

Housing Management Panel: East Area

Date: 4 March 2021

Time: 7.00pm

Venue Virtual

Members: **Councillors:** , Brennan **Ward Councillors for the Area,**
Delegates of Tenants Association in the area.

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For further details and general enquiries about this meeting contact , (01273 291214, email greg.weaver@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

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Date of Publication - Wednesday, 24 February 2021

BRIGHTON & HOVE CITY COUNCIL
HOUSING MANAGEMENT PANEL: EAST AREA

7.00pm 7 JANUARY 2021

VIRTUAL

MINUTES

Present: Councillors Mary Mears, Gill Williams, Dee Simson.

Representatives: Chris El-Shabba (Chair), Alan Cooke, Janet Gearing, Rosemary Johnson.

Officers: Glyn Huelin, Martin Reid, Sam Warren, Indi Hicks, Keely McDonald.

Guests: Simon Hughes, Sarah Booker-Lewis.

17 APOLOGIES

17.1 Apologies were received from Councillor Nancy Platts, Councillor Moonan and Councillor Brennan.

18 MINUTES OF THE PREVIOUS MEETING

18.1 Minutes of the meeting held on the 5th November 2020 were agreed as an accurate record.

19 CHAIR'S COMMUNICATIONS

19.1 The Chair gave the following communications:

“We would like to acknowledge the feedback that residents and staff took time to give us about the last round of Area Panels.

There are challenges with using the internet particularly with software, different devices and networks. I recognise that this can make the meeting more complicated to follow and we hope that these issues can be gradually resolved.

We also know that online meetings can be difficult for some and the community engagement team are working with residents to support as many people as possible to access them.

It was very useful to learn how people felt about having a large single online meeting and you can be reassured the feedback, both negative and positive, will be used to help improve the way meetings are organised in the future.

I would like to remind everyone that the Area Panels are for future planning and issues that affect everyone, they are not the forum to raise individual issues, or repairs that have not been dealt with. If you do have an individual issue that is stuck in the

system, please do speak to your Community Engagement Officer who will be able to put you in touch with the right service or person.”

20 EAST AREA PANEL AGENDA

- 20.1 Item 1 – Draft Tenant and Leaseholder Engagement Strategy
- 20.2 Residents stated that the event was still due to take place. It was noted that some members of LAG had attended the pre-meeting to look at what should be in it.
- 20.3 An officer stated that they would wait for members’ comments at the next LAG. -Keely to look into this?
- 20.4 **RESOLVED** – that the response was noted.
- 20.5 Item 2 – Estate Development Budget
- 20.6 Councillor Mears disagreed with the decision to put money in to a pot to be shared around the city. Concern was expressed with regard to issues with the draft HRA budget process and that tenants required clarity on what was happening at this time of the year.
- 20.7 Councillor Simson sought clarification on whether the process involved a decision to be made either Housing Committee or Budget Council.
- 20.8 Councillor Williams sought a brief clarification on this due to myriad ongoing projects and enquired about the possibility of submitting bids in short time.
- 20.9 An officer referred to the reallocation of the budget and confirmed that the process had always been the same. It was stated that in the past a budget surplus would be added to a pot to be spent across the year. However it was noted that there would be a second round for main bids.
- 20.10 An officer clarified that quick bids were currently being submitted.
- 20.11 Councillor Simson sought further clarification as to the current situation.
- 20.12 An officer stated that following the EDB Review in 2018, 1 recommendation was to have 2 main rounds per year. It was noted that people sought this as sometimes money was bid for a year in advance and that where it to up to 18 months for works to go ahead, 2 rounds would speed up the delivery.
- 20.13 A resident noted that the West ward had not been offered a second round and sought further clarification on the current status of East area monies.
- 20.14 An officer agreed to bring figures to future meetings.
- 20.15 Councillor Simson referred to bids submitted in November and sought information on this.

20.16 Councillor Mears noted the pressure officers had been put under as a result of Covid this year.

20.17 Councillor Williams requested that the following take place:

- A brief be provided including information on what was currently available and what needed to be completed.
- That a resident be contacted.

20.18 **AGREED** – that the response was noted.

20.19 Item 3 – Leaseholder Charges Relating to Antisocial Behaviour

20.20 **AGREED** - That the response was noted.

20.21 Item 4 – Leaseholder

20.22 **AGREED** – That the response was noted.

20.23 Item 5 – 2 star East – Covid-19 and Service Provision

20.24 A resident stated that they had yet to meet field officers.

20.25 Councillor Williams requested a report on the status of field officers, it was noted that estate visits were important.

20.26 Councillor Mears provided an example of field officer request taking 18 months before appearing, it was noted that HRA was paying a contribution to this and that housing was not in receipt of the level of service required.

20.27 **AGREED** – that the response was satisfactory.

20.28 Item 6 – Craven Vale Windows

20.29 A resident expressed concern of the conditions of windows at specific households.

20.30 An officer noted that a window surveyor was in the process of looking at this, it was noted that the condition of windows were consistent across estates apart from those being considered separately.

20.31 **AGREED** – that the response was satisfactory.

20.32 Item 7 – Maintenance and Installation of External Security Doors in Blocks

20.33 **AGREED** - that the response was satisfactory.

20.34 Item 8 – Improving Communication about Covid-19.

20.35 **AGREED** - that the response was satisfactory.

20.36 Item 9 – Problems with Windows and Roofs Contract.

20.37 **AGREED** - that the response was satisfactory.

20.38 Item 10 – West Area – Area Panel Process

20.39 **AGREED** - that the response was satisfactory.

20.40 Item 11 – Upkeep of Estates of Maintenance of Green Areas

20.41 **AGREED** - that the response was satisfactory.

20.42 Item 12 – Review of Council Policy on anti-Social Behaviour

20.43 **AGREED** - that the response was satisfactory.

20.44 Item 13 – Support for Elderly and Vulnerable Residents

20.45 **AGREED** - that the response was satisfactory.

Door Installation and Maintenance

20.46 The panel welcomed a report on the status of door installations and maintenance from the Head of Housing Repairs and Improvement, it was stated that each main entrance door was a standalone piece of work. BHCC had been to market following members' consideration of future delivery, however BHCC didn't receive enough successful bids to proceed with a longer contract. The officer specified that when BHCC had gone out to market, it had many additional functions to take in to account and that it was hard to get the right solution for everyone, it was further stated that some smaller blocks would have smaller doors. It was further noted that there were complex components with doors including electrical systems.

20.47 **AGREED** - that the update was noted.

Items for Housing Committee

20.48 The panel welcomed an update on the Housing Committee workplan progress, it was stated that there were still some issues with people being unable to move house which had an impact on repairs as well. It was further stated that the main concern was to the safety of residents and staff. It was noted that some residents did not want any works due to Covid-19.

20.49 Residents had the following statements, enquiries and concerns:

- A resident referred to an agreement made many years previously at Housing Committee which stipulated that where a property was well kept, BHCC was not to renovate and replace anything.
- A leaseholder stated referred to Antisocial Behaviour (ASB) cases within the performance report an noted that figures of ASB for Q1 – Q2 were yet unknown but that victims were pleased with actions that had been taken. Clarification was sought with regard to the number of resolved cases.

20.50 The Head of Housing acknowledged a rise in ASB during the Covid period though figures were not yet available.

- 20.51 Councillor Simson stated that this ought to have been dealt with by Field Officers. Reference was made to a question brought to Full Council regarding circa 200 open properties and clarification was sought regarding the status of these.
- 20.52 The Chair gave an example of BHCC helping with this issue, it was noted that the issue lay with communicating with police and following the process.
- 20.52 The Assistant Director of Housing stated that the issue of turnaround was highlighted during the Covid-19 era
- 20.53 The Head of Housing Repairs and Improvement stated that the 1st phase had a large effect on housing which left a large backlog on repairs and maintenance.
- 20.54 Councillor Mears noted the horrible status of properties that were exceptionally high standard which had been renovated with out need and yet remained empty.
- 20.55 Councillor Williams referred to empty properties and requested that this was investigated including a report on what had happened.
- 20.56 **AGREED** – that a report be brought and that the update was noted.

Performance Report Q2

- 20.57 The Assistant Director of Housing gave a brief overview of the Housing Performance Report Q2. It was noted that BHCC were still buying back a lot of properties under the home purchase scheme.
- 20.58 **AGREED** – that the report was noted.

Adult Learning Offer

- 20.59 The panel considered a vocal update on the Adult Learning Offer which was presented by an invited guest, Mr Hughes, it was stated that despite Covid-19, some service was still available, it was noted that the Whitehawk Inn was a large space which could be used by people.
- 20.60 Councillor Williams enquired if the Whitehawk Inn could be used by residents who had little access to technology.
- 20.61 Mr Hughes stated that residents could use the Whitehawk Inn as there was technology available for use.
- 20.62 Councillor Simson enquired how long the HRA was for.
- 20.63 Mr Hughes stated that it was ongoing and that it was still available till next March. It was noted that it was not a great deal of money however the impact was large.
- 20.64 **AGREED** – that the update was noted.

Positive Community News

- 20.65 A resident thanked BHCC for finding a property for a foodbank.

20.66 Councillor Simson stated that residents were happy with the provision of 2 park benches especially residents in sheltered housing scheme.

20.67 **AGREED** – that the update was noted.

AOB

20.68 An officer clarified that though bidding for EDB was a difficult process, there was still £19,000 available.

21 AREA PANEL PERFORMANCE REPORT QUARTER 2 2020-21 V2

22 HRA GRANT - BRIEFING PAPER

23 COMMUNITY LEARNING INFOGRAPHIC

24 RESIDENTS QUESTION TIME

25 ANY OTHER BUSINESS

The meeting concluded at 9.16pm

Signed

Chair

Dated this

day of

East Area Panel March 2021

Resident's Questions

3 Star East

1. Anti-Social behaviour

Issue: It is recognised that anti-social behaviour can be very difficult to resolve and can be a long process involving a lot of input from those impacted by it. However, improvements could be made in the way reports are responded to, action taken by officers and outcome reporting to Area Panels.

Background:

The following issues were discussed:

Reporting:

Statistics provided to Area Panel do not give a clear picture of the number of ongoing cases or success in resolving them. It would be more useful to receive information about the number of active cases, how many have been successfully resolved in the last quarter, and the average length of time it takes to resolve cases.

Addressing the range of different tenants living on estates

Residents in Craven Vale repeatedly reported anti-social behavior by a resident on the estate for nearly a year, before they eventually found out that the perpetrator was in Temporary Accommodation. This meant it was the responsibility of the Temporary Housing Team to deal with the issue, rather than the anti-social behavior officers. This caused unnecessary delays.

Moving the victims of anti-social behaviour

Living with anti-social behaviour can be very traumatic and sometimes a victim will feel the need to move away to make a fresh start. This can take a very long time, which can have a detrimental impact on those concerned.

Review of anti-social behaviour policy

The meeting discussed the item put forward to Area Panel by the West Residents Meeting and was in agreement that a review of the council's anti-social behaviour policy and procedures is necessary. An example was given of how anti-social behaviour is often not dealt with effectively. In Woodingdean, a tenant reported having human excrement smeared on their front door. This was not an isolated incident but was part on an ongoing case of anti-social behaviour they had been reporting for over a year. They were asked to clean off the excrement themselves, rather than having action taken against the perpetrator.

Residents would like to request the following:

- Housing Performance indicators reported to Area Panel to include details on: the number of active cases; how many have been successfully resolved in the last quarter; and the average length of time it takes to resolve cases.
- The setting up of a single point of contact (SPOC) for all reports of anti-social behaviour on council estates that will deal with tenants with secure council tenancies, Temporary Accommodation tenants, Housing Association tenants, private tenants and any other residents.
- When victims of anti-social behaviour are being moved they should be given high enough priority to be able to move quickly.
- A full review of the council’s anti-social behaviour policy as requested by West Area Residents’ Meeting

Response**Justine Harris – Head Tenancy Services**

The next performance report, which will go to Area Panels in March 2021, has been amended to include three new indicators relating to the anti-social behaviour (ASB) caseload, in addition to the number of new cases which was already included in the report. The data has been reproduced in the table below:

ASB caseload indicators in performance report to March Area Panels	Q2 2020/21	Q3 2020/21
New ASB cases reported	209	155
Closed ASB cases	182	176
Average days taken to close ASB cases	111	112
Active ASB cases (quarter end)	311	290

As per the response to the request for a review of policy on ASB from West Area Panel, we will be undertaking a review. The format of this review will need to be decided but we will consider the option of setting up a task and finish group as residents have suggested. We will include residents in our plans for this review. We will start the process to plan for this to happen and hope to start the review in June this year.

This will include reviewing the setting up of a single point of contact (SPOC) for all reports of anti-social behaviour on council estates regardless of tenure and the priority given to victims of ASB when they need to move.

2. Delays in letting empty properties

Issue: A property in Woodingdean has been empty for a year and the council has been unable to collect rent, there have been works carried out which residents feel are unnecessary and avoidable. Some have been delayed because kitchens have not yet been included as part of the repairs contract.

Information is requested on:

- What is the process in ensuring that any re-letting works carried out are necessary and of a good standard?
- When will kitchens be included in the repairs contract and what system is in place until then?
- How much has the renovation cost including lost rent?
- What is the process in letting empty properties during Covid?

Response

Eddie Wilson | General Manager | Housing Services

We are very sorry for the length of time it is taking to complete the empty homes works to this property which has not been. The main reasons for the delay was due to a backlog of empty homes work built up during Covid restrictions and not having contractors procured for the larger works. We now have contractors in place and are progressing with the empty homes requiring larger works.

Please be assured all works to this property are as per the empty homes mechanical specification / health and safety requirement, and therefore deemed necessary. Sometimes a property can appear in very good condition, but only when works are started health and safety issues are identified. The kitchen was replaced as it contained integral appliances that we are required to remove, which left little of the kitchen. When we started to remove the kitchen appliances, we identified that the electrical wiring did not meet current safety standards and a rewire was required. Please be advised that the new kitchen and rewire are now completed.

The bathroom has not been ripped out, we have replaced the w.c as it was leaking and the floor tiles as were are required to fit non-slip vinyl in bathrooms, a H&S requirement. We removed the laminate flooring in the hallway in order to remove the floor tiles underneath that contained asbestos. We removed the laminate flooring the living room as once the fireplace was removed (empty homes specification) the flooring was uneven and a trip hazard.

Unfortunately, serious structural defects with the loft have been identified, which will require extensive steel re-enforcement works. These works will take some time as bespoke steel

joists need to be manufactured and an opening if the roof will need to be made in order to transport the joists into the loft.

Please be assured we are working arrange these works as quickly as possible.

Process for Letting Empty Properties.

- Rehousing staff follow risk assessments to mitigate the risk from COVID-19 for themselves and residents.
- The team use masks, gloves and sanitiser and have extra masks and sanitiser available at the viewing and sign up for the prospective customer if required
- On the day of the appointment for the viewing the prospective tenant is contacted to check they aren't showing any signs of Covid-19 symptoms. If they do the appointment is cancelled and rebooked later.
- Property viewings are to only be conducted with one household at a time, with a have a maximum of two people from one household in attendance.
- On arrival at the property the Rehousing officer goes into the property alone in order to carry out a visual health & safety check and open windows for ventilation. The Rehousing Officer and prospective customer will approach the property separately, e.g customer might use the lift and Officer use the stairs
- The prospective tenant(s) will enter the property to do the viewing alone and the Rehousing Officer will remain outside the property door. They are instructed not to touch any surfaces in the property or open any cupboards or drawers
- Sign up to the tenancy is carried out at the Housing Centre in a Covid safe interview room which has screens that divide each side of the desk.
- Where possible paperwork is filled in prior to the new tenant coming into the office to minimise time spent with them.
- Keys are handed over in a sealed envelope and pens are not shared.

2 Star East

3. Roof repairs in Woodingdean

Issue: The repairs service has had to return on several occasions to do roof repairs on houses in Woodingdean because they were unable to diagnose or complete a repair satisfactorily. This may be leading to unnecessary charges to the Housing Revenue Account.

Background:

Two houses in Woodingdean have repeatedly had their roofs repaired, but they are still leaking. There is concern that the tenants are still living in houses with leaking roofs and the cost of repairs may now be so high that it would have been more cost effective to replace the roofs.

Information is requested on:

- Residents want assurance that regular inspections and the maintenance schedule make sure that the HRA fund is not spent on works that do not solve the problem

Response

Eddie Wilson | General Manager | Housing Services

Response to the first question on the cost of each property has been fed back directly to Woodingdean Residents Association. The Home Service Improvement Group offers in-depth reports and updates on planned maintenance and works. The next Home Service Improvement Group meeting is Thursday 22 April, if you would like to join this group please email bethan.hudson@brighton-hove.gov.uk who can add you to the mailing list.

Thank you for your question. We recognise that a number of tenants across the City have been suffering with roof leaks.

Before explaining the current situation, I would like to apologise to all tenants who are currently patiently waiting for a roof repair and assure them that we are working to improve the situation.

There are several reasons for the current difficulties. Principally the impact of COVID 19 has resulted in a significant number of lost working days. Initially with the first lock down we lost approximately 3 months productivity. This was exacerbated by the disruption in national supply chains leading to the lack of availability of building materials. COVID 19 is still having an impact both with colleagues having to self-isolate and in some cases, tenants shielding delaying access.

Whilst we have been able to employ agency staff, we are still looking for 4 additional roofing operatives. We currently have over 500 reported roof repairs awaiting attention. To manage this situation, we have put all jobs into three categories red, amber and green based on the severity of the impact of the repair. To improve the position, we have engaged 3 roofing contractors and a new scaffolding contractor. This should show a positive impact over the coming months.

The question rightly raises concern at the value for money on the occasions that we must return to a previous repair. Clearly returning to a job is not our desired outcome particularly when we are short of resource. It is important to recognise that diagnosing a roof leak can be a difficult task. Roofs are made up of several materials and components that work together to keep the rain out. Missing tiles and damaged felt are generally more easily diagnosed and resolved. Worn or defective flashing, porous brickwork to chimneys and poorly constructed junctions can be much harder to identify.

The resolution of these more complex faults is often a case of trial and error. Starting with the most likely cause and then progressing through the potential sources. The actual cost of operatives returning to a roof to undertake further repairs is not significant but the re-erection

of scaffold is costly which is why we will try and retain a scaffold until we believe the repair has been successful. It is unlikely that the cost of repairs would exceed the cost of a roof replacement which typically costs between £8,000 - £12,000 depending on the property type.

If we identify a roof that we believe is beyond repair, we will refer this to the Planned Maintenance Team who manage the planned roof replacement program. As you are aware, Housing have recently appointed the planned works contractors who will be undertaking this element of work. Both our Repairs and Planned teams will be working closely together to ensure this referral process works well for residents. We will continue with any ad-hoc repairs needed ahead of any roof replacements.

4. Allocation of Housing Association sheltered flats

Issue: A Housing Association sheltered housing flat in Woodingdean was not advertised on Homemove, preventing people on the list from having the opportunity to bid for it.

Background:

A vacant flat in Ravensbourne, Warren Road, Woodingdean was recently advertised for rent by Cubbitt & West Estate Agents, rather than on Homemove. The scheme is run by Moat Housing Association and it is understood that Brighton and Hove City Council have full nomination rights for Housing Association properties in the area.

There was concern that anyone on the list for sheltered housing would not see this vacancy because it was not on Homemove, and would therefore miss the opportunity to bid for it.

Information is requested on:

- Why the flat in Ravensbourne was advertised by an Estate Agent rather than on Homemove
- Whether all Housing Association properties are allocated by the council to those on the waiting list

Response

Justine Harris – Head Tenancy Services

There have been several properties at Ravensbourne that have become available recently. Moat Housing Association have to let 75% of their available properties through Homemove and so they can allocate 25% of their properties under their own allocation processes. They are not required to let all of their properties through Homemove. This is the case for several registered providers and depends upon when they developed their accommodation and how that was financed in the past.

We have recently advertised a couple of properties at Ravensbourne via Homemove.

3 Star West

5. Review of policy on Anti-social behaviour:

Issue: Request for further engagement with residents and a review of the council's anti-social behaviour policy.

Background: This item was raised at the November West Area Panel. The written response from Justine Harris (Head of Tenancy) gave lots of information on how the council deals with anti-social behaviour. At the meeting there was also a further verbal report and a helpful offer from Robert Keelan (Housing Manager) for individuals to phone him if they are experiencing problems.

While this was useful, it didn't address the request for a review of the present policy on anti-social behaviour, with full consultation and involvement of residents.

Anti-social behaviour is a big and complicated issue and one that can't be covered adequately at an Area Panel or through a written response.

West Residents are open to suggestions about the best way to move this forward but are asking for a process that involves residents in developing and improving the council's anti-social behaviour policy. One option is a Task & Finish group.

Action: Request for further engagement with residents and a review of the council's anti-social behaviour policy.

Response

Justine Harris – Head Tenancy Services

Thank you for your questions and for raising specific areas of the ASB Policy you would like to see reviewed.

We have listened and will undertake the review as requested. We will start the process to plan for this to happen and hope to start the review in June, this year.

The format of this review will need to be decided but we will consider the option of setting up a task and finish group as residents have suggested. We will include residents in our plans for this review.

6. Maintenance Schedule

Issue: request for review and discussion of the maintenance schedule to ensure that it is fit for purpose.

Background: This issue has been coming up during the discussion about what items can be funded under the Estate Development Budget (EDB). At the last meeting it was acknowledged that EDB funding does get used in a pragmatic way to deal with long delays in the maintenance schedule. The example was given of a community room that badly needs re-decorating but is not due to be done for years, so residents bump this work up the queue by using EDB money.

While this might be the quickest way for residents to get work done, the concern is that it covers up an underlying problem with the maintenance schedule. Why is there a schedule which doesn't reflect the reality of what is needed? If a community room, for example, needs repainting every 5 years why is it scheduled for every 10? If the schedule isn't designed to get maintenance work done when it is needed, then there is a problem with the schedule and this needs to be addressed.

Action: West residents are open to suggestions about the best way to make sure the council has a maintenance schedule that is fit for purpose.

Ideas from the West meeting were that:

- A copy of the current maintenance schedule is made available to Resident Association representatives.
- An officer attends the Resident Only meeting to provide information on the schedule and listen to residents' concerns.
- Further, more detailed work is done in a separate Task & Finish group.

Response

Glyn Huelin - Head of Housing – Repairs & Improvement

Thank you for your question.

In terms of how our planned capital investment programmes are produced, we use a mix of information to produce programmes, gathering details from stock condition survey information on our housing asset database, reported repair information, enquiries and general knowledge of the housing stock from carrying out surveys.

Using this information, we draft provisional programmes for delivery, with the acceptance that these can change if urgent works are identified throughout the year.

Maintenance schedules are useful for managing facilities or smaller projects, for example maintaining a single building, as you can record all the attributes to that building and determine how long each element has before it requires replacement or repairs. Unfortunately working with housing stock volumes to the extent that the council has, this isn't as straight forward. Collecting the information is a key challenge, but also monitoring that information regularly and allowing for variants which affect the predicted timelines like weathering of buildings, vandalism and general wear and tear of everyday use is difficult.

The other factors to consider are:

- The planned works budget for each type of works programme

- Prioritising works in terms of need and balancing this across the city's housing stock
- Focusing on delivering works to stock across the city
- Timing of works – external works during drier times of the year where possible etc.
- Gathering prices from contractors
- Resident engagement and consultation

At the current time we do not work on a basis of redecorating blocks/community rooms every 'x' amount of years, as this isn't always deliverable, so internal decoration is in line with the priorities above and is based on need. The timelines for these works can also be affected by vandalism, repair issues within blocks like water leaks etc, which can change the anticipated timescale that work is required. The council has over 600 blocks with common ways throughout its housing stock, ranging from converted houses/maisonettes, low, medium and high-rise blocks of flats.

Going forward Property & Investment will work with the Community Engagement Team to get a comprehensive list of all the community rooms through the housing stock (as some of these aren't always within blocks), and contact details. When we have this, we will start surveying them to assess their current condition, and when they will require decoration.

3 Star Central

7. Renewal of Knightguard contract

Issue: Central residents are opposed to the recent renewal of the contract for door-entry systems with Knightguard.

Background: Residents have consistently raised problems about work done by Knightguard. Why have these concerns been ignored, and why does the Council consider this contract to be sound?

Action: Request for Miles Davidson (mechanical and electrical) to attend the next Area Panel to explain why the Knightguard contract has been renewed. This should be an agenda item for discussion at the next Area Panel (not just a written response).

Response

Glyn Huelin - Head of Housing – Repairs & Improvement

The scoping of a new procurement for Door Entry Systems and CCTV (the services currently delivered by Knightguard) will begin over the coming months, and residents will be consulted through this process in addition to statutory leaseholder consultation. In addition, approval from Housing Committee will also need to be sought on any contract(s) with an estimated

value over £500,000. After authority to procure has been given the procurement activity including any required consultation with residents can take up to 9-12 months.

Providing a good servicing, maintenance and installation service for our door entry systems is critical for residents with systems in their blocks. Undertaking a procurement process is a significant undertaking and must be planned and undertaken in line with governance and legal requirements. As detailed above this process will be starting in the coming months.

The existing contract with Knightguard for the maintenance, servicing and installation of Door Entry Systems and CCTV has been extended in line with the original contract terms and council standing orders for a further two years up to January 2023. We carefully consider how contracts are performing alongside considering extension arrangements.

Residents have raised questions about how this particular contract operates and the council has been clear in communicating that the decisions around what replacement work is controlled by direct council staff and the contract is operating correctly. Performance is regularly reviewed, and this contract is performing well.

A significant number of our specialist contracts have required re-procurement over the last few years including a number of contracts without extension options and new contracts being procured and mobilised for Planned Works Programme and Major Projects. At the same time the Repairs & Maintenance service has been brought in-house.

3 Star North

8. Fencing to individual homes and blocks

Issue: Many fences have blown down in the recent bad weather and some tenants cannot afford to replace them.

Background:

Heather reported that due to extreme weather many fences have blown down in the Coldean area. Some of the tenants are on very low incomes or benefits and cannot afford to replace the fences themselves. This affects the tenants, but also makes the estate look very untidy. Heather has some examples that she is happy to provide if requested.

It is recognised that this is a problem throughout the city, and not just in Coldean, so this is being submitted as a 3 star item.

Action: Residents would like the Council to reconsider the guidelines for the Estate Development Budget, to enable bids to be submitted for the renewal of fences for individual tenants and small blocks of flats.

Response

Justine Harris – Head Tenancy Services

The Area Housing Teams have a small allocated budget for fencing each year. Although, maintenance of boundary fencing is the responsibility of Tenants it is understood that this is difficult for many due to associated high costs.

Where tenants struggle to fund repairs of boundary fencing they can ask the council to help out by contacting Housing Customer Services. They will be asked to clarify the following –

- Does the fence back on to a public foot-path
- Does the fence provide a safe space for children within the household to play?
- Other extenuating reasons why the fence needs attention.

This is left quite open to allow us to consider a wide area of discretion and has been used for such things as enhancing security, difficulties in maintaining effective boundaries, neighbourhood conflict and financial considerations/affordability.

The Area Team budgets are small and will have to focus on repairing and replacing fences that have a high impact. Some requests may need to wait for the next financial year and some will need further funding if the costs of replacement are very high.

Bids for fencing to individual properties to the Estates Development Budget (EDB) were stopped in 2020/21 following a review by a 'start and finish' group made up of residents and the then Resident Involvement Team and a report to Area Panels. There were two main reasons for making this change:

- Schemes funded this way brought limited environmental improvement as the work was not usually carried out to consecutive properties.
- Unlike other work funded through the EDB, fencing is a tenants' responsibility, unless there are exceptional circumstances where the budget above can assist.

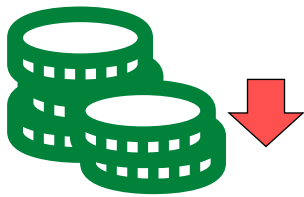
Both points led to the conclusion that these types of bids were not consistent with the council's need to make sure its resources are used well and in a fair way.

This decision did not alter fencing bids from blocks of flats and these types of bids can still be made to the EDB.

Following this decision research was carried out on how other social landlords provide fencing. This found a wide range of practices ranging from not providing fencing, to doing so on a discretionary basis, like our current practice, and providing post and wire fencing at the point of letting. There are plans to review the council's Lettable Standard which will include an Environmental Standard. We will therefore include consideration of how to provide fencing to individual properties inconsistent and fair way as part of this work.

Council housing performance

Quarter 3 2020/21 (Oct to Dec 2020)



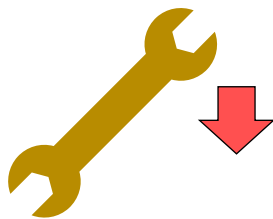
96.41%
Rent collected



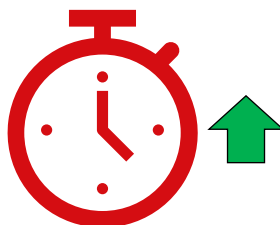
6 weeks
Waiting time
for adaptations



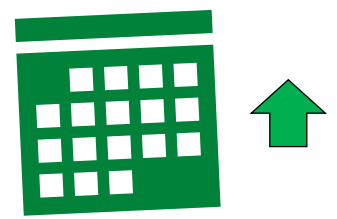
87 days
Empty home
re-let time



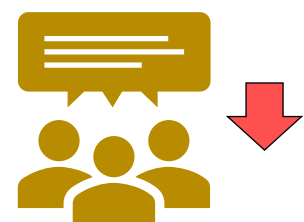
98.2%
Emergency
repairs within
24 hours



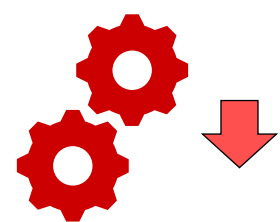
32 days
To complete
routine repairs



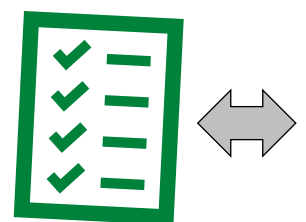
97.3%
Repairs
appointments
kept



95%
Tenants
satisfied with
repairs



88%
Lifts restored to
service within
24 hours

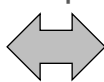


100%
Gas safety
compliance

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove
City Council

Quarter 3 2020/21 performance report – key trends

Top 5 scores (compared to target)

1. Major adaptations – average time to approve applications (6 weeks vs 10 week target)
2. Rent collected from council tenants (96.41% vs 95% target)
3. Energy efficiency rating of homes (67.8 out of 100, vs target rating of 67.4)
4. Repairs appointments kept (97.30% vs 97% target)
5. Council homes with a valid Landlord's Gas Safety Record (100% vs 100% target)

Bottom 5 scores (compared to target)

1. Average re-let time excluding time spent in major works (87 days vs 21 day target)
2. Average time to complete routine repairs (32 days vs 15 day target)
3. Lifts – average time taken to respond (2.6 hours vs 2 hour target)
4. Routine repairs completed within 28 calendar days (77.0% vs 92% target)
5. Lifts restored to service within 24 hours (88% vs 95% target)

5 biggest improvements (since previous quarter)

1. Lifts – average time taken to respond (3.3 to 2.6 hours)
2. Major adaptations – average time to approve applications (7 to 6 weeks)
3. Lifts – average time taken to restore service when not within 24 hours (8 to 7 days)
4. Average re-let time excluding time spent in major works (96 to 87 days)
5. Routine repairs completed within 28 calendar days (71.4% to 77.0%)

5 biggest drops (since previous quarter)

1. Lifts restored to service within 24 hours (95% to 88%)
2. Repairs completed at first visit (93.7% to 90.1%)
3. Tenants satisfied with repairs (97% to 95%)
4. Emergency repairs completed within 24 hours (99.10% to 98.20%)
5. Rent collected from council tenants (96.68% to 96.41%)

DRAFT Committee workplan progress update and Housing performance report

Quarter 3 2020/21

This report provides updates on the Housing Committee priorities and work plan for 2019-23, as well as a range of performance indicators. Delivery of a complex Housing service during the Covid-19 crisis has been, and continues to be, a challenge, but staff have worked very hard in difficult circumstances to continue to deliver vital services for council tenants, leaseholders and other residents across the city.

While there continue to be areas of very good performance, with 50% (17) of Housing Committee Work Plan objectives on track for delivery and 7 performance indicators on or above target, the ongoing impact of the Covid-19 pandemic and the additional work burdens and priorities this has placed on Housing has inevitably resulted in a drop in performance against some indicators. These include functions such as lettings and routine (non-emergency) repairs which need be delivered differently and are taking longer. The service is keeping its plans to rectify areas where performance has been adversely impacted by the Covid-19 pandemic under regular review.

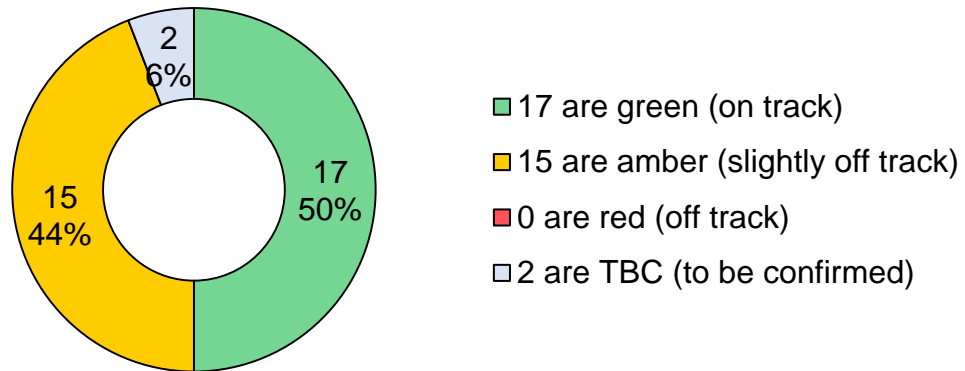
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This housing performance report covers Quarter 3 (Q3) of 2020/21. It uses red, amber and green ratings to provide an indication of performance.

Part one provides an update of performance against the Housing Committee work plan objectives 2019-23:

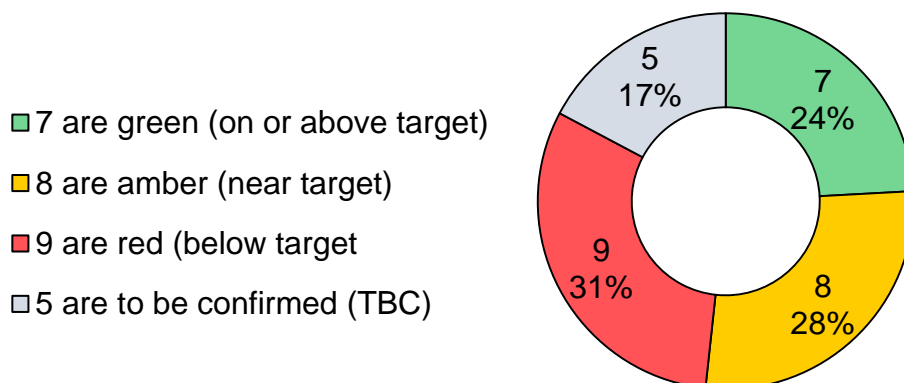
Work plan objectives



Part two presents results for a range of performance indicators across Housing and similarly uses red, amber and green ratings, as well as trend arrows:

- | | |
|---|--|
|  Green – on or above target
(7 indicators) |  Improved since last time
(11 indicators) |
|  Amber – near target
(8 indicators) |  Same as last time
(2 indicators) |
|  Red – below target
(9 indicators) |  Poorer than last time
(11 indicators) |

Performance indicators



Part one: Housing Committee priorities and work plan 2019-23

1. Provide additional affordable homes

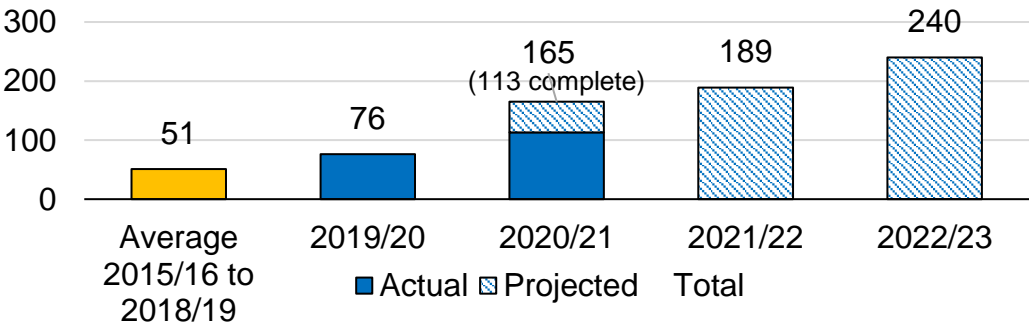
Regular updates on progress are provided to Housing Supply Member Board

1.1 Slightly off track: Achieve 800 additional council homes (including develop the existing Hidden Homes strategy)

Total of 670 homes projected for 2019 to 2023:

- 2020/21: 165 homes – buy backs (47), Next Steps Accommodation Programme (30), Hidden Homes (8), Buckley Close (12), Gladstone Court (38) and Hawkrigde Court (30)
- 2021/22: 189 homes – buy backs (90), Hidden Homes (10), Frederick Street (4), Rotherfield Crescent (3), Victoria Road (42) and potential further schemes (30)
- 2022/23: 240 homes – buy backs (50), Hidden Homes (10), and potential further schemes (180) and Oxford Street (10)
- Completion dates for 408 homes have changed from 2022/23 to early 2023/24

Additional council homes per year

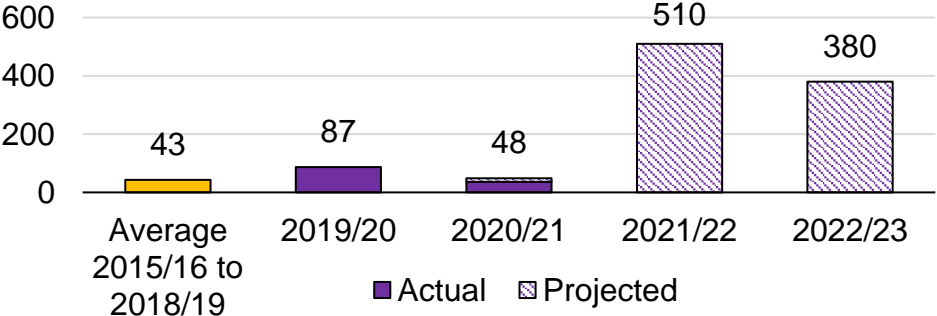


1.2 On track: Achieve 700 other additional homes (registered provider, affordable rented, shared ownership)

Total of 1,025 homes projected for 2019 to 2023 (311 rent and 714 shared ownership):

- 2020/21: 48 homes – Freehold Terrace (8), Plumpton Road (2), Nevill Road (4) and Preston Road (34 from two providers)
- 2021/22: 510 homes – Preston Barracks (245), Anston House (30), Edward Street (33), Eastergate Road (30) Falmer Avenue (13), Hangleton Way (33), Longley (22) and School Road (104)
- 2022/23: 380 homes – Dunster Close (5), Graham Avenue (125), Lyon Close (154), Hinton Close (4), and King’s House (92)

Other additional homes per year



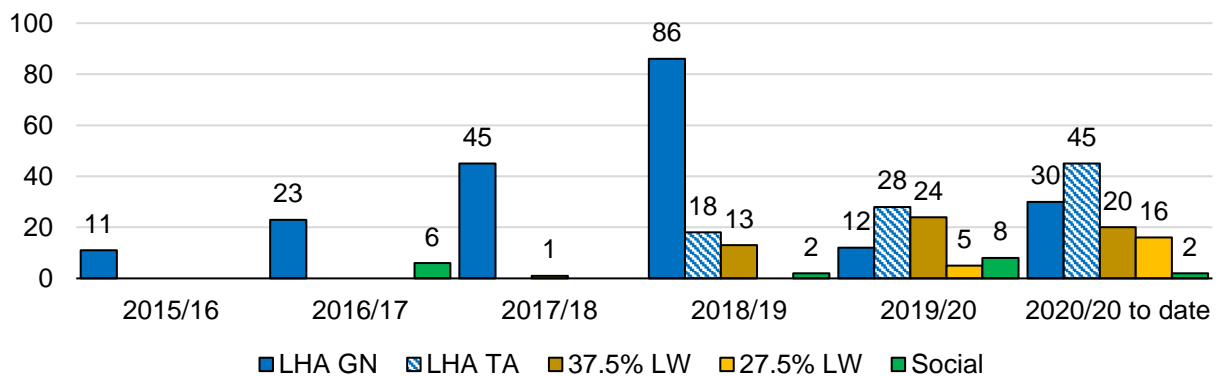
1. Provide additional affordable homes

Regular updates on progress are provided to Housing Supply Member Board

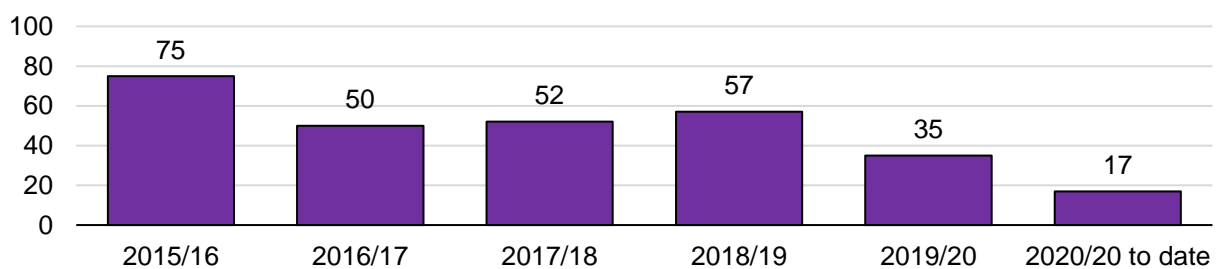
1.3 On track: Review the rent policy to maximise the number of council homes replaced at social or living wage rents (especially those at 27.5% Living Wage)

56% (or 38 of the 68) new general needs council homes delivered so far during 2020/21 are at social (2), 27.5% Living Wage (16) or 37.5% Living Wage rents (20). The temporary accommodation (TA) council homes are at Local Housing Allowance rates.

Additional council homes by rent level



Council homes sold through the Right to Buy (RTB)



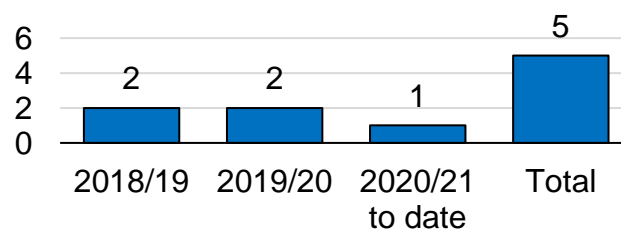
1.4 On track: Develop a policy for the council to take the role of developer on major sites

- Homes for Brighton & Hove Joint Venture is becoming a delivery company

1.5 On track: Bring a report to committee identifying suitable sites to work in partnership with Community Land Trust (CLT) for development

- Aim is to identify 10 sites for Community Land Trust development by March 2023.

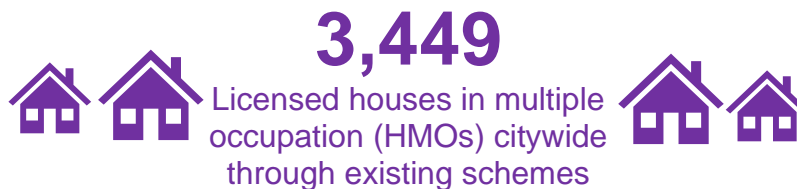
Sites identified



2. Improving private rented housing

2.1 On track: Review and resubmit selective licensing scheme proposal to improve the management and standards of private rented sector homes in the city

- Stock condition survey completed in September 2020
- Report planned for future Housing Committee



2.2 Slightly off track: Research and review an ethical loan scheme

- Committee report due for November 2020 – deferred due to Covid-19 priorities

2.3 Slightly off track: Develop or commission an information or advice hub for private renters and consider options for a private tenants' forum

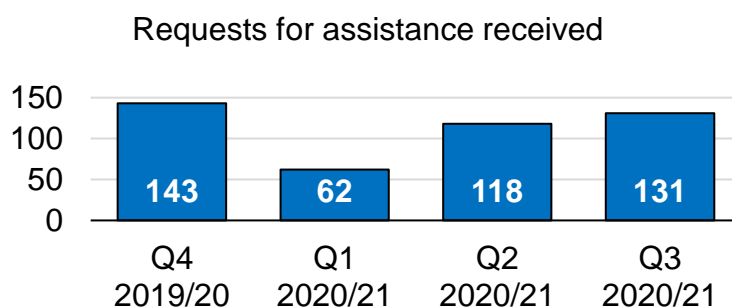
- Committee briefing due for November 2020 – deferred due to Covid-19 priorities

2.4 Slightly off track: Research and develop a social lettings agency

- Research work deferred due to Covid-19 priorities

2.5 Slightly off track: Develop the enforcement approach to private sector housing to reflect the full range of potential options available to improve management and standards

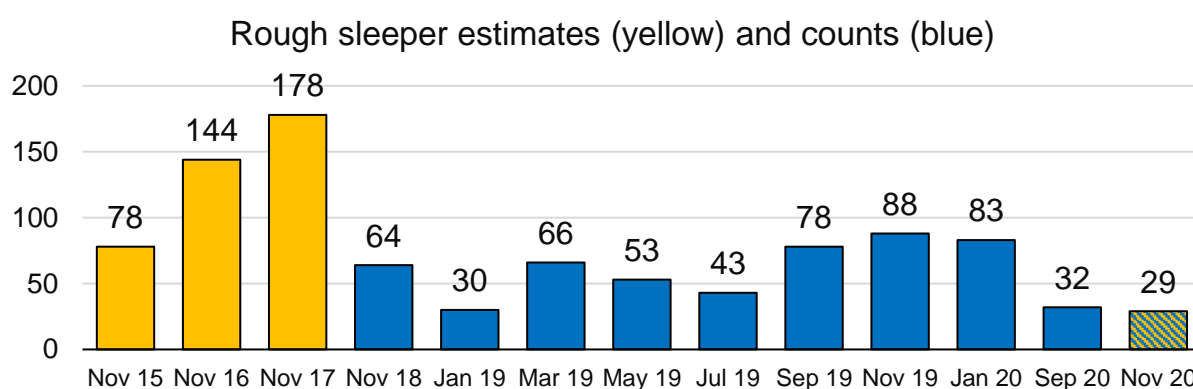
- Request for assistance top categories during Q3: disrepair (46%), dampness (16%) and neighbour nuisance (8%)



3. Alleviating homeless and rough sleeping

3.1 On track: Develop a rough sleeping strategy (to include partnerships with community homeless and faith projects and delivery of homeless enterprise projects)

- Covid-19 response: 225 rough sleeper and Covid-19 short term placements at end December, down from 369 at end September
- Update on Next Steps Accommodation Programme (NSAP) went to Housing Committee in January, following detailed report approved at Housing (November) and Policy & Resources (January) committees
- NSAP funded through bid approved by Ministry of Housing, Communities & Local Government (MHCLG) for the costs of providing housing and support to all those accommodated due to Covid-19 (largest single award outside of Greater London)



The November 2020 figure has used a blended methodology of an estimate with a spotlight count. Please note that estimates have only been carried out at times when counts have not been. While it would have been desirable to do both simultaneously and compared them, staff capacity has not allowed this over the last few years.

3.2 On track: Review/consult/adopt the Homeless Bill of Rights

- Values of the Homeless & Rough Sleeper Strategy approved by Housing Committee in June 2020 align to the Homeless Bill of Rights. Strategy states that *'The Homeless Bill of Rights should be viewed as a standard against which the Council and its partners judge our policies and practices'*
- Progress of the aspirations contained in the Homeless Bill of Rights will be monitored by the Homeless Reduction Board

3.3 TBC: Provide a 365 day night shelter

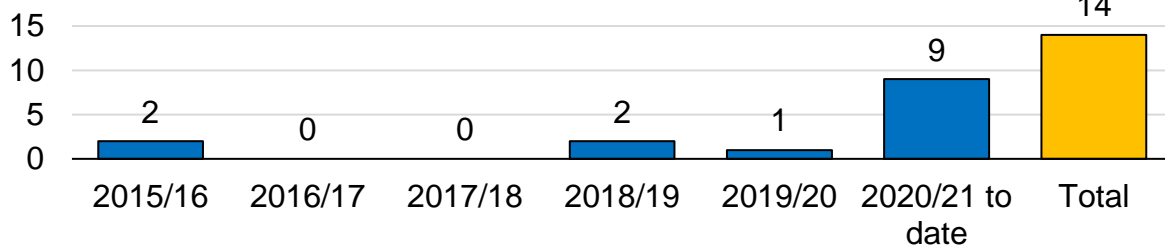
- Night shelter closed in early April 2020 on the advice of MHCLG and Public Health England due to accommodation having shared facilities. The ongoing advice from MHCLG is that congregate sleep space services should not be (re)commissioned

3. Alleviating homeless and rough sleeping

3.4 On track: Expand Housing First

- A report on 'Commissioning of a Housing First Service for Single Homeless People' was approved at September 2020 Housing Committee
- A further report on next steps was approved at the November 2020 Committee
- Of the current Housing First Cohort of 20 people: 14 are in council homes: 3 are actively bidding via Homemove, 2 reside in temporary accommodation and 1 is transitioning from short term Covid-19 placement to a new support provider
- In addition, 10 people are either nominated or in process of nomination through council interest queue to Homemove and 30 will be offered council home buy backs when available.

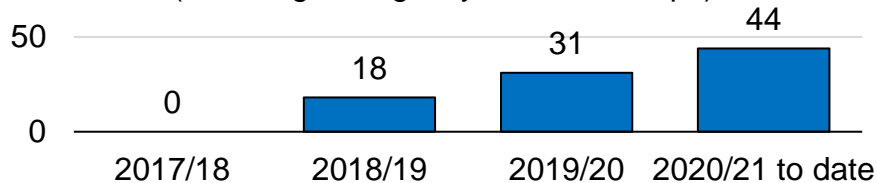
Housing First placements in council homes by tenancy start date



3.5 On track: Develop a strategy for the provision of council run temporary accommodation including Seaside Homes

- Gladstone Court, Hartington Road (38 homes) – purchased August 2020 and works due for completion in February 2021
- Oxford Street refurbishment (10) – expected completion May 2021
- Buy backs – 27 of 90 are for temporary or Next Steps accommodation (9 during 2018/19, 12 during 2019/20 and 6 during 2020/21 to date)

Council owned temporary accommodation delivered (including emergency and Next Steps)



3.6 On track: Develop a homeless strategy, ensuring homeless people are involved in the design and development of services which directly affect them.

- Homeless & Rough Sleeper Strategy agreed at committee – June 2020
- Homeless Reduction Board began meeting in September 2020 and an action plan is being developed with lead members
- Terms of Reference for the Homeless Operational Board has been developed and the board is due to launch in spring 2021

4. Achieving carbon reductions and sustainability in housing including address fuel poverty

4.1 On track: Develop an action plan to set out how we will work collaboratively to ensure housing contributes to making the city carbon neutral by 2030

- A report on 'Housing action towards carbon neutral 2030' was approved at Housing Committee in January 2021, including a draft Housing Revenue Account (HRA) Carbon Neutral Strategic Action Plan for 2021 to 2025
- The HRA Budget report approved at the same committee proposed to set up a reserve for £4.010m which will be used to fund the cost of delivering sustainability initiatives in the HRA including retrofit work required on existing housing stock

4.2 On track: Develop a new PV and energy efficiency strategy for council homes to include standards for new homes

- Begin the domestic solar PV programme on local housing stock in 2021 (1,000 households to be delivered over 3 years)
- Standards for new council homes are guided by the revised new build specification – minimum Energy Performance Certificate rating of A

45,000

Estimated annual tonnes
of carbon emissions from
council homes



67.7

Energy efficiency
rating of council
homes



4.3 On track: Review the energy efficiency and provision on all new developments

- A report providing an 'Update on Sustainability Measures for New Homes and Housing Supply Sustainability Policy' went to Housing Committee in January 2021. The committee endorsed a draft New Build Housing Sustainability Policy as a means by which the construction of new council homes supports the commitment to achieving a carbon neutral city by 2030
- MHCLG has concluded a consultation on the Future Homes standard and as a second stage is consulting on the Future Buildings Standard until April 2021

4.4 On track: Investigate and report the possibility of bulk buying PV panels and other energy saving resources

- Solar Together Sussex collective buying scheme for private sector households auction launched October 2020 supported through council branding and promotion, including targeted mail out
- 1,183 households registered in Brighton & Hove with 221 accepting their offers. Installation of systems on these homes will take place up to May 2021

5. Improving council housing and community involvement

5.1 TBC: Work with tenants to develop a 'decent environment' standard

- Work will commence with tenants during 2021/22 to jointly develop this new standard

5.2 On track: Develop a fire safety programme in conjunction with tenants and residents

- Sprinklers are now fitted as standard in all council new build homes
- Sprinkler systems at St James's House and Essex Place – out to tender soon
- Council is working to consider the likely impacts of the proposed Building Safety legislation including proposed resident engagement strategy for building safety
- Fire Risk Assessments are carried out regularly to council housing buildings and are ongoing

5.3 Slightly off track: Review and develop a new tenant and community involvement policy/strategy for housing, ensuring we learn from the lived experience of our clients, meet the 'Involvement and Empowerment' standard and that co-production is at the heart of our tenant and resident involvement work

- Committee report due for November 2020 – deferred due to Covid-19 priorities

5.4 Slightly off track: Extend participatory budgeting

- Committee report due for June 2020 – deferred due to Covid-19 priorities

5.5 Slightly off track: Develop the work undertaken with leaseholders to develop a new leasehold involvement policy, setting out how leaseholders can be supported to be more proactively involved in capital works and other leasehold matters

- Consultation with leaseholders on new planned maintenance and improvement programme contracts has concluded and work is underway to mobilise these new contracts. Leaseholders will be consulted where the council has plans to undertake works under these contracts on a block by block basis
- Second stage consultation with leaseholders on the proposed frameworks for major works will commence early in 2021
- The council is continuing to update tenants and leaseholders that sit on the 'task and finish' group that is working on the programme. Plans are now underway to hold online sessions for these residents
- The council will be undertaking a survey of all leaseholders early in 2021 and will share the results of this with the Leaseholder Action Group

6. Enabling more affordable home ownership

6.1 On track: Work with Community Land Trust (CLT) to develop self-build opportunities

- Broader work with CLT includes self-build units
- November 2020 Housing Committee recommended the disposal by lease of two sites at Hinton Close, Hollingdean and Natal Road, Moulsecoomb

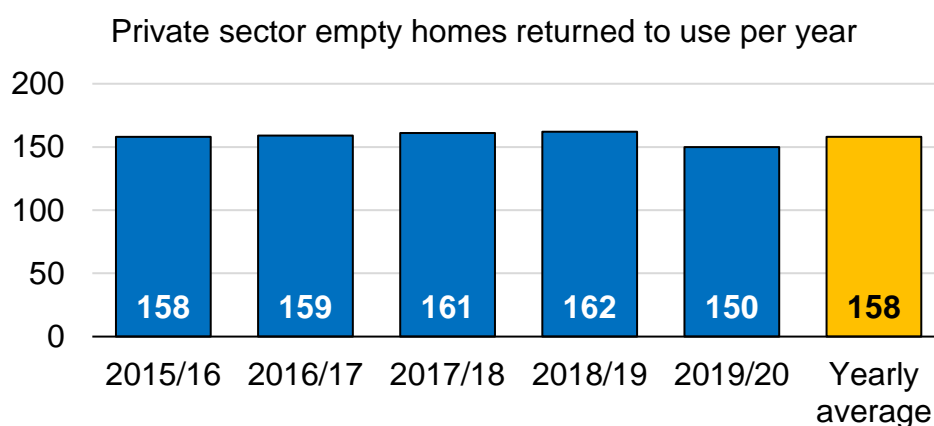
6.2 Slightly off track: Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

- The Living Wage Joint Venture, Homes for Brighton & Hove, has planning permission for its first two sites totalling 346 homes.
- Homes for Brighton & Hove is becoming a delivery company, with 178 rented council homes and 168 shared ownership homes owned/managed by Hyde

7. Make fuller use of shared housing capacity

7.1 Slightly off track: Review our empty homes policy to ensure 650 empty homes are brought back into use

- Progress restricted by Covid-19 restrictions – 17 homes brought back into use during Q3 (or 82 during 2020/21 to date against a cumulative target of 120)



7.2 Slightly off track: Develop a policy to incentivise households to relinquish council tenancies as an alternative to right to buy

- Committee report due for September 2020 – deferred due to Covid-19 priorities

7.3 Slightly off track: Investigate the possibility of supporting a ‘lodger’ scheme and report to Committee

- Committee report due March 2021 – deferred due to Covid-19 priorities

7.4 On track: Undertake an impact assessment of short-term holiday lets and Air BnB in the city and consider options that may inform an approach to alleviate the most detrimental issues arising

- Report on Regulation of Short-Term Holiday Lets was agreed at Tourism, Equalities, Communities & Culture and Housing committees in March 2020. It included using existing powers to deal with complaints, ensuring coordinated approach to enforcement between services and lobbying central government for enhanced enforcement powers and a national registration scheme
- Officers have met to develop an easier reporting mechanism for the public so that relevant council teams can take appropriate enforcement action regarding holiday lets where possible

8. Alleviating poverty

8.1 Slightly off track: Ensure the in house repairs services includes measures to: provide opportunities for young people to develop skills for example through apprenticeships; maximise community benefits, including through use of local firms and labour for supply chain as well as planned and major works; and, develop pathways to employment that are inclusive in offering opportunities to all the communities we serve

- A report on 'Update on Repairs & Maintenance to Council Housing Stock' was considered by September 2020 Housing Committee. Following the insourcing there are many ongoing and new projects which are being delivered by the programme team
- Due to the Covid-19 outbreak, the planned and major works procurement was paused as were other areas of the programme, including taking on apprentices
- Some existing apprentices were moved to empty property works so they could physically distance while working, but it has not yet been possible to recruit additional apprentices

8.2 Slightly off track: Review arrears policy to ensure all action is taken at the earliest stage, support given and eviction is used as a last resort




- Report had been due to committee Year 2 Q2 (September 2020) but deferred given Covid-19 capacity & related issues
- Council tenants' rent arrears have increased during Q3, from £1.7m at end September to £1.9m at end December






8.3 Slightly off track: Develop an arrears policy for temporary accommodation, which gives tenants the same level of support and assistance as those in permanent accommodation






- Report had been due to committee Year 2 Q2 (September 2020) but deferred given Covid-19 capacity & related issues




Part two: Performance indicators











The council is responsible for managing 11,673 council owned homes and 2,384 leaseholder homes, as well as providing temporary accommodation for 1,852 homeless households plus 225 rough sleeper and other households placed in hotels under Covid-19 urgency powers.




	Customer feedback – all Housing services	Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
9.1	 Compliments received from customers	88	96	TBC	TBC	TBC
9.2	 Stage one complaints responded to within 10 working days	80%	57% (44 of 77)	TBC	TBC	TBC
9.3	Stage one complaints upheld	Info	43% (33 of 77)	TBC	n/a	n/a
9.4	Stage two complaints upheld	18%	9% (1 of 11)	TBC	TBC	TBC

 Private sector housing		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
10.1	New licences issued for Houses in Multiple Occupation (HMOs)	Info	59	72	n/a	n/a
10.2	HMOs where all special conditions have been met (for licences issued over 12 months ago)	50%	48.4% (996 of 2,056)	41.26% (798 of 1,934)		
10.3	Private sector empty homes returned to use	40	39	17		
<p>The Q2 figure above has increased since last reported (from 27 to 39) because Council Tax records have identified additional properties brought back in use during this period, and there is a reporting lag between the date they were back in use and the date this could be confirmed.</p>						

 Housing adaptations		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
11.1	Private housing – average weeks taken to approve Disabled Facilities Grant applications	10	14.9	20.9		
11.2	Council housing – average weeks taken to approve applications and commence works	10	7.2	6.0		

 Housing Needs – Housing Options and allocations		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
12.1	Households prevented from becoming homeless	202	158	174		
12.2	New households accepted as homeless	Info	54	42	n/a	n/a
12.3	Number of households on the social housing waiting list	Info	7,771	7,123	n/a	n/a
<p>Of the waiting list households above: 47% are single adults, 46% families with children, 6% couples without children and 1% households with multiple adults.</p>						

 Housing Needs – temporary accommodation	Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2	
13.1	Homeless households in temporary accommodation (housed under statutory duties)	For info	1,824	1,852	n/a	n/a
13.2	Rough Sleeper and Covid-19 short term placements	For info	369	225	n/a	n/a
13.3	Rent collected for emergency accommodation	89.21%	75.15% (£2.16m of £2.87m)	75.67% (£3.29m of £4.34m)		
13.4	Rent collected for leased temporary accommodation properties	96.10%	95.66% (£3.60m of £3.77m)	95.02% (£5.58m of £5.87m)		
13.5	 Rent collected for Seaside Homes	91%	92.86% (£2.37m of £2.55m)	91.73% (£3.30m of £3.59m)		
13.6	Empty temporary accommodation homes (all types)	For info	163	188	n/a	n/a
The indicator above previously counted only leased and Seaside homes, but now includes all types including emergency accommodation. At the end of Q3, the majority of empty homes are in block booked emergency accommodation (108) followed by leased (54) and Seaside Homes (13).						
13.7	New: Seaside Homes with a valid Landlord's Gas Safety Record	100%	100% (429 of 429)	98.60% (423 of 429)		
The next report will also include a gas safety indicator for leased temporary accommodation.						

 Council housing – supply		Q2 2020/21	Q3 2020/21
14.1	 Additional council homes	77	16
14.2	... at Local Housing Allowance rents	87% (67 of 77)	31% (5 of 16)
14.3	... at 37.5% Living Wage rents	1% (1 of 77)	19% (3 of 16)
14.4	... at 27.5% Living Wage rents	6% (5 of 77)	50% (8 of 16)
14.5	...at social rents	3% (2 of 77)	0% (0 of 16)
14.6	Council homes sold through the Right to Buy	6	3
Of the 17 homes sold during 2020/21 to date, 10 were flats (3 one bed, 5 two bed, 2 three bed) and 7 were houses (5 two bed, 1 three bed, 1 four bed).			
14.7	Net change in the number of council homes – all rent levels	+71	+13
14.8	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	0	+5
14.9	 Total council owned homes	11,660	11,673
Total stock includes 10,688 general needs, 877 seniors housing, 92 council owned temporary/emergency accommodation (including units not yet handed over, such as Gladstone Court), 5 Next Steps accommodation and 11 long term leases to housing associations. In addition to the 11,673 council owned dwellings there are 2,384 leaseholder and 499 Seaside Homes dwellings.			

14.10 Council housing – buy backs (Home Purchase and Next Steps Accommodation programmes)

Buy backs by application date	2017/18	2018/19	2019/20	2020/21 to date	Total
Total applications	5	53	88	102	248
Of which, became purchases	2	32	48	8	90
Council declined	1	13	11	11	36
Owner declined offer	1	5	11	2	19
Owner withdrew	1	3	11	9	24
Outcome pending	0	0	7	72	79

Completed buy backs by rent level	2017/18	2018/19	2019/20	2020/21 to date	Total
Completed purchases	1	13	43	33	90
... general needs social rent	0	0	1	2	3
... general needs 27.5% Living Wage	0	0	5	16	21
... general needs 37.5% Living Wage	1	5	24	8	38
... temporary housing at LHA rates	0	8	13	7	28










NB Performance for 2020/21 to date is 33 against an indicative target of 48 (64 for the whole year).






Summary of all buy backs since start of programmes, September 2017

















Total purchases	Social rent	27.5% LWR	37.5% LWR	LHA rate	No. rent reserve applied	Total rent reserve applied	Net modelled subsidy over all properties to date (£)
90*	3	22	38	27	7 **	£0.249m	£163,000

*Of which 78 are flats (4 studio, 29 one bed, 39 two bed, 6 three bed) and 12 are houses (3 two bed, 9 three bed).

















**Following Housing Committee decision to use rent reserve to keep rents as low as possible. Next update will be at the end of 2020/21.

 Council housing – management		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
15.1	 Rent collected from council tenants (end of year projection)	95%	96.68% (£51.1m of £52.8m)	96.41% (£51.4m of £53.3m)		
At end December, 27% of council tenants (3,010 of 11,309) were in arrears, which breaks down as 767 less than £100; 1,122 between £100 and £499.99; 1,121 more than £500						
15.2	 Tenants known to claim Universal Credit (UC)	For info	24% (2,674 of 11,328)	24% (2,776 of 11,309)	n/a	n/a
15.3	UC tenants in arrears who have an alternative payment arrangement	For info	47% (699 of 1,492)	46% (719 of 1,559)	n/a	n/a
15.4	Arrears of UC tenants as a proportion of total arrears	For info	71% (£1.2m of £1.7m)	68% (£1.3m of £1.9m)	n/a	n/a
15.5	Tenants evicted due to rent arrears	For info	0	0	n/a	n/a
15.6	Tenants evicted due to anti-social behaviour (ASB)	For info	0	0	n/a	n/a
15.7	 New ASB cases reported	For info	209	155	n/a	n/a
15.8	Closed ASB cases	For info	182	176	n/a	n/a
15.9	Average days taken to close ASB cases	For info	111	112	n/a	n/a
15.10	Active ASB cases (quarter end)	For info	311	290	n/a	n/a
15.11	 Surveyed ASB victims satisfied with way their closed case was handled	85%	TBC	TBC	TBC	TBC
The above indicator is TBC while the methodology for collecting ASB satisfaction data is revised, in order to achieve a higher sample rate for closed cases. This work is progressing well, so the first results are expected to be available in the Q4 report.						
15.12	Tenancies sustained following difficulties	98%	95% (18 of 19)	95% (18 of 19)		

 Council housing – management		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
15.13	 Average re-let time (calendar days) excluding time spent in major works	21	96 (50 lets)	87 (46 lets)		
15.14	Average 'key to key' empty period (calendar days) including time spent in major works	For info	111 (50 lets)	120 (46 lets)	n/a	n/a
15.15	 Empty council homes (includes new homes)	For info	230	305	n/a	n/a

 Council housing – repairs and maintenance		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
16.1	Emergency repairs completed within 24 hours	99%	99.1% (2,748 of 2,772)	98.2% (2,715 of 2,764)		
16.2	Routine repairs completed within 28 calendar days	92%	71.4% (1,882 of 2,636)	77.0% (2,192 of 2,847)		
16.3	 Average time to complete routine repairs (calendar days)	15 days	33	32		
16.4	 Appointments kept as proportion of appointments made	97%	97.1% (7,149 of 7,359)	97.3% (9,395 of 9,657)		
16.5	 Tenants satisfied with repairs (standard of work)	96%	97% (984 of 1,011)	95% 1,071 1,130		
16.6	Repairs completed at first visit	92%	93.7% (5,087 of 5,431)	90.1% (5,060 of 5,613)		
16.7	New: Repairs Helpdesk – calls answered	For info	96% (2,939 of 3,061)	95% (19,778 of 20,839)	n/a	n/a
16.8	New: Repairs Helpdesk – average call answering time (seconds)	For info	13	37	n/a	n/a

NB the Repairs Helpdesk returned to a full call answering service in September following the use of a voicemail system during the earlier part of the Covid-19 pandemic.

 Council housing – repairs and maintenance		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
16.9	 Dwellings meeting Decent Homes Standard	100%	93.59% (10,912 of 11,660)	93.68% (10,935 of 11,673)		
16.10	Energy efficiency rating of homes (out of 100)	67.4	67.7	67.8		
16.11	 Council homes with a valid Landlord's Gas Safety Record	100%	100% (9,996 of 9,996)	100% (10,004 of 10,004)		
16.12	 Lifts – average time taken (hours) to respond	2	3.3	2.6		
16.13	Lifts restored to service within 24 hours	95%	95% (143 of 151)	88% (139 of 158)		
16.14	Lifts – average time taken (days) to restore service when not within 24 hours	7	8	7		

Please note that new performance indicators relating to planned and major works are currently being developed and will be included in future versions of these performance reports once new arrangements are in place. Updates are as follows:

- **Planned works and improvement programmes**

A consultation period with leaseholders has been carried out regarding our proposals to enter into long term agreements with contractors to deliver planned maintenance and improvement programmes. Contracts are now being mobilised and all contracts are due to be in place and operational from April 2021.

- **Major Capital Works framework (MCW) update**

Evaluation and moderation of bids for places on the framework have been completed and a consultation period with leaseholders will commence shortly. We anticipate the framework will be in place in April 2021.



Leaseholder disputes

Q2 2020/21

Q3 2020/21

		Q2 2020/21	Q3 2020/21
17.1	Stage one disputes opened	3	28
17.2	Stage one disputes closed	2	14
17.3	Active stage one disputes (end quarter)	4	18
17.4	Stage two disputes opened	0	4
17.5	Stage two disputes closed	1	3
17.6	Active stage two disputes (end quarter)	1	2
17.7	Stage three disputes opened	0	0
17.8	Stage three disputes closed	0	0
17.9	Active stage three disputes (end quarter)	1	1

These figures in this table count individual disputes, which can involve one or several leaseholders because they range in scale in complexity (for example, the largest single active group dispute at stage one involves 36 leaseholders). The Covid-19 pandemic has made it harder to arrange the inspections required to resolve many disputes and the Leasehold team are working to resolve this