



TENANTS' AND LEASEHOLDERS' CONSULTATIVE FORUM

**THURSDAY 1 JULY 2004
7.30 PM**

FORUM AGENDA (CONSULTATIVE)

**COMMITTEE ROOM 1+2
HARROW CIVIC CENTRE**

MEMBERSHIP (Quorum 3 Council Members)

Chair: Councillor Currie

Councillors:

Margaret Davine	Billson Knowles	(none)	(none)
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Representatives of Individual Housing Estate Tenants' and Residents' Associations

Reserve Members:

1. O'Dell	1. Harriss	(none)	(none)
2. Burchell	2. Mary John		
3. Gate	3. Mrs Joyce Nickolay		

**Issued by the Committee Services Section,
Law and Administration Division**

**Contact: Ben Jones, Committee Administrator
Tel: 020 8424 1883 E-mail: ben.jones@harrow.gov.uk**

***NOTE FOR THOSE ATTENDING THE MEETING:
IF YOU WISH TO DISPOSE OF THIS AGENDA, PLEASE LEAVE IT BEHIND AFTER THE MEETING.
IT WILL BE COLLECTED FOR RECYCLING.***

HARROW COUNCIL

TENANTS' AND LEASEHOLDERS' CONSULTATIVE FORUM

THURSDAY 1 JULY 2004

AGENDA - PART I

1. **Appointment of Chair:**

To note the appointment of Councillor Bob Currie at the Cabinet meeting on 20 May 2004 under the provisions of Advisory Panel and Consultative Forum Procedure Rule 5.1 as Chair of the Consultative Forum for the Municipal Year 2004/2005.

2. **Attendance by Reserve Members:**

To note the attendance at this meeting of any duly appointed Reserve Members.

Reserve Members may attend meetings:-

- (i) to take the place of an ordinary Member for whom they are a reserve;
- (ii) where the ordinary Member will be absent for the whole of the meeting; and
- (iii) after notifying the Chair at the start of the meeting.

3. **Declarations of Interest:**

To receive declarations of personal or prejudicial interests, arising from business to be transacted at this meeting, from all Members present.

4. **Arrangement of Agenda:**

To consider whether any of the items listed on the agenda should be considered with the press and public excluded on the grounds that it is thought likely, in view of the nature of the business to be transacted, that there would be disclosure of confidential information in breach of an obligation of confidence or of exempt information as defined in the Local Government (Access to Information) Act 1985.

5. **Appointment of Vice-Chair:**

To consider the appointment of a Vice-Chair to the Forum for the Municipal Year 2004/2005.

6. **Minutes:** (Pages 1 - 12)

That the minutes of the meetings held on 21 January 2004 and 4 March 2004, having been circulated, be taken as read and signed as a correct record.

Enc. 7. **Matters Arising from the Last Meeting:** (Pages 13 - 16)
Report of the ALMO Project Director

8. **References from Other Committees:**

9. **Public Questions:**

To receive questions (if any) from local residents or organisations under the provisions of Committee Procedure Rule 15 (Part 4B of the Constitution).

10. **Petitions:**

To receive petitions (if any) submitted by members of the public/Councillors under the provisions of Committee Procedure Rule 15 (Part 4B of the Constitution).

11. **Deputations:**

To receive deputations (if any) under the provisions of Committee Procedure Rule 16 (Part 4B of the Constitution).

Enc. 12. **Minor Estate Improvement Budget:** (Pages 17 - 28)
Report of the ALMO Project Director

13. **ALMO Update - Verbal Report:**

14. **Tenants' Survey 2003/04:** (Pages 29 - 40)
Report of the Executive Director, Urban Living

Enc. 15. **Matters Raised by Eastcote Lane Tenants' and Residents' Association:**
(Pages 41 - 42)
Report of the ALMO Project Director

Enc. 16. **Matters raised by the Alexandra Avenue Tenants' and Residents Association:** (Pages 43 - 46)
Report of the ALMO Project Director

17. **Questions from Tenants/Leaseholders:**

18. **Any Other Business:**

19. **Date of Next Meeting:**

The next meeting of the Tenant's and Leaseholder's Consultative Forum will be held on Wednesday 13 October 2004.

AGENDA - PART II

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**TENANTS' AND LEASEHOLDERS'
CONSULTATIVE FORUM (SPECIAL)**

21 JANUARY 2004

Chair: Councillor Currie

Councillors: * Billson * Knowles (Vice Chair in the Chair)
Burchell * O'Dell (1)

* Denotes Member present
(1) Denotes category of Reserve Member

[Note: Councillors Bluston, Dharmarajah and Ingram also attended this meeting in a participating role. See Recommendation 1].

PART I - RECOMMENDATIONS

RECOMMENDATION 1 - Resident Consultation on the Installation of Replacement Windows on Eastcote Lane Estate

The Forum received the report of the ALMO Project Director which responded to issues raised by Eastcote Lane Tenants' and Residents' Association (ELTRA) in regard to consultation on installation of replacement windows on the Eastcote Lane Estate.

Officers introduced the report and commented that it covered both the technical background of the replacement windows and tenant consultation on the windows. Officers commented that there appeared to be three issues with the window replacement; specification, standards/workmanship and consultation.

In response to a question from a Member, officers explained that the scheme was originally due to begin in April, but the tenders were eventually not received until August as the job was expanded. There had previously been an assortment of replacement windows installed in Harrow, so officers had the opportunity to assess what had worked best. A lot of work had been put into the specifications, which were forward thinking and designed to push forward partnership working. In response to further questions from Members, officers confirmed that there had been a six week period for statutory consultation with leaseholders. Officers added that it had not been policy or practice to consult with tenants during this period, but there was no reason this could not be done in future.

Officers explained to the meeting that the Clerk of Works would visit the site of a contract each day. He would ensure that contractors were complying with Health and Safety regulations and would inspect quality of finished work. Each week the Clerk would submit a report on each site. Officers explained that it was not possible for the Clerk to monitor all of a site as they just checked finished jobs. It was expected that contractors would act as their own quality control. In response to further questions, officers explained that the Clerk was not responsible for consulting tenants, and the normal route for any complaint about the standard of work from tenants would come via the Tenant Participation Officer.

Officers confirmed that contractors were responsible for any repairs required. The time taken to complete these repairs depended on the degree and type of damage. It was hoped that contractors would make repairs to properties as they went on. In response to a question from a Member regarding repairs to rendering, officers commented that it could take up to two weeks, not including any delays potentially caused by rain. A resident commented that she had windows installed in early December, but the cementing was not completed until mid-January.

Officers confirmed that a detailed survey of each property was not carried out, but that the contractor should visit each property before commencing work.

A Member of the Forum commented that residents appeared unhappy that the new windows did not have fanlights and enquired how this had happened when the Council had a policy of replacing like for like. Officers explained that two tenders had been run, one for windows with fanlights and one without. The result had been that windows with fanlights were far more expensive and officers had been instructed to accept the lowest tender.

Tenants commented that the first meeting they had been invited to regarding the windows had been in September where they were shown half a window and the contract had already been signed.

In response to photographs tabled by residents, officers commented that the contractors should not be removing insulation, and they should replace any insulation they may have damaged. Officers undertook to investigate the premises in Stiven Crescent.

Officers informed the meeting that the windows had been tendered through the London Housing Consortium (LHC), who carried out the majority of the assessment work. In response to questions from residents, officers informed the meeting that the contract was worth £901,810.82 for roughly 500 units, 125 of which would be installed on the Eastcote Lane Estate. Officers reiterated that contractors were liable for the costs of any repairs.

In response to comments from a Ward Member, officers commented that it had not been their intention to replace 'like for like' as this had previously led to some disastrous replacement programmes in the past. The priority was to meet the decent homes standard and install windows which were still modern in years to come. Officers explained that some of the regulations for the windows were statutory and others were advisory, such as the ability to clean the window from inside. Officers wanted the safest product that met all regulations and was a modern product. In summary, a Member commented that the windows chosen exceeded minimum safety parameters.

Officers stated that they did attempt to arrange a meeting with tenants to arrange a specification for the windows. It was not always desirable to set the specification at the lowest minimum standard, and officers did try to reach agreement with tenants on what the minimum specification should be. In discussion of sill heights for ground and first floor windows, Officers explained they selected the height they did for safety reasons.

A Ward Member for Roxbourne commented that many decisions on the specification of the windows had been taken without proper Member and tenant involvement. The new windows had changed the look of the whole estate, yet residents had not properly been involved. It appeared that the Housing Department had not been aware of the decisions being taken by Design and Build. Also, the solutions applied by the contractors to problems they faced had not been applied consistently across the estate. Officers confirmed that previously there had been poor communication between Housing and Build and Design, but steps were being taken to address this.

A Ward Member for Roxbourne informed the meeting that he had been able to open a window, when on it's 'night ventilation' setting with a biro from the outside. Officers explained that the lock was the security device and met with all safety standards. Also, trickle vents were installed to allow air to circulate. There were no safety standards for windows when partially open. Residents commented that many people were not aware that it was not secure to leave their windows partially open. Another resident commented that her children tried to climb out of the windows as they opened so wide. In response, officers explained that some windows opened so far because they were emergency egress windows. Also, more information would be put in newsletters about newly installed products, to ensure that they were being used properly.

In response to criticism of the size of the window frames, officers explained that modern windows tended to be bulkier, assisting better security and higher thermal ratings.

Following a comment from a Member, officers commented that a pilot window with a fanlight was installed, as requested in a sheltered housing block, but had not been popular with residents. It was important that the Council kept an eye on the future to fulfil their duties as landlords.

In response to a question from a resident, officers confirmed that they did accept the lowest tender for the works, although the specification set was very high. The specification was designed to ensure that the contract would give good value. Following further comments, officers stated that they clerk could only report back on what he had seen, and that the monitoring of contractors cost money. To date, the contractor in question had performed well on other contracts.

At the invitation of the Chair, residents commented on the specification of the windows. A resident commented that he had not seen windows that opened inward before, and he regarded these as unsafe. Officers commented that these were tilt-turn windows, which corresponded with all relevant safety legislation. The fact they opened inward allowed cleaning from inside. Some of the windows were limited by physical tolerances, resulting in some windows having a sub-sill. Residents with large windows were offered two net curtain solutions, either having curtain fixed to the window, or having two curtains, each side of the window.

A resident stated that she was registered disabled and required a fanlight. Officers stated that they were happy to meet special needs where they could, and Housing and Social Services would investigate.

In response to comments from residents, officers acknowledged that it was not correct that dialogue with the occupier was not held prior to installation and agreed to take this on board for future installations. Officers added that these types of windows were not uncommon, they just had not been seen before on this estate.

In discussion of the consultation procedures, officers commented that the details of the installations were clear with officers, but this information had not effectively been passed on to residents. Upon the completion of each contract, a satisfaction survey was sent round to all residents. The results of these surveys were fed back to Design and Build, for future information. So far, 58% had responded to the survey, with the majority positive responses.

In response to a comment from a resident, officers explained that any damage caused to the resident's bay window during installation would be rectified. The Chair requested that officers investigate this, and other complaints regarding the condition properties had been left in. Other complaints included the removal of insulation, failure to restore render to its original condition and the removal of draft and sound proofing. Officers stated that they would check the tolerances of the LHC contract, and request the contractor to refit any windows which fell outside these tolerances. In response to comments from residents, officers explained that the fitting of doors was a different contract, although it was the same contractor.

During discussion of the supervision of contractors, officers commented that they expected any problems to be brought to their attention either by the Clerk of Works or the Tenant Participation Officer. In addition, contractors were supposed to supervise themselves through a non-working foreman.

In response to comments from a Ward Councillor for Roxbourne, officers stated that the replacement of these windows had been on the work programme for four to five years. It was the most significant window replacement programme for some time, and would statutorily increase the thermal capacity of the windows. Consultation had begun in 2003 and a new approach had been taken. The Member commented that the process of consultation needed to be formalised, with consultation beginning when the scheme is first placed on the work programme. He also added that it was important to have an adequate replacement supply of pull cords for the windows, in case replacements went out of production.

Officers responded by informing the meeting that they had been revising procedures and were looking at a longer-term programme. They were considering formulating a four/five year plan following the stock condition survey. Officers explained that they were looking at methods to analyse the principle and details of a scheme, so that issues could be identified ahead of any work taking place. Officers commented that a working group would be established, of which ELTRA would be a welcome member.

Residents raised several complaints regarding the conduct of the contractor, including not bringing enough dust sheets and using toilets without permission. Officers commented that complaints of this nature should be taken to the contractors' tenant liaison officer. Officers commented that they should have made tenants more aware of this, as contractors were not often very good at follow-up liaison with tenants. The contractor was also liable for repairing any damage caused to landscaping during the course of their work.

In response to comments from residents, officers informed the meeting that the windows should not require maintenance and they were guaranteed for 10 years.

Officers acknowledged that the consultation on this contract had not been appropriate. Mistakes had been made and officers were attempting to draw out key points to improve future consultation. A working group was to be established which would assist in reviewing the borough-wide compact.

A representative of ELTRA commented that the contract for the windows had already been signed before any consultation with tenants. Many residents had accepted the windows as they did not realise they had any choice, but would have liked a fanlight.

During discussion of the recommendations proposed by a Member of the Forum, officers were informed that they could respond to the recommendations in an

accompanying report.

The Chair thanked all present for contributing to a constructive debate. He commented that this situation had been caused by a failure in consultation, for which the buck stopped with elected Members who were responsible for policy covering works, contacts and consultation. He added that it was a shame that the Portfolio Holder for Planning, Development, Housing and Best Value could not be present at the meeting, where he could have given much valuable advice..

RESOLVED to Recommend: (To Cabinet)

That (1) all items on the capital programme have a consultation timetable drawn up that involves:

TRA / Federation
All interested tenants
Design & Build
Housing Department

to allow agreement on detailed specifications (particularly where these exceed legal requirements/prior to the letting of any contract, and that at a minimum these follow the Section 20 (leaseholder standards for tenants);

(2) all restrictors fitted should be replaced such that they cannot be opened externally without cutting the metal restrictor, and that this be a required clause in future contracts;

(3) Design & Build be required to draw up a report detailing areas of a contract that exceed legal minima and outline reasonable foreseeable consequences of such additional terms and that this report goes to consultation meetings under the timetable;

(4) the Council creates agreed criteria for successful tenant consultation procedures that recognise the importance of tenant choice;

(5) individual tenants be given a letter outlining the detail of what is to be done to their property at least 2 weeks prior to capital works being carried out.

PART II - MINUTES

125. **Attendance by Reserve Members:**

RESOLVED: To note the attendance at this meeting of the following duly appointed Reserve Members:-

<u>Ordinary Member</u>	<u>Reserve Member</u>
Councillor Currie	Councillor O'Dell

126. **Declarations of Interest:**

RESOLVED: To note that no declaration of interests were made.

127. **Arrangement of Agenda:**

RESOLVED: That all items be considered with the press and public present.

128. **Minutes:**

RESOLVED: That the minutes of the meeting held on 8 January 2004 be deferred until the next ordinary meeting.

129. **Resident Consultation on the Installation of Replacement Windows on Eastcote Lane Estate:**

(See Recommendation 1).

130. **Extension to the Termination of the Meeting:**

In accordance with the provisions of Advisory Panel and Consultative Forum Procedure Rule 12 (Part 4E of the Constitution) it was

RESOLVED: That (1) at 10:00 pm the meeting be extended until 10:30 pm;

(2) at 10:30 pm the meeting be extended until 11:00 pm;

(3) at 10:45 pm the meeting be extended until 11:15 pm.

(Note: The meeting having commenced at 7.38 pm, closed at 11.13 pm)

(Signed) COUNCILLOR ADRIAN KNOWLES
Vice Chair (in the Chair)

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**TENANTS' AND LEASEHOLDERS'
CONSULTATIVE FORUM****4 MARCH 2004**

Chair: * Councillor Currie

Councillors: * Billson * Knowles
* Burchell

* Denotes Member present

PART I - RECOMMENDATIONS**RECOMMENDATION 1 - Resident Consultation on the Installation of Replacement Windows on the Eastcote Lane Estate**

(Note: Councillor Currie declared a personal and prejudicial interest in this item, and therefore stood down from the chair and left the room. The Vice Chair, Councillor Knowles, took the chair).

The Forum received a report of the ALMO Project Director which summarised the action taken since the special meeting of the Tenants' and Leaseholders' Consultative Forum held on 21 January and commented on the recommendations arising from that meeting.

An officer explained that the report commented on the outcomes of the special meeting held to discuss resident consultation and the technical specification for replacement windows on the Eastcote Lane Estate. The report detailed officer's responses to the recommendations to Cabinet arising from the meeting. A Working Party including Members, residents and representatives had been set up to work with Housing Services staff to develop a policy for consultation with residents on major works to be undertaken in residents' homes. The policy developed would encompass the three recommendations relating to consultation arising from the Special meeting, listed at 6.2, 6.4 and 6.5 in the officer report.

Officers commented that there would be some difficulties in complying with the recommendations related to the technical specifications of windows. Restrictors were not intended as a security device and had to allow the use of windows as an egress point in emergencies to comply with legislation. Officers confirmed that they would send letters to all tenants to explain the use of the restrictors to avoid further confusion. The report explained the difficulties of detailing areas of a contract that exceeded the legal minima, and proposed the use of the recently agreed technical standards to ensure a consistent approach across the Borough.

In response to a question from a representative of Eastcote Lane Tenants and Residents Association (ELTRA) regarding a meeting discussing windows for a sheltered accommodation block, officers commented that the meeting was held in the afternoon, as this was the time most suitable for residents of the accommodation. Officers confirmed that the recommendation from the special meeting would form part of a new protocol on consultation, which would ensure that local Tenants and Residents Associations were involved in the process. The ELTRA representative commented that it was important that tenants and residents associations should be involved in the early stages of any consultation.

A resident of Brookside Close commented that he was having difficulty using the window in his kitchen. Officers commented that there had been two windows on Brookside Close incorrectly fitted and undertook to investigate the resident's problems.

Resolved to RECOMMEND: (To Cabinet)

(1) That Cabinet agrees the recommendations relating to consultation, detailed at resolutions One, Four and Five arising from the Special meeting of the Tenants' and Leaseholders' Consultative Forum held on 21 January 2004;

(2) that Cabinet does not agree the recommendations relating to technical specification, detailed at resolutions Two and Three arising from the Special meeting of the Tenants' and Leaseholders' Consultative Forum held on 21 January 2004.

REASON: To pass on the views of the Tenants' and Leaseholders' Consultative Forum to Cabinet for consideration alongside the recommendations from the Special meeting of the Tenants' and Leaseholders' Consultative Forum held on 21 January 2004.

(See also Minutes 132 and 143).

PART II - MINUTES131. **Attendance by Reserve Members:**

RESOLVED: To note that there were no Reserve Members in attendance at this meeting.

132. **Declarations of Interest:**

RESOLVED: To note the following declarations of interest:

- Councillors Currie and Knowles declared an interest in the ALMO shadow board in their capacity as Council representatives, but in accordance with Paragraph 12.2 of the Council's Code of Conduct for Councillors they remained and took part in discussions on the agenda item in question.
- Councillor Currie declared a personal interest in the Matters Raised by the Eastcote Lane Tenants and Residents Association by virtue of his role as Acting Chair of the Association and remained and took part in the discussions and voting on the agenda item in question.
- Councillor Currie declared a personal and prejudicial interest in Item 7, Resident Consultation on the Installation of Replacement Windows on the Eastcote Lane Estate. Accordingly, he stood down from the chair and left the room during discussion of the item.

133. **Arrangement of Agenda:**

RESOLVED: That (1) all items be considered with the press and public present;

(2) item 10 – Resident Consultation on the Installation of Replacement Windows on the Eastcote Lane Estate be moved to the last item on the agenda.

134. **Minutes:**

RESOLVED: That (1) the minutes of the Ordinary meeting held on 8 January 2004, having been circulated, be taken as read and signed as a correct record;

(2) the signing of the minutes of the Special meeting held on 21 January 2004 be deferred until printed in the Council Minute Volume.

135. **Matters Arising from the Last Meeting:**

The Forum received the report of the ALMO Project Director which updated the meeting on issues raised at the Tenants' and Leaseholders' Consultative Forum on 8 January 2004.

In response to a question from a tenant, the Portfolio Holder for Planning, Development, Best value and Housing informed the meeting that the void property discussed at the last meeting had been let after three years unoccupied.

The ALMO Project Director updated the meeting on the progress of the ALMO. He informed the meeting that a survey had been sent to all tenants to ascertain their views on the ALMP proposals. A report was due to go to Cabinet in March finalising the constitutional and organisational structure of the ALMO, and the ALMO was due to 'go live' in September.

A resident requested that he received a report from the fire officer explaining why certain door types were not available to residents. He also noted that tenants were subject to more stringent regulations than leaseholders. The Chair requested that the Fire Officer's report be circulated to all Members.

In discussion of the absent tenant in Brookside Close, officers commented that they were unable to go into too much detail regarding the case, although they confirmed that the property had not been abandoned. Officers noted that the nuisance had been reduced and the situation would be kept under review.

The Portfolio Holder undertook to investigate problems regarding lorries parked in Anthonys Close, raised by a tenant.

RESOLVED: That the report be noted.

136. **Public Questions:**

RESOLVED: To note that there were no public questions to be received at this meeting under the provisions of Advisory Panel and Consultative Forum Procedure Rule 15 (Part 4E of the Constitution).

137. **Petitions:**

RESOLVED: To note that there were no petitions to be received at this meeting under the provisions of the Advisory Panel and Consultative Forum Procedure Rule 13 (Part 4E of the Constitution).

138. **Deputations:**

RESOLVED: To note that there were no deputations to be received at this meeting under the provisions of Advisory Panel and Consultative Forum Procedure Rule 14 (Part 4E of the Constitution).

139. **Capital Programme for 2004/05:**

The Forum received a report of the ALMO Project Director which summarised the progress in delivering the current stock reinvestment programme and detailed the proposed programme for 2004/5, 2005/6 and 2006/7.

Officers informed the meeting that the information gathered in the stock condition survey, carried out in 2003 covering 100% of properties externally and 20% of properties internally, had been the basis for the formulation of the programmes. The proposed programmes had been presented to a meeting of the tenants' and residents' associations in February. In response to comments, officers noted that an evening meeting was offered for residents unable to attend the daytime meeting.

Officers informed the meeting that the rewiring programme had been significantly delayed by a health and safety incident in August 2003. They could not comment any further on the incident as it was subject to an inquest in April. A Member commented that he was slightly concerned that estates built as recently as 1978 required rewiring. Officers commented that they had changed their approach recently and were concerned with the condition of stock rather than age. Officers also added that it was recommended that a property be rewired every 25 years. Miscellaneous properties would be inspected as the programme continued, and any properties that required rewiring would be completed.

During discussion of Wesley Estate, Officers commented that a lot of work had been done on this estate ten years ago. However, environmental improvements had been identified as needed in this area, and were planned for the future.

The stock condition survey had been planned as a high level survey that would be used as a base point. Knowledge of the condition of stock would be built up slowly and local knowledge would play an important part in this process. The stock condition survey would be used to flag up issues for further investigation.

Officers informed the meeting that the Stock Condition survey was a starting point for further investigation and undertook to note the comments made by residents present with regard to the condition of housing stock. The Portfolio Holder for Planning, Development, Housing and Best Value commented that changes to the programme could be made as research and investigation uncovered further information.

In response to further comments from residents, officers commented that Ward Councillors often played an important role for estates that did not have effective tenant representations.

In response to comments from a resident, officers informed the meeting that external decoration was included in a separate budget and undertook to circulate the programme related to this budget.

RESOLVED: That (1) the comments of the Tenants' and Leaseholders' Consultative Forum be noted and considered in the report to Cabinet;

(2) the programme be re-examined if necessary.

140. **Housing Inspection Report:**

The Forum received a report of the ALMO Project Director which updated the meeting on the Audit Commission's report of the Housing Services inspection.

Officers reminded the meeting that the inspectors had conducted a two week visit in November 2003, following a review of the Housing Service under the Council's Best Value programme. The Housing Service had been awarded a 2 Star (good) rating, with promising prospects for improvement. A summary of the inspection had been included with the report, while the full inspection report was available on the Audit Commission website. The inspection had covered the whole of the Housing Service and it was not possible to isolate Landlord Services in the review. Officers reminded the Forum that once established, the ALMO would require a 2 Star rating from inspectors to receive funding for improvements to housing stock. The result of this inspection was a positive step toward achieving this and it was important to build on this success with the improvement plan.

The inspection had highlighted rent collection and turn around time for properties as areas in which the service had been successful. However, the inspection highlighted leaseholder services as a weakness and while it recognised the increased effort put into resident involvement, it noted that further achievement was required.

Officers informed the meeting that Cabinet would consider the Improvement Plan next and a further report back would be made to a future meeting of the Tenants' and Leaseholders' Consultative Forum.

In response to a question from a resident, Officers confirmed that there were no residents in bed and breakfast accommodation.

In response to questions from residents, officers confirmed that tenancy checks would be introduced before the April 2004 deadline. As a result of the inspection, a scheme of decorating vouchers would be introduced. Decorating vouchers would replace the current scheme under which residents were refunded for any work carried out retrospectively. Arrangements had been made with several local DIY outlets and the scheme was planned to be in operation during April. Also, in line with the recommendations of the report, emergency contact details had been re-publicised.

RESOLVED: That the outcome of the inspection together with the summary of the inspection report be noted.

141. **Rent Arrears:**

The Forum received the report of the ALMO Project Director which provided information on the collection of rent arrears, as requested at the last meeting.

Officers informed the meeting that maximising rent income was one of the points raised in the Best Value improvement plan. A key to maximising rent income was to reduce rent arrears through the introduction of a new rent management system. Rent arrears had stood at £865,000 for 2002/2003 while the current level was now £738,000. The target for the end of the current financial year was £735,000, which officers expected to surpass.

Officers commented that the target for recovering former tenants' arrears would not be met, although a reduction had been achieved. Officers noted that the introduction of a new software package had altered how former tenants' arrears were calculated, leading to an additional £62,969 being added to the total sum. A new software system had been introduced to trace those with rent arrears and an officer was now working full time on the recovery of former tenant arrears. The debt had been closely analysed to identify where efforts for recovery should be concentrated to bring maximum return. Overall, officers felt they would make considerable progress in the future in reducing tenant arrears. A Member commented that those accruing arrears had a negative impact on all tenants who paid on time and suggested that statements of arrears should be submitted to the Forum as an information item on a regular basis.

Officers explained that high rent arrears meant reduced funds for service provision. Tenants who did not pay their rent would eventually be evicted, although all tenants were given the opportunity to pay. Officers commented that they were looking for methods to increase publicity surrounding rent payment and collection.

In response to comments from residents, officers noted that they were aware of problems with Housing Benefit backlogs, but they did not have any figures to hand on the current position.

A Member explained that former tenants arrears was a fluid figure which was liable to change. After each tenant was evicted, the sum they owed was added to the former tenant arrears. In addition, when a resident passed away, the Council had to wait for any outstanding rent to be recovered from the deceased's estate.

Residents suggested that officers should make personal contact with residents as soon as a tenant began to fall behind with rent. He added that letters alone were not an effective method of contacting those in rent arrears. Officers confirmed that the process followed included both written and personal contact.

The ALMO Project Director reminded the Forum that the annual rent roll was in excess of £20 million per year and that the level of arrears should always be judged in this context.

RESOLVED: That the report be noted.

142. **Questions from Tenants/Leaseholders:**

Eastcote Lane Tenants and Residents Association

Officers informed the meeting that discussions would be held with the surveyor to ascertain the position of the estate inspection work. A report back would be made at the next meeting.

Harrow Miscellaneous Properties Association

Officers informed the meeting that work on 150 Kenmore Avenue was continuing and completion was expected in July 2004. Although the commencement of work had been delayed, officers had been in regular contact with the tenants.

Other Questions

In response to a question submitted by a resident, officers commented that they were aware of the situation with trees in Antoney's Close, and that structural engineers were currently investigating them.

In response to points raised by residents, the Chair agreed to refer reported problems with parking and traffic from Rayners Lane station to Village Way to the Traffic and Road Safety Advisory Panel.

A resident informed the meeting that a development converting an office block into social housing on Northolt Road was being carried out with excessive noise and without proper consultation. The Portfolio Holder for Planning, Development, Best Value and Housing noted the resident's concerns and informed the meeting that the Chief Planning Officer was investigating the situation. Residents noted that they had been informed that no drilling would take place prior to midday, which was not being adhered to.

A leaseholder commented that he was disappointed with the services he received for his service charge. He noted that little work was carried out inside the buildings, leaves had not been cleaned from the car-park and flowers were not properly trimmed. Officers noted that the existing arrangements for grounds maintenance were not ideal and the intention was to have a separate contract specifically for grounds maintenance. Members suggested that some cleaning work should be co-ordinated with the New Harrow Project. Officers informed the meeting that Estate Liaison Officers worked closely with tenants to monitor the cleaning service provided.

Officers informed the meeting that if leaseholders felt their bill was incorrect, the Service Manager would investigate the complaint. Officers noted that there had been some recruitment problems related to leaseholder services, although inspectors generally found estates in good condition.

RESOLVED: That (1) problems with parking and traffic from Rayners Lane station to Village Way be referred to the Traffic and Road Safety Advisory Panel;

(2) the enforcement of development work at Templar House, Northolt Road, be referred to the Development Control Committee.

143. **Resident Consultation on the Installation of Replacement Windows on the Eastcote Lane Estate:**

Further to Recommendation 1 above, it was

RESOLVED: To note the progress made in achieving the recommendations put forward by the Special meeting of the Tenants' and Leaseholders' Consultative Forum held on 21 January 2004.

(See also Minute 132).

(Note: The meeting having commenced at 7.30 pm, closed at 11.10 pm)

(Signed) COUNCILLOR BOB CURRIE
Chair

Meeting:	Tenants' and Leaseholders' Consultative Forum
Date:	Thursday 1 July 2004
Subject:	Matters Arising from the Tenants' and Leaseholders' Consultative Forum Meeting held on 4 March 2004
Key decision:	No
Responsible Chief Officer:	ALMO Project Director
Relevant Portfolio Holder:	Planning, Development, Housing and Best Value Portfolio Holder
Status:	Part I
Ward:	All
Enclosures:	None

1. **Summary/ Reason for urgency (if applicable)**

- 1.1 This report provides information on the progress made on issues raised at the meeting of 4 March 2004 that are not included elsewhere on the agenda.

2. **Recommendations**

- 2.1 **That the report be noted.**

REASON: (Not applicable as this report is for noting only)

3. **Consultation with Ward Councillors**

- 3.1 Not applicable

4. **Policy Context (including Relevant Previous Decisions)**

- 4.1 All the issues arising in this report were raised at the meeting of the Tenants' and Leaseholders' Consultative Forum held on 4 March 2004, and relate to the management and maintenance of the Council's permanent housing stock.

5. **Relevance to Corporate Priorities**

- 5.1 This report addresses the Council's stated priorities of:

"We will enhance the environment in Harrow by keeping the Borough clean and attractive..."

“We will improve the quality of Health and Social Care in Harrow... by enabling choice and access to good quality housing”

“We will develop a prosperous economy in Harrow... by supporting regeneration through active community... involvement”

6. **Background Information**

6.1 **The Installation of Windows in Brookside Close (Recommendation 1):** *Officers undertook to investigate reported problems with kitchen windows in Brookside Close.* The specific issue of windows fitted above the kitchen sinks in some flats at Brookside Close that are difficult for tenants to open and close has been taken forward by Design and Build services. They have recommended fitting handles to the base of the windows and providing poles to assist in opening and closing those windows. These adaptations are to be installed during the next two weeks.

6.2 **Parked Lorries in Anthonys Close (Minute 135):** *The Portfolio Holder undertook to investigate complaints from residents regarding lorries parked in Anthonys Close.* Officers investigated this issue following the last meeting of TLCF and a representative of the TRA has confirmed that the problem has stopped.

6.3 **External Decoration Budget (Minute 139):** *Officers agreed to circulate details of the external repairs programme.* It was agreed that the external decorations programme and the internal decorations programme for the year ending 31 March 2005 would be circulated following discussion and approval of the capital programmes for 2004/5, 2005/6 and 2006/7. In view of the financial issues that have arisen at 31 March 2004 a review of this programme is underway and details of revisions, if any, will be circulated at a later date.

6.4 **Door Replacement in Brookside Close:** *Officers agreed to circulate the fire officer's report, explaining why certain doors were not available to residents.* The brief report from the fire officer relating to doors of flats opening on to fire escapes at Brookside close is available for circulation and has been provided to the tenants' and residents' association.

7. **Consultation**

7.1 Not applicable.

8. **Finance Observations**

8.1 None

9. **Legal Observations**

9.1 None

10. **Conclusion**

10.1 Tenant and leaseholder representatives are recommended to note the matters arising from the meeting of the Consultative Forum held on 9 March 2004.

11. **Background Papers**

- 11.1 Minutes of the meeting of the Tenants' and Leaseholders' Consultative Forum held on 9 March 2004.

12. **Author**

David Hooper
Housing Manager
020 8863 4254
david.hooper@harrow.gov.uk

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Meeting:	Tenants' and Leaseholders' Consultative Forum
Date:	Thursday 1 July 2004
Subject:	Minor Estates Improvement Budget
Key decision:	No
Responsible Chief Officer:	ALMO Project Director
Relevant Portfolio Holder:	Planning, Development, Housing and Best Value Portfolio Holder
Status:	Part I
Ward:	All
Enclosures:	None

1. **Summary/ Reason for urgency (if applicable)**

- 1.1 This report provides an update on expenditure from the Minor Estate Improvement budget

2. **Recommendations**

- 2.1 **That the report be noted**

3. **Consultation with Ward Councillors**

- 3.1 Not applicable

4. **Policy Context (including Relevant Previous Decisions)**

- 4.1 The existing Minor Estate Improvement budget arrangements were instituted in March 1986 when Housing Committee resolved to delegate authority to the ALMO Project Director (then Controller of Housing) to spend up to £20,000 per year in respect of estate improvements.
- 4.2 In April 2001 Cabinet resolved to note that from 2001-02 onwards the Harrow Federation of Tenant and Resident Association Committee would be asked to consider and prioritise bids for funding from the Minor Estate Improvement budget

5. **Relevance to Corporate Priorities**

5.1 This report addresses the Council's stated priorities of:

"We will enhance the environment in Harrow by keeping the Borough clean and attractive..."

"We will improve the quality of Health and Social Care in Harrow... by enabling choice and access to good quality housing"

"We will develop a prosperous economy in Harrow... by supporting regeneration through active community... involvement"

6. **Background Information**

6.1 The Minor Estate Improvement budget is intended to improve the environment on estates by providing a funding opportunity for small-scale environmental improvements. Some examples of previous projects include additional lighting, new security measures, gates to prevent fly tipping, enclosure of communal gardens to give residents more privacy, brick built planters and bollards to protect grassed areas.

6.2 At the start of each financial year all Tenant and Resident Associations are invited to submit proposals for consideration for funding from the budget. Proposals also come from individual residents, Members and Officers. Once costed the Harrow Federation of Tenant and Resident Association Committee is asked to prioritise the projects put forward.

6.3 If a proposal is awarded funding then those residents likely to be affected are consulted and provided the scheme enjoys the support of the community it is progressed, subject to necessary approvals such as planning permission in some cases. Proposals not awarded funding are carried forward to the following year for consideration.

6.4 Details of schemes completed in 2003-2004 are attached as appendix 1. Some of these were carried forward from earlier years.

6.5 Details of schemes carried forward from 2003-2004 are attached as Appendix 2. These schemes have a total value of £193,665, based on original estimates. The sum of £186,920 was carried forward from 2003-2004. The Estate Liaison Officers will be progressing these schemes in consultation with residents, ward councillors and tenant and resident associations. It should be noted that the final prices for many schemes in the past have been lower than original estimates and that the viability of some schemes needs to be considered either because it has not been possible to reach a consensus amongst residents on a proposal or because match funding from other sources has not been secured.

6.6 Details of the 2004-2005 proposed programme are attached as Appendix 3. These are currently being costed and will be discussed with the Harrow Federation of Tenant and Resident Association Committee as soon as that process is completed. This process has been delayed due to the introduction of the Partnering contract arrangements.

- 6.7 Deliverability of this programme has been a growing matter of concern. The emphasis this year in particular, at a time of change, is to ensure that expectations of improvements being made are actually met. In this regard, realistically it is felt that a programme amounting to a total budget of £237,000 can be delivered this year without any substantial carry over into 2005-2006, some £72,000 less than the budget provision.
- 6.8 It is also proposed that the criteria governing the budget and its application be reviewed to ensure that it fits with the housing asset management strategy and Decent Home standards issues. Tenant representatives would retain their key role in prioritising spend from the budget.

7. **Consultation**

- 7.1 All schemes will be subject to the usual consultation of residents and ward councillors.

8. **Finance Observations**

- 8.1 A base budget review is currently being undertaken in respect of the Housing Revenue Account and the Minor Estates Improvement provision will be reviewed as part of that process, along with all other budgets.

9. **Legal Observations**

- 9.1 None

10. **Conclusion**

- 10.1 Tenant and leaseholder representatives are asked to note the report.

11. **Background Papers**

- 11.1 Minor Estate Improvement Budget records, Minutes of Cabinet Meeting April 2001, Minutes of Housing Committee March 1986

12. **Author**

David Hooper
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020 8863 4254
david.hooper@harrow.gov.uk

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Minor Estate Improvement Schemes completed in 2003-2004

	Estate/Block	Description of Project
1.	Sitwell Grove	Traffic Flow scheme
2.	Pinner Green Block	Planting Scheme
3.	63-73 Bowen Road	Enclosure of rear garden of with fencing and gate
4	93-105 Bowen Road	Enclosure of rear garden of with fencing and gate
5	Charles Crescent	Erection of gate to prevent flytipping
6	Ford Close	Erection of gate to prevent unauthorised vehicular access
7	Brookside Close	Erection of ornamental railings at the front of the estate
8	Brookside Close	Resurfacing of drying area and provision of additional lighting
9	Long Elmes shops	Erection of gates to prevent flytipping
10	Hutton Lane Garage areas	Erection of gates to prevent flytipping
11	Ellement Close	Erection of bollards to protect grassed area from car parking
12	Block 301 Pinner Road	Planting Scheme
13	Stuart Avenue	Erection of gates to prevent flytipping
14	Block 62 Rickmansworth Road	Locking posts and white lining for parking spaces
15	Sinclair Field	Levelling and seeding of grassed area for use as a sports pitch
16	James Bedford Close	Additional communal light

	Estate/Block	Description of Project
17	Tapley Court	Redesign of car park layout
18	Chichester Court	Widening of car park entrances
19	James Bedford Close	Resurfacing of geocrete areas

Minor Estate Improvement Projects carried over from 2003-2004

TRA	Road/Estate	Short Description of project	Est. cost
1	Churchill Place	3x bin houses cut into grass banks at rear of estate to provide easier access to bins .	£3000
2	Downing Close	Posts around green to prevent parking	£600
3	Downing Close	Benches/litterbins for grassed area	£2000
4	Downing Close	Light at corner of garages	£7120
5	Grove Avenue	Opposite blocks 11-16 & 17-22. Road – tarmac width of edge, posts behind. Tarmac path from bin store to road	£1360
6	Grove Estate	New Bin areas/Recycling points	£5000
7	Hartington Close	Upgrade stairwell lighting on blocks	£2400
8	Thomas Hewlett House	Extend CCTV provision	£2058
9	Milman Close	2D Light fitting for external porch space on all blocks (save one that has it already). Armoured cabled from existing internal light fitting.	£1350
10	Waleran Close	Create bin and recycling facility on part of waste land opposite flats 45-69, (in front of no 20).	£3000

11		South Parade	3ft feather edge fencing with concrete gravel board & posts	£3640
12		Grange Farm CI	Recycling Area 1 (opposite 1-9 Wesley Close)	£6250
13		Cowan Ave	Recycling Area 2 (by 28-36 Grange Farm Close) New bin store at rear of block	£2788
14		Northolt Rd	123-31: bin area in front of tree, street facing entrance to ease dustcart. Issue to build up wall to prevent kids jumping from staircase onto bin house.	£1250
15		Northolt Rd	153-171: bin area in front of tree, Bench or posts round tree to make nice.	£1250
16	ELTRA	Stuart Ave	Fencing around front and rear gardens	£12,000
17 24		201-207 The Heights	Removal of wall that attracts graffiti and provides a meeting point for young people	£2700
18		220-230 The Heights	New bin store for block including base ,fencing and brickwork	£3800
19	HCA	Bowen Road	Bench seat for residents to be sited under tree	£600
20	HCA	81-87 Bowen Road	Resurface drying area/store area and provide security	£5,000
21	WCA	Woodlands Drive/Coppice CI	3 X enclosed litter bins – 2 x the large green in Woodlands & 1 x the junction of Coppice Close	£600
22	WCA	Woodlands	1 x litter bin adjacent to block 34-39 Brockhurst Close, alongside bench.	Included at 22 above
23	ELTRA	Stuart Avenue	Demolition of garages 1-4 and increase parking provision by approx 6-7 spaces	£16,741

24	NHRTRA	1-14 Cowen Avenue	Gate and re-fence drying area, relay communal land in front of area in block paving, provide planters to decorate old bin housings	£5,000
25	AATRA	Alexandra Avenue	Additional fencing for blocks to increase security	£700
26		Augustine Road	Gates/Barriers to stop fly tippers	£3,600
27	None	Grange Farm Close	Redesign parking area to increase spaces	£8,000
28	THCRA	Holsworth Close	Car Park Lighting	£5,000
29	ELTRA	31 – 43 Kings Road	Incorporate rear alley into gardens	£8000
30	THCRA	Hartington Close	Play area/Garden Scheme	£20,000
31	ELTRA	Hamilton Crescent	Geocrete verge	£7375 (Full cost)
32		101-123 & 102-124 Buckingham Road	Install six bollards to deal with cars obstructing bin areas	£2,000

33	WCA	Woodlands Drive	Play area on the large green	£30,000
34	CCTRA	Chichester Court	Additional lighting for car parks	£4,033
35	CCTRA	Chichester Court	Drive Slowly Signs	£200
36	CTRA	Chenduit Way	Removal of existing play area at Algar Close and creation of anew one at the front of the estate for infants.	£10,000
37	HCA	Shaftsbury Circle	Lay new path at rear to facilitate easier bin collection and move fencing at side of block to increase security and reduce rubbish	£6,500

Minor Estate Improvement New Proposals 2004-2005

	TRA	Road/Estate	Short Description of project
1	ELTRA	Blocks 4,6 & 28 Stuart Avenue	Redesign block Bin Areas
2		Grove Ave	Remove wall along side sheds and Move sheds no's 58-64 to opposite wall of 29-34 to create open space (no longer bin area)
3		Grove Ave	Sheds 100-111. Gap between no's 105+106 sheds – take out back wall. Space can be used for recycling or bins.
4		Grove Ave	Sheds on opposite side of road to 89-96. Middle gap in row of sheds– take out back wall. Space can be used for recycling or bins.
5	BCTRA	Brookside Close	Replace perimeter wall
6	ELTRA	Stuart Avenue	Removal of cobbles around blocks
7		Stonegrove Gardens	Extend railings around pond
8		Narseby Fold	Introduction of a permit parking scheme
9	ELTRA	Stuart Avenue	Lighting for rear of flats
10	THHTRA	Hartington Close	Lighting and parking improvements
11		Harley Court	New path and gate in rear garden
12	ELTRA	Meadfield	Removal of raised flowerbed
13	RADAP	Downing Close	Introduction of a permit parking scheme and White Lining
14	AATRA	Alexandra Avenue	Consultancy fee to develop a proposal for landscaping and security works to enhance the communal space at Alexandra Avenue flats

	TRA	Road/Estate	Short Description of project
15	ACTRA	Antoneys Close	Install fencing behind 34-38 Antoneys Close - backing on to Uxbridge Road
16		Various blocks	Upgrade entrance door locks to Union locks
17		61-77 Northolt Road, 79-95 Northolt Road, 97-113 Northolt Road	Part of stairwells on ground floor to be blocked in as rubbish collects there
18		Northolt Road	Raised bed to prevent ball games in patch of ground to side of Northolt Road play area.
19		Grange Farm	Redevelopment of the play Area
20		301 Pinner Road	Fencing to prevent litter build up around grass alongside service roads
21		201-207 The Heights	Gate on access to prevent young people getting into bin stores
22		28 Stuart Ave	Bollards to prevent fly tipping
23		Various locations	Replace existing ASSA locks with Union locks on door entry systems to give uniformity of access across the stock

NB All schemes subject to consultation with residents when/if agreed by HFTRA for funding from MEI budget 2004-2005

LONDON BOROUGH OF HARROW

Meeting:	Tenants' & Leaseholders' Consultative Forum
Date:	1 st July 2004
Subject:	Tenants' Survey 2003/04
Key decision:	no
Responsible Chief Officer:	Tony Lear, Executive Director, Urban Living
Relevant Portfolio Holder:	Councillor Keith Burchell Planning, Development and Housing Portfolio Holder
Status:	Part 1
Ward:	all
Enclosures:	Appendix A – copy of initial findings

1. Summary/Reason for urgency (if applicable)

- 1.1 This report is to provide information on the findings from the Tenants' Survey conducted by Mori in 2003/04

2. Recommendations

- 2.1 To note the contents of the report and to approve publication on the findings at the Tenants' and Leaseholder's open day

REASON:

3. Consultation with Ward Councillors

- 3.1 Not applicable

4. Policy Context (including Relevant Previous Decisions)

- 4.1 Government requires us to conduct a Tenant Survey every three years. The last one was carried out in 2000, see Cabinet Information Circular 13 February 2001. The survey is used to inform the following best value performance indicators (BVPI):

- BVPI 74 Satisfaction of tenants of council housing with the overall service provided by their landlord: with results further broken down by i) black & minority ethnic (BME) and ii) non-black minority ethnic tenants
- BVPI 75 Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord: with results further broken down by i) black & minority ethnic and ii) non-black minority ethnic tenants.

4.2 Since the last Tenants' survey was last conducted in 2000 the Government now requires us to report satisfaction broken down by BME and non-BME as well as the overall percentage.

5. **Relevance to Corporate Priorities**

5.1 This report addresses the council's stated priority of 'we will improve the quality of health and social care in Harrow..... by enabling choice and access to good quality housing'.

6. **Background Information and options considered**

6.1 MORI submitted the most favourable tender to the Association of London Government consortium of which Harrow was part. Corporate management team agreed to use them for all the surveys required including the Tenants STATUS survey. The survey took place from December 2003 to February 2004. MORI sent a postal questionnaire to 1,600 randomly selected Harrow Tenants. In addition, a booster sample of 500 questionnaires was sent out to areas with especially high proportions of black minority ethnic (BME) tenants to ensure a good representation among this group.

6.2 The questionnaire followed the Office of the Deputy Prime Minister Tenants' survey questionnaire template. In addition Harrow elected to ask some questions on estate services, caretaking and refuse collection services.

6.3 Overall, 782 questionnaires were returned from the total sample; the government minimum requirement is 625 responses. The final response rate was 37%. The ethnic breakdown of respondents was BME 24% and non-BME 76%.

6.4 Outlined in the attached report are some of the preliminary findings with comparisons to the previous survey that took place in 2000. A summary leaflet will be produced for the tenants

7. **Consultation**

7.1 Consultation regarding the additional questions was carried out with the Harrow Federation of Tenants' and Residents' Association in September 2003. Results were fed into the final version of the survey.

8. Finance Observations

- 8.1 Budget provision was made in respect of this survey as part of the 2003/04 HRA budget. Any additional resource requirements arising as a consequence of the findings will be considered as part of the 2004/05 budget process.

9. Legal Observations

- 9.1 None

10. Conclusion

- 10.1 This report is to provide information on the findings from the Tenants' Survey conducted by Mori in 2003/04.

11. Background Papers

- 11.1 Mori report
- 11.2 Tables of results
- 11.3 Survey form

12. Author

- 12.1 Christine Caton, Acting Performance Review Officer, tel 020 8424 7538

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BVPI tenant's survey

Background and Objectives

Best Value Performance Indicators (BVPIs) are part of the performance management framework for Local Government introduced by the Government since 1997. As part of the duty of Best Value for Best Value authorities introduced in the Local Government Act 1999, authorities are required to seek continuous improvement in their services. Best Value Performance Indicators are designed to monitor service improvement with regard to the efficiency, effectiveness and economy of service delivery. The Tenants' BVPIs (numbers 74 and 75) are specifically designed to assess the views of all council tenant households living in the local authority.

Methodology

MORI were contacted to conduct the survey for us. They sent a postal questionnaire to 1,600 randomly selected Harrow Tenants. In addition, a booster sample of 500 questionnaires was sent out to areas with especially high proportions of black minority ethnic (BME) tenants to ensure a good representation among this group.

The questionnaire follows the ODPM Tenants' survey questionnaire template. The questions included are required by government to be asked of all local authorities to measure performance and allow comparison between authorities. Harrow elected to ask some extra questions on estate services, caretaking and refuse collection services.

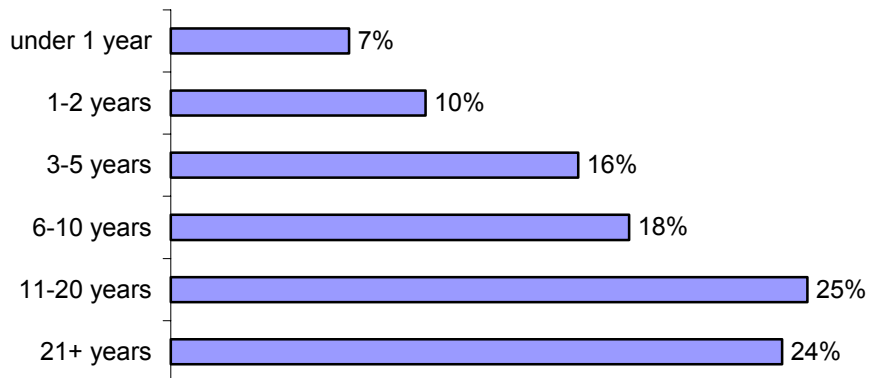
Overall, 782 questionnaires were returned from the total sample; the government minimum requirement is 625 responses. The final response rate was 37%.

Summary

Profile of Harrow's Tenants

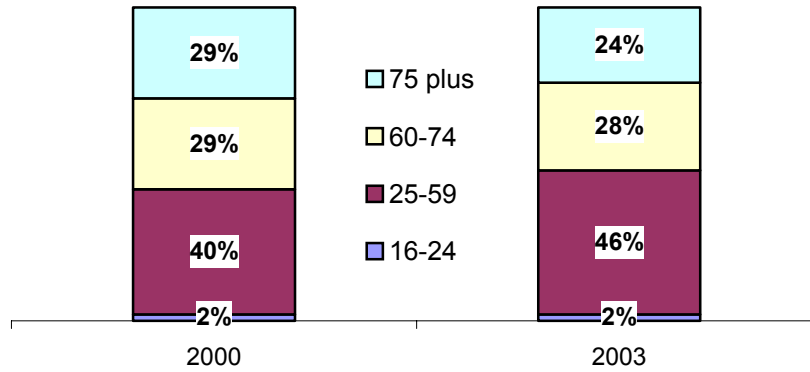
- Nearly six in ten respondents have been a tenant of Harrow Council for over 10 years and over a third have lived in their present home for more than 21 years.

How long have you or your household lived in your present home?



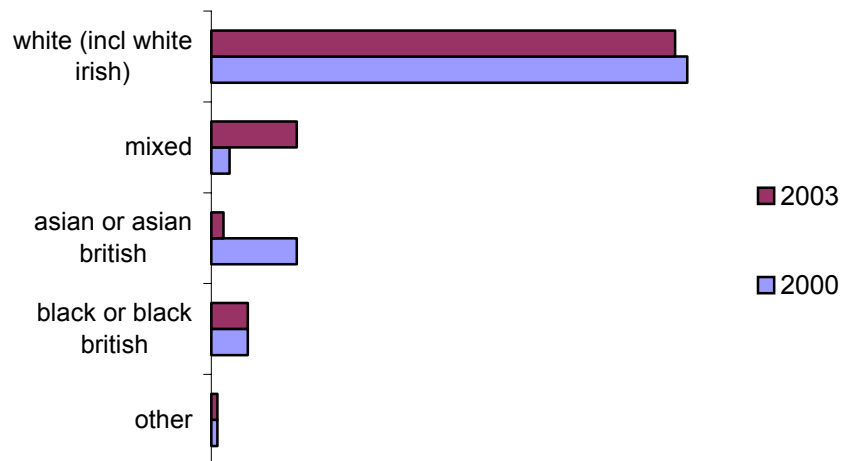
- One-third describe their household as one adult aged over 60, and more than half of households contain someone with a disability. The ages of respondents is similar to the last survey in 2000.

Age of respondents



- About one-quarter of tenants completing the questionnaire are BME tenants although this is due in part to the booster sample. This is similar to the last survey.

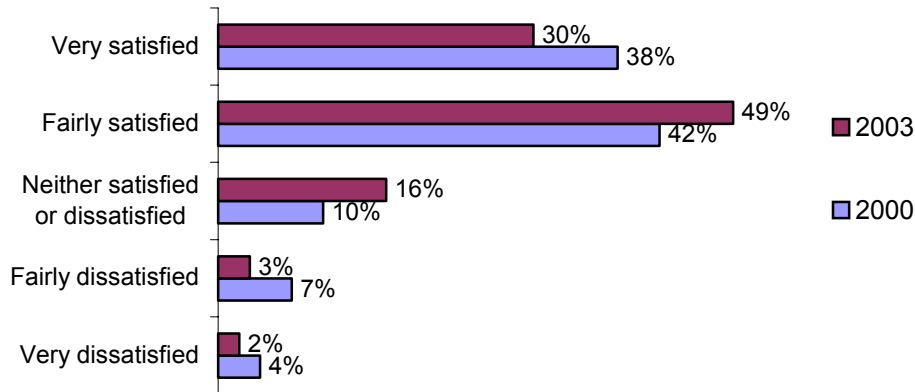
Ethnicity of respondents



Tenants' views on their home, area and landlord

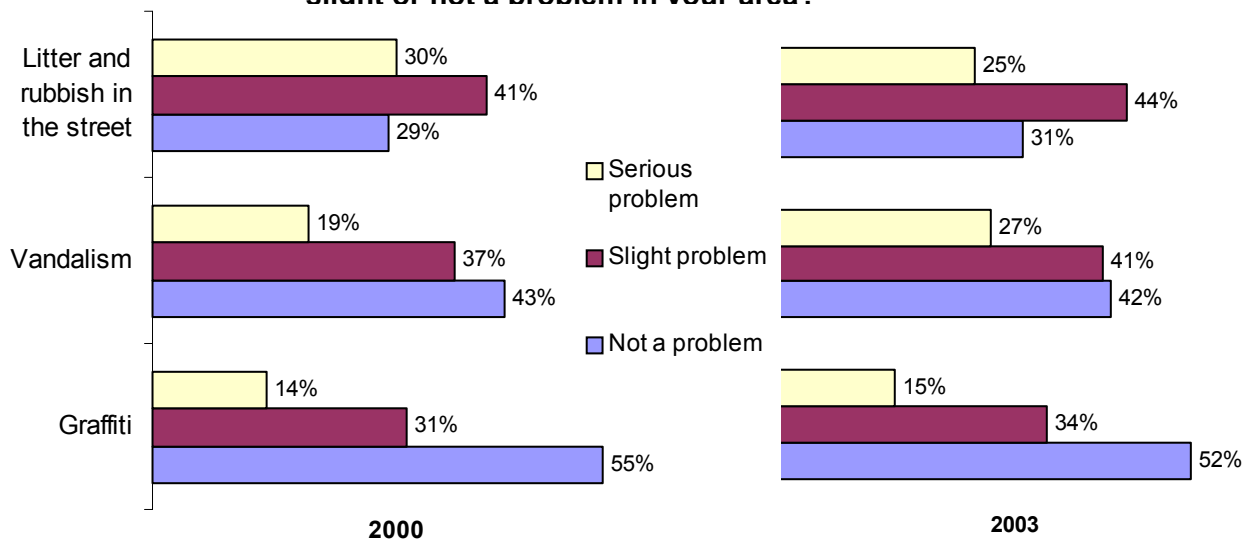
- Almost eight in ten tenants are generally satisfied with the overall service provided by Harrow Council and the same number are satisfied with their accommodation. Only one in ten describe their accommodation as being in poor condition, but one in five would ideally like more rooms.

BVPI 74 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord?



- More than half of respondents feel litter and rubbish in the street, and vandalism are problems in their neighbourhood. When compared to the 2000 survey respondents feel litter and rubbish in the street has improved but they feel that vandalism is more of a problem.

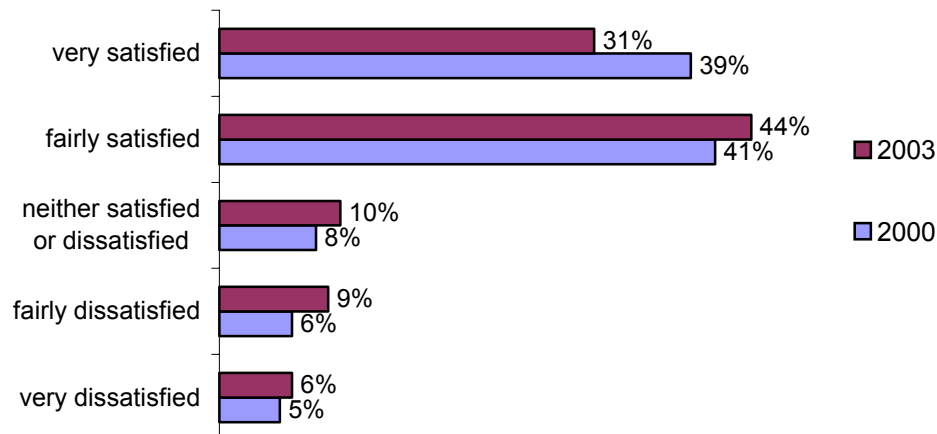
Do you think that each of these is a serious, slight or not a problem in your area?



View about repairs service

- Three quarters of tenants are generally satisfied with the repairs service they receive from their landlord. Almost three quarters of tenants have requested repairs in the last 12 months and two-thirds have had repairs completed in the last 12 months.
- Those who have had repairs completed generally rate all the aspects of the service they received highly. Although when compared with 2000 survey there is a drop of .5 percent in satisfaction and an increase of 4 percent dissatisfaction.

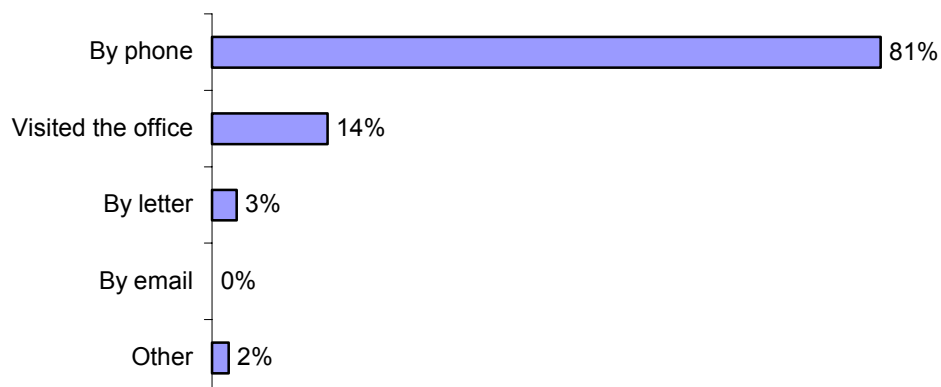
Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?



Contact with Harrow Council

- Tenant contact with Harrow Council mainly relates to repairs. Contact is typically in the form of a telephone call or a visit to the office.

How did you last contact your landlord?



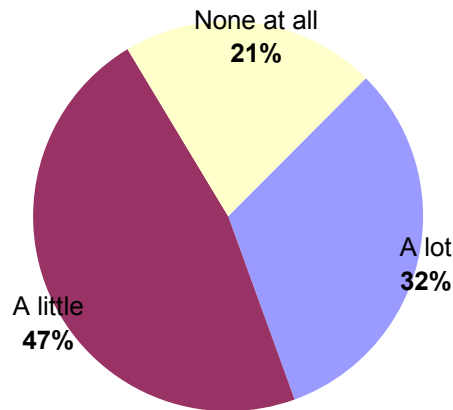
- Over half of tenants are satisfied with the final outcome of their contact, although three in ten are not. Ratings of staff are positive overall, with two thirds of those who have been in contact describing them as helpful and able to deal with their problem.

- More than half find it easy to get in touch with the correct person, although a third find it difficult.

Communication and consultation

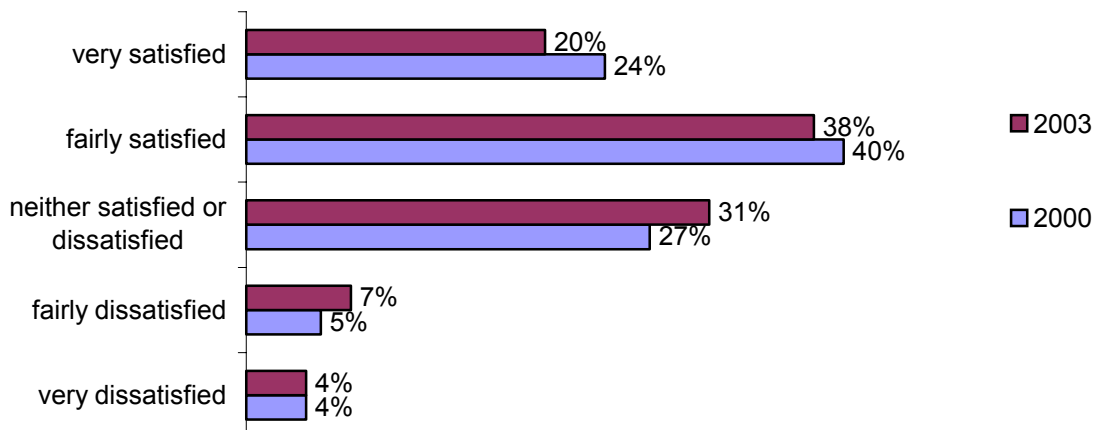
- More than eight in ten tenants think that Harrow Council keeps them well informed, but almost half of tenants think their landlord takes little account of their views in decision-making.

How much account do you feel your landlord takes of tenant's views when making decisions?



- More than half of tenants are satisfied with existing opportunities for local involvement in management and decision-making, although almost a third are neither satisfied nor dissatisfied.

BVPI 75 Thinking about the housing services that your landlord provides, how satisfied or dissatisfied are you with the opportunities for participation in management or decision making?

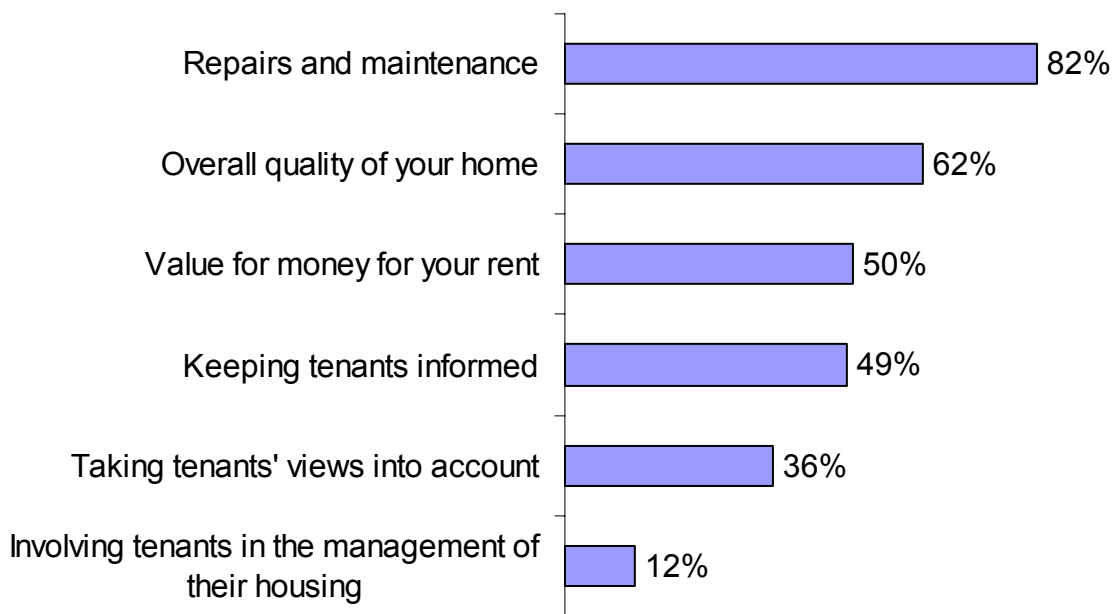


About two in five tenants have heard of Tenant Participation Compacts and of those who have, two-thirds are satisfied with.

Improving services

- Four in five tenants feel repairs and maintenance is highest among the top three most important services provided by the Council. This is followed by overall quality of home, chosen by three in five, and value for money, chosen by half. The service with the fewest mentions is involving tenants in the management of their housing.
- According to tenants the service most in need of improvement is taking tenants' views into account.
- Repairs and maintenance are among the most important services provided by the Council, with over four in five tenants choosing it as a 'top three' priority. This is followed by three in five tenants choosing overall quality of their homes and value for money for their rent chosen by half.

Of the following services, which do you consider to be the 3 most important?

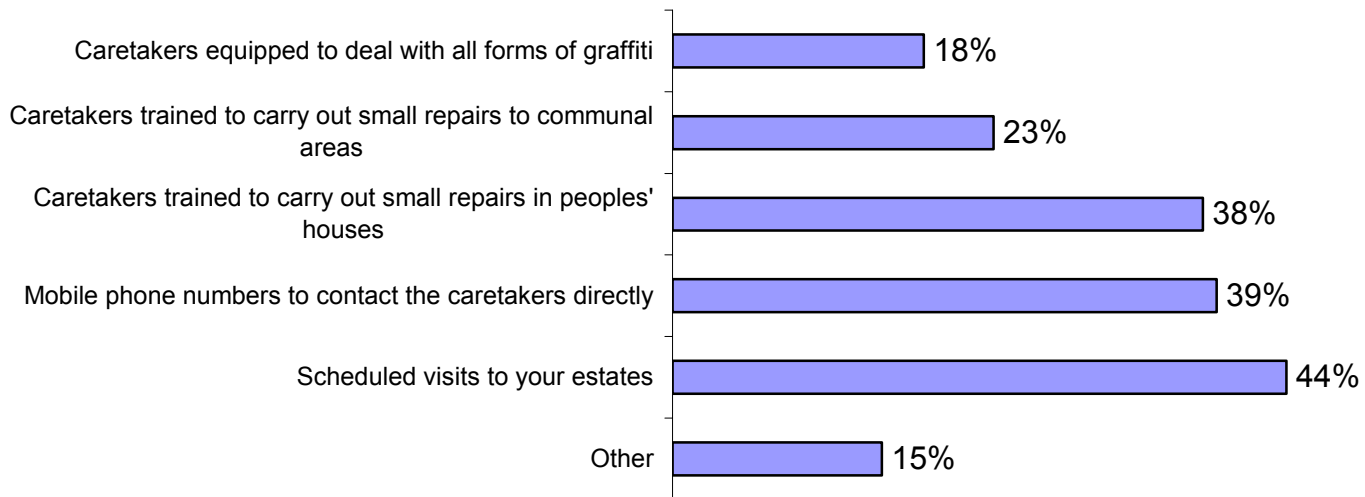


Estate, caretaking and refuse collection services

- Six in ten respondents rated cutting of communal grass as best among their estate services, followed by shrub and flowerbed maintenance chosen by two in five tenants. Services that a quarter of the tenants rated most poorly are the recycling opportunities, management of car parking and garage areas and removal of abandoned vehicles.
- Respondents who do have a caretaker were asked various details of the services provided. Over half reported the caretaking services to be 'good' at maintaining internal and external lights, removing bulk rubbish and litter clearing. Services most poorly rated by nearly a quarter of the tenants are liaison with residents, gritting of paths and having a caretaker you can call on in an emergency.

- Nearly half the tenants stated that the improvement they would like to see to the caretaking service is scheduled visits to the estates and over a third would like mobile phone numbers to contact caretakers directly and caretakers trained to carry out small repairs in people's houses.

Which one or two of the following changes or improvements would you like to see to the caretaking service?



- Overall, refuse collection services are rated fairly highly, with calling on the correct day of the week by far the highest by nearly eight in ten tenants. Over half of respondents also rate removing all of the refuse left in the bin area as good. Most poorly rated are clearing up any litter dropped during the collection by three in ten, followed by two in ten rating as poor for removing all of the refuse left in the bin area.

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Meeting:	Tenants' and Leaseholders' Consultative Forum
Date:	1 July 2004
Subject:	Matters raised by the Eastcote Lane Tenants' and Residents Association (ELTRA)
Key decision:	No
Responsible Chief Officer:	ALMO Project Director
Relevant Portfolio Holder:	Planning, Development, Housing and Best Value Portfolio Holder
Status:	Part I
Ward:	All
Enclosures:	None

1. **Summary/ Reason for urgency (if applicable)**

- 1.1 This report provides information on issues raised by the Eastcote Lane Tenants and Residents Association

2. **Recommendations**

- 2.1 **That the report be noted.**

REASON: (Not applicable as this report is for noting only)

3. **Consultation with Ward Councillors**

- 3.1 Not applicable

4. **Policy Context (including Relevant Previous Decisions)**

- 4.1 None

5. **Relevance to Corporate Priorities**

- 5.1 This report addresses the Council's stated priorities of:

"We will enhance the environment in Harrow by keeping the Borough clean and attractive..."

“We will improve the quality of Health and Social Care in Harrow... by enabling choice and access to good quality housing”

“We will develop a prosperous economy in Harrow... by supporting regeneration through active community... involvement”

6. **Background Information**

6.1 **Estate Inspections**

6.1.1 Due to the departure of the member of staff dealing with this issue it has not been possible to incorporate a response into this report and the response will be provided at the meeting.

6.2 **Doors, windows, fans, locks and rendering**

6.2.1 Due to the departure of the member of staff dealing with this issue it has not been possible to incorporate a response into this report and the response will be provided at the meeting.

7. **Consultation**

7.1 Not applicable.

8. **Finance Observations**

8.1 None

9. **Legal Observations**

9.1 None

10. **Conclusion**

10.1 Tenant and leaseholder representatives are recommended to note the report that will be made to the meeting on 1 July 2004

11. **Background Papers**

11.1 None

12. **Author**

David Hooper
Housing Manager
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Meeting:	Tenants' and Leaseholders' Consultative Forum
Date:	1 July 2004
Subject:	Matters raised by the Alexandra Avenue Tenants' and Residents Association (AATRA)
Key decision:	No
Responsible Chief Officer:	ALMO Project Director
Relevant Portfolio Holder:	Planning, Development, Housing and Best Value Portfolio Holder
Status:	Part I
Ward:	All
Enclosures:	None

1. **Summary/ Reason for urgency (if applicable)**

- 1.1 This report provides information on issues raised by the Alexandra Avenue Tenants and Residents Association

2. <u>Recommendations</u>
2.1 That the report be noted.
REASON: (Not applicable as this report is for noting only)

3. **Consultation with Ward Councillors**

- 3.1 Not applicable

4. **Policy Context (including Relevant Previous Decisions)**

- 4.1 None

5. **Relevance to Corporate Priorities**

- 5.1 This report addresses the Council's stated priorities of:

"We will enhance the environment in Harrow by keeping the Borough clean and attractive..."

“We will improve the quality of Health and Social Care in Harrow... by enabling choice and access to good quality housing”

“We will develop a prosperous economy in Harrow... by supporting regeneration through active community... involvement”

6. **Background Information**

6.1 **Telephone Aerial/Mast**

6.1.1 Due to the departure of the member of staff dealing with this issue it has not been possible to incorporate a response into this report and the response will be provided at the meeting.

6.2 **Internal Decorations**

6.2.1 Due to the departure of the member of staff dealing with this issue it has not been possible to incorporate a response into this report and an update will be provided at the meeting.

6.3 **Problems with Traffic and Parking from Rayners Lane Station to Village Way**

6.3.1 Following the meeting of TLCF on 4 March 2004 this matter was referred to the Traffic and Road Safety Advisory Panel requesting that consideration be given to traffic and parking problems from Rayners Lane Station to Village Way.

6.3.2 The Traffic and Road Safety Advisory Panel is due to meet on 22 June 2004 and any update following that meeting will be provided verbally at TLCF on 1 July 2004

7. **Consultation**

7.1 Not applicable.

8. **Finance Observations**

8.1 None

9. **Legal Observations**

9.1 None

10. **Conclusion**

10.1 Tenant and leaseholder representatives are recommended to note the report that will be made to the meeting on 1 July 2004

11. **Background Papers**

11.1 None

12. **Author**

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