

Date: 11 June 2013
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To: Members of the Housing Review Board
Other Members of the Council for Information
Members of the Tenant Scrutiny Panel
Members of the Tenant Representative Group
Chief Executive
Deputy Chief Executives

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Meeting of the Housing Review Board
Thursday, 20 June 2013 at 6.00 pm
Council Chamber, Knowle, Sidmouth

The above meeting will be held in the Council Chamber at East Devon District Council Offices, Knowle, Sidmouth, to consider the matters detailed on the agenda below.

Members of the public are welcome to attend this meeting.

- There is a period of 15 minutes at the beginning of the meeting to allow members of the public to ask questions.
- The Chairman has the right and discretion to control questions to avoid disruption, repetition and to make best use of the meeting time. The Chairman is entitled to interrupt the speaker to ask for their question to be put.
- In addition, the public may speak on items listed on the agenda. After a report has been introduced, the Chairman (Leader of the Council) will ask if any member of the public wishes to speak and/or ask questions.
- All individual contributions will be limited to a maximum period of 3 minutes – where there is an interest group of objectors or supporters, a spokesperson should be appointed to speak on behalf of the group.

Should anyone have any special needs or require any reasonable adjustments to assist them in making individual contributions, please contact Alethea Thompson (contact details at top of page).

Councillors and members of the public are reminded to switch off mobile phones during the meeting. If this is not practical due to particular circumstances, please advise the Chairman before the meeting.

AGENDA

PART A - Matters for Decision

Page/s

- 1 **Public question time** – standard agenda item (15 minutes)
Members of the public are invited to put questions to the Board through the Chairman.

Chief Executive: Mark Williams
Richard Cohen – Deputy Chief Executive
Denise Lyon – Deputy Chief Executive and Monitoring Officer

PART A – Matters for Decision

Page/s

Councillors also have the opportunity to ask questions of the Chairman and/or Portfolio Holders present during this time slot. Members of the public are given priority at this part of the agenda.

2	Appointment of Vice Chairman.		
3	To confirm the minutes of the meeting of the Housing Review Board held on 9 May 2013.		4 - 12
4	To receive any apologies for absence.		
5	To receive any declarations of interests relating to items on the agenda.		
6	To consider any items which, the Chairman thinks, should be dealt with as matters of urgency because of special circumstances. (Note: such circumstances need to be recorded in the minutes; any individual wishing to raise a matter under this item is requested to notify the Chairman before the meeting).		
7	To agree any items to be dealt with after the public (including the press) have been excluded. There are no items which Officers recommend should be dealt with in this way.		
8	Housing Review Board forward plan.	Head of Housing	13
9	HRA Outturn 2012/13	Housing Accountant	14 - 23
10	Property and Asset team – Restructure and Staffing	Housing Needs and Strategy Manager	24 - 28
11	Shared house proposal	Housing Enabling Officer	29 - 40
12	Advantage South West procurement club review	Head of Housing	41 - 48
13	Housing Service display boards	Head of Housing	49 - 63

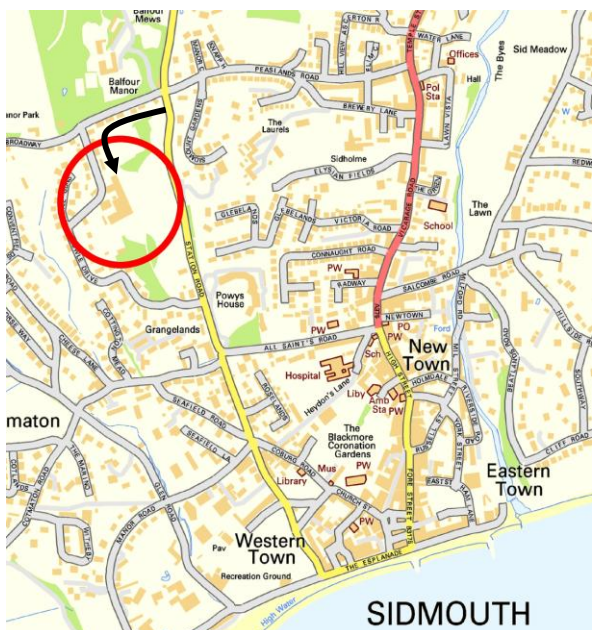
Decision making and equality duties

- The Council will give due regard under the Equality Act 2010 to the equality impact of its decisions.
- An appropriate level of analysis of equality issues, assessment of equalities impact and any mitigation and/or monitoring of impact will be addressed in committee reports.
- Consultation on major policy changes will take place in line with any legal requirements and with what is appropriate and fair for the decisions being taken.
- Where there is a high or medium equalities impact Members will be expected to give reasons for decisions which demonstrate they have addressed equality issues.

Members and co-opted members remember!

- You must declare the nature of any disclosable pecuniary interests. [Under the Localism Act 2011, this means the interests of your spouse, or civil partner, a person with whom you are living with as husband and wife or a person with whom you are living as if you are civil partners]. You must also disclose any personal interest.
- You must disclose your interest in an item whenever it becomes apparent that you have an interest in the business being considered. Make sure you say what your interest is as this has to be included in the minutes. [For example, 'I have a disclosable pecuniary interest because this planning application is made by my husband's employer'.]
- If your interest is a disclosable pecuniary interest you cannot participate in the discussion, cannot vote and must leave the room unless you have obtained a dispensation from the Council's Monitoring Officer or Standards Committee.

Getting to the Meeting – for the benefit of visitors



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The following **bus service** stops outside the Council Offices on Station Road: **From Exmouth, Budleigh, Otterton and Newton Popleford – 157**

The following buses all terminate at the Triangle in Sidmouth. From the Triangle, walk up Station Road until you reach the Council Offices (approximately ½ mile).

From Exeter – 52A, 52B
From Honiton – 52B
From Seaton – 52A
From Ottery St Mary – 379, 387

Please check your local timetable for times.

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The Committee Suite has a separate entrance to the main building, located at the end of the visitor and Councillor car park. The rooms are at ground level and easily accessible; there is also a toilet for disabled users.

For a copy of this agenda in large print, please contact the Democratic Services Team on 01395 517546

EAST DEVON DISTRICT COUNCIL

Minutes of a meeting of the Housing Review Board held at Knowle, Sidmouth on 9 May 2013

Present:

Councillors:
Christine Drew
Jim Knight

Co-opted Tenant Members:

Victor Kemp
Pat Rous
Sue Saunders (Vice Chairman in the Chair)

Co-opted Independent Community Representative:
Rob Finch

Officers:

Sue Bewes, Landlord Services Manager
Emma Charlton, Housing Projects Officer
John Golding, Head of Housing
Giles Salter, Solicitor
Alethea Thompson, Democratic Services Officer

Also Present:

Councillors:
Paul Diviani - Leader
Jill Elson - Portfolio Holder for Sustainable Homes and Communities
Peter Sullivan
Phil Twiss – Deputy Portfolio Holder for Environment

Apologies

Co-opted Independent Community Representative:
Julie Adkin

Councillors:

Pauline Stott (Chairman)
Stephanie Jones – Deputy Portfolio Holder for Sustainable Homes and Communities

The meeting started at 6.00pm and ended at 7.45pm.

***74 Appointment of Vice Chairman for the meeting**

The Head of Housing informed the Board that Councillor Pauline Stott, Chairman of the Board had given her apologies as her granddaughter was seriously ill in hospital. In the Chairman's absence, the Board's Vice Chairman Sue Saunders chaired the meeting. Nominations for Vice Chairman were requested.

The Board sent Councillor Stott and her family their thoughts and best wishes.

RESOLVED: that Councillor Jim Knight be appointed Vice Chairman for the

meeting.

***75 Public question time**

There were no questions raised by members of the public.

The Head of Housing alerted the Board to a tragic fire which had occurred in Honiton last month, claiming the lives of three people. An inquest and investigation was underway. The Head of Housing reassured the Board on the Council's position regarding fire safety in Council properties. All properties had hard wired smoke alarms installed and some properties also had heat detectors. These were checked regularly by electrical contractors and tenants were asked and advised to check the alarms/detectors regularly. The Council took fire prevention and safety very seriously and had a shared responsibility with tenant occupiers. A zero tolerance approach was taken towards damage/tampering with fire safety devices. It was noted that a progress report had been received at the last meeting on fire risk assessments in blocks of flats.

The Vice Chairman of the meeting gave a vote of thanks to the Head of Housing for his quick reaction. The Portfolio Holder for Sustainable Communities reported that she had written to the family offering condolences.

***76 Minutes**

The minutes of the meeting of the Housing Review Board held on 7 March 2013, were confirmed and signed as a true record.

***77 Declarations of interest**

Board Member	Minute number	Type of interest	Nature of interest
Jim Knight		Personal	His daughter lives in a Council owned property.
Jim Knight		Personal	Devon County Council Councillor
Sue Saunders		Personal	She is a sheltered housing tenant.
Peter Sullivan (Sidmouth Ward Member)		Personal	He is a sheltered housing tenant.

***78 Housing Review Board forward plan**

The Head of Housing presented the forward plan. He reported that the dates of future HRB meetings would be confirmed at the Annual Council meeting on 22 May and that these would be built into the forward plan. The Tenant Scrutiny Panel would be ready to report their findings on voids in September and this would be added to the forward plan.

***78 Housing Review Board forward plan (cont'd)**

Requests were made for an update on the progress being made with the recommendations of the Garage Management Review Task and Finish Forum (TaFF) and on land indentified for housing development.

RESOLVED: that the forward plan be noted and updated.

***79 Annual report of HRB activity**

The Board considered the annual report prepared by the Democratic Services Officer, covering the work of the Board in the 2012/13 civic term. The report demonstrated the extensive work that had been undertaken by the Board during the year, which included significant service changing issues.

The Head of Housing thanked the three Chairmen of the Task and Finish Forum, who had worked with a range of elected Members, tenants and officers on operational issues. He added that it was very helpful to have a knowledgeable and hard working group and he appreciated the time and effort put in by the HRB members throughout the year.

RESOLVED: that the annual report of the Housing Review Board be agreed.

80 Housing Service complaints April 2012 – March 2013

The Housing Review Board (HRB) received the report of the Housing Project Officer which provided members with information on formal complaints received in relation to the housing service for the period April 2012 – March 2013. Formal and informal complaints were carefully monitored and used for learning wherever possible. The report also considered the Chartered Institute of Housing Complaints Charter and other ways used to capture tenant feedback. It was noted that the Housing Service dealt with formal complaints through the corporate complaints two stage process.

The Housing Service received 24 formal complaints from April 2012 – March 2013. Three of these were still ongoing. Of the remaining 21, 14 (66%) stopped at Stage 1, 6 stopped at Stage 2 and one had gone to the Local Government Ombudsman (as per complaints arrangements pre 1 April 2013). Complaints were broken down into service areas and compared with figures from 2011/12. The response rate for investigating and replying to a complaint at Stage 1 was on average 10 calendar days (21 day target).

Benchmarking results through HouseMark were also noted and demonstrated that EDDC received fewer complaints than its peers. The Board felt that the low number of complaints received demonstrated how well the Housing service operated at all levels. The increase in complaints received regarding Devon Home Choice/allocations was felt to be due to the frustrations and expectations of people wishing to be housed.

80 **Housing Service complaints April 2012 – March 2013 (cont'd)**

The Board noted a summary of what had been learnt from formal complaints received in 2011/12. The Housing Service reported this to tenants in the Annual Report every October. The Service Management Team had an action plan to address the issues and concerns identified through the STAR survey.

It was reported that the Chartered Institute of Housing (CIH) had drawn up a complaints charter to help housing providers develop and deliver an excellent internal approach to managing and resolving customer complaints. The Charter had five core commitments. The Charter was voluntary and based on self assessment. By signing up to the Charter the service would demonstrate that complaints were welcomed, taken seriously, resolved and used to learn from. The Board was asked to consider signing up to the Charter.

Other ways that the housing service captured feedback from tenants included:

- Satisfaction surveys.
- STAR survey.
- 'Have your say' survey.
- Local Standards and Annual Report questionnaire.

It was noted that the Information and Analysis Officer had raised concerns about the number of surveys being sent out, and whether in some cases the responses were valid due to the small number being returned. Officers felt that the STAR survey allowed for the best analysis and follow up processes and it had been decided not to send out the 'Have your say' survey. The Local Standards and Annual Report questionnaire may not be sent out this year.

- RECOMMENDED:**
- 1 that what had been learnt from complaints during 2011/12 be noted.
 - 2 that the number and type of complaints received during 2012/13 be noted.
 - 3 that the other ways in which tenant feedback was captured be noted.
 - 4 that reported problems were dealt with 'right first time'.
 - 5 that the complaints process continue to be promoted.
 - 6 that the Council sign up to the Chartered Institute of Housing Complaints Charter.

81 **An introduction to the new ‘designated person’ and new arrangements for dealing with complaints by tenants**

The Housing Projects Officer’s report explained that from 1 April 2013, the Localism Act 2011 put in place new arrangements for dealing with complaints by social tenants against their landlord. District councillors, MPs and tenant panels (‘designated persons’) would be able to play a more active role in resolving complaints at the local level. The report set out these changes and considered the role of the designated person. It reviewed the Council’s current position and outlined what other local housing providers currently did. The Tenant Representative Group (TRG) had written to the HRB requesting that the Board recognised the new East Devon Designated Tenant Panel.

The Housing Service dealt with formal complaints through the corporate complaints two stage process. Up until 31 March 2013 if, after going through the corporate complaints process a tenant was still not satisfied with the outcome they could take their complaint to the Local Government Ombudsman (LGO). On 1 April 2013 the complaints process changed. The LGO no longer handled housing related complaints unless they were connected to homelessness allocations or the waiting list. All other housing complaints would now go to the Housing Ombudsman (HO). As part of the new scheme the HO could make a new verdict of ‘service failure’ on cases. This would cover complaints where a verdict of ‘maladministration’ was considered too severe.

The ‘designated person’ was also introduced on 1 April 2013. Complaints could only go to the HO if they had been considered by a designated person, or if the tenant had waited 8 weeks from the end of the landlord’s complaints process. The main role of the designated person was to assist in resolving tenant complaints and to provide a fresh, impartial and independent perspective on problems between tenant and landlord.

The three types of ‘designated person’ were:

- A Member of Parliament.
- A local district councillor.
- A recognised tenant panel.

Complainants/tenants could approach whichever designated person they chose, and could approach all three types if they so wished. The Head of Housing had prepared letters for the two MPs reminding them of their new role and offering further information. District Councillors would also need to be alerted to their new role and the formal complaints letters to guide complainants through the new process would require amending.

The Localism Act 2011 brought in new regulatory standards for social landlords. Under the Involvement and Empowerment standard, the Registered Housing Provider must:

- Offer a range of ways for tenants to complain, set clear service standards for complaint handling, explain what complainants can do if they are unhappy with the service.
- Give tenants support to build their capacity to be involved, support the formation of tenant panels and other participation.

81 **An introduction to the new ‘designated person’ and new arrangements for dealing with complaints by tenants (cont’d)**

Tenants had formally requested that EDDC recognised tenant involvement in the complaints process. They had also submitted draft terms of reference and a draft code of conduct for the designated panel, which had been included in the agenda papers.

A tenant panel would become ‘designated’ when a landlord recognised it for the purposes of referring complaints. The landlord should then notify the HO. There should be a clear audit trail of how the landlord agreed with its tenants the process for recognising the designated panel. It was not the responsibility of the landlord to establish tenant panels, but they were expected to assist residents who came forward to set them up.

Further issues such as conflicts of interest and data protection were considered by the Board. Members also considered whether the district councillor designated person role should be delegated to one or a number of councillors. Good practice advice suggested that these councillors should not already have a role within the housing service or the HRB.

The Tenant Representative Group (TRG) welcomed the introduction of the ‘designated person’ and setting up of the Designated Tenants Panel. They thanked EDDC for being so accepting of the changes to the new complaints process.

- RECOMMENDED:**
- 1 that the changes to the arrangement for dealing with complaints from tenants be noted.
 - 2 that it be ensured that district councillors were aware of the changes and their new role as a designated person.
 - 3 that the individual role of councillors as a designated person be delegated to one or a few specific councillors who do not have a current role within the Housing Service.
 - 4 that the progress made by tenants with regard to setting up a Designated Tenant Panel be noted.
 - 5 that the letter received from the Tenant Representative Group be acknowledged and responded to.
 - 6 that it be noted that the Designated Tenant Panel would require administrative support and would need to be insured and indemnified by the Council.

82 **Community Harm Statement**

The Community Harm Statement (CHS) was a tool to help social landlords highlight the impact of, and harm caused by, anti-social behaviour (ASB) on a community. A CHS could help in summarising evidence of ASB and demonstrating the negative impact on a community. The Chartered Institute of Housing (CIH) had published a useful guide on using CHS. The statement had been piloted in a number of areas and was being accepted in court in proceedings to tackle ASB.

82 **Community Harm Statement (cont'd)**

The CHS was a discretionary technique used to help deal with ASB that went beyond a neighbourhood dispute, and impacted on the community. It had worked successfully in a local case and residents were extremely pleased with the result.

RECOMMENDED: that the use of Community Harm Statements be trialled where the Council was investigating the impact of anti social behaviour on communities.

83 **Targeted Families' initiative – progress report**

The Head of Housing's report outlined progress on the Targeted Families' initiative across Devon and locally in Exmouth. It reminded members of the principles and direction of the programme and considered how preparations for year two were progressing. The report included some general information on the Exmouth element of the programme and some of the early issues being confronted. It was noted that the Troubled Families' initiative had been rebranded in Devon as Targeted Family Support.

The programme got off to a slow start in Exmouth as some of the agencies had not fully committed to it. EDDC appointed a co-ordinator for the local programme who started work in April 2013. Partner agencies had been reluctant to take the lead and make this appointment. The cost of the appointment was being covered by Devon County Council (DCC) and the officer was responsible to the local Practitioner Panel, but was line managed by EDDC's Tenants and Communities Section Leader. It was stressed that she was not a housing officer.

It was noted that the targeted families' initiative was a Government reward programme and that DCC were very keen to make it work. The programme was reactive and not all of the troubled families were Council tenants.

The TRG welcomed the co-ordinator's appointment and approach, but expressed their concern at the length of time taken to establish the programme.

RECOMMENDED: that the progress being made in relation to the Targeted Family Support initiative be noted.

84 **Carbon monoxide alarms**

The Head of Housing's report set out the existing policy on the provision of carbon monoxide alarms and on gas and solid fuel appliance maintenance servicing. Currently Robert Heath Heating Ltd undertook the maintenance/servicing of gas appliances such as boilers in Council homes and Skinner Construction Ltd carried out the maintenance and servicing of solid fuel appliances that were the Council's responsibility. Carbon Monoxide alarms were not provided in every home where a gas appliance was maintained or serviced. However, in the case of solid fuel appliances, a carbon monoxide alarm was always provided. They would normally last about 5 years and were replaced when required during the annual service.

84 **Carbon monoxide alarms (cont'd)**

In summary the report concluded that the Council provided a CO alarm to every home that had a solid fuel appliance and heating system. Current practice was to provide a CO alarm where there was a concealed room-sealed fanned-draught boiler chimney/flue systems contained within a void and in every room that the flue travelled through. Tenants may wish to provide their own alarm in properties where the Council as landlord was not providing an alarm.

The Health and Safety Executive (HSE) gave guidance to landlords on their responsibilities regarding gas appliances in domestic premises. The Council gave advice to tenants in the Tenants' Handbook. Every EDDC property had an annual gas safety inspection and all gas appliances checked for safe operation, on an 11 month inspection cycle. In addition, ventilation was checked to ensure that it was both adequate and correct for that particular appliance. The Council was currently engaged in a boiler/central heating replacement programmes and some open flue appliances were being targeted for replacement/upgrade. The Council had powers of entry to carry out inspections and took a zero tolerance approach towards any interference with the appliances/alarms.

In response to a question it was noted that there were sufficient portable heaters available so no household would be left cold whilst an appliance was being repaired/replace.

RECOMMENDED: that the report be noted and the approach adopted for the provision of carbon monoxide detectors be endorsed.

*85 **Welfare reform update**

The Head of Housing's report updated the Board on the potential impact of Welfare Reform. Research had been undertaken on how social landlords in the South West were anticipating and preparing for changes that would impact on their tenants and therefore on Business Plans.

The Council's Housing Revenue Account (HRA) Business Plan had factored in the risks around Welfare Reform and expectations around the reduction in rent collection performance. The Business Plan had planned for the worst case scenario.

The Housing Service understood the changes being made, had communicated these to tenants and offered support to those affected. The Business Plan had been adjusted and now it was time to monitor the impact. Where an impact was seen on individuals the service would intervene early in an attempt to work with tenants to manage their finances. Discretionary Housing Benefit would be used where appropriate. Consideration was also being given to the likely effect of Universal Credit and the move away from direct payment of benefit to the landlord.

It was noted that most tenants would prefer direct rental payments from Housing Benefit to their landlords. Concern was expressed over the requirement to wait for a number of weeks of rent arrears to accrue before taking action to request payment of benefit direct to the landlord.

***85 Welfare reform update (cont'd)**

The Portfolio Holder for Sustainable Homes and Communities thanked staff that had contacted all tenants by a variety of means, and sort financial advice for them where necessary. She also congratulated tenants on assisting in 99.72% of rent collection, and thanked the officer involved.

RESOLVED: that the impact of Welfare Reform on tenants and the Housing Revenue Account Business Plan continue to be monitored.

***86 Housing Service Quarterly Performance Indicator report**

Consideration was given to the quarterly performance indicator report for quarter 4 of 2012/13.

The Board were urged to note the good results. The cost of temporary B&B accommodation had significantly reduced, indicating that things were working well with regard to preventing homelessness.

Concern was expressed over repairs performance. The Head of Housing reported that extra resource had been put into the contract by one of the maintenance contractors. The contractors had underestimated the amount of work required in the office and had not been managing the contract particularly well, resulting in a higher than acceptable number of job recalls and 'chase ups'. EDDC were carrying out weekly monitoring and penalties could be enforced for poor performance.

The Portfolio Holder for Sustainable Homes and Communities thanked and congratulated tenants for assisting in 99.72% of rents to be collected.

RESOLVED: that the report be noted.

Chairman

Date

HOUSING REVIEW BOARD – FORWARD PLAN

This forward plan identifies reports and other agenda items for future meetings of the Housing Review Board. It is also intended to assist agenda management and act as a reminder of items to come forward to future meetings.

Report title	Meeting date	Author
Property and Asset Team restructuring	June 2013	Housing Needs and Strategy Manager
Shared house proposal	June 2013	Housing Enabling Officer
Advantage South West annual review	June 2013	Head of Housing
Year end outturn statement	June 2013	Housing Accountant
Housing Display Boards	June 2013	Head of Housing
Tenant Scrutiny Panel report on voids	September 2013	Tenant Scrutiny Panel
Telecare services	TBC	Home Safeguard Manager
Danby House/Exbank – DCC updated proposals	Reliant on DCC timetable	Head of Housing
Quarterly performance reports and regular report		
Responsive repairs	Quarterly report	Asset and Property Manager
Letting of Council homes/voids	Quarterly report	Housing Needs and Strategy Manager
Devon Home Choice	Quarterly report	Housing Needs and Strategy Manager
Rent management	Quarterly report	Landlord Services Manager
Systems Thinking leading & lagging measures	Quarterly report	Head of Housing
New Tenants Survey		
Forward Plan	Every meeting	Head of Housing
Formal Complaints	Annual report	Housing Needs and Strategy Manager
Evaluating the achievements of the Board	Annual report	Head of Housing

Board Members can propose agenda items during meetings/debates that can be included on the Forward Plan for future meetings, or outside the meetings with the agreement of the Chairman and Vice chairman.

Meeting dates – 5 September 2013; 7 November 2013; 9 January 2014; 6 March 2014; 8 May 2014.

Agenda Item: 9

Housing Review Board

20 June 2013

MW



Housing Revenue Account Outturn Report 2012/13

Summary

During 2012/13 monthly budget monitoring reports have informed members of the anticipated year end position. This report contains the final position for the year end and compares this outturn position against the budgets set for 2012/13.

Recommendation

1. That the HRA outturn position for 2012/13 be agreed.
2. To agree with the level of Reserves detailed in the report and the transfer of £1.715m from the HRA Balance into a 'Debt Repayment Volatility Fund' to safeguard the HRA against any fluctuations in its Business Plan.

a) Reasons for Recommendation

To report the outturn position on the Council's approved budgets for the Housing Revenue Account. This final position will flow through to the Council's Statement of Accounts. Members are asked to note the variations from budgets identified within the report and consider the final position.

b) Alternative Options

The outturn position is the final year end position for members to note and to be satisfied on the explanations given for the variations reported compared with the plans and budgets they originally approved for the year.

c) Risk Considerations

The 2012/13 HRA budget was set with an in year surplus of £1.7m.

This report looks at the monies the Council holds in reserves and considers these in the light of the current economic situation.

Consideration is given to the Council's financial track record, internal and external audit reports on financial controls and is reflective of occurrences from external factors which affect the Council's finances.

d) Policy and Budgetary Considerations

This report outlines the financial results for 2012/13 and states the impact on the Council's HRA reserves and balances.

e) Date for Review of Decision

The outturn position for all the Council's budgets including the HRA has already been reported to Cabinet and will be reported to Audit and Governance Committee on 27 June who will then, in September, receive a copy of the Audited Accounts for approval.

Outturn Report 2012/13

1. Introduction

- 1.1.1 This report compares the outturn position (actual amount spent or income received for the year) against budgets set for the financial year 2012/13.

2. Housing Revenue Account Position

- 2.1 The main areas of variation against budget are shown below:

	Variation £000
Housing Subsidy adjustment re 2011/12	(96)
Interest payable on PWLB loans lower than budgeted due to discount received on interest rates for self financing loans	(752)
Rent income higher than budgeted due to excellent collection rates and reduced void times	(178)
Day to Day Repairs overspend due to increased demand	223
Servicing of gas and solid fuel appliances overspend due to higher number of appliances failing carbon monoxide tests	153
The external painting programme was less than budgeted due to a reduction in the number of doors and fascias requiring painting	(40)
Social Services adaptations reduced due to new eligibility criteria.	(79)
Budget for schemes identified as per the Stock Condition Survey not required	(516)
Supervision & Management underspends on employees, premises and transport due to vacancies and lower insurance premiums	(33)
Mobile Support Officers – vacancies and higher than budgeted supporting people income	(123)
Fewer door replacements than anticipated were programmed.	(315)
Change of Tenancy expenditure higher than expected due to the poor condition of some properties when vacated	214
The Modernisation contingency budget was not required	(435)
The reduction on revenue contribution to capital takes into account the underspend on some capital schemes	(349)
Total variations	(2,326)

Appendix A gives a more detailed breakdown of the HRA budgets and actual expenditure and income.

- 2.2 The following table shows the original budget surplus set for the year and the total variations as identified above to give the actual budget surplus for the year.

	£000	£000
Budget surplus (set 22/02/12)		(1,734)
Actual net (under)/overspend as identified in table 2.1	(2,326)	(2,326)
Actual Budget Surplus		(4,060)

- 2.3 These variations have the following effect on the Housing Revenue Account Balance:

	£000
Housing Revenue Account Balance (01/04/12)	(624)
Actual budget surplus as above	(4,060)
HRA Balance at 31/03/13	(£4,684)

- 2.2 The HRA balance at the beginning of 2012/13 was £0.624m with the recommended adopted level being £2.104m. With the surplus in 2012/13 of £4.060m this has raised the 2012/13 year end Balance to £4.684m.
- 2.3 The adopted HRA Balance is calculated based on £490 per property and should be consider as the minimum sum to hold. The HRA Business Plan projected a Balance at the end of 2013/14 of £2.969m in order to be on track to meet future debt commitments; the actual position has outperformed the Business Plan giving an additional £1.715m in the HRA Balance. It is recommended that the sum above the Business Plan level is held separately in an earmarked reserve; a 'Debt Repayment Volatility Fund', to be used to help meet debt repayments if the HRA performance in future years falls below the projections in the Business Plan.

3. Capital Programme Position

- 3.1 The following table shows the HRA Capital Programme outturn figures.

HRA Capital Programme Summary	Actual £000
Social Services Adaptations	42
River Otter flood & erosion protection scheme	150
New Housing IT System	0
Purchase of 11 houses Morton Way Axminster	879
Non feausance road repairs	0

Major improvements/extensions/loft conversions to existing dwellings	12
Off street car parking	32
Re-modelling of sheltered schemes	102
Total Programme	1,217

3.2 This expenditure has been funded as follows:

HRA capital programme funding	£000
S106 receipt	(173)
Retained RTB receipts for new social housing*	(264)
Other capital receipts	(379)
Revenue contribution	(401)
Total Funding	(1,217)

*Retained right to buy receipts for new social housing can only be used to fund a maximum of 30% of the expenditure incurred.

3.3 This table shows the breakdown of capital receipts received in the year.

Capital Receipts	£000
Sale of council houses/flats	(1,122)
Sale of land and mortgage receipts	(1)
Total capital receipts received	(1,123)
Allocation of receipts:	
Retained for provision of new social housing	(439)
Retained for funding other HRA capital expenditure	(379)
Paid to HM Treasury	(305)
Total capital receipts allocation	(1,123)

The table above shows that £439,000 was set aside for funding the provision of new social housing but only £264,000 was used in the year. The remaining £175,000 will be held as unapplied capital receipts for future use.

There were 15 Right to Buy sales completed under the new legislation this year compared to 4 last year.

HRA Business Plan

4.1 Appendix B shows the Business Plan Operating Account which reflects the above changes in 2012/13 and the subsequent impact on balances for future years.

Legal Implications

There are no legal implications identified.

Financial Implications

Details are contained within the report.

Consultation on Reports to the Cabinet

Not applicable.

Background Papers

- HRA outturn statement
- [HRA Business Plan](#)

Mandy White
(HRA Accountant)
awhite@eastdevon.gov.uk

Housing Review Board
20 June 2013

APPENDIX A

EAST DEVON DISTRICT COUNCIL REVENUE OUTTURN 2012/2013

2012/2013		HOUSING REVENUE ACCOUNT SUMMARY	2012/2013		
Budget			Actual	variance	
Original	Revised				
£	£	£	£		
		INCOME			
1	(16,318,000)	(16,318,000)	Gross Property Rent including Garages	(16,501,814)	(183,814)
2	(89,000)	(89,000)	Other Rents & Income	(70,954)	18,046
3	(16,407,000)	(16,407,000)	Total Income	(16,572,768)	(165,768)
			EXPENDITURE		
			Repairs & Maintenance		
4	2,110,710	2,110,710	General	2,415,882	305,172
5	876,660	876,660	Improvements	286,882	(589,778)
			Supervision & Management		
6	2,420,510	2,420,510	General	2,377,243	(43,267)
7	846,030	846,030	Special	729,877	(116,153)
8	225,700	225,700	Other Expenditure	192,631	(33,069)
9	6,479,610	6,479,610	Total Management & Maintenance	6,002,515	(477,095)
10	0	0	Housing Subsidy - 2011/12 adjustment	(96,192)	(96,192)
11	0	0	Adjustment to Bad Debt Provision	(7,187)	(7,187)
			Capital Charges:		
12	0	0	Depreciation	0	0
13	4,140,000	4,140,000	Major Repairs Account	3,663,823	(476,177)
14	10,619,610	10,619,610	Total Expenditure	9,562,959	(1,056,651)
15	(5,787,390)	(5,787,390)	NET COST OF SERVICE	(7,009,809)	(1,222,419)
16	0	0	Asset Management Revenue Account	0	0
17	(12,360)	(12,360)	Interest on Balances	(21,012)	(8,652)
18	3,316,150	3,316,150	Interest Payable	2,564,060	(752,090)
19	(160)	(160)	Interest on Council House Sales	(91)	69
20	3,303,630	3,303,630		2,542,957	(760,673)
21	(2,483,760)	(2,483,760)	NET OPERATING EXPENDITURE - Deficit / (Surplus)	(4,466,852)	(1,983,092)
22	0	0	Repayment of external loans	5,133	5,133
23	750,000	750,000	Revenue Contribution to Capital Expenditure	401,251	(348,749)
24	(1,733,760)	(1,733,760)	Deficit / (Surplus) for the Year	(4,060,468)	(2,326,708)
			BALANCES		
25	(1,235,911)	(623,967)	Balance b/f	(623,967)	0
26	(1,733,760)	(1,733,760)	Deficit / (Surplus) in year	(4,060,468)	(2,326,708)
27	(2,969,671)	(2,357,727)	Balance C/F	(4,684,435)	(2,326,708)

	2012/13	Staff Numbers Fulltime Equivalents	2012/13	Variance
28	2.0	Head of Housing & Support	2.0	0.0
29	17.3	Landlord Services	19.0	1.7
30	14.8	Housing Needs & Strategy	16.8	2.0
31	13.2	Asset & Property Team	14.2	1.0
32	2.1	Communal Areas Cleaning	2.1	0.0
33	19.1	Mobile Support Officers	18.3	-0.8
34	68.5	Total	72.4	3.9

Significant variances and areas of interest in 2012/13

An audit adjustment was made to the final **Housing Subsidy** claim for 2011/12 which resulted in a repayment from the government.

Interest Payable was lower than predicted due to the discounted interest rates available for the self financing loans.

Revenue Contribution to Capital Expenditure reflects the underspend on the HRA capital programme.

Staff Numbers: 4 new posts were approved after the 2012/13 budgets were set; a Community Development Worker, an additional Programmed Works Officer, a Clerical Officer and an apprentice.

EAST DEVON DISTRICT COUNCIL REVENUE OUTTURN 2012/2013

		2012/2013		HOUSING REVENUE ACCOUNT	2012/2013	
		Budget			Actual	variance
	Original	Revised	£			
	£	£				
				INCOME		
1	(15,929,750)	(15,929,750)		Gross Property Rents	(16,108,146)	(178,396)
2	(388,250)	(388,250)		Garage Rents	(393,668)	(5,418)
3	(89,000)	(89,000)		Other Rents and Income	(70,954)	18,046
4	(16,407,000)	(16,407,000)		TOTAL INCOME	(16,572,768)	(165,768)
				REPAIRS & MAINTENANCE		
				Repairs and Maintenance - General		
				Response Maintenance (Day to Day Repairs)		
5	1,401,360	1,401,360			1,624,476	223,116
				Programmed Maintenance		
6	15,450	15,450		Communal Areas	7,081	(8,369)
7	10,000	10,000		Emergency Lighting and Fire alarms	215	(9,785)
8	0	0		Fire Extinguishers	331	331
9	36,050	36,050		Solid Fuel Appliances - Servicing	71,947	35,897
10	400,000	400,000		Gas Appliances - Servicing	515,676	115,676
11	35,000	35,000		Lift Maintenance	30,889	(4,111)
12	496,500	496,500		Total Programmed Maintenance	626,139	129,639
				Cyclical Maintenance		
13	200,000	200,000		External Painting Programme	139,430	(60,570)
14	0	0		Extras to Painting Programme	16,794	16,794
15	0	0		Gutter Repairs	3,958	3,958
16	12,850	12,850		Interior Decoration	5,085	(7,765)
17	212,850	212,850		Total Cyclical Maintenance	165,267	(47,583)
18	2,110,710	2,110,710		Total Repairs and Maintenance - General	2,415,882	305,172
				Improvements		
19	103,000	103,000		Social Services Adaptations	23,652	(79,348)
20	0	0		Water Service Renewal	7,406	7,406
21	2,000	2,000		Woodworm Treatment	3,647	1,647
22	20,000	20,000		Improvements Voucher Scheme	23,684	3,684
23	3,000	3,000		Sanctuary Scheme	4,768	1,768
24	20,000	20,000		Structural Works - Subsidence	16,884	(3,116)
25	3,000	3,000		Grant Via Tenant Participation	2,564	(436)
26	15,000	15,000		Energy Performance Certificates	10,736	(4,264)
27	35,000	35,000		Dampness Eradication	77,880	42,880
28	20,000	20,000		Path Repairs	12,571	(7,429)
29	25,000	25,000		Condensation	9,504	(15,496)
30	10,000	10,000		Carbon Management	20,696	10,696
31	10,000	10,000		Soundproofing	0	(10,000)
32	40,000	40,000		Asbestos Works	63,919	23,919
33	5,000	5,000		Minor Schemes	4,553	(447)
34	50,000	50,000		Fire Safety Works	4,418	(45,582)
35	515,660	515,660		Schemes to be identified per Stock Condition Survey	0	(515,660)
36	876,660	876,660		Total Repairs and Maintenance - Improvements	286,882	(589,778)

Significant variances and areas of interest in 2012/13

Rent income is higher than predicted due to reduced void times and excellent income collection rates.

Day to Day repairs are overspent due to increases in demand for responsive repairs and in the average cost of work required.

Within **programmed maintenance**, servicing and replacement of **gas boilers** and **solid fuel appliances** was higher than anticipated due to a higher number of appliances failing carbon monoxide tests.

Improvements - social services adaptations were reduced due to new eligibility criteria. The budget for **Schemes to be identified per Stock Condition Survey** was not required.

EAST DEVON DISTRICT COUNCIL REVENUE OUTTURN 2012/2013

	2012/2013		HOUSING REVENUE ACCOUNT	2012/2013	
	Budget			Actual	variance
	Original	Revised			
			SUPERVISION & MANAGEMENT		
			Supervision & Management - General		
1	1,473,980	1,473,980	Employees	1,457,805	(16,175)
2	100,190	100,190	Premises	82,780	(17,410)
3	106,250	106,250	Transport	101,590	(4,660)
4	144,740	144,740	Supplies & Services	168,337	23,597
5	1,029,350	1,029,350	Support Services	1,029,350	0
6	2,854,510	2,854,510	Total Expenditure	2,839,862	(14,648)
7	(2,500)	(2,500)	Income	(31,119)	(28,619)
8	2,852,010	2,852,010	Net Expenditure before Recharges (see analysis below)	2,808,743	(43,267)
9	(431,500)	(431,500)	Recharges	(431,500)	0
10	2,420,510	2,420,510	Net Supervision & Management - General	2,377,243	(43,267)
			Net Expenditure Analysis by Cost Centre		
11	563,840	563,840	General Operational Management	549,307	(14,533)
12	188,050	188,050	Head of Housing & Support	186,039	(2,011)
13	744,950	744,950	Landlord Services	738,177	(6,773)
14	612,330	612,330	Housing Needs & Strategy	635,440	23,110
15	676,450	676,450	Asset & Property Team	632,041	(44,409)
16	2,750	2,750	Council House Sales	4,960	2,210
17	3,450	3,450	Sewage Treatment Works	3,390	(60)
18	60,190	60,190	Communal Areas Cleaning	59,389	(801)
19	2,852,010	2,852,010	Net Expenditure before Recharges	2,808,743	(43,267)
20	(431,500)	(431,500)	Recharges	(431,500)	0
21	2,420,510	2,420,510	Total Analysis by Cost Centre	2,377,243	(43,267)
			Supervision & Management - Special		
22	42,500	42,500	Community Centres	40,882	(1,618)
23	5,000	5,000	Choiced Based Lettings	10,780	5,780
24	323,470	323,470	Maintenance of Grounds	311,470	(12,000)
25	66,770	66,770	Play Areas	49,693	(17,077)
26	0	0	Caretaking & Window Cleaning	407	407
27	29,380	29,380	Communal Areas Lighting	30,170	790
28	12,000	12,000	Communal Areas Heating	33,571	21,571
29	5,000	5,000	STAR Survey	8,255	3,255
30	3,240	3,240	Tenants' Conference	3,214	(26)
31	0	0	New Build Feasibility	330	330
32	15,000	15,000	ASW Procurement	14,074	(926)
33	10,000	10,000	De-commissioning costs	6,946	(3,054)
34	10,300	10,300	Business Plan Update	5,299	(5,001)
35	5,670	5,670	District Offices	15,241	9,571
36	317,700	317,700	Mobile Support Officers	199,545	(118,155)
37	846,030	846,030	Total Supervision & Management - Special	729,877	(116,153)

Significant variances and areas of interest in 2012/13

The underspend on employees, premises and transport under **Supervision & Management - General** is due to vacancies during the year, offsetting the addition of 4 new posts, and lower property insurance premiums. The overspend on supplies & services is due to consultancy costs for the new repairs contracts.

Under **Supervision & Management - Special**, the overspend on **District Offices** is offset by the underspend on **Mobile Support Officers** due to vacancies and higher than expected Supporting People income.

EAST DEVON DISTRICT COUNCIL REVENUE OUTTURN 2012/2013

	2012/2013		HOUSING REVENUE ACCOUNT	2012/2013	
	Budget			Actual	variance
	Original	Revised			
			OTHER EXPENDITURE	£	£
1	13,850	13,850	Sewerage - Repairs, Maintenance & Emptying	12,598	(1,252)
2	36,070	36,070	Tenant Participation	28,665	(7,405)
3	5,150	5,150	Tenant Scrutiny	4,528	(622)
4	2,060	2,060	Storage	1,405	(655)
5	2,000	2,000	Honiton - Heathpark	3,983	1,983
6	6,000	6,000	Community Development Work	5,578	(422)
7	2,000	2,000	Minor Management Schemes	3,990	1,990
8	10,000	10,000	Road Repairs	13,240	3,240
9	1,000	1,000	Signs on Estates	1,040	40
10	3,000	3,000	Off Street parking - Grants to Tenants	1,021	(1,979)
11	10,000	10,000	Other Expenses (incl pest control)	8,213	(1,787)
12	0	0	Gully Cleansing	2,746	2,746
13	37,170	37,170	Tree Felling and Planting	21,178	(15,992)
14	5,000	5,000	Landscaping	4,412	(588)
15	75,000	75,000	Removal Expenses (Downsizing)	59,549	(15,451)
16	500	500	Private Water Supplies - Service & Maintenance	300	(200)
17	10,000	10,000	Removal of Rubbish	12,980	2,980
18	6,900	6,900	Best Value - Housemark	7,205	305
19	225,700	225,700	TOTAL OTHER EXPENDITURE	192,631	(33,069)
			MAJOR REPAIRS ACCOUNT		
20	500,000	500,000	Central Heating	361,031	(138,969)
21	0	0	Gas Appliance Replacement	87,906	87,906
22	250,000	250,000	Re-roofing	300,447	50,447
23	1,000,000	1,000,000	Kitchens and Bathrooms	1,052,233	52,233
24	600,000	600,000	Door Replacements	284,719	(315,281)
25	150,000	150,000	Electrical Updating	6,700	(143,300)
26	250,000	250,000	Electrical Works on Change Of Tenancy	382,116	132,116
27	10,000	10,000	Flat Roof Repairs	9,765	(235)
28	10,000	10,000	Chimney Repairs	27,179	17,179
29	15,000	15,000	Fence Programme	30,878	15,878
30	0	0	Renewal of Walls	0	0
31	20,000	20,000	Replacement Floors	6,929	(13,071)
32	900,000	900,000	Change Of Tenancy: Other Expenditure	1,113,920	213,920
33	435,000	435,000	Modernisation	0	(435,000)
34	4,140,000	4,140,000	TOTAL MAJOR REPAIRS ACCOUNT	3,663,823	(476,177)

Significant variances and areas of interest in 2012/13

Other Expenditure - the main underspends were on **Tree Felling & Planting** and **Downsizing**.

Major Repairs - Gas Appliance Replacement (boilers) costs have been met from the **Central Heating** budget.

There is an underspend on **Door Replacements** due to fewer doors than anticipated being put in the programme.

Electrical Updating has taken place on Change of Tenancy, accounting for the overspend on **Electrical Works on Change Of Tenancy**.

The overspend on **Change of Tenancy: Other Expenditure** was due to the poor condition of some properties when the tenant left.

The **Modernisation** budget was a contingency that was not required this year.

East Devon DC
Business Plan
Operating Account - Programme
(expressed in money terms)

		Income					Expenditure										Net Operating (Expenditure) £,000	Provision for repayment of external loans £,000	Transfer from / (to) MRR £,000	RCCO £,000	Surplus (Deficit) for the Year £,000	Surplus (Deficit) b/fwd £,000	Interest £,000	Surplus (Deficit) c/fwd £,000
Year	Year	Net rent Income £,000	Other income £,000	Misc Income £,000	HRA Subsidy Receivable £,000	Total Income £,000	Managt. £,000	Depreciation £,000	Responsive & Cyclical £,000	Other Revenue spend £,000	HRA Cost of Rent Rebates £,000	Misc expenses £,000	HRA Subsidy Payable £,000	Total expenses £,000	Capital Charges £,000									
1	2012.13	15,947	451	272	0	16,670	(3,107)	(4,375)	(3,803)	(193)	0	0	0	(11,477)	(2,564)	2,628	(5)	3,005	(1,589)	4,039	623	21	4,684	
2	2013.14	16,506	704	54	0	17,264	(3,503)	(4,532)	(6,639)	(244)	0	0	0	(14,917)	(2,564)	(217)	(5)	3,005	(1,138)	1,645	4,684	39	6,367	
3	2014.15	17,163	724	0	0	17,887	(3,608)	(4,640)	(4,059)	(250)	0	0	0	(12,556)	(2,563)	2,767	(580)	3,005	(32)	5,161	6,367	134	11,662	
4	2015.16	17,648	744	0	0	18,392	(3,716)	(4,752)	(4,178)	(256)	0	0	0	(12,902)	(2,559)	2,931	(1,029)	3,005	(8,012)	(3,105)	11,662	152	8,709	
5	2016.17	18,212	765	0	0	18,977	(3,827)	(4,868)	(4,302)	(262)	0	0	0	(13,259)	(2,548)	3,170	(1,490)	3,005	(3,535)	1,150	8,709	139	9,998	
6	2017.18	18,775	786	0	0	19,561	(3,942)	(4,986)	(4,429)	(269)	0	0	0	(13,625)	(2,529)	3,406	(1,310)	3,005	(3,575)	1,525	9,998	161	11,684	
7	2018.19	19,341	808	0	0	20,149	(4,060)	(5,107)	(4,559)	(276)	0	0	0	(14,002)	(2,509)	3,637	(1,587)	3,005	(3,617)	1,438	11,684	186	13,308	
8	2019.20	19,915	830	0	0	20,746	(4,181)	(5,231)	(4,694)	(283)	0	0	0	(14,389)	(2,481)	3,875	(1,917)	3,005	(3,661)	1,302	13,308	209	14,820	
9	2020.21	20,502	853	0	0	21,355	(4,307)	(5,358)	(4,832)	(290)	0	0	0	(14,787)	(2,443)	4,126	(2,259)	3,005	(3,706)	1,165	14,820	231	16,216	
10	2021.22	21,104	877	0	0	21,981	(4,436)	(5,488)	(4,975)	(297)	0	0	0	(15,196)	(2,392)	4,393	(2,619)	3,005	(3,874)	905	16,216	250	17,371	
11	2022.23	21,723	902	0	0	22,625	(4,569)	(5,621)	(5,122)	(304)	0	0	0	(15,616)	(2,329)	4,679	(2,889)	3,005	(3,927)	869	17,371	267	18,507	
12	2023.24	22,361	927	0	0	23,287	(4,706)	(5,758)	(5,273)	(312)	0	0	0	(16,049)	(2,255)	4,984	(3,288)	3,005	(3,982)	719	18,507	283	19,509	
13	2024.25	23,016	953	0	0	23,968	(4,847)	(5,898)	(5,429)	(320)	0	0	0	(16,493)	(2,166)	5,310	(3,718)	3,005	(4,040)	557	19,509	297	20,363	
14	2025.26	23,690	979	0	0	24,669	(4,992)	(6,041)	(5,589)	(328)	0	0	0	(16,950)	(2,060)	5,659	(4,180)	3,005	(4,100)	385	20,363	308	21,056	
15	2026.27	24,385	1,006	0	0	25,391	(5,141)	(6,188)	(5,754)	(336)	0	0	0	(17,419)	(1,938)	6,034	(4,675)	3,005	(7,169)	(2,805)	21,056	295	18,546	
16	2027.28	25,099	1,034	0	0	26,133	(5,296)	(6,338)	(5,925)	(344)	0	0	0	(17,903)	(1,797)	6,433	(2,427)	3,005	(7,322)	(3,111)	18,546	276	18,511	
17	2028.29	25,834	1,063	0	0	26,898	(5,454)	(6,492)	(6,100)	(353)	0	0	0	(18,399)	(1,722)	6,776	(2,710)	3,005	(7,481)	(409)	18,511	275	18,376	
18	2029.30	26,591	1,093	0	0	27,684	(5,618)	(6,649)	(6,281)	(362)	0	0	0	(18,910)	(1,637)	7,137	(3,081)	3,005	(7,644)	(584)	18,376	271	18,063	
19	2030.31	27,370	1,124	0	0	28,493	(5,787)	(6,811)	(6,467)	(371)	0	0	0	(19,435)	(1,537)	7,521	(3,483)	3,005	(7,814)	(771)	18,063	265	17,557	
20	2031.32	28,171	1,155	0	0	29,326	(5,960)	(6,976)	(6,659)	(380)	0	0	0	(19,975)	(1,423)	7,928	(3,915)	3,005	(6,117)	901	17,557	270	18,728	
21	2032.33	28,997	1,187	0	0	30,184	(6,139)	(7,145)	(6,856)	(390)	0	0	0	(20,530)	(1,293)	8,361	(6,063)	3,005	(6,244)	(941)	18,728	274	18,061	
22	2033.34	29,846	1,220	0	0	31,066	(6,323)	(7,319)	(7,059)	(399)	0	0	0	(21,100)	(1,090)	8,876	(6,735)	3,005	(6,375)	(1,229)	18,061	262	17,093	
23	2034.35	30,720	1,254	0	0	31,974	(6,513)	(7,496)	(7,268)	(409)	0	0	0	(21,687)	(862)	9,425	(7,413)	3,005	(6,511)	(1,494)	17,093	245	15,845	
24	2035.36	31,620	1,289	0	0	32,909	(6,708)	(7,678)	(7,483)	(420)	0	0	0	(22,289)	(613)	10,007	(8,137)	3,005	(6,652)	(1,777)	15,845	224	14,292	
25	2036.37	32,546	1,325	0	0	33,871	(6,909)	(7,865)	(7,705)	(430)	0	0	0	(22,909)	(334)	10,628	(8,911)	3,005	(8,392)	(3,670)	14,292	187	10,809	
26	2037.38	33,499	1,363	0	0	34,861	(7,117)	(8,056)	(7,933)	(441)	(25)	0	0	(23,546)	(27)	11,288	(225)	3,005	(8,590)	5,478	10,809	203	16,491	
27	2038.39	34,480	1,401	0	0	35,880	(7,330)	(8,251)	(8,168)	(452)	0	0	0	(24,201)	(19)	11,660	(20)	3,005	(8,794)	5,851	16,491	291	22,632	
28	2039.40	35,490	1,440	0	0	36,929	(7,550)	(8,451)	(8,410)	(463)	0	0	0	(24,875)	(18)	12,037	(21)	3,005	(9,006)	6,015	22,632	385	29,032	
29	2040.41	36,528	1,480	0	0	38,008	(7,776)	(8,657)	(8,659)	(475)	0	0	0	(25,567)	(17)	12,425	(22)	3,005	(9,225)	6,183	29,032	482	35,696	
30	2041.42	37,598	1,521	0	0	39,119	(8,010)	(8,867)	(8,916)	(487)	0	0	0	(26,279)	(16)	12,825	(23)	3,005	(9,451)	6,355	35,696	583	42,635	

Agenda Item: 10

Housing Review Board

20 June 2013

JG/DB



Property and Asset team – Restructure and Staffing

Summary

This report sets out a proposal to restructure the Property and Asset team into three sections and a request for approval to fund additional posts. We currently employ an Architectural and Building Surveying consultancy to help with implementing our programmed works, own build/housing development and other aspects of work. It is proposed that, rather than retendering this work this financial year, we bring the work in-house and employ staff direct. The existing Senior Technical Officer is a qualified and experienced Architect who is already doing some of the tasks previously undertaken by the external contractor/consultant. The cost of using the external contractor was £79,366 in 2012/13.

To provide the additional staff and restructure the Property and Asset team as set out in the report is £81,344, and therefore the **cost to the HRA is broadly neutral**.

Recommendation

Members are asked to:

- 1. Approve the changes to the staffing structure of the Property and Asset team.**
- 2. Approve the proposal to bring in-house the existing work undertaken by a contractor.**
- 3. Approve the funding required for the additional staff for the Property and Asset team as outlined in the report.**

a) Reasons for Recommendation

The increase in funding for programmed works this year and our capacity to deliver the work of the Property and Asset team, including carbon management/energy efficient measures; improvements to the housing stock; and administration of the repairs service, is being compromised because of a lack of staff capacity.

b) Alternative Options

To do nothing and accept that delivery of the programmes of work and our management of contractors and contracts for the repair and maintenance and improvements to the housing stock may not be achieved.

We could consider appointing to the vacant Housing Property and Asset Manager post that we have kept vacant for two years.

c) Risk Considerations

None.

d) Policy and Budgetary Considerations

The Housing Revenue Account Business Plan covers the policy and budgetary aspects of the landlord service.

Positive Impact Overall

Affordable Homes.

Excellent Customer Service.

Meeting our Diversity and Equality duties.

e) Date for Review of Decision

As part of the annual review of the Housing Revenue Account Business Plan.

1. Introduction

- 1.1 The Housing Revenue Account captures the details of the funds necessary for the repair and maintenance of the Council's housing stock. This includes the day to day maintenance and bringing empty (void) properties up to a lettable standard. It also includes the various programmes of improvements and cyclical maintenance, as well as gas servicing, solid fuel servicing and other maintenance and service contracts required to meet health and safety and fire regulation standards.
- 1.2 More recently we have been developing the opportunities to improve the energy efficiency and thermal insulation of our homes and to reduce fuel poverty amongst our tenants. This will involve substantial investment in solar, wind and other technologies that reduce energy costs to tenants and where appropriate provide an income stream to the HRA.
- 1.3 To help with some aspects of repairs and maintenance and deliver the repairs service we have contracts with various local contractors. One of those contracts is for architectural and building surveying consultancy services. It is our intention to retender this work during 2012/13. This contract helps us to implement our kitchen replacement programme – surveying properties; specifying works to individual properties, developing tender documentation; tendering works; and managing contractors. Other examples include the preparation of plans for housing development; helping us with our own build projects; drawings for loft conversions and extensions to Council homes; and seeking planning permissions on our behalf.
- 1.4 The workload of the Property and Asset team has increased substantially since the implementation of the HRA self-financing arrangements. Members agreed significant increases in programmed works budgets and this has increased the workload of the two Programmed Works Officers. To enable them to focus on delivering the replacement and improvement programmes it is necessary to release them from other administrative and the more minor technical duties
- 1.5 The Repairs Service Centre – the first point of contact for tenants and contractors who have repair issues, has evolved to take on key duties relating to repairs administration and an increased 'technical' role. In addition, the team provide administrative support to the Senior Technical Officer and

Maintenance Surveyors. The current staffing level is stretched during times of sickness, training, leave and during peak demand periods and is only capable of dealing with incoming telephone calls from tenants and contracts to the detriment of other aspects of work e.g. processing invoices and other administrative tasks.

- 1.6 The Housing Needs and Strategy Manager has assumed senior management responsibility for the team following the retirement of the Property and Asset Manager two years ago. This post remains on the establishment and in the budget, but has not been filled because the role has been effectively absorbed by the Housing Needs and Strategy Manager together with the desire to strengthen frontline staff rather than management.

2. Proposal to restructure the Property and Asset team and increase staffing levels

- 2.1 The Senior Technical Officer (STO) postholder is a qualified and experienced Architect. Aspects of work currently outsourced to a contractor could be dealt with in-house and provide savings in the region of £80,000 to the HRA. However, to achieve this will require additional staff resources costing in the region of £80,000. In addition, a further small budget would be required to commission an architectural technician service to undertake minor technical work to support the Property and Asset team when required.
- 2.2 The current STO post would be split between two STO posts – STO (Repairs and Maintenance) and STO (Asset Management). This would build capacity at the STO level to provide support to technical staff; undertake the work currently provided through a consultancy, and be more responsive to the needs of tenants and contractors. At present this capacity is limited and is not as responsive as it could be.
- 2.3 The STO (**Repairs and Maintenance section**) would manage the Day to Day Repair and Maintenance function including the existing Maintenance Surveyors (x4) The work would focus on (not an exhaustive list):
 - Day to Day repairs
 - Voids including gas and electric certification
 - Pre and Post Inspections
 - Asbestos Surveys
 - Day to Day Contract management
 - Performance monitoring

2.4 To achieve this, the existing STO will transfer to a new post of STO (Asset Management) and move away from the repairs and maintenance function to focus on the following:

Asset management	Architectural service
New build/own build	Energy Performance Certificates
Extensions/loft conversions	Consents, licences, permissions
Lift maintenance	Solid fuel servicing
Stock Condition survey work	Ad hoc major works
Gas Servicing	Voucher Scheme
Adaptations	Fire Risk Assessments
Programmed Works	Boundary and ownership issues
Contract management	RTB support/ Leasehold services
Specification and tender documentation	
Fire alarms/extinguisher and emergency lighting maintenance	
CO detectors/Smoke alarms/ heat sensors	
Electrical Condition Report (ECR) programme	

2.5 At the same time we will bring in-house the majority of work currently undertaken by a contractor and retender what we need from an architectural technician service to support the STO (Asset Management). Savings in the region of £80,000 can be used to fund the additional staff required below.

2.6 The **Asset Management section** would include:

- Programmed Works Officer (x2)
- Housing Asset and Development Officer (x1)
- Technical Officer (x1)
- Technical Assistant (x1 – new post).

2.7 An additional Technical Assistant post would be required to take on licences, permissions, voucher scheme and consents and provide support to the team. This would enable the Programme Works Officers to concentrate on delivering the annual programmed works; managing the contracts/contractors; developing our specifications and tender documentation, and implementing our carbon management, energy/thermal efficiency and reducing fuel poverty work. In addition, I want to be in a position where we have in place all the service/maintenance contracts we need in place and in compliance with OJEU/Procurement policies.

2.8 The **Repairs Service Centre** (the third small section in the team) requires an additional Repairs Advisor. Although coping generally there are peaks in workload that stretch the team and prevent all the work from being done and there is no capacity to cover for sickness, leave, training, etc. In addition, the team can do more 'technical' work – processing orders without the need for approval from a Maintenance Surveyor; minor adaptations; and monitoring recalls and chasers and ensuring completion of works. An additional Repairs Advisor would provide capacity and enable a wider administrative service to be provided to the Property and Asset team.

2.9 The table below summarises the cost of three additional staff required in the Property and Asset team.

			salary now £	salary + 1% £	NI £	Pension £	Total £
Technical Assistant	Grade 5	scp 23	20,198	20,400	1,343	3,774	25,517
Senior Technical Officer	Grade 7	scp 31	26,276	26,539	1,981	4,910	33,430
Repairs Advisor	Grade 4	scp 19	17,802	17,980	1,091	3,326	22,397
Total							81,344

2.9 Members are asked to approve the proposals in the report and to approve the funding of the additional staff outlined in the report, which can be financed from the Housing Revenue Account. For many years we have 'made do' with our lean staffing structure, but we are now in a position to resource to meet demand. We are also confident that the demand will remain high and the proposals meet our commitment to improving services to tenants through proactive asset management.

Legal Implications

Financial Implications

The financial implications are contained within the report.

Consultation on Reports to the Executive

Not applicable.

Background Papers

- None.
-

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20 June 2013

Agenda Item: 11

Housing Review Board

20 June 2013

PJL/EC



Proposal to purchase a shared house (House in Multiple Occupation - HMO) to be owned and managed by East Devon District Council

Summary

This report outlines a proposal and business case to purchase a suitable property in Exmouth that will provide accommodation for up to seven individuals living in separate bedrooms with their own en-suites, but sharing a communal kitchen, and dining area. The report explains the background to the proposal, the funding available and likely costs involved. It considers how rooms will be allocated and how the property will be managed. It also looks at the potential risks and how we can mitigate these if the project is agreed.

Recommendations:

- a. That it is agreed that this type of accommodation would be a beneficial addition to the current Council property portfolio, making available another form of accommodation for single people within the district.
- b. That the Housing Service ensures that adequate provision is put in place to effectively manage the shared house/HMO and support tenants, as necessary.
- c. That the commuted sum available in Exmouth of £350,000 and up to £100,000 from the Right to Buy receipts be allocated towards the purchase and refitting of a property in Exmouth to provide up to seven units of HMO type accommodation. If property A is no longer available suitable alternative accommodation will be sought up to the budget available for purchase and refit of £450,000.

a) Reasons for Recommendation

To add a source of accommodation for single people to the Council's portfolio of housing and to use this as an example of good practice in the management of houses of multiple occupation.

b) Alternative Options

Not to purchase an HMO and to spend the funds available on the provision of other forms of affordable housing.

c) Risk Considerations

Risks are contained within the report.

d) Policy and Budgetary Considerations

Policy and budgetary considerations are contained within the report.

e) Date for Review of Decision

July 2013.

1 Background

- 1.1 House in Multiple Occupation (HMO) type shared accommodation is not currently provided by the Council, although we do refer individuals in housing need to private HMO landlords or agents.
- 1.2 The intention behind this proposal is to ensure that any HMO owned and managed by the Council is of a high standard and to act as a good practice example to private providers.
- 1.3 The proposal has been considered by the Virtual Housing Development Team (set up to consider alternative ways to provide affordable housing) and agreed in principle subject to a detailed business case. The Housing Enabling Officer and Housing Projects Officer visited an existing HMO and talked with the landlord about how it is run and managed. They have researched properties currently on the market in Exmouth, which are either existing HMOs or Bed and Breakfast style accommodation.
- 1.4 A potential property (**Annex 1**) is currently on the market in Exmouth, and could provide seven lettable rooms. This property has been viewed and an estimate made of the work and costs to bring it up to a suitable standard.
- 1.5 If it is not possible to purchase this particular property it is anticipated that the work undertaken on financial viability/costings could be applied to other similar properties that may become available.
- 1.6 Our Legal team have advised that the Council can operate this type of accommodation. We will seek further advice as to the exact type of licence and tenancy agreement required. It is envisaged that each tenant would pay rent plus a service charge to cover communal/additional management costs.

2 The need for this accommodation

- 2.1 There is a housing need for this type of accommodation within the district, particularly in Exmouth. During 2012 99 single people under 30 yrs old approached the Housing Needs Team as potentially homeless or in need of alternative accommodation. (This figure does not include those that were pregnant at the time). There is a significant unmet need for shared housing for single people, although providing this type of accommodation has not been a priority for us in the past.
- 2.2 It is envisaged that a licensed HMO would be available to individuals aged between 21 and 55, male or female, considered to be in housing need (see section on allocation).
- 2.3 Due to the changes in Housing Benefit rules single people under 35 can only claim Housing Benefit up to the Local Housing Allowance (LHA) shared room rate (currently £70.77

for Exmouth) in private rented accommodation. So for eligible residents renting from the Council would be an attractive proposition as the LHA does not apply, and the full rent will be covered by Housing Benefit. Also the service charges for electricity, gas, and water used in the communal areas and for Council Tax will be eligible as well as a contribution towards management costs.

- 2.4 Tenants would be expected to abide by the 'house rules' (**Annex 2**) and the terms of the tenancy agreement. It is likely that some tenants will remain in the HMO for a reasonable length of time while others may only stay for a few months whilst looking for other more suitable/permanent accommodation.

3 Funding

- 3.1 It is proposed that funding be secured via commuted sum payments from the Pegasus development on Salterton Road and the remaining monies from Douglas Avenue Exmouth. Our Legal team have confirmed that these monies can be spent in this way '*for the provision of off-site affordable housing*'. The total amount available is approximately £350,000.
- 3.2 Subject to the purchase price and works required to adapt the property, further funding support maybe required. It is proposed that any shortfall comes from the retained Right to Buy receipts that have to be used towards the provision of affordable social housing.

4 Potential costs (initial and ongoing)

- 4.1 The purchase price for Property A would be £250,000. Property A has been an HMO in the past, but is currently empty. The work needed (subject to a detailed survey) includes:
- Tackling the damp issues within the property
 - Rewiring
 - Replacing the heating system*
 - Replacing the windows
 - Replacing some, and building new, bathrooms
 - Structural work to provide desired layout
 - Steps to ensure we meet all fire regulations
 - Replacing the kitchen
 - Redecoration throughout
 - Provision of floor coverings, kitchen equipment and utensils.

*(depending on the exact property purchased we will seek advice as to the most appropriate heating system to provide safe, economic and thermal efficient heating).

- 4.2 The amount of work necessary to bring the property up to a good letting standard has been estimated at £192,335, including a 10% contingency (see **Annex 3**).
- 4.3 Therefore the total estimated costs would be just under £442,500, for seven units of accommodation, a cost of just under £63,300 per unit.
- 4.4 There may also be costs incurred for legal work and any potential planning issues, depending on the exact property which we purchase.

4.5 Ongoing costs will include:

- Council tax
- Utility costs for the communal areas (electric, water etc)
- Cleaning of communal areas
- Maintenance of communal areas
- Management costs
- Maintaining the internal rooms to a good standard of decoration, potentially needing to repaint each room for each new tenant
- The replacement of furniture and fittings (e.g. beds, kitchen appliances).

5 Income

5.1 Our Rental Section have advised that an average rent of £60/week would be in line with the other rents we charge within the Exmouth area. We may decide to charge slightly more if the rooms are larger and slightly less if the rooms are smaller. With an average rent of £60/week/room the rental income would be £420/week.

5.2 As well as rent tenants will need to pay a service charge of about £35/week broken down as follows:

- £10 for electricity to the communal areas
- £5 for water to the communal areas
- £5 for cleaning of communal areas
- £5 for maintenance of communal areas
- £5 for management costs
- £5 for council tax (assuming property is Band E - £1829.07/year)

5.3 So the total weekly income per room would be in the region of £95/week.

6 Approximate costs and income

Property

Expenditure

Purchase price	£250,000
Improvement works	£193,000
Total	£443,000

Income

Commutated Sum	£350,000
Retained Right to Buy receipts	£93,000
Total	£443,000

Rental Income

7 rooms & approx £60 per wk	£420.00	x52 wks = £21,840 per yr
Service charge 7 rooms & £35 per wk	£245.00	x52 wks = £12,740 per yr
Total gross yearly income	£665.00	x52wks = £34,580 per yr

Rental Income less expenditure / potential void rent loss

2% void rent loss	£436.80
4 weeks rent loss	£1680.00
Service charge	£12,740
Total costs/loss	£14,856

Gross Income	£34,580
Expenditure	£14,856
Net Income	£19,724

7 Allocation of rooms

- 7.1 The rooms will be allocated through Devon Home Choice, but we will put in place a local lettings plan (to be agreed). We anticipate that tenants will be aged between 21 to 55, and we will try to have a mixed age range at any one time. The rooms will only be available to single people, with no children. We will endeavour to have a balance between those in work and not in work. Tenants will be expected to have no health or wellbeing issues and no support needs. To reduce the risk of fire we will operate a non smoking policy.
- 7.2 Within the local lettings policy we will state that tenants will be given priority within Devon Home Choice to move on to appropriate accommodation should their situations change.

8 Management

- 8.1 Basic furniture will be provided for each room (bed, chest of drawers, wardrobe and curtains – fire retardant where necessary) and the kitchen will be fitted out with basic appliances (fridges, freezers, oven, kettle, microwave, pots and pans, basic cutlery and crockery). There are strict guidelines for the facilities, number of appliances etc provided in an HMO and these depend on the number of lettable rooms.
- 8.2 Each tenant will be expected to keep to the house rules. We will arrange for the cleaning of communal hallways and stairs, plus the kitchen and utility floors, but cleaning of individual rooms and the kitchen surfaces would be the responsibility of each tenant.
- 8.3 We will put in place appropriate management arrangements and if required ensure that housing officers have a presence in the building on a regular basis. Management issues will fall within the remit of the appropriate housing team. For example Estate Management will deal with issues of nuisance or antisocial behaviour, whilst Rental will deal with non payment of rent or debt issues.
- 8.4 We will discuss with our Legal team the most appropriate type of tenancy agreement to ensure that we can effectively deal with any problems that may arise, whilst still giving tenants some security regarding their rights to occupy their room.

9 Potential risks

- a. This type of property is not desirable and we have difficulty in letting the rooms.
- b. There is a high turnover of tenants leading to increased void periods and a fall in rental income.
- c. Management of the property or tenancies becomes an issue, with residents not getting along or respecting the house rules etc.
- d. We do not have adequate management arrangements in place.
- e. Tenants do not respect the communal areas or equipment and we need to replace fixtures and fittings more often than budgeted for.

10 Reducing the risks

We will take every possible step to reduce the identified risks by:

- a. Ensuring the rooms are let as quickly as possible to qualifying individuals.

- b. Ensuring adequate management arrangements are in place.
- c. Taking swift action when tenants do not abide by their licence agreement or the house rules.
- d. In the event of unforeseen problems we can decide to sell the property on the open market, or convert subject to planning permission into flats or bedsits.

11 Recommendations

- a. That it is agreed that this type of accommodation would be a beneficial addition to the current Council property portfolio, making available another form of accommodation for single people within the district.
- b. That the Housing Service ensures that adequate provision is put in place to effectively manage the shared house/HMO and support tenants when necessary.
- c. That the commuted sum available in Exmouth of £350,000 and up to £100,000 from the Right to Buy receipts be allocated to the purchase and refitting of a property in Exmouth to provide up to seven units of HMO type accommodation. If property A is no longer available suitable alternative accommodation will be sought up to the budget available for purchase and refit of £450,000.

Legal Implications

The Legal Section will detail any implications here. If there are none, this should also be stated by the Legal Section.

Financial Implications

The financial implications have been stated in the report.

Consultation on Reports to the Cabinet

None.

Background Papers

None

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Housing Review Board
20 June 2013



Energy Efficiency Rating		Current	Potential
Very energy efficient - lower running costs			
(92-100)	A		
(81-91)	B		
(69-80)	C		
(55-68)	D		66
(39-54)	E	41	
(21-38)	F		
(1-20)	G		
Not energy efficient - higher running costs			
England & Wales		EU Directive 2002/91/EC	

Environmental Impact (CO ₂) Rating		Current	Potential
Very environmentally friendly - lower CO ₂ emissions			
(92-100)	A		
(81-91)	B		
(69-80)	C		
(55-68)	D		60
(39-54)	E	35	
(21-38)	F		
(1-20)	G		
Not environmentally friendly - higher CO ₂ emissions			
England & Wales		EU Directive 2002/91/EC	

102 St Andrews Road, Exmouth, Devon EX8 1AT

PRICE £250,000
TENURE Freehold



A Substantial Victorian Terrace House Located Close To Exmouth Seafont,
Currently Arranged As Eight Bedrooms,
With Planning Permission To Convert To Four Residential Flats

Very Spacious Family Home • Currently Arranged As Eight Bedrooms Over Three Floors
Plus An Attic Area • Planning Consent To Convert To Four Flats • First Floor Lounge/Dining Room •
Kitchen/Breakfast Room & Utility Room • Two Shower Rooms & Bathroom • Gas Central Heating •
Rear Courtyard Garden • Garage • No Onward Chain •

Pennys Estate Agents Limited for themselves and for the vendor of this property whose agents they are give notice that:- (1) These particulars do not constitute any part of an offer or a contract. (2) All statements contained in these particulars are made without responsibility on the part of Pennys Estate Agents Limited. (3) None of the statements contained in these particulars are to be relied upon as a statement or representation of fact. (4) Any intending purchaser must satisfy himself/herself by inspection or otherwise as to the correctness of each of the statements contained in these particulars. (5) The vendor does not make or give and neither do Pennys Estate Agents Limited nor any person in their employment has any authority to make or give any representation or warranty whatever in relation to this property.

102 St Andrews Road, Exmouth, Devon EX8 1AT

ON THE GROUND FLOOR: Obscure glazed entrance door leading to:

ENTRANCE HALLWAY: With two wall light points, door leading to:

INNER HALLWAY: With further door to:

BEDROOM : 17' 2" maximum into front bay x 13' 1" into the chimney recesses (5.23m x 3.99m) Bay window to front aspect, two radiators, telephone point, television aerial point, doorway through to:

BEDROOM: 13' 10" x 9' 10" (4.22m x 3m) maximum into the side chimney recesses. Window to rear aspect, radiator, door to:

INNER HALLWAY: With stairs rising to first floor, radiator, built-in cupboard under stairs, door to:

KITCHEN/BREAKFAST ROOM: 14' 1" x 9' 11" (4.29m x 3.02m) including the depths of the fitted units. Window to side aspect. Range of units comprising single drainer stainless steel sink unit, roll edge work top surface, tiled splashback. Range of base cupboard and drawer units, matching eye level units, integrated electric double oven. Inset four ring electric hob with cooker hood over. Radiator. Door to:

UTILITY ROOM: 10' 7" x 7' 7" (3.23m x 2.31m) With window to side aspect. One and a half bowl stainless steel sink unit, roll edge work top surface, tiled splashback. Base cupboard and drawer units, matching eye level units. Floor standing gas fired boiler. Plumbing for washing machine. Further appliance space. Part glazed door to:

REAR LOBBY: With obscure glazed door to the back courtyard. Door to:

SHOWER ROOM/WC: With obscure glazed window to rear aspect. Suite comprising glazed shower cubicle with electric shower, wash hand basin with wall mounted mirror, shaver/light point over. Close coupled WC. Ceramic tiled walls. Gas convector heater.

FIRST FLOOR HALF LANDING: With window to side aspect, doors to:

BEDROOM: 10' 8" x 9' 11" (3.25m x 3.02m) maximum. A dual aspect room with windows to side and rear aspects. Wash hand basin with storage cupboard below, tiled splashback, shaver point, radiator, television aerial point.

SHOWER ROOM/WC: With obscure glazed window to side aspect, tiled shower cubicle with electric shower, glazed shower screen. Low level WC. Pedestal wash hand basin with tiled splashback.

FIRST FLOOR MAIN LANDING: With stairs rising to second floor, radiator, doors to:

LOUNGE/DINING ROOM: 16' 10" maximum into the side chimney recesses x 17' 1" maximum into the front bay (5.13m x 5.21m) Bay window and further window to front aspect. Log effect gas fire set on stone hearth with imitation stone surround and wooden mantel over, matching side shelving and television display plinth. Television aerial point, radiator, telephone point, wall light point.

BEDROOM: 13' 11" maximum including the depth of the built-in wardrobe x 9' 6" (4.24m x 2.9m) Window to rear aspect, radiator, wash hand basin with cupboard below and tiled splashback, wall mounted mirror over. Built-in wardrobe/storage cupboard. Television aerial point.

SECOND FLOOR HALF LANDING: With window to side aspect, doors to:

BEDROOM: 10' 0" x 5' 11" (3.05m x 1.8m) excluding the depth of the built-in wardrobe. A dual aspect room with windows to side and rear aspect, built-in airing cupboard, built-in wardrobe with sliding mirrored door. Dressing table/desk. Television aerial point, radiator.

BATHROOM/WC: With obscure glazed window to side aspect. A white suite comprising panelled bath, electric shower over, glazed shower screen. Pedestal wash hand basin, wall mounted mirror, shaver point over. Close coupled WC. Ceramic tiled walls, radiator. Hatch to rear roof void.

SECOND FLOOR MAIN LANDING: With radiator, open tread staircase leading to attic area, telephone point, doors to:

BEDROOM: 17' 5" maximum into front bay x 10' 5" maximum into side chimney recess (5.31m x 3.18m) Bay window to front aspect with some sideways views towards the River Exe Estuary and hills beyond. Radiator.

BEDROOM: 12' 1" measured to the built-in wardrobe x 9' 7" maximum (3.68m x 2.92m) With window to rear aspect, radiator, wash hand basin with cupboard below, wall mounted mirror over. Built-in wardrobe/storage cupboard.

BEDROOM: 13' 11" x 6' 1" (4.24m x 1.85m) With window to front aspect, radiator.

OUTSIDE: To the front of the property there is a wrought iron gate which provides access to a walled frontage with flower and shrub border. To the rear of the property is an enclosed courtyard garden. Gate providing pedestrian access onto the rear service lane.

GARAGE: Of single size, up and over door, window to side aspect, power and light.

AGENTS NOTE: Planning Permission 11/1727/FUL For Change of use to form 4 no residential flats and construct ground and first floor extension and construct dormer on rear elevation and rooflights on front (Renewal of planning permission 08/1671/FUL). Details available online at East Devon Planning Online.



EDDC House in multiple occupation - House rules

You must keep to these house rules.

If you do not do so you may lose your tenancy.

Security

- All entrance doors and communal doors must be kept shut at all times.
- You are responsible for the security of your own room. Keep your keys safe as you will be charged for any replacement keys.
- You must not give your keys, or copies, to anyone else.
- We insure the fabric of the building but you are responsible for insuring your own belongings.

Communal areas

- All communal areas must remain clear of any obstructions.
- All residents are responsible for keeping communal areas tidy and clean. Remember to clean up after you have used any of these areas, especially the kitchen.
- Please ensure that any communal pots, pans, crockery, cutlery and equipment is cleaned thoroughly after use. Please wash up and tidy away any of your own equipment.
- Ensure the extractor fan is used to remove cooking smells.
- Remove any of your own rubbish and empty the kitchen bins.
- Residents are responsible for putting all rubbish and recycling in the outside bins provided and for putting these out for the weekly collection and returning the empty bins afterwards.

Respect for your fellow residents

- It is a condition of your tenancy agreement that you do not interfere with the peace, comfort or quiet enjoyment of other people living near you.
- Please act at all times in a considerate manner to all other residents and their visitors.

Looking after your room

- You are responsible for keeping your own room clean and tidy and for looking after all items of furniture and furnishings provided.
- You will have to pay for the replacement of any damaged items unless this is due to fair wear and tear.
- You must not carry out any alterations to the room or its furniture or furnishings without our prior consent in writing.
- No cooking is permitted in your room or in any others areas except the kitchen.
- You can personalise you room, but we will re-charge you for any damage you cause.

Smoking

- We operate a No Smoking Policy so please do not smoke in any part of the building including your own room and the entrance ways.
- Do not light or use joss sticks, oils, gas, candles and incense burners within the property.

Alcohol, Drugs and Weapons etc

- Residents and their visitors are not allowed to drink alcohol in any of the communal areas or in the immediate areas outside the building.
- The use or selling of any hard or illegal substances is strictly prohibited in or around the property. This includes any paraphernalia associated with drug taking or the production of drugs or alcohol.
- No illegal or offensive weapons are permitted within the building.
- You must not keep in your room or on the premises any hazardous materials including but not limited to gas, liquids or other substances that are deemed to be dangerous.

Visitors

- You are responsible for the actions and behaviour of all visitors that you have at the property.
- Visitors must leave before midnight. Visitors are not allowed to stay overnight.

Children

- All children, including those visiting you, must be supervised at all times.
- Children must not be left alone in any of the communal areas at any time.

Absence from the property

- You must inform our Estate Management team (01395 516551) if you intend to be away from the property for more than 7 days.

Room transfer

- We reserve the right to transfer you to a different room within the property giving 7 days notice.

Inspections

- You must allow us access to carry out periodic inspections of your room. We will give you at least 24 hours notice of any such inspection, except in an emergency.

Pets

- No pets are allowed anywhere on the premises or in your room.

In case of emergency

- In case of fire please ring 999 – then make sure you and all other residents and visitors leave the building immediately
- If you smell gas or suspect a gas leak please ring National Grid Emergency on 0800 111 999
- If you have a repair request (such as a leaking tap) please ring our Repairs team on 01395 517458 (For emergency repairs outside working hours ring 01395 516854)
- If you wish problems regarding antisocial behaviour or neighbour nuisance speak to our Estate Management officers on 01395 516551.

DRAFT

St Andrews Road, Exmouth - works needed

Approx Costs

Annex 3

Damp issues	Ground floor - rising damp?	£12,000	
	damp on higher floors	£3,000	
Electrics	Complete rewire	£25,000	
	Fit meters to each room plus meter for communal rooms	£10,000	This covers Electric and Water meters
Heating	Remove current system	£5,000	Replace with wet system £25,000.
	Fit new dry (electric storage) system throughout	£20,000	Just replace the Gas Boiler, radiators and thermostats £5,000
Structural work	Walls taken down	£2,000	
	Walls to build - 8	£6,000	
	Doorways to create - 7	£5,500	
	doorways to block - 2	£1,500	
	2 internal wardrobes to be removed	£500	
	new windows - 21 (includes 3 bays)	£25,000	
	new front and back door	£2,000	
	take out downstairs shower room and knock into utility	£1,500	
	clear/replace gutters as necessary	£1,000	
	take down garage and make good outside space	£1,000	
	Fire precautions	smoke detectors in all rooms and communal rooms	£5,000
fire doors		£2,000	
fire exit system			Not required, additional fire proofing throughout the communal areas
Redecoration	outside and inside - full redecorate	£10,000	
Kitchen replacement	remove and replace, inc cooker, oven, extractor hood	£10,000	
Floor coverings	remove and replace	£15,000	
Kitchen appliances	x7 fridge / freezers, microwave	£2,000	
Kitchen utensils	crockery, cutlery, toasters, mugs etc	£350	
En Suites	x7 , inc shower, whb, toilet, tiling, etc	£15,000	
Contingency	10% of the total	£17,485	
	Total	£192,335	

These figures are approximations and are subject to change.

Agenda Item: 12

Housing Review Board

20 June 2013

jg



Advantage SW procurement club review

Summary

This report shows the performance specific to East Devon of the Advantage SW procurement club that we joined in 2009. The group exists to improve the value for money for its members in the building products used and in relation to new build. The report attached provides a review of the activities undertaken during 2012/13 and highlights some of the good practice being undertaken.

Recommendation

To note the report and confirm our intention to remain a member of Advantage SW.

a) Reasons for Recommendation

To check on performance and the value of being a member of Advantage SW.

b) Alternative Options

To terminate our membership of Advantage SW.

c) Risk Considerations

Not achieving value for money or not taking full advantage of our membership.

d) Policy and Budgetary Considerations

The membership is intended to save money and thereby stretch our budgets and being a member is consistent with our Value for Money policy.

e) Date for Review of Decision

An annual review is undertaken.

1 Advantage SW review of performance

1.1 This report provides a roundup of the activities of Advantage SW over the past year with specific reference to East Devon. The 2012/13 review report produced by the group has been reproduced in **annex 1**.

1.2 We have been members of the procurement club since 2009, but it is only more recently that we have been taking more advantage of some of the services they offer and prices negotiated for products. To receive full benefit in terms of cashable savings we need to be using the products procured by the group.

- 1.3 The club provides valuable advice and networking on good practice as the partners are represented by senior repairs and maintenance staff. It has also demonstrated that tenants/customers are an integral part of its operations and has adopted a strong customer focus.
 - 1.4 We have not used the new build products and this may be something to consider in the future as our new build ambitions have increased with the advent of self-financing and the reform of social housing finance.
 - 1.5 We have renewed our membership this year and will continue to review the benefits of our membership on an annual basis.
-

Legal Implications

Financial Implications

The savings to East Devon are identified in the review report (annex 1).

Consultation on Reports to the Cabinet

None.

Background Papers

- [Advantage SW website](#).
- Advantage SW reports and notes of meetings.

John Golding
Head of Housing
jgolding@eastdevon.gov.uk

Housing Review Board
20 June 2013

Item 12 Annex 1

Report to East Devon District Council

Review of Advantage SW Procurement Club 2012-13

Advantage SW LLP

Advantage SW is a limited liability partnership owned by DCH, North Devon Homes, Ocean Housing and Yarlington Housing Group.

There are two parts to Advantage SW. The first relates to new build properties. Advantage SW owns the rights to a number of house type designs. In the year 2012/13, 210 properties were built (started and/or finished) through this scheme.

The second part is the Procurement Club which improves value for money for its Members in the products used in new build, planned and responsive maintenance. East Devon District Council is a Member of the Procurement Club.

Advantage SW has two full time employees, Neil Biddiscombe (Procurement Manager) and Mark Dobner (Contracts Manager).

Executive Summary

The table below details the cashable savings (inc unrecoverable VAT) that have been generated for East Devon District Council.

Row Labels	Sum of Spend	Sum of Total Savings	Sum of RPI Avoidance
Aids & Adaptations	£ 30,056	£5,304	£931
Air Source	£ -	£0	£0
Bathrooms	£ -	£0	£0
Boilers	£ 17,981	£3,425	£1,274
Consumer Units	£ -	£0	£0
Controls	£ -	£0	£0
Doors	£ 225,714	£5,550	£33,887
Electric Heating	£ -	£0	£0
Fans	£ -	£0	£0
Kitchens	£ 123,420	£16,066	£10,032
Radiators	£ -	£0	£0
Taps	£ -	£0	£0
Windows	£ -	£0	£0
Grand Total	£ 397,171	£30,346	£46,123

In addition to the savings East Devon District Council saved £46,123 (non-cashable) as framework price increases were at lower than RPI rates.

Predicted savings for 2013/14 based on information received to date (which is not comprehensive) is that East Devon District Council will save approximately £68,709k.

In 2012/13 Members saw total savings of £3.1m from their membership of Advantage SW. Overall this equates to £14 saved for each £1 spend on procurement club subscriptions and each Member saved more than their membership fee.

A large number of households have seen their homes improved using products from Advantage SW contracts. Number of properties improved in the major spend areas are:

Spend area	2010/11	2011/12	2012/13
Bathrooms	1,300	2,200	1,900
Kitchens	3,000	2,900	2,800
Windows	1,000	1,000	1,200
Gas heating systems	1,200	1,700	1,700
Doors	3,300	1,900	3,000
Air source heat pumps	450	500	600

Each Member of Advantage SW Procurement benefits from access to an electronic sourcing & tendering system and an e-auction system that it can use for its own requirements.

Advantage SW Procurement provides a network of expertise that has been used by Members so as to avoid duplication of work.

New Build activity (for Partners)

Properties built

During the year a total of 378 homes were built to Advantage SW designs (this includes contracts started but for which the properties may not have yet been built):

	Properties
DCH	
Polmennor Drive	32
Mylor	14
Breage	13
Tregony	12
High Lanes	7
Ocean Housing	
Fraddon Phase 3	19
Carharrack Phase 2	16
Yarlington Housing	
Cumnock Crescent	28
Parsons Close	3
North Devon Homes	
Forches	41
Pill Gardens	20
Instow	5
Grand Total	210

This takes the number of homes built to Advantage SW designs to almost 2300.

Procurement Club Activity

Membership

During 2012/13 Advantage SW had thirteen Members:

- Coastline Housing
- DCH Group
- East Devon District Council
- Magna West Somerset Housing
- North Devon Homes
- Ocean Housing
- Synergy Housing
- Tarka Homes
- Taunton Deane Borough Council
- Teign Housing
- United Housing
- Westcountry Housing
- Yarlington Housing

Frameworks are awarded on the recommendation of product groups. These product groups work on a participative basis. Product Groups are chaired by a senior manager from a Member organisation. Each Member has a representative who is responsible for bringing that Member's requirements to the project, contributing to key stages in the process such as creating the specification, deciding how tenders will be assessed and assessing the tenders. Tenants also have played an important part in the process. It is essential to emphasise that without the input of the Member representatives and tenants the projects could not have been a success.

The Procurement Consortium Group directs and oversees the work of the Procurement Club. John Golding represents East Devon District Council on the Procurement Consortium Group.

Product Group membership for East Devon District Council is:

Bathrooms	Keith Gallop
Aids & Adaptations	Jonathan Burns
Kitchens	Keith Gallop
Boilers & Heating	Jonathan Burns
Doors & Windows	Keith Gallop
Electrical	Jonathan Burns
New Technology	Keith Gallop
Fuel Poverty	Dennis Boobier

Procurement Club Activity

Frameworks

During 2012/13 the following frameworks were re-tendered, delivering further savings to Members (the percentages represent the average additional savings compared to the previous frameworks):

- Bathroom equipment | Ideal Standard - 2%
- Kitchen & bathroom taps | Vado UK - 21%
- Kitchen units | Moores Furniture Group - 24%
- Radiators | Stelrad - 19%
- Heating controls | Pegler Yorkshire - 22%
- External doors | Britdoors - 14%

The following new frameworks were awarded:

- Slip resistant and safety flooring | Tarkett - 24%
- Aids & Adaptation products | AKW Medicare - 30%

The following frameworks have been running smoothly delivering savings to Members:

- Electrical heating | Creda

- Air source heat pumps Daikin Airconditioning
- PVCu windows Wrekin Windows
- Solar Thermal systems BDR Thermea (Baxi Group)
- Consumer units Electrium Group (Crabtree & Wylex)
- Fans EnviroVent

In addition, arrangements are in place for boilers with:

- Baxi
- Glowworm
- Vaillant
- Worcester Bosch

During 2013/14 the frameworks for Windows and Air Source Heat Pumps will be re-tendered.

Fuel Poverty

Fuel Poverty is an area of increasing concern for Landlords. The Fuel Poverty group has arranged a tie-up with Energylinx, a fully independent, Consumer Focus accredited price comparison provider. Residents can contact Energylinx by phone or through the internet. Average savings for residents through Energylinx for the period from October are currently £127.56 (high of £380.92 and low of £58.75) though the number of residents accessing the service remains very low.

The Fuel Poverty group also ensures that Members are aware of possible savings for the residents in areas such as water & sewerage, oil buying clubs and in 2012/13 we have:

- produced web-hosted short videos helping residents to operate their heating;
- delivered training and resources for staff to help residents operate their heating systems; and
- Sourced free products that can help residents reduce their water usage (with a knock-on benefit to reduced energy costs)

Carbon Reduction Policies

The Department of Energy and Climate Control have a number of schemes that are planned to help develop a lower carbon approach to running homes.

The Green Deal has been launched in 2013 as a way of encouraging householders to invest in energy-efficiency measures. Advantage SW has been a conduit for discussion and information sharing and has produced a Green Deal Policy Toolkit that Members are using to produce their own individual Policies. Further action is possible dependent on the level of take-up of the Green Deal.

The Energy Company Obligation (ECO) is a £1.3bn pa fund to help improve the energy efficiency of homes. The range of measures eligible for funding is very limited particularly for social landlords so targeting solid walls and hard-to-treat cavities is the way forward. Advantage SW has ensured that Members have information on which to base decisions and is working to ensure that opportunities are not missed.

The Renewable Heat Incentive, which pays money for the generation of heat, became active in 2011/12 for domestic properties with the Premium Payment competition. Use of Advantage SW frameworks has maximised the benefits of this funding stream to residents. It has been announced that domestic properties will be further funded during this year but

how this scheme will work and the income rates are not yet clear. Advantage SW will help Members to understand the scheme and its implications.

Procurement Club Savings

During 2012/13 Advantage SW saved its Members a cashable total of £3.1m. This includes unrecoverable vat.

In addition to the cashable savings Members saved £750k through avoided RPI price increases.

It is important to appreciate that contracts are not awarded to the lowest priced tenderer. This is generally because the higher priced tenderer's products will have received higher scores from the residents at the product viewing and/or higher scores in the tender analysis (whilst meeting the minimum requirement). The list below indicates the additional savings (total) that could have been secured in 2012/13 had these not been taken into account:

- Kitchens: + £140,000
- Windows: + £125,000
- Doors + £40,000
- Heating controls: + £3,000
- Consumer units: + £24,000
- Radiators: + £9,000

This can be seen as the additional cost of products that better meet the residents expectations and staff service level expectation.

Residents Events

Advantage SW has held 6 events for residents this year.

Following the resident consultation events held in January & February 2012 we increased the product viewings to encourage more residents to attend. Almost 200 residents attended the product viewing events for the frameworks we awarded in 2012/13.

Member engagement

Electronic Procurement

Usage of the Due North e-tendering system at www.advantageswtenders.co.uk has increased during the year, with more Members using the system. Two courses were put on to increase the number of staff who could use the system.

Members can now access the e-auction module of the www.advantageswtenders.co.uk system for their own requirements, though there is a transactional fee (payable to Due North) for the use of this module.

In 2013/14 we will be introducing a spend analysis system that will allow Members to have a better understanding of how they spend their money, on what and with whom.

Newsletters

The Advantage SW newsletters have been produced on a quarterly basis and are available on our www.advantagesw.co.uk website.

Website

Our password protected website <https://asw.yhg.co.uk> is now operational and our www.advantagesw.co.uk general access website has been re-launched too.

Summary

Membership of Advantage SW continues to be beneficial for East Devon District Council. Through the efforts of all involved, Advantage SW delivers

- improvements in value for money
- good products
- opportunities for resident involvement
- access to procurement knowledge and technology
- sharing of information and good practice

Neil Biddiscombe – Advantage SW Procurement Manager

Agenda Item: 13

Housing Review Board

20 June 2013

jg



Housing Service display boards

Summary

For information and display purposes we have acquired a new set of housing display boards. These have been designed by our print room to professional quality, but at reasonable cost. The boards will help us tell the Housing Service story and project a professional image of the Service.

Recommendation

To note the existence of the Housing Service display boards.

a) Reasons for Recommendation

To create awareness of the display boards recently produced to tell the story of the Housing Service.

b) Alternative Options

Not to produce display boards and promotional material.

c) Risk Considerations

None.

d) Policy and Budgetary Considerations

There are no significant budgetary or policy considerations.

e) Date for Review of Decision

The content of the boards will be reviewed in one year.

1 Housing Service Display Boards

1.1 It is important that we explain what our Housing Service does and often get asked to attend information events, seminars, promotional displays where information boards are useful.

1.2 Increasingly good communication with customers and stakeholders is essential alongside, branding and organisational reputation. Over the last few years we have improved our leaflets and publications with more of a brand identity including the use of the East Devon Homes logo. Our in-house print room have undertaken all the design work and mock ups working closely with our Housing Projects Officer.

- 1.3 Our old information boards needs updating so a new set of boards were produced for the 2013 Tenants Conference. The set of thirteen boards are shown in **annex 1**.
 - 1.4 The boards can be used for a variety of purposes and can be split up into themes. Officers are often attending events where the boards and our pull up banners can provide useful information and identify our branding.
 - 1.5 There are up to date references to website, twitter and facebook. They also contain our East Devon – An outstanding place strapline.
 - 1.6 We are always careful with the Councils finances so have produced the boards at a modest cost using our in-house design expertise, and tried to make the text lasting. There is a strong corporate design theme on the boards that link well with our expanding range of housing information leaflets.
-

Legal Implications

The Legal Section will detail any implications here. If there are none, this should also be stated by the Legal Section.

Financial Implications

The actual cost has not been identified in the report but it is anticipated that this can be met from existing budgets.

Consultation on Reports to the Cabinet

None.

Background Papers

- None.
-

John Golding
Head of Housing
jgolding@eastdevon.gov.uk

Housing Review Board
20 June 2013

The East Devon housing service – living in an outstanding place

Our overriding purpose is to ensure a decent home for all that is affordable and adequate in size and location.

Our housing activity is broad ranging and includes:

- Homelessness prevention
- Providing, managing and maintaining our council stock
- Regulating and improving other social rented, private rented and owner-occupied housing
- Developing more affordable homes

East Devon Homes is the business unit that oversees our landlord service which looks after:

- 4,300 council properties
- About 750 council garages
- Over 150 leasehold flats

The Housing Review Board oversees all our landlord functions and the Tenant Scrutiny Panel scrutinises our work.



Housing advice and preventing homelessness in East Devon

We take positive steps to tackle all forms of homelessness. Good working relationships with partners, and local knowledge of services has led to improvements in the service.

- Proactive housing advice and options service
- Preventing homelessness through early intervention
- Strong multi-agency working has led to low levels of homelessness
- Projects in place such as Smartmove, Rent Deposit Guarantee Bond Scheme, Young Devon, Homemaker and the Street Homeless Outreach team
- Number of people in temporary accommodation remains low



Helping residents find a home – Devon Home Choice

We use the Devon-wide choice-based lettings scheme, Devon Home Choice, to allocate our housing.

- Choice for people seeking housing and the ability to move within Devon
- Common, easy and accessible scheme across Devon
- Local authority and housing association homes advertised
- Common application form and housing register
- On line application is encouraged but other support is available
- Application placed in one of five bands depending on level of housing need and local connection to Devon
- Help with mutual exchanges through HomeSwapper
- Help with downsizing to a smaller property



Delivering affordable housing in East Devon

Providing affordable housing is one of the Council's top priorities.

- Working hard to identify and fund the construction or purchase of more council homes in East Devon
- Working with partners to provide other forms of affordable housing – at least 100 every year
- Aiming to deliver of at least one rural scheme each year
- Developing new ways to bring land forward for development
- Interim mixed affordable and market housing position statement
- Virtual affordable housing team
- Cranbrook has started and Phase 1 should provide over 300 affordable homes over the next four to five years



Repairing and improving homes

We carry out day-to-day repairs and cyclical and planned maintenance to ensure our properties are in a good condition.

- Provide a 'right first time, fix and stay fixed' repairs service
- Cyclical maintenance such as gas safety checks
- Five-year improvement plan in place to ensure ongoing maintenance
- £300,000 spent annually on adaptations to properties
- Kitchen replacement (depending on age and condition) including a choice of worktops, doors, drawers, handles, tiles and flooring
- Replacement door programme (depending on age and condition) with choice of colours and styles
- Carry out minor adaptations such as grab rails and handrails
- Work with Devon Care Direct and health professionals to provide adaptations where necessary and possible



Estate Management

Dealing with the management of our housing estates and antisocial behaviour.

- Condition of dwellings, communal spaces and gardens
- Nuisance, noise and antisocial behaviour
- Nuisance caused by animals, refuse and litter
- Abandoned vehicles and unauthorised parking
- Subletting or non-occupation of council homes
- Tenancy fraud
- Estate walkabouts and inspections
- Estate Management Service Review Group
- Fire risk assessments for our communal buildings and community centres
- Provide an individual garden maintenance service (for those who meet the criteria)
- Working with other agencies
- Administrating Right to Buy applications



Community Development

Supporting positive, sustainable communities to enable people to reach their full potential.

- Providing information, activities, support and safe places for young people
- Bringing together communities to support each other and celebrate their achievements
- Running regular SWITCH clubs at Clayton House, Exmouth and Millwey Community Centre, Axminster
- Organising community festivals
- Supporting the work of childrens' centres
- Supporting and training community volunteers
- Supporting and improving our community centres



Support services

Enabling older and disabled residents
to remain living in their homes.

- Largest provider of sheltered housing in the region
- A fully-mobile support service where officers work in teams throughout the district to deliver support
- Ensuring support is delivered to those that need it through the completion of individual support plans
- Five key principles to the service:
 - Support planning
 - Risk assessing
 - Health and safety
 - Community and social links
 - Protection from abuse
- Undertake community initiatives such as *Silver Surfer* days and *Get Digital*
- Alarm services through Home Safeguard



Support services – Reshaping housing support

Our purpose is to deliver outstanding support services to residents of our sheltered housing to ensure they can live independently in their homes. We are also expanding our services to be able to deliver support into the wider community.

- To ensure that support is tailored to each individual tenant's needs, based on an in-depth assessment
- To ensure sheltered housing is fit for purpose and meets the needs of our tenants
- To expand the Housing Support Services for residents in general purpose properties and in the private sector
- To ensure changes are communicated to all tenants of sheltered housing
- To introduce the principles of the new targeted support contract as agreed by us with Devon County Council



Community activities for old and young

Through our work with both our older and younger residents we aim to improve social interaction and confidence, and so promote sustainable communities.

- Hold *Silver Surfer* and *Get Digital* activities
- Run *Xbox Challenge* – encouraging physical exercise and coordination
- Provide activities to suit all abilities that promote healthier lifestyles
- Run engaging events to encourage young people to join our clubs
- Have regular events to build relationships with younger tenants
- Recruit community volunteers, providing skills, training and references
- Work in partnership with local schools to develop inter-generational activities



Tenant Participation

Involving tenants in the housing service so they have a voice and are involved in decision-making about the services we provide.

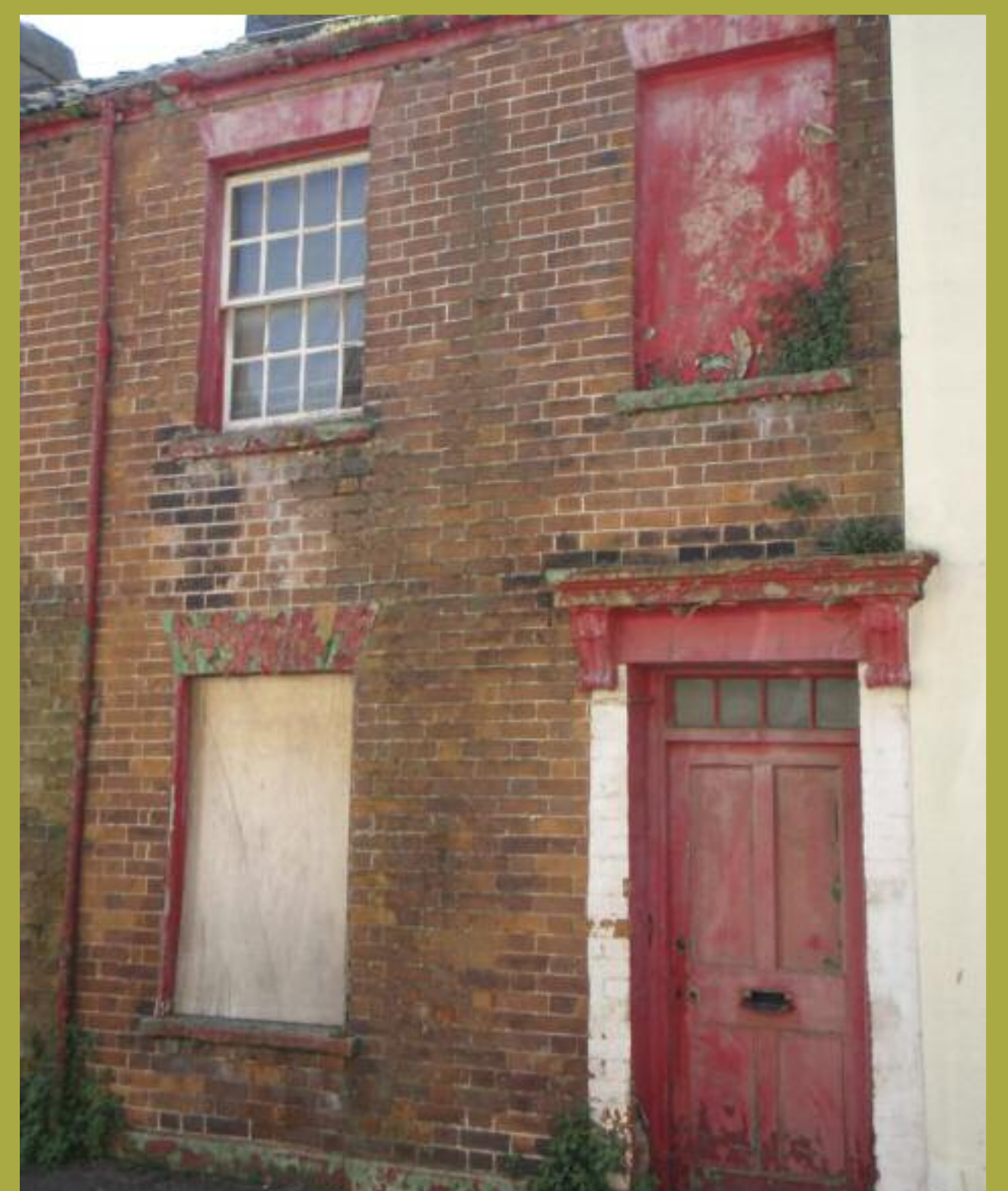
- Annual Tenants' Conference
- Annual garden competition for tenants
- Community research projects
- Service Review Groups to support the work of the Housing teams
- Tenant Representative Group
- Tenant Scrutiny Panel
- Designated Tenant Complaints Panel
- Joint working to provide training and events
- *Housing Matters* magazine produced jointly by tenants and staff three times a year



Housing in the private sector

Assessing housing conditions and assisting owner occupiers and landlords to maintain, improve and adapt their homes.

- Bring sub-standard housing up to current standards
- Assess hazards in the private sector rented stock
- Provide low cost subsidised loans to vulnerable homeowners
- Provide Disabled Facilities Grants to people who need their homes adapted
- Improve the energy efficiency of private sector housing and reduce fuel poverty
- Encourage empty home owners to bring their properties back into use
- Sample and risk assess all private water supplies
- Licence camping and caravan sites



The Homes and Communities Plan

This sets out our key priorities and plans for housing across the district. It contains ten key aims.

- To provide a range of affordable housing to meet housing needs
- To prevent homelessness wherever possible
- To maintain and manage the council-owned housing stock to a high standard
- To bring sub-standard housing up to current standards
- To improve the use and safety of housing
- To enable people to live as independently as possible
- To improve sustainability and energy efficiency, and eliminate fuel poverty
- To widen the choice of housing
- To support the improvement and regeneration of local communities
- To have consistently satisfied customers

