



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, 20th March 2024 at 4.30 pm for the following business.

Chief Executive

Southfields
Loughborough

12th March 2024

AGENDA

1. APOLOGIES
2. MINUTES OF PREVIOUS MEETING 4 - 6

To confirm the minutes of the meeting held on 19th February 2024 as a correct record.

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

All members will make a declaration at each meeting if they have an interest in any item of business on the agenda which would affect them more than tenants or residents of the ward(s) affected generally.

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

4. INTRODUCTION TO AAFD SERVICES LTD (NEW COMMUNAL CLEANING CONTRACTOR)
Introduction to representatives in attendance.
5. INTRODUCTION TO JEA KINS WEIR LTD (NEW MAINTENANCE CONTRACTOR)
Introduction to representatives in attendance.
6. CLEANING CONTRACT - UPDATE 7 - 11
Report attached.
7. PERFORMANCE INFORMATION PACK Q3 12 - 29
Report attached.
8. RE-DESIGNATION OF STOCK (DECLASSIFICATION OF 45+ PROPERTIES) - VERBAL UPDATE
Verbal report (Director Housing and Wellbeing).
9. PROPOSED CHANGES TO HOUSING MANAGEMENT ADVISORY BOARD TERMS OF REFERENCE 30 - 35
Report attached.

10. 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, two questions were submitted:

by Mrs J. Wright as follows:

"I would like to ask after the last meeting if there is a forward plan to make all sheltered housing habitable and update with proper facilities, so as older people can feel safe and secure in their own surroundings with no shared bathrooms?"

by Mr P. Hudson as follows:

"In respect of the new cleaning contract, I have been informed the new time spent in block 18 - 28 is the same 5 minute maximum [as the previous contract] with a swift brush of the stairs, quick mop down the middle and gone. Floors not dried, banisters and railings not wiped, step edges not swept, window ledges not wiped, inside front door window not cleaned etc. This is not acceptable, and I ask what steps are being put in place to achieve a standard of clean that is consistent with the specification?"

11. WORK PROGRAMME

36 - 38

Report attached.

HOUSING MANAGEMENT ADVISORY BOARD 19TH FEBRUARY 2024

PRESENT: The Chair (Edwardes)
Board Members Ali, Davis, Hudson, D. Wright,
J. Wright and Councillor Infield

Director Housing and Wellbeing
Principal Officer - Customer Engagement & Older
People's Services
Strategic Housing Manager
Head of Strategic Housing
Democratic Services Officer (RD)

APOLOGIES: The Vice-Chair (Riley) and Councillor Goode

40. MINUTES OF PREVIOUS MEETING

An error was noted in the minutes, minute no. 33 - Minutes of the Previous Meeting. The date of the previous meeting should have stated 8th November 2023.

The minutes of the meeting of the Board held on 10th January 2024 were then confirmed as an accurate record, with the above amendment.

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

No declarations of interest were made.

42. SHELTERED ACCOMMODATION STRATEGY

The Board considered a report and presentation of the Director of Housing and Wellbeing providing an overview of the draft Sheltered Accommodation Strategy Framework (item 4 on the agenda).

Also assisting with consideration of the item: Principal Officer – Customer Engagement Older Persons Services, Head of Strategic Housing, and Strategic Housing Manager.

There were concerns that much of the existing accommodation which was constructed in the 1960's was no longer “attractive” and no longer met residents' needs.

It was acknowledged that the Council did not have a dedicated housing development team and that the current strategic housing team was small. However, an increase in the size of the team was being considered which would assist with management of the project at St Michael's Court, along with possible partnering with a housing association or private sector developer.

The Board's attention was also brought to the actions listed throughout the document.

Summary of responses to questions and discussion:

- (i) It was clarified that the rental status of the re-development at St Michael's Court, which included the construction of 9 bungalows, would be social rent.
- (ii) Fielding Court – tenants would be contacted again personally to provide them with an update on progress. Raised that if block A was demolished it would not be safe for residents in block B to stay whilst the works were carried out. The refurbishment of block B, with the back part being demolished and an extension built was an option that could be considered. Confirmed that all options for the site were being explored and recommendations would be made to Cabinet in 2024/25.
- (iii) Appendix 1: Overview of Sheltered Accommodation Schemes – market valuations were not detailed in the report due to the information being commercially sensitive, however it was confirmed that the information had been requested.
- (iv) An example of Grace Court, Barrow was given where 10-14 bungalows belonged to Midland Heart Housing Association and the Council provided a warden service.
- (v) The Board felt that a partnership approach could be more beneficial to the Council. A concern was raised about loss of control of sites if they were sold. It was clarified that conditions could be applied, but that this would have a negative impact on the value of sites. A concern raised that student accommodation could be built when it was communal housing that was needed.

RESOLVED that the Board endorsed the draft Sheltered Accommodation Strategy Framework prior to Cabinet considering the matter on 7th March 2024.

Reason

To enable the Board to consider the draft Sheltered Accommodation Strategy Framework and provide its views which would be conveyed to Cabinet.

43. TENANT SATISFACTION MEASURES

The Board considered a report of the Head of Landlord Services providing the Council's Tenant Satisfaction Measures (TSM's) performance results for 2023/24 (item 5 on the agenda).

Assisting with consideration of the item: Director of Housing and Wellbeing.

The Board was informed that the Council was now required to report TSM's annually and that they were based on public perception. Surveys had been undertaken online and via telephone, with some face-to-face visits and it had been found that the method used had a tendency to influence results. For example, digital surveys often produced a lower level of satisfaction.

The Director of Housing and Wellbeing would circulate figures to the Board through Democratic Services, as to how many tenants responded to the survey through each method.

There had been a drop in the overall satisfaction level with the Council's Landlord Service to 58%, which was related to issues with the repair service, and previous contractor issues had impacted on capital investment. It was acknowledged that there was a need to improve communication with tenants regarding progress with work.

Satisfaction with the way complaints were dealt with was low. It was noted that all complaints were now dealt with formally which had contributed to the slippage of response times and that more resident liaison officers had been recruited to support the prevention of and response to complaints.

A quarterly survey would be implemented going forward and results shared more widely with customers. Self-Assessment results would be detailed over the next few months and targets set across the TSM's for 2024/25.

The Board agreed a broad approach to target setting, aiming for median performance staged over a two-year period, accepting there were some nuances across a small number of indicators that may require a more tailored approach.

RESOLVED that the Board noted the report and agreed the approach to target setting for the Tenant Satisfaction Measures to be implemented for 2024/25.

Reason

To enable the Board to consider and comment on the results of the Tenant Satisfaction Measures survey and to determine the approach to target setting for 2024/25.

NOTES:

1. The Strategic Housing Manager attended the meeting virtually.
2. No reference may be made to these minutes at the next ordinary Council meeting unless notice to that effect is given to the Democratic Services Manager by five members of the Council by noon on the fifth working day following publication of these minutes.
3. These minutes are subject to confirmation as a correct record at the next meeting of the Housing Management Advisory Board.

HOUSING MANAGEMENT ADVISORY BOARD – 20 MARCH 2024

Report of the Landlord Services Manager

COMMUNAL CLEANING CONTRACT RE-TENDERING UPDATE

1. PURPOSE OF REPORT

To present the board with progress being made in procuring a new communal cleaning contract.

2. ACTION REQUESTED

The board is requested to note and invited to comment upon this report.

3. BACKGROUND

In 2019 a contract was procured through a framework (put simply, this is an organisation that carries out much of the initial tendering process on behalf of those who are members of the framework). Only one company submitted a price to carry out the service, based upon a specification drawn up by the council and so the contract was awarded to Streetwise Environmental to provide cleaning services to the 267 blocks of flats owned by the council and which serve nearly 1,500 tenants and leaseholders. That contract ended on 31 December 2023.

4. THE RE-PROCUREMENT AND TENDER EVALUATION PROCESS

4.1 The re-tendering process started in summer with an internal review of the current specification. The revised specification is attached to this report as appendix A.

4.2 Because only one price being submitted when the existing contract was procured through a framework, we decided to procure the new contract through an open tendering process, using our procurement partners, STAR Procurement to manage the tender.

4.3 We decided to tender for a two-year contract with the option to extend for two additional one-year terms.

4.4 Owing to the total value of the initial two-year term, the tendering process was significantly more complex and lengthy than it would have been for a lower-value contract. It [process] must follow what were EU procurement rules; these rules were patriated into UK law as part of the country's withdrawal from the European Union.

4.5 The deadline to submit tenders expired mid-November 2023 and the evaluation process took place over the following two weeks. The evaluation panel comprised officers and a member of HMAB.

4.6 Ten tenders were received, including one from the contractor, Spotlight Cleaning Services Ltd, that had been carrying out the cleaning service from the outset of the contract.

4.7 The tender evaluation process was extremely rigorous and objective and comprised two principal elements: first there was the price tendered, which in this procurement comprised 40% of the total marks available and, second, the quality-based element comprising set questions (as set out in appendix B to this report) that all companies tendering had to complete and which carried the remaining 60% of the total marks available. The two elements were then combined to give an overall score based on that 60:40 split.

5. AWARD OF CONTRACT AND MOBILISATION OF THE NEW SERVICE

5.1 The company that came top from that process is called **aAFD Services Ltd** and, although a national organisation, is locally based in Coalville. It already serves a number of local authorities with its cleaning service.

5.2 The price tendered for the first year is £103,546.62 and is (as is the existing contract) subject to an annual uplift based on inflation and increases in the national living wage. When applied to rents from 1 April 2024, tenants receiving the service will see a very small reduction in their weekly service charge.

5.3 Because of the rules governing the procurement process it was not possible to carry out a seamless transfer of contracts between 31 December 2023 and 1 January 2024. We entered into a short-term contract, therefore, with Spotlight Cleaning Services in order to provide continuity of service until the new contract begins.

5.4 The period between awarding and signing the contract and the service actually beginning is commonly called the 'mobilisation' period, a time when we hold meetings with the new contractor to put in place all arrangements that will ensure that the service begins on a certain date and is able to be delivered immediately and in compliance with the contract specification, which is attached to this report as appendix A.

5.5 At the time of writing this report contracts have been signed and the mobilisation process has begun. The first meeting with the contractor took place on 25 January 2024 and was attended by all those on the evaluation panel, including the HMAB tenant member. The meeting concentrated on the contractor meeting tenants' expectations of the service, delivering the specification and the preparation and production of cleaning schedules.

5.6 Further mobilisation meetings are scheduled to take place in February and the new service provided by aAFD Services will start on 1 March 2024. Subjects still to be discussed include matters of contract monitoring, the handling of residents' comments, compliments and complaints, contract monitoring meetings and inspections.

5.7 We are planning to issue a number of communications of the new service via our website, social media and in the next edition of next edition of *Your Homes Matter*.

6. RECOMMENDATION

The board is requested to consider the report and make any comments.

Andrew Staton
Landlord Services Manager
8 February 2024

Appendix A:

Specification for the new communal cleaning contract cleaning service

CHARNWOOD BOROUGH COUNCIL

COMMUNAL CLEANING SPECIFICATION

Standard of clean to communal areas and internal bin stores (where present)

NB: "Wash/Clean" means remove all dirt, dust, grease, cobwebs, bodily fluids and any other foreign object or coating e.g. stickers, paint, and any other substance not normally associated with the surface or object being washed or cleaned. Scrubbing (**NOT** merely buffing) of surfaces is expected to achieve this.

Every fortnight or month (scheme-dependent)

- All floors, stairways and steps are to be swept, with any litter and detritus removed and disposed of;
- The floors stairways and steps are to be washed with **hot water**;
- All floors and staircases must be mechanically scrubbed clean with suitable detergent and left disinfected;
- Surfaces may be contaminated with urine or other bodily fluids and should be cleaned to eliminate any residual odours;
- A fragrance is to be included in the detergents used;
- The finish is to be **dry**, streak/swirl- free, with no remaining residues;
- Where necessary all walls should be wiped or washed down and dried up to a height of five feet to ensure they are free from grime and dirt accumulation. Dirt and marks above five feet must be spot-cleaned and removed;
- Where necessary all light switches, sockets, light fittings and similar fixings should be wiped clean;
- Clean all woodwork or metalwork or equivalent to stairs, including stair strings, half or quarter landings, treads, risers, newel posts, balustrades, spindles and hand rails;
- Wash down and clean all architraves, skirting boards;
- Wash down and clean all internal window frames and sills / doors and frames including latches levers and any other attached furniture, excluding the doors to individual tenant dwellings.

Every three months (all blocks, in addition to all the above)

- Clean and dry all communal windows internally and externally
- Wipe, wash down and dry all walls up to a height of five feet to ensure they are clean of grime and dirt accumulation. Dirt and marks above five feet must be spot-cleaned and removed;
- Clean all light switches, sockets, light fittings and similar fixings.

Additional requirements

Any hazards (including but not limited to) abandoned furniture, fire hazards and obstructions to the means of escape should be reported back to an authorised officer of the council immediately.

Any additional work items identified or variations to the requested works should be reported back to an authorised officer of the council.

The contractor shall monitor, supervise and control the works thoroughly at all times and shall nominate a project manager/supervisor during the contract period.

The contractor will be responsible for the costs of purchase, maintenance, insurance (where applicable) and replacement of all equipment and materials necessary to fulfil the terms of this specification.

The contractor is to make its own provision for hot water, electricity, washing and lavatory facilities.

Appendix B: Quality assessment criteria used for the tender evaluation process

Section	Sub-section	Quality description
A	Contract delivery	
	A1	Overall delivery of the service generally
	A2	Methodology and approach
	A3	Quality control of the work
	A4	Meeting customer expectations
	A5	Health and safety risk assessments and method statements
B	Project plan	
	B1	Project plan and ability to meet key milestones
	B2	What you require of the council to fulfil the terms of this contract
C	Environmental responsibility	
	C1	Commitment to local resourcing and minimisation of environmental consequences of fulfilling the contract
D	Safeguarding	
	D1	Vulnerable adults and children encountered in fulfilment of the contract

Housing Management Advisory Board

20 March 2024

Performance information pack

QUARTER 3 2023-2024

Landlord services performance
Compliance performance (fire safety etc.)

**HOUSING MANAGEMENT ADVISORY BOARD
20 MARCH 2024**

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

**LANDLORD SERVICES
PERFORMANCE**

Purpose of report

To consider performance at the end of quarter 3, 2023-2024, October to December 2023.

Recommendation

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

Tenant satisfaction performance measures

The Regulator of Social Housing has required that a suite of measures, known as 'TSMs', is maintained and reported upon. These measures are both qualitative and quantitative. The qualitative measures are reported on through annual tenant perception surveys; the quantitative measures are continuous performance reporting and are now set out for members' information here.

Description	April to December 2023/2024
% of homes that do not meet the Decent Homes standard (annual)	Annual figure
% of homes for which all required gas safety checks have been carried out	98.36%
% of homes for which all required fire risk assessments have been carried out	97.62%
% of homes for which all required asbestos management surveys or re-inspections have been carried out	100%
% of homes for which all required legionella risk assessments have been carried out	100%
% of homes for which all required communal passenger lift safety checks have been carried out	100%
Number of ASB cases opened per 1,000 homes	6.58

Number of ASB cases opened per 1,000 homes that involve hate incidents	0.86
% Complaints responded to within timescales (stage 1)	47.51%
% Complaints responded to within timescales (stage 2)	64.71%
Number of complaints received per 1,000 homes (stage 1)	5.27
Number of complaints received per 1,000 homes (stage 2)	0.31
% Repairs completed within target timescale – non-emergency	71.47%
% Repairs completed within target timescale - emergency	69.52%

Comments

More detailed repairs data that show the difference in performance between in-house services and contracted services are below. Category 'A' is an emergency repair. The other categories, 'B'-'G' are non-emergency.

RP02 - Repairs completed within target timescale (all DLO and contracted) - Non-emergency responsive repairs completed within the target timescale (Categories B - G)	April-December	October	November	December
Percentage completed within target timescale	71.47%	66.38%	73.12%	65.34%
Number completed within target timescale	6276	766	835	458
Number not completed within target timescale	2505	388	307	243
Number of orders	8781	1154	1142	701
YTD	71.47%	71.85%	71.66%	71.47%

RP02 - Repairs completed within target timescale (all DLO and contracted)- Emergency responsive repairs completed within the target timescale (Category A)	April-December	October	November	December
Percentage completed within target timescale	66.45%	69.34%	63.21%	51.44
Number completed within target timescale	1030	147	134	107
Number not completed within target timescale	520	65	78	101
Number of orders	1550	212	212	208
YTD	69.52%	74.03%	68.15%	69.52%

RP02 - Repairs completed within target timescale (DLO) - Non-emergency responsive repairs completed within the target timescale (Categories B - G)	April-December	October	November	December
Percentage completed within target timescale	81.89%	77.53%	81.85%	81.58%
Number completed within target timescale	4693	597	654	372
Number not completed within target timescale	1038	173	145	84
Number of orders	5731	770	799	456

RP02 - Repairs completed within target timescale (DLO) - Emergency responsive repairs completed within the target timescale (Category A)	April- December	October	November	December
Percentage completed within target timescale	84.91%	85.06%	85.25%	89.23%
Number completed within target timescale	557	74	52	58
Number not completed within target timescale	99	13	9	7
Number of orders	656	87	61	65

RP02 - Repairs completed within target timescale (contractors) - Non-emergency responsive repairs completed within the target timescale (Categories B - G)	April- December	October	November	December
Percentage completed within target timescale	51.90%	44.01%	52.77%	35.10%
Number completed within target timescale	1583	169	181	86
Number not completed within target timescale	1467	215	162	159
Number of orders	3050	384	343	245

RP02 - Repairs completed within target timescale (contractors) - Emergency responsive repairs completed within the target timescale (Category A)	April- December	October	November	December
Percentage completed within target timescale	58.26%	58.40%	54.30%	34.27%
Number completed within target timescale	522	73	82	49
Number not completed within target timescale	374	52	69	94
Number of orders	896	125	151	143

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

(a) Rent collection and arrears

Description	Target Q3	Performance Q3
% Rent collected (including rent arrears brought forward)	95.45%	96.13%
Rent arrears of current tenants as a percentage of the annual rent debit rent debit	3.25%	2.41%

(b) Tenancy management

Description	Target	Performance Q3
% New tenancies sustained over twelve months	95%	100% 136/136
% New tenancy visits completed on target	95%	96.73% 148/153

(c) Supported housing

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

(d) Customer satisfaction

Description	Target	Performance Q3
% Residents satisfied with Decent Homes work	95%	
% Lifeline customers satisfied with the way their alarm call was dealt with	99.50%	99.25% 132/133
% Tenants satisfied that the operative arrived on time	98.57%	

(e) Voids

Please see appendix 1 for voids graphs.

Targets not met within a 5% tolerance (including TSM measures)

(a) Repairs (the wider data set is under review in light of new TSM data. Voids data is below.

Description	Target	Performance Q3
Average number of days taken to carry out standard re-let repairs	14 days	57.91 days

Commentary: The Jeakins Weir contracts for major and standard void works are mobilising and output of completed void properties will increase in the last quarter of the financial year. This will have a positive effect on our targets.

(b) Customer satisfaction

Description	Target	Performance Q3
% Tenants satisfied with responsive repairs (overall)	97.4%	89.13% 41/46
% Tenants satisfied with the time taken to complete the repair	97.60%	84.78% 39/46

Commentary: Plumbing and joinery repair work are still running over target dates, which is affecting the KPI. We are achieving the agreed targets for plastering works. An analysis of resources is required and the possibility of working with sub-contractors to reduce the workload for the in-house team.

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

Commentary: The Jeakins Weir contract has now been mobilised and work in kitchen and bathrooms is under way. Customer satisfaction forms will start to filter through once completed properties are handed over in the quarter of this financial year.

Description	Target	Performance Q3
% ASB complainants satisfied with the way their case was dealt with	86.00%	65% 13/20

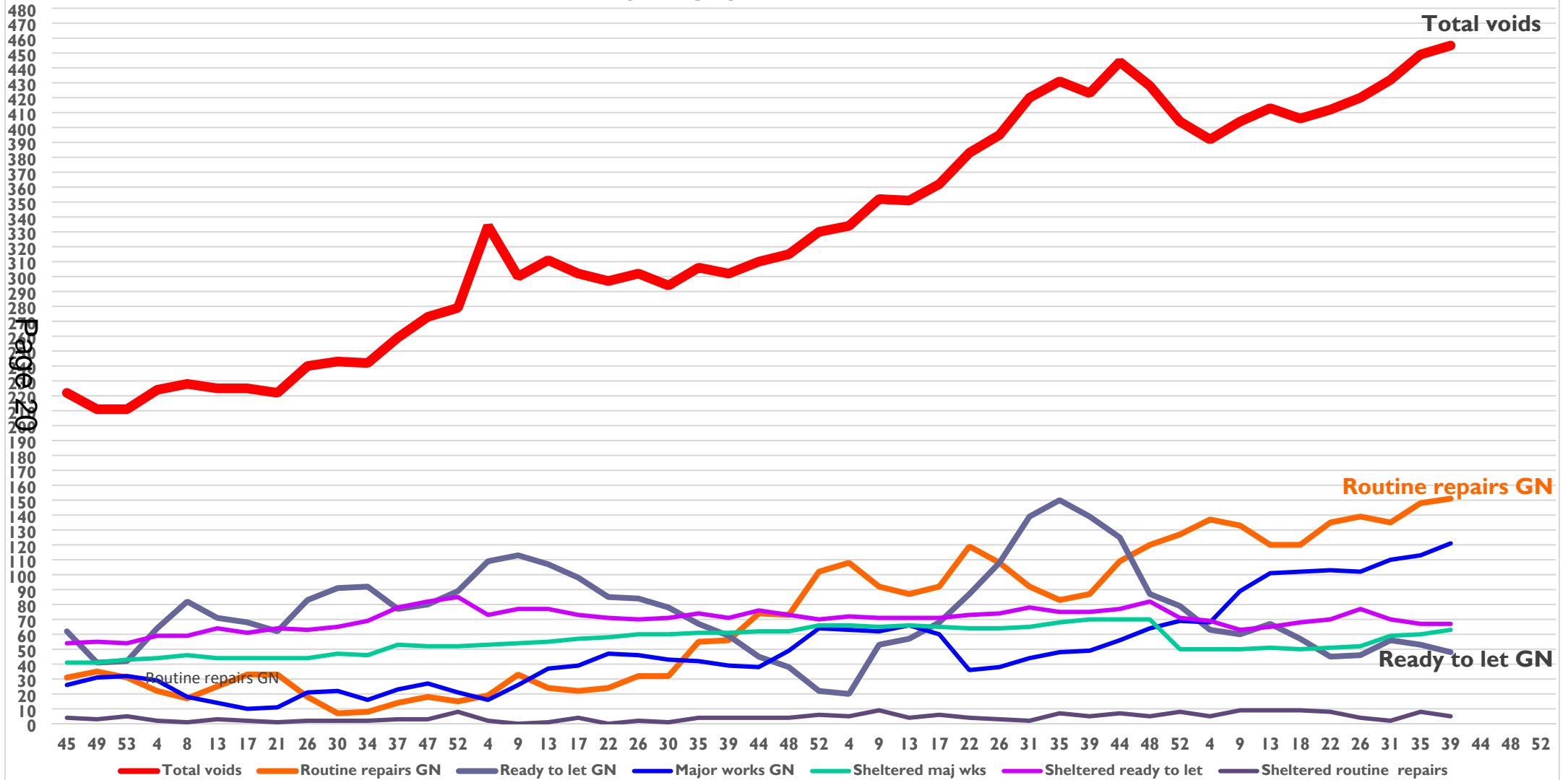
Commentary: Performance continues to be affected by the low number of completed surveys. From April 2023 to 31 December 2023 we have attempted to complete 61 surveys.

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

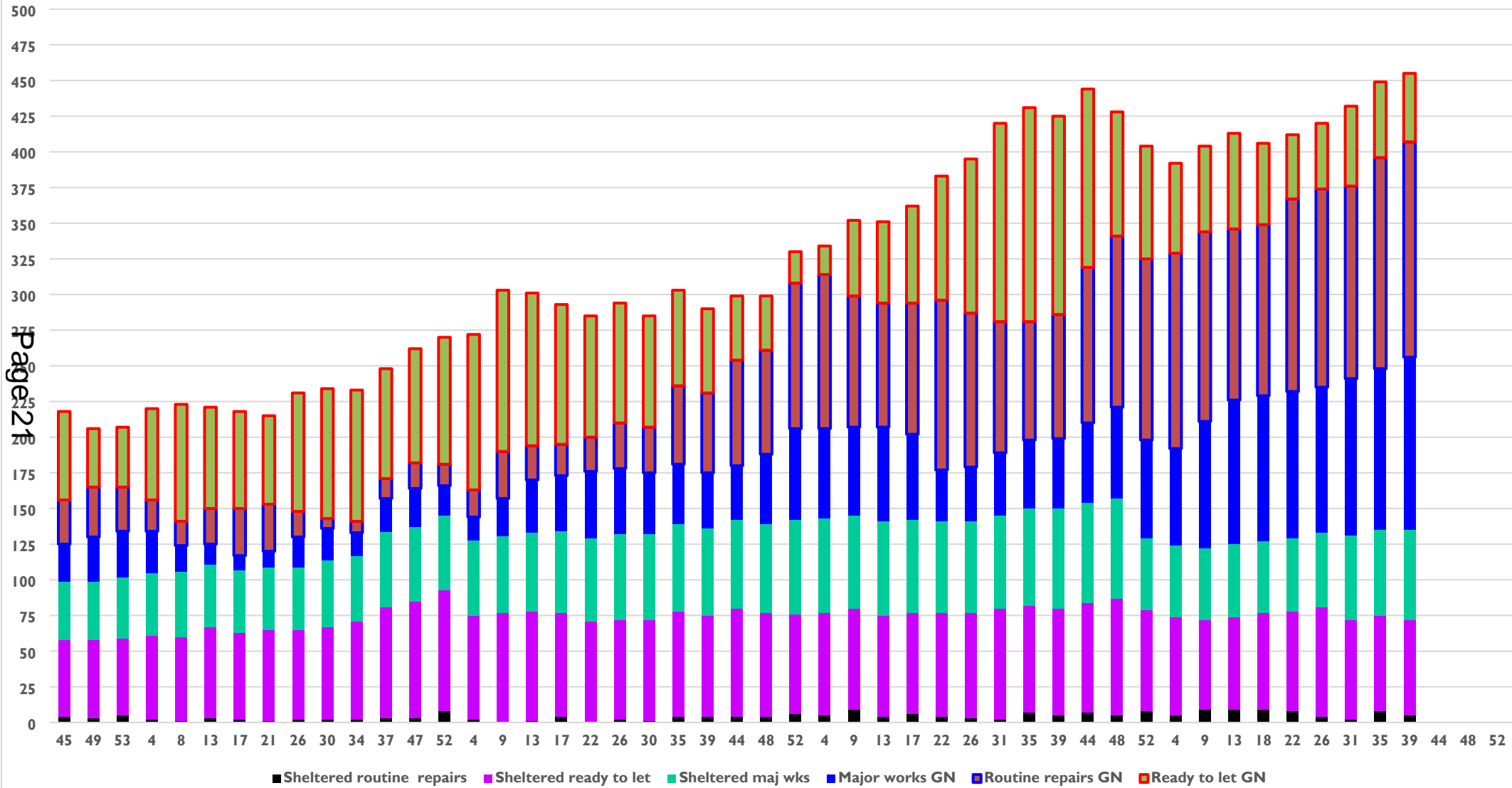
Andrew Staton
Landlord Services Manager
andrew.staton@charnwood.gov.uk
01509 634608

APPENDIX 1: VOID PERFORMANCE

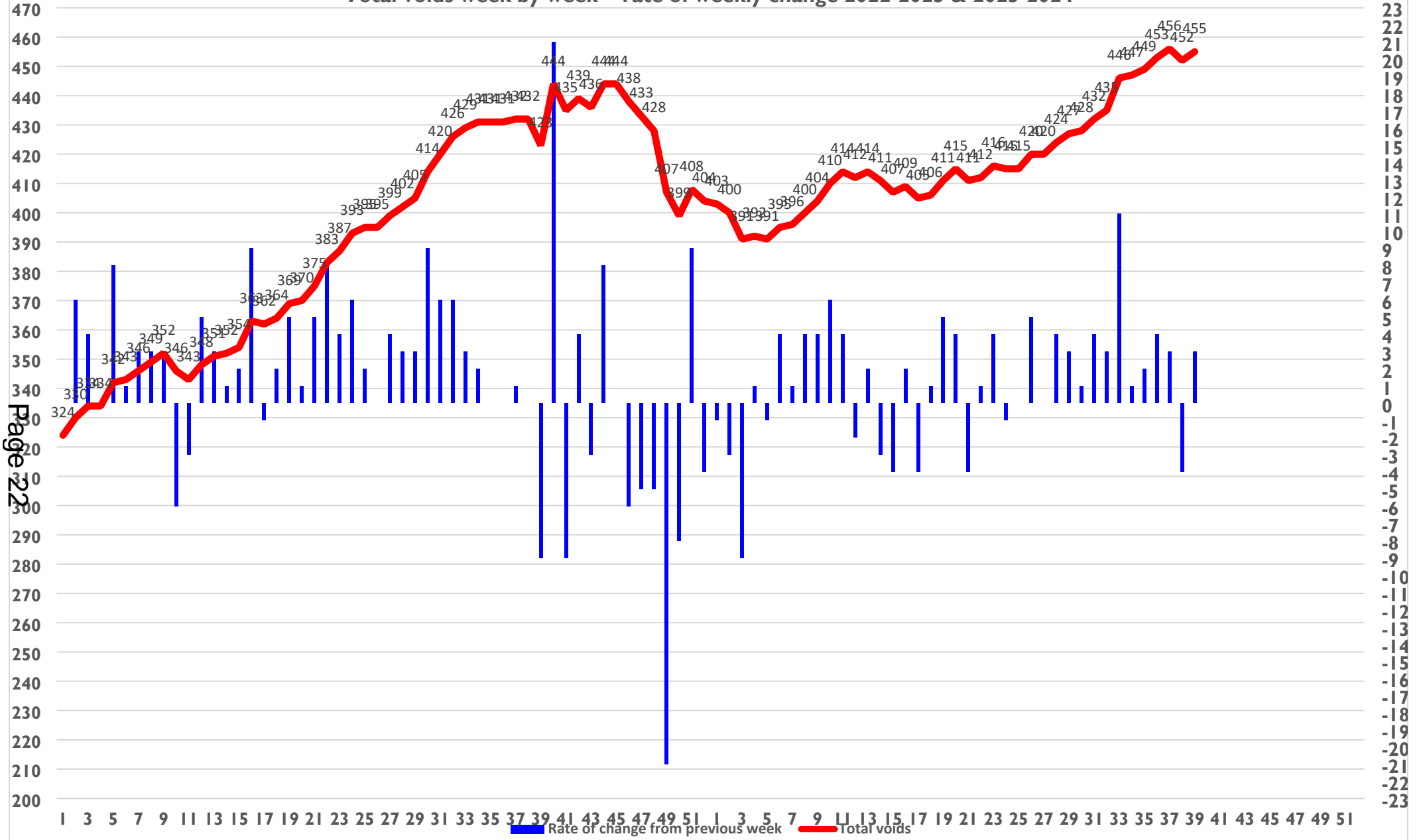
Voids by category from week 45 2019-2020



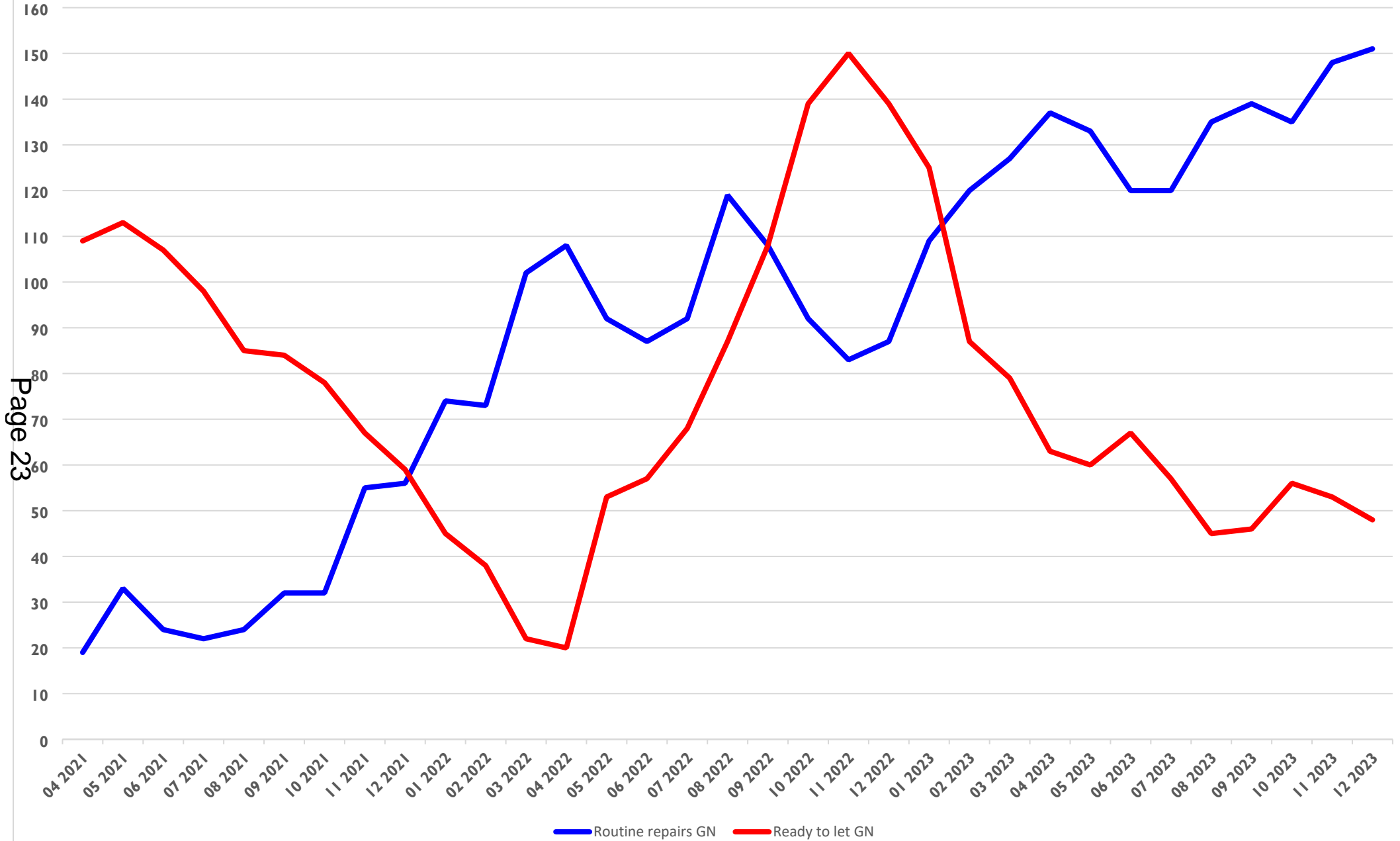
All voids by category 2019-2020 to 2023-2024 - stacked bar chart



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



GN voids: line chart for routine repairs and ready to let properties



COMPLIANCE REPORT AS AT THE END OF QUARTER 3 2023-2024 (EXCLUDING ITEMS NOW INCLUDED IN TSM MEASURES)

KPI	DESCRIPTION	TARGET	ACTUAL	%	DECEMBER COMMENTARY
I	GAS COMPLIANCE				
	PROPERTIES WITH A CURRENT CPI 2	5,134	5,050	98.36%	We had 84 properties out of compliance at the end of December And these were all at Legal. Legal efforts continue to obtain warrants to gain access and we are preparing further legal packs. There is the possibility of more cases being handled at court at one time being progressed with Legal although we are waiting on the outcome of a meeting with NWLDC on producing packs for us but this has been rescheduled
	CAPPED PROPERTIES WITH A CURRENT CPI 2 (VOID)		366	7.13%	7% of our properties are capped and void
	CAPPED PROPERTIES WITH A CURRENT CPI 2 (NOT VOID)		110	2.14%	2% of our tenanted properties do not have use of gas appliances.
	COMMUNAL BOILERS WITH A CURRENT CPI 2	14	14	100.00%	
	SOLID FUEL PROPERTIES WITH CURRENT CERT	50	43	86.00%	Seven properties were out of compliance. One of these has agreed to have the fireplace bricked up and three are void and awaiting confirmation that any open fireplaces are bricked up or appliances removed. Servicing has been attempted at all properties and attempts continue
	TOTAL REPAIRS COMPLETED IN PRIORITY	3,738	3,395	90.82%	89% of repairs were completed within priority during December
	URGENT REPAIRS TOTAL	536	390	72.76%	75% of urgent repairs were completed within priority during December
	NON URGENT REPAIRS TOTAL	2,706	2,562	94.68%	96% of all other repairs were completed within priority during December
	CUSTOMER SATISFACTION (98%)	322	314	97.52%	Audits received 100% customer satisfaction during December
Ia.	AUDITING - ASSURANCE				
	COMPLETED GAS AUDITS - MAIN GAS CONTRACT	10%	322	10.52%	
	COMPLETED SOLID FUEL AUDITS				
2	SMOKE ALARM & CO COMPLIANCE - RECONCILIATION PROJECT				

	No. properties with individual smoke detection connected to life-line with communal fire alarm systems	#N/A	405		
	ALL PROPERTIES WITH A CONFIRMED WORKING SMOKE ALARM	5,458	5,033	92.21%	WORKING/TESTED ALARMS IN LOCATIONS TO SATISFY NEW REGS. COUNTS MAY BE UNDER REPORTED AS QL DOES NOT HOLD DETAILS OF WHICH FLOOR A COMPONENT IS LOCATED ON AND ONLY THOSE WHERE A FLOOR MAY BE ASSUMED ARE INCLUDED. INCLUDES SMOKE DETECTION IN SCHEMES
	GAS PROPERTIES WITH A CONFIRMED WORKING SMOKE ALARM	5,143	5,033	97.86%	
	GAS PROPERTIES WITH A CONFIRMED WORKING CO ALARM	5,143	4,690	91.19%	
3	FIRE SAFETY				
	FIRE ALARM - 6 MONTHLY	5	5	100.00%	
	EMERGENCY LIGHTING - DURATION TEST - ANNUAL	14	14	100.00%	
	EMERGENCY LIGHTING - FLICK TESTING - MONTHLY	273	272	99.63%	One 'No access' case
	FIRE RISK ASSESSMENT	287	294	102.44%	Three FRAs were omitted from the order and are still needed. FRA actions are being compared with the current list and will start to be issued in January
	FIRE EXTINGUISHER	14	14	100.00%	
	AUTOMATIC OPENING VENTS	6	6	100.00%	
	FRA RECOMMENDATIONS - IMMEDIATE/AS SOON AS PRACTICABLE	349	205	58.74%	IA: two 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 - Harmony are beginning to pass back updates but the reference number needed to link their sheet back to the master sheet appears to have been corrupted prior to their data extract. I will attempt to fix this for next month so that these figures can be adjusted.
	FRA RECOMMENDATIONS - SHORT TERM	328	286	87.20%	
	FRA RECOMMENDATIONS - NON URGENT	111	95	85.59%	
	FRA RECOMMENDATIONS - LONG TERM	-	-	NA	
	FRA RECOMMENDATIONS - ASSET PROTECTION ONLY	-	-	NA	
	FRA RECOMMENDATIONS - TOTAL	788	586	74.37%	
4	WATER SAFE				

	LEGIONELLA MONITORING - MONTHLY	14	14	100.00%	Monthly, quarterly and annual checks are taking place at all courts . New risk assessments are being received. Installation of remote temperature monitoring and some level of automatic flushing being investigated. Base written schemes of control in progress - Sally progressing tablets for housekeepers to allow roll out of app based flushing
5	LIFTS & STAIRLIFTS				
	PASSENGER LIFT - 6 MONTHLY	5	5	100.00%	Some access issues continue for Premier and insurers visits. Actively chasing
	STAIRLIFT - ANNUAL SERVICE	196	172	87.76%	
6	ASBESTOS				
	Communals for reinspection 20/21	490	370	75.51%	120 surveys are overdue and being chased.
	Surveys requested in month	-	-	0.00%	
	Total surveys requested previously	2,275	1,685	74.07%	Second contractor starting work now. Will discuss KPIs for inclusion next month
	Total properties with an asbestos survey	5,530	5,530	100.00%	Waiting for data from Paul McM re some properties thought not to have surveys.
	COMPLETED ASBESTOS AUDITS - assurance testing			0.00%	Audits completed with assurances issued on works carried out - further auditing to be completed on licensed works as necessary
7	Electrical condition reports (periodic testing) inc PAT testing				
	Courts' PAT testing	14	14	100.00%	PAT testing - UP TO DATE. Due again in March 2024
	ELECTRIC TESTING COMPLIANCE DWELLINGS	5,460	4,856	88.94%	Hayden has been instructed to use Neweys to help increase pace of FWT testing but trend is upwards
	ELECTRIC TESTING COMPLIANCE COMMUNALS	316	316	100.00%	

APPENDIX 3: ANTI-SOCIAL BEHAVIOUR: QUARTER 3 - OCTOBER TO DECEMBER 2023

1. Summary of caseload during quarter 3 2023-2024

No. open ASB cases b/f from end Q2 2023-2024	78
New cases opened during quarter 3 2023-2024	92
Cases closed during quarter 3 2023-2024	78
No open ASB cases at the end of Q3 c/f to Q4	92

2. Incidents of ASB reported by estate: quarter 3 2023-2024

Estate	Q3 23/24	Q2 23/24	Q1 23/24	Q4 22/23
Anstey	11	5	4	5
Barrow Upon Soar	6	3	0	2
Birstall	1	2	6	3
Loughborough - Ashby Road	4	20	11	15
Loughborough - Bell Foundry	25	19	35	48
Loughborough - General	5	8	6	14
Loughborough - Shelthorpe	7	14	19	9
Loughborough - Thorpe Acre	1	1	9	3
Loughborough - Town Centre Central	6	3	9	3
Loughborough - Warwick Way	29	46	45	50
Mountsorrel	14	19	18	6
Quorn	6	1	3	3
Rest of Charnwood	4	13	20	5
Rothley	7	14	6	5
Shepshed	31	74	61	31
Sileby	13	13	12	28
Syston	32	41	27	20
Thurmaston	1	5	2	2
Woodhouse Eaves	4	13	19	5
Grand total	207	314	312	257

2. Case closure: quarter 3 2023-2024

CASES CLOSED DURING QUARTER 3	Q3 23/24	Q2 23/24	Q1 23/24	Q4 22/23
Numbers of cases closed	78	121	118	93
Total time open (days)	5,923	10,431	6,042	8,365
Average length of time open (days)	76	86	51	90

3. Case resolution rate: quarter 3 2023-2024

CASES CLOSED DURING QUARTER 3	Q3 23/24	Q2 23/24	Q1 23/24	Q4 22/23
Numbers of cases closed	78	121	118	93
of which were resolved	75	114	106	87
Case resolution rate (%)	96%	94%	90%	94%

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

4. Case closure and reasons for closure when unresolved: quarter 3 2023-2024

Case resolution - unresolved cases' reason for closure	
Reason for closure when unresolved	Nos
No perpetrator identified	3
TOTAL	3

5. Case closure by disposal (action status at point of closure): quarter 3 2023-2024

Disposal type	Q3 23/24	Q2 23/24	Q1 23/24	Q4 22/23
Advice	14	11	3	2
Verbal warning	1	0	0	0
Written warning	0	2	3	4
Community protection advice/warning letter (CPW)	2	1	1	1
Mediation	1	0	2	1
Acceptable behaviour contract	0	0	0	0
Community protection notice (CPN)	0	0	0	1
Injunction	1	1	0	0
Tenancy – extension to introductory tenancy	0	0	0	0
Notice of possession proceedings	0	0	0	0
Notice of seeking possession	2	0	0	1
Suspended possession order (SPO)	0	0	0	0
Outright possession order	0	0	0	0
Criminal behaviour order (CBO)	0	0	0	0
Closure order	0	0	0	0
Eviction order	0	3	0	1

No further action at complainant's request	20	30	16	20
No further action – reported for information only	8	5	2	3
No further action – no perpetrator identified	3	7	12	5
No further action - other	1	11	9	23
No further action – evidence not provided	8	31	60	32
Other (in this case non-engagement by complainant)	12	18	157	92
Referred to the police	2	1	0	1
Referred to the tenancy and estate management team/income team	1	0	0	0
Referred to the environmental protection team	0	0	0	0
Alleged perpetrator ended tenancy	0	0	0	0
Complainant moved	2	0	0	0
GRAND TOTAL	78	121	265	187

6. Open cases at the end of quarter 3 2023-2024

Cases open	Q3 23/24	Q2 23/24	Q1 23/24	Q4 22/23
Numbers of cases	92	78	111	91
Total time open (days)	8064	7,151	10,731	7,814
Average length of time open (days)	88	92	93	86

7. Repeat complainants

Repeat complainants for cases opened during quarter 3 2023-2024	
Reported twice	13
Reported three times or more	11
TOTAL	24

Officers to contact:

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

Claire Westrup
Principal Officer – Tenancy and Income Management
claire.westrup@charnwood.gov.uk

HOUSING MANAGEMENT ADVISORY BOARD - WEDNESDAY, 20 MARCH 2024

Report of the Head of Landlord Services

Part A

PROPOSED CHANGES TO HOUSING MANAGEMENT ADVISORY BOARD TERMS OF REFERENCE

Purpose of Report

To present for approval revised Terms of Reference for the Housing Management Advisory Board, arising in response to the Social Housing Regulation Act 2023, and Regulator of Social Housing's Consumer Standards.

Recommendation

1. That the Housing Management Advisory Board consider and approves the proposed changes to its terms of reference as set out in the appendix to this report.
2. That the Board is renamed the 'Housing Management Assurance and Advisory Board'.

Reason

1. To ensure the terms of reference for the Housing Management Advisory Board reflect regulatory expectations in respect of the role of customers in monitoring performance and compliance and holding the landlord service to account.
2. To better reflect the Board's new Terms of Reference, remit and role to be played by the Board in the governance of the Council.

Policy Justification and Previous Decisions

The Council has a clear commitment in its Corporate Plan 2024 - 2028 to help deliver homes the borough needs while investing in our own properties. The Housing Management Advisory Board has a key role to play in monitoring the performance and value for money of the council's landlord service.

Implementation Timetable including Future Decisions

Immediate

Report Implications

Financial Implications

None.

Risk Management

There are no specific risks associated with this decision.

Equality and Diversity

None identified.

Climate Change and Carbon Impact

None identified.

Crime and Disorder

None identified.

Wards Affected

All

Publicity Arrangements

Consultations

Not applicable.

Links to the Corporate Strategy

Caring for the Environment	No
Healthy Communities	Yes
A Thriving Economy	No
Your Council	No

Key Decision: N

Date included on Forward Plan dd/mm/yy

Background Papers: None

Officer(s) to contact:

Jan Glass
Head of Landlord Services

janet.glass@charnwood.gov.uk

Part B

1. Background

- 1.1 The council last reviewed and amended the terms of reference for the Board in 2022. Since this time, we have seen the passing of the Social Housing Regulation Act in July 2023, and will have a new set of regulatory consumer standards introduced from 1 April 2024.
- 1.2 The 2023 Act has strengthened the role and rights of tenants in regard to their influence over the services provided by their landlord. The Regulator of Social Housing (RSH) also has new powers that will enable it to inspect all landlords proactively on a four-yearly programme. The RSH will observe both how landlords make decisions and how they take account of the tenant perspective as part of the process. The RSH will also consider how landlord services provided by local authorities are monitored and how assurance is carried out in relation to core delivery and compliance.
- 1.3 These changes have implications for the ongoing role and operation of the Housing Management Advisory Board.

3. Proposed changes to the Board's Terms of Reference

- 2.1 The amended terms of reference reflect the RSH's expectations on tenant engagement. The role of the Board is strengthened (*Introduction and Purpose*) with a clear emphasis on oversight of all relevant matters relating to regulatory assurance and the council's landlord functions.
- 3.2 The amended document describes the role of the Board (*Functions of the Board*) as proactively engaged in a range of activities that enable customers to influence decision making and hold the council as their landlord to account. This is in line with the RSH's new Transparency and Influence and Accountability Standard.

Appendix

Draft Housing Management Advisory Board Terms of Reference March 2024

Housing Management Assurance and Advisory Board Draft Terms of reference

Introduction and purpose

The council has established a Housing Management Assurance and Advisory Board to oversee the activities of the landlord service.

The Board's focus is to offer challenge and gain assurance that the council is listening to customers, delivering high quality services, and is compliant with its regulatory responsibilities as a social housing landlord.

Membership and appointment

The board will comprise the following members:

- four tenants/leaseholders, selected by a panel comprising the strategic director, lead officer for tenant participation, a representative of a recognised independent tenant participation organisation and other Borough council officers if deemed appropriate by the strategic director, appointed for a period of three years providing the person continues to be a tenant/leaseholder;
- three borough councillors, who must not be cabinet members or cabinet support members, appointed annually on the basis of political balance;
- one person who is independent of the council, selected by a panel comprising the strategic director, lead officer for tenant participation, two representatives from the Charnwood Housing Residents Forum and other borough council officers if deemed appropriate by the strategic director, appointed for a period of three years and confirmed annually by the board.

Any member can resign from the board by giving notice to the strategic director. Appointments to vacancies will be made in the same way as the original appointment and will be for the remainder of the resigning member's term of office.

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.

Chair and vice-chair

The chair of the Housing Management Assurance and Advisory Board will be appointed annually by the board from among the tenant/leaseholder members. The board may appoint a vice-chair from among its members.

Where appropriate the chair will act as spokesperson for the board.

Frequency and notice of meetings

Meetings will take place every two months and notice of and an agenda for each meeting will be sent to every member of the board by the council at least five clear working days before the meeting.

The board will agree a programme of meetings for the forthcoming year annually. The programme of meetings can be varied by the council with the agreement of the Chair.

Quorum

The quorum for meetings of the board will be five members, at least two of whom must be tenants/leaseholders.

Decisions of the board and minutes of meetings

Any issues before the board will be decided on the basis of a majority of the members and co-opted members present and voting.

Minutes of board meetings will be taken by the council and submitted to the next meeting of the board for approval as a correct record. Except where they would disclose exempt or confidential information, the council will publish the minutes of board meetings on its website.

Functions of the board

The Board will have oversight of all relevant matters relating to regulatory assurance and the council's landlord functions.

This will include:

- Monitoring compliance with the consumer standards in the Regulatory Framework
- Reviewing high-level performance including the Tenant Satisfaction Measures
- Monitoring that value for money is achieved in service delivery
- Scrutinising and providing challenge as part of delivering co-regulation of the housing landlord service
- Oversight of customer feedback, complaints management and tracking how learning from complaints is improving services
- Reviewing the HRA budget and the housing investment programme
- Reviewing the Landlord Service Annual Service Plan and key projects
- Reviewing risk and risk management arrangements
- Reviewing draft reports on key decisions to be taken by the Cabinet or Council
- Being consulted on and advising the Director/Heads of Service on key changes to strategy, key policies, significant service changes and development proposals
- Maintaining an overview of the development and effectiveness of customer engagement and assurance that the customer voice is

Where those reports relate to items which will be submitted to the council's cabinet, the comments and recommendations of the board will be submitted to cabinet with the officer report. The chair or vice-chair of the board will have the right to address cabinet to present the board's comments and recommendations.

March 2024

20TH MARCH 2024

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 10th January 2024 and an additional meeting on 19th February 2024 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 2024/25 Council year (all at 4.30pm):

8th May 2024
10th July 2024
18th September 2024
6th November 2024
8th January 2025
26th March 2025

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
SCHEDULED:			
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	Head of Landlord Services	<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	Budget Setting and Priorities for Next Year	Head of Landlord Services	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
Annual	Housing Ombudsman's Complaint Handling Code - Self-Assessment	Landlord Services Manager	September

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
20th March 2024	Introduction to aAFD Services Ltd (new communal cleaning contractor)	Representatives from aAFD Services	Representatives invited to meeting. Verbal item
20th March 2024	Introduction to Jeakins Weir Ltd (new maintenance contractor)	Representatives from Jeakins Weir Ltd	Representatives invited to meeting. Verbal item
20th March 2024	Cleaning Contract – Update	Landlord Services Manager	
20th March 2024	Re-designation of Stock (Declassification of 45+ Properties) - Update	Director Housing and Wellbeing	Verbal report
20th March 2024	Proposed changes to Housing Management Advisory Board Terms of Reference	Head of Landlord Services	
18th September 2024	Review of Charnwood Decent Homes Standard	Head of Landlord Services	

TO BE SCHEDULED:			
To be scheduled	Review of Pets Policy	Landlord Services Manager	Early 2024
To be scheduled	Garage Strategy	Director of Housing and Wellbeing	Proposal for May 2024
To be scheduled	Decant and Disturbance Policy - Update	Landlord Services Manager	Six months after policy is implemented.

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.