



Leicester  
City Council

## **MEETING OF THE HOUSING SCRUTINY COMMISSION**

**DATE: MONDAY, 14 AUGUST 2017**

**TIME: 5:30 pm**

**PLACE: Meeting Room G.01, Ground Floor, City Hall, 115 Charles Street, Leicester, LE1 1FZ**

### **Members of the Scrutiny Commission**

Councillor Cank (Chair)

Councillor Alfonso (Vice Chair)

Councillors Aqbany, Byrne, Dawood, Halford and Hunter  
1 Un-allocated Non-Group Place

Members of the Scrutiny Commission are invited to attend the above meeting to consider the items of business listed overleaf.

For Monitoring Officer

#### **Officer contacts:**

**Angie Smith (Democratic Support Officer):**

Tel: 0116 454 6354, e-mail: [Angie.Smith@leicester.gov.uk](mailto:Angie.Smith@leicester.gov.uk)

**Jerry Connolly (Scrutiny Support Officer):**

Tel: 0116 454 6343, e-mail: [Jerry.Connolly@leicester.gov.uk](mailto:Jerry.Connolly@leicester.gov.uk)  
Leicester City Council, City Hall, 115 Charles Street, Leicester, LE1 1FZ

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- ✓ to ensure that the sound on any device is fully muted and intrusive lighting avoided;
- ✓ where filming, to only focus on those people actively participating in the meeting;
- ✓ where filming, to (via the Chair of the meeting) ensure that those present are aware that they may be filmed and respect any requests to not be filmed.

### Further information

If you have any queries about any of the above or the business to be discussed, please contact Angie Smith, **Democratic Support on (0116) 454 6354** or email [Angie.Smith@leicester.gov.uk](mailto:Angie.Smith@leicester.gov.uk) or call in at City Hall, 115 Charles Street.

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# **PUBLIC SESSION**

## **AGENDA**

### **FIRE/EMERGENCY EVACUATION**

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#### **1. APOLOGIES FOR ABSENCE**

#### **2. DECLARATIONS OF INTEREST**

Members are asked to declare any interests they may have in the business to be discussed.

#### **3. MINUTES OF THE PREVIOUS MEETING**

The minutes of the meeting of the Housing Scrutiny Commission have been circulated, and Members will be asked to confirm them as a correct record.

#### **4. PETITIONS**

The Monitoring Officer to report on the receipt of any petitions received in accordance with Council procedures.

#### **5. QUESTIONS, REPRESENTATIONS OR STATEMENTS OF CASE**

The Monitoring Officer to report on the receipt of any questions, representations or statements of case received in accordance with Council procedures.

#### **6. FEEDBACK FROM VOIDS TASK GROUP REPORT [Appendix A](#)**

The Director of Housing submits a departmental response to the Housing Scrutiny Voids Task Group, to be presented by the Head of Service.

#### **7. REVIEW OF THE HOUSING REGISTER AND ALLOCATIONS POLICY / WHO GETS SOCIAL HOUSING? [Appendix B](#)**

Presentations on the review of the Housing Register and Allocations Policy, and who may have access to social housing.

**8. PROGRESS REPORT FOR THE UNDER OCCUPATION PROJECT**

**Appendix C**

The Director of Housing submits a report to the Housing Scrutiny Commission on progress against objectives set out in a pilot to tackle under-occupation and overcrowding in Leicester City Council tenancies, and offers options for the next steps in the initiative.

**9. RESPONSIVE HOUSING REPAIRS UPDATE REPORT** **Appendix D**

The Director of Housing submits an update report to the Housing Scrutiny Commission on the Division's performance on the completion of responsive repairs to council properties, and an update on the implementation of service changes previously reported to the Commission and agreed by the Executive in February 2016.

**10. TENANTS' AND LEASEHOLDERS' FORUM - MEETING NOTES**

**Appendix E**

The Scrutiny Policy Officer submits for noting the Tenants' and Leaseholders' Forum Meeting Notes from 30<sup>th</sup> March 2017.

**11. WORK PROGRAMME**

**Appendix F**

Members of the Commission will be asked to consider the work programme and make suggestions for additional items as it considers necessary.

**12. ANY OTHER URGENT BUSINESS**

**Housing Scrutiny Voids Task Group recommendations update report.**

	Recommendation	Update
1.1	Where possible, asbestos should be made safe in situ; where a home awaits asbestos removal, project management should address more recently-void homes with fewer problems to get them back into use more quickly	Asbestos is identified at void inspection stage via information on Northgate plus a visual inspection. If present and testing has not previously been carried out, a test is requested. If no asbestos is present it follows the void journey. If there is asbestos present, dependant on the type, location and extent of works being carried out it may be possible to work around it or it may require removal. Licenced and non-licenced removal is carried out by contractors except for the removal of asbestos containing floor tiles, which are removed by voids operatives using the appropriate method statement. Enabling works to gain access to asbestos are carried out by voids where needed to assist with any contractors work. The process has been amended to ensure that no void moves forward in the void journey until the asbestos has been addressed and the Void Technician is responsible for chasing the removal works to ensure timely return of the void for void works.
1.2	When a void is made available for rent as much information as possible should be made available to those being offered a tenancy. There should be a <b>more limited number of offers to those seeking a home</b> , and a <b>shorter time limit on deciding whether to accept a housing offer.</b>	<p><b>1. Property Information</b> All properties are advertised with the following information:</p> <ul style="list-style-type: none"> <li>• External Photograph</li> <li>• Address of Property- street name only</li> <li>• Property Size</li> <li>• Property Type</li> <li>• Whether adapted or not</li> <li>• Weekly rent</li> <li>• Landlord</li> <li>• Area</li> <li>• Sub Area - ie estate</li> <li>• Maximum Occupancy</li> <li>• Heating Type</li> <li>• If it has a garden</li> <li>• Age restrictions (if applicable)</li> </ul>

1

Housing Scrutiny Voids Task Group recommendations update report.

2

		<ul style="list-style-type: none"><li>• Pet bans (If applicable)</li><li>• Lift (if applicable)</li><li>• Void reference number</li></ul> <p>If a property has specific facilities these are detailed in an additional text box ie., type of adaptations.</p> <p>Symbols and Icons are used to aid advert descriptions and are used to detail the property type, bed size, heating type, garden, lift and pets etc.</p> <p>All properties are displayed and can be searched for by bed size or property type and by area.</p> <p>There is a link to google maps.</p> <p>The offer letter advises applicants to visit the area and view the property from the outside.</p> <p>Local information about the areas is handed out at the first visit.</p> <p>The web site and offer letter advise that <i>'there is an expectation that if you are offered a property you will accept the offer. Be sure about the property and the area you choose - detailed information on the property can be found by clicking on the photograph of the properties being advertised, or by clicking on the view details on the right hand side of the screen'</i></p> <p>An area for new tenants information on the LCC Housing pages is currently being considered as a part of the channel shift agenda.</p> <p><b>2. Number of Offers</b></p> <p>There is a 3 offer policy. Applicants are reminded at every refusal of the policy and that after their 3<sup>rd</sup> offer they will be suspended from the</p>
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**Housing Scrutiny Voids Task Group recommendations update report.**

3

		<p>housing register for 12 months. If the number of offers requires to be reduced this is a policy decision that would require full consultation and would require HOS involvement as the keeper of the policy. Currently over 70% of properties are accepted on first offer.</p> <p><b>3. Timescale to accept an offer</b>          Timescales for accepting an offer vary depending on whether the property is ready to let or whether the property is still tenanted and in the notice period. 3 postal days are normal see point 1.9 below. Those RTL are treated as a priority and responses are required within 24 hours. The officer is generally making the offer by phone at this point which is followed up by a written offer. In June 2017 the RTL to occupation timescales showed 85% let within 10 days or less and an average RTL to occupation of 6.5 days. This is partly due to the additional resource put in place.</p>
1.3	<p>Debts for damage and vandalism should be strongly pursued by the department, and that neighbourhood housing officers (NHOs) should routinely inspect homes to ensure structural and other standards are maintained by tenants in the council's homes</p>	<p>All rechargeable items are identified at void stage and former tenants are invoiced for works required. These debts are pursued by Income Collection.          Current tenants are invoiced for recharges whilst in a tenancy and Income collection pursue in same way.</p>
1.4	<p>The Task Group commends the work, positive attitude and significant contributions from the apprentices working on voids repairs. It urges the department, and corporately the council, to continue to offer apprenticeships in the department's technical repairs and maintenance teams.</p>	<p>The apprenticeship scheme is currently being reviewed by HTT to inform and formulate the future requirements of the service.</p>
1.5	<p>The stores reorganisation programme should not compromise the service provided to tenants by the council. In particular members are concerned that, if parts of the service are outsourced, contractors' systems are aligned with the requirements of tenants and housing, maintenance and repairs staff.</p>	<p>Voids have been included in the meetings that have prepared the tender documents for outsourcing the stores. The materials supply requirements of voids have been made clear in terms of availability, specific products and price. We would expect the new managed service to meet those requirements.          Waste collection services may or may not be carried out by the new</p>

**Housing Scrutiny Voids Task Group recommendations update report.**

4

		managed service. This is an area for negotiation, however voids has a Driver labourer resource that can fulfil this service.
1.6	A letting standard shall be agreed for tenants coming into a new council home following full consultation with the tenants and leaseholders forum. Technical and estate management staff will work to that standard – and it will be observed and respected by existing tenants. Tenants will report repairs promptly and provide appropriate access to maintenance and repair staff as required by the tenancy agreement	A new letting standard was consulted and agreed on in 2016. This was implemented from May 2017 and staff are working to this standard. A new tenant’s version will be published on the Apply for Housing Web pages for applicants to view shortly. The Conditions of Tenancy state that tenants should report repairs promptly and allow access to operatives and/or contractors to carry out works.
1.7	The existing decoration allowance scheme for new tenants should be reviewed, with the option of a paint pack scheme which has lower administration costs being considered when the current scheme contract ends. Decoration work should be inspected by estate management officers three months after the tenancy begins. Tenants should be made fully aware of their responsibilities (and rights) through a form of handbook or on tenancy agreements	The existing decoration allowance scheme is administered through a contract that ends in March 2018. We are currently doing a pilot using paint pack schemes from two companies. The outcome including tenant’s feedback will inform the imminent tendering process for the new contract that will run from April 2018.  New tenants are made aware of the CoT at sign up and this is reinforced at the first visit carried out within 6 weeks of the new tenancy commencing. It is at this stage that it can be established if any decorating has been carried out.
1.8	At least three sets of keys be available for access to voids to reduce delays caused by different teams or individuals accessing a home then failing to return the existing individual key.	This happens already and keys are split where required.
1.9	The allocations scheme should be reviewed with the aim of increasing the speed of delivery of decisions on whether to take an offer for a vacancy. This should include reducing the number of offers available to a potential tenant or considering another system of allocation entirely. There should be an analysis of why offers are rejected – in particular why a major reason for rejection of an offer (35% of rejections) cited the offer being in the wrong area	The current process is that all offers of void accommodation made have a response deadline of 3 postal days. Applicants are expected to telephone or e-mail the Property Lettings Team within that time. If there is no response from the applicant, an officer will attempt to contact the applicant by phone or e-mail to find out if they are interested in the offer of accommodation. If there is still no response, the offer will be refused on our system and the application is cancelled. Applicants are notified of this process in their offer letter. There have been instances whereby the applicants have not been chased for a response after the 3 postal days. This was due to a lack of resources within the team. This has been addressed.



**Housing Scrutiny Voids Task Group recommendations update report.**

5

		<p>Where a property is ready at the point of offer, offers will be made both verbally and in writing. If applicants fail to attend their viewing appointment, an officer will attempt to contact them by phone. If there is still no response, the offer will be refused on our system and the application cancelled. Applicants are notified of this process in their offer letter.</p> <p>We do analyse why people refuse offers but it is very difficult to improve the refusal rate because applicants are always expecting their next offer to be better than the one before, this is a result of the 3 offer policy.</p>
1.10	The current policy that tenancies can only start on a Monday should be reviewed. A pilot three month scheme with new tenancies could assess the advantages and problems of changing the policy.	The introduction on daily tenancies is something that we are working towards but we cannot do a pilot because our systems are not set up to do this. Daily tenancies will impact on many areas such has Housing Benefit, income management and rent accounts. This would be a major change and requires significant system changes.
1.11	Mobile data recording handsets should be available for voids operatives and repairs teams to improve the accuracy of data capture and reduce the number of data inputs required currently from at least three to just one	Mobile working for void operatives is within the Housing System user Group programme of works.
1.12	The council should establish a city-wide energy performance standard in its council stock. This would help the council meet its carbon reduction targets and also mean energy costs would be more affordable for people who are in greatest financial need.	We aim to ensure that all our properties have an EPC rating of C. the HRA Capital Programme is designed to have a positive impact on the energy efficiency of our houses. We will be externally insulating more homes this year, filling difficult to treat lofts and installing 1400 energy efficient boilers.
1.13	Short term and medium-term benchmarks for filling voids should be set and a project plan developed to achieve those objectives. The immediate target should be 45 days with a two year target to achieving a 28-day turn-round. Information on the project plan and annual updates on progress on voids reduction should come to the Housing Scrutiny Commission	In the 7 months prior to when the new structure came into force on 31 <sup>st</sup> October 2017, routine voids took an average of 58 days from termination of tenancy to when a new tenancy commences. Since then we have achieved an average of 47.2 days. A number of initiatives have contributed towards this and further work is underway to further improve re-let times.

**Housing Scrutiny Voids Task Group recommendations update report.**

1.14	A separate Housing Scrutiny Commission should review the procurement, cost and effectiveness of the Northgate housing department software systems, including the way in which it relates to other relevant council IT systems	Not for VPLS.
1.15	The Department is requested respond to the recommendations within three months of the report's approval by the Overview Select Committee.	noted
1.16	The responses and actions referenced in 1.16 be reported to a future meeting of the Housing Scrutiny Commission	noted

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# Review of the Housing Register & Housing Allocations Policy

Kanwaljit Basra

# Implementation

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- Implementation – 6/7 July 2017

- ∞ • Letters to all applicants affected by the change – 20<sup>th</sup> July 2017.

# Removal of Applicants from the Housing Register with No Housing Need (Band 5)

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- 6 • Already stopped accepting new applications from people who were considered to be adequately housed in May 2014
- Manage customer expectations
- Reduce administrative burden

# Removal of Applicants from the Housing Register with Low Housing Need (Band 4)

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- Applicants who were considered to be in low housing need with no prospect of an offer
- Applicants requesting 1 bed sheltered housing moved to a higher Band 3 priority

10



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# Owner-Occupiers

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- Existing applicants on the Housing Register who are home owners removed from the register unless there are extenuating circumstances

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# Limit Qualifying Income Threshold to Join the Housing Register

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- Maximum income threshold to join the Housing Register reduced to £31k p.a. (Families)

12



# Reconfiguration of the Overcrowding Banding Priorities

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- Differentiated between tenants and non-tenants
- Amended age rule for families living in 1 bed accommodation

13

# Insanitary or Unsatisfactory Housing

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- Addition of a new Band 2 priority for people who are living in insanitary or unreasonable housing

14

# Adopted the Government's Bedroom Standard

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- A separate bedroom is allocated to:
  - Each married or cohabiting couple or single parent
  - Any other person aged 21 years or more
  - Each pair of children of either sex under 10 years
  - **Each pair of people of the same sex aged under 21 years.**
  - Any person who cannot be paired

# Choice of Accommodation

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- Households are able to choose to apply for accommodation with one less bedroom than they are eligible for
- Families with 1 child aged 2 years and under are able to choose to apply for 1 and 2 bedroom accommodation

16

# Inactive Applications

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- Applicants who have not bid or had any activity on their application in the last 6 months will be cancelled
- Exceptions will be applicants who require adapted or large accommodation

17

# Banding Changes

18

	Total
<b>BAND 1</b>	<b>759</b>
Harassment	30
Management Case	22
High Medical	276
Under-occupation	409
Young Person Leaving Care	22
<b>BAND 2</b>	<b>3286</b>
Care Package ASC	46
Insecure Accommodation	424
Leaving Armed Forces	12
Leaving Residential Care	32
Medium Medical	400
Overcrowding Fam in 1 Bed	843
Severe Overcrowding	1044
Statutory Homeless	32
Temporary Accommodation	360
Under-occupation	93
<b>BAND 3</b>	<b>3407</b>
Adult Leaving Care	8
Care & Support	10
Overcrowding	3384
Workplace Move	5
<b>BAND 4</b>	<b>2489</b>
<b>BAND 5</b>	<b>2166</b>
<b>Grand Total</b>	<b>12107</b>

	Total
<b>BAND 1</b>	<b>746</b>
Harassment	30
Management Case	22
High Medical	269
Priority Under-occupation	402
Young Person Leaving Care	23
<b>BAND 2</b>	<b>2196</b>
Care Package ASC	45
Insecure Accommodation	421
Leaving Armed Forces	12
Leaving Residential Care	27
Medium Medical	404
Overcrowding Fam in 1 Bed	490
Severe Overcrowding	309
Statutory Homeless	32
Temporary Accommodation	348
Under-occupation	108
<b>BAND 3</b>	<b>4689</b>
Adult Leaving Care	8
Care & Support	10
Overcrowding (Non-Tenants)	2244
Overcrowding (Tenants)	1988
Workplace Move	4
Sheltered Housing	433
<b>Grand Total</b>	<b>7631</b>



# What Happens Next?

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## External Communication

- Website set up to give information about the Policy Changes.
- 20 • Approx. 8000 letters being sent to affected.
- Customer Services Line IVR amended to point people towards online info where possible.
- Online appeal form for those wishing to request a review of changes made to app.



# Thank You

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Any Questions?





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# Who Gets Social Housing?

Kanwaljit Basra

# Housing Register

## as at 01/04/2017

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	6 Bed	7 Bed	8 Bed	9 Bed	Total
<b>BAND 1</b>	<b>487</b>	<b>94</b>	<b>98</b>	<b>26</b>	<b>15</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>721</b>
Harassment	9	10	6	1	-	-	-	-	-	26
Management Case	13	4	3	1	-	-	-	-	-	21
High Medical	77	72	69	24	15	1	-	-	-	258
Under-occupation	372	7	20	-	-	-	-	-	-	399
Young Person Leaving Care	16	1	-	-	-	-	-	-	-	17
<b>BAND 2</b>	<b>515</b>	<b>1459</b>	<b>379</b>	<b>301</b>	<b>254</b>	<b>77</b>	<b>14</b>	<b>6</b>	<b>2</b>	<b>3007</b>
Care Package ASC	29	1	-	-	-	-	-	-	-	30
Insecure Accommodation	37	248	73	26	13	1	1	-	-	399
Leaving Armed Forces	4	7	-	-	-	-	-	-	-	11
Leaving Residential Care	27	-	-	-	-	-	-	-	-	27
Medium Medical	146	76	78	40	8	2	-	-	-	350
Overcrowding Families in 1 Bed	-	659	71	17	2	-	-	-	-	749
Severe Overcrowding	-	300	139	210	228	74	13	5	2	971
Statutory Homeless	2	24	7	3	2	-	-	1	-	39
Temporary Accommodation	270	53	11	5	1	-	-	-	-	340
Under-occupation	-	91	-	-	-	-	-	-	-	91
<b>BAND 3</b>	<b>796</b>	<b>812</b>	<b>1018</b>	<b>387</b>	<b>34</b>	<b>10</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>3059</b>
Adult Leaving Care	3	2	3	-	-	-	-	-	-	8
Care & Support Medical	6	1	-	1	-	-	-	-	-	8
Overcrowding	784	808	1015	386	34	10	2	-	-	3039
Workplace Move	2	1	-	-	-	-	-	-	-	3
Sharing Facilities	1	-	-	-	-	-	-	-	-	1
<b>BAND 4</b>	<b>2145</b>	<b>191</b>	<b>25</b>	<b>3</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2364</b>
<b>BAND 5</b>	<b>967</b>	<b>885</b>	<b>368</b>	<b>26</b>	<b>5</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2252</b>
<b>Grand Total</b>	<b>4910</b>	<b>3441</b>	<b>1888</b>	<b>743</b>	<b>308</b>	<b>89</b>	<b>16</b>	<b>6</b>	<b>2</b>	<b>11403</b>

24



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# Lettings by Band 2016 - 2017

	1 Bed	2 Beds	3 Beds	4 Beds	5 Beds	6 Beds	TOTAL
<b>BAND 1</b>	<b>184</b>	<b>57</b>	<b>47</b>	<b>7</b>	<b>2</b>	<b>1</b>	<b>298</b>
Compulsory Homeloss	1	-	-	-	-	-	1
Harassment	17	25	12	5	-	-	59
High Medical	43	22	13	1	1	1	81
Management Case	20	4	13	-	1	-	38
Referred Case	-	1	3	1	-	-	5
Under-occupation	67	1	5	-	-	-	73
Wheelchair Property Not Needed	-	-	1	-	-	-	1
Young Person Leaving Care	36	4	-	-	-	-	40
<b>BAND 2</b>	<b>426</b>	<b>323</b>	<b>262</b>	<b>24</b>	<b>2</b>		<b>1037</b>
Care Package	8	-	-	-	-	-	8
Insecure Accommodation	56	72	81	-	1	-	210
Leaving Armed Forces	-	-	2	-	-	-	2
Leaving Residential Care	15	-	-	-	-	-	15
Medium Medical	64	12	31	2	-	-	109
Overcrowded Families in 1 Bed	4	117	43	2	-	-	166
Severe Overcrowding	6	64	60	19	1	-	150
Statutory Homeless	5	36	41	1	-	-	83
Temporary Accommodation	268	14	4	-	-	-	286
Under-occupation	-	8	-	-	-	-	8
<b>BAND 3</b>	<b>103</b>	<b>3</b>	<b>3</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>109</b>
Care & Support Medical	1	-	-	-	-	-	1
Overcrowding	102	3	3	-	-	-	108
<b>BAND 4</b>	<b>60</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>60</b>
Over 50yr 1 Bed Sheltered Accommodation	17	-	-	-	-	-	17
Emotional Care & Support	3	-	-	-	-	-	3
Sharing Facilities	40	-	-	-	-	-	40
<b>TOTAL</b>	<b>773</b>	<b>383</b>	<b>314</b>	<b>31</b>	<b>4</b>	<b>1</b>	<b>1504</b>

# Lettings by Property Type 2016 - 2017

	1 Bed	2 Beds	3 Beds	4 Beds	5 Beds	6 Beds	TOTAL
<b>Wheelchair Accessible</b>	<b>8</b>	<b>8</b>	<b>6</b>				<b>22</b>
Bungalow	1	1	1				3
Flat	1	2					3
House	1	5	5				11
Sheltered Flat	5						5
<b>Level Access Shower</b>	<b>78</b>	<b>21</b>	<b>15</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>118</b>
Bungalow	60	6					66
Flat	13	5					18
House		9	15	2	1	1	28
Maisonette		1					1
Sheltered Bedsit	3						3
Sheltered Flat	2						2
<b>General Needs</b>	<b>674</b>	<b>349</b>	<b>290</b>	<b>29</b>	<b>3</b>		<b>1345</b>
Bedsit	53						53
Bungalow	103	4					107
Flat	464	125		1			590
House	4	183	286	28	3		504
Maisonette		37	4				41
Sheltered Bedsit	33						33
Sheltered Flat	17						17
<b>Ground Floor or With Lift</b>	<b>13</b>	<b>5</b>	<b>1</b>				<b>19</b>
Bungalow	4	2					6
Flat	8	1					9
House		1	1				2
Sheltered Flat	1	1					2
<b>TOTAL</b>	<b>773</b>	<b>383</b>	<b>312</b>	<b>31</b>	<b>4</b>	<b>1</b>	<b>1504</b>

26



Leicester  
City Council

# Average Rehousing Waiting Times (Months)

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	6(+) Bed
<b>BAND 1</b>	3	2	4	4	3	-
<b>BAND 2</b>	5	18	11	39	-	-
<b>BAND 3</b>	8	44	21	-	-	-
<b>BAND 4</b>	8	-	-	-	-	-
<b>BAND 5</b>	-	-	-	-	-	-

27

# Lettings by Landlord 2016 - 2017

	1 Bed	2 Beds	3 Beds	4 Beds	5 Beds	6 Beds	TOTAL	
Asra	31	24	5	1			61	14%
Derwent Living	1	1					2	1%
EMH Homes	21	51	30	6			108	26%
Friendship Care & Housing				1			1	1%
Hanover Housing	7	1					8	2%
HomeCome	8	3	10	3	1		25	6%
Leicester City Council	618	214	235	16	3	1	1087	
Leicester Coops	3	11					14	3%
Metropolitan		8					8	2%
Midland Heart	29	13	3				45	11%
Nottingham Community	3	25	10	3			41	10%
Riverside Midlands	6	21	15	1			43	10%
Stonewater	4						4	1%
Tuntum Housing		3	1				4	1%
Waterloo Housing Group	42	9	2				53	13%
<b>TOTAL</b>	<b>773</b>	<b>384</b>	<b>311</b>	<b>31</b>	<b>4</b>	<b>1</b>	<b>1504</b>	

28



# Thank You

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Any Questions?





# Appendix C

## **Assistant Mayor Briefing**

31<sup>st</sup> July 2017

## **Housing Scrutiny Commission**

14<sup>th</sup> August 2017

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**Progress report for the Under-occupation Project**

Assistant Mayor for Housing: Cllr Andy Connelly

Lead Director: Chris Burgin

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- Ward(s) affected: ALL
- Report authors: Justin Haywood, Business Change Manager, ext. 37-1712
- Head of Service: Caroline Carpendale, ext. 37-1701
- Report version number: V1

## 1. Summary

- 1.1. To update the Assistant Mayor for Housing and Scrutiny Members of Leicester City Council's progress against objectives set out in a pilot to tackle under-occupation and overcrowding within LCC tenancies.
- 1.2. The report sets out the progress made to date, and makes recommendations to Members for the next steps in the initiative.

## 2. Context/Background

- 1.3. A report was presented to Housing Scrutiny Commission on 20<sup>th</sup> March 2017, outlining a plan to pilot use of the HomeSwapper product as an effective tool to tackle under-occupation and overcrowding in LCC tenancies.
- 1.4. The HomeSwapper product is a website for tenants to use to find a mutual exchange. (a mutual exchange is a legal swap of properties between two or more parties). Leicester City Council currently pay £11,000 annually for all council tenants to be able to have free access to this service.
- 1.5. A target group was established for the pilot, consisting of all under-occupying or over-crowded LCC tenants who had expressed, by joining the Housing Register, a wish to move home.
- 1.6. The objectives that were set were as follows:
  - Increasing the amount of LCC tenants using the HomeSwapper service, thus enriching the user base and widening the options available to users;
  - Improving the ratio of under-occupied : over-crowded tenants on HomeSwapper, thus addressing a current imbalance and improving the maximum potential of user matches;
  - Use existing HomeSwapper functionality to 'suggest' swaps to registered users, thus improving the service offered by the product and ease of use; and,
  - Increasing the number of housing resolutions achieved through mutual exchanges.
- 1.7. Scrutiny Members were in favour of the approach and requested a progress update at a later date.

### 3. Progress against objectives

#### 3.1. Increasing the amount of LCC tenants using the HomeSwapper service, by completing a registration drive

3.1.1. A registration drive was completed in three phases:

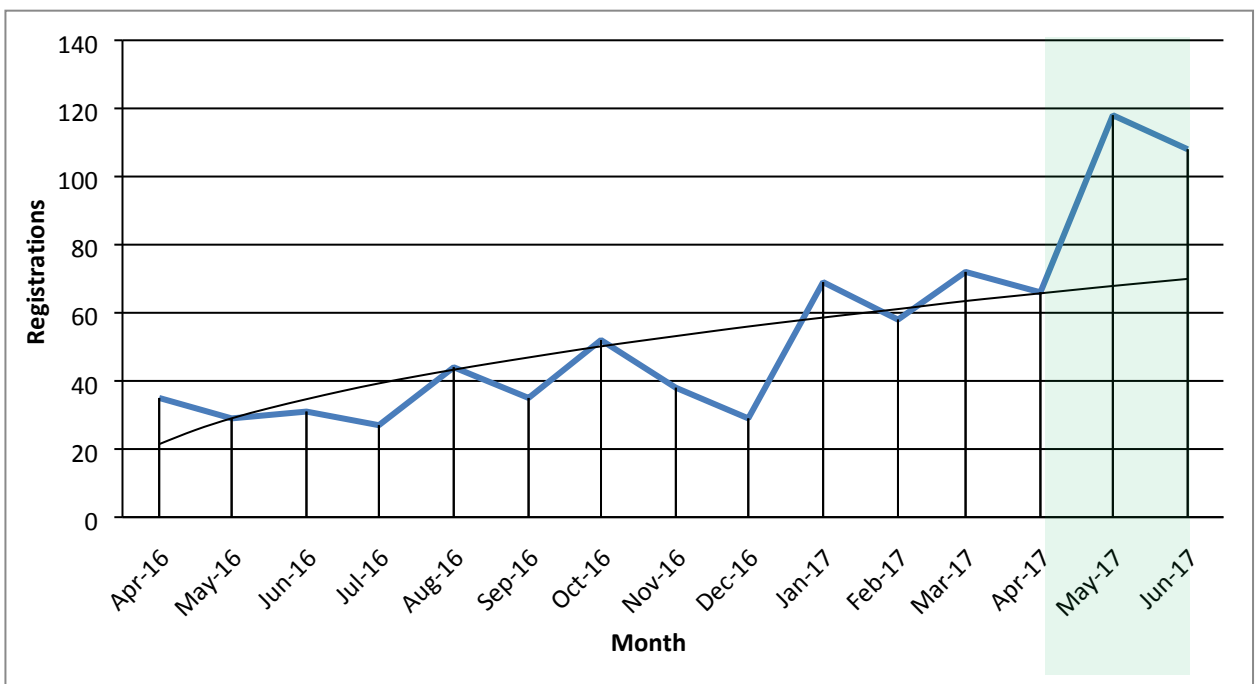
- In April approx. 300 letters were sent to all under-occupying LCC tenants on the Housing Register.
- In May approx. 300 letters were sent to overcrowded LCC tenants on the Housing Register.
- In July approx. 300 letters were sent to the remaining overcrowded LCC tenants on the Housing Register.

3.1.2. Each of these mailings was followed up by a round of telephone calls to increase the chances of engagement and offer advice and support to those who needed it. The final mailshot was sent very recently and the follow-up calls are currently under way.

3.1.3. During the May/June period there have been 226 registrations, compared to just 60 in the May/June period last year. This is a 277% increase.

3.1.4. 124 of those 226 HomeSwapper registrations (more than half) were as a direct result of this registration drive. This is expected to rise further as the third mailshot and associated telephone calls are completed.

3.1.5. The chart below shows that the registrations on HomeSwapper have been naturally increasing at a slow rate and the green section highlights the registration drive period in which we can see a spike.



3.1.6. For a detailed breakdown of the registration drive, please see Appendix A.

### 3.2. Improving the ratio of Under-occupied / Over-crowded Tenants on HomeSwapper, by completing a registration drive

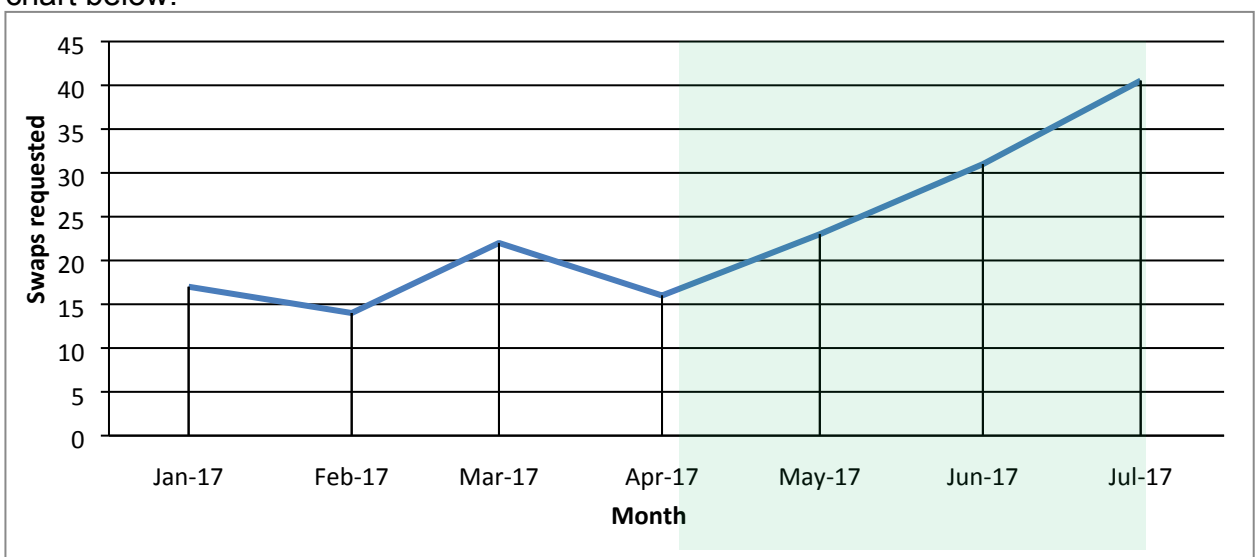
- 3.2.1. Research prior to this project indicated that there was a 1:19 (5% to 95%) ratio of under-occupied LCC tenants to overcrowded LCC tenants in the 'Serious about swapping' group.
- 3.2.2. Maximum potential swaps will always be limited to the number of users in the smaller of the two groups. We therefore wanted to improve the balance.
- 3.2.3. The registration drive resulted in 124 additional registrations, 23 of which are under-occupiers. This is a ratio close to 1:5 (20% to 80%).
- 3.2.4. Combined with the existing numbers this has resulted in an improvement to the user-base balance on HomeSwapper, and this will mean that more swaps can potentially take place.

### 3.3. Use existing functionality in HomeSwapper to 'suggest' swaps to registered users.

- 3.3.1. This phase of the project was started as early as 28<sup>th</sup> June. Swaps have been suggested taking into account factors such as size of accommodation, area, and school catchments.
- 3.3.2. This is an ongoing process, in the early stages, and results will become apparent in the longer term. We are expecting that mainstreaming this service improvement would slowly improve the level of user engagement as they discover that their Landlord is taking an active role in their mutual exchange search. The time it takes to suggest swaps is low and could be absorbed by the Housing Options Service with no additional cost.

### 3.4. Increase the number of housing resolutions achieved through mutual exchanges.

- 3.4.1. There has been an increase in the number of swaps requested, as illustrated by the chart below:



(Figure for July is extrapolated for the month based on data as at 13<sup>th</sup> July)

- 3.4.2. Taking the May-July period and comparing it to the proceeding three-month period, we can see there is an 83% increase in swaps requested.
- 3.4.3. It is too early to report on success rates as many of these new requests are still in progress, but it is likely that the increase in requested swaps will directly translate to an increase in actual positive resolutions.

#### **4. Next Steps;**

- 3.5. It is planned to take the following next steps:
  - 4.1.1. Extend the pilot to include all LCC under-occupiers (i.e. those not on the Housing Register), and complete an additional registration drive phase for these tenants.
  - 4.1.2. Complete additional work alongside the Income Management Team to engage those tenants who were not interested in the initiative, but are in receipt of Discretionary Housing Payments to make their home temporarily affordable.
  - 4.1.3. Complete visits to those tenants who were not interested in the initiative, who are not in receipt of Discretionary Housing Payments, but meet the criteria for a Housing Welfare Visit.
  - 4.1.4. Complete visits to those tenants who responded favourably to the initiative but told us they would need support to register to the website and use the service.
  - 4.1.5. Pro-actively encourage new under occupying Housing Register applicants to also register on HomeSwapper, and provide the information for them to be able to do so.

#### **5. Conclusion**

- 4.2. The initiative was received positively by tenants.
- 4.3. The registration drive was a success, and resulted in an injection of new enthusiastic HomeSwapper users. The registration drive also improved the balance of under-occupiers and over-crowded Tenants using the service. Overall we can see this has resulted in a rise in activity on the website, and a rise in the number of mutual exchanges requested by tenants.
- 4.4. We will continue to monitor the success of the registration drive and will start to slowly increase the number of swaps we suggest to further improve tenant engagement.
- 4.5. We believe that this initiative creates an additional option for tenants who want to move to an appropriately sized home. This is a much needed option due to the reduction of Social Housing, and increasing waiting times on the Housing Register.

# Appendix A

## How many Tenants were we able to talk to?

Of the 695 Tenants we have written to so far, we were able to speak with 416. This is approximately 60%.

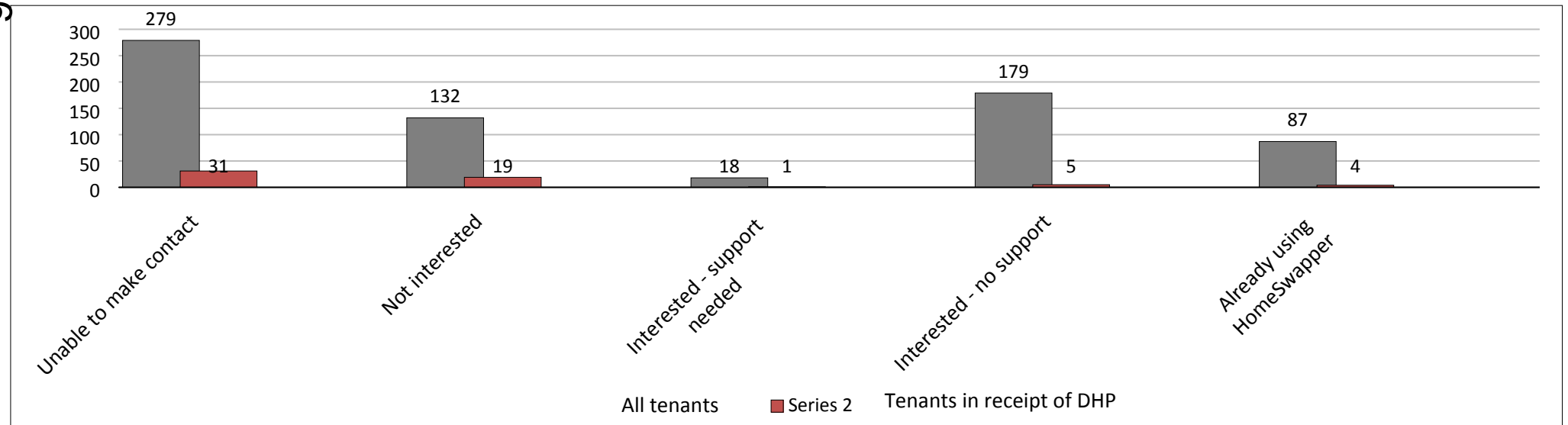
Some of those we were unable to make follow-up contact with did later register with HomeSwapper, indicating that the letter they received prior to telephone contact attempts was sufficient.

## Of those Tenants we were able to talk to, what was their response?

Of the 416 that we were able to make telephone contact with;

- 179 were interested in joining HomeSwapper and needed no support to do so;
- 132 were not interested in joining HomeSwapper;
- 87 were already using HomeSwapper; and,
- 18 were interested in joining HomeSwapper but needed some level of support to register on the website.

36

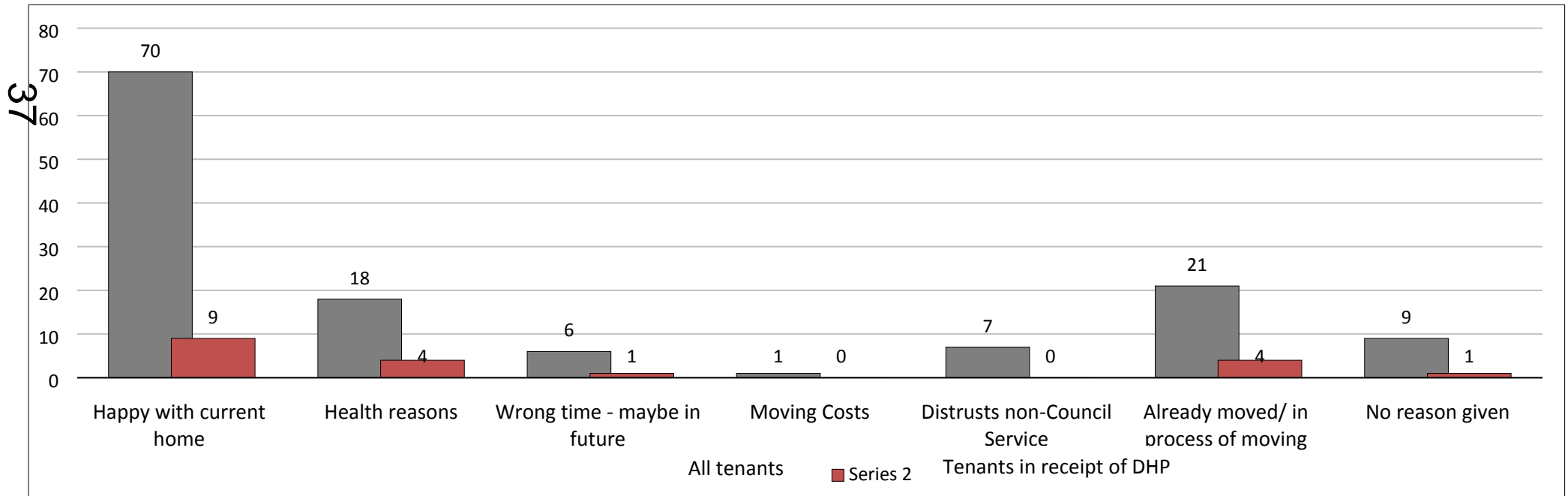




Of those Tenants that were not interested, what was their main reason?

Of the 132 that were not interested in joining HomeSwapper;

- 70 (53%) said they no longer wanted to move because they were happy with their current home;
- 21 said they were already in the process of moving home and did not need to join;
- 18 said they no longer wanted to move because of health reasons;
- 7 said they did not trust or like HomeSwapper;
- 6 said they did not want to move right now but would consider it again in the future; and,
- 1 said that moving costs would make it impossible for them to move.
  
- The remaining 9 refused to give a reason.



Of those that no longer wanted to move, 14 are in receipt of Discretionary Housing Payments (DHP) meaning that they cannot currently afford their homes without help.



## Report to Housing Scrutiny Commission

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### **Responsive Housing Repairs: Update Report**

Housing Scrutiny Commission: 14<sup>th</sup> Aug 2017

Lead director: Chris Burgin

Lead Assistant Mayor: Councillor Connelly

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**City Mayor**

## **Useful information**

- Ward(s) affected: All
- Report author: Ian Craig, Head of Service
- Author contact details: Ext 37 5211
- Report version number: v 3

### **1. Purpose of report**

- 1.1 The purpose of this report is to provide an update on the Division's performance on the completion of responsive repairs to council properties.
- 1.2 The report will also provide an update about the implementation of service changes reported to the Housing Scrutiny commission and agreed by the Executive in Feb 2016.

### **2. Summary**

- 2.1 As at July 2017 a total of 699 jobs remain outstanding and out of category.
- 2.2 Tenant complaints about the repairs service have matched the significant reduction in outstanding jobs and these have again fallen down to only 0.25% of all repairs undertaken since October 2016.
- 2.3 On the 1<sup>st</sup> November 2016, the Repairs service and the staffing structures changed significantly, with geographical working changing to functional repairs operating arrangements.
- 2.4 The period of change has been the most significant for many years for the Repairs service and during this period of change service levels did fall for a short time. This was as a result of the change itself, craft staffing levels and also challenges with the existing IT Mobile working solution.

### **3. Responsive Repairs Performance**

- 3.1 Four key indicators evaluate the success of the repairs service. These are;

- Percentage of Day to Day repairs carried out within target time
- Number of Repairs which are outstanding and out of category
- Percentage of repairs completed on first visit
- Percentage of repairs which lead to a complaint

More detailed performance information against each is set out in 3.2 to 3.5 of this report.

### **3.2 Percentage of Day to Day repairs carried out within target time**

Over 84% of repairs in 16/17 have been completed within target time bringing the year to date performance to 84.4%. This continues to improve towards the target of 95%.

### **3.3 Number of Repairs which are outstanding and out of category**

The amount of outstanding repairs out of category increased for a short time after the implementation of the new structure, at its peak in January 2017 this stood at 2707.

The outstanding and out of category repairs now stands at 699 jobs.

This figure continues to reduce month on month now the new service is bedding down. A breakdown by area is provided in Appendix 2.

### **3.4 Percentage of repairs completed on first visit**

Performance in relation to jobs completed at first visit during 2015-16 was 78.2% with an increase to 80.7% in 2016-17. This does not meet the target of 90%. To date in 2017-18 performance is 77.8%

A number of operational challenges were identified around reaching this target during the review period. These are primarily being addressed as part of the wider structure changes from implementation in November 2016, with some continuing to be challenged within the Responsive Repairs project. Some aspects have been delivered. Other areas continue to be a focus to work to further improve performance in this area.

- Review of van stocks
- Amended functional roles of Craft Operatives
- Amendment to the length of appointment times for different trades
- Operational procedure changes (including pursuing in day access to properties)
- Changes to the way we manage failed access
- More robust in day management of repairs
- Ownership of jobs by craft operatives
- In day capacity of operatives to focus upon completion

### **3.5 Percentage of repairs which lead to a complaint**

Tenant's complaints about the repairs service have matched the significant reduction in historic outstanding jobs and these have also fallen from 0.32% 2016-17.

The latest target set for 2017-18 was to achieve below 1%. The year to date performance at July 2017 is currently 0.25% which is a further improvement and reduction in complaints.

## **4. Service Changes**

4.1 As reported back in Feb 2016, the Executive had agreed four key service changes after consideration by our tenants and the Housing Scrutiny Commission. These were;

- Improved communications with tenants
- Increase the range of small repair jobs that are the tenants responsibility
- To provide the normal repairs service between Monday and Friday 8am - 4pm
- Reclassify repairs and their timescales

A further update on progress is provided from 4.2 to 4.5.

### **4.2 Communication**

Introduction of online reporting, tenants selecting appointments for jobs and satisfaction monitoring are yet to be introduced.

In order to achieve the introduction of online reporting it is necessary to change the existing mobile working solution. This work is in progress; it is a very large piece of work and will take some time to successfully implement. It is anticipated that a new mobile working solution will be implemented in 2018.

This implementation will enable much more effective online services for the repairs service, including tenants booking their own repairs.

Electronic customer satisfaction monitoring will be rolled out at the start of August 2017. This will enable more timely satisfaction data to be reported and acted upon. The aim ultimately is to have in day satisfaction monitoring reports to line managers in order for action to be taken to resolve issues quickly.

### **4.3 Tenant Responsibilities**

As reported back in Feb 2016 this change was implemented and to date there has not been any significant reaction or complaints with the revised range of small jobs repairs that are a tenant's responsibility.

### **4.4 Repairs Service Hours**

This change has also been implemented from September 2016 with new operating hours for in day being 8am to 4pm Monday to Friday with an out of hour's emergency repairs service operating at all other times.

### **4.5 Reclassifying Repairs and timescales**

This approved change was introduced since April 2015. It has enabled the operational service to prioritise emergency and routine repairs ahead of batched repairs further work in creating programmed and planned maintenance will help deliver a more strategic and efficient service.

## **5. Responsive and Planned Repairs Improvement Project update**

- 5.1 The continued focus of this Project since last reporting to the commission in Feb 2016 has been to deliver on the commitments to tenants and the commission to meet the existing service offer and have no responsive repair jobs outside of this service offer. The service has made significant strides towards achieving this.
- 5.2 The new Northgate system has now been running from Jan 2016 the next stage for day to day repairs is to introduce channel shift to provide tenants the opportunity to make their own arrangements in appointing repair work at their property. This will improve services for tenants specifically improving communication with tenants and flexibility around appointments.
- 5.3 There have been issues with reference to the software for planning works which have created difficulties for the service which are being address and have affected some job recording completions (6.3.)
- 5.4 Vehicle trackers have been introduced to Leicester City Council fleet and this has included Repairs fleet vehicles. Staff within the Repairs service have been involved in this implementation and are now using it as part of an overall effective tool to make best use of Housing fleet vehicles, reduce expenditure on fuel and reduce repairs and maintenance of the fleet. Housing fleet has reduced by 70 vehicles since 2014 and significant savings have been achieved in conjunction with this and reduced fuel usage.
- 5.5 Skills development plans have been created following the completion of the staffing review and implemented to develop craft workers in undertaking their role more effectively and completing more jobs first visit.

## **6. Next Steps**

- 6.1 Channel shift the introduction of online booking of appointments will enable tenants to book an appointment online directly and to choose a suitable appointment slot.
- 6.2 The service is still driving forward with improvements to bring about better service performance and ownership within the workforce.
- 6.3. The service is working to procure a new Mobile working solution. There is also an ongoing programme of hardware replacement involving the replacement of hand held PDAs/Tablets.
- 6.4 Other ongoing service and operational improvements still continue. These are focussed around, improving our operating processes in being Customer focused and flexible to the tenants needs.
  - Enhancing communications around materials deliveries to homes so our tenants understand what is happening all the time in the repairs process.
  - We also continue to challenge our fleet usage to make sure we are using it effectively and challenge our supply and delivery of materials to the Housing

Service as part of a review under the Corporate Technical Services Review.

- The service is looking to run a pilot with regard to delivery of Glass from our supplier to help speed up our response on Glazing.

6.6 To establish programme and planed work making the service more efficient and effective allowing early notification of works being carried out to tenants and reducing ad hoc responsive repairs.

**9. Background information and other papers:**

**10. Summary of appendices:**

- Appendix 1 – Project key Performance Indicators
- Appendix 2 - Number of Repairs which are outstanding and out of Category by Area

**11. Is this a “key decision”?**

No



## Appendix 1 – Key Performance Indicators

Measure	Previous Years		Target	Jun-17
	2015/16	2016/17		
Percentage of Day-to-Day Repairs Carried Out Within Target Time	90.7%	84.3%	95.0%	84.4%
Number of Outstanding Repairs That Are Out of Category	789	1,851	0	682
Percentage of Repairs Completed on First Visit	78.2%	80.7%	90.0%	77.8%
Number of Repairs Related Complaints	670	416	Not Set	13
Percentage of Repairs Which Lead to a Complaint	0.65%	0.45%	1.00%	0.17%

**Appendix 2 – Number of Repairs which are outstanding and out of Category by Area**

Performance By Repairs Area												
	April	May	June	July	August	September	October	November	December	January	February	March
<b>Repairs Manager 1 - Rob Pallatt</b>												
Count	799	477	410									
<b>Repairs Manager 2 - Tony Waterfield</b>												
Count	513	382	263									
<b>Repairs Manager 3 - Aidy Farmer</b>												
Count	31	6	9									

## Tenants' and Leaseholders' Forum Action and Decision Log

30<sup>th</sup> March 2017

**Forum members present:** Wendy Biddles (Chair), Joe Carroll (Vice Chair), Peter Hookway, Gwen Clifford, Ebrahim Jasat, Redvers Forryan and May Jones.

**Also attended:** Simon Nichols, Enid Grant, Clare Ashton, Marie Murray, Janet Callan, Justin Haywood, Dipesh Joshi, and Tim Draper.

**Apologies:** Pauline Lowey, Jean Williams, Janet Statham, Moussa Rugerinyange, Jamal Abdulla and Paresh Shah.

### Actions outstanding from previous meetings

No.	Action item	Progress
1.	Action Log feedback	<ul style="list-style-type: none"><li>It was requested at the last Forum meeting, that we would like to invite the new Repair Managers to our next meeting, to give us a talk about their new roles and responsibilities following the implementation of the Housing Transformation Programme.</li></ul> <p>The Repairs Managers have agreed to attend our meeting, scheduled on Thursday 25<sup>th</sup> May.</p>

## Actions and decisions from meeting on the 30<sup>th</sup> March 2017

No.	Action item	Progress
2.	Area profile; West District	<ul style="list-style-type: none"> <li>Marie Murray (District Manager) gave an overview of her area profile, which includes; New Parks, Beaumont Leys, Mowmacre Hill, and the Gipsy &amp; Traveller site.</li> </ul>
3.	Becoming a Leaseholder	<ul style="list-style-type: none"> <li>Simon Nichols (Head of Service), Enid Grant (Head of Business Services Centre) and Clare Ashton (Exchequer Manager), delivered a presentation on what it means to be a leaseholder and how you can become one.</li> <li>It was explained how Section 20 of the Landlord and Tenants Act 1985, requires the Landlord to consult with Leaseholders, where contribution towards the maintenance outside the property and communal areas will amount to more than £250 in any one year.</li> </ul>
4.	Housing and Economic Development Needs Assessment (HEDNA)	<ul style="list-style-type: none"> <li>Simon Nichols and Janet Callan (Housing Development Manager) presented on the HEDNA. Janet explained how the HEDNA provides an analysis of housing and economic development needs over the periods 2011-2031 and 2011-2036 for Leicester and Leicestershire.</li> </ul>
5.	Housing Register and Under Occupation	<ul style="list-style-type: none"> <li>Justin Haywood (Housing Options Officer) spoke about the current overcrowding and under occupation the Council is facing and how it can overcome some of these issues.</li> </ul>

6.	Revised 'Terms of Reference' and 'Code of Conduct'	<ul style="list-style-type: none"> <li>Following a review of the Terms of Reference and Code of Conduct document at our last meeting. New revised documents were distributed to members of the Forum. Members were asked to sign and have them returned back by the next Forum meeting.</li> </ul>
7.	Attendance issues	<ul style="list-style-type: none"> <li>The Chair and Vice-Chair expressed their concern in relation to recent absences within the Forum. In that, members are not sending in their apologies on time, resulting on having officers chase members, preparing and producing unnecessary material prior to our scheduled meetings. Members were informed that it would be expected of us, out of courtesy, to report our own absences.</li> </ul>
8.	Taxi update	<ul style="list-style-type: none"> <li>Josh explained to the forum how taxis are ordered via the council's Passenger and Transport Service and the process of procurement within the Council, when we order a taxi for our members.</li> </ul>
9.	Local issues	<ul style="list-style-type: none"> <li>Peter raised issues regarding the parking at Gresley Close, Beaumont Leys.</li> <li>Gwen raised that the issues of road widening and car parking at Ethel Road had still not been resolved and wanted an update.</li> <li>May advised that the way-lights are still out in parts of the Neston Gardens communal areas. They have been informed that parts have been ordered, but such repairs should be raised as an emergency category.</li> </ul> <p>Tim Draper to action all 3 issues raised.</p>

10.	Any other business	<ul style="list-style-type: none"><li>• No other business recorded.</li></ul>
<b>Next meeting date:</b>		<b>Date: 25<sup>th</sup> May 2017</b> <b>Venue: Ante room (1.02) Town Hall</b>

**HOUSING SCRUTINY COMMISSION  
WORK PROGRAMME 2017/18**

MEETING DATE	MEETING ITEMS	LEAD OFFICER	ACTION AGREED
<p><b>Meeting Date</b> 10<sup>th</sup> July 2017</p> <p><b>Agenda Date:</b> 14<sup>th</sup> June 2017</p> <p><b>Papers despatch:</b> 29<sup>th</sup> June 2017</p>	<p>Goscote House – future use</p> <p>Rent Arrears Qtr 4 plus update</p> <p>District Managers’ presentation – 12 month changes and challenges</p> <p>Fire safety update</p>	<p>Simon Nicholls</p> <p>Vijay Desor</p> <p>Nick Griffiths</p> <p>Chris Burgin</p>	
<p><b>Meeting Date</b> 14<sup>th</sup> August 2017</p> <p><b>Agenda Date:</b> 26<sup>th</sup> July 2017</p> <p><b>Papers despatch:</b> 3<sup>rd</sup> August 2017</p>	<p>Feedback from members’ task group voids report</p> <p>Who Gets Social Housing</p> <p>Mutual Exchange Under/Over occupation pilot update</p> <p>Repairs Service performance report</p> <p>Tenants’ Forum feedback</p>	<p>Simon Nicholls</p> <p>Caroline Carpendale</p> <p>Caroline Carpendale</p> <p>Ian Craig</p> <p>Jerry Connolly</p>	
<p><b>Meeting Date</b> 18<sup>th</sup> September 2017</p> <p><b>Agenda Date:</b> 30<sup>th</sup> August</p> <p><b>Papers despatch:</b> 7<sup>th</sup> September 2017</p>	<p>Rent Arrears Q1 performance report</p> <p>Channel Shift &amp; Northgate update</p> <p>Homeless draft Strategy (2018 – 2023)</p> <p>House Building update including Affordable Housing</p> <p>Void performance report</p>	<p>Vijay Desor</p> <p>Charlotte McGraw</p> <p>Caroline Carpendale</p> <p>Simon Nicholls</p> <p>Simon Nicholls</p>	

<p><b>Meeting Date</b> 27<sup>th</sup> November 2017</p> <p><b>Agenda Date:</b> 8<sup>th</sup> November 2017</p> <p><b>Papers despatch:</b> 16<sup>th</sup> November 2017</p>	<p>Voids performance report</p> <p>Homeless Service performance report</p> <p>Technical Services Programme update</p> <p>HRA Savings – HTP3 Update including a breakdown of existing budget contributions</p>	<p>Simon Nicholls</p> <p>Caroline Carpendale</p> <p>Phil Davison</p> <p>Chris Burgin</p>	
<p><b>Special Meeting Date</b> 18<sup>th</sup> December 2017</p> <p><b>Papers despatch:</b> 7<sup>th</sup> December 2017</p>	<p>HRA Budget Report</p>	<p>Chris Burgin</p>	
<p><b>Meeting Date</b> 15<sup>th</sup> January 2018</p> <p><b>Agenda Date:</b> 20<sup>th</sup> December 2017</p> <p><b>Papers despatch:</b> 4<sup>th</sup> January 2018</p>	<p>Rent Arrears Q2 + Q3 performance report</p> <p>Customer Services Service performance report</p> <p>District Performance &amp; Priorities report (covering all 3 areas)</p> <p>ASB Service review</p>	<p>Vijay Desor</p> <p>Alison Musgrove</p> <p>Suki Supria</p> <p>Suki Supria</p>	
<p><b>Meeting Date</b> 12<sup>th</sup> March 2018</p> <p><b>Agenda Date:</b> 21<sup>st</sup> February 2018</p> <p><b>Papers despatch:</b> 1<sup>st</sup> March 2018</p>	<p>Voids performance report</p> <p>Repairs performance report</p>	<p>Simon Nicholls</p> <p>Ian Craig</p>	





<b>To be allocated 2017/18</b>	Customer Services Update		
	Housing & Planning Act – Flexible tenancies	Vijay Desor	
	Decorating Allowance Scheme	Simon Nicholls	
	Repairs Service – Jobs not completed first visit (potential Scrutiny task group)	Ian Craig	
	Private landlords (Register/Licencing Scheme) – (potential visit and meeting with team)	Caroline Carpendale	
	Conditions of Tenancy – consultation	Vijay Desor	

