

**HOUSING MANAGEMENT ADVISORY BOARD  
9TH MAY 2018**

PRESENT: Mrs T. Edwardes (Chair)  
Mr T. Jackson (Vice-chair)  
Mr A. Davis, Ms T. Riley and Mr D. Wright  
Councillors Draycott and Jukes

P. Oliver (Head of Landlord Services)  
I. Philp (Landlord Services Manager)  
D. Bartlett (Repairs and Investment Manager)  
N. Ansari (Democratic Services Officer)

APOLOGIES: Councillor Parton

34. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of the Board held on 21st March 2018 were then confirmed as an accurate record.

35. DECLARATIONS OF INTEREST

No interests were declared by members of the Board.

36. PLANNED MAINTENANCE PROGRAMME

The Board received a report of the Head of Landlord Services to consider the programme of works for the Council's housing stock. (Item 4 on the agenda).

Summary of discussion:

- (i) Blocking up entry to the bin stores was praised as there had been instances of anti-social behaviour in the area and it was thought that reducing entry to non-tenants only would improve the situation.
- (ii) The Board questioned why the Bell Foundry estate had been selected as a priority area and was advised that the condition of some of the areas were very poor and it was an area of high deprivation in the Borough. Roofing works had been carried out already at the location and it was felt that it was appropriate to undertake the internal improvement works before moving to other areas.
- (iii) Repair hot spots were being used to prioritise the locations for the planned maintenance programme in the long term but if subsequent repairs were identified they would be factored into the programme.
- (iv) An inspection regime will be introduced to help categorize hazards and to ensure a good standard of work carried out.

**RESOLVED** that the Board welcomed the report and the work being carried out.

Reason

To acknowledge the Board's consideration of this matter.

37. COMMUNAL CLEANING CONTRACT CONSULTATION

The Board received a report of the Head of Landlord Services to consider a proposal to consult tenants and leaseholders on the introduction of a communal cleaning service at blocks of Council owned general needs residential accommodation (item 5 on the agenda).

Summary of discussion:

- (i) The Board was advised that there was a statutory duty to consult tenants as the communal cleaning would be large change to their current tenancy agreement. The consultation was also a chance for tenants to give their opinions on how often the areas should be cleaned and what they felt about the price proposed.
- (ii) The Board received indicative costs for the communal cleaning based on the frequency of how often the areas would be cleaned. It was highlighted that the costs could be claimed back via Housing Benefit and Universal Credit, subject to the individual being eligible.
- (iii) The Board felt that the cleaning of communal areas was of prime importance to tenants and needed to be implemented immediately. They welcomed the report and the consultation.

**RESOLVED** that the proposal within the report be agreed and the consultation start as soon as possible. The Board also wished to receive an update at their September meeting.

Reason

To ensure that the consultation is carried out swiftly as per the Board's agreement and to ensure that the Board is kept informed of the position.

38. FORTEM MOBILISATION PLAN UPDATE

The Head of Landlord Services provided the Board with a verbal update on the Decent Homes Contract provided by Fortem.

The update was as follows:

- The contract had been signed by both parties.
- A detailed programme of works had been issued to Fortem. Adaptations not completed by Wates will be prioritised.

- The Council's new capital works electronic management system was live. This would support enhanced monitoring of the contract.
- Fortem have moved in to premises in Loughborough at Meadow Road (near the train station).
- The first void property was being worked on. This would be used to identify the required quality standards.
- A communications plan was being implemented - Fortem have visited sheltered schemes where kitchens are due to be completed, and had a stall on the market.
- Fortem have consulted the Charnwood Housing Residents' Forum on their customer engagement / social value plans.
- The first tenanted properties have been identified for work. It was likely that a video with Fortem would be produced to illustrate the customer journey. The plan was to use this as evidence for the Council's Customer Service Excellence assessment later this year.
- Tenants have been involved in reviewing literature to be issued by Fortem. There are some improvements to be made and this is being worked on.
- The terms of reference and the agenda for the contract Core Group have been agreed.

#### 39. QUESTIONS FROM MEMBERS OF THE BOARD

In accordance with the Board's decision at its meeting on 22nd March 2017, members of the Board had been asked in advance of the agenda being published whether they had any questions on matters within the remit of the Board that they wished to ask, for response at this meeting.

On this occasion no questions had been asked.

**RESOLVED** that the position with the above matter be noted.

#### Reason

To acknowledge the Board's consideration of the matters discussed.

#### 40. WORK PROGRAMME AND 2018/19 MEETING DATES

The Board received a report of Head of Landlord Services to enable the Board to review and agree its Work Programme, together with meeting dates for 2018/19 (item 11 on the agenda).

Members of the Board could identify matters that they considered required looking at over the next few meetings of the Board, including any already listed on the Work Programme but not yet scheduled. Officers present could provide advice as to whether items might be appropriately considered at the time proposed.

## **RESOLVED**

1. that a report on the proposed changes to the Key Performance Indicator information be submitted to the meeting of the Board on 6th June 2018;
2. that the Role of the Board in Budget Consultation and Monitoring item be scheduled for the meeting of the Board on 12th September 2018;
3. that an update be provided on the Housing and Planning Act 2016 if necessary;
4. that an article be submitted to the tenants' newsletter regarding the storage of Gas and Propane Cylinders;
5. that the Board's Work Programme be updated to reflect the decisions made above and earlier in the meeting.

## Reasons

1. To ensure that the Board is informed on this matter and can provide input as appropriate to its role.
2. To allow the Board to consider the item as requested.
3. To ensure that the Board is kept up to date with any changes affecting tenants.
4. To ensure that tenants are advised of the appropriate guidance.
5. To ensure that the information in the Work Programme is up to date.

## Notes:

1. A work programme for the Board, updated following this meeting, is appended to these minutes.
2. These minutes are subject to confirmation as a correct record at the next meeting of the Board on 6th June 2018.

APPENDIX

## HOUSING MANAGEMENT ADVISORY BOARD - WORK PROGRAMME

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
<b>SCHEDULED:</b>			
Every Meeting	Work Programme		To review the Board's Work Programme.
Every Meeting	Questions from Members of the Board		<p>Questions on matters within the remit of the Board (if any), for response at the meeting.</p> <p>Members will be asked in advance of the agenda being published for each meeting whether they have any such questions, for listing on the agenda.</p>
Every Meeting	Performance Information – Questions		<p>See HMAB minute 14.4, 9th November 2016.</p> <p>To enable the Board to ask questions, if any, on the performance information pack* sent out with the agenda for the meeting.</p> <p>To be last item on agenda.</p>
6 <sup>th</sup> June 2018	Election of Chair and Vice-chair		Annual Item.
6 <sup>th</sup> June 2018	HRA Revenue and Capital Outturn (2017/18)	Head of Landlord Services	Annual Report.
6 <sup>th</sup> June 2018	Changes to the Key Performance Indicator monitoring	Head of Landlord Services	

<b>MEETING DATE/ FREQUENCY</b>	<b>ISSUE</b>	<b>INFORMATION REQUIRED/ INVITEES/ OFFICERS</b>	<b>NOTES</b>
12 <sup>th</sup> September 2018	Update on the Sheltered Housing Scheme	Head of Strategic and Private Sector Housing	As requested by the Board at its meeting on 9th May 2018, in relation to the Housing Asset Management Strategy update.
12 <sup>th</sup> September 2018	Performance Information – update on Universal Credit and update on Fortem decent homes contract		Two updates to be included in the performance information pack.
12 <sup>th</sup> September 2018	Housing Repair Services – Breakdown of Complaints	Head of Landlord Services	As per six-monthly update reports considered by the Performance Scrutiny Panel.  Last submitted to Board 21st March 2018.
12 <sup>th</sup> September 2018	Role of Board in Budget Consultation and Monitoring	Head of Landlord Services	Added to work programme 8th June 2016.
January 2019	2019/20 Draft Budgets (Revenue and Capital)	Head of Landlord Services	2018/19 Draft Budgets were not considered formally by the Board as meeting (17th January 2018) was incomplete.  Annual Report.
<b>TO BE SCHEDULED:</b>			

<b>MEETING DATE/ FREQUENCY</b>	<b>ISSUE</b>	<b>INFORMATION REQUIRED/ INVITEES/ OFFICERS</b>	<b>NOTES</b>
To be scheduled	Review of HRA Business Plan	Head of Landlord Services	See HMAB minute 14.6, 9th November 2016. Cannot be reviewed until regulations to enable this have been received from the DCLG. Annual report.
To be scheduled	Housing Asset Management Strategy	Head of Landlord Services	Review of the update the Strategy.
To be scheduled	Housing and Planning Act 2016 - Update	Head of Landlord Services	Last considered by the Board on 17th February 2016.  (Report on Pay to Stay and Flexible Tenancies provisions in Housing and Planning Act 2016 considered 9th November 2016).  Awaiting Government Regulations.
To be scheduled	Review of Repairs Standards and Response Times for Repairs, following consultation with Tenants	Head of Landlord Services	Added to work programme 1st April 2015.
To be scheduled	Storage of Gas or Propane Cylinders (Clause 9.2.30 of the consultation draft of the Revised Tenancy Agreement for Secure, Introductory and Demoted Tenants)	Head of Landlord Services	Added to work programme 4th February 2015.  Revised Tenancy Agreement is awaiting Government guidance.

<b>MEETING DATE/ FREQUENCY</b>	<b>ISSUE</b>	<b>INFORMATION REQUIRED/ INVITEES/ OFFICERS</b>	<b>NOTES</b>
To be scheduled	Service Area Delivery Plan	Head of Landlord Services	Added to work programme 13th August 2014.
To be scheduled	Housing Strategy	Head of Strategic and Private Sector Housing	Added to work programme 2nd April 2014.
To be scheduled	Housing Capital Programme Monitoring	Head of Landlord Services	Last considered 16th October 2013.