



HOUSING MANAGEMENT ADVISORY BOARD

To: Board Members Ali, Davis, Edwardes (Chair), Hudson, Riley (Vice-Chair), Wright, 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, 11th January 2023 at 4.30 pm for the following business.

Chief Executive

Southfields
Loughborough

3rd January 2023

AGENDA

1. APOLOGIES
2. MINUTES OF THE PREVIOUS MEETING 3 - 11

To confirm the minutes of the meeting held on 9th November 2022.

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.

4. HOUSING REVENUE ACCOUNT BUDGET CONSULTATION 2023/24 12 - 17

A report of the Head of Financial Services.

5. REVIEW OF SHELTERED ACCOMMODATION - ST MICHAEL'S COURT 18 - 31

A report of the Director of Housing and Wellbeing.

6. QUESTIONS FROM MEMBERS OF THE BOARD

In accordance with the Board's decision members of the Board were asked in advance of this agenda being published whether they had any questions on matters within the remit of the Board that they wished to ask, for response at this meeting.

On this occasion no questions were submitted.

7. WORK PROGRAMME 32 - 35

A report of the Director of Housing and Wellbeing to enable the Board to review and agree its Work Programme, together with meeting dates for 2022/23.

For information further meetings of the Board are scheduled as follows in 2022/23:

11th January 2023 at 4:30pm

1st February 2023 at 4:30pm

22nd March 2023 at 4:30pm

26th April 2023 at 4:30pm

8. 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.

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

An exempt report of the Director of Housing and Wellbeing circulated to members of the board. **To Follow.**

HOUSING MANAGEMENT ADVISORY BOARD 9TH NOVEMBER 2022

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

Director of Housing and Wellbeing
Landlord Services Manager
Project Building Surveying Team Leader
Customer Engagement Officer (HK)
Customer Engagement Officer (A E-S)
Democratic Services Officer (EB)
Neil Ward (CLC)
David Harrison (CLC)

APOLOGIES: Councillor Poland, Board Member Yasmin Ali

The Chair stated that the meeting would be recorded and the sound recording subsequently made available via the Council's website. He 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.

22. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of the Board held on 7th September 2022 were confirmed as an accurate record.

Matters arising from the minutes:

- (i) **Action: The Landlord Services Manager would respond to the Board over why complaints appeared to have reduced so significantly in Q1.**
- (ii) **Action: The Landlord Services Manager would double-check whether non-functioning lifeline equipment was preventing re-let.**
- (iii) The Director of Housing and Wellbeing clarified that regarding the 700 (approx.) applicants for housing had been written to asking for more information to inform assessments, these applications had already been registered and were up to date in terms of assessing the applications, however, some extra information had been requested and responses were being awaited.
- (iv) The Landlord services Manager had responded on why there had been a big drop in complaints from May to June 2022.
- (v) **Action: Director of Housing and Wellbeing to follow up on actions for the Repairs and Investments Manager from the last meeting.**

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

No declarations of interest were made.

24. HOUSING REVENUE ACCOUNT OUTTURN POSITION 2021/22

The Group Accountant submitted a report detailing the Housing Revenue Account (HRA) outturn for 2021/22 for revenue and capital expenditure. (Item 4 on the agenda).

The Board were informed that:

- (i) The figures were still being externally audited.
- (ii) The outturn was split into revenue and capital. The revenue report showed a surplus of £2.9m. This was largely because it didn't need to finance the Capital Programme.
- (iii) The report illustrated the various reserves that the HRA had.
- (iv) The HRA Financing Fund was now at £14.5m.
- (v) The Major Repairs Reserve was at £4.2m.
- (vi) The HRA owed £79m on loans. The first one would be repaid in 2024.
- (vii) Over the HRA Financing fund would come down and the HRA Business Plan would re-finance.
- (viii) Voids were higher than previously.
- (ix) Capital Outturn had been carried forward at the request of Cabinet.
- (x) It was noted that the table on the HRA Capital Programme was incorrect in the report. **Action: Democratic Services Officer to forward correct table to the Board.**
- (xi) There was an expenditure of £3.5m against a budget of £9.8m of the Capital Programme.

In response to questions the Board were informed that:

- (i) Figures had not been available until July 2022 as they had needed to go to Cabinet. Annual leave for officers had also delayed the production of the report. The Programme was reported each year.
- (ii) Slippage was money that was not spent in a financial year carried forward into the next financial year.
- (iii) Replacement of doors was being carried out on a planned basis as there had been a systemic issue with composite doors and less risk was associated with timber doors. **Action: Director of Housing and Wellbeing to check any reported issues of weather adversely affecting timber doors.**
- (iv) The underspend on legal costs was offset by a shortfall in legal costs.
- (v) Assisted transfers were where tenants had downsized. Payments were made on that basis to incentivise people to downsize. The amount spent on this each year was demand-led. **Action: Landlord Services Manager to advertise payments for assisted transfers.**
- (vi) The Council could grant Discretionary Housing Payments to those subject to the spare room subsidy while they were attempting to downsize.

RESOLVED that the report be noted.

Reason

To acknowledge the Board's consideration of the matter.

25. BUDGET SETTING AND PRIORITIES FOR NEXT YEAR

The Director of Housing and Wellbeing submitted a report providing an overview of the budget-setting process, and to enable members of the Board to comment on priorities for 2023/24, and the approach taken in respect of the identification of future priorities. (Item 5 on the agenda).

The Board were informed that:

- (i) The report gave information about the budget setting process and also set out the approach for spending priorities.
- (ii) The budget would be seen by Cabinet in December. This would include the Housing budget. The Housing Management Advisory Board would then get the opportunity to comment on the budget at their meeting on 11th January 2023. This would then be taken to Cabinet in February and then to Council for approval.
- (iii) Priorities included increasing capital works spend and progression of the review of sheltered accommodation.
- (iv) Future priorities identified would be defined in the new Asset Management Strategy and Savills would attend the meeting of the Board on 1st February to inform the Board.

Councillor Draycott noted a typographical error in the report. The reference to the Cabinet Meeting in December 2023 should have read December 2022.

RESOLVED that the report be noted.

REASON

To acknowledge the comments of the Board on the priorities for 2023/24 identified, and the approach taken in respect of the identification of future priorities.

26. CONTRACTORS' PERFORMANCE

The Director of Housing and Wellbeing delivered a verbal report outlining the performance of contractors for the Council's Housing Service. (Item 6 on the agenda).

The Project Building Surveying Team Leader, and Neil Ward and David Harrison from the CLC Group were in attendance to assist with the consideration of the item.

The Board were informed by CLC that:

- (i) CLC had been appointed for major adaptations works such as level access showers for disabled people as well as general adaptations such as widening doorways, creating level access entrances and installing ramps.
- (ii) The contract would run until April 2024 with an option for a two-year extension.
- (iii) The budget was approximately £1.2m per annum, this was slightly flexible.
- (iv) Following a shaky start the pace of adaptations was picking up and they were now completing five properties per week.
- (v) Designs were coming through.
- (vi) 22 bathrooms had been completed and 24 were in progress.
- (vii) 15 ramps were ready for approval.
- (viii) Good feedback had been received from tenants.
- (ix) Key Performance Indicators were at 100% for 10 surveys.

Action: Visits to properties for Board to view adaptations to be arranged.

The Project Building Surveying Team Leader noted that whilst he had strict standards he was very happy with the workmanship of CLC.

In response to questions the Board were informed that:

- (i) Council standards were high but achievable.
- (ii) Anything missed would need to be fixed to an acceptable standard before properties were handed over to the Council.
- (iii) Level access showers were taking longer than expected, they should be completed in 10 days and 15 if walls needed to be taken out). Some were met on target but others were taking longer as there were sometimes issues in the final stages. The average completion time was 15 days.
- (iv) When adaptations to showers took place residents were without a shower for approximately 10 working days as tiling was completed and floors were installed.
- (v) CLC had liaison officers with the Council so that standards could be kept and the Council could be kept up to date of any issues that arose.
- (vi) CLC would not be paid until works were complete and there were penalties in the contract for omissions.
- (vii) The initial slow start had been due to CLC learning the Council standard and ways of working and insufficient resources on site. The standards expected were now being achieved.
- (viii) Companies brought in to assist were experienced with working on social housing. They were known to CLC and trusted.
- (ix) Apprentices had been advertised for. **Actions: CLC to check where apprentices were being advertised for. Director of Housing and Wellbeing to ask Charnwood Borough Council Communications if advertisements could go on the Council website and liaise with CLC.**

The Chair noted that she was pleased with the initial progress.

RESOLVED that the report be noted.

Reason

To acknowledge the Board's consideration of the issue.

27. SHELTERED HOUSING UPDATE

The Director of Housing and Wellbeing delivered a verbal report outlining the situation regarding the Council's sheltered housing stock. (Item 7 on the agenda).

The Board were informed that:

- (i) A more formal report would come to the Board at their meeting on 11th January 2023.
- (ii) The Sheltered Housing Board had met and options had been considered for St Michael's Court. The next step was to do communications with residents which would happen over the following weeks. Following this a paper would be produced setting out a recommended option and seeking an endorsement.
- (iii) The complexes were large and as such there was a lot to consider. It was foreseen that this would be a key piece of work going forward.

In response to questions the Board were informed that:

- (i) All options had been explored and it was likely that a sheltered accommodation asset strategy would be brought through setting out the priorities for each scheme.
- (ii) There were 13 schemes and approximately 335 tenants in the schemes (couples sharing a flat would count as one tenant).
- (iii) All but one scheme was in need of improvement. Some schemes needed more improvement than others and there was a need to consider all options.
- (iv) Regarding housing need there was a need to understand demand.
- (v) There was a need to consider whether schemes could meet aspirations.
- (vi) It was necessary to consider all sheltered accommodation schemes as there was a range of options for different sites and lots of potential outcomes.
- (vii) In many instances accommodation was not suitable. Some bedsits were very small and there were also difficulties with levels and issues with steps across schemes. As such needs were not being met and accommodation was difficult to let. As such it was necessary to move forward with the strategy.

RESOLVED that the report be noted.

Reason

To acknowledge the Board's consideration of the issue.

28. PERFORMANCE INFORMATION PACK - QUARTER 2

The Landlord Services Manager and the Repairs and Investment Manager submitted a report for the Board to consider performance at the end of Quarter 2, 2022-2023, April to June 2022. (Item 8 on the agenda).

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

The Board were advised that anti-social behaviour (ASB) incidents were reported by estate. They were further advised that the apparent significant increase in ASB on Warwick Way was due to multiple incidences of one particular ASB case.

A reduction of ASB was reported in the Bell Foundry estate.

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

- (i) An estate constituted council housing schemes within a locality.
- (ii) Incidences were cases that involved a council tenant as either the victim or perpetrator. Sometimes the perpetrator was also a victim.
- (iii) The ASB team was now at full strength as two new staff members had been recruited. Both new staff members were becoming integrated in the team and the impact was reflected in the number of open cases at the end of quarter 2. More cases had been closed due to increased resources in the team.
- (iv) Figures and information regarding how much council stock was in certain areas would be circulated to the Board. **Action: Democratic Services Officer to circulate link provided by Director of Housing and Wellbeing.**

The Board noted that certain issues may skew ASB figures. For example the fact that the Bell Foundry estate was a large estate of flats rather than houses on streets.

Councillor Seaton noted that the upcoming Thorpebury development that would become part of Thurmaston and as such percentage figures could be misleading.

The Chair and Vice-Chair proposed new categories for and information to be contained within the Performance Information Pack regarding voids as follows:

- The number of voids awaiting repairs.
- The number of voids being worked on/completed by the team.
- The length of time for each repair.
- The reasons behind any delays.
- The length of time properties were empty.
- The number of properties offered through choice-based lettings weekly and the properties added.
- The reasons for unsuitability given for properties deemed unsuitable.
- How much the Council was losing financially on voids.

Action: Future performance packs to include above information starting with financial loss figure as it would act as a driver and an indicator (loss would decrease as voids come down).

The Director of Housing and Wellbeing noted that there were a number of reasons for delays, however overall the position on standard voids in repair had improved and a general report on voids performance could be provided.

The Director of Housing and Wellbeing further added that issues surrounding void properties that were not cost-effective would be considered as part of the asset management strategy.

RESOLVED that the report be noted.

Reason

To acknowledge the Board's consideration of the matter.

29. 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:

With the number of fires in residential properties especially blocks of flats, from electric bikes, usually by the batteries. Would the Housing Department consider introducing a policy for tenants on this matter to keep them safe?

The Board were directed to the response published on 8th November 2022.

[\(Public Pack\) Questions from Members of the Board Agenda Supplement for Housing Management Advisory Board, 09/11/2022 16:30 \(modern.gov.co.uk\)](#)

Councillor Draycott asked the supplementary question:

Could officers give thought to including electric bikes specifically and could an article raising awareness of the fire hazards caused by electric scooters be published in the newsletter.

The Landlord Services Manager responded that obligations for tenants on storage of items would be covered within the existing wording of the tenancy agreement. However, he agreed that it was a good idea to clarify this through other means such as an article in the tenants magazine.

Action: Landlord Services Manager to publish an article in the tenants magazine raising awareness of the fire hazards caused by electric scooters and clarifying obligations for storage of items.

In response to a question from the Chair the Landlord Services Manager reported that there had been an event held by a debt collection agency on getting agreements for monies owed to be paid by former tenants. He had not attended the event himself but understood that the response had not been good.

30. WORK PROGRAMME

The Board received a report of the Director of Housing and Wellbeing 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.

The Director of Housing and Wellbeing reported that when communications had been done with tenants regarding the Sheltered Housing at St Michaels, the recommended option could come to the Board.

RESOLVED

1. that the Sheltered Review – St Michael’s Court be added to the Board’s Work Programme for 11th January 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.

31. EXEMPT INFORMATION

It was resolved that members of the public be excluded from the meeting during the consideration of the item on the grounds that it involved the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972, and the public interest in maintaining the exemption outweighed the public interest in disclosing the information.

At this point in the meeting the recording was stopped.

32. 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 32E. 2022/23).

NOTES:

1. The Democratic Services Officer joined the meeting remotely.
2. No reference may be made to these minutes at the next Full 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

11 January 2023

Report of the Head of Financial Services

Item 4 HOUSING REVENUE ACCOUNT BUDGET
CONSULTATION 2023/24

Purposes of the Report

To enable members of the Board to consider the 2023/24 budget before the final budget report goes to Cabinet in February 2023.

Annual budget setting process

1. Each year the Council sets budgets for the following year. An indication of the process and the timescales for the key events that drive the process are set out in the below table:

Event	Description
Cabinet Meeting Dec-22	A report is taken to Cabinet to: Advise members of the projected base budget position for 2023/2024. Review the savings and growth proposals put forward for the year 2023/2024, and to begin a period of consultation.
Cabinet February 2023	This report sets out the proposed General Fund and Housing Revenue Account budgets which together represent the financial spending plans for all services of the Council. The report also presents the proposals to increase rent and service charges within the Housing Revenue Account.
Council	The report sets out the recommendations of the Cabinet regarding the proposed General Fund and HRA Revenue Budgets for 2023/24. These budgets represent the financial spending plans for all services of the Council, and it is a legal requirement to set a balanced budget each financial year. The report also includes the original budget for the Housing Revenue Account together with changes to rent and service charges.

Housing Revenue Account (HRA)

2. The draft original budget position for 2023/24 is a surplus of £616k after transferring £3.3m Revenue Contribution to finance the HRA Capital Programme. The net increase for service pressures and savings total £12.9k.
3. The council is still waiting for government guidance on setting Rents and Service Charges, following recent public consultation. These draft figures have been prepared using an estimate of a 7% increase and a void of 4.82%. The rent increase will be covered by Housing benefit and Universal Credit, subject to benefit eligibility. There are around 2,000 tenants thought not to be in receipt of these benefits.
4. Between 2022/23 and 2023/24, employee costs have increased by £744k, based on pay awards (both 2022/23 actual and 2023/24). Utilities costs have been increased by £365k. There is a significant increase in Investment income interest, from £15k in 2022/23 to £720k in 2023/24 which is based on predicted interest rate returns on the HRA cash balances. This will be kept under regular review. The HRA budget is detailed in Table 1.
5. The draft rent increase is based on current government guidance. The maximum rent increase possible is 7%, rather than the September CPI% +1% which would be 11.1%. CPI + 1% has been the government guidance since 2020/21.

HRA Service Pressures and Saving

6. Service Pressures total £22.9k and comprise £15k increase in Housing Ombudsman Fees and £7.9k contract inflation, offset by service savings of (£10k) relating to car allowances. The net increase is £12.9k.

HRA balances (reserves)

Principal HRA reserve

7. The Section 151 Officer recommends a minimum level of working balances for the HRA of £110 per property. There are 5,447 properties anticipated at 31st March 2024 (anticipating 40 right to buy sales); working balances have been adjusted to reflect this projection at £599k.

HRA Financing Fund

8. The HRA Financing Fund was set up in order to set aside monies to cover future HRA expenditure. This includes the repayment of external debt principal of the £79m incurred when the self-financing regime came about in 2012. This costs the HRA approximately £2.7m in interest payments each year. The first of these loans is due for settlement during 2024/25. The anticipated balance of the HRA Financing Fund at 31 March 2024 is £13.2m.

Major Repairs Reserve

9. The Major Repairs Reserve is a statutory fund and can only be used to finance capital expenditure and debt repayment. The anticipated balance at 31 March 2024 is £4.2m.
10. The HRA draft Capital Programme for 2023/24 is £7.7m. This is fully funded from Depreciation £3.9m, HRA Revenue contribution to Capital (RCCO) £3.3m, and £0.5m from 1-for-1 capital receipts (HRA Right to buy sales)
11. Total HRA balances as at 31 March 2024 are anticipated to be £18.09m.

Draft HRA 2023/24 Budget

Table 1.

2021/22 Actual	Housing Revenue Account	2022/23 Original Budget	2023/24 Original Budget
£000		£000	£000
	Expenditure		
5,762	Supervision and Management	5,438	6,410
7,088	Repairs and Maintenance	6,803	7,129
277	Rents, Rates and other charges	291	291
97	Provision for Bad and Other Charges	318	118
3,680	Depreciation	3,641	3,942
(5,488)	Net Revaluation increase of non-current assets	0	0
10	Debt Management Expenses	10	16
11,426	Expenditure Sub-total	16,501	17,906
	Income		
(20,637)	Dwelling Rent Income	(21,368)	(22,781)
(348)	Shops, Land and Garages Rent	(390)	(388)
(49)	Warden Service Charges	(51)	(47)
(312)	Central Heating and Communal Charges	(310)	(320)
(196)	Leasehold Flat and Shop Service Charges	(143)	(160)
(27)	Hostel Service Charges	(25)	(23)
(8)	Council Tax recharged	(9)	(8)
(21,577)	Income Sub-total	(22,296)	(23,727)
(10,151)	Net (income)/Cost of service	(5,795)	(5,821)
	Transfer from General Fund - Grounds		
(91)	Maintenance	(85)	(90)
2,700	Interest Payable	2,698	2,751
(45)	Investment Income and Mortgage Interest	(15)	(720)
(7,587)	Net Operating Expenditure/(Income)	(3,197)	(3,880)
0	Revenue Contribution to Capital	3,197	3,264
(859)	Pension Adjustment	0	0
16	Accumulated Absence Adjustment	0	0
5,488	Reversal of Gain on Revaluation	0	0
4,645	Appropriations	3,197	3,264
(2,942)	(Surplus)/Deficit for the year	0	(616)
(609)	HRA Balance at beginning of year	(606)	(602)
(2,942)	(Surplus)/Deficit for the year	0	(616)
2,945	Transfer to/from Reserves	(362)	619
0	Adjustments to 2022/23 Budget	366	0
(606)	HRA Balance at end of year	(602)	(599)
(11,631)	HRA Financing Fund at beginning of year	(14,576)	(12,627)
(2,945)	Transfer to/from Reserves	362	(619)
0	Revenue Contribution to Capital	1,587	0
(14,576)	HRA Financing Fund at end of year	(12,627)	(13,246)
(4,248)	Major Repairs Reserve at end of year	(4,248)	(4,248)
(19,430)	Overall HRA balances at end of the year	(17,477)	(18,093)

Table 2

Charge	Average weekly charge 2022/23	Average weekly charge 7% increase	Increase
Housing rent (48 weeks)	78.37	83.86	£5.49 per week (Eligible for Universal Credit)

Capital Budgets

10 The 2023/24 Capital Budget for the Housing Revenue Account is detailed in Table 3.

Table 3

	2022/23	2023/24	2024/25
	Current Budget	Current Budget	Current Budget
	£	£	£
Major Adaptations	700,000	450,000	450,000
Minor Adaptations	50,000	50,000	50,000
Stairlifts	60,000	60,000	60,000
Major Voids	420,000	280,000	280,000
<u>Compliance</u>			
Asbestos Removal	250,000	100,000	60,000
Communal Area Improvements	300,000	75,200	75,200
Communal Area Electrical Upgrades	200,000	68,000	68,000
Smoke/CO & Heat Detection	149,800	149,800	149,800
Fire Safety Works	100,000	100,000	100,000
<u>Stock Maximisation</u>			
Garages	50,000	370,000	0
<u>Decent Homes</u>			
Kitchens	767,000	837,000	112,500
Bathrooms	1,478,100	957,700	675,000
Electrical Upgrades	212,500	505,300	505,300
Window Replacement	213,300	44,800	223,800
Heating	710,400	504,000	831,600
Sheltered Housing Improvements	50,000	100,000	0
Door Replacement	850,000	700,000	700,000
Roofing Works & Insulation	920,000	250,000	250,000
Major Structural Works	250,000	250,000	250,000
<u>General Capital Works</u>			
Estate and External Works	205,000	200,000	200,000
Housing Capital Technical Costs	312,000	438,100	438,100
Door Entry Systems	230,000	27,000	27,000
Acquisition of Affordable Housing to meet housing need	3,302,700	1,123,800	1,123,800
Acquisition of Dwellings - S106	1,200	0	0
Mobility Scooter Storage	15,000	15,000	15,000
Delivery of Stock Condition Survey and Associated Costs	204,000	0	0
Digital Filing - HRA Software	33,200	0	0
Sub-total Live Schemes	12,034,200	7,655,700	6,645,100
HRA - Total	12,034,200	7,655,700	6,645,100

Officer to contact:

Ian Allwyn
Group Accountant
Financial Services
ian.allwyn@charnwood.gov.uk
01509 634824

HOUSING MANAGEMENT ADVISORY BOARD

11 January 2023

Report of the Director of Housing and Wellbeing

ITEM 5 REVIEW OF SHELTERED ACCOMMODATION - ST MICHAEL'S COURT

Purpose of the report

To seek endorsement of the proposed direction of travel in respect of the redevelopment of St Michael's Court in Thurmaston.

Action requested

The Board is asked to comment on the report and endorse the proposed direction of travel, which in summary is as follows:

To construct eight new bungalows at the location to develop a high-quality accommodation scheme in the Borough which meets housing need, performs well financially, is considered an attractive layout with convenient parking for residents with mobility issues, is likely to be acceptable from a planning perspective bearing in mind the adjacent listed church, and provides accommodation that current tenants of St Michael's Court can move back in to.

Background

The Council owns thirteen low rise sheltered accommodation schemes for occupation by people aged over 60.

Several improvements to sheltered accommodation have been delivered over the years, including:

- Grays Court, Barrow upon Soar: conversion of bedsits into flats, and bungalows built in the grounds.
- Riversdale Court, Birstall: conversion of bedsits into flats, a full refurbishment, extension, and construction of high-quality communal areas.
- Aingarh, Loughborough, and Dudley Court, Sileby: conversion of some bedsits to flats.

Some of the schemes, including St Michael's Court, were developed in the late 1960s and early 1970s. Many dwellings are not self-contained, have shared bathing facilities, and contain steps and long corridors which are difficult for people with reduced levels of mobility to navigate. Consequently, some properties do not meet the current aspirations of older people (residents have been consulted in this respect) and are very hard to let. There are therefore a high number of voids in sheltered accommodation.

St Michael's Court in Thurmaston comprises 23 units, of which 2 are flats. The rest are bedsits, none of which have a self-contained bathroom. Compared to other schemes, St Michaels Court has the most bedsits. It has therefore been prioritised for redevelopment and existing residents have been made aware of this.

A Project Team and Project Board has been formed. Ark Consultancy has been appointed as Project Manager. Pelham has been procured to provide architectural services.

Assessment of Housing Need

Data from the Council's housing register shows that:

- Demand for sheltered accommodation in the area is low.
- There is a need for smaller property types (1 and 2 bed).
- There are around 1200 people on the entire housing register, of which 250 have expressed they want to live in the area.
- 50 people have the area as their first area of preference.

Of the 250 who have expressed they want to live in the area:

- 31 need ground floor accommodation with a level access entrance.
- 8 need full wheelchair access.
- 14 need a Level Access Shower.

Between the areas of Thurmaston and Syston lies the approved Strategic Urban Extension of Thorpebury Park. This site has planning permission for up to 4,500 homes, of which over 1,100 will be affordable homes to rent and buy. Within the second phase of this development, secured within the legal agreement, is a 60+ bedroomed affordable rented Extra-Care Scheme to meet the needs of the areas older and disabled citizens. Understanding this pipeline delivery is key so as not to oversaturate a particular locality with too many homes of the same type, and an important consideration for the redevelopment options at St. Michaels Court.

Options for St Michael's Court

A replacement sheltered scheme has been considered, however the housing need data does not show there is a high demand in the area for sheltered accommodation. Furthermore, the size and location of the site would not accommodate a scheme which would meet the aspirations of older people and be good value. The scheme is adjacent to a listed church. This is an important heritage feature, which is currently visible over the top of St Michael's Court and is a factor which limits the scale and mass of any development at St Michael's Court. A flagship development such as that completed at Riversdale Court could not likely be achieved on an economic basis.

The existing scheme cannot economically be internally remodelled to deliver a fit for purpose, sustainable homes. Consideration has been given to sale of the land; however this would negatively impact on the Council's ability to use the site for Council accommodation to meet housing need.

Several other options have therefore been considered. These are detailed at Appendix 1 - Options A through to D.

Appendix 2 - Scheme Comparison shows the capital and revenue cost of running each scheme over a lifetime 40-year period, allowing financial comparison across schemes on a like for like basis. The net present value of each scheme varies as each has a different size /makeup. On a purely financial comparator basis, the result, is as follows:

- The best financially performing options are the Bungalow schemes: Option A Version 1 and Option A Version 2.
- Houses are more expensive to build than bungalows. Option C, which is houses with a bungalow present, performs better financially as it is cheaper to build and the rent for a bungalow is similar to a house.
- Flats (Option D) sit, from a financial performance perspective, between the bungalow and house schemes.
- Any grant received would change the financial evaluation outcome. Homes England has been engaged in a dialogue around the potential for grant funding.

The housing need data shows there is demand for smaller ground floor, level access accommodation. A bungalow scheme would meet this need. It would also provide the prospect for current residents of St Michael's Court to move into a new bungalow when the scheme is completed.

Of the two bungalow options (A) Version 2 presents an attractive layout which places car parking spaces in relatively close proximity to front doors. Version 1 has parking which is a comparatively long way away from each front door, which would likely present a challenge to residents with limited mobility.

Recommended Scheme

Bungalow Version 2 is the recommended scheme. It meets housing need, performs well financially, is considered an attractive layout with convenient parking for residents with mobility issues, is likely to be acceptable from a planning perspective bearing in mind the adjacent listed church, and provides accommodation that current tenants of St Michael's Court can move back in to.

Support for Current Tenants at St Michael's Court

There are very few tenants remaining at St Michael's Court. Each tenant has been visited individually to identify aspirations around future accommodation, and to set out the package of support that is in place to help with moving. Relative and carer involvement has also been sought. This package of support, includes, amongst other things: removals, decorations, curtains, and carpets at the new home, and re-direction mail.

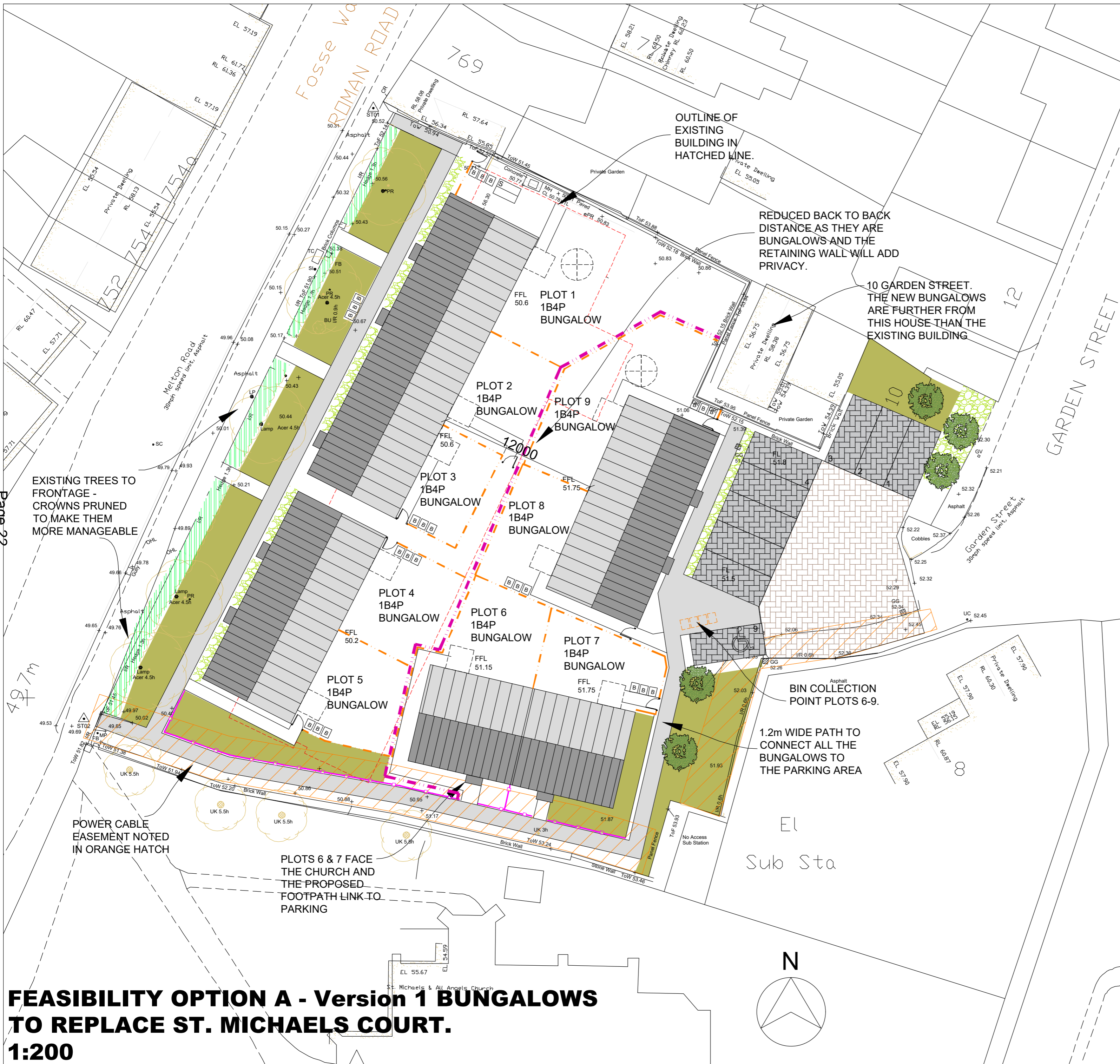
Consultation

Residents have been consulted on a sheltered housing standard against which all sheltered accommodation schemes have been assessed. St Michael's Court does not and cannot economically meet that standard.

Current and former residents of the scheme, and residents living in the immediate vicinity will be invited to a consultation event in the Spring of 2023.

Officer to contact:

Peter Oliver
Director of Housing and Wellbeing
Peter.oliver@charnwood.gov.uk
01509 634666



KEY: OPTION A BUNGALOWS VERSION 1

ALL PLOTS WILL BE "CHIC" UNITS DESIGNED FOR MODULAR CONSTRUCTION.

9 x 1B2P BUNGALOWS 50 m²

TOTAL 9 DWELLINGS-

- Parking : 100% parking provided with 9 spaces.

- 800mm HIGH DECORATIVE GALV. PLASTISOL COATED STEEL RAILINGS FINISHED IN BLACK GLOSS.
- CLOSE BOARD TIMBER FENCING 1800 HIGH. GATES TO MATCH WHERE NOTED. GATES TO BE FITTED WITH PADLOCK FROM THE OUTSET. CONCRETE POSTS.
- RETAINING WALL TO ENGINEERS DESIGN
- 1800 HIGH BOUNDARY OF BRICK PIERS WITH TIMBER CLOSE BOARD PANELS BETWEEN. BLUE BRICK COPING PLUS CREAMING TILE
- HEAVY DUTY ROTARY DRIER TO BE PROVIDED TO RENTED HOMES
- SHEDS TO HOUSES - 1.22m WIDE BY 1.8m LONG APPROX. NO WINDOW, DOOR TO BE LOCKABLE.
- 1.8m SQUARE PATIO TO EACH OF THE HOMES
- BIN COLLECTION POINT
- CONCRETE SLABS FORMING PATHWAYS- SLABS SHOWN 450sq.
- BLOCK PAVED PRIVATE DRIVE OR PARKING AREAS. SUDS IF POSSIBLE.
- PARKING SPACES IN SUDS PAVING IF SUDS POSSIBLE. 2.4m x 5.5m LONG.
- PROPOSED TREE
- SOFT LANDSCAPE PLANTING.
- EXISTING HEDGE WITH NEW PLANTING TO FILL IN GAPS.
- HARD PAVED SPACE FOR LOCAL AUTHORITY 3 BIN STORAGE AREA FOR EACH PROPERTY. ALL THE PLOTS HAVE EASILY ACCESSED REAR BIN STORES.
- GATE TO MATCH BOUNDARY MATERIAL. IF TIMBER OR METAL. OTHERWISE TIMBER TO BOUNDARY WALLS IN BRICK.

FEASIBILITY OPTION A - Version 1 BUNGALOWS TO REPLACE ST. MICHAELS COURT. 1:200

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- Ensure suitable welfare facilities are available throughout the construction phase & that the principal contractors construction phase plan is place prior to construction phase and is maintained throughout construction works.

FOR THE OUTSTANDING RISKS PLEASE SEE 'P D'S DESIGNERS RISK ASSESSMENT REGISTER' WITHIN THE PRE-CONSTRUCTION H&S FILE.

Revision / Date / Notes	
Pelham Architects	
12-14 Pelham Road, Sherwood Rise, Nottingham NG5 1AP T: 0115 844 3038 info@pelhamarchitects.co.uk www.pelhamarchitects.co.uk	
STAGE	Stage
PROJECT	St Michaels Ct Thurmaston, Leicestershire
DRAWING TITLE	Bungalow Option A- V1
DRAWING NUMBER	2691/SK1000
SCALE	1:200 @ A2
DATE	20/01/22
DRAWN BY	SH
CHECKED BY	MP
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KEY: OPTION A BUNGALOWS VERSION 2

ALL PLOTS WILL BE "CHIC" UNITS DESIGNED FOR MODULAR CONSTRUCTION.

8 x 1B2P BUNGALOWS 50 m²

TOTAL 9 DWELLINGS-

- Parking : Over 100% parking provided with 9 spaces.
- Courtyard parking is closer for the residents than other option.
- Courtyard could be detailed to look more like an almshouse scheme.

- 800mm HIGH DECORATIVE GALV. PLASTISOL COATED STEEL RAILINGS FINISHED IN BLACK GLOSS.
- CLOSE BOARD TIMBER FENCING 1800 HIGH, GATES TO MATCH WHERE NOTED. GATES TO BE FITTED WITH PADLOCK FROM THE OUTSET. CONCRETE POSTS.
- RETAINING WALL TO ENGINEERS DESIGN
- 1800 HIGH BOUNDARY OF BRICK PIERS WITH TIMBER CLOSE BOARD PANELS BETWEEN. BLUE BRICK COPING PLUS CREASING TILE
- HEAVY DUTY ROTARY DRIER TO BE PROVIDED TO RENTED HOMES
- SHEDS TO HOUSES - 1.22m WIDE BY 1.8m LONG APPROX. NO WINDOW, DOOR TO BE LOCKABLE.
- 1.8m SQUARE PATIO TO EACH OF THE HOMES
- BIN COLLECTION POINT
- CONCRETE SLABS FORMING PATHWAYS- SLABS SHOWN 450sq.
- BLOCK PAVED PRIVATE DRIVE OR PARKING AREAS. SUDS IF POSSIBLE.
- PARKING SPACES IN SUDS PAVING IF SUDS POSSIBLE. 2.4m x 5.5m LONG.
- PROPOSED TREE
- SOFT LANDSCAPE PLANTING.
- EXISTING HEDGE WITH NEW PLANTING TO FILL IN GAPS.
- HARD PAVED SPACE FOR LOCAL AUTHORITY 3 BIN STORAGE AREA FOR EACH PROPERTY. ALL THE PLOTS HAVE EASILY ACCESSED REAR BIN STORES.
- GATE TO MATCH BOUNDARY MATERIAL, IF TIMBER OR METAL. OTHERWISE TIMBER TO BOUNDARY WALLS IN BRICK.

FEASIBILITY OPTION A Version 2 - BUNGALOWS TO REPLACE ST. MICHAELS COURT. 1:200

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STAGE	Stage
PROJECT	St Michaels Ct Thurmaston, Leicestershire
DRAWING TITLE	Bungalow Option A- V2
DRAWING NUMBER	2691/SK1001
SCALE	DATE
1:200 @ A2	20/01/22
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KEY: OPTION B - HOUSES

ALL PLOTS WILL BE "CHIC" UNITS DESIGNED FOR MODULAR CONSTRUCTION.

8 x 2B4P HOUSE 79 m²
 2 x 3B5P HOUSE 93m²
TOTAL 10 DWELLINGS- ALL HOUSES ARE 2 STOREY

- Parking : just under 150% parking provided with 14 spaces.
- Decorative fences and some brick walling is noted

- 800mm HIGH DECORATIVE GALV. PLASTISOL COATED STEEL RAILINGS FINISHED IN BLACK GLOSS.
- CLOSE BOARD TIMBER FENCING 1800 HIGH, GATES TO MATCH WHERE NOTED. GATES TO BE FITTED WITH PADLOCK FROM THE OUTSET. CONCRETE POSTS.
- RETAINING WALL TO ENGINEERS DESIGN
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- HEAVY DUTY ROTARY DRIER TO BE PROVIDED TO RENTED HOMES
- SHEDS TO HOUSES - 1.22m WIDE BY 1.8m LONG APPROX. NO WINDOW, DOOR TO BE LOCKABLE.
- 1.8m SQUARE PATIO TO EACH OF THE HOMES
- BIN COLLECTION POINT
- CONCRETE SLABS FORMING PATHWAYS- SLABS SHOWN 450sq.
- BLOCK PAVED PRIVATE DRIVE OR PARKING AREAS. SUDS IF POSSIBLE.
- PARKING SPACES IN SUDS PAVING IF SUDS POSSIBLE. 2.4m x 5.5m LONG.
- PROPOSED TREE.
- SOFT LANDSCAPE PLANTING.
- EXISTING HEDGE WITH NEW PLANTING TO FILL IN GAPS.
- HARD PAVED SPACE FOR LOCAL AUTHORITY 3 BIN STORAGE AREA FOR EACH PROPERTY. ALL THE PLOTS HAVE EASILY ACCESSED REAR BIN STORES.
- GATE TO MATCH BOUNDARY MATERIAL, IF TIMBER OR METAL. OTHERWISE TIMBER TO BOUNDARY WALLS IN BRICK.

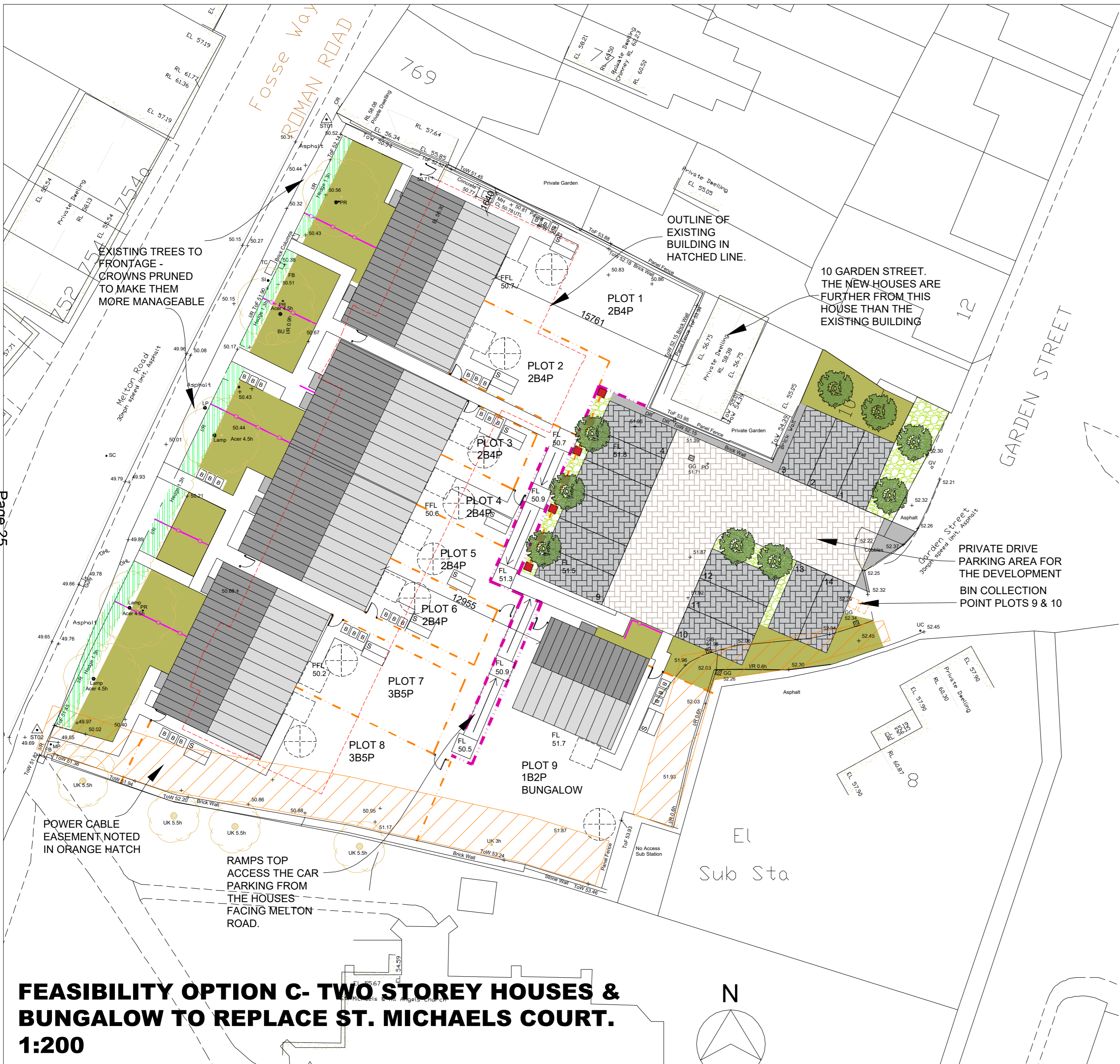
FEASIBILITY OPTION B- TWO STOREY HOUSES TO REPLACE ST. MICHAELS COURT. Version 1 1:200

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STAGE	Stage
PROJECT	St Michaels Ct Thurmaston, Leicestershire
DRAWING TITLE	Houses Option B
DRAWING NUMBER	2691/SK1002
SCALE	1:200 @ A2
DATE	20/01/22
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KEY: OPTION C - HOUSES & A BUNGALOW

ALL PLOTS WILL BE "CHIC" UNITS DESIGNED FOR MODULAR CONSTRUCTION.

1	x	1B2P BUNGALOW	50m ²
6	x	2B4P HOUSE	79 m ²
2	x	3B5P HOUSE	93m ²
TOTAL 9 DWELLINGS- ALL HOUSES ARE 2 STOREY			

- Parking : 150% parking provided with 14 spaces.
- Decorative fences and some brick walling is noted

- 800mm HIGH DECORATIVE GALV. PLASTISOL COATED STEEL RAILINGS FINISHED IN BLACK GLOSS.
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- SOFT LANDSCAPE PLANTING.
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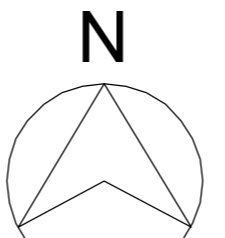
FEASIBILITY OPTION C- TWO STOREY HOUSES & BUNGALOW TO REPLACE ST. MICHAELS COURT. 1:200

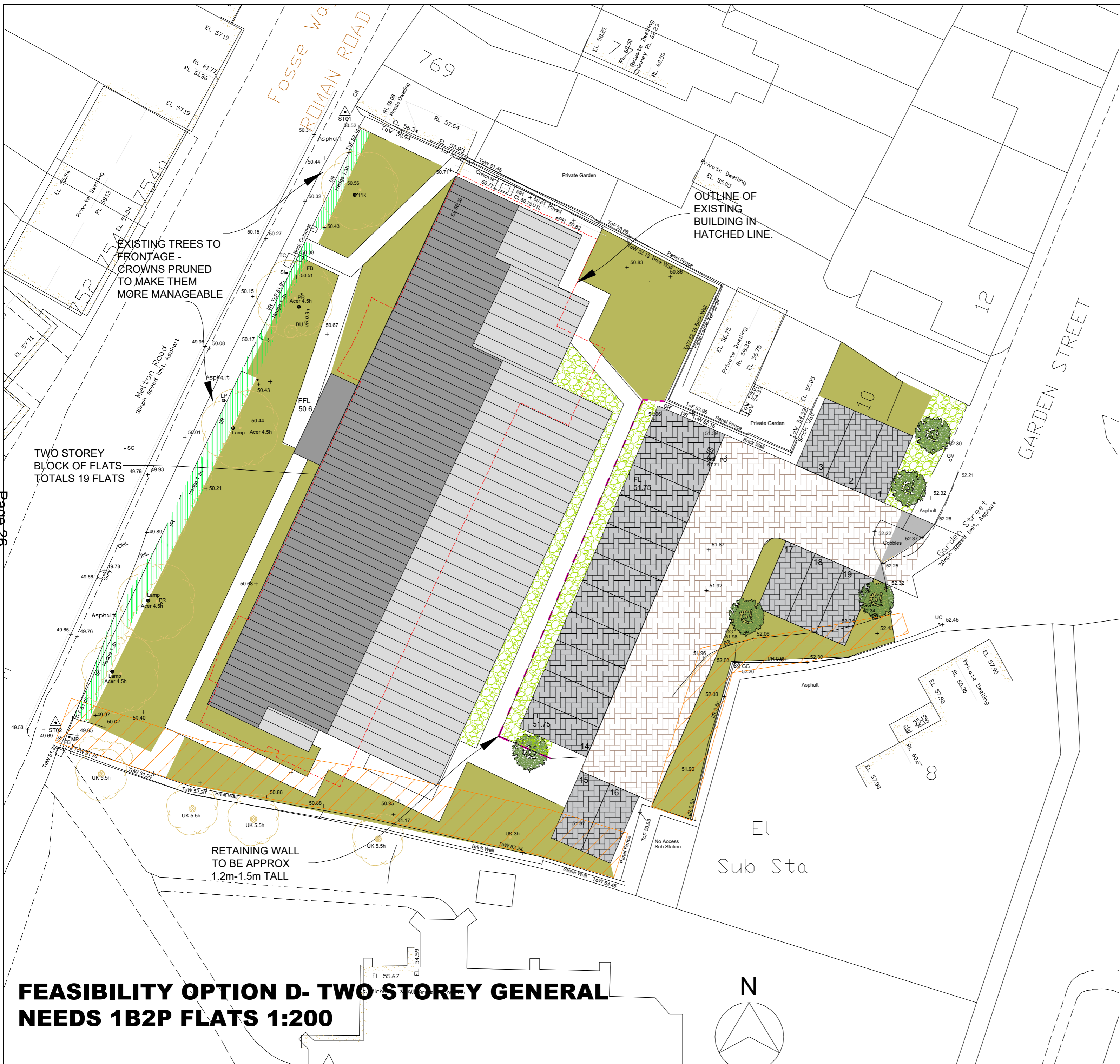
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STAGE	Stage
PROJECT	St Michaels Ct Thurmaston, Leicestershire
DRAWING TITLE	Houses & bungalow Option C
DRAWING NUMBER	2691/SK1003
SCALE	1:200 @ A2
DATE	20/01/22
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EXISTING TREES TO FRONTAGE - CROWNS PRUNED TO MAKE THEM MORE MANAGEABLE

TWO STOREY BLOCK OF FLATS TOTALS 19 FLATS

OUTLINE OF EXISTING BUILDING IN HATCHED LINE.

RETAINING WALL TO BE APPROX 1.2m-1.5m TALL

FEASIBILITY OPTION D- TWO STOREY GENERAL NEEDS 1B2P FLATS 1:200

KEY: OPTION D - GENERAL NEEDS FLATS

19 x 1B2P GENERAL NEEDS FLATS 50m²

Internal bins, bike and plant room

TOTAL 19 DWELLINGS- 2 STOREY

- Parking : 100% parking provided with 19 spaces.
- The block is two storeys, the roof could be flat to reduce impact if planners required.

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STAGE	Stage
PROJECT	St Michaels Ct Thurmaston, Leicestershire
DRAWING TITLE	General needs flats Option D
DRAWING NUMBER	2691/SK1004
SCALE	1:200 @ A2
DATE	20/01/22
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CHARNWOOD – ST MICHAELS COURT OPTIONS

INTRODUCTION

At a meeting on 2 August 2022 ARK were requested to prepare a document to compare the relative merits and constraints of five options scoped for the site by Pelham architects.

The purpose of this short paper is to assist the Council in the selection of an option that can then be designed in detail with a view to making a planning application and being built out to provide a new Council housing resource and asset.

ARK has completed financial appraisals designed to show the relative financial position of each of the schemes. We ask that readers note that these are not detailed scheme appraisals based on detailed design and costing. But each scheme has been reviewed on the same basis to show relative positions. The NPV per home figure is the basis for the comparisons.

We have set out our key assumptions in the assumptions section.

FINANCIAL COMPARISONS

The table below compares the relative financial performance of the five options. Each option is show with and without land value.

SCHEME	Type of homes	No of homes	M2 per home	Land	Build	On costs	Interest	TSC	BE Year	NPV per home
Bungalow Option A - V1	Bung 1B 2P	9	50	Nil	1,181,250	229,792	11,083	1,422,125	46	-£62,171.78
Bungalow Option A - V1	Bung 1B 2P	9	50	400,000	1,181,250	229,792	28,940	1,839,982	52	-£108,604.67

Bungalow Option A - V2	Bung 1B 2P	8	50	Nil	1,050,000	228,010	10,387	1,288,397	46	-£65,232.13
Bungalow Option A - V2	Bung 1B 2P	8	50	400,000	1,050,000	228,010	28,244	1,706,254	52	-£117,463.38
Houses - Option B	2B 4P	8	79	Nil	1,975,470	238,205	17,607	2,231,282	47	-£94,580.00
	3B5 P	2	93							
Houses - Option B	2B 4P	8	79	400,000	1,975,470	238,205	36,768	2,650,443	51	-£136,498.50
	3B5 P	2	93							
Houses & Bungalow - Option C	2B 4P	6	79	Nil	1,725,150	235,231	15,848	1,976,229	47	-£93,889.33
	3B5P	2	93							
	Bung	1	50							
	1B2P									
Houses & Bungalow - Option C	2B 4P	6	79	400,000	1,725,150	235,231	35,008	2,395,389	52	-£140,463.33
	3B5P	2	93							
	Bung	1	50							
	1B2P									
General Needs Flats - Option D	1B 2P	19	50	Nil	2,850,000	272,555	41,980	3,164,535	49	-£80,489.26
General Needs Flats - Option D	1B 2P	19	50	400,000	2,850,000	272,555	65,874	3,588,429	52	-£102,799.47

In financial terms on a per home comparison there is little difference between the two bungalow schemes which show better cost / rental income ratios. The house scheme performs less well as the relationship between property size and construction cost v rental income is greater, hence option C improves the position slightly by including a bungalow.

The flat scheme falls between the bungalow and house options. Were grant to be included, the benefit from the number of homes would, we surmise, make the flat scheme the most viable simply by bringing in more grant, especially if offsetting land value.

SCHEME COMMENTARIES

The table below provide a commentary on the relative merits of the alternative schemes

SCHEME	Type of homes	No of homes	M2 per home	Merits	Possible constraints / issues
Bungalow Option A - V1	Bung 1B 2P	9	50	Retains a strong frontage to Melton Road 100% parking / 1 space per bungalow (1 accessible parking space) In planning terms there is low impact on the Church	The design is overall less attractive than Bungalow option B
Bungalow Option A - V2	Bung 1B 2P	8	50	The courtyard scheme presents an attractive alternative approach to the frontage and a better sense of cohesion for residents All but one frontage tree retained 9 car parking spaces, all at the front of the scheme (4 accessible parking spaces) In planning terms there is low impact on the Church	Bungalow 8 at the rear of the site has little relationship with the remainder of the scheme. It does though present well as a single dwelling Car parking access to / from Melton Road may be an issue

Houses - Option B	2B 4P	8	79	Retains frontage and trees	Houses do not reflect the previous sheltered housing / older persons use for the scheme The parking court dominates the rear Garden Street aspect of the site
	3B5 P	2	93	Relatively little impact on the church 14 parking spaces at the rear of the site (just under 1.5 parking spaces per house) 8 houses facing Melton Road provides a strong frontage to the scheme.	
Houses & Bungalow - Option C	2B 4P	6	79	Retains frontage and trees	Houses do not reflect the previous sheltered housing / older persons use for the scheme The parking court dominates the rear Garden Street aspect of the site Bungalow 9 at the rear of the site has little relationship with the remainder of the scheme and may feel isolated facing into the parking court
	3B5P	2	93	Relatively little impact on the church	
	Bung	1	50	14 parking spaces at the rear of the site	
	1B2P			8 houses facing Melton Road provides a strong frontage to the scheme.	
General Needs Flats - Option D	1B 2P	19	50	Presents a strong frontage to Melton Road The flat scheme mirrors the existing scheme most closely.	Perhaps a too strong a frontage but with careful design it will be attractive It presents the highest density unit option but would house no more people than option C The parking court dominates the rear Garden Street aspect of the site The most likely scheme to impact the church

					Is 19 x 1B flats too many in this location?
--	--	--	--	--	---

In design terms schemes A1, B and C have similar linier presentations to Melton Road and similar parking court resolutions to the rear of the scheme. A2 has a better resolved approach to Garden Street and in our view forms an attractive frontage to Melton Road with the schemes courtyard design. Each scheme has its merits and the selection will, to some extent, depend on the demand for the property types in Thurmaston. The Council team are reviewing demand.

ASSUMPTIONS

ARK utilises an industry standard appraisal tool “Proval” to undertake viability appraisals.

ARK has utilised a benchmarked set of standard assumptions relating to interest rates, borrowing costs, management and maintenance costs and other assumptions to create the appraisals. These assumptions will be refined to mirror the Council’s HRA assumptions once the scheme option is selected.

We have used

- The Readings 8 March valuation
- Council social rents
- Build costs £2,300m2 for houses and £2,500m2 construction cost for flats and bungalows plus 5% contingency

NEXT STEPS

The Council will select the preferred option, once this is established the team will arrange the surveys required to complete the detailed design of the scheme.

Present the proposed option to Homes England for comment and to ascertain the likelihood of grant being available to support the scheme.

11 January 2023

Report of the Director of Housing and Wellbeing

ITEM 7 WORK PROGRAMME AND MEETING DATES 2022/23

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 9th November 2022 and subsequent discussion with the Head of Landlord Services and the Chair regarding additional items that require consideration by the Board.

The Board is also asked to agree meeting dates for the remainder of the 2022/23 Council Year, and to review the information it receives in the Performance Information Pack (which is sent out each meeting and considered following the formal meeting, if required).

The Meeting dates for 2022/23 are as follows:

11th January 2023
1st February 2023
22nd March 2023
26th April 2023

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	Director of Housing and Wellbeing	Exempt report
Quarterly	Performance Information	Director of Housing and Wellbeing	<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> <p>To include 'Voids Journey' as requested by Chair at the meeting of 9th November 2022</p>

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
Annual	Budget Setting and Priorities for Next Year	Director of Housing and Wellbeing	To be considered in November with an update in January.
Annual	HRA outturn	Director of Housing and Wellbeing	
Annual	Housing Ombudsman's Complaint Handling Code - Self-Assessment	Director of Housing and Wellbeing	To be considered every September
11 th January 2023	Draft Budget	Group Accountant	
11 th January 2023	Sheltered Review – St Michael's Court	Director of Housing and Wellbeing	
1 st February 2023	Asset Management Strategy: Investment Priorities.	Director of Housing and Wellbeing	Q2 2022/23
22 nd March 2023	Repair Guide	Director of Housing and Wellbeing	Requested at meeting on 12 th May 2021
22 nd March 2023	Introduction to J. Tomlinson	Director of Housing and Wellbeing	

TO BE SCHEDULED:			
To be scheduled	Re-designation of Stock	Director of Housing and Wellbeing	Requested at meeting on 10 th November 2021
To be scheduled	Housing Strategy	Head of Strategic Housing	Rescheduled from November Meeting
To be scheduled	Sheltered Accommodation	Director of Housing and Wellbeing	
To be scheduled	Garages Review	Head of Strategic Housing	Requested at meeting on 10 th November 2021

To be scheduled	Service Provided Code of Conduct	Director of Housing and Wellbeing	Requested at meeting on 12 th May 2021
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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.