

BOROUGH OF BARROW-IN-FURNESS

HOUSING MANAGEMENT FORUM

Meeting: Thursday 29th November, 2012
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. Declarations of Interest

To receive declarations by Members and/or co-optees of interests in respect of items on this Agenda.

Members are reminded that, in accordance with the revised Code of Conduct, they are required to declare any disclosable pecuniary interests or other registrable interests which have not already been declared in the Council's Register of Interests. (It is a criminal offence not to declare a disclosable pecuniary interest either in the Register or at the meeting).

Members may however, also decide, in the interests of clarity and transparency, to declare at this point in the meeting, any such disclosable pecuniary interests which they have already declared in the Register, as well as any other registrable or other interests.

4. Confirmation of the Minutes of the meeting held on 14th June, 2012.
5. Apologies for Absence/Changes in Membership.

FOR DECISION

OPERATIONAL

- (D) 7. Cumbria Choice: Choice-Based Lettings Scheme – Update.
- (D) 8. 9-12 Pennine Gardens, Barrow.
- (D) 9. Welfare Reform Action Plan – Progress.
- (D) 10. United Utilities Reward Offer.
- (D) 11. 2 Clive Street, Barrow.

FOR INFORMATION

12. Performance Information Report.
13. Planned Maintenance Programme 2012/13.

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

HOUSING MANAGEMENT FORUM MEMBERS:

Councillors: Hamilton (Chairman)
Barlow
Irwin
Johnston
Murray
Pointer
Richardson
Williams

Tenant Representatives: Mrs P. Charnley
Mr M. Burton
Mr N. Hird
Mr W McEwan
Ms C McFadyen
Mr A McIntosh
Mr W Ward
Mrs K Warne

For queries regarding this agenda, please contact:

Paula Westwood
Democratic Services Officer (Member Support)
Tel: 01229 876322
Email: pwestwood@barrowbc.gov.uk

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HOUSING MANAGEMENT FORUM

Meeting: 14th June, 2012
at 2.00 p.m.

PRESENT:- Councillors Barlow, Hamilton, Irwin, Johnston, Murray, Pointer, Richardson and Williams.

Tenant Representatives:- Mr W. McEwan, Mrs C. McFadyen, Mr A. McIntosh and Mr W. Ward.

1 – Appointment of Chairman for 2012/13

The Chief Executive reported that the Council on 15th May, 2012 had appointed Councillor Hamilton as the Chairman of the Housing Management Forum. However at the Executive Committee on 28th May, 2003 (Minute No. 216 refers) it had been agreed “that a Member Chairman for the purpose of Housing Management Forum be appointed by Council for the purpose of recognising responsibility but retaining the Forum’s freedom to appoint an alternative Chairman for meeting management if it so wished”. Nominations were requested for the appointment of Chairman for meeting management.

The nomination of Mrs P. Charnley was moved by Councillor Williams and seconded by Councillor Richardson.

The nomination of Councillor Hamilton was moved by Councillor Pointer and seconded by Councillor Johnston.

There being no further nominations, the vote was recorded as follows:-

Mrs P. Charnley, 5 for and 6 against.

Councillor Hamilton, 6 for and 4 against.

RESOLVED:- That Councillor Hamilton be appointed Chairman of the Housing Management Forum for 2012/13.

COUNCILLOR HAMILTON IN THE CHAIR

2 – Minutes

The Minutes of the meeting held on 1st March, 2012 were taken as read and confirmed.

3 – Apologies for Absence/Changes in Membership

Apologies for absence were submitted from Mrs P. Charnley and Mrs K. Warne.

4 – Appointment to Representatives to Working Groups etc.

The Chief Executive reported that at the Annual Council meeting on 15th May, 2012 the allocation of seats in respect of Forums, Panels, Working Groups etc. had been agreed.

The Housing Management Forum were requested to nominate Members and Tenant Representatives to the Tenant Compact Working Group and the Homelessness Funding Working Group for 2012/13. Three Member representatives by proportionality indicated in the report and three Tenant representatives were required for the Tenant Compact Working Group and two Member representatives by proportionality indicated in the report and two Tenant representatives were required for the Homeless Funding Working Group.

RECOMMENDED:- That the memberships for 2012/13 be as follows:-

Tenant Compact Working Group

Council Representatives (2:1) Councillors Barlow, Hamilton and Williams.

Tenant Representatives – Mrs P. Charnley, Mr W. McEwan and Mr A. McIntosh.

Homelessness Funding Working Group

Council Representatives (2:0) Councillors Hamilton and Pointer.

Tenant Representatives – Mrs P. Charnley and Mr A. McIntosh.

5 – Housing Services Delivery Plan 2012/13

The Housing Manager submitted a report requesting Members to note the progress of the 2011/12 Key Tasks and to agree the Key Tasks for the Housing Service for 2012/13, full details of which had been provided as an appendix to the report.

The Key Tasks would form the focus of the service's work during the year and help to achieve the Housing Service's vision to "provide well-maintained houses and estates where people choose to live".

It was noted that there had been a number of significant changes to the framework in which Social Housing was funded and managed and the regulation of the service, as included in the Localism Act and that these changes had been used to direct the proposed Key Tasks for 2012/13 which included:-

- Prudential financial management to ensure financial resources were used effectively and with regard to value for money;
- Providing excellent customer-focused and accessible services; and
- Involving and Empowering Residents.

RECOMMENDED:- That Members note the progress on the 2011/12 Key Tasks and agree the Key Tasks for 2012/13.

6 – Welfare Reform Action Plan

The Business Support Manager had submitted a report advising the Forum of the changes to Welfare Benefits, including Housing Benefit which were to be introduced from April 2013 and would have an impact on the management of the Housing Service.

She reported that in considering the Council's approach it was important to balance the responsibilities of the Council as a landlord and the wellbeing of tenants.

It was noted that as at 31st March 2012, the Housing Service had collected 75% of its income from Housing Benefits. At 2012 rents this would equate to £7.1 million. Of the current 2700 tenancies, 2039 currently received some form of Housing Benefit.

The removal of direct payment to the Council would be a challenge to the Housing Service and consideration needed to be given on how the Council could assist its tenants to budget their Universal Credit and to understand the various payment options available to them to pay their rent, many of whom may not have had to do so in the past because of the previous arrangements with Housing Benefit.

The Department of Work and Pensions had confirmed that all payments to customers in receipt of Universal Credit would be made electronically. With reference to research by the Chartered Institute of Housing they suggested that around 70% of social housing tenants did not have a basic bank account. If applied to the Council's tenant base it would suggest that around 1,890 households did not have a bank account.

In view of the above, the Business Support Manager had suggested that as a Local Authority Social Landlord, the Council had a responsibility to adopt an approach to helping its tenants in terms of financial awareness and budgeting skills as contained in the recently agreed Income Policy.

A detailed Action Plan proposing the actions to be taken with regards to the introduction of Universal Credit had been appended to the report.

RECOMMENDED:- (i) To note the information contained in the report and in particular the potential risk to the Housing Service's Income; and

(ii) To agree the proposed Action Plan.

7 – Tenant Incentive Scheme

The Business Support Manager submitted a report requesting the Forum to consider introducing a Tenant Incentive Scheme (TIS). The objective of developing a TIS was to promote, encourage and reward tenants in their role in contributing to positive tenancy management and the contribution they make to their communities.

She reported that following a recent enquiry to the Leader of the Council, he had requested her to prepare a report to consider introducing a TIS. It was noted that it would be appropriate to give consideration to the introduction of a TIS which would be in keeping with the aims of the Social Housing Reforms introduced under the Localism Act.

Under the Localism Act there was increased scope for tenants to have considerably more influence in relation to repairs and maintenance through the development of a tenant cash back scheme in which tenants would be rewarded for undertaking minor repairs.

Whilst the Council had not previously adopted a TIS, such schemes would now more widely used by Social Landlords as a means of improving housing management services.

It was noted that the Council had, on an ad-hoc basis, introduced a small number of initiatives to encourage positive tenancy behaviour. Examples of which included a scheme to encourage tenants to provide feedback following completion of a repair and in 2011 the Council had run a six month trial incentive scheme to increase Direct Debit payments. In this instance the offer had been a monthly draw of 3 x £50 retail vouchers. The Council had started with 295 Direct Debit payers which rose to 467 and now at averaged at 422. In the same period arrears as a percentage of rent owed had reduced marginally.

Members had been requested to note the following:-

- Every void incurred around £2,500 in cleaning, repair, rent loss and management costs;
- Welfare Reforms imposed penalties on tenants who under occupied dwellings. At present the Council had 526 tenants who could potentially be affected by this change;
- Current Tenant Arrears were £204,000 (756 accounts). 80% of the Council's tenants received Housing Benefit. This equated to 70% of the Council's income. The introduction of Direct Payments (Universal Credit) would substantially increase the Council's exposure to debt.

The following reward schemes had been recommended:-

1. Good Tenant

Clear rent account for 6 weeks* or
Maintaining arrears payment plan for 12 weeks or
Access for gas inspections or
Direct Debit payments

Return of survey (drawn after survey)

Quarterly prize draw 1 x £100, 2 x £50 (High Street vouchers)

Enhanced maintenance programme; e.g. choice/additional units if all of the above are maintained.

Cost: £1,000 per annum

* Further consideration needed for tenants on full Housing Benefit or owed Housing Benefit until Direct Payments are introduced.

2. Good Neighbour

Nominations by residents, validated by Housing Officer
Quarterly £25 to spend on flowers, wine or chocolates

Cost: £100 per annum

3. Goodbye

'Thank you' payment to tenants who meet our conditions when ending their tenancy with us

£300 (High Street vouchers)

Assumptions

10% off all voids	-21
Void Cost	£52,500
Payments	£6,300

Potential Benefit £46,200 per annum

4. Downsizing

For tenants downsizing by one bedroom or more and from 3 & 4 bedroom properties.

- Higher priority for re-housing/direct offer of suitable properties (consistent with Cumbria Choice policy)
- Removals *
- Decoration and Flooring Vouchers *
- Supply of white goods such as cookers, washing machines and fridges *
- Disconnection/reconnection of white goods i.e. electric cooker and washing machine*
- To a maximum value of £1,000.

Assumptions

Under occupiers	526
5% wishing to move	26

Cost: £26,000 per annum

Costs/Benefits

It was expected that the schemes 1-3 would be at least self financing and that at best the 'goodbye' incentive would make a sufficient saving to fully support scheme 4.

Implementation Strategy

In agreeing the proposals outlined in this Report, Officers in conjunction with the Tenant Compact Working Party, would:

- Develop a simple process to identify 'good tenants & neighbours';
- Develop process to recognise tenants who qualify for a 'goodbye' payment;
- Advertise and publicise the scheme;
- Develop clear terms and conditions and rules relating to conditions of entry and the draw;
- Regular reviews of progress and reports to committee;
- 'STAR' survey of tenants to assess their awareness of the schemes and their preferences for rewards; and
- Consider the development of a cash-back scheme for tenants undertaking minor repairs.

RECOMMENDED:- (i) To note the information contained in the report;

(ii) To approve in principle a Tenant Incentive Scheme on the scale and in the areas outlined in the report which were appropriate to this Council and its tenants and delegate responsibility to develop the necessary procedure and practices to process the matter with the Tenant Compact Working Party; and

(ii) To agree the implementation strategy.

8 – Request to Purchase Ad-hoc Land: Griffin Estate and Tummerhill Estate

The Housing Manager submitted a report in respect of two separate requests he had received to purchase Council-owned land adjoining property owned by the applicants.

He advised the Forum that he had delegated authority (by virtue of Executive Committee 1st October, 2003) to consider and agree where appropriate the sale of ad-hoc land adjoining gardens of owner-occupiers living on Council estates. However, should a potential purchaser wish to appeal his decision they had the right of appeal through this Forum.

In the case of the two applications received, the Housing Manager had suggested to the Forum that it would be inappropriate to sell the land as in both cases the areas of land in question formed part of a larger green area on the estates concerned and to sell them would be to the detriment of the original design of the estate and the benefit of the green areas provided.

Attached as appendices to the report were plans showing the areas of land in question at number 43 Westminster Avenue and 65 Pennine Gardens.

RECOMMENDED:- To agree to decline the requests to purchase ad-hoc land at both sites (43 Westminster Avenue and 65 Pennine Gardens) as both areas of land in question formed part of the larger green area provided for the benefit of the community on both estates.

9 – Changes to Housing Regulation

The Community Involvement Manager had submitted a report informing the Forum of the changes to the Housing Regulation which came into force on 1st April, 2012.

In April 2012, the responsibility for housing regulation had been passed from the Tenants Services Authority (TSA) to the Homes and Communities Agency (HCA).

The new regulatory framework had been developed from the Housing and Regeneration Act 2008 as amended by the Localism Act 2011 and remained set around the principle of co-regulation, encouraging providers to undertake robust self-regulation which incorporated effective tenant involvement.

The key changes to the Consumer Standards were as follows:-

- There was a greater focus on local resolution of complaints and disputes, including a role for tenant panels in resolving complaints;
- There was an increased scope for tenants to have considerably more influence in relation to repairs and maintenance through the development of a tenant cash back scheme in which tenants would be rewarded for undertaking minor repairs;
- There was a greater focus on promoting mutual exchange to assist tenants in moving to properties appropriate to their housing needs; and
- Local authorities would have flexible tenure options (shorter fixed term tenancies of not less than 5 years or by exception tenancies of not less than 2 years, in addition to any probationary period) if they chose to use them and must have clear and accessible lettings policies detailing the types of tenancies granted.

It would be appropriate with the changing regulations that the Council considered its current tenant involvement policy and procedures. However, it had recently been agreed that the Council's Overview and Scrutiny Committee included tenant involvement as a topic of work for the current financial year. It was therefore suggested that any action to amend the current tenant participation processes be delayed until after the work of the Overview and Scrutiny Committee was completed.

RECOMMENDED:- (i) To note the information regarding the changes in regulations; and

(ii) To agree that consideration as to what changes needed to be made to the tenant involvement practices be delayed until after the work of the Overview and Scrutiny Committee was completed.

10 – United Utilities Reward Offer

The Business Support Manager submitted a report advising the Forum that the Council had been approached by United Utilities with a proposal under which the Council would collect their water charges in return for a fee. She requested Members' views on whether they considered it would be prudent for the Housing Service to take advantage of an incentive scheme which could provide additional income to the Housing Revenue Account for the benefit of its customers.

The potential benefits to Housing and its customers were:-

- £10 incentive discount per customer;
- £26 per property collection fee (£92k) per annum;
- Opportunity to increase the number of tenants who paid by direct debit as United Utilities offered a £5.00 discount incentive and achieved a take up of 30% compared to the Council's 10%; and
- Opportunity for Housing Officers to offer customers advice on the benefits of changing to water meters as one and two bedroom flats would probably reduce their water charges.

It was noted that the water charges would be added to the rent account as a separate rent element and collected alongside rents and other service charges. United Utilities would invoice the Council once per annum. The fee had agreed provision for void properties and bad debt.

The Business Support Manager advised the Forum that she had carried out an initial mapping exercise which provided the profile of benefits. However there would be several actions required before the proposal could move forward including:-

- Consultation with Tenants (including Leasehold Tenants);
- Amend (if required) Tenancy Agreement;
- Assessment of the impact of Universal Credit/direct payments;
- Provide Members with a detailed cost/risk of the proposal for approval; and
- Ensure that the legal agreement was properly reviewed.

RECOMMENDED:- To agree to the Business Support Manager investigating further the benefits of the United Utilities Reward Offer and presenting a further report as to whether to participate or not.

11 – Housing Management Performance Report

The Business Support Manager submitted a report indicating the end of year performance information as follows:-

Performance Indicator	Actual 2008/9	Actual 2009/10	Actual 2010/11	Actual 2011/12	Target (Median)
£ Rents Collection					
£ Rent collected	£8,278,622	£ 8,546,587	£8,738,448	£9,134,875	£ 9,141,931
Rent collected as % of rent due	97.57%	98.46%	103.47%	97.62%	99%
£ Current Arrears (dwellings)	£219,901	£165,452	£155,726	£181,230	£175,679
£ Former Arrears (dwellings)	£150,501	£123,432	£103,418	£92,499	£128,081
Write Offs (Gross)	£146,643	£129,709	£114,706	£75,538	£42,803
Tenants evicted for rent arrears	24	18	13	6	6
Current tenants arrears % of rent owed	2.59%	1.91%	1.79%	1.96%	3.16%
Former tenants arrears % of rent owed	1.77%	1.42%	1.18%	1.02%	1.29%
£ Rent arrears Garages	£4,500	£4,094	£3,289	£1,824	£ 3,750
£ Rent Arrears Shops	£29,714	£28,131	£27,524	£16,602	£ 25,000
Void management					
Tenancy Turnover %				10.3%	8.05%
Total number of re-lets during the period benchmarked			268	278	217
No. of Voids	378	281	264	227	218
Average relet time for dwellings (days)	30	31	28	37	28
£ rent loss through vacant dwellings	£ 116,363	£ 101,530	£85,909	£ 100,227	£ 109,685
£ rent loss due to vacant garages		£4,873	£4,907	£5,098	£ 4,500
£ rent loss due to vacant shops		£4,253	£4,844	£16,546	£ 4,000
% properties accepted on first offer	NA	NA	73.9%	86.4%	70%
Loss per Void (Rents, Repairs, Mgt & Maintenance)	NA	NA	£ 2,556	£ 2,846	£2,000
Maintenance					
No. Repair Orders issued (Tenant Demand)	10644	13,068	10,890	11,587	9,197
Responsive & Void repairs per property			4.2	4.3	3.4
P1 & P2 as a % of total repairs	NA	NA	50.5%	61.7%	47.5%
% all responsive repairs completed on time	NA	81%	92.5%	87.3%	96.3
P1 % emergency repairs completed on time	89%	97%	98.9%	94.6%	96.7
P2 % urgent repairs completed on time	78%	88%	89.6%	78.9%	94.6
% routine repairs completed on time	79%	93%	90.6%	85.0%	94.1
Average end-to-end time for all reactive repairs (days)	7.2	12.6	12.6	12.25	8.2
Percentage of repairs completed 'Right First Time'	NA	NA	NA	78.5	88.8
Appointments kept as a percentage of appointments made	NA	97%	97.13	77%	96.8
Appointments made as a percentage of repair orders (exc gas & voids)	NA	100%	100%	NA	94.1
Percentage of dwellings with a valid gas safety certificate	97.9%	99.5%	99.2%	99.89%	99.8%
Percentage of homes that fail to meet the Decent Homes Standard	0.2%	0%	0.0%	0.0%	0.2%
*Average energy efficiency rating of dwellings (based on SAP 2005)	75.4%	76.20%	68.3	69.2	68.90%
Equality & Diversity					
ASB cases reported	126	213	85	82	143
Percentage of closed ASB cases that were successfully resolved	NA	13.1%	72%	91%	88%
% Vulnerable people achieving independent	61.7%	87%	97%	100%	77.2
% Diversity Information : Age	100%	99.90%	99.88%	100%	100%
Gender	100%	100%	100%	100%	98%
Ethnicity	24.8%	66.90%	94.70%	95%	75%
Disability	24.8%	42.40%	44.59%	100%	75%
Sexuality	24.8%	43%	41.70%	56%	55%
Religion or belief	24.8%	43%	43.05%	57%	55%
Percentage of Stage 1 complaints upheld	0	NA	25%	22%	NA

Performance Indicator	Actual 2008/9	Actual 2009/10	Actual 2010/11	Actual 2011/12	Target (Median)
Satisfaction					
Percentage of tenants satisfied with the landlord's services overall	87%	87%	87%		83%
Percentage of tenants satisfied with repairs and maintenance	88%	88%	88%		79%
Percentage of tenants satisfied that their views are taken into account	76%	76%	76%		64%
Percentage of new tenants satisfied with the allocation and letting process		NA	NA		NA
Percentage of residents satisfied with estate services	81%	81%	81%		82%
Value for Money -					
Direct Costs per property	Actual 2008/9	Actual 2009/10	Actual 2010/11	Actual 2011/12	
Major & Cyclical works	£ 1,231.3	£1,406	£1,294		£1,241
Responsive Repairs	£ 606.8	£400	£455		£424
Void Repairs	£ 93.1	£132	£144		£176
Rent Arrears & Collection	£ 68.1	£68	£53		£71
Community Involvement	£ 26.7	£31	£27		£46
Anti Social Behaviour	£ 25.9	£37	£29		£38
Neighbourhood Mgt (Estates/Tenancy Mgt)	£ 101.3	£95	£34		£66
Housing Options	£ 53.8	£45	£43		£37
Leasehold	£ 7.4	£31	£50		£136
Total staff turnover	5.1%	8%	10.3%	7.0%	8%
Ave. working days lost / sickness absence	11.3	14.0	22.3	14.0	10.5

Housing Property	2010-11	Dispersed
HSE	1293	0
FLATS	1251	10
BUNGALOWS	156	0
TL DWELLINGS	2700	10
LEASEHOLDS	202	
GARAGES	484	0
SHOPS	21	0

2011-12	Dispersed
1290	0
1258	10
157	0
2705	10
202	
484	
20	

SOLD PROPERTIES	2010-11	No
HSE		4
FLAT		2
LAND		
TL		6

2011-12	No
	3
	1
	1

HOMELESSNESS	Actual 2008/9	Actual 2009/10	Actual 2010/11	Actual 2011/12
Homeless aver. days in temporary dispersed accommodation	56	47	46	59
Homeless aver. days in temporary B&B accommodation	18	22	31	20
Homeless Total Cases Closed			616	752
Homeless Advice			216	339
Homeless Prevention	NA	NA	174	114
Homeless Applications			226	185
Homeless Successful Preventions	NA	NA	146	85
Eligible Homeless (Owed a full duty)	NA	NA	27	29

HOUSING REGISTER	Actual 2008/9	Actual 2009/10	Actual 2010/11	Actual 2011/12
Applicants on housing register	56		1700	
Cumbria Choice Register				1745

Background

The indicators had been agreed on 20th January, 2011 and reflected the Housing Management's overall efficiency, customer satisfaction and compliance. The targets shown were the Housemark 2010/2011 'median' or average cross sector performance scores which had been used to provide a useful benchmark.

The Value for Money section could not be completed until final accounts were available. Both the targets for 2012/13 and the Value for Money section would be updated in the first quarter Housing Management Performance Report (30th August, 2012).

The Customer Satisfaction section would be updated following the 'STAR' survey in the autumn.

It was noted that three significant factors may have adversely impacted upon the performances this year, namely:-

- The introduction of Choice Based Lettings;
- The changeover in main repair contractor; and
- The downturn in the economy.

Strengths

It was noted that overall Arrears performance had improved though Current Tenant Arrears had increased by £26k, it still fell within target and needed to be considered as part of the total debt of current, former and gross write offs which collectively had fallen by £24k.

Gas Safety, Decent Homes and SAP rating measures had all improved this year and were better than target.

Homelessness advice cases had seen a 56% increase and a reduction in the numbers going on to make a homeless application.

Weaknesses

It was noted that the Responsive and Void repair performances were down significantly on the previous year which could be attributed to a fall off in performance of the outgoing Contractor and teething problems with management and IT systems with the new Contractor. Measures which had been proposed and agreed in January were now in effect and there appeared to be an improvement.

Other performance measures suggested that the Council had a much higher than average ratio of emergency/urgent repairs (61% v 47%) to all Tenant Demand repairs and a higher ratio of repairs per property compared to the norm (4.2 v 3). Both of those factors increased pressure on Contractor's delivery times and on cost.

Rent loss due to dwelling, garage and shop voids had risen. Relet time for dwellings increased from 28 to 37 days.

RECOMMENDED:- (i) To agree to see through the current sanctions with the repair Contractor VINCI and closely monitor their performance;

(ii) To agree to apply additional resource and support to reduce the number of Responsive and Void, Tenancy Turnover and prevent arrears in line with the Income Management Policy;

(iii) To agree to include additional measures to monitor volume and priority of Responsive (Tenant Demand) repairs; and

(iv) To agree to the removal of the vulnerable people measure as the Council no longer provided that service.

12 – Planned Maintenance Programme 2012/13

The Housing Manager reported information relating the Planned Maintenance Programme for 2012/13. The information is attached at **Appendix A** to these Minutes.

RESOLVED:- To note the information.

The meeting closed at 2.43 p.m.

PLANNED INVESTMENTS 2011-12 - YEAR END EXPENDITURE

APPENDIX A

SCHEME	CONTRACTOR OR SUPPLIER	AVAILABLE BUDGET	NO OF PROPERTIES	YEAR END EXPENDITURE	START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	COMMENTS	Leasholders affected?
REWIRES	CUMBRIA HOUSING PARTNERS	£253,000	124	£268,837	1.4.2011	Feb-12	K WILSON	100% Complete	No
BATHROOMS	CUMBRIA HOUSING PARTNERS	£300,000	195	£308,278	1.4.2011	Feb-12	AB MITCHELL	100% Complete	No
KITCHENS	CUMBRIA HOUSING PARTNERS	£750,000	314	£721,563	1.4.2011	Feb-12	AB MITCHELL	100% Complete	No
HEATING	CUMBRIA HOUSING PARTNERS	£850,000	300	£813,464	1.4.2011	Feb-12	AB MITCHELL INTEGRAL	100% Complete	No
RE-POINTING	CUMBRIA ROOFING	£150,000	50	£0	1.4.2012	31.10.2012	CUMBRIA ROOFING	25% Complete - Awaiting invoicing	Yes
PAINTING	CUMBRIA HOUSING PARTNERS	£200,000	492	£187,786	1.4.2011	Feb-12	GH JONES	100% Complete	Yes

HOUSING MAINTENANCE COMMITMENTS 2011-12 - YEAR END EXPENDITURE

	Funding Available 2011-12	YEAR END EXPENDITURE	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£900,000.00	£667,106.00	£17,307.69	74%
Voids	£200,000.00	£222,918.00	£3,846.15	111%
Gas Servicing	£425,000.00	£293,069.00	£8,173.08	69%
Decoration Vouchers	£35,000.00	£24,623.00	£673.08	70%
Disrepair Claims	£25,000.00	£1,385.00	£480.77	6%
Environmental Impmts	£50,000.00	£32,885.00	£961.54	66%
Disabled Adaptations	£300,000.00	£231,329.00	£5,769.23	77%
Electrical Testing	£175,000.00	£17,226.00	£3,365.38	10%
Door Entry Maintenance	£20,000.00	£36,200.00	£384.62	181%
Total	£2,205,000.00	£1,526,741.00	£40,961.54	

HOUSING MANAGEMENT FORUM	(D) Agenda Item 7
Date of Meeting: 29th November 2012	
Reporting Officer: Colin Garnett, Housing Manager	
Title: Cumbria Choice: Choice-Based Lettings Scheme - Update	
Summary and Conclusion:	
The purpose of this report is to provide you with an update on the Review of the Cumbria-wide Choice Based Lettings Scheme – Cumbria Choice.	
Recommendation:	
Members are requested to:	
<ol style="list-style-type: none">1. Note the content of the report; and2. Agree the final draft of the Review of the Allocation Policy which forms the operating basis for Cumbria Choice. A copy of the final draft has been placed in the Members' Room and can also be viewed online on the Housing Service's homepage.	

Report

The purpose of this report is to provide you with an update on the progress of the Review of the Cumbria-wide Choice Based Lettings (CBL) Policy.

As you will be aware the Cumbria Choice County-wide Choice Based Lettings Scheme has been in operation since April 2011. The partnership agreed a full review would take place of the CBL policy within the first 12 months of implementation.

The Project Board commissioned Housing Quality Network (HQN) Equality & Diversity consultant Chris Root to carry out a detailed equality impact assessment of the Cumbria-wide CBL Policy which involved:

- A review of the existing CBL Equality Impact Assessment;
- A development of a small survey for stakeholder groups;
- A development of a small survey for a sample group of CBL users;
- A telephone survey of a small sample group of users who have never made a bid on Cumbria Choice but remain on the CBL waiting list;
- Analysis of all surveys with outcomes reported to the Project Board to feed into and form an integral part of the policy review; and
- A new reviewed Equality Impact Assessment (EIA) of the CBL Policy.

The Project Board organised a Policy Review Day on 23 February, 2012 which was attended by all partners and representatives from the Tenants' Panel. The work carried out by HQN was fed into the review to ensure any amendments reflected issues identified and to ensure the policy takes due regard to accessibility for all groups.

The draft review policy has been out to a four-week public consultation which closed on 12 October, 2012. During this period letters were sent out to all Stakeholders advising on how to access the online consultation. An overview of the consultation was also given to the Tenant Participation Compact Working Party on 18th September, 2012. The proposed changes were highlighted in a summary on the Cumbria Choice and the Housing Services Websites.

The Housing Service Website has a section entitled 'Cumbria Choice' which has up to date information on the Project which includes a copy of the draft review policy. A summary of the changes to bands is attached at **Appendix A**.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

The recommendation has no financial implications.

(iv) Health and Safety Implications

The recommendation has no implications.

(v) Equality and Diversity

An Equality Impact Assessment has been carried out in line with the reviewed policy and the accessibility policy updated.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil.

Summary of Changes to bands in Choice-Based Allocations Policy

Band A – Urgent housing need	No change to criteria for this Band. A few changes will be made to how the criteria are assessed.
Band B – High Need for housing	<p>2 additional criteria will be added to the Band B -on cumulative preference grounds. If the customer is</p> <ul style="list-style-type: none"> • An existing social tenant who is underoccupying the accommodation or • An existing social tenant who is suffering financial hardship as a result of housing benefit changes under Welfare Reform <p>and also has another qualifying need from Band C they will be awarded Band B</p> <p>A few changes will be made to how the criteria are assessed.</p>
Band C – Medium need for housing	<p>2 additional criteria will be added to the Band C</p> <ol style="list-style-type: none"> 1. Customers who are not currently in social housing who are suffering housing related hardship as a result where rehousing would alleviate the situation 2. Existing social housing tenants who suffer financial hardship as a result of housing benefit changes under welfare reform <p>The following criterion will be removed from Band C</p> <ol style="list-style-type: none"> 1. Customers who share facilities with other households who are not members of their household / family <p>A few changes will be made to how the criteria are assessed.</p>
Band D – Low need for housing	No change
Band E – Reduced priority	No change

Other changes

Numbers of rooms required by a household and overcrowding are currently based on a requirement that 2 children of the same sex share a room until they are 21. It is proposed to reduce this to 16.

In addition to these changes some alterations will also be made to clarify the existing policy and to allow the partners to make lettings which take account of housing benefit changes which are being made by the government in its welfare reform programme.

The full text of the policy detailing proposed amendments can be obtained by contacting one of the partners. It is also displayed on their websites.

Part One

HOUSING MANAGEMENT FORUM	(D) Agenda Item 8
Date of Meeting: 29th November 2012	
Reporting Officer: Colin Garnett, Housing Manager	
Title: 9-12 Pennine Gardens, Barrow	
Summary and Conclusion:	
<p>The purpose of this report is to consider what action should be taken with regards to a block of four flats, 9-12 Pennine Gardens, which are subsiding due to on-going settlement and involve a significant cost to resolve. All the options are discussed with their relative strengths and weaknesses highlighted.</p>	
Recommendation:	
Members are recommended to:	
<ul style="list-style-type: none">• Agree Option 1 to repair at an estimated cost of £114k with the cost being met from the HRA Reserves;• Agree the temporary re-housing of the residents of the four properties and meet the cost of rent loss and residents' removal costs from HRA Reserves;• Appoint M & P Gadsden to project manage the appointment of a suitably qualified contractor through to completion; and• Agree not to buy back the single Leasehold property.	

Report

The purpose of this Report is to consider what action should be taken with regard to 9-12 Pennine Gardens, a block of four flats, which are subject to on-going settlement which has resulted in damage to the fabric of the flats.

The block, 9-12 Pennine Gardens, forms the end part of a terrace of 12 flats constructed around 1970. Built on two floors with two one bed flats on each floor they are served by an open corridor and staircase.

Whilst there is clear evidence of movement in these four flats it does not extend to the remainder of the block.

Three properties are currently tenanted and the fourth is leasehold.

The Housing Service has been aware of the problem of settlement in these four flats for a number of years. It is evidenced by cracking in the fabric of the building and sloping floors to differing levels inside the flats.

More recently, Structural Engineers, M & P Gadsden, have assessed the extent of the movement and the options for rectifying the problem.

They advise that, “unfortunately due to specific site conditions in the sub-grade material and the presence of simple strip foundations of variable quality flats 9-12 have undergone severe settlement due to foundation failure. This has resulted in damage to the exterior and interior fabric of the building. On-going repairs have been undertaken over a long period of time but, there is evidence to suggest that the on-going movement has not ceased”.

They have now concluded their investigations and advise that damage could potentially reach a point where the structure becomes unsafe.

The options and their cost are as follows.

Option 1 Pile and needle beam scheme to underpin the existing structure -estimated cost £114k.

This scheme would involve the removal of the ground floor slab with internal piling works. Upon completion, the building will be technically safe from major further settlement, but will not correct the sloping floors.

Option 2 Demolish and re-build using a mini pile scheme – estimated cost £225k.

This scheme will result in the construction of new property, and will require piled foundations.

Option 3 Demolish – estimated cost £45k.

This is the simplest solution but entails the loss of four residential units.

The properties would have to be vacated for all the options resulting in loss of rent for the three tenanted flats and for the fourth leaseholder as we would need to provide alternative accommodation without charge. The loss varies according to the option chosen. The Council will have to meet the residents’ reasonable costs of relocation.

Relocation costs are similar for all options with the additional cost of buying back the leasehold property in Option 3.

With regards Option 3, this would appear the cheapest option but would leave the Council in the position that it has debt attributable to those properties and would lose their rental income.

OUTLINE COSTS PENNINE GARDENS	Factor	REPAIR	DEMOLISH & REBUILD	DEMOLISH
Build Costs		£114,000	£225,000	£45,000
Buy Back (market value)	1			£50,000
Mortgage debt	£13,341			£40,023
Rent Loss - Demolition	£65			£456,901
Rent Loss Repair (weeks)	16	£4,144		
Rent Loss Rebuild (weeks)	32		£8,288	
Disturbance	0			
Moving costs	1,000	£8,000		£4,000
TOTAL		£126,144	£233,288	£595,924

- The debt on each is £13,341
- The market value of the Leasehold is approximately £50k
- Rent loss over the next 30 years, based on the current rent of £65 per week and RPI of 3%, is £457k

The Council's block insurance policy excludes subsidence caused by 'settlement or movement of made up ground'. The cost of work will have to be met from HRA resources.

It is our responsibility to insure the building therefore we cannot request any contribution from the Leaseholder.

Consultation with Residents

The three tenants wish to remain on the Griffin estate and would be prepared to relocate on either a temporary or permanent basis.

The leaseholder is also in agreement with the option of moving on a temporary basis but has also said she would consider selling the flat back to the Council.

Progressing the Options

The adjoining flats will experience some disturbance. A risk assessment will need to be completed for each of the options to decide whether additional measures are required.

Delivering the agreed work

The delivery of the preferred Option will be subject to competitive tendering in accordance with Council Procedures. We do not have the resource in-house to project manage the delivery and I would therefore recommend you appoint M&P Gadsden to manage and deliver the scheme on the Council's behalf for an agreed fee of 2.5% for project management and 1% for the CDM requirements.

Should Option 1 be agreed, the duration of the contract will be 16 weeks. It will be difficult to co-ordinate the rehousing of residents to coincide with the contract due to the unpredictability of vacancies arising.

I would therefore intend to start the process of re-housing the four occupiers as soon as possible.

Summary and conclusion

The recent investigation would suggest the settlement in the flats is continuing and a decision as to their future is required.

Whichever option is chosen it will result in disruption to the four residents concerned and a disturbance to nearby residents until work is completed.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has significant implications.

(iii) Financial Implications

The recommendation has financial implications as outlined in the body of the report.

(iv) Health and Safety Implications

A risk assessment for completing the work will be prepared and the Contract will be subject to CDM.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

M&P Gadsden, Consulting Engineers Ltd '*Geotechnical Assessment & Remedial Options 9-12 Pennine Gardens, Barrow on behalf of Housing Department, Barrow Borough Council*'. A copy of this report has been placed in the Members' Room.

HOUSING MANAGEMENT FORUM	(D) Agenda Item 9
Date of Meeting: 29th November, 2012	
Reporting Officer: Colin Garnett, Housing Manager	
Title: Welfare Reform Action Plan - Progress	
Summary and Conclusion:	
The purpose of this report is to update the Forum on progress to inform and discuss with Tenants the implications of Welfare Reform and to mitigate the risks to the HRA.	
Recommendations:	
Members are requested to:	
1. Note the information contained in this report; and	
2. Agree review of furnished tenancies and charges for dispersed accommodation.	

Report

The purpose of this report is to update the Forum on progress made to inform and discuss with Tenants the implications of Welfare Reform and to mitigate the risks to the HRA.

On 14th June, 2012 the Forum agreed a six-point Action Plan in preparation for the Welfare Reform changes. Officers have been progressing the Plan and below is information on that progress.

A copy of the Action Plan is attached at **Appendix B**.

Under-occupation

Action 3: (Identifying the extent of under-occupation)

Sum of possible rent shortfall (based on 2012/13 rents):

Property Size	Rent – possible shortfall (48 weeks)
2	£56,751.84
3	£201,551.04
4	£35,171.52
Total	£293,474.40

These figures are worst case and have been calculated based on Tenants who are under-occupying by one bedroom in two-bedroomed properties and by two bedrooms in three or more bedroomed property.

Number of Tenants potentially under-occupying:

Property Size	Number of Tenants
2	114
3	198
4	32
Total	344

All Tenants identified have now been written to and asked to contact the Service. The response from Tenants who have been in contact is:

- 14 are not under-occupying;
- 64 are under-occupying;
- 49 will make payment;
- 15 would like to move.

Total 78 (22.6% response).

As a general comment, from those Tenants who did get in contact, it would appear many were already aware of the changes being introduced.

We will be following up by telephone, where possible, or visits to Tenants who have not responded, initially looking to identify Tenants who are already in arrears.

Action 4: (Making best use of stock)

Elsewhere on your agenda is a report concerning Choice Based Lettings (CBL). In considering changes to the CBL system, regard has been given to the Welfare Reform proposals.

Officers have also continued to promote the Homeswapper service.

The Council has also recently agreed an Incentive Scheme to help Tenants downsize which will be rolled out shortly.

Changes to Non-dependant Deductions

Action 5: (Benefits Liaison)

293 households have been identified with a non-dependent, of which 79 attract non-dependent deduction.

Action will be taken to alert families of whether they may be responsible for changes to their benefits due to non-dependent deductions.

Action 6: (Communication Plan)

Changes to Welfare Reform will continue to be included in Housing Matters. At present this is concentrating on under-occupation but will be extended to cover Universal Credit as more detail becomes available.

Additional Implications of Welfare Reform

The above information largely focuses on how we can help existing Tenants.

However, the Welfare Reform agenda may have further implications. For example, some properties have service charges which are currently Housing Benefit rebatable. The introduction of Universal Credit may leave a shortfall between their benefit level and our charges.

In addition, we operate two specific services which we need to review: furnished tenancies and the provision of dispersed accommodation to meet the Council's duties under the Homeless Persons Legislation which may be similarly impacted.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has significant implications.

(iii) Financial Implications

The recommendation has no financial implications.

(iv) Health and Safety Implications

The recommendation has minor implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation seeks to mitigate any adverse effect on the Health and Wellbeing of users of this service by informing them of the charges and to consider their options.

Background Papers

Nil

Housing Service Welfare Reform Action Plan

<p>Universal Credit</p>	<p>Action 1: The role of the Housing Options and Income & Debt Recovery Officers will be to take the lead in providing customer focused support during the sign up process and in assisting tenants having difficulty paying their rent. We will seek to maintain and introduce new procedures to ensure tenants have access to the best information and products available to them.</p> <p>Action 2: We will work in partnership with organisations as appropriate to ensure they receive financial guidance on the following issues:</p> <ul style="list-style-type: none"> • Basic Bank Accounts (options for direct debit payments) • Budgeting • Affordable Credit (eg promotion of Credit Unions) • Affordability Assessments (currently provided in conjunction with the CAB) <p>The objective of our approach will be to help tenants maintain rent payments in the most suitable manner to avoid them falling into arrears.</p>
<p>Under-Occupation</p>	<p>Action 3: We will identify our vulnerable customers on Housing Benefit by June 2012 from our customer profiling information and submit a list of our vulnerable customers to HB once the exemptions have been agreed.</p> <p>Action 4: (best use of stock) We will identify those customers that may under occupy their household and the actual numbers of customers under occupying and plan to visit within six months (Jan 2013). We will action the mutual exchange programme to increase membership of Homeswapper and consider an incentive scheme to create awareness of the changes and encourage customers to come forward who wish to move.</p>
<p>Changes to Non Dependant Deductions</p>	<p>Action 5: (Benefits Liaison) Income and Debt recovery (Benefits Liaison) has a number of initiatives aimed at creating awareness amongst households potentially at risk, ie. a birthday card scheme aimed at children approaching 18 and the age of dependence which is when non dependent deductions kick in.</p>
<p>Communication Plans</p>	<p>Action 6 We will look to carry out a series of consultation events to gain understanding of the changes and in particular tenants' views on under occupation and their intentions and their level of understanding on Universal Credit. As information becomes available communicate with tenants who appear to be at particular risk due to the changes and ensure they plan accordingly. Through the regular Housing Matters magazine update tenants on the changes to raise awareness. Review of standard correspondence to ensure the changes are communicated to tenants, eg Sign up Packs, Rent Statements and letters from the Income and Debt Recovery Team.</p>

Part One

HOUSING MANAGEMENT FORUM	(D) Agenda Item 10
Date of Meeting: 29th November, 2012	
Reporting Officer: Jane Coles, Business Support Manager	
Title: United Utilities Reward Offer	
Summary and Conclusion:	
This report follows up on the previous report to the Housing Management Forum in June 2012 concerning the introduction of a Water Charge Collection Scheme proposed by United Utilities. The investigation into whether the scheme represented a viable reward for Tenants and Council is now complete and the report summarises its conclusion.	
Recommendations:	
Members are invited to recommend adoption of the scheme, subject to consultation of Tenants.	

Report

The proposal is that we collect United Utilities water charges from Tenants in return for a fee. The target date for commencement is 1st April 2013.

Against the background where the various welfare reforms will reduce benefit entitlements and Universal Credit and Direct Payments will challenge those Tenants who have no experience of paying rent or service charges, we need to be in a position of readiness where we can help Tenants to budget and set up bank accounts (or alternative pay arrangements) if we are to continue collecting the same levels of rent & service charge payments.

The United Utilities offer provides both the funding to support a 'financial inclusion' role and the savings on water charges to help offset some of those benefit reductions for Tenants.

The benefits to the HRA:

- Funded full time role for 12 months of £30k;
- Between £84k -£119k income dependent on collection rates; and
- Potential to raise our level of Direct Debit payers from 10% to the 30% achieved by United Utilities.

The risk is that we collect at a lower rate than forecast however, we can provide for that debt.

The potential savings for Tenants is £280k and benefits are as follows:

- Housing Officer helping Tenants with water charge assessments / meter installations and setting up pay arrangements;
- The 900 single occupant flats could save up to £180 per annum each;
- £10 discount for every customer;
- £5 discount incentive for Direct Debit Payers (currently 791);
- First step for each of the blocks of flats to have bulk meters installed which would save the individual £120 'standing charge' (all block Tenants would need to agree to this at a future date);
- Payment of rent and water charges in a single transaction; and
- Ability to pay more flexibly with Barrow Borough Council than United Utilities using all existing Council payment methods and the facility to spread payments over the year by paying weekly or monthly.

In discussion with the Tenant Participation Compact Working Party consultation should be on the basis of a majority vote of those who respond. Officers would suggest, however, having taken advice, that Tenants be asked to respond if they do not wish the Housing Service to participate. If the majority say 'No', I would suggest that the scheme is not progressed at this time.

We have also sought legal advice to determine whether we would need to vary the tenancy conditions to make the payment of water charges a condition of the tenancy as with the rent and other charges.

An update on this item will be reported on verbally at the meeting.

Any arrears owed to United Utilities prior to April 2013 will remain payable to them by separate agreement.

Schedule (exc. Leaseholds)		Year 1	Year 2	Year 3	Year 4	Year 5
Properties (Customers)		2701	2674	2647	2621	2595
Forecast sales		866,000	858,989	816,122	831,391	828,677
Discount per property	£10	(27,010)	(26,740)	(26,470)	(26,210)	(25,950)
Additional DD discount	£5	(3,955)	(3,915)	(3,876)	(3,838)	(3,799)
Net sales		835,035	828,334	785,776	801,343	798,928
Flat fee	£32	(86,432)	(85,568)	(84,704)	(83,872)	(83,040)
Debt gap benefit	8%	(66,803)	(66,267)	(62,862)	(64,107)	(63,914)
BBC Gross Income		(153,235)	(151,835)	(147,566)	(147,979)	(146,954)
United Utilities Payment		£681,800	£676,499	£638,210	£653,364	£651,974

Worst Case

BBC Void loss	-2%	(17,320)	(17,180)	(16,322)	(16,628)	(16,574)
BBC Non Payers	-6%	(51,960)	(51,539)	(48,967)	(49,883)	(49,721)
Total Debt Risk	8%	(69,280)	(68,719)	(65,290)	(66,511)	(66,294)
BBC Net Income		(83,955)	(83,116)	(82,276)	(81,468)	(80,660)

Best Case

BBC Void loss	-1%	(8,660)	(8,590)	(8,161)	(8,314)	(8,287)
BBC Non Payers	-3%	(25,980)	(25,770)	(24,484)	(24,942)	(24,860)
Total Debt Risk	4%	(34,640)	(34,360)	(32,645)	(33,256)	(33,147)
BBC Net Income		(118,595)	(117,475)	(114,921)	(114,724)	(113,807)

In summary, for year one, the Council would receive a charging schedule for each of its Tenants after their individual discounts have been deducted at the start of the year of £835,035. The Council would pay United Utilities a total of £681,800, payable in quarterly instalments. The balance of £153,235 would be retained by the Council to cover void loss and arrears. The term of the contract is five years with the ability to terminate on either side with six months notice at year end.

- Discounts to Tenants amount to 4% of sales;
- Debt gap benefit is a minimum of 8% of Net sales;
- Flat fee of £32 per property increasing by RPI annually; and
- Additional £30,000 to fund a full time financial inclusion officer for the first year of the contract payable when the contract is signed.

The actions already complete are:

- Mapping exercise which provided the profile for the commercial terms;
- Initial consultation with TCWP where it was agreed to carry the proposal forward to Tenants on a majority vote and where nil returns were not counted;
- Newsletter to all Tenants explaining the proposal with Q & A's;
- Ballot form with pre-paid envelope hand delivered to be returned by 5th January; and
- The legal agreement has been properly reviewed as a result of this the Contract is back with United Utilities to make amendments.

Further Actions

- Await outcome of consultation; and
- Receive advice on the issue of changes to Tenancy Agreement.

(i) Legal Implications

The contract has been reviewed by a competent solicitor acting on our behalf.

(ii) Risk Assessment

The recommendation has minor implications.

(iii) Financial Implications

The risk is that we collect at a lower rate than forecast however the debt can be provided for. United Utilities collect 71% so realistically the risk is £89k.

(iv) Health and Safety Implications

The recommendation has no implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil

Part One

HOUSING MANAGEMENT FORUM	(D) Agenda Item 11
Date of Meeting: 29th November, 2012	
Reporting Officer: Colin Garnett, Housing Manager	
Title: 2 Clive Street, Barrow	
Summary and Conclusion:	
2 Clive Street is a miscellaneous end of terrace house located in Hindpool. Whilst the property has benefitted from planned works such as central heating, kitchen and bathroom upgrades over recent years it presently suffers from a number of structural problems that require significant investment.	
Recommendations:	
I would ask Members to:	
1. Agree to invest approximately £20,000 from HRA resources to remedy the structural problems identified in this report; and	
2. Agree that the Housing Manager explores the option to relocate the occupants to an alternative property.	

Report

2 Clive Street is a miscellaneous end of terrace house located in Hindpool. Whilst the property has benefitted from planned works such as central heating, kitchen and bathroom upgrades over recent years it presently suffers from a number of structural problems that require significant investment.

A recent dilapidation report recommends the following improvements;

- Install a new damp proof course to all lower ground floor walls;
- Pebble dashing the external envelope of the building;
- Renewal of internal ground floor timbers; and
- Repairs to the chimney stack and roof.

The work is expected to cost approximately £20,000 and will take in the region of six to eight weeks to complete. The occupants will need to be relocated during this period.

Initial discussions have taken place with the occupants regarding long term relocation to an alternative property. This proposal would allow alternative solutions such as disposal to be considered. With Members' agreement I suggest we continue to explore this option and report any options arising from a potential change of tenancy as they arise.

(i) Legal Implications

Failure to take action may lead to a breach under Part 1 of the 2004 Housing Act

(ii) Risk Assessment

The recommendation has significant implications.

(iii) Financial Implications

Investment to be funded from the 2012 Housing Revenue Account

(iv) Health and Safety Implications

A risk assessment will be carried out prior to work starting.

(v) Equality & Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

Failure to undertake investment or relocation may put occupants at risk from associated health related problems with regard to dampness.

Background Papers

Dilapidation report dated 12th September 2012

Performance Indicator	Actual 2011/12	Apr -Jun 2012	Apr -Sept 2012	Apr - Dec 2012	Actual 2012/13	Target (Median)
£ Rents Collection						
£ Rent & Service Charges due	£9,228,558	£2,234,815	£4,589,411			
£ Rent collected	£9,134,875	£2,221,338	£4,544,226			£ 8,855,938
Rent collected as % of rent due (inc ft)	97.62%	99.40%	99.02%			99%
£ Current Arrears (dwellings)	£181,230	£207,455	£266,501			£175,679
£ Former Arrears (dwellings)	£92,499	£86,355	£92,012			£128,081
Write Offs (Gross)	£75,538	£24,910	£28,353			£42,803
Tenants evicted for rent arrears	6	2	3			6
Current tenants arrears % of rent owed	1.96%	2.34%	3.01%			3.16%
Former tenants arrears % of rent owed	1.02%	0.98%	1.04%			1.29%
£ Rent arrears Garages	£1,824	£4,144	£7,073			£ 3,750
£ Rent Arrears Shops	£16,602	£17,225	£18,137			£ 25,000
Void management						
Tenancy Turnover %	10.3%	3.2%	4.9%			8.05%
Total number of re-lets during the period benchmarked (inc Dispersed)	278	85	114			217
No. of Voids	227	76	114			218
Average relet time for dwellings (days)	37	38	42			28
£ rent loss through vacant dwellings	£ 100,227	£ 25,119	£ 48,965			£ 109,685
£ rent loss due to vacant garages	£5,098	£1,019	£1,323			£ 4,500
£ rent loss due to vacant shops	£16,546	£1,999	£3,000			£ 4,000
% properties accepted on first offer	86.4%	72.0%	73.7%			70%
Loss per Void (Rents, Repairs, Mgt & Arrears)	£ 2,846	£ 2,640	£ 2,658			£2,000
Maintenance						
No. Repair Orders issued (Tenant Demand)	11,587	2,799	5,189			9,197
Responsive & Void repairs per property	4.3	1.0	1.9			3.4
P1 & P2 as a % of total repairs	61.7%	52.5%	56.9%			47.5%
% all responsive repairs completed on time	87.3%	72.5%	72.8%			96.3
P1 % emergency repairs completed on time	94.6%	92.2%	93.5%			96.7
P2 % urgent repairs completed on time	78.9%	68.9%	79.4%			94.6
Average end-to-end time for all reactive repairs (days)	12.25	12.33	21.1			8.2
Percentage of repairs completed 'Right First Time'	78.5%	80.0%	74%			88.8
Appointments kept as a percentage of appointments made	77%	58%	64%			96.8
Appointments made as a percentage of repair orders (exc gas & voids)	NA	100%	100%			94.1
Percentage of dwellings with a valid gas safety certificate	99.89%	99.93%	99.80%			99.8%
Percentage of homes that fail to meet the Decent Homes Standard	0.0%	0.0%	0.0%			0.2%
*Average energy efficiency rating of dwellings (based on RD SAP 9.83)	69.2	69.2	69.2			68.90%
Equality & Diversity						
ASB cases reported	82	17	40			143
Percentage of closed ASB cases that were successfully resolved	91%	100%	96%			88%
% Diversity Information : Age	100%	100%	100%			100%
Gender	100%	100%	100%			98%
Ethnicity	95%	73%	73%			75%
Disability	100%	100%	100%			75%
Sexuality	56%	38%	39%			55%
Religion or belief	57%	40%	40%			55%
Percentage of Stage 1 complaints upheld	22%	0%	0%			NA

Performance Indicator	Actual 2008/09	Actual 2011/12	Actual 2012/13			Target (Median)
Satisfaction						
Percentage of tenants satisfied with the landlord's services overall	87%					83%
Percentage of tenants satisfied with repairs and maintenance	88%					79%
Percentage of tenants satisfied that their views are taken into account	76%					64%
Percentage of new tenants satisfied with the allocation and letting process	NA					NA
Percentage of residents satisfied with estate services	81%					82%
Value for Money - Direct Costs per property	Actual 2010/11	Actual 2011/12	Apr -Sept 2012			
Overhead per property		£ 140				
Major & Cyclical works	£1,294	£ 1,256				£1,241
Responsive Repairs	£455	£ 480				£424
Void Repairs	£144	£ 167				£176
Rent Arrears & Collection	£53	£ 54				£71
Community Involvement	£27	£ 38				£46
Anti Social Behaviour	£29	£ 41				£38
Neighbourhood Mgt (Estates/Tenancy mgt.)	£34	£ 102				£66
Housing Options	£43	£ 36				£37
Leasehold	£50	£ 70				£136
Total staff turnover	10.3%	7.0%	2.0%	3.9%		8%
Ave. working days lost / sickness absence	22.3	14.0	4.1	9.0		10.5

Housing Property	2011-12	DISPERSED 2011-12	2012-13	DISPERSED 2012-13
HSE	1290	0	1289	0
FLATS	1258	11	1246	11
BUNGALOWS	157	0	157	0
TL DWELLINGS	2705	11	2692	11
Community Centres			5	
LEASEHOLDS	202		203	
GARAGES	484		486	
SHOPS	20		20	

SOLD PROPERTIES	2011-12	SOLD 2011/12	2012-13	SOLD 2012/13
HSE	148,500	3	38,000	1
FLAT	27,000	1	22,000	1
LAND	2,312	1		
TL	177,812	4	60,000	2

HOMELESSNESS	Actual 2010/11	Actual 2011/12	Apr -Jun 2012	Apr-Sep 2012
Homeless ave. days in temporary dispersed accommodation	46	59	53	71
Homeless ave. days in temporary B&B accommodation	31	20	26	21
Homeless Total Cases Closed	616	752	334	515
Homeless Advice	216	339	210	313
Homeless Prevention	174	114	42	59
Homeless Applications	226	185	36	78
Homeless Successful Preventions	146	85	38	52
Eligible Homeless (Owed a full duty)	27	29	8	13

HOUSING REGISTER	Actual 2010/11	Actual 2011/12	Apr -Jun 2012	Apr -Sept 2012
Applicants on housing register	1700			
Active Direct Applicants			1508	1553
Active Transfer Applicants			316	323
Cumbria Choice Register		1745	1824	1876

PLANNED INVESTMENTS 2012-13

SCHEME	CONTRACTOR OR SUPPLIER	AVAILABLE BUDGET	NO OF PROPERTIES	EXPENDITURE TO DATE	START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	COMMENTS	Leasholders affected?
RE-ROOFING WORKS (GRIFFIN)	TBC	£300,000	183	£ -	TBC	Mar-14	Tender due for return 30/11/12	2 YEAR CONTRACT	Yes
BALCONY REPAIRS	TBC	£50,000	52	£ -	TBC	Feb-13	TBC	2 YEAR CONTRACT	Yes
FENCING WORKS (HINDPOOL)	TBC	£50,000	69	£ -	TBC	Feb-13	Tender due for return 30/11/12	3 YEAR CONTRACT	Yes
REWIRES	CUMBRIA HOUSING PARTNERS	£254,000	120	£ 127,001	1.4.2012	Feb-13	K WILSON	65% COMPLETE	No
BATHROOMS	CUMBRIA HOUSING PARTNERS	£300,000	200	£ 150,449	1.4.2012	Feb-13	AB MITCHELL	50% COMPLETE	No
KITCHENS	CUMBRIA HOUSING PARTNERS	£800,000	325	£ 440,148	1.4.2012	Feb-13	AB MITCHELL	60% COMPLETE	No
HEATING	CUMBRIA HOUSING PARTNERS	£575,000	200	£ 464,378	1.4.2012	Feb-13	AB MITCHELL	80% COMPLETE	No
RE-POINTING	CUMBRIA ROOFING	£150,000	66	£ 130,993	1.4.2012	Feb-13	CUMBRIA ROOFING	70% COMPLETE	Yes
PAINTING	CUMBRIA HOUSING PARTNERS	£200,000	500	£ 157,094	1.4.2012	Feb-13	GH JONES	80% COMPLETE	Yes

HOUSING MAINTENANCE COMMITMENTS 2012-13

	Funding Available 2011-12	EXPENDITURE TO DATE	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£ 500,326	£ 126,868	£ 9,622	25%
Preliminary Cost	£ 399,674	£ 236,860	£ 7,686	59%
Voids	£ 200,000	£ 25,252	£ 3,846	13%
Gas Servicing	£ 280,000	£ 12,008	£ 5,385	4%
Decoration Vouchers	£ 35,000	£ 15,693	£ 673	45%
Disrepair Claims	£ 25,000	£ 351	£ 481	1%
Environmental Impmts	£ 25,000	£ 11,212	£ 481	45%
Disabled Adaptations	£ 300,000	£ 100,098	£ 5,769	33%
Electrical Testing	£ 75,000	£ 22,101	£ 1,442	29%
Door Entry Maintenance	£ 20,000	£ 20,394	£ 385	102%
Total	£1,935,000.00	£570,837.00	£35,769.23	