

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 March 2014 at 18:00.

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## **Agenda**

- 1 Apologies.
- 2 Minutes of the meeting of the Tenant Services Management Board held on 17 February 2014 (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 of the Property Manager Maintenance (verbal).  
Reporting Officer: Steve Esau
- 6 Tenant Service Management Board Election 2014. Report of the Tenant Empowerment Manager (verbal).  
Reporting Officer: Martin Price
- 7 Tenants' and Leaseholders' Open Day Update. Report of the Tenant Empowerment Manager (verbal).  
Reporting Officer: Martin Price
- 8 TPAS Annual Conference 2014. Report of the Tenant Empowerment Manager (verbal).  
Reporting Officer: Martin Price

Bruce Lang  
Assistant Chief Executive

12 May 2014

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.

Except at meetings of Full Council, where public participation will be restricted to Public Question Time only, 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.

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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](mailto: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	
Mrs J Bunn	
Mr M Edwards	
Mr D Galpin	
Mr I Gould	
Mr K Hellier	
Mr R Middleton	
Councillor Miss F Smith	

**Minutes of the meeting of the Tenant Services Management Board held on Monday 17 February 2014 at 6pm in The John Meikle Room, Belvedere Road, Taunton.**

**Present:** Mrs J Hegarty (Vice-Chairman), Mrs J Bunn, Mr D Galpin, Mr K Hellier, Mr R Middleton, Councillor Bowrah and Councillor A Wedderkopp.

**Officers:** Rachel Searle (Housing Development Project Lead), Simon Lewis (Assistant Director Housing & Communities), Lucy Clothier (Housing Accountant), Phil Webb (Housing Manager; Property Services), Martin Price (Tenant Empowerment Manager) and Emma Hill (Corporate Support Officer).

**Others:** Councillor Jane Warmington.  
Tony Lane from Galliford Try Construction Group

(The meeting commenced at 6.25pm)

**1. Apologies/Substitutions**

Apology: Mr Dustyn Etherington (Chairman), Mrs E Drage  
Substitutions: Councillor A Wedderkopp for Councillor Miss F Smith

**2. Public Question Time**

No questions received for Public Question Time.

**3. Declarations of Interests**

Councillor Bowrah declared personal interests as several members of his family were Taunton Deane Borough Council Housing Tenants. Mrs Hegarty, Mrs Bunn, Mr Galpin, Mr Hellier and Mr Middleton declared personal interests as Taunton Deane Borough Council Housing Tenants.

**4. Verbal Update on Creechbarrow Road Development Project**

The Housing Development Project Lead introduced Galliford Try Construction group representative who gave a verbal update on the Creechbarrow Road Development Project.

Below was a summary of the key points of the verbal update on the Creechbarrow Road Development Project:

- The contract was signed in December 2013.
- Low key works had already started onsite at the moment.
- Asbestos surveys had been completed onsite and now notices had been served to allow for removal of the asbestos.
- The demolition of the site would be carried at the same time, by following the progress of the asbestos removal.

- The estimated time scale for this was 15 weeks, and then construction would be starting.
- The completion of construction of the Knightstone section of the development would be in March 2015 and the Taunton Deane section would be completed in October 2015.

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

- *The demolition contractor was a certified asbestos remover as well. They would complete removal, cleaning and demolition simultaneously.*
- Board Members requested that the Galliford Try representative return later in the year with an update report on the onsite progress of the development project.  
*This wouldn't be an issue and representative would liaise with officers to arrange this for the Board Members.*
- What would you do with the new UPV doors that were installed in the properties that were now being demolished?  
*We were going to liaise with the Council about recycling the doors that could be recycled. We could look into the reusing or re-selling the doors to current tenants who show interest.*
- Six people had enquired about what would happen to the doors once they were removed and had expressed an interest in purchasing them for their current properties.
- What type of consultation with tenants and residents would you be arranging to keep them up to date?  
*Officers were booking a room in Halcon to run several community events to involve and update tenants and residents of Halcon. The Project Team would be attending these community events. There would also be a number of other avenues for up to date information regarding project progress including Web Links, Newsletters and Letter drops. This would be available to both Tenants and Residents.*
- Would there be any opportunities for work for local labour (meaning Halcon area) onsite as well as work experience, voluntary work and placements. There were plenty of ready and able people.  
*This would definitely happen. This was part of the pre-contract requirements before putting in a bid for the contract.*

**Resolved** that the Board noted the Officer's report.

## **5. Financial Update Quarter Three 2013/2014.**

Considering the financial figures table previously circulated, concerning the Housing Revenue Account Financial Monitoring for Quarter Three accompanied by a verbal update given by Housing Accountant. The spreadsheets detailed the breakdown of overall performance outturn of Quarter Three 2013/14 split between capital and revenue.

The Revenue Account Performance included such headings as Right to Buy, Income, Expenditure and HRA Revenue.

The following points were covered during the update on Housing Revenue Account Income, Expenditure and Revenue;

- Income was showing an overall under spend of £369,717. This was additional income.
- Voids had a pressure of £244,700. These costs were still much higher than in previous years but this has reduced in comparison with the previous quarter.
- Expenditure was showing an overall pressure of £143,068.
- Other Expenditure was showing an overall under spend of £13,375.
- HRA was showing an overall under spend of £240,024.

Looking at Right to Buy's (RtB), there had been 39 sales in Quarters 1 – 3 in 2013/2014. Add this to 2012/2013 total and this means 76 sales to date. This was higher than the Council had anticipated.

The following points were covered during the update on Housing Revenue Account Capital Programmes;

- Overall HRA Capital Programmes had an under spend of £43,320.
- There had been late starts in a couple of the Council Capital Programmes, this included HRA Kitchens, Bathrooms and Heating Improvements.
- The Council was now in the first year of four year contract for Air Source Heat Pumps. The plan was to complete 100 installations as part of rolling programme.
- SWPSHP HRA Aids and Adaptations budget had an under spend of £21,400 as well as HRA Disabled Facilities Grants (DFG's) also showing an under spend of £21,920.
- This under spend in SWPSHP budget would be used against the remodelling of Council properties to fit Aids and Adaptations to some of the Council stock.

The Council was looking at £2.2 million budget for development within Taunton Deane. This included Buybacks of ex-Council properties to return to the Council's housing stock.

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

- With regards to Kitchen's programme, six contractors have been selected from those who put in a bid for the contract. The programme schedule was well underway for implementation of the programme.
- Remodelling some of the Council's stock with Aids and Adaptations, then matching the tenant to the property was a good move forward for the Council and more emphasis should be placed on this rather than adapting properties after the tenant has moved in.  
*The SWPSHP were also setting a traffic light coding system for tenants as part of this new approach, which included the remodelling of certain stock. This was part of matching tenants to properties and not adapting unless necessary.*
- Board Members requested an update report on the SWPSHP traffic light coding system for tenants to come to a future Board meeting.

**Resolved** that the Board noted the Officer's report.

## 6. Performance Indicators Scorecard Quarter Three 2013/2014

Considering the scorecard and summary report previously circulated, concerning the Health and Housing KPI Performance Scorecard for the period covering Quarter Three of 2013-14.

Looking at each section of the performance scorecard for Quarter Three, the figures and percentages as follows:

- Managing Finances (Housing) - There was 9 measures of which 56% were Green, 33% were Red and 11% were N/A. There was no change since last Quarter.
- Service Delivery (Satisfaction) - There was 11 measures of which 55% were Green and 45% were Amber. There was no change from last Quarter.
- Service Delivery (Decent Homes) – There was 2 measures of which 100% were Red. There was no change from last Quarter.
- Service Delivery (Manage Housing Stock) - There was 18 measures of which 50% were Green, 28% were Red and 17% were N/A.

Below was a summary of the planned actions that were off course:

- **2 Measures for Decent Homes** –Gas Safety Certificates 99.9% of dwelling have a valid gas safety certificate; this represents 3 properties which had not got certificates at the end of the quarter (now rectified).
- **Lettings Measure** – 0.9% of dwellings were vacant but unavailable to let, the target was 0.5%. A high percentage of major voids at 69%.
- **Housing Services Diversity Information** - the Council holds 56.2% of diversity information, there was no change on last Quarter.
- **2 Repairs and Maintenance measures** – 93% of Emergency repairs were completed on time against a target of 98%, also 86% of urgent against target of 94%.
- **Local Authority Major Aids and Adaptions, number of applications** – 43 applications were completed against a target of 84. This is expected to be 65 completions in Quarter Four, which was below target.

Below was a summary of the planned actions that had uncertainty in meeting them:

- **Housing Services - Estate Management** – The arrears figures were higher than target (£360,000) at the end of the Quarter £437,105.92, this figure had reduced by 14 January 2014 to £385,303.13
- **Local Authority Major Aids and Adaptions, spend against budget** - £169,689 committed spend at end of Quarter three against a £339,100 budget, under spend predicted.
- **Local Authority Minor Aids and Adaptions, spend against budget**
- **Housing Services** - £77,048 spend at the end of Quarter three against a £135,000 budget, under spend predicted.

- **Repairs and Maintenance** - 97% of tenants were satisfied with the repairs and maintenance service, the target was 98%.

Below was a summary of the planned actions that were on course:

- **Housing Services, expenditure against budget** - current forecast was for the revenue account to be £240,000 under spend against a budget of £24 million, which was 0.9% under spend.
- **Housing Managing Finances** – 4 measures were better than target.
- **Lettings Team Measures** – 7 measures were better than target.
- **Gas Servicing** - satisfaction measure better than target.
- **Supported Housing Satisfaction Measure** – was better than target (100% versus an 86% target).
- **Local Authority Major Aids and Adaptions** – 100% satisfaction.
- **Community Development** – measures were on track.
- **Repairs and maintenance** - 92% of non urgent repairs were complete within priority time of 28 days. Target was 85%.
- **Local Authority Minor Aids and Adaptions** – 249 end of Quarter three, therefore 365 predicted by year end against a target of 350.

Officers also worked through with the Board Members the adapted Health and Housing Scorecard for Quarters one to three and Housing Benchmarking Comparison Quarter three.

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

- Looking at page eight, the repairs and maintenance section of the scorecard, this was an issue that needed to be looked into. It's clearly not an issue with the finances but issues were with employing contractors and firms to complete the work.
- When the new contractors were in place for these programmes, this area would improve.
- Referring to the capital programme for Carbon Monoxide detectors, a number of solid fuel properties still haven't had any yet. What was the progress on this programme of works?  
*This was an ongoing programme of works. The programme was installing detectors in the high risk properties first.*  
*Looking at Maintenance Performance, currently the figures were not on target but these figures were affected by the process of completing of jobs. This process was currently taking a considerable length of time but a change to the IT software would hopefully speed the process up. This would in turn improve the performance figures.*
- Board Members mentioned that the last two jobs completed by the DLO at their property, they had not yet received a customer satisfaction survey following the completion of the work.  
*The officers made note of the lack of receipt of customer satisfaction survey after completion of the work and said they would look into it.*

**Resolved** that the Board noted the Officer's report.

(The meeting ended at 7.15pm)



## Declaration of Interests

### **Tenant Services Management Board**

- Taunton Deane Borough Council Housing Tenants;
  - Mrs J Bunn
  - Mr M Edwards
  - Mr D Etherington
  - Mr D Galpin
  - Mr I Gould
  - Mrs J Hegarty
  - Mr K Hellier
  - Mr R Middleton
  
- Family Member(s) are Taunton Deane Borough Council Housing Tenant;
  - Councillor Bowrah
  - Councillor Miss Smith

**Minutes of the meeting of the Tenant Services Management Board held on Monday 17 March 2014 at 6pm in The John Meikle Room, Belvedere Road, Taunton.**

**Present:** Mr Dustyn Etherington (Chairman),  
Mrs J Hegarty (Vice-Chairman),  
Mrs J Bunn, Mr M Edwards, Mr D Galpin, Mr K Hellier, Mr R Middleton,  
Councillor Bowrah, Councillor Miss F Smith.

**Officers:** Steve Esau (Property Manager, Maintenance), Tom Gillham (Interim Assistant Director Property & Development), Sharon Harvey (Supported Housing Team Manager), Gary Kingman (Supported Housing Team manager), Martin Price (Tenant Empowerment Manager) Phil Webb (Housing Manager – Property Services), and Andrew Randell (Corporate Support Officer).

**Others:** Councillors Jean Adkins and Jane Warmington.

(The meeting commenced at 6.00pm)

**1. Apologies**

There were no official apologies

**2. Public Question Time**

Councillor Jean Adkins explained that as Taunton Deane Borough Council (TDBC) is now building properties it would be prudent to join an Affordable Housing Partnership. A brand would therefore be needed to highlight this part of TDBC's work. The proposed name for this is "Deane Housing Development" and a separate logo would be created.

All were happy in relation to the change; questions were asked relating to the cost implications, it was believed that it was just in house graphics that would be needed to make the change with minimum cost incurred.

It was questioned if building housing in West Somerset would have an effect on TDBC.

Tom Gillham was introduced and welcomed as the interim Assistant Director - Property and Development.

**3. Declarations of Interests**

Councillor Bowrah and Councillor Miss Smith declared personal interests as several members of their families were Taunton Deane Borough Council Housing Tenants. Mr Etherington, Mrs Hegarty, Mrs Bunn, Mr Edwards, Mr Galpin, Mr Hellier and Mr Middleton declared personal interests as Taunton Deane Borough Council Housing Tenants.

#### 4. ALCHO Performance Update Report

The Property Manager – Maintenance gave a verbal update on the ALHCO Performance Monitoring.

Below is a summary of the Quarter Three ALCHO Performance Update:

- At the end of Quarter, compliance stood at 99.93% with reported three properties overdue. It can be confirmed that all three were serviced early in Quarter 4.
- There were still some on going problems with ALCHO not consistently meeting the 10 month programme. The gas team was working closely with ALCHO to make improvements.
- Reactive Maintenance - the KPI figures were showing below the target in all areas. The Council were working with ALCHO to identify the reasons for repairs being overdue with actions on how they are going to improve performance, bringing them up to target.
- The void levels had been about normal in Quarter three.
- The council were still experiencing a high number of appliance failures both through gas checks on voids and the servicing programme.
- The financial information included the cost of servicing and maintenance together with rechargeable works; the latter being works outside of the contract and included works to voids.
- To date the amount of scrap monies stood at approx £8k, these monies were paid back into the Housing Revenue Account.

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

- The recovery of £8k worth of scrap materials was commended and discussed; *following questioning this was factored into previous installation contracts with different terms on scrap materials, with money off installations in the past but this had now been changed to scrap materials being the property of TDBC.*

**Resolved** that the Board noted the Officer's report.

#### 5. Tenant Services Management Board Elections 2014

The Tenant Empowerment Manager gave a verbal update concerning the up and coming Tenant Services Management Board Elections.

The Tenant Empowerment Manager detailed to the board that due to the European Elections in May the Tenant Services Management Board Election couldn't take place at the end of May.

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

- An information pack would be sent out to tenants for the election.
- Members of the board were happy for the word count of the candidate statement to be increased to 150 words. The political representation of the board was discussed, with currently the two largest political groups providing two representatives. *Increasing the numbers on the board was possible but not recommended with numbers in the terms of reference in the governance of the board stated the board needs to be made up of a maximum of 10 tenants and 2 councillors.*
- The timescales of the meeting were set out to the board and all members of the board were happy to have a May meeting with the new board to be in place after the election in June.

**Resolved** that the board noted the officer's verbal report and were in favour of holding the meeting in May and the election in June.

## 6. **Tenants' and Leaseholders' Open Day 2014 Update.**

The Tenant Empowerment Manager gave a verbal update concerning the Tenants' and Leaseholders' Open Day, to be held on 28 April 2014.

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

- The groups met in February and March with thanks extended to those of the TSMB who attended.
- Debbie Rundle was working closely with the Twitter account being used to promote open days. Publicity for the event would also be put up across the borough. Banners would also be displayed on Deane House and on the high street.
- Voluntary groups would have a stall for their information at the open day, with James Barrahan and Phil Webb attending as guest speakers.
- A bus had been arranged for a charge of £145 for the whole day so that people could attend the event.
- An invite had gone out to a local radio station for the whole day to interview residents, with the event also due to be publicised in the gazette.
- The possibility of creating a logo for the TSMB was discussed. As tenants were used to having the TDBC logo displayed on correspondence, all were happy for the logo being displayed on papers of documents relating to the Tenant Services Management Board.

**Resolved** that the board noted the officers update:-

## 7. **TPAS Annual Conference 2014**

The Tenant Empowerment Manager gave a verbal update concerning the next TPAS Annual Conference.

Below is a summary of the details for the next TPAS Annual Conference:

- The dates of the annual conference had been published.

- This had been arranged for 9<sup>th</sup> and 10<sup>th</sup> July at the Chestford Grange Hotel, Kenilworth, Warwick. The board would be kept updated when more information was available.
- It was suggested that places were to be booked in advance, but agreed that new members of the board would be allowed to attend after being elected if they wished.

**Resolved** that the board noted the officers update.

(The meeting ended at 7.05pm)