

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 23 July 2015 at 18:00.

Agenda

- 1 Apologies.
- 2 Minutes of the meeting of the Tenant Services Management Board held on 23 June 2015 (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 Creechbarrow Road Development Update
Reporting Officer: Rachel Searle
- 6 Briefing On July 2015 Budget Statement
Reporting Officer: Stephen Boland
- 7 Feedback from TPAS Conference 2015 (Verbal Update)
- 8 Feedback from Deane House Relocation Project - Review Design on 22 July 2015 (Verbal Update)

The following items are likely to be considered after the exclusion of the press and public because of the likelihood that exempt information would otherwise be disclosed relating to the Clause set out below of Schedule 12A of the Local Government Act 1972.

- 9 Future Development Proposal
Reporting Officer: Rosie Reed

17 September 2015

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 Tuesday, 23 June 2015 at 6pm in the JMR, the Deane House, Belvedere Road, Taunton.

Present: Mr R Balman (Chairman)
Ms M Davis (Vice-Chairman)
Mr A Akhigbemen, Mrs J Bunn, Mrs J Hegarty, Mr I Hussey, Cllr Bowrah.

Officers: James Barrah (Director of Housing & Communities), Stephen Boland (Housing Services Lead), Steve Clarke (Tenant Services Development Officer), Lucy Clothier (Housing Accountant), Paul Hadley (Housing Manager – Lettings and Anti social behaviour), Shari Hallett (Business Support Manager), Michaela Mullen (Welfare Reform Project Officer), Martin Price (Tenant Empowerment Manager), Phil Webb (Property Services Manager) Michelle Brooks (Democratic Services Officer),

Others: Cllr C Appleby, Cllr Mrs J Warmington.

(The Meeting commenced at 6.00pm)

1. Apologies

Mr D Galpin, Mr K Hellier, Mr R Middleton, Mr M Edwards.

2. Minutes of TSMB 1 June 2015

All agreed.

3. Public Question Time

No questions received for Public Question Time.

4. Declarations of Interests

As previous.

5. Welfare Reform 2014/15 End of Year Report.

The Welfare Reform Act 2012, became law as from 1 April 2013. The Welfare Reform Project Officer continues to provide support and assistance to tenants affected by the changes. To prepare for the introduction and use of Universal Credit (UC), there has been promotion of the use of bank accounts. UC generously matches benefits, especially for workers on zero hours contracts or agency work. UC differs from the current benefit system, as it is not specifically an 'in work' or 'out of work' benefit - it is one benefit for people whatever their employment status, and therefore no need for multiple applications.

Following a survey of tenants in 2013 results indicated that 56% of tenants did not have access to the Internet. To support and assist tenants with digital inclusion, kiosks have been installed to enable internet access to a limited number of useful websites.

Housing Services continues to support tenants through change and will monitor and review throughout the year.

During the discussion of this item, Board Members made the following comments and asked questions. Responses are shown in italics:

- Refer to section 2.1 of the Report, what has the take up been on UC?
Not a great deal of take up, as of April 2015 only 7 tenants of TDBC had taken up UC. It is expected there will be a gradual increase, with tenants continually advised and supported. Completely tenants' choice as to whether they choose to pay rent by direct debit.
- Refer to Chart 5, Kiosk 178 (high usage) – where is it?
Derby Way, Bishops Lydeard. Other often used kiosks – Middleway, Wellington, PRC, Priorswood and Deane House.
- Comment from Cllr Warmington:
Cllr Warmington commented on the positive value of the work undertaken by Michaela Mullen and Steve Clarke. The breadth of work is important and beneficial, great to have them both doing this.

Resolved that the Board noted the Officer's report.

6. Financial Outturn 2014/15.

The Housing Revenue account (HRA) is a 'Self Financing' account for the Council's Housing Landlord function, which is budgeted to 'break even'. A short synopsis of the financial performance report, with the references made to the below items:

- The HRA outturn for 2014/15 has a net underspend of £1.269m (4.8 % gross income). Section 6 of this explains the factors leading to this position, including staff cost reductions due to the restructure. Responsive maintenance considerably lower than forecast and planned maintenance being re-profiled.
- The HRA Reserve balance as at 31 March 2015 stands at £3.484m, which is above the minimum level (£1.8m) set within the Business Plan.
- The HRA Earmarked Reserves balance as at 31 March 2015 stands at £2.222m, this includes £112k related to the Social Housing Development Fund.

HRA Underspend - James Barraah made a recommendation that funds from the 2014/15 underspend be allocated to:

Table 3: Summary of Recommendations for use of the HRA Underspend

Description	£000
HRA Business Plan review	150
Pre-void and Tenant Property Inspections	160
Lettings Contingency Budget	100
Sheltered Housing Review Project Manager	60
Mental Health Support	41
Employment Support Three Year Programme	138
TOTAL requested for approval	649

During the discussion of this item, Board Members made the following comments and asked questions. Responses are shown in italics:

- Refer to Table 1 – explanation required -51% of TAA.
Procurement savings to repay the loan for Southwest transformation, not as many savings with contracts pushed back.

- With regard to the bad debt – how is projection affected?
Department of Work and Pensions (DWP) support services to claimants, expectation would involve more people from DWP. Relations are good, 3 -4 a month up till March 16. The Business Plan assumes 0.5, 2 or 3 year short term provision.
- Wrecked properties, will tenants let you in?
There is no legal power to gain entry, informal contact only. If Council demand to enter the home, this could be considered harassment. Visible signs can be judged walking around the area, obvious signs outside if the house is not looked after. If there is a Health and Safety risk repair, right of entry is 24 hour notice. There can be influence to support tenants i.e. gas servicing, can indicate if not looked after. The main thing is to be mindful to what is observed, help the tenants to manage themselves.
- Would there be a cross over with the budget in regard to pre-void/mental health issues or would it be in isolation?
Valid point, definitely interaction, it is one partnership interaction, with the ability to sign post to other services.
- Will there be an employment support programme, or at least links to employers. People are ready to work, but there is a possibility of no jobs to go to.
Valid point, the Economic Development team will work on this. This will enable access to employment services. Intention is grow own and hopefully employ internally, as well as provide skills for external employment.

Resolved that the Board Members support the recommendations for the use of the HRA 2104/15 underspend.

7. Housing and Communities Performance Indicators Quarter 4 / Outturn performance.

Considered the report and an overview and summary of managing finances and service delivery detailed. The following points acknowledged:

- Income – rental costs on track and collection good. The current debt lower than last year.
- Star survey is now two years old, with a new survey being undertaken now. Up-to-date information will be available in August 2015, and comparison can then be made.
- Anti-social behaviour ratings up above target.
- Lettings – performance mixed. Properties rent quickly once the property is ready. Offerings good, i.e. first time acceptance, process allocation good. Start to end process is above target.

- Measures adaptations – wet rooms / stair lifts etc. Work to improve performance and spend against budget.
- Stock issues – SD2 no resources to manage, improving energy efficiency in stock, get to a point to measure.
- Failure to achieve 100% required for gas certificates, one of these 2 properties is a safe house which is secure, no access.
- Repairs, maintenance and contactor systems performance is being measured. Re-iteration that property and housing work together with contractor.

Resolved that Board Members note the report.

8. Rent Arrears by Area.

This item covered information previously requested by the Tenant Services Management Board. Detailed items:

- £24m rental income, with a target rate of £360,000 arrears to achieve. As of 30 March 2015, the amount was £356,000.
- Estates Officers have good relations with tenants.
- Administration (claims and benefits) can affect the outstanding amounts.

During the discussion of this item, Board Members made the following comments and asked questions. Responses are shown in italics:

- Are the same people consistently in rent arrears? Do you charge interest for late payments?
Approximately 1300 people in rent arrears, not necessarily the same families, as circumstances change for families. Interest not charged as the process is to reduce the debt, therefore payment schemes in place to continue to pay the debt off.
- Is the debt related to benefits and the time taken to assess claims?
Re-payments due to revenues and benefits is a hit on a weekly basis. 63-65% of tenants on housing benefits. UC could bring change as payment is continual, although there is a risk of tenants not paying. Look at requesting direct payment or direct debits.
- Is there a fluctuation in time i.e. Christmas / summer?
Definitely, this is known through the tracking counter and is around these times. Incentives in place for staff to keep on top, and clear the rent arrear debt.

Resolved that the Board noted the Officer's report.

9. Responsive Repairs Performance.

This report identifies the responsive repairs performance data of Property Services contractors, including the DLO, that deliver responsive maintenance work for the HRA. This report was requested by the Board, 20 April 2015, and addresses concerns including:

- DLO and Property services previously both used different reporting methodologies. From now into the future there is to be one reporting methodology, which will provide more accurate reporting. Differences in DLO and Housing figures will now be rectified and we can be confident in the figures reported.
- The targets for priorities are being made, but more work is needed with the majority of contractors to find ways to improve.

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

- Could there be an Alhco problem, company not reporting the problems?
Aware of problems, and parameters have been set. Important to keep in touch with contractors. To be followed up by Phil Webb.
- Environmental issue, dog bin sited by the children's park Monmouth Rd, request to resite or replace.
There is a fund, to be followed up by Stephen Boland.

Resolved that:

1. The Board noted the Officer's report.
2. Agreed that Phil Webb will investigate reporting procedures with Alcho.
3. Agreed that Stephen Boland investigate the environmental issue.

10. Additional items

- County Hall, how will people get there safely – traffic problems etc.
This item is currently flagged with the County Council. Aware of the situation, especially around the Crescent and greater reassurance of traffic measures is ongoing dialogue. Things being considered – traffic diversion / landscaping.
- Plastic Facia boards causing a problem for nesting House Martins
Phil Webb to seek answers and report back.

(Meeting ended 7.45pm)

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 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

**Creechbarrow Road Development – July 2015
Construction Phase**

Status Of Project		Last Report	This Report	Comments
Creechbarrow Road Development – Construction Phase		A	A	
Status by Key Project Activities for Phase 1	Workstream Lead	Last Report		Comments
1. Build Programme	Galliford Try	A	A	
2. Community Liaison	Rachel Searle	G	G	
3. Training Opportunities	Rachel Searle	G	G	
4. Finance	Rachel Searle	G	G	

Key	
Red	Unsatisfactory progress – milestones & timescales not being met corrective action or re-plan required
Amber	Issues against some milestones but remedial action will keep project under control overall
Green	All milestones being met & project on target/completed
Development Definitions:	
Superstructure	The part of a building or construction entirely above its foundation or basement.
Substructure	A structure forming the foundation of a building or other construction.
Beam & block	Beam and block system is a reinforced beam laid between walls, these beams are infilled with aircrete blocks.
LEAP	Local Equipped Area for Play
Trusses	A framework typically consisting of rafters, posts and struts, supporting a roofs often made off site.
Roof Carcassed	The roofing framework before the decking, membrane, shingles etc. have been applied.
Joists	A length of timber or steel supporting part of the structure of a building, typically arranged in parallel series to support a floor or ceiling.

Key Accomplishments LAST Period
Build Programme – KHA: Plot 1 – Externals being completed & decorating snagging Plot 2-3 – 2 nd fix ongoing plus tiling & decorations Plot 4-5 – 2 nd fix ongoing plus tiling & decorations Plot 31 – Roofing on going with solar panels Plot 6-7 – Roofing on going with solar panels Plot 8 – Snagged by client

Plot 9 & 10 – Ready for handover
Plot 11-13 – Ready for handover
Plot 14, 15 & 32 – 2nd fix ongoing
Plot 16-30 – Superstructure top plate level

TDBC:

Plot 33-36 – Roof on, internal works commenced
Plot 37 & 38 – 2nd fixed
Plot 39-42 – Roof tiled
Plot 43 – Roof carcassed
Plot 44 & 45 – Roof trusses in place
Plot 46 & 47 – Roofing ongoing
Plot 48 & 49 – Joists on
Plot 50 & 51 – Joist on
Plot 52 – Ground floor constructed
Plot 54-68 – Superstructure to 1st floor
Plot 77-79 – Awaiting bricklayers now drains are complete
Plot 83 & 84 – Superstructure to joist level

Training –

Trainees and apprentices working on the site:

2 ground workers, 5 bricklayers, 1 electrician, 3 roofers, 1 fencer, 1 painter and 1 plumber.

Community Liaison –

Community drop in session held at 5 Moorland Road on the 28th May.

A site tour of the development was held for staff on the 23rd June.

Three tenants from the original Creechbarrow Road flats were taken on site to see the progress of the plots they will be returning to when they are complete.

Galliford Try Partnership (GTP) have had three site inspections to date for Considerate Constructors, receiving the following scores 40/50, 42/50 and 39/50.

Finance –

Valuations continue to be paid monthly to GTP.

Key Activities NEXT Period

Build Programme –

TDBC & KHA:

Handover plots 1, 8-13
Road completion following water board delay
Emphasis on plots 2-5 and FT05
Services connections to 6, 7 & 31
PVs to ongoing plots
External finishes
Plots 43-68 superstructure
Retaining/Boundary Walls, works on going rear of plots 2-5 against rear of 17 Roman Road

Community Liaison –

Community drop in session to be held at 5 Moorland Road on the 30th June and 30th July.

Further site tours will be arranged and invitations sent to the following groups: Councillors, Staff, Returning Decants, Tenant Services Management Board, Tenants Forum and the Halcon One Team.

Development to provide an update on the development at the Halcon Multi Agency Group on the 14th July.

Promotion of the properties available at Creechbarrow Road with a reminder for people to register on Homefinder Somerset and monitor for when the properties are advertised over the coming months.

Training –

Trainees and apprentices working on site will continue to be monitored.

Issues

Build Programme Timings –

A number of factors have slowed progress on site and as a consequence had a negative impact on the build programme. This includes: a national shortage of construction labour, additional asbestos found on site, unexpected gas main found on site and retaining wall issues on the eastern boundary of the site.

GTP have requested extensions of time to complete both the TDBC & KHA sections of the site.

The build programme will therefore be reviewed and monitored on a weekly basis going forward, with additional resources brought to site by GTP.

The build continues to progress with an emphasis on the quality of the properties as well as maintaining good momentum on site.

Tenant Services Management Board - 23 July 2015

Briefing Paper on the Budget July 2015 and effect on Social Housing.

Below are listed the main headline changes announced by the Chancellor of the Exchequer George Osborne in the budget statement delivered on the 8th July 2015:

- Social housing rents to fall by 1% per year for the next four years
- Benefit cap lowered to £20,000 (£23,000 in London)
- No automatic entitlement to Housing benefit for under-21s
- High-earning social housing tenants to pay more rent

Taunton Deane Borough Council is analysing the details of these changes to see how they impact tenants and the Housing Revenue Account Business Plan. The Tenant Services Management Board will receive further briefings once this analysis is completed.

The following provides more detail of the changes.

1. Rent setting Reduction of rents in social housing by 1% per year for the next four years

Previously, social housing rents could increase by 1% more than inflation – a formula set by the chancellor in 2013 and intended to last for 10 years. However, this was changed in the budget announcement.

The Government will reduce rents in social housing in England by 1% a year for four years from April 2016. This will be taken forward via the Welfare Reform and Work Bill.

The rent reduction does not apply to shared ownership. The Welfare Reform and Work Bill also states that other exceptions will be considered by the Secretary of State.

The Welfare Reform and Work Bill specifies that this change will not apply to housing associations where the Regulator determines that compliance would jeopardise financial viability.

2. Pay to Stay for higher earning tenants in social housing

The Government will require high income social tenants to be charged a market or near market rent. The threshold will be a household income of £40,000 in London and £30,000 elsewhere in the country.

The policy proposes that Housing Associations will be able to retain the additional income generated from these rents, whereas councils will be obliged to direct these monies to the Treasury

Government will consult on the detail of this policy before it is implemented.

3. Changes to Welfare Benefits

3.1 Household benefit cap Government announcement

The household benefit cap will be reduced to £23,000 per year in London and £20,000 in all other parts of the country.

There will be a lower cap for single person households of £15,400 in London and £13,400 in other areas.

The cap has been in operation since April 2013, and affects households of working age who are not in employment and are not disabled. Claimants who are affected have their housing benefit reduced to bring their income under the cap. If a claimant gets at least 16 hours work the cap is removed.

It is likely that the lower cap will be phased in during 2016-17, details of when and where it will be introduced will be set out in regulations.

Housing benefit can only be backdated for 4 weeks from April 2016

7 waiting days to be introduced for Universal Credit from August 2015 (ie no benefit payable for first 7 days of claim)

3.2 Benefit changes for 18-21 year olds

From April 2017, young people aged 18-21 making a new claim to Universal Credit will no longer be automatically entitled to the housing element.

This policy will not apply to parents whose children live with them, certain vulnerable groups and those who may not be able to return home to live with their parents.

Young people who have been living independently and have worked continuously for the previous six months will be able to receive housing support for six months whilst they look for work.

18-21 year olds on Universal Credit will also participate in an intensive regime of support from the first day of their benefit claim via a new Youth Obligation from April 2017.

After 6 months they will be expected to apply for an apprenticeship or traineeship or gain skills via alternative routes.

3.3 Discretionary housing payments (DHPs)

The Government has set out the level of funding for Discretionary Housing Payments (DHPs) over the next five years.

2016-17: £150m

2017-18: £185m

2018-19: £170m

2019-20: £155m

2020-21: £140m

3.4 Benefit and tax credit uprating freeze

The rates of most working-age benefits will be frozen for four years from April 2016. The freeze will apply to Jobseeker's Allowance, Employment and Support Allowance, Income Support, Child Benefit, Child Tax Credit and Working Tax Credit (excluding disability elements), applicable amounts for Housing Benefit, and Local Housing Allowance rates, with provision for high rent areas.

The freeze does not apply to Maternity Allowance, Statutory Sick Pay, Statutory Maternity Pay, Statutory Paternity Pay, Statutory Shared Parental Pay, and Statutory Adoption Pay, disability, carers and pensioners' premium in the frozen benefits, the Employment Support Allowance Support Group component, and other disability, carer and pensioner benefits. These will continue to be uprated in relation to prices or earnings as applicable.

Aside from applicable amounts, the freeze does not apply to Housing Benefit in the social sector as different arrangements were announced with rents decreasing by 1% each year for the next four years.

4. Tenancies - Review of lifetime tenancies in social housing

The Government will review the use of lifetime tenancies in social housing with a view to limiting their use and “ensure that households are offered tenancies that match their needs and make best use of the social housing stock”.

5. Additional housing announcements

5.1 Right to Buy

Although not included in the Budget itself, during his Budget speech the Chancellor did reference the Government's plans to extend Right to Buy to housing association tenants. This policy will be brought forward as part of the Housing Bill expected in the autumn.

5.2 Help to Buy ISA

People saving to buy their first home will be able to save up to £12,000 in a Help to Buy ISA, and government will match this with 25% up to £3000. Savers can pay in £1000 up front and then £200 a month

5.3 Energy Allowable Solutions

The Government does not intend to proceed with the zero carbon Allowable Solutions carbon offsetting scheme.

This could restrict plans for renewable energy and those aimed at reducing social housing tenants' energy bills.

5.4 Planning Brownfield land

A commitment to speeding up delivery of development on brownfield land through the introduction of a new zonal system.

5.5 Support for victims of domestic abuse

The Government will set up a £3m fund to encourage innovative approaches to help people suffering from domestic abuse, this includes refuge provision.

The fund will be open to proposals from local partnerships that demonstrate how people's needs could be met in innovative ways, working through collaboration.

Minutes of the meeting of the Tenant Services Management Board held on Tuesday, 23 July 2015 at 6pm in the JMR, the Deane House, Belvedere Road, Taunton.

Present: Mr R Balman (Chairman)
Ms M Davis (Vice-Chairman)
Mr A Akhigbemen, Mrs J Bunn, Mrs J Hegarty, Mr I Hussey, Cllrs Appleby and Bowrah.

Officers: James Barrah (Director of Housing & Communities), Stephen Boland (Housing Services Lead), Terry May (Assistant Director Property & Development), Martin Price (Tenant Empowerment Manager), Rachael Searle (Housing Development Project Lead), Rosie Walsh (Housing Development Project Officer), Michelle Brooks (Democratic Services Officer),

(The Meeting commenced at 6.00pm)

1. Apologies

Cllr T Beale.

2. Minutes of TSMB 1 June 2015

All happy, signed by Chairman.

3. Public Question Time

No questions received for Public Question Time.

4. Declarations of Interests

As previous.

Cllr Appleby declared family and friends in Taunton Deane housing and that he is a leaseholder of a property in Taunton Deane.

Staffing update – Kene Ibezi has now left, James Barrah introduced Terry May. Terry will fill this role for the interim 6 months, while the office takes

stock and reviews the role. Terry has a lot of experience with the housing association and property teams, and we looking forward to his input.

5. Creechbarrow Road Development Update

Dashboard format has been updated for July 2015, with the main points being:

- The first occupation of the Nightstone units is be Friday, 24 July, then further work towards the Taunton Deane units handover. Currently have properties at many different stages, from foundation stage to handover.
- Currently have all activities and trades on site, which is providing much opportunity for apprentices. Across site there are 13 apprentices:
1 plumber, 1 fencer, 1 electrician, 3 roofers, 2 ground workers, 5 bricklayers.
- Community liaison drop in sessions continue at 5 Moorland Road, and more interest is expected as the handover of units get closer. People are also being referred by Ward Councillors.
- Site tours continue, with Councillors and Staff members taking part. There is tour being arranged for new Ward Councillors in September 2015. The intention is to arrange a tour for TSMB members and Tenants Forum members once the first units have been completed.
- Returning decants have been taken to see the new properties, and will be taken back again nearer the time of completion.
- Program timings going forward - there are issues with labour shortages, particularly bricklaying, There has been the impact of extra time needed due to new asbestos finds, gas mains diversion and retaining walls. Contractor has submitted an extension of time claim for time period to push out completion date, this is currently being assessed.

During the discussion of this item, Board Members made the following comments and asked questions. Responses are shown in italics:

Residents are pleased with the development, but concerned with uneven pathways (accessibility for wheelchairs, pushchairs), unfinished drains, fence heights, dust pollution and noise pollution (radios and language).

Noted. The Roman Road end pathway, projected above the surface and would be elevated by the top coat, but this was delayed, hanch will be applied around edges to help the problem. Dust – there is a bowser, and damping down takes place continuously, the contractors have been reminded, in the last 24 hours, that this is an issue and that they must keep on top of it. Radios can only be used inside the property and this is enforced rigorously, cannot be audible outside of the property, any complaints should be passed on and this can be reported and filed across to site management Language to be reported straight away and then the site manager can sort out immediately.. The fence height is below the required height and will be replaced at the contractors own cost, properties will not be handed over until the fences are the correct height.

Comment – Well done to all, good to hear that TD is on top of the concerns / problems. Great to see so many apprentices.

Resolved that the Board noted the Officer's report.

6. Briefing on July 2015 Budget Statement.

Statements will be available in August, when all the detail is available for the Housing and Welfare bill. More reports will be presented further into the year.

Headlines:

- Reductions in rents from next year to be 1% (social housing rents), for the next 4 years. Our issue is how do we review this in our business plan, will have to model and assess.
- Pay to Stay - Earlier proposal threshold was £60,000 (household income greater than) in if excess of this need to pay market rents. Waiting for details could now be £30,000.
- Revisiting Lifetime tenancies, there has previously been consultation around introducing flexible tenancies. Proposals around this, do we introduce Life time tenancies? May not be applicable to every tenant, but could be a useful purpose as part of a menu of options. Sounding out at the moment, these proposals may well be mandatory, again we are waiting for details. Issues are that we have limited accommodation available, not enough supply to meet demand, and it is about making the best use of stock.
- Welfare benefits - cap amount claim greater than £20,000. Concerns are whether affordable and how the changes would be received, this

could result in people not paying rent. A number of changes also affect TD as a landlord.

- House properties - disposal of local high value properties one bedroom flats, approximate value above £134,000. These could be sold instead of being re-let, with some monies to the Treasury. This may not affect TD, but these are interesting times, with real challenges.

During the discussion of this item, Board Members made the following comments and asked questions. Responses are shown in italics:

Any figures at all, the level of inflation was £17, 000,000 over 30 year plan?
Lucy Clothier (accountant) has done some work on modelling on the impact. The opportunities in the Business Plan 2012 have been taken away, notional surpluses taken £120 m off the end position. The surplus of the Business Plan is significantly less. Over 4 years the reduction of impact is £9m, therefore there will be cash flow pressure impact to fulfil plans and there is a requirement to look at debt repayments. The impact affects Local Authorities and the Housing Association. Looking toward the next meeting hopefully there will be scope to discuss the specification for work. Currently advertising internally for a project manager to lead work for next year. The plan was due to be reviewed, but the budget announcements has now increased the urgency of business plan review.

Will Increase in rent be forwarded local Councils / Government?
Local authority will return to the Treasury, wait to confirm the details, will get an opportunity to comment. Sometimes mandatory and sometimes a choice, we have to wait for details.

If automatic permission is giving for brownfield sites, how will this affect affordable housing?
Not familiar with this but will ask Jo Humble and team to look into it

Comment on Lifetime tenancies - Secure tenancies great, but go the other way, tenants will worry that they are able to be evicted for life.

Market rate for high income earners, assuming this effects current tenants, has anyone spoken to the legal team? New tenancies or a letter to inform them?
Waiting for detail, this didn't previously apply to existing tenants. Not yet been in touch with legal team, much information is coming out daily.

Are you clarifying introducing tenancies.
Supported, not operated currently, but committed to it.

In regard to terms and conditions, for renting a council house, we must maintain clauses and conditions can't be blanket for everyone
Have to see detail when proposals come out and then will know how to respond. Number of changes affect us as a Landlord and we will be looking at different aspects.

How will selling affect us, will we keep the money?
5800 properties, if one property becomes empty and is within the threshold will would probably have to sel. Housing services has £97 m debt, and each one of the properties is a proportion of the debt, and so has to be paid off, therefore certain things have to be sold off to pay debt.

Even though pay TD paid £90 m for houses, we don't own them?
TD own and manage stock, the Government, through subsidy over the years, have put money in, therefore they have a say, details to come. Ownership in context is relative term, the State contributed and through legislation can ask to change management and will be directed by Government.

Resolved that:

1. the Board note the report.
2. Jo humble is requested to research brownfield sites in relation to affordable housing builds.

7. Feedback from TPAS Conference 2015

This was held in Kenilworth, 8-8 July 2015 and attended by Dennis Galpin, Kevin Hellier, Ivor Hussey and Cllr Bob Bowrah. Attended by 242 male, 137 females, and it was noted many previous sponsors missing.
Found the conference well organised and informative.

The highlight of the conference was the speech by the Junior Mayor of Leamington Spa, help with engaging the youth of area with local politics and civic events. Kate Newbold will send further details of how this works.

Interesting conference, with 10% representation from councils, with the being from the housing association, would like a conference for council house tenants only.

Thanked the Council for the opportunity to attend.

8. Feedback from Deane House Relocation Project – Review Design on 22 July 2015

This was a Joint meeting, and members that attended were shocked at the high level of negativity. Unsure if this is because people don't understand the rationale behind the move, or why this particular option has been chosen.

The presenter was impartial, very pro-active in what she put forward, and put out the impression that all have to be positive about this move, as it could happen. Now are curious how staff feel about it, and how it affects them. Huge changes to how all staff work, i.e. new IT systems, budget changes. Major thing to go ahead with, with an awful lot happening.

During the discussion of this item, Board Members made the following comments and asked questions. Responses are shown in italics:

How do staff feel?

Staff position is a mixed bag, there is no process to canvas everyone's views, but we are working with 25 staff, a consultative body. No doubt big change to the way of working, smart office with less paper and lower footprint. Some will struggle and leave, some will love it and think it is the best thing to happen. There are clear examples some won't fit, but some that were negative about it at the start of the process, have changed and now have enthused motivation to the move. Will do as much as we can to support staff, mock up office with furniture so that some can smart work to get used to it. Current assumption is that being present is a major factor, but productivity is – this will affect staff at all levels.

Original plans for central carpark? Will the plans be altered all the time?

This is the concept design stage, basic outline, and will evolve into a detailed stage which will add a layer of further detail. Thinking has gone much further than the basic plans. Parking is a clear issue, parking for staff will change radically.

Impossible to get to sometimes, long way from parade.

Point referred to already and noted. Pushing County on all fronts how migration and footfall will be mitigated on that site, it has many restrictions. Transport definitely has restrictions – options are crossings, traffic calming, also issues around footpath provision, signage and way marking, traffic flow. Also bus routes and transport assessment for vehicles and pedestrians, look at what advised by technical people.

Tenants Forum seem to be against it, management more informed?

General fund is relevant, this building not comfortable anymore, can't afford to maintain it, must do all we can to cut running costs. Not same level of exposure to that context.

Access option - multi-storey car parks has scooters, maybe take possession of scooter to gain access to building
Yes operates in Bath, charitable organisation not Council run service, will check details and see what influence have.

Too many people and services in one building, could be congested?
On entry there will be generic staff, uniformed police enquiries, and then further in there will be more specialised staff (housing, library), mixing and integration but will be clear. Footfall, yes massive increase, how can reassure this is big enough - essentially doubling the width with the build. Will continue to lobby for two entries to the library as this will attract a large number of customers. Will be having regular discussions to negotiate.

Is the space being taken over currently used, organise a walk around?
Yes, 50 staff been already to see current offices, there are markings where you can visualize, if this can help to envisage scale of what is being proposed, it can be organised.

Can a computer mock-up of the space be provided?
Yes, fly through video imaging will be available. Currently disappointed with the architect designs, very sketchy. There will be displays in library, reception as part of consultation exercise promote wider views. Will need to start better conversations with customers about visiting the office for transactions, electronic means instead, this would be cheaper, quicker and easier to deliver.

Payment machines available 24/7 – pay rent and bills like an ATM?
Longer hours than current council officers, cash machines inside, so no out of hour's access. Consider transferring to other location on estates. Meeting halls handy for tenants, we go to localities (sign up new tenancy, meeting hall) balance time with cost, fresh look at how we do this

9. Future Development Proposal.

Proposed a new development scheme of a garage site at Laxton Road. This is on Lane Estate within Halcon Ward, accessed across White Lodge / Beefeater across from Creech Castle.

Currently there is a block of 16 garages, as of Wednesday 22 July 2015, all 16 garages owned by TD, with 5 garages currently let.

Not determined if there is capacity for additional properties yet, gas, electric and water in proximity to the site, but there is a foul sewer that runs across the site to consider before going forward. Awaiting BT information.

There is a mixture of flats, houses, bungalows which are TD and privately owned. There is a large block of flats already owned by TD in that area which will be refurbished.

Preliminary sketch presented with an idea of what could fit site, the foul sewer would not be too costly to move. Details:

- 8 one bedroom flats and with parking and bin stalls
- 2 and 3 storey flats, via home finder suitable and fit in with the area
- Because of Foul sewer, have to separate off.
- Continue to work on proposal development
- Also looked at providing displaced parking for garages additional parking
- Time line costings appoint an architect for a sketch scheme through tender and take forward to planning application.
- Consultation with Tenants forum, TSMB, residents and staff, and then put through Committee process to seek approval.

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

Carparking spaces positions ?

Certainly not content with this, valid point wouldn't want to take it forward with this layout, very preliminary.

Parking away from site, how can these be dedicated to TD and retain control, residents parking in side streets?

Not allocated parking, as stands at the moment at the back visited garage, no control, different measures to provide control, can be applied if scheme develops, can park on the roadside there is no restrictions, don't need permits.

Opportunity to lease out car parking spaces and money to TD

Did look to who rents 5 garages, 2 do not live within walking distance, 3 live in close proximity to worry about as a priority.

Find out lessons will have been learnt from PRC building currently redeveloped how much thought into longevity?

Proposal to do a traditional construction, many decades still in working order, which gives the best security we have at the moment. Comments on location, historically been worst garage sites in terms of anti-social behaviour and waste disposal, potential to demolish garages as well, couple with private owners, not able to sources ownership middle group retained, owners did come forward look to exchange middle layout to parking spaces, rent digitally, and store items instead of vehicles. New build alongside existing, there is some minor cracking, but not much, Structure assessment concrete ring beam, structure sounds bring forward refurbish plan let as a contract, two schemes hand in hand, demolish garages - raise and improve whole area

Ongoing thing taking over garage blocks? Lots used for other stuff, all over the borough in good locations storage etc.

Locked at other blocks for development potential, continue to look for potential. Find used as major service corridors, locate a substation, sometimes dual purpose areas, and cost of diverting services or development around.

Resolved that: board Members proposed next stage of development

(Meeting ended 7.45pm)