





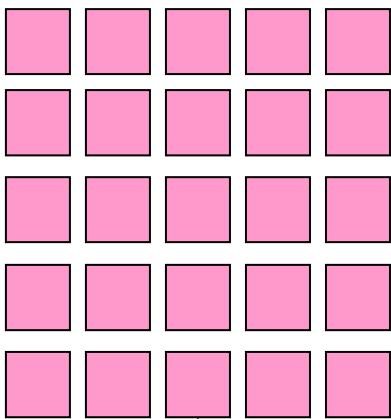
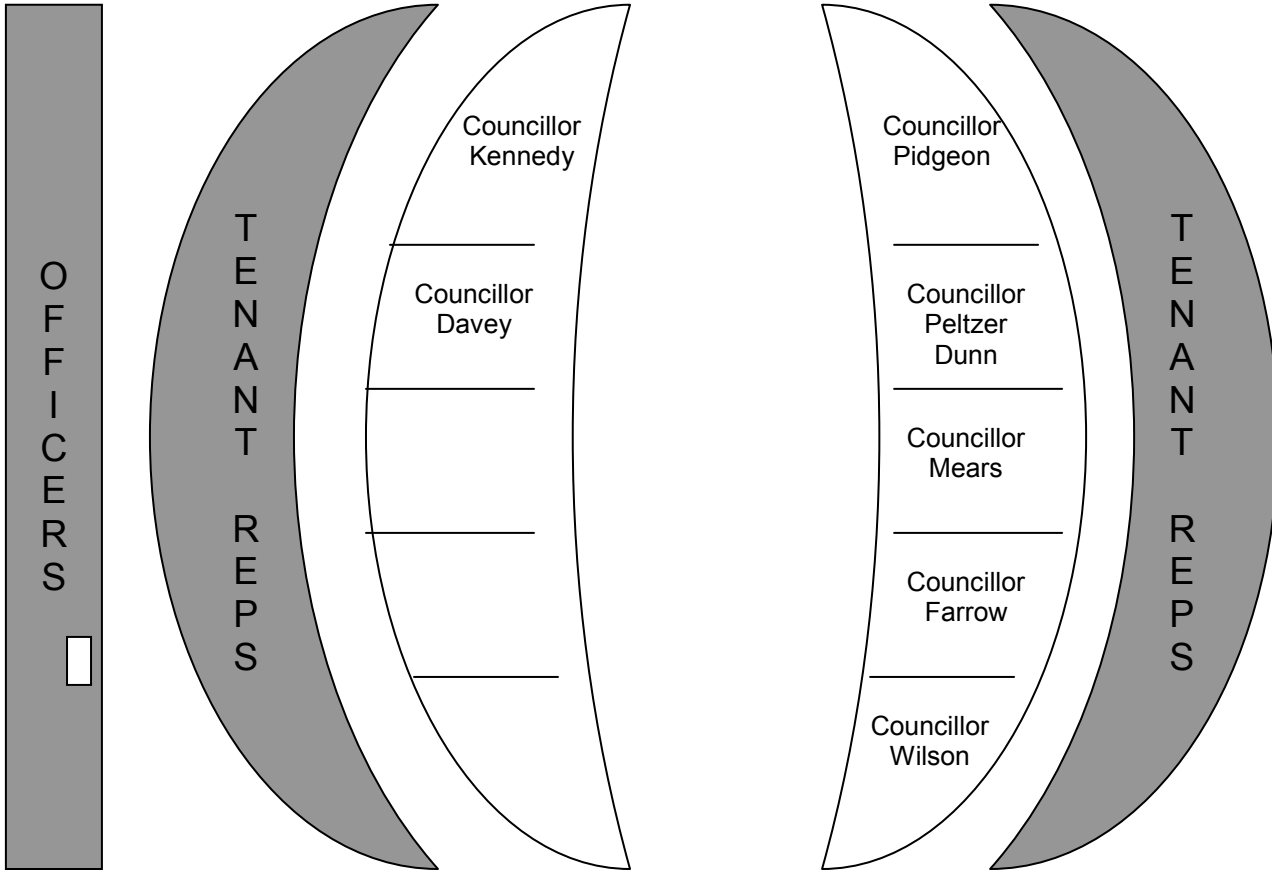
**Brighton & Hove
City Council**

Housing Management Consultative Committee

Title:	Housing Management Consultative Sub-Committee
Date:	3 September 2013
Time:	3.00pm
Venue:	Council Chamber, Hove Town Hall
Members:	Councillors: Randall (Chair), Peltzer Dunn (Opposition Spokesperson), Farrow, Davey, Kennedy, Mears, Pidgeon and Wilson (Opposition Spokesperson)
Contact:	Lisa Johnson Senior Democratic Services Officer 01273 291228 lisa.johnson@brighton-hove.gcsx.gov.uk

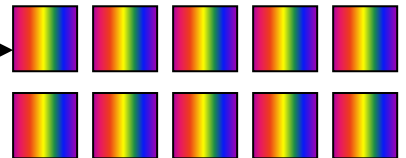
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Democratic Services: Meeting Layout



Public Seating

Members in Attendance



Press



Tenant Representatives:

Trish Barnard, Central Area Housing Management Panel

Jean Davis, Central Area Housing Management Panel

Tina Urquhart, West Area Housing Management Panel

Roy Crowhurst, West Hove & Portslade Area Housing Management Panel

Keith Cohen, Hi Rise Action Group

Tony Worsfold, Leaseholder Action Group

Barry Kent, Tenant Disability Network

Charles Penrose, Sheltered Housing Action Group

Rita King, North & East Area Housing Management Panel

Robert Spacie, North & East Area Housing Management Panel

David Avery, Ingram Crescent RA

AGENDA

10. PROCEDURAL BUSINESS

(a) Declaration of Substitutes: Where Councillors are unable to attend a meeting, a substitute Member from the same Political Group may attend, speak and vote in their place for that meeting.

(b) Declarations of Interest:

- (a) Disclosable pecuniary interests not registered on the register of interests;
- (b) Any other interests required to be registered under the local code;
- (c) Any other general interest as a result of which a decision on the matter might reasonably be regarded as affecting you or a partner more than a majority of other people or businesses in the ward/s affected by the decision.

In each case, you need to declare

- (i) the item on the agenda the interest relates to;
- (ii) the nature of the interest; and
- (iii) whether it is a disclosable pecuniary interest or some other interest.

If unsure, Members should seek advice from the committee lawyer or administrator preferably before the meeting.

(c) Exclusion of Press and Public: To consider whether, in view of the nature of the business to be transacted, or the nature of the proceedings, the press and public should be excluded from the meeting when any of the following items are under consideration.

NOTE: *Any item appearing in Part Two of the Agenda states in its heading the category under which the information disclosed in the report is exempt from disclosure and therefore not available to the public.*

A list and description of the exempt categories is available for public inspection at Brighton and Hove Town Halls.

11. MINUTES

1 - 10

Minutes of the meeting held 28 May 2013 (copy attached).

12. CHAIR'S COMMUNICATIONS

13. CALL-OVER

- (a) The following items will be read out at the meeting and Members invited to reserve the items for consideration.
- (b) To receive or approve the reports and agree with their recommendations, with the exception of those which have been reserved for discussion.

14. PUBLIC INVOLVEMENT

To consider the following matters raised by members of the public:

- (a) **Petitions** – to receive any petitions presented to the full council or at the meeting itself;
- (b) **Written Questions** – to receive any questions submitted by the due date of 12 noon on the 27 August 2013;
- (c) **Deputations** – to receive any deputations submitted by the due date of 12 noon on the 27 August 2013.

15. ISSUES RAISED BY COUNCILLORS

11 - 12

To consider the following matters raised by councillors:

- (a) **Petitions** – to receive any petitions submitted to the full Council or at the meeting itself;
- (b) **Written Questions** – to consider any written questions
 - (1) Written Question submitted by Mr C Penrose, Sheltered Housing Action Group (copy attached)
- (c) **Letters** – to consider any letters;
- (d) **Notices of Motion** – to consider any notices of motion.

16. ANTI-SOCIAL BEHAVIOUR

Presentation from Richard Jordan-Penswick (Anti-Social Behaviour Manager)

17. APPROACH TO NEIGHBOURHOODS

Presentation by Robert Kheelan (Neighbourhood Manager)

18. HOUSING MANAGEMENT PERFORMANCE REPORT QUARTER 1 2013/14

13 - 32

Contact Officer: Ododo Dafe
Ward Affected: All Wards

Tel: 29-3201

The City Council actively welcomes members of the public and the press to attend its meetings and holds as many of its meetings as possible in public. Provision is also made on the agendas for public questions to committees and details of how questions can be raised can be found on the website and/or on agendas for the meetings.

The closing date for receipt of public questions and deputations for the next meeting is 12 noon on the fifth working day before the meeting.

Agendas and minutes are published on the council's website www.brighton-hove.gov.uk. Agendas are available to view five working days prior to the meeting date.

Meeting papers can be provided, on request, in large print, in Braille, on audio tape or on disc, or translated into any other language as requested.

For further details and general enquiries about this meeting contact Lisa Johnson, (01273 291228, email lisa.johnson@brighton-hove.gcsx.gov.uk) or email democratic.services@brighton-hove.gov.uk

Date of Publication - Friday, 23 August 2013

BRIGHTON & HOVE CITY COUNCIL
HOUSING MANAGEMENT CONSULTATIVE SUB-COMMITTEE

3.00pm 28 MAY 2013

COUNCIL CHAMBER, HOVE TOWN HALL

MINUTES

Present: Councillor Randall (Chair); Councillor Farrow (Opposition Spokesperson), Peltzer Dunn (Opposition Spokesperson), Kennedy, Pidgeon and Wilson

Tenant Representatives David Murtagh (Brighton East Area Housing Management Panel), Trish Barnard (Central Area Housing Management Panel), Jean Davis (Central Area Housing Management Panel), Roy Crowhurst (West Hove & Portslade Area Housing Management Panel), Keith Cohen (Hi Rise Action Group), Tony Worsfold (Leaseholder Action Group), Barry Kent (Tenant Disability Network), Charles Penrose (Sheltered Housing Action Group), Rita King (North & East Area Housing Management Panel) and Robert Spacie (North & East Area Housing Management Panel)

PART ONE

1. PROCEDURAL BUSINESS

1A Declarations of Substitute Members

1.1 Councillor Barnett declared that she was attending as a substitute for Councillor Mears.

1B Declarations of Interests

1.2 There were none.

1C Exclusion of the Press and Public

1.3 In accordance with section 100A(4) of the Local Government Act 1972, it was considered whether the press and public should be excluded from the meeting during the consideration of any items contained in the agenda, having regard to the nature of the business to be transacted and the nature of the proceedings and the likelihood as to whether, if members of the press and public were present, there would be disclosure to them of confidential or exempt information as defined in section 100I (1) of the said Act.

1.4 **RESOLVED** - That the press and public be not excluded from the meeting.

2. MINUTES

- 2.1 **RESOLVED** - That the Minutes of the Housing Management Consultative Sub Committee held on 26 March 2013 be agreed and signed as a correct record.

3. CHAIR'S COMMUNICATIONS

Tom Gillham

- 3.1 The Chair reported that Tom Gillham would be leaving the council and starting a new job with the Circle 33 Housing Association. Benjamin Ben'Okagbue would be acting up in place of him. The Chair thanked Tom for all the work he carried out and wished Benjamin good luck in his new role.

David Murtagh

- 3.2 The Chair reported that this would be David Murtagh's last meeting as a member of HMCSC as he was now a member of the Tenant Scrutiny Panel. The Chair thanked David for all the work he had carried out over the years.
- 3.3 Councillor Farrow proposed a vote of thanks to David. This was seconded by the Chair and agreed by the Sub-Committee.
- 3.4 David Murtagh informed members that he had enjoyed working with everyone on the Sub-Committee and had seen good results.

4. CALL-OVER

- 4.1 **RESOLVED** - That all items be reserved for discussion.

5. PUBLIC INVOLVEMENT

- 5.1 There were no petitions, written questions or deputations.

6. ISSUES RAISED BY MEMBERS OF THE SUB-COMMITTEE

- 6.1 There were no petitions, written questions, letters or notices of motion.

7. HOUSING MANAGEMENT PERFORMANCE REPORT QUARTER 4 AND END OF YEAR 2012/13

- 7.1 The Sub-Committee considered the report of the Executive Director – Environment, Development & Housing, which covered Quarter 4 of the financial year 2012/13 and as requested, year end performance. It also included benchmarking figures for the 2011/12 financial year, which were attached as Appendix 2. The report incorporated changes suggested at previous meetings, including specifying whether an indicator is a Service Pledge as 'Yes' or 'No' rather than abbreviating, and the inclusion of figures from the same quarter last year. The report was presented by Ms Dafe, the Head of Income, Involvement & Improvement

Rent collection and current arrears/Empty home turnaround time

- 7.2 Councillor Farrow referred to paragraph 4.0.1, Percentage of rent collected as proportion of rent due each year. The third sentence read “We are taking a proactive approach to supporting our tenants with paying their rent in the light of the introduction of Welfare Reforms from April 2013 onwards”. Councillor Farrow asked if this included the bedroom tax. He was concerned that intimidating letters had been sent out to tenants.
- 7.3 The Chair stated that a letter had been sent out to tenants to start the process. The letter had been redrafted by the Head of Income, Involvement & Improvement and was not frightening. This letter would be circulated to all members of the Sub-Committee. The process had been used by all housing associations and usually resulted in tenants coming to an agreement to pay any arrears in small amounts.
- 7.4 Councillor Farrow referred to paragraph 4.0.2, Total former tenant arrears. He was concerned at the second sentence which stated “This is a fairly good result considering the reduction in the number of staff working on former tenant debt...” Councillor Farrow was concerned about staffing resources and wanted to see sufficient staff to deal with the job.
- 7.5 The Chair stated that debt was only written off in exceptional circumstances. The Head of Income, Involvement & Improvement informed members that resources had been redirected to deal with some of the preventative work. However, in the long term there would be a need to increase staff resources. She agreed that debt was written off in exceptional circumstances. However, there might be circumstances where people were contacted to settle arrears.
- 7.6 The Chair asked officers to report back on how much debt had been written off for the next meeting.
- 7.7 Councillor Farrow referred to paragraph 4.05, Percentage of rent collected as a proportion of rent due each year by area. He asked if there was any information on why there was a variation between areas. The Head of Income, Involvement & Improvement explained that historically there was far more deprivation in the east of the city, as opposed to areas such as Portslade. This was possibly due to the concentration of one bedroom flats and people with different problems. The Chair asked for this matter to be investigated.
- 7.8 David Murtagh referred to paragraph 4.1, Empty Property Turnaround time. He had noticed that properties were being let when they had not been completely finished. Work had continued after the new tenant had moved in. The end result was not good.
- 7.9 James Cryer, Mears Ltd confirmed that properties should only be let to new tenants when any work required had been completed. He would be able to investigate specific premises if he was given details.
- 7.10 Barry Kent stated that as a resident assessor he had visited properties in Portslade and Queens Park which had a number of things wrong with them. The Chair stated that he would meet with Mr Cryer about this issue.
- 7.11 Councillor Peltzer Dunn referred to 2.63% (Actual year end 12/13, tenants with more than seven weeks rent arrears). This did not explain the cash amount. The Head of

Income, Involvement & Improvement explained that officers followed a previous style of reporting on this figure but could provide the cash amount in the future.

- 7.12 Councillor Peltzer Dunn asked if the figure £531,636 (Actual year end 12/13, total former tenant arrears) related to 12/13 or money from previous years. The Head of Income, Involvement & Improvement explained that this was the total arrears in rent loss from former tenants.
- 7.13 Councillor Peltzer Dunn asked how much was collected from leaseholders each year. The Head of Income, Involvement & Improvement replied that 88% was collected in 11/12 and 83% was collected in 12/13. Councillor Peltzer Dunn queried these figures. The Head of Income, Involvement & Improvement replied that Councillor Peltzer Dunn would receive a written answer. There would be more detail in the next performance report.
- 7.14 Councillor Peltzer Dunn mentioned that a number of empty properties were being given over to Seaside Homes. He asked if this could be carried out in smaller batches.
- 7.15 Councillor Barnett asked about the average let time. She stated that a property in Hangleton had been worked on for six months. She asked if anyone was checking the work being done in the course of a day.
- 7.16 James Cryer, Mears Ltd stated that he wanted work to be completed as soon as possible. He would investigate Councillor Barnett's query.
- 7.17 Roy Crowhurst declared an interest in the discussion as a board member of Brighton & Hove Seaside Community Homes. He explained that batches for Seaside Homes were governed by the Santander tender. There had to be seven or more properties at any one time.
- 7.18 Councillor Peltzer Dunn queried why it took so long to decide whether properties should be transferred to Seaside Homes. The Head of Property & Investment replied that there needed to be a minimum of five batches. Officers were looking to see if there could be smaller batches as an interim. This would need to be agreed by the surveying partners and Santander. The Chair asked to be kept informed about this matter.
- 7.19 Councillor Peltzer Dunn queried the figure of 18.1% in section 2.0 Rent Collection and current Arrears. The Head of Income, Involvement & Improvement replied that she would revise this figure.
- 7.20 The Chair stated that the seven week rent arrears figures were encouraging. There was also an encouraging improvement on the turnaround of empty homes. He noted the points made regarding the quality of work and would talk about this matter to James Cryer, Mears Ltd.

Property & Investment

- 7.21 Robert Spacie asked about current electric certificates in all council properties. James Cryer replied that there were decency standards around electrical testing. There were 265 more to carry out. He wanted to achieve 100% by December 2013.
- 7.22 Councillor Farrow referred to average time to complete routine repairs (calendar days) under 4.2. He considered the target too high and suggested a more realistic target of 10. Councillor Farrow referred to the 95% target for tenant satisfaction with repairs. He was not happy with the way this information was collected.
- 7.23 The Chair concurred. It was difficult for someone to voice an opinion if the contractor was there.
- 7.24 Councillor Farrow referred to percentage of repairs completed first time and asked how this information was collected. He was concerned with the target for cancelled repair jobs (under 10%). He suggested 5% would be appropriate. Many tenants worked and it was essential that everything was done to ensure jobs were not cancelled. Councillor Farrow suggested a meeting should be arranged between the Chair, Opposition Spokespersons and James Cryer to discuss these matters. This was agreed.
- 7.25 The Head of Income, Involvement & Improvement informed members that the targets would be reviewed before the next report. Meanwhile data could be collected in a way which was unbiased.

Estate Service

- 7.26 Councillor Barnett referred to the emergency removal of graffiti. When she had phoned about this matter she was told it could only be removed as an emergency if the graffiti was considered racial. She asked if this was correct or whether all graffiti should be removed. The Head of Income, Involvement & Improvement explained that staff tried to remove all offensive graffiti within 24 hours. This included racial graffiti. The Chair stated that all other non offensive graffiti was removed within 7 days.
- 7.27 Councillor Farrow asked how information was collected. It was stated that 98% of cleaning tasks had been completed. Councillor Farrow had heard that some tasks were missing. He queried the year end figure of 20 areas of graffiti removed in seven days.
- 7.28 The Head of Income, Involvement & Improvement explained that with regard to cleaning tasks more information could be included for the next performance report. Meanwhile graffiti on HRA land was removed by Housing. City Clean removed graffiti on highway land. City Clean had a longer target time.

Anti-Social Behaviour

- 7.29 The Chair referred to the number of new cases of anti-social behaviour. The fourth quarter was high and a cause for concern.
- 7.30 The Head of Tenancy Services stated that a new computer system allowed officers to understand and monitor anti-social behaviour. A new performance framework was being set up and a report on this subject could be submitted to a future meeting. The Chair stated that that would be very helpful.

- 7.31 Councillor Barnett considered that instead of providing neighbours with sheets to fill in for three months, tenants needed to know from the start that anti-social behaviour was unacceptable. The Senior Lawyer stressed the need to gather evidence before cases could go to court.
- 7.32 Councillor Farrow expressed concern for tenants with disabilities and mental health problems. It was difficult for them to report problems with neighbours. There was a need to show a duty of care and protect them from victimisation.
- 7.33 The Head of Tenancy Services replied that officers did not underestimate these concerns. Officers were trying to take a more assertive approach, balanced with the need for evidence. A report would be brought back to the meeting.
- 7.34 The Chair remarked that the Tenant Scrutiny Panel could be asked to investigate this matter.
- 7.35 David Murtagh informed members that he was on a working group looking at anti-social behaviour. He considered that graffiti should be classed as anti-social behaviour.

Sheltered housing

- 7.36 Robert Spacie referred to the performance indicator “provision of at least one social activity per week in 21 of our 23 schemes.” He asked for an explanation. The Head of Income, Involvement & Improvement explained that officers wanted there to be a social activity in all sheltered housing schemes where this was possible.
- 7.37 Councillor Barnett noted that there were 887 sheltered residents. She asked if this included residents in Housing Association sheltered housing. The Head of Income, Involvement & Improvement replied that the 887 residents were in the council’s 23 schemes.
- 7.38 Charles Penrose stated that there were one or two places which did not have social events. Stonehurst Court had no place for events. He would like to see them joining a nearby scheme which had events.

Appendix 2

- 7.39 Councillor Farrow expressed concern about the benchmarking groups. He would have liked the city to have been included in a larger group to achieve better standards of benchmarking. He asked for this to be investigated. Councillor Farrow was disappointed in paragraph 2.2.2 (comparatively poor performance against percentage of appointments). He considered this was not a reasonable explanation of the council’s performance and he asked for this to be investigated.
- 7.40 James Cryer replied that Brighton & Hove was more punitive about appointments than other organisations.
- 7.41 **RESOLVED** (1) That the report and above comments be noted.

8. ANNUAL REPORT TO COUNCIL TENANTS AND LEASEHOLDERS 2013

- 8.1 The Sub-Committee considered a report of the Executive Director – Environment, Development & Housing which informed members that the annual report for the year ending 31 March 2013 had been produced with the involvement of tenants and leaseholders. The report was presented by Ms Dafe, Head of Income, Involvement & Improvement. Members were asked to comment on the report.
- 8.2 Councillor Peltzer Dunn raised a query about two phone numbers for tenancy queries. The Head of Income, Involvement & Improvement replied that there was one number for repairs (Mears Ltd) and another for other enquiries. Councillor Peltzer Dunn noted that there were five other phone numbers quoted in the report for different areas of work.
- 8.3 Councillor Peltzer Dunn asked if a copy of the gas certificate had been sent out to all the tenants. It was confirmed that this had been sent to tenants.
- 8.4 Councillor Farrow congratulated officers on the work carried out on the Annual Report. He referred to paragraph 4.1, Community Engagement and Consultation. Councillor Farrow stressed the need to consult more generally with tenants. He suggested having a general survey.
- 8.5 Councillor Farrow referred to page 2 of the Annual Report, Performance Highlights. He considered that the third bullet point needed clarification.
- 8.6 The Chair stated that the use of red behind white type caused difficulties for people with sight problems. The general trend for more diagrams and less text was to be welcomed.
- 8.7 Councillor Barnett referred to page 4 of the Annual Report in relation to developing a new pet policy. There had recently been an excellent event in Hangleton involving the RSPCA. She asked if this had been rolled out across the city. The Neighbourhood Manager explained that the pet policy would be rolled out across the city.
- 8.8 Councillor Kennedy referred to the use of the apostrophe on page 5 of the Annual report. This should read *residents'* association. This section also referred to be-be guns which should read BB guns.
- 8.9 **RESOLVED** – That the above comments on the 2013 annual report to council tenants and leaseholders 2013, as attached at appendix 1, be noted. The annual report would be published and distributed to all council tenants and leaseholders in the summer edition of *Homing In* following formal approval of the Housing Committee on 19 June 2013.

9. MOBILITY SCOOTER STORAGE

- 9.1 The Committee received a PowerPoint presentation from Robert Keelan, Neighbourhoods Housing Manager. Slides of the presentation were circulated to members.

- 9.2 The presentation informed members about the existing mobility scooter stores and provided information about the licensing, management and pricing of stores and areas being looked at for future stores.
- 9.3 Robert Spacie stated that he had a number of concerns about this issue. There were two storage places at Laburnum Grove. Sheltered housing had tried to get two more sites. Tenants were now being told that EDB money was required to convert areas for scooter storage. Mr Spacie stated that Laburnum Grove Residents' Association was against scooter storage. At the moment the two storage areas were not being charged. He asked if there were plans to charge in the future.
- 9.4 Mr Spacie considered that scooter storage was a matter of choice. He had great concerns about the health and safety aspects of some of the scooters inside Laburnum Grove. He accepted the need for scooter storage but was concerned for the safety of current residents.
- 9.5 Councillor Peltzer Dunn stated that there was a distinction between residents who absolutely needed a scooter and others who had one by choice. He felt uncomfortable about the proposals. The number of fires on the estates was very low. If a store was not near to a building it could result in some people being confined to their block. Councillor Peltzer Dunn asked if voids under staircases could be adapted for scooters.
- 9.6 Barry Kent remarked that more tenants might need a power scooter in future. He made the point that not all people who used scooters were disabled. Some were elderly or found walking difficult.
- 9.7 Jean Davis informed the Sub-Committee that she lived at Leach Court where some floors had 4 scooters. She was concerned about fire safety. She considered that the proposals were a good idea.
- 9.8 Rita King asked for Dudeney Lodge included in the scheme.
- 9.9 Roy Crowhurst informed members that he lived in Woods House Sheltered Scheme, where there was no-where to store mobility scooters. However, at the end of Woods House there was an empty public toilet. He asked if this part of the building could be used for mobility scooter storage.
- 9.10 David Murtagh stressed that EDB money was meant for tenants. It was not for the council to decide what to do with this funding. There was a need to consult with tenants first.
- 9.11 Rosie Wakley, Project Manager stated that EDB money was not being spent. There were some spaces that were being used without a licence agreement in place. This should not have happened. There was a need to submit a report to the Housing Committee in order to agree to collect this money via rents.
- 9.12 Currently different spaces were available for use for mobility scooter storage. Correct procedures were in place with regard to fire safety. Some internal spaces could be used, however many spaces were not suitable. Under stairs storage did not meet fire regulations.

- 9.13 Spaces were being provided in the most suitable areas within a limited budget. There was a need to consider the best use of funds with the biggest impact.
- 9.14 The Project Manager noted the request for storage at Dudeney Court but stressed that it was unlikely that this would be possible at the moment. However, there would be storage in the near vicinity of Dudeney and Nettleton. The request to adapt the Woods House toilet into storage would be investigated. Meanwhile, a pool scooter was already available.
- 9.15 David Murtagh asked if the Project Manager had investigated using garages for scooter storage. The Project Manager replied that two garages had been knocked together at Clarke Court for this purpose.
- 9.16 The Chair stated that Leach Court had an influx of scooters. He asked if the list of buildings/areas for scooter storage was flexible enough. The Neighbourhood Manager replied that the list was under constant review. There was a need to review blocks where people were not able to store scooters in their flats.
- 9.17 **RESOLVED** – That the presentation be noted.

The meeting concluded at 5.27pm

Signed

Chair

Dated this

day of

At the Sheltered Housing Action Group meeting held on 10th July concern was shown when the decent homes standard was due to be completed by December 13th 2013. We question this timing as we still have tenants in sheltered housing having to share bathing facilities with 3 other tenants. Sanders House 12 tenants and Evelyn Court has 14 tenants. Also Evelyn Court were to have a new boiler fitted in 2012 and that has been delayed indefinitely .We were fortunate to have Councillor Randall present at this meeting who expressed a. Wish to visit Evelyn Court and his comments will be appreciated. We feel that if Evelyn Court cannot be improved to a decent homes standard, it will be a severe blow to S.H.A.G. and diminish our purpose to improve the standards our tenants deserve. We would appreciate a report on the condition of sheltered housing considering the age of some of the properties. Leach Court opened in 1974, Woods House in 1975. Original government guide lines were 25 years old for a replacement kitchen and 30 years for a replacement bathroom. I was informed at the City Assembly in May that the goal posts had been moved, now 30 years for kitchen and 40 years for a bathroom. When did this happen and by whose authority? Clarification of this would also be appreciated.

On behalf of S.H.A.G.

C Penrose, Chair.

HOUSING MANAGEMENT CONSULTATIVE SUB COMMITTEE

Agenda Item

Brighton & Hove City Council

Subject:	Housing Management Performance Report Quarter 1 2013/14		
Date of Meeting:	3 September 2013		
Report of:	Executive Director – Environment, Development & Housing		
Contact Officer:	Name:	Ododo Dafé	Tel: 293201
	Email:	ododo.dafe@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 This Housing Management performance report covers Quarter 1 of the financial year 2013/2014. It incorporates changes suggested at previous meetings, including new indicators covering lift servicing and anti-social behaviour (ASB).







2. RECOMMENDATIONS:

- 2.1 That the Housing Management Consultative Sub Committee notes and comments on the report.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 The report continues the use of the 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance, and also trend arrows to provide an indication of movement from the previous reporting period. Where indicators are red or amber explanations have been provided.

3.2 Key to symbols used in the report:

Status		Trend	
Performance is below target (red)		Poorer than previous reporting period	
Performance is close to achieving target, but in need of improvement (amber)		Same as previous reporting period	
Performance is on or above target (green)		Improvement on previous reporting period	

4.0 Rent collection and current arrears

*As these targets are year end (rather than for each quarter), no traffic lights or trend arrows will be applied to this table until the Quarter 4 report.

Performance Indicator	Target*	Year End 12/13	Q1 12/13	Q1 13/14
Rent collected as proportion of rent due each year (current balance £764,990)	98.66%	98.66% (£47,559,925)	98.83% (£47,511,523)	98.49% (£49,937,026)
Tenants with more than seven weeks rent arrears	2.85%	2.63% (310)	2.46% (281)	3.04% (324)
Notice of Seeking Possession (NoSP) served for rent arrears	27.02%	25.87% (722)	5.08% (139)	4.55% (142)
Households evicted because of rent arrears	Less than 0.29%	0.08% (10)	0.02% (2)	0% (0)
Rent loss due to empty dwellings	1.6%	0.76% (£357,781)	1.22% (£575,500)	1% (£497,350)
Former tenant arrears collected (current total £530,462)	18%	18.10% (£96,216)	7.07% (£38,110)	5.98% (£31,715)
Rechargeable debt collected (current total £219,272)	11%	10.80% (£24,561)	1.63% (£3,876)	4.76% (£10,431)

4.0.1 Percentage of rent collected as proportion of rent due each year by area

Area	Target	Year End 12/13	Q1 12/13	Q1 13/14
North (includes Sheltered housing)	99.12%	99.12% (£13,550,150)	98.98% (£13,105,679)	99.10% (£14,299,821)
West	98.69%	98.69% (£9,604,919)	98.85% (£9,661,967)	98.64% (£10,076,333)
Central	98.87%	98.87% (£8,952,438)	98.94% (£9,081,171)	98.75% (£9,383,343)
East	98.13%	98.13% (£15,449,313)	98.64% (£15,661,671)	97.72% (£16,177,529)
All areas	98.66%	98.66% (£47,559,925*)	98.83% (£47,511,523*)	98.49% (£49,937,026)





*Includes collection from small number of HRA properties used as Temporary Accommodation.

4.0.2 The introduction of the welfare reform change that reduced Housing Benefit payments to under occupying tenants has had a significant impact on rent collection and rent arrears. A table presenting information relating to this is attached as Appendix 2.

4.0.3 Actions being taken to manage increasing arrears include:

- Small team being set up within the Housing Income Management Team to deal solely with under occupying tenants
- Tenants being referred to the MACS money advice service – which as well as offering money and budgeting support, also emphasises that rent is a priority debt. Within the first 9 months of the contract 377 referrals have been made and a total of £356,500 in financial outcomes for those tenants has been achieved
- Visits, office appointments and correspondence emphasising the importance of paying rent to minimise the build up of debt
- Mutual exchange process being streamlined and support being made available to remove the barriers preventing a mutual exchange taking place
- Referrals being made to our Inclusion Team for support – eg around energy switching, accessing work, becoming work ready
- Further actions within our tenancy sustainment strategy coming to HMCSC in October
- Carrying out joint work with Council Tax to look at tenants' overall debt to the council and to help them come to arrangements to settle their debt
- We are assisting with claims for Discretionary Housing Payments, which have been awarded to 64 tenants as at end June totalling £21,100. The award is made against criteria set by the Department of Work and Pensions, which prioritises foster carers and households living in adapted properties. The fund is not to be paid where a household's current situation is unsustainable in the longer term – eg if one person, who is healthy and of working age, is occupying a three bedroom property
- We continue to do everything we can to avoid taking eviction action against any tenant – thereby avoiding costs associated with it

4.1 Empty home turnaround time



























Performance Indicator	Target	Year End 12/13	Q1 12/13	Q1 13/14	Status	Trend
Average re-let time in calendar days (BV212)	21	15	14	19		
Average re-let time in calendar days – no exclusion periods as per BV212	32	32	31	70		

4.1.1 Average re-let time in calendar days – no exclusion periods as per BV212

The average re-let time is particularly high due to 43 long-term (6 weeks or more) empty properties being brought back into use following major works, such as structural works including floors, walls and roofs and works to install lacking amenities like gas, electricity and heating. The average performance has been disproportionately skewed by one property that was empty for 4,285 days and has undergone a complete refurbishment, including new internal walls. Whilst it is unfortunate that these properties were empty for a long time, this performance also represents a positive development whereby we are bringing long-term empty properties back into use.

4.1.2 A table presenting a recent snapshot of long term empty properties is attached as Appendix 1.

4.2 Property & Investment

Performance Indicator	Target	Year End 12/13	Q1 12/13	Q1 13/14	Status	Trend
Emergency repairs completed in time	99%	99.57% (8,281)	99.46% (1,485)	99.61% (2,545)		
Routine repairs completed in time	98%	99.78% (33,799)	99.83% (8,026)	99.67% (7,818)		
Average time to complete routine repairs (calendar days)	15 days	9 days	7 days	14 days		
Percentage of appointments kept by contractor	95%	94.56% (27,434)	91.44% (5,566)	92.89% (7,470)		
Tenant satisfaction with repairs (respondents from period who were satisfied or very satisfied)	95%	97.03% (7,493)	98.84% (1,818)	98.81% (1,675)		
Percentage of responsive repairs passing post-inspection	95%	95.44% (4,728)	93.39% (566)	94.51% (1,033)		
Percentage of repairs completed right first time	97%	98.09% (45,717)	97.90% (9,765)	99.16% (12,103)		
Cancelled repair jobs	Under 5%	11.04% (4,875)	16.3% (1,724)	2.92% (329)		
Percentage of homes that are decent	96.70%	95.30%	89.5%	96.60%		
Energy efficiency rating of homes (SAP 2009)	62.7	62.5	61	62.88		
Percentage of planned works passing post-inspection	97%	99.14% (1,493)	99.46% (556)	97.42% (349)		
Stock with a gas supply (10,395 properties) with up-to-date gas certificates	100%	99.97% (10,387)	99.78% (10,669)	99.97% (10,392)		
Percentage of empty properties passing post-inspection	98%	98.99% (591)	99.43% (175)	99.47% (187)		
Average time taken (hours) to respond to callouts for lift faults	-	-	-	3h:48m	-	-
Lifts restored to service on same day as callout	-	-	-	85.47%	-	-

4.2.1 **Percentage of appointments kept by contractor**

Performance on appointments has been extensively reviewed in recent months. Our partner Mears are reviewing operative performance on a job by job basis and have introduced vehicle location technology – the latter of which allow jobs to be allocated to operatives based on their present location, thereby reducing time spent travelling. We are therefore aiming to bring this indicator back on target for the next quarter.

4.2.2 **Percentage of responsive repairs passing post-inspection**

Of the 1,093 jobs that were post inspected, 60 of these failed. Of these, 6 were due to poor workmanship and 54 required further works to be undertaken to complete the repair. All failures are recorded and discussed with operatives and sub-contractors at regular review meetings in order to continuously improve quality.

4.2.3 **Percentage of homes that are decent**

We continue to make good progress towards achieving the government's Decent Homes Standard. The proportion of properties meeting the standard is just 0.1% below the interim target and all council homes are expected to meet the standard by the end of 2013. Regular monitoring of properties failing the standard is reported each month and there are now fewer than 400 properties across the city awaiting works to meet the standard.

















4.2.4 **Stock with up-to-date gas certificates**

The proportion of properties with a current safety certificate reached 100% in April and May 2013. The target was narrowly missed in June because of three properties being overdue at the end of the month, as access was not achieved. All three properties were successfully serviced in July.

4.2.5 **Lift servicing**

There were 117 breakdown calls logged during the quarter, affecting 63 of the 104 lifts serving our blocks citywide. The breakdown calls took an average time of 3 hours and 46 minutes to respond to, and 86% were brought back into service on the same day. Of the remainder, 3 are currently being refurbished while the other 14 were restored to service in an average of 8 calendar days.





4.3 Estates Service

Performance Indicator	Target	Year End 12/13	Q1 12/13	Q1 13/14	Status	Trend
Quality inspection pass rate of our cleaning service	98%	98% (719)	99% (201)	98% (165)		
Quality inspection pass rate of our minor repairs service	99%	99% (657)	99% (69)	99% (152)		
Completion of cleaning tasks (percentage completed out of all tasks due)	98%	98% (53,424)	98% (13,247)	97% (13,284)		
Emergency removals of bulk waste completed in time (1 working day)	100%	100% (17)	100% (4)	100% (55)		
Routine removals of bulk waste completed in time (5 working days)	98%	98% (3,270)	98% (870)	99% (704)		
Emergency light replacement and maintenance jobs completed in time (1 working day)	100%	99% (718)	100% (9)	100% (110)		
Routine light replacement and maintenance jobs completed in time (5 working days)	97%	94% (1,410)	99% (458)	99% (392)		
Neighbourhood Response Team jobs completed within target times	96%	97% (8,027)	96% (1,561)	96% (1,620)		

4.3.1 Completion of cleaning tasks (percentage completed of all tasks due)

Our performance was slightly below target in Quarter 1 due to the impacts of unusual circumstances – the CityClean strike and incidents of ASB which disrupted cleaning staff from carrying out their work – rather than seasonal trends such as bad weather. The respective impacts were that the CityClean strike made it difficult to carry out cleaning tasks in bin areas, and the nature of the ASB incidents required that cleaning be suspended in a few blocks, for a short period of time, until they were resolved.

4.4 Anti-social behaviour (ASB)

Performance Indicator	Target	Year End 12/13	Q1 12/13	Q1 13/14	Status	Trend
ASB cases closed without need for legal action	90%	-	-	96% (99)		-
ASB cases closed without eviction	95%	-	-	98% (101)		-
Customer satisfaction with cases managed by the ASB Team (percent very or fairly satisfied)	80%	82% (23)	100% (2)	100% (6)		

4.4.1 Reports of ASB by ward*

Ward	Number	Per 1,000 tenants and leaseholders
East Brighton	26	9.9
Queens Park	18	9.1
Moulsecoomb Bevendean	14	7.2
Hangleton Knoll	10	5.8
Hollingdean Stanmer	10	6.6
Hanover Elm Grove	5	7.4
Other wards	26	6.5

*To ensure that the identity of reporters of ASB is protected, this table is limited to wards with at least 500 tenants and leaseholders and at least 5 reports of ASB during the quarter.

4.4.2 Reports of ASB by type











Category	Number	Percent
Personal (eg verbal abuse, harassment, intimidation)	49	45%
Nuisance (eg noise, pets and animal nuisance)	51	47%
Environmental (eg rubbish, litter and fly-tipping)*	9	8%
Total	109	100%

*This only measures incidents where there is an alleged perpetrator, and so does not include most referrals to the Estates Service team.

4.4.3 **Graffiti**

There were 11 reports of graffiti to Housing during the period. Of these, two were offensive and responded to within 24 hours; although one of the removals required return visits to fully repaint the wooden surface affected. The remaining jobs were non-urgent and 6 out of 9 were completed within the target time of five working days. We encourage residents to report all incidents of graffiti.

4.5 Sheltered housing

Performance Indicator	Year End 12/13	Q1 12/13	Q1 13/14	Status	Trend	Year End 12/13
Residents with an up to date support plan (of those requesting one)	100%	-	-	97% (846)		
Residents who decline a support plan	3% or under	3% (25)	2% (20)	3% (27)		
New residents with a support plan completed within 21 calendar days	100%	95% (76)	95% (19)	100% (20)		
Call each resident personally (if requested)	100%	100%	100%	100%		
Provision of at least one social activity per week (in 21 of our 23 schemes)	100%	100%	100%	100%		

4.5.1 Residents with an up to date support plan (of those requesting one)

The main reason for support plans being missed was due to residents being temporarily absent at the time of the review – eg because of hospitalisation or respite care. Sheltered residents are nonetheless able to raise any concerns they have with on-site staff, whether they have a support plan or not.

5. COMMUNITY ENGAGEMENT AND CONSULTATION:

- 5.1 The performance measures in this report demonstrate whether we are delivering quality service for scrutiny by local Councillors, residents and the public at large.

6. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 6.1 Although there are no direct costs arising from the recommendations in this report, changes in most performance areas will have a financial implication. The area with the most significant financial impact is the ability to collect rents from tenants. Recent income collection indicators suggest that arrears are increasing. Given the current economic climate and the on-going welfare reform changes, these indicators are being very closely monitored to ensure that any financial implications arising are highlighted early in the monthly Targeted Budget Management(TBM) report for the HRA, month 5 of which will be reported to Policy and Resources Committee in October.

Finance Officer Consulted: Monica Brooks

Date: 19/08/2013

Legal Implications:

- 6.2 There are no significant legal or Human Rights Act implications in the report to draw to the Sub-Committee's attention. Legal Services are directly involved in some of the areas referred to in the report, such as possession proceedings for non-payment of rent or anti-social behaviour.

Lawyer Consulted: Liz Woodley

Date: 20/08/13

Equalities Implications:

- 6.3 Where appropriate, equalities implications are included within the body of the report.

Sustainability Implications:

- 6.4 Where appropriate, sustainability implications are included within the body of the report. The increase in the energy efficiency rating of homes reflects an improvement towards the council's sustainability commitments, among other objectives such as reducing fuel poverty and deprivation.

Crime & Disorder Implications:

- 6.5 There are no direct crime and disorder implications arising from this report. Cases of Anti Social Behaviour involving criminal activity are worked on in partnership with the Police and other appropriate agencies.

Risk and Opportunity Management Implications:

- 6.6 There are no direct risk and opportunity implications arising from this report.

Public Health Implications:

- 6.7 There are no direct public health implications arising from this report.

Corporate / Citywide Implications:

- 6.8 There are no direct corporate or city wide implications arising from this report. However, two Performance Indicators featuring in this report – the percentage of homes that are decent and the energy efficiency rating of homes – are among those used to measure success against the Corporate Plan Priority of Tackling Inequality.

SUPPORTING DOCUMENTATION

Appendices:

1. Appendix 1. Long term empty properties
2. Appendix 2. Outline of under occupation arrears and related information

Documents in Members' Rooms:

1. None

Background Documents:

1. None

Appendix 1. Long term empty properties

General needs and sheltered long term empty properties (6 weeks or more)		
Calendar days empty as at 26/07/13	Ward	Status
47	East Brighton	Leasing to Seaside Homes - batch date TBC
54	East Brighton	Leasing to Seaside Homes - batch date TBC
68	East Brighton	Leasing to Seaside Homes - batch date TBC
82	East Brighton	Let - new tenancy commenced 12/08/13
89	East Brighton	Leasing to Seaside Homes - batch date TBC
89	East Brighton	Leasing to Seaside Homes - batch date TBC
96	East Brighton	Leasing to Seaside Homes - batch date TBC
96	East Brighton	Leasing to Seaside Homes - batch date TBC
110	East Brighton	Leasing to Seaside Homes - batch date TBC
138	East Brighton	Leasing to Seaside Homes - batch date TBC
145	East Brighton	Leasing to Seaside Homes - batch date TBC
166	East Brighton	Leasing to Seaside Homes - batch date TBC
186	East Brighton	Requires completion of works to neighbouring property before being re-let
75	Goldsmid	Leasing to Seaside Homes - batch date TBC
82	Goldsmid	Leasing to Seaside Homes - batch date TBC
68	Hanover and Elm Grove	Leasing to Seaside Homes - batch date TBC
61	Hollingdean and Stanmer	Ready to let
68	Hollingdean and Stanmer	Ready to let
145	Hollingdean and Stanmer	Leasing to Seaside Homes - batch date TBC
47	Moulsecomb and Bevendean	Let - new tenancy commenced 12/08/13
47	Moulsecomb and Bevendean	Let - new tenancy commenced 12/08/13
68	Moulsecomb and Bevendean	Requires major works - completion date TBC
75	Moulsecomb and Bevendean	Leasing to Seaside Homes - batch date TBC

General needs and sheltered long term empty properties (6 weeks or more)		
Calendar days empty as at 26/07/13	Ward	Status
96	Moulsecomb and Bevendean	Leasing to Seaside Homes - batch date TBC
131	Moulsecomb and Bevendean	Leasing to Seaside Homes - batch date TBC
138	Moulsecomb and Bevendean	Ready to let
145	Moulsecomb and Bevendean	Ready to let
1,825	Moulsecomb and Bevendean	With BHCC undergoing major refurbishment. Awaiting cladding as part of project affecting other properties - completion expected September 2013
54	North Portslade	Let - new tenancy commenced 12/08/13
61	Patcham	Leasing to Seaside Homes - batch date TBC
138	Patcham	Leasing to Seaside Homes - batch date TBC
173	Patcham	Leasing to Seaside Homes - batch date TBC
96	Preston Park	Let - new tenancy commenced 05/08/13
131	Preston Park	Requires major repairs - completion expected October 2013
61	Queens Park	Leasing to Seaside Homes - batch date TBC
138	Queens Park	Leasing to Seaside Homes - batch date TBC
138	Queens Park	Leasing to Seaside Homes - batch date TBC
173	Queens Park	Leasing to Seaside Homes - batch date TBC
138	St Peters and North Laine	Leasing to Seaside Homes - batch date TBC
334	Westbourne	With BHCC awaiting major refurbishment. Requires planning permission to merge with adjacent property - both properties small studio flats with shared facilities
47	Woodingdean	Leasing to Seaside Homes - batch date TBC
75	Woodingdean	Leasing to Seaside Homes - batch date TBC
110	Woodingdean	With BHCC awaiting major refurbishment
131	Woodingdean	Leasing to Seaside Homes - batch date TBC
Total of 44 dwellings		

Temporary accommodation long term empty properties (6 weeks or more)		
Calendar days empty as at 26/07/13	Ward	Status
1,397 to 1,650	Central Hove (1 property containing 2 flats)	With BHCC awaiting major refurbishment. Requires planning permission to merge with adjacent property - both properties small studio flats with shared facilities
715 to 1,713	Goldsmid (1 property containing 2 flats)	With BHCC awaiting major refurbishment. Requires planning permission to merge with adjacent property - both properties small studio flats with shared facilities
1,397 to 1,734	Queens Park (block of 9 flats)	To be redeveloped. Site of proposed Brooke Mead Extra Care Scheme - planning application proceeding
715	Westbourne (2 properties containing 3 flats)	With BHCC awaiting major refurbishment. Requires planning permission to merge with adjacent property - both properties small studio flats with shared facilities
716	Withdean (4 prefab bungalows within above land)	Part of redevelopment site. Approval granted for demolition of these unlettable prefab bungalows once contract to refurbish main buildings completed
Total of 20 dwellings		

Appendix 2. Outline of under occupation arrears and related information

		Baseline (end March)	End April	End May	End June	Year end forecast
1	Number of households affected by the under occupation charge at month end	949	927	926	886	-
2	Number of under occupying households who are in arrears at month end	224	726	670	619	-
3	Percentage of under occupying households who are in arrears at month end	29%	78%	72%	70%	-
4	Average arrears per under occupying household at month end	£122	£115	£132	£143	£409
5	Total arrears of under occupying households at month end	£84k	£107k	£122k	£127K	£346k
6	£ increase since 1 April in total arrears of under occupying households	-	£23k	£39k	£43k	£263k
7	Percentage increase since 1 April in total arrears of under occupying households (% increase of all tenants)	-	28%	46%	51%	313%
8	Number of households that were under occupying on 1 April who have since moved through a mutual exchange (provisional figure)	-	17	16	24	-
9	Number of households that were under occupying on 1 April who have since moved through a transfer (provisional figure)	-	0	10	5	-
10	Under occupying tenant arrears as percentage of all current tenant arrears at month end	13%	16%	17%	16%	26%
11	Arrears of households claiming Housing Benefit as percentage of total current tenant arrears at month end	-	-	-	38%	-
12	Arrears of households receiving no Housing Benefit as percentage of total current tenant arrears at month end	-	-	-	62%	-

