

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

If you would like an agenda, a report or the minutes of a meeting translated into another language or into Braille, large print, audio tape or CD, please telephone us on 01823 356356 or e-mail us at: enquiries@tauntondeane.gov.uk

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

Minutes of the meeting of the Tenant Services Management Board held on Monday 17 June 2013 at 6pm in The John Meikle Room, The Deane House Taunton.

Present: Mr Dustyn Etherington (Chairman),
Mrs J Hegarty (Vice-Chairman),
Mrs J Bunn, Mrs E Drage, Mr D Gaplin, Mr K Hellier, Mr R Middleton,
Councillor Bowrah.

Officers: Steve Esau (Property Manager - Maintenance), James Barrahan (Health and Housing Manager), Stephen Boland (Housing Services Lead), Martin Price (Tenant Empowerment Manager), Phil Webb (Housing Manager – Property Services) and Emma Hill (Corporate Support Officer).

Others: Councillors Mrs Smith and Mrs Warmington.

(The meeting commenced at 6.00pm)

1. Apologies

Mrs T Urquhart and Councillor Brooks

2. Public Question Time

No questions received for Public Question Time.

3. ALHCO Performance Report

Considering the report previously circulated, concerning monitoring information on the performance of the servicing and repair contract with ALHCO. This report was for Quarter Four showing performance data; in addition the report highlights issues with the contract and improvements being made.

The Council had a responsibility as a landlord to ensure that all rented properties had a valid Gas Safety Certificate; an annual gas safety check had to be carried out. In order to ensure that a certificate did not become out of date we had in place a 10 month cycle. This allows for process of gaining access to properties to be carried out before the certificate becomes overdue.

ALCHO was 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 was no legislative requirement to carry out checks to solid fuel and oil appliances every 12 months, it was considered good practice we follow a 10 month cycle as happens with the gas servicing programme.

The overdue properties reported in Quarter Three had been resolved. At the end of Quarter Four, there were 26 properties overdue this was attributed to a number of reasons namely:

1. Missing assets on certificates, this had been a system issue with Aeromark.
2. Late notification to Taunton Deane from the contractor regarding non access delaying legal action. This was a programming problem with ALHCO.
3. Appliances at the service were failed; however a new install was agreed.

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

The above overdue properties continued into April with 57 overdue. However, this reduced to 16 in May and this reduced to 7 overdue properties at the beginning of June and the Council and ALHCO anticipate we would be close to 100% compliant by the end of June.

Reactive Maintenance

The following points were covered during the Performance Monitoring Report for Quarter Four:

- The void levels were slightly below average in Quarter Four.
- A resolution for 'First Time Fix' gap relating to variety of different appliances would be done in due course.
- The Council was working on an interface between Academy and Aeromark system relating to the Stock information. Once this was in place, it would improve the KPI score.
- The work ALHCO were responsible for had been carried out on time.
- The Council had carried out 224 Installs. This was following failures at the service or following breakdowns during the year.
- It was agreed with ALHCO to carry out from this year all solid fuel servicing from July to September. These months were when the systems were generally not going to be in use and therefore there was no waiting time for them to cool down, which had been the case to date.
- Storage Heating checks were behind, this was mainly due to efforts to improve the gas servicing situation. A programme was now in place to catch up with this.
- The Council had just commenced installing battery operated CO2 Detectors in all properties which had an open flued appliances.
- The Council was intending 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.
- The amount of scrap monies received was shown, these monies were paid back into the Housing Revenue Account.

During the discussion of this item, board members and the public made the following comments and asked questions:- (*Responses shown in italics*)

- Concerns were raised over the difference in figures between arranged appointments and those that were kept.
There were issues around this figures and this would be sorted for the next report to the Board.
- Looking at the scrap revenue figures, could these be broken down in monthly figures for the Board Members.
There had been problems with getting information from scrap metal merchant but the figure of £12,000 was the total for the year so far. The Council was looking producing a monthly figure for the revenue to bring to the Board on regular basis.
- Concerns were raised that the Council needed to keep on top ALCHO regarding the KPI figures and that the Board wanted to see some improvement.

- The Council was 18 months into the Contract with ALCHO and there were still some ongoing issues.

Resolved that the Board noted the Officer's report and will receive information on a quarterly basis.

4. Creechbarrow Road Development Update

The Health and Housing Manager gave a brief verbal report updating the Board on Creechbarrow Road Development Project. These included the following:

- A full update report would follow at the next meeting of the Board. This report would include details of Letting Policy for Creechbarrow Development. This would be jointly between the Council and Knightstone Housing.
- The Council was still working on Planning and Design elements to the Development Project.
- Planning Application would be submitted before the end of the month.
- The procurement process for the Building Contractor would be getting under way soon.
- The de-camp process was going well.
- Five households had asked to return to the site. The Council had allocated properties to them.
- There were at least 20 properties that were now empty or would soon be empty.
- The Council were making good progress with the Buy-Back scheme as well.
- Over a 30 year period, the income would be £5.7 million.
- It would need a level of subsidy of £2 million to make it viable.
- The payback would be within 46 years.
- The next report would include recommendations on how the Council would fund scheme including HRA, Right to Buy receipts and borrowing.
- There was a Capital Budget of £6.7 million, which was already set. Although, with the procurement of a good building contractor building costs would come down.
- The Open Spaces would be designed and built through a specialist architect Swan Paul.
- More details around the Community Hub would follow and Community Development Officer would be leading on this. It would be put through on a separate planning application. The Council were working on the details of the Hub at the moment.

The following summary gives details are The Lettings Policy for the Creechbarrow Road Development:

- The Policy would deal with the allocation process.
- This would give local preference to either overcrowded or under occupied family with the local letting area.
- It would address the way the Council plans to let the properties for the elderly and the disabled.
- It would also allow for mixture lettings from Gold, Silver and Bronze band on the Homefinder List for those properties left unallocated.

- It would include exclusions for those with history of Anti-Social Behaviour and criminal offences.

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

- What type of access system would the Council be using on the Flats on the Development?
For the most of the flats, there would be individual doors to the flats but there would be a door entry system for the flats allocated to people with disabilities.
- Where was the access for the flats to the parking areas of the current development design?
The proposed plan was being re-worked and this issue would be highlighted and passed on.
- Would there be vehicle access from the Roman Road end straight through the development?
No, the road access from Roman Road end would be restricted to only half way and only pedestrian access at the half way point.
- With procurement of Building Contractor, the Council shouldn't always go for the cheapest but for quality.
- The design looks good. The additional housing on the site of the existing Open Space was a good use of the space.
This additional housing located on the existing Open Space was a new inclusion as the original idea was for Allotments.

Resolved that the Board noted the Officer's report.

5. Phase One Development Update Report

The Health and Housing Manager gave a brief verbal report updating the Board on Phase One Development. This included the following:

- The Council had made progress with the Phase One sites.
- Milton Close site; this had been placed on the back-burner due to site issues.
- Passiv Housing site; there had been some issues around the garages on this site so the Council would need to find another site for the Passiv Housing project.
- West Bagborough site; the Council need to do further consultation event. Although, it was well received by the residents and Parish Council. The original consultation event was well attended. The Council would be submitting the planning application in July.
- Normandy and Bacon Drive site; the consultation for this site received major opposition. The range of concerns includes street parking, the flats and children as well as shading of the existing properties. The Council was looking at reducing the scheme and then arrange further consultation events in the community.
- Background; the Council need to do more background research around the proposed sites themselves before involving architects.
- Plan B schemes; the Council would need to create a list of plan B schemes as backups or what was next after completion.
- Garage sites; Council was investigating some garages sites as possible development sites.

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

- Disappointment was expressed by Board Members about the loss of the Passiv Housing site. Although, it was good to hear that the Council had other Phase One developments and were looking into more future developments and backup plans.
- Could the Council tag onto any current contractor new build sites i.e. David Wilson Homes?

The Health and Housing Manager gave a further verbal update to the Board on the following:

- Right to Buys; the Council had sold 37 properties. Only 30% could go on Affordable housing from this income. The Board and the Council need to come up with suggestion on what to spend the income on.
- Acquisitions; Council considering buying back ex-council properties. There had been a regular stream of enquiries for this.
- Acquisition of Flats; the Council would need to build individual business cases for these. Although, flats would be easy to buy back if the council holds the leasehold for the land.
- Considering the potential of buying 'new build' properties as well as competing with housing associations for section 106's.
- There were ongoing grants finding for others.

Resolved that the Board noted the Officer's report.

6. **Analysis of Performance Indicators Update Report**

Councillor Bowrah gave a verbal update to the Board relating to analysis on Housing Key Performance Indicators Updates. This included the following:

Generally the Council seem to be getting to or achieving targets; however on some the Council takes one step forward and two steps back.

1. **Health and Housing** – The Council's ranking was very rarely high nationally; can the Council learn something from those Housing providers who figure in the Top 20? Did the Council have, or can they get just one set so the Council can compare? Rent Arrears at the end of Quarter four showed a downward trend, was this being maintained?
2. **Service Delivery; Satisfaction** – Tenants were obviously quite critical that their views were not taken into account, can the Council publish positives in the Housing Newsletter or when we find we cannot after things, explain fully.
3. **Service Delivery; Decent Homes** - Asset Management must be improved and given more priority, in two cases i.e. energy efficiency and gas. The Council were 197 out of 233 and 175 out of 199 comparisons.
4. **Service Delivery; Managing Housing Stock** – The 'old chestnuts' of lettings and repairs/maintenance shows as with Decent Homes Standards, the Council were very poor nationally but as discussed by the TSMB, the Board encourage DLO to address these issues and look forward to much improved figures over the next quarter. As mentioned before, the green assessments are too dark to be able to read properly.

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

- Could the Council learn from other Authority Housing Providers who were within the top 20 to see what the Council need to improve on and how to improve?
The Council could refer to the list in House Mark then seek help and advice.
- Rent Arrears was on a downward trend, had this been maintained?
The Council had still maintained the downward turn on Rent Arrears.
- The Council need to prompt and publish good comments and their achievements. Could this be done in the Tenants Newsletters?
The Council would now include a section Tenants Newsletters relating 'You Said, We Did' promoting the positive outcomes and comments. Although, some of issues were still ongoing.
- In relation to Decent Homes standards, the Council's asset management needs to be improved.
- The SAP energy rating; how up to date was it?
The Energy Rating was out of date and there was no refresh date as yet. The current rating was used as an indicator or baseline. The Council hadn't got into the detail of how to alter the energy rating to make it more accurate. Health and Housing challenged the DLO that the Council would take the work elsewhere if it doesn't improve. The Council would be working with the DLO to improve all areas so they meet their targets.
- Would it be cheaper to sub-contract out the work of the DLO? Could the DLO sub-contract out to help catch up with the back log of work?
This had been debated during the Transformation Project of DLO. Outsourcing was still an option. But the DLO had moved and improved since the initial transformation project talks. Challenges around target times for job had been completed. Sub-contracting would effect the DLO profits but they can sub-contract out and had done it the past.

Resolved that the Board noted the Officer's report.

7. Feedback from TSMB on STAR Survey 2013.

The Housing Services Lead gave a verbal report regarding STAR Survey. This included the following:

- The STAR Survey was completed every two years.
- The Council could use the information received to change and provide detail with any raised issues.
- In addition to the full version received by the Board Members, a user-friendly version would be going out in July to all tenants via the tenants' newsletter.
- Overall satisfaction dropped by 4 points from 90%. Although, more people 'sat on the fence' rather than saying yes or no.
- Customer Contact satisfaction had dropped as well.
- Board Members to lead scrutiny on STAR Survey results. The Council would be asking Board Members discuss, decide and nominate two areas for the Council to review over the next 12 months.

- The number of people surveyed where as follows; 1500 surveys sent out and 800 received back. The Council currently had 6000 properties.

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

- Customer Services and Estate Services both dropped in satisfaction levels from the last STAR Survey.
- Executive Councillor suggested that Board Members receive and review a user-friendly copy of the STAR Survey results before feeding back to the officers and the Council at the next meeting of the Board.
The Housing Services Lead would send a copy out to the Board Members to enable to feedback at the next meeting of the Board.
- Board Members would feedback and give the Officers a steer as to which areas from the STAR Survey that they suggest the Council review.

Resolved that the:-

1. Board noted the officer's verbal report.
2. Board to review User-Friendly version of STAR Survey results and provide feedback at the next meeting of Board.
3. Officers to provide briefing for missing Members of the Board to update them about providing feedback on STAR Survey results for next meeting.

8. TPAS Tenant Central Training Update.

It was noted that this item be deferred to the next meeting of the Tenant Services Management Board.

9. AOB.

Board Members enquired whether or not Solar Panels would be installed on the new builds at the Creechbarrow Road Development and whether or not there was an active programme of works for other Council properties.

A discussion took place on this item; board members made the following comments and asked questions. Responses shown in italics:

- Could existing Council Tenants put Solar Panel on their Council property themselves?
The tenant would need to ask the Council's permission before installing them. The Council would make it decisions on case by case basis as there were responsibilities that would fall to the Council if the tenant were to move out after installation. The Council would need to look at a business model to see what would be expected of them.

(The meeting ended at 7.50pm)