

You are requested to attend a meeting of the Tenant Services Management Board to be held in The John Meikle Room, The Deane House, Belvedere Road, Taunton on 17 June 2013 at 18:00.

Agenda

- 1 Apologies.
- 2 Minutes of the meeting of the Tenant Services Management Board held on 21 May 2013 (attached).
- 3 Public Question Time.
- 4 Declaration of Interests
To receive declarations of personal or prejudicial interests, in accordance with the Code of Conduct.
- 5 ALHCO Performance Report. Report of the Property Manager - Maintenance (attached).
Reporting Officer: Steve Esau
- 6 Creechbarrow Road Regeneration Update. Report of the Health and Housing Manager (verbal).
Reporting Officer: James Barrah
- 7 Phase One Development Update. Report of the Health and Housing Manager (verbal).
Reporting Officer: James Barrah
- 8 Analysis of Performance Indicators Update. Report of the Councillor Bowrah BEM (verbal).
- 9 Feedback from TSMB on STAR Survey 2013. Report of the Tenant Services Management Board Members (Distributed at May 2013 meeting).
- 10 TPAS Tenant Central Training. Report of the Attendees from the TSMB (verbal).

Legal and Democratic Services Manager

09 July 2013

Members of the public are welcome to attend the meeting and listen to the discussions.

There is time set aside at the beginning of most meetings to allow the public to ask questions.

Speaking under “Public Question Time” is limited to 4 minutes per person in an overall period of 15 minutes. The Committee Administrator will keep a close watch on the time and the Chairman will be responsible for ensuring the time permitted does not overrun. The speaker will be allowed to address the Committee once only and will not be allowed to participate further in any debate.

If a member of the public wishes to address the Committee on any matter appearing on the agenda, the Chairman will normally permit this to occur when that item is reached and before the Councillors or Tenant Services Management Board Members begin to debate the item.

This is more usual at meetings of the Council’s Planning Committee and details of the “rules” which apply at these meetings can be found in the leaflet “Having Your Say on Planning Applications”. A copy can be obtained free of charge from the Planning Reception Desk at The Deane House or by contacting the telephone number or e-mail address below.

If an item on the agenda is contentious, with a large number of people attending the meeting, a representative should be nominated to present the views of a group.

These arrangements do not apply to exempt (confidential) items on the agenda where any members of the press or public present will be asked to leave the Committee Room.

Full Council, Executive, Committees and Task and Finish Review agendas, reports and minutes are available on our website: www.tauntondeane.gov.uk



Lift access to the John Meikle Room and the other Committee Rooms on the first floor of The Deane House, is available from the main ground floor entrance. Toilet facilities, with wheelchair access, are also available off the landing directly outside the Committee Rooms.



An induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter.

For further information about the meeting, please contact the Corporate Support Unit on 01823 356414 or email r.bryant@tauntondeane.gov.uk

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Tenant Services Management Board Members:-

- Mr D Etherington (Chairman)
- Mrs J Hegarty (Vice-Chairman)
- Councillor R Bowrah, BEM
- Councillor S Brooks
- Mrs J Bunn
- Mrs E Drage
- Mr M Edwards
- Mr D Galpin
- Mr I Gould
- Mr K Hellier
- Mr R Middleton
- Mrs T Urquhart

Minutes of the meeting of the Tenant Services Management Board held on Tuesday 21 May 2013 at 6pm in The John Meikle Room, The Deane House Taunton.

Present: Mr Dustyn Etherington (Chairman),
Mrs Judith Hegarty (Vice-Chairman),
Mrs J Bunn, Mrs E Drage, Mr M Edwards, Mr D Galpin, Mr I Gould, Mr K Hellier, Mrs T Urquhart, Councillor Bowrah and Councillor Brooks.

Officers: Phil Webb (Housing Manager; Property Services), Steven Clarke (Tenant Services Development Officer), Stephen Boland (Housing Services Lead), James Barrah (Health and Housing Manager), Paul Hadley (Housing Manager), Norah Day (Housing Estate Manager), Martin Price (Tenant Empowerment Manager), Michaela Mullen (Welfare Reform Project Officer), and Andrew Randell (Corporate Support Officer).

Others: Councillor F Smith.

(The meeting commenced at 6.00pm)

1. Apologies

No apologies received.

2. Halcon One Team

Police Sergeant Andy Murphy gave a verbal report and presentation regarding the new Halcon One Team.

The problems in the area were detailed. Historically there were 1800 crimes per year in the area in comparison with an area such as Galmington which had 300. Parts of Halcon were in the top 4% of deprived neighbourhoods in the country.

Since the project there had been a 27.9% reduction in overall crime with a 45.5% reduction in youth crime victims. As a result of the project there was a better relationship with the residents of Halcon, with problems on the estate being collated and work being linked to The Troubles Families initiative.

The overall aim was of the Halcon one Team was for it to lessen the demand that would be put on the police and the government resources.

Issues with residents of the estate not being able to obtain employment was discussed, it emerged that there were 12 people of the estate who were taking up voluntary roles (Link Power) which through the project were adding to their CV's, which as a consequence they had improved employment prospects.

In reference to the Link centre in Halcon it was recognised that the ability to discuss confidential matters without members of the public overhearing should be addressed.

It was requested that all Councillors were made aware of the project to change the impression that they have of the Halcon estate.

The combined rent arrears of residents on the Halcon Estate stood at £90k

During the discussion of this item, board members made the following comments -
(Responses shown in italics)

- Congratulations should be given to the Housing Officers dealing with anti-social behaviour and issuing the ASBOs (Anti-Social Behaviour Orders). Please pass this on.

Resolved that the Board noted the Police Sergeant's presentation.

3. **Welfare Reform Update**

Considered the report previously circulated, concerning The Welfare Reform update with details of work currently being undertaken by the Welfare Reform Project Officer (WRPO). It outlines what progress Housing Services had made in responding to the implications of the Welfare Reform changes.

The Welfare Reform Act 2012 came into force bringing changes to the welfare benefit system that would impact on our tenants who were of working age and claim benefits. In response to the implementation of the Welfare Reform Act, a Project Officer was appointed. The officer is responsible for providing support and assistance to our tenants who are affected by the changes.

The 4 main changes are:

- Under occupation (bedroom tax);
- Benefits cap;
- Non dependant deductions; and
- Universal credits.

Following the development of the Welfare Reform Strategy and Action Plan a number of objectives were given to the WRPO. The objectives were as follows:

- Improve the information that we hold about our tenants to enable us to provide them with appropriate advice and support;
- Ensure tenants were claiming all benefits they were entitled to;
- Improve money management skills;
- Help tenants resolve any debt problems;
- Enhance tenant access to bank accounts, which allow payment of bills by direct debit;
- Help improve tenant access to low cost credit and opportunities for saving;
- Enhance tenant access to the internet;
- Invest in community development to improve opportunities for employment and skills for tenants.

Some of results achieved to date were as follows:

- The Tenants' Forum held an Open Day event in Taunton for all affected tenants
- 380 visits completed with affected tenants
- 152 of the affected tenants had stated they intend to remain in their current home and would ensure they pay their weekly rent

- 112 tenants were not at home for visit, 2nd visit required
- 61 tenants wish to downsize to a smaller property
- 15 tenants had completed moves to a smaller property
- 26 affected tenants were in receipt of Discretionary Housing Payment (DHP)

During the discussion of this item, board members made the following comments and asked questions. Responses shown in italics:

- A more detailed analysis was requested in relation to correlation in rent arrears with regard to the impact of changes in the benefit system.

Resolved that the:

1. Board noted the Officer's report.
2. Requested an update report to be presented to the Board in three months time. This to include comparisons with other landlords and local authorities as well as the Council's performance against the Council's Business Plan.

4. Performance Indicators Quarter Four 2012/13

The Health and Housing Manager gave a verbal update accompanied by tables detailing the Health and Housing KPI Performance Report for the period covering Quarter Four of 2012-13. The tables detailed the overall KPI performance of Quarter Four and the Top Ten Quarter Four Performance Indicators selected by the Tenant Services Management Board during Quarter One performance report.

The Quarter Four overall KPI performance report included such headings as Managing Finances, Service Delivery Satisfaction, Service Delivery Decent Homes and Service Delivery Managing Housing Stock.

The Officers informed the Board Members that there was an increase in the number of green KPI (those on target) to 61%, as well as decrease in number of red KPI (those off target) to 21% and the number of amber KPI's had remained the same.

The Housing Scorecard Summary table continues to be displayed to tenants and the public through the following media outlets

- Tenants' Newsletter
- TDBC Website

During the discussion of this item, board members made the following comments and asked questions. Responses shown in italics:

- The position had not changed significantly since the previous report with the outturn financial scorecard due at the next meeting.
- The lettings turnaround time slipping back over the last quarter was discussed.
- Could the green ink be lightened for the next report so that it could be read.
- Why other councils were doing better and the possibility of a review done to assess this?
- Questioning took place in relation to the DLO with the possibility looked into that it was understaffed. Taking on Apprentices was suggested as a solution.

Resolved that the:

- 1 Board noted the Officer's report.
- 2 Request that Councillor Bowrah reviews the performance indicators and at the next meeting of the TSMB highlights 5 or 6 areas where improvements should be made and these to be benchmarked and/or investigated.

5. STAR Survey

Considering the report previously circulated, concerning the commissioned resident satisfaction survey done by Feedback Services.

STAR (Survey of Tenants and Residents) was launched in July 2011. It provides social housing landlords with the essential means of discovering how satisfied tenants and residents were with the services provided by them and also allows landlords to benchmark satisfaction results with each other.

The full survey report was distributed at the meeting.

During the discussion of this item, board members made the following comments and asked questions. Responses shown in italics:

- Could the survey be broken down to each area so that greater detail could be provided;
This wasn't done so that the questionnaire remained anonymous.
- 1500 Tenants responded making up around 25% of the authority's social housing tenants.

Resolved that the:

1. Board noted the Officer's Report
2. Tenant Services Management Board to read the survey and highlight any areas that should be investigated with a view to identifying improvements. Comments to be returned in the self addressed envelopes provided by the 10th June.

6. Tenants' and Leaseholders' Open Day Feedback.

Considering the report previously circulated, concerning the feedback received from tenants and leaseholders following the Tenants' and Leaseholders' Open Day that was held at the Somerset County Cricket Ground on the 15th April 2013.

The third Tenants' and Leaseholders' Open Day was held at the Somerset County Cricket Ground on the 15th April 2013 between 10am and 5pm. 129 people attended the open day, an increase from the 2012 event.

18 stalls were available including various departments of Taunton Deane Borough Council (TDBC) and representatives from external organisations who were able to answer questions on a wide variety of housing related issues and other matters.

The Prize Draw was drawn and results were 1st Prize to Oxford Place, 2nd Prize to Monmouth Road and 3rd Prize to Holway Road.

Overall the feeling was that it was informative and it was rated by the Tenants and Leaseholders as either a very good or excellent event.

During the discussion of this item, board members made the following comments and asked questions. Responses shown in italics:

- Requested in addition to Tenants' and Leaseholders' Open Day that two additional half-day events; One at Halcon and One at Priorswood. Consideration of transport to be provided to and from the event, along with a separate event to be considered at Wellington for their tenants.
- Marketing and advertisement of Tenants' and Leaseholders' Open Day; every tenant would receive a letter informing them of the Open Day. Additional advertisement on local radio was recommended.
- Requested that changing the day of the open day to a Saturday as opposed to a weekday to allow for a greater number of people to attend would be looked at.

Resolved that the:

1. Board noted the Officer's report.
2. The Comments and suggestions provided by the Board Members above be noted.

7. Tenant Central Training.

The Tenant Empowerment Manager gave a verbal update detailing the following training for Tenants which was being run by TPAS.

The course would be held on 12 June and would be free to tenants and cost £100 to members of staff. It was requested that the board send representatives to the training.

Resolved that the following Members of the Board had put their names forward:

1. Kevin Hellier
2. Tammy Urquhart
3. Councillor Steve Brooks
4. Ian Gould
5. Judith Hegarty (as back up)

8. Community Reporters Training.

The Tenant Empowerment Manager gave a verbal update detailing training for Tenants.

Resolved that the Board noted the Officer's Report

9. TPAS Annual Conference.

The Tenant Empowerment Manager gave a verbal update detailing the TPAS Annual Conference which will be held in September.

Resolved that the Board noted the Officer's Report

10. Apologies for June 2013 Meeting.

Councillor Brooks gave his apologies for the TSMB meeting to be held on the 17th June 2013

(The meeting ended at 8.30pm)

Declaration of Interests

Tenant Services Management Board

- Taunton Deane Borough Council Housing Tenants;
 - Councillor S Brooks
 - Mrs J Bunn
 - Mrs E Drage
 - Mr M Edwards
 - Mr D Etherington
 - Mr D Galpin
 - Mrs J Hegarty
 - Mr K Hellier
 - Mr R Middleton
 - Mrs T Urquhart

- Member of Somerset County Council – Councillor Brooks

- Family member a Taunton Deane Borough Council Housing Tenant;
 - Councillor Bowrah
 - Councillor Brooks

Taunton Deane Borough Council

Tenant Services Management Board – 17 June 2013

Gas and Other Heating Quarterly Monitoring Report

Report of Property Manager- Maintenance- Steve Esau

(This matter is the responsibility of Executive Councillor Jean Atkins)

1. Executive Summary

The report and annex have been produced to give members monitoring information on the performance of the servicing and repair contract with Alhco.

This report is for quarter 4 showing performance data; in addition the report highlights issues with the contract and improvements being made. Comments from members would be welcomed on how the information is being presented and any changes required for future reporting.

2. Background

TDBC has a responsibility as a landlord to ensure that all rented properties have a valid Gas Safety Certificate; an annual gas safety check has to be carried out. In order to ensure that a certificate does not become out of date we have in place a 10 month cycle, this allows for process of gaining access to properties to be carried out before the certificate becomes overdue. It is important that this process is managed effectively by both the contractor and the client team.

In addition the contractor is responsible for servicing of solid fuel and oil appliance's together with checking electric storage heaters, servicing of extract fans, smoke detectors and breakdown repairs. Whilst there is no legislative requirement to carry out checks to solid fuel and oil appliances every 12 months it is considered good practice we follow a 10 month cycle as happens with the gas servicing programme.

The report and annex show performance data for all the service and repair areas with comments where necessary.

3. Report

We reported at the Tenant Board Meeting on 18th March there were a number of issues relating to overdue services in Quarter 3 properties. I am pleased to inform board members that these issues were resolved.

At the end of Quarter 4 there were 26 properties overdue this is attributed to a number of reasons namely:

1. Missing assets on certificates, this has been a system issue with Aero mark.
2. Late notification to Taunton Deane from the contractor regarding non access delaying legal action. This was a programming problem with Alhco. I pleased to inform Board Members that this has now been resolved through more robust daily and weekly reporting highlighting these problem properties.
3. Appliances at the service were failed, however a new install was agreed.

(1and 3 above have been resolved by making changes within the academy system to show as compliant as the properties have been made safe).

At the time of writing this report I can inform board members that the above continued into April with 57 overdue for reasons detailed in (1,2 and 3 above), however I am pleased to inform that this reduced to 16 in May and as of the time of writing this report we have 7 overdue, I anticipate we will be close to 100% compliant by the end of June.

Reactive Maintenance the KPI figures are showing below target in all areas in Q3, one of the problems we have is the manual handling of data back from the contractor, the number of different appliance types a total of 144 making it difficult for the contractor to achieve a first time fix a gap in the reporting which we will resolve in due course. Alhco do now have a lot of information regarding the stock we see this and work to provide an interface between Academy and Aero mark improving KPI's, it is an area the Property Services Team will be working on with Alhco to improve.

The void levels have slightly below average in Quarter 4. The work Alhco are responsible for has been carried out on time. For information at the end of the financial year we had carried out 224 Installs this was following failures at the service or following breakdowns during the year. This level is a concern and we are carrying out analysis on the systems that are failing and the reasons, so that this can be taken into account when formulating the planned programme.

Servicing and other issues to highlight we have agreed with Alhco to carry out from this year all solid fuel servicing from July to September, these months are when the systems are generally not going to be in use and therefore there is no waiting time for them to cool down, which has been the case to date. Storage Heating checks are behind this was mainly due to efforts to improve the gas servicing situation, I can inform Board Members there is now a programme in place to catch up with this. We have just commenced installing battery operated CO Detectors in all properties which have a open flued appliances, these will be installed as visits are made for servicing

and repair calls so by the end of the financial year all properties with an open flued appliance will also have a CO Detector. It is intended to publish an article in the Autumn Edition of Taunton Deane Housing Newsletter about Gas highlighting the dangers and insisting tenants give the contractor access to carry out servicing.

We have included financial information; this includes the cost of servicing and maintenance together with rechargeable works, the latter being works outside of the contract and includes works to voids. In addition the amount of scrap monies received is shown, these monies are paid back into the Housing Revenue Account.

4. Finance Comments

There are no financial issues arising from this report.

5. Legal Comments

There are no legal issues arising from this report.

6. Links to Corporate Aims

To ensure we meet our legislative responsibilities.

7. Environmental Implications

Heating systems that are serviced regularly work more efficiently therefore reducing CO2 emissions and the environmental impact.

8. Community Safety Implications

There are no implications arising from this report.

9. Equalities Impact

This is not applicable.

9. Risk Management

There are significant risks associated with this area of the housing service. It is essential it is managed in a robust way where there are changes to legislation or working practices revised risk assessments and mapping are carried out.

10. **Partnership Implications**

There are no implications arising from this report.

11. **Recommendations**

The Tenant Services Management Board are asked to note the report comments would be welcomed on how the information is being presented and any changes required for future reporting.

Contact: Officer Name Steve Esau- Property Manager – Maintenance
 Direct Dial No 01823 356593
 [e-mail](mailto:s.esau@tauntondeane.gov.uk) address s.esau@tauntondeane.gov.uk

Servicing	Target	Q1	Q2	Q3	Jan	Feb	Mar	Cumulative for year	Comments
Nr of gas services (CP12) that are planned for this calendar month.		1185	1171	1399	220	270	198	4443	
Nr of services for solid fuel that are planned for this month.		25	34	4	9	5	3	80	
Nr of services for oil that are planned for this month.		3	5	21	0	0	0	29	
Nr of services for electric that are planned for this month.		288	165	501	23	24	57	1058	
total number of services for month (all fuel types)		1501	1375	1925	252	299	255	5607	
Number of properties not covered by a current CP12		7	17	71	51	32	26	34	
% of Properties Overdue (No valid Certificate)	0	0.16	0.38	1.60	1.15	0.72	0.59	1	
% of gas Services completed on 1st visit attempt	100%	65	64	65	73	83	74	71	
% of gas Services completed on 2nd visit attempt		23	19	18	13	6	12	15	
% of gas Services completed on 3rd visit attempt		6	8	12	9	5	7	8	
% of gas Services completed on TDBC arranged visit		4	7	3	5	6	6.50	5	
% of gas Services completed on TDBC arranged forced entry		2	2	2	0	0	0.50	1	
Number of appointments cancelled by ALHCO	0	0	0	6	0	0	0	6	
Nr of certificates sent to TDBC within 5 days of service date.	5 days								
Nr of tenant satisfactions received relating to servicing									
% of tenants satisfied									
Reactive Maintenance									
Nr of reactive jobs received		1082	994	1598	499	517	590	5280	
Priority 1 - emergency % (attend within 2 hours and repair within 24 Hours)	100%	98	94	91	94	95	95	94	
Priority 2 - Urgent % (Complete within 3 working days)	100%	96.66	87.5	90.66	70	85	81	85	
Priority 3 - Routine % (Complete within 7 working days)	100%	97.33	97.06	74.66	79	85	85	86	
% completed 1st visit	100%	96	85.66	87.66				90	
Nr of hot water systems out of action overnight	0 per month	0	0	6	28	27	47	108	
Nr of hot water systems out of action for longer than 24 hours	0 per month	0	0	6	9	5	21	41	
Nr of reactive maintenance appointments made		1082	994	1598	499	517	590	5280	
Nr of reactive maintenance appointments kept by ALHCO		1065	965	315	499	517	590	3951	
Nr of Jobs cancelled due to no tenant contact.		17	30	31	0	0	0	78	
Nr of Out of Hours calls		57	94	95	133	109	146	634	
Nr of Tenant satisfactions received relating to breakdowns									
% of tenants satisfied									
Voids									
Nr of Voids this month		144	123	110	35	34	14	460	
% of voids completed within time (14 days)	100%	100	100	100	100	100	100	100	
Request for Service									
		1	0	0	0	0	0		
Health and Safety									
Major reportable accidents		0	0	1	0	0	0	1	
Minor Accidents		0	0	0	0	0	0		
Instances of where Asbestos found		0	0	0	0	0	0		
Audits competed (internal and external)									
Finance									
Invoice for Servicing		£80,174.06	£59,097.38	£75,139.00	£29,614.00	£17,178.00	£23,422.80	£284,625.24	
Invoice for Maintenance		£87,247.62	£87,247.62	£87,247.62	£29,082.54	£29,082.54	£29,082.54	£348,990.48	
Invoice for Chargeable works		£22,344.52	£36,172.34	£34,428.00	£4,551.60	£8,071.20	£8,439.60	£114,007.26	
Scrap money raised.							12239.12	£12,239.12	Total Scrap for the year