

Tenants' and Leaseholders' Consultative Forum **AGENDA**

DATE: Tuesday 19 July 2011

TIME: 7.30 pm

VENUE: Committee Rooms 1 & 2,
Harrow Civic Centre

MEMBERSHIP (Quorum 3 Council Members)

Chairman: Councillor Bob Currie

Councillors:

Mano Dharmarajah

Mrs Camilla Bath
Kam Chana

Representatives of Individual Housing Estate Tenants' and Residents' Associations

Reserve Members:

1. Victoria Silver
2. Ben Wealthy

1. Susan Hall
2. Barry Macleod-Cullinane

Contact: Mark Doherty, Acting Democratic Services Officer
Tel: 020 8416 8050 E-mail: mark.doherty@harrow.gov.uk

AGENDA - PART I

1. 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) the meeting notes at the start of the meeting at the item 'Reserves' that the Reserve Member is or will be attending as a reserve;
- (iv) if a Reserve Member whose intention to attend has been noted arrives after the commencement of the meeting, then that Reserve Member can only act as a Member from the start of the next item of business on the agenda after his/her arrival.

2. DECLARATIONS OF INTEREST

To receive declarations of personal or prejudicial interests, arising from business to be transacted at this meeting, from:

- (a) all Members of the Committee, Sub Committee, Panel or Forum;
- (b) all other Members present in any part of the room or chamber.

3. APPOINTMENT OF VICE-CHAIRMAN

To appoint a Vice-Chairman of the Tenants' and Leaseholders' Consultative Forum for the Municipal Year 2011/12.

4. MINUTES (Pages 1 - 12)

That the minutes of the ordinary meeting held on 21 February 2011 and the special meeting held on 31 March 2011 be taken as read and signed as a correct record.

5. PUBLIC QUESTIONS

To receive questions (if any) from local residents or organisations under the provisions of Executive Procedure Rule 51 (Part 4D of the Constitution).

6. PETITIONS

To receive petitions (if any) submitted by members of the public/Councillors under the provisions of Executive Procedure Rule 49 (Part 4D of the Constitution).

7. DEPUTATIONS

To receive deputations (if any) under the provisions of Executive Procedure Rule 50 (Part 4D of the Constitution).

8. INFORMATION REPORT - FEEDBACK FROM OTHER COUNCIL LED RESIDENT INVOLVEMENT ACTIVITIES (Pages 13 - 20)

Report of the Divisional Director Housing.

9. INFORMATION REPORT - LAUNCH OF HOUSING AMBITION PLAN 2 (Pages 21 - 30)

Report of the Divisional Director Housing.

10. INFORMATION REPORT - REVIEW OF TERMS OF REFERENCE FOR TLCF (Pages 31 - 38)

Report of the Divisional Director Housing.

11. INFORMATION REPORT - RESIDENT SERVICES MANAGER REPORT (Pages 39 - 46)

Report of the Divisional Director Housing.

12. INFORMATION REPORT - HOUSING REVENUE ACCOUNT (HRA) OUTTURN REPORT 2010-11 (Pages 47 - 54)

Report of the Interim Corporate Director of Finance.

13. INFORMATION REPORT - ASSET MANAGEMENT TEAM (Pages 55 - 70)

Report of the Divisional Director Housing.

14. SUGGESTIONS FOR AGENDA ITEMS FOR NEXT MEETING

15. ANY OTHER URGENT BUSINESS

Which cannot otherwise be dealt with.

16. DATE OF NEXT MEETING

To note that the Forum is next due to meet on 8 November 2011.

AGENDA - PART II - NIL

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TENANTS' AND LEASEHOLDERS' CONSULTATIVE FORUM SPECIAL MINUTES

31 MARCH 2011

Chairman: * Councillor Bob Currie

Councillors: * Mrs Camilla Bath (2) * Ben Wealthy (2)
† Barry Macleod-Cullinane

* Denotes Member present
(2) Denotes category of Reserve Members
† Denotes apologies received

Representatives from the following Associations were in attendance:

Antoney's Close Tenants' and Residents' Association
Eastcote Lane Tenants' and Residents' Association
Elmgrove Tenants' and Residents' Association
Harrow Federation of Tenants' and Residents' Associations
Harrow Weald Tenants' and Residents' Association
Little Stanmore Tenants' and Residents' Association
Leaseholder Support Group
Woodlands Community Association

43. Attendance by Reserve Members

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

Ordinary Member

Councillor Mano Dharmarajah
Councillor Simon Williams

Reserve Member

Councillor Ben Wealthy
Councillor Camilla Bath

44. Declarations of Interest

RESOLVED: To note that the following interests were declared.

Agenda Item: 4. Information Report - Review of Terms of Reference for TLCF;
5. Presentation by BMG Research

Councillor Bob Currie declared personal interests on the above items in that he attended monthly meetings of the Eastcote Lane Tenants' and Residents' Association. He would remain in the room whilst the matters were considered and voted upon.

45. Deputations

RESOLVED: To note that no deputations were received at this meeting.

RESOLVED ITEMS

46. INFORMATION REPORT - Review of Terms of Reference for TLCF

An officer introduced a report which set out proposals to review the Terms of Reference (ToR) for Forum. Members were requested to discuss the proposals within the report.

The officer advised that:

- suggestions on the proposals within the tabled document, which was available on the Council's website, would feed into the discussions at the Resident Conference on 6 April 2011;
- any proposals would need to comply with existing Tenant and Resident Associations (TRA) and Harrow Federation of Tenants and Resident Associations (HFTRA) Constitutions;
- officers would collate all feedback on the proposals and present it to a future meeting of the Forum and eventually recommend to Cabinet for implementation.

In response to questions, officers advised:

- changes to the ToR would allow for residents to set future agendas for TLCF, with the possibility of drafting future reports independently or in conjunction with officers;
- the regularity of meetings would be looked into to avoid long gaps between meetings. Due to the setting of the Housing Revenue Account Budget, it would not be possible to alter the date of certain meetings;

- the guillotine procedure applied to all Committees and was established to ensure that meetings concluded at a reasonable time;
- voting rights at meetings would only be extended to TRAs that were recognised by the Harrow Federation of Tenants' and Residents' Associations;
- members of the public had the opportunity to engage at meetings through relevant agenda items;
- there was more work to be conducted to monitor the involvement of Housing Association residents on the Forum;
- means of increasing the profile of the Forum would be considered to maximise the involvement of residents within the borough.

The Chair of the HFTRA advised that residents within the borough would be made aware of issues through the agendas of their local TRA. If residents wished to pursue any matters further, additional information, in the form of leaflets or flyers, could be circulated.

RESOLVED: That the presentation be noted.

47. Presentation by BMG Research

The Associate Account Director of BMG Research provided a presentation on the results of the Housing Services 2010 Customer Satisfaction Survey, which was available on the Council's website.

Key points highlighted were that:

- overall satisfaction for leaseholders had increased by 12% since 2008. Overall satisfaction for tenants had increased by 9% over the same period;
- only 10% of tenants had reported issues relating to Anti-Social Behaviour (ASB). Satisfaction of the support provided by staff in relation to ASB had increased by 17%;
- 83% of tenants selected repairs and maintenance as being the most important thing to them in relation to the service they received. This was an area for improvement. The survey showed that over 21% of tenants felt dissatisfied with their experience in this area. A positive finding in this area was in relation to the speed with which work was completed and the overall quality of repair work. These had increased by 7% and 8% respectively.

In response to questions, officers advised that:

- there were many aspects which contributed to the improvements within the Housing Service. One factor may have been a result of the changes in management;
- there was a good level of response which improved upon the previous survey conducted in 2008. Work was carried out to encourage residents to complete the survey, but not all residents would respond;
- increases such as 9% on customer satisfaction for Value for Money could not be associated with any errors in collating data;
- it could not be confirmed whether those in Sheltered Housing completed their own survey;
- the question in the survey relating to the level of satisfaction among tenants with regard to their neighbourhood would be discontinued.

RESOLVED: That the presentation be noted.

(Note: The meeting, having commenced at 7.30 pm, closed at 9.45 pm).

(Signed) COUNCILLOR BOB CURRIE
Chairman

TENANTS' AND LEASEHOLDERS' CONSULTATIVE FORUM MINUTES

24 FEBRUARY 2011

Chairman: * Councillor Bob Currie

Councillors: * Mano Dharmarajah * Simon Williams
* Barry Macleod-Cullinane

* Denotes Member present

Representatives from the following Associations were in attendance:

Antoney's Close Tenants' and Residents' Association
Brookside Close Tenants' and Residents' Association
Churchill Place Tenants' and Residents' Association
Eastcote Lane Tenants' and Residents' Association
Elmgrove Tenants' and Residents' Association
Harrow Federation of Tenants' and Residents' Associations
Harrow Weald Tenants' and Residents' Association
Leaseholder Support Group
Little Stanmore Tenants' and Residents' Association

31. Attendance by Reserve Members

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

32. Declarations of Interest

RESOLVED: To note that the following interests were declared:

Agenda Items: 7. Information Report - Resident Services Managers Report, 8. Information Report - Asset Management Progress Report, 9. Information Report - Housing Revenue Account (HRA) Forecast Outturn 2010-11, 10. Information Report - Results of the Residents Satisfaction Survey and

Housing Staff Survey 2010, 11. Information Report - Feedback from other council led Resident Involvement Activities

Councillor Macleod-Cullinane declared a personal interest in the above items in that he was Portfolio Holder for Housing under the previous administration and had substantial involvement in the creation of the Housing Ambition Plan. He would remain in the room whilst the matter was considered and voted upon.

33. Minutes

RESOLVED: That the minutes of the meeting held on 5 January 2011, be taken as read and signed as a correct record.

34. Public Questions, Petitions and Deputations

RESOLVED: To note that no public questions were put, or petitions or deputations received at this meeting.

RESOLVED ITEMS

35. INFORMATION REPORT - Resident Services Managers Report

An officer introduced a report which highlighted a range of items.

The officer advised that:

- the Council's Credit Union agreement with M4Money was launched in 2010. Community groups interested in the Credit Union were invited to contact the officer for more information;
- the Estates in Bloom initiative would continue for an additional year. Its success would be monitored and reviewed in 2012. TRA representatives added that those expecting flowers for planting on estates would receive more than twenty-four hours delivery notice;
- £71,000 of electricity credits had been received in relation to the refund of electricity charges;
- a written independent legal response was being sought in relation to the possibility of charging freeholders for services received. Officers would report back to the Forum once the response had been received;
- the Council was required to create a minimum of three local offers to engage with more residents in an effective way, in accordance with the requirements of TSA (Tenant Services Authority). Provisional suggestions for these offers, resulting from a joint training day for staff and residents on 25 January, were:
 - (i) to develop a handy person service;
 - (ii) offer a form of quality guarantee;
 - (iii) develop a neighbour agreement;
 - (iv) enhance the caretaking service;

- (v) develop a Consultation Charter.

TRA representatives were requested to contact the officer with any further suggestions.

In response to questions, officers advised that:

- caretakers were responsible for cleaning communal areas such as stairways and entrances. A review of the standard of work being conducted by caretakers was in progress;
- the specific criteria for the handy person service would need to be investigated. It was currently one suggestion for a local offer;
- devising a Consultation Charter would create a strategy for a minimum standard for all types of consultation methods. The Consultation Charter differed from the Tenants Charter initiative which had been highlighted as a priority action by Cabinet.

RESOLVED: That the report be noted.

36. INFORMATION REPORT - Asset Management Progress Report

An officer introduced a report which provided a position statement on the progress made in housing Asset Management, including responsive maintenance and planned investment.

The officer advised that:

- it was hoped that the restructure of the Asset Management team would be completed by May 2011;
- asbestos surveys and the removal of rubbish contributed to high void property costs;
- the major works and responsive repairs contracts with Kier were due to expire in July 2011 and July 2012 respectively;
- initiating short term contracts would be considered for works during 2011/12. Running concurrently with existing measures, short term contracts would prevent any premature commitment to lengthy agreements;
- various means of consultation would be used to engage residents in the implementation of new or renewed contracts. These included focus groups, telephone surveys and estate meetings;
- to identify appropriate contracts, the tendering process would need to begin as soon as possible. The tendering process would be fair and transparent.

Members were pleased that there had been a reduction in terms of the average cost per void. A Member expressed the view that the failure to fully utilise the budget for the Capital Works Programme needed addressing.

In response to questions, officers advised that:

- flyers were sent to tenants together with information regarding the proposed rent increase;
- a change in regulations meant more extensive levels of assessment were required when surveying properties for asbestos. The void maintenance turnaround time was currently 9.25 days against the target set with Kier of 10 days;
- re-charging out going tenants to mitigate overspend in relation to void properties would be considered;
- maximising measures of promoting fuel efficiency were being examined. Lessons were being learned from the energy efficiency pilot being conducted on a property with the borough;
- the target for completing necessary work and re-letting void properties was twenty five days;
- The cross wall construction of the Francis Road estate was not traditional. As a result, the necessary maintenance work was more involved than solely replacing windows. It was hoped work could conclude by December 2011, subject to a costing exercise and the availability of funds. Officers would investigate all options fully, including the cost of demolishing the estate to ascertain whether this would prove to be a more financially viable option.

RESOLVED: That

- (1) the report be noted;
- (2) the cost of demolishing the Francis Road Estate be investigated to draw comparisons between the cost of the construction currently being proposed.

37. INFORMATION REPORT - Housing Revenue Account (HRA) Forecast Outturn 2010-11

An officer introduced a report which provided a projected outturn for the Council's Housing Revenue Account (HRA) for the financial year 2010/11 at the close of December 2010.

The officer advised that:

- at 1 April 2010 there were 5,058 dwellings and 1,170 leaseholders;
- there were reserves of £4.784 million. This equated to approximately £945 per dwelling;

- the average weekly rent was £86.60 and the average weekly service charge was £4.77, totalling £91.37 per week;
- budgeted spend was greater than income by £0.677 million;
- revenue balances were anticipated to reduce from £4.784 million to £3.503 million at the end of the 2010/11 financial year.

In response to questions, officers advised that:

- the overall figures for Ground Maintenance were being calculated and would be reported to a future meeting of the Forum;
- work was being conducted to maximise the success of the programme within a set timeframe. The 2010/11 programme differed to that of the previous year in that officers had taken the conscious decision to stop aspects of work rather than targets not being met;
- the extent of external decorations conducted would be reviewed to ascertain what progress had been made;
- with the proposed rent increase, the HRA balances were expected to increase with in line with previous years;
- comparisons with neighbouring boroughs and Registered Social Landlords (RSL) would be made to increase value for money and reduce overheads;
- a breakdown be provided to the Chairman of the 'other Housing related services' totalling approximately £0.19p of each £1.00 received from rents;

RESOLVED: That

- (1) the report be noted;
- (2) the extent of external decorations be reviewed;
- (3) comparisons be drawn from neighbouring boroughs and RSL in order to increase value for money and reduce overheads.

38. INFORMATION REPORT - Results of the Residents Satisfaction Survey and Housing Staff Satisfaction Survey 2010

An officer introduced a report which provided an overview of the results from the 2010 Residents' Satisfaction Survey and the Housing Staff Satisfaction Survey.

The officer advised that:

- 1,500 questionnaires had been mailed out to all sheltered tenants and leaseholders in the borough;

- the response rates on the surveys was positive and the level of satisfaction was good overall in comparison to figures from 2008.

TRA representatives congratulated housing officers on their work conducted over the last year. This was reflected in a recent article in a local newspaper.

In response to questions, officers advised that suggestions regarding future satisfaction surveys would be taken on board.

RESOLVED: That the report be noted.

39. INFORMATION REPORT - Feedback from other Council led Resident Involvement Activities

An officer introduced a report which provided feedback on a range of service wide resident involvement activities and the outcomes of resident involvement.

The officer advised that:

- the main area for improvement in relation to Resident Involvement was to demonstrate outcomes. A table outlining the actions that had been implemented now included a comments column for residents and TLCF Members to feed into;
- the Anti-Social Behavioural Group and the Income Management Focus Group had merged and were currently holding discussions on setting service standards.

In response to questions, officers advised that:

- the Asset Management Group membership consisted of TRA representatives, employees of the Kier Group and officers from the Asset Management Team. The Chairman would be informed of future meeting dates;
- work around estate inspections was being progressed.

RESOLVED: That the report be noted.

40. Suggestions for agenda items for next meeting

RESOLVED: To note that no items were suggested.

41. Any Other Urgent Business

Replacement Windows at Bucknell House:

A Leaseholder Support Group representative advised that a proposed solution to the issue surrounding replacement windows at a particular property in Bucknell House had not been fulfilled. The Divisional Director of Housing Services advised that she would personally address this issue and seek the most suitable resolution for all parties.

RESOLVED: That the item be noted.

42. Date of Next Meeting

RESOLVED: To note that the Forum was next due to meet on 19 July 2011.

(Note: The meeting, having commenced at 7.35 pm, closed at 10.15 pm).

(Signed) COUNCILLOR BOB CURRIE
Chairman

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**REPORT FOR: Tenant and Leaseholder
Consultative Forum**

Date of Meeting: 19 July 2011

Subject: INFORMATION REPORT - Feedback from other Council led Resident Involvement Activities

Responsible Officer: Lynne Pennington
Director of Housing

Exempt: No

Enclosures: Appendix 1 - Outcomes of Resident Involvement

Section 1 – Summary

This report provides feedback to TLCF on a wide range of Council led service specific and service wide resident involvement activities, and also reports on the outcomes of resident involvement, for example what the department has done differently because of the input received from residents.

FOR INFORMATION

Section 2 – Report

Introduction

- 2.1** This report provides an update on the various officer led resident involvement activities that are taking place across Housing.
- 2.2** A key part of the Housing Ambition Plan is to increase the number of residents who are currently actively involved in helping to shape the Housing Service, and to ensure that this involvement is meaningful. Officers have taken on board residents concerns that their involvement is not consistent across all areas of housing. This has led to the overall target of 100 newly involved residents being split proportionally across the divisions- ensuring that each team has a target to involve residents in delivering the Housing Ambition Plan and driving through service improvements.
- 2.3** This is the second time a report to TLCF has included an appendix that details what has been done differently as a consequence of residents involvement- in other words capturing the successful outcomes of resident involvement. Members of TLCF have an opportunity to ask for more information on any of the entries on the table if they are not convinced these changes have been made. This process is intended to help officers and residents to work together to further develop resident scrutiny of housing's performance.
- 2.4** However it should be noted that there are also a number of areas where resident involvement has led to recommendations for change that are still being developed. Examples are where residents have been asked for their views on changes to operational procedures (such as the Anti Social Behaviour procedures) where work on reviewing the procedures is not yet complete or in determining what steps can be taken to improve customer services following the first round of resident led mystery shopping. These outcomes, once finalised, will be reported to future TLCF meetings.
- 2.5** Since TLCF last met the department has chosen the 3 local offers to be taken forward this year, to both comply with Tenant Services Authority requirements and respond to the improvements to services residents have asked for. This report also gives an update on progress with each of these projects.

Resident Recruitment Campaign

- 2.6** During 2010/11, through the recruitment campaign 169 residents became involved for the first time in working with us. For 2011/12 it is a priority action to increase the number of volunteers actively engaged in developing the housing service by an additional 100.

- 2.7 Residents have asked that we provide more detail on the type of activities newly recruited residents have been involved in and whether their involvement has been a one off exercise like a survey or a sustained involvement such as longer term attendance at a TRA or a focus group. Officers are currently working on the best way to capture this information across all sections of housing and figures are not available as this report is being written. Further information on the first quarter's performance will be reported verbally to TLCF.

Asset Management Group

- 2.8 Asset Management built on the Tenants Fair to call together a focus group of existing and new volunteers to work on the options for tendering a replacement to Kier contracts. The group met for the first time in May and is now scheduled to meet monthly until June 2012.
- 2.9 Consultation relating to specific schemes has taken place and an address list of where works are planned in 2011/12 is in development and will be shared with HFTRA. In addition highly praised web content specific to Asset Management has been developed and continues to be refined and added to.

Estates Services Steering Group

- 2.10 At the meeting on 25 May 2011 an update was given on the parking strategy. 6 fairly well attended public consultation meetings have been held to discuss 3 options to solve parking problems on housing estates. Following the meetings a frequently asked question and answer sheet has been sent out to all those concerned in the proposals asking them to complete a feedback sheet with their preferred options before a final decision is reached on moving forward with the parking proposals.
- 2.11 The Estates in Bloom competition was also discussed. This year we asked TRA's and Sheltered Blocks to submit entries if they wished to take part in the competition, and 18 entries were received. Flowers have now been delivered. On 25 July shortlisting will take place to narrow entries down to three TRA and three Sheltered Block finalists. Final judging will take place on 23 August.

Tenant Inspectors

- 2.12 Estates Services have been working with the West London Estate Services Steering Group, to train tenant inspectors to grade caretaking services. Harrow have partnered with Brent Housing Partnership for this year. Four Harrow residents have been recruited to assist in this project and they have undergone training on how to undertake and score estates. The training took place in Hammersmith and gave our residents the opportunity to meet other partners and their chosen inspectors. Harrow residents are undertaking the formal inspection of Brent Housing Partnership Properties on Tuesday 21 June 2011 where they will select 3 estates to inspect and score. Brent Housing Partnership's resident

inspectors will do the same on 3 of our estates on 27 June 2011. Once the outcome of these inspections is analysed the information will help us to drive forward improvements in the caretaking service.

Housing Fair

2.13 The Housing Fair on 6 April 2011 was attended by 230 residents. We would like to thank all the residents who participated and who helped plan the event. We have done analysis on feedback forms completed by attendees, and have done a debrief with people on the planning group, and will use the lessons learned in planning future events.

Complaints Panel

2.14 The complaints feedback panel meets quarterly and is made up from residents who have had cause to make a complaint to Housing. The panel met during the final quarter of 2010/11 and looked at four complaints which had been responded to by the council. Feedback was given on the quality, language and style of the responses. These suggestions were taken back to the service area and improvements are being implemented.

2.15 Since the last meeting, work has also been undertaken to review the complaints process in housing. As a result of this, a new process which is much 'leaner,' has been drawn up. The revised process now has a quality control stage built into it, and this was a result of suggestions from the feedback panel. The new process is being implemented during the month of July. Improvements will continue to be made to the complaints process as a result of the continued feedback from the complaints panel and the wider review of complaints across the council.

Housing Editorial Board

2.16 The Housing Editorial Board now meets monthly to review and approve all housing communications to residents to make sure they are in Plain English, are clearly written and convey information in a format that will be easily understood by residents. Membership of the Board has been expanded and now includes 3 resident representatives – additional representatives are welcomed particularly tenants.

2.17 At the last Board meeting the summer edition of Homing In was reviewed, amendments requested and then signed off. The board also looked at a number of draft customer satisfaction surveys and requested that a standardised template be developed to make sure they are all in the same format and include standard information regarding confidentiality. This template will be considered by the Editorial Board at its meeting on the 7 July and presented to TLCF for approval.

2.18 Sheltered Housing Review and Watkins House

2.19 A sub-group of Harrow Sheltered Residents Association has been formed to participate in planning a series of tenant consultation events to help shape the modernisation of the Sheltered Housing Service. A new model is being developed for the service which will be reported to a future TLCF once all consultation with staff, Supporting People, unions and tenants is completed. However the group has already made some valuable contributions that have led to improvements to the service. These are detailed in appendix 1.

Local Offers

2.20 The 3 local offers that will be taken forward this year were chosen following the Housing Fair in April. These are:

- Consultation Charter
- Repairs Guarantee
- Improvements to caretaking service

2.29 Work has started on taking these forward across Asset Management and Residents Services. Drafts have been written for both the repairs guarantee and consultation charter and these are currently out for officer consultation. They will be taken to residents for their views at a later date.

2.30 Enhancements to the caretaking service are also being planned to both deliver the local offer and respond to those areas within the resident satisfaction survey where satisfaction was less than 75%. Another initiative to help improve caretaking services is to increase resources by starting an apprentice scheme. This is work in progress but the objective is to recruit two local young people currently unemployed for a 12 month apprenticeship where they will receive both practical and classroom training in the caretaker role. A further report will be made to TLCF on this initiative as it progresses

Capturing Outcomes of Resident Involvement

2.31 Over the last few months Housing have been reviewing the Housing Ambition Plan and the revised plan for 2011/12 has been through a challenge process with Members, and resident representatives from HFTRA and LSG. The first part of the feedback on the outcomes of resident involvement relates to the changes made to the plan because of residents input.

2.32 The second part of the table details individual or team actions that all housing staff have been invited to provide that demonstrate how consulting residents and listening to their views lead to changes in the way we work. Members of TLCF are invited to challenge and/or ask for further information on anything contained in this table if they are not # convinced these changes have been made, or would like some more details.

Section 3 - Financial Implications

3.1 This information report has no specific financial implications. Any service improvement issues that arise as a result of residents ideas and suggestions will be considered within the relevant service area budget.

Section 4 - Corporate Priorities

4.1 The proposals in this report incorporate the corporate priority:
United and involved communities: a Council that listens and leads

Name: Donna Edwards	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: 5 July 2011		

Section 6 - Contact Details and Background Papers

Contact:

Maggie Challoner
Head of Resident Services
Tel: 020 8424 1473

Background Papers: None

Appendix 1 - Outcomes of Resident Involvement

Resident Involvement Activity or Staff Member/ Team Name who implemented the change	What has been done differently as a result of Resident involvement/consultation	Who was involved?	Comments from Residents/TLCF
HAP 2 Challenge events	Residents asked for a simple communication and consultation plan to cover the new policies and strategies that need to be developed over the next few months. The plan that has been developed will focus on a summer campaign with a wide range of events and an information booklet on the main changes is planned. A communications planning team will oversee and coordinate planned events and the Editorial Board will oversee the development of the booklet. Both groups include HFTRA reps	Elected Members, HFTRA representatives, LSG representative and Management Team	
HAP 2 Challenge events	Residents and officers agreed "Excellent services, valued by our communities" as the overarching ambition	Elected Members, HFTRA representatives, LSG representative and Management Team	
HAP 2 Challenge events	Residents considered benchmarking information and agreed to reduce the target for leaseholder satisfaction for 2011/12 55%, which is a 10% increase on the 2010/11 achievement	Elected Members, HFTRA representatives, LSG representative and Management Team	
HAP 2 Challenge events	Residents have been involved from the outset in the procurement process for repairs contractor and feedback from them is being used to inform the process	Elected Members, HFTRA representatives, LSG representative and Management Team	
HAP 2 Challenge events	Residents asked that the management team commitment be expanded to include a commitment to being honest with residents, which was accepted.	Elected Members, HFTRA representatives, LSG representative and Management Team	
HAP 2 Challenge events	HFTRA asked for a quarterly meeting on progress with the HAP 2. These have been set up and included on the consultation calendar. This is a useful step forward in developing resident scrutiny arrangements	Elected Members, HFTRA representatives, LSG representative and Management Team	
Elaine Slowe	We have been in discussion with a tenant who is a wheelchair user to get her input into a new guidance document being produced for developers/housing associations who are building wheelchair accessible properties. Her comments on	Tenant, Partnerships and Strategy and Asset Management teams	

	<p>the issues she encounters with the layout/design of her own property are being analysed against our draft guidance document to ensure all issues that she has highlighted are addressed and any omissions are corrected. This will help to improve the design/layout of new build wheelchair accessible properties for future tenants.</p> <p>Her comments regarding her experience of adaptations in her home have been passed to Paul Mullins in Asset Management for information to improve the experience of tenants with mobility issues, having works carried out in their homes.</p>		
Beverley Bonnefoy – Resident Services	As a direct result of HSRA raising concerns over inconsistency in the Warden service across all of the sheltered schemes, improved support planning and performance management arrangements were introduced in May 2011. The new processes will be piloted for 6 months in order to gain Tenant feedback. Staff have received comprehensive training.	Harrow Sheltered Residents Association (HSRA) and the Sheltered Housing Team	
Beverley Bonnefoy – Resident Services	Members of HSRA raised concerns that a number of vulnerable Sheltered Housing tenants who appeared to have high support needs but due to mental health issues, would not or could not engage with staff. In response, we have improved guidance for staff on how to deal with these situations.	Harrow Sheltered Residents Association (HSRA) and the Sheltered Housing Team	
Beverley Bonnefoy – Resident Services	Following the introduction of a new care service at Watkins House, Tenants asked if they could have their Tenant Meetings immediately after lunch. This has now been implemented.	Tenants and the Sheltered Housing Team	
Rosy Leigh- on behalf of Housing Needs	We received a couple of complaints from customers recently that they had submitted medical information for assessment but had not received any feedback from us. We realized that we were only letting customers know the result when it meant a change of banding. As a result of the complaints we are now making sure that, even where the medical advisor's recommendation is that the banding stays the same, we will let people know formally.	Customers Housing Needs staff	

**REPORT FOR: TENANTS' AND
LEASEHOLDERS'
CONSULTATIVE FORUM**

Date of Meeting: 19 July 2011

Subject: INFORMATION REPORT – Launch of
Housing Ambition Plan 2

Responsible Officer: Lynne Pennington, Divisional Director of
Housing Services

Exempt: No

Enclosures: Appendix 1: You said, we did - HAP 2
changes due to Resident & Member
feedback at HAP 2 challenge events (3
May & 19 May 2011)
Appendix 2: Performance Scorecard
Appendix 3: Housing communications/
events planning flow chart 2011-12

Section 1 – Summary

This report launches Housing Ambition Plan 2 (HAP 2), reflecting on the good progress and achievements made with HAP 1, and setting out the way in which we will continue improving core business whilst addressing the proposed changes for housing.

FOR INFORMATION

Section 2 – Report

Background

- 1 Our key objective for HAP 1 was “Customers to believe that we provide one of the best housing services in London by 2012”. Our key measure of success was to achieve an overall tenant satisfaction rating of 75%. The outcome of the 2010 resident satisfaction survey demonstrates that we have met the 2012 75% rating a year ahead of target. We have also taken into account the Council’s new corporate priorities and revised our plans and commitments in consultation with residents. HAP 2 continues to drive our improvement journey beyond that envisioned for HAP 1 and takes account of the challenges that lie ahead as a result of coalition government’s policy changes relating to welfare and social housing reform. This is summarised in our new key objective of “Excellent services, valued by our communities”.

- 2 Building on our commitment to involving residents more closely in developing our plans we held 2 “Challenge” events, one with the HFTRA and LSG chairs and representatives from the Members Housing Policy Task Group, and the second with HFTRA representatives on the 19 May 2011. This HFTRA challenge was well attended and received positive feedback. We have therefore diarised quarterly events with HFTRA to enable ongoing scrutiny of HAP 2 by residents. Various changes were made to HAP 2 as a result of this event and are detailed in Appendix 1.

- 3 With the help of residents we also organised the Housing Fair which took place on the 6 April 2011 and was attended by 230 residents. We would like to thank all the residents who participated and who helped plan the event. The purpose of the Housing Fair was to get more residents involved, have wider engagement with residents about some of the major projects being taken forward in 2011/12 (such as improving repairs) and to discuss the housing changes brought about by the government’s Localism bill and welfare reform proposals. We will be taking this further during the summer and will be working with residents to plan a series of roadshows throughout the borough so that we capture as many views as possible (see 8 below).

Housing Ambition Plan 2

- 4 Hard copies of HAP 2 will be available at the meeting and on the Harrow Council website. It sets out our revised commitments for 2011/12. It includes commitments for each division and team within Housing.
- 5 Sitting alongside the commitments are detailed spreadsheets for each area setting out all the actions that will deliver the objectives in the Plan. These are reviewed and monitored on a monthly basis and are available on request.
- 6 There is also a Performance Scorecard which includes all the performance indicators which measure delivery of the Plan. Residents have said that the Scorecard is quite complicated to understand and we will therefore provide a regular update to HFTRA and TLCF on the key indicators using the format set out in Appendix 2.
- 7 We propose to involve residents in looking in detail at delivery of HAP 2 at the quarterly meeting that have been set up with HFTRA. The outcomes from these meetings will be reported to TLCF for information.
- 8 We have developed a communications plan to support the delivery of HAP 2. A key part of HAP 2 will be a discussion with residents on the Housing Changes due to take place regarding tenancy types, welfare benefits, housing allocations etc as they are introduced by the government. We will use the results of this consultation to develop plans for Harrow reflecting local priorities as much as possible.
- 9 We want to work with residents in planning the consultation events and plan to do this via a new Communications Planning Team. This will sit alongside the Housing Editorial Board, whose role is to approve review and sign off all housing communications. A diagram of the communications & consultation plan is included at Appendix 3. We would like to thank those residents who have volunteered to join the Planning Team or who are already members of the Editorial Board.

Section 3 – Further Information

All relevant information is contained within the report.

Risk Management Implications

Delivery of HAP2 is included on the Housing Risk Register
Separate risk register in place? No

Section 4 - Financial Implications

Any financial implications associated with HAP2 have been built into the HRA budget 2011/12.

Name: Donna Edwards	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: 5 July 2011		

Section 5 - Contact Details and Background Papers

Contact: Alison Pegg/Jane Fernley, Housing Partnerships and Strategy Manager, 020 8424 1933

Appendix 1: You said, we did – HAP 2 changes due to Resident & Member feedback at HAP 2 challenge events (3 May & 19 May 2011)

You Said	We Did
<p>The communication and consultation plan should enable the involvement of a wide range of residents and customers in formulating new policy and strategies arising from the social housing and welfare reform proposals. It should be simple, and aim to get out on estates and other venues such as Harrow Town Centre as well as at large events eg summer roadshows.</p>	<p>The communication plan will focus on a summer campaign to provide information about the changes and seek to get views from people at a wide range of events. An information booklet on the main changes is planned. The Housing Editorial Board (which includes HFTRA reps) will play a key role in overseeing the development of the booklet. A Communications Planning team (also including HFTRA reps) will oversee and coordinate the planned events.</p>
<p>The suggested overarching commitment of “Excellent services, valued by our communities” is endorsed.</p>	<p>Agreed as the overarching ambition.</p>
<p>A number of commitments should be strengthened to ensure that residents are “actively” involved.</p>	<p>Partnerships and Strategy/Resident Services commitment amended as suggested.</p>
<p>Leasehold satisfaction target needs to be stretching but it was acknowledged it also needed to be realistic for 2011/12.</p>	<p>Considering benchmarking information we agreed with HFTRA that the target for 2011/12 should be 55% - 10 percentage points above that achieved in the 2010 Satisfaction survey. This is now the agreed Performance Indicator.</p>
<p>We need to be actively involved in choosing the next repairs contractor and feedback on existing service should be used.</p>	<p>Residents are involved from the outset in the Procurement process and current feedback is being used to inform the process.</p>
<p>Getting repairs right first time is most important to residents and we should monitor this as a performance indicator</p>	<p>This measure is now included on the final performance scorecard</p>

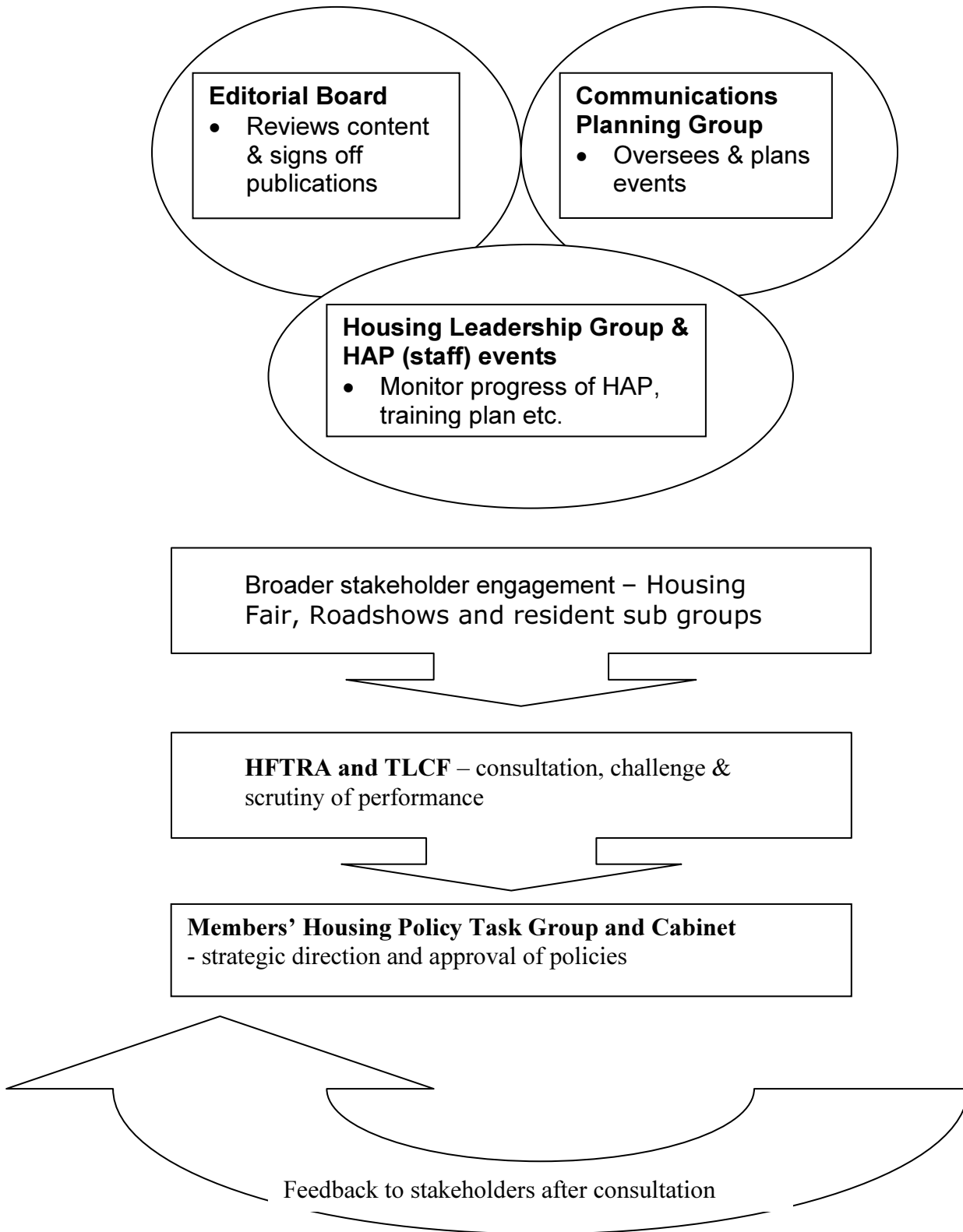
<p>The Management Team commitment should be expanded to include a commitment to being honest with residents.</p>	<p>Management team commitment amended as suggested.</p>
<p>The Resident Involvement target should only include residents that are consistently involved.</p>	<p>We discussed this and agreed with HFTRA that for 2011/12 we will record all types of involvement even if its only attendance at one meeting or participating in email/internet consultations. However we will monitor all involvement and repeat attendance and report back to enable future stretching targets to be set.</p>
<p>We should use the terms tenant, resident, customer appropriately and reflect this in HAP 2, the scorecard etc.</p>	<p>The documents have been amended so they are consistent.</p>
<p>HFTRA found the Challenge event useful and informative and would like it to be held quarterly to enable them to scrutinise delivery of HAP2.</p>	<p>Quarterly meetings being set up and are included in the consultation calendar.</p>

Appendix 2 : Housing Scorecard for 2011-2012

Reporting - monthly / quarterly / annually	Indicator	June Quarter 1 actual	Red Amber Green	Q1 target
Resident Services				
M	LA rent collection and arrears: proportion of rent collected			87.36%
M	Tenants with more than 7 weeks rent arrears (as a % of total no of tenants)			5.2%
M	Current tenants rent arrears as a percentage of rent roll			2.18%
M	Overall current tenants rent arrears (£)			490k
M	Reduce former tenant arrears by 10%			£741k
Q	Overall leasehold service charge arrears (£)			£107k
Q	% of new tenants visited within 6 weeks of tenancy sign up			100%
	Increase the no of volunteers actively engaged in developing the Housing Service by 100			8
Asset Management				
M	Tenant satisfaction with repair and maintenance service (independent telephone survey)			88%
M	% of properties with current gas servicing certificates (CP12)			100%
Q	Council adaptations: average time from assessment to completion of work (weeks) quarterly performance			57
Q	DFGs: average time taken from assessment to DFG approval date (weeks) quarterly performance			57

M	% of repairs completed at first visit			82%
M	Access Harrow: chasing calls as % of all calls to AH Repairs - Kier snapshot for month			10%
M	Access Harrow: repair kier recalls as % of all jobs - Kier snapshot for month			5%
Housing Needs				
Q	Number of cases where positive action is taken to prevent homelessness			250
Q	Total number accepted as homeless and in priority need			18
Q	Average number of households in B&B per quarter			45
M	No of households living in temporary accommodation			438
Q	Number of households we assist with housing in the private rented sector			62
Q	Deliver 200 lettings through Help2Let by March 2012			50
Q	Reduce underoccupiers in social housing			8
M	Average time taken to re-let LA housing (days) (excludes times taken for major works)			25
M	Housing voids: number of empty properties going over 25 days (excludes time taken for major works) quarterly average			30
Partnerships and Strategy				
M	Number of affordable homes delivered (gross)			110
M	Empty private dwellings returned into use (as a % of vacant HA, PS and other PS as per the HSSA)			50 10.2%

Appendix 3 Housing communications / events planning flow chart 2011-12



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**REPORT FOR: TENANTS' AND
LEASEHOLDERS'
CONSULTATIVE FORUM**

Date of Meeting: 19 July 2011

Subject: INFORMATION REPORT – Review of
Terms of Reference for TLCF

Responsible Officer: Lynne Pennington, Divisional Director
of Housing Services

Exempt: No

Enclosures: Appendix 1: Existing Terms of
Reference

Section 1 – Summary

This report builds on the discussions that took place on the proposed review of the terms of reference for TLCF that were reported to TLCF in November 2010 and March 2011 to produce a final proposal for new terms of reference. The views of TLCF are sought on this proposal before it is submitted to Cabinet for decision in September.

FOR INFORMATION

Section 2 – Report

Introduction

2.1 This review is needed for a number of reasons and discussions between the author of the report and the Housing Portfolio Holder, residents and officers as well as the discussions at TLCF have all been taken in to account in finalising the proposal.

2.2 As has previously been reported to TLCF changes in the existing Terms of Reference are needed to:

- More effectively involve residents in regularly reviewing and challenging the housing department's performance.
- Develop resident led scrutiny arrangements, as required by Housing's regulator (currently the Tenant Services Authority (TSA) but likely to become the Homes and Communities Agency if the Localism Bill is enacted). Further discussions are needed on how resident scrutiny arrangements will be developed in Harrow, but this review of the Terms of Reference will create the flexibility to give us choices on how best to incorporate more effective resident led scrutiny into our structure.
- Ensure that we meet our Ambition Plan commitment to "actively involve residents in helping to shape services to meet their needs and aspirations" This will include involvement in helping to drive improvements to the existing housing service, as well as the need to involve more residents in the decisions that lie ahead on forthcoming policy changes.
- Meet our resident involvement vision statement commitment to "Put customers at the heart of everything we do"
- Address the concerns raised by residents, elected members and officers with the length of TLCF agendas which do not always allow enough time for full debate to take place on all items on the agenda.
- Address the difficulties the timetabling of the existing 4 meetings a year present. In particular because of the budget setting timetable 3 of these meetings are by necessity close together (November, January and February) which leaves long gaps between February and July, and the July and November meetings where urgent issues cannot be discussed.
- Allow sub groups of TLCF to be established so that where issues need more detailed analysis, or to involve wider resident views it will be possible to examine the issues in detail at sub group level.
- Update the language used in the existing terms of reference so that it reflects our resident involvement vision to involve all residents on our housing estates, not just tenants and leaseholders.
- Ensuring that the role of individual residents who are recognised as representing an estate where there is currently no recognised TRA is referred to in the Terms of Reference.
- To take steps to try to ensure that tenants, leaseholders and freeholders are represented proportionately on TLCF-but where this is not possible find alternative ways to discuss issues with a wider audience. An example that reflects this need is TLCF's concerns last November that there were too few tenants present to have a

meaningful discussion on the options for rent setting for the coming financial year.

- To find ways to ensure that the wider resident body can have a voice when critical decisions are made. For example members of the public are invited to attend TLCF- but it is unclear how the meetings are publicised to this group and when they can take part in discussions.

Proposed New Terms of Reference

2.3 The proposed terms of reference are detailed below. These have been amended since the discussions that took place at the special TLCF meeting in March to take on board the comments made. The actual terms of reference are in bold type but where an explanatory note is needed this is in italics.

Functions and Objectives

- 1. To be the overarching Residents Consultation mechanism for the Council on all policy, strategy and financial decisions affecting the management and ownership of the Council's housing stock and its estates**
- 2. To discuss items of major significance to all, or a number of, tenant and resident associations and forums concerning the management and ownership of the Council's housing stock.**
- 3. To scrutinise the performance of the Housing Department in all aspects of service delivery, challenging poor performance and requesting improvements.** *Discussions are underway about how to develop resident scrutiny in Harrow and whether there should be links to the Council's formal Overview and Scrutiny process.*
- 4. To receive reports and updates from other Resident Involvement activities, particularly in relation to the setting and monitoring of service standards, resident scrutiny and inspection activities, but for all other areas of work as required. Reports may be presented by either officers or residents, or in partnership as appropriate.**
- 5. To request reports on specific areas of work in particular where they are perceived as not meeting agreed service standards/timescales etc. Requests for future reports or information on specific areas may be made at TLCF meetings by any residents in attendance or in writing to Democratic Services by the advanced timetable that will be published for each meeting. Requested items will only be considered with the agreement of the Chair.**

Meetings and Membership

- 6. The Forum shall meet at least six times in the Municipal Year, more often if the workload requires it. One meeting each year shall include discussion of the revenue budget**

proposals. *(this is an increase of two scheduled meetings per annum- i.e., changing from 4 to 6)*

- 7. Additional special meetings of TLCF may be called where there are urgent issues to discuss, one or more TRA's have concerns that need resolution or where more time is needed for discussion than would be possible on the scheduled TLCF agenda. *(although the wording of this point of the Terms of Reference has changed, it does not necessarily mean additional meeting dates, as there is provision for special meetings in the existing terms of reference and the Executive Procedure Rules)***
- 8. Recognised Tenants and Residents Associations, HFTRA and the Leaseholder Support Group shall be entitled to send two representatives each to the meetings. With the exception of the Leaseholder Support Group, where two representatives attend every effort should be made to send at least one Council tenant. In the event that a vote is taken in order to gauge residents' opinions on a particular issue, recognised groups shall be entitled to one vote each.**
- 9. Residents who are recognized by HFTRA as representing an estate where there is currently no Tenant and Resident Association are eligible to attend TLCF and have one vote each. Only one individual can represent each estate in this way.**
- 10. Voting rights may be restricted in certain areas of the work. For example where an item only directly affects tenants voting may be restricted to tenants that are present only, and a similar restriction where the item only directly affects leaseholders. *(This is a new proposal- for discussion at TLCF)***

Consultation and recommendations

- 11. All resident members of TLCF have a responsibility to feed back to the group they represent the discussions that take place and decisions made at TLCF in a timely way. Resident Participation Officers can support representatives in providing feedback and may from time to time ask to see meeting minutes and undertake surveys of TRA members to review the effectiveness of the feedback process.**
- 12. The Chair of the Forum shall be appointed annually by the Cabinet.**
- 13. Sub groups may be set up, with the agreement of the Chair to take forward specific pieces of work, or look at specific areas of the housing service. However sub groups will not have authority to decide the way forward, or choose from available options but will report back to the main group on**

all work undertaken, making recommendations where appropriate.

- 14. Wherever possible all reports to Cabinet, on any proposed new policies or changes to policies that directly impact on tenants and leaseholders will first be considered by TLCF so that resident views can be incorporated into the Cabinet report. However where an issue is either too urgent to wait for a TLCF meeting, or is confidential the reasons why resident's views have not been incorporated must be clearly stated in the Cabinet report.**
- 15. TLCF was established as a forum to consult with residents and this is its primary purpose. Elected members and officers must bear in mind that residents should always have priority in contributing to discussion and debates.**
- 16. Members of the public are also invited to attend meetings, but do not have voting rights. TLCF meetings will be publicized in advance through Homing In and on the Council's website.**

Process

- 2.4** As TLCF is a sub-body of Cabinet there is a formal process to follow to implement any changes to the Terms of Reference. Once TLCF have agreed the revised Terms of Reference the change a decision on whether to change them has to be made by Cabinet. In addition as this would be a constitutional change there is a need to notify the Constitution Review Working Group, which can be arranged within a reasonable timescale for the specific purpose of looking at the recommendation. The objective is to put the report to Cabinet in September 2011.

Staffing Implications

- 2.5** From a housing perspective although there is likely to be a change in the working arrangements of some officers in supporting the proposed changes, it is anticipated that this can be absorbed within existing resources. In fact our commitment to more effective resident engagement at the very heart of our Ambition Plan makes it a priority for the changes to be made
- 2.6** Housing are currently working with Democratic Services to put in place arrangements to accommodate the additional two meetings per year.
- 2.7** Housing staff would lead and administer any sub groups that are established. This means that the only additional workload for democratic services would be to service the 2 additional formal meetings a year. Democratic Services are currently assessing the implications of this.

Section 3-Financial Implications

3.1 There are no specific financial implications arising from this report although it is currently unclear if there will be any additional costs associated with these changes particularly in relation to Democratic Services.

3.2 Any further financial implications will be fully explored before the review proceeds to Cabinet for decision with ongoing costs being built into the HRA budget as part of the budget setting process as appropriate.

Section 4 – Corporate Priorities

4.1 The proposals in this report incorporate the corporate priority:

United and involved communities: a Council that listens and leads

4.2 Engaging more effectively with more of our residents, across all areas of the work of the housing department and developing local offers in partnership with residents will greatly assist in implementing this priority.

Name: Donna Edwards

on behalf of the
Chief Financial Officer

Date: 5 July 2011

Section 5 - Contact Details and Background Papers

Contact:

Maggie Challoner
Resident Services Manager
020 8424 1473

Background Papers: None

Appendix 1: Existing Terms of Reference

The existing Terms of Reference for TLCF are:

- 1. to consider and submit it's observations to the Executive on:
a) the annual Housing Revenue account budget, in particular on the consequent rent implications, and
b) such other specific issues as may be referred from time to time by the Executive**
- 2. To discuss items of major significance to all, or a number of, associations concerning the management and ownership of the Council's Housing Stock.**
- 3. Individual items and matters relating to particular estates shall be considered by the forum only if they have initially been referred to the appropriate division/directorate and, after an appropriate length of time has elapsed, the Association is not content with the Council's response.**
- 4. The Forum shall meet four times (quarterly meetings) in the municipal year with representatives of recognised Tenants Associations drawn from all of the Council's Housing Estates. One meeting shall include discussion of the revenue budget proposals.**
- 5. Meetings of the Forum with individual tenants associations may be held only to discuss items of major significance relevant to a particular estate, such as a major refurbishment works etc, as necessary and on an ad hoc basis (but not more than twice in a twelve month period). Such meetings may be held either:

a) at the request of the Council, or
b) upon a request by a tenants association.**

Relevant ward members shall be advised of meetings of the forum with individual Tenants Associations.

- 6. Recognised Tenants Associations shall be entitled to send two representatives each to the quarterly meetings. In the event that a vote is taken in order to gauge tenant's opinions on a particular issue, recognised tenants associations shall be entitled to one vote each.**
- 7. The Chair of the Forum shall be appointed annually by the Cabinet.**

Note: Except where the views of the Consultative Forum have been requested by the Executive/another committee, no recommendation or reference to the Executive or another Committee can be made unless it is agreed by a majority of the elected Councillors.

Note: a proposal to establish any subsidiary body of this Forum shall be subject to its prior referral to and approval by the Cabinet

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**REPORT FOR: TENANTS' AND
LEASEHOLDERS'
CONSULTATIVE FORUM**

Date of Meeting:	19 July 2011
Subject:	INFORMATION REPORT – Resident Services Manager Report
Responsible Officer:	Lynne Pennington, Divisional Director of Housing
Exempt:	No
Enclosures:	None

Section 1 – Summary

1.1 This report sets out a range of information items that the Resident Services Manager would like to bring to the attention of the Tenants and Leaseholder Consultative Forum and provides feedback following discussions and questions raised at previous TLCF meetings.

FOR INFORMATION

Section 2 – Report

2.0 TLCF – Follow up actions and Feedback

Electricity Charges

- 2.1. At the January meeting officers committed to provide a progress report on refunds due to the Council from electricity charges. During the latter part of the 2010/11 financial year, the interim Leasehold Services Manager, reviewed electricity bills and calculated that approximately £136k should be refunded by the energy supplier. Of this amount £76k was received by 31st March 2011 and the balance of £60k was accounted for but was expected to be received during 2011-12.
- 2.2. Following a recent statement from the provider, credit notes for £51k remain outstanding. These are being pursued with the Council's Energy Manager who manages the contracts on behalf of the Council.

Grounds Maintenance

- 2.3. Tenants and leaseholders asked to be advised of the costs in relation to these services as they were not clear from the HRA financial statement which is reported regularly to TLCF. These costs are shown separately in the detailed accounts and for 2010-11 the total cost (including tree works where orders are raised as and when required) was £496k against a budget of £505k, so there was an under spend of £9k.
- 2.4. For 2011-12 the estimated cost is £505k, but this may vary depending on the amount of additional work that is ordered for on demand work over and above the contract.

Garage Lettings

- 2.5. TLCF members asked about the reason for the different rates for garage rents, which Donna Edwards explained was due to the VAT rules. As a follow up detailed below is the VAT advice provided by our Taxation Officer based on Customs guidance.
- 2.6. "Garages are standard rated unless they are let in conjunction with residential lettings which are exempt from VAT. The VAT status of the rent is exempt and therefore the garage [if closely linked to the dwelling] is also exempt". In other words housing tenants who also rent a garage are exempt from VAT- garage tenants who do not have a housing tenancy are liable for VAT.

Miscellaneous Properties

- 2.7. A question to TLCF asked for clarification of the number of tenanted properties within the HRA that are classified as miscellaneous properties. Work done on the review of service charges and the development of the service charge model indicate that there are 206 of these properties.

HRA Outturn Value For Money

- 2.8. At the February TLF residents asked for comparisons from neighbouring boroughs and RSL's to demonstrate whether Harrow was achieving value for money within the Housing Revenue Account and explore opportunities to reduce overheads. Harrow submitted 2010-11 financial data to an organisation called Housemark at the end of May so that our figures could be compared to those of other social landlords. The data will not be available until late July 2011 but will be reported to TLF once it has been received and analysed.

Charging freeholders service charges

- 2.9. Over the last few months there have been discussions at TLF about the possibility of increasing HRA income by charging freeholders for estates services in the form of service charges. Whilst considering this option the Council has been taking steps to determine whether it would actually be lawful and has taken legal advice both internally and externally. That advice has concluded that it would not be lawful to make these charges so the Council does not intend to seek service charges from those freeholders currently living in ex-Council properties on housing estates.
- 2.10. However, following revisions to the transfer agreement, the Council retains the right to consider recovering appropriate costs from all future Right to Buy Sales purchased under the revised transfer agreement.

TSA Report

- 2.11. Members of TLF may recall that Harrow submitted our first annual report to the Tenant Services Authority (TSA) in October 2010. This report detailed our self assessment against 5 national standards set by the TSA and particularly covered our plans to engage with more residents in an effective, and meaningful way. Our second report is due to be submitted to the TSA by 1st October 2011.
- 2.12. Initial discussions regarding content and format of this years report have taken place amongst housing staff, communications staff, HFTRA Management Committee and a tenant representative. Good practice lessons from last years reports have also been researched to consider how both the content and design of the report can be improved to make it more meaningful to residents. Once an early draft has been prepared the next stage will involve engaging a broader range of tenants in developing

the report, and the draft will be presented to HFTRA management committee in September for approval.

Value for Money (VFM) sub group

- 2.13. The idea of establishing sub groups to look at key aspects of the Housing Service is being developed as part of the overall TLCF review. It was agreed with HFTRA that some fundamental discussions should take place prior to the conclusion of the review and that the VFM sub group would be set up to initially agree the role of the group and identify any training and support needs that resident members would require in order to perform an active and participative role. Representatives were sought from the LSG and HFTRA and a first meeting has now been arranged for the 6th July 2011. It is intended that meetings will take place monthly, inform broader discussions and feedback regularly to TLCF meetings.

Other news and initiatives

Senior Professional- Leasehold and Service Development

- 2.14. Debi Sainsbury the interim Leasehold Services manager left Harrow on 9th June to take up a new contract elsewhere. Debi did a tremendous amount to move forward the LEAN review of Leaseholder Services in conjunction with the LSG and her achievements were very much appreciated both by the management team and leaseholders. Carol Henry-Smith started work with Harrow in this role on 13th June and will be working with the Leaseholder Support Group to further improve services to leaseholders.

Tackling Social Housing Fraud

- 2.15. Karen Connell, Senior Professional Housing Management has been leading for Resident Services on a campaign to tackle social housing fraud such as illegal subletting in partnership with Harrows corporate anti-fraud team (CAFT). Following a successful funding bid, a specialist Investigation Officer was jointly appointed by the teams in February to focus on this growing area. To date 3 tenants have given back their tenancies as evidence of fraud has been gathered. In another case a tenant faces criminal charges for obtaining a property by deception and is awaiting a court date. A number of other live investigations are at an advanced stage and it looks as though the Council is likely to re-gain possession of more properties through this initiative.
- 2.16. All such properties will become available for letting to households in housing need. It is estimated that social housing tenancy fraud costs the economy in the region of £900 million each year nationally and Harrow's progress in dealing with issues locally could have a significant impact on local communities.

Tenant Service Charges

2.17. Residents have requested a further explanation on how service charges for tenants are calculated, and in particular have asked about the services that are received by tenants who live in houses and the corresponding charges that are made. To help explain this a number of properties, of different types and sizes in Eastcote Lane have been used as examples, so that residents can see two things:

- a) How the Council has changed the way it charges tenants for services since 2006/07
- b) How service charges now differ, and how they are calculated for different properties.

2.19 Prior to April 2007, there were no service charges made to any tenants. Instead charges for services were recovered as part of the overall rent. This was not uncommon and some local authorities continue this practice. The table below shows how the service charge and rent have been calculated on one particular house in Hamilton Crescent since 2006/07 year. It can be seen that in 2006/07 only a rent charge was levied – which means that the block and estate costs were part of the rent of £81.77.

	Rent	Service Charge	Total	% increase	£ increase
2006/07	£81.17	£0.00	£81.17		
2007/08	£82.03	£3.63	£85.66	5.53%	£4.49
2008/09	£86.74	£3.79	£90.53	5.69%	£4.87
2009/10	£92.13	£4.00	£96.13	6.19%	£5.60
2010/11	£92.19	£4.11	£96.30	0.18%	£0.17
2011/12	£101.92	£1.70	£103.62	7.60%	£7.32

2.20 From April 2007, this changed as rents in Harrow were “*depoled*.” This is the term used to describe the separation of charges for services from the rent. Depooling meant that the costs associated with services were identified and charged separately to tenants as a service charge, and in this example a service charge of £3.63 was introduced.

2.21 At this time the total costs of block and estate services across the whole of the housing stock were shared equally amongst all tenants and leaseholders, irrespective of the size of the dwelling or the services that were actually received. Although this exercise split the rent and service charge element on the existing rent levels- if the two were added together the total charge for rent and service charge remained the same as the total rent before the depooling. Tenants did not therefore see an overall increase in their charges as a result of this exercise (with the exception of the annual percentage increase). For example if a tenant was previously charged £80 for rent without service charge, introducing the service charge element of £5.00 would have reduced the rent to £75-so that the total charge stayed at £80.

- 2.22 But what this exercise failed to do was establish which tenants actually received services, or what services they actually received and therefore all tenants paid a proportion of the overall cost of those services across the whole housing stock, regardless of whether they actually received the services.
- 2.23 Following the lean review of leaseholder services in 2010, costs and services provided have been reviewed to enable a consistent 'tenure blind' approach for the charging of services to be developed from April 2011. The work has involved mapping of estates so that the actual cost of services in a particular block, estate or area can be calculated. This has given the department the information it needs, for the first time, to charge tenants only for services that are actually provided in the area where they live. Those tenants who live in an area where no services are supplied will not be asked to pay a service charge, and those that receive more services will have a higher charge. Generally tenants of flats receive more services and they will therefore have a higher service charge.
- 2.24 However the overall cost of rent and service charges combined, will remain the same. As can be seen in the example above from April 2011 the weekly service charge reduced from £4.11 to £1.70, but the rent increased to compensate for this reduction. The net result for the tenant is therefore the same i.e. an increase of 7.6% as applied to all tenanted properties.
- 2.25 As this is the first year the new method of calculating service charges has been used the additional increase in the rent to compensate for the reduction in service charge was necessary to ensure the Council could collect the total rental income it needed to provide the service. In future years though service charges will only fluctuate according to the % increase the Council agree, and where the level and cost of services actually provided change.
- 2.26 To illustrate the points made above the table below shows how the amount of the service charge now varies between different property types on the Eastcote Lane estate.

		Data		
Estate Ref	Property Type	Sum of No	Average service charges	Average rent
11	Bedsit bungalow	5	£1.51	£85.33
	Bungalow	19	£1.51	£93.52
	Flat	22	£2.12	£94.04
	Non-parlour house	141	£1.70	£106.35
	Parlour house	1	£1.70	£125.31
	Sheltered disabled flat	4	£1.62	£80.94
	Sheltered flat	56	£1.62	£80.95
11 Total		248	£1.70	£97.78
Grand Total		248	£1.70	£97.78

- 2.27 The 22 flats are situated on Stuart Avenue and have service charges of £2.10 or £2.15 per week – the above figure of £2.12 is an average. The majority of the 141 houses are situated on Hamilton Crescent, Stiven Crescent and Kings Road and have service charges of £1.70 per week.
- 2.28 However it is also useful to point out that there are 239 properties within the housing stock that do not have any service charge levied. The majority, but not all of these are miscellaneous properties i.e. those that are not situated on housing estates.

Summer Events

- 2.29 The Resident Involvement Team have been working hard over the last few months to set up a number of events over the summer to help increase the number of residents actively involved with us, particularly target younger people, try to generate interest in new TRA's and drum up more members for some TRA's that would like more members. We are also using these events to widen discussions with residents about the local policy changes we need to consider due to the government changes in housing policy.
- 2.30 The first of these events was a stall at Under One Sky on 26th June where HFTRA were also actively involved. Further dates are:

30 June	Woodlands/Cottesmore
5 July	Pinner Hill/Antoneys Close
21 July	Stall at Harrow Tesco
26 July	Glebe
4 August	Grove
9 August	Stonegrove
16 August	ELTRA/Brookside
20 September	Kingsfield

- 2.31 As this report is being written before the first event takes place, a verbal update will be given on the first 3 events at TLCF.

Section 3 – Further Information

3.1 This report contains a number of items of information and feedback from earlier TLCF discussions and questions which are important enough to bring to the attention of TLCF but do not warrant individual reports.

Section 4 – Financial Implications

There are no financial implications arising from this information report

Section 5 – Corporate Priorities

5.1 All of the above initiatives contribute to the corporate priorities, in particular united and involved communities: a Council that listens and leads.

Name: Donna Edwards	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: 7 July 2011		

Section 6 - Contact Details and Background Papers

Contact:

Maggie Challoner

Resident Services Manager

Tel: 020 8424 2473

Email: Maggie.challoner@harrow.gov.uk

Background Papers: None

**REPORT FOR: TENANTS' &
LEASEHOLDERS'
CONSULTATIVE FORUM**

Date of Meeting:	19 July 2011
Subject:	INFORMATION REPORT – Housing Revenue Account (HRA) Outturn report 2010-11
Responsible Officer:	Julie Alderson, Interim Corporate Director of Finance
Exempt:	No
Enclosures:	Appendix 1 - HRA Outturn 2010-11 (subject to external audit) Appendix 2 - HRA Capital outturn 2010- 11 – (subject to external audit)

Section 1 – Summary

This report sets out the outturn for the Housing Revenue Account (HRA) for 2010-11 which was reported to Cabinet 22 June 2011.

- (a) To note the revenue and capital outturn position for 2010-11, subject to external audit;
- (b) To note HRA balance as at 31 March 2011;
- (c) To note implications of the reported outturn for 2010-11 and future years;
- (d) To note timetable for Audit Committee & External Audit review.

FOR INFORMATION

Section 2 – Report

Introduction

1. The costs of managing and maintaining the Council's Housing stock for 2010-11 funded from rents [revenue expenditure] was expected to be £1,526k.
2. Capital expenditure for 2010-11 funded by borrowing and the Major Repairs Allowance was expected to be £10,473k.
3. The position reported to TLCF on 24 February 2011 forecast a lower level of both revenue and capital expenditure of £1,281k and £7,998k respectively. The year end position was an even lower level of revenue spend of £1,004k and capital spend of £5,302k. Details are given in appendices 1 and 2 respectively.
4. The year end position reflects variations in both income and expenditure, the main elements of which are detailed below.

Changes in Capital Policy

5. The following costs were previously expected to be charged to capital but following the corporate changes in capital policy were charged to revenue:
 - a. Survey costs amounting to £180k (Stock condition & Asbestos)
 - b. Salaries of £230k mainly in relation to the planned investment management and tenants liaison officers.
 - c. Additional SSCs of £99k reflecting the overhead costs for the period October to March arising from the staff transferred under the Asset Management Restructure.

These additional costs were offset by not spending £500k to fund the capital programme.

Repairs

6. An underspend of £900k on the external decorations programme which has not progressed as anticipated. A carry forward of £522k, the total underspend on the HRA for 2010-11, has been approved to progress the external decorations programme in 2011-12.
7. Increased void expenditure of £156k arising mainly from higher than budgeted unit costs and lower level of works charged to the capital programme.
8. Increased response repairs costs of £149k, together with higher than anticipated payments to specialist contractors.
9. Overheads relating to Cyclical expenditure of £170k recognised in 2011-12 due to a lower number of cyclical repairs delivered in 2010-11.

Capital charges & Subsidy

10. The impact of reduced interest rates and a lower level of capital expenditure results in a lower level of borrowing of £152k.

Other

11. Other variations include lower spend on utilities and includes credits from suppliers relating to prior years, offset by a reduced level of rental income arising from a higher level of voids relating primarily to major works to than anticipated.
12. The cost of Estates & Sheltered Services totalled £2,135k and is analysed below:

Description	2010-11 £'000
Estates Services Cost	
Caretaking Services	704
Caretaking supplies	127
Leasehold team	318
Grounds maintenance	405
Communal lighting	80
Community Halls	23
Subtotal	1,657
Sheltered Services Cost	
Warden Services	561
Warden Services Supplies	418
Supported People Grant	-501
Sub total	478
Total Estates & Sheltered Services	2,135

13. Contribution to the provision for bad debts was £102k lower than anticipated. This included the write back of £318k leasehold charges relating to incorrect charges offset by improved collection performance of tenant arrears.

HRA Balances

14. The table below shows the movement in HRA balances as at 31 March 2011, together with the impact of the carry forward of £522k in respect of the external decorations programme (see above).

	£'000
Opening balance at 1st April 2010	4,784
Net expenditure [in year deficit]	1,004
Closing balance at 31 March 2011	3,780
Funding for external decorations in 2011-12 funded from balances	522
Opening balance at 1st April 2011	3,258

Timetable for accounts completion and external audit review

15. The audit of the draft accounts commenced in July and the final accounts will be considered by the Governance, Audit & Risk Management Committee on 6th September 2011. The final accounts must be signed off by the Council and Auditor by the end of September.

Section 3 – Further Information

Risk Management Implications

16. The key risk in relation to financial reports are further reductions in HRA balances, reducing the longer term future and flexibility within the HRA.

Equalities Implications

17. There are no equalities implications in this report

Section 4 – Financial Implications

18. Financial matters are integral to the report.

Section 5 – Corporate Priorities

19. The content in this report informs tenants and leaseholders of the financial position of the HRA and supports the corporate priority of 'united and involved communities' by engaging more effectively with residents.

Name: Donna Edwards	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: 8 July 2011		

Section 6 - Contact Details and Background Papers

Contact: Milan Joshi, Housing Finance Manager, Direct 0208 416 8662

Background Papers: 30 year HRA Business Plan and HRA Budget & Financial Strategy 2010-11 to 2012-13

Appendix 1 HRA Revenue Outturn 2010-11 – subject to external audit

	Outturn variation 2009-10	Budget 2010-11 £000	Outturn 2010-11 £000	Variation £000	Explanation of variation
Operating expenditure :					
Employee Costs	-82	1,715	1,581	-134	Various posts within HAP recruited late and others not recruited to in 2010/11
Supplies & Services	-41	835	870	35	Higher than anticipated printing costs and consultancy costs. Additional lean review cost plus various HAP offset by under spends on IT equipment and resident involvement
Utility cost (Water & Gas)	-84	679	359	-320	Lower level of utility costs together with credits of £130k agreed with suppliers.
Estate & Sheltered Services	221	1,885	2,135	250	Increased expenditure comprises invest to save costs associated with the Leasehold review, together with increased warden cost arising from backdated impact of job evaluations.
Central Recharges	-20	2,893	2,945	52	Additional Support Service Charges of £99k arising from transfer of Asset Management staff from Communities & Environment offset by reduced recharges for Printing and Design & Build
Total Operating Expenditure	-6	8,007	7,890	-117	
Repairs expenditure :					
Repairs - Voids	302	554	710	156	Higher than anticipated unit costs combined with lower than expected number of jobs considered capital in nature
Repairs - Responsive	115	2,635	2,784	149	Kier overheads & profits originally budgeted for payment from External Decorations paid out of response repairs together higher than expected costs for specialist contractors
Repairs - Other	-454	2,207	1,718	-489	External Decorations not completed (£900k) offset by higher than expected spend on cyclical repairs and salaries.
Total Repairs expenditure	-37	5,396	5,212	-184	
Other expenditure:					
Contingency - general	-484	200	340	140	Increased survey costs for asbestos and stock condition surveys.
Charges for Capital	-896	6,916	6,360	-556	Impact of lower than expected interest rates and lower than expected spend on capital schemes offset by subsidy (below)
RCCO	0	500	0	-500	RCCO has been withdrawn to offset the revenue implications of the changes in Capital policy
Bad or Doubtful Debts	-114	250	148	-102	Improvements in Current tenants arrears partly offset by write offs of leasehold debt arising from Leasehold Service Charges Review
HRA Subsidy	634	6,178	6,582	404	Impact of lower than expected interest rates resulting in higher contribution to Government
Total Other expenditure	-860	14,044	13,430	-614	
Total Expenditure	-903	27,447	26,532	-915	

Appendix 1 HRA Outturn 2010-11 – subject to external audit (continued)

	Outturn variation 2009-10	Budget 2010-11 £000	Outturn 2010-11 £000	Variation £000	Explanation of variation
Rent Income – Dwellings	190	22,425	22,201	224	Lower level of rental income attributable to non routine voids (mainly major works & long term voids) which were not assumed in the budget.
Rent Income – Non Dwellings	44	841	794	47	Lower level of income reflects higher than budgeted garage and commercial property void rates
Service Charges - Tenants	14	1,164	1,180	-16	
Service Charges - Leaseholders	-11	745	470	275	Lower level of income reflects over accrual adjustments in 2009-10. Lean review benefits not materialised as ex decorations programme under spent.
Facility Charges (Water & Gas)	10	497	488	9	
Interest	8	6	6	-	
Other Income	-49	80	225	-145	Additional income reflects reimbursement of fees for transfer of Mill Farm together with recovered court costs of tenant related cases.
Transfer from General Fund	0	163	164	-1	
Total Income	206	25,921	25,528	393	

In Year Deficit / (Surplus)	-697	1,526	1,004	-522	Approved for carry forward to fund external decorations programme committed in 2010/11.
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BALANCE brought forward		-4,784	-4,784		
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BALANCE carried forward		-3,258	-3,780		
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Appendix 2 HRA Capital outturn 2010-11 - subject to external audit

Description of Capital Scheme	Budget 2010-11 £'000	Outturn 2010-11 £'000	Variation £'000
Extensions	654	535	-119
Aids & Adaptations	872	722	-150
Housing Programme	8,629	4,045	-4,584
Cavity Wall Insulation [Shesp]	318	-	-318
Total Capital expenditure	10,473	5,302	5,171 *

* £4,816k of this variation carried forward to 2011-12, the remainder relates mainly to Shesp abortive scheme.

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**REPORT FOR: TENANTS' AND
LEASEHOLDERS'
CONSULTATIVE FORUM**

Date of Meeting:	19 July 2011
Subject:	INFORMATION REPORT – Asset Management Team
Responsible Officer:	Lynne Pennington, Divisional Director of Housing Services
Exempt:	No
Enclosures:	Appendix A: Asset Management Staff Structure Appendix B: Programme for Major Works Appendix C: Key Dates for Potential Re-Procurement of Repairs Contractor Appendix D: Member Briefing June 2011

Section 1 – Summary

This report sets out to update the forum on progress made within the Asset Management team and to set out plans for the future

FOR INFORMATION

Section 2 – Report

Structure

- 2.1 While the recruitment exercise for the post of Head of Asset Management proved to be unsuccessful in appointing a permanent post holder many of the other vacant posts in the structure have now been filled. Appendix A shows the current postholders and where temporary post holders remain.
- 2.2 Recruitment is still ongoing for a Head of Asset Management, one responsive surveyor and 2 planned maintenance surveyors.

Responsive Repairs

- 2.3 Performance indicators continue to show a relatively high level of customer satisfaction with work carried out in their home, however work continues to try and keep average repair costs in line with budget. This has been supported by the appointment of two temporary staff to work with the repair workforce and ensure appropriate work is undertaken and charged for.
- 2.4 A revised repairs policy is still being fine tuned and will be sent out to wider consultation before being presented back to TLCF

Voids

- 2.5 Average void costs have gone beyond the budgeted figure in the first two months of the year but this average is heavily distorted by 6 high cost voids.

Capital Programme

- 2.6 Work continues to finalise address lists for this year's programme alongside the preparation of tender documentation. Appendix B shows the main headings of the programme and expected contract start dates.
- 2.7 The address list is shared with HFTRA with new versions passed to the HFTRA office periodically as surveys confirm properties on the programme.
- 2.8 The largest individual scheme this year will be the renewal of the frontage of Francis Road. This scheme has been delayed severely and a firm programme has now been drawn up and shared with the residents. Unfortunately the works will not be completed until Sept 2012 but the positive news is that the costs have been reduced significantly from the original tendering exercise without having to compromise on the stated preferences of residents. In order to give residents reassurance that the programme will be adhered to we are

setting up joint committee with residents to oversee the programme meeting monthly until completion of the scheme.

- 2.9 We are still on track to produce a rolling three year programme with addresses by September this year; however, we are waiting to see if there will be opportunities to obtain additional funding for energy efficiency measures which will require us to allocate part of funds to obtain larger shares of grants. On this basis it is likely that a certain proportion of the future budgets will be left unallocated until we see the potential to leave in extra funds.

Procurement

- 2.10 A procurement working group of residents has now met in May and June and dates for meetings are set out each month until May 2012. This will allow residents to be involved in each stage of any procurement decisions and to evaluate any tender submissions made particularly in relation to service delivery and customer care.
- 2.11 The current timetable is set out in Appendix C which shows that the 8th September Cabinet will be a critical date when decisions will need to be taken on the potential extension of Kiers contract and how any future procurement packages might be put together.
- 2.12 A verbal update will be given at the meeting to report on an event held in the Civic Centre to ask potential local and national contractors how they could respond to Harrow's needs and also what experience they had.
- 2.13 Attached as Appendix B is an outline of the key dates should the council decide to re-tender the contract. A representative of Kier will be attending the meeting to present their views on what has worked well and not so well.

Web Pages

- 2.14 The Asset Management section of the councils web pages have now been revamped and we are seeking views of users as to how easy they are to read and to navigate to find what you need.
- 2.15 The next stage will be to tweak pages in the light of comments received and then to enable residents to see when programmes of work will affect their areas and nearer to the start of contracts individual addresses.

You can see our current web pages at:

http://www.harrow.gov.uk/info/200055/repairs_and_maintenance

Aids and Adaptations

- 2.16 At the last meeting of TLCF we advised that the policy for Adaptations including Disabled Facilities Grants (DFG) was to be reviewed by Cabinet.
- 2.17 This has been done and the new policy is now in effect. In order to meet the targets set by the council which is one of the administrations Priority Actions we have increased the amount allocated to council Adaptations by £400k and have asked Cabinet and Full Council for additional resources for DFG budget. This is to enable the achievement of faster turnaround of cases and to clear a backlog of cases allowing services to be maintained in future.

Performance

- 2.19 Below is a table setting out the key performance indicators that the Asset Management Improvement Group has asked to see on a regular basis. Performance figures are as at end of May

Measure	Performance	Target	Comment
Resident satisfaction with the repairs service (%) telephone based interviews	89%	88%	Customer Service is steady, and we believe that the decrease is due to lack of staff this month managing the workflow from Kier.
Customer satisfaction with major works service (%) telephone based interviews	-	-	Insufficient works to make survey viable
Proportion of properties with current Gas Servicing Certificates (CP12's)	99.5%	100%	Remaining properties either no access or are going through court to gain access.
Appointments made & kept (%)	97.22%	95%	The re-introduction of forward calling has paid off and the figure has leapt up to 97.22% which is now higher than the quarterly target.
Jobs completed within priority time (%)	96%	97%	K1 and K2 this month show a decline in performance. The jobs that are showing as incomplete are either jobs that have been ongoing due to further works or jobs that are complete and still not processed by the subcontractors for

			<p>payment. Due to severe staff shortages in the month of May/ June the usual process for chasing WIP and rebooking jobs has fallen slightly behind. However, we still continually push to make sure jobs are done in time and work logs are received back in time. We do this by running the Jobs in Jeopardy report daily and the WIP every other day. K3 and K4 are continually improving month on month which says that we are now planning and scheduling works in advance effectively, making use of our workforce.</p>
Repairs completed at first visit (%)	87.89%	82%	<p>First time fix rate has reduced due to the volume of materials being on order this month. We have no implemented an extended account with a local supplier to cover all trades, which should assist in improvements to performance.</p>
Average cost of repairs – responsive repairs (prime cost)	£116	£101	<p>Technical compliance project in progress to assess VFM. Looking to implement in July 2011.</p>
Average cost of repairs – voids (prime cost)	£2,720	£1,282	<p>Works far exceeding budget provision.</p>
Percentage of rent loss through vacant dwellings – major works	-	-	<p>6 properties currently void undergoing major works.</p>
Adaptations – average time taken from OT assessment to completion of works (weeks)	79	-	<p>The council adaptation outturn figure is below target because Only 2 projects went on site in June and these were both old problematic cases. Issues surrounding asbestos surveys and</p>

			removal works did cause delay in June, this came about due to a change of staff within the housing department, however all surveys are now up to date and a significant improvement is expected in July and subsequent months.
Adaptations – average cost of major works (over £1000)	£5,719.29		
Energy Efficiency – average SAP rating	73.43	74	The SAP rating of our properties has improved significantly following the amalgamation of data held on Codeman, and also existing Energy Performance data held on another database.

2.19 A brief newsletter has now been produced during May and June to advise councillors on how the Asset Management team is delivering repairs and investment programmes. The June version is attached as Appendix D to this report. If the Forum members find this useful copies could be sent out to Resident associations in future.

Section 3 – Further Information

All relevant information is contained within the report.

Section 4 – Financial Implications

4.1 The report references increases in the cost of response and void repairs and the potential action which is being taken to manage these costs within budget. This will be closely monitored and reported accordingly in future periods.

Section 5 – Corporate Priorities

Please identify which corporate priority the report incorporates and how:

- Keeping neighbourhoods clean, green and safe. – investing in the fabric of neighbourhood
- United and involved communities: A council that listens and leads. - involving local residents in determining the priorities and choices

- Supporting and protecting people who are most in need. – a proportion of the capital programme is maintain sheltered scheme infrastructure

Name: Donna Edwards	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: 8 July 2011		

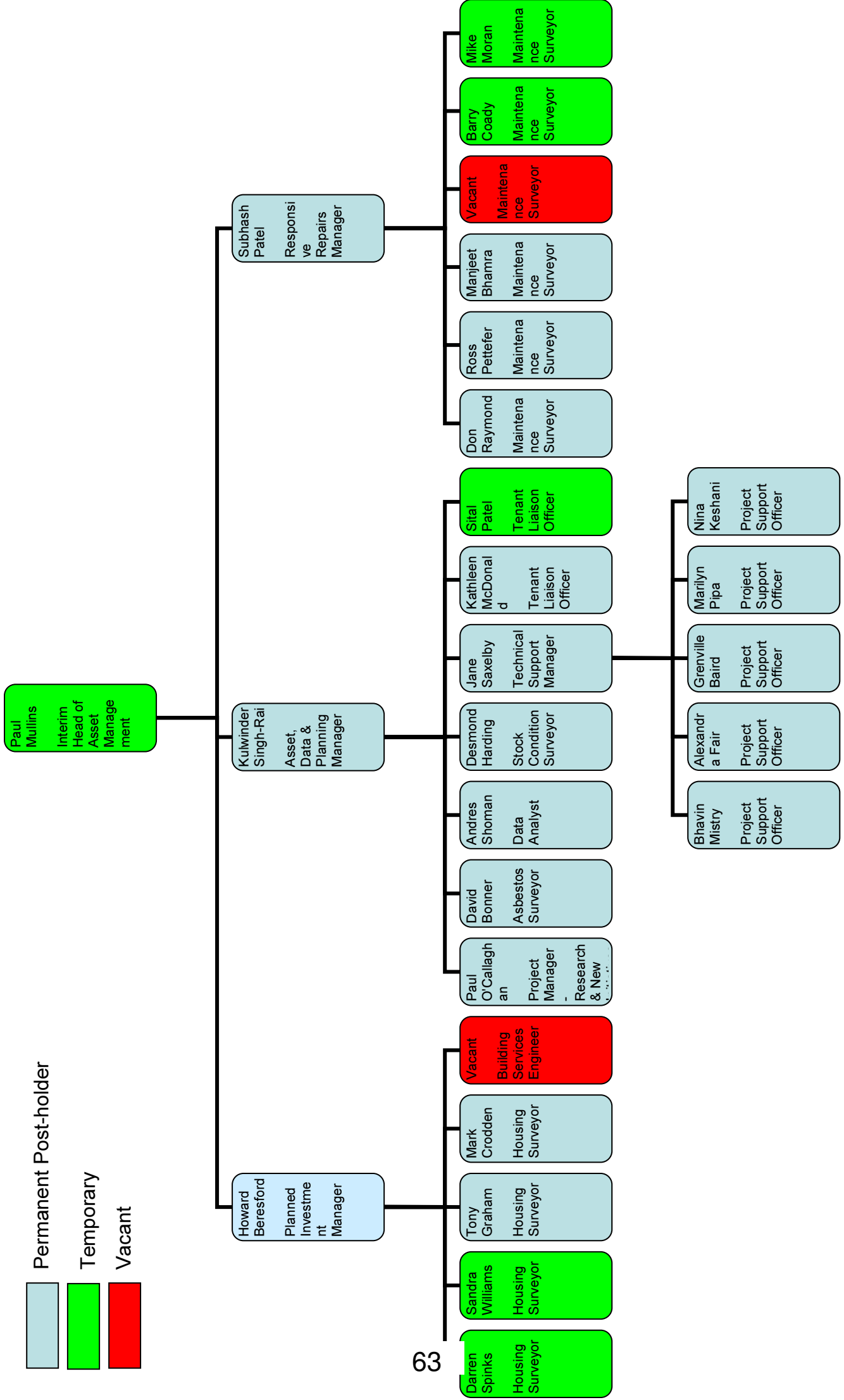
Section 6 - Contact Details and Background Papers

Contact: Paul Mullins, Interim Head of Asset Management 020 8424 1075

Background Papers: None

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Appendix A: Asset Management Staff Structure



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Appendix B: Programme for Major Works

Capital Programme	2011-12	Carry Forward	Total	Proposed budget	Comment
	£'000	£'000	£'000		
Capitalised salaries	310	0	310	310	
Contingency	50	0	50	50	
Major voids	50	0	50	80	
Kitchens including rewiring	625	0	625	625	
Bathroom including rewiring	500	151	651	802	
Health & Safety programme	625	0	625	625	
Gas heating programme	500	0	500	500	
Enveloping programme	900	970	1870	1,870	
Enveloping Francis Road	0	1,601	1601	300	We will deliver £300k of works in 11/12 and the remainder in 12/13
Door entry upgrade/renewal	480	0	480	80	We will deliver £80k of works in 11/12 and the remainder in 12/13
Lifts	300	259	559	559	
Digital TV aerials	700	150	850	215	
Electric night storage heating	500	53	553	553	
Water tank replacement	25	0	25	25	
Sheltered warden call	0	276	276	276	
Asbestos Database	0	13	13	13	
Structural issues / drainage	250	12	262	262	
Boiler replacement programme	250	0	250	250	
Partial heating upgrade	100	0	100	100	

Capital Programme	2011-12	Carry Forward	Total	Proposed budget	Comment
Garages	30	0	30	30	
Aids & Adaptations	600	100	700	1,100	Increase in aids and adaptations to clear the backlog
Augustine Road Bancroft GardensEnvironmental Improvements	0	300	300	300	
Kingsfield Environmental Improvements	0	520	520	520	
Outstanding Management Cost	0	318	318	318	
Fire/Asbestos Surveys	0	9	9	9	
Sheltered Voids	0	0	0	100	
HRA Capital Programme – Council Funded (including over programming)	6,795	4,732	11,527	9,872	
Less over programming	-635		0	0	
HRA Capital Programme – Council Funded	6,160	4,732	10,892	9,872	
Grant funded Extensions	200	83	283	350	Additional extensions
Total HRA Capital Programme	6,360	4,815	11,175	10,222	
Unallocated				953	We would propose to bring forward additional kitchens and bathrooms and enveloping works

Appendix C: Key Dates for Potential Re-Procurement of Repairs Contractor

- A second supplier engagement event is planned for week of 18th July. This will enable officers to test out viability of preferred options
- Formal consultation with Leaseholders to engage them in identifying options July
- Cabinet report 8th September to make recommendations and allow commencement of Official Journal European Union (OJEU) tendering process. Due to size of contract a European wide advert will have to be placed
- Contract notice and Pre Qualification questionnaire (PQQ) out 7th October
- PQQ return 16th November
- Tenders out to short listed applicants 15th December
- Tender returns 30th January
- Report to Cabinet recommending tender acceptance Feb 2012
- March – June mobilisation period

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Appendix D: Member Briefing June 2011

Schemes on site

▲ Sheltered Warden Call and main entrance door replacements at 8 schemes throughout Harrow (details available upon request)

▲ Lift renewal **have now been completed on:**

- ▲ Boothman House
- ▲ Cornell House
- ▲ Tapley Court
- ▲ Durrant Court

▲ External Decorations on site at Kings Road, The Bungalows, Stiven Crescent, Stuart Ave, Masefield Ave, Alexander Ave. and blocks at Stuart Ave and Masefield Ave.

Schemes in preparation

▲ Lift renewal for:
Belmont Lodge
Goddard Court
Edwinware Court

Here we are currently evaluating Pre Qualification Questionnaires from potential contractors.

▲ Kitchens and bathrooms we are currently preparing tender documentation.

▲ Kingsfield Estate Block Environmental Improvements and Headstone Lane Environmental Improvements **will start on site on end of July**

▲ Heating – Electric night storage

▲ Structural works at:

1. Bancroft
2. Dickson Fold
3. Whittlesea

▲ Francis Road windows, doors and cladding

▲ Health and safety programme

▲ Door entry upgrade

▲ Enveloping programme

▲ Gas heating:

1. Boiler replacements
2. Partial heating upgrades
3. Heating installations

▲ Voids – long term:

1. Moorhouse Road
2. Stiven Crescent
3. John Lamb Court

May 2011 - Key statistics – Responsive Repairs

▲ 100% Out of Hours- Target 100% - (April 100%)

▲ 92%Emergency/Urgent – Target 98% - (April 93%)

▲ 98% Non-Urgent - Target 97% (April 97%)

▲ 6.7 Days to Key to Key – Voids Target 10 days (April 7.5 days)

▲ 17 Voids Received and Completed (April 20 voids)

▲ 99.5% Gas Servicing – Target 100% (April 99.4%)

▲ 1542 Orders Raised – Anticipated 1500 (April 1129)

▲ £116 Average Order Value Target £102 (amended)

▲ 100% compliance to estate walkabout repairs

Capital Programme 2011 - 2012

The following properties have been validated on this year's programme. Addresses will be available on Web site shortly

Validated	
Element	Number of Properties
Kitchens	114
Bathrooms	84
Electric storage heaters	46
Doors	71
Windows	53
Roofs	45
concrete repairs	36
Lifts (3 Sheltered blocks)	93
Rewires	19
Total	561

The back boilers and partial heating programme is currently being validated and expected to be completed mid July.

Contract renewal

- Assessments of Kier contract are being completed and views of residents gathered about what works well and what could be improved.
- Workshops commenced with focus group to devise future requirements from any repairs and maintenance contracts
- A contractors open meeting held on 23rd June to invite comment from potential contractors large and small as to how they could respond to Harrow's needs. Particular emphasis is being placed on giving local business and employment opportunities to compete.
- Report on options to be made to Sept Cabinet

News

- Interviews for the Head of Asset Management are scheduled for the 13th July
- Since the last briefing, 2 Project Support Officers and the Data Analyst have started work within the Asset Management team
- Shortlisting has commenced for the vacant Maintenance Surveyor post, and the 2 vacant Housing Surveyor posts.
- An internal advert has been circulated looking to appoint a Building Services Engineer for a period of 6 months
- Representatives from Sheltered Schemes continue to express satisfaction in the repairs service.

For more information on any of the articles in this briefing, please contact Paul O'Callaghan on 020 8424 1717 (ext 2717), or at paul.ocallaghan@harrow.gov.uk