



## Tenant Services Management Board

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 14 November 2016 at 18:00.

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### **Agenda**

- 1 Apologies.
- 2 Minutes of the meeting of the Tenant Services Management Board held on 24 October 2016 (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 Introductory Tenancies (verbal update)
- 6 Fees and Charges 2017/18 (attached)

Reporting Officer: Paul Hadley

Reporting Officer: Stephen Boland

Bruce Lang  
Assistant Chief Executive

22 February 2018

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](http://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](mailto: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](mailto:enquiries@tauntondeane.gov.uk)

**Tenant Services Management Board Members:-**

Mr A Akhigbemen

Councillor C Booth

Councillor R Bowrah, BEM

Mrs J Bunn

Mr D Galpin

Mrs J Hegarty

Mr K Hellier

Mr I Hussey

**Minutes of the Meeting of the Tenant Services Management Board held on 24 October 2016 at 6pm in The John Meikle Room, The Deane House, Belvedere Road, Taunton.**

**Present:** Mr R Balman (Chairman)  
Mrs J Bunn, Mr D Galpin, Mrs J Hegarty, Mr A Akhigbemen, Mr K Hellier, Mr I Hussey, and Councillor Booth and Bowrah.

**Officers:** Terry May (Interim Assistant Director – Property and Development), Richard Brown (DLO Project Manager), Steven Boland (Housing Services Lead), Lucy Clothier (Senior Accountant), Martin Price (Tenant Empowerment Manager), and Andrew Randell (Democratic Services Officer).

(The meeting commenced at 6.00pm)

**1. Apologies**

No apologies registered.

**2. Minutes**

The Minutes of the meeting of the Tenant Services Management Board held on 20 September 2016 were taken as read and were signed.

**3. Public Question Time**

No questions received for Public Question Time.

**4. Declarations of Interests**

Mr R Balman, Mrs J Bunn, Mr D Galpin, Mrs J Hegarty, Mr I Hussey, Mr A Akhigbemen, Mr K Hellier declared personal interests as Taunton Deane Borough Council Housing Tenants.

**5. Financial Monitoring 2016/17 as at 31 August 2016**

Members considered the Financial Monitoring 2016/17 as at 31 August 2016 previously circulated, concerning the Housing and Communities Quarter Three performance Scorecard and a verbal update on the performance of the Repairs Service.

Looking at the detail set out in the report, the information was set out as follows:

- Reported that the current revenue forecast outturn for the financial year 2016/17 is an underspend of £129k.
- The HRA capital account is forecasting spend of £17.873m against a budget of £20.129m with £2.256m forecast to be spent in future years.
- The Housing Revenue Account (HRA) Reserve forecasted balance as at 31 March 2017 is £2.471m, which is above the recommended minimum level (£1.8m) set

within the Council's Budget Strategy and HRA Business Plan.

- The HRA is a 'Self-Financing' account for the Housing Landlord function, which is budgeted to break-even (net of approved transfers to/from HRA Reserves). The current forecast HRA Revenue Outturn for 2016/17 is a net surplus of £129k (0.5% of gross income).
- The current forecast outturn for 2016/17 was set out in Appendix A.
- The major under and overspends forecast for year were summarised as follows:
- **Dwelling Rents and Service Charges:** Void rate is lower than budgeted leading to additional income of £299k.
- **Leasehold Income:** Income from leaseholders is higher than budgeted by £48k to reflect the increased cost of maintenance on shared blocks.
- **PV Income:** This is a one year pressure in expected feed in tariff income of £60k due to limited unit size. This has been taken into account in the Business Plan on an ongoing basis.
- **Housing Management:** Underspends in IT costs (-£20k) are expected pending implementation of new IT systems, along with RTB income of £39k, which from 2017/18 is included in the Business Plan.
- **Asbestos Surveys:** Asbestos surveys and testing continues to be a priority and the forecast variance is £58k overspent due to the increased activity.
- **Voids:** The forecasted overspend of £100k on void repairs will be monitored through the year but this fluctuates with the number of voids at any one time.
- **Grounds Maintenance:** A review of Grounds Maintenance works on HRA land is currently underway and will shape the ongoing service. The current forecast variance is £20k over budget.
- **Supported Housing:** Additional works and equipment in Supported Housing have created a forecast overspend variance of £20k.
- **Other Maintenance:** A forecast overspend in General Maintenance (+£100k) and Responsive electrical (£20k), driven by demand is partially offset by an expected underspend in Responsive Heating works (-£65k). This will continue to be monitored throughout the year.
- **Interest Receivable:** Higher reserve balances mean that the interest received on investments is higher than budgeted by £40k.

### **HRA - Risk and Uncertainty**

- Budgets and forecasts are based on known information and the best estimates of the Council's future spending and income. Income and expenditure over the financial year 2016/17 is estimated by budget holders and then reported through the budget monitoring process. During this process risks and uncertainties are identified which could impact financial projections, but for which the likelihood

and/or amount are uncertain.

### **Housing Revenue Unearmarked Account Reserves**

The HRA reserves at the start of the year were £2.675m. The use of the 2015/16 underspend and the surplus of £129k in 2016/17 reduced the balance to £2.471m. This is above the minimum recommended reserve level of £1.800m by £671k, although it should be noted that the Business Plan already accounts for the use of reserves above the minimum balance.

**Table 2: General Reserve Balance**

	£k
Balance Brought Forward 1 April 2016	2,675
<b>Use of 2015/16 underspend (Full Council July)</b>	<b>-333</b>
<b>Budgeted Balance March 2017</b>	<b>2,342</b>
Forecast Outturn 2016/17 (as at 31 August 2016)	129
<b>Forecast Balance Carried Forward 31 March 2017</b>	<b>2,471</b>
Recommended Minimum Balance	1,800
Forecast Balance above recommended minimum	671

### **HRA Capital Programme**

- The HRA approved Capital Programme is £20.129m. This relates to schemes which will be completed over the next five years. The Council is supporting this investment through the use of Capital Receipts, Revenue Funding and Borrowing.
- Appendix B set out in the report provided a breakdown of the HRA Capital Programme Outturn by scheme.

During the discussion of this item the following points were made:-

- Discussion took place around “cyclical works” being undertaken alongside the timescales around the works.

**Resolved** that the officer’s report be noted.

## **6. Performance Indicators Quarter 2 2016/17**

The Housing Services Lead gave a verbal update concerning the Performance Indicators for Quarter 2 Summary presented to the Board Members following every quarter.

The summary of indicators was the selection of areas which the Board felt were most important or of interest to tenants.

The indicators were published in the newsletters and on the Council’s website to report the services performance at the end of each quarter.

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

- Managing Finances (housing) - There were 1 measure of which 100% were Green, 0% were Amber, 0% were Red and 0% were N/A.
- Service Delivery (Satisfaction) – There were 4 measures of which 75% were Green, 0% were Amber, 0% were Red and 25% were N/A.
- Service Delivery (Decent Homes) – There were 1 measure of which 0% Green, 100% Amber, 0% Red and 0% were N/A.
- Service Delivery (Operational Delivery) – There were 6 measures of which 33.3% were Green, 33.3% were Amber, 33.3% were Red and 0% were N/A.

During the discussion of this item the following points were made:-

- HC2.8 was considered, due to a systems failure the figures were unable to be produced. This would be looked into to resolve the issue.
- HC4.2 – further figures were awaited on this area. PDA's had now gone live.
- Members were made aware of section HC1.1. Due to Universal Credit going digital it was anticipated that this would have an impact on rent arrears which were likely to have an impact and increase on the non payment of rent.
- HC 2.5 and 2.6 were discussed, there had been increased instances of antisocial behaviour. The estates officers had been proactive in tackling antisocial issues as they had arisen.
- HC 2.7 and the satisfaction of the lettable standard was considered. It was determined that it was about being consistent with tenants in delivering it to a lettable standard.
- HC 4.4 was determined on client circumstances in undertaking adaptations along with disabled facilities grants.
- In relation to HC 4.8 sheltered housing were still getting used to the reporting process and submitting information.
- Reported that there were still plans in place to mitigate any adverse impacts of Universal Credit. A welfare reform strategy action plan detailed the approach in responding to welfare reform. Provision had been set aside in the business plan for additional debt.
- Addressing the under occupancy rate was being undertaken in partnership with others including the citizens advice bureau, to enable tenants to seek advice and information.
- Somerset savings and loans have enabled tenants to have bank accounts set up. DWP had been worked closely with alongside Revenues and benefits.
- MIND have been working with tenants that have mental health issues to provide information and advice.
- More debt and benefit advisors along with estate officers had been employed to assist around bedroom tax and incentives to move with the transfer removal grant. Support would be given alongside one to one support for those who need it.
- The situation would be monitored closely over the coming months to assess the impact from Universal credit.
- The Tenant Services Management Board congratulated the team on the background work undertaken relating to Universal Credit. In addition the anti-social behaviour team were commended on the work to tackle cases in the borough.

**Resolved** that the officer's report be noted.

(The meeting ended at 6.45pm)

## Declaration of Interests

### **Tenant Services Management Board**

- Declared a personal interests as a Taunton Deane Borough Council Housing Tenants;
  - Mr R Balman
  - Mrs J Bunn
  - Mr D Galpin
  - Mrs J Hegarty
  - Mr K Hellier
  - Mr I Hussey
  - Mr R Middleton
  - Mr A Akhigbemen



# **Taunton Deane Borough Council**

## **Tenant Services Management Board – 14<sup>th</sup> November 2016**

### **Housing and Community Services Fees and Charges 2017/18**

#### **Report of the Interim Business Support Lead – Jan Errington**

This matter is the responsibility of Executive Councillor Terry Beale)

#### **1. Executive Summary**

This report sets out the proposed fees and charges for Housing and Community Services in 2017/18.

The Tenant Services Management Board is invited to comment on the proposed fees and charges before Corporate Scrutiny considers them on the 17th November 2016.

#### **2. Recommendations**

The Tenant Services Management Board is invited to comment on the proposed fees and charges for 2017/18 as set out in this report.

#### **3. Background**

The housing service charges its service users for services that they use. These charges are set locally each year.

#### **4. Proposed fees and charges increases for 2017/18**

It is proposed to increase fees and charges by applying Retail Price Index (RPI) inflation as at September 2016 (September 2016 RPI inflation was 2%) as set out in Appendix A.

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

#### **5. Finance comments**

This is a finance report and there are no further comments.

**6. Legal comments**

There are no legal implications of this report.

**7. Links to corporate aims**

There are no specific links to corporate aims within this report. Fees and Charges are directly relevant to the HRA Business Plan

**8. Environmental implications**

There are no environmental implications of this report.

**9. Community safety implications**

There are no community safety implications of this report.

**10. Equalities impact**

An equality impact assessment is set out in Appendix B.

**11. Risk management**

There are no risk management issues associated with this report..

**12. Partnership implications**

There are no partnership implications of this report.

**Appendices**

Appendix A – Fees and Charges

Appendix B - Equality Impact Assessment

**Contact:** Jan Errington – Interim Business Support Lead and Project Manager  
Extension 2843  
e-mail: [j.errington@tauntondeane.gov.uk](mailto:j.errington@tauntondeane.gov.uk)

### Housing Service Charges 2017/18

#### Background

The service charges are charges made to housing tenants for services that they use. These charges are set locally each year and are in addition to rent charges which are set by government policy.

#### Legal Authority

- It is proposed to increase housing (non-rent) fees and charges by applying Retail Price Index (RPI) inflation as at September 2016 (2%). This is in accordance with the 30 year Housing Business Plan.
- The following are exceptions:
  - Charges for properties not on mains sewer will be increased in line with Wessex Water increases, once known (Wessex Water rates for sewer standing charge per annum and poundage charges are used in the system calculation).
  - Extra Care Housing was reviewed in 2016-17 in advance of recommissioning of the care and support service. A new service delivery model was agreed. Consequently the Extra Care Housing service charge was reviewed in line with the new model and actual costs. Tenants were consulted in 2015 on the delivery model and 2016 on the service charge. The recommended charges were supported by the Tenant Services Management Board, Community Scrutiny and the Executive Portfolio Holder in April 2016.
- It is proposed that charges for Temporary Accommodation properties are frozen at Howard Way (Magna).
- It is proposed that all Temporary Accommodation fees are increased to the Local Housing Allowance (LHA) ordinary rate. This is not the maximum we can charge as the LHA which has a more generous formula for temporary accommodation; however it will cover our 17/18 budgeted costs. It is proposed that a discretionary subsidy is provided by the HRA for future working residents who would be disadvantaged by the increase to avoid hardship. Application will be made for Discretionary Housing Payment (DHP) for single under 35's in relation to the single room rate.
- Guest rooms are running at a loss therefore it is proposed that the charges are adjusted to cover costs with a simplified price structure. Costs include cleaning and room prep, washing of bed linen, heat and light, water. The proposed price does not include the replacement or depreciation costs for furniture and mattresses or maintenance costs. The price is favourable compared to budget hotel rates, however the guest room facilities are very basic.

- Meeting halls charges are low and it is proposed that these are simplified with a view to further review before 2018. A standard charge of £10 per hour is proposed for non-sheltered tenants and community organisations. It is proposed to increase the charge to the nearest 10p for sheltered tenants and community organisations. The proposed charges continue to represent good value to our tenants and the local community and compare favourably with other local community hall facilities.
- Current garage charges are low. It is proposed to increase garage charges for private customers by 5%.
- Council housing rents will be set early in the New Year in line with government guidance.
- Local Authorities have certain limited freedoms to charge for discretionary services under the Local Government Act 2003.
- Contractually and through section 10 of the Housing Act 1985 (as amended by Local Govt & Housing Act 1989) Taunton Deane Borough Council are permitted to make the charges detailed below.

## Charges

- Displayed below is the table of fees and charges, comparing 2016 /17 to 2017/18 prices with RPI at 2%.

<b>Housing Service Charges</b>				<b>Estimated</b>
		<b>2016/17</b>		<b>2017/18</b>
<b>Service Charges (VAT not applicable)</b>				
Communal areas		£0.60		£0.61
Grounds maintenance		£0.79		£0.81
Heating charge (Broomfield House only)		£4.77		£4.87
Laundry charge (Broomfield House only)		£1.45		£1.48
<b>Combined Service Charges (VAT not applicable)</b>				
Specialised (Extra Care) Sheltered Housing		£50.06		*£26.34
Sheltered Housing		£15.36		£15.86
<p>Notes: Piper Lifeline charges included in the Sheltered Housing combined charge are proposed to increase are proposed to be set at £4.71 in 2017 including 22p for set up and replacement costs plus the cost charged by the Deane Helpline. Piper Lifeline remains subsidised by the HRA for tenants eligible for Housing Benefit</p> <p>*The Extra Care Housing (ECH) charge has been reviewed in line with the new service delivery model following consultation with tenants from and actual costs. The combined ECH charge includes a hard wired Piperline charge with inflationary increase at 5.44. The hardwired piper line alarm system in ECH is enhanced upgraded system. ECH will no longer include the support charge element which will be set by Somerset County Council and collected by a new care and support provider from April 2017.</p>				
<b>Garage Rents</b>				
Council tenants (VAT not applicable)		£5.82		£5.94
Private tenants and Owner Occupiers (exc. VAT)		£7.07		£7.42
Private tenants and Owner Occupiers (inc. VAT)		£8.48		£8.91
<b>Hire Charges for Sheltered Scheme Meeting Halls (ex VAT)</b>				
First hour		£10.28		£10.00
Each half hour thereafter		£4.13		£5.00
6 hours plus		£52.11		£60.00
Total charge for residents in a scheme and community organisations		£13.51		£13.80
<b>Provision of Meals at Kilkenny Court (Extra Care)</b>		N/A		N/A
Cost per meal. This is no longer applicable to TDBC as the new meal provider charges tenants directly for meals.				
<b>Hire Charges for Sheltered Scheme Guest Rooms (ex VAT)</b>				
No. of nights per person -1 <sup>st</sup> night		£11.39		£20.00
No. of nights per person -2		£18.24		£30.00
No. of nights per person -3		£25.10		£40.00
No. of nights per person -4		£31.95		£50.00
No. of nights per person -5		£38.81		£60.00
No. of nights per person -6		£45.66		£70.00
No. of nights per person -7		£52.52		£80.00

	<b>Gross Charge Per Day 2016/17</b>	<b>Daily Fee 2017/18</b>	<b>Daily Service Charge 2017/18</b>	<b>Gross Charge Per Day 2017/18</b>
<b>Hostels (rent per day, VAT not applicable)</b>				
40 Humphreys Road (2 bedroom)	£9.89	£17.26	£0.93	£18.19
1 Gay Street (2 bedroom)	£9.89	£17.26	£0.93	£18.19
<b>Outer Circle</b>				
113 and 113a (studios - metered)	£8.33	£13.15	£0.70	£13.85
115 (3 bedroom)	£14.34	£20.81	£4.48	£25.29
115a (3 bedroom - metered)	£11.10	£20.81	£1.17	£21.98
119 (2 bedroom)	£11.23	£17.26	£3.66	£20.92
119a (2 bedroom - metered)	£8.33	£17.26	£0.70	£17.96
<b>Snedden Grove</b>				
Unit 1 (2 bedroom)	£9.89	£17.26	£0.93	£18.19
Unit 2 (2 bedroom)	£9.14	£17.26	£0.93	£18.19
Unit 3 (2 bedroom)	£9.14	£17.26	£0.93	£18.19
Unit 4 (3 bedroom)	£11.92	£20.81	£1.17	£21.98
Unit 5 (3 bedroom)	£11.92	£20.81	£1.17	£21.98
Unit 6 (2 bedroom)	£9.89	£17.26	£0.93	£18.19
Unit 7 (3 bedroom)	£11.92	£20.81	£1.17	£21.98
Unit 8 (2 bedroom)	£9.89	£17.26	£0.93	£18.19
<b>Wheatley Crescent (4 studios)</b>				
30 (1 bedroom)	£8.33	£13.15	£0.70	£13.85
32 (1 bedroom)	£8.33	£13.15	£0.70	£13.85
34 (1 bedroom)	£8.33	£13.15	£0.70	£13.85
36 (1 bedroom)	£8.33	£13.15	£0.70	£13.85
<b>Howard Road (Magna)</b>				
43a (1 bedroom)	21.79			21.79
43b (1 bedroom)	21.79			21.79
43c (1 bedroom)	21.79			21.79
43d (1 bedroom)	21.79			21.79

## Discounts

Discounts do not apply to service charges.

## Budget Impacts

In accordance with the 30 year Housing Business Plan, it is proposed to increase housing (non rent) fees and charges by applying Retail Price Index (RPI) inflation as at September 2016 (2%) with the following exceptions:

- Guest rooms
- Meeting halls
- Extra Care Housing Service charges
- Temporary Accommodation fee and service charge
- Water rates and non mains sewerage rates

The increase in charges will increase income by an estimated £63k.

## **Equality Impact Assessment**

An Equality Impact Assessment form has been completed to cover the remodelled service charge in Extra Care Housing and Temporary Accommodation and the service charge increase by 2% RPI (September 2016) in Sheltered Housing.

## **Recommendation**

Tenant Services Management Board are invited to comment on the proposed fees during their meeting 14<sup>th</sup> November 2016.

## Equality Impact Assessment Form and Action Plan

Expand boxes as required. Guidance notes are stored - TDBC link:

<http://portal/sites/policyPerf/strategyandpartnerships/equality/Equality%20Impact%20Assessment%20GuidanceTemplate/Forms/AllItems.aspx> WSC 'W' drive: W:\Equalities\EIA TEMPLATE

<p><i>"I shall try to explain what "due regard" means and how the courts interpret it. The courts have made it clear that having due regard is <b>more than having a cursory glance</b> at a document before arriving at a preconceived conclusion. Due regard requires public authorities, in formulating a policy, to give equality considerations the weight which is <b>proportionate in the circumstances</b>, given the potential impact of the policy on equality. It is not a question of box-ticking; it requires the equality impact to be <b>considered rigorously and with an open mind.</b>"<sup>1</sup></i></p>			
Officer completing EIA form:	Job Title:	Team/Service:	
Jan Errington	Interim Business Support Lead And Project Manager	Housing and Communities Business Support Team	
Why are you completing the impact assessment? <i>Please ✓ as appropriate</i>			
Proposed new policy or service	Change to policy or service	New or Change to Budget	Service review
		✓ Fees and Charges annual increase (non rent service charges)	
1 Description of policy, service or decision being impact assessed:			
<ul style="list-style-type: none"> <li>• Proposal to increase fees and charges from April 2017 for Housing and Community Services as detailed in the attached report.</li> <li>• The proposed increase to fees and charges will ensure sufficient financial resources are in place to deliver the services. The increases cover the following:                             <ul style="list-style-type: none"> <li>- Garages</li> <li>- Sheltered and Extra Care Housing meeting halls</li> <li>- Sheltered and Extra Care Housing guest rooms</li> <li>- General Needs Housing service charges</li> <li>- Extra Care Housing</li> <li>- Sheltered Housing</li> <li>- Temporary Accommodation</li> </ul> </li> </ul>			

<sup>1</sup> Baroness Thornton, March 2010



## Equality Impact Assessment Form and Action Plan

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### **Proposed Extra Care Housing Service Charge Increase**

Extra Care Housing (ECH) is specialist housing for those who may be frail or disabled with long-term care and support needs. In line with the changes to the service delivery model approved in April 2016 we are proposing a revision of the Extra Care service charge to be implemented in April 2017 in line with the new service delivery model and actual costs.

### **Temporary Accommodation Fee Increase**

Temporary Accommodation is specialist accommodation for statutorily homeless individuals and families. The government recognises the higher cost of providing temporary accommodation to councils reflecting this in the local housing allowances. It is proposed that all Temporary Accommodation fees are increased to the Local Housing Allowance (LHA) ordinary rate. This is not the maximum we can charge as the LHA which has a more generous formula for temporary accommodation; however it will cover our 17/18 budgeted costs.

### **Sheltered Housing Service Charge**

Sheltered Housing provides a base line service with additional support as and when needed for vulnerable tenants over 60 years of age.

2 People who could be affected, with particular regard to the legally defined protected characteristics<sup>2</sup>:

*All proposed fees and Charges increases could affect the following groups:*

**Proposed Extra Care Service Charge increase affects specifically:- Age; Disability;**

Tenants of ECH are mainly frail elderly (over 60 years of age with currently over 57% of tenants are aged 75 and above). All ECH tenants will varying degrees of disability and/or care/support requirements. Most have significant health challenges with increasingly complex physical health needs and/or significant mental health needs. ECH also supports younger tenants with significant physical and/or mental health needs or disabilities. Currently 20% of tenants are under 60 years of age.

<sup>2</sup> For protected characteristics, please visit:

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/guidance-all/protected-characteristics>

## Equality Impact Assessment Form and Action Plan

Expand boxes as required. Guidance notes are stored - TDBC link:

<http://portal/sites/policyPerf/strategyandpartnerships/equality/Equality%20Impact%20Assessment%20GuidanceTemplate/Forms/AllItems.aspx> WSC 'W' drive: W:\Equalities\EIA TEMPLATE

### **Proposed Temporary Accommodation Service Fee Increase affects specifically: Age**

The council's temporary accommodation predominantly houses couples and families the majority of whom are eligible for full or part Housing Benefit. In the last 12 months 1 household was working representing 2% of Temporary Accommodation residents and there were 5 single under 35 year olds representing 9% of residents. To avoid any disadvantage to low paid working tenants not entitled to Housing Benefit and to single under 35's who would be caught by the single bedroom rate for under 35s the following measures are proposed that:

- The HRA funds a discretionary subsidy for future working residents who would be disadvantaged by the increase to avoid hardship.
- Application will be made for Discretionary Housing Payment (DHP) for single under 35's in relation to the single room rate.

### **Proposed Sheltered Housing Increase affects specifically: age, disability**

3 People and Service Area who are delivering the policy/service/decision:

Housing and Communities

- Housing Services
- Area teams
- Supported Housing team
- Temporary Accommodation and Lettings team
- Business Support Income team

4 Evidence used to assess impact: *Please attached documents where appropriate.*

### **General Needs, Temporary Accommodation and Sheltered Housing Service Engagement**

Formal discussion on the proposed fees and charges to be held with the Tenant Services Management Board at its meeting on the 14<sup>th</sup> November 2016.

## Equality Impact Assessment Form and Action Plan

Expand boxes as required. Guidance notes are stored - TDBC link:

<http://portal/sites/policyPerf/strategyandpartnerships/equality/Equality%20Impact%20Assessment%20GuidanceTemplate/Forms/AllItems.aspx> WSC 'W' drive: W:\Equalities\EIA TEMPLATE

### Extra Care Housing (ECH) Service Change and Service Charge Review Engagement:

- Tenants were consulted in August 2015, February 2016 and June 2016 with additional on-site engagement opportunities throughout this period
- Feedback received from TDBC's Tenant Forum on 20 August 2015 and 08 September 2015.
- Feedback received from TDBC's Tenant Services Management Board members at their meetings held on the 14 September 2015, 13 October 2015, 18 April 2016
- Feedback received from the Supported Housing Development Group have been informed and consulted monthly. The group considered the appraisal recommendation on 06 October 2015 and have been consulted monthly subsequently including the meeting on 05.04.16.

ECH has additional housing management costs not associated with General Needs properties in terms of the extra time and resource needed to ensure tenancy sustainment, community development and tenant empowerment. Tenants are vulnerable and there may be issues of communication or memory loss. Social isolation is a big issue for ECH tenants and therefore tenant empowerment and ECH activities are an essential part of the service and need to be facilitated more intensively than in general needs. The proposed change to the ECH service charge seeks to capture the true cost of the additional housing management.

Reduction in additional housing management in ECH would make the service less accessible and be disadvantageous to the target client group given that the purpose of the ECH service is to help tenants live as independently as possible.

On balance we consider that the positive impact of maintaining the level of additional housing management is beneficial to the wellbeing and safety of the tenants and ECH environment.

We work closely with our tenants to understand and support their financial circumstances. We will work in partnership with the care and support Service Provider to ensure that any tenants who experience financial difficulties will be supported by the ECH officer working closely with the care and support team and referring to our Debt and Benefits Advisor, or the Money Matters team at CAB etc as needed.

## Equality Impact Assessment Form and Action Plan

Expand boxes as required. Guidance notes are stored - TDBC link:

<http://portal/sites/policyPerf/strategyandpartnerships/equality/Equality%20Impact%20Assessment%20GuidanceTemplate/Forms/AllItems.aspx> WSC 'W' drive: W:\Equalities\EIA TEMPLATE

5 Conclusions on impact of proposed decision or new policy/service change:

### Proposed Fees and Charges Increase

The proposed fees and charges increases will apply to all services users and as such no potential discrimination amongst the protected groups has been identified. Specific measures are proposed for single under 35's in Temporary Accommodation who would otherwise have been adversely affected. No negative equality impacts have been identified as a consequence of the proposed changes to the service charges.

To help support service users on low incomes Housing and Community Services will continue to provide a number of initiatives to enable service users to manage their finances and maximise their income:

- Publish clear information on all the fees and charges which helps service users to manage their own finances;
- Signpost service users to a relevant benefit agency to help ensure they are maximising their income to meet their living costs;
- Take action to raise the awareness of accessing a range of welfare benefits; and
- Provide the opportunity to access direct support for service users in checking they are in receipt of the welfare benefits they are entitled to claim

6 Recommendation based on findings. These need to be outlined in the attached action plan.

### Proposed Increase to Housing Services' Fees and Charges:

No adverse equality impact on the protected groups.

### Proposed Extra Care Housing Service Charge Increase:

There will be no adverse equality impact on the protected groups identified as a consequence of the proposed changes to extra care housing services.

Recommended that proposed changes can continue subject to approval.

**Equality Impact Assessment Form and Action Plan**

Expand boxes as required. Guidance notes are stored - TDBC link:

<http://portal/sites/policyPerf/strategyandpartnerships/equality/Equality%20Impact%20Assessment%20GuidanceTemplate/Forms/AllItems.aspx>  
 WSC 'W' drive: W:\Equalities\EIA TEMPLATE

Equality Impact Assessment Action Plan					
Group Affected	Action required	Expected outcome of action	Person to undertake action	Service Plan - for monitoring	Expected Completion date
Age	N/A	N/A	N/A	N/A	N/A
Disability	N/A	N/A	N/A	N/A	N/A
Gender Re-assignment	N/A	N/A	N/A	N/A	N/A
Marriage and Civil Partnership	N/A	N/A	N/A	N/A	N/A

### Equality Impact Assessment Form and Action Plan

Expand boxes as required. Guidance notes are stored - TDBC link:

<http://portal/sites/policyPerf/strategyandpartnerships/equality/Equality%20Impact%20Assessment%20GuidanceTemplate/Forms/AllItems.aspx>  
 WSC 'W' drive: W:\Equalities\EIA TEMPLATE

Equality Impact Assessment Action Plan					
Group Affected	Action required	Expected outcome of action	Person to undertake action	Service Plan - for monitoring	Expected Completion date
Pregnancy and Maternity	N/A	N/A	N/A	N/A	N/A
Race <sup>3</sup>	N/A	N/A	N/A	N/A	N/A
Religion and Belief	N/A	N/A	N/A	N/A	N/A
Sex	N/A	N/A	N/A	N/A	N/A
Sexual Orientation	N/A	N/A	N/A	N/A	N/A
Rurality	N/A	N/A	N/A	N/A	N/A
Author's Signature:	Jan Errington	Ref/Report Title:	Fees and Charges Report	Date:	24.10.16
Contact Details:	Tel: 01823 356440	Extn: 2609	Email:	j.errington@tauntondeane.gov.uk	
				EIA Version:	

<sup>3</sup> Including ethnicity, national origin, colour, nationality, gypsies and travellers.

**Minutes of the Meeting of the Tenant Services Management Board held on 14 November 2016 at 6pm in The John Meikle Room, The Deane House, Belvedere Road, Taunton.**

**Present:** Mr R Balman (Chairman)  
Mrs J Bunn, Mr D Galpin, Mrs J Hegarty, Mr I Hussey, and Councillor Booth and Bowrah.

**Officers:** Paul Hadley (Lettings Manager), Stephen Boland (Housing Services Lead), Jan Errington (Interim Business Support Lead and Project Manager), Simon Lewis (Assistant Director – Housing and Community Development), Martin Price (Tenant Empowerment Manager), and Tracey Meadows (Democratic Services Officer).

(The meeting commenced at 6.00pm)

**1. Apologies**

Apologies were received from Mr K Hellier

**2. Minutes**

The Minutes of the meeting of the Tenant Services Management Board held on 24 October 2016 were taken as read and were signed.

**3. Public Question Time**

No questions received for Public Question Time.

**4. Declarations of Interests**

Mr R Balman, Mrs J Bunn, Mr D Galpin, Mrs J Hegarty, Mr I Hussey, declared personal interests as Taunton Deane Borough Council Housing Tenants.

**5. Introductory Tenancies**

The Lettings Manager gave a verbal update on Introductory Tenancies (IT) stated that the legislation empowering Local Authorities to use introductory tenancies was contained within Part V of the Housing Act 1996 s124 to s143.

**The use of IT's was to provide;**

- Reduced form of security of tenure;
- Incentive for IT tenants to conduct their tenancy in a satisfactory manner;
- Landlord can monitor for the first year of a tenancy;
- Seek possession through a more simplified legal route;
- Extended IT for a period of six months;
- Tenancy sustainment;
- Eviction pursued as a last resort;

New tenants to TDBC would be granted IT from TBC 2016. Exceptions to this are where the tenant, or in the case of joint tenants one of them is one of the following;

- An existing secure TDBC tenant(s) transferring or exchanging to another TDBC tenancy;
- An existing secure, assured or fixed term tenant(s) of another local authority transferring or exchanging to a TDBC tenancy;
- An existing secure tenant(s) where there was a change of tenancy from joint to sole or sole to joint;
- Someone succeeding to a previously secure tenancy, or;
- A new sheltered housing tenant;

**Conditions of the IT** – an IT An IT tenant(s) will not have the same rights as a tenant(s) with a secure tenancy until the end of the first year or any extension period has been successfully completed. An introductory tenant(s) will not be able to:

- Exchange;
- Buy their property;
- Make alterations and improvements;
- Take in lodgers;
- Sub let their home.

There is a right to succession on the tenant's death during the period of an introductory tenancy.

An introductory tenancy can be assigned by a court order or by assignment to a person who would have been entitled to succeed.

## **Officer Responsibilities**

### **Estates Assistants**

- Sign ups;
- Administer and coordinate arrangements for reviews;
- Action tenancy conversion to secure as directed by ACM;

### **Lettings Assistants**

- Administer and coordinate arrangements for reviews (ASB) ;

### **Estates Officers**

- Manage IT's;
- Conduct 6 week visit (NTV);
- Conduct additional visits as necessary – Rent arrears, nuisance etc...;
- Make referrals to relevant agencies to ensure vulnerable tenants with identified support needs are met;
- Serve Notice of Possession Proceedings (NOPP) and/or Notice of Extension (NDE);
- Present cases to review panel and County Court as required;
- Manage high level ASB cases;
- Conduct additional visits as necessary where issues relate to ASB;

### **Area Community Manager and Housing Manager – Lettings**

- Ensure compliance by staff with IT procedure;



- IT monitoring report;
- Ensure tenancy conversion takes place when IT ends;
- Monitor – Appointments for NTV's Review Panel Administered correctly, Case management;

### **Senior Managers**

- Review Panel Members;

### **Reasons to end an IT**

The Introductory tenancy agreement specifies the conditions for ending an introductory tenancy, when considered by the review panel, and may include but not limited to, the following:

- Arrears for rent or service charges;
- Breach of tenancy agreement;
- Actions likely to cause nuisance or annoyance to neighbours;
- Use of the premises for illegal or immoral purposes;
- Committing an arrestable offence in the dwelling or in the vicinity of the dwelling;
- Wilful damage to the premises or to any furniture supplied by the Council;
- Giving or instigating another person to give false information to obtain a tenancy;
- Where one or both parties in a relationship is the tenant and one partner has left because of violence from the other, the tenancy might be ended if it is clear that the person who vacated is unlikely to return;

### **Managing IT's**

#### **At Sign up**

- IT sign up checklist (IT- Introductory Tenancy sign up checklist)
- Implications for IT for tenant – reduce security of tenure etc...;
- Fully understand tenancy agreement (IT2 – introductory Tenancy Agreement);
- Tenancy convert to secure at successful end of IT;
- No requirement to sign new tenancy agreement when convert to secure;

#### **After sign up**

- Majority of tenancies will convert to secure at 12 month point without incident;
- 6 weeks (NTV) (IT4- Introductory tenancy visit review form);
- Tenancy sustainment – visits, early intervention, clear communication of remedies for tenancy breaches;
- Accurate records – used as supporting evidence for review panel and County Court;

### **Managing IT's Extension**

#### **Visiting Office concludes issues justify extension**

- At visit inform tenant, ensure that the tenant knows that they can request a review, complete (IT5);

- Following visit send tenant (IT6 – introductory Tenancy – extension letter)
- Pass cp, (IT5) and all relevant evidence evidence to ACM/Housing Manager – Lettings;
- ACM/Housing Manager - Lettings approve extension (IT8 – NOPP/NDE evidence report) to be completed;
- Visiting officer to hand deliver to tenant(s) (IT9 – Notice to extend introductory tenancy);
- Note: Must be served at least 8 weeks before the tenancy is due to end;
- No review requested by tenant – send (IT10 – Introductory tenancy – extension confirmation letter);

### **Visiting Office concludes issues justify ending IT**

- **Note:** It is envisaged that the vast majority of IT's where it has been decided to end the tenancy will be in relation to persistent ASB;
- At visit inform tenant, ensure the tenant knows that they can request a review, complete (IT5);
- Following visit send tenant (IT7 – Notice of possession proceedings warning letter);
- Pass completed (IT5) and all relevant evidence to ACM/Housing Manager – Lettings;
- ACM/Housing Manager – Lettings approve notice to end tenancy
- Visiting officer to hand deliver to tenant(s) (IT11 – Notice of Possession Proceedings - NOPP);
- Note: Must be served at least 8 weeks before the tenancy is due to end;
- Allows time to file a case for court action before the end date of the tenancy;
- If a NOPP is served, and no application is made to the court before the end of the introductory tenancy it will automatically convert to a secure tenancy. In these cases if the breach continues when the tenancy becomes secure a notice seeking possession (NOSP) will need to be served and normal possession action procedures will follow;
- No review requested by tenant – send (IT12 – Notice of Possession Action Letter);

### **Reviews**

#### **Regulations**

The Introductory Tenants (Review) Regulations (IT(R) Regs) 1997 (Statutory Instrument 1997 No. 72) sets out the process for review and provides that:

- The review must be carried out by someone who was not involved in the decision to apply for possession;
- While there is no limitation set on who that person can be, he or she must be senior to the original decision-maker;

#### **Who will conduct the Review?**

Nominated Review Panel Members are:

Housing Service Lead

Property Services Manager  
Asset Manager  
Housing Options Manager  
Housing and Development Enabling Manager

## Reviews – Rights

Tenants will be briefed about their rights to request a review at:

- Sign up;
- When extension or ending of tenancy is initiated;

## Review Types

**Review without a hearing** – Where the tenant(s) wants the case to be reviewed, providing further evidence/information in writing for the Review panel to consider;

**Oral Hearing** – Where the tenant(s) wishes to attend a Review Panel for the case to be heard;

## Requesting a review

- Tenant has 14 days from service of **NDE/NOPP** to request a review **preferably in writing** stating what points they dispute in the **NDE/NOPP**;
- The review must be heard before expiry of the 4 week **NDE/NOPP**;
- Tenants are advised to use the **Request for a Review Form**, which is sent out with the **NDE/NOPP**;
- When requesting a review the tenant must indicate if they wish to attend an oral hearing, if this is not specifically requested the review will be conducted without a hearing;

## Preparation for a review

- Any officer who receives a request for either type of review must immediately notify the ACM/ Housing Manager – Lettings or in their absence the estates assistant or lettings assistant responsible for coordinating and administering the arrangements for the review;
- The estates assistant/lettings assistant will liaise with the Housing Service Lead where appropriate or the review panel chair and arrange for correspondence to be sent to the tenant(s) and for a time, date and venue to be booked;
- The estates assistant/lettings assistant will forward the relevant case file and notes to the Housing Service Lead or review panel chair;
- The case file will contain:
  - A summary of the case history - Introductory tenancy agreement;
  - Case/text notes from housing/ASB case file - All relevant correspondence including letters sent and received;
  - Victim diary sheets - A copy of the NOPP;
  - A copy of the NDE (if applicable) ASB policy (if applicable);
  - Copy of the Equalities Assessment (if applicable);
- The estates assistant/lettings assistant will send a standard acknowledgement letter to the tenant confirming receipt of request for a review, this will be by 1st class post;

- **Assistant to ensure review admin details are entered on CSM**

### **Conduct of the Review**

- All reviews will be recorded on the standard (IT13 - Introductory Tenancy Review Panel Form);
- Review panel officers guidance notes have been produced which are contained within (**IT14 - Review Panel guidance notes**)
- The review panel will consider:
  - If the **NDE** or **NOPP** was served correctly;
  - The evidence produced, including all evidence provided by the tenant, representations by the tenant, written notes from telephone conversations, all correspondence and the complete set of tenancy file notes relating to the case;
  - If it is reasonable and/or proportionate to take the action requested;
  - The Review Panel may take into account events occurring up until the date of the review. The Housing Services Lead or Review Panel conducting the review can consider reasons not given in the notice, provided that any prejudice to the tenant(s) is avoided by giving him or her the opportunity to address any new allegations;

### **Review Panel Decisions:**

- Uphold the decision to extend the tenancy/end the tenancy;
- Decide not to proceed further with the case;

If the Review Panel decide not to proceed to eviction on the review, but to extend the introductory tenancy, they must ensure that there will be:

- Sufficient time to allow a further review before the end of the introductory tenancy (8 weeks);
- There is sufficient time for the case to be referred to Court (8weeks);

### **Review by Oral Hearings**

- Oral hearings will only be conducted if specifically requested by the tenant;
- A minimum of three of the nominated review officers must conduct any oral hearings. One of the officers will Chair;
- The tenant(s) will be given at least 5 days written notice of the date, time and place of the oral hearing;
- The tenant(s) have the right to be accompanied to the hearing and/or be represented by another person (who need not be professionally qualified); and;
- The tenant(s) or representative may call witnesses, question any witness and make written representations;
- There is no right to force a person to attend as a witness;
- The case will be presented by the estates officer, who can use hearsay evidence and will not have to identify the complainant;
- The review must satisfy the requirements of administrative law and be fair. The tenant must be given the opportunity to answer properly the allegations made against him or her;

- The tenant and his or her representative must have a proper opportunity to prepare for the hearing. This means that documents that the landlord intends to rely on should be disclosed in advance of any hearing;

## Reviews – Absence and Adjournments

The Introductory Tenancy Review Regulations 1997 state that:

- If the tenant(s) or their representative fails to appear (notice having been given), the person conducting the review may proceed (having regard to all the circumstances including any explanation offered for the absence) or give directions regarding the conduct of the review as they think fit;
- The tenant may ask for the landlord to postpone the hearing and the landlord may grant or refuse the application as it sees fit;
- The chair of the panel has wide powers to adjourn the review hearing at any stage. If the review is adjourned or part heard and the composition of the panel varies; a new review panel and hearing is required;
- If the review is by oral hearing, the review can proceed in the absence of one of the panel, providing the tenant or his or her representative consents;
- Where hearings are postponed or adjourned they must be completed within the 4 weeks of the notice period;

## Reviews – Outcome

- Notification of the outcome of the review must be given to the tenant by a nominated member of the Review Panel by sending (**IT15 - Outcome of review letter**) before the date after which proceedings for possession may be begun, as set out in the Notice of Proceedings for Possession;
- If the original decision to proceed with ending, or extending the introductory tenancy for a further 6 months is upheld the council must offer the tenant the reasons why this is the case;
- Notification of decisions will be in writing using the standard letters. Letters of notification will be sent by first class post;
- If the review finds in favour of the tenant then a secure tenancy will take effect at the end of the introductory period;

## Court Proceedings

- EO complete County Court Application (Form N5), send application to court with correct fee;
- Court will respond with hearing date;
- EO to complete **IT16** – (Court date letter) and send to tenant
- EO complete Statement of Truth and prepare 3 copies (EO, Judge, Tenant) of evidence for court to include:
- T/A, all correspondence, including (**IT4, IT5, IT7, IT8, IT9, IT10, IT11, IT12, IT15**);
- Details of referrals for support, Action taken to support tenant
- EO to hand deliver **IT17** – (Statement of Truth Letter) at least 72 hrs prior to court hearing to include copies of all evidence that will be relied upon in court;
- Individual EO will present their own case at court (in cases of sickness or other absence manager to approve which officer to present case);
- Court grant possession;
- EO to complete eviction checklist and send to PFH and Housing Options;

## **Court Proceedings – Challenges**

- Although a Court Order is still required to bring an introductory tenancy to an end, unlike a secure tenancy where possession is at the Court's discretion, the Court must grant possession of an introductory tenancy when sought by the council, provided the council has complied with all of the introductory tenancy procedural requirements;
- While the Court has no discretion in granting a Possession Order, cases can however be subject to an Article 8 Human Rights defence and the Court will then consider proportionality. Officers must ensure their investigations are as robust as they would be if taking action against a secure tenant;

## **Evictions – Challenges**

- Although there is no statutory defence to any action brought, provided the correct procedural steps have been taken. This is not to say that there can be no legal challenge to the decision to evict;
- The decision to evict can be challenged on administrative (i.e. public) law principles;
- If the landlord has not acted in good faith, or has not acted fairly, or has taken irrelevant considerations into account, it could be challenged;
- The burden lies on the tenant(s) however to show that there has been a public law failure in this respect;

## **Possession**

- Tenant leaves property as per court order;
- Keys to Lettings for re-let;
- Or Tenant does not leave;
- EO complete **IT18** – (Warrant Application Letter) send to tenant;
- EO complete N325 and send to court with correct fee;
- Court confirm warrant appointment;
- EO complete **IT19** – (Eviction notice) to notify tenant;
- EO coordinates eviction, supervises property clearance;
- Completed eviction checklist and keys to Lettings for re-let;

During the discussion of this item the following points were made:-

- What would happen to the evictee if they had small children? We would need to test that it was reasonable and proportionate to evict these tenants. There was an eviction check list with which we would have to check. Unfortunately sometimes we have to evict tenants with small children to protect the neighbourhood from disruptive tenants, they must understand that their behaviour was putting their tenancy at risk and they were making themselves voluntary homeless. In the case of small children they would be given assistance by the homeless team to look for alternative accommodation via private rent;
- What evidence would you need to evict tenants? All evidence received was documented and presented to the tenant;

**Resolved** that the officer's report be noted.

## 6. Fees and Charges 2017/18

The Interim Business Support Lead and Project Manager Housing Services gave an update as set out in the report that set out the proposed fees and charges for Housing and Community Services in 2017/18.

It was proposed to increase housing (non-rent) fees and charges by applying Retail Price Index inflation as at September 2016 (2%). This was in accordance with the 30 year Housing Business Plan.

Reported that The Equality Impact Assessment covered all of the groups that were affected in all the different charges. There were no disadvantages to any groups.

The following are exceptions:

- Charges for properties not on mains sewer – these cannot be set until we are informed by Wessex Water;
- Extra Care Housing- A new service model was agreed and supported by the Tenants Service Management Board, Community Scrutiny and the Executive Portfolio Holder in April 2016;
- Temporary Accommodation – proposed to freeze charges on this as they are already at the maximum of the LHA (Local Housing Allowance) allowance;
- Other Temporary Accommodation – propose to increase fees for this to the LHA ordinary rate;
- Guest rooms – these are not very popular and underutilised so are running at a loss. These rooms are at present under review and could be changed if they are not utilised enough;
- Meeting halls – these charges were pretty low so a simplification of the charge will be made to a standard £10 per hour. Non community organisations would be charged an uplift of 2% which would be rounded up to the nearest 10pence.
- Garage charges – these charges were still pretty low. For Tenants the uplift would be 2%, private customers charge would go up by 5%. Sometimes Tenants took on a second garage, that would be charged at the private charge rate;
- Council housing rents – these would be set early in the New Year in line with Government Guidance;
- Discretionary services under the Local Government Act 2003;
- Contractually and through section 10 of the Housing Act 1985 (as amended by Local Govt & Housing Act 1989);

During the discussion of this item the following points were made:-

- Could the service charges be rounded up to zero or 05 for accounting purposes?; This has been done with a couple of the charges but we are not able to do this with Service Charges as the policy that we use for this needed to relate to the actual costs of inflation. There were other charges where we could possibly round them up. stated that Services Charges were communal charges for communal areas such as grounds maintenance, the heat and light and special charges for sheltered housing and extra power. We could choose to round up other charges but the problem with this is that every year inflation was applied then this would add up to these little pennies again. What was

discussed at the Housing Revenue Account Business Plan was that we would apply 2%, so basically doing what we stated we were going to do. There would be a significant amount of review in the Business Plan when we implemented this and you would see a change. For example you could see charges being applied to mobility scooters and their storage, as at present we do not make a charge for this, but there are those who say that we should be making a charge for this service.

- Looking at the charges some are obligatory others are not obligatory for example I would like you to look at the private sector and find me a garage that I can rent for less than £10 per week, if you can I would be very surprised. This would be in regard to the private tenants who should be paying a minimum of £10 per week. We could take your recommendations to the Corporate Scrutiny Committee, it would then pass from there to the Executive Committee. If you would like to make a recommendation in increasing the garage rent for private hire beyond the 5% increase then that is what we need to hear.
- Considering that most garages were not used for storing Cars or Motorbikes as per the tenancy agreement and were used for storing building materials/ surplus items you could not get a storage unit for £10 per week.
- Frustrations with grounds maintenance;
- The board to nominate a champion to get more involved in the project for service charges and grounds maintenance and how they are set.

**Resolved** that the Tenant Services Management Boards recommendation that the garage charge for private rent be increased to £10 plus vat per week.

(The meeting ended at 7.05pm)