

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 November 2014 at 18:00.

Agenda

- 1 Apologies.
- 2 Minutes of the meeting of the Tenant Services Management Board held on 27 October 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 Verbal Update on Anti-Social Behaviour New Legislation. Report of the Housing Manager - Lettings and Anti-Social Behaviour.
Reporting Officer: Paul Hadley
- 6 Housing Revenue Account Scorecard Quarter Two 2014/15. Report of the Housing Accountant (attached).
Reporting Officer: Lucy Clothier
- 7 Performance Indicators Quarter Two 2014/15. Report of the Assistant Directors for Property & Development and Housing & Communities (attached).
Reporting Officers: Kene Ibezi
Simon Lewis
- 8 Report on Photovoltaic Systems Project. Report of the Housing Development and Enabling Manager and Housing Development Project Lead - Sustainable Energy (attached).
Reporting Officers: Caroline White
Jo Humble
- 9 Regeneration of Weavers Arms, Rockwell Green. Report of the Housing Development & Enabling Manager and Housing Development Project Lead - Sustainable Energy (attached).
Reporting Officers: Caroline White
Jo Humble

- 10 Verbal Update on External Wall Insulation. Report of the Housing Development & Enabling Manager and Housing Development Project Lead - Sustainable Lead (attached).
Reporting Officers: Caroline White
Jo Humble
- 11 Information Request on Current Tenant Rent Arrears. Report of the Housing Services Lead (attached).
Reporting Officer: Stephen Boland
- 12 Verbal Update on Feedback from Community Scrutiny Committee on Tenancy Policy. Report of the Housing Services Lead.
Reporting Officer: Stephen Boland

Bruce Lang
Assistant Chief Executive

09 December 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.

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 R Balman

Councillor R Bowrah, BEM

Mrs J Bunn

Ms M Davis

Mr M Edwards

Mr D Etherington

Mr D Galpin

Mrs J Hegarty

Mr K Hellier

Mr I Hussey

Mr R Middleton

Councillor Miss F Smith

Minutes of the meeting of the Tenant Services Management Board held on Monday 27 October 2014 at 6pm in JMR, The Deane House, Belvedere Road, Taunton.

Present: Mr R Balman, Mrs J Bunn, Ms M Davis, Mr D Etherington, Mr D Galpin, Mr K Hellier, Mr I Hussey and Councillor Bowrah.

Officers: Shari Hallett (Business Support Lead – Housing & Communities), Paul Hadley (Housing Manager – Lettings & Anti-Social Behaviour), Michaela Mullen (Welfare Reform Project Officer), Tony Knight (Estates Officer ASB), Phil Webb (Housing Manager – Property Services), Kene Ibezi (Assistant Director of Property & Development), James Barrah (Director of Housing & Communities), Martin Price (Tenant Empowerment Manager), and Emma Hill (Corporate Support Officer).

Others: Councillors Mrs Smith and Mrs Warmington

(The meeting commenced at 6.00pm)

1. Apologies

Mrs J Hegarty, Mr M Edwards, Mr R Middleton and Cllr Miss Smith

2. Public Question Time

No questions received for Public Question Time.

3. Declarations of Interests

Councillor Bowrah declared personal interest as members of his family were Taunton Deane Borough Council Housing Tenant.

Mr R Balman, Mrs J Bunn, Ms M Davis, Mr D Etherington, Mr D Galpin, Mr K Hellier, Mr I Hussey and declared personal interests as Taunton Deane Borough Council Housing Tenants.

4. Housing and Community Services – Fees and Charges 2015/16.

Considering report previously circulated, concerning the proposed fees and charges for Housing and Community Services in 2015/16.

It was proposed to increase fees and charges by applying Retail Price Index (RPI) inflation as at the previous September 2014 (September 2014 RPI inflation was 2.3%). Board Member were presented with a revised version of the new Fees and Charges breakdown for 2015/16.

Council housing rents would be set early in the New Year.

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

- There was no inclusion of the new fees and charges concerning tenants with septic tanks. Would tenants be notified of any changes?

The officer would look into any changes to fees and charges for septic tanks and come back to the Board with the information.

- How many garages in the Council had on their books and how many were being rented out?

The Council had roughly 1500 garages as stock. Currently, there were 60 garages advertised for rent but there were a number under repair before being putting up for rent.

- Was the Council promoting and advertising the Council's garages which were for rent and could the Council target specific areas of the borough?

The Council had garages available for rent all over the borough so the Council couldn't target specific areas but their availability was advertised on regular basis.

- What did the Council do when they found out tenants were using rented garages as storage and not for their cars?

All tenants were made aware that their tenancy excluded the use of their garage for storage.

When Estate Officers discover those who were using their garages for storage, the Council would start proceedings to take action against these tenants.

- When would tenants be notified of any fees and charges changes?

This information would be sent out to tenants as notification in February 2015.

Resolved that the Board noted the Officer's report.

5. Welfare Reform 2014-15 Interim Year Report.

Considering report previously circulated, concerning the first six months of the second year of the Welfare Reforms and its effects on Taunton Deane Borough Council Housing Services tenants. The report makes the following recommendations for the future activity:

The main points of the report were as follows:

- Proactive support for tenants who had financial difficulties
- Working with partner agencies to support tenants
- Discretionary Housing Payments (DHP's) were only a short term solution for tenants affected by the welfare reform changes. The application process being intensive and time consuming for staff.
- Highlighted the lack of one bedroom accommodation in our and other local housing providers stock.

But it also asks questions in relation to our potential responses to the forthcoming implementation of Universal Credit in Taunton Deane.

Since the WRPO took post over 22 months ago the officer had identified the tenants affected by the under occupancy penalty and subsequently the tenants affected by the Benefit Cap. Work was also being undertaken to identify our more vulnerable tenants who would be put at risk of enforcement action being taken against them through non-payment of rent.

Under Occupancy Affected Tenants on the 1st April 2014, there were 393 tenants affected by the Under Occupancy Penalty, this had reduced over the year to 372 of which 200 were in rent arrears. In a recent Inside Housing magazine report 'The Link Group' a housing provider in Scotland of a similar size to TDBC (6147 properties) has 377 tenants affected by the Under Occupancy Charge of which 196 were in rent arrears.

Early Intervention concerning personal visits were conducted by the Council Welfare Reform Project Officer. These supported and assisted our tenants to maintain their tenancy in light of the changes. The visits which on average continue to last up to one hour. Dependent on the need of the tenant, it can take more than one visit to supply the support required. This allowed the officer to:

- Explain about the changes and how they affect the individual household.
- Complete financial statements to support applications for DHP's.
- Sign post tenants to support agencies in relation to any debt issues.
- Explain and assist with HomeFinder Somerset applications
- Explain how the Transfer Removal Grant scheme works to assist those households wishing to downsize to accommodation more suitable for their housing needs.
- Explain about the Mutual Exchange process.
- Offer help and support to tenants.

Households affected could apply for Discretionary Housing Payments had been encouraged or supported in applying for a DHP to help mitigate the negative financial impact that being unable to move may have. Without the level of DHP available or the positive intervention of the WRPO and other officers more Council households would be suffering financial difficulty.

61 Council tenants were successfully awarded DHP's. The majority of successful applications were completed by or with the assistance of the WRPO. This equates to £24,433.27 of the DHP budget of £132,000.

Looking at rent arrears, on the 1st April 2014, there were 385 tenants affected, 187 of these households were in rent arrears amounting to a total of £38,704.25. Compared to 100 households with rent arrears, which amounted to £32,090.54 in April 2013.

Tenant overall rent arrears figures in April 2014 were £344,242.82 compared to £406,147.69 in April 2013.

Concerning evictions, as a result of the Under Occupancy Penalty 12 tenants had been subject to court action, no-one had been evicted.

The Council's Digital Inclusion Project was building up to the introduction of Universal Credit in 2015. It would be vital to the Council's business plan to maintain a high level of income and keep rent arrears to a minimum. It was vital that our tenants had access to IT because of the shift to digital by default for the majority of public and private sector services. The government had stated that 60% of Universal Credit claims would need to be completed and updated on line.

Housing services had procured self-service kiosks for use by our residents. The initial phase has seen the kiosks placed in the following locations across the borough:

- Deane House x 2
- Wellington Community Office
- Priorswood Resource Centre
- Milverton Community Hall

Each kiosk would enable tenants to access a variety of websites including TDBC, SCC, DWP, NHS Direct, Somerset Advice Network, CAB and Somerset Savings and Loan

The second phase would include kiosks being installed in a variety of community locations including Newton Road, Moorland Place, Middleway and Wellesley Street.

The first five kiosks were the initial phase of a broader borough wide installation. This burden should not be borne by the HRA alone and other areas of the council should now build on this initial stage of work by the housing services and commit resources and funds to provide greater access across the Deane for our communities.

Below are the Council Welfare Reform interim report recommendations:

- Close working relationships were vital between housing services and the Revenue and Benefits Department, DWP, CAB, and Jobcentre+ facilitated by timely and appropriate information sharing.
- Managing the impact of welfare reform was a whole organisation effort so communication and training for internal staff was a key to success.
- Improve the information and knowledge of our tenants and develop effective communications with them maximising contact opportunities. These were essential steps to secure payment of rent and identify personal or budgeting support needs.
- Ensure that there were sufficient resources in place to provide money management advice and support to residents which was key to protecting the housing service income stream.

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

- Had there been any feedback on the IT Access Kiosks?
The Council currently only had two months feedback from the Kiosks. The Kiosks situated at The Deane House and the Priorswood Centre were being heavily used but the feedback on the kiosks situated at Wellington Community Centre were not being widely used but the Council were looking into this.
- Would users have access to assistance if they required it?
This particular feedback had been taken on board and officers were looking into a variety of sources for kiosks assistance as well as providing an appointment booking system.
- Was DHP only going to those tenants or residents who expressed interest or who had applied to downsize?
*They had to physically apply for DHP. This could be done through the Revenues and Benefits principal benefit's officer.
The face to face contact via the Council's reception and officers was very important as people didn't always want to talk about their issues.*
- How difficult was it to find the information?

Each case varies and it can take several visits from officers or agencies before the family or persons trusts the officer enough to discuss their underlying issues and for officers to gather the information they need for DHP.

- Is the support provided the Welfare Reform Project Officer (WRPO) helping with the money management problems?

The Council officers complete some very basic and minor debt management solutions then we refer them to the CAB to tackle their larger debt issues.

The Council aims to work with other departments and agencies to resolve debt issues.

- Could the Council look into moving elderly residents into smaller two bed properties and then moving those young families stuck in two beds to the then freed up three and four beds properties?

Unlike other agencies, the Council had always looked to make the best use of our housing stock. The normal procedure would be to downsize elderly tenants and residents into one bed properties, unless they had a specific need to be moved into two bed property.

- Could the Council look into having WiFi in the community areas and meetings halls?

Officers were looking into this and ways to restrict use and access to the networks as well as limiting what the network can be used for.

The officers had approached and produced a list of Digital Champions who had volunteered to support user of computer or kiosk facilities. But this had reduced from the original number, which was ten volunteers.

Resolved that the Board noted the Officer's report.

6. Anti-Social Behaviour Strategy and Policy Update Report

Considering report previously circulated, concerning an update on the Council's Anti-Social Behaviour Strategy and Policy for the Council's Housing Services, as a direct result of the introduction of the Anti-Social Behaviour, Crime and Policing Act 2014.

The report outlined the strategic overview that tenants could expect from Housing Services in relation to Anti-Social Behaviour (ASB).

The ASB policy details the organisations arrangements for managing the risk of ASB to tenants within the councils housing stock.

The strategy and policy was a living documents and would be reviewed on a regular basis.

This Government had set out a new approach to crime, policing and community safety, based on a fundamental shift from bureaucratic to democratic accountability through directly elected Police and Crime Commissioners, increased transparency, and increasing professional discretion. This new approach included overhauling the whole system of dealing with ASB to ensure agencies are putting the needs of victims first.

Previously the police, councils and others had started to adopt a range of effective mechanisms that improve the response they provide to victims, which ensured that vulnerable victims were better supported.

In terms of the behaviour itself, what was seen as 'anti-social' would vary from victim to victim, and community to community. It no longer focuses on the behaviour, but on the impact it had on the victim.

The correct response would depend on a range of factors, but most importantly, on the needs of the victim and the impact the behaviour was having on their lives.

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

- After reading through this report, strategy and policy as a tenant and resident I felt safer and more secure even while reading it.

Resolved to recommend to the Portfolio Holder for Housing Services Councillor Adkins the approval of the Anti-Social Behaviour Strategy and Policy.

7. Verbal Report on Police Innovation Fund.

The Director of Housing and Communities gave a verbal update concerning the Council's application to Police Innovation Fund.

Below was a summary of the Director's verbal report to Board Members:

- The new model of working for the Council and other agencies known as the Halcon One Team had produced great results on the Halcon estate with the families and the community.
- The Council and the One Team agencies were planning to roll this model out to other areas within the borough.
- Cllr Warmington and representatives had already presented the model of the Halcon One Team at variety of conferences and seminars and it had be taken up in a variety of other areas across the country.
- Council Officers and Cllr Warmington had put together an application for funding to roll out this model throughout the borough.
- The funding application to the Police Innovation Fund would cover further work in Halcon as well as extending to North Taunton and Wellington. This funding would allow work to continue or start for this year as well as next year.
- This funding would support data analysis across multiple agencies to build intelligence on those families most in need of support and assistance.
- The Council were in the process of locating an administrator and area managers for the areas.
- The interim staff for these areas were:
 - Halcon – Sgt James Turner
 - Wellington – Paul Chamberlin
 - North Taunton – Dean Chedzoy
- The funding was to bring all this together and co-ordinate the projects areas and pull all the agencies together.
- The demand on this service related to particular core demand within each targeted area.
- There were roughly 2000 properties within each area.
- The Council and other agencies were also looking to include lower demand rural areas as well as working in the higher demand urban areas.
- The project model plans would come back to a future meeting of the Board in due course.

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

- Were there any prospective savings and not just monetary terms?
*The aim was to reduce the demand on agencies services by reducing and solving the debt issues for tenants and residents in areas of the borough. This also included solving other issues such ASB.
Starting with areas such as benefits at an individual family level, when these issues were resolved it had a benefit at community level.
This new model for agencies was all about working differently with existing data and resources rather than employing new staff, the idea was to pool and use the existing resources as well as funding some additional support.
The officer helps families make sure they were claiming the correct benefits and what they were entitled to but also helping them to live on a low income.*
- Were Parish Councils be included and have an effect on this?
The Parish Councils were not currently involved with the single area model as urban central areas of Taunton including Halcon were not parished but as the model moved into new and other areas, we would aim to make contact and include Parish and Town Council such as Wellington Town Council. The solutions for each area would be different as it would depend on the individual needs and issues of the area.
- Did the senior partners of the Halcon One Team meet regularly and would representatives of all three areas meet to co-ordinate and make contact?
The Council were working on a new governance structure for this new three area approach and this would be reported back to the Board Members in due course.
- Would there be an overarching executive committee monitoring all the agencies in these areas?
Yes, there would be an overarching Executive monitoring the areas, partners and agencies.

Resolved that the Board noted the Officer's report.

8. Report on the Dates for Tenant Services Management Board Meetings for 2015.

Considering report previously circulated, concerning the dates of the Tenant Services Management Board meetings for 2015.

The Tenant Services Management Board (TSMB) met on a monthly basis. Members of the public were welcome to attend. In order to give board members and members of the public plenty of notice it was prudent to set the dates for 2015 in advance. The dates would also be publicised to tenants and leaseholders. The proposed meetings dates for 2015 were as follows:

- Monday 19th January 2015
- Monday 16th February 2015
- Monday 16th March 2015
- Monday 20th April 2015
- Monday 1st June 2015
- Tuesday 23rd June 2015
- Monday 13th July 2015

- Monday 17th August 2015
- Monday 14th September 2015
- Monday 26th October 2015
- Monday 16th November 2015
- Monday 14th December 2015

Board Members would notice from the above that there was one meeting date booked for a Tuesday – on the 23rd June. The TSMB may choose to hold its meeting on a Monday as usual but at a venue different from the John Meikle Room in the Deane House. Also the meeting on 17 August 2015 would need to be held away from The Deane House as the John Meikle Room was not available.

Board members may also remember that traditionally the April meeting had been the TSMB Annual General Meeting which in previous years had been amalgamated with the Tenants and Leaseholders Open Day. There was currently a tenant working group planning the 2015 open day. This group was considering holding the event in June.

The TSMB may therefore need to consider whether to hold its Annual General Meeting separately from the open day.

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

- Board Members were happy with the planned meeting date for the Board for 2015.
- Training could be held before the Board meeting but could these be staggered and not before every month's meeting?
- The first training session could be before the November meeting starting at 4:30pm and running until 5:30pm to allow time for a break before going into the Board meeting at 6pm.

Resolved that the Board noted the Officer's report.

9. Exclusion of the Press and Public

Resolved that the press and public be excluded from the meeting for the following item because of the likelihood that exempt information would otherwise be disclosed relating to Clause 3 of Schedule 12A to the Local Government Act, 1972 and the public interest in withholding the information outweighed the public interest in disclosing the information to the public.

10. Confidential Report on the West Somerset and Taunton Deane Joint Management and Shared Services Project.

Considered confidential report previously circulated, concerning the Management and Shared Services Structure for Housing and Community Development.

The Director for Housing and Communities provided the Board Members with an updated summary the shared services structure for Housing and Community Development.

Resolved that the Board noted the Officer's report.

11. Confidential Report on the Confidential Report on the West Somerset and Taunton Deane Joint Management and Shared Services Project.

Considered confidential report previously circulated, concerning the Management and Shared Services Structure for Property and Development.

The Assistant Director for Property and Development provided the Board Members with an updated summary of the shared services structure for Property and Development.

Resolved that the Board noted the Officer's report.

12. Confidential Report on the Confidential Report on the West Somerset and Taunton Deane Joint Management and Shared Services Project.

Considered confidential report previously circulated, concerning the Management and Shared Services Structure for Business Support for Housing and Communities.

The Business Support Lead for Housing and Communities provided the Board Members with an updated summary of the shared services structure for Business Support for Housing and Communities.

Resolved that the Board noted the Officer's report.

(The meeting ended at 8.10pm)

Declaration of Interests

Tenant Services Management Board

- Taunton Deane Borough Council Housing Tenants;
 - Mr R Balman
 - Mrs J Bunn
 - Mr M Davis
 - Mr M Edwards
 - Mr D Etherington
 - Mr D Galpin
 - Mrs J Hegarty
 - Mr K Hellier
 - Mr I Hussey
 - Mr R Middleton

- Family Member(s) are Taunton Deane Borough Council Housing Tenant;
 - Councillor Bowrah
 - Councillor Miss Smith




HRA Revenue	Target Budget (£)	Actuals to Date (£)	% Spend	Forecast (£)	Variance (£)	Comments
Income						
Dwelling Rents	(25,025,900)	(10,264,345)	41%	(25,316,900)	(291,000)	Void loss is currently 0.9% overall against a budget of 2%.
Non Dwelling Rents (Garages, Shops and Land)	(557,200)	(275,931)	50%	(588,200)	(31,000)	Higher than budgeted income relating to garages.
Other Income (Service Charges, Rechargeable Repairs, Leaseholder Charges and GF Contribution)	(625,500)	(363,276)	58%	(699,167)	(73,667)	Income from leaseholders is higher than budgeted due to additional costs (in Other expenditure).
Total Income	(26,208,600)	(10,903,552)	42%	(26,604,267)	(395,667)	
Expenditure						
Housing Management	6,432,180	1,842,251	29%	6,395,108	(37,072)	Largely on target. Higher staff costs expected in Estates due to temporary cover, but a number of small forecasted underspends in non staff budgets cover this.
Repairs & Maintenance - Planned	2,268,430	458,844	20%	2,281,281	12,851	PPM contract is now not likely to be in place until the end of the year. Works are currently being undertaken by the DLO however a £505k underspend is expected (against the budget of £1,108k). Likewise the Electrical contract has also slipped. These underspends will be requested to be put into an Earmarked Reserve to fund the works required during the contract periods.
Repairs & Maintenance - Responsive	3,079,700	1,618,946	53%	3,017,142	(62,558)	General Maintenance is currently forecasted to be £585k overspent. Management action will be implemented to reduce overspend to £200k (approx 10%) by cutting down on non essential works where possible. Responsive heating is currently expected to be £210k lower than budget due to revenue installs and chargeable works being lower than expected at budget setting. Responsive Electrical is also underspending against budget.
Repairs & Maintenance - Voids	1,800,000	892,728	50%	2,002,549	202,549	Void costs are currently higher than budget. Management action is being put in place to limit over spend to approx 10%
Other Expenditure	929,070	524,175	56%	1,001,108	72,038	Grounds Maintenance spend is still being monitored closely. Works will be scaled back where possible if a large overspend is experienced. Works on leasehold flats is higher than budgeted, however this is offset by additional income (Other income) as all works are recharged to leaseholders.
Total Expenditure	14,509,380	5,336,945	37%	14,697,187	187,807	
Central Costs/Movement in Reserves						
Social Housing Development Fund	500,000			500,000	0	
Depreciation and Revenue Contribution to Capital Programme	7,750,000			7,750,000	0	
Contribution to TDBC for Repayment of Transformation Project Loan	323,000			323,000	0	Funded through Procurement Savings
Net Interest Payable	2,778,100			2,778,100	0	
Provision for the Repayment of Debt	510,520			510,520	0	
Change in Provision for Bad Debt	224,900			224,900	0	
Other Movement in Reserves	(387,300)			(387,300)	0	Transfer from reserves to cover cost of transformation. Any remaining funds will return to general reserves.
Total Central Costs/MIRs	11,699,220			11,699,220	0	
Total Housing Revenue Account	0			(207,860)	(207,860)	0.8% variance

HRA Capital	Target Budget (£)	Actuals to Date (£)	% Spend	Forecast (£)	Variance (£)	Comments
Major Works						
HRA Kitchens	1,209,100	131,526	11%	539,623	(669,477)	Due to delays in the start of some new contracts £868k of the budget is not yet programmed. A review of existing contracts is underway with a view to accelerate some of these and bring the works forward into this financial year.
HRA Bathrooms	998,500	418,552	42%	1,309,812	311,312	
HRA Roofing	341,100	268,728	79%	560,000	218,900	
HRA Windows	150,900	61,840	41%	255,550	104,650	
HRA Heating Improvements	1,275,400	28,776	2%	1,025,917	(249,483)	
HRA Doors	553,500	76,750	14%	615,438	61,938	
HRA Fire Safety Works in Communal Areas	318,800	22,504	7%	296,579	(22,221)	
HRA Fascias and Soffits	1,237,700	263,782	21%	585,372	(652,328)	
HRA Air Source Heat Pumps	683,300	201,037	29%	784,000	100,700	
HRA Door Entry Systems	149,400	13,120	9%	143,388	(6,012)	
HRA Meeting Halls	31,100	4,249	14%	23,900	(7,200)	
HRA Tenants Improvements	5,000	0	0%	15,000	10,000	
HRA Garages	30,000	0	0%	20,000	(10,000)	
Sewerage Treatment Plants	20,000	330	2%	0	(20,000)	
HRA Asbestos Works	259,000	124,022	48%	259,000	0	
HRA Lifts	135,000	42,134	31%	135,000	0	
Unadopted Areas	44,000	0	0%	0	(44,000)	
Sustainable Energy Fund	455,400	8,994	2%	455,400	0	
Environmental Improvements	301,300	6,734	2%	301,300	0	
Extensions	160,000	0	0%	160,000	0	
HRA Aids and Adaptations	118,900	25,699	22%	118,900	0	
HRA DFGs	346,000	(18,010)	-5%	346,000	0	
Deane Helpline	82,600	6,503	8%	82,600	0	
HRA IT Development	241,900	8	0%	241,900	0	
Total	9,147,900	1,687,578	18%	8,279,679	(868,221)	
Development						
HRA Creechbarrow Road	6,916,100	786,584	11%	6,916,100	0	All of these are currently expected to complete on target, with Phase 1 sites to complete in 2014/15 and Creechbarrow Road in 2015/16.
HRA Phase 1: Vale View, West Bag	1,000,200	139,149	14%	1,000,200	0	
HRA Phase 1: Bacon Drive	1,020,300	101,095	10%	1,020,300	0	
HRA Phase 1: Normandy Drive	982,000	116,544	12%	982,000	0	
Buybacks	832,800	591,415	71%	832,800	0	
Total Development	10,751,400	1,735,037	16%	10,751,400	0	
Total HRA Capital	19,899,300	3,422,614	17%	19,031,079	(868,221)	

Summary for TSMB 17 November 2014

Housing and Communities Quarter 2 / Outturn performance

Overview & Summary

Section	No. of measures	 Green	 Amber	 Red	N/A	Trend (reported from Q2)
1) Managing Finances Housing	9	56% (5)	44% (4)	0% (0)	0% (0)	↓
2) Service Delivery – Satisfaction	11	45.5% (5)	45.5% (5)	0% (0)	9% (1)	↓
3) Service Delivery – Decent Homes	2	0% (0)	50% (1)	50% (1)	0% (0)	↓
4) Service Delivery – Manage Housing Stock	18	39% (7)	17% (3)	28% (5)	17% (3)	↔
TOTALS	40	38% (17)	32% (13)	15% (6)	15% (4)	

Movement To be reported from Q2	+1 Measures	-3	+4	+1	-1
--	--------------------	-----------	-----------	-----------	-----------

6 RED ISSUES

Planned actions are off course.

- **1 Measure for Decent Homes is off course.** Average SAP (energy efficiency) rating is below target. Eco funding bid for external wall insulation to around 400 homes being considered along with pilot scheme for 46 Cornish Properties. Focus has been on the DLO COSY replacement so no further progress on the SAP upgrade at present.
- **Housing Services Diversity Information.** We hold 69.98% of diversity information, this is an increase of 11.98% since Q4 last year. Estates have redesigned the Diversity Information survey and are developing processes to collect incomplete data so this figure should continue to improve.
- **3 Repairs and Maintenance measures are off course.** 94% of emergency repairs were completed on time against a target of 98%. 91% of urgent repairs were completed on time against a target of 94%. And 83% of non-urgent repairs were completed on time against a target of 85%. The COSY replacement went live at the beginning of September, this should enable us and the DLO to report completions more accurately with the phased introduction of hand held mobile devices. Open Contractor should also provide us with a better suite of reports which will enable us to tackle poor performance sooner.
- **Local Authority Major Aids and Adaptions** – 33 applications have been completed against a target of 84, there is a delay due to the service being an officer down.

13 AMBER ALERTS 😞

Some uncertainty in meeting planned actions

- **Aids and Adaptations** – expenditure on both major and minor Aids and Adaptations are unlikely to reach budget, these are both demand led.
- **Estate Management Team.** Current tenant arrears are now £6,766 over target, this is an improvement on Q1 where we were £32,876 over.
- **Housing Debt** – the debt level for September has increased since July but factors such as service charge bills being issued has influenced this.
- **Housing Services – 4 Satisfaction measures.** The 2013 Star survey (conducted every two years) reported satisfaction figures for general needs tenants and sheltered housing tenants which were below target. Council national rankings show that we are in quartile 2 for housing measures and lower quartiles for supported housing. These measures will not change until 2015 when the Star Survey is conducted again.
- **Local Authority Major Aids and Adaptations satisfaction** – this measure failed due to issues with one property, this has now been rectified.
- **Dwellings with a valid gas safety certificate** – one property was inaccessible due to the tenant being in hospital.
- **Lettings Team** – the % of dwellings vacant but unavailable are slightly over target. The historic trend of our performance in this area is on or below target. We don't feel this is anything to be concerned about as performance just fall back in line with our targets in the coming months. The % of properties accepted on first offer is also slightly above target.
- **Local Authority Major Aids and Adaptions.** Performance for end to end completion time is 27 weeks, 5 cases were completed within the 22 week target, 7 were delayed due to clients.

17 ON TRACK 😊

Planned actions are on course

- **Managing Finances** – 5 measures are on target.
- **Satisfaction** – 5 measures are on target.
- **Housing Stock** – 3 measures are on target, with the biggest improvement being % of closed ASB cases that were resolved.
- **3 Community Development** measures are on track.
- **Minor Aids and Adaptations** – the number of applications completed is on target.

4 MEASURES UNDER DEVELOPMENT, NOT REPORTED OR WITHOUT ALERTS

- **% of tenants satisfied with the Extra Care Housing service** – a survey has not currently been completed
- **Repairs and Maintenance** – 3 measures are under development.

Taunton Deane Borough Council

Tenant Services Management Board – 17 November 2014

Photovoltaic systems to be fitted to existing housing stock

Report of the Housing Development Project Lead – Sustainable Energy

(This matter is the responsibility of Executive Councillor Adkins)

1. Executive Summary

The proposal to design, install and commission 350 Photovoltaic systems to the retained housing stock provides the opportunity for TDBC to make a significant contribution towards our commitment to reducing Carbon emissions and alleviating Fuel Poverty by reducing tenants' electricity bills.

Photovoltaic panels (PV) harness sunlight to create electricity, therefore utilising an infinite resource, making it a renewable energy source. Whilst their orientation requires a Southerly aspect it is not necessary to have bright sunshine. PV Panels continue to generate electricity in all daylight hours, even on overcast days.

The UK is the first country in the world to have a legally binding long term goal to cut Carbon emissions. This involves a 34% reduction in emissions by 2020, and 80% by 2050, based on 1990 levels. By installing 350 systems to our housing stock we can save approximately 11,015 tonnes of Carbon over 20yrs.

The scheme provides significant financial benefits to our tenants through free electricity generated by the PV Panels and is calculated based on the Government Standard Assessment Procedure (SAP Gov't) with a saving on average of £247.54 per annum per household on current electricity bills.

TDBC would generate income through the feed in tariff (FIT) which is guaranteed for 20 years as detailed within the Energy Act, it is Indexed Linked and, based on Government SAP calculations, would generate a positive cash flow of £1.2m over the fixed 20year FIT.

The initial capital investment for 350 properties will be £1,509,000 for fitted systems. The systems should be paid back within the first 13 years and the revenue stream is then additionally guaranteed for 7 years.

2. Background

In order to achieve our goal of reducing tenants' electricity bills, generate an income via FITs and reduce carbon emissions, it is beneficial for TDBC to draw on the experience of The Carbon Savings Alliance (CSA).

The CSA is a consortium of social landlords committed to reducing electricity prices for their tenants. They instructed Trowers and Hamlin Solicitors to create frameworks that are OJEU compliant and suitable for members to access. The £300,000 legal fees incurred were paid by Alliance Homes (Ventures) Limited. As TDBC are members of The CSA there is no cost to access the Framework.

It is proposed that TDBC access the CSA's Photovoltaic Framework in order to secure a competitive price and reduce the need for tendering, thus saving valuable time considering the Feed in Tariffs are predicted to drop in early 2015.

TDBC has been looking at solutions to enable PV to be installed to a significant number of properties across the property portfolio, other funding solutions were considered including "rent a roof" but this did not enable the revenue generated to be claimed by TDBC and then reinvested to support additional renewable energy projects. The CSA model provided the vehicle to facilitate this project.

3. Investigations

3.1 Identification of suitable properties

A desktop study was carried out in 2012 to identify a little over 700 suitable properties that have a southern orientation, the correct roof pitch and suitable construction type. The Senior Leadership Team have chosen to focus on 350 of these 700 identified properties, to allow for tenant refusal and to borrow an amount that the HRA account can feasibly permit.

3.2 Tenant involvement

Tenants will be written to explaining that their home may be suitable for PV panels and suggesting a full survey to be carried out on the property. Tenants will be told they are to receive free electricity whilst TDBC receive the Feed in Tariff income.

We will promote this benefit to tenants during the consultations to encourage tenant uptake and enthusiasm for the PV panels. It is proposed to produce information material for the tenants in the form of interesting leaflets produced by the graphics department.

Tenants will not be bound to use a particular energy supplier and can switch suppliers at any point.

As the PV panels will pose a material change to the property, TDBC will have to amend the tenancy to include the panels as part of the structure. This will require a "notice of variation", "notice of intention" and a "letter of amended terms". This will

explain to the tenants the terms and conditions of having panels on the roof. Examples of letters to be sent are in Appendix 1.

3.3 Installation of the PV panels

Approved sub-contractors will be appointed to carry out the survey, design and gain the District Network Operator's permission to access the National Grid.

As the number of properties proposed is substantial it is advised to employ more than one local installer, to avoid a "boom and bust" situation for smaller companies. The installation contract is likely to take three months, which would be a considerable amount of work for one installer to fit around their other contracts. It is proposed to have four teams of two person installers carrying out the work, with each two person team fitting two houses per day.

The Framework is for the supply of the PV panels only, installers will have to be secured via a tender process, and the CSA will assist with this. They have tendered a cost per unit to install, this is £800 per property.

On the installation day, or closely afterwards, the tenants will be instructed on the system and operation. Asset Management, Property and Communities Teams will also be informed on the operation and benefits of the systems.

The PV panels offered via the framework are Bosh and available for supply only at a cost of £1,142 per kWh, with the average semi-detached house requiring 3kWh systems (approx.12 panels). Resulting in an average purchase price per 3 bed property as £3,426, plus installation cost.

3.4 Collection of the Feed in Tariff and maintenance

The Feed in Tariff will be collected by The Low Carbon Exchange (LCX), a company responsible for the maintenance and management of the systems. They will remotely read the data, inform TDBC if any panels are faulty and arrange for repairs, at their cost. It is a remote management set up where TDBC will have no practical involvement in the repair or maintenance of the system for 25yrs. There is an annual cost of approximately £75 per property to carry out this service and arrange for the Feed in Tariff income to be sent to TDBC. A contract break clause is available for both LCX and TDBC.

The PV panels are MSC (Microgeneration Certification Scheme) accredited and have a 25yr guarantee. Installation errors will not be covered and should be addressed under the installer warranties.

Although the PV panels have a 25yr guarantee, The CSA state studies show their lifespan can be up to 40yrs, with efficiencies of the panels dropping by only half a percent per annum. This means tenants will continue to receive free electricity long after the FIT TDBC receives has ended.

3.5 Right to Buy applications

Consideration has been given to the prospect of a council property with photovoltaic panels being sold under Right to Buy (RtB). It is recommended the panels are removed prior to a Right to Buy purchase completes, for the following reasons;

- When valuing the property for RtB application the panels cannot be considered as a separate commodity and cannot be added onto the value of the property. The RtB discount would also apply to the PV panels. TDBC would therefore not recoup the cost of installing the PV and lose projected FIT income if the panels were sold with the property.
- If TDBC were to sell the PV panels to a RtB applicant there may be a perceived risk of future claims against TDBC for issues such as future damage to roofs arising from installation of PV panels.
- If panels are removed prior to selling, the roofs will be surveyed to identify and remedy any potential issues, therefore negating future claims.
- If TDBC were to exclude the PV from the sale of the property, but provide the option of the tenants to buy the panels, the tenants would have to consider the cost of the panels, averaging £4,472 (inc. fitting), and to reimburse TDBC the future FIT, which could be in the region of £4,072 for 20 years' worth of FIT income.
- The cost of removing the PV panels will equate to half a day's labour for a two person team, The Carbon Savings Alliance advised this would cost in the region of £300. The panels can then be installed on another suitable property in the Deane. The total cost of removing and re-installing is estimated to be in the region of £600. Whilst this will be a cost TDBC cannot recoup, it will prevent any future costly issues, delays in RtB applications and Officer time.

4. **Finance**

The total cost of this project is £1.51m and this would generate a guaranteed annual income for the HRA for 20 years as well as providing reduced energy bills for the tenants. It is proposed this is funded from borrowing, with the FIT income received used to service the debt. Cash flow for TDBC will not be problematic as the funds will be borrowed when necessary and the income more than covers the debt. The £1.5m borrowing will be accounted for in the HRA borrowing head room.

The financial model for this project is measured by Government figures calculated using Standard Assessment Procedure (SAP), this is not the SAP used for calculating the Energy Rating of a property, but a way of predicting how many kWh will be generated in each region, which goes towards calculating the FIT income amount. TDBC region has been deemed as 1,024 kWhs per annum, but in reality this figure will be higher. This means our realistic FIT income could be greater than currently modelled.

The initial capital investment for 350 properties will be £1,509,000 for fitted systems. The systems should be paid back within the first 13 years and the revenue stream is then additionally guaranteed for 7 years.

4.1 Finance Comments

The project has a positive cash flow and is expected to contribute a total of £1.2m to the HRA Business Plan by year 20. In budget terms this will mean a net annual income after the loan repayments are made of approximately £32k in 2015/16 rising to £89k in year 20. This income could be reinvested in the HRA for example in revenue sustainable energy projects.

The HRA borrowing position including this amount will remain comfortably within the HRA capital debt cap imposed by government. The current net headroom (the borrowing available within the debt cap after approved borrowing such as Creechbarrow Road and the Phase 1 redevelopment sites) is £14.0m. The borrowing could be executed through 'internal borrowing' – which is essentially using available HRA and/or General Fund cash balances – or through 'external borrowing' such as taking out a loan from the Public Works Loan Board (PWLb) or another financial institution. The eventual financing arrangement will be handled through the Council's treasury operations, in line with the Treasury Management Strategy and Policies. The financial appraisal has assumed a borrowing rate of 3.34% for financial modelling purposes.

The risk of losing units through Right to Buy (RTB) would be mitigated through the proposal to remove panels when sold and reinstalling them on another suitable dwelling. Although there is a cost associated with this, it ensures the continuation of the income stream.

5. Legal Comments

Tenancy agreements will need to be varied in connection with the scheme and also the effect of the scheme under the Right to Buy provisions of the Housing Act and this can be done following the necessary statutory consultation.

It should also be noted that there is no statutory right of entry for installation or other works to the panels and so the Council will need to work to ensure relevant tenant engagement with this scheme.

Building Control may need to approve the installation of the PV panels unless the installer is registered with a competent provider scheme which covers all the relevant parts of the affected buildings.

Procurement issues may also need to be dealt with in accordance with the Council's policy.

6. Links to Corporate Aims

This proposal meets TDBC HRA Business Plan Objectives 1, 3 and 4

- 1 – Securing a long term future for the housing service. This means continuing to invest in the management of the housing stock to ensure it meets tenants' needs, who should be at the heart of decision making.
- 3 – Investment in our housing stock, regeneration and affordable housing. This means investing in our existing housing stock to deliver a standard that meets the needs of the stock and local aspirations. It also means planning and successfully managing the regeneration of our housing estates and communities, providing homes that cater to the needs of an expanding and diverse population within communities that people are proud of.
- 4 – Climate Change. This means taking action to reduce Carbon emissions across our housing stock through our investment planning, service delivery and community action.

7. Environmental Implications

The PV panels are vital if TDBC are to reduce its housing stock's Carbon emissions and meet the Corporate Plan to reduce tenants running costs.

- Reducing residents energy bills – an average of £247.54 per house per year
- Free hot water to properties with an immersion tank by using Optimerrision, any export over 300 watts is directed to the immersion heater to help lower the electricity demand to heat the hot water
- Support Small to Medium Enterprises (SMEs) in the region
- Potential to increase Asset Value & improve SAP Values by 13 points, a major step in improving the energy rating of a property
- Reduce carbon footprint & energy demand
- Use surplus to invest in further energy saving measures to reduce the impact of fuel poverty
- An opportunity to enhance training & development of staff
- An opportunity to assist with behavioural change and education opportunities within communities relating to energy usage
- 11,015 tonnes of Carbon saved in 20years, but systems will continue saving Carbon as panels expect to have a further 20yrs lifespan.

8. Community Safety Implications

No envisaged measures required

9. Equalities Impact

Evidence taken shows no potential discrimination specific to Protected Groups. A full Equalities Impact Assessment can be found in the Appendix 2.

10. Risk Management

- FITs drop in Jan 2015 and due to be phased out by 2020. Resulting in less FIT income and longer payback time if not secured by Spring 2015. The financial modelling has used the projected FIT for January 2015 to take this into consideration
- If CSA Framework not accessed, TDBC will have to create an OJEU tender, thus delaying the scheme by 7-9 months minimum
- Project will require structured payment times, to facilitate installers' cash flows, TDBC to ensure cashflow schedule is in place and payments are made promptly Properties must be in good structural integrity
- Tenants need to give permission. Tenant engagement can be difficult to achieve but other case studies indicate tenant uptake is positive due to the incentive of receiving free electricity.
- Considerable officer time will be required in consulting with tenants and stakeholders via house visits, roadshows, articles, meetings and surveys. A part time administration post and external Contracts Manager will need to be appointed, a £30,000 sum has been allowed in the financial modelling.

11. Partnership Implications (if any)

Tenant Forum and Tenant Board will need to be consulted on the process, with stakeholder events to explain the scheme and how PV works.

12. Recommendations

- Recommendation for Council to approve a budget of £1,509,000 to purchase and install 350 suitably orientated properties to facilitate a guaranteed FIT for 20yrs, saving in the region of 11,015 tonnes of Carbon and creating a positive cash flow of £1.2 between years 13-20. The resulting Feed in Tariff income should be ring fenced to invest in hard to heat properties that are not suitable for PV.
- To remove installed panels from properties that are to be sold, either via Right to Buy or on the open market. This ensures TDBC retain the asset of the panels and the projected Feed in Tariff.

Contact: Caroline White
(Housing Development Project Lead – Sustainable Energy)
01823 358696
caroline.white@tauntondeane.gov.uk

Appendix 1 – Example letters for amendments to tenancy terms appendix and summary of financial modelling

Appendix 2 – Equalities Impact Assessment form

[Tenant]

[Address]

[Address]

Dear [Tenant]

Notice of Variation of your Tenancy Agreement

We recently sent you a letter in which we set out a proposal to install a PV Solar Panel System at your property. We enclosed a Notice of Intention to Vary the Terms and Conditions of Your Tenancy Agreement and asked you to contact us within 28 days if you had any comments about these.

We have considered the feedback that we have received. We have decided to change the terms and conditions of your tenancy agreement to allow us to include terms and conditions relating to the installation, use and maintenance of a PV Solar Panel System at your property.

We enclose a Notice of Variation. This Notice sets out the varied terms and conditions of your tenancy agreement relating to the installation, use and maintenance of PV Solar Panels at your property. These terms and conditions will come into force on [28 days after Notice of Intention served].

If you do have any questions or comments about the intended changes to your tenancy agreement or about the contents of this letter please contact us at [insert contact details – post / email / telephone].

Yours Sincerely

Taunton Deane Borough Council

NOTICE OF VARIATION

CURRENT TERM

Your current tenancy agreement does not contain any terms and conditions relating to the installation, use and maintenance of PV solar panel systems.

NEW TERM

Appendix [3]

PV Solar Panel System

Definitions

Feed in Tariff means the sums paid by energy companies and/or the government and/or any other buyer in consideration for the electricity generated from the Solar Panel System and/or the electricity which is exported to the grid or sold to any other buyer, and any other benefits that arise from the micro-generation of electricity by the Solar Panel System including carbon credits or CO2 savings;

OFGEM means the Gas and Electricity Markets Authority or such other authority that takes over its functions in respect of the Feed in Tariff;

the Provider means any person appointed by us to install, maintain, operate, repair or replace the Solar Panel System and includes their successors in title;

Solar Panel System means any solar panels, fixings and ancillary equipment including the cables, inverter meter and monitoring equipment installed or to be installed in or on the Property.

General terms

It is agreed as follows:

- 1 We or the Provider may install a Solar Panel System at the Property and retain it there but we are not under any obligation do so.
- 2 For a period of twenty years from the date that the Solar Panel System is installed at the Property and has been entered into the Central FIT

Register by OFGEM the Solar Panel System belongs to the Provider and is not part of the Property and there is no obligation for us or the Provider to maintain it under the Tenancy.

- 3 The Provider may connect the Solar Panel System into the existing electrical system within the Property.
- 4 The Provider is exclusively entitled to the benefit of the Feed in Tariff and you will not claim any right or entitlement to the Feed in Tariff.
- 5 Any electricity generated by the Solar Panel System may be used by you and we will not charge you for that electricity.
- 6 Any electricity generated by the Solar Panel System that you do not use will be exported to the national grid for the sole benefit of the Provider.
- 7 We or the Provider may at any time alter the Solar Panel System or remove it from the Property either permanently or for a period of time.
- 8 Any obligation in the Tenancy for us to maintain any installation for the supply of electricity at the Property does not include an obligation to maintain the Solar Panel System.
- 9 In the event of the Solar Panel System or any part of it failing the Solar Panel System can be left in situ until such time as the Provider decides to repair or replace or remove the Solar Panel System.
- 10 That the amount of electricity that the Solar Panel System may generate and which may be used by you is not guaranteed and that it may vary (or reduce to zero) and that the Provider is not liable in any way to compensate you for any variation irrespective of the reason for the variation.

Our obligations

- 11 We will inform you in writing if a Solar Panel System is going to be installed on the Property.
- 12 We will inform you in writing if a Solar Panel System is going to be removed from the Property by either us or the Provider.

- 13 We will give you reasonable notice in writing if access is required by the Provider or their employees or contractors to install, inspect, maintain, repair, replace or undertake other works to the Solar Panel System and to take meter readings.

Your obligations

- 14 You must allow the Provider (and the Provider's employees or contractors) access at reasonable times to install, inspect, maintain, repair, replace or undertake other works to the Solar Panel System and to take meter readings.
- 15 You must not cause any damage to or interfere with the Solar Panel System or its operation in any way whatsoever.
- 16 You must pay us or the Provider any reasonable costs incurred in repairing any damage caused by you or members of your household or visitors to the Property to the Solar Panel System.
- 17 You must make sure that no trees or vegetation at the Property grow to overshadow the Solar Panel System.
- 18 You must not construct anything at the Property which overshadows the Solar Panel System.
- 19 You must tell us as soon as you become aware of any damage (however the damage is caused) to either the Solar Panel System or any part of the Property to which the Solar Panel System is attached or in which it is contained.

DATE ON WHICH VARIATION WILL TAKE EFFECT

[28 days after notice served]

[Tenant]

[Address]

[Address]

Dear [Tenant]

Preliminary Notice of Intention to serve a Notice of Variation of your Tenancy Agreement

We have recently secured funding to install a PV solar panel system in properties across all of our regions. The solar panels will generate electricity and this may lead to a reduction in your electricity bills. It is estimated that your system will generate up to £247 a year over the next 20 years. Our energy advisers will be able to advise you how best to use your home energy usage, to maximise the benefit to you.

Before we install a PV solar panel system in any properties we need to amend the terms and conditions of your tenancy agreement to deal with the possibility that a PV solar panel system may be installed at your home. This is so that you understand what your rights and obligations are and what our rights and obligations are if a PV solar panel is installed.

Your tenancy agreement sets out the procedure that we must follow if we want to change the terms and conditions of your tenancy agreement. The first step in this procedure is to notify you that we intend to vary your tenancy agreement. We are also required to inform you what the intended variation to your tenancy agreement will be. This letter and the attached 'Notice of Intended Variation' to your tenancy agreement is our formal notice to you.

You have 28 days to respond to make any comments about the proposed variation to the terms and conditions of your tenancy agreement.

We will consider your comments before we make a final decision. If we do decide to vary your tenancy we will send you a written 'Notice of Variation' setting out in writing the varied terms and conditions and giving you 28 days notice before the changes take effect.

If you do have any questions or comments about the intended changes to your tenancy agreement or about the contents of this letter please contact us at [insert contact details – post / email / telephone].

Yours Sincerely

Taunton Deane Borough Council

NOTICE OF INTENTION TO VARY YOUR TENANCY AGREEMENT

CURRENT TERM

Your current tenancy agreement does not contain any terms and conditions relating to the installation, use and maintenance of PV solar panel systems.

NEW PROPOSED TERM

Appendix [3]

PV Solar Panel System

Definitions

Feed in Tariff means the sums paid by energy companies and/or the government and/or any other buyer in consideration for the electricity generated from the Solar Panel System and/or the electricity which is exported to the grid or sold to any other buyer, and any other benefits that arise from the micro-generation of electricity by the Solar Panel System including carbon credits or CO2 savings;

OFGEM means the Gas and Electricity Markets Authority or such other authority that takes over its functions in respect of the Feed in Tariff;

the Provider means any person appointed by us to install, maintain, operate, repair or replace the Solar Panel System and includes their successors in title;

Solar Panel System means any solar panels, fixings and ancillary equipment including the cables, inverter meter and monitoring equipment installed or to be installed in or on the Property.

General terms

It is agreed as follows:

- 1 We or the Provider may install a Solar Panel System at the Property and retain it there but we are not under any obligation do so.
- 2 For a period of twenty years from the date that the Solar Panel System is installed at the Property and has been entered into the Central FIT Register by OFGEM the Solar Panel System belongs to the Provider and is not part of the Property and there is no obligation for us or the Provider to maintain it under the Tenancy.
- 3 The Provider may connect the Solar Panel System into the existing electrical system within the Property.

- 4 The Provider is exclusively entitled to the benefit of the Feed in Tariff and you will not claim any right or entitlement to the Feed in Tariff.
- 5 Any electricity generated by the Solar Panel System may be used by you and we will not charge you for that electricity.
- 6 Any electricity generated by the Solar Panel System that you do not use will be exported to the national grid for the sole benefit of the Provider.
- 7 We or the Provider may at any time alter the Solar Panel System or remove it from the Property either permanently or for a period of time.
- 8 Any obligation in the Tenancy for us to maintain any installation for the supply of electricity at the Property does not include an obligation to maintain the Solar Panel System.
- 9 In the event of the Solar Panel System or any part of it failing the Solar Panel System can be left in situ until such time as the Provider will repair or replace or remove the Solar Panel System.
- 10 That the amount of electricity that the Solar Panel System may generate and which may be used by you is not guaranteed and that it may vary (or reduce to zero) and that the Provider is not liable in any way to compensate you for any variation irrespective of the reason for the variation.

Our obligations

- 11 We will inform you in writing if a Solar Panel System is going to be installed on the Property.
- 12 We will inform you in writing if a Solar Panel System is going to be removed from the Property by either us or the Provider.

We will give you reasonable notice in writing if access is required by the Provider or their employees or contractors to install, inspect, maintain, repair, replace or undertake other works to the Solar Panel System and to take meter readings.

Your obligations

- 13 You must allow the Provider (and the Provider's employees or contractors) access at reasonable times to install, inspect, maintain, repair, replace or undertake other works to the Solar Panel System and to take meter readings.

- 14 You must not cause any damage to or interfere with the Solar Panel System or its operation in any way whatsoever.
- 15 You must pay us or the Provider any reasonable costs incurred in repairing any damage caused by you or members of your household or visitors to the Property to the Solar Panel System.
- 16 You must make sure that no trees or vegetation at the Property grow to overshadow the Solar Panel System.
- 17 You must not construct anything at the Property which overshadows the Solar Panel System.
- 18 You must tell us as soon as you become aware of any damage (however the damage is caused) to either the Solar Panel System or any part of the Property to which the Solar Panel System is attached or in which it is contained.

REASONS FOR PROPOSAL

We are installing PV on the property in order to reduce carbon emissions and to generate green electricity. The Feed In Tariff will help TDBC pay for the panels and you will receive the electricity generated.

[Tenant]

[Address]

[Address]

Dear [Tenant]

Installation of PV Solar Panels: Variation of your Tenancy Agreement

As you will be aware, we have recently secured funding to install a PV solar panel system in properties across all of our regions. The solar panels will generate electricity and this may lead to a reduction in your electricity bills. It is estimated that your system will generate up to £247 a year over the next 20 years. Our energy advisers will be able to advise you how best to use your home energy usage, to maximise the benefit to you.

Before we install a PV solar panel system in any properties we need to amend the terms and conditions of your tenancy agreement to deal with the possibility that a PV solar panel system may be installed at your home. This is so that you understand what your rights and obligations are and what our rights and obligations are if a PV solar panel is installed.

We have discussed this with you in person and you have agreed to the installation of the PV Solar Panels at your home. The final step before we can go ahead and install this is for you to confirm in writing that you agree to the amendments to the terms and conditions of your tenancy agreement.

We have attached the amended terms of your tenancy agreement. If you are happy to agree to the proposed amendments to your tenancy agreement please sign and date at the bottom of the attached terms and conditions.

If you do have any questions or comments about the intended changes to your tenancy agreement or about the contents of this letter please contact us at [\[insert contact details – post / email / telephone\]](#).

Yours Sincerely

Taunton Deane Borough Council

AMENDED TERMS OF YOUR TENANCY AGREEMENT

CURRENT TERM

Your current tenancy agreement does not contain any terms and conditions relating to the installation, use and maintenance of PV solar panel systems.

NEW PROPOSED TERM

Appendix [3]

PV Solar Panel System

Definitions

Feed in Tariff means the sums paid by energy companies and/or the government and/or any other buyer in consideration for the electricity generated from the Solar Panel System and/or the electricity which is exported to the grid or sold to any other buyer, and any other benefits that arise from the micro-generation of electricity by the Solar Panel System including carbon credits or CO2 savings;

OFGEM means the Gas and Electricity Markets Authority or such other authority that takes over its functions in respect of the Feed in Tariff;

the Provider means any person appointed by us to install, maintain, operate, repair or replace the Solar Panel System and includes their successors in title;

Solar Panel System means any solar panels, fixings and ancillary equipment including the cables, inverter meter and monitoring equipment installed or to be installed in or on the Property.

General terms

It is agreed as follows:

- 1 We or the Provider may install a Solar Panel System at the Property and retain it there but we are not under any obligation do so.
- 2 For a period of twenty years from the date that the Solar Panel System is installed at the Property and has been entered into the Central FIT Register by OFGEM the Solar Panel System belongs to the Provider and is not part of the Property and there is no obligation for us or the Provider to maintain it under the Tenancy.

- 3 The Provider may connect the Solar Panel System into the existing electrical system within the Property.
- 4 The Provider is exclusively entitled to the benefit of the Feed in Tariff and you will not claim any right or entitlement to the Feed in Tariff.
- 5 Any electricity generated by the Solar Panel System may be used by you and we will not charge you for that electricity.
- 6 Any electricity generated by the Solar Panel System that you do not use will be exported to the national grid for the sole benefit of the Provider.
- 7 We or the Provider may at any time alter the Solar Panel System or remove it from the Property either permanently or for a period of time.
- 8 Any obligation in the Tenancy for us to maintain any installation for the supply of electricity at the Property does not include an obligation to maintain the Solar Panel System.
- 9 In the event of the Solar Panel System or any part of it failing the Solar Panel System can be left in situ until such time as the Provider decides to repair or replace or remove the Solar Panel System.
- 10 That the amount of electricity that the Solar Panel System may generate and which may be used by you is not guaranteed and that it may vary (or reduce to zero) and that the Provider is not liable in any way to compensate you for any variation irrespective of the reason for the variation.

Our obligations

- 11 We will inform you in writing if a Solar Panel System is going to be installed on the Property.
- 12 We will inform you in writing if a Solar Panel System is going to be removed from the Property by either us or the Provider.
- 13 We will give you reasonable notice in writing if access is required by the Provider or their employees or contractors to install, inspect, maintain, repair, replace or undertake other works to the Solar Panel System and to take meter readings.

Your obligations

- 14 You must allow the Provider (and the Provider's employees or contractors) access at reasonable times to install, inspect, maintain, repair, replace or

undertake other works to the Solar Panel System and to take meter readings.

- 15 You must not cause any damage to or interfere with the Solar Panel System or its operation in any way whatsoever.
- 16 You must pay us or the Provider any reasonable costs incurred in repairing any damage caused by you or members of your household or visitors to the Property to the Solar Panel System.
- 17 You must make sure that no trees or vegetation at the Property grow to overshadow the Solar Panel System.
- 18 You must not construct anything at the Property which overshadows the Solar Panel System.
- 19 You must tell us as soon as you become aware of any damage (however the damage is caused) to either the Solar Panel System or any part of the Property to which the Solar Panel System is attached or in which it is contained.

REASONS FOR PROPOSAL

We have received funding for the installation of PV Solar Panels throughout all of our regions and intend to begin installing PV Solar Panels at selected properties.

AGREEMENT TO VARIATION

I agree to this variation of my tenancy agreement.

Signed:

Dated:

Full Name:

Address:
.....
.....

Equality Impact Assessment – pro-forma

Responsible person	Caroline White	Job Title Housing Development Project Lead – Sustainable Energy
Why are you completing the Equality Impact Assessment? (Please mark as appropriate)	Proposed new policy/service	
	Change to Policy/service	
	Budget/Financial decision – MTFP	x
	Part of timetable	
What are you completing the Equality Impact Assessment on (which, service, MTFP proposal)	Proposed scheme to purchase and install 350 Photovoltaic systems to retained council housing stock	
Section One – Scope of the assessment		
What are the main purposes/aims of the policy/decision/service?	To reduce Carbon emissions and help alleviate fuel poverty by reducing tenants' electricity bills.	
Which protected groups are targeted by the policy/decision/service?	It is not specific to a 'protected group'.	
What evidence has been used in the assessment - data, engagement undertaken – please list each source that has been used The information can be found on....	Potential Carbon savings from the installation of 350 units Projected Feed in Tariff income Desktop survey of TDBC housing with a South facing roof identified the suitable properties to be retrofitted	
Section two – Conclusion drawn about the impact of service/policy/function/change on different groups highlighting negative impact, unequal outcomes or missed opportunities for promoting equality		
The properties identified were not determined by occupancy, but through physical characteristics such as suitable orientation to maximise electricity generation from PV panels.		
Age – no specific policy or mention in the text because no general inequalities were identified or known about to show disadvantage		
Gender – no specific policy or mention in the text because no general inequalities were identified or known about to show disadvantage.		

Sexual orientation - no specific policy or mention in the text because no general inequalities were identified or known about to show disadvantage.

Gender reassignment - no specific policy or mention in the text because no general inequalities were identified or known about to show disadvantage.

Pregnancy and maternity - no specific policy or mention in the text because no general inequalities were identified or known about to show disadvantage.

Religion /Belief - no specific policy or mention in the text because no general inequalities were identified or known about to show disadvantage.

Disability – no specific policy or mention in the text because no general inequalities were identified or known about to show disadvantage

Race – no specific policy or mention in the text because no general inequalities were identified or known about to show disadvantage

I have concluded that there is/should be:

No major change - no adverse equality impact identified

Evidence taken shows no potential for discrimination specific to protected groups

Adjust the policy/decision/service

Continue with the policy/decision/service

Stop and remove the policy/decision/service

Reasons and documentation to support conclusions

Section four – Implementation – timescale for implementation

Section Five – Sign off

Responsible officer

Management Team

Date	Date
Section six – Publication and monitoring	
Published on	
Next review date	Date logged on Covalent

Action Planning

The table should be completed with all actions identified to mitigate the effects concluded.

Actions table						
Service area				Date		
Identified issue drawn from your conclusions	Actions needed	Who is responsible?	By when?	How will this be monitored?	Expected outcomes from carrying out actions	

Taunton Deane Borough Council

Tenant Services Management Board – 17 November 2014

Regeneration of Weavers Arms, Rockwell Green

Report of the Housing Development and Enabling Manager (This matter is the responsibility of Executive Councillor Adkins)

1. Executive Summary

This report outlines proposals to demolish and redevelop the recently acquired site 'Weavers Arms' the adjacent public toilet block and ten woolaway properties in Rockwell Green, Wellington, where it is proposed to build new council homes.

The scheme is currently being designed with an estimated delivery of 26 new homes.

Deane Housing Development seeks permission and budget approval to progress this scheme to provide additional affordable housing in Rockwell Green.

The development contributes to the Council's overall stock providing increased housing options to those in housing need.

2. Background

The Site

The Weavers Arms a redundant public house in Rockwell Green has been vacant for three years and is in a prominent position fronting the highway. The community are keen for the pub site to be improved and fear it may attract anti-social behaviour. Therefore TDBC chose to purchase the pub at a reasonable cost with a view to develop it and improve the area.

A primary deciding factor in purchasing the pub was the proximity of this site to the redundant public toilets jointly owned by TDBC general fund (GF) and Housing Revenue Account (HRA), and a row of ten semi-detached Woolaway houses. Together these three areas provide an opportunity to regenerate an area of underutilised land and buildings, to provide much needed additional affordable housing.

Within the local area of Rockwell Green there is predominantly a need for one and two bedroom properties, this is possibly due to households wishing to downsize as an outcome from the Welfare Reform. We are seeking to facilitate a sustainable community by providing a mix of properties 1,2,3 & 4 to meet the housing need for the area, with the majority being 1 bed flats and 2 bed houses, with some wheelchair suitable properties.

3. Investigations

3.1 The Area - Oaken Ground

The site is located one mile west of Wellington town centre in Rockwell Green. The Weavers Arms site is situated at the primary access road off Popes Lane into Oaken Ground. The site is well located in terms of access to the highway network and bus routes. Local services, amenities and a primary school are within walking distance. Wellington town centre is less than a mile away.

Oaken Ground comprises a mix of property types, Woolaway, Cornish and traditional build. Much of TDBC stock in Oaken Ground is non-traditional construction, predominantly three bedroomed houses.

3.2 Weavers Arms

The pub currently comprises of the main pub building, a detached single storey skittle alley and car park area. The internal layout and construction of the pub did not lend itself to conversion into residential use for affordable housing.

3.3 Toilet Block

The toilet block fronts onto the highway, and was built in the 1980's. The block currently is in a state of disrepair and has been closed to the public for two years. The land under the toilet block is currently owned by the GF. The land has been valued by the Asset Holdings Manager and the HRA would purchase the land from GF for £10,000.

3.4 1-10 Oaken Ground – Woolaway Houses

Adjacent to the Weavers Arms site are ten Council owned Woolaway properties which are being included within the regeneration scheme. Following invasive structural surveys by a specialist surveyor it has been ascertained that the non-traditional Woolaway properties are deteriorating and have a limited life span.

There is a substation adjacent to the rear garden of No.1 Oaken Ground. The site is leased to Western Power Distribution which will be due for renewal in 2017, there is potential for relocating the substation to enable a more attractive road frontage and increase housing density. This would cost in the region of £65,000. Careful scheme design may enable the sub-station to remain in-situ.

3.5 Proposed Scheme

The indicative mix of units is as follows:-

Dwelling Type	Size m2	Occupancy	Number of Units	Tenure
1 bed flat	49	2 person	10	Social Rent
2 bedroom house	76	4 person	9	Social Rent
3 bedroom house	86	5 person	6	Social Rent
4 bedroom house	115	7 person	1	Social Rent

The above shows an indicative scheme mix proposal which has taken into account the housing need for Rockwell Green. The architect has now been appointed and producing a plan for this area shown, within the area outlined in red below which forms the site.

An ecology and asbestos survey has already been undertaken for the pub site.

Positive informal discussions with Development Management at TDBC have taken place and engagement with the planning department will continue. The intention is to submit a planning application early 2015.

3.6 Project progress plan

The Development Team are working closely with Procurement to appoint the appropriate consultants. It is proposed that Deane Housing Development oversee the pre-planning process and work with the appointed architects, Boon Brown Architects to arrive at a suitable scheme proposal. Knightstone Housing Association will be appointed as a Development Agent, thereby giving TDBC access to their Framework Agreements for consultants and Contracts Management services during the build process.

Other external consultants will be appointed imminently and surveys, ground investigations and plans will be produced for a planning application.

Once the site investigations and surveys are completed a community consultation event will be held at the beginning of 2015 to show local residents the proposed plans prior to a planning application being submitted. In conjunction with these activities the construction works will be tendered to contractors.

3.7 Design Standards

It is recognised there are ongoing consultations regarding changes to build and space standards, however it is unlikely owing to the timescales that the legislation dictating revised building standards will affect the development. Therefore we will design these properties to the Code for Sustainable Homes Level 4.

Lifetime Homes is a design standard that would be used to achieve long term flexibility to the new homes, it based on sixteen principle design criteria the architect would incorporate.

Similarly Secured by Design would also apply to the scheme. By following the design principles there are proven environmental, health and well-being benefits as well as significant crime reduction.

3.8 Tenant Consultation

Initial consultation has been carried out with tenants living in the ten Woolaway properties at No.1-9 Oaken Ground who will be directly affected by the development. Number 10 is vacant.

The feedback received following the initial home visit indicates over half of the residents would like to stay within Rockwell Green, some of whom would like to return to the development when it is completed. A number of tenants had anticipated the plans after hearing we had purchased the Weavers Arms.

The tenants currently living within the affected Woolaway properties will be given the opportunity to speak to other tenants who have already been through the process at the Creechbarrow Road development site in Taunton. It is hoped this will reduce any fears and provide the tenants with first hand experience of the decanting process.

An appointed decant officer will assist the families throughout the process from this point forward and assist them with either relocating or returning to the development when it is completed.

A TDBC decant policy is currently being formed between departments. Tenants being decanted as part of a development scheme will not be made any worse off in terms of the property they currently reside in. However where possible, and/or appropriate, they will be encouraged to downsize based on the tenants individual circumstances.

3.9 Other Consultation

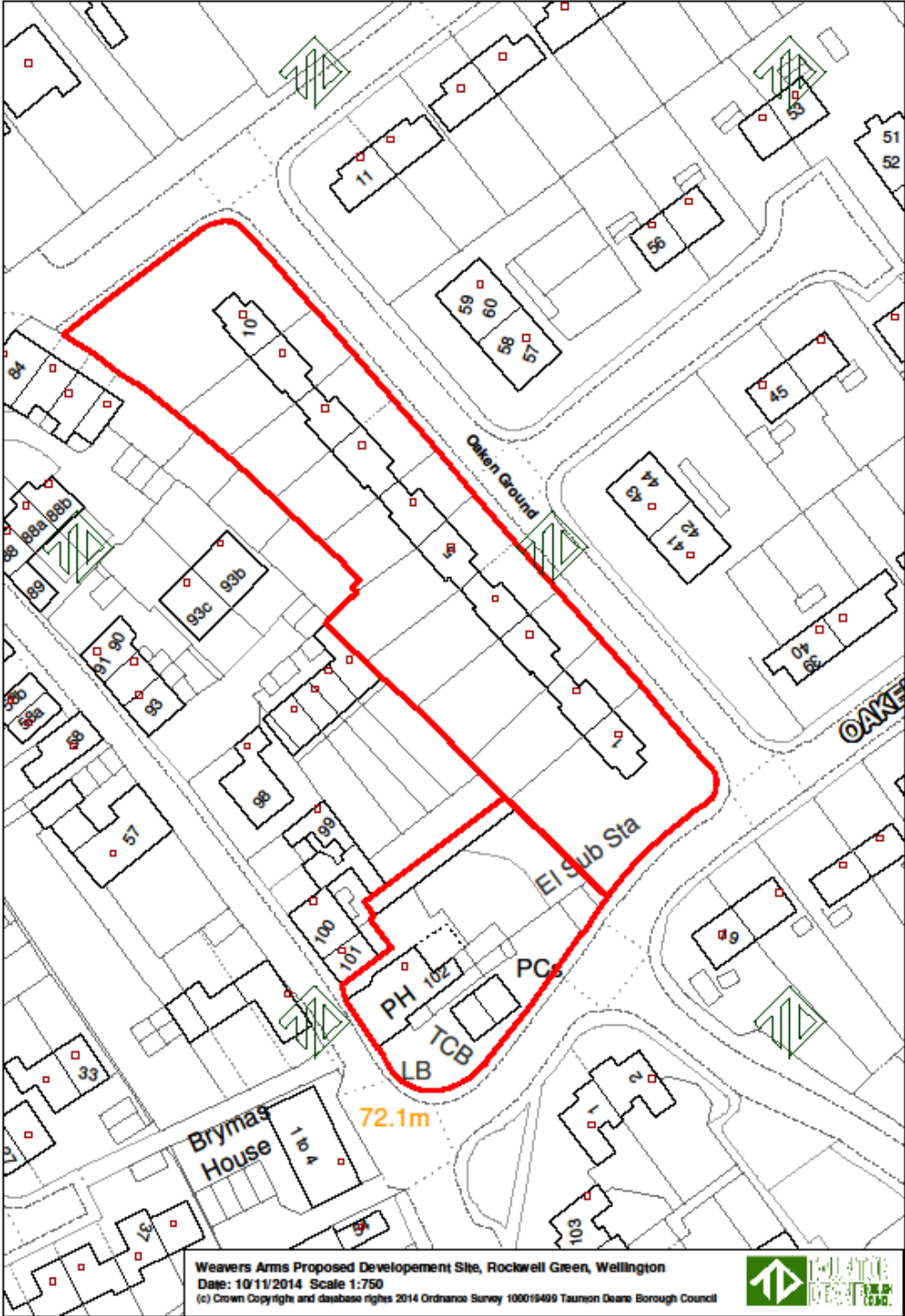
The properties immediately around the development and the wider community will have an opportunity to comment on the scheme proposals at a publicised community event which is scheduled to be in early 2015 prior to planning submission.

Initial discussions have been undertaken with Housing Management and a Local Lettings Plan will be produced. The Ward Councillors for Rockwell Green have been notified of the council's plans for the development area to be extended and feedback received was positive.

Redeveloping the site to form new homes would help to address the local housing need for the area and would also provide high quality homes that are energy efficient, therefore decreasing living costs for our tenants who live currently in the

'hard to heat' non-traditional properties. These non-traditional Woolaway properties have a limited life span and this will be the first scheme that addresses the regeneration of these properties.

Below is a plan illustrating the proposed development site:



4. Finance Comments

The total indicative costs of the Weavers Arms regeneration project as presented in this report is £3.50m.

The proposed financing of the project is to be finalised within the detailed proposals. An indicative proposal based on the project costs in this report is shown in the below table:

	Scheme Total
Right to Buy Receipts	£488k
Revenue Funding (SHDF)	£586k
Borrowing	£2,426k
<hr/> Scheme Cost	<hr/> £3,500k

A financial feasibility has been carried out and the scheme currently provides a positive Net Present Value. This means the scheme's current value will not arise at a loss to TDBC and will pay back within 30yrs. The scheme requires internal subsidies of £488,000 from Right to Buy Receipts and £586,000 from the Social Housing Development Fund. This leaves £2.4m to be borrowed, and will be accounted for in the HRA borrowing headroom.

Although the Business Case indicated that the HRA will effectively provide a subsidy for the scheme within the current 30 year plan (through SHDF funding), it is reasonable to conclude that the investment is affordable over the long term as the properties should have a useful life well in excess of 30 years if maintained as planned.

The HRA borrowing position including this amount will remain comfortably within the HRA capital debt cap imposed by government. The current net headroom (the borrowing available within the debt cap after approved borrowing such as Creechbarrow Road and the Phase 1 redevelopment sites) is £14.0m. The borrowing could be executed through 'internal borrowing' – which is essentially using available HRA and/or General Fund cash balances – or through 'external borrowing' such as taking out a loan from the Public Works Loan Board (PWLB) or another financial institution.

The eventual financing arrangement will be handled through the Council's treasury operations, in line with the Treasury Management Strategy and Policies. The financial appraisal has assumed a borrowing rate of 3.52% for financial modelling purposes.

5. Legal Comments

The redundant public house is now in the ownership of TDBC.

The decanting of tenants in the Woolaway houses will require due process to be followed pursuant to the Housing Act 1985 (as amended), including (but not limited to) the publication of a demolition notice under the Act.

The site is vacant and secure, no tenancies are in existence on the pub site and No.10 Oaken Ground.

Full council approval for the demolition of ten non-traditional properties as part of the Phase Two development and the service of demolition notices in respect of those properties under the Housing Act 1985 (as amended).

The proposed 'purchase' of the land comprising the toilet block by the HRA will require the appropriation of such land in accordance with Section 122 of the Local Government Act 1972.

Should the council want to relocate the substation, the acquisition of the land comprising the substation will require the surrender of the leasehold interest currently held by Western Power Distribution and the grant of a new lease or freehold transfer in respect of the proposed relocated site of the substation.

6. Links to Corporate Aims

The scheme;

- Supports the Councils Business Plan Aim 1 – Quality and Sustainable Growth and Development and is identified under the 'affordable housing' key activity
- Support objective three within the Housing Action Plan; Investment in our housing stock, regeneration and affordable housing, the scheme would support the specific regeneration aspect in an area where the housing stock needs to be addressed in the next twenty five years.

7. Environmental Implications

The new homes would be much cheaper to run for the occupants in that they are ~25% more energy efficient than current building regulations. The Code for Sustainable Homes (CfSH) sets standards over and above the existing Building Regulations, through mandatory and tradable credits assessed pre and post construction, which includes as a key aspect the reduction in CO2 emissions as well as improving the fabric of the building. In addition, CfSH aims to:

- reduce potable water consumption per person
- encourage good waste management and recycling, both during construction and the occupation of the building
- encourage the use of sustainable and/or recycled building materials
- encourage the use of low or zero carbon technologies
- increase the health and wellbeing of the occupants
- protect and enhance the ecology

8. Community Safety Implications

Consideration will be given to local authority responsibilities in relation to crime and disorder, in particular the application of relevant design standards for new developments.

The properties will be designed and built to Secure by Design standards i.e. the Police will comment on the design to ensure safety.

In the new development as with all our existing estates Housing Management will take a proactive and robust approach to dealing with anti-social behaviour and other estate management issues.

9. Equalities Impact

An initial Equality Impact Assessment (EIA) has been undertaken. Copy attached in appendix 1.

Resident consultation is ongoing and will influence how the scheme might affect the protected groups and subsequently how to mitigate any negative effects that may be determined during this engagement process.

The proposed scheme mix would incorporate wheelchair accessible properties.

10. Risk Management

A risk and issues register which has been produced for this scheme. The primary risks associated with the scheme both directly and indirectly are the following;

- Significant unforeseen local opposition to the proposals creating operational difficulties
- Site not receiving planning consent abortive expenditure of at risk costs
- Planning permission not approved resulting in vacant depreciating council asset
- Squatters on site delaying site handover to contractor and works programme
- Reduced unit density
- Ecology issues affecting development timescales
- Decanting of residents to suitable homes

11. Partnership Implications (if any)

Knightstone Housing Association are a main partner within the TDBC Affordable Housing Development Partnership and it is proposed they act as Development Agent post planning application.

12. Recommendations

To approve the following recommendations:-

1. Transfer the Rockwell Green public convenience land from General Fund to the HRA for £10,000
2. Approval for the demolition of ten non-traditional properties (1-10 Oaken Ground) and the Weavers Arms, including associated buildings, public toilets and site clearance to facilitate new development.
3. Approval to serve Initial and Final Demolition notices for 1-10 Oaken Ground, the Weavers Arms buildings and public toilets.
4. Approval to allocate a budget of £3,500,000 for the development

Contacts: Jo Humble
01823 356457
Ext: 2443
j.humble@tauntondeane.gov.uk

Caroline White
01823 358696
Ext: 2492
c.white2@tauntondeane.gov.uk

Appendix 1 - Equalities Impact Assessment

Appendix 2 - Photos of Oaken Ground and the Weavers Arms

Appendix 3 – Photos of Oaken Ground Woolaways and defects

Photographs



R1 – Typical Front Elevation



R2 – Typical Side Elevation



R3 – Typical Rear Elevation



R4 – Detached house (ex SDH)



R5 – No insulation between windows
original render spalled off



R6 – Original render cracked & spalled, damage
to PRC beneath



R7 – Perished membrane



R8 – Cracking above front door



R9 – Cracking detail



R10 – Perished membrane at un-sleeved vent



R11 – Cracking RHS front door



R12 – Perished membrane at un-sleeved vent



R13 – Bolt head at fixing between panel and column



R14 – Re-rendering to column (right hand side)



Door threshold

Base track EWI

R15 – EWI base track above PRC base units



R16 – First floor rear external wall (left) & party wall with adjoining property (right) after inner lining removed



R17 – Panel fixing bolt



R18 – External wall PRC after dismantling for refurbishment works

Photographs of Oaken Ground

















Equality Impact Assessment – pro-forma

Responsible person	<i>Jo Humble / Caroline White</i>	Job Title Housing Development and Enabling Manager / Housing Development Project Lead
Why are you completing the Equality Impact Assessment? (Please mark as appropriate)	Proposed new policy/service	X
	Change to Policy/service	
	Budget/Financial decision – MTFP	
	Part of timetable	
What are you completing the Equality Impact Assessment on (which, service, MTFP proposal)	Taunton Deane Borough Council (TDBC) Housing Services Rockwell Green Regeneration - Oaken Ground Wellington	
Section One – Scope of the assessment		
What are the main purposes/aims of the policy/decision/service?	<p>The main purposes of the project are:</p> <ul style="list-style-type: none"> • To provide housing where there is a ‘need’ within the borough • Regenerate the existing dilapidated pub site to improve & enhance the immediate area next to existing housing stock • Support the second phase of the development to provide a vacant site • Provide housing that is sustainable environmentally • Replace housing stock which decreases annually through Right To Buys 	
Which protected groups are targeted by the policy/decision/service?	The housing scheme proposal would facilitate the delivery of affordable housing in the Borough to those identified in housing need. It is not specific to a ‘protected group’.	
What evidence has been used in the assessment - data, engagement undertaken – please list each source that has been used	<p>Data: Homefinder Somerset Equality Impact Assessment http://www.homefindersomerset.co.uk/NovaWeb/Infrastructure/ViewLibraryDocument.aspx?ObjectID=555</p> <p>Engagement To Date:</p> <ul style="list-style-type: none"> • Informal feedback from the estate officer • Informal feedback from the lettings manager • Initial discussion with Ward and parish councillors • Initial consultation with tenants residing within affected properties. 	
The information can be		

found on....	<ul style="list-style-type: none"> • Scheduled Engagement: • Local residents –through a community event • Tenant Services Management Board • Community Scrutiny • Executive • Full Council
<p>Section two – Conclusion drawn about the impact of service/policy/function/change on different groups highlighting negative impact, unequal outcomes or missed opportunities for promoting equality</p>	
<p>Lettings will be taken from the choice based lettings system ‘Homefinder Somerset’ which has an equality and diversity policies in place to ensure protected groups are not disadvantaged. Affordable homes should be built to the Homes and Communities Agency Design and Quality standards which gives consideration to equality.</p> <p>Age – Provision is made within affordable housing development for all age groups.</p> <p>Gender – no specific policy or mention in the text because no general inequalities were identified or known about to show disadvantage.</p> <p>Sexual orientation - no specific policy or mention in the text because no general inequalities were identified or known about to show disadvantage.</p> <p>Gender reassignment - no specific policy or mention in the text because no general inequalities were identified or known about to show disadvantage.</p> <p>Pregnancy and maternity - no specific policy or mention in the text because no general inequalities were identified or known about to show disadvantage.</p> <p>Religion /Belief - no specific policy or mention in the text because no general inequalities were identified or known about to show disadvantage.</p> <p>Disability – Provision for disabled accommodation is part of the developments design criteria.</p> <p>Race – no specific policy or mention in the text because no general inequalities were identified or known about to show disadvantage.</p>	
<p>I have concluded that there is/should be:</p>	
<p>No major change - no adverse equality impact identified</p>	<p>Evidence taken shows no potential for discrimination specific to protected groups.</p>
<p>Adjust the policy/decision/service</p>	
<p>Continue with the policy/decision/service</p>	

Stop and remove the policy/decision/service		
Reasons and documentation to support conclusions		
Section four – Implementation – timescale for implementation		
Section Five – Sign off		
Responsible officer	Management Team	
Date	Date	
Section six – Publication and monitoring		
Published on		
Next review date	Date logged on Covalent	

Action Planning

The table should be completed with all actions identified to mitigate the effects concluded.

Actions table						
Service area				Date		
Identified issue drawn from your conclusions	Actions needed	Who is responsible?	By when?	How will this be monitored?	Expected outcomes from carrying out actions	

Tenant Services Management Board at 17th November 2014

Information Request

The meeting of the Tenant Services Management Board held on Monday 20th May 2014 requested information relating to current tenant rent arrears performance.

For your information I attach the following:

1. Current tenant rent arrears performance data as at 10th November 2014. The data shows details of the actual amount of current tenant rent arrears across our 9 rounds, as well as the target rent arrears figure for each round.

Note 1:

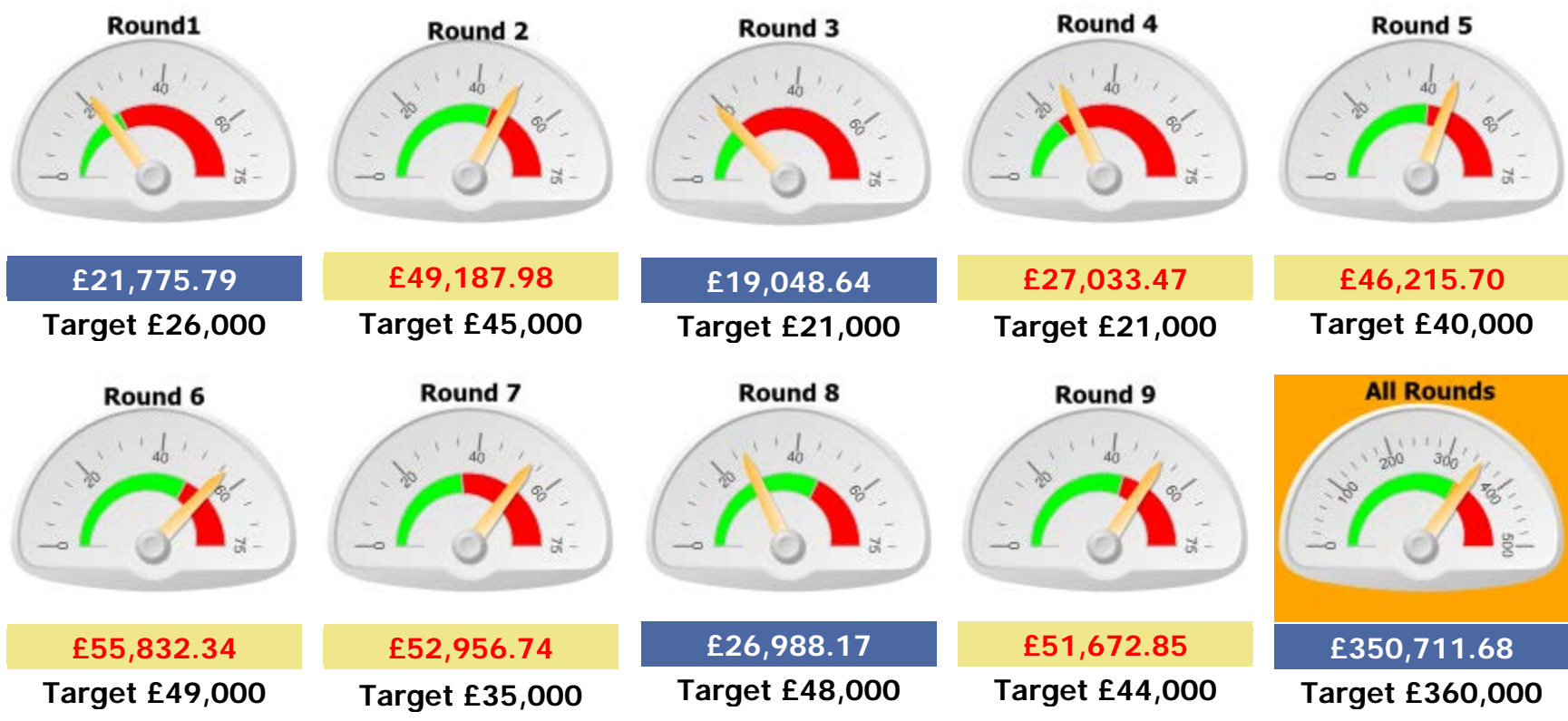
Round	Estates officer	Area / Location
1	Kerry Norman	Galmington; Bishops Hull; Duke Street etc.
2	Lucy Hawkins	Halcon.
3	Tony Moore	North Curry; Hatch Beauchamp; Ruishton etc.
4	Michelle Garcia	Holway etc.
5	Alison Mayor	Priorswood etc.
6	Nicola Williams	Priorswood etc.
7	Helen Perrott	Wellington; Norton Fitzwarren etc.
8	Ian Handley	Wellington; Bishops Lydeard etc.
9	Joanne Littleford / Karson Parsons	Halcon etc.

Note 2:

The data shows the overall 'office target' as £360,000 for 2014/15 with the actual amount outstanding at 10.11.14 as £350,711.68p. However, the overall 'aspirational target' for all rounds is £329,000 and only when this figure is achieved will the 'All rounds' barometer show as 'green'.

Stephen Boland
Housing Services Lead
November 2014

Current Tenant Arrears Snapshot All Estates Rounds



Minutes of the meeting of the Tenant Services Management Board held on Monday 17 November 2014 at 6pm in JMR, The Deane House, Belvedere Road, Taunton.

Present: Mr D Etherington (Chairman)
Mrs J Hegarty (Vice-Chair)
Mr R Balman, Mrs J Bunn, Ms M Davis, Mr D Galpin, Mr K Hellier, Mr I Hussey, Mr R Middleton, Councillor Bowrah and Councillor Miss Smith.

Officers: Tony Knight (Estates Officer ASB), Paul Hadley (Housing Manager – Lettings & Anti-Social Behaviour), Lucy Clothier (Housing Accountant), Simon Lewis (Assistant Director of Housing & Community Development), Caroline White (Housing Development Project Lead – Sustainable Energy), Jo Humble (Housing Development & Enabling Manager), Julie-Anne Gordon (Housing Project Development Officer), Phil Webb (Housing Manager – Property Services), Stephen Boland (Housing Services Lead), James Barra (Director of Housing & Communities), Martin Price (Tenant Empowerment Manager), and Emma Hill (Corporate Support Officer).

Others: Councillors Adkins and Mrs Smith

(The meeting commenced at 6.00pm)

1. Apologies

Mr M Edwards and Kene Ibezi

2. Public Question Time

No questions received for Public Question Time.

3. Declarations of Interests

Councillor Bowrah declared personal interest as members of his family were Taunton Deane Borough Council Housing Tenant.

Mr R Balman, Mrs J Bunn, Ms M Davis, Mr D Etherington, Mr D Galpin, Mrs J Hegarty, Mr K Hellier, Mr I Hussey, and Mr R Middleton declared personal interests as Taunton Deane Borough Council Housing Tenants.

4. Verbal Update on Anti-Social Behaviour New Legislation

The Estate Officer for Anti-Social Behaviour provided an update and presented PowerPoint slides regarding the new Anti-Social Behaviour Crime and Policing Act.

Below was a summary of the information covered during the presentation:

- The officers defined and outlined to the Board Members what was meant by Anti-Social Behaviour (ASB).
- There had been a significant number of changes introduced with the new act i.e. Community Trigger and Positive Requirement.
- The ASB Estates Officers had received some training regarding the new legislation following its introduction.

- The Police now had powers to deal with ASB through 'protection notices'.
- Originally there were 19 powers at the Police's disposal but this had been refined and reduced to 6 powers, which included:
 - Injunction
 - Criminal Behaviour Order
 - Community Protection Notice
 - Public Spaces Protection Order
 - Closure Power
 - Dispersal Powers
- The court now had the powers to make criminals and offenders address their behaviour as part of their convictions and punishment i.e. attending AA or going to rehab.

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

- What was the Community Trigger that the Council was using and what was the threshold for the trigger?
The trigger threshold had not been established as yet. The Council would not have a different threshold to the other partner agencies as we were working together with them.
There had been pilot scheme but no threshold set as yet.
- Looking at the Toolkit slide, what was a 'Gating Order'? This was something I had never heard of.
This was part of the old list orders available to the Police. This had been replaced by Community Protection Notice (CPN), Public Spaces Protection Order (PSPO) and Closure Power.
- What happened to those complaints that didn't become full ASB complaint cases? Were they not being dealt with or recorded?
Before the Council moved across to the new ASB complaints system, there were dozens of complaints not being dealt with? When the new system was introduced, there had to a model to filter out the complaints to the correct departments.
These complaints won't be logged on ASB system but would be dealt with as a low level harassment complaint and would be redirected to Business Support Unit/Estates Management.
The Council receives and deals with 200/250 serious ASB complaints per year.
- If these complaints aren't recorded and someone makes a complaint, it's a complaint regardless and should be recorded for the Council to deal with appropriately. Otherwise, Members weren't getting a clear or accurate picture regarding the level of complaints the Council was receiving.
Estates officer would deal with the low level nuisance cases, leaving the ASB officer to deal with the serious ASB cases.
The ASB team work together with the Estates officers to decide, where these complaints sit.
Our ASB team attended Halcon One team meetings to assist with any particular ASB cases.
Officers with Housing were required to record all and any contact/conversations on the Academy software in the relevant house record.
- Did this apply to all residents not just Housing Tenants?

The Council would have little or no powers to deal with ASB in non-council stock properties. This would be where other agencies such as the Police would lead on these cases.

- How did the team go about it if a person who bought their property through RtB scheme, alters that property affecting the adjoining Council Tenants' properties?
If the alterations affected the Council adjoining property, this wasn't necessarily an ASB case but could be referred to the Council Legal team.
- Did it help when the offices within the ASB team were former police officers?
This might provide an additional advantage due to previous knowledge and experience.
- As Portfolio Holder, I would say that it was a definite advantage for the members of the ASB team to be former Police officers. This meant that the officer had prior knowledge of the law and how it works.
- Was it usually Social Housing Tenants who caused the ASB issues?
It wasn't just Council Housing Tenants who caused the ASB issues.
- Was a Criminal Behaviour Order, a step up from an ASBO?
It wasn't a step up from ASBO, more like a re-working of it. This allowed officers to go to criminal proceeding or request it during proceedings to make them comply with requests and adjustments to their behaviour.
- Community Protection Notice, could this deal with issues regarding motors/caravans affecting tenants?
*Basically, it didn't matter what the type of issue was as long it met the criteria stated, then the order would apply to the issue.
The Portfolio Holder had already impressed on officers that she wanted officers to use the full range of tools available to them with the introduction of ASB Crime and Policing Act.*
- Legal Highs; could the Council target the shops as they were the root cause of additional issues?
*The Council needed to provide the evidence to prove this before we could use any of orders and powers at its disposal.
The Assistant Director and Community & Client Services Manager brought a report recently to Community Scrutiny Committee discussing Legal Highs. The Council was working with the police to try and deal with this and the Council was committed to doing so.*
- There would be tenants who won't complain about such issues. How could we help these Tenants to deal with ongoing issues?
*The Council and the Housing team need to just keep doing what they were doing now, which was publicising the positive feedback and good results to encourage people to use the services available.
The ASB officers were also out there, talking to Tenants and communities. First contact with the officers didn't necessarily need to be the affected person but it could be a friend or neighbour. Tenants needed to be re-assured that they could make complaints confidentially.
Board Member were ambassadors for the Council and could help us to reach those people who didn't want to come directly to us.*
- The Council's ASB complaint services needed to be promoted and published more widely, letting Tenants know how to contact you directly.
- Just a suggestions shouldn't the Council and the Housing team be promoting the members of the Board to Tenants of Taunton Deane so they know who we were. As a new member of the Board, only people who I have told know that I am on the Board.

The results of the recent elections and the new Members of the Board were promoted in Tenants Talk newsletter. This was sent to all Tenants of Taunton Deane. The results are also published on the TDBC website and TV monitors in Deane House's Reception.

Resolved that the Board noted the Officer's report.

5. Housing Revenue Account Financial Monitoring Quarter Two 2014-15

Considering the financial figures table previously circulated, concerning the Housing Revenue Account Financial Monitoring for Quarter Two 2014/15 accompanied by a verbal update given by Housing Accountant. The spreadsheets detailed the breakdown of overall performance outturn of Quarter Two 2014/15 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;

- HRA was showing an overall surplus of £207,860. This was a variance of 0.8%.
- Voids had a pressure and the costs were currently higher than budget. This was being monitored by Housing Management and a limit had been introduced. The Council was looking to increase the budget for the next financial year.
- Other Expenditure re: Grounds Maintenance was still being monitored closely. Work was being scaled back.
- General maintenance was forecasted to be overspent (£585k).
- The budget for the Social Housing Development Fund was still unspent but would be put into the earmarked reserves.

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

- HRA Capital Programmes had an overall surplus of £868,221.
- £868k of the HRA Capital Programmes had not been programmed to start and so this had gone unspent.
- A review of the non-programmed capital works was underway with a view to accelerate some of not started capital programmes, bringing forward these works into this financial year.
- HRA Development projects were currently expected to complete on target. With Phase One to complete in 2014/15 and Creechbarrow Road in 2015/16.

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

- Concerned were raised regarding the slipping of some of the contracted programmes of works for this year. This money would have been set with the budgets and if these programmes slipped would the costs of these contracted works go up? Also why had they slipped?

The slippage was within the office and the Council had some legal challenges to work through.

The Council couldn't guarantee that the prices connected to the contracts wouldn't increase as this depended on the contractor and the market situation.

The works programmes were on a five year cycle. The Council were looking at combined maintenance programmes to reduce future work required on the housing stock.

The works programme budget would be earmarked.

- Looking at Void costs, the loss of rent and cost of Voids had off set each other and the Council's losses weren't of great concern.

The Council's was reviewing the way it completed its repairs and programmes of works on both Voids and non-Voids. This was to try and find the most cost effective and best maintenance of housing stock.

- Looking the planned extensions to housing stock, there continues to be no spend from that budget?

The Council had just gone through an application process for extensions to Housing Stock. We had the applications down to two particular properties and the work was planned to be started this year and the spend of the budget was due next year.

- Could the Council look at extending some of the empty properties to allow people on the waiting list to get into an appropriate sized property quicker? This would then use this budget up.

- What was meant by unadopted areas?

This related to maintenance of areas within the housing stock such as rear accesses to properties etc.

Resolved that the Board noted the Officer's report.

6. Performance Indicators Quarter Two 2014-15

Considering the Performance Scorecard tables previously circulated, concerning the Housing and Communities Quarter Two performance Scorecard.

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

- Managing Finances (housing) - There were 9 measures of which 56% Green, 44% Amber, 0% Red and 0% were N/A.
- Service Delivery (Service Delivery (Satisfaction) – There were 11 measures of which 45.5% Green, 45.5% Amber and 9% were N/A.
- Service Delivery (Decent Homes) – There were measures of 2 which 50% were Red and 50% were Amber.
- Service Delivery (Manage Housing Stock) – There were measures of 18 which 39% were Green, 17% were Amber, 28% were Red and 17% were N/A.

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

- One measure for Decent Homes was off course. Average SAP (energy efficiency) rating was still below target.
- Housing Services Diversity Information. We hold 69.98% of diversity information this was an increase of 11.98% since Quarter One.

- Three Repairs and Maintenance measures were off course. The COSY system replacement went live at the beginning of September. This should enable us and the DLO to report completions more accurately.
- Local Authority Major Aids and Adaptions had received 33 applications, which had been completed against a target of 84. This service was currently an officer down.

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

- Local Authority Major Aids and Adaptions the expenditure on both major and minor aids and adaptations were unlikely to reach budget (these was demand led).
- Estate Management Team, the current tenant arrears were now £6,766 over target. This was an improvement on Q1, which was £32,876 over.
- Housing Debt – the debt level for September had increased since July but factors such as service charge bills being issued had influenced this.
- Dwelling with a valid gas safety certificate – one property was inaccessible due to the tenant being in hospital.
- Lettings Team – the percentage of vacant dwellings but unavailable for rent were slightly over target.

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

- Managing Finances had five measures on target.
- Satisfaction had five measures on target.
- Housing Stock had three measures on target with the biggest improvement being the percentage of closed ASB cases.
- Community Development had three measures on track.
- Minor Aids and Adaptations was on target with the number of completed applications.

Below were measures under development, not reported or without alerts.

- Repairs and Maintenance had three measures were under development.
- Extra Care Housing Service – the tenant satisfaction had not been completed yet.

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

- Looking at Tenant Rent Arrears, currently the arrears were only £6,766 from £32,876 and there was only one outstanding gas safety certificate. This was good to see.
- What was the progress of the new IT software at the DLO replacing the COSY system?
The new system was called 'Open Contractor' or OC. There had been some issues with getting accurate spend figures and data but we have been informed that those issues had now been resolved so only time would tell if we would more accurate spend figures.
Part of the problem with the COSY system and the inaccurate spend figures was relating to the time it took for supervisors to close jobs but with OC and the new hand held PDA's, the job would be closed when the officer/staff

leaves the property, says the job was complete and moves onto the next job ticket.

Resolved that the Board noted the Officer's report.

7. Report on Photovoltaic Systems fitting to existing Housing Stock

Considering report previously circulated, concerning the proposal to design, install and commission 350 Photovoltaic systems to the retained housing stock provided the opportunity for TDBC to make a significant contribution towards our commitment to reducing Carbon emissions and alleviating Fuel Poverty by reducing tenants' electricity bills.

Photovoltaic panels (PV) harness sunlight to create electricity, therefore utilising an infinite resource, making it a renewable energy source. Whilst their orientation required a Southerly aspect it was not necessary to have bright sunshine. PV Panels continue to generate electricity in all daylight hours, even on overcast days.

By the Council installing 350 systems to our housing stock, the Council could save approximately 11,015 tonnes of Carbon over 20 years.

The scheme provided significant financial benefits to our tenants through free electricity generated by the PV Panels and was calculated based on the Government Standard Assessment Procedure (SAP Gov't) with a saving on average of £247.54 per annum per household on current electricity bills.

The Council would generate income through the feed in tariff (FIT) which was guaranteed for 20 years as detailed within the Energy Act, it was Indexed Linked and, based on Government SAP calculations, would generate a positive cash flow of £1.2m over the fixed 20 year FIT.

The initial capital investment for 350 properties would be £1,509,000 for fitted systems. The systems should be paid back within the first 13 years and the revenue stream was then additionally guaranteed for 7 years.

The Council completed a desktop study and identified roughly 700 suitable properties that had a southern orientation, the correct roof pitch and suitable construction type. The Senior Leadership Team had chosen to focus on 350 of these 700 identified properties, to allow for tenant refusal and to borrow an amount that the HRA account could feasibly permit.

Tenants would be written to explaining that their home may be suitable for PV panels and promoting the benefits to the tenants during a consultation process as well as informing the tenant a full survey to be carried out on the property. Tenants would be told they were to receive free electricity whilst the Council receive the Feed in Tariff income.

Installation of the PV panels

The installation would be completed by approved sub-contractors and they would carry out the survey, design and gain the District Network Operator's permission to access the National Grid.

The PV panels offered via the framework were Bosch and available for supply only at a cost of £1,142 per kWh, with the average semi-detached house required 3kWh systems (approx.12 panels). Resulting in an average purchase price per 3 bed property as £3,426, plus installation cost.

The Feed in Tariff would be collected by The Low Carbon Exchange (LCX), a company responsible for the maintenance and management of the systems.

The PV panels were MSC (Microgeneration Certification Scheme) accredited and had a 25 year guarantee. Installation errors would not be covered and should be addressed under the installer warranties.

Although the PV panels had a 25 year guarantee, The CSA state study showed their lifespan could be up to 40 years, with efficiencies of the panels dropping by only half a percent per annum.

This meant tenants would continue to receive free electricity long after the FIT TDBC received had ended.

Tenants who had PV panels installed were still able to purchase their property under the Right to Buy Scheme but the panels would be removed prior to a Right to Buy purchase completed.

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

- How long did these PV panel systems last?
The Bosch panel were under a 25 year guarantee with The Low Carbon Exchange (LCX) but studies had shown that had lasted up to 40 years with only a 0.5% drop per year.
- Congratulations, this was well overdue for the Council's housing stock. Brilliant.
- Would PV fitting scheme be extended beyond the stated number of properties?
This would depend on being able to increase our borrowing head room and the buyback tariff of the electricity.
- What consultation had be done by officers with Elected Members on their opinion about how many properties the Council should be aiming for?
*This was a balancing act between what the Council wanted to do and not over stretching ourselves including borrowing money.
Officers had already consulted tenants and started to gather interest of those who wished to have the panels installed, this had been difficult and slow process.
The Council needed to have further conversations about promoting the scheme and any other Council projects.
During the review of the HRA Business Plan, the Council would be reviewing our 'Borrowing Head Room'.*
- Could the Council get 350 properties completed by January?
The January deadline was for getting interested tenants signed up to the scheme by not the installation of the panels.
- Could the Council make this compulsory for tenants?

- Would the installation on panels on one property cause problems with surrounding neighbours i.e. those with and those without.
It might do but the Council were committed to supporting and helping 'hard to heat' properties and stock in turn.
- Had the Council at connecting the PV systems to the tenant's water heating systems to help ease this as well?
The diversion technology could be installed for a small additional cost to heat the water but this was only compatible with emersion heating systems.
- Could Tenants receiving the PV systems request the additional water heating system as well?
This would depend on the individual properties and whether it was appropriate for that property.
- Was the Council looking at including PV panel systems on our new builds projects?
The Council were looking existing housing stock as all the Council's new build stock was 'Code Four' and efficient enough not to require PV systems. If we were to install them to new build stock then it would be profit making from selling the electric back to the national grid and that would depend on the tariff.

Resolved that the Board noted the Officer's report.

8. Regeneration of Weavers Arms, Rockwell Green.

Considering report previously circulated, concerning the proposals to demolish and redevelop the recently acquired site 'Weavers Arms' the adjacent public toilet block and ten Woolaway properties in Rockwell Green, Wellington, where it was proposed to build new council homes.

The scheme was currently being designed with an estimated delivery of 26 new homes.

Deane Housing Development seeks permission and budget approval to progress this scheme to provide additional affordable housing in Rockwell Green.

The development contributed to the Council's overall stock providing increased housing options to those in housing need.

With the purchasing the pub and the proximity of the jointly owned redundant public toilets site as well as a row of ten semi-detached Woolaway houses, together these three areas provided an opportunity to regenerate underutilised land and buildings, to provide much needed additional affordable housing.

Rockwell Green was predominantly in need of one and two bedroom properties. The Council were seeking to facilitate a sustainable community by providing a mix of properties 1,2,3 & 4 to meet the housing need for the area, with the majority being 1 bed flats and 2 bed houses, with some wheelchair suitable properties.

The indicative mix of units was as follows:-

- 1 bed flat = 10
- 2 bedroom house = 9
- 3 bedroom house = 6

- 4 bedroom house = 1

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

- If the Council were to follow the Creechbarrow Development Project and the inclusion of the community and residents, this project would be great for the community and residents of Rockwell Green.
The Project team were using the Creechbarrow Project as a template as well as approaching the tenants of Creechbarrow Project to help us work with the tenants of Rockwell Green affected through this process.
- How many properties in the Rockwell Green area were Woolaway (non-traditional) properties?
There were 28 properties but the majority of the Council's Woolaway stock was in Taunton in the Priorswood area, roughly 200 properties.
- Were all the Woolaway properties owed by the HRA?
The Council were retained all the stock at Rockwell including the new properties which would replace the Woolaways.
- Could the Council do something radical with the design of the new properties?
- Executive Portfolio Holder commented the request for radical design with the new properties at Rockwell, that the residents, tenants and communities preferred new properties to be in keeping with the existing area.
During the pre-planning meeting with the Planning department, it was indicated that the preference was to keep the new properties design in keeping with the area i.e. slate roofs and rendered properties.
- What was the orientation of the site at Rockwell Green?
The orientation of the site was northwest.
- Would the Council be looking at other Woolaways with the Taunton Deane to re-develop?
The Council would be using the Rockwell Green site as an example for future development of the Council's banks of non-traditional properties.
- Why was it costing the HRA £10,000 to purchase the land behind the Weavers Arms from the General Fund when the Council had sold land for £1?
The Leader of the Council wanted to know why the General Fund was only selling the land for £10,000. This was the price agreed with the Council for the HRA to purchase the land from the General Fund.
- What was the market value of the site?
The Council didn't look at the market value of the site and the properties.
- Would these properties have gardens and not be packed in?
The new properties had to include gardens and parking beyond the curtilage.
- Was the Council looking into putting Fibre Optic Broadband connection to the new properties or would it be possible?
This depended on what was available at the local telephone change and this was something the project team could look into.
- There were lots of things to consider, the Council needed to strike a balance between number of properties and including bells and whistles. By including additional extra on the properties, this would mean the Council would be building fewer properties on this site. Additional extras could mean difference of an additional property on the site.

Resolved that the:-

1. Transfer the Rockwell Green public convenience land from General Fund to the HRA for £10,000.
2. Approval for the demolition of ten non-traditional properties (1-10 Oaken Ground) and the Weavers Arms, including associated buildings, public toilets and site clearance to facilitate new development.
3. Approval to serve Initial and Final Demolition notices for 1-10 Oaken Ground, the Weavers Arms buildings and public toilets.
4. Approval to allocate a budget of £3,500,000 for the development
5. To approve in principle the borrowing of £2,426,000 to fund the scheme within the Housing Revenue Account.

9. Verbal Update on External Wall Insulation.

The Housing Development Project Lead for Sustainable Energy provided the board with an update regarding the Council's progress their External Wall Insulation Project for HRA Housing stock.

Below was a summary of the officers update:

- The funding sources that the Council were looking into for this project had fallen through or been cancelled.
- The Council were now looking to proceed with this project but with a reduced number of properties and fund this reduced number themselves.
- The Council would continue to look for additional funding sources to fund more properties within the housing stock.
- The current number that would be funded from the Council's budget would 40 properties.

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

- Board Members were happy with for the officers to go ahead with the planned and funded 40 properties to have External Wall Insulation.

Resolved that the Board noted the Officer's report.

10. Information Report on Current Tenant Rent Arrears

Considering requested information report previously circulated, concerning an update on the Council's rent arrears performance data as at 10 November 2014.

The data showed the detail of the actual amount of current tenant rent arrears across the Council's nine rounds, as well as the target rent arrears figure for each round.

Below was a summary of the information update report on rent arrears data:

- The rent arrears overall target for 2014/15 was £360,000 with the outstanding amount as at 10 November being £350,711.68.

- The Council's overall aspirational target for rent arrears was £329,000 and only when this figure was achieved would the 'All rounds' barometer show as 'green'.
- Six out of the nine rounds were over target. The highest over target was round seven.
- The three of nine, which under their rent arrears target round eight was the highest under their target.

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

- Had the officers got any figures from other local authorities, which were now using universal credit?
*The officers had some contact with Bath & North East Somerset Council but they had six claimants but had not got any data yet.
When it's implemented locally, the Council would be able to refine their collection process for rent.
Universal Credit only effected people of working age, also this would be implemented through a phased approach, which would help the Council deal with individual cases.*
- Was the Council offering financial management advice and skills?
The Council had a package of help that included training. This was either completed by the Council or Citizens Advice Bureau.
- Did the Council have a target figure of tenants who thought or knew would default on their rent when Universal Credit was introduced?
*The Council had criteria and advice regarding vulnerable tenants and these were being monitoring and this work was ongoing.
The Council would be looking at the profiles of our tenants.
The Council were also looking into the housing element of Universal Credit paid directly to the Council preventing an increase in rent arrears.
60% of the Council's tenants claim housing benefits but would not be claiming Universal Credit.*

Resolved that the Board noted the Officer's report.

11. Verbal Update on Feedback from Community Scrutiny Committee on Tenancy Policy.

The Housing Services Lead provided the committee with an update regarding the progress of the proposed new Tenancy Policy for Taunton Deane.

Below was a summary of the officers update:

- The officers report and the proposed new policy was presented to Community Scrutiny Committee on 4 November 2014.
- Scrutiny commented on the policy and its contents but made no changes to the recommendations.
- Members commented on the new restrictions regarding tenancy succession through family members and this had to be altered and restricted but the Council needed to also be mindful of individual cases.
- The Report and Policy would not be moving forward onto Executive Committee but a formal decision would be made by the Executive Portfolio

Holder for housing. This would be signed off and published in the Weekly Bulletin as per the normal procedure.

Resolved that the Board noted the Officer's update.

(The meeting ended at 9.00pm)