

Committee:	Tenants' and Leaseholders' Consultative forum.
Date:	10 November 2009
Subject:	INFORMATION REPORT – Update on actions taken by officers
Responsible Officer:	Lynne Pennington Interim Divisional Director Housing Services
Portfolio Holder:	Councillor Barry Macleod-Cullinane, Portfolio Holder for Adults & Housing
Exempt:	No
Enclosures:	Summary of Responses given

## Section 1 – Summary

This report sets out the results of investigations by officers to specific points raised by forum members at the last meeting on the 21<sup>st</sup> July

### **FOR INFORMATION**

## Section 2 – Report

- 2.1 Following concerns raised by forum members that issues taken by officers at previous meetings had not received a full response it was agreed that not only would individuals receive direct responses to specific questions between meetings but that a summary of such response would be presented back to the next full meeting.
- 2.2 Attached to this report is a summary of the issues raised and the responses provided by officers.

### **Section 3 – Further Information**

3.1 if the forum is satisfied with this format this will be used for subsequent meeting.

### **Section 4 – Financial Implications**

4.1 Any specific financial implications of matters raised is addressed within the response.

Name: Donna Edwards

on behalf of the  
Chief Financial Officer

Date: 30 October 2009

### **Section 5 - Contact Details and Background Papers**

Contact: Paul Mullins, Interim Special Projects Manager, 0208 4168049

Background Papers: None

## TLCF- ACTIONS from 21<sup>st</sup> July 2009

MEETING	ITEM	Points to address	Action to be taken	Status
21 July 2009	Agenda Item 3 – Minutes	The Leaseholder Support Group TRA asked for information relating to the breakdown of costs relating to work at Kingsfield Estate recorded in minutes as £123,000	The Chairman agreed that officers would investigate and provide an update at the next ordinary meeting	Attached is a breakdown of the costs associated with this contract.  The original tender price referred to was for the original works of decorations. There was a high level of repair works prior to decoration, which was budgeted for in the risk register but where not part of the tender requested. Some further explanatory text is also provided with the figures.
21 July 2009	Agenda Item 8 – Housing Revenue Account (HRA) Outturn 2008/09	(i) A Member of the Forum sought clarification on how bad debts were written off and the procedure for recovering	The Chairman agreed that officers would provide an update at the next ordinary meeting and publish an article in the Homing In magazine.	A presentation will be given to the meeting

outstanding debts.

- (ii) The Cottesmore TRA representative asked whether the Council could provide advice to tenants regarding the management of their finances and what to do if they (Tenants find themselves in debt.

21 July 2009

Agenda Item 9 - Three Year Housing Capital Programme

A representative from the Pinner Hill TRA reported on exposed asbestos in the kitchen of Pinner Hill Community Centre and the related safety concerns.

Officers and Kier would investigate and provide an update at the next meeting

Site investigated 22<sup>nd</sup> July and found to be safe, Property services considering final treatment to be applied to ceiling damaged by water.

21 July 2009

Agenda Item 10 – Housing Allocations Scheme

An Eastcote Lane TRA representative raised concerns relating to the occupation of Council unoccupied properties that were used as correspondence addresses.

(i) The Chairman agreed that officers would provide an update at the next TLCF meeting.

(ii) Officers would provide the details of these properties to the Anti-Social Team for investigation

One case referred to has a court date set for September at which the council is asking for possession, the other has been subject to investigation and while it is accepted that the tenants spends some time away from the address it is not sufficient to bring the tenancy to an end.

21 July 2009	Agenda Item 12- Gas Servicing Proposed Procedure	A representative from the Leaseholder Support Group queries whether Leaseholders were required in their contract to conduct gas safety checks every 12 months.	<p>The Chairman advised that officers would check with the Legal department whether lessee's had a legal responsibility</p> <p>The chairman advised that officers would investigate whether new leases could include this responsibility in a lessee's contract</p> <p>The Chairman advised that officers would check whether this responsibility could apply retrospectively</p>	There is no legal requirement on a leaseholder or other property owner to undertake a gas safety check unless they are renting out the premises to a tenant. However, discussions with the council's legal dept indicate that a regulation requiring this under the terms of the lease could be introduced.
21 July 2009	Agenda Item 13 – Lean Housing Responsive Repairs Project	A brief outline of the project was provided to the Forum	Officers would present a full report on the Lean project to the Forum at the meeting on 10 November 2009	See agenda
21 July 2009	Agenda Item 14 – Follow Up Report on Actions Taken by Officers since the last meeting of the TLCF	A Member of the Forum queried how the budget for the redecoration of Eastcote Lane estate had been spent	<p>An officer agreed that he would provide an answer regarding the Eastcote Lane estate directly to the Member</p> <p>Officers would also report back on how the finances for the external decorations programme had been spent</p>	<p>The unspent balance of the ex decorations budget of £257k (£412k - £155k) has been rolled over to 2009/10.</p> <p>Any under spend in recent years on the External Decorations Budget has been used to support other areas of the repairs</p>

				budget.
21 July 2009	Any Other Business	A representative from the Pinner Hill TRA asked what the Council's policy was on bonfires and other forms of anti-social behaviour by tenants	The Chairman and Portfolio Holder for Environment and Community Safety would discuss concerns with the Interim Divisional Director of Housing and make a presentation at the next TLCF meeting	A verbal update will be provided to the meeting
21 July 2009	General		The Chairman of the Forum agreed that outcomes/ updates on queries raised by TRA's would appear as an agenda item on all future agendas	Done



(Final Account)

External Decorations

Project:2098/1026

AMP

THE WORKS	(O'Connell)	£41,152.00
Additional Pre-Decoration & Associated Repairs		£47,208.24
EAS Asbestos Removal		£8,024.00

Site Overheads		<u>£12,180.00</u>
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<b>SUB TOTAL</b>		<b>£108,564.24</b>
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Head Office Overheads Kier	4.46%	<u>£4,841.97</u>
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<b>SUB TOTAL</b>		<b>£113,406.21</b>
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Profit Kier	3.35%	<u>£3,799.11</u>
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<b>SUB TOTAL</b>		<b>£117,205.31</b>
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Insurance	0.59%	<u>£691.51</u>
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<b>SUB TOTAL</b>		<b>£117,896.82</b>
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Construction Safety Co-ordiantors	2.10%	£2,475.83
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Design	0.00%	£0.00
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<b>Sub Total</b>	<b>£120,372.66</b>
<b>Risks: Included as Change Instructions</b>	<b>£0.00</b>
<b>FINAL ACCOUNT AMP FIGURE</b>	<u><u>£120,372.66</u></u>
<b>Property Services Fees @ 10%</b>	<b>£12,037.27</b>
<b><u>TOTAL PROJECT COST</u></b>	<b><u>£132,409.92</u></b>

There were a high level of pre-decoration repairs required, some of which were not carried out. Those not carried out were forwarded to a separate capital programme for 09/10 (replacement communal stairwell curtain walling and entrance doors, replacement soffits/fascias and rainwater goods). The pre-decoration repairs included in the works have been detailed.

The pre-decoration repairs carried out under the External Decorations project break down into the following headings:

- Shed door/frame replacements @£12,000
- Bin Store door replacements @ £3,000
- Shed door/frame/block timber repairs @£7,300
- Timber H&S repairs @£4,500
- Essential brickwork repairs to shed/bin store blocks @£1,500
- Internal Soffit replacement to the bin stores and timber repairs to shed/bin store roofs @£9,000
- Timber replacement of the low level walkway soffits following removal of the asbestos @£4,800
- PVCu windows ease/adjust @£3,500
- Clean out/minor repairs to gutters/downpipes @£1,600

These are rounded up figures if a precise breakdown is required it will entail going through a number of individual instructions and will take some time. The proportion of costs is right.

The Site Overheads cost of £ 12,180 covers the following:

1. Supervision Costs – Contract Manager, Site Manager, Surveyor input, Resident Liaison Officer.
2. Site set up – welfare facilities, protective clothing.
3. Site costs – telephone, nameboard, safety signs , Heras fencing, Internal screens, ID badges
4. Making good site set up and general tidy up.

Regarding the EAS Asbestos removal works this should be included within the project as it is related to the low level walkway soffits which were damaged and therefore removed and replaced.