

BOROUGH OF BARROW-IN-FURNESS

HOUSING MANAGEMENT FORUM

Meeting: Thursday, 26th November, 2009
at 2.00 pm (Committee Room 4)

Group Meetings at 1.15 pm

A G E N D A

PART ONE

1. To note any items which the Chairman considers to be of an urgent nature.

2. **Admission of Public and Press**

To consider whether the public and press should be excluded from the meeting during consideration of any of the items on the agenda.

3. Disclosure of Interests

A Member with a personal interest in a matter to be considered at this meeting must either before the matter is discussed or when the interest becomes apparent disclose

1. *The existence of that interest to the meeting.*

2. *The nature of the interest.*

3. *Decide whether they have a prejudicial interest.*

A note on declaring interests at meetings, which incorporates certain other aspects of the Code of Conduct and a pro-forma for completion where interests are disclosed accompanies the agenda and reports for this meeting.

4. Confirmation of minutes of meeting held on 27th August, 2009.

5. Apologies for Absence/Changes in Membership.

FOR DECISION

STRATEGIC PLANNING

(D) 6. Planning of Investment and Maintenance Services

(D) 7. Miscellaneous Properties

(D) 8. Gas Servicing

(D) 9. Adaptations for Tenants with Disabilities

FOR INFORMATION

10. Performance Information Report – 6th April 2008 to 4th October 2009
11. Planned Maintenance Programme 2009/10

NOTE: (D) – Delegated to the Executive Committee
(R) – Referred to the Council

HOUSING MANAGEMENT FORUM MEMBERS:

Councillors: D. Dawes
O. N. Flitcroft
J. Hamezeian
L. Hammond
M. Irwin
D. V. James (Councillors' nominated Chairman appointed at Annual Council meeting)
R. E. J. Maltman
J. Waiting

Tenant Representatives: Mrs. P. Charnley (Chairman for meeting management purposes)
Mrs. M. Burgess
Mr. N. Hird
Mrs. K. Hotchkiss
Mr. A. McIntosh
Mr. D McMillan
Mr. T. Slater
Mrs. J. McMurray

NOTE: At the end of the meeting the Housing Manager will give a short presentation regarding a newly published consultation paper entitled "A New Regulatory Framework for Social Housing in England".

For queries regarding this agenda, please contact:

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Published: 18th November, 2009

HOUSING MANAGEMENT FORUM

Meeting: 27th August, 2009
at 2.00 p.m.

PRESENT:- Councillors Dawes, Hammond, Irwin, James and Waiting.

Tenant Representatives:- Mrs P. Charnley (Chairman), Mr A. McIntosh, Mr D. McMillan, Mr T. Slater and Mr T. Wilson.

11 – Minutes

The Minutes of the meeting held on 25th June, 2009 were taken as read and confirmed.

12 – Apologies for Absence/Changes in Membership

An apology for absence was submitted from Councillor J. Hamezeian.

Mr T. Wilson had replaced Mrs J. McMurray for this meeting.

13 – Appointment of Representatives to Working Group etc.

The Chief Executive reported that following the resignation of Councillor Bell from the Conservative Group the Council on 21st July, 2009 had agreed the allocation of seats on Outside Bodies, the number of seats and allocations in respect of Forums, Panels and Working Groups etc. in accordance with proportionality.

The Conservative Group would lose one seat on the Homelink Service Review Group but to maintain proportionality the Independent Group had decided not to take their seat on the Homelink Service Review Group.

RECOMMENDED:- (i) That Councillor Dawes withdraws her membership from the Homelink Service Review Group; and

(ii) As the Homelink Service Review Group had only met on an ad-hoc basis, usually to deal with a single issue, and with the Tenant and Member representatives being the same as the Tenant Compact Working Party it would be more expedient for any matters which would have been previously been dealt with at the Homelink Service Review Group to be considered by the Tenant Compact Working Party.

14 – Homelink Services

The Housing Manager submitted a report advising Members of the outcome of the recent equipment upgrade programme.

Having completed the upgrade it was clear one of the consequences had been a further reduction in the number of tenants requesting the service. This had prompted the Housing Manager to look at the headline arrangements for the service and led

him to suggest further consideration was required for the future provision of community alarm services.

On 28th August, 2008 the Housing Management Forum was prompted to consider the options available to upgrade Homelink equipment to ensure it would remain functional following a planned upgrade of BT landline services.

In considering the options one of the significant considerations was that over a number of years the demand for older person's accommodation had declined generally for our stock. This resulted in a situation where, in many areas, whilst properties had previously been designated as older person's accommodation, there were now tenants of various ages.

As a result of this, it was more appropriate to upgrade the equipment by providing a telephone based community alarm unit in each property than installing a permanently "wired in" system.

The Housing Manager had submitted a detailed report into the Homelink Services and its financial implications.

In summary, the upgrade of equipment had served to highlight a continued reduction in customers to the Homelink Service. The implication of this was that the gap between income and expenditure to provide the Service was increasing. This was creating a position whereby a smaller number of recipients benefited from the service whilst the HRA was having to fund an ever increasing deficit.

This added to a degree of uncertainty regarding the implementation of the Strategic Review of Older People which posed a significant risk to the HRA.

The Housing Manager therefore suggested that the Homelink Working Party be reconvened to complete a review of the issues raised in his report and bring back to the Housing Management Forum a proposal on how to mitigate this risk.

RECOMMENDED:- That the Homelink Working Party (or the Tenant Compact Working Party if Minute No. 13 above is agreed) reviews further the contents of the Housing Manager's report and develop proposals to mitigate the risks identified to the Housing Revenue Account.

15 – Tenants' Forum Constitution

The Housing Manager reported that at the Housing Management Forum on 25th June, 2009 it was resolved that "the Tenants' Forum Constitution be brought back to the next meeting of the Housing Management Forum for review", which was endorsed at Executive Committee on 8th July, 2009.

The Housing Manager had attached a copy of the current Constitution of the Tenants' Forum as an appendix to his report.

From the discussion at the last Housing Management Forum, the key issue of concern was around representation and the involvement of non-Council tenants. The

Housing Service had well-developed working practices to engage its tenants in all matters relating to the management of the Council's housing stock. The basis of such approach was contained within the Tenant Involvement Compact.

The Tenants' Forum played a key part in this process by enabling tenants across the Borough to meet and discuss matters which were of importance to them, and to enable the Council to engage with its customers to ensure services were tailored to reflect the views and aspirations of tenants.

The purpose of the Constitution was to describe the make up and operational arrangements for the Tenants' Forum. The Constitution reflected what was common practice with such "consultative" groups in that it refers to "tenants' representatives". This recognised the nature of many of the estates managed by the Housing Service which were now of mixed tenure and ensured an "inclusive" approach to considering issues.

Attendance on the Tenants' Forum was made up in the main of representatives of individual tenants'/residents' associations which adopted the same approach to membership. Their operation was also monitored by the Community Involvement Manager to ensure they operated in accordance with the Council's agreed Constitution for such associations.

The Housing Manager suggested that the approach adopted by this Council to this issue was appropriate when having regard to the role of the Tenants' Forum and requested Members to note the content of the Tenants' Forum Constitution.

RECOMMENDED:- That the current Tenants' Forum Constitution be noted and agreed.

16 – Mobile Caretaker Unit

The Housing Manager reported that he had been recently approached by Accent Housing Association with regard to the possibility of them making use of the Council's Mobile Caretaker Unit.

Accent employed a small number of caretakers to carry out general estate maintenance roles. From time to time, due to staff absences, they were left in a position where they had small items of work that required completion at short notice, but due to absence were unable to respond. They therefore had approached the Housing Manager with regard to the possibility of buying services from the Council's Mobile Caretaker Unit.

The type of work in question was of the same nature that the Mobile Caretaker Unit team would normally complete. The Housing Manager had arranged for the team leader and representatives of Accent to meet to discuss how this could work in practice. It had been made very clear that the Mobile Caretaker Unit would obviously have to give first priority for outstanding work to the Housing Service but if capacity was available would be able to respond to requests from Accent.

The report sought the Forum's agreement to make services of the Mobile Caretaker Unit available to Accent Housing on an ad-hoc basis as capacity allowed on the basis of recovery of full cost of providing the service.

RECOMMENDED:- That Members agree to the Mobile Caretaker Unit providing general estate management services to Accent Housing Association on an ad-hoc basis when time allows and that the full costs of these services be recovered from the Association on the proviso that the Council's services were not affected.

17 – 34 Fenton Street, Barrow-in-Furness – Two Bedroomed House

The Housing Manager reported that the above property was currently leased to Project John and had been for a number of years (Environmental Health and Housing Committee, 17th September, 1996, Minute No. 75 refers).

The property was leased to Project John at an annual rental of £1,180.32. This was lower than what would normally be the rent charged for this property in recognition of their management responsibilities for the property.

The Housing Manager had recently been contacted by Project John concerning problems of dampness in the property. Having investigated the cause of the problem there appeared to be an inherent condensation problem and also one of dampness penetration. To remedy the problem would involve rendering the external gable end of the property, damp remedial work and internal re-plastering of all the rooms affected. In addition, a condensation unit would be required. It was estimated that the cost to remedy this problem would be in the region of £4,000 - £6,000.

In other respects, the property was in reasonable condition having had a new kitchen, bathroom and central heating system installed over the period of the lease by Project John.

It was the Council's normal practice when properties of this type became vacant consideration is given to disposing of them on the open market. Whilst in practice the amount of money required to remedy the property was not excessive, in view of the fact that it was an old property and would have ongoing maintenance issues, the Housing Manager recommended that Members give consideration to offering the property for sale on the open market.

RECOMMENDED:- (i) That the property, 34 Fenton Street, Barrow-in-Furness be retained by the Council;

(ii) That the Council carry out the repairs to remedy the serious damp problems;

(iii) The Housing Manager review and agree an appropriate rental charge with Project John in consultation with the Chairman of the Housing Management Forum; and

(iv) The Housing Manager ensure that any miscellaneous properties are included within the Planned Maintenance Programme and that he reports back to a future meeting of the Forum detailing the miscellaneous properties still owned by the Housing Service.

18 – Consultation: Reform of Council Housing Finance

The Housing Manager reported that the Department of Communities and Local Government (CLG) had recently issued the above consultation on 21st July, 2009. Responses were requested by 27th October, 2009.

By way of background, in December 2007 the Government had announced that the CLG and HM Treasury would jointly carry out a review of the financing of the Housing Revenue Account (HRA). The review was to focus on the option that had been piloted in six authorities of making the housing revenue account self financing based on a redistribution of debt. Rent surpluses would no longer be pooled, but retained locally to finance the HRA.

The consultation paper was divided into five sections:-

Section 1: The Review;
Section 2: The Current Housing Finance System;
Section 3: Costs and Standards of Council Housing in Future;
Section 4: Options for Fundamental Reform of the System; and
Section 5: Implementing Reforms.

The consultation paper was potentially good news for local authority housing services. In addition to self-financing it proposed doing this on the basis of increased funding for HRA aimed at management and maintenance costs, major repairs and achieving and exceeding the decent homes standard.

The process would include a 'one-off' redistribution of HRA debt.

The consultation paper did not address the question of social rent policy although this was clearly an important part of the picture for local authorities.

At the present time the implications of the proposals required further consideration and the Housing Manager was not in a position to comment on how it would specifically impact upon Barrow.

In the near future he would be consulting with the Borough Treasurer on the likely implications in order to draft an appropriate response.

RECOMMENDED:- (i) That the content of the consultation paper be noted;

(ii) That the Housing Manager, in consultation with the Borough Treasurer, draft a suitable response to be agreed with the Chairman of Housing and Chairman of this Forum by the close of the consultation period; and

(iii) That the Borough Treasurer be asked to provide information as to the amount of debt owed by this Council appertaining to the provision of the Council Housing Service.

19 – Choice Based Lettings

The Housing Manager submitted his report which was to agree that a formal bid was submitted to the CLG for funding to assist Barrow in participating in the Cumbria Choice Based Lettings Scheme.

By way of background, the Cumbria Choice Based Lettings Project was successful in obtaining grant funding of £100,000 to implement a scheme in Cumbria. At that time this Council was not part of the bid.

Following discussion with the CLG's representatives for CBL the Housing Manager been advised there was still an opportunity for the Council to apply for grant funding to enable it to participate in the Cumbria CBL Scheme. A bid had to be submitted by the 9th October 2009.

Attached as an appendix to the Housing Manager's report was a draft outline bid for Members' information. It provided details of the objectives behind the bid and the contribution to other social policy objectives such as Social Inclusion. Some further work was required to finalise the bid which the Housing Manager would complete with the Cumbria CBL Project Officer before the deadline. In order to complete the bid, a financial contribution would be required from the Housing Service.

In summary, the bid would be submitted on the basis of:-

Capital bid	£30,000/£35,000
Contribution from the Housing Service	£12,000 to £15,000
Annual Service Cost	£3,000 to £4,000

As Members were aware, in agreeing the HRA budget for the year an in-year balance of c. £50,000 was identified. The Housing Manager suggested at the time the funding be retained citing CBL as being a possible commitment that would arise during the year. He therefore, proposed £15,000 now be used for this purpose.

On a general note the project was progressing well and working groups had been established to consider key aspects of the process, including a common allocation policy and IT procurement.

RECOMMENDED:- (i) That the Housing Manager be authorised to complete and submit the bid by 9th October 2009;

(ii) That a sum of £15,000 be identified from the operating balances in the HRA for 2009/10 in order to contribute to the capital cost of the project; and

(iii) That likely ongoing revenue costs for the scheme be noted.

20 – Performance Information Report – 6th April, 2008 to 5th July, 2009

The Housing Manager submitted information relating to a selection of local and national performance indicators and Best Value performance indicators. The information was as follows:-

PERFORMANCE INDICATORS

Housemark/ BVPI / Local	Performance Indicator	Actual 2005/6	Actual 2006/7	Actual 2007/8	Actual 2008/9	Target 2009/10	6 Apr 08- 5 Jul 09
	Rent Arrears and Collection						
BV66a	% Rent Collected	98.1%	97.88%	96.78%	96.48%	98%	93.49%
BV66b	% Tenants with > 7 weeks arrears	5.76%	5.89%	6.82%	6.33%	5.5%	5.04%
BV66c	% Tenants served with NOSP for arrears	33.37%	35.48%	29%	30.6%	25%	19.25%
BV66d	% Tenants evicted for rent arrears	0.99%	1.05%	0.66%	0.89%	0.5%	0.77%
Housemark	Current tenants arrears as % of rent roll	2.9%	2.99%	2.96%	2.60%	2.5%	2.53%
	Void management						
BV212	Average relet time for dwellings (in days)	34	28	35.9	30	28	33
Housemark	% rent loss through vacant dwellings	1.19%	0.98%	1.41%	1.16%	1%	1.21%
Local	% rent loss due to voids – garages	3.6%	2.63%	2.81%	3.25%	2%	2.80%
	Homelessness						
Housemark	Average stay in B & B for families with children or pregnant women (in days)	3.5	2	10	3.7	3	0.43
Housemark	% of homeless applications where decision made and notified within 33 days	99%	98.5%	95.3%	84.8%	99%	83.6%
Local	Average length of stay in B&B (in days)	24.5	22	14.4	18	12	19.6
Local	Average length of stay in dispersed (in days)	50	45	48	56	28	35
Local	Average length of stay in dispersed for families with children (in days)	61	34	41	49	28	36
Local	Average number of homeless households in dispersed accommodation	5.9	5.8	7.3	9.6	5	6.8
BV213	% of households whose situation was resolved by housing advice	N/A	N/A	N/A	N/A	75%	N/A
NI 156 <i>(new for 08/09)</i>	Number of households living in temporary accommodation	--	--	13	8	10	14
	Housing Applications						
Local	% Housing applications answered within 6 days	99%	95%	52%	62%	95%	79%
	Repairs						
Housemark	% urgent repairs completed within Government time limits	85.7%	89.59%	78%	79.91%	92%	96.5%
Housemark	% emergency repairs completed on time	98.4%	93.6%	84.36%	89.07%	94%	90.4%
Housemark	% routine repairs completed on time	92.9%	92.3%	77.26%	79.95%	93%	87.9%
Housemark	% urgent repairs completed on time	93.2%	78.7%	74.86%	74.45%	90%	83.3%
NI 158 <i>(was BV184a)</i>	Proportion of homes which are non-decent	--	17.8%	2%	0.22%	1.75%	0.2%
Local	Average time taken to complete non-urgent repairs (in days)	7.6	10	13.7	24.85	8	9.3
	General Management						
NI 160 <i>(new for 08/09)</i>	Local authority's tenants' satisfaction with landlord's services	--	--	--	87%	N/A	--

RENT ARREARS as at week ending 5th July 2009

Area	Current £	% Gross Debit	Former Tenants £	% Gross Debit
Central	69,297.31	3.72	20,646.13	1.11%
Dalton	13,898.32	1.91	2,071.50	0.28%
Roosegate	60,866.15	2.54	27,276.89	1.14%
Ormsgill	45,808.00	2.15	68,857.53	3.24%
Walney	18,647.21	1.44	6,434.32	0.50%
Miscellaneous	1,872.85	8.54	0.00	0.00%
Dwellings total	210,389.84	2.50	125,286.37	1.49%
Garages	3,845.50	2.15	1,782.17	1.00%
Homeless	902.40	1.17	20,251.76	26.19%
Total	215,137.74	2.48	147,320.30	1.70%
Grand Total	£362,458.04		4.17%	

FORMER TENANT ARREARS

Former tenants arrears written off in period April - June 2009 = £31,875.78

VOIDS

from 6th April 2008 to 5th July 2009

	Central	Dalton	Ormsgill	Roosegate	Walney	Total
1 Bedroom						
Ground-floor flat	6	0	8	4	3	21
Upper-floor flat	8	0	2	5	2	17
Bungalow	1	1	1	0	3	6
Sub total	15	1	11	9	8	44
2 Bedrooms						
Ground-floor flat	0	0	7	0	0	7
Upper-floor flat	2	0	6	1	0	9
Bungalow	0	0	0	0	0	0
House	2	0	2	2	0	6
Sub-total	4	0	15	3	0	22
3 Bedrooms						
Ground-floor flat	0	0	0	0	0	0
Upper-floor flat	0	0	0	0	0	0
Bungalow	0	0	0	0	0	0
House	0	0	5	1	4	10
Sub-total	0	0	5	1	4	10
4 Bedrooms						
House	0	0	0	0	0	0
5 Bedrooms						
House	0	0	0	0	0	0
Total	19	1	31	13	12	76

OFFERS OF ACCOMMODATION
made and refused between 6th April 2008 to 5th July 2009

Area	Property Details	Area	Condition	Personal circumstances	No reply to offer	Other reasons	Withdrawn	Total
Central	1	4	0	1	0	1	0	7
Dalton	1	0	0	1	0	0	0	2
Ormsgill	1	2	0	0	1	1	0	5
Roosegate	0	0	0	1	0	0	0	1
Walney	2	2	0	1	0	0	0	5
Total	5	8	0	4	1	2	0	20

NEW TENANCIES
6th April 2008 to 5th July 2009

<i>Applicant Type</i>	<i>No.</i>
Housing Register	44
Transfers:	16
General Management	0
Management	4
Medical	6
Under/over Occupancy	6
Homeless (monitored from October 2004)	13
Mutual Exchanges	5
Total Relets	78

HOUSING PROPERTY AS AT 30th June 2009

TYPE OF PROPERTY	NO. OF BEDS.	CENTRAL	DALTON	ORMSGILL	ROOSE	SHOPS	DISPERSED	WALNEY	TOTAL
BUNGALOWS	1	13	35	27	14			54	143
	2		5						5
	3			4	4				8
FLATS	1	314	30	213	243		4	146	950
	2	62	12	162	50		5	16	307
	3	3	1		1		2	1	8
HOUSES	2	80	19	66	143			76	384
	3	133	114	220	252			119	838
	4	9	4	7	51			4	75
	5				5				5
SUB-TOTAL		614	220	699	763		11	416	2,723
SHOPS	0					16			16
	2					4			4
	3					0			0
	4					1			1
HOSTEL FLATLETS	1						0		0
	2						0		0
GRAND TOTAL		614	220	699	763	21	11	416	2,744
GARAGES		207	42	68				167	484

SOLD PROPERTIES			
6 th April 2008 to 5 th July 2009			
AREA	PROPERTY TYPE	BEDROOMS	TOTAL
TOTAL			

0 sales

RESOLVED:- That the Performance Information report be noted.

21 – Planned Maintenance 2009/10

The Housing Manager reported information relating to the progress of the Planned Maintenance Programme for 2009/10. The information is attached at **Appendix A** to these Minutes.

RESOLVED:- To note the information.

The meeting closed at 3.00 p.m.

PLANNED MAINTENANCE PROGRAMME 2009/10

APPENDIX A

SCHEME	CONTRACTOR OR SUPPLIER	AVAILABLE BUDGET	NO OF PROPERTIES	INVOICES PAID TO DATE	START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	TARGET COST	DATE	COMMENTS
REWIRES	CUMBRIA HOUSING PARTNERS	£252,700	Phase I Ewan Close (82 properties) Phase II Broad Close (72 properties)	£79,629	Apr-09	Feb-10	AB MITCHELL (via K Wilson)	Phase I - £125,788 Phase II - TBC	15.6.2009	Phase I - 95% COMPLETE Phase II - Not started
BATHROOMS I	CUMBRIA HOUSING PARTNERS	£200,000	Phase I Walney/Abbotsmead (72 properties) Phase II (23 properties)	£23,346	May-09	Feb-10	AB MITCHELL	Phase I - £196,690 Phase II - TBC	15.6.2009	Phase I - 55% COMPLETE Phase II - Not started
BATHROOMS II	INTEGRAL	£100,000	50 COMMIT 75% ONLY	£0	Sep-09	Feb-10	INTEGRAL	£100,000	15.6.2009	Target costs being prepared
BATHROOMS III (MRA Funding)	CUMBRIA HOUSING PARTNERS	£100,000	TBC	£0	Oct-09	Feb-10	AB MITCHELL	TBC	15.6.2009	Not started
KITCHENS I	CUMBRIA HOUSING PARTNERS	£400,000	Phase I Ewan Close/Ormsgill (120 properties) Phase II Yew Tree estate (36 properties)	£40,259	May-09	Feb-10	AB MITCHELL	Phase I - £361,360 Phase II - TBC	15.6.2009	45% COMPLETE
KITCHENS II	INTEGRAL	£225,000	50 COMMIT 60% ONLY	£0	Sep-09	Feb-10	INTEGRAL	£225,000	15.6.2009	Target costs being prepared
KITCHENS III (MRA Funding)	CUMBRIA HOUSING PARTNERS	£100,000	TBC	£0	Oct-09	Feb-10	AB MITCHELL	TBC	15.6.2009	Not started
HEATING 1	CUMBRIA HOUSING PARTNERS	£475,000	Phase I Ewan Close(73 properties) Phase II (73 properties)	£79,806	May-09	Feb-10	AB MITCHELL	Phase I - £253,776 Phase II - TBC	15.6.2009	90% COMPLETE
HEATING II	INTEGRAL	£375,000	100 COMMIT 60% ONLY	£0	Sep-09	Feb-10	INTEGRAL	£375,000	15.6.2009	Target costs being prepared
HEATING III (MRA Funding)	CUMBRIA HOUSING PARTNERS	£100,000	TBC	£0	Oct-09	Feb-10	AB MITCHELL	TBC	15.6.2009	Not started
PAINTING	CUMBRIA HOUSING PARTNERS	£200,000	Phase I Vulcan/Risedale (206 properties) Phase II Greengate (150 properties)	£0	Jun-09	Feb-10	GH JONES	Phase I - £87,859 Phase II - TBC	15.6.2009	Phase 1 - 75% COMPLETE Phase 2 - Not started

HOUSING MAINTENANCE COMMITMENTS 2009/10 @ 12.8.2009

	Funding Available 2007/08	Gross COMMITMENT	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£900,000.00	£268,094.00	£17,307.69	30%
Voids	£175,000.00	£106,786.00	£3,365.38	61%
Gas Servicing	£425,000.00	£114,884.00	£8,173.08	27%
Decoration Vouchers	£35,000.00	£12,350.00	£673.08	35%
Disrepair Claims	£25,000.00	£0.00	£480.77	0%
Environmental Impmts	£50,000.00	£28,419.00	£961.54	57%
Disabled Adaptations	£250,000.00	£220,000.00	£4,807.69	88%
Door Entry	£100,000.00	£17,935.00	£1,923.08	18%

HOUSING MANAGEMENT FORUM	(D) Agenda Item 6
Date of Meeting: 26th November 2009	
Reporting Officer: Colin Garnett, Housing Manager	
Title: Planning of Investment and Maintenance Services	
Summary and Conclusion:	
The purpose of this Report is to consider and agree the Council's approach to planning its Maintenance Services. It provides proposals regarding planning future investment and also for the completion of preparatory work with regard to a review of the Responsive Repairs Contract.	
Recommendations:	
Members are recommended to agree:	
1. The completion of a Stock Condition Survey during the current financial year.	
2. The appointment of Consultants to complete a review of our current Responsive Repair Contract.	

Background

The purpose of this Report is to consider the Council's approach to planning its Maintenance Services.

It focuses on the two principle areas of the Maintenance Service, Investment and the Responsive Repairs Contact.

(i) Investment: Stock Condition Survey.

In 2005 the Council appointed a firm of independent surveyors to undertake a detailed survey of the Council's housing stock and associated assets.

The Government's good practice guide entitled "Collecting, Managing and Using Housing Stock Information" suggests the Council should undertake additional surveys every five years to ensure that the process captures and records up to date, reliable and statistically correct details about the stock and associated assets. A further stock condition survey is scheduled for 2010/11.

The purpose of the Stock Condition Survey is twofold, to enable the Council to develop a thirty year business plan; and as a means of directing the order and type of investment work which is completed in annual plans.

With regard to identifying which order properties require upgrading, the survey 'bands' properties and provides clear direction regarding which should be upgraded over the following five years.

We are now in the process of completing work to these properties and it would be helpful to complete a new survey earlier than planned to update the running order for the next five years.

In addition, the Government has recently consulted on a review of the Housing Subsidy system which was reported to your last meeting. The proposal will allow Councils to finance their own business plans from their rents and revenues, in exchange for a one-off allocation of housing debt. It would be prudent therefore to ensure that, in consideration of these proposals, the Council ensures its Business Plan reflects the most financially accurate assessment of future investment priorities based on a robust up to date stock condition survey.

The outcome of the recent consultation is yet to be announced, but it does also acknowledge and recognise the cost of maintaining communal areas, more than has been recognised previously by the subsidy system. It would be my intention, therefore, to incorporate reference to such in the survey.

Officers therefore request members' approval to bring forward the planned stock condition survey scheduled for 2010/11 to this financial year and be authorised to appoint a suitably qualified team of independent chartered surveyors to carry out the work.

(ii) Planning the Responsive Repairs Service: Appointment of Consultants

At your meeting on 25th June 2009 it was agreed to extend the current Responsive Repairs Contract for a further two years, which was an option in the current contract.

The two year extension commenced on 5th November 2009.

In considering the longer term, although the current contract will operate until November 2011, should the Council wish to consider amending the current arrangement when it is due for renewal, such decisions will have to be made in twelve or fifteen months time. This is to allow sufficient time to award a new contract in a timely manner.

The current contract is based on the NEC3 contract arrangements. At the time of awarding the contract, it included:

- day to day responsive repairs
- gas servicing and maintenance
- void maintenance
- out of hours emergency response
- a proportion of planned investment, kitchen, bathroom and central heating.

To consider whether this approach will remain the most appropriate in the future, it would be appropriate to complete a review of the current practice.

In order to assist the review I would suggest it is appropriate to appoint an independent consultant to support a review of contract arrangements. The exercise would be time limited and involve a written report of their findings and proposals for consideration.

In order to complete a review of current arrangements it would be my intention to progress the work in conjunction with the Tenant Compact Working Party in line with the required Housing Service objective to 'invest and maintain homes and estates to the best standard possible with the resources available'. This would involve the TCWP agreeing a remit for the review, and appointment of a consultant, based on the following principles:

- Complete a review of the current structure and operating arrangements of the current contract with regard to maintain efficiency in delivery and a quality service.
- To consider based on the above analysis the possible options to progress our Maintenance arrangements to ensure a cost effective customer focused service.

Recommendation

Members are recommended to agree:

1. The completion of a Stock Condition Survey during the current financial year.
2. The appointment of Consultants to complete a review of our current Responsive Repair Contract.

Background Papers

N/A

Legal Implications:

N/A

Financial Implications:

Stock condition Survey:

The likely cost of this work will be in the region of c. £30/35,000.

Appointment of Consultant.

Based on previous consultancy rates I would suggest the likely cost to be as follows:

Daily rate	£650 (plus expenses)
Five to ten days work	<u>x 10</u>
	<u>c.£6,500 (plus expenses)</u>

The cost of this work can be met from resources within the Maintenance Budget.

Health and Safety Implications:

Completing the stock condition survey will require surveyors to complete inspections to occupiers' homes. In awarding the contract Officers will ensure the contractor has an appropriate method statement in place.

Key Priorities or Corporate Aims:

Corporate priority: "Meets the housing needs of the Borough and makes decent housing more accessible".

Housing Service Priority: "Inventing and maintaining homes and estates to the best standard possible with the resources available".

Risk assessment:

N/A

Equal Opportunities:

N/A

HOUSING MANAGEMENT FORUM	(D) Agenda Item 7
Date of Meeting: 26th November 2009	
Reporting Officer: Colin Garnett, Housing Manager	
Title: Miscellaneous Properties	
Summary and Conclusion:	
The purpose of this Report is to provide information requested at the HMF meeting on 27 th August 2009 regarding miscellaneous properties managed by the Housing Service and arrangements for their maintenance.	
Recommendations:	
Members are recommended to:	
1. Note the information regarding the management of miscellaneous properties.	
2. Agree the proposals to include the investment requirements of these properties through a Stock Condition Survey.	

Background

At the meeting of the Housing Management Forum on 27th August, 2009 a report concerning 34 Fenton Street was considered and instructions given.

It was also minuted:

- (iv) The Housing Manager to ensure any miscellaneous properties are included within the Planned Maintenance Programme and that he reports back to a future meeting of the Forum detailing the miscellaneous properties still owned by the Housing Service.

Report

The Housing Service now manages eight 'miscellaneous' properties. These are terraced houses that came into ownership of the Council previously but are not traditionally built Council Housing.

In terms of the management of the properties, they are treated no differently than any other property that is the responsibility of the Housing Service.

Rents are set on the same formulae as purpose built Council Housing and if a vacancy occurs, would be relet to an applicant on the Housing Register.

The exception to the above is Fenton Street which was the subject of a Report at your last meeting. This property is let to Project John who in turn use the property to house young homeless people, in doing so assisting the Council meet its statutory obligations for homeless people.

With regard to your last meeting, I understand there was concern around ensuring miscellaneous properties are maintained appropriately.

Below is a table which provides details of each of the properties and what investment works have been completed in the recent past.

Address	Type of Property	Tenancy Commencement	Comment regarding Condition
Hastings Street	2 bed house	17.9.07	New central heating 2003
Hogue Street	2 bed house	2.10.06	New central heating 2003
Vernon Street	2 bed house	23.6.08	New central heating 2003
Granville Street	2 bed house	12.1.78	New central heating 2003; new bathroom 2008
Clive Street	2 bed house	3.11.97	New central heating 2006; rewire 2000; new kitchen 2008
Anson Street	2 bed house	4.3.96	New central heating 2001
Devon Street	2 bed house	10.10.94	New central heating 2003
Fenton Street	2 bed house	Currently vacant, awaiting repair	Internal update of fittings completed by Project John

Requests for day to day repairs are responded to as in the case of any tenant requiring a repair.

By the location of the properties, you can see they are typically 'older' type property, pre 1919, and as such pose a more difficult problem for maintenance purposes. For example, due to their construction our ability to achieve higher levels of insulation by introducing cavity wall insulation is not possible.

Whilst acknowledging the above, I will ensure they are included in future investment plans. As there are relatively few properties, I will progress this by ensuring each property is surveyed as part of the process of completing a new Stock Condition Survey.

Recommendations

Members are recommended to:

1. Note the information regarding the management of miscellaneous properties.
2. Agree the proposals to include the investment requirements of these properties through a Stock Condition Survey.

Background Papers

N/A

Legal Implications:

N/A

Financial Implications:

Cost of any future investment required to these properties will be included in maintenance plans.

Health and Safety Implications:

N/A

Key Priorities or Corporate Aims:

Corporate: Meets the housing needs of the Borough and makes decent housing more accessible.

Housing Service: Investing and maintaining houses and estates to the best standard possible with resources available.

Risk assessment:

N/A

Equal Opportunities:

N/A

HOUSING MANAGEMENT FORUM	(D) Agenda Item 8
Date of Meeting: 26th November 2009	
Reporting Officer: Colin Garnett, Housing Manager	
Title: Gas Servicing	
Summary and Conclusion:	
A landlord is required to complete a gas safety check every twelve months. The purpose of this report is to suggest and agree a ten month cycle to ensure this is completed on a 100% basis.	
Recommendations:	
Members are asked to:	
1. Note information contained in this Report	
2. Agree the Housing Service adopt a 'ten month' cycle to further ensure services are completed within twelve months.	

Background

A landlord is required to complete a gas safety check every twelve months. The purpose of this report is to suggest and agree the introduction of a ten month cycle to ensure this is completed on a 100% basis.

Report

In complying with this requirement, the Housing Service exceeds the standard and also completes a service of appliances provided by the Council.

Whilst our aim has always been to achieve a safety check and service on a twelve month basis, it remains the case that a number of tenants do not allow our contractors access to their home. In the region of 220/230 tenants do not allow access through normal procedures.

The process is therefore monitored on a monthly basis and action taken to resolve the matter on a case-by-case basis.

These procedures are continually under review and changes made to try and improve our success rate. This involves coordination of both our own and contractors' resources to maximise opportunity to gain access.

More recently we have engaged a second contractor to work outside normal hours if necessary with ongoing publicity through our Newsletter, adopted a proactive approach to tenants who do not respond through the Housing Service's 'IT communication' facilities and practical issues such as putting 'alert labels' over tenants' locks to further ensure they are aware we require access.

Ultimately, if all else fails we resort to action through the Magistrates Courts using powers contained in the Environmental Protection Act 1990 to gain access.

Whilst by far the majority of tenants do cooperate, those that do not cause a disproportionate amount of work to complete the task and subsequently time to resolve. In doing so, as well as putting themselves in potential danger, it puts the Council at risk of not completing this statutory requirement.

Officers have, therefore, been looking at how other social landlords who report completing such checks on a 100% basis achieve that outcome. It would appear that the most fundamental difference is the adoption of a ten month cycle of completing such work.

At present we operate on the basis of issuing work four weeks prior to the due date for the service. A ten month cycle would require such orders to be issued approximately eight weeks before. This will provide a longer period, up to eight weeks, for access to be arranged, or the problem resolved.

Whilst this has been successful elsewhere, the implication is that the annual cost of completing this work will increase as servicing will be completed approximately one month earlier than is the case now. An assessment of this implication is shown on the 'Financial Implications' at the end of the report.

I would suggest that Officers have now refined current procedures to be as affective as practical and despite the potential additional cost I would recommend we move to a ten monthly cycle to ensure we achieve a 100% target.

Recommendations

Members are asked to:

1. Note information contained in this Report
2. Agree the Housing Service adopt a 'ten month' cycle to further ensure services are completed within twelve months.

Background Papers

N/A

Legal Implications:

See Health and Safety below.

Financial Implications:

The effect of moving to a ten month cycle will mean that some appliances are serviced over ten months instead of twelve months.

It is the case, therefore, that the cost of annual servicing will increase. Assuming appliances are serviced on a ten monthly basis this would incur an additional two months service costs ongoing each year.

It is estimated that the cost of this would be in the region on £13,776. This is a worst case scenario.

Health and Safety Implications:

Gas Safety (Installation and Use) Regulations 1998 require an annual safety check.

Not to complete the safety check as required could potentially put a tenant's wellbeing and safety at risk and leave the Council at risk of a claim for compensation. Processes are in place to monitor completions and no access which are then managed on a case-by-case basis.

Key Priorities or Corporate Aims:

Meet the housing needs of the Borough and make decent housing more accessible.

Risk assessment:

N/A

Equal Opportunities:

N/A

HOUSING MANAGEMENT FORUM	(D) Agenda Item 9
Date of Meeting: 26th November 2009	
Reporting Officer: Colin Garnett, Housing Manager	
Title: Adaptations for Tenants with Disabilities	
Summary and Conclusion:	
The purpose of this Report is to consider and agree an extension of the current contract arrangements for completing adaptations for tenants living in Council owned property.	
Recommendations:	
Members are recommended to agree the extension of the current contract arrangement with AB Mitchell for a further two year period, commencing on 1 st April 2010.	

Report

The purpose of this Report is to consider and agree an extension of the current contract arrangements for completing adaptations for tenants living in Council owned property.

Following a review of the Housing Service's Policies and Procedures for completing adaptations for tenants with a disability, it was agreed to adopt a new approach to arranging for such work to be completed. The approach was based on appointing one contractor to complete all major adaptations based on a 'common specification'. The advantage of this approach was the ability to complete adaptations more quickly.

A competitive process was used to appoint a contractor, based on the NEC3 term service contract. Potential contractors were considered on a 50% Quality, 50% Price assessment.

The successful contractor would be required to:

- Commence work within twenty eight days of instruction
- Complete works in a maximum of ten working days
- Comply with a range of key performance indicators

Following the above process A B Mitchell were appointed from 1st April 2008 for a period of two years with an option to extend for a further two years.

The arrangement has been operating for eighteen months and I would suggest it is now appropriate to consider whether the arrangement should be continued.

Key information regarding the contractor's performance is as follows:

April 2008 to March 2009:

65 major adaptations completed within the contract timeframe and within agreed contract price.

The work consisted of:

- 51 laid to fall showers
- 3 large ramps
- 6 overbath showers
- 5 step in trays

The key performance indicators for this work is as follows:

Disabled Adaptations	
AB Mitchell	
Quality of work: good/very good	100%
No defects	98%
Safely	100%
Appointments kept	100%
Clean and tidy	100%
Polite	100%
Overall Positive Feedback	98%

April 2009 to November 2009:

45 major adaptations completed within contract timeframe and within agreed contract price.
The work consisted of:

- 34 laid to fall showers
- 6 overbath showers
- 5 ramps
- 76 minor adaptations

It is clear from the information above, both in terms of tenants' satisfaction with the service, and work being completed in line with contract requirements, that this delivery model is working well and as intended.

In view of this, I would recommend the option to extend the contract for a further two years be agreed.

The key performance indicators will be compiled at the end of the year, but I am confident reflect a continuation of performance shown in year one.

Recommendations

Members are recommended to agree the extension of the current contract arrangement with AB Mitchell for a further two year period, commencing on 1st April 2010.

Background Papers

N/A

Legal Implications:

N/A

Financial Implications:

Delivery and control mechanisms are in place to ensure individual jobs are completed within target cost and budget.

Health and Safety Implications:

Appropriate method statements are in place to ensure works are completed in tenants' homes safely.

Key Priorities or Corporate Aims:

Meets the housing needs of the Borough and makes decent housing more accessible.

Risk assessment:

N/A

Equal Opportunities:

N/A

AGENDA ITEM 10

PERFORMANCE INDICATORS						
Housemark/ BVPI / Local	Performance Indicator	Actual 2006/7	Actual 2007/8	Actual 2008/9	Target 2009/10	6 Apr - 4 Oct 09
	Rent Arrears and Collection					
BV66a	% Rent Collected	97.88%	96.78%	96.48%	98%	95.79%
BV66b	% Tenants with > 7 weeks arrears	5.89%	6.82%	6.33%	5.5%	5.03%
BV66c	% Tenants served with Notice of Seeking Possession for arrears	35.48%	29%	30.6%	25%	25.84%
BV66d	% Tenants evicted for rent arrears	1.05%	0.66%	0.89%	0.5%	0.82%
Housemark	Current tenants arrears as % of rent roll	2.99%	2.96%	2.60%	2.5%	2.47%
	Void management					
BV212	Average relet time for dwellings (in days)	28	35.9	30	28	32
Housemark	% rent loss through vacant dwellings	0.98%	1.41%	1.16%	1%	1.07%
Local	% rent loss due to voids – garages	2.63%	2.81%	3.25%	2%	3.04%
	Homelessness					
Housemark	Average stay in B & B for families with children or pregnant women (in days)	2	10	3.7	3	19
Housemark	% of homeless applications where decision made and notified within 33 days	98.5%	95.3%	84.8%	99%	92.2%
Local	Average length of stay in B&B (in days)	22	14.4	18	12	21.9
Local	Average length of stay in dispersed (in days)	45	48	56	28	40
Local	Average length of stay in dispersed for families with children (in days)	34	41	49	28	33
Local	Average number of homeless households in dispersed accommodation	5.8	7.3	9.6	5	7.1
BV213	% of households whose situation was resolved by housing advice	N/A	N/A	N/A	75%	N/A
NI 156 <i>(new for 08/09)</i>	Number of households living in temporary accommodation	--	13	8	10	14
	Housing Applications					
Local	% Housing applications answered within 6 days	95%	52%	62%	95%	87%
	Repairs					
Housemark	% urgent repairs completed within Government time limits	89.59%	78%	79.91%	92%	85.11%
Housemark	% emergency repairs completed on time	93.6%	84.36%	89.07%	94%	87.70%
Housemark	% routine repairs completed on time	92.3%	77.26%	79.95%	93%	92.41%
Housemark	% urgent repairs completed on time	78.7%	74.86%	74.45%	90%	77.89%
NI 158 <i>(was BV184a)</i>	Proportion of homes which are non-decent	17.8%	2%	0.22%	1.75%	0.2%
Local	Average time taken to complete non-urgent repairs (in days)	10	13.7	24.85	8	18
	General Management					
NI 160 <i>(new for 08/09)</i>	Local authority's tenants' satisfaction with landlord's services	--	--	87%	N/A	N/A

RENT ARREARS as at week ending 4th October 2009

Area	Current £	% Gross Debit	Former Tenants £	% Gross Debit
Central	59,261.43	3.18	23,189.22	1.24%
Dalton	13,720.80	1.89	1,892.26	0.26%
Roosegate	65,269.63	2.73	21,990.32	0.92%
Ormsgill	48,149.87	2.26	57,047.50	2.68%
Walney	17,749.02	1.37	5,236.36	0.40%
Miscellaneous	2,082.16	9.50	0.00	0.00%
Dwellings total	206,232.91	2.45	109,355.66	1.30%
Garages	3,453.92	1.93	1,037.09	0.58%
Homeless	2,563.06	3.31	15,835.82	20.48%
Total	212,249.89	2.44	126,228.57	1.45%
Grand Total	£338,478		3.90%	

FORMER TENANT ARREARS

Former tenants arrears written off in period April - September 2009 = £81,729.44

VOIDS from 6th April 2009 to 4th October 2009

	Central	Dalton	Ormsgill	Roosegate	Walney	Total
1 Bedroom						
Ground-floor flat	8	0	10	7	6	31
Upper-floor flat	19	1	5	14	5	44
Bungalow	2	1	1	0	3	7
Sub total	29	2	16	21	14	82
2 Bedrooms						
Ground-floor flat	1	0	10	1	0	12
Upper-floor flat	3	1	9	1	0	14
Bungalow	0	0	0	0	0	0
House	6	0	3	5	1	15
Sub-total	10	1	22	7	1	41
3 Bedrooms						
Ground-floor flat	0	0	0	0	0	0
Upper-floor flat	0	0	0	0	0	0
Bungalow	0	0	0	0	0	0
House	1	1	9	5	5	21
Sub-total	1	1	9	5	5	21
4 Bedrooms						
House	1	0	0	2	0	3
5 Bedrooms						
House	0	0	0	0	0	0
Total	41	4	47	35	20	147

OFFERS OF ACCOMMODATION
made and refused between 6th April 2009 to 4th October 2009

Area	Property Details	Area	Condition	Personal circumstances	No reply to offer	Other reasons	Withdrawn	Total
Central	4	4	2	1	0	2	0	13
Dalton	1	0	0	1	0	0	0	2
Ormsgill	1	6	1	0	1	1	0	10
Roosegate	1	3	1	1	0	0	0	6
Walney	2	3	0	1	0	0	0	6
Total	9	16	4	4	1	3	0	37

NEW TENANCIES
6th April 2009 to 4th October 2009

<i>Applicant Type</i>	<i>No.</i>
Housing Register	90
Transfers:	40
General Management	3
Management	10
Medical	12
Under/over Occupancy	15
Homeless (monitored from October 2004)	21
Mutual Exchanges	15
Total Relets	166

HOUSING PROPERTY AS AT 30th September 2009

TYPE OF PROPERTY	NO. OF BEDS.	CENTRAL	DALTON	ORMSGILL	ROOSE	SHOPS	DISPERSED	WALNEY	TOTAL
BUNGALOWS	1	13	35	27	14			54	143
	2		5						5
	3			4	4				8
FLATS	1	314	30	213	243		4	145	949
	2	62	12	161	50		5	16	306
	3	3	1		1		2	1	8
HOUSES	2	80	19	66	143			76	384
	3	133	114	220	252			119	838
	4	9	4	7	51			4	75
	5				5				5
SUB-TOTAL		614	220	698	763		11	415	2,721
SHOPS	0					16			16
	2					4			4
	3					0			0
	4					1			1
HOSTEL FLATLETS	1						0		0
	2						0		0
GRAND TOTAL		614	220	698	763	21	11	415	2,742
GARAGES		207	42	68				167	484

SOLD PROPERTIES

6th April to 4th October 2009

AREA	PROPERTY TYPE	BEDROOMS	TOTAL
North Walney	GFL	1	1
Ormsgill 1	GFL	2	1
TOTAL			2

SCHEME	CONTRACTOR OR SUPPLIER	AVAILABLE BUDGET	NO OF PROPERTIES	INVOICES PAID TO DATE	START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	TARGET COST	OUT TURN ESTIMATE	ESTIMATED OVER/UNDER SPEND	COMMENTS
REWIRES	CUMBRIA HOUSING PARTNERS	£252,700	Phase I Ewan Close (82 properties) Phase II Broad Close (72 properties)	£87,500 £24,500	Apr-09	Feb-10	AB MITCHELL (via K Wilson)	Phase I - £125,788 Phase II - £113,502	£252,000	£0	Phase I - 95% COMPLETE Phase II - 27% COMPLETE
BATHROOMS I	CUMBRIA HOUSING PARTNERS	£200,000	Walney/Abbotsmead (95 properties)	£84,829	May-09	Feb-10	AB MITCHELL	£196,690	£196,690	-£3,000	47% COMPLETE
BATHROOMS II	INTEGRAL	£100,000	Sowerby Avenue (29 properties)	£0	Sep-09	Feb-10	INTEGRAL	£75,000	75000 + £14,000 Prelims	-£11,000	Due to commence 1st Nov 2009
BATHROOMS III (MRA Funding)	CUMBRIA HOUSING PARTNERS	£100,000	The Griffin (38 Properties)	£0	Oct-09	Feb-10	AB MITCHELL	£72,560	£100,000	£0	Due to commence 1st Nov 2010 Uncertainty about volume of showers due to elderly tenants
KITCHENS I	CUMBRIA HOUSING PARTNERS	£400,000	Ewan Close/Ormsgill (117 properties) Yew Tree estate (36 properties)	£171,345	May-09	Feb-10	AB MITCHELL	£361,360	£321,360	-£40,000	45% COMPLETE
KITCHENS II	INTEGRAL	£225,000	Park Road/Millstone Ave (25 Properties)	£0	Sep-09	Feb-10	INTEGRAL	£65,000 + £30,000 One Off Installations; + £32,000 prelims	£65,000	-£98,000	Due to commence 1st Nov 2010 Allow £30,000 for one kitchen installations by Apr 2010
KITCHENS III (MRA Funding)	CUMBRIA HOUSING PARTNERS	£100,000	Ormsgill (37 Properties)	£0	Oct-09	Feb-10	AB MITCHELL	£85,398	£100,000	£0	Not started
HEATING 1	CUMBRIA HOUSING PARTNERS	£475,000	Phase I Ewan Close + Others (91 properties)	£315,000	May-09	Feb-10	AB MITCHELL	Phase I - £253,776 + £100,000 One off installations	£475,000	-£100,000	83% COMPLETE Includes 25 No One off installations @ £100,000
HEATING II	INTEGRAL	£375,000	Dalton (47 Properties) Ormsgill (22 Properties)	£0	Sep-09	Feb-10	INTEGRAL	£276,000 + £45,000 for one off boiler swaps +£54,000 Prelims	£375,000	£0	Not started Includes 30 No boiler swaps by Apr 2010 and £54k prelims
HEATING III (MRA Funding)	CUMBRIA HOUSING PARTNERS	£100,000	Ormsgill + others (45 Properties)	£0	Oct-09	Feb-10	AB MITCHELL	£143,668	£143,668	£43,668	Not started
PAINTING	CUMBRIA HOUSING PARTNERS	£200,000	Phase I Vulcan/Risedale (206 properties) Phase II Greengate (150 properties)	£0	Jun-09	Feb-10	GH JONES	Phase I - £87,859 Phase II - £46,173	£150,000	-£50,000	Phase 1 - 85% COMPLETE £13,200 EXTRA agreed to repaint render at Raglan court Phase 2 - On site 66% COMPLETE

HOUSING MAINTENANCE COMMITMENTS 2009/10 @ 30.10.2009

	Funding Available 2009/10	Gross COMMITMENT to Date	Weekly Available	Gross Comm. as a % of funds available	Actual Invoices PAID to date
Tenant Demand Repairs	£832,500.00	£461,717.96	£16,009.62	55%	£221,449
Voids	£161,875.00	£131,848.08	£3,112.98	81%	£64,730
Gas Servicing	£394,956.00	£174,215.30	£7,595.31	44%	£78,323
Decoration Vouchers	£35,000.00	£22,885.00	£673.08	65%	£11,373
Disrepair Claims	£25,000.00	£0.00	£480.77	0%	0
Environmental Impmts	£50,000.00	£40,671.20	£961.54	81%	£30,021
Disabled Adaptations	£250,000.00	£220,000.00	£4,807.69	88%	242000
Door Entry	£30,000.00	£18,492.52	£576.92	62%	£20,811