

Tenants', Leaseholders' and Residents' Consultative Forum

AGENDA

DATE: Wednesday 2 July 2014

TIME: 2.30 pm

VENUE: Committee Rooms 1 & 2,
Harrow Civic Centre

MEMBERSHIP (Quorum 3 Council Members)

Chairman: Councillor Glen Hearnden

Councillors:

Ms Pamela Fitzpatrick

Mrs Camilla Bath
Manjibhai Kara

Representatives of Individual Housing Estate Tenants' and Residents' Associations

Reserve Members:

1. Niraj Dattani
2. Phillip O'Dell

1. Jean Lammiman
2. Barry Macleod-Cullinane

Contact: Maria Farrell, Democratic & Electoral Services Officer
Tel: 020 8424 1367 E-mail: maria.farrell@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 disclosable pecuniary or non pecuniary interests, arising from business to be transacted at this meeting, from:

- (a) all Members of the Forum;
- (b) all other Members present.

3. MINUTES (To Follow)

That the minutes of the meeting held on 30 April 2014 be taken as read and signed as a correct record.

4. PUBLIC QUESTIONS *

To receive any public questions received in accordance with Executive Procedure Rule 50 (Part 4D of the Constitution).

Questions will be asked in the order notice of them was received and there be a time limit of 15 minutes.

[The deadline for receipt of public questions is 3.00 pm, Friday 27 June 2014. Questions should be sent to publicquestions@harrow.gov.uk

No person may submit more than one question].

5. PETITIONS

To receive petitions (if any) submitted by members of the public/Councillors under the provisions of Executive Procedure Rule 48 (Part 4D of the Constitution).

6. DEPUTATIONS

To receive deputations (if any) under the provisions of Executive Procedure Rule 49 (Part 4D of the Constitution).

- 7. HEAD OF RESIDENT SERVICES REPORT** (Pages 1 - 10)
Report of the Divisional Director of Housing Services.
- 8. HEAD OF ASSET MANAGEMENT REPORT** (Pages 11 - 16)
Report of the Divisional Director of Housing Services.
- 9. HOMES FOR HARROW UPDATE** (Pages 17 - 24)
Report of the Divisional Director of Housing Services.
- 10. SUGGESTIONS FOR AGENDA ITEMS FOR NEXT MEETING**
- 11. ANY OTHER URGENT BUSINESS**
Which cannot otherwise be dealt with.
- 12. DATE OF NEXT MEETING**

AGENDA - PART II - NIL

*** DATA PROTECTION ACT NOTICE**

The Council will audio record item 4 (Public Questions) and will place the audio recording on the Council's website, which will be accessible to all.

[**Note:** The questions and answers will not be reproduced in the minutes.]

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REPORT FOR: Tenants', Leaseholders and Residents' Consultative Forum

Date of Meeting:	2 nd July 2014
Subject:	INFORMATION REPORT Head of Resident Services Report
Key Decision:	No
Responsible Officer:	Lynne Pennington Divisional Director of Housing
Portfolio Holder:	Councillor Glen Hearnden Portfolio Holder Housing
Exempt:	No
Decision subject to Call-in:	No
Wards affected:	All
Enclosures:	None

Section 1 – Summary

This report sets out a range of information items that the Head of Resident Services would like to bring to the attention of the Tenants', Leaseholders' and Residents' Consultative Forum. It also seeks comments on a proposal to take the Forum "out on the road" in various locations across the borough.

FOR INFORMATION AND CONSULTATION

Section 2 – Report

1. Introduction

1.1 Key service priorities have continued to place an emphasis on:

- Finalisation of the restructure
- Welfare reform implications for Resident Services going forward
- Incorporating HAP 5 commitments and service plans into staff IPADS and targets

2. Updates from previous discussions and new items for information

2.1. Leasehold Services

Performance

- 2.1.1. For the period 01.04.14 – 17.06.14 we received 14 new Right to Buy applications and have a further 42 applications pending. The trend of sales continues with 10 properties being sold since 1st April 14.
- 2.1.2. The Leasehold Team generated a gross asset income of £2,044,750 from 10 Right to Buy, sales, which reduces to a net income value of £1,078,450 after applying £966,300 in eligibility of Right to Buy discount. In addition, the 10 sale completions allows the Authority to recover income of £28,500 in Right to Buy administration fees from the proportion of RTB income payable to Department of Communities and Local Government (DCLG).
- 2.1.3. For annual service charges, £117K was outstanding at year end. A further £11,480 was invoiced for ground rent in April 2014 leaving a balance owing of £86,363 as at 31st May 2014. Therefore £42,117 was successfully collected in service charge income between 1st April and 30th May 2014.
- 2.1.4. Similar collection achievements were made with major work recovery. The sum of invoices due at 1st April 2013 was £292K. Throughout the period 1st April 2014 to 30th May 2014 an additional £81,304 was invoiced for major work schemes and a further £47,766 income was collected, leaving a net outstanding balance of £270,000 as at 31st May 2014.

2.2. Information

2.2.1. The Right to Buy Discount will increase to £102,700 in London on 21st July 2014. Thereafter it will increase by the Consumer Price Index (based on the previous September's figure) on the 6th April each year. This will result in increased workload to the team as all live Right to Buy application offer letters, will need to be reissued unless the tenant request that the Council does not do so within 21 days.

In addition it is proposed that the discount for houses be increased up to a maximum of 70%.

Along with other services within the Council we are piloting the document scanner to detect the use of fraudulent documents during the Right to Buy, process.

2.2.2. We have started preparing the annual service charges which will be invoiced to leaseholders towards the end of the next quarter.

2.2.3. The Leasehold Team recruitment remains a work in progress.

2.3. Housing Management

Performance Income Management

2.3.1. The collection rate has been fairly consistent since our last report.

2.3.2. Rent arrears currently stand at £487,764.

2.3.3. There has been a slight improvement in the collection of recharges from void properties. A handful of ex-tenants have contacted Housing Officers to make an agreement to pay off the recharge or have paid the charge in full.

2.3.4. We are planning to introduce another method of payment for tenants who are able to use mobile phones to pay their bills.

2.4. Performance Tenancy Management

Dog Agreement Launch

2.4.1. Our Responsible Dog Owners' Agreement has now been launched. A number of tenants have signed up to the agreement and we are hoping to increase sign ups over the summer period.

It is a voluntary agreement that will help us to manage dog ownership within our stock, on housing land and to benefit the borough as a whole.

We will continue to help tenants and residents in surrounding areas with micro-chipping of dogs in partnership with the Dogs Trust. All dogs must be legally micro-chipped by April 2016.

Tenancy Fraud

- 2.4.2. We have been successful in appointing a second Housing Fraud Investigation Officer. This officer will focus on the prevention of tenancy fraud by intercepting fraudulent applications. Tenancies can be obtained by deception, misrepresentation and submitting false documentation. The new investigation officer will be scrutinising the application process with a view to prosecuting offenders under the new Prevention of Social Housing Fraud Act 2013. This act has been introduced to support local authorities with pursuing such crimes through the courts.
- We have received the last payment of fraud funding from Department of Communities and Local Government (DCLG). This funding is for tackling tenancy fraud up to March 2015.

Introductory Tenancies

- 2.4.3. We have started to interview the tenants who were awarded introductory tenancies from August 2013 onwards. The purpose of interviewing these tenants is to review the management of their tenancy in view of a decision to extend the introductory tenancy or to award a secure 5 year tenancy. The interviews will be predominantly held with those who have failed to manage their rent accounts satisfactorily. The aim of the review will be to extend the introductory tenancies and work with the tenants to sustain their tenancy and hopefully convert it to a secure tenancy.
- We have now appointed to the two remaining full time Housing Officer posts and both are now in post.

2.5. Sheltered Housing

- 2.5.1. The Support Team have continued to provide intensive support to individual tenants.
- 2.5.2. Support coordinators have worked with over 200 tenants providing intensive support to the most vulnerable in Sheltered Housing. Support coordinators have started to do assessments for people applying to live in Sheltered accommodation. Since 15th January 2014, staff have carried out 41 assessments and explained the benefits of Sheltered Housing. This has enabled the eventual move into sheltered housing to be a smooth process.
- 2.5.3. The number of well-being checks has decreased which is on target as specified in the contract with Supporting People. Staff

are revisiting tenants to reinforce how the new system is working to provide a more flexible and intensive service.

- 2.5.4. Works to the staff office base at Watkins House have now been completed. New telephony, IT and a follow me printer are currently being installed. The office has been furnished and staff are expected to be using the premises by the end of June.
- 2.5.5. IT roll out of staff devices was due to commence from 7th April. This is currently happening with 50% of the staff in possession of new laptops which are being tested for connectivity issues. A range of measures are in place to train all staff in use of new equipment and to upskill those who need help with Outlook and Word.
- 2.5.6. Resident activities have now been moved to Watkins House, as this is more central for tenants, numbers have also increased.
- 2.5.7. There will be a total of five trips arranged for residents this summer
- 2.5.8. Exercise classes will start during the second week of July in the sheltered schemes; this will be piloted across 4 schemes.

2.6. Estate Services

- 2.6.1. As previously reported it was agreed that following the completion of the Resident Services restructure the estate inspection process would be reviewed and responsibility passed to each individual patch housing officer. Whilst the recruitment process was being undertaken, it was decided that the programme for the 1st Round 2014 should continue with Estate Services. By way of further realignment, it was agreed that the presence of a Contract Surveyor was not needed on the inspections.

This makes sense because:

- A) The level of repairs picked up during estate inspections were generally in the knowledge and of a level that could be undertaken by the Project Manager, Estate Services. Any repairs that were of a complex nature are referred to the Contract Surveyor for further action.
- B) There would be a consistency of inspection across the borough.

- 2.6.2. As at 18 June 2014, 2/3rds of inspections have been completed with 1/3rd of post inspections already completed. All repairs are now 100% post inspected and outstanding items followed up separately and only marked off once complete. The entire programme is on time and within reasonable expenditure on every estate.

2.6.3. The last report advised that work had commenced to develop this years' Minor Estate Improvements projects programme. A total of 22 projects are in the pipeline for this year of which 15 have already been agreed to process. We envisage additional schemes will be considered as Estate Action Plans are developed by Housing Officers. The MEI programme will be delivered on time and within budget again.

2.7. Garage Update

Garages Review

2.7.1. We have held meetings with tenants and residents in two of the pilot areas listed for garage demolition, Arrowhead and Augustine Road Garages.

2.7.2. The meetings have been well attended with ward councillors present. A number of good suggestions came out of both meetings. The feasibility of the suggestions made will be discussed with the relevant colleagues in order to confirm with the tenants and residents as soon as possible.

2.8. Resident Involvement and Activities

2.8.1. **Harrow Estates in Bloom** – The Resident Involvement Team (RIT) has received a record 27 entries for this year's competition, which include the new categories of Best Front Garden and Best Young Gardener. This year there will be more emphasis on community, sustainability and biodiversity. The Resident Involvement Team, in collaboration with the Public Health team and our four contract partners, has secured sponsorship for the five categories:

- Best sheltered accommodation communal garden
- Best estate communal garden
- Best front garden
- Best container / Hanging basket display
- Best young gardeners (16 or under)

2.8.2. **Noticeboard Audit** – A work order has been raised to replace locks to all estate noticeboards without keys. This work, once completed, will ensure that estates that currently do not have an active Tenants' & Residents Association (TRA), or Estate Representative, will still receive updates and information from the Resident Involvement Team.

2.8.3. **Estate Representatives** – The Resident Involvement Team (RIT) have recruited new representatives at Cottesmore Estate, Harley Court, and Millman Close. At Stonegrove Estate in Edgware, following an Estate Representative recruitment drive, there were four applicants to become estate reps. The RIT will now organise a resident meeting, to try to establish a TRA for the estate.

2.8.4. **Weald Village Pocket Park** – The team is working with Weald Village TRA to submit an application for a pocket park, with help from Public Health and Public Realm. The team are also door knocking in the area, to raise awareness of this. They are also door knocking in the Little Stanmore TRA area to raise awareness of the TRA, and helping Pinner Hill TRA to obtain Harrow Arts Centre grant funding for an art project for the youth club.

2.8.5. **New TRAs'** – New TRAs' have been established at Brookside Estate, Glebe Estate, and Honeybun Estate, with meetings arranged for Cowan Avenue/Northolt Road and Stonegrove Estate.

2.8.6. **Scrutiny Panel update** – The panel are currently drafting their latest report on Estate Inspections for submission to the panel critical friend. Once completed and signed off the report recommendations will be presented to TLRCF.

2.9. Leasehold Support Group

2.9.1. The next meeting of the LSG is due to take place on 23rd June 2014 and will be the AGM.

2.10. Tenants', Leaseholders' and Residents' Consultative Forum (TLRCF)

2.10.1. The Forum currently meets four times (quarterly meetings) in the municipal year and is based in meeting rooms within Civic Centre 1. Attendance has varied over time with members having differing preferences for meeting times. As a result of this it was agreed to alternate meetings between evenings and afternoons. In pursuing the ethos of "getting closer to the customer" and the context of consultation and engagement going forward, now is an ideal opportunity to review the nature of the Forum and raise its' profile in the Borough. Members are requested to make comment on how they would like to see the

Forum operate in the future and consider the proposal to hold the Forums at various locations including estates across the borough throughout the year.

2.11. Report Back from Resident Involvement Activities

2.11.1 Estates Services Steering Group (ESSG)

The next meeting of the ESSG will take place on the 28th July 2014.

2.11.2 Value for Money Group

The last meeting of the group took place on the 17th June 2014 when the group received reports on Asset Management, Housing Needs, Regeneration and Communications.

3.0. Financial Implications

- 3.1 Any financial issues are contained within the body of the report and any service improvement issues that arise as a result of residents' ideas and suggestions will be considered within the relevant service area budget.

4.0 Risk Management Implications

- 4.1 There are no risk implications arising from this information report. The Housing Risk Register includes risks associated with the failure to utilise RTB receipts.

5.0 Equalities Implications

- 5.1 There are no equalities implications associated with this report. No Equality Impact Assessments have been carried out.

6.0 Corporate Priorities

- 6.1 The Council's vision:

Working Together to Make a Difference for Harrow

The work of the Resident Services team meets the administration's priorities as follows.

- **Making a difference for the vulnerable**
To support and prevent financial hardship of tenants and leaseholders

To maintain authorised secure tenancy occupation of social housing stock in Harrow

- **Making a difference for communities**
Managing the appearance of our estates

To provide quality value for money services to tenants and leaseholders

Develop tenant insight and customer profiling to drive forward a tailored service

To improve the customer satisfaction rate of tenants and leaseholders experiencing Anti-Social Behaviour.
- **Making a difference for local businesses**
To work closely with Homes for Harrow to input into the development process and explore the management of other forms of tenure.

Section 3 – Statutory Officer Clearance

Name: Dave Roberts	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: 20 th June 2014		

Ward Councillors notified:	No
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Section 4 - Contact Details and Background Papers

Contact:
Toni Burke
Interim Head of Resident Services
Tel: 020 8420 9638
Email: toni.burke@harrow.gov.uk

Background Papers: None

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**REPORT FOR: Tenants, Leaseholders
and Residents
Consultative Forum**

Date of Meeting:	2nd July 2014
Subject:	INFORMATION REPORT – Head of Asset Management Report
Key Decision:	No
Responsible Officer:	Lynne Pennington Divisional Director of Housing
Portfolio Holder:	Cllr Glen Hearnden Portfolio Holder Housing
Exempt:	No
Decision subject to Call-in:	No
Wards affected:	All
Enclosures:	None

Section 1 – Summary and Recommendations

This report sets out a range of information items that the Head of Asset Management would like to bring to the attention of the Tenants', Leaseholders' and Residents' Consultative Forum.

FOR INFORMATION AND CONSULTATION

Section 2 – Report

Updates from previous discussions and new items for information

1. Responsive Repairs Service

- 1.1 Overall contractor performance across our main contracts is fully compliant with contract requirements and performance is continuing to improve. Contract Appraisal Panels continue to take place bimonthly, with resident representatives taking a proactive role in monitoring performance. There are now seven tenants and leaseholders giving their time to assist us in this process and we really appreciate their dedication and significant contribution to the contract management process.
- 1.2 Resident representatives will be taking part in an audit exercise during July/August where they will visit contractor offices to validate some exceptionally good performance information that has been submitted by contractors. This exercise will be targeted to ensure that the data is accurate and genuinely does demonstrate that performance and satisfaction levels continue to rise. The main focus of the audit will be:
- Appointments, made and kept
 - Recalls
 - Overdue orders
 - Jobs completed at first visit

The findings of the audit will be reported to TLRCF at a later date. There are always opportunities for additional residents to become involved in these panels and if anyone is interested in finding out more about what this entails please let us know.

2. Capital Programme 2014/15

- 2.1 Delivery of the capital programme for the current financial year has got off to a slower start than we would have liked –but there are a number of reasons for this. One of these is that the proposals for regeneration have delayed confirming addresses on the programme for internal improvements, as we clearly do not want to undertake major improvements in homes where there will be a regeneration scheme in the near future. However validations of revised address lists are now complete and we are moving towards procurement for the internal improvements.
- 2.2 Another reason for delays involves the need to consult locally on the detail of what is to be included in some of the external enveloping schemes on this year's programme. This is linked to the ongoing development of the new Better Homes standard and our aim to "future

proof” works we undertake by moving away from a “one model suits all” approach and spending a little more if needed to address any specific problems there may be locally. Whilst consultation delays procurement of contractors and therefore starting on site, we are committed to ensure that we learn from the successful model that developed during the Francis Road project as we know that seeking residents’ input at every stage of the project ensures that the completed scheme will have a far greater chance of meeting residents’ needs.

- 2.3 We are also looking into a number of opportunities to pilot some of the new elements that tenants and leaseholders have told us they would like included in future capital programmes. These pilots will be subject to local consultation and where appropriate s20 consultation with leaseholders but among the ideas we are exploring currently are the installation of external stores for mobility scooters, upgrading of bin shed areas to better meet the needs of recycling and installation of bicycle/buggy stores to help keep communal areas of blocks of flats clear of any hazards.

3. **Asset Management Priorities 14/15**

- 3.1 Our overarching priorities were detailed in the April TLRCF report. To help ensure that members of TLRCF are consulted on initiatives arising from these it might be useful to provide a regular update on progress made with the key priorities. The views of TLRCF are sought on whether this will be helpful in structuring future reports to the forum, so that information is provided in a similar format each time.
- 3.2 Only those priorities where there are new initiatives underway or where achievements have been made will be included in each TLRCF report, with a round up to be included in the April report as part of the review of the year’s performance.
- 3.3 **Promote engagement and scrutiny by residents**
As previously reported we have been very pleased to be able to demonstrate that where residents are engaged in all aspects of the work of the team –things work more effectively, we achieve either savings in procurement or community pay back from contractors-in some cases both and customer satisfaction is higher. The success of the Contractor Appraisal Panels for our major responsive repairs contracts has been reported elsewhere in the report but the Asset Management Team have also benefitted from working closely with the Residents Value for Money Group.
- 3.4 This group now meets bi monthly, and looks at all aspects of the Housing Service to see what steps are being taken to ensure we achieve value for money, but has focused on Asset Management procurement activities because of the significant expenditure.

- 3.5 The last meeting on 17th June reviewed evidence of savings achieved in 2013/14 on the capital programme, heard about value for money in communications and the challenges of dealing with homelessness in difficult times. A forward plan has now been developed that will set agendas for future meetings and includes:
- The aids and adaptations service
 - An overview of all housing contracts and outcomes from the monthly Contracts Board
 - Housing MOT's-the next steps
 - Review of the void standard
- 3.6 **To support the local economy**
We are continuing to ask for commitment to supporting the local economy from all our contractors, whether in the form of employment for local people and/or through purchasing supplies locally. Each of these factors is monitored through contractor management processes and achievements will be reported throughout the year.
In addition we now have a work experience placement within the office to support the planned investment team in the delivery of the capital programme.
- 3.7 To improve the energy efficiency of our stock
We have set aside up to £800k to undertake pilots on improving energy efficiency in Council stock in the current financial year, with a view to developing standards for works from 2015 onwards. We are currently working up a proposal for one specific block of flats where we will pilot installation of solid wall insulation and solar panels.
- 3.8 Further work in this area is not currently moving forward as we continue our negotiations with Department of Energy and Climate Change (DECC) regarding how we spend the grant funding they have provided for private sector homes. If we are able to resolve the issues with the DECC funding it will be sensible to procure both streams of work together, so further developments will be reported to a later TLRCF.
- 3.9 **To implement a comprehensive Health & Safety programme**
As previously reported we have been undertaking fire safety work in partnership with the London Fire Brigade, particularly focusing on more vulnerable tenants. Part of this work has been to install sprinkler systems in individual homes where the tenant is at high risk from fire. We have recently submitted a bid for funds to continue with this work and hope to hear the outcome of this bid by the end of June. If we have any news a verbal update will be given to TLRCF.
- 3.10 A further Health and Safety initiative we are working on is to refocus our efforts to achieve the so far elusive 100% target for annual gas safety inspections. Performance has been increasing steadily over the last couple of years and whilst it fluctuates from month to month it has been steadily above 99.5% for several months. This means that an average of 4 cases are outstanding each month, where the tenant has not allowed us access to carry out the service and we need to go to court for a warrant to get into the property.

- 3.11 An officer project team is now meeting regularly to take forward a detailed action plan to move us further towards our goal of 100% compliance.
- 3.12 **To develop and deliver a first class responsive repairs service**
Our performance indicators are continuing to improve and we are particularly pleased that customer satisfaction with the service is the highest it has ever been. We are currently working on the figures and supporting evidence to submit our performance figures to Housemark, the organization that compares our performance to other similar social landlords. When all the reports are in we will receive a report that shows how well we are performing when compared to others and we are hopeful that our improved figures will show we are now delivering a first class service that can be demonstrated by us being amongst the top performers in our group.
- 3.13 **Consult with residents and review how other landlords structure contracts, in preparation for retendering responsive repairs contracts from 2016**
Our existing contracts with Slade and Waites come to an end in May 2016. It seems a long time ahead but we are now preparing by reviewing the existing contract and specifications to ensure they still meet our needs. We also need to ensure that any new contract takes into account any significant changes to housing stock during the life of the contract because of regeneration proposals. The aim is to have identified a clear way forward, for further discussion with all stakeholders early in 2015.

4.0 Financial Implications

- 4.1 There are no specific financial implications arising from this report as all contracts in place and initiatives being developed are expected to be delivered within existing budgets.

5.0 Risk Management Implications

- 5.1 There are no risk implications arising from this information report. The Housing Risk Register includes risks associated with non-delivery of the responsive repairs service and capital programme.

6.0 Equalities implications

- 6.1 There are no equalities implications arising from this information report

7.0 Council Priorities

The Council's vision:

Working Together to Make a Difference for Harrow

The work of the Asset Management team meets the administration's priorities as follows.

- Making a difference for the vulnerable
A number of initiatives within the Asset Management service plan are specifically targeted to assist the most vulnerable households living in the Council's housing stock to sustain their tenancies, reduce health and safety risks and live independently
- Making a difference for communities
The Asset Management service plan includes a commitment to improve the external environment, providing communities with better places to live
- Making a difference for local businesses
Asset Management are committed to supporting local businesses through encouraging local contractors to bid for all contract opportunities and ensuring that a high percentage of spend on supplies is committed in Harrow.

Section 3 - Statutory Officer Clearance

Name: Dave Roberts	<input checked="" type="checkbox"/>	on behalf of the* Chief Financial Officer
Date: 19 th June 2014		

Ward Councillors notified:	No
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Section 4 - Contact Details and Background Papers

Contact:

Maggie Challoner
Head of Asset Management
Tel: 020 8424 2473
Email: Maggie.challoner@harrow.gov.uk

Background Papers: None

**REPORT FOR: Tenants', Leaseholders'
and Residents'
Consultative Forum**

Date of Meeting:	2 July 2014
Subject:	Homes for Harrow Update
Key Decision:	No
Responsible Officer:	Lynne Pennington Director of Housing
Portfolio Holder:	Cllr Glen Hearnden Portfolio Holder for Housing
Exempt:	No
Decision subject to call - in	No
Wards affected:	All
Enclosures:	None

Section 1 – Summary and recommendations

Summary and recommendations

This report gives an update on the Homes for Harrow Programme following completion of the estate regeneration feasibility studies in May 2014. A presentation of the proposals will be made at the meeting.

Comments are requested, particularly on how to improve resident involvement in future consultation events on projects within the Homes for Harrow programme.

Section 2 – Report

1. Introduction

Increasing the supply of housing, including affordable housing is a key priority. The Housing 30 year business plan sets out how we want to make best use of increased Housing Revenue Account (HRA) financial resources to be ambitious in the way we use our assets to develop our business, maintaining and improving our existing Council housing stock as well as building new affordable homes. We aim to involve residents in realising these ambitions every step of the way.

2. Options considered

- 2.1 Various options were considered for deciding the best use of housing assets and the different ways in which the Council could build new affordable housing. These were considered by Cabinet in June 2013 when approving the Affordable Housing programme to be taken forward.
- 2.2 The options considered for the infill programme were:
 - 2.2.1 Option 1, which was approved – the council build and owns new homes developed on existing council estates
 - 2.2.2 Option 2 – sites are disposed of on the open market to Registered Providers who build the affordable housing to the Council's specification, to which the Council would then have nomination rights.
- 2.3 For the estate regeneration studies, the following options were considered for each estate: Do nothing, complete redevelopment, potential for additional new homes on underused land and improvement works to existing properties to make them energy efficient. The preferred option for each estate is detailed in the body of the report.

3. Background

- 3.1 On 20 June 2013, Cabinet approved the first phase of an Affordable Housing Programme, now known as the Homes for Harrow Programme, to:
 - develop new housing for affordable rent and sale on vacant or under-utilised HRA land/assets such as garage sites, funded partly through the additional income being generated in the HRA as a result of self-financing and partly through other resources held by the Council specifically for the purpose of delivering additional affordable housing;
 - take forward detailed regeneration feasibility studies housing estates where an initial assessment indicated viable potential to develop additional new homes.

3.2 A financial assessment was carried out to see what capacity the HRA has to enable a new build affordable housing programme to be taken forward. The modelling suggested that the HRA could afford to develop up to 150 properties over the next 5 years by using a combination of S106 receipts, other capital receipts, RTB receipts and revenue contributions. There is already financial capacity to deliver around 50 new homes over the next two years. Once these new homes are completed immediate positive net cash flows will be generated for the HRA and this will contribute to increased balances over the 30 year period of the Housing Business Plan.

4. Infill Programme

a. PRP architects were appointed to draw up initial designs. These will be presented at the meeting. We are now moving on with the process of appointing architects to take forward Stage D+ design and submission of planning applications, undertaking detailed site surveys and investigations and tendering building contracts. Resident consultation will take place during the design and planning application process. The intention is to achieve start on site on the first new homes in Spring 2015. It should be noted that all of these sites present their own development difficulties and therefore it may be necessary to substitute other sites during the development process. The proposed programme to be taken forward to detailed planning application stage is:

Site/Scheme Address	Units	Tenure	Type
Binyon Crescent, Stanmore	2	Affordable Rent (AR)	2 bed bungalows
Chenduit Way, Stanmore	4	AR	4 bed houses
Grove Avenue, Pinner	7	AR	1,2,3 bed flats
Holsworth Close, North Harrow	4	AR	4 bed houses
Alexandra Avenue	11	AR	1,2,3 bed flats
Stuart Avenue, South Harrow	4	AR	3 bed houses
The Heights, Northolt	3	AR	1,2 bed flats
Amy Johnson Court	3	AR	1,2 bed flats
Moelyn Mews or Brookside Close	2	AR	3 bed flats or houses
Allerford Court, North Harrow	3	Shared Ownership (S/O)	3 bed houses
Atherton Place, Harrow	2	S/O	3 bed houses
Pinner Grove	2	S/O	3 bed flats
Stuart Avenue, South Harrow	3	S/O	3 bed houses
Total	50		

4.2 The following estates were included within the estate regeneration studies to establish the potential for a realistic and deliverable regeneration programme.

- a. Alexandra Avenue
- b. Amy Johnson Court
- c. Brookside Close
- d. George V Avenue
- e. Grange Farm estate
- f. Hazeldene Drive and Pinner Green flats
- g. Howard's and Deacon's Close
- h. Dickson Fold
- i. 301 Pinner Road

4.3 PRP architects were appointed in November 2013 to carry out the detailed feasibilities for each estate. In January, site visits were made by the officer/consultant team to each of the estates to confirm the opportunities for additional housing. Following that site visit, 301 Pinner Road and George V Avenue were removed from the list on the basis there was no potential for additional development.

4.4 Costed design options have been taken forward for the remaining estates. A key part of developing the options has been to involve residents in the process and two consultation events have now been held on each estate. Attendance at the consultation events varied as follows and was below the target set of 50% attendance. There is further work to do on improving consultation responses to future events:

- 1. Alexandra – 15 out of 133 properties = 11%
- 2. Amy Johnson – 7 out of 15 properties = 47%
- 3. Brookside – 24 out of 77 properties = 31%
- 4. Dickson – 8 out of 18 properties (at one event) = 31%
- 5. Grange Farm - 86 out of 282 properties = 30%
- 6. Howards & Deacons – 28 out of 84 = 33%
- 7. Hazeldene – 26 out of 106 = 26%

4.5 The outcome from the feasibility studies is set out in the table below:

Estate	Type of development (Subject to Planning, detailed legal, service information etc)	Potential additional new homes	Proposed future	Latest position
Alexandra Avenue	Infill	11 in infill blocks	Infill development potential to be aligned with capital programme	Plans being prepared for infill development, subject to flood risk assessment

Amy Johnson Court	Infill	3 in one small infill block	Infill development potential to be aligned with capital programme works	Plans being prepared for infill development
Brookside Close	Infill	11 (4 bungalows and 7 flats)	Infill development potential to be aligned with capital programme	Plans being prepared for development, subject to flood risk assessment
Grange Farm estate	Complete regeneration driven by need to replace existing homes in the long term	Replacement of existing 260 homes with c433 new homes and replacement community centre	Complete redevelopment once financial model established to support costs	Proposed further work to develop scheme, costings and delivery plan
Hazeldene Drive and Pinner Green flats	3 options considered: Complete regeneration, infill and major improvement of existing housing. Needs further	Proposals considered replacement of existing 123 homes with 177 new homes	Further feasibility required for partial redevelopment and comprehensive refurbishment	Planned capital works for 2014/15 to proceed while further analysis of investment needs over next 30 years compared to partial redevelopment.
Howards and Deacons Close	Complete regeneration or major improvement of existing homes	Proposals considered replacement of existing 84 homes with 147 new homes	further feasibility required for complete regeneration with comparison of the costs of this versus comprehensive refurbishment	Planned capital works for 2014/15 to proceed while further analysis of investment needs over next 30 years compared to redevelopment.
Dickson Fold	On hold for the time being pending investigation of complicated legal issues	Not applicable at the moment	On hold pending assessment of legal ownership position	A report is to be presented to Trustees of the land proposing regularising of the ownership position

5.0 Financial Implications

- 5.1 There are no specific financial implications arising from this report as it is a progress update. For information, at its meeting on the 20th June 2013 Cabinet approved expenditure from HRA reserves, HRA capital receipts and the Council's Affordable Housing Fund of up to £6.5m to fund the development of the First Phase Affordable Housing Programme. The estimated costs of this programme have increased for several reasons but sufficient funding is available in the HRA. Additionally a bid for additional support from the Government's Local Growth Fund has also been submitted.
- 5.2 At its meeting on the 17th July, Cabinet will be asked to approve the next steps including making additional funding available to enable the Grange Farm regeneration project to proceed.

6.0 Risk Management Implications

- 6.1 Risk included on Directorate risk register? Yes
Separate risk register in place? Risk registers are being developed for each scheme

7.0 Equalities implications

- 7.1 An Equality Impact Assessment was carried out for the Housing Strategy approved by Cabinet in April 2013. The development of additional affordable housing has an overall positive impact on a number of protected characteristics. Specific EQIA's will be carried out for projects such as the Grange Farm regeneration.

8.0 Corporate Priorities

- 8.1 The Homes for Harrow programme will contribute positively to the Council's vision for Harrow Working Together to Make a Difference for Harrow and the Council's priorities in the following ways:
- a. Making a difference for the vulnerable – building a range of new affordable homes including homes for those who are most in need.
 - b. Making a difference for communities – This work provides an opportunity to involve and engage both residents on estates and from the wider community in the development of new homes, the replacement of poor housing and improvements to the external environment.
 - c. Making a difference for local businesses – The procurement of contractors for the infill development programme provides an opportunity to encourage and support local, small to medium sized contractors in tendering for the work.

- d. Making a difference for families – building a range of new affordable homes with a significant proportion aimed at larger families and improving the worst social housing in Harrow. Other benefits flowing from these development programmes include the creation of apprenticeships, jobs and training opportunities to help those most in need, especially the young.

Section 3 - Statutory Officer Clearance

Name: Dave Roberts	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: 19 June 2014		

Ward Councillors notified:	NO
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Section 4 - Contact Details and Background Papers

Contact: Alison Pegg
Housing Partnerships & Strategy Manager
Telephone: 020 8424 1933
Email: Alison.pegg@harrow.gov.uk

Background Papers:

Cabinet report 20 June 2013, Housing Business Plan 2013, consultation draft Asset Management Strategy, Proposals for a future Affordable Housing Programme, and Proposed Grants to Move scheme

<http://www.harrow.gov.uk/www2/documents/g61429/Public%20reports%20pack%20Thursday%2020-Jun-2013%2018.30%20Cabinet.pdf?T=10>

Cabinet report 10 April 2014 Affordable Housing Programme Update

<http://www.harrow.gov.uk/www2/documents/g61438/Public%20reports%20pack%20Thursday%2010-Apr-2014%2018.30%20Cabinet.pdf?T=10>

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