

**HOUSING MANAGEMENT ADVISORY BOARD
7TH NOVEMBER 2018**

PRESENT: The Chair (T. Edwardes)
The Vice Chair (T. Riley)
Board Members A. Davis, Wright, Jackson,
Draycott and Parton

Head of Landlord Services
Repairs and Investment Manager
Landlord Services Manager
Democratic Services Officer (NA)

Lead Member for Housing Councillor Mercer

APOLOGIES: Councillor Jukes

11. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of the Board held on 12th September 2018 were confirmed as an accurate record.

12. DECLARATIONS OF INTEREST

No declarations of interest were made.

13. UPDATE ON THE SHELTERED HOUSING SCHEME

The Head of Landlord Services advised the Board that the item had been deferred as aspects of the review were being presented at an informal Cabinet briefing to get their views before bringing it before the Board.

RESOLVED that the Board would receive an updated report in due course.

14. TENANCY SUPPORT POLICY 2019 - 2022

A report of the Head of Landlord Services was considered by the Board updating them on the draft Tenancy Support Policy 2019-2022.

Discussion points raised:

- The Board was advised that updates had been made to the existing Policy that included: a better explanation of the service, a new section covering Universal Credit, an update on partner working and the organisations who can offer support.
- Tenants were assessed at an early stage to identify what support level was required. This would determine the level of support needed.
- The Board was given an update on the staffing situation: there were 4 Tenancy Support Officers in post, 2 Financial Inclusion Officers, 6 Income Officers and a

- new Universal Credit Officer just appointed. The Board recorded their appreciation for the hard work completed by the entire team to support tenants.
- In future it would be helpful when reviewing existing policies to highlight the actual changes made in the document.
 - Performance data on tenancy support would be considered by the Performance Scrutiny Panel at its meeting in February 2019.

RESOLVED that the draft report be approved including the comments from the Board.

Reason

To acknowledge the Board's consideration of this matter.

15. BUDGET CONSULTATION 2019/20

A report of the Head of Landlord Services to enable members of the Board to consider issues before the draft budget report goes to Cabinet in December 2018 was considered.

Discussion points raised:

- The Board was in agreement with the submitted pressure for the electrical testing programme as this was a statutory requirement.
- The Board was also in agreement with the submitted budget pressure for the maintenance of external wall insulation.
- The future use of the garage sites was discussed in terms of protecting revenue streams. The Board was informed that a broader review of garage sites was currently underway, including the demand for garages and an assessment of their condition which would inform investment decisions and future charge setting.
- Shop rents were discussed and some interest was expressed by the Board in using empty shops as pop up shops and to help local residents to start their business.
- There was some flexibility in the budget regarding the planned maintenance on communal areas and external works. The areas with most hazards had been highlighted as priority areas but there was an option to look at other areas if residents had specific concerns.

Action: the Board to receive the findings of the garage site review once completed.

RESOLVED that the Board's comments above be considered by the Head of Landlord Services when submitting the service budget to Cabinet.

Reason

To acknowledge the Board's consideration of this matter.

16. MOBILISATION OF NEW DECENT HOMES CONTRACT - UPDATE

A report of the Head of Landlord Services to update on the mobilisation of the New Decent Homes Contract was presented to the Board for consideration.

Discussion points raised:

- The Board was advised that there had been a challenging start for the contract but there were more staff being employed now to meet the demand and plenty of resources in place. Fortem were also recruiting more staff to add to their onsite team to achieve more self-delivery.
- The Board was in agreement that the timescales for work had been too long but that the quality of the work was good. They wanted to see significant improvement soon to alleviate their concerns.
- There had been a lack of communication between Fortem and the residents and there needed to be an improvement. The Board was advised that there was an increase in customer facing staff and the director was looking at the customer journeys to identify and areas for improvement.
- The backlog of disabled adaptation works was being addressed and so far 17 out of the 76 properties had been completed with the others being worked on or programmed in.

Action: the Board to receive an updated programme of works.

RESOLVED that the update be noted.

Reason

To acknowledge the Board's consideration of this matter.

17. COMMUNAL CLEANING CONTRACT CONSULTATION - UPDATE

A report of the Head of Landlord Services was considered updating members on the progress of the communal cleaning consultation.

The Head of Landlord Services advised the Board that the Framework provider was no longer in operation and so another company had been approached to price up the work. Once a pricing structure had been compiled the consultation would begin.

RESOLVED that the report with current progress to date be noted.

Reason

To acknowledge the Board's consideration of the matter.

18. QUESTIONS FROM MEMBERS OF THE BOARD

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

On this occasion Councillor Draycott asked a question regarding the outstanding work on the fire doors in the communal flats, being inspected and declared safe.

The response to the question was as follows:

The Council was aware that doors manufactured by Permadoor with glazed windows are those affected. However other doors may be affected and so a visual survey of all doors had been conducted with 1741 out of the 1918 doors inspected so far.

In line with government guidance the Council had published information to all tenants regarding the fire doors along with general fire safety advice. An article appeared in the October 2018 newsletter and the information was to be sent directly to tenants by letter.

The Council's specialist fire risk assessors Fire Safety First had advised that no further measures were required at this time and that the existing "stay put" policy should remain in place.

More recently the Council had received information from some fire door manufacturers regarding new doors which are expected to meet the new testing regime. This information needed to be assessed before the Council agreed to any new doors.

19. 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.

RESOLVED

1. that the Planned Maintenance Works Programme be added to the Board's Work Programme for January 2019.
2. that an update on Customer Engagement be provided to the Board in January 2019.
3. the Head of Landlord Services to investigate the position regarding Tenant Champions and report back to the Board at its next meeting in January 2019.
4. the Head of Landlord Services and the Head of Strategic and Private Sector Housing to produce a report on void properties for the Board's next meeting in January 2019.
5. the Board's Terms of Reference to be revisited at its next meeting in January 2019.

6. that the Board's Work Programme be updated to reflect all decisions made above and earlier in the meeting.

Reasons

1 - 5. so that it can be considered by the Board.

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

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
SCHEDULED:			
Every Meeting	Work Programme		To review the Board's Work Programme.
Every Meeting	Questions from Members of the Board		<p>Questions on matters within the remit of the Board (if any), for response at the meeting.</p> <p>Members will be asked in advance of the agenda being published for each meeting whether they have any such questions, for listing on the agenda.</p>
Every Meeting	Performance Information – Questions		<p>See HMAB minute 14.4, 9th November 2016.</p> <p>To enable the Board to ask questions, if any, on the performance information pack* sent out with the agenda for the meeting.</p> <p>To be last item on agenda.</p>
Every Meeting	Performance Information – update on Universal Credit and update on Fortem decent homes contract		Two updates to be included in the performance information pack.

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
16 th January 2019	Planned Maintenance Works Programme	Head of Landlord Services	Added by the Board at their meeting on 7 th November 2018.
16 th January 2019	Corporate Plan review	Head of Landlord Services	Added by the Board at their meeting on 12 th September 2018.
16 th January 2019	Customer Engagement update	Head of Landlord Services	Added by the Board at its meeting on 7 th November 2018.
16 th January 2019	Void Properties update	Head of Landlord Services and Head of Strategic and Private Sector Housing	Added by the Board at its meeting on 7 th November 2018.
16 th January 2019	Board's Terms of Reference	Head of Landlord Services	Added by the Board at its meeting on 7 th November 2018.
27 th March 2019	Housing Repair Services – Breakdown of Complaints	Head of Landlord Services	As per six-monthly update reports considered by the Performance Scrutiny Panel. Last submitted to Board 12 th September 2018.
12 th June 2019	Election of Chair and Vice-chair		Annual Item.
12 th June 2019	HRA Revenue and Capital Outturn (2017/18)	Head of Landlord Services	Annual Report.
September 2019	Disabled Adaptations Policy	Head of Landlord Services	Annual Report.

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
November 2019	2020/21 Draft Budgets (Revenue and Capital)	Head of Landlord Services	2019/20 Draft Budgets were considered formally by the Board at its meeting on 7th November 2018. Annual Report.
TO BE SCHEDULED:			
To be scheduled	Review of HRA Business Plan	Head of Landlord Services	See HMAB minute 14.6, 9th November 2016. Cannot be reviewed until regulations to enable this have been received from the DCLG. Annual report.
To be scheduled	Housing Asset Management Strategy	Head of Landlord Services	Review of the update the Strategy.
To be scheduled	Housing and Planning Act 2016 - Update	Head of Landlord Services	Last considered by the Board on 17th February 2016. (Report on Pay to Stay and Flexible Tenancies provisions in Housing and Planning Act 2016 considered 9th November 2016). Awaiting Government Regulations.
To be scheduled	Review of Repairs Standards and Response Times for Repairs, following consultation with Tenants	Head of Landlord Services	Added to work programme 1st April 2015.

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
To be scheduled	Storage of Gas or Propane Cylinders (Clause 9.2.30 of the consultation draft of the Revised Tenancy Agreement for Secure, Introductory and Demoted Tenants)	Head of Landlord Services	Added to work programme 4th February 2015. Revised Tenancy Agreement is awaiting Government guidance.
To be scheduled	Service Area Delivery Plan	Head of Landlord Services	Added to work programme 13th August 2014.
To be scheduled	Housing Strategy	Head of Strategic and Private Sector Housing	Added to work programme 2nd April 2014.
To be scheduled	Housing Capital Programme Monitoring	Head of Landlord Services	Last considered 16th October 2013.

NOTES:

1. No reference may be made to these minutes at the Council meeting on 21st January 2019 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.