



**HOUSING MANAGEMENT ADVISORY BOARD**

To: Board Members Ali, Davis, Edwardes (Chair), Hudson, Riley (Vice-Chair), D. Wright, J. Wright, Councillors Goode, Infield and Monk (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, 6th September 2023 at 4.30 pm for the following business.

Chief Executive

Southfields  
Loughborough

24th August 2023

**AGENDA**

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

To confirm the minutes of the meeting held on 12th July 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. HOUSING OMBUDSMAN'S COMPLAINT HANDLING CODE - SELF-ASSESSMENT 10 - 34

Report attached.

5. RE-DESIGNATION OF STOCK 35 - 45

Report attached.

6. SHELTERED ACCOMMODATION, UPDATE ST. MICHAEL'S COURT, THURMASTON 46 - 62

Report attached.

7. PERFORMANCE INFORMATION PACK 63 - 79

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, a question was submitted by Mr Hudson as follows:

*"Regarding the new communal areas cleaning contract, I am concerned that the Council and therefore tenants are sometimes paying for a service that is not being properly provided, an example being Chapman Street, so please could an update be provided on the position with this contract, including how tenants can get performance issues resolved?"*

9. WORK PROGRAMME 80 - 82

Report attached.

10. EXEMPT INFORMATION

It is recommended that members of the public be excluded from the meeting during the consideration of the following item on the grounds that it will involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 and it is considered that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

11. DELIVERY OF KITCHENS, BATHROOMS, MAJOR STRUCTURAL WORKS AND MAJOR VOIDS

Verbal exempt report.

## HOUSING MANAGEMENT ADVISORY BOARD 12TH JULY 2023

PRESENT: The Chair (T. Edwardes)  
The Vice Chair (T. Riley)  
Board Members Davis, Hudson, J. Wright, Goode,  
Infield and Monk

Director Housing and Wellbeing  
Group Accountant (IA)  
Repairs and Investment Manager  
Landlord Services Manager  
Principal Officer - Customer Engagement & Older  
People's Services  
Democratic Services Officer (RD) and Democratic  
Services Officer (LS)

APOLOGIES: Board Members Ali and D. Wright

### 1. CHAIR AND VICE-CHAIR OF BOARD 2023/24 COUNCIL YEAR

#### **RESOLVED**

1. that T. Edwardes be appointed as Chair of the Board for the 2023/24 Council year;
2. that T. Riley be appointed as Vice-chair of the Board for the 2023/24 Council year.

### 2. MINUTES OF PREVIOUS MEETING

The minutes of the meeting of the Board held on 22nd March 2023 were confirmed as an accurate record.

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

No disclosures were made.

### 4. HOUSING REVENUE ACCOUNT (HRA) OUTTURN

The Board considered a report setting out the Housing Revenue Account Outturn for 2022/23 for revenue and capital expenditure (item 5 on the agenda).

Assisting with consideration of the matter: The Director Housing and Wellbeing, the Group Accountant.

Summary of responses to questions and discussion:

- (i) Reason for underspend of approx. £2m was that capital spend had been lower than budget and a substantial amount of capital spend for the year had been due to be budgeted from revenue. Would get spent, just at a later date.
- (ii) Supervision and Management, £154k overspend, hard to point to one factor, major factors set out in report, included pay award higher than budgeted.
- (iii) Continued rise in tenants receiving Universal Credit comprised both those moving from Housing Benefit (usually due to change in circumstances) and those newly eligible.
- (iv) Voids higher than expected as outlined in report, cost to HRA, lost rents and Council Tax due. That was due to number of factors, notably allocations capacity, void works (repairs) capacity, low demand for some types of accommodation. Work undertaken/planned to improve position was outlined. Council's scrutiny function also monitoring. Noted, recent news re: J. Tomlinson (contractor) having gone into administration). Report programmed for Council's Cabinet August 2023 to consider procurement of additional contractor to work on void properties. Properties could not be let until in good condition.
- (v) Slippage referred to unspent budgets being moved forward to the next year.

**RESOLVED** that the report be noted.

Reason

To acknowledge the Board's consideration of the matter.

5. DAMP AND MOULD POLICY

The Board considered a report setting out a draft Damp and Mould Framework to inform the Council's approach to dealing with damp and mould (item 6 on the agenda).

Assisting with consideration of the matter: The Director Housing and Wellbeing.

Summary of responses to questions and discussion:

- (i) Noted, officers would be including damp and mould case data in the Performance Information Pack submitted to the Board.
- (ii) Was damp/mould major problem in Council's housing stock? Inspection of 1,000 properties had concluded 1 x severe category 1, 41 x moderate category 2 damp/mould hazard. Scaled up indicated 4%.
- (iii) Concern that some tenants might need support with redecorating following required damp/mould remediation work. The Director Housing and Wellbeing would look to incorporate appropriate provision in Framework.
- (iv) Any increase in damp/mould cases as a result of cost of living/energy price rises? Council had experienced increase in reporting following news coverage of death of Awaab Ishak in Rochdale due to exposure to mould. Those reports had been correct in their concerns re: mould.
- (v) Reference to items/furniture being pushed against walls increasing risk, that information should be provided to tenants in tenancy pack. The importance of heating rooms periodically was also noted.

**RESOLVED** that the report and the Board's comments be noted, in particular the addition agreed in (iii) above and the suggestions in (v) above.

Reason

To acknowledge the Board's consideration of the matter and to enable the Board's views to feed into the development of the Council's approach to dealing with damp and mould.

6. UPDATE TO TENANCY POLICY

The Board considered a report setting out a proposed revised tenancy policy that removed the granting of flexible/fixed-term tenancies (item 7 on the agenda).

Assisting with consideration of the matter: The Landlord Services Manager.

Summary of responses to questions and discussion:

- (i) The proposed revision followed a Supreme Court ruling in March 2022 (Croydon LBC v Kalonga), the effect of which was outlined in the report.
- (ii) The Renters (Reform) Bill related to private sector, unlikely to impact Council as landlord.
- (iii) The Council reviewed its Tenancy Policy both periodically and when required by changes to legislation.

**RESOLVED** that the report be noted and the policy be recommended for approval.

Reason

To acknowledge the Board's consideration of the matter.

7. HRA BUSINESS PLAN AND CAPACITY UPDATE

The Board considered a report setting out an updated Housing Revenue Account (HRA) Business Plan and Capacity Review to provide insight in to the current HRA financial position (item 8 on the agenda).

Assisting with consideration of the matter: The Director Housing and Wellbeing.

Summary of responses to questions and discussion:

- (i) Document based on set of assumptions at point in time, set out therein. Changes and actions could affect position positively, examples given: negative inflation; disposing of properties that needed lots of work and acquiring properties that needed less; availability of Government grants/other funding; disposal of land (limited).
- (ii) Council could try to make components last longer replacing based on condition rather than after fixed time, tenants may not support/may lead to more repairs work.

- (iii) Re: Council's 2030 Carbon Neutral target, no set target for HRA, Asset Management Strategy set out to develop road map to EPCC. Council had installed external insulated on large number of properties approx. 10 years ago, still some that did not have this, scheme to do so likely to be appropriate. Well insulated properties would reduce energy bills for tenants.

**RESOLVED** that the report and the Board's comments be noted and the Business Plan and Capacity Review be endorsed prior to progression to Cabinet.

Reason

To acknowledge the Board's consideration of the matter and to support understanding of the HRA Business Plan and financial capacity and enable the Board's view to be conveyed to Cabinet when it considers the matter.

8. CUSTOMER ENGAGEMENT STRATEGY ACTION PLAN

The Board considered a report setting out an update on progress with actions identified in the 2022-2025 Customer Engagement Strategy (item 9 on the agenda).

Assisting with consideration of the matter: The Principal Officer – Customer Engagement & Older People's Services.

Summary of responses to questions and discussion:

- (i) Effective customer engagement could reduce the complaints received by the Council.
- (ii) The Council was on target to deliver the actions set out in the Strategy, the actions completed were detailed in the report and outlined.
- (iii) "Have Your Say" customer engagement information leaflets and branded notebooks were available for members of the Board to take away from the meeting, if they so wished.
- (iv) The various grants available to tenants were set out in the report.
- (v) The report set out the priorities for next year and how the Strategy would be monitored and reviewed.
- (vi) Members of the Board expressed their views that customer engagement had made good progress/improved and that the team were very effective.
- (vii) Tenants were made aware that the Council could assist with childcare costs to enable participation.
- (viii) Brief discussion regarding training for both officers and tenants. The Council would always aim to arrange/fund training for tenants where a need had been identified.
- (ix) Question regarding grants available to tenants, was formal group required to apply? If tenant had idea, suggested speak to Customer Engagement Team for assistance re: how that might be best progressed. Idea must be supported by people in area concerned, but formal group not necessary. Council could not pay tenant directly, but could pay for items, for example, catering. Initiatives that could take place due to availability of grants were valuable as they lifted people.

**RESOLVED** that the update report and the Board's comments be noted.

Reason

To acknowledge the Board's consideration of the matter.

9. PERFORMANCE INFORMATION PACK

The Board considered a performance information pack for Quarter 4 2022-23 (item 10 on the agenda).

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

Summary of responses to questions and discussion:

- (i) Repairs target of 14 days (average number of days taken to carry out standard re-let repairs) had been badly missed at 65 days. Essentially due to lack of resource repairs team, recruitment continued, retainment significant problem, so performance unlikely to improve quickly. Working to procure additional contractor. Further reference to existing contractor for major voids work having gone into administration.
- (ii) Generally, the Council paid contractors for work completed rather than in advance.
- (iii) New tenancies referred to under Tenancy Management data included any transfers.
- (iv) The factors that had affected performance in respect of "% Complaints responded to within timescales" and the action taken to increase resources in that respect were set out in the report, briefly outlined in response to a question. In addition, online complaint form was sometimes being used for service requests, needed to better filter those. Confirmed that a written response to a complaint could be via email.
- (v) Complaints Policy was available on the Council's website.

T. Edwardes would discuss concern regarding scaffolding and leaks with the Repairs and Investment Manager following the meeting.

**RESOLVED** that the performance information pack for Quarter 4 2022-23 and the Board's comments be noted.

Reason

To acknowledge the Board's consideration of the matter.

10. QUESTIONS FROM MEMBERS OF THE BOARD

In accordance with the Board's previous decision, 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.

## 11. WORK PROGRAMME

The Board considered a report to enable it to agree its work programme (item 12 on the agenda).

Assisting with consideration of the matter: The Director Housing and Wellbeing and the Democratic Services Officer (LS).

There was brief discussion regarding issue of anti-social behaviour in particular the data provided under item 10 on the agenda, already considered. Notably, the need to increase surveys completed and that a single case may comprise multiple incidents each reported in the data (agenda page 63). Officers continued to consider how data could most clearly be reported. Noted that a forthcoming review of the Corporate Anti-social Behaviour Policy would come to the Board at an appropriate stage.

P. Hudson would discuss position with replacement door works and communication with tenants re: that with the Repairs and Investment Manager following the meeting.

### **RESOLVED**

1. that the following item be added to the work programme:  
Capital Delivery Update (6th September 2023 meeting);
2. that the following already listed items be scheduled as follows:
  - (i) Sheltered Accommodation, update St. Michael's Court, Thurmaston (6th September 2023 meeting);
  - (ii) Asset Management Strategy Update (8th November 2023 meeting);
  - (iii) Decant and Disturbance Policy Update (8th November 2023 or 10th January 2024 meeting);
3. that the Board proceed 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&2. It is appropriate and useful for the Board to consider these matters and to ensure that items already listed are suitably scheduled.
3. To ensure that the information in the Board's work programme is up to date.

### NOTES:



1. 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.
2. These minutes are subject to confirmation as a correct record at the next meeting of the Housing Management Advisory Board.

## HOUSING MANAGEMENT ADVISORY BOARD – 6 SEPTEMBER 2023

### Report of the Head of Landlord Services

#### SELF-ASSESSMENT OF OUR COMPLAINTS POLICY AND PROCEDURES AGAINST THE HOUSING OMBUDSMAN'S COMPLAINT HANDLING CODE

##### 1. PURPOSE OF REPORT

To present the board with the outcome of the landlord service's annual self-assessment of its complaints policy and procedures against the Housing Ombudsman's requirements and criteria as set out in its complaints handling code.

##### 2. ACTION REQUESTED

The board is requested to note and invited to comment upon the self-assessment.

##### 3. BACKGROUND

3.1 In 2020 the Housing Ombudsman service published a code on how social housing landlords should handle complaints made about its services. All social housing landlords are now required to carry out and publish an annual self-assessment on how their complaints policy and procedures meet the code. A copy of the council's complaints policy can be found by following this link: [Complaints policy - Charnwood Borough Council](#) and [Complaints Process - Charnwood Borough Council](#) for its complaints process.

3.2 The creation of the complaints handling code was contained originally in the government's white paper on social housing, first published in November 2020. After a revision in the code early in 2022, social landlords had until October 2022 to become fully compliant.

3.3 The complaints handling code acts as a guide for tenants, setting out what they can expect from their landlord when they complain. It also provides tenants with information on how to make a complaint and how to, if desired, make progress with it through the landlord's internal complaints process.

3.4 The complaint handling code has in it some key areas including having a universal definition of a complaint, creating a positive complaint-handling culture, taking action to put things right and having appropriate remedies available.

3.5 The code is divided into eight sections as follows:

- Section 1: Definition of a complaint
- Section 2: Accessibility and awareness
- Section 3: Complaint-handling personnel
- Section 4: Complaint-handling principles
- Section 5: Complaint stages (these are further divided into the individual stages and are referred in the code as stages 1, 2 and 3 rather than our own stages of 0, 1 and 2)
- Section 6: Putting things right;

Section 7: Continuous learning and improvement  
 Section 8: Self-assessment and compliance

Each section is divided further into two sub-sections: elements that are mandatory and elements that are discretionary but highly recommended. Put simply, they are the 'must do' and the 'should do'.

- 3.6 The landlord service carried out the self-assessment in August 2023.
- 3.7 Presenting this report to HMAB, publishing it on the council's website and putting an article about the self-assessment in the residents' magazine, *Your Homes Matter*, will fulfil our obligation to publish the self-assessment under this code.
- 3.8 A copy of the ombudsman's code is attached to this report as appendix A and can also be found through this link: <https://www.housing-ombudsman.org.uk/wp-content/uploads/2022/03/Complaint-Handling-Code-Published-March-2022-1-1.pdf>

#### 4. SELF-ASSESSMENT OUTCOME

- 4.1 A summary of the outcome of our 2023 self-assessment is set out in the table below:

Section	No. mandatory criteria	Outcome		No. discretionary criteria	Outcome	
1	6	Compliant	6	2	Compliant	2
		Partially-complaint	0		Partially-complaint	0
		Non-compliant	0		Non-compliant	0
2	7	Compliant	7	1	Compliant	1
		Partially-complaint	0		Partially-complaint	0
		Non-compliant	0		Non-compliant	0
3	2	Compliant	2	1	Compliant	1
		Partially-complaint	0		Partially-complaint	0
		Non-compliant	0		Non-compliant	0
4	10	Compliant	10	9	Compliant	9
		Partially-complaint	0		Partially-complaint	0
		Non-compliant	0		Non-compliant	0
5 (1)	4	Compliant	4	4	Compliant	4
		Partially-complaint	0		Partially-complaint	0
		Non-compliant	0		Non-compliant	0
5 (2)	6	Compliant	6	2	Compliant	2
		Partially-complaint	0		Partially-complaint	0
		Non-compliant	0		Non-compliant	0
5 (3)	2	Compliant	2	2	Compliant	2
		Partially-complaint	0		Partially-complaint	0
		Non-compliant	0		Non-compliant	0
6	4	Compliant	4	2	Compliant	2
		Partially-complaint	0		Partially-complaint	0

		Non-compliant	0		Non-compliant	0
7	1	Compliant	1	4	Compliant	4
		Partially-complaint	0		Partially-complaint	0
		Non-compliant	0		Non-compliant	0
8	3	Compliant	3	0	Compliant	-
		Partially-complaint	0		Partially-complaint	-
		Non-compliant	0		Non-compliant	-

In conclusion, therefore:

Mandatory requirements

Compliant	44	100 %
Partially compliant	0	0 %
Non-compliant	0	0.0 %

Discretionary/Advisory requirements

Compliant	27	100 %
Partially compliant	0	0.0 %
Non-compliant	0	0%

Overall

Compliant	72	100 %
Partially compliant	0	0 %
Non-compliant	0	0%

- 4.2 From our self-assessment in 2022 the following elements of partial or non-compliance were noted. They have all been deemed to be compliant as a result of changes made to the policy and operational process. The changes we have made to achieve compliance are noted in red.
- 4.3 No elements deemed to be compliant in 2022 are now deemed to be only partially or non-compliant.

A. Partially-compliant assessments in 2022 with 2023 updates

Code section	Code requirement	Evidence, commentary and any explanations
<p><b>4.1 (Mandatory)</b></p>	<p>Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure <b>within five days of receipt.</b></p>	<p>Stage 0 is an informal process; however, more than 90% of complaints are successfully resolved at stage 0. Our 'stage 0' is not a 'pre-complaint' stage: it is treated as a complaint from the outset.</p> <p>Depending on the severity of the complaint, it may be added to at stage 1.</p> <p>In terms of an audit trail of the complaint there is scope to improve in certain areas of the landlord service.</p> <p>System improvements are being considered and our new online process acknowledges at all levels.</p> <p>Acknowledgements are issued immediately.</p> <p><b>2023 update: the complaints policy has been amended to a two-stage process with the elimination of the previous 'stage 0' process.</b></p> <p><b>NOW COMPLIANT</b></p>
<p><b>4.11 (Mandatory)</b></p>	<p>Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication</p>	<p>This happens when requests are received.</p> <p>There is scope for improvement in the consistency of communications across the landlord service</p> <p><b>2023 update: training for staff following the 2022 self-assessment has given confidence that this practice has now become embedded in operational procedure. Further, refresher training, however, will be commissioned in the future.</b></p>

<p><b>5.1 (Mandatory)</b></p>	<p>Landlords must respond to the complaint <b><u>within ten working days</u></b> of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further ten days without good reason.</p>	<p>2023 update: training for staff following the 2022 self-assessment has given confidence that this time scale is understood and has become embedded in operational procedure.</p> <p><b>NOW COMPLIANT</b></p>
<p><b>5.5 (Mandatory)</b></p>	<p>A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.</p>	<p>2023 update: training for staff following the 2022 self-assessment has given confidence that this practice is understood and has become embedded in operational procedure.</p> <p><b>NOW COMPLIANT</b></p>

B. Non-compliant assessment

<p><b>5.15 (Advisory)</b></p>	<p>Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response</p>	<p>2023 update: our policy has been amended to take account of this requirement.</p> <p><b>NOW COMPLIANT</b></p>
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4.3 While assessed as **fully compliant**, there are some areas where we nevertheless planned or still plan to make further changes and improvements, namely:

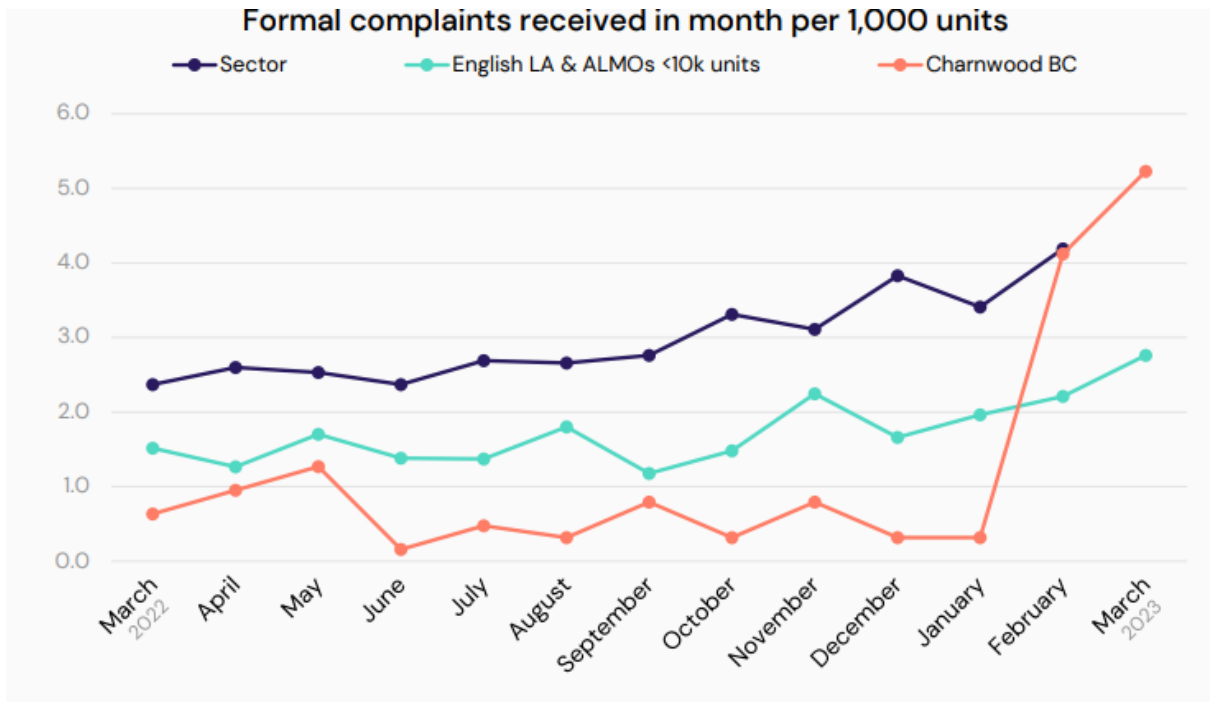
Code section	Code requirement	Evidence, commentary and any explanations
<p><b>1.2 (Mandatory)</b></p>	<p>A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.'</i></p>	<p>2023 update: our policy has been amended to take account of this requirement.</p>

<p><b>2.1 (Mandatory)</b></p>	<p>Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.</p>	<p>2023 update: Further developments of our digital channel have taken place in the past year to strengthen this compliance.</p>
<p><b>2.6 (Mandatory)</b></p>	<p>Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.</p>	<p>2023 update: The corporate complaints team has added a link to the policy web page for the complaint handling code.</p> <p>An article in Your Homes Matter will appear in its forthcoming autumn edition</p>
<p><b>4.16 (Advisory)</b></p>	<p>Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.</p>	<p>2023 update: Consideration is being given to commissioning a short survey sent out to complainants following the determination of their complaint.</p>

## 5. MONITORING AND BENCHMARKING OUR PERFORMANCE

- 5.1 In addition to the quarterly performance report to HMAB where complaints form part of the performance pack, managers within the landlord service receive monthly, more-detailed reports on complaints performance, including progress on action agreed in the wake of an upheld complaint and where practice or procedures will be changed.
- 5.2 As members of the national, sector-wide benchmarking organisation, HouseMark, we submit regular performance information on a very wide range of landlord service performance measures, including complaints handling. Performance summaries are released every month. Two complaints-handling measures are reported:
- Formal complaints received per 1,000 units; and
  - Percentage of complaints resolved within timescale

Pasted overleaf is the latest HouseMark quarterly benchmarking information on complaints (at the time of writing this report).



6. CONCLUSION

Our self-assessment concludes that we are now at full compliance with the code compared to 93% a year ago.

7. Recommendation

HMAB members are requested to note and are invited to comment upon this self-assessment.

Andrew Staton  
Landlord Services Manager

10 August 2023



## Appendix A: CBC landlord service complaints handling code self-assessment

This self-assessment form should be completed by the complaints officer and discussed at the landlord's governing body annually. Evidence should be included to support all statements with additional commentary as necessary.

Explanations must also be provided where a mandatory 'must' requirement is not met to set out the rationale for the alternative approach adopted and why this delivers a better outcome.

### Section I - Definition of a complaint

#### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.'</i>	Yes	If our policy definition is not identical a simple policy wording amendment will be straightforward.  The policy wording has been amended
1.3	The resident does not have to use the word 'complaint' for it to be treated as such. A complaint that is submitted via a third party or representative must still be handled in line with the landlord's complaints policy.	Yes	Practice allows for this already
1.6	... if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.	Yes	Acknowledgment letters achieve this
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	Policy provides examples of complaints and those that fall outside the policy

1.8	A complaints policy must clearly set out the circumstances in which a matter will not be considered, and these circumstances should be fair and reasonable to residents.	Yes	Policy established
1.9	If a landlord decides not to accept a complaint, a detailed explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman.	Yes	Established practice

**Best practice 'should' requirements**

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.4	Landlords should recognise the difference between a <b>service request</b> , where a resident may be unhappy with a <b>situation</b> that they wish to have rectified, and a <b>complaint</b> about the <b>service</b> they have/have not received.	Yes	Established practice and regular complaints training
1.5	Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.	Yes	Established process

## Section 2 - Accessibility and awareness

## Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.1	Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.	Yes	Current changes will account for this requirement. Further development of digital channel
2.3	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the number of stages involved, what will happen at each stage and the timeframes for responding.	Yes	Recently changed from PDF to web pages
2.4	Landlord websites, if they exist, must include information on how to raise a complaint. The complaints policy and process must be easy to find on the website.	Yes	Established
2.5	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	Yes	Policy links into equality, translation and alternative formats
2.6	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	Yes	The corporate complaints team will add a link to the policy web page for the complaint handling code.  The landlord services manager will write an article in Your Homes Matter

2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	Established practice
2.8	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.	Yes	Link to policy in template responses

### Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.2	Where a landlord has set up channels to communicate with its residents via social media, then it should expect to receive complaints via those channels. Policies should contain details of the steps that will be taken when a complaint is received via social media and how confidentiality and privacy will be maintained.	Yes	Established process in place

### Section 3 - Complaint handling personnel

#### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.1	Landlords must have a person or team assigned to take responsibility for complaint handling to ensure complaints receive the necessary attention, and that these are reported to the governing body. This code will refer to that person or team as the "complaints officer".	Yes	Established link officer in place
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	All staff involved in complaint handling receive training, stage 2 are handled outside the service by an independent officer.

**Best practice 'should' requirements**

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.3	Complaint handlers should: <ul style="list-style-type: none"> <li>• be able to act sensitively and fairly</li> <li>• be trained to handle complaints and deal with distressed and upset residents</li> <li>• have access to staff at all levels to facilitate quick resolution of complaints</li> <li>• have the authority and autonomy to act to resolve disputes quickly and fairly.</li> </ul>	Yes	Established practice

## Section 4 - Complaint handling principles

## Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.1	Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure <b>within five days of receipt.</b>	Yes	Our complaints policy has been amended to remove stage 0.  Acknowledgements are issued immediately.

<p><b>4.2</b></p>	<p>Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.</p>	<p>Yes</p>	<p>This will be a follow up letter as the online process provides the acknowledgement. Online form seeks to understand the resolution the customer is wanting</p>
<p><b>4.6</b></p>	<p>A complaint investigation must be conducted in an impartial manner.</p>	<p>Yes</p>	<p>Established process</p>
<p><b>4.7</b></p>	<p>The complaint handler must:</p> <ul style="list-style-type: none"> <li>• deal with complaints on their merits</li> <li>• act independently and have an open mind</li> <li>• take measures to address any actual or perceived conflict of interest</li> <li>• consider all information and evidence carefully</li> <li>• • keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter.</li> </ul>	<p>Yes</p>	<p>Training covers all aspects of complaint handling.</p>
<p><b>4.11</b></p>	<p>Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication</p>	<p>Yes</p>	<p>Where requests are received.</p>
<p><b>4.12</b></p>	<p>The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to:</p> <ul style="list-style-type: none"> <li>• set out their position</li> <li>• comment on any adverse findings before a final decision is made.</li> </ul>	<p>Yes</p>	<p>Complaint about a resident will not be managed via the complaints policy as it is not a service the council has delivered or failed to deliver. Staff members who are the subject of a complaint will be interviewed as part of the investigation process</p>

4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	Established within the policy and practice
4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.	Yes	Established within the policy and practice
4.15	A full record must be kept of the complaint, any review and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties and any reports or surveys prepared.	Yes	Established within the policy and practice
4.18	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	Yes	Established within the policy and practice. Vexatious policy exists.

### Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.3	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	Yes	Training covers this
4.4	A complaint should be resolved at the earliest possible opportunity, having assessed what evidence is needed to fully consider the issues, what outcome would resolve the matter for the resident and whether there are any urgent actions required.	Yes	Stage 0 statistics demonstrate this happens
4.5	Landlords should give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord where this is reasonable.	Yes	Policy – "Who can make a complaint"



<b>4.8</b>	Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties.	Yes	Established practice – covered in training
<b>4.9</b>	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	Generally this will not happen unless the context of the response requires it. All details disclosed comply with GDPR
<b>4.10</b>	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	Established practice and covered in training
<b>4.16</b>	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	Yes	Consideration is being given to taking feedback.  The last policy review included a working group of residents that had been through the complaints process
<b>4.17</b>	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained	Yes	Established practices within L/L services to review complaints and outcomes.
<b>4.19</b>	Any restrictions placed on a resident's contact due to unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010.	Yes	Vexatious policy

## Section 5 - Complaint stages

## Mandatory 'must' requirements

## Stage I

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.1	Landlords must respond to the complaint <b>within 10 working days</b> of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	Operational performance does not manage to meet these deadlines at times but the process is very clear and everyone operating it is fully aware of the time scales.
5.5	A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.	Yes	Training has taken place to comply with this requirement

5.6	Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Established within the policy and practice.
5.8	Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language: <ul style="list-style-type: none"> <li>the complaint stage</li> <li>the decision on the complaint</li> <li>the reasons for any decisions made</li> <li>the details of any remedy offered to put things right</li> <li>details of any outstanding actions</li> <li>details of how to escalate the matter to stage two if the resident is not satisfied with the answer</li> </ul>	Yes	Established within the policy and practice and covered within training

## Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.9	If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about its decision.	Yes	Established within the policy and practice
5.10	On receipt of the escalation request, landlords must set out their understanding of issues outstanding and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	Established within the policy and practice
5.11	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	Yes	Established within the policy and practice
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	Established within the policy and practice
5.13	Landlords must respond to the stage two complaint <b>within 20 working days</b> of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	Established within the policy and practice
5.16	Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language: <ul style="list-style-type: none"> <li>• the complaint stage</li> <li>• the complaint definition</li> <li>• the decision on the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> </ul> <b>and</b>	Yes	Established within the policy and practice

	<ul style="list-style-type: none"> <li>• if the landlord has a third stage, details of how to escalate the matter to stage three</li> <li>• if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied.</li> </ul>		
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**Stage 3**

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
<b>5.17</b>	Two-stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances.	Yes	Evidence confirms stage 0 has a good success rate of more than 90% for resolving complaints.
<b>5.20</b>	Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language: <ul style="list-style-type: none"> <li>• the complaint stage</li> <li>• the complaint definition</li> <li>• the decision on the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> <li>• details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied</li> </ul>	Yes	Established within the policy and practice

**Best practice 'should' requirements**

**Stage 1**

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
<b>5.2</b>	If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	Established within the policy and practice

5.3	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	Established within the policy and practice
5.4	Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.	Yes	Established within the policy and practice
5.7	Where residents raise additional complaints during the investigation, these should be incorporated into the stage one response if they are relevant and the stage one response has not been issued. Where the stage one response has been issued, or it would unreasonably delay the response, the complaint should be logged as a new complaint.	Yes	Established within the policy and practice

**Stage 2**

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.14	If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	Established within the policy and practice
5.15	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response	Yes	This is now part of our operational procedures..

**Stage 3**

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.18	Complaints should only go to a third stage if the resident has actively requested a third stage review of their complaint. Where a third stage is in place and has been requested, landlords must respond to the stage three complaint <b>within 20 working days</b> of the complaint being escalated. Additional time will only be justified if related to convening a panel. An explanation and a date for when the stage three response will be received should be provided to the resident.	Yes	Established within the policy and practice. Extensions are sought due to complexity and capacity where necessary, always with the complainant's consent

<p><b>5.19</b></p>	<p>Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.</p>	<p>Yes</p>	<p>Established within the policy and practice</p>
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## Section 6 - Putting things right

## Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.1	Effective dispute resolution requires a process designed to resolve complaints. Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right.	Yes	Established within the policy and practice
6.2	Any remedy offered must reflect the extent of any service failures and the level of detriment caused to the resident as a result. A landlord must carefully manage the expectations of residents and not promise anything that cannot be delivered or would cause unfairness to other residents.	Yes	Established within the policy and practice
6.5	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	Established within the policy and practice Where practically possible, follow up letters may be issued
6.6	In awarding compensation, a landlord must consider whether any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a resident has been put to as well as any distress and inconvenience caused.	Yes	Established within the policy and practice

## Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.3	Landlords should look beyond the circumstances of the individual complaint and consider whether anything needs to be 'put right' in terms of process or systems to the benefit of all residents.	Yes	Established within the policy and practice
6.7	In some cases, a resident may have a legal entitlement to redress. The landlord should still offer a resolution where possible, obtaining legal advice as to how any offer of resolution should be worded.	Yes	Established within the policy and practice

## Section 7 - Continuous learning and improvement

## Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.2	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels.	Yes	Established within the policy and practice RC reports to SLT, performance managed at scrutiny. HMAB receives data, articles and reports

## Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	Yes	Established team and link officer
7.4	As a minimum, governing bodies should receive: <ul style="list-style-type: none"> <li>Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders</li> <li>Regular reviews of issues and trends arising from complaint handling,</li> <li>The annual performance report produced by the Ombudsman, where applicable</li> <li>Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales.</li> <li>The annual self-assessment against the Complaint Handling Code for scrutiny and challenge.</li> </ul>	Yes	Established practice



<p><b>7.5</b></p>	<p>Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.</p>	<p>Yes</p>	<p>Established report monitoring</p>
<p><b>7.6</b></p>	<p>Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to:</p> <ul style="list-style-type: none"> <li>• have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments</li> <li>• take collective responsibility for any shortfalls identified through complaints rather than blaming others</li> <li>• act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing.</li> </ul>	<p>Yes</p>	<p>Established practice</p>

## Section 8 - Self-assessment and compliance

## Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
8.1	Landlords must carry out an annual self-assessment against the code to ensure their complaint handling remains in line with its requirements.	Yes	Established practice following the introduction of this requirement
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	Established within the policy and practice
8.3	<p>Following each self-assessment, a landlord must:</p> <ul style="list-style-type: none"> <li>report the outcome of their self-assessment to their governing body. In the case of local authorities, self- assessment outcomes should be reported to elected members</li> <li>publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents</li> <li>include the self-assessment in their annual report section on complaints handling performance</li> </ul>	Yes	Established practice

## HOUSING MANAGEMENT ADVISORY BOARD

### Report of the Director of Housing and Wellbeing Lead Member: Councillor Colin Hamilton

#### DECLASSIFICATION OF 45+ PROPERTIES

##### Purpose of Report

To consult the Housing management Advisory Board on the principle and approach to declassifying around Council 1071 homes (around 20% of the Council's entire stock), which are currently restricted for allocation to those applicants aged 45 years and over.

##### Recommendation

The Board is asked to say whether it agrees with the principle and approach to declassification.

##### Reasons

To enable the Board to consider that matter and provide its views which will be reflected in any subsequent report to Cabinet.

##### Background

In line with the following 2023/24 Council Corporate Business Plan action, a review of age restricted properties has taken place:

*Review declassification of age restricted properties, to support the faster re-let of properties.*

##### Stock Numbers

The Council owns more than 5,450 homes to rent. Around 2,000 (37%) of the homes have a minimum age designation (60+ sheltered housing, 60+ age-designated bungalows or 45+ age designated flats. Over 1,000 (20%) of the homes have a 45+ age designation.

Designation	Overall stock
No age restriction	3,463 (63%)
45+	1,071 (20%)
60+	923 (17%)
Total	5,457 (100%)

1,071 homes, or nearly 20% of the stock, are restricted for allocation to those applicants aged 45 and over.

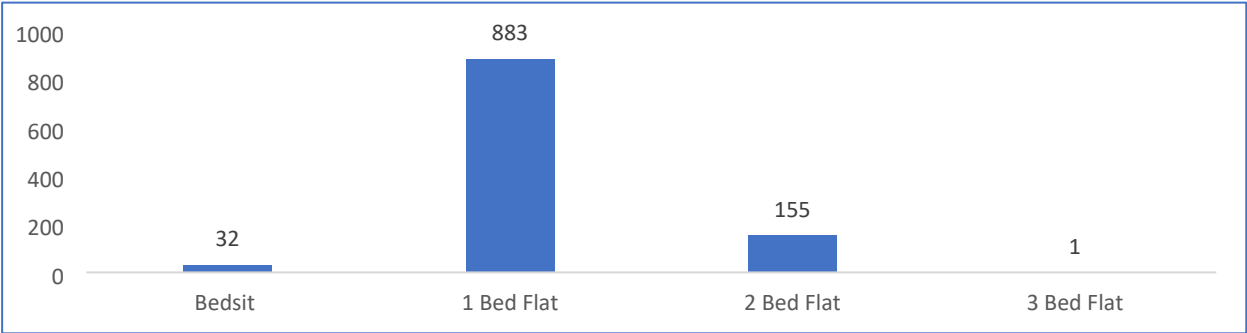
Properties that currently have a 45+ age designation do not have any features / services specifically for persons aged 45 years or over.

Therefore, people aged under 45 are currently excluded from 45+ accommodation based on their age, rather than because the accommodation is particularly suitable for people with a specific set of housing needs.

There is no current proportionate justification for having a category of housing specifically for people aged 45+. There is a risk of the Council breaching equalities legislation, therefore. Currently, people aged under 45 are excluded from that stock solely because of their age.

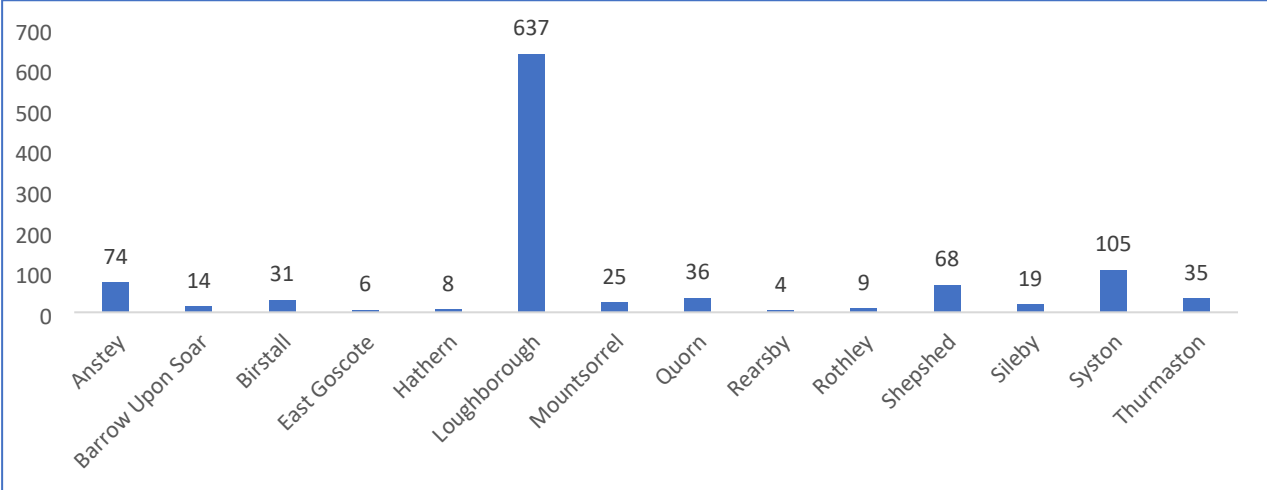
Stock Composition

Most of the 45+ age designated homes are one-bedroom properties. The chart below shows the distribution by property type and bedroom number.



Location

The majority (60%) of the 45+ age designated homes are located within Loughborough or Syston. The chart below shows the distribution by location.



## Age of Current Tenants

The age profile of current tenants in accommodation classified for those aged over 45 is set out in the table below.

<b>Row Labels</b>	<b>Count of Tenants</b> (There are more tenants than properties due to joint tenancies)	<b>Percentage</b>
0	1	0%
0-44	39	4%
45-59	426	39%
60+	624	57%
<b>Grand Total</b>	<b>1,090</b>	<b>100%</b>

Currently, although the properties are designated 45+, tenants may have others living with them (partner, children etc.) that are aged under 45.

## Voids (empty properties)

75 properties with a 45+ age designation are currently void:

- 46 (61%) of these properties have recently been advertised for the first time / are due to be advertised for the first time once they are expected to be ready to let within the next 28 days.
- 26 (35%) of these properties have already been unsuccessfully advertised via the choice-based lettings system on at least 1 occasion since becoming void (i.e., they received no bids or the list of bidders was fully exhausted) and are currently being re-advertised or being considered for temporary placements for homeless applicants or use as decants for existing tenants.
- 3 (4%) of these properties are currently under offer.

Over the last 3 financial years (1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2023) 1,154 properties became void. Higher proportions of the properties with a 45+ age designation have become void than properties with no age restrictions:

Designation	New voids	Overall stock	New voids as a percentage of stock
No age restriction	617	3,463	18%
45+	274	1,071	26%
60+	264	923	29%
Total	1,154	5,457	21%

Over the last 3 financial years (1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2023) 907 void properties were relet. Average relet times were significantly higher for properties with a 45+ age designation than for those without an age restriction:

Designation	Average relet times
No age restriction	118 days
45+	145 days
60+	227 days

Housing Need Data

On 16<sup>th</sup> August 2023 there were 915 households on the housing register. The following table shows a breakdown by age profile of the main applicants and household bedroom need:

Age	1 bed	2 bed	3+ bed	Total
18 to 44 years	191 (44%)	236 (77%)	153 (86%)	580 (63%)
45 to 59 years	101 (23%)	56 (18%)	22 (12%)	179 (20%)
60+ years	140 (32%)	13 (4%)	3 (2%)	156 (17%)
Total	432 (47%)	305 (33%)	178 (19%)	915 (100%)

This data indicates that there is a higher overall level of need for social housing within Charnwood from applicants aged below 45 years (63%) than from applicants aged 45 years or over (37%), and a higher level of need for all sizes of properties from applicants aged below 45 years than from applicants aged 45 years or over.

44% of the applicants on the housing register who have a need for 1 bedroom properties are currently unable to bid for the 1 bedroom 45+ age restricted properties.

77% of the applicants on the housing register who have a need for 2 bedroom properties are currently unable to bid for the 2 bedroom 45+ age restricted properties.

The data shows there is a high need for properties for people aged under 45, however currently this accommodation cannot be accessed by that cohort. Best use of stock to meet identified housing need is not therefore being made.

Demand / bidding activity data

Over the last 3 years, 126 45+ age designated homes have been advertised through the Council’s Choice Based Lettings (CBL) scheme. On average 3.5 bids were received for each available 45+ age designated property advertised. Bedsits were the

most unpopular property type, receiving 1.7 bids on average per property with one bedroomed flats receiving on average 3.7 bids per property. In contrast, one bedroomed general needs flats with no age restriction receive on average 14 bids per property advertised and two bedroomed flats 9 bids.

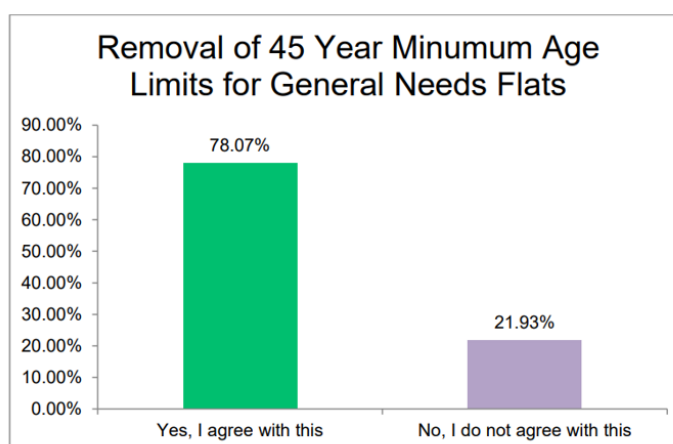
Over the last 3 years (1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2023) there have been a disproportionately high number of incidences where properties with an age designation that have been advertised have been refused by bidders, advertised unsuccessfully (i.e., no bids received, or the list of bidders was fully exhausted) and/or had to be advertised multiple times.

Designation	No bids received	Bids received but list fully exhausted	Repeat advert
No age restriction	20	72	41
45+	558	298	793
60+	12,486	286	14,588

The data indicates that properties with a 45+ age designation are significantly harder to let than properties with no age restriction.

### Consultation Previously Undertaken

In 2017 as part of the consultation for the current Housing Allocations Policy a survey of stakeholders was undertaken. This included applicants on the housing register. Stakeholders were asked (as part of a suite of questions) whether they thought the 45+ age criteria should be removed. The response result is below.



### Risks Associated with Declassification

Declassifying accommodation is likely to result in a relatively slow change in the age composition of accommodation with properties only being let to people aged under 45 as they become vacant. Tenants will have moved into their current homes understanding that it is designated for people aged 45+, so this will be a significant change. Many affected tenants are aged over 60 and may be concerned and distressed about younger people moving into the accommodation. The level of

satisfaction amongst those tenants with the housing service is likely to reduce. Family members may also be dissatisfied.

Additional demand on anti-social behaviour (ASB) and tenancy management teams may arise due to ASB and differences in lifestyle.

There is a risk existing tenants in 45+ accommodation may wish to move to alternative accommodation, increasing stock turnover at a time when void services are under pressure. There are several new initiatives being mobilised to improve void performance, including the procurement of contracted resources for the repair of standard and major voids. Recruitment to permanent members of staff in the allocations team is also in progress. Additional void volumes are likely to compromise progress on improving performance.

Residents affected by declassification that wished to move would, and subject to other checks being undertaken, fall into Band 2 *High Housing Need* under the Council's Housing allocations Policy. There is however a limited amount of suitable stock in sheltered accommodation available to tenants aged over 60+; much of it is small bedsits with no bath or shower facility within the dwelling and a very small kitchen. This accommodation is unlikely to meet the aspirations of older people. Properties categorised as general needs 60+ are few.

Approach to Declassification

The approach to declassification and mitigation of the above risks is set out in the below table.

<b>Draft Recommendation to Cabinet</b>	<b>Reason</b>
That the Director of Housing and Wellbeing be authorised to remove the 45+ age classification from the 1071 properties at Appendix 1, and that (see below):	To support compliance with equalities legislation, and the meeting of housing need.
This be completed in four phases at broadly six-month intervals, with the first phase of properties being declassified in the Summer of 2024.	To enable additional capacity currently being put in place to manage voids and allocations to be mobilised, and to put further resources in place to mitigate any increase in demand on tenancy management services.
The declassification of properties in each phase progress in consultation with the Lead Member for Public and Private Sector Housing, and subject to the successful management of demand on services arising because of declassification.	To allow for monitoring of the impact on services, performance, and any increased movement in the housing stock.



<p>That targeted communication with affected tenants take place on a phased basis i.e., rather than writing to all affected tenants at once, communications will be issued to tenants in advance of each phase of declassification. Initial generic information will be placed in the tenant newsletter, including information relating to the phased nature of implementation.</p>	<p>To reduce the risk of a significant increase in demand on services and movement in the housing stock creating more voids at a time when services are already under pressure.</p>
<p>That tenants be advised of the decision and the reasons for declassification, and provided with the opportunity to feed back any specific concerns so they may be responded to.</p>	<p>To support effective communication, reassure and provide information to tenants, and provide the opportunity for any specific issues to be responded to.</p>
<p>That the order of phases be based primarily on the meeting of housing need, with a particular focus on areas where there are more empty properties (voids). Tenancy management factors have also been considered including levels of ASB and tenancy support needs.</p>	<p>To support the meeting of housing need and to mitigate against increases in demand on services.</p>
<p>That one additional ASB Officer and one additional Tenancy and Estate Management Officer be recruited to, for a period of three years and that the HRA revenue budget be increased to accommodate this.</p>	<p>To mitigate any increase in demand on tenancy management services and to provide capacity to respond to specific tenant concerns and provide support.</p>

### Further Policy Justification

The declassification of 45+ properties will support compliance with the *Tenancy Standard* defined by the Regulator of Social Housing which sets out that:

*Registered providers shall let their homes in a fair, transparent and efficient way. They shall take into account the housing needs and aspirations of tenants and potential tenants.*

*They shall demonstrate how their lettings:*

- (a) make the best use of available housing*
- (b) are compatible with the purpose of the housing*
- (c) contribute to local authorities' strategic housing function and sustainable communities*

It is expected long term. achievement of the following void loss KPIs set out in the Council's Corporate Business Plan 2023-24 will be supported:

- *Percentage rent loss from void properties (Proxy Target) Age restricted properties.*
- *Percentage rent loss from void properties (Proxy Target) Non age restricted properties.*

Appendices                      Appendix 1 - Summary of Properties Currently Classified 45+

Background Papers              CABINET – 19TH OCTOBER 2017 ITEM 6 CHOICE BASED LETTINGS HOUSING ALLOCATION POLICY

Available at:

[https://www.charnwood.gov.uk/files/papers/cab\\_19\\_october\\_2017\\_item\\_06\\_choice\\_based\\_lettings\\_housing\\_allocations\\_policy/Cab%2019%20October%202017%20Item%2006%20Choice%20Based%20Lettings%20Housing%20Allocations%20Policy.pdf](https://www.charnwood.gov.uk/files/papers/cab_19_october_2017_item_06_choice_based_lettings_housing_allocations_policy/Cab%2019%20October%202017%20Item%2006%20Choice%20Based%20Lettings%20Housing%20Allocations%20Policy.pdf)

Officer to contact:              Peter Oliver  
Director of Housing and Wellbeing  
01509 634 666  
[Peter.oliver@charnwood.gov.uk](mailto:Peter.oliver@charnwood.gov.uk)

Katie Moore  
Head of Strategic Housing  
01509 634 666  
[Katie.moore@charnwood.gov.uk](mailto:Katie.moore@charnwood.gov.uk)

Andrew Staton  
Landlord Services Manager  
01509 634 666  
[Katie.moore@charnwood.gov.uk](mailto:Katie.moore@charnwood.gov.uk)

## Appendix 1 - Summary of Properties Currently Classified 45+

Address	Area	Number of properties
Albion Street	Syston	3
Ashfield Drive	Anstey	11
Barrow Street	Loughborough	5
Beacon Road	Loughborough	21
Blenheim Road	Birstall	4
Bottleacre Lane	Loughborough	4
Bowler Court	Loughborough	9
Brookside	Rearsby	4
Bryan Close	Barrow Upon Soar	8
Burns Road	Loughborough	12
Canal Street	Thurmaston	4
Caters Close	Anstey	4
Catherines Close	Quorn	4
Chapel Close	Syston	11
Chapman Street	Loughborough	71
Chestnut Court	Mountsorrel	25
Church Lane	Anstey	16
Derby Road	Loughborough	14
Dormer Court	Hathern	8
Durham Road	Loughborough	11
Edward Street	Anstey	8
Fleury Court	East Goscote	6
Garendon Green	Loughborough	21
George Deacon Court	Loughborough	16
George Toon Court	Syston	30
Gloucester Avenue	Syston	37
Greenway Close	Rothley	5
Harlech Close	Loughborough	6
Hickling Court	Loughborough	38

Hume Street	Loughborough	15
King Edward Road	Loughborough	19
Knightthorpe Road	Loughborough	13
Lacey Court	Shepshed	48
Latimer Court	Anstey	10
Longcliffe Road	Shepshed	20
Lovett Court	Sileby	19
Melton Road	Syston	5
Melton Road	Thurmaston	4
Milton Street	Loughborough	4
Moirra Street	Loughborough	46
Moor Lane	Loughborough	30
Newton Close	Barrow Upon Soar	6
Oakham Close	Loughborough	14
Old Hall Close	Thurmaston	27
Oxford Court	Syston	19
Paper Mill Close	Anstey	25
Park Court	Loughborough	35
Park Road	Loughborough	9
Pevensey Road	Loughborough	22
Pinfold Gardens	Loughborough	29
Revell Close	Quorn	12
Rockingham Road	Loughborough	10
Selbourne Court	Loughborough	11
Selbourne Street	Loughborough	4
Staveley Court	Loughborough	53
Stirling Avenue	Loughborough	4
The Mills	Quorn	20
Toothill Road	Loughborough	31
Tuckers Close	Loughborough	19
Walter Hull Court	Loughborough	13

Wanlip Lane	Birstall	27
Warwick Way	Loughborough	17
William Street	Loughborough	11
Woodgate	Rothley	4

## HOUSING MANAGEMENT ADVISORY BOARD

### Report of the Director of Housing and Wellbeing Lead Member: Councillor Colin Hamilton

#### UPDATE ON ST MICHAEL'S COURT THURMASTON

##### Purpose of Report

To provide an update on the proposed redevelopment of St Michael's Court in Thurmaston.

##### Recommendation

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

##### Reasons

To recognise the Board's consideration of the matter, and to allow the Board to comment on the approach being taken.

##### Background

At its meeting on 11<sup>th</sup> January 23 the Board endorsed a recommendation that St Michael's Court, a sheltered accommodation block of 23 units almost all (21) of which are very small bedsits with no bathing facilities be redeveloped, and that a scheme of bungalows be progressed at the location.

The approach was subsequently agreed by Cabinet at its meeting on 9<sup>th</sup> February 23.

##### Current Position

- A planning application has been submitted. It can be found through the Planning Portal on the Council's website, reference P/23/1357/2. Plans, drawings, and photo montages of the scheme can be found on the site.
- A proposed site plan can be found at Appendix 1. The scheme now comprises 9 bungalows, rather than the 8 originally envisaged.
- 3D views of scheme can be found at Appendix 2.
- Significant engagement and communication with stakeholders, including the church adjacent to the site has taken place. An open day in June 23 was held to talk to residents. Detailed information relating to feedback and engagement can be found at Appendix 3.
- Homes England has been engaged with a view to exploring opportunities for grant funding for the development.

- A specification for a contractor to deliver the work is in development. Subject to planning permission work (i.e., demolition) is expected to start in early 2024 / Calendar year.

## Appendices

Appendix 1 - Proposed Site Plan

Appendix 2 - 3D views of scheme

Appendix 3 - Consultation Engagement Plan

## Background Papers

Cabinet, 9<sup>th</sup> February 23 - REVIEW OF SHELTERED ACCOMMODATION - ST MICHAEL'S COURT, THURMASTON

Available at:

[KD - Housing Capital Programme 2021-22 \(moderngov.co.uk\)](https://moderngov.co.uk/KD-Housing-Capital-Programme-2021-22)

Housing Management Advisory Board, 11<sup>th</sup> January 23 - REVIEW OF SHELTERED ACCOMMODATION - ST MICHAEL'S COURT

Available at:

[HMAB - 11 January 2023 - Item 5 - Review of Sheltered Accommodation - St Michaels Court.pdf \(moderngov.co.uk\)](https://moderngov.co.uk/HMAB-11-January-2023-Item-5-Review-of-Sheltered-Accommodation-St-Michaels-Court.pdf)

## Officer to contact:

Peter Oliver

Director of Housing and Wellbeing

01509 634 666

[Peter.oliver@charnwood.gov.uk](mailto:Peter.oliver@charnwood.gov.uk)

Katie Moore

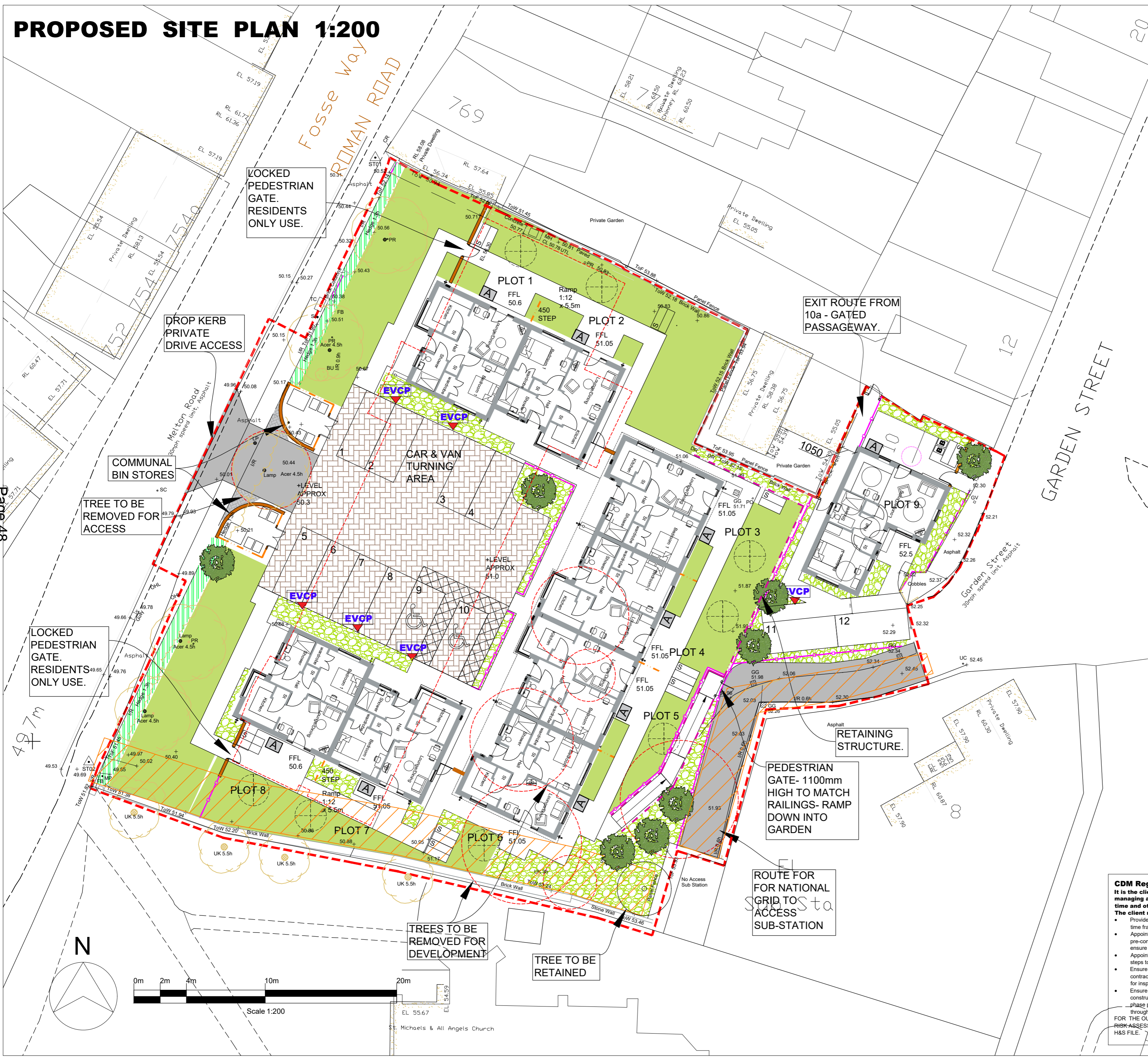
Head of Strategic Housing

01509 634 666

[Katie.moore@charnwood.gov.uk](mailto:Katie.moore@charnwood.gov.uk)

# PROPOSED SITE PLAN 1:200

Page 48



**KEY: Notes-**

- Building Regulations - Part M4(2) Adaptable dwellings, with level showers & level front and rear accesses.
- "Dementia friendly" features have been incorporated where possible.
- Gardens are communal. This allows access to the power cables running through the site. All homes will have their own dedicated patio, scooter charge space & storage shed (if the client wishes).
- Car charging- the spaces are "associated" to the homes under Building Regulation "S" so there needs to be 9 charge points as a minimum.

8 x 1B2P BUNGALOWS @ 50.6 m<sup>2</sup>  
 1 x 1B2P BUNGALOW @ 51.8 m<sup>2</sup>

**TOTAL 9 DWELLINGS-**

- Parking : 8 Bungalows have one spaces per home, plus 2 shared visitor spaces . The bungalow off Garden Street has two spaces. total 12 spaces including two for wheelchair users.

- 1100mm HIGH DECORATIVE GALVANISED COATED STEEL RAILINGS FINISHED IN BLACK GLOSS. PROVIDES GUARDING IF THE DROP ADJACENT IS OVER 600mm.
- CLOSE BOARD TIMBER FENCING 1800 HIGH, GATES TO MATCH WHERE NOTED. GATES TO BE FITTED WITH PADLOCK FROM THE OUTSET. CONCRETE POSTS.
- RETAINING STRUCTURE TO ENGINEERS DESIGN
- 1800 HIGH BOUNDARY OF BRICK WALL WITH PIERS AND BRICK COPING
- HEAVY DUTY ROTARY DRIER TO BE PROVIDED - IF THE CLIENT REQUIRES THEM?
- SHED- ONE TO EACH BUNGALOW - 1.22m WIDE BY 1.8m LONG APPROX. NO WINDOW, DOOR TO BE LOCKABLE. IF THE CLIENT REQUIRES THEM?
- CONCRETE SLABS FORMING PATHWAYS- SLABS 450sq, MOST PATHS ARE SHOWN 1350mm WIDE, BUT ONE SHORT LENGTH IS 900 WIDE AS THE SPACE WAS TIGHTER
- BLOCK PAVED PRIVATE DRIVE OR PARKING AREAS. SUDS IF POSSIBLE.
- EVCP ELECTRIC VEHICLE CHARGE POINT FITTED TO EXTERNAL WALL OF THE HOME, OR TO A STEEL POST ADJACENT TO THE PARKING SPACE- 1 or 2 points per fitting.
- A SPACE FOR AIR SOURCE HEAT PUMP- EXTERNAL UNIT, SHOWN TO AN APPROXIMATE SIZE. THE EXACT UNIT WILL BE DESIGNED AND PLACED BY M&E ENGINEERS.
- SOLAR PV PANELS- NOTED ON ROOF PLAN
- PROPOSED SEMI-STANDARD TREE- SPECIES TO BE AGREED WITH LPA
- SOFT LANDSCAPE PLANTING- NATIVE OR PLANTING USEFUL TO WILDLIFE- TBA WITH LPA.
- EXISTING HEDGE WITH NEW PLANTING TO FILL IN GAPS.
- GATE TO MATCH BOUNDARY MATERIAL, IF TIMBER OR METAL. OTHERWISE TIMBER TO BOUNDARY WALLS IN BRICK.
- PLANNING APPLICATION OUTLINE

**CDM Regulations 2015**  
 It is the clients duty to make suitable arrangements for managing a project, including the allocation of sufficient time and other resources.  
 The client must:

- Provide a clear clients brief including how H&S will be managed, time frames, budget, contacts & operational requirements.
- Appoint Principal Designer (PD) & ensure they provide a pre-construction H&S file. The client must take reasonable steps to ensure the PD complies with any other PD duties.
- Appoint a Principal Contractor (PC). The client must take reasonable steps to ensure the PC complies with any other PC duties.
- Ensure Pre Construction H&S file is provided to every designer and contractor throughout the works & is reviewed regularly & available for inspection.
- Ensure suitable welfare facilities are available throughout the construction phase & that the principal contractors construction phase plan is 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

**Peiham Architects**

12-14 Peiham Road, Sherwood Rise, Nottingham NG5 1AP  
 T: 0115 844 3038 info@peihamarchitects.co.uk  
 www.peihamarchitects.co.uk

STAGE: Planning

PROJECT: St Michaels Redevelopment  
 Melton Road, Thurmaston- LE4 8EE

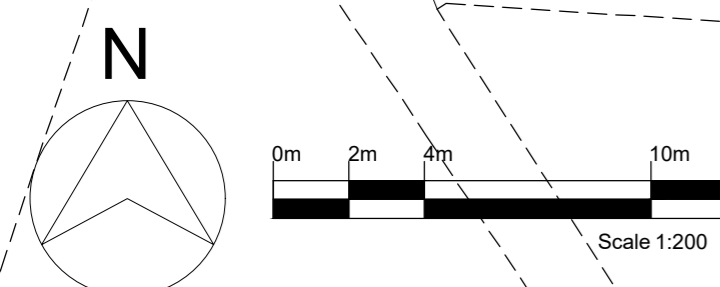
DRAWING TITLE: Prop. site plan - Floor plans shown

DRAWING NUMBER: 2691/P103

SCALE: 1:200 @ A2 DATE: 28.06.23

DRAWN BY: SH CHECKED BY: MP

Do not scale this drawing. All dimensions must be checked and verified on site. This drawing is copyright and must not be used for any purpose other than that for which it is issued, without the consent of Peiham Architects.







**Illustration of the proposed bungalows as a photomontage with the church and frontage.**



**Similar view- photo taken last summer.**



**Courtyard views - corner windows to kitchens & covered charge areas for mobility scooters by the front doors.**



**View from the front of the church to show the low impact of the bungalows.**



**View along frontage to Melton Road.**

Notes:

- Corner windows in the kitchens allow the residents better connections with the outside to reduce loneliness & enhance interaction with visitors.
- Materials mix brick, render and recon stone. Recon stone was introduced to help the scheme fit with the church next door. We wanted the scheme to appear as though it could be a set of contemporary "Almshouses" to give it a recognizable character.
- Plenty of parking with level access to bungalows.
- Bin stores are turned into gateway elements to make the car park more private. We wanted to try and stop people thinking it was a public parking area.
- The hedge to Melton Road is thickened with a mix of hedge plants and a replacement tree for the one lost to the frontage.

Revision / Date / Notes	
<b>Pelham Architects</b>	
12-14 Pelham Road, Sherwood Rise, Nottingham NG5 1AP T: 0115 844 3038 info@pelhamarchitects.co.uk www.pelhamarchitects.co.uk	
STAGE	Stage
PROJECT	
<b>St Michaels Court</b> Melton Rd/ Garden Street, Thurmaston	
DRAWING TITLE	
<b>3D views of bungalow scheme</b>	
DRAWING NUMBER	
<b>2691/P300</b>	
SCALE	DATE
<b>NTS @ A3</b>	<b>29.06.23</b>
DRAWN BY	CHECKED BY
<b>SH/SL</b>	<b>MP</b>
<small>Do not scale this drawing. All dimensions must be checked and verified on site. This drawing is copyright and must not be used for any purpose other than that for which it is issued, without the consent of Pelham Architects.</small>	



**Charnwood**

# St Michaels Court Bungalow Development

Community Engagement



# 1 INTRODUCTION

Our Community Engagement outlines our aims for the proposed St Michaels Court development site. This report records the community engagement activity undertaken by Charnwood Borough Council during the period from January until 6<sup>th</sup> June 2023 this includes responses, concerns and feedback from stakeholders, the local community and residents.

Charnwood have been keen to communicate with the local community and have engaged in a variety of approaches, described in the sections below.

# 2 BACKGROUND AND SCHEME

Charnwood Borough Council is planning to create nine new high-quality bungalows to replace St Michael's Court, a sheltered housing complex in Melton Road.

St Michael's Court was built around 1970 and no longer meets the needs of older tenants. The complex comprises mainly of bedsits with shared bathrooms which are no longer fit for housing older people and are, understandably, difficult to let.

The ageing sheltered accommodation also has long corridors which are difficult for people with mobility issues. The scheme is no longer occupied and the residents have moved to other Council homes.

The Council has considered a replacement sheltered scheme however data from the housing register has shown that local people need ground floor accommodation and from a planning permission perspective it is necessary to deliver a low-rise scheme which does not overwhelm the Church next door. The proposed bungalows meet that housing need and planning requirement and have been designed to a high environmental standard and to make them easier to live in for with people with mobility issues.

## 2.1 St Michael's Court Development Scheme

The St Michael Court Development Scheme comprises of 9 1-bed bungalows. The scheme features dementia friendly specifications which include:

- View from living room to the shower toilet
- Large windows, corner view from kitchen to connect with goings on & help combat loneliness
- Recessed cover porch, for socialising & a covered area for scooter charging
- Level access shower – Part M4(2) layout. Tiling will be contrast with WC and floor.
- Potentially knock out panel in bedroom wall in case direct route required in the future

- Part (M4(2) space around beds and in the kitchen and bathroom.

In addition, we will be building these bungalows to the Nationally Described Space Standards (NDSS), they will also be built to M4(2) Standards; making the site more easily accessible to those with limited mobility.

2.2 **The below table summarises the stakeholders we engaged with and outlines the responses received during each activity.**

The activities are listed in date order.

**Table 1: Summary of stakeholder engagement activity and communication**

Date	Channel / Audience	Activity	Engagement / Response
<b>Letters</b>			
2.06.2023	Former tenants of St Michael's Court	Letter issued to former tenants of St Michael's Court to inform them of the event and encouraging them to attend.	A small number of former tenants attended the event, completed the feedback form and signed up for email updates
2.06.2023	Parish Church	Letter sent to the local church to introduce them to Director of Housing and Wellbeing and the project. Also provided artist impressions, details of the email update sign-up and the drop-in event	Members of the church attended drop-in event and responded to the letter to welcome the project and outline concerns.
2.06.2023	Thurmaston Parish Council	Letter issued to the Parish Council to provide an overview of the project, drop-in event and artist impressions.	
<b>Digital channels (social media, email, website, press)</b>			
January / May and June 2023	Social media	Updates issued across the Council's social media channels including Facebook, Twitter, LinkedIn and Instagram about the cabinet report and drop-in event.  Also issued social media updates about the event while it was taking place.	Promotion of the event reached over 10,000 people on social media.  Coverage of event reached over 1,500.  A small number of comments and questions about the scheme but nothing too negative.
May 2023	CBC website	Dedicated web page for the proposed redevelopment was created and is being kept up to date. Web page provided details of the drop-in event and how those interested can sign up for specific email updates	Charnwood.gov.uk/stmichaelscourt shows it had a total of 322 views by 269 unique visitors between May 21 and June 27. Avg time spent on the page was 4m 31s.

**Table 1: Summary of stakeholder engagement activity and communication**

Date	Channel / Audience	Activity	Engagement / Response
30.01.2023 26.05.2023	Press	Press releases issued to local and regional press, councillors and parish councils. <ul style="list-style-type: none"> <li>January 2023 – Cabinet report</li> <li>May 2023 – Drop-in event</li> </ul>	Shared on Thurmaston Times and Syston Town News social media account which helped increase the reach.
26/27.05.2023 03.06.2023	Email alerts	Three email alerts issued on the Council's email alert service to promote the community drop-in event.	Email alerts were sent to over 27,000 subscribers with an average open rate of 39% across the three emails.
26.05.2023	Specific email updates	Created an email sign-up form for local people, venues and businesses to register for specific updates about the project.  An update was issued on June 15 following the drop-in event to thank people for attending and to advise on next steps.	Nine people have registered to receive email updates to date. It's anticipated this will increase as the project progresses.
<b>Physical promotional materials</b>			
1.06.2023	Leaflet	Designed and distributed 100 leaflets to local residents nearby proposed development	Feedback from the event suggests a small number of people found out about the event through the leaflet.
1.06.2023	Posters	Designed and distributed 20 posters in the area and at local venues.	Feedback from the event suggests a small number of people found out about the event through the poster.
<b>Resident Survey</b>			
Closing date for all	Residents (adjoining, adjacent to site,	The survey was sent to residents and was available at the consultation event. We asked a series of questions which highlighted some of	Responses to the survey details of this are in Section 3.

**Table 1: Summary of stakeholder engagement activity and communication**

Date	Channel / Audience	Activity	Engagement / Response
responses - 6 <sup>th</sup> June 2023	opposite to site, and close by)	the outcome's residents would like to see from the development site and what their key concerns would be.	
<b>Face to face consultation</b>			
Day 1 of 1	Event open to all stakeholders, local community, Councillors and residents	<p>We held the event on Tuesday 6<sup>th</sup> June from 14:00 – 19:30. This allowed flexibility to local residents and stakeholders. The consultation was held at Elizabeth Park Sports Centre which is within in close proximity to the site, allowing local residents easy access to the consultation event.</p> <p>The Charnwood team along with the Pelham and ARK Consultancy team members presented the details of our site plan and gave the opportunity for key stakeholders and the local community to ask any questions or present any feedback.</p>	Responses and feedback were given via the survey in Section 3.

### 3 EVENT FEEDBACK AND CHARNWOOD RESPONSE SUMMARY

#### 3.1 Format of the Open Consultation Event

Collateral designed for the consultation event included invitations and display boards detailing our plans for St Michaels Court and a survey.

We worked with ARK Consultancy to scope out and agree the survey, residents and stakeholders were also signposted through letters and the Charnwood Borough Council website.

Display boards created for the consultation event were presented to all attendees.

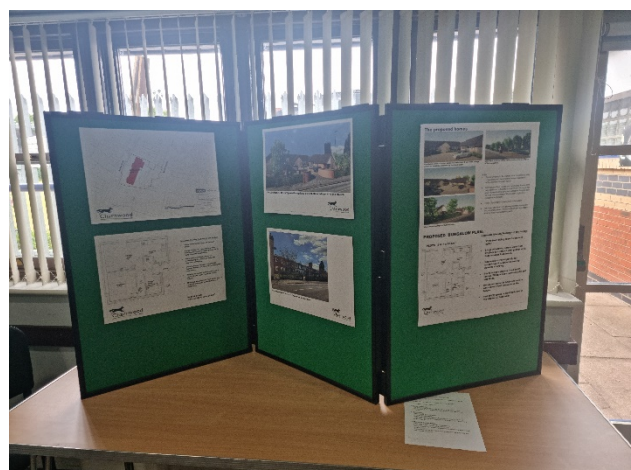
To facilitate the consultation 3 members of the Charnwood team, one member of the Pelham team and two members of the ARK Team were present at the event to answer questions and take on board feedback.

Over 17 people attended the consultation event, ranging from local residents, councillor member, local news representative, stakeholders and other members of the community.

#### 3.2 General feedback

Overall, people were pleased with the design and type of accommodation proposed and provided positive feedback. Some of these comments include:

- “The overall scheme looks very nice”
- “I feel the proposal this evening were fantastic. My uncle was so overwhelmed and happy with the ideas provided to him.”



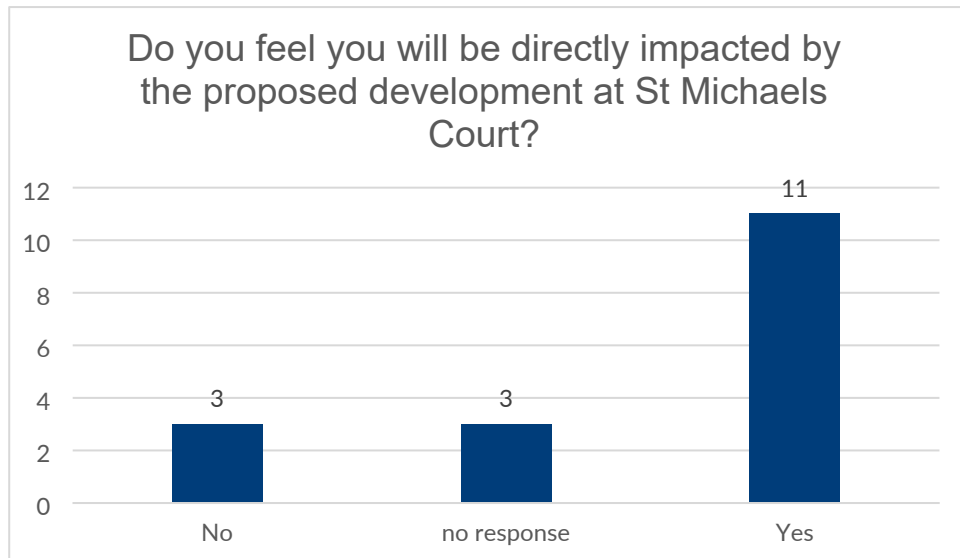




### 3.3 Open Consultation events – Key concerns and comments from the survey

During the consultation event, we ask attendees to fill out a survey to understand their views on the proposed development. In total we had 17 participants who completed the survey. Following this, we have found key concerns and comments that participants raised which have been highlighted below.

- 3.3.1 11 respondents felt that are directly impacted by the proposed development, whilst three people mentioned that they are not directly impacted by the proposed development.



### 3.3.2 Church Parking via Melton Road:

A concern for some consultee members of St Michaels Church, is that they felt that the parking outside of the church would be impacted, especially during busy periods e.g., on Sunday Service, funerals and weddings, and accessing other shopping outlets near the site. To mitigate this concern a respondent suggested to change parking restrictions on Melton Road during weekdays and on Saturdays. Whilst another resident proposed turning the complex around, so that the entrance would be via Garden Street.

#### Charnwood's response:

We will work with the Church during the construction phase to ensure that funerals, so far as is possible are able to progress smoothly. Once constructed we will ask residents and their guests to pay due attention to the Churches concerns and to point out that parking is restricted on Melton Road.

We do not believe that a scheme turning its back to Melton Road is a suitable solution.

### 3.3.3 Additional traffic and congestion (including during of construction and deliveries to site):

Residents living near the site raised concerns around the increased congestion especially during construction, which will impact the access to visitors and also limit parking.

#### Charnwood's response:

Were planning approval to be granted, we will include parking constraints as part of our tender and seek suitable solutions from bidders. We will monitor performance and respond to resident concerns.

### 3.3.4 Noise, dust and disturbance:

Nearby residents also identified a concern around the noise, dust, and disturbances that may arise during the construction stages.

#### Charnwood's response:

Were planning approval to be granted, bidders will be asked to set out detailed method statements around how they will mitigate against noise, dust, and disturbance - additionally, should the project receive planning permission it is also likely to have planning Conditions to make sure the neighbours aren't inconvenienced unduly.

### **3.3.5 Ecology**

Another feedback that we can receive was that local residents wanted to keep as much as the hedgerow as possible, and would also like to keep the Cherry blossom trees along the street.

#### **Charnwood's response:**

We agree with residents and our plans include the retention of as much of the hedgerow and trees as we can under the plan.

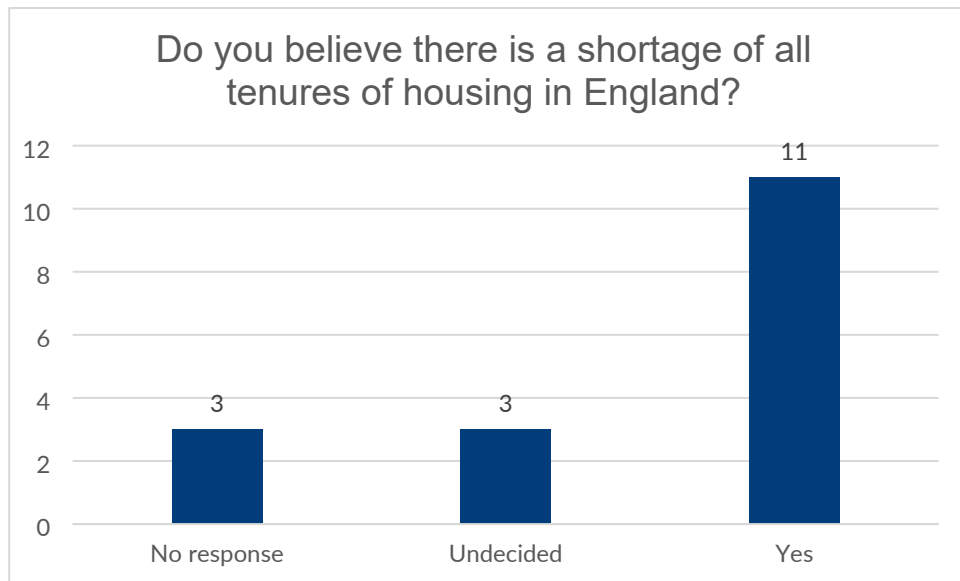
### **3.3.6 Priority and allocation for the bungalows:**

Some consultees presented the need for this type of accommodation, either for themselves or for a relative. One person stated that there should be a priority for those who live locally and have a disability and whilst another mentioned that there should be a priority for those living in Thurmaston.

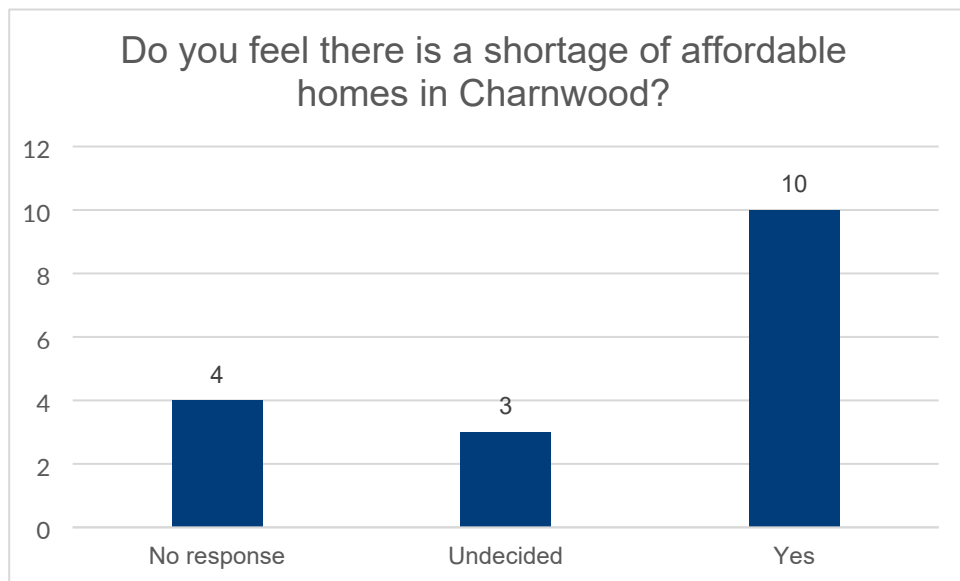
#### **Charnwood's response:**

Whilst we do not think this is a specific planning issue, we are concerned to ensure that the scheme, of all social rented homes, is allocated equitably under the Council's housing policies.

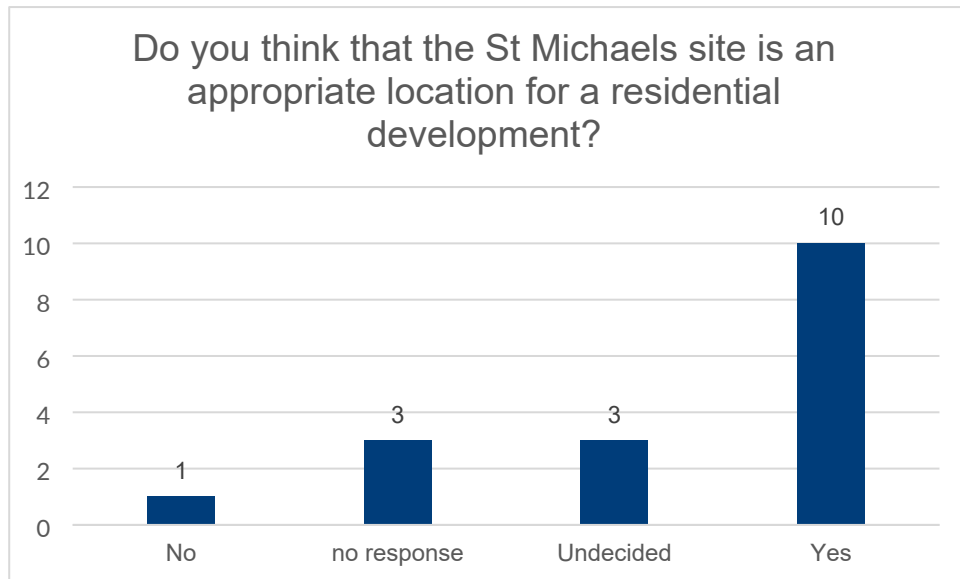
## 4 HEADLINES FROM SURVEY



Of those who attended the consultation majority (65%) of respondents did believe there is a shortage of housing for all tenure types in England. However, three respondents were undecided about the shortage of housing in England.



A similar number of respondents also felt that there is a shortage of affordable housing in Charnwood.



10 respondents felt that St Michaels Court was in the right location as a residential development. One person however felt that this location wasn't appropriate and three respondents were unsure as to whether St Michaels Court's location was appropriate as a residential development.

## 5 ST MICHAELS PCC CONCERNS

Since the event the Council's Director has received a letter from the Parochial Church Council (PCC) reiterating the comments of Church Members made at the open event. The letter, dated 17 June, whilst welcoming the provision of Bungalows as an improvement to the visibility of the Church raised concerns including:

The "clearly inadequate parking on Melton Road"

But that after 1800 and on Sunday that it is currently possible to park along the Full length of Melton Road in front of St Michaels Court

They are "concerned that the proposed new vehicular access to the development will be detrimental, reducing quite significantly the number of on-street parking spaces available in an area where demand routinely exceeds supply".

Additionally, the PCC "understand that parking spaces within the proposed development are to be undesignated, hence demand might exceed supply, leading to those living in or visiting the development parking along Melton Road or in the immediate vicinity"

Our submission includes detailed transport surveys and plans for the scheme. We believe the scheme meets the Council's criteria for a positive determination. Melton Road already contains parking constraints for the busier 0800-1800 Monday to Saturday time periods.

The PCC suggested an alternative layout turning the scheme's back to Melton Road. We do not think this is a suitable solution.

The PCC asked “If your proposed development goes ahead, we ask that consideration be given to the following, please:

- The perimeter wall between St Michael’s Court and St Michael’s Church be appropriately protected from damage.
- Measures be taken to protect the church building – and particularly windows - from vibration, flying debris and dust. • Noise be managed to ensure that worship is not interrupted (in addition to weekly Sunday worship, we have regular funeral services in church on weekdays and occasional Saturday weddings – we would be happy to pre-notify these by email if that would be of assistance to your site management team).
- Arrangements be put into place to ensure that access and egress from the churchyard is not restricted by parked vehicles / deliveries, and that funeral vehicles are able to stop at the church gate without hindrance.
- Traffic flow through the village is not impeded”.

We are very happy to confirm our intention to work with the Church, were permission to be granted, to address their concerns about the scheme during it’s construction phase.

We have included these comments as we promised to ensure that the PCC’s concerns were included in our submission.

Housing Management Advisory Board

6 September 2023

Performance information pack

**QUARTER 1 2023-2024**

Landlord services performance  
Compliance performance (fire safety etc.)

**HOUSING MANAGEMENT ADVISORY BOARD  
6 SEPTEMBER 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 1, 2023-2024, April to June 2023.

Recommendation

The board is asked to note and comment on performance for the first quarter of this financial year.

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

(a) Repairs

<b>Description</b>	<b>Target</b>	<b>Performance Q1</b>
% Emergency repairs completed within 24 hours	100%	100% 919/919
% Responsive repairs for which appointments are made and kept	98.58%	100% 1598/1598
% Urgent repairs completed on time	97%	97.36% 516/530
% Responsive repairs completed within timescales	97%	97.69% 2285/2339

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 and arrears

<b>Description</b>	<b>Target Q1</b>	<b>Performance Q1</b>
% Rent collected (including rent arrears brought forward)	86.75%	89.02%
Rent arrears of current tenants as a percentage of the annual rent debit	3.50%	3.01%

(c) Tenancy management

<b>Description</b>	<b>Target</b>	<b>Performance Q1</b>
% New tenancies sustained over twelve months	95%	100% 63/63
% New tenancy visits completed on target	95%	98.67% 74/75

(d) Supported housing

<b>Description</b>	<b>Target</b>	<b>Performance Q1</b>
% Support plans agreed with sheltered tenants/reviewed within time	100%	99.90% 717/718

(e) Customer satisfaction

<b>Description</b>	<b>Target</b>	<b>Performance Q1</b>
% Residents satisfied with Decent Homes work	95%	100% 24/24
% Lifeline customers satisfied with the way their alarm call was dealt with	99.50%	100% 38/38

% Tenants satisfied that the operative arrived on time	98.57%	100% 6/6
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(f) Voids

Please see appendix 1 for voids graphs.

Targets not met within a 5% tolerance

(a) Repairs

Description	Target	Performance Q1
Average number of days taken to carry out standard re-let repairs	14 days	71.69 days

Commentary:

An additional voids contractor is to be appointed, subject to Council approval for the budget. Again, subject to full Council approval additional resources to manage voids will be recruited to.

Description	Target	Performance Q1
% Routine repairs completed on time	97%	96.18% 856/890

Commentary:

The Repairs section are lacking resources in three skill set areas, which are bricklayers , carpenters and plasterers , which are effecting our ability to hit the routine repairs completion times . We are advertising at present for permanent posts which is due to close in mid-September. We have two temporary bricklayers starting in August and temporary posts being advertised for plasterers and carpenters.

(b) Gas servicing

<b>Description</b>	<b>Target</b>	<b>Performance Q1</b>
% Properties with a valid gas safety certificate	100%	98.68% 5,077/5,145

Commentary: The contractor has past back a number of properties 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

<b>Description</b>	<b>Target</b>	<b>Performance Q1</b>
% Complaints responded to within timescales (stages 0 and 1)	95%	45.16% 42/93

Commentary:

Additional resources to support the response to complaints will be recruited to. The decrease in performance correlates with a new requirement to provide a written response to all formal complaints. A first informal complaints stage has been removed in line with a national standard set out by the Housing Ombudsman. Many complaints were previously resolved informally. These complaints now have to be dealt with on a formal basis.

(d) Customer satisfaction

<b>Description</b>	<b>Target</b>	<b>Performance Q1</b>
% Tenants satisfied with responsive repairs (overall)	97.4%	83.33% 5/6
% Tenants satisfied with the time taken to complete the repair	97.60%	83.33% 5/6

Commentary: A low number of surveys have been completed due to service pressure on the administrative team. An electronic i.e. email or text message survey mechanism is being explored.

% Residents satisfied with the time taken to complete the Decent Homes work	95%	17% 4/24
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Commentary: The figures are based on surveys received for our capital works in bathrooms and kitchens which were taking longer than our target deadline this has led to a very low score from our customers .On a positive note when the work is completed of the 24 surveyed they were all happy with the finished product.

% ASB complainants satisfied with the way their case was dealt with	86.00%	66.66% 2/3
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We are continuing to receive a low level of completed ASB satisfaction surveys, which therefore distorts percentage satisfaction figures when, as here, only one person is not satisfied.

Although we only had three surveys completed we attempted to complete 19. We try to contact by telephone three times then post out the survey.

We have met HouseMark (sector benchmarking service) to ascertain if there is anything else we could do to increase the number of completed surveys we are receiving but they advised that whilst the return is low based on the number, we are attempting to survey it is a comparable completion rate in respect of the sector generally. We are, however, examining the feasibility of carrying out dynamic satisfaction surveys through the life of an ASB case rather than surveying only when a case has been closed. HouseMark advises that this method might elicit greater numbers of returned surveys.

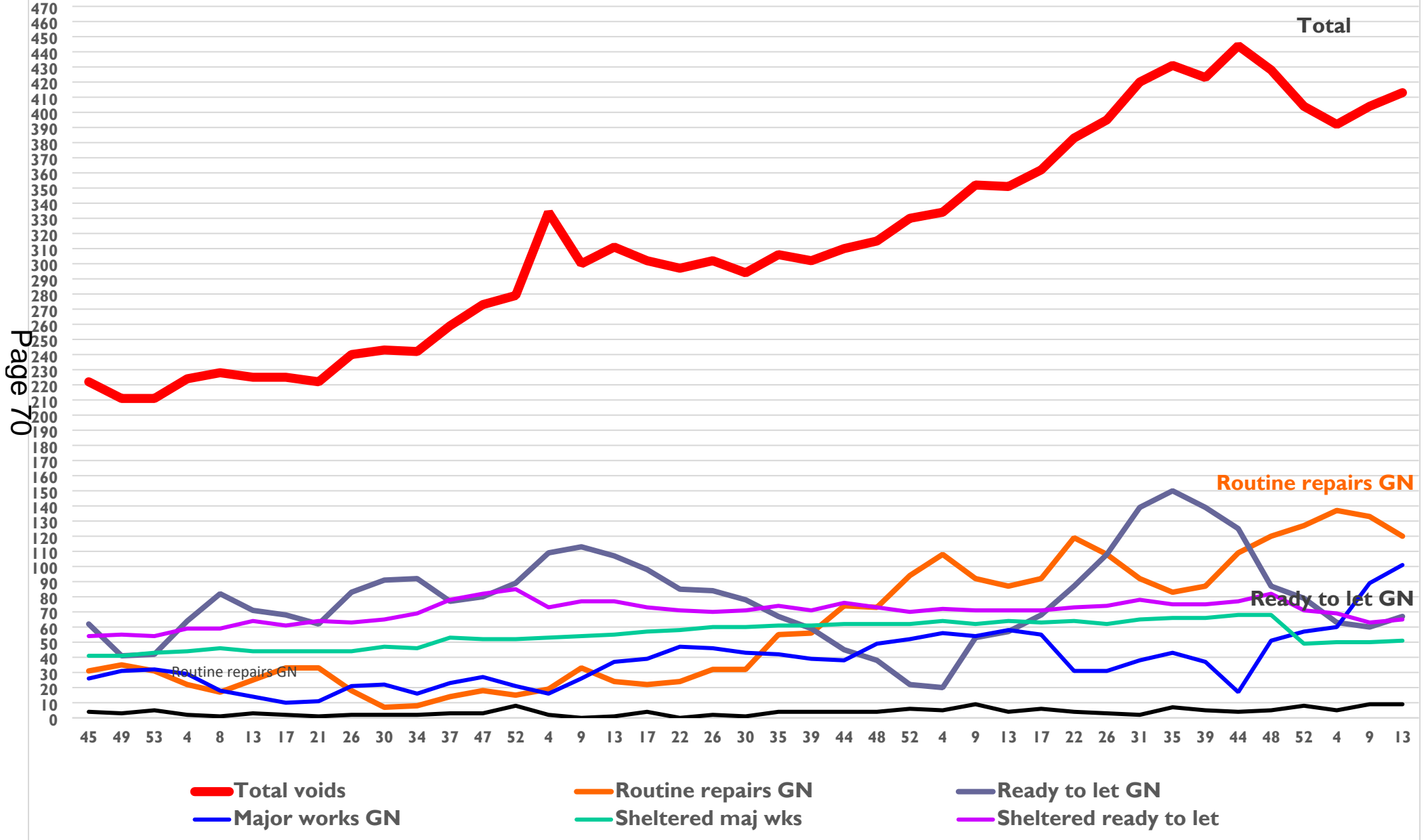
We are also in the process of making the survey available on line to see if this increases the completion rate.

Officers to contact: Deborah Bartlett  
Repairs and Investment Manager  
[deborah.bartlett@charnwood.gov.uk](mailto:deborah.bartlett@charnwood.gov.uk)  
01509 634501

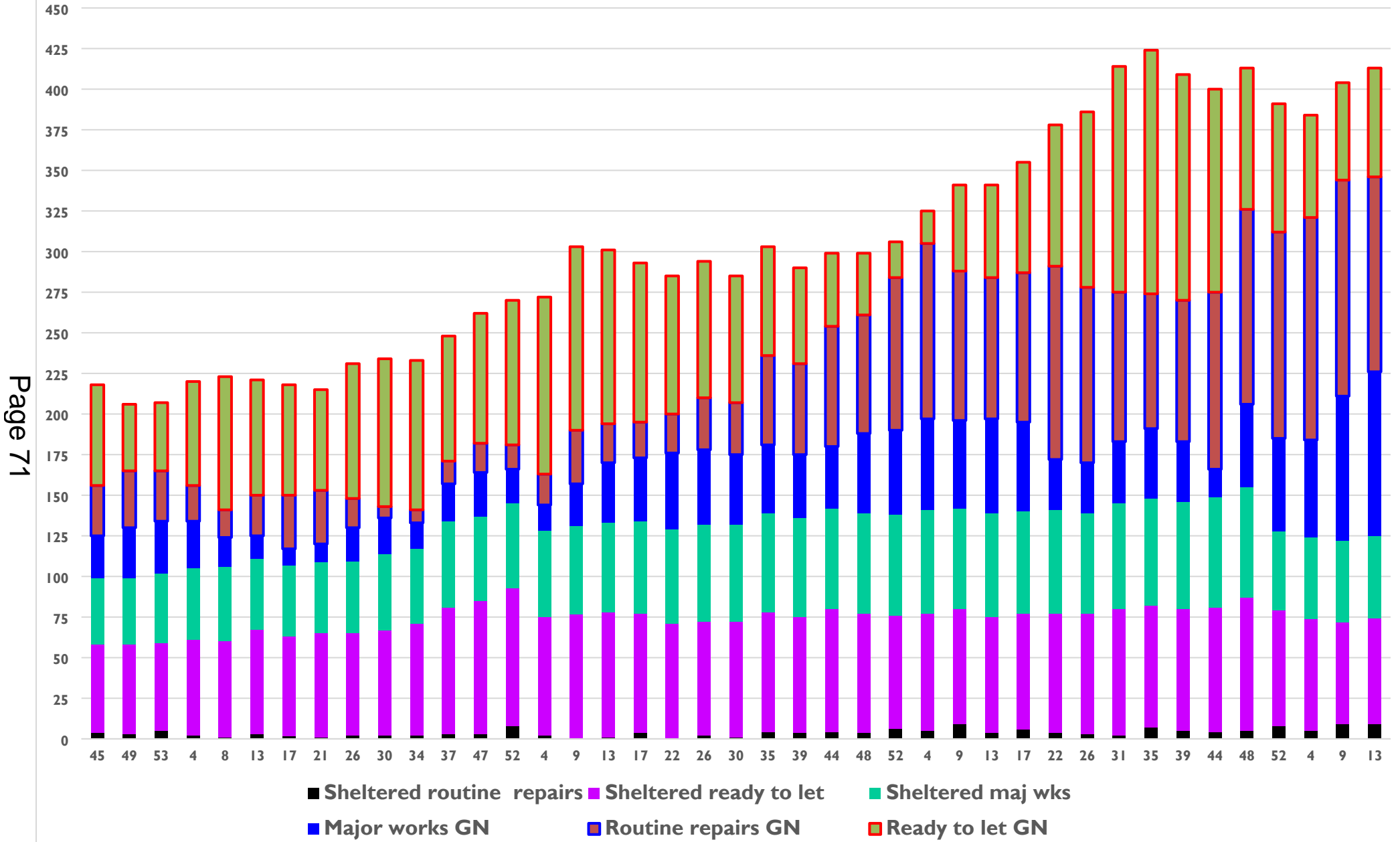
Andrew Staton  
Landlord Services Manager  
[andrew.staton@charnwood.gov.uk](mailto:andrew.staton@charnwood.gov.uk)  
01509 634608

**APPENDIX 1: VOID PERFORMANCE**

**Voids by category from week 45 2019-2020 to week 13 (end Q1) 2023-2024**

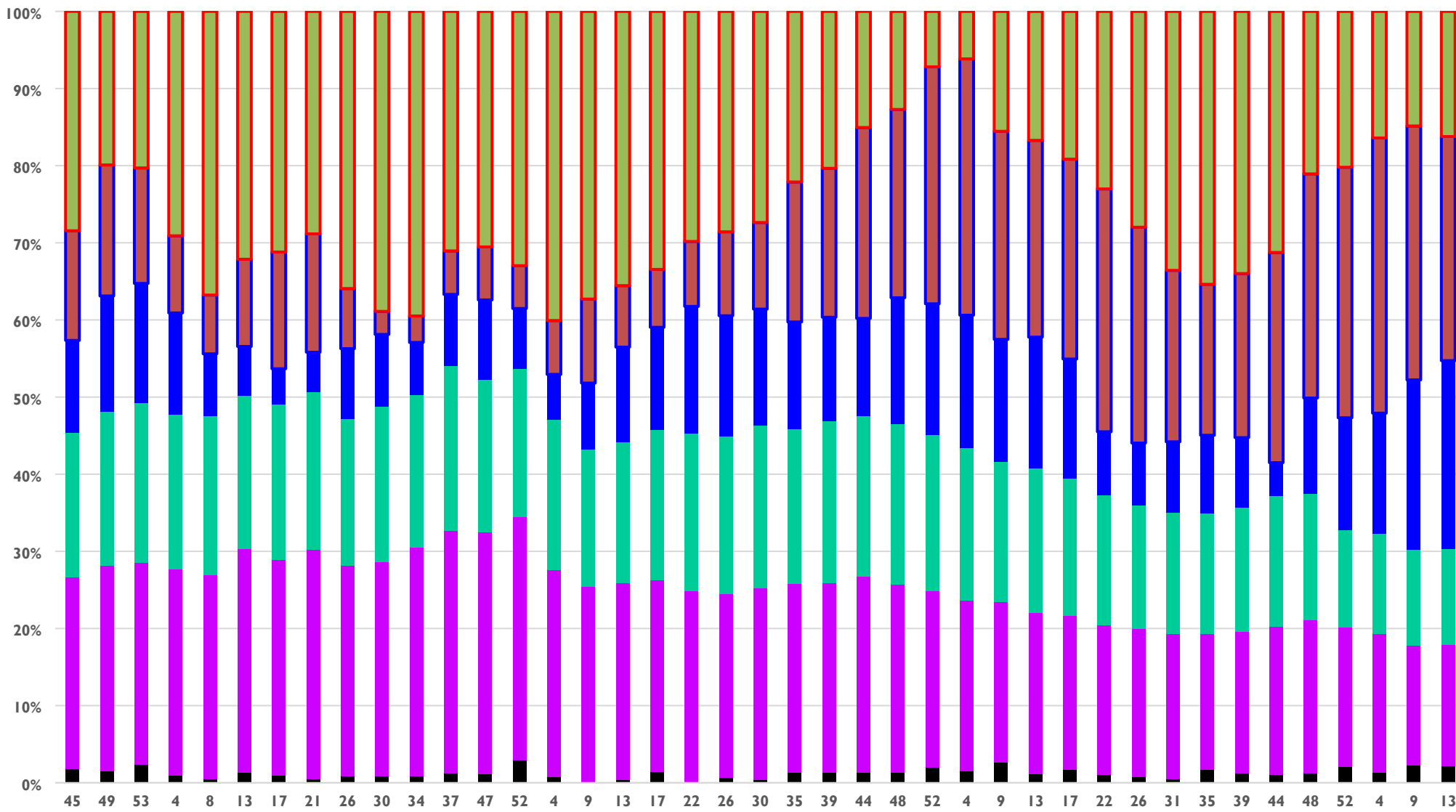


All voids by category (excl held for decant) 2019-2020 to 2023-2024 - stacked bar chart



All voids by category (excl held for decant) 2019-2020 to 2023-2024 - 100% stacked bar chart

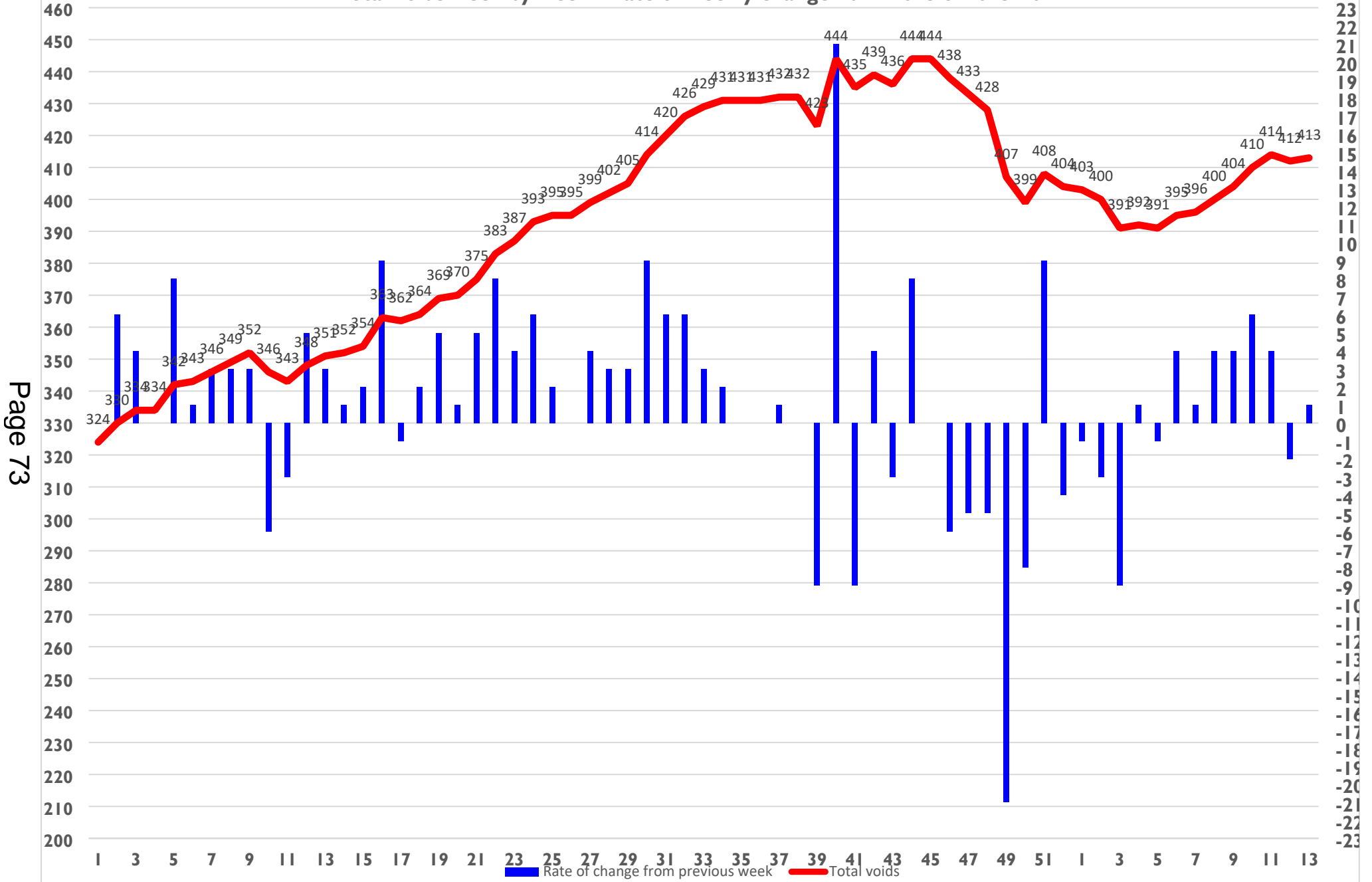
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Sheltered routine repairs
  Sheltered ready to let
  Sheltered maj wks  
 Major works GN
  Routine repairs GN
  Ready to let GN



### Total voids week by week + rate of weekly change 2022-2023 & 2023-2024



COMPLIANCE REPORT AS AT THE END OF QUARTER I 2023-2024

KPI	DESCRIPTION	TARGET	ACTUAL	%	QUARTER I COMMENTARY
1	<b>GAS COMPLIANCE</b>				
	<b>PROPERTIES WITH A CURRENT CP12</b>	5,145	5,070	98.54%	We had 75 properties out of compliance at the end of June And these were all at Legal. Legal efforts continue to obtain warrants to gain access and we are preparing further legal packs.
	<b>CAPPED PROPERTIES WITH A CURRENT CP12 (VOID)</b>		330	6%	6% of our properties are capped and void
	<b>CAPPED PROPERTIES WITH A CURRENT CP12 (NOT VOID)</b>		124	2%	2% of our tenanted properties do not have use of gas appliances.
	<b>COMMUNAL BOILERS WITH A CURRENT CP12</b>	14	14	100%	
	<b>SOLID FUEL PROPERTIES WITH CURRENT CERT</b>	42	39	93%	Three properties were out of compliance. Servicing has been attempted at all properties and attempts continue
	<b>TOTAL REPAIRS COMPLETED IN PRIORITY</b>	1,104	983	89%	96% of repairs were completed within priority during June
	<b>URGENT REPAIRS TOTAL</b>	98	65	66%	64% of urgent repairs were completed within priority during June
	<b>NON URGENT REPAIRS TOTAL</b>	510	475	93%	92% of all other repairs were completed within priority during
	<b>CUSTOMER SATISFACTION (98%)</b>	108	103	95%	Audits received 100% customer satisfaction during June
1a.	<b>AUDITING - ASSURANCE</b>				
	<b>COMPLETED GAS AUDITS - MAIN GAS CONTRACT</b>	0	108	#REF!	
	<b>COMPLETED SOLID FUEL AUDITS</b>				
2	<b>SMOKE ALARM &amp; CO COMPLIANCY - RECONCILIATION PROJECT</b>				
	<b>No. Properties with Battery Smoke Alarm</b>	#N/A	2,237		
	<b>No. Properties with Hard Wired Smoke Detection</b>	#N/A	2,645		
	<b>No. Properties with both Battery and Hard Wired Detection</b>	#N/A	306		
	<b>No. Properties - Unknown/Missing Data</b>	#N/A	9		
	<b>No. Props with individual smoke detection connected to life-line with communal fire alarm systems</b>		405		
	<b>ALL PROPERTIES WITH A CONFIRMED WORKING SMOKE ALARM</b>	5,458	4,955	90.78%	ALL PROPERTIES ARE CHECKED AT GAS TEST FOR APPROPRAITELY LOCATED AND WORKING SMOKE AND CO DETECTION. 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
	<b>GAS PROPERTIES WITH A CONFIRMED WORKING SMOKE ALARM</b>	5,143	4,955	96.34%	
<b>GAS PROPERTIES WITH A CONFIRMED WORKING CO ALARM</b>	5,143	4,448	86.49%		

3	<b>FIRE SAFETY</b>				
	<b>FIRE ALARM - SIX-MONTHLY</b>	20	20	100%	
	<b>EMERGENCY LIGHTING - DURATION TEST - ANNUAL</b>	52	52	100%	
	<b>EMERGENCY LIGHTING - FLICK TESTING - MONTHLY</b>	235	230	98%	Five certificates missing owing to access problems. Remaining problems will be resolved this month with keysafes for cupboards being fitted
	<b>FIRE RISK ASSESSMENT</b>	297	297	100%	185 FRAs have been completed during June. A further 107 will be ordered during July.
	<b>FIRE EXTINGUISHER</b>	10	9	90%	Babington Court was missed and will be actioned this week
	<b>FRA RECOMMENDATIONS - IMMEDIATE/AS SOON AS PRACTICABLE</b>	349	202	58%	IA 2 in progress 145 not started - ST 0 in progress, 42 not started, NU 0 in progress, 16 not started. The majority of these are with assets - Waiting on Harmony to start updating Assets master sheet for fire works.
	<b>FRA RECOMMENDATIONS - SHORT TERM</b>	328	286	87%	
	<b>FRA RECOMMENDATIONS - NON URGENT</b>	111	95	86%	
	<b>FRA RECOMMENDATIONS - LONG TERM</b>	-	-	NA	
	<b>FRA RECOMMENDATIONS - ASSET PROTECTION ONLY</b>	-	-	NA	
<b>FRA RECOMMENDATIONS - TOTAL</b>	788	484	61%		
4	<b>WATER SAFE</b>				
	<b>LEGIONELLA MONITORING - MONTHLY</b>	14	14	100%	Monthly, quarterly and annual checks are taking place at all sheltered schemes. New risk assessments are being received. 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. St Michael's Court is in the process of being decommissioned.
5	<b>LIFTS &amp; STAIRLIFTS</b>				
	<b>PASSENGER LIFT - SIX-MONTHLY</b>	5	5	100%	A number of access problems have been reported - this tends to be backed up by insurers visits which also have access issues. Actively chasing with Premier
	<b>STAIRLIFT - ANNUAL SERVICE</b>	195	180	92%	
6	<b>ASBESTOS</b>				
	<b>Communals for reinspection 20/21</b>	493	493	100%	
	<b>Surveys requested in month</b>	31	1	3%	
	<b>Total surveys requested previously</b>	2,237	1,664	74%	Second contractor starting work now. Update due Fri 21. No new orders sent to MCP
	<b>Total properties with an asbestos survey</b>	5,530	5,530	100%	Waiting for data from Paul McM re some properties thought not to have surveys.

	<b>COMPLETED ASBESTOS AUDITS - Assurance testing</b>					Audits completed with assurances issued on works carried out - further auditing to be completed on licensed works as necessary
7	<b>ELECTRICAL CONDITION REPORTS (PERIODIC TESTING INCL PAT TESTING</b>					
	<b>Sheltered schemes PAT testing</b>		14	14	100%	PAT testing - UP TO DATE
	<b>ELECTRIC TESTING COMPLIANCE DWELLINGS</b>		5,472	4,698	85.86%	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.
<b>ELECTRIC TESTING COMPLIANCE COMMUNALS</b>		315	315	100%		

## APPENDIX 3: ANTI-SOCIAL BEHAVIOUR: QUARTER 1 - APRIL TO JUNE 2023

### 1. Summary of caseload during quarter 1 2023-2024

<b>No. open ASB cases b/f from end Q4 2022-2023</b>	<b>91</b>
<b>New cases opened during quarter 1 2023-2024</b>	<b>138</b>
<b>Cases closed during quarter 1 2023-2024</b>	<b>118</b>
<b>No open ASB cases at the end of Q1 c/f to Q2</b>	<b>111</b>

### 2. Incidents of ASB reported by estate: quarter 1 2023-2024

<b>Estate</b>	<b>Q1 23/24</b>	<b>Q4 22/23</b>	<b>Q3 22/23</b>	<b>Q2 22/23</b>
Anstey	4	5	0	2
Barrow Upon Soar	0	2	1	3
Birstall	6	3	0	1
Loughborough - Ashby Road	11	15	5	5
Loughborough - Bell Foundry	35	48	26	12
Loughborough - General	6	14	13	7
Loughborough - Shelthorpe	19	9	11	18
Loughborough - Thorpe Acre	9	3	5	1
Loughborough - Town Centre Central	9	3	4	7
Loughborough - Warwick Way	45	50	67	70
Mountsorrel	18	6	10	31
Quorn	3	3	3	2
Rest of Charnwood	20	5	5	4
Rothley	6	5	2	7
Shepshed	61	31	17	35
Sileby	12	28	16	17
Syston	27	20	20	22
Thurmaston	2	2	0	3
Woodhouse Eaves	19	5	2	4
<b>Grand total</b>	<b>312</b>	<b>257</b>	<b>207</b>	<b>251</b>

### 2. Case closure: quarter 1 2023-2024

<b>CASES CLOSED DURING QUARTER 1</b>	<b>Q1 23/24</b>	<b>Q4 22/23</b>	<b>Q3 22/23</b>	<b>Q2 22/23</b>
<b>Numbers of cases closed</b>	118	93	73	145
<b>Total time open (days)</b>	6,042	8,365	10,428	29,534
<b>Average length of time open (days)</b>	51	90	143	204

3. Case resolution rate: quarter 1 2023-2024

<b>CASES CLOSED DURING QUARTER 1</b>	<b>Q1 23/24</b>	<b>Q4 22/23</b>	<b>Q3 22/23</b>	<b>Q2 22/23</b>
<b>Numbers of cases closed</b>	118	93	73	148
<b>of which were resolved</b>	106	87	55	143
<b>Case resolution rate (%)</b>	90%	94%	75%	97%

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

4. Case closure and reasons for closure when unresolved: quarter 1 2023-2024

<b>Case resolution - unresolved cases' reason for closure</b>	
<b>Reason for closure when unresolved</b>	<b>Nos</b>
<b>No perpetrator identified</b>	12
<b>TOTAL</b>	<b>12</b>

5. Case closure by disposal (action status at point of closure): quarter 1 2023-2024

<b>Disposal type</b>	<b>Q1 23/24</b>	<b>Q4 22/23</b>	<b>Q3 22/23</b>	<b>Q2 22/23</b>
<b>Advice</b>	3	2	19	7
<b>Verbal warning</b>	0	0	2	0
<b>Written warning</b>	3	4	3	3
<b>Community protection advice/warning letter (CPW)</b>	1	1	1	0
<b>Mediation</b>	2	1	4	4
<b>Acceptable behaviour contract</b>	0	0	0	0
<b>Community protection notice (CPN)</b>	0	1	1	0
<b>Injunction</b>	0	0	1	0
<b>Tenancy – extension to introductory tenancy</b>	0	0	0	0
<b>Notice of possession proceedings</b>	0	0	0	0
<b>Notice of seeking possession</b>	0	1	0	0
<b>Suspended possession order (SPO)</b>	0	0	0	0
<b>Outright possession order</b>	0	0	0	0
<b>Criminal behaviour order (CBO)</b>	0	0	0	0
<b>Closure order</b>	0	0	0	0
<b>Eviction order</b>	0	1	0	2
<b>No further action at complainant's request</b>	16	20	19	17

No further action – reported for information only	2	3	2	2
No further action – no perpetrator identified	12	5	18	5
No further action - other	9	23	59	17
No further action – evidence not provided	60	32	45	47
Other (in this case non-engagement by complainant)	157	92	115	224
Referred to the police	0	1	0	3
Referred to the tenancy and estate management team	0	0	0	1
Referred to the environmental protection team	0	0	0	0
Alleged perpetrator ended tenancy	0	0	0	3
Complainant moved	0	0	0	2
<b>GRAND TOTAL</b>	<b>265</b>	<b>187</b>	<b>289</b>	<b>337</b>

6. Open cases at the end of quarter 1 2023-2024

Cases open	Q1 23/24	Q4 22/23	Q3 22/23	Q2 22/23
Numbers of cases	111	91	65	209
Total time open (days)	10,731	7,814	8,699	48,341
Average length of time open (days)	93	86	134	231

7. Repeat complainants

Repeat complainants for cases opened during quarter 1 2023-2024	
Reported twice	32
Reported three times or more	14
<b>TOTAL</b>	<b>46</b>

Officers to contact:

Andrew Staton  
Landlord Services Manager  
[andrew.staton@charnwood.gov.uk](mailto:andrew.staton@charnwood.gov.uk)

Claire Westrup  
Principal Officer – Tenancy and Income Management  
[claire.westrup@charnwood.gov.uk](mailto:claire.westrup@charnwood.gov.uk)

**6TH SEPTEMBER 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 12th July 2023 and subsequent discussion between the Director Housing and Wellbeing and the Chair/Vice-chair regarding items that require consideration by the Board.

For information, further meetings of the Board are scheduled as follows in the 2023/24 Council year (all at 4.30pm):

8th November 2023  
10th January 2024  
20th March 2024  
8th May 2024.

Recommendation

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.

Reason

To ensure that the information in the Board's work programme is up to date.



## HOUSING MANAGEMENT ADVISORY BOARD - WORK PROGRAMME

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
<b>SCHEDULED:</b>			
Every meeting	Work Programme	Democratic Services Officer	To review the Board's work programme.
Every meeting	Questions from Members of the Board	Democratic Services Officer	<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	Housing Ombudsman's Complaint Handling Code - Self-Assessment	Landlord Services Manager	September
Annual	Budget Setting and Priorities for Next Year	Director Housing and Wellbeing	November
Annual	Draft Budget	Group Accountant (IA)	January
Annual	Appointment of Chair/Vice Chair	Democratic Services Officer	June/July (first meeting of Council year)
Annual	HRA outturn	Group Accountant (IA)	June/July

<b>MEETING DATE/ FREQUENCY</b>	<b>ISSUE</b>	<b>INFORMATION REQUIRED/ INVITEES/ OFFICERS</b>	<b>NOTES</b>
6th September 2023	Re-designation of Stock	Director of Housing and Wellbeing	
6th September 2023	Delivery of Kitchens, Bathrooms, Major Structural Works & Major Voids	Director of Housing and Wellbeing	Exempt (confidential) verbal report.
6th September 2023	Sheltered Accommodation, update St. Michael's Court, Thurmaston	Director of Housing and Wellbeing	
8th November 2023	Capital Delivery Update	Director of Housing and Wellbeing	
8th November 2023	Asset Management Strategy Update	Director of Housing and Wellbeing	
8th November 2023 or 10th January 2024	Decant and Disturbance Policy - Update	Landlord Services Manager	Six months after policy is implemented.

<b>TO BE SCHEDULED:</b>			
To be scheduled	Review of Pets Policy	Landlord Services Manager	Late 2023/early 2024
To be scheduled	Housing Strategy	Head of Strategic Housing	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.