

**HOUSING MANAGEMENT ADVISORY BOARD
6TH JULY 2022**

PRESENT: The Chair (Mrs Edwardes)
The Vice Chair (Miss Riley)
Board Members Ali, Davis, Hudson, Wright,
Capleton, Draycott and Seaton

Councillor Poland – Cabinet Lead Member for
Public Housing

Head of Landlord Services
Head of Strategic and Private Sector Housing
Landlord Services Manager
Repairs and Investment Manager
Housing Needs Manager
Customer Engagement Officer (HK)
Customer Engagement Officer (A E-S)
Democratic Services Officer (EB)

APOLOGIES: Mr Mason

The Chair stated that the meeting would be recorded and the sound recording subsequently made available via the Council's website. She also advised that, under the Openness of Local Government Bodies Regulations 2014, other people may film, record, tweet or blog from this meeting, and the use of any such images or sound recordings was not under the Council's control.

1. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of the Board held on 23rd March 2022 were confirmed as an accurate record.

Matters arising from the minutes:

(i) The date on Exempt Minute 49E read 23rd March 2021, it should have read 23rd March 2022.

Councillor Seaton joined the meeting during the consideration of this item.

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

No declarations of interest were made.

3. ANTI-SOCIAL BEHAVIOUR REVIEW

The Head of Landlord Services gave a presentation on the Anti-Social Behaviour (ASB) Review. (Item 4 on the agenda).

The Board were informed that:

- (i) There were three workstreams involved: The Community Safety Partnership (CSP), Reporting and Recording and Case Management.
- (ii) The CSP was a result of the Crime and Disorder Act (1998) which involved a statutory obligation to form a CSP in order to manage and reduce crime and ASB. The vast majority of the CSP was coordinated by the Local Authority, but with input from the Police. There was a focus to bring awareness of the other statutory partners and their role. Key areas of progress within the CSP included having a 'Hot Topic' item on the agenda from the Police and a workshop on communication so that partners knew their responsibilities.
- (iii) Reporting and Recording focussed on how customers could report and how it was recorded.
 - a. There was a web-based ASB toolkit that was consulted on with tenants in an editorial group looking at the content. Everything was in one place with key headings.
 - b. There was an online reporting form for customers.
 - c. There was a need to manage the volume of case numbers and as such residents were encouraged to talk to those they had grievance with in the first instance to try and resolve ASB issues and as such reduce reporting, however, the web page also encouraged residents to report criminal behaviour to the Police or to Crimestoppers.
 - d. The web page gave information on environmental health.
 - e. The aim was to both provide information and manage demand.
 - f. Whilst online reporting was sought to be enhanced due to pressure on the contact centre, it was recognised that some people did not have access to the internet, and as such, existing mechanisms for reporting would remain in place.
 - g. Residents reporting could remain anonymous, however, if they remained anonymous, there were likely limits on the action that could be taken as no details would be left.
 - h. The reporting mechanism took users through a series of questions. Once the form was completed a risk assessment was made. If the case risk was found to be low, the user would be sent information on the issue. If the risk was medium or high, or if the system identified reporting on a regular basis on a repeat issue (making the case medium or high risk), then the complaint went to the next stage.
- (iv) Regarding Case Management:
 - a. Officers were charged with assessing risk on a regular basis. The current tool for this was a 'risk matrix', however, the effectiveness of this was based on the skill and experience of the officer using it and there was limited guidance on its use. Therefore a new system had been developed based on a questionnaire that focussed on victim vulnerability or if the issue was persistent or hate based etc. This helped the officer make the right assessment.
 - b. There were mandatory actions in the guidance. If a case was high-risk then legal tools and powers would be considered. The victim would also be referred to victim support with their consent.
 - c. Internal risk-management structures had been developed. An enforcement hub was in place to problem solve around particular cases.

- d. A new strategic ASB group was in place to ensure consistency. It was anticipated that there would be an additional post for an ASB Facilitator to be recruited to. Some functions of this role would likely be a central point for Councillors and liaison with specialist officers.
- e. If a case had aspects that involved different departments, the new system facilitated joint working.
- (v) The Key benefits of the project were:
 - a. ASB teams with enforcement powers had been moved under one Director.
 - b. Closer working relationships and understanding of statutory requirements in relation to the CSP.
 - c. Improved customer experience through a new reporting mechanism and ASB toolkit.
 - d. Reduction in officer time in relation to data input.
 - e. Updated risk assessment process for all ASB to support a consistent and efficient approach.
 - f. Enhanced training programme in place to reinforce officer knowledge.
 - g. Clear internal escalation process in place, including establishment of the ASB Strategic Group and review of ASB and Enforcement Hub.

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

- (i) The process differentiated between Council housing and private housing.
- (ii) Action would not normally be taken for one-off noise complaints or noise caused by day-to-day activities such as lawn-mowing or children playing.
- (iii) If the properties involved were Housing Association Properties, residents would be directed to the relevant Housing Association to assist.
- (iv) Regular articles were published asking residents to be respectful when carrying out noisy activities such as DIY, it was hoped that issues regarding this could be solved through neighbourly conversations, but if it was a persistent issue that Council could act.
- (v) The seriousness of noise issues depended on frequency, duration, level of intrusion and persistence.
- (vi) Regarding bonfires and smoke, the Council could act when smoke was causing a statutory nuisance. This must be unreasonably affecting a resident's use or enjoyment of a property. It also depended on the size of a fire, the materials burned, the weather and the smell.
- (vii) The post of ASB Facilitator would likely be fixed-term part-time.
- (viii) The reasons for the review were not just financial, but to make the process less confusing and to help users achieve an outcome.
- (ix) Users would receive an email response to know their complaint had been logged.
- (x) It had previously been an issue that cases had been closed down too quickly which had meant that repeat issues had not been accounted for. The new system of risk assessments would take this into account.
- (xi) The data would be used for the prevention of crime and anti-social behaviour for example by identifying hotspot areas and repeat issues.
- (xii) There was an aspect of prevention looked at by the CSP around drugs.
- (xiii) The data showed ASB incidents by Ward.

- (xiv) Information on ASB reporting by Councillors could be added to the Member Bulletin. **Action: Landlord Services Manager and Democratic Services Officer to publish information on ASB data in Member Bulletin.**

There was a need to emphasise that residents should not put themselves in danger by approaching drug dealers. **Action: Head of Landlord Services to include information to avoid residents putting themselves in danger.**

The issue was raised by the Board that people often wished to report anonymously because they were scared of repercussions. If they were assured that their details were kept under data protection they may feel more confident to report.

RESOLVED that the report be noted.

Reason

To acknowledge the Board's consideration of the matter.

4. SHELTERED HOUSING REVIEW

The Head of Strategic and Private Sector Housing gave a verbal update on the Sheltered Housing Review. (Item 5 on the agenda).

The Board were informed that the Head of Strategic and Private Sector Housing would be leaving her post in July and as such work to be completed before she left had to be prioritised. The Options for the Thurmaston site have been received from the Architects and valuations completed, however there had not been time to arrange a Sheltered Housing Review Project Board, therefore this will be handed over to the Head of Landlord Services.. The Head of Landlord Services following a Sheltered Housing Review Project Board would bring an update to the Board

The Housing a Housing Strategy and Support Officer Managers post had been filled and the new officer would start on the 5th September 2022. The Housing Policy and Projects Officer was still being recruited to.

The Chair thanked the Head of Strategic and Private Sector Housing for her explanation.

5. CHOICE BASED LETTINGS AND ALLOCATION PROCESS

The Head of Strategic and Private Sector Housing and the Housing Needs Manager gave a presentation on the work of the Strategic and Private Sector Housing Service and an overview of the Council's Allocation Policy and Choice Based Lettings Process. (Item 6 on the agenda). The Housing Needs Manager assisted with the discussion of this item.

The Board were informed that:

- (i) The Strategic and Private Sector Housing service structure included:
 - Housing Needs, which encompassed Housing Options, Housing Allocations and CBC Lettings.
 - Private Sector Housing, which encompassed Lightbulb, Housing Standards and Private Sector Licensing Schemes.
 - Housing Strategy and Support, which encompassed Housing Strategy and Enabling and Housing Systems and Administration.
 - Resettlement Services, which coordinated resettlement services across Leicestershire and Rutland.
- (iii) Strategies and Policies included:
 - Housing Strategy, Homelessness and Rough Sleeping Reduction Strategy, Empty Homes Strategy, Tenancy Strategy, Housing Allocations Policy, Housing Acquisitions Policy, Rural Housing Guide, Private Sector Housing Enforcement Policy, Private Sector Housing Grants Policy.
- (iv) The three main parts of the Housing Needs service were:
 - Housing Options, which included the provision of advice and assistance to households who were homeless or at risk of homelessness
 - Housing Allocations, which included the administration of the council's Housing Register and Choice Based Lettings scheme and allocation of council and registered provider properties
 - CBC Lettings, which included advice and assistance on accessing private rental accommodation.
- (v) All housing authorities were required to have a policy that outlines how they will assess applications and allocate properties. The council's Housing Allocations Policy outlines who is eligible for the Housing Register, who qualifies for the Housing Register, and the priority that is assigned to applicants on the Housing Register.
- (vi) The eligibility criteria was determined by legislation. Most British Citizens who were resident in the UK are eligible for the Housing Register. Applicants did not qualify if:
 - a. They did not have a local connection to Charnwood.
 - b. They were a homeowner or had a high income or high level of savings.
 - c. They had a history of unacceptable behaviour that made them unsuitable to be a tenant (for example serious and persistent rent arrears or anti-social behaviour).
 - d. They were under the age of 18 years.
 - e. They did not have a confirmed housing need.
- (vii) People who had a history of rent arrears may be accepted onto the Housing Register, if they had repaid / adhered to a repayment plan for their arrears.
- (viii) Applications on the Housing Register were prioritised according to level of housing need:
 - a. Band 3 – applicants who had a housing need.
 - b. Band 2 – applicants who had a high level of housing need.
 - c. Band 1 – applicants who had an emergency level of housing need.
- (ix) The council operated a Choice Based Lettings system under which available council and registered provider properties were advertised, and applicants could express an interest in these properties by placing "bids". Applicants could only bid for the types of properties for which they were eligible (for example single people could not bid for family houses). Applicant's bids

- were considered in priority order and properties were normally allocated to the applicants who finish in the highest position on the bidding shortlist.
- (x) Some applicants were given additional priority for properties, for example some members of the armed forces were given preference over other applicants within the same banding, and some applicants were given preference for certain types of properties, for example applicants who had physical disabilities and a need for specialist adapted accommodation were given preference for accessible properties.
 - (xi) When an applicant successfully bid for a property, a suitability assessment was completed. If the property was suitable it was offered to the applicant. If the applicant accepted the offer they were invited to view the property. All property allocations were made in accordance with the allocations policy.

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

- (i) The criteria for the bands was based on legislation. The legislation included the requirement to give “reasonable preference” to certain categories of applicants, for example those with a medical need to move. The legislation also allowed for the use of discretion to meet local needs, for example where a council tenant needed to move because they were under occupying a property.
- (ii) Regarding adults who lived with their parents but wanted independence, if their parents were happy for them to continue to live with them then they would not qualify for the register. However, if there was a case of relationship breakdown or overcrowding they may qualify for the register as this could be classed as a housing need. Other assistance could be offered to individuals who do not qualify for the register, for example advice on accessing supported or private rental accommodation.
- (iii) There were between 400 and 500 lets available per year so it was necessary to prioritise applications
- (iv) The housing register only applied to the letting of council or registered provider properties within Charnwood. CBC Lettings service deal with applications for private rental accommodation.
- (v) A private landlord would not be asked to house someone that the Council would not house, for example if they had a history of serious and persistent anti-social behaviour or non-payment of rent. Tenancy support services existed for tenants not used to living on their own who may require help to set-up a tenancy or resolve issues in a crisis. Private Sector Landlords were also encouraged to contact the CBC Lettings Team if issues arose during the tenancy, who may be able to mediate or assist with rehousing if necessary.
- (vi) There were approximately 1,200 on the register who were permitted to bid for properties. There was currently a backlog of applications pending assessment. The Covid-19 pandemic impacted on demand and on services and staff resources. Applicants were processed in date order and there was a turnaround time of approximately four months. However, extra resources had been added and turnaround times were improving.
- (vii) Translators were available if needed.
- (viii) In some instances Council staff were unable to work due to Covid-19. In some jobs such as tradespeople they could not do their job if isolating.

Whilst resources could be pulled from other areas this would create a knock-on effect in those areas.

- (ix) Regarding the backlog in voids the Council were behind on a performance perspective due to limited resources. Energy supply was also an issue as properties had individual meters which sometimes needed to be individually credited. Energy Angels were helping with the fact that many different energy companies were involved. The number of voids in repair was static and an increase in resource was needed to bring it down. Some posts had been recruited to increase resource, however the recruitment process was difficult in a competitive labour market. The fact that some officers could not work due to Covid-19 also affected performance.
- (x) Applicants could bid for advertised properties for which they are eligible. Bidding did not involve money and was not a competitive process. Bids were prioritised based on the criteria within the Housing Allocations Policy, not based on the time when bids are placed.
- (xi) Some council tenants who were affected by the 'Under-occupancy Charge' / 'Bedroom Tax' wished to downsize, this was classed as a housing need so these tenants would be able to join the housing register and would be placed in Band 2. A downsizing incentive payment is also offered by the council (this incentive existed prior to the introduction of the 'Under-occupancy Charge' / 'Bedroom Tax' occupancy Charge' / 'Bedroom Tax').
- (xii) Some persons who had been resident in council properties with council tenants could succeed to the tenancy if the tenant passes away. Some persons did not have a right to succeed to the tenancy (it was noted that succession rights could only be invoked once). If the person had resided in the property for at least 12 months, but did not have succession rights, this was classed as a housing need so these tenants would be able to join the housing register and would be placed in Band 2

RESOLVED that the report be noted.

Reason

To acknowledge the Board's consideration of the matter.

6. DAMP/MOULD PROCEDURE

The Head of Landlord Services submitted a report presenting the Board with a draft procedure in respect of damp and mould issues at Council homes. (Item 7 on the agenda).

The Repairs and Investment Manager attended the meeting remotely to assist with the discussion of this item.

The Board were informed that:

- (i) The report was on a draft procedure in respect of damp and mould issues.

- (ii) The Council had a contractor that specialised in damp and mould issues.
- (iii) The Procedure in Appendix 1 to the report contained a summary setting out the procedure for responsibilities of the staff and timescales for addressing issues and how to diagnose and solve the issues.
- (iv) When residents called with damp and/or mould issues a view of repair history was taken.
- (v) From the time a customer contacted a council, a target was set to look at the property within five days. The repairs team would ask about the property to help make a diagnosis and information from the customer would be sought over the cause.
- (vi) An advice leaflet was produced on how to stop condensation.
- (vii) If it was determined the issue was potentially caused by the customer, advice was given on prevention.
- (viii) If the issue was potentially caused by problems other than the customer, an independent specialist contractor was engaged. They would report on the issue and make recommendations for remedial work and a time frame was given for the contractor. A written report was shared with the customer.
- (ix) It was hoped that the procedure would help with the workflow.

Councillor Capleton commented that it was a good idea to engage customers over the phone to help diagnose because sometimes the cause was obvious (eg. the need for ventilation).

RESOLVED

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

Reason

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

7. PERFORMANCE INFORMATION PACK - QUARTER 4 2021-22

The Head of Landlord Services submitted a report for the Board to consider performance at the end of quarter 4, 2021-2022, January to March 2022. (Item 8 on the agenda).

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

The Board were informed that:

- (i) Most of the performance indicators had their targets met or exceeded. Notably landlord rent arrears and repairs targets.
- (ii) Information on universal credit was provided in Appendix 1 to the report. Universal credit had been embedded in the way rent was paid for people on

benefits. During the Covid-19 pandemic government restrictions the Department for Work and Pensions (DWP) suspended the implementation of its 'managed migration' programme for the rest of the people on legacy benefits to universal credit. This programme had now been restored. Because of this pending increase in the number of tenants receiving universal credit it was proposed to retain the information on universal credit in the performance report in order to record the effect of the managed migration on rent arrears.

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

- (i) There were between 1,000 and 1,500 people that would be affected in the move from housing benefit to universal credit. People over retirement age would not be affected.
- (ii) The number of tenancy visits completed on target was returning to pre-pandemic levels.
- (iii) There had been a change in contractors for priority repairs, from P H Jones to Shaw.
- (iv) In certain circumstances there was a mechanism for benefits to be paid directly to the Council for rent. However, there was no automatic entitlement. The option was considered where vulnerabilities existed or where there were rent arrears totalling eight months' or more, although this would be a temporary arrangement and subject to periodic review and could be withdrawn at any time. It was added by the Cabinet Lead Member for Public Housing that the idea of universal credit was to get people back into a mindset of being in work and budgeting.
- (v) There was an element of some debt being due to the timing of universal credit payments not syncing with the dates that rent was due, however it was recognised that some debts were pre-existing.
- (vi) A stock-condition survey was being mobilised to provide a better picture of the percentage of non-decent homes, however, there were technical issues that needed to be resolved first.
- (vii) Monitoring for Legionnaires disease was conducted in sheltered accommodation where there were shared tanks.
- (viii) Complaints responded to within timescales had dropped in part due to volume and capacity to respond, which was in turn in part due to staff absence, however, this was also part of a national trend. It was also noted that very few complaints progressed to the final stages as they were dealt with at stage zero, meaning they would not figure in the statistics.

AGREED that the report be noted.

Reason

To acknowledge the Board's consideration of the matter.

8. QUESTIONS FROM MEMBERS OF THE BOARD

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

On this occasion Board Member Mr Mason asked the following:

With the benefit of hindsight, did the council feel it could have handled the problems of the Covid-19 pandemic any better or more sympathetically than they did, especially with regards to the more elderly residents in the sheltered accommodation?

The response to the question was as follows:

It was recognised that for the most vulnerable tenants living in sheltered accommodation, the national legal restrictions and guidance were particularly difficult. When the pandemic hit over two years ago, the Council targeted resources at the most vulnerable tenants, calling every single resident in sheltered accommodation on a regular basis to check they were OK and to refer them on for support where it was needed. The Council also called every tenant over the age of 70 or identified as vulnerable in our general needs stock, and wrote to every tenant setting out where people could get help. In total the Council undertook 22,101 calls for the period 13 April 20 to 21 August 20 and referred 119 people for support from Community Action Charnwood.

Services in sheltered accommodation were prioritised - the Council, like other employers delivering critical services experienced fluctuations in staffing resources. External contracted support was brought in to support the delivery of legionella flushing, deliver an enhanced cleaning regime, and the Council put a backup contract in place to deliver the lifeline service in the event of staff unavailability.

There were some instances where tenants wished to hold social events which would have brought about a risk of breach of government legislation and open lounges against government guidance, and whilst the Council could understand residents desire to socialise, the Council had to say no. The Council did however, look to mark key events in other ways; for Victory in Europe Day the Council provided each court with either a memorial bench or a plaque, and at Christmas the Council organised a postal quiz, the Council asked residents to send in photos of their Christmas jumpers and decorated flats in an attempt to share some Christmas spirit at a time when people couldn't get together.

There were cases of Covid-19 in Council sheltered accommodation, however there was no onward transmission that the Council were aware of. The Council complied with the national legislation, and government guidance in place at the time, and targeted resources at the most vulnerable tenants. On that basis the Head of Landlord Services stated that he would not substantively change the response.

Councillor Draycott asked the following:

Could a list of the number of disabled adaptations outstanding be provided?

A breakdown of what adaptations requested and dates of request?

What is the process for any tenant to request an adaptation?

What is the expectation of new contractor working through the backlog as well as dealing with current requests?

The response to the question was as follows:

There were 29 minor adaptations, 26 of which were less than 12 months old, and 136 major adaptations, 57 of which were less than 12 months old.

Minor adaptations were delivered by the in-house repairs team. Of the 29 minor adaptations 17 were scheduled for completion in the next three months.

Work on pilot properties by the new contractor for major adaptations, CLC Contractors Ltd was expected to commence this month. Surveys of properties were in progress and CLC has indicated it would have three teams working with the intention to deliver at volume to reduce the backlog.

Leicestershire County Council was the point of contact for tenants requesting an adaptation. There was then a recommendation to see if this was feasible and appropriate to do an adaptation.

It was necessary to make sure that adaptations of the stock were both necessary and appropriate. This would mean that tenants requesting an adaptation must contact the County Council in the first instance. The County Council had the statutory duty to undertake the assessment of needs. Recommendations for adaptation were then passed on to the Borough Council when an assessment was undertaken in accordance with the Adaptations Policy to decide whether the adaptation is reasonably practicable to undertake bearing in mind factors including, technical feasibility, the availability of more suitable accommodation, and cost.

Action: Head of Landlord Services to publish definitive routemap on procedure.

It was clarified that anybody who needed an assessment should approach Leicestershire County Council in the first instance. If it was a minor adaptation it would go to Charnwood Borough Council to carry out an assessment if it was a major adaptation would be referred to County Council Occupational Therapists to complete an assessment.

Action: Head of Strategic and Private Sector Housing to speak to Lightbulb Central Hub Blaby District Council about confusion over where tenants were directed and disseminate information to tenants.

The Chair asked:

On behalf of many tenants/leaseholders could you advise us why the service is very poor at the moment ie: after waiting a long time at various depts why is there no answer and requested to ring again?

The response to the question was as follows:

The contact centre performance had been significantly impacted over the last few months due to two factors. The first has been due to a lack of resources, a number of staff have left the organisation or moved to other departments. This had seen a reduction in over 30% of the customer service team which has resulted in the long wait times experienced by customers. The second impacting factor was an increase in calls for back office departments due to backlogs caused by there being fewer people in the contact centre, this caused customers to ring multiple times chasing progress updates, increasing significantly the overall volumes of calls the contact centre was receiving.

These combined factors had led to the increase in wait times. In order to reduce wait time we have introduced limits to the number of calls that can be accepted into our phone queues so customers weren't left waiting for unlimited times before getting through.

The Council had previously tried to recruit some agency staff to help cover the gaps however despite trying this on three separate occasions we were unable to recruit any suitable candidates.

However, the Council had now undertaken some permanent recruitment and had already had two new starters join the team with a further two due to start this week, and another at the beginning of August. The Council were holding interviews for a final vacant posts this week which if successful would bring our team back up to full capacity.

However, it would take some time for this recent recruitment to show in an improved performance and reduced wait times. This was due to the need to get staff trained and fully up to speed before they went live. The Council had already seen wait times start to reduce over the last month and this was expected to continue over the coming month to bring the Council back to more acceptance standards.

Many services could be accessed through the website with no queues and a time and pace that is suitable for them.

9. WORK PROGRAMME

The Board received a report of the Head of Landlord Services to enable the Board to agree its Work Programme (item 10 on the agenda).

Members of the Board could identify matters that they considered required looking at over the next few meetings of the Board, including any already listed on the Work Programme but not yet scheduled. Officers present could provide advice as to whether items might be appropriately considered at the time proposed.

An error was noted on the Work Programme. It referred to the previous meeting as being 11th May 2022. This meeting had been cancelled and as such the previous meeting was 23rd March 2022.

It was further noted that the HRA Outturn for 2021/22 needed to be considered by the Board.

Summary of discussion:

- (i) It was suggested that Budget Setting and Priorities for Next Year be moved to November as more information would be available by then.
- (ii) The HRA Outturn would be added to the Work Programme for November.
- (iii) The tenancy agreement had recently been comprehensively overhauled and agreed an so it was hoped that no major changes would be needed in the near future. Every new tenant had a copy of the agreement and it was also available online.
- (iv) The Repair Guide would take a lot of work and as such it was provisionally scheduled for March 2023.
- (v) The Garages Review would need to be taken forward once there was someone in place to conduct it.

RESOLVED

1. that the HRA Outturn and Budget Setting and Priorities for Next Year be added to the Board's Work Programme for 9th November 2022.
2. that the Repair Guide be provisionally added to the Board's Work Programme for 22nd March 2023.
3. that the Board's Work Programme be updated to reflect all decisions made above and earlier in the meeting.

Reasons

1&2. So that they can be considered by the Board.

3. To ensure that the information in the Work Programme is up to date.

The Repairs and Investment Manager left the meeting during the consideration of this item.

10. EXEMPT INFORMATION

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

At this point in the meeting the recording was stopped.

11. UPDATE ON FUTURE ARRANGEMENTS FOR THE DELIVERY OF PLANNED WORKS, VOIDS AND ASSOCIATED WORKS

An exempt report of the Head of Landlord Services was considered. (Exempt item 12 on the agenda). A summary of the Board's discussion on this matter is provided in the exempt minute (Housing Management Advisory Board 11E. 2021/22).

NOTES:

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