

HOUSING MANAGEMENT FORUM

Meeting: Monday, 9th March, 2020
at 2.00 pm. (Committee Room No. 4)

Present: Councillors Hamilton (Chairman), Blezard, Burley, Gawne, W. McClure, and McEwan.

Officers Present: Janice Sharp (Assistant Director - Housing) and Paula Westwood (Democratic Services Officer - Member Support).

Tenant Representative: Mrs M. Anderson.

38 Apologies for Absence/Attendance of Substitute Members

Apologies for absence had been received from Councillors Brook and Robson and from Tenant Representative Allan McIntosh.

39 Minutes

The Minutes of the meeting held on 16th January, 2020 were taken as read and confirmed.

40 Review of Policy Statement - Tackling Anti Social Behaviour in the Council Housing Stock

The Assistant Director - Housing submitted a report providing Members with information on the review of the Housing Service Policy Statement – Tackling Anti-Social Behaviour in the Council Housing Stock. She advised that tackling anti-social behaviour was a key priority for the Council and its customers. As a responsible landlord, the Council recognised the impact on customers and communities if left unchallenged. The Policy Statement was reviewed every three years.

It was widely accepted that failing to tackle anti-social behaviour and nuisance promptly had the potential to undermine not just physical regeneration of areas, but community cohesion. Residents do not wish to live in an area of crime, graffiti, environmental damage (fly-tipping) or noise nuisance. It was therefore in both parties' interest that complaints are dealt with speedily and that a seamless service is provided to Residents who have historically complained about their case being referred to a variety of agencies with no real ownership of the case.

It had been noted that the Council had adopted a victim-centered approach to tackling anti-social behaviour and would assess the harm and risk to those suffering from such behaviour. Notwithstanding that, customers were expected to take responsibility for minor personal disputes with their neighbours, where there were no known vulnerabilities; the Council would provide information and advice to customers in those circumstances.

The Council is committed to creating better lives for the people of the Borough. The Housing Service aims to achieve that with the vision and values '*To focus on our Community and provide excellent service for all our customers and colleagues*'.

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A copy of the revised Policy Statement had been appended to the report. The Policy Statement puts Residents at the heart of all that the Council does, being transparent about where it stands on anti-social behaviour and what it would do to tackle such behaviour.

RECOMMENDED:- (i) To note the information; and

(ii) To agree to adopt the reviewed Policy Statement.

41 Performance Information Report

The Assistant Director - Housing submitted information relating to the Housing Performance Indicators for 2019/2020 in comparison with previous years. The information is attached at **Appendix 1** to these Minutes.

RESOLVED:- To note the information.

42 Planned Investment and Planned Maintenance Expenditure 2019-2020

The Assistant Director - Housing submitted information relating to the Planned Investment and Planned Maintenance Programme for 2019/2020. The information is attached at **Appendix 2** to these Minutes.

RESOLVED:- To note the information.

The meeting closed at 2.19 pm.

HOUSING PERFORMANCE INFORMATION

Arrears & Collection- Dwellings (exc. Dispersed)	Actual 2017/18	Apr-Mar 2018/19	Apr-June 2019/20	Apr-Sept 2019/20	Apr-Dec 2019/20	Apr-Mar 2019/20
£ Rent & Service Charges due (Excluding empty properties)	£10,913,680	£10,638,866	£2,654,947	£5,542,007	£8,210,045	
£ Rent loss due to empty dwellings (voids)			£47,424	£91,651	£120,517	
£ Current Arrears	£473,551	£477,382	£526,760	£521,512	£570,848.68	
£ Former Arrears	£300,205	£279,954	£306,171	£336,599	£363,162.42	
£ Write Offs (Gross)	£71,297	£142,675	£0	£0	£0	
No. tenants evicted for rent arrears	19	14	2	5	6	
Universal Credit						
Total arrears for UC claimants	Unable to provide until Quarter 2			£232,224	£295,696	
Total number of UC claimants				398	441	
Number of UC claimants in arrears				363	415	
Average account balance for UC Claimants				626.29 DB	£670.51 DB	
Arrears & Collection - Other Properties						
£ Rent arrears Dispersed (Homeless)	£2,586	£2,381	£2,091	£3,887	£1,781.06	
£ Rent arrears Garages	£7,789	£3,860	£5,686	£5,097.17	£6,516.18	
£ Rent Arrears Shops	£6,337	£3,565	£8,099	£3,852	£6,243.13	
£ rent loss due to empty Garages		£1,536	£340	£766	£967	
£ rent loss due to empty Shops		£0	£0	£0	£0	
Voids & Lettings (General Needs)						
Total Dwellings	2579	2557	2555	2551	2546	
Total number of re-lets	255	207	60	132	185	
% of re-lets accepted on first offer	63.1%	57.4%	58.3%	64.8%	60.7%	
Number of re-lets that underwent Major Works	84	73	19	42	53	
Average re-let time in days (all re-lets)	54	61	65	62	60	
Number of units vacant and available for letting at period end	7	5	9	awaiting info	awaiting info	
Number of units vacant but unavailable for letting at period end	28	43	38	awaiting info	awaiting info	
No.Tenancies terminated	189	223	55	117	168	
Dwelling void at end of reporting period		48	46	35	30	
Tenancy Turnover %	7.3%	8.7%	2.2%	4.6%	6.6%	

Major Works & Cyclical Maintenance	Actual 2017/18	Apr-Mar 2018/19	Apr-June 2019/20	Apr-Sept 2019/20	Apr-Dec 2019/20	Apr-Mar 2019/20
Percentage of dwellings with a gas safety certificate renewed by anniversary		100%	100%	100%	100%	
Percentage of homes that fail to meet the Decent Homes Standard			0%	0%	0%	
Homelessness FROM APRIL 2018						
Average days in temporary (dispersed) accommodation	58.8	61	61	50	61	
Average days in B&B accommodation	5.81	6.6	18	14	11	
Number of triage assessments	Unable to provide until 2018/19	528	137	300	412	
Number of Homeless Prevention cases opened		146	29	67	82	
Number of Homeless Relief cases opened		142	45	108	147	
Number that failed to attend appointments		73	27	55	73	
Number of Successful Prevention cases		95	26	58	83	
Number of Successful Relief cases		77	40	88	128	
Number cases closed without successful outcome		34	20	29	41	
Number of decisions made that main housing duty is not owed		16	4	7	10	
Number owed the main housing duty (final duty)		6	0	0	2	
Employees						
Average permanent employee headcount	43	50	49	49		
Number of leavers	9	6	2	2	5	
Ave. working days lost / sickness absence	11.3	14.1	21.3	19	19	
Customer Complaints						
The number of Stage 1 complaints upheld in the year	3	5	1	1	1	
Direct Debit Payers						
Total number of direct debit payers (includes full and partial)				949	1029	
Water Charge Collection						
Number of rent agreements where a water support tariff or help to pay scheme is in place	552	801	875	891	897	

Housing Register		Actual 2017/18	Apr-Mar 2018/19	Apr-June 2019/20	Apr-Sept 2019/20	Apr-Dec 2019/20	Apr-Mar 2019/20
Cumbria Choice Register- Total number of applications that are Active or Under Review Active for the period shown		1127	1419	1430	1365	1340	
Cumbria Choice Register- Total number of new applications submitted in the period shown		865	835	165	335	608	
Housing Stock							
Houses		1205	1188	1185	1180	1175	
Flats		1218	1213	1214	1215	1215	
Bungalows		156	156	156	156	156	
General Needs Dwellings		2579	2557	2555	2551	2546	
Dispersed		13	17	18	17	16	
Homeless (Cold Weather Provision)		0	0	0	0	0	
New Lives Project		2	2	0	0	0	
Adelphi Court		12	12	12	12	12	
Total Dwelling Stock		2606	2588	2585	2580	2574	
Community Centres		5	4	4	4	4	
Leaseholds		215	219	219	219	220	
Garages		504	504	504	504	504	
Shops		19	19	19	19	19	
TOTAL PROPERTIES		3349	3334	3331	3326	3321	
RTB & Land Values							
£ Houses		£779,460	£741,265	£164,980	£394,580	£603,350	
£ Flats		£47,700	£88,000	£0	£0	£22,500	
£ Bungalows		£0	£0	£0	£0	£0	
£ Land		£0	£0	£0	£0	£0	
TOTAL		£827,160	£829,265	£164,980	£394,580	£625,850	
Sold 2018/19	Sold YTD						
17	13						
4	1						
0	0						
0	0						

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SCHEME	PROCUREMENT TYPE	AVAILABLE BUDGET	EXPENDITURE TO DATE	ESTIMATED START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	Leasholders affected?
GREENGATE ESTATE RE-ROOFING WORKS	Procure Plus Holdings	£900,000	£ 156,347	1.4.2019	31.3.2020	DLP Roofing	No
WINDOW & DOOR REPLACEMENTS VARIOUS HOUSING AREAS	Procure Plus Holdings	£500,000	£ 503,582	1.4.2019	31.3.2020	RICHMOND JOINERY	No
WALNEY RENDER & DAMP PROOFING WORKS	Procure Plus Holdings	£320,000	£ 136,629	1.4.2019	31.3.2020	DLP Roofing	Yes
LOWER HINDPOOL RE-ROOFING WORKS (HOUSES)	Procure Plus Holdings	£217,500	£ -	1.9.2019	31.3.2020	DLP Roofing	No
LOWER HINDPOOL RE-ROOFING WORKS (FLATS)	Procure Plus Holdings	£208,000	£ 137,231	1.4.2019	31.3.2020	DLP Roofing	Yes
COMMUNAL ENTRANCE LIGHTING	Procure Plus Holdings	£40,000	£ 14,411	1.11.2019	31.3.2020	K WILSON	Yes
COMMUNAL ENTRANCE PAINTING	Procure Plus Holdings	£10,000	£ -	1.1.2020	31.3.2020	GEORGE JONES	Yes
EWAN CLOSE REPLACEMENT DOORS	Procure Plus Holdings	£96,000	£ -	1.10.2019	31.3.2020	SSS GROUP	Yes
REWIRES	Procure Plus Holdings	£306,000	£ 285,548	1.4.2019	31.3.2020	K WILSON	No
HEATING	Procure Plus Holdings	£420,000	£ 436,702	1.4.2019	31.3.2020	AFM GAS Ltd	No
PAINTING	Procure Plus Holdings	£180,000	£ 90,662	17.8.2019	31.3.2020	G JONES	Yes

HOUSING MAINTENANCE COMMITMENTS 2019-20

	Funding Available	EXPENDITURE TO DATE	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£ 1,241,357	£ 817,422	£ 23,872	66%
Voids	£ 538,997	£ 664,616	£ 10,365	123%
Gas Servicing	£ 311,572	£ 247,318	£ 5,992	79%
Decoration Vouchers	£ 30,000	£ 16,078	£ 577	54%
Environmental Impmts	£ 5,000	£ 21,286	£ 96	426%
Disabled Adaptations	£ 100,000	£ 127,338	£ 1,923	127%
Electrical Testing	£ 81,000	£ 69,693	£ 1,558	86%
Door Entry Maintenance	£ 25,000	£ 29,465	£ 481	118%

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