

CABINET

25 MARCH 2002

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**CITYWIDE HOME MAINTENANCE SERVICE:  
ASSESSMENT OF TWO YEAR PILOT SCHEME**

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**REPORT OF THE DIRECTOR OF HOUSING.**

**SUMMARY**

Since its introduction in April 2000 the Citywide Home Maintenance Strategy has been successful in providing services to 7014 owner-occupiers outside of Renewal Areas.

Services include : advice and assistance on home maintenance, energy efficiency and home security, and the provision of Home Repair Grants. Some of the work is carried out through Care and Repair, and some through the “Handy person” scheme, Grant aided work is carried out by the Council’s Home Improvement Agency.

**RECOMMENDATIONS**

It is recommended that:

- i) The proposed programme is agreed.
- ii) Home Repair Assistance Grants continue to be available in support of the citywide home maintenance strategy. The minimum net cost of works eligible for grant to be £200. (See appendix 5)

**FINANCIAL IMPLICATIONS**

The current capital programme for 2002/2003, approved on 28 January 2002, contains £400,000 for Home Repair Assistance Grants, which includes the citywide home maintenance strategy and Care and Repair. There is also an amount of £30,000 for citywide maintenance schemes. Funding is available from a number of sources for the Burglary Reduction schemes.

**REPORT AUTHORS**

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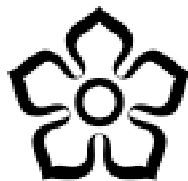
**Proposed City Wide Home Maintenance Strategy Programme for Home  
Maintenance Inspections April 2002 – March 2004**

<b>Group</b>	<b>Ward</b>	<b>Timescale</b>
<b>All groups 1 – 8</b>	Unallocated cases from 2 year Home Maintenance Strategy programme Apr 00 – Mar 02	<b>Apr – Jul 2002</b>
<b>1</b>	Aylestone Eyres Monsell Rowley Fields Saffron	<b>Aug – Sep 2002</b>
<b>2</b>	Castle Crown Hills East Knighton West Knighton Stoneygate	<b>Oct – Nov 2002</b>
<b>3</b>	Spinney Hill Wycliffe	<b>Dec 2002 – Jan 2003</b>
<b>4</b>	Charnwood Coleman Evington Thurncourt	<b>Feb – Mar 2003</b>
<b>Groups 1 – 4</b>	Unallocated cases from Home Maintenance Strategy programme Apr 02 – Mar 03	<b>Apr – July 2003</b>
<b>5</b>	Humberstone Rushey Mead West Humberstone	<b>Aug – Sep 2003</b>
<b>6</b>	Abbey Belgrave Latimer	<b>Oct – Nov 2003</b>
<b>7</b>	St Augustines Westcotes Western Park	<b>Dec 2003 – Jan 2004</b>
<b>8</b>	Beaumont Leys Mowacre New Parks North Braunstone	<b>Feb – Mar 2004</b>

Note:

1. The groups will be visited in the same order as the previous two year programme so that waiting times for service users will be the same.
2. The original groups of wards were based on poverty data and age of the population.

3. Hospital discharges will be dealt with on receipt of referral.
4. Ward Groups will be reconsidered once new boundaries are known.



Leicester  
City Council

**ALL WARDS AFFECTED**

**CABINET**

**25 MARCH 2002**

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**REPORT OF THE TWO YEAR CITYWIDE HOME MAINTENANCE SERVICE  
PILOT**

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**REPORT OF THE DIRECTOR OF HOUSING.**

**SUPPORTING INFORMATION AND APPENDICES**

**1.0 BACKGROUND**

In March 2000, the Housing Committee approved a two-year programme for the citywide Home Maintenance Service. This report summarises the findings from the pilot scheme and recommends what future direction the strategy should take.

The strategy was developed initially in an attempt to secure the former investment made by the council in the form of renovation grant aid. It was applied to the older areas of housing that had either been General Improvement Areas or Housing Action Areas under the Local Government and Housing Act 1989. What was learnt from initial work was that not only did the condition of the property affect its future but also significant numbers of poor properties were seen as undermining the willingness of others to invest in or buy a property in the area. This view of the need to intervene and help 'stop the rot' continues to be a key element in the rationale for intervention in older owner occupied stock, as does the constant search for ways that are less expensive to the public purse.

**1.1 City Wide House Condition**

By applying the findings of the Governments 1996 English House Condition Survey to known data from Leicester, it is estimated that the backlog of repairs in the private sector in the **City** is **£419.8m**. This is made up of £362.3m in the owner-occupied sector and £57.5m in the privately rented sector. Not all households will be eligible for, or will take up, renovation grants. In addition, grants are means tested. Those on income support receive 100% grants, with a fairly sharply decreasing percentage for those on low income. By applying past experience of take-up and information on income levels in the City it is calculated that the demand for grant aid to owner-occupiers across the City could be **£205m** to deal with conditions over a ten-year period. It is not current policy to pay grants to landlords.

The lessons learnt over the two-year programme as to why people fail to undertake repair and maintenance work include:

- The lack of recognition that any works are necessary
- A fear of cowboy builders
- A lack of knowledge in appointing a builder to carry out works
- Not wanting the disruption whilst work is carried out
- Difficulty in raising the money either through savings or a loan to finance the cost of works
- Not having the knowledge or skills to undertake the work themselves
- A belief that due to the availability of grants in the past, the council will come along yet again and carry out the work for them.

## 2.0 THE PROGRAMME

Visits were undertaken for each group of wards and the following services were offered:

- Advice and assistance on home maintenance, energy efficiency and home security
- A home maintenance inspection outlining the works required and a builders' list
- The opportunity to participate in a wind and watertight scheme that offered some Home Repair Assistance to participating households
- A comprehensive advice service to many areas who had previously never had any help with their housing
- The Area Maintenance Officer Service to qualifying residents.
- Properties that need major renovation and where the offer of a Home Repair Assistance Grant is not appropriate as it will not address the key issues will be visited and receive information about other housing options to try and determine what the most satisfactory course of action would be.

A full service summary for low income owner-occupiers is shown in appendix 6.

The outcome of all the above named initiatives are detailed below.

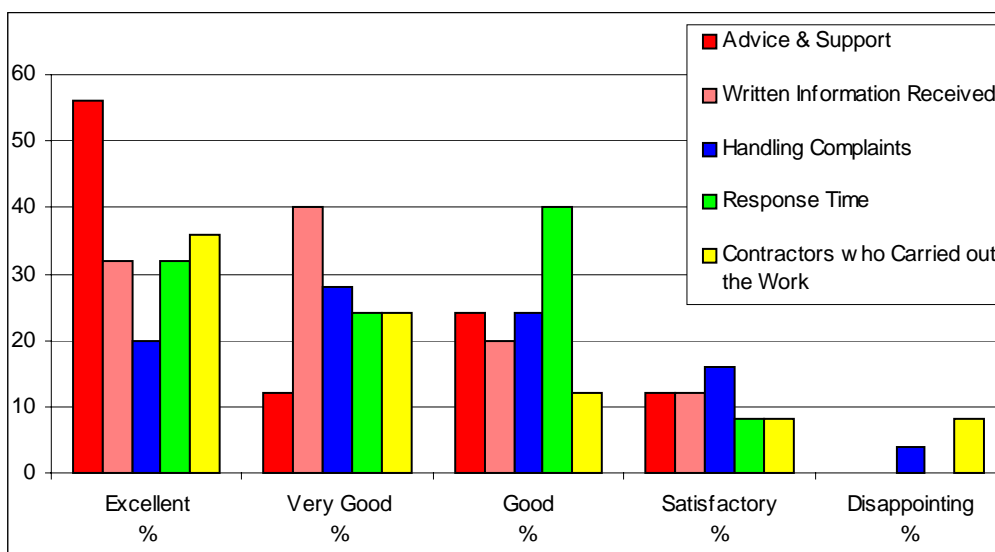
### 2.1 Advice and Assistance on home maintenance, energy efficiency and home security

Over the two-year programme 1018 properties have benefited from a home visit and given advice and assistance on items of home maintenance that require attention to prevent further damage to the property. The breakdown of advice given to category 1 (people on means tested benefits) and category 2 (people not in receipt of a means tested benefits) on a group-by-group basis is shown below:

Group	No of properties where advice given	
	Category 1	Category 2
1	72	58
2	118	71
3	114	43
4	111	41
5	71	1
6	125	1
7	107	0
8	85	0
Total	803	215

When an enquiry form is received an acknowledgement letter is sent straight away. This letter explains the service being offered and explains that there is a waiting list and it may take some time. Householders are offered the home maintenance logbook at a cost of £2.50 for people on a means tested benefit and £5.00 for everybody else. The Handyperson Service leaflet is also enclosed. Where it is clear on the enquiry form that the person is over 60 years of age and may have to wait for some considerable time, the case is referred to Care and Repair for them to deal with.

The Table below shows the results of the customer satisfaction survey undertaken. This table is taken from a return of 50% of service users.



## 2.2 A home maintenance inspection outlining the works required and a builders' list

Over the two-year programme 1018 number of properties requested a home maintenance inspection and received details of how to appoint a builder to carry out the work. The pack of information given to the homeowner included a fully priced schedule of work, details of the council's home improvement agency, information about the area maintenance officer service and other relevant services that either the council or other agencies could offer.

By far the greatest maintenance work requiring immediate action was work to the exterior of the property, namely roofs and windows.

## 2.3 The opportunity to participate in a wind and watertight scheme that offered some Home Repair Assistance to participating households

The households that had received a maintenance schedule and were eligible for Home Repair Assistance were offered the opportunity to participate in the Wind and Watertight Scheme. Under this scheme homeowners appoint the council's home improvement agency to act on their behalf and organise the required works. The builders appointed had previously agreed to carry out the work for a very competitive price. There were only four roofing contractors and four window manufacturers who were prepared to carry out the work either at or below the prices contained in the schedule of rates. The benefits of using a smaller number of contractors included a better working relationship with officers administering the contract, value for money

for the homeowner due in part to the guaranteed flow of work and expertise gained by the builders by carrying out work of a repetitive nature.

The number of households who participated in the Wind and Watertight Scheme are detailed in appendix 2.

The value of grant aided work carried out is shown in appendix 3. The graphs show a common pattern between the groups. All show a minor peak at £500- £1,000 with then a steady rise up to the major peak at £2,000-£2,500. This is to be expected, as the maximum grant was £2,000. Nevertheless it was very pleasing to see that many homeowners could be assisted effectively with essential work using relatively small amounts of grant money. The fact that the costs of so many cases exceeded the maximum grant available was also very welcome as it shows that many homeowners can be encouraged to use their own resources if there is enough incentive to do so. The grants were very closely targeted and all those homeowners benefiting were either older people with minimum savings or people receiving one of the main means tested benefits.

#### **2.4 Citywide Area Maintenance Officer Service (Home Maintenance and Home Security projects)**

The Handyperson scheme continues to be popular with the residents of Leicester. The service is designed to assist low income and vulnerable households and can carry out the following:

- Small items of home maintenance such as plumbing, woodwork, unblocking and cleaning gutters, repairing leaks, glazing, window and door repairs and minor brickwork and plastering
- Security work such as fitting window and door locks, door chains and spy holes
- Minor repairs to garden walls, fences and gates.

The charges for the service are as follows:

- People on a means tested benefit pay £7.75 (+VAT) per hour or £18.30 (+VAT) per half day
- People not on a means tested benefit pay £15.50 (+VAT) per hour or £36.60 (+VAT) per half day.

The Service contributes to the Council's Crime and Disorder Strategy by undertaking work on behalf of externally funded projects. Properties are fitted with appropriate home security measures funded either by the Single Regeneration Budget or the Home Office. A table showing the outputs to date this financial year is shown in appendix 4. The total number of houses made more secure so far in 2000-02 is 5110 and the number of citywide properties, which have received other Home Maintenance Officer Services so far, is 297. These services are provided at a net cost of £21,000 to the general fund, the balance of the costs is met through Single Regeneration Budgets, the Home Office, individual homeowners and other funding partners. This amounts to £438,000 over the two-year period.

The Service also has links with other major plans. The "Better Care Higher Standards" Charter sets out the services commissioned by Health, Housing and Social Services to adults who need care to live independently in their homes. The work of the Area Maintenance Officer Service is able to contribute to helping people to live independently by providing a minor repairs service for home maintenance and the opportunity to have security items fitted both to make it more secure and reduce the perception of the fear of crime. Another link is with the Supporting People Initiative.

## **2.5 Housing Options for owner occupiers**

Some properties outside of renewal areas that were inspected need major renovation and the offer of a Home Repair Assistance Grant is not appropriate. This is because this small grant (£5,000 max) would not address all the key issues faced by the homeowner and family. Health and family circumstances were taken into account as well as the condition of the property.

These homeowners were visited and given information about other housing options to try and determine what the most satisfactory course of action would be. The housing options given were advice on raising finance to fund the works required, such as through equity release, and the potential for moving into other properties or tenures.

Over the two-year programme 12no cases benefited from this different type of approach, which involved intensive work exploring the various options. The average cost of works required on these properties was over £20,000 and 7no of them were lacking an inside toilet. These 12no cases were considered separately. In two exceptional cases the Director of Housing used delegated authority to allow renovation grants to be offered.

### **Case 1**

This case concerned a property that has a structural fault, which must be corrected before further work can be carried out. One of the parents has a disability and two of the children have serious health conditions. There is a lack of basic facilities. The kitchen has only one plug socket and the upstairs windows are falling out. The family needs adequate heating because of one of the children's disability. The case was referred to the Health Action Zone but although the family qualifies for help towards installing heating it cannot be carried out because of the structural faults. This property was not in a renewal area and therefore would not have qualified for a renovation grant in its own right.

### **Case 2**

This case is about a property without an inside toilet. The owner is a single person with learning difficulties and other health problems that are made worse by a lack of heating. This person's circumstances will be much improved when an inside toilet is installed. Other work needs to be carried out to bring the property up to a fit standard and make it possible to install the toilet. This property was also not in a current renewal area and therefore unable to qualify for a renovation grant.

## **2.6 Care and Repair**

Care and Repair Home Improvement Agency continue to operate in partnership with Leicester City Council in encouraging homeowners to maintain their properties. Over the two-year period Care and Repair have assisted 203 homeowners with Home Repair Assistance Grants. The average grant paid is £1,000. A joint protocol for operation has been agreed along with performance measures to monitor their outputs.

### **3.0 FUTURE PROGRAMME**

It can be argued that many parts of the private sector stock has been effectively sustained by local policy intervention enabling investment in improvement and repair of properties that otherwise would not have taken place. This is particularly true of the citywide pilot households that have tended to be occupied by members of ethnic minority groups and low income households including older persons. Over the years Government policy has encouraged home ownership at all levels. Lower income households have often taken this option as an alternative to renting without thinking ahead and preparing to meet the costs of repair and maintenance. For this reason as well as the lack of availability of grant aid and the difficulties many owners have in organising builders and finance to undertake the works, there is a need to continue to offer the citywide home maintenance service.

Work in the future will concentrate on giving advice and assistance to homeowners on how best to use the resources they have. There is still the need to encourage people to spend on key aspects such as maintaining the structure and for wind and weather proofing rather than cosmetic action.

Work in the coming months will concentrate on finance initiatives that encourage home maintenance. Some of the proposals will include:

- Research into local capacity for home improvement loans using equity release and other loans packages alongside home improvement grants
- A pilot savings scheme
- Partnership working with financial institutions giving home improvement loans to offer advice and assistance through the home improvement agency
- The development and launch of a financial advice pack to be offered to homeowners wishing to undertake repairs and maintenance.
- A feasibility into the possibility of organising a credit union to finance home maintenance
- Investigating low cost repayment loans
- Research into resources for older people to carry out home maintenance

### **4.0 SIGNIFICANT EXTERNAL DEVELOPMENTS**

#### **The Regulatory Reform Order**

The Government laid down before Parliament a proposal for a draft Regulatory Reform Order on 13 December under the Regulatory Reform Act 2001. This will now be subject to close scrutiny by the Deregulation and Regulatory Reform Committee in the Commons and the Delegated Powers and Regulatory Reform Committee in the Lords simultaneously. The Order will make a number of changes to the detailed provisions, which prescribe how local authorities can offer assistance to homeowners and others for the renovation of their properties. Renovation grants will no longer be available as they are currently. The new power would be subject to some constraints. Where authorities are considering giving loans or grants for home improvement they would be required to consider a person's ability to meet any required contribution or to repay the assistance. They would also be required to provide a written statement of the terms and conditions to which assistance is subject, and to ensure that a person to whom assistance is given has received advice or information about any financial obligations they are undertaking.

Leicester is currently discussing with other major cities on the Urban Renewal Officers Group about the major policy implications and the way forward. A further report will be submitted when details are known.



## **5.0 LINKS TO THE BUSINESS PLAN AND OTHER STRATEGIES**

The Renewal and Grants Service Business Plan has a number of objectives which the Citywide Home Maintenance Service helps to meet. These are:

### **To prevent and tackle unfitness and disrepair in low-income owner occupied households.**

This objective can be achieved by encouraging home owners to maintain and repair their own home by providing appropriate, timely, quality and cost effective advice and assistance. Also by providing an efficient and effective home improvement agency service.

### **To create a neighbourhood environment that encourages people to stay there.**

This objective can help to be achieved by improving home and area security through the Area Maintenance Officer Service.

The Renewal Strategy is linked to several key corporate and departmental strategies and plans. These are:

The Performance Plan 2000/2001 (pages 28 and 33)

The Community Plan – Diversity Action plan

Leicester's Housing Strategy 2000 – 2003

Housing Department Aims and Objectives

Annual Review of Leicester's Renewal Strategy Policies – reported to Housing Scrutiny Committee in August 2001

Home Energy Strategy

Empty Homes Strategy

Crime & Disorder Strategy

Better Care – Higher Standards Charter

Housing Aspects of Community Care – District Audit report

The Renewal and Grants Service has a target within the Diversity Action Plan to target advice and support within declared Renewal Areas to those on low incomes, people with disabilities and older people citywide in order to improve the private sector stock condition.

## **6.0 FINANCIAL, LEGAL AND OTHER IMPLICATIONS**

**6.1** The current capital programme for 2002/2003, approved on 28 January 2002, contains £400,000 for Home Repair Assistance Grants, which includes the citywide home maintenance strategy and Care and Repair. There is also an amount of £30,000 for citywide maintenance schemes. Funding is available from a number of sources for the Burglary Reduction schemes.

## **7.0 LEGAL IMPLICATIONS**

All grants are now discretionary, except mandatory disabled facilities grants. Whilst the policies adopted guide the use of these discretionary grants in general, all valid applications are considered on their individual circumstance and merit. In exceptional cases the Director of Housing has delegated authority to approve applications outside of the general policy.

The Council has the power to declare Renewal Areas and carry out certain works in them, and to provide the range of Housing Renewal Grants by virtue of the Housing Grants, Construction and Regeneration Act 1996.

The Council also has certain duties, which mainly relate to providing mandatory disabled facilities grants, dealing with unfit housing and an annual consideration of house conditions. Guidance is given in Circular 17/96 "Private Sector Renewal: a Strategic Approach".

Environmental Health Officers in Environment and Development take enforcement action when necessary. A separate report is presented on this valuable work towards improving housing conditions throughout the city.

## 8.0 Other Implications

OTHER IMPLICATIONS	YES/NO	Paragraph Within Supporting information	References
Equal Opportunities	<u>YES</u>	9	
Policy	NO		
Sustainable and Environmental	YES	10	
Crime and Disorder	YES	11	
Human Rights Act	NO		
Elderly/People on Low Income	YES	9	

## 9.0 EQUAL OPPORTUNITY IMPLICATIONS

The Renewal Strategy seeks to direct resources to the most vulnerable households in the City by giving access to a range of services which seek to improve the living conditions, health and wellbeing of the participating households. Discretionary renovation grants are targeted where houses are unfit.

The area strategy that has been followed has meant that services have been directed to areas where residents are generally disadvantaged with above average populations of older people and people on low incomes. They often also have above average populations of people of ethnic minority origins.

Property inspections carried out under the citywide Home Maintenance Service Grant follow a previously agreed programme. However any grant aid provided as a result is targeted specifically at low-income householders and older people.

Disabled Facilities grants are only available to help disabled people.

## 10.0 SUSTAINABLE AND ENVIRONMENTAL IMPLICATIONS

The Renewal Strategy seeks to improve, protect and maintain the physical environment by enabling homeowners to improve the fabric of their homes. The specifications and scheduling used in house renovation grants and on advice schedules seek to use environmentally friendly materials and processes. Energy Efficiency is a key element in specifications. The proposals in this report will increase the number of disabled people who are able to remain in their own homes.

In broad terms the work of the Renewal Strategy offers many “quality of life” improvements and provides for wider participation by residents in decision making and action.

### **11.0 CRIME AND DISORDER IMPLICATIONS**

In a renewal area it is possible for various schemes to be carried out that are intended to reduce crime and the fear of crime. In particular schemes have been carried out to improve security through improvements to back alleyways.

Renovation grant aided home improvements generally include home security items such as door and window locks. Residents who do not qualify for such grants will still be able to arrange for security devices to be installed by making use of the citywide ‘Handyperson’ service. Users of this service are required to pay for materials and labour, albeit at advantageous rates.

Victims of crime and of domestic violence can also be assisted through specific SRB funded projects.

### **12. DETAILS OF CONSULTATIONS**

Officers of and Environment & Development have been consulted in the preparation of this report.

### **13. LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 BACKGROUND PAPERS**

Housing Capital Programme 2001/2002 and 2002/2003. Report to Cabinet 28<sup>th</sup> January 2002.

Proposed declaration of St Saviours Non-Statutory Renewal Area. Report to Cabinet 11<sup>th</sup> March 2002.

Future Programme of Area Renewal – Declaration of Non-Statutory Renewal Areas. Report to Cabinet 15<sup>th</sup> January 2001.

Local Government & Housing Act 1989

Department of the Environment Circular 12/90

Housing Grants, Construction and Regeneration Act 1996.

Department of the Environment Circular 17/96

Renewal Strategy – Progress Report. Report of the Director of Housing to Housing Scrutiny Committee, August 2001

‘Annual Review of Leicester’s Renewal Strategy Policies’. Report Of the Director of Housing to Housing Committee, 7 March 2000.

‘Annual Review of Leicester’s Renewal Strategy Policies’. Report of the Director of Housing to Housing Committee, 6 January 1999.

‘Review of Renewal Strategy Policies’ - Report of the Director of Housing to Housing Committee, March 1997.

Background Files held by the Director of Housing.

‘Disabled Persons’ Adaptations – Case Monitoring Information Period April 2000 to September 2000, inclusive’. Report to Cabinet, 5<sup>th</sup> March 2001, also presented to Social Services and Personal Health Scrutiny Committee and Housing Scrutiny Committee.

‘Empty Homes Strategy – Annual Progress Report’. Report to Cabinet, 5<sup>th</sup> March 2001.

Leicester Home Energy Strategy. Report of the Director of Housing to Housing Scrutiny Committee, 18 October 2001.

Annual Report - Private Sector Housing Group. Report of the Director of Environment, Development and Commercial Services to Housing Scrutiny Committee, 18 October 2001.

## **14.0 HOUSING DEPARTMENT AIMS AND OBJECTIVES**

The Aim of the Housing Department is 'A decent home within the reach of every citizen of Leicester'. In particular the Renewal Strategy meets the key objectives of: Improve the condition of Leicester's housing stock and resolve unfitness in all sectors.

Encourage and enable owners to continue to maintain the private sector housing stock.

Reduce the number of empty and under-occupied homes in Leicester.

Enable all citizens of Leicester to find a home, which suits their needs.

Offer citizens housing choices and full mobility between tenures, locations and types of home.

Enable citizens of Leicester to stay in their homes as long as they continue to meet their needs.

Enable all citizens to have access to affordable warmth and healthy living environment.

Maximise home security in the private sector through advice and direct provision of locks and alarms, etc.

### **Officers to contact about this report -**

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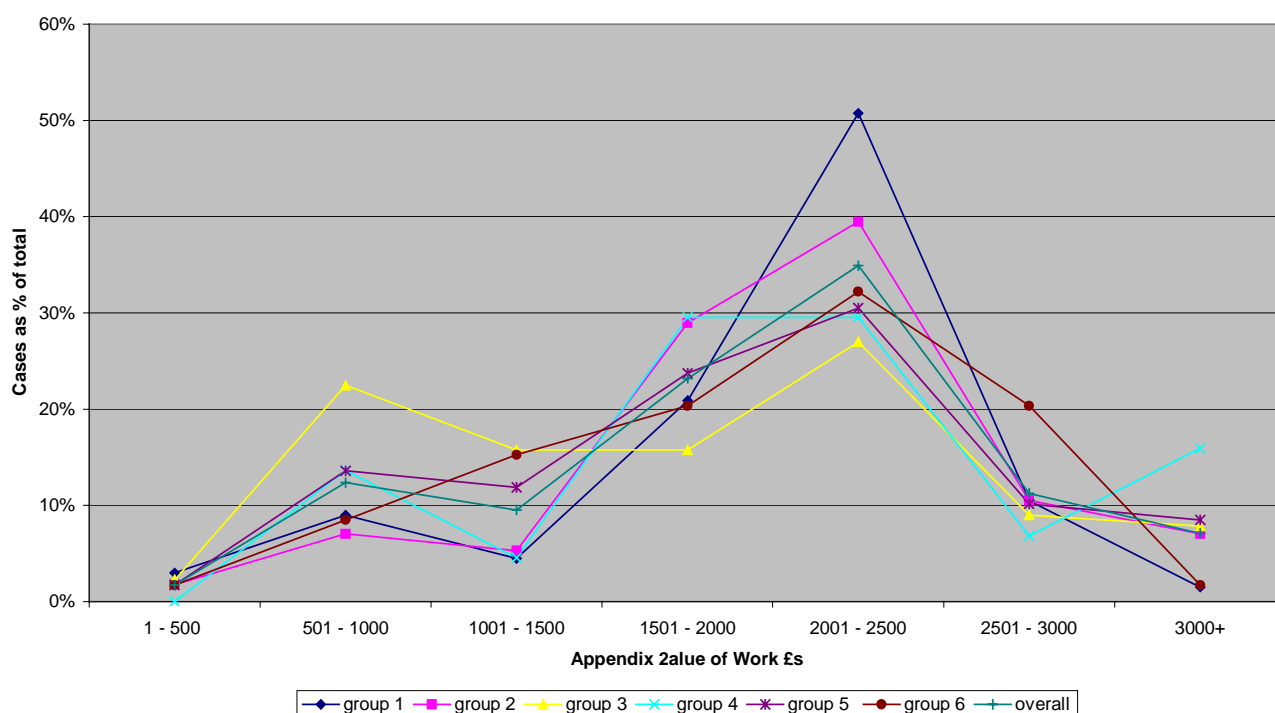
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3. Hospital discharges will be dealt with on receipt of referral.

## CWHMS advice, visits &amp; approvals from April 2000 – 14 January 2002

Group	Ward	Cat 1	Cat 2	Timescale	Outcome
1	Aylestone	18	11	April – June 2000	<b>51 Wind/Watertight cases approved</b> <b>130</b> Home Maintenance, Home Energy and Home Security, advice and assistance given <b>7</b> Referred to Area Maintenance Service
	Eyres Monsell	15	0		
	Rowley Fields	21	12		
	Saffron	19	9		
	<b>Group total</b>	<b>73</b>	<b>32</b>		
2	Castle	2	6	July – September 2000	<b>82 Wind/Watertight cases approved</b> <b>196</b> Home Maintenance, Home Energy and Home Security, advice and assistance given <b>0</b> Referred to Area Maintenance Service
	Crown Hills	47	17		
	East Knighton	2	1		
	West Knighton	6	9		
	Stoneygate	20	9		
		<b>Group total</b>	<b>77</b>		
3	Spinney Hill	155	12	October – December 2000	<b>75 Wind/Watertight cases approved</b> <b>167</b> Home Maintenance, Home Energy and Home Security, advice and assistance given <b>5</b> Referred to Area Maintenance Service
	Wycliffe	38	7		
		<b>Group total</b>	<b>193</b>		
4	Charnwood	48	6	January – March 2001	<b>49 Wind/Watertight cases approved</b> <b>152</b> Home Maintenance, Home Energy and Home Security, advice and assistance given 59 Cases awaiting a visit <b>0</b> Referred to Area Maintenance Service
	Coleman	23	1		
	Evington	9	1		
	Thurncourt	7	2		
		<b>Group Total</b>	<b>88</b>		
5	Humberstone	5	6	April – June 2001	<b>43 Wind/Watertight cases approved</b> <b>72</b> Home Maintenance, Home Energy and Home Security, advice and assistance given <b>2</b> Referred to Area Maintenance Service
	Rushey Mead	26	11		
	West Humberstone	12	17		
	<b>Group Total</b>	<b>43</b>	<b>34</b>		
6	Abbey	28	3	July – September 2001	<b>43 Wind/Watertight cases approved</b> <b>126</b> Home Maintenance, Home Energy and Home Security, advice and assistance given <b>6</b> Referred to Area Maintenance Service
	Belgrave	30	4		
	Latimer	38	4		
	<b>Group Total</b>	<b>96</b>	<b>11</b>		
7	St Augustine's	10	1	October – December 2001	<b>31 Wind/Watertight cases approved</b> <b>9</b> awaiting approval for Home Repairs Assistance Grants <b>100</b> Home Maintenance, Home Energy and Home Security, advice and assistance given <b>17</b> Awaiting Home Maintenance, Home Energy and Home Security, advice and assistance given <b>5</b> Referred to Area Maintenance Service
	Westcotes	17	2		
	Western Park	7	2		
	<b>Group Total</b>	<b>34</b>	<b>5</b>		
8	Beaumont Leys	8	4	January – March 2002	<b>26</b> Home Maintenance, Home Energy and Home Security, advice and assistance given <b>59</b> Awaiting Home Maintenance, Home Energy and Home Security, advice and assistance given
	Mowmacre	3	3		
	New Parks	12	6		
	North Braunstone	5	11		
	<b>Group Total</b>	<b>28</b>	<b>24</b>		
	<b>Sub group total</b>	<b>632</b>	<b>177</b>		
Total waiting list as at February 02		<b>809</b>			

## Value of Grant Assisted Home Maintenance Work Undertaken



## Appendix 4

**THE CITYWIDE AREA MAINTENANCE OFFICER SERVICE SECURITY  
PROJECT OUTPUTS 2000/2002**

PROJECT	TARGET	OUTPUT
SRB 2 – BANISH	810	761
SRB 4 – BELGRAVE	500	528
SRB 5 – BEAUMONT LEYS	1000	1018
SRB 4 -BRAUNSTONE	502	659
SAFFRON	360	326
CRASH	780	817
POLICE- HINCKLEY ROAD	477	513
POLICE- ASFORDBY STREET	Respond to need	378
DOMESTIC VIOLENCE	Respond to need	28
KEYSAFES	Respond to requests	82
Home Maintenance referrals	Respond to need	297
<b>TOTAL</b>	<b>4429</b>	<b>5407</b>

## HOME REPAIR ASSISTANCE GRANTS

These grants are made available in support of the citywide Home Maintenance Strategy but also to fund a few adaptations in some specific cases. Within the citywide Home Maintenance Strategy there is a difference between applicants being assisted to install missing inside WCs and applicants for other eligible work.

The former £2,000 limit per application has been increased to £5,000 by the Secretary of State and the general discretionary policy has been amended to adopt this in part only so as to ensure service users in both years of the two-year programme were treated equally. This change was effected under delegated authority. The table below sets out the amended criteria.

Scheme	Qualifying person	Contribution	Grant amount	Other restrictions
<b>citywide Home Maintenance Strategy</b>				
'Wind & Watertight'	Older people, (over 60), so long as they are not in full-time work or have savings over £5,000. Anyone under 60 in receipt of one of the specified means tested benefits.	£50 contribution required towards the costs in all cases, except for people receiving income support.	Maximum grant restricted to the former legal limit of £2,000. 2no simultaneous grants can be considered for separate works. Maximum of £4,000 in grant in any three year period. Minimum grant of £200 exc. VAT and fees.	Property must be a house or bungalow in Council Tax bands A-C
Urban Management Areas	as above	as above	as above	as above
Care & Repair clients	as above	as above	as above	as above
Inside WCs	Any qualifying homeowner who has owned and lived in a house without an inside WC for at least three years.	No contribution required.	Maximum grant £5,000.	No restriction
<b>'disabled facilities grant'</b>				
Adaptations	Anyone who would otherwise qualify for a mandatory DFG	DFG means test to be applied for calculation of contribution.	Maximum grant £5,000.	No restriction



**SERVICE SUMMARY FOR LOW INCOME OWNER OCCUPIERS.**

<b>Service provided</b>	<b>No of households benefiting</b>
Home Maintenance advice and inspection	1018
Wind / Watertight Scheme ( Home Repair Grant)	374
Handyperson Service	297
Burglary Reduction Schemes	5110
Housing Options for owner occupiers	12
Care and Repair	203
<b>TOTAL</b>	<b>7014</b>