the duration of the work. This process is known colloquially as 'decanting'.

3.2 The process of decanting has inevitable financial consequences for the tenant as well as for the council in terms of costs incurred in tenants moving out of their home but not through their own choice. We have always had internal procedures to enable us to reimburse tenants for these costs; but there has never been an actual policy on this matter.

3.3 The proposed new decant and disturbance policy, attached to this report as appendix A brings together existing internal procedures into an explicit policy statement.

4. CONSULTATION OVER THE PROPOSED POLICY

4.1 Staff have been consulted internally in the landlord service and the policy has been reviewed by CHRF, where some changes were proposed. Those that were accepted have been incorporated into the proposed policy as set out in appendix A.

5. MONITORING AND REVIEW

Other than a review required through changes in legislation and/or regulation, we propose that the policy is reviewed in four years' time.

6. RECOMMENDATION

HMAB members are requested to note, comment upon and, subject to any agreed changes, recommend this policy for cabinet approval.

Andrew Staton
Landlord Services Manager

9 March 2023



Appendix A

CHARNWOOD BOROUGH COUNCIL

LANDLORD SERVICES

DECANT AND DISTURBANCE POLICY

1. Introduction

1.1 There will be occasions when the council will require a tenant to move out of his or her home for a variety of reasons including (but not limited to):

- carrying out works, including adaptations, that cannot be done while the tenant is living in the property;
- carrying out major structural works to the property when the property is unsafe for the tenant to remain in it;
- in fulfilling the council's asset management strategy which might involve disposal or demolition of the property;
- carrying out emergency works to the property that render it uninhabitable temporarily;
- failure of physical services supplying the property resulting in the property becoming uninhabitable.

1.2 It is recognised that, a move to temporary accommodation is a stressful and disruptive event and one that will incur a financial cost.

1.3 The need to decant a tenant will fall into the following categories:

- Planned or unplanned;
- Temporary;
- Permanent (see section 3A.5)

2. Objectives of this policy

The objectives of this policy are:

- to provide a framework that aims to establish a consistent and fair approach to moving tenants to temporary alternative homes;

- to move tenants to properties that as far as possible match their needs in terms of property type, size and location;
- to support tenants in the decant process;
- to take account of the urgency of the need to move when identifying potential decant properties;
- in respect of the cost of the decant process, from moving out, moving in and moving back again, to put tenants back in the financial position they would have been in had there been no requirement to move;
- to establish a financial framework for reimbursing tenants moving temporarily to hotel or bed and breakfast accommodation if a CBC decant property is not [yet] available;
- to give discretion to offer *ex-gratia* compensation in extenuating circumstances where, for reasons beyond the control of the tenant, excessive hardship, distress, delay or inconvenience has been experienced in the moving process.

3. Scope of this policy

- 3.1 This policy applies to everyone who holds an introductory or secure tenancy of a council dwelling.
- 3.2 This policy does not apply or cover claims for compensation payments arising out of the following:
- Failure to complete repairs within timescale;
 - Failure in standards of general service delivery;
 - Complaints;
 - Ombudsman's determinations of compensation due;
 - Loss of amenity through failure of physical services that does not result in the property becoming uninhabitable.

4. Policy statement

4A Decants in general

- 4A.1 When it has been agreed that the tenant needs to vacate the property, various options for temporary re-housing will exist, including:
- the tenant making his or her own arrangements, for example, moving to a relative's home or some other private arrangement; this might be furnished or unfurnished accommodation;
 - the tenant moving into bed and breakfast or hotel accommodation arranged by the council;
 - Use of a guest room at a sheltered scheme arranged by the council if the tenant(s) meet the age criteria pending a property being identified;
 - the tenant moving into another council property (internal decant, referred to in this policy as 'decant');
 - the tenant moving into another registered provider property.

- 4A.2 If the tenant is unable to make his or her own private arrangements or makes temporary private arrangements in advance of the council identifying and offering a decant into its own stock or that of another registered provider, the landlord service will work closely with the lettings team to identify a suitable decant property and arrange the move accordingly.
- 4A.3 Although the decant process falls outside the council's allocations policy, such properties will generally be identified in accordance with the same criteria that would be applied if the tenant were bidding for properties through the housing register, viz, the property will match needs as determined by the allocations policy. This will be in pursuit of the need to make best use of our housing stock. Exceptions, however, will be made according to the individual circumstances surrounding the decant, for example, an emergency situation requiring immediate vacation of the property or a decant that might last for more than a year.
- 4A.4 Tenants will be encouraged to be as flexible as possible in respect of the temporary accommodation offered, taking into account the urgency of the need to move and the likely time away from the home.
- 4A.5 Where the decant is to be permanent (for example, where we are planning to dispose or demolish the property), offers of permanent alternative accommodation will be made in accordance with our allocations policy.
- 4A.6 The actual process of decanting is governed by our decant procedure, which is included as appendix 1 to the policy but support to the tenant will be given by the tenancy & estate management and housing options teams.

4B Disturbance payments

- 4B.1 As stated in section 2 of this policy, disturbance payments are designed to make the tenant neither any worse off financially as a result of the need to move nor any better off.
- 4B.2 Disturbance payments will be payable only if actually incurred by the tenant and will be payable for each move that is part of the decant process.
- 4B.3 Other than a temporary move into bed and breakfast or hotel accommodation, unless stated to the contrary in 3B.4 below, disturbance payments will be payable in all circumstances, temporary and permanent.
- 4B.4 Generally speaking, the council will pay for the following:
- The cost of moving household possessions if tenants cannot or prefer not to carry out the removals themselves
 - If tenants prefer to carry out their own removals, the cost of moving household possessions that the tenant cannot reasonably be expected to move personally. House removals will normally be carried out by a council contractor though, in exceptional circumstances, commercial removal companies may be used, engagement of those services being in accordance with the council's procurement rules. Additional costs such as packing services will be payable where the tenant is, for example, frail or disabled;

- The cost of storing the tenant's household possessions if it is considered to be unreasonable to expect the tenant to move the contents of their home into the decant property, for example, moving into a private furnished property.;
- The cost of removing and relaying carpets and other removable floor coverings. If floor coverings cannot be removed or reasonably be re-laid and if the temporary decent is likely to last for more than two months, the council may cover the cost of re-carpeting living rooms and bedrooms through one of its approved suppliers;
- The cost of removing and re-fitting curtains, blinds and tracks in living room and bedrooms. If curtains and blinds cannot reasonably be re-fitted and if the temporary decent is likely to last for more than two months, the council may cover the cost of curtains and blinds in living rooms and bedrooms through one of its approved suppliers;
- The cost of disconnecting and reconnecting household appliances such as cookers and washing machines;
- The cost of a reasonable replacement cooking appliance if the tenant's existing cooker cannot reasonably be expected to be used in the decant property;
- The cost of disconnection and reconnection of water, gas and electricity services.
- If the tenant is making private arrangements for the removals, all reasonable costs in line with the above bullet points provided that:
 - the council is given details of the proposed costs prior to the work being ordered; and
 - the costs are in line with what the council would have paid had it made the arrangements itself;
 - the contractor has the relevant insurances in place, in particular public liability insurance
 - gas or electrical works are carried out by accredited contractors (e.g. Gas Safe-registered)
- The cost of transferring fixed landline telephones and internet services;
- The cost of erecting a television aerial if there is not one existing in the decant property;
- The cost of re-directing post;
- The reasonable cost of kennelling dogs or cats if the decant property is unsuitable for pets. This provision does not apply to permanent decants;
- The reasonable cost of the tenant incurring additional travelling expenses for work or education (only) as a direct result of being relocated away from the permanent accommodation for a period of up to twelve months and at an approved mileage rate as determined by HMRC. The council will be able to exercise discretion in agreeing to meet other reasonable expenses based on individual circumstances. This provision does not apply to permanent decants.

- 4B.5 Through separate documents, such as the decant procedure, the council may impose limits on the amount it will pay for, for example, carpets, curtains and kennelling costs.
- 4B.6 The council may require proof of expenditure under this policy in order to reimburse the tenant.

4C Rent payments during the decant period (temporary decants only)

- 4C.1 The tenant will continue to hold the tenancy of the permanent property throughout the decant period and for paying the rent and service charges due.
- 4C.2 The decant property will be let on the basis of a licence to the tenant and no tenancy will be created. The council will fulfil its repairing obligations as if the decanted tenant held a tenancy in the decant property.
- 4C.3 The decanted tenant will have no rights to the decanted property.
- 4C.4 No fee will be charged for occupying the decanted property.
- 4C.5 The decanted tenant will be responsible for all outgoings in the decanted property, including (but not limited to) gas, electricity, water and council tax.
- 4C.6 Support will be given in claiming appropriate benefits and in liaison with other council departments in respect of the occupation of the decanted property.

4D Compensation for permanent loss of the home

- 4D.1 Applying only to planned, permanent decants, the tenant may be paid a home loss payment, entitlement to which is governed by part 3 of the Land Compensation Act 1973.
- 4D.2 The amount of home loss payment is determined by central government and not the council.
- 4D.3 Home loss payments will not be payable if the tenant has been in occupation of the property for less than one year (s.29(2)(a)).
- 4D.4 Home loss payments will not be payable if we have obtained a possession order on the property served through a notice of seeking possession under ground 10 of schedule 2 of the Housing Act 1985 (S.29(1)(e)).
- 4D.5 A home loss payment is not payable if a tenant transfers to an alternative property voluntarily through the normal housing register process.

4E Offsetting disturbance payments against arrears

- 4E.1 We may offset the payment of disturbance payments against outstanding debts such as:
- current rent arrears;
 - former rent arrears;

- court costs;
- re-charges.

4E.2 All disturbance payments are eligible for debt offset apart from disturbance costs incurred directly by the council, such as:

- removals and re-fits;
- disconnection and reconnection of services and appliances;
- storage costs.

4E.3 Debts may also be offset against home loss payments.

4E.4 If it is clear that the requirement for the tenant to be decanted is through their own damage or neglect, any disturbance payments made to the tenant under this policy will be offset against any recharges raised in connection with the decant.

4F Ex-gratia compensation

4F.1 We recognise that there may be occasions when the circumstances of a permanent or temporary move under this policy are not covered adequately by the disturbance provisions set out in section 3B of this policy. These circumstances may involve:

- excessive delay in the council arranging and carrying out the temporary move, resulting in the tenant having to endure what might be agreed to be an overly-long process which may be manifested in, for example, a long stay in bed and breakfast or hotel accommodation. This would not apply where suitable alternative accommodation has been identified by the council but has been refused by the tenant;
- significant distress or inconvenience beyond what would be considered normal in what [a decant generally] is accepted to be a stressful event anyway. When considering *ex-gratia* compensation for this reason, we may request evidence of this through doctor's or similar professionals' testimonies.

4F.2 Compensation under this section will only be considered if we accept that our own actions or lack of actions have contributed towards the grounds for the tenant requesting *ex-gratia* compensation.

4F.3 Any *ex-gratia* compensation offered will be in alignment with compensation offered habitually by the Housing Ombudsman in its determination of similar cases.

4G Disturbance payments for temporary hotel or bed and breakfast accommodation

4G.1 There will be occasions when the urgency to move a tenant out of the property exceeds the availability of a suitable decant property. In such cases the tenant and his or her family may be required to go into hotel or bed and breakfast accommodation until a suitable decant property becomes available. In such an event the council will reimburse the tenant for the following costs incurred **up to** amounts that will be reviewed on an annual basis from the first Monday in April every year and amended in line with the

annual CPI increase recorded in the preceding February. These rates will be published as a separate document to this policy.

4G.2 In order to qualify for reimbursement for costs incurred under this section, receipts must be submitted that clearly show the nature of the expense incurred and the date incurred.

4G.3 Eligible costs will be:

- Bed and breakfast, half-board or full-board nightly rates at establishments identified and agreed by the council;
- The reasonable cost of a two-course evening meal unless half-board rates are available at the establishment;
- The reasonable cost of a one-course lunch unless full-board rates are available at the establishment;
- The reasonable cost of purchasing baby food if such is not available as part of the hotel/B & B rates;
- The reasonable cost of kennelling dogs or cats for the duration of the stay if the hotel/B & B establishment will not accept pets;
- The reasonable cost of the tenant incurring additional travelling expenses for work or education (only) as a direct result of being relocated away from the permanent accommodation for the duration of the hotel/B & B stay.
- The reasonable costs of laundering clothes after one week's stay in the hotel / B & B establishment;
- A contribution to the purchase of essential clothing if there was no reasonable opportunity for the tenant to take or retrieve clothing from the property;
- Reimbursement for other expenses not listed above that are considered reasonable to reimburse given the individual circumstances of the case in question;

4G.4 We will not reimburse the following costs:

- Alcoholic or soft drinks;
- Beverages such as tea and coffee if not included in the hotel/B & B rate;
- Casual food purchases, including snacks and confectionary;
- Costs that exceed our annually-published maximum rates;
- Incidental motoring expenses such as servicing and maintenance or any expenses incurred in pursuit of leisure activities;
- Costs of medication or prescription drugs;
- Costs of childcare;

- Costs of baby products such as nappies.
- Cleaning products as the room would be cleaned by the hotel/B & B establishment;
- We may refuse to pay kennelling costs if the tenant has not sought or been given permission to keep the pet.

5 Complaints and appeals

If a tenant is dissatisfied with the level of disturbance payments offered (including home loss payment) he or she will be entitled to make a complaint through our normal complaints process. In addition to that a right of appeal under the Land Compensation Act 1973 might exist and such appeals should be made to the Upper Tribunal at 45 Bedford Square, London WC1B 3DN.

6. Equalities

- 6.1 All affected tenants' differing needs and preferences will be taken into account when the need to decant arises. Our decant procedure will include carrying out a needs assessment at the beginning of the process, which allows the council to identify those who may need more support.
- 6.2 This policy aims to make sure that no-one is out of pocket or disadvantaged as a result of being required to move out of their home. Tenants can choose to take advantage of the council making the arrangements and paying directly to the contractor or, if they wish, organise the move themselves.

7. Monitoring and review

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

8. Budgetary considerations

There is an existing budget (tenancy and estate management) for costs incurred through decanting tenants and which will be used to fund the commitments made under this policy. While the budget is currently underspent it is possible that with more rigour attached to the process, as intended under this policy, costs will rise and these will be monitored closely.

9. Training

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

10. Responsibility

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

Officers are to raise any day to day issues with the administration of the policy to their line manager. Day-to-day matters relating to the implementation and administration of the policy will be undertaken by managers. Where managers are unable to resolve an issue relating to the implementation and administration of the policy the matter is to be escalated to the relevant director.

11. Other external and internal influences on this policy

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

- Decant procedure;
- Allocations policy;
- Equality and diversity policy and strategy;
- Complaints policy;
- Asset management strategy and other repairs and investment-related policies and procedures.

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

- Land Compensation Act 1973;
- Housing Act 1985;
- Housing Act 1996;
- Equality Act 2010.

Housing Management Advisory Board

22 March 2023

Performance information pack

QUARTER 3 2022-2023

Landlord services performance

Compliance performance (fire safety etc.)

**HOUSING MANAGEMENT ADVISORY BOARD
22 MARCH 2023**

**Report of the Landlord Services
Manager and the Repairs &
Investment Manager**

**LANDLORD SERVICES
PERFORMANCE**

Purpose of report

To consider performance at the end of quarter 3, 2022-2023, October to December 2022.

Recommendation

The board is asked to note and comment on performance for the third quarter of 2022-2023.

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

(a) Repairs

Description	Target	Performance Q3
% Emergency repairs completed within 24 hours	100%	99.68% 6,736/7,164
% Responsive repairs for which appointments are made and kept	98.58%	98.70% 4,490/4,549
% Responsive repairs which are completed 'right first time'	96%	99.93% 4583/4,586
% Urgent repairs completed on time	97%	94.88% 1,261/1,329
% Responsive repairs completed within timescales	97%	95.52% 6,867/7,189

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) Rent collection

Description	Target Q3	Performance Q3
% Rent collected (including rent arrears brought forward)	95.38%	95.47%
Rent arrears of current tenants as a percentage of the annual rent debit rent debit	3.75%	2.86%

(c) Tenancy management

Description	Target	Performance Q3
% New tenancies sustained over twelve months	95%	99.18% 242/244
% New tenancy visits completed on target	95%	95.60% 87/91

(d) Supported housing

Description	Target	Performance Q3
% Support plans agreed with sheltered tenants/reviewed within time	100%	100% 718/718

(e) Customer satisfaction

Description	Target	Performance Q3
% Residents satisfied with Decent Homes work	95%	100% 21/21
% Residents satisfied with the time taken to complete the Decent Homes work	95%	100% 21/21

% Lifeline customers satisfied with the way their alarm call was dealt with	99.50%	99.31% 144/145
% Tenants satisfied that the operative arrived on time	98.57%	94.36% 569/603

Targets not met within a 5% tolerance

(a) Repairs

Description	Target	Performance Q3
% Routine repairs completed on time	97.00%	91.95% 2,798/3,043
Average number of days taken to carry out standard re-let repairs	14 days	71.05 days

Commentary: The targets were not met owing to lack of resources. We have now recruited plasterers, bricklayers and joiners, who started in the middle of January. This will have a positive effect on our targets. The void operatives have been assisting responsive repairs due to a spike in reporting as a consequence of the cold weather before Christmas which has had an effect on re-let times.

(b) Gas servicing

Description	Target	Performance Q3
% Properties with a valid gas safety certificate	100%	99.05% 5,100/5,149

Commentary: A number of properties have been passed back to us by the contractor as they have exhausted the number of access attempts as per their no access procedure. Warrants now have to be applied for and there are delays in the legal process but this action is ongoing.

(c) Complaints

Description	Target	Performance Q3
% Complaints responded to within timescales (stages 0 and 1)	95%	75.72% 237/313

Commentary: Owing to the volume of repair team leaders' work, this has had an effect on how quickly we can respond to complaints .

(d) Customer satisfaction

Description	Target	Performance Q3
% Tenants satisfied with responsive repairs (overall)	97.4%	92.04% 555/603
% Tenants satisfied with the time taken to complete the repair	97.60%	91.21% 550/603
% ASB complainants satisfied with the way their case was dealt with	86.00%	22.2% 2/9

Commentary:

ASB satisfaction is being affected by the low number of surveys that have been completed as you only need one person to be dissatisfied to affect the results. Complainants are contacted by phone to complete the survey, however for those we cannot contact we issue the survey in the post with a pre-paid envelope but the return rate for surveys posted is low.

Customers have commented that they have been dissatisfied because it has taken the team longer than we would have wished to book in the appointment due to lack of resources which should see an improvement following our recruitment campaign .

Officers to contact:

Deborah Bartlett

Repairs and Investment Manager

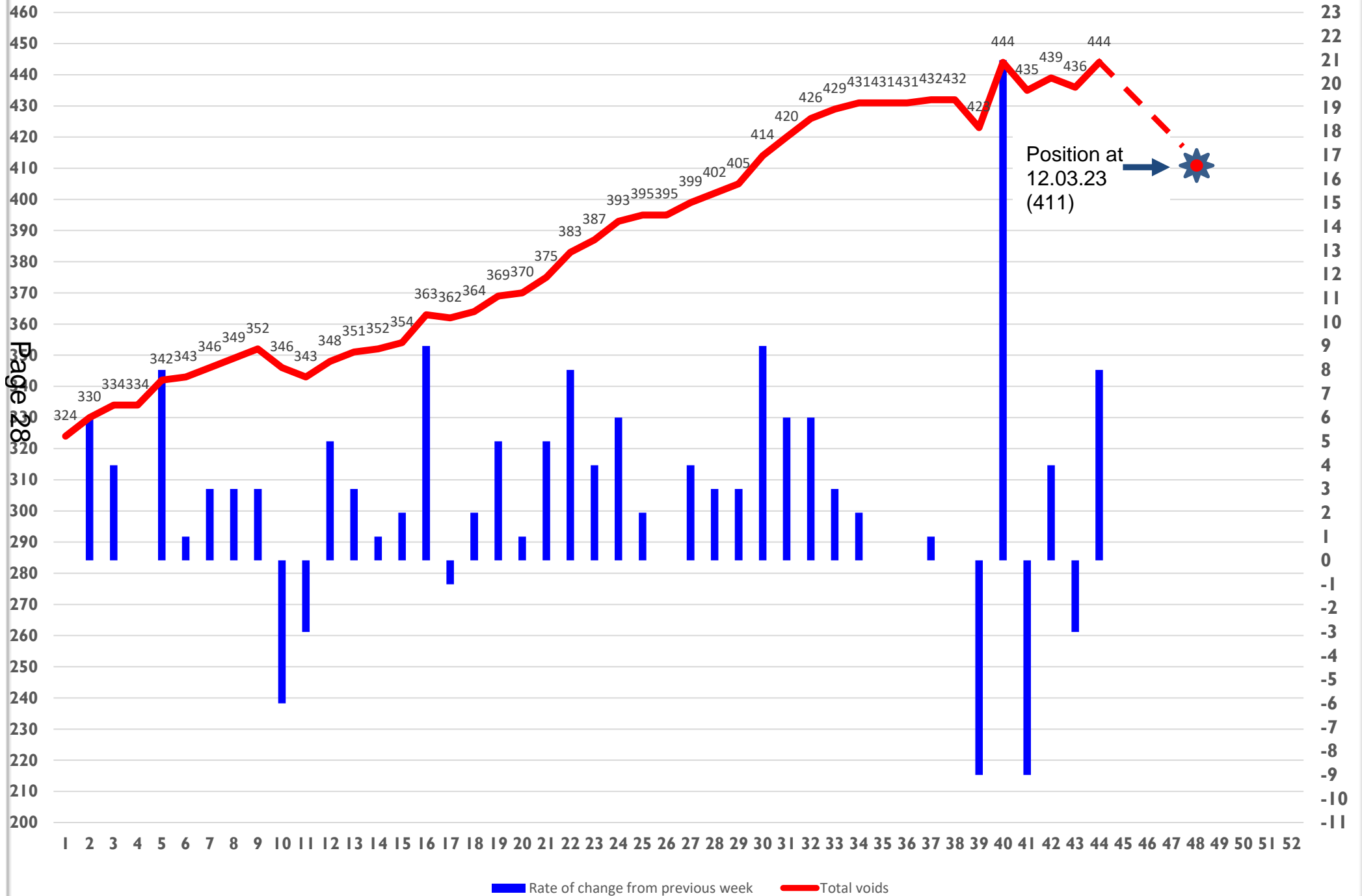
deborah.bartlett@charnwood.gov.uk

01509 634501

Andrew Staton
Landlord Services Manager
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01509 634608

APPENDIX 1: VOID PERFORMANCE

Total voids week by week + rate of weekly change 2022-2023



COMPLIANCE REPORT AS AT THE END OF QUARTER 3 2022-2023

KPI	DESCRIPTION	TARGET	ACTUAL	%	COMMENTARY
I	GAS COMPLIANCE				
	PROPERTIES WITH A CURRENT CP12	5,149	5,100	99.05%	We had 49 properties out of compliance at the end of Dec And these were all at legal stage.EL10. Legal efforts have resumed to obtain warrants to gain access along with visits by the gas compliance surveyor to request access.
	CAPPED PROPERTIES WITH A CURRENT CP12 (VOID)		332	6%	6% of our properties are capped and void
	CAPPED PROPERTIES WITH A CURRENT CP12 (NOT VOID)		113	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 PROPERTIES WITH CURRENT CERT	43	39	91%	4 properties out of compliance. Services/certs being chased
	TOTAL REPAIRS COMPLETED IN PRIORITY	5,430	4,717	87%	83% of repairs were completed within priority during Dec
	CUSTOMER SATISFACTION (98%)	442	424	96%	Audits received 100% customer satisfaction.
Ia.	AUDITING - ASSURANCE				
	COMPLETED GAS AUDITS - MAIN GAS CONTRACT	0	424	0%	
	COMPLETED SOLID FUEL AUDITS				
2	SMOKE ALARM & CO COMPLIANCY - RECONCILIATION PROJECT				
	No. properties with battery smoke alarm		2,237		Exercise to validate alarms in dwellings is now underway

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		
ALL PROPERTIES WITH A CONFIRMED WORKING SMOKE ALARM	5,490	4,540	83%	WORKING/TESTED ALARMS IN LOCATIONS TO SATISFY NEW REGS. COUNTS MAY BE UNDER REPORTED AS QL DOES NOT HOLD DETAILS OF WHICH FLOOR A COMPONENT IS LOCATED ON AND ONLY THOSE WHERE A FLOOR MAY BE ASSUMED ARE INCLUDED. INCLUDES SMOKE DETECTION IN SCHEMES
GAS PROPERTIES WITH A CONFIRMED WORKING SMOKE ALARM	5,149	4,127	80%	WORKING/TESTED ALARMS IN LOCATIONS TO SATISFY NEW REGS. COUNTS MAY BE UNDER REPORTED AS QL DOES NOT HOLD DETAILS OF WHICH FLOOR A COMPONENT IS LOCATED ON AND ONLY THOSE WHERE A FLOOR MAY BE ASSUMED ARE INCLUDED
GAS PROPERTIES WITH A CONFIRMED WORKING CO ALARM	5,149	3,564	69%	
FIRE SAFETY				
FIRE ALARM - SIX-MONTHLY	20	20	100%	
EMERGENCY LIGHTING - DURATION TEST - ANNUAL	-	-	-	Access / some document issues / and errors on scheduling owing to later than expected mobilisation data issues, expected to be resolved for next reporting period.
EMERGENCY LIGHTING - FLICK TESTING - MONTHLY	288	273	95%	
FIRE RISK ASSESSMENT	297	297	100%	All FRA areas inspected. Commercial (shop) FRA responsibility has been confirmed as lying with the leaseholder or tenant as a legal obligation regardless of wording of leases or tenancy agreements
FIRE EXTINGUISHER	14	14	100%	14 sites have fire extinguishers/blankets installed (47 components)
FRA RECOMMENDATIONS - IMMEDIATE/AS SOON AS PRACTICABLE	349	103	29.51%	
FRA RECOMMENDATIONS - SHORT TERM	328	286	87.20%	
FRA RECOMMENDATIONS - NON URGENT	111	95	85.59%	
FRA RECOMMENDATIONS - LONG TERM	-	-	N/A	IA 1 in progress 245 not started - ST 0 in progress, 42 not started, NU 0 in progress, 16 Not started. The majority of these have been passed to specialist fire safety works contractor/s.

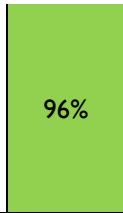
	FRA RECOMMENDATIONS - ASSET PROTECTION ONLY	-	-	N/A	
	FRA RECOMMENDATIONS - TOTAL	788	484	61.42%	
4	WATER SAFE				
	LEGIONELLA MONITORING - MONTHLY	15	15	100%	Monthly, quarterly and annual checks are taking place at all courts . New risk assessments have been requested. Installation of remote temperature monitoring and some level of automatic flushing being investigated. Written schemes of control to be developed along with checks on processes/documentation to be implemented in 2023
5	LIFTS & STAIRLIFTS				
	PASSENGER LIFT - SIX-MONTHLY	4	4	100%	Stair lifts, hoist, passenger – 199 with 27 outstanding services continue to be scheduled but will be raising with contractor to resolve.
	STAIRLIFT - ANNUAL SERVICE	199	172	86%	
6	ASBESTOS				
	Communals for reinspection 20/21	-	-	0%	
	Surveys requested in month	-	-	0%	REORGANISATION TAKING PLACE AT MCP - DISCREPANCIES BETWEEN OUR REQUEST LIST AND MCP. CURRENTLY BEING ADDRESSED WITH RESOLUTION EXPECTED 23 JAN 2023
	Total surveys requested previously	-	-	0%	
	Total properties with an asbestos survey	5,530	5,530	100%	Waiting for data from Paul McM re some properties thought not to have surveys.
	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 complete
	ELECTRIC TESTING COMPLIANCE DWELLINGS	5,493	4,571	83%	

ELECTRIC TESTING COMPLIANCE COMMUNALS



326

313



96%

The number of comunal areas has dropped. As some blocks have been visited it has been established they are physically part of another block (although separate on QL) and are fed as a circuit from the other block. Therefore, from an electrical point of view, some blocks don't exist as there is no consumer unit in that block. This has positively affected the figure.

APPENDIX 3: ANTI-SOCIAL BEHAVIOUR: QUARTER 3 - OCTOBER TO DECEMBER 2022

1. Incidents of ASB reported by estate: quarter 3 2022/2023

Estate	Q3 22/23	Q2 22/23	Q1 22/23	Q4 21/22
Anstey	0	2	17	8
Barrow Upon Soar	1	3	4	8
Birstall	0	1	3	10
Loughborough - Ashby Road	5	5	9	10
Loughborough - Bell Foundry	26	12	31	77
Loughborough - General	13	7	10	24
Loughborough - Shelthorpe	11	18	30	22
Loughborough - Thorpe Acre	5	1	8	5
Loughborough - Town Centre Central	4	7	6	12
Loughborough - Warwick Way	67	70	32	57
Mountsorrel	10	31	17	16
Quorn	3	2	2	4
Rest of Charnwood	5	4	3	17
Rothley	2	7	0	2
Shepshed	17	35	21	45
Sileby	16	17	11	31
Syston	20	22	51	21
Thurmaston	0	3	6	6
Woodhouse Eaves	2	4	7	19
Grand total	207	251	268	394

2. Case closure: quarter 3 2022/2023

CASES CLOSED DURING QUARTER 3	Q3 22/23	Q2 22/23	Q1 22/23	Q4 21/22
Numbers of cases closed	73	145	68	238
Total time open (days)	10,428	29,534	4,758	42,995
Average length of time open (days)	143	204	70	181

3. Case resolution rate: quarter 3 2022-2023

CASES CLOSED DURING QUARTER 3	Q3 22/23	Q2 22/23	Q1 22/23	Q4 21/22
Numbers of cases closed	73	148	68	238
of which were resolved	55	143	63	229
Case resolution rate (%)	75%	97%	93%	96%

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 3 2022-2023

Case resolution - unresolved cases' reason for closure	
Reason for closure when unresolved	Nos
No perpetrator identified	17
NFA – insufficient evidence to take further action/progress	1
TOTAL	18

5. Case closure by disposal (action status at point of closure): quarter 3 2022/2023

Disposal type	Q3 22/23	Q2 22/23	Q1 22/23	Q4 21/22
Advice	19	7	0	2
Verbal warning	2	0	0	0
Written warning	3	3	2	5
Community protection advice/warning letter (CPW)	1	0	0	1
Mediation	4	4	0	2
Acceptable behaviour contract	0	0	0	0
Community protection notice (CPN)	1	0	0	1
Injunction	1	0	0	0
Tenancy – extension to introductory tenancy	0	0	0	0
Notice of possession proceedings	0	0	0	0
Notice of seeking possession	0	0	0	0
Suspended possession order (SPO)	0	0	0	0
Outright possession order	0	0	0	0
Criminal behaviour order (CBO)	0	0	0	0
Closure order	0	0	0	0
Eviction order	0	2	0	1
No further action at complainant's request	19	17	14	38
No further action – reported for information only	2	2	3	5
No further action – no perpetrator identified	18	5	3	8
No further action - other	59	17	12	62
No further action – evidence not provided	45	47	30	80
Other (in this case non-engagement by complainant)	115	224	127	385
Referred to the police	0	3	2	6
Referred to the tenancy and estate management team	0	1	1	3

Referred to the environmental protection team	0	0	0	0
Alleged perpetrator ended tenancy	0	3	0	0
Complainant moved	0	2	0	1
GRAND TOTAL	289	337	194	600

6. Open cases at the end of quarter 3 2022/2023

Cases open	Q3 22/23	Q2 22/23	Q1 22/23	Q4 21/22
Numbers of cases	65	209	314	248
Total time open (days)	8,699	48,341	57,459	38,633
Average length of time open (days)	134	231	183	156

7. Repeat complainants

Repeat and anonymous complainants for cases opened during quarter 3 2022/2023	
Anonymous/no victim or complainant	0
Reported twice	13
Reported three times or more	11
TOTAL	24

Officers to contact:

Andrew Staton
Landlord Services Manager
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01509 634952

Claire Westrup
Principal Officer – Tenancy and Income Management
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01509 634604

22ND MARCH 2023

Report of the Director Housing and Wellbeing

WORK PROGRAMME

Purpose of the Report

To enable the Board to consider its work programme.

The current work programme, appended, sets out the position following the previous meeting of the Board on 1st February 2023 and subsequent discussion between the Director Housing and Wellbeing and the Vice-chair regarding items that require consideration by the Board.

For information, a remaining 2022/23 meeting of the Board is scheduled as follows: 26th April 2023 at 4.30pm.

Recommendations

1. That the Board's work programme be updated in accordance with the decisions taken during consideration of this item and any other decisions taken during the course of the meeting.
2. That the Board considers whether it wishes to cancel its remaining 2022/23 meeting on 26th April 2023 if there are still no items scheduled for consideration.

Reasons

1. To ensure that the information in the Board's work programme is up to date.
2. Meetings should be held only when there is business that requires consideration.

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>
Quarterly	Performance Information	Director Housing and Wellbeing	<p>To enable the Board to ask questions, if any, on the performance information pack sent out with the agenda for the meeting.</p> <p>See notes at end of work programme for information currently included.</p>
Annual	HRA outturn	Director Housing and Wellbeing	June/July
Annual	Housing Ombudsman's Complaint Handling Code - Self-Assessment	Director of Housing and Wellbeing	September
Annual	Budget Setting and Priorities for Next Year	Director Housing and Wellbeing	November
Annual	Draft Budget	Group Accountant	January

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
22nd March 2023	Service Standards (Repair Operatives), plus Repair Guide	Director of Housing and Wellbeing	
22nd March 2023	Introduction to J. Tomlinson	Director of Housing and Wellbeing	
22nd March 2023	Decant and Disturbance Policy	Landlord Services Manager	

TO BE SCHEDULED:			
To be scheduled	Re-designation of Stock	Director of Housing and Wellbeing	Summer 2023
To be scheduled	Asset Management Strategy Update	Director of Housing and Wellbeing	Progress to be reported to Board, update Autumn 2023
To be scheduled	Housing Strategy	Head of Strategic Housing	During 2023/24
To be scheduled	Sheltered Accommodation, plus update St. Michael's Court, Thurmaston	Director of Housing and Wellbeing	During 2023/24
To be scheduled	Garages Review	Head of Strategic Housing	During 2023/24

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; (i) Voids Journey; and (j) Planned Maintenance Contractor Performance.