

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

Date of Meeting: 7th October 2014

Subject: **INFORMATION REPORT – Head
of Asset Management and
Resident Services’ 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:** Yes

Wards affected: All

Enclosures: None

Section 1 – Summary and Recommendations

This report provides an update on a range of activities and performance items that the Heads’ of Asset Management and Resident Services would like to bring to the attention of the Tenants’, Leaseholders’ and Residents’ Consultative Forum.

FOR INFORMATION AND CONSULTATION

Section 2 – Report

1. Asset Management

- 1.1 Responsive Repairs Service - contractor performance across our main contracts is good and continuing to improve on a month by month basis.
- 1.2 Contract Appraisal Panels continue to take place bimonthly, with resident representatives taking a proactive role in monitoring performance.
- 1.3 Resident representatives completed an audit exercise during July and August – feedback from Residents
- 1.4 Capital Programme 2014/15 delivery is moving on. As at the end of August the forecast outturn has increased to £7.064 million or 83% of the available resources.
- 1.5 Consultation on the new Better Homes Standard work is almost complete.
- 1.6 Energy Efficiency - currently out to tender for a delivery partner to work with us on this grant funded project to deliver energy efficiency measures.

2. Resident Services

2.1 Tenancy and Income Management Team

- 2.1.1 Restructure now complete
- 2.1.2 New ERA for Housing Officers – looking at different ways of working
- 2.1.3 Rent arrears collection remains in the top quartile
- 2.1.4 Preparations are underway to ensure that the implications of the Anti – Social Behaviour, Crime and Policing Act 2014 are implemented effectively across the service

2.2 Estate Services Team

- 2.2.1 Challenges with covering staff sickness absence
- 2.2.2 Change in Operations Manager role

2.2.3 New apprentice appointed

2.3 Sheltered Housing Team

2.3.1 Focus group with residents continues to meet – discussions take place regarding service provision post restructure and any issues arising

2.3.2 Trips are planned for October, November and December for Christmas related activities

2.4 Resident Involvement Team

2.4.1 Estates in Bloom final judging and awards ceremony in August 2014

2.4.2 5 new Tenant and Resident Associations have met to discuss support needs

2.4.3 Team continue to support the Regeneration Project

2.5 Leasehold & RTB Team

2.5.1 Annual service charge invoices posted to leaseholders during the week commencing 8th September, 2014. The total amount invoiced was just over £455K.

2.5.2 Arrears on leasehold annual service charges reduced by £55K, during the period April – August, 2014

2.5.3 Staffing – challenges filling vacancies within the Leasehold Team. Two permanent positions now filled.

2.5.4 11 properties sold under the Right to Buy in Quarter 1 2014 (April – June)

2.5.5 Partnership working with the Council's Corporate Fraud Team and HMRC.

2.5.6 Leasehold Support Group's Annual General Meeting took place in June

3. Joint activities

3.1 Value for Money working group continue to meet bi monthly – most recent discussion items were insurance and Contracts Board

- 3.2 Estate Action Day, Honeybun Estate 3rd October 2014 – feedback from Residents
- 3.3 New look TLRCF - “out on the road”
- 3.4 Estate Action Plans proposed for each estate

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

- 7.1 The Council's vision:

Working Together to Make a Difference for Harrow

- 7.2 The work of the Housing Department supports the administration's priorities as follows.

7.3 Making a difference for the vulnerable

A number of initiatives within the Asset Management and Resident Services service plans and capital programme 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.

7.4 Making a difference for communities

The Asset Management and Resident Services service plans include a commitment to improve the external environment, providing communities with better places to live and improve the appearance of our estates. The green deal communities project is specifically targeted

to improve energy efficiency and reduce fuel bills of those residents experiencing fuel poverty.

7.5 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: 17 th September 2014		

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

Contact:

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Background Papers: None