



Leicester
City Council

MEETING OF THE HOUSING SCRUTINY COMMISSION

DATE: MONDAY, 25 JUNE 2018

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 Westley (Chair)

Councillor Alfonso (Vice Chair)

Councillors Aqbany, Byrne, Corral, Joshi and Willmott
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.

A. Thomas .

For Monitoring Officer

Officer contacts:

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Leicester City Council, City Hall, 115 Charles Street, Leicester, LE1 1FZ

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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 6369** or email Ayleena.Thomas@leicester.gov.uk or call in at City Hall, 115 Charles Street.

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PUBLIC SESSION

AGENDA

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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 held on 12 March 2018 have been circulated, and Members are 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. RENT ARREARS PROGRESS REPORT - APRIL 2017 TO MARCH 2018 [Appendix A](#)

The Director of Housing submits a report to Members of the Housing Scrutiny Commission of progress on rent arrears from April 2017 to March 2018.

7. VOID PERFORMANCE REPORT [Appendix B](#)

The Director of Housing submits a report to provide an update on the Division's performance on the completion of Void repairs to council properties for the year 2017/18.

8. WHO GETS SOCIAL HOUSING?

Appendix C

The Director of Housing submits a report to inform Members of the Housing Scrutiny Commission regarding who got social housing during 2017-18 (quarter one to quarter four) which includes Council and Housing Association homes.

9. TENANTS' AND LEASEHOLDERS' FORUM ACTION AND DECISION LOG

Appendix D

The Scrutiny Policy Officer submits for noting the Tenants' and Leaseholders Forum Meeting Notes from 22 March 2018 and 24 May 2018.

10. WORK PROGRAMME

Appendix E

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

11. ANY OTHER URGENT BUSINESS

Rent Arrears Progress Report

April 2017 to March 2018

Assistant Mayor Briefing: 4th June 2018

Housing Scrutiny Commission: 25th June 2018

Assistant Mayor for Housing: Cllr Andy Connelly
Lead Director: Chris Burgin

Useful information

Ward(s) affected: ALL

Report author: Zenab Valli

Author contact details: Zenab.valli@leicester.gov.uk Ext 0116 454 3573

Report version number: V1a

1. PURPOSE OF REPORT

- 1.1 To inform Members of the Scrutiny Commission of progress in the above area of work over the full financial year, from April 2017 to March 2018.

2. SUMMARY

- 2.1 The cash amount owing at week ending 1st April 2018 was £1.442m, this is 1.31% **lower** than at the end of the previous financial year – see 3.2, Table 2.
- 2.2 The number of tenants in serious debt, (owing more than 7 weeks rent) was 1,264, some 4.90% **higher** than last year – see 3.5, Table 4.
- 2.3 For the financial year from April 2017 to March 2018, c. £1.014m **extra rent** was collectable as a result of the “bedroom tax.” see 3.13 below.
- 2.4 A total of £359,939 was paid by Discretionary Housing Payments (DHP’s) for all Council tenants, of which £125,187 was for those affected by the Bedroom Tax, from April 2017 to March 2018. This compares to about £208k for Bedroom Tax the previous year.
- 2.5 The arrears among those affected by the Bedroom Tax **fell by £19,016** from £144,434 to £125,417 over the course of the 2017/18 financial year.
- 2.6 There were 37 evictions in 2017/18, compared to 54 in the previous year. This is a decrease of 31.48%. Out of 20,272 current Council tenancies at the end of the year, this would amount to less than 1 percent (0.183%) of all tenants being evicted in the year.

3. REPORT

Rent Arrears

- 3.1 Rent arrears at the end of each quarter for the financial year 2017/18:

Table 1. Quarterly Arrears

Period	Arrears at end of quarter
Quarter 1	£1,701,808
Quarter 2	£1,845,256
Quarter 3	£1,549,990
Quarter 4	£1,442,250

3.2 Comparison of year-end figures for the last four years:

Table 2 year end (quarter 4's) figures

Period	Arrears at end of financial year
2014/15	£ 1,537,967
2015/16	£ 1,532,816
2016/17	£1,461,354
2017/18	£1,442,250

3.3 There is a clear seasonal trend for rent arrears to increase in the first part of the year, falling rapidly towards the latter part of the financial year. The rent collection figures for Leicester remain good in comparison with other authorities.

3.4 Rents were reduced by 1.0% on average in April 2017. The arrears fell slightly between April 2017 and March 2018 by 1.31%, compared to a decrease of 4.66% over the same period in 2016/17.

Number of Cases

3.5 After removing monthly payers (i.e. Direct Debits, Wage Stops, Arrears Direct (DWP), Bank Standing Orders) the number of tenants with rent arrears is shown in tables 3 & 4 below:

Table 3. Breakdown of Arrears Cases by Quarter end 2017-18

Period	Owing 7 Weeks or more Net
Quarter 1	1,631
Quarter 2	1,464
Quarter 3	1,148
Quarter 4	1,264

N.B. Where no net rent is payable (i.e. on full benefit), full rent has been used as a default value to calculate number of weeks owing)

Table 4. Breakdown of Arrears Cases by Year Ends

Period	Owing 7 Weeks or more Net **
2014/15	1,438
2015/16	1,366
2016/17	1,205
2017/18	1,264

3.6 The number of cases in arrears increased slightly by 4.90% over the previous year end figure. There is a lot of variability in these figures, but the overall trend is steady.

Arrears per Tenancy

- 3.7 The total arrears divided by the total number of currently occupied council tenancies are shown in tables 5 & 6 below:

Table 5. Average debt by quarter end 2017/18

Period	Average Debt
Quarter 1	£82.49
Quarter 2	£89.85
Quarter 3	£75.88
Quarter 4	£71.14

Table 6. Average debt by year end (Quarter 4)

Date	Average Debt
2014/15	£72.27
2015/16	£72.59
2016/17	£70.59
2017/18	£71.14

- 3.8 Tables 5 shows that the average debt reduced over the last financial year 2017/18. However, Table 6 shows that the debt by year-end has increased slightly by 0.78%.

Highest 10% of Debt (by value)

- 3.9 Tables 7 and 8 below shows the highest 10% of arrears cases:

Table 7 Highest 10% of arrears cases by Quarter end - 2017/18

Period	No. Cases	Highest Case (Top 10%)	Lowest Case (Top 10%)	Average	Total Value
Quarter 1	877	£2,961	£474	£767	£673,435
Quarter 2	901	£2,865	£465	£766	£690,813
Quarter 3	704	£2,741	£454	£743	£523,604
Quarter 4	712	£2,615	£466	£768	£547,086

Table 8 Highest 10% of arrears cases by Year-End

Period	No. Cases	Highest Case (Top 10%)	Lowest Case (Top 10%)	Average	Total Value
2014/15	737	£2,607	£452	£745	£550,429
2015/16	776	£3,250	£420	£744	£678,231
2016/17	659	£2,758	£458	£728	£479,384
2017/18	712	£2,615	£466	£768	£547,086

3.10 Table 7 shows that the number of highest arrears cases has been varying over several years. Due to the volatility of these figures it is difficult to make a clear conclusion from them. However, the average value per case has increased plus the total value of cases has increased in comparison to the previous year 2016/17.

Impact of the Bedroom Tax (BT)

3.11 When the Bedroom Tax was introduced (April 2013), 12% (2,701) of our tenants were affected by the bedroom tax and 39% (1,044) of these were already in rent arrears.

3.12 From the 2,701 cases that were originally identified, by April 2018 the number of active cases had reduced to 1383. This is because the numbers affected are constantly changing as people come out of the bedroom tax, and new cases arise, due to changes in household composition or financial circumstances.

3.13 The extra rent collectable by the end of financial year 2017/18 was **£1.014m**.

What we do know about Bedroom Tax cases is:

- 68 tenancies had terminated between April 2017 and March 2018.
- In April 2017, there were 57% of affected tenants in arrears. This decreased to 51% by end of March 2018 (693 out of 1,362).
- For the year April 2017 to March 2018, a total of £359,939 of Discretionary Housing Payments had been received on behalf of all council tenants, of which £125,187 was for those affected by Bedroom Tax This compares to about £208k for bedroom tax for the previous year.
- The arrears among those affected by the Bedroom Tax have decreased by about £19k over the course of the 2017/18 financial year.
- These numbers will continue to change as the situation evolves.

Impact of Benefit Income Cap (BIC)

3.14 The BIC threshold decreased from £26k per year for families outside London to £20k per year during financial year 2016/17.

3.15 A total number of 188 tenants were affected by BIC at the start of April 2017, by the end of March 2018 this number decreased to 157. The average loss of Housing Benefits for this group has decreased slightly over the year to £53.77 per week by the end of March.

- 3.16 For the year from April 2017 to March 2018, this would equate to an extra collectable rent of about **£422k**. The significant amount in extra collectable rent is following the introduction of the lowering of the cap amounts. This brought many more households into range of the BIC, and increased the severity of it for those already affected.
- 3.17 The arrears among those affected by the Benefit Income Cap decreased by **£12,741** (29.05%) over the course of the 2017/18 financial year, from £43,860 at April 2017 to £31,119 by the end of March 2018.

Proportion of Rent Collected

- 3.18 The Income management team had a key performance management target to ensure the proportion of rent collected at the end of the financial year is 99%. The proportion of rent collected between April and March 2018 was 99.66%, which is above target.

Evictions

- 3.19 There were **37** evictions carried out for non-payment of rent from April 2017 to March 2018. This compares to 54 evictions in whole of the previous year (2016-17).
- 3.20 Of the 37 evictions, 9 were family cases, 1 was a childless couple, and 27 were single people.
- 3.21 There were 6 out of the 37 (16.22%) evictions whose debt included some Bedroom Tax.
- 3.22 Evictions remain at a relatively low level compared to earlier years and this is despite the economic difficulties experienced over the period and the impact of welfare reform. Management scrutinise all potential eviction cases to ensure that the sanction is only used as a last resort.

4. Priorities for Income Management Team 2018/19

- 4.1 The priorities identified for the coming year are:

Welfare Reform (WR) changes:

- ❖ Training all housing staff to respond to Universal Credit (FULL SERVICE).
- ❖ Raising awareness among LCC tenants including targeted contacts to those affected by Welfare Reform changes.
- ❖ Establishing protocols with DWP to help sustain vulnerable tenancies through Alternative Payment Arrangements and maximizing the use of the Landlord Portal and Trusted Partner Status.
- ❖ Adapt and review working practices to meet the challenges faced in maximising income collection.

Modernise ways of working:

- ❖ Introduction of paperless direct debit facility – making it easier for tenants to set up DD arrangements via IMT
- ❖ Developing and introducing a web based Rent Self –Serve facility that will allow tenants access to their rent statements and arrears balance online and instantly.
- ❖ Develop smarter ways of customer contacts including use of social media platforms e.g. mobile phone applications, text messaging, QR code scanning, email use etc.

5. Future Rent Arrears Progress Reports

- 5.1 The reports current format and its content has remained the same for a number of years and is now going through a review process. It must be noted that future rent reports may appear modified.

6. REPORT AUTHOR

- 6.1 Zenab Valli, Income Collection Manager – Tel 0116 454 3573

Housing Scrutiny Commission

Void Performance Report

Assistant Mayor for Housing: Cllr Andy Connelly

Housing Scrutiny Commission: 25th June 2018

Lead Director: Chris Burgin



City Mayor

Useful information

- Ward(s) affected: all
- Report author: Simon Nicholls
- Author contact details: simon.nicholls@leicester.gov.uk
- Report version number: v.1

1. Purpose of the report

Is to provide the Housing Scrutiny Commission with an update on the Division's performance on the completion of Void repairs to council properties for the year 2017/18.

2. Summary.

Year end 2017/18 Voids performance against target is as follows:

Measure	Target	2016/17	2017/18
Routine Voids	45 days average	53.8	50.8
Long term voids	90 days average	169.9	96.8
All voids	Maximum 90 days average	86.1	64
No. Voids Held	Less than 2% (421)	213	269
Total annual rent loss	No greater than £825k	£818k (incl Tower Block)	£840k (incl £170k tower block*)
Total annual council tax loss	£202,537	£202k (incl Goscote House)	£227k (incl Goscote House)
Ready to let to Occupation	10 days	16.7	7.8

See appendix A

*£170k is associated to vacant properties due to the Tower Block refurbishment project

Long term performance is good and we continue to deliver year on year improvements. However, progress has slowed in the final quarter of 17/18 due to the cumulative effect of the severe weather we experienced. Operatives were relocated from void repairs to assist with day to day repairs, this has impacted on the time taken to complete void repairs and delayed the start of new tenancies due the availability gas trained operatives responding to tenant's request who had not heat or hot water. Obviously, this was the right thing to do.

We also received a higher number than usual or 'priority voids' in the final quarter of 17/18 that has had an impact on the overall performance figures.

What impacts on Void performance

Asbestos removal. Delays due to the removal of licenced asbestos. This requires notification to the HSE and if not arranged in a timely manner can have significant impact on the planning of void work. Delays can also occur due to contractors who can't always work as quickly as we would like as they have built in delays due to lead in times i.e. asbestos, kitchens and rewires.

Refusal rates. This is an ongoing issue, refusal rates continue to be high, properties are offered correctly in accordance with policy and applicants bid for the properties they want. However, when some applicants have secured the property they have bid for they then refuse the actual offer. This is largely due to the property not being in the area they want, or they see a property advertised in the next cycle that they prefer, this is an issue nationally. We have increased the amount of information on the website so that applicants are fully informed on the location and the property attributes we even link to Google maps so they can physically see the property. Applicants are also encouraged to visit the area to view the outside of the property to be certain it is the area they want in order to mitigate refusals. This is an ongoing issue for us and nationally.

Productivity measures: Void repairs staff currently operates a manual work allocation system and are not currently mobile working. This does not allow easy access to productivity data which has to be manually calculated. We have put some systems in place to capture some data in this area and are just starting to record productivity information and need to be able to collate this over a period of time for it to have meaning and application. This will enable us to set realistic targets and carry out future resource/workforce planning and increase the efficiency of craft operatives.

Peaks and Troughs: Void repairs are a reactive service and we respond to the number of voids we have at any one particular time. Naturally there are peaks and troughs, we have agreed a protocol for prioritising voids and have stated issuing work to contactors when it has been identified that there are not enough in house resources to deliver priority cases.

Progress and Future work areas:

Mobile working/works planning: The roll out of the mobile working solution is eagerly anticipated by Voids, this will help automate systems and communicate more effectively within voids and other areas of the business that we work for and those that help us, eg. Asbestos team and stores. It will also streamline the ordering of materials making it more efficient and accurate.

Target Setting: We have introduced some manual systems to monitor productivity as an interim measure prior to mobile working being introduced, this will enable us to set more realistic individual and team targets which prior to the transformation did not exist.

Performance Management: There is ongoing work being carried out to improve the performance management data. We are looking at the time in between processes to

ensure any dead time can be eliminated, for example by looking at one particular area in detail RTL(ready to let) to occupation we have been able to identify issues and put mitigating measures in place to ensure that this timescale could be reduced and it now stands at 7.8 days. We have now rolled this out to the Void Technicians so that we have data on the time taken from receiving the keys to the work being started..

Sheltered Housing: In recent years Sheltered Housing schemes have proved unpopular and difficult to let. We have started a project to find out why, what the actual demand is for the schemes and re visit our offer, we have delivered an interim report that has made some recommendations from an operational view point and we continue to work on the full report, this is ongoing

Decorating voucher scheme: A soft market testing exercise has been carried out and a pilot scheme has been done. Unfortunately, this didn't deliver the results we had hoped for, it was a 'paint pack' scheme but the feedback from the tenants was negative, we will now start to re procure a voucher scheme. The current B&Q scheme will continue until a new scheme is operational.

The Stores review is ongoing and not expected to go live until April 2019. However, in readiness Void have taken over management responsibility for the Driver Labourers, we are now going to be responsible for the admin function for the delivery of materials for voids and day to day repairs.

4. Details of Scrutiny

This report is to update members of the Housing Scrutiny Commission

5. Financial, legal and other implications

5.1 Financial implications

None sought

5.2 Legal implications

None sought

5.3 Climate Change and Carbon Reduction implications

None sought

5.4 Equalities Implications

None sought

5.5 Other Implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

7. Summary of appendices:

Appendix A, Void Performance

8. Is this a private report (If so, please indicated the reasons and state why it is not in the public interest to be dealt with publicly)?

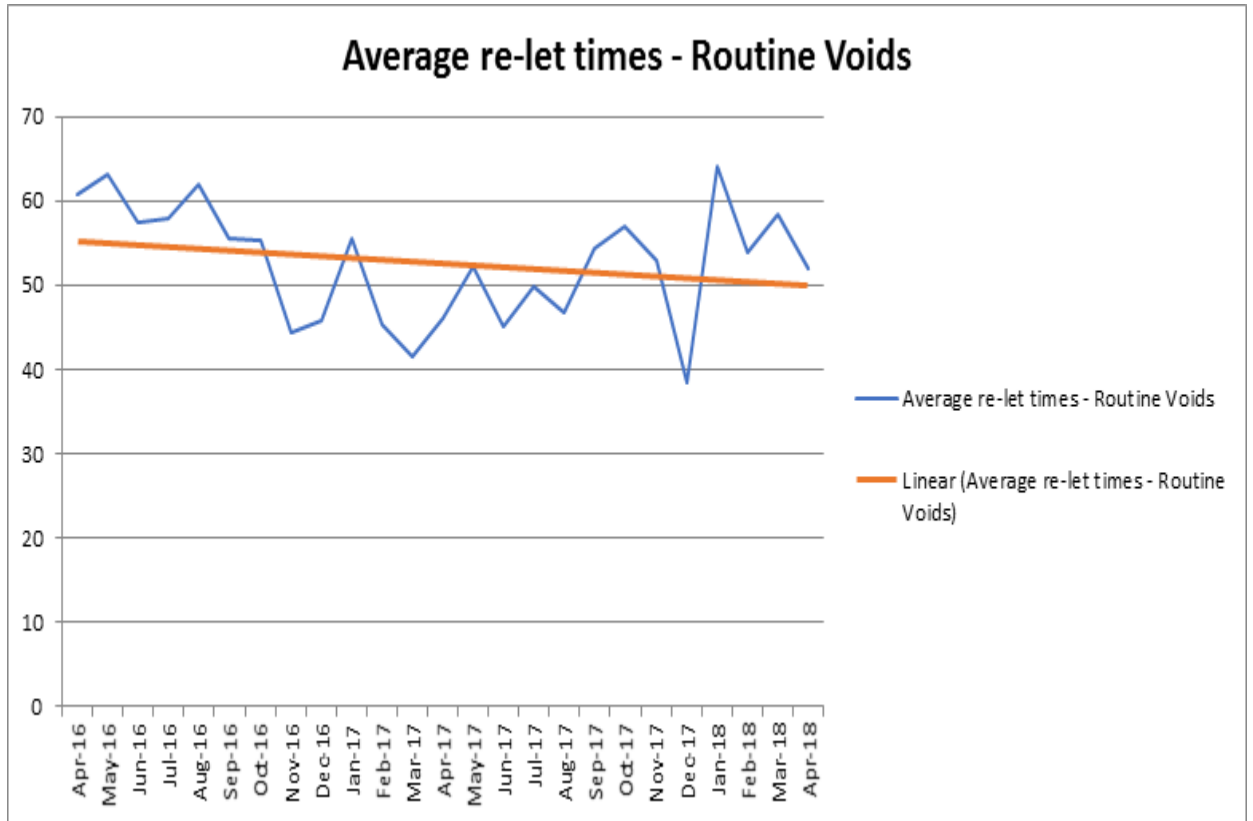
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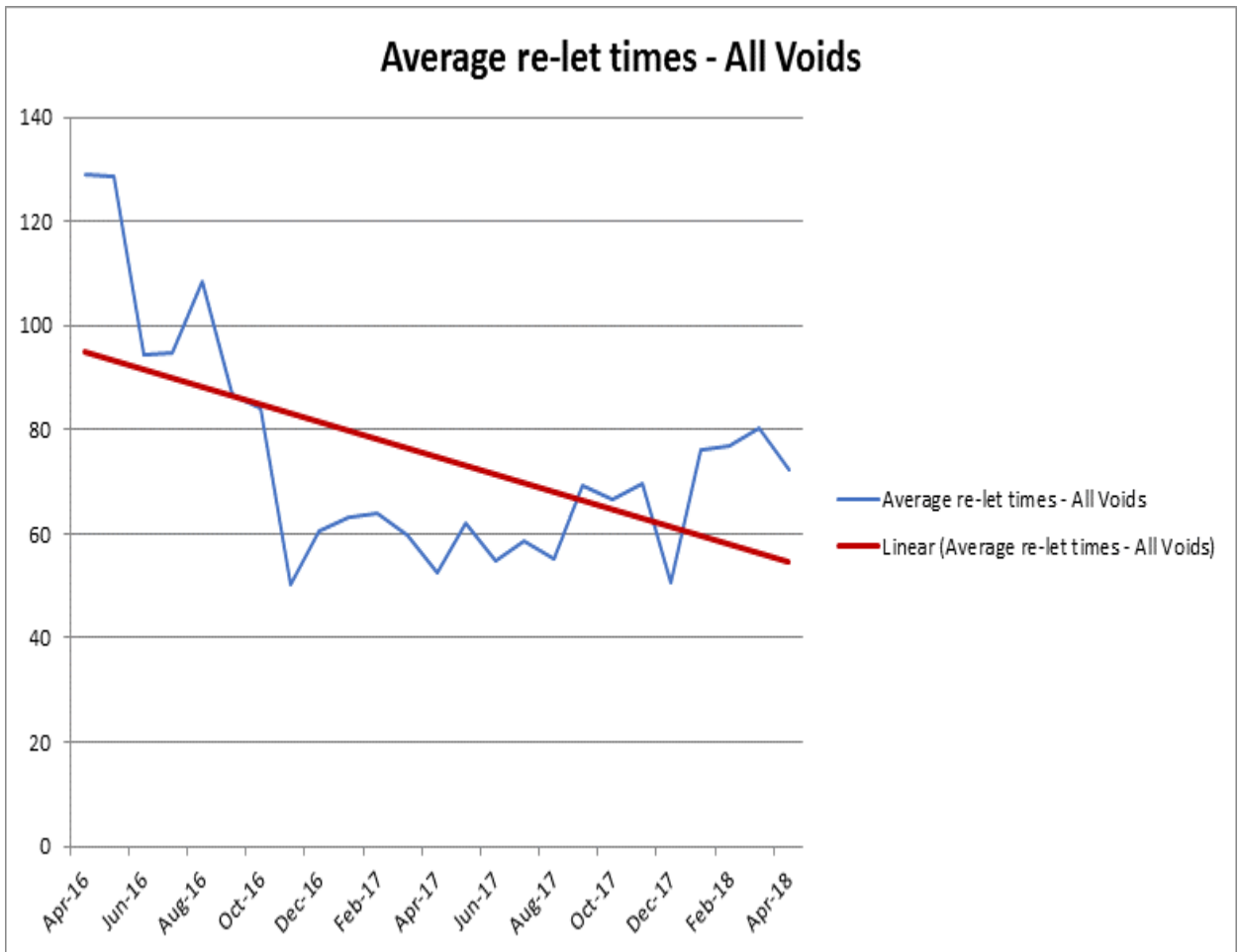
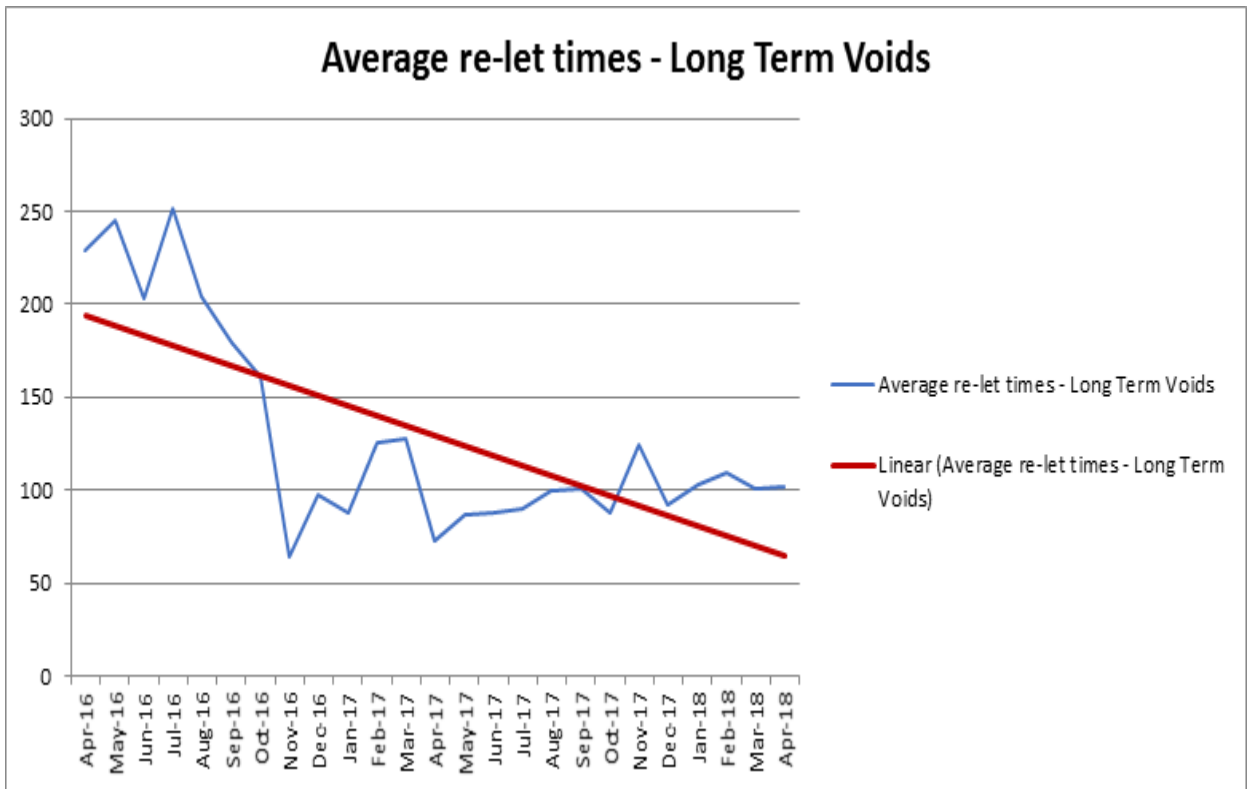
9. Is this a “key decision”?

No

Appendix A

Void Performance since April 2016





Appendix B

Priority order

Prioritisation of Voids Criteria / Key

	Extremely urgent SRP Harassment Cases (Border House) Risk and Bed Blocking
	Urgent Any other harassment Case Hostels Generally Risk of eviction (insecure accommodation with risk of homelessness) Vulnerable applicants in imminent need of rehousing.
	More urgent than normal Non-urgent decants including Goscote House
PLT 1	Cases identified with PLT/RTL as a priority following analysis of offer status and case type usually harassment or homelessness (may coincide with above) included on sheet.
PLT 2	Not shown on sheet as not yet a priority - normal offers, insecure accommodation or u/occupied or overcrowded.
PLT 3	Not shown on sheet as not a priority as not yet advertised or offered.
*	Escalation to HOS for decision if required.

Note that prioritisation means a property will commence sooner, however it will not necessarily shorten the time it takes to carry out the works.

PLT 1, 2 3 assists RTLs to prioritise workloads over and above the priorities received.

Appendix C

Who Gets Social Housing? (Council and Housing Association Homes)

1. Headline data from the Housing Register (Appendix 1 & 2)

- **The number of households on the Housing Register has reduced from 11403 on 01/04/2017 to 6009 on 01/04/2018.** This is a 47% reduction which reflects the review of the Housing Allocations Policy whereby households in Bands 4 and 5 with little or no housing need were removed from the Housing Register to manage customer expectations and to ensure that social housing is being offered to cases who are in housing need.

At the time of the review all households in bands 4 & 5, or who were otherwise affected by the changes were written to and offered a right of review to their decision. Up to 6000 letters were sent out and only 200 individual appeals to the change were received.

- **The number of households in Band 2 has reduced from 3007 to 1916 (36% reduction) over the past 12 months.** This change also reflects the review of the Register to ensure that the banding categories reflect the housing need in the City and gives relevant priority to the reasonable preference groups that include those living in overcrowded conditions.
- **Overcrowding remains the biggest reason for joining the Housing Register and currently accounts for 65% (3888) of the register.**
- **People who are homeless or threatened with homelessness accounts for 35% (679) of all households in Band 2.**
- **The highest demand is for 2-bedroom accommodation which accounts for 32% (1941) of total demand.**

2. Lettings Headline data (Appendix 3, 4 & 5)

- The number of lettings in 2017-2018 has reduced from 1504 to 1316 (188, 13% reduction).
- Bands 1 and 2 accounts for 90% (1185) of all lettings. 131 (10%) of lettings were to Band 3 cases which was mainly allocations of 1 bed accommodation.
- 499 (38%) of all lettings were for the prevention of homelessness or to households who became homeless (Insecure Accommodation, Statutory Homeless and Temporary Accommodation priorities).
- Average waiting times for family size accommodation (2 beds or more) has increased due to the disparity between the numbers on the Housing Register (4267) compared to the number of properties let to these families (586).

- The average waiting times for Band 2 households seeking 2 bedroom accommodation has increased from 18 months to 22 months although this can vary according to different areas of the city.
- The average waiting times for 2 bedroom houses can be double the waiting times for 2 bedroom flats.
- There were a total of 730 lettings of 1 bedroom accommodation. This accounts for 55% of all lettings.

3. Going forward

- 2018/19 - further work will be carried out as a project to look at the overcrowded households on the Register and to ensure that the Allocation Policy continues to be fully compliant with the new Homelessness Reduction Act.

4. Housing Association & HomeCome Lettings (Appendix 6)

- Lettings to Housing Associations and HomeCome accounted for 308 (23%) of all lettings in 2017-2018. This compared to 417 (28%) of all lettings in 2016-2017. This decrease was mainly due to the reduction in the supply of new build homes by the Housing Associations.
- Asra Housing was the largest provider with 97 (31%) of the lets with East Midland Homes the next highest provider with 46 lettings (15%).
- HomeCome lets accounted for 25 (8%) of the lettings.
- There were 121 lettings to private landlords via the Housing Options Private Rented Sector Team.

Breakdown in the number of households on the Housing Register by band as at 01/04/2018

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	6 Bed	7 Bed	8 Bed	Total
BAND 1	500	112	95	29	11	1	1	-	749
Compulsory Homeloss	1	2	-	-	-	-	-	-	3
Harassment	8	11	5	2	1	-	-	-	27
Management Case	18	4	5	-	-	-	-	-	27
High Medical	72	85	79	26	9	1	1	-	273
Priority Under-occupation	380	5	6	1	-	-	-	-	392
Referred Case	-	2	-	-	-	-	-	-	2
Wheelchair Adapted Housing No Longer Required	-	-	-	-	1	-	-	-	1
Young Person Leaving Care	21	3	-	-	-	-	-	-	24
BAND 2	414	745	360	261	111	19	5	1	1916
Care Package ASC	35	-	-	-	-	-	-	-	35
Insecure Accommodation	32	195	123	38	9	1	-	-	398
Leaving Armed Forces	1	2	-	-	-	-	-	-	3
Leaving Residential Care	18	2	-	-	-	-	-	-	20
Medium Medical	116	108	86	51	4	1	-	-	366
Overcrowding Families in 1 Bed	-	303	79	7	1	-	-	-	390
Severe Overcrowding	-	3	29	155	97	17	4	1	306
Statutory Overcrowding	3	8	8	3	-	-	1	-	23
Statutory Homeless	-	3	4	2	-	-	-	-	9
Temporary Accommodation	209	39	20	4	-	-	-	-	272
Under-occupation	-	80	11	-	-	-	-	-	91
Unsanitary / Unsatisfactory Accommodation	-	2	-	1	-	-	-	-	3
BAND 3	828	1084	1005	391	30	5	1	-	3344
Sheltered Housing Only	158	-	-	-	-	-	-	-	158
Adult Leaving Care	-	-	2	-	-	-	-	-	2
Medical Care & Support	7	2	-	-	-	-	-	-	9
Overcrowding - Non Tenants	649	704	97	35	-	-	-	-	1485
Overcrowding - Tenants	9	377	906	356	30	5	1	-	1684
Workplace Move	5	1	-	-	-	-	-	-	6
Grand Total	1742	1941	1460	681	152	25	7	1	6009

Breakdown in the number of households on the Housing Register by band as at 01/04/2017

	1	2	3	4	5	6	7	8	9	Total
	Bed	Bed	Bed	Bed	Bed	Bed	Bed	Bed	Bed	
BAND 1	487	94	98	26	15	1	-	-	-	721
Harassment	9	10	6	1	-	-	-	-	-	26
Management Case	13	4	3	1	-	-	-	-	-	21
High Medical	77	72	69	24	15	1	-	-	-	258
Under-occupation	363	-	-	-	-	-	-	-	-	363
Tenants Incentive Scheme	9	7	20	-	-	-	-	-	-	36
Young Person Leaving Care	16	1	-	-	-	-	-	-	-	17
BAND 2	515	1459	379	301	254	77	14	6	2	3007
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
BAND 3	796	812	1018	387	34	10	2	-	-	3059
Adult Leaving Care	3	2	3	-	-	-	-	-	-	8
Medical	6	1	-	1	-	-	-	-	-	8
Overcrowding	784	808	1015	386	34	10	2	-	-	3039
Workplace Move	2	1	-	-	-	-	-	-	-	3
Sharing Facilities	1	-	-	-	-	-	-	-	-	1
BAND 4	2145	191	25	3	-	-	-	-	-	2364
50+ Sheltered Housing Only	447	-	-	-	-	-	-	-	-	447
Emotional Care/Support	50	25	9	2	-	-	-	-	-	86
Sharing Facilities	1648	166	16	1	-	-	-	-	-	1831
BAND 5	967	885	368	26	5	1	-	-	-	2252
No Identified Need	967	885	368	26	5	1	-	-	-	2252
Grand Total	4910	3441	1888	743	308	89	16	6	2	11403

Total Lettings for the 12 month period 01/04/2017 – 31/03/2018

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	6 Bed	7 Bed	Total
BAND 1	223	49	43	6	-	-	-	321
Compulsory Homelessness	1	-	-	-	-	-	-	1
Harassment	17	20	15	3	-	-	-	55
Management Case	69	6	8	-	-	-	-	83
High Medical	47	16	16	3	-	-	-	82
Priority Under-occupation	63	4	2	-	-	-	-	69
Referred Case	-	-	2	-	-	-	-	2
Young Person Leaving Care	26	3	-	-	-	-	-	29
BAND 2	384	284	172	18	3	2	1	864
Care package	13	-	-	-	-	-	-	13
Insecure Accommodation	72	93	69	4	-	1	-	239
Leaving Armed Forces	-	-	2	-	-	-	-	2
Leaving Residential Care	12	-	-	-	-	-	-	12
Medical	60	11	22	1	-	-	-	94
Overcrowded Families in 1 Bed	3	124	19	1	-	-	-	147
Severe Overcrowding	3	26	40	10	3	-	1	83
Statutory Overcrowding	-	2	2	-	-	-	-	4
Statutory Homeless	1	7	6	1	-	1	-	16
Temporary Accommodation	220	13	10	1	-	-	-	244
Under-occupation	-	7	2	-	-	-	-	9
Unsanitary / Unsatisfactory Accommodation	-	1	-	-	-	-	-	1
BAND 3	123	4	4	-	-	-	-	131
Sheltered Housing Only	21	-	-	-	-	-	-	21
Adult Leaving Care	1	-	-	-	-	-	-	1
Medical Care & Support	4	-	-	-	-	-	-	4
Overcrowding - Non Tenants	65	3	-	-	-	-	-	68
Overcrowding - Tenants	32	1	4	-	-	-	-	37
Grand Total	730	337	219	24	3	2	1	1316

Average Waiting Times (Months) for those Rehoused in the 12 month period 01/04/2017 – 31/03/2018 (General Needs Accommodation)

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	6(+) Bed
BAND 1	3	2	2	2	-	-
BAND 2	4	22	14	37	52	62
BAND 3	7	-	-	-	-	-

Total Lettings for the 12 month period 01/04/2016 – 31/03/2017

	1 Bed	2 Beds	3 Beds	4 Beds	5 Beds	6 Beds	Total
BAND 1	184	57	47	7	2	1	298
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	63	-	-	-	-	-	63
Tenants incentive Scheme	4	1	5	-	-	-	10
Wheelchair Property No Longer Needed	-	-	1	-	-	-	1
Young Person Leaving Care	36	4	-	-	-	-	40
BAND 2	426	323	262	24	2		1037
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
BAND 3	103	3	3	-	-	-	109
Band 3 Medical	1	-	-	-	-	-	1
Overcrowding	102	3	3	-	-	-	108
BAND 4	60	-	-	-	-	-	60
Over 50yr Requesting 1 Bed Sheltered Accommodation	17	-	-	-	-	-	17
Emotional Care & Support	3	-	-	-	-	-	3
Sharing Facilities	40	-	-	-	-	-	40
Grand Total	773	383	314	31	4	1	1504

Average Waiting Times (Months) for those Rehoused in the 12 month period 01/04/2016 – 31/03/2017 (General Needs Accommodation)

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

Number of Lettings and Average Waiting Times for Band 2 Households Seeking General Needs Accommodation (Excludes Adapted & Sheltered Accommodation) by Area for the 12 month period 01/04/2017 – 31/03/2018

	1 Bed	2 Bed		3 Bed	4 Bed	5(+) Bed
	Bedsit/Flat Bungalow	Flat	House Maisonette	Flat/House Maisonette	House	House
Abbey Rise	15 (5mth)	3 (12mth)	-	2 (17mth)	-	-
Aylestone	2 (7mth)	-	1 (21mth)	-	-	-
Beaumont Leys	36 (4mth)	15 (14mth)	8 (24mth)	11 (9mth)	-	-
Belgrave/ St Marks/ Rushey Mead	20 (6mth)	9 (21mth)	11 (29mth)	9 (32mth)	-	-
Braunstone Frith/ Kirby Frith	25 (4mth)	1 (10mth)	7 (22mth)	6 (10mth)	-	-
Braunstone North	6 (4mth)	-	2 (38mth)	13 (12mth)	2 (35mth)	-
Braunstone South	11 (5mth)	-	1 (22mth)	6 (14mth)	-	1 (52mth)
Charnwood	9 (7mth)	1 (29mth)	3 (30mth)	2 (36mth)	-	-
City Centre	22 (3mth)	10 (20mth)	1 (16mth)	-	-	-
Coleman Road / Tailby / Beatty Ave	5 (5mth)	4 (16mth)	2 (36mth)	5 (41mth)	-	-
Evington and Goodwood	5 (7mth)	-	-	1 (41mth)	-	-
Eyres Monsell/ Gilmorton	6 (8mth)	6 (17mth)	7 (27mth)	12 (12mth)	-	1 (49mth)
Hamilton	-	-	9 (26mth)	-	-	-
Highfields	16 (4mth)	1 (15mth)	14 (32mth)	2 (36mth)	3 (48mth)	2 (65mth)
Knighnton/ Clarendon Park	5 (3mth)	6 (16mth)	1 (21mth)	-	-	-
Mowmacre / Stocking Farm	17 (4mth)	10 (11mth)	5 (26mth)	11 (22mth)	1 (23mth)	-
Netherhall	6 (4mth)	3 (21mth)	3 (26mth)	3 (28mth)	-	-
New Parks	10 (2mth)	23 (12mth)	3 (27mth)	21 (12mth)	2 (41mth)	-
Rowlatts Hill	20 (5mth)	2 (21mth)	2 (38mth)	1 (26mth)	-	-
Saffron / Montrose	4 (7mth)	7 (8mth)	4 (32mth)	12 (15mth)	-	-
St Andrews/ Bede Island	10 (4mth)	6 (20mth)	9 (18mth)	1 (6mth)	-	-
St Matthews	5 (5mth)	1 (28mth)	17 (30mth)	1 (30mth)	-	-
St Peters	9 (3mth)	1 (21mth)	3 (28mth)	2 (41mth)	-	-
Thurnby Lodge	9 (6mth)	-	7 (25mth)	3 (36mth)	-	-
West End	7 (6mth)	2 (22mth)	2 (27mth)	3 (6mth)	1 (25mth)	-
West Humberstone and Morton/ Victoria	6 (10mth)	1 (13mth)	3 (26mth)	7 (33mth)	-	-

**Housing Association & HomeCome & Leased Property Lettings for the 12 month period
01/04/2017 – 31/03/2018**

	1 Bed	2 Bed	3 Bed	4 Bed	5(+) Bed	Total	
Affinity Sutton Homes	-	8	4	-	-	12	4%
Asra Housing	50	40	7	-	-	97	32%
Derwent Housing	1	-	-	-	-	1	<1%
EMH Homes	18	18	10	-	-	46	15%
Hanover Housing	1	-	-	-	-	1	<1%
HomeCome	6	3	7	8	1	25	8%
Leicester Coops	6	4	1	2	-	13	4%
Metropolitan	-	10	-	-	-	10	3%
Midland Heart Housing	29	10	3	-	-	42	14%
Nottingham Community	4	11	7	2	1	25	8%
Riverside Midlands	4	2	5	2	1	14	5%
Stonewater	3	2	-	-	-	5	3%
Tuntum Housing	-	1	1	-	-	2	1%
Waterloo Housing Group	8	5	3	-	-	16	5%
(Leicester City Council)	(600)	(223)	(171)	(11)	(3)	(1008)	
(Leicester Lease)	-	(1)	(2)	-	-	(3)	
(Leicester Let/Rent Deposit)	(28)	(66)	(22)	(4)	(1)	(121)	
Grand Total	130	114	48	13	3	308	

**Housing Association, HomeCome & Leased Property Lettings for the 12 month period
01/04/2016 – 31/03/2017**

	1 Bed	2 Bed	3 Bed	4 Bed	5(+) Bed	Total	
Asra Housing	31	24	5	1	-	61	15%
Derwent Living	1	1	-	-	-	2	<1%
EMH Homes	21	51	30	6	-	108	26%
Friendship Care	-	-	-	1	-	1	<1%
Hanover Housing	7	1	-	-	-	8	2%
HomeCome	8	3	10	3	1	25	6%
Leicester Coops	3	10	1	-	-	14	3%
Metropolitan	-	8	-	-	-	8	2%
Midland Heart Housing	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%
(Leicester City Council)	(618)	(214)	(235)	(16)	(1)	(1087)	
Grand Total	155	169	77	15	1	417	

Direct Lettings for the 12 month period 01/04/2017 – 31/03/2018

	1 Bed	2 Bed	3 Bed	4 Bed	5(+) Bed	Total	
Death of Tenant	-	-	2	-	-	2	1%
Decant	44	1	-	-	-	45	21%
Exceptional Circumstances	30	7	8	-	-	45	21%
Homeless	3	7	3	3	1	17	8%
Housing First	40	31	26	4	1	102	48%
Section 21	-	-	-	1	-	1	<1%
Supported Housing	1	-	-	-	-	1	<1%
Witness Protection Scheme	1	-	-	-	-	1	<1%
Total - Direct Lettings	119	46	39	8	2	214	(16%)
Total - (Non-Direct Lettings)	611	291	180	16	4	1102	(84%)
Grand Total	730	337	219	24	6	1316	

Direct Lettings for the 12 month period 01/04/2016 – 31/03/2017

	1 Bed	2 Bed	3 Bed	4 Bed	5(+) Bed	Total	
Death of Tenant	1	-	-	-	-	1	1%
Decant	7	-	1	-	-	8	5%
Exceptional Circumstances	8	6	13	-	-	27	15%
Homeless	6	30	20	1	-	57	32%
Housing First	36	16	25	1	2	80	45%
MAPPA	1	-	-	-	-	1	1%
Referred Case	-	1	-	-	-	1	1%
Supported Housing	2	-	-	-	-	2	1%
Total - Direct Lettings	61	53	59	2	2	177	(12%)
Total - (Non-Direct Lettings)	712	330	253	29	3	1327	(88%)
Grand Total	773	383	312	31	5	1504	

- The number of direct lettings has increased from 177 (12%) in 2016-2017 to 214 (16%) in 2017-2018 of all lettings.
- Direct lettings to people who are homeless or threatened with homelessness account for 119 (56%) of all direct lettings.
- The number of direct lettings for decants has increased by 463% from 8 in 2016-2017 to 45 in 2017-2018.
- The number of direct lettings considered under exceptional circumstances has increased by 67% from 27 in 2016-2017 to 45 in 2017-2018.

Tenants' and Leaseholders' Forum Action and Decision Log

22nd March 2018

Forum members present: Wendy Biddles (Chair), Joe Carroll (Vice Chair), Gwen Clifford, Redvers Forryan, May Jones, Philip Allen.

Also attended: Dipesh Joshi, Kevin Wheeler and Justin Haywood.

Apologies: Peter Hookway, Janet Statham, Jean Williams, Ann Green, Jamal Abdulla and Paresh Shah.

No.	Action item	Progress
1.	Welcome and Action Log feedback.	<ul style="list-style-type: none"> • Members of the forum reviewed the last set of notes recorded on the action log and have asked that the following statement is amended; <ol style="list-style-type: none"> 1. Following the Housing Scrutiny Commission meeting at the City Hall in December 2017. Both Cllr Cank and Cllr Alfonzo (Chair and Vice-Chair) had expressed an interest to attend all future T&L meetings. Members attending today's meeting agreed, that they are happy to invite them, but only when it is necessary. It was also agreed that they will have no influence over any decision making, will be present as an observer and can only be asked for any comments based on the meeting's agenda. 2. Philip Allen has raised concerns surrounding the ongoing roof leak at his block. It was noted that the operatives have now laid down a new felt roof, but the leak is still imminent and still not resolved the issue. Josh has agreed to look into this again and arrange for Paul Marson (Repairs Team Leader) to go out and inspect.

		<ul style="list-style-type: none"> It was noted that our catering provider has supplied us with a 'non-fair trade' brand of coffee today. Josh has agreed to feed this back to them and ensure that it doesn't happen again.
2.	Local Issues	<ul style="list-style-type: none"> It was felt that members should be given clarity surrounding future discussions led on the standard agenda item 'local issues'. It was made clear that the focus should be around specific issues relating to their local areas and not about their own personal gripes. Issues raised could be related too; the community, estates, security, crime level, anti-social behaviour, communal cleaning etc. <p>It was re-iterated to the group, that a forum member living in our estates would be most suitable to tell us honestly how they see things working in their areas (weaknesses and strengths). Too often, are members using this time to bring their own personal issues to the table to seek a resolution.</p> <ul style="list-style-type: none"> Phil commended the team at the St Marks office, for making key improvements with the car parking issues in the area. Josh to provide Phil with Neighbourhood Housing Team Leader contact number. Gwen provided some photos to share with the forum members and get their views regarding the poor workmanship of a recent repair that was carried out at her neighbour's property. She feels that this should be escalated to a Repairs Team Leader to go out and inspect the quality of the repair. Josh to arrange with a Repair Team Leader. May also shared a photo with the group, which showed the new

		<p>look of a bin shelter which has been installed in her estate. She wanted to express her appreciation for the work done in the short time that it took to get it completed and the positive image it has given in the estate.</p> <p>May also raised a concern about the Pork Pie library not accepting keys at reception when terminating a tenancy. She also brought to our attention that the 3 door buzzers outside the Saffron Neighbourhood Housing Office is not working, and has asked that these issues be raised to Chris Burgin. Josh said he will be happy to look into these matters and provide May with a response.</p>
3.	Universal Credit – support for vulnerable tenants	<p>Josh briefed the forum about what the council is going to do to support vulnerable people when claiming Universal Credit.</p> <p>The following provision has been put in place;</p> <ul style="list-style-type: none"> - Digital support - to provide digital support to people with low or no IT skills, or do not have access to a PC and/or internet at home. 18 new PCs are also to be placed in the Customer Services Centre for people to access and make their on-line claims for Universal Credit. - Staff resources - 4 management officers recruited to help deal with more complex Universal Credit cases, especially where tenants need support to apply on line and manage their on-line journals. - Welfare visits - we will be contacting tenants over the next 2-3 months to check whether they have bank accounts, e mail addresses, on line access and facilities, identify support needs and advise them of their responsibility to pay the rent

		<p>themselves. This is so they are prepared for any change in their benefit.</p> <ul style="list-style-type: none"> - Co-location in job centres - as a pilot, we will be trialling the co-location of an Income Management Team officer in each of the job centres, so they can meet with council tenants after their first appointment with their work coach. - Personal Budgeting Support - this will support claimants who need help to manage their money and pay their bills on time. This is especially important because benefit payments will be paid monthly and not fortnightly, so some people may need support to help them manage their money for the whole month. - Alternative payment arrangements – where we know that a tenant may struggle to pay the rent themselves or they are already in rent arrears, we have the option to apply to the DWP for an alternative payment arrangement of their housing costs.
4.	Update on Channel Shift	<p>Kevin Wheeler, the Programme Manager for the Northgate system, gave a presentation on 'Channel Shift'. The focus of this presentation was to give a summary regarding the new features offered on the new Self-Serve system and the benefits it will bring to our tenants. It was made clear, that this new system is not to replace our existing Customer Service Centre, but to offer another option of accessing our services. Kevin demonstrated the navigation of this system and the services that can be accessed (Rent accounts and future Repairs reporting). The group welcomed the new system, but has asked that we still consider that there are tenants who are not I.T. literate, and will require support to accessing our services. Comments have been acknowledged.</p>

5.	Homelessness	<p>Justin Haywood (Business Change Manager) delivered a short presentation on the Homelessness Reduction Act, which included;</p> <ul style="list-style-type: none"> - providing an update of the key changes in legislation - our role as an authority to act early to help people those who are at risk of homelessness - the introduction of the new mobile application - the new prevention and relieve duties - the comprehensive assessment - which will help determine the household's circumstances, housing and support needs - the personal housing plan - customer co-operation - duty to refer by public bodies <p>The presentation was welcomed by forum members.</p>
6.	Annual T & L planning and questions	<p>Josh informed the forum that it is time to plan a programme for this year. Members were asked to have a think about who they want to invite and why. It was also agreed that before we invite any guest speaker/ service area representative in future, we should plan a set of questions beforehand.</p> <p>The forum would like to invite the Head of Service for Repairs at the next meeting.</p> <p>As we did not have much time to complete this task today, it was agreed that Josh will contact all members individually after the meeting and work with them to develop their list of questions. These will then be sent onto the relevant section to consider, in view of providing a response to the forum.</p>
7.	T&L expenses	<p>Following concerns raised by members last year, regarding the high-costs charged to us by local taxi companies (for collecting and</p>

		dropping T&L members to these meetings). Josh has been able to make finance arrangements set up a small petty cash float. This will help reduce the high costs charged to housing and enable us to make quicker payments to forum members, avoiding them having to wait for their reimbursements.
8.	Personal Emergency Evacuation Plans (PEEP); annual review	Members are required to complete the annual PEEP. Josh to complete with all members at the next meeting.
9.	Any Other Business & Close	<ul style="list-style-type: none"> No other business.
Next meeting date:		Date: 22th May 2018 Venue: Town Hall Meeting Room (1.24)

Tenants' and Leaseholders' Forum Action and Decision Log

24th May 2018

Forum members present: Wendy Biddles (Chair), Joe Carroll (Vice Chair), Gwen Clifford, May Jones, Jean Williams, Peter Hookway, Jamal Abdulla.

Apologies: Ann Green, Paresh Shah, Philip Allen.

No.	Action item	Progress
1.	Welcome and Action Log feedback.	<p>Updates;</p> <ul style="list-style-type: none">• Josh informed all members of the group that Tim Draper is leaving the Council. Tim sent a message of thanks to the group which the group acknowledged.• Josh shared some sad news with the group. It is with a very heavy heart having to inform everyone today, that our dear Janet Statham passed away early hours of Monday morning. Janet was taken ill some months ago, and her health deteriorated considerably. She was 67 years old. Our thoughts and prayers goes out to the family. Members of the forum asked that arrangements are made for flowers and a card. Josh will confirm funeral details separately. <p>*The group observed a 2 minute silence.</p> <ul style="list-style-type: none">• Members were informed that Redver Forryan will be stepping down as a forum member, due to his poor ill-health. Both Chair and Vice Chair have expressed their sincere gratitude for his hard work and his valued contribution to the forum. It was

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		<p>agreed that we will send him a letter of recognition and a thank you card.</p> <ul style="list-style-type: none">• It was also brought to the attention of the group, that Cllr Cank has stepped down as being Chair from the Housing Scrutiny Commission. In her replacement, Cllr Paul Wesley has now taken on the role of Chair. Cllr Alfonzo, will remain as the Vice Chair. Both Councillors will continue to work with us, and have confirmed that they will back us with full support. They voiced their appreciation for the continuous contribution we make towards the scrutiny of the services we deliver to our tenants and leaseholders. <p>Actions from last meeting;</p> <ol style="list-style-type: none">1. Josh has provided Phil Allen with Neighbourhood Housing Office Team Leader (NHO TL) - Paresh Chandarana's contact details.2. Gwen shared photos at the last meeting, raising concerns in relation to the poor workmanship of a repair that was completed at her colleagues flat. Josh has confirmed that he escalated this to the respective Repairs Team Leader. The tenant has been contacted, and the property has been inspected.3. May raised a concern about the Pork Pie library not accepting termination keys at reception. Josh explained having spoken to the Saffron Neighbourhood Housing Team Leader, that this is the only office (across the city), whereby it is not fronted by a housing staff member. Whilst all other front-line receptions do have a housing presence. It was therefore agreed, that in the interim, tenants can take their
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		<p>keys directly over to the Saffron NHO. Jean Williams raised a concern with this, as this office no longer provides a frontline service to the public, and so how would the tenant obtain a receipt to acknowledge that the keys have been handed in before 9.30am. Josh advised that they could make an appointment to see to their respective Neighbourhood Housing Officer. Jean stated that appointments may not be available, and therefore tenants could be penalised for paying another week's rent. Josh to seek further clarity and get back to the forum. To action.</p> <p>May brought to our attention that only 2 door buzzers out the 3 buzzers outside the Saffron Neighbourhood Housing Office are labelled. Josh advised that the 2 door buzzers are labelled for the Income Management Team and STAR Services. The 3rd buzzer is meant for housing office staff only. We want to promote as best as we can to direct and empower our customers (tenants and leaseholders) to use other channels to contact Housing Services ie. MyAccount, contact CSC, use self-serve at other offices or contact us via email.</p>
2.	Local issues	<ul style="list-style-type: none"> • May and Joe have raised concerns regarding the grass not being cut city wide. The grass is knee high, and it doesn't appear to be cut at regular intervals. They would like to invite the responsible Manager at our next meeting in July. It was noted that on two occasions, have they declined to attend. Josh to make the arrangements. To action. • May advised that when Biffa unlock the bin store in her area to empty the bins, the bins are not put back in the store. Cllr Kirk Masters has been contacted regarding the issue. May will provide feedback at the next meeting.

		<ul style="list-style-type: none">• Jamal advised that there are four commercial units on the parade of Radstone Walk. These units were let out based on bringing in revenue and footfall to the area. There were stringent guidelines imposed at the time, when initial enquiries were made for renting these units. It was advised at the time, that these units will not be offered as office space and requests at the time were firmly declined. It has recently been observed, that one of these premises has been used as an office space for Council staff. We would like to know, how and why this decision was made. To action.• Jamal requested an updated contact list for our Repairs Team Leaders. Josh agreed to send all a copy. To action.• Gwen asked what is happening with the 454 1000 number? Josh advised that this number is still operational, but customers may need to wait to get through to a call handler. The voice recognition option on this service is still not working, and we have been informed by our telephony team that the matter is in hand, and will hopefully be resolved soon. All members have been provided with the direct numbers to their NHO TL's, so please use it if you need to speak to Management.• Jean said there are issues with grass cutting, rats and pigeons in the St Matthews area. Rats are getting into the buildings and destroying piping. There are also issues with pigeons causing a noise nuisance. She was informed that these matters will not be investigated. Josh to speak to Paresh Chandarana. To action.
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3.	Repairs Overview	<p>Aidy Farmer delivered a presentation on the Repairs Service, which included;</p> <ul style="list-style-type: none"> - Channel shift; update - Total Mobile; update - Handy Person Service; update - Leaseholder Officers; update - Current challenges; fire inspections, repeat visits, access issues - Performance monitoring; 17/18 - Extreme weather conditions; issues and provision - Responses to T&L questions raised - Waste collection; Repairs & Voids (including asbestos) - Repair Team Structure <p>This session ended with a Q&A (below);</p> <ul style="list-style-type: none"> - Jamal enquired which were the most common types of boilers affected by the recent extreme weather. Aidy advised he didn't have that information, but the main problem was the freezing of condensate pipes. The problem causing them to freeze has been identified and a new product is being fitted to the pipe, which will alleviate this problem in future. The new device is being fitted during the annual service. - Wendy asked if tenants will be advised of these devices and when they will be fitted. Aidy to check. - Wendy enquired what happens during the service. Aidy explained the process. - Jamal enquired if most common parts are carried as stock in vans, as jobs are not being completed on first attendance. It
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		<p>was explained that vans are stocked accordingly, based on the most commonly used parts for their repairs. There will be occasions, after assessing the repair, that further works are required.</p> <ul style="list-style-type: none">- Gwen wanted to know why it took 10 days to repair a security door in her block, and only when a local Councillor got involved. Josh to take details from Gwen. To action.- Gwen asked how long it took for a void property to be repaired. She also wanted to voice other concerns. Josh advised that Aidy is not responsible for the Voids service, but hopes to make arrangements to invite them at our next meeting. We will spend some time to list key questions and send to them before hand, so that they have plenty of time to prepare and respond to our questions at the next meeting.- Gwen enquired why the Council gave a tenant a property that had vermin. Josh to take details from Gwen. To action.- Gwen said painting has not been done for a long time at her blocks. Aidy advised that due to financial pressures and cuts, painting went down the list of priorities, but is now moving up the list.- Peter asked why operatives phone the wrong tenants and how do they obtain them. Josh take details from Peter. To action.- Jean enquired about sheds, and why Team Leaders were not coming back to her with this information. Aidy advised if you don't get an answer from the Repairs Team Leader, then escalate to their Manager.
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		<ul style="list-style-type: none"> - Jean asked whether the Handy Person Service can assist with leaseholder repairs. It was advised that a dedicated webpage has been set up on our LCC website with advice and guidance. All can access it. Aidy advised that there will be more to promote the service later in the year, when the recruitment for the Leaseholder Officers is complete. - Jean asked when the Leaseholder Officers are appointed, will their contact details be made available to members. Aidy advised that they will.
4.	Universal Credit update	<p>Helen McGarry gave a presentation and handouts regarding the Universal Credit update, which was followed by questions and answers.</p> <ul style="list-style-type: none"> - Joe asked whether they can have the contact details for the new Rent Management Advisors. Helen advised she will contact Income Management Manager to find out. Helen to get back to Josh. - May asked if these changes affect the over 60s? Helen advised no, tenants over 60 will be exempt. - Joe asked if a leaflet drop can be arranged as people are asking for leaflets. Helen advised the council is taking a low key approach, but leaflets are in libraries, but she will send to Josh to send to the forum. - Jean said that with the full payment going directly to people, drug and alcohol dependent people will spend it on that. Helen said that if there are known cases of this type, DWP can set up what is called management payments, whereby payments are set up directly to us. Work is underway with monitoring

		accounts and those tenants that are most vulnerable.
5.	Tenant and Leaseholder Annual Report 17/18	<p>Josh advised members that we are proposing to take a different approach of producing and developing the next T&L Annual Report. A study was recently carried out, which reported on how many times our annual report was viewed on the council website. Unfortunately, the figures came out very low, indicating that the report was not being accessed frequently. Members were also advised that the work that goes behind planning, preparing and working on this report, requires a lot of time and may not be the best use of staff resources. The members were further informed, that if they look at the previous annual reports, they will notice that they only have one dedicated paragraph that reflects their role and what they do. To raise their profile and status, we should be focussing more on what they have done in the previous year, what challenges they were met with and what was achieved by their contribution.</p> <ul style="list-style-type: none"> - Members all voted to have a more streamlined report dedicated to the work of the Tenants and Leaseholders Forum.
6.	General Data Protection Regulation (GDPR) update	<p>Josh gave a quick overview of the changes made to GDPR. Jean and Jamal asked where they can obtain information about GDPR, as they are the Chair persons for their local TARA's. Josh advised it can be found online, but he will produce a paper summarising the key changes, so that they can understand the key changes and what really affects them. Josh will act upon this request asap, as the new changes to GDPR come into place tomorrow (25th May). To action.</p>
7.	T&L expenses	Josh shared some very good news with the members. In that, we

		<p>have now been granted a petty cash float to administer and reimburse taxi costs for members. As we all know, over the last 1.5 years, the forum has continuously raised concerns surrounding the extortionate high costs taxi firms are charging the Council, when we make transport arrangements for members to attend the forum meetings. By having this float now in place, this will not only save the Council money (by at least 60%), but will also avoid members having to wait for their money to be reimbursed. Members have therefore been advised that as of next month, those who require taxis to attend to these meetings, should make their own arrangements, and to use a taxi firm local to their area. We know that majority of our members use their bus passes to get to the city, but those who do require taxis on occasions, please ensure they inform me at least 2 days before the meeting, and ensure they get a receipt from the driver on the day. To claim back, the receipt should include the following details; tenant or leaseholders address, time, date and cost. Receipts to be handed at the next meeting and only if they have been confirmed with Josh beforehand. Savings will be reviewed in 6months time. We will also review the old 'Claiming Expenses' policy at the next meeting, and align it with the new changes.</p>
8.	Personal Emergency Evacuation Plans (PEEP); annual review	<p>It was agreed that Josh will fill in the documents on behalf of all members, and signatures will be taken from members at the next meeting. Members agreed. To action.</p>
9.	Any Other Business & Close	<p>Jean would like the forum to work with our District Managers in developing a revised TARA policy. As the old policies are outdated now, and a lot of TARA's across the city are working and being managed differently. Josh to speak to Suki Supria. To action.</p> <p>Josh would like to invite members to a meeting that he's looking to arrange on the 28th June. The purpose of holding this meeting is</p>

		<p>because he has been approached by a charity based in London, known as ASH (Action on Smoking and Health). They are trying to identify policy options to reduce the harm from smoking in the home across all housing tenures. They will be producing a national cross-sector policy report in autumn 2018, and to support this they are hoping to do a couple of tenant focus groups to assess the current thoughts and feelings about smoke-free housing.</p> <p>We have also been approached by the Division of Public Health (LCC), who want to come and speak to us, about what they are doing this summer. They want to see whether we can have any influence in helping promote the outdoor gyms initiative they've been working on and the led sessions they have available across our local parks.</p> <p>To make this meeting more constructive, we can include working and completing the following pieces of work;</p> <ul style="list-style-type: none"> - PEEP's – briefing and completed signatures - Tenants & Leaseholders Annual Report/Newsletter; confirm content and style - Review Expense policy; align with new changes <p>Members have all agreed to attend.</p>
Next meeting date:		<p>Date: 28th June 2018 Venue: Ian Marlow Centre.</p>

**HOUSING SCRUTINY COMMISSION
WORK PROGRAMME 2018/19**

MEETING DATE	MEETING ITEMS	LEAD OFFICER	ACTION AGREED
Meeting Date 25 th June 2018 Agenda Date: 6 th June 2018 Papers despatch: 14 th June 2018	Rent arrears report – Year-end report Voids & Lettings Report – Year-end report Who gets social housing Tenants’ forum notes Work programme	Charlotte McGraw Simon Nicholls Caroline Carpendale	
Meeting Date 20 th August 2018 Agenda Date: 1 st August 2018 Papers despatch: 9 th August 2018	Progress update on Housing Company Voids & Lettings Report Qtr 1 Conditions of Tenancy – consultation Rent arrears report Qtr 1 Sheltered Accommodation	Simon Nicholls Simon Nicholls Charlotte McGraw/Suki Supria/Caroline Carpendale Charlotte McGraw Simon Nicholls	
Meeting Date 8 th October 2018 Agenda Date: 19 th September 2018 Papers despatch: 27 th Sept 2018	Progress report for Goscote House & Sprinklers update Channel Shift/ IT update Homelessness Strategy progress report Repairs performance and update Report	Simon Nicholls/Suki Supria Charlotte McGraw Caroline Carpendale Ian Craig	

<p>Meeting Date 26th November 2018</p> <p>Agenda Date: 7th November 2018</p> <p>Papers despatch: 15th Nov 2018</p>	<p>Private landlords (Register/Licencing Scheme update) Universal Credit</p> <p>Rent arrears report Qtr 2</p> <p>Voids & Lettings Report Qtr 2</p> <p>Universal Credit roll out update</p>	<p>John Leach</p> <p>Charlotte McGraw</p> <p>Simon Nicholls</p> <p>Charlotte McGraw</p>	
<p>Meeting Date 7th January 2019</p> <p>Agenda Date: 12th December 2018</p> <p>Papers despatch: 21st December 2018</p>	<p>HRA Budget</p> <p>Repairs performance and update Report</p> <p>Overcrowding project update</p> <p>General Fund – Council Budget</p>	<p>Chris Burgin</p> <p>Ian Craig</p> <p>Caroline Carpendale</p> <p>Alison Greenhill</p>	
<p>Meeting Date 11th March 2019</p> <p>Agenda Date: 13th February 2019</p> <p>Papers despatch: 28th February 2019</p>	<p>Rent arrears report Qtr 3</p> <p>Voids & Lettings Report Qtr 3</p> <p>District Service Priorities & performance including ASB service performance</p>	<p>Charlotte McGraw</p> <p>Simon Nicholls</p> <p>Suki Supria</p>	
<p>To be allocated 2018/19</p>	<p>Service scrutiny of the Dawn Centre by the HSC</p> <p>Housing & Planning Act – Flexible Tenancies</p> <p>Empty Homes update</p>	<p>HSC</p> <p>Suki Supria</p> <p>Simon Nicholls</p>	