

Leicester  
City Council

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

**DATE: MONDAY, 4 NOVEMBER 2019**

**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 Nangreave (Vice Chair)

Councillors Aqbany, Gee, O'Donnell, Pickering and Willmott  
(1 unallocated non-grouped 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:**

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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**

**[Appendix A](#)**

The minutes of the meeting of the Housing Scrutiny Commission held on 7<sup>th</sup> October 2019 are attached, 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. GOSCOTE HOUSE AND SPRINKLER INSTALLATION UPDATE**

**[Appendix B](#)**

The Director of Housing submits a report for information to update Members of the Commission on the current situation regarding the demolition of Goscote House and the installation of sprinklers in the four remaining tower blocks.

#### **7. SAFETY COMPLIANCE**

**[Appendix C](#)**

The Director of Housing submits a report for noting to the Commission which provides information on how the Housing Division manage the risks associated

to water hygiene, fire safety and asbestos.

**8. COUNCIL HOUSING GAS & HEATING SERVICES - RESPONSIBILITIES AND WINTER PREPARATIONS** [Appendix D](#)

The Director of Housing submits a presentation for noting to the Commission to update on the responsibilities and winter preparations for the Council's housing gas and heating services.

**9. HRA CAPITAL PROGRAMME** [Appendix E](#)

The Director of Housing submits a presentation for noting to the Commission which provides information on the HRA Capital Programme.

**10. MANIFESTO DELIVERY - HOUSING** [Appendix F](#)

The Director of Housing submits a report for noting to update the Commission on progress on delivery of the Labour manifesto commitments made in 2019.

**11. WHO GETS SOCIAL HOUSING** [Appendix G](#)

The Director of Housing submits a presentation for information to the Commission on the Housing register, lettings, and tenant overcrowding and under-occupation.

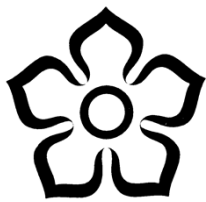
**12. TENANTS' AND LEASEHOLDERS' FORUM ACTION AND DECISION LOG** [Appendix H](#)

The Scrutiny Policy Officer submits for noting the Tenants' and Leaseholders' Forum Action Log from 8<sup>th</sup> October 2019.

**13. WORK PROGRAMME** [Appendix I](#)

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

**14. ANY OTHER URGENT BUSINESS**



Leicester  
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# Appendix A

## Minutes of the Meeting of the HOUSING SCRUTINY COMMISSION

Held: MONDAY, 7 OCTOBER 2019 at 5:30 pm

### P R E S E N T:

Councillor Westley (Chair)  
Councillor Nangreave (Vice Chair)

Councillor Aqbany

Councillor Willmott

### In Attendance

Councillor Cutkelvin – Assistant City Mayor, Housing and Education

\* \* \* \* \*

## **17. APOLOGIES FOR ABSENCE**

Cllr Cutkelvin was introduced to the meeting and welcomed as Assistant Mayor with responsibility for Housing.

The Chair informed the meeting that the order of the agenda had changed, and that he would take Agenda Item 9, Housing System Replacement and Housing Channel Shift after Agenda Item 5, Questions, Representations or Statements of Case.

Apologies for absence were received from Councillors Gee and Pickering, Cllr O'Donnell.

## **18. DECLARATIONS OF INTEREST**

Councillor Aqbany declared an Other Disclosable Interest in the general business of the meeting that he had family members who were council tenants.

Councillor Westley declared an Other Disclosable Interest in the general business of the meeting that he had family members who were council tenants.

In accordance with the Council's Code of Conduct, these interests were not considered so significant that they were likely to prejudice the Councillors' judgement of the public interest. The Councillors were not therefore required to withdraw from the meeting during consideration and discussion of the agenda

items.

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

### Minute 10. Manifesto Housing Commitments

Councillor Willmott asked why the Housing Manifesto Commitments report was not included on the agenda. The DSO reported the agenda item had been missed in error and the briefing note and table of proposed commitments would be circulated to all Members and be on the agenda for the next meeting.

AGREED:

that the minutes of the Housing Scrutiny Commission meeting held on 5<sup>th</sup> August 2019 be confirmed as a correct record.

## **20. PETITIONS**

The Monitoring Officer reported that no petitions had been received.

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

The Director of Housing was present to respond to three questions submitted and supplementary questions that arose.

The Chair said the questions submitted cut across multiple areas of the council and multiple scrutiny committees, and answers to the questions had been collated to be presented at the Housing Scrutiny Commission.

Mrs Zina Zelter was invited to the table to ask her questions.

- 1) "In light of the climate emergency and fuel poverty, does the council intend to require all its new developments to be to Passivhaus/Zero Carbon standard with renewable generation? If not, why? And if yes, what is the time line?"

### Reply

The Director of Housing said from a planning perspective, current policy sought to address this through the adopted Core Strategy.

Core Strategy policy stated all development must mitigate and adapt to climate change and reduce greenhouse gas emissions. The policy required development to meet the Code for Sustainable Homes Level 3 and where feasible, encouraged development to incorporate best practice energy efficiency and sustainable construction methods, and encouraged development to include connection to an existing Combined Heat and Power or Community Heating System, wherever feasible.

The city council was currently in the process of producing a new local plan, which would seek to enhance the strength of policies addressing climate change. Whilst there had been a climate emergency declared on the local

level, national government had limited the scope of planning policy available to allow local planning authorities to set energy performance standards higher than the Building Regulations.

National planning policy guidance currently did not allow local planning authorities to set energy performance standards for new housing above the equivalent of Level 4 of the Code for Sustainable Homes.

The energy efficiency standards of new development was being considered as part of the new local plan process. There would be future consultation on a draft local plan, but the scope would largely be defined by how far national policy allowed local authorities to go in policy development and adoption.

From a Leicester City Council housing building perspective, not only was the council committed to building high quality, good value affordable homes for those people on the housing register, it also wanted them to be environmentally friendly and cheap to run.

The first phase of new homes (29 units) were being built to the current Building Control standards and were due to be completed in the Summer of 2020.

The council aimed to build subsequent phases to higher standards and the way it would be achieved would be decided on a site by site basis. It could not be confirmed at the meeting if it would specifically include the use of specific renewable technologies or that all developments would be built to Passive House Standards.

The council had not ruled out any form of construction or methods for achieving good quality homes that were kind to the environment and cheap to run

#### Supplementary Question

Should not housing be required to be built to level 4 standards?

#### Response

The Director of Housing said the first step for LCC was to get back in to building Council housing and produce a good quality product, balancing the needs of the City and delivering on the new homes that it needs with producing a good balanced environmental produce which was excellent value for money. Now the first phase was up and running and the council is back into house building there was the possibility of doing particular schemes in order to be an example for others.

He added the Heathcote Road site, sold for £1 in conjunction with a Housing Association was already built to passivehaus standards. Each site going forward would be assessed on a case by case basis. It needed to be noted that a number of the sites that LCC would be delivering on would be small sites with low profitability or expensive to deliver in the private world. This would cost the authority more and the council needed to make sure it delivered the right

number of homes that the City needs.

- 2) “Would Leicester City Council consider actively checking and enforcing all private rental accommodation to ensure it is reaching minimum carbon efficiency standards, and licencing them to cover the cost of checks and enforcement?”

### Reply

The Director of Housing responded that as a local authority, it was responsible for maintaining standards in houses in multiple occupation (HMO) and temporary accommodation, as well as rented single and family properties. The council ensured HMOs applied for mandatory license, inspected private rented properties for disrepair and hazards, and offered services and support to ensure properties were safe to live in, were in good repair, and had adequate fire safety measures and facilities. Furthermore, the council could act to help tenants who felt their landlord was failing to maintain a rented property to a satisfactory standard.

In relation to energy efficiency, in April 2018 the Minimum Energy Efficiency Standard (MEES) regulations was introduced and meant that private landlords could not let domestic properties to new or existing tenants if the Energy Efficiency Certificate (EPC) rating was F or G (unless an exemption applied). From 1 April 2020 the prohibition on letting F and G properties would extend to all relevant properties, even where there had been no change in tenancy.

As part of the process in awarding mandatory licenses, an Energy Performance Certificate was required for properties when they were let. The Energy Performance Certificate provided details on the energy performance of the property and what could be done to improve it.

If a local authority believed a landlord had failed to fulfil their obligations under the MEES Regulations, they could serve the landlord with a compliance notice. If a breach was confirmed, the landlord might receive a financial penalty.

The council was now undertaking work to introduce a Selective Licensing Scheme (SLS). The scheme aimed to improve the standards of property management in the private rental sector in specific areas of the city. Selective Licensing schemes were established in many places around the country, with local authorities reporting benefits for their communities such as better housing, increased housing demand and protection of vulnerable people who currently lived in poor condition properties; it was the council's intention that as part of the work energy standards were also considered.

However, in Nottingham following consultation with landlords it was decided it would be unfair to place a burden of heavy charges on landlords who were good, and instead target those landlords who were not so compliant.

### Supplementary Question



Am I understanding you don't routinely consult?

Response

The Director of Housing said that a number of different organisations and stakeholders would be consulted, and what was in place in other parts of the country would be looked at.

The Chair said that private landlords and licensing fell under the Neighbourhood Services Scrutiny Commission and further questions on the issue should be forwarded to that Commission.

- 3) "Given that there is to be a consultation in the next few months on a carbon action plan for the city, please would this commission press for an additional person to be added to the City Executive (beyond the deputy city mayor for environment) whose sole role would be to push for all council policy and actions to be in line with tackling the climate emergency to be part of that carbon action plan."

The Chair said it was important that climate change impacted on every service in the city. It had been seen on the news how it had come to the forefront, and it was important the council took it seriously, and that climate change impact be included in reports.

Members requested a report be brought to the Commission to explain in more detail outlining what level of house building standards could be achieved, and the trade-off between long-term benefits to short-term higher costs on build. It was further added the council should be building to the highest possible standards, and if law prevented the Council from doing so, the law should be challenged.

The Director of Housing said the council was trying to obtain a balance in delivering a significant number of homes for the city, and meeting climate and energy efficient standards and making sure good value was provided for the city.

**AGREED:**

1. That a detailed report be brought to a future meeting of the Housing Scrutiny Commission on house building standards.
2. That climate change impact on proposals be routinely included in reports

The Chair reported that items would be considered out of the order given in the agenda.

**22. HOUSING SYSTEM REPLACEMENT AND HOUSING CHANNEL SHIFT**

The Director of Housing submitted a report to the Commission for noting which

provided an overview and update of the Housing System Replacement programme and Housing Channel Shift.

Charlotte McGraw, Head of Service, presented the report and drew Members' attention to the following:

- Channel shift was about broadening channels for those that could access online services; it was acknowledged that this was not a one size fits all approach and that vulnerable tenants needed to still be able to access services by traditional means too;
- Progress had been made in delivering Rents Channel shift and the first stage of repairs;
- The team was actively promoting uptake of Housing Online;
- The mobile working solution had been updated and alongside Repairs Channel Shift it had made it easier for people to book, cancel and access services.

The Chair asked what performance indicators were being used to assess whether the strategy was successful, i.e. in terms of the percentage of enquiries made online, the cost of introducing rent and repairs channel shift and the projections for the future. Members were informed that statistics on call volumes were considered on a monthly basis alongside data on face-to-face transactions. Currently the council was developing datasets, for example, on rents and how many tenants were signing up to access the services, and the same would be done for the repairs service over the next year. The Chair asked that a detailed report be brought to a future meeting of the Housing Scrutiny Commission.

The Chair noted the lack of connectivity between the Granby Street system and Northgate. He asked what criteria would be used to ensure connectivity between the new housing system and the CRM system used at Granby Street Customer Services. Members were informed a response to the question would be looked into and be provided to them in writing following a discussion with IT.

Members stated that it was a problem for some tenants accessing services online and asked for the approximate number of tenants who did not use electronic means to connect. Members were informed the figure was not known for housing, but at a recent Anti-Poverty summit it was estimated that 10% of people were not able to use digital means, and as many council tenants were in poverty it could be assumed that a number of tenants were in that 10%.

An example given of successful engagement online was the Choice Based Lettings system. There had been initial concerns that people would not engage, but it had become clear that people had with 99% of all bids made online, although it was not known how many were receiving support, for example, in libraries. For those that could not engage online, they were not excluded and Members were given reassurance that there were no plans to remove the telephone system and people still had direct contact. It was noted the situation would be closely monitored and it was believed the gentle encouragement approach the council was taking was correct.

Councillor Cutkelvin, Assistant Mayor for Housing and Education, stated the new system reduced the number of times repairs operatives had to visit. Tenants could now upload pictures of required repairs, reducing the number of visits needed.

The Chair thanked the Officer for the report.

AGREED:

1. That the report be noted.
2. A detailed report on performance indicators used to assess the success of the Channel Shift strategy for accessing housing services be brought to a future meeting of the Housing Scrutiny Commission.
3. Information on the criteria being used to ensure connectivity between the new housing system and the CRM system used in Granby Street Customer Services be forwarded to Members of the Commission.

## **23. HOUSING LEICESTER**

The Director of Housing submitted a presentation to the Commission for noting which updated on progress on the delivery of new housing.

Simon Nicholls, Head of Service, presented the report and provided the following additional information:

- Branding for Housing Leicester had been updated.
- Housing was mainly being built on sites of previous use, usually garage sites.
- Each house cost approximately £130k to build.
- There was a demand for 6,000 houses (highest for two bedrooms), and also an identified need for wheelchair accommodation.
- Planning permission had been granted for all six first phase sites, and a second phase of sites and work ongoing to deliver over 100 units. The council was currently looking to identify other sites to deliver the manifesto commitment.
- The contractor Robert Woodhead would deliver the new homes, and for added social value would be providing work experience for the Council's apprenticeships and operatives, and also work with Leicester colleges.
- The acquisition programme of buying back former council housing had a total value to date of £16million.

In response to Members' questions the following information was provided:

- The council was in the unique position to increase the percentages of homes with wheelchair access and would be built to Level 4 standard. Housing were working with the Environment Team, looking at long-term development moving away from fossil fuels and gas towards air source heating.

- Bungalows were land hungry, though there were benefits, as being wheelchair accessible relied on less technology for the tenant. The existing phase of development is delivering bungalows and future phases would look at increasing the number of wheelchair accessible bungalows.

Members asked that future presentations be put in overall context in what the Council wanted to achieve for the future. They added that it was disappointing that not all houses would be built to the same standard and asked officers and the Assistant Mayor if standards could be increased, as once built a property could be retrofitted, but was counter-productive. The Director of Housing said a paper would be brought setting out additional costs associated with different levels of standard of build.

The Assistant Mayor agreed that the Council should be looking at environmental standards, but it was noted that when Passivehaus was done in the past, tenants did not always comply with the principles.

Members asked if the Phases of build were down to identifying sites. It was noted that sites and capacity to build were down to the design process and resources available.

The Chair commented that housing associations were not accountable to local authorities, with many housing associations in the city having offices in other cities, providing tenants with poor standards of housing and service. He added he would like to see government bring housing association back under local authority control.

The Chair thanked the officer for the report.

AGREED:

1. That the presentation and information be noted.
2. The Director of Housing said a paper would be brought setting out additional costs associated with different levels of standard of build.

## **24. VOID PERFORMANCE REPORT: APRIL - JUNE 2019**

The Director of Housing submitted a report for noting which provided an update on void performance for the first quarter of 2019/20.

Simon Nicholls, Head of Service, presented the reports and provided the following information:

- The number of voids held was now less than 200.
- The average time taken to re-let a property was reducing and improving and once ready took an average of 5.4 days to let. The longer a property was empty, the more rent was lost.
- The council operated a 50-week year to give a two-week break over the Christmas period to tenants, defined as rent-free.
- The council reported void figures based on the actual void period. Some

other authorities based the void period on when contractors were working on a property, so it was hard to compare like for like with other authorities.

- When void properties were checked they were clean, had an energy performance certificate, were asbestos safe, and meters changed.
- A full range of repairs was undertaken in house on voids but work for example on full re-wiring and boilers was currently outsourced.

Members had previously stated that there needed to be a closer look at how tenants maintained their homes. It was noted that craft operatives saw the condition of a property on visits and fed back to neighbourhood housing officers to investigate further. Members were further informed there was a programme of welfare to visit vulnerable people, and visits are done on potential risk flags, for example, rent arrears, previous evictions, to prioritise checks on property conditions and support with a tenancy, and identify other issues. It was added it was not currently possible to visit all 21,000 homes every year to make sure people were maintaining properties due to resources.

Members were asked to note that the condition of housing stock coming back was a concern and appeared to be getting worse thus impacting on voids, and there needed to be a more stringent regime to protect properties. Also, the council was still liable for council tax on voids so it was essential that void times were reduced.

The Chair noted that in the past, if the standard of home improvements by the tenant was of a good standard and met health and safety requirements, the council would not require the tenant to put the property back to its original state. The Head of Service reported that if work was of a good standard and safe that remained the case.

Members were informed that there were many things that contributed to void times, including the age of a property, or a property had not had capital programme work at the request of former tenants by, for example, tenant refusal for upgrade and these need to be done when the property becomes void.

The Chair noted there were a lot of elderly people as council tenants who struggled to maintain gardens, and that the probation scheme used to be in place and could Housing look at supporting them through a finance scheme. Members were informed there was a scheme where people could pay for a gardening service, where the charge was on an hourly basis and at a reduced cost.

The Chair thanked the officer for the report.

AGREED:

1. That the report be noted.
2. Information on the gardening service scheme be provided to the Commission.

## **25. RESPONSIVE HOUSING REPAIRS PERFORMANCE REPORT**

The Director of Housing submitted a report to the Housing Scrutiny Commission for noting, which provided an update on the Division's performance on the completion of responsive repairs to council properties, and an update about the implementation of service charges.

Ian Craig, Head of Service, drew Members' attention to the following:

- During 2018/19, over 90,000 repairs were undertaken.
- 89.4% of repairs were completed on first visit, and 88.4% within target time.
- There were 190 complaints (0.21% of actual work carried out).
- Tenants' primary access to the service was by phone, but the service was working towards Channel Shift and its benefits of longer service access.
- Tenants could also use an online service called 'My Account' to report issues. In addition to that, front line staff could take information on repairs.
- Morning and afternoon appointments were available and a 24/7 out of hours service was operated for emergency repairs. In 2018/19 there were 123,371 calls to the call centre.
- The number of repairs outstanding and out of category did not include gas and central heating.
- The number of repairs completed on first visit was 85.5% due to the hard work of operatives and exceeded the 85% target.
- The next phase for repairs was to go online, with advantages previously outlined. Tenants would be able to report repairs and upload pictures through mobile phones.
- Customer Satisfaction monitoring would be embedded into normal business. Tenants would be asked to leave comments on the service provided, and any complaints would be responded to quickly.
- 19 craft apprentices were currently being recruited.

Members asked to see in the report the number of missed repair appointments because the tenant was not home. The Head of Service reported Channel Shift would give tenants the opportunity to make their own appointments and would reduce events when tenants were not in. It was noted there was also a cost to missed appointments, especially if it was a big job with materials and tools delivered.

Members also reported the Out of Hours service had been very good.

Members asked if the new service being pushed forward had ownership amongst the workforce, and had lone working, risk assessments and health and safety aspects been considered. They also asked about rates of sickness in the workforce. Members were informed all safeguarding aspects were considered. With regards to isolation, workforce surveys were undertaken, and the workforce themselves were close-knit teams with regular team meetings and events outside of work.

The Chair referred to Appendix 2 Window and Doors repairs being out of

category and queried if it had any connect to problems with getting proper fire doors. The Head of Service said the problem with fire doors did have an impact but it could not be said if it was the ultimate reason for the figure given.

The Chair thanked the officer for the report.

AGREED:

that:

1. The report be noted.
2. The number of missed repair appointments due to a tenant not being at home be included in future reports.

## **26. TENANTS' AND LEASEHOLDERS' FORUM ACTION AND DECISION LOG**

No comments were received from Members in relation to the Tenants' and Leaseholders' Forum Action and Decision Log.

The next meeting of the Forum would take place on 8<sup>th</sup> October, City Hall.

Members were informed the Forum had arranged to have a telephone installed in Braunstone Frith Centre for older residents to use to call through to the Council.

It was AGREED that:

1. The Tenants' and Leaseholders' Forum Action and Decision Log be noted.

## **27. WORK PROGRAMME**

The Housing Scrutiny Commission work programme was noted.

It was AGREED:

1. That the DSO would circulate to Members the report on Housing Manifesto Commitments, and to contact the Director of Housing for further information if required.

## **28. ANY OTHER URGENT BUSINESS**

There being no other items of urgent business, the meeting closed at 7.28pm.







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## Goscote House and Sprinkler Systems

Housing Scrutiny Commission : 4<sup>th</sup>. November 2019

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Assistant Mayor for Housing: Cllr Cutkelvin  
Lead director: Chris Burgin

## Useful information

- Ward(s) affected: Wycliffe
- Report author: Simon Nicholls, Jay Rughani, Nick Griffiths
- Author contact details: [simon.nicholls@leicester.gov.uk](mailto:simon.nicholls@leicester.gov.uk)
- Report version number: V.2

### 1. Summary

This report has been prepared to update members of the Housing Scrutiny Commission on the current situation regarding the demolition of Goscote House and the installation of sprinklers in the four remaining tower blocks.

### 3. Supporting information including options considered:

#### Goscote House

A brief history:

Goscote House was built in 1973 and was council flats until the early 1990's when it was leased to Leicester University. The university returned it to the council in around 2003 as it no longer required it. They had used it predominately to house overseas students, however a few council tenancies did remain in the block during that time.

In 2013 When the tower block refurbishment project started it was decided that vacant flats in Goscote House would be used to accommodate the decanted (temporarily rehoused) tenants until their flats had been refurbished. The first block we refurbished was Framland House, followed by Clipstone, Gordon and finally Maxfield House. The flats we didn't need for the block refurbishment project we let to people on the housing register as normal.

The final tenants that had been decanted to Goscote House moved back to their homes in Maxfield House on the 2<sup>nd</sup>. August 2019

Goscote House consists mainly of bedsits and 1 bedroomed flats therefore the majority of the tenants were single people. It's fair to say that the block suffered from unwelcome visitors and anti-social behaviour, this resulted in some tenants feeling intimidated and regular activations of the communal fire alarm cause by in appropriate behaviour.

To mitigate this, security services were commissioned which had a positive impact in reducing much of the reported ASB. However, this is a costly service and cannot be sustained indefinitely.

It was clear that something had to be done with Goscote House and that now would be a good time to make a decision.

It was agreed that significant investment was required to Goscote House to ensure that

it was in a good and safe condition to continue to provide much needed affordable housing in Leicester.

The original plan was to refurbish and reconfigure the block to make the accommodation suit current demand, reduce the number of bedsits and increase the number of 1- and 2-bedroom flats.

As part of the process we commissioned a full structural and condition survey of the block. This confirmed that all the main elements were at the end of their economic life, that the structural alterations required to reconfigure the block were technically possible, but they couldn't guarantee the structure and recommend that it be re-assessed every 5 years.

Due to the significant investment required to reconfigure and refurbish the block with no guarantee that the structure would last enough years to make this financially viable the decision was taken, on the 8<sup>th</sup>. January 2018, to demolish the block and redevelop the site for new affordable housing.

At that time, it was estimated that the cost to demolish Goscote House would be circa £3m. Consultants have now been appointed and whilst the actual cost of the demolition is still expected to be similar they have recommended that we look to add additional monies to cover any possible contingency costs.

There were 73 secure tenants in Goscote House when the decision was made to decommission the block. On 9 September 2019, the situation was that there were only 5 tenants left in the block, one of whom was due to move on 12 September. Properties have been identified for the remaining four tenants. Each tenant who loses their home is due to statutory Homeloss payment, which is currently set at £6,300 by central Government. This payment is used to compensate the tenants who have had to move and allows them to set up a new home. We have also arranged removals for the displaced tenants. We anticipate that the block will be empty of all residents by 30 September 2019

What's happening now:

Consultants were commissioned to investigate and report back on the best way to demolish the block and recommend how this is done.

The report has recommended that the block be 'deconstructed', taken down piece by piece, this is due to the proximity of neighbouring building which makes it impossible to 'blow it up'

We have appointed a consultant to oversee the demolition for us and they are now in the process of arranging for some specialist surveys which will help obtain firm prices when we go out to tender for a demolition contractor.

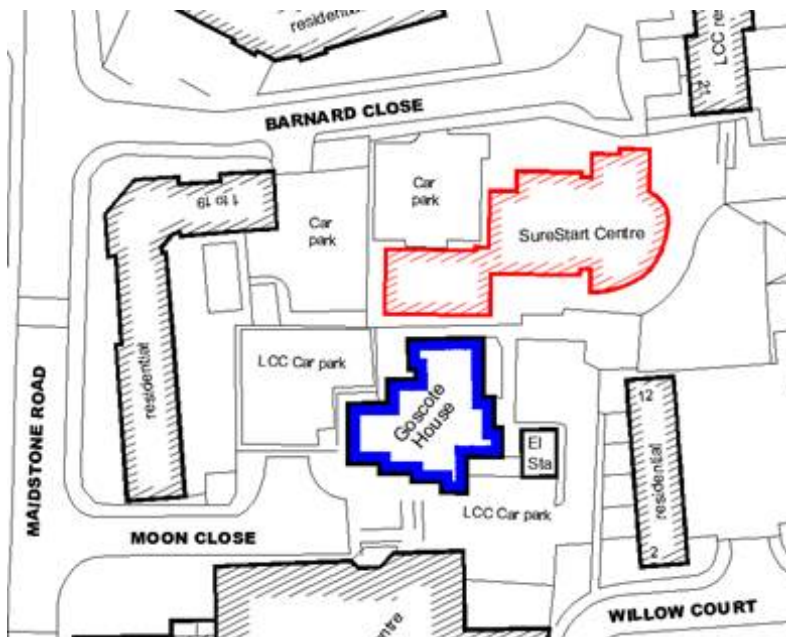
We expect the tender process to start toward the end of this year and the block to start being demolished in the summer of 2020.

During the demolition we will be looking at redevelopment options for the site, we are hoping to deliver a low/medium rise block of flats but no decisions have been made

yet.



Ariel view of Goscote House



Location map

### **Sprinkler installations:**

Post Grenfell the decision was made to install sprinklers at all 5 council owned tower blocks.

The refurbishment of Maxfield House was nearing completion so it made sense to install sprinklers ahead of the tenants moving back in. This caused an inevitable delay but caused less inconvenience than fitting the system whilst the tenants were living

there.

Installing a sprinkler system in a tower block was something we hadn't done before, so we needed help and advice from others. We appointed a specialist fire consultant to help us with the specification and the interfaces the sprinklers would have with other systems in the block. We also worked closely with Leicestershire Fire and Rescue Service to make sure they were happy with our proposals and we had their support and we consulted with our Building Control Department who made sure the installation was compliant with the specification.

The two biggest challenges were storing the water for the system and what happened when a sprinkler head was activated ?

We had hoped that there would be enough water storage from the existing tanks but this proved not to be the case, you need a lot of water to allow the system to operate for the required amount of time and potentially extinguish any fire until the fire service attend. Also, there were concerns about utilising the existing stored water for use by residents and the sprinkler system as the tank size would need increasing considerably and this may have created possible issues of legionella (due to standing water and insufficient water turn over). Therefore, large tanks had to be fitted in the plant room and the water is pumped up rising mains, the pipes are fully charged which means they are always full of water and ready to go if a sprinkler head is activated.



Pumps and water storage tanks that supply the sprinklers:

We had to work out what did we want to happen if a sprinkler head went off, did we

want to leave it to the tenants to raise the alarm, did we want the block alarm to go off to alert all the residents or did we just want to notify a few neighbouring properties ? We decided that if a sprinkler head went off then this would automatically send a message to the Fire Service who would attend and the councils duty manager. The fire panel would tell them which floor the fire was on and by the time they attended the sprinkler system would have contained the fire if not already extinguished it.

One thing we were also concerned about was the potential for false activations, however to date we haven't had one, we are still monitoring the system but so far we are very pleased with it. **Appendix A** – tenants guide to sprinklers.

The cost to install sprinklers in Maxfield House was £400k.

What next:

We now must fit systems in the other blocks, the challenge now is to do it while tenants are living in the flats. We are waiting a few months to see how the installation at Maxfield House fares, so we don't repeat any potential mistakes. During this we will be upgrading the incoming communal electrical supply to the other blocks so it is good enough to power the new sprinkler system. (we did this at Maxfield House) but things are looking good and we hope to start the next block in the coming months.

We are proposing to install sprinklers at St Leonards Court next and hope to start this in the summer of 2020, followed by Framland, Clipstone and Gordon at 6 monthly intervals. The budget for these works is £1.3m

#### **4. Details of Scrutiny**

**Report prepared for HSC**

#### **5. Financial, legal and other implications**

##### 5.1 Financial implications

Report for information only

##### 5.2 Legal implications

Report for information only

### 5.3 Climate Change and Carbon Reduction implications

Report for information only

### 5.4 Equalities Implications

Report for information only

### **Summary of appendices:**

Appendix A. – Tenants guide to sprinklers







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## Safety Compliance

Housing Scrutiny Commission : 4<sup>th</sup>. November 2019

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Assistant Mayor for Housing: Cllr Cutkelvin  
Lead director: Chris Burgin

## Useful information

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

### 1. Summary

The Housing Division has a duty to keep its tenants, leaseholders, staff and contractors safe. This report has been prepared to advise members of the Housing Scrutiny Commission how the Housing Division manage the risks associated to water hygiene, fire safety and asbestos.

### 2 Supporting information including options considered:

The Housing Division has developed a range of policy documents to ensure that risks are identified, managed effectively and that everybody knows what their roles and responsibilities are.

These policy documents have been written to take into account the legal requirements of each area and recognised good practise. The following is a summary of the respective policy:

#### Water Hygiene

We have the policy to ensure that any water system that may present a risk of legionella bacteria exposure to our tenants, staff and members of the public are designed and maintained to control any risk.

There is a lot of legislation that we have to comply with to ensure we are doing this correctly, some are listed below:

- Health and Safety at Work Act 1974
- Water Supply (Water Fittings) Regulations 1999
- HSE (L\* 4<sup>th</sup>. Edition) 2013 Prevention and control of Legionellosis (including Legionaries' disease) HSE approved code of practise L\* (ACopL8)

The risk is caused by water systems that create and disperse water droplets that may be inhaled such as:

- hot and cold-water systems
- showers
- spray taps
- jet washers

- air conditioning and ventilation systems

What do we do to manage the risks:

Risk assessments are carried out for all buildings with water systems that are considered to present a reasonable risk of exposure to legionella bacteria. The risk assessment is reviewed periodically and if the water system is changed, the building use is changed, new information becomes available or even at the building users discretion/request.

The risk assessment may identify a range of measures that need to happen to make sure any risk is managed. The risk assessment may also identify works required to reduce the risk, if it does these will be carried out.

Some of the more common works we carry out to ensure that we are safe are:

- Carry out sample checks to ensure water temperatures are being maintained
- Ensure monthly flushing regimes are maintained (water storage tanks)
- Routine shower head cleaning (void properties, sheltered accommodation. hostels)
- All work on our water systems is carried out by approved contractors
- That we identify any unacceptable situations and put them right
- Provide advice, guidance and training to staff

All housing staff have a responsibility to ensure continued compliance, from our teams in tenancy management, repairs and void staff but the responsibility sits in Technical Services.

Resources:

We have a budget of £250k per year, the work is carried out by up to 9 contractors split into 3 main work areas:

- Risk assessments and testing
- Remedial repairs and upgrades
- Air conditioning systems and ventilation serving maintenance and installation.

### **Fire Safety**

The primary purpose of the fire safety policy is to ensure that we prevent a fire from happening and secondly that in the event of a fire we keep our tenants and leaseholders safe. The policy is designed to make it clear what people's roles and responsibilities are:

There are lots of legislation that we have to work this depends on the type of building, and we work very closely with Leicestershire Fire and Rescue Service.

The overarching document is the Regulatory Reform Fire Safety Order 2005 but there are also good practice guides for certain types of accommodation that supplement this.

We carry out risk assessments on all our blocks of flats (communal areas) at least every 3 years and sooner depending on the block type.

Some of the legislation/guidance documents are:

- Building Regulation Approved Document B
- Fire Risk Assessments Sleeping Accommodation
- Fire Safety in Specialist Housing Guide (Sheltered Housing)
- LGG Fire Safety in purpose-built flats
- LACoRS Fire Safety in certain types of existing buildings
- British Standard (BS) and European Standards (ES)

We split our accommodation into four distinct areas:

- High rise blocks
- Purpose built flats
- Flats in converted properties
- Sheltered Accommodation/Hostels

There are obvious similarities across the four areas but the reason we have separate approaches is because the risks are different

High Rise blocks.

The risk is higher because of the increase number of flats and the height of the building. The inspection regime of a high-rise block is more intensive, we inspect all floors weekly, we have to carry out alarm testing and ensure any remote monitoring systems are operational. We have now started installing sprinkler systems in our blocks and we need to ensure that the servicing regime is maintained, and they are fully operational at all times.

Purpose built flats

The situation in purpose-built flats is similar, the risks are lower because the blocks are smaller and lower level, so the regime is reduced, the frequency of inspection may be every 4 weeks and a block may not necessarily have an alarm system fitted, these decisions are made on a block by block basis and based on the fire risk assessment for the block.

Flats in converted properties.

There is sometimes a higher risk in blocks of flats that have been converted because the building is not being used as originally intended. Some of these flats may have been converted many years ago and whilst they were converted to the standards in

force at the time of construction techniques and opinions have moved on. The biggest are of concern is the quality of compartmentation, this is why we have a full evacuation policy and not a stay put policy.

#### Sheltered Accommodation/Hostels

This type of accommodation we called specialist, and as such we have enhanced levels of inspections and monitoring.

#### **The stay put policy and compartmentation.**

Why do we have a stay put policy ?

A stay put policy is designed to stop residents in flats unaffected by fire from unnecessarily evacuating the building and blocking the stairways, this makes it easier for the Fire Service to quickly extinguish a fire

#### What is Compartmentation?

Compartmentation is the use construction techniques to divide the building into a series of fire tight boxes called compartments

#### What does Compartmentation do

Compartmentation slows fire spread within the building by reducing the fuel available in the initial stages of a fire.

It also forms a barrier to the products of combustion; including smoke, heat and toxic gases.

#### Why is Compartmentation needed

Compartmentation should help the occupants to evacuate the building and assist fire and rescue service personnel with fire-fighting and rescue operations.

Compartmentation is critical to a stay put policy.

#### Passive fire protection

The role of Passive Fire Protection is to limit the spread of fire through Structural Fire protection and Fire compartmentation.

Each flat is constructed to form a fire resisting box, each separated from the rest of the building.

- Where services such as pipes, ducts or cables pass through walls, floors or ceilings, there should be no gaps to allow the passage of smoke or flames.
- The door to each flat should be a self-closing fire resisting door.
- This allows a stay put policy to be in place
- There is no requirement to provide a fire alarm system in the common parts
- Smoke alarms should be provided to each flat
- Emergency lighting should be provided to the common parts
- Firefighting equipment is not usually required in the common parts

Resources:

We have budget of £1m for 2019/20 to carry out fire improvement work, the works are delivered by 7 contractors, the main areas of work are:

- Fire doors and fire stopping
- Fire risk assessments
- Compartmentation surveys
- Fire alarm and emergency lighting maintenance
- Alarm signalling
- Sprinkler installation
- Misting system installation
- Dry riser maintenance

### **Asbestos.**

Asbestos is a mineral that is resistant to heat, fire and corrosive chemicals and was used extensively in the construction industry until 1985. (amosite and crocidolite banned in 1985, Chrysotile banned in 1999) it is made up of small fibres that are hazardous and primarily cause harm to the linings of the lungs when inhaled, any subsequent disease can take from 15 – 60 years to show from being first exposed.

There are three main types of asbestos:

- Chrysotile (white)
- Amosite (brown)
- Crocidolite (blue)

What do we do to manage the risk ?

- In the first instance we work to the 'Control of Asbestos Regulations 2012'. Which has shaped our policy.
- We ensure that the asbestos policy complies with and reflects the legal framework and good practise.
- We make sure our policy is implemented by working with leaseholders, stakeholders and other council departments
- We implement processes equally across the Division
- We support staff by providing training for anybody likely to have exposure to asbestos and practical training for any staff liable to work on asbestos containing materials.
- We communicate with tenants and leaseholders in plain English when dealing with asbestos related enquiries.

What does this mean in practise:

We manage asbestos, we do not automatically remove it, if it's in good condition, we monitor it, if's its damaged or likely to deteriote then we remove it.

Areas in a house that you may find asbestos are:

- Decorative coatings on ceilings
- Bath panels
- Thermoplastic floor tiles
- Pipe boxings
- Wardrobe linings
- Water tanks in lofts

We deal with asbestos depending on the risk, typically cement bonded products can be removed by council operatives, under controlled conditions, but non-cement bonded products have to be removed by licenced contractors under fully controlled conditions. (this is because they are more friable and the risk of a release of fibres is greater)

For all of our properties we hold asbestos information, this is stored on our Housing System and every time a job is sent to the operative they receive the asbestos information associated to the property. This is so they are aware of its location before they enter the property and any actions they need to take.

We also provide this information to our contractors and it is available to anybody that needs to see it.

We also ensure all our operatives receive annual asbestos awareness training to ensures their level of knowledge and awareness is maintained, we also make this mandatory for our contractors. There may be times when asbestos is hidden, and this could be exposed if we are carrying out a repair or a refurbishment, the operatives need to know what to do in every potential situation.

We also need to make sure we dispose of any asbestos containing material correctly, we do this in house, and collect all asbestos containing waste, we are licenced carries, and make sure it is disposed of correctly.

As part of some recent refurbishments, we have taken the decision that we will remove all asbestos containing materials, we have done this at Maxfield and Gordon House and we will continue to adopt this approach on a project by project basis, working alongside our managed approach.

Resources:

We have a dedicated Asbestos Coordinator who ensures that all work we do, whether by our in-house teams or contractors is compliant, he is supported by 4 Asbestos Technicians who are all qualified to take asbestos samples and surveys. ( an asbestos surveys is carried out in advance of any programmed work being carried out)

We have an asbestos removal budget of £560k and a staffing budget of £215k. all licenced removal area carried out by contractors, we have 3 contractors.



#### 4. Details of Scrutiny

Report for HSC information

#### 5. Financial, legal and other implications

##### 5.1 Financial implications

Report for information only



## 5.2 Legal implications

Report for information only

## 5.3 Climate Change and Carbon Reduction implications

Report for information only

## 5.4 Equalities Implications

Report for information



# Tenants Guide to Fire Sprinklers

## 1.0: Introduction

- Fire sprinkler systems are designed to save lives and prevent injuries to both the building occupants and the emergency services from fire and smoke.
- Fire sprinklers are an important addition to the fire detection systems already fitted in your home.
- Fire sprinklers prevent a fire from taking hold and spreading to other rooms preventing extensive damage to your home.

## 2.0: The Fire Sprinkler System Within Your Home

- Fire sprinklers operate by releasing a spray of water to suppress or extinguish a fire as soon as the heat reaches a certain temperature.
- A series of sprinkler heads are fitted within the following rooms of your home:
  - Hallway
  - Kitchen
  - Living Room
  - Bedroom
- The heads themselves are concealed beneath a small circular flat plate and are located at high level around the perimeter of each room.
- To ensure that your fire sprinkler system will operate effectively when it is needed you **MUST NOT:**
  - × **Paint over the sprinkler head locations.**
  - × **Hang any items in front of the heads e.g. pictures**
  - × **Try to remove the covers or intentionally damage the system in any way.**
- If you are concerned that a sprinkler head may have been accidentally damaged then you should immediately report this to Leicester City Council.



**Fire Sprinkler Heads Located within Your Home**

### 3.0: In The Event Of A Fire

- In the event of a fire you should evacuate following the 'Block Evacuation Strategy' which was explained to you on occupation by Leicester City Council's Tenancy Management Team.
- At the source of the fire when the temperature reaches between 57 and 68 degrees centigrade, the nearest circular plate(s), in the immediate vicinity of the fire will detach and the sprinkler head will activate. Once activated a signal will be sent automatically via the fire alarm system and the Fire Service will attend.
- The sprinkler head activated will then intensively spray droplets of water onto the areas in the vicinity of the sprinkler. This continuous spray of water will be enough to contain or extinguish the fire.

### 4.0: Sprinkler Myths

- Fire sprinklers will not operate accidentally. They will not go off in response to the heat from cooking, to steam from a bathroom or a shower, and they will not go off if you burn the toast!
- If there is a fire, the only sprinklers to go off will be those immediately close to the fire (normally only one sprinkler head). A fire will not set off all the sprinkler heads in a home. What you may have seen in films is wrong!
- Water from a sprinkler will only cause minor damage, requiring some furniture and carpets to be dried out, and probably some redecoration of any walls doused in water.
- Damage from a fire (in the absence of sprinklers) would be much more extensive and serious, and life-threatening. The Fire Service would use much more water to extinguish a home fire than a sprinkler, and so the water damage from the Fire Service would be much more serious.

## 5.0 What Else Should I Do To Reduce The Risk Of Fire?

### Six steps to fire safety in the home:

- PLAN** – plan your easiest escape route
- TEST** – ensure smoke alarms are tested regularly
- CHECK** – check all appliances before going to bed or leaving the home
- CARE** – when cooking, never leave chip pans (or similar appliances) unattended
- CLOSE** – close all doors, especially at night
- CALL** – get out and call 999 at the first sign of fire



# Council Housing Gas & Heating Services

## Responsibilities & Winter Preparations

# Housing Division - Preparations for Winter

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- The Housing Division already has an “Extreme Weather Policy” linked to our Council owned properties
- This Policy covers all extreme weather events
- The decision to implement the extreme weather policy will be made by the Head of Service lead for adverse weather. (Ian Craig)
- This decision will be based on 3 factors:
  - Weather forecasts and warnings, received from the Met office.
  - Increase in emergency repair requests from customers
  - Increase in calls to Customer Services



# Housing Division - Preparations for Winter

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37

- If invoked daily meetings are held and decisions made on the following:
  - Movement of resources
  - Suspension of non urgent work
  - Vulnerable customers prioritised
  - Communication officer appointed
- Annual review of this policy which includes taking on board lessons learnt from previous year.
- Meeting already held 2<sup>nd</sup> October with HOS and the section leads from all areas of the housing division ensuring preparations are in place should the policy be invoked.

# Responsibilities

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The Primary role of the Gas & Heating Services Section is to ensure the Authority adequately discharges it's responsibility with the law, specifically the:

Gas Safety (Installation and Use) Regulations 1998 as amended

- Regulation 36 “Duties of Landlords” states that as a landlord we have a duty to ensure all properties receive a gas safety inspection every 12 months.

ω • Other areas of the sections responsibilities are as follows:

- Repairs to gas boilers and other LCC owned gas appliances & associated controls
- Repairs to Radiators, heating pipework, hot water cylinders and associated water tanks.
- Communal Heating / District heating – heating and hot water repairs within these properties.

All our customers heating & hot water repairs under one section

# The Numbers!

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## Total Jobs Completed between April 2018 to March 19

- Annual Gas Safety Checks 21,138
- Boiler & Heating Repair Visits 18,595
- Communal / District Heating Repairs 2,498

Total Jobs 42,231

# Gas Services - Preparations for Winter

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- Recruited additional direct labour Gas Service & Heating Engineers
  - October 2019 = 51 x FTE's
  - February 2018 = 43 x FTE's (Prior to Beast from the east)
- Emergency out of hours cover increased from 1 x Engineer to 2 x Engineers over the winter months October to April.
- We have throughout this summer pulled forward the volume of Annual Gas Safety Inspections. Effectively allowing us a window to suspend this type of work should we experience another cold snap.
- Gas trained staff from within our voids section will be drafted in to bolster the workforce if required (approximately x 8)
- We have increased our engagement this year with a number of local contractors who could assist if required.

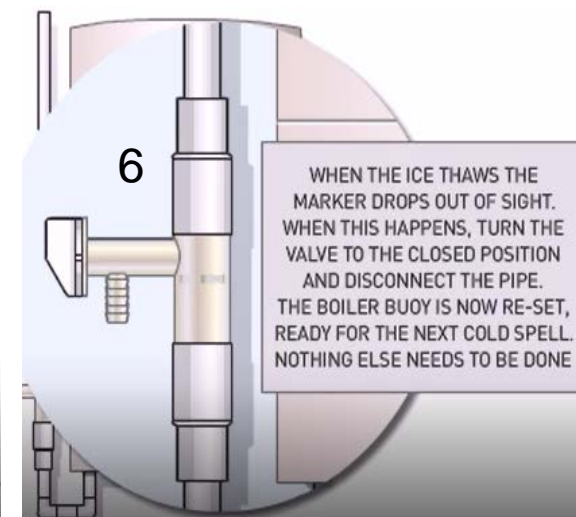
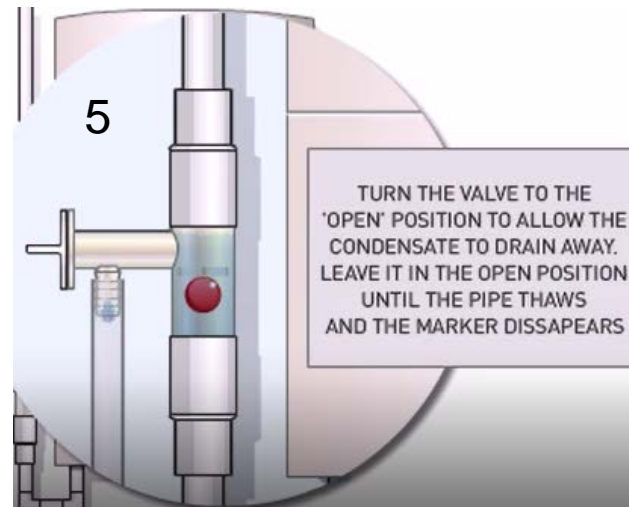
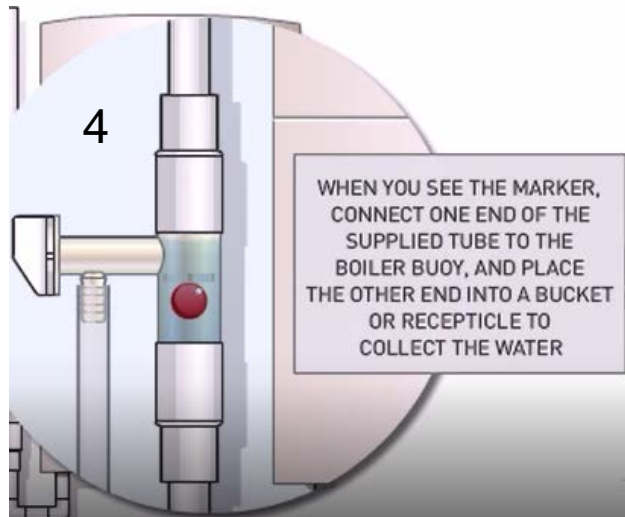
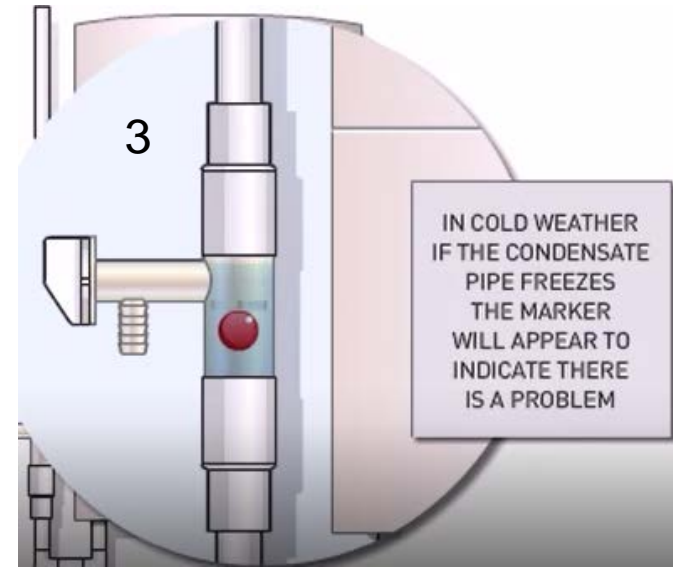
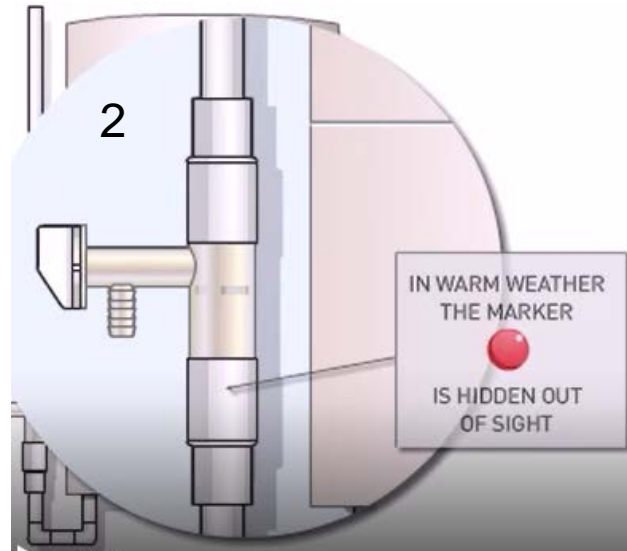
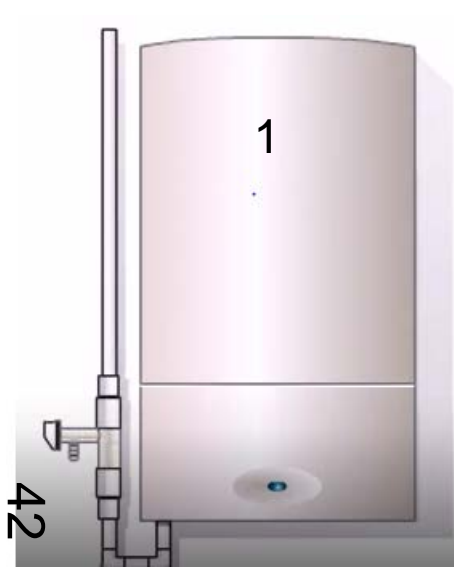
# Gas Services - Preparations for winter – Cont;

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- All other non essential repair works would be suspended.
- Boiler Buoys were installed to those properties which were immediately affected during the Beast from the East.
- 41 • To date over 3500 Boiler Buoys installed where the condensate pipe is externally fitted and therefore prone to freezing.
- No boiler buoys fitted between November and end of January 2019 due to supply shortage.
- The programme of installing a boiler buoy at all properties with an external condensate pipe continues. Works undertaken where possible during the routine Annual Gas Safety Inspection. Van Stock increased to 15 x per van.

# The boiler buoy – what does it do

42



# Gas Services - Preparations for winter – Cont;

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- Stores hold a stock of 200 fan heaters and have a number of suppliers where additional heaters can be obtained at short notice.
- Following the “Beast from the East” specific guidance is now provided to tenants on how to unblock a frozen condensate pipe.
- In support of this advice there is also a web link for tenants to watch a video produced by Worcester Bosch.

<https://www.leicester.gov.uk/your-community/housing/council-tenants/housing-repairs/emergency-housing-repairs/>

# Customer Support – Preparations for Winter

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- During the BFTE we had a 225% increase in calls. We see increases even during lesser cold snaps. Call filtering now in place to stop the system getting overloaded, to make sure everyone can get through to us.
- Emergency staffing arrangements and communications plan in place following lessons learned
- Easy to access information for customers about online resources



# Customer Support – Preparations for Winter Cont;

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- Communications plan in place enabling quick response and pre-agreed messaging/advice
- 45 • Call handlers trained to issue Worcester Bosch initial advice
- We are prepared!

# Any Questions

# **HRA Capital Programme Housing Scrutiny Commission**

# What do we do ?

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48

- Kitchen and bathroom refurbishments
- Boiler replacements
- Rewires and electrical upgrades
- New roof and roofline upgrades
- Disabled adaptations
- Fire safety upgrades

# What criteria do we use ?

- Life cycle data, eg 40 years for a kitchen, 30 years for a rewire
- Legislation, eg new wiring editions –new British standards
- Condition survey data based on surveys
- Maintaining the decent homes standard
- Energy efficiency

Component for replacement	Leicester's Replacement Condition Criteria	Decent Homes Standard Minimum Age
Bathroom	All properties to have a bathroom for life by 2030	40 years
Kitchen	All properties to have an upgraded kitchen by 2036	30 Years
Central Heating Boiler	Based on assessed condition (from annual service)	15 years (future life span of new boilers is expected to be on average 12 years)
Electrics	Every 30 years	30 Years
roofs	Based on assessed condition (from Stock Condition Survey/HHSRS	50 years (20 years flat roofs)
Doors and windows	Based on stock condition survey	40 years

# Who does the work

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- A variety of specialist contractors
- 27 contracts with a total value of £132m
- 51 • Specifications written by Tech Services.
- On site works supervised by Quality Control
- Budgets monitored monthly

# Kitchen and bathroom refurbishments

52





# New roofs



# Disabled adaptations





55



Leicester  
City Council

# Fire safety upgrades



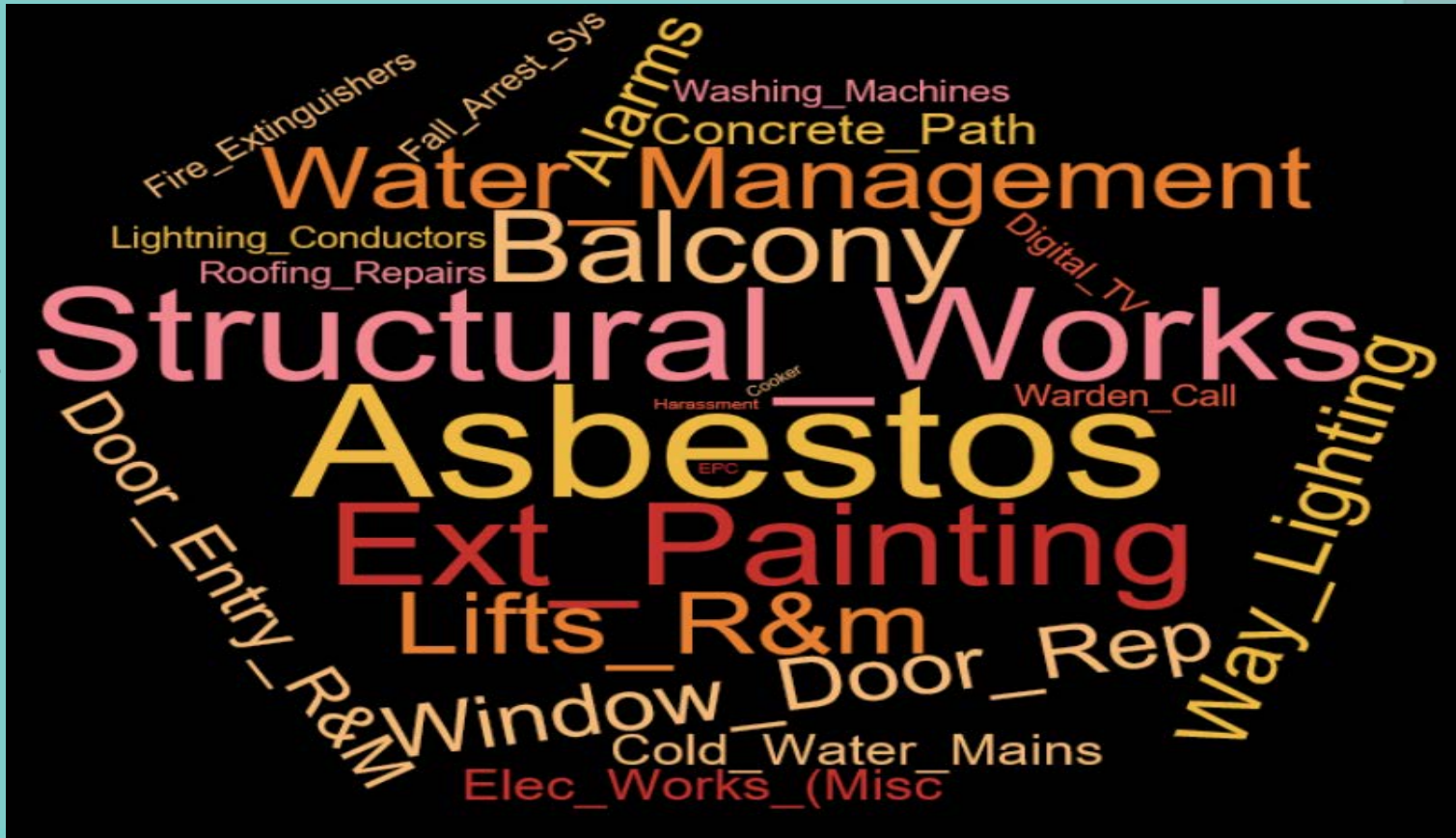


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# The smaller stuff

58







# We are spending a total of £58m in 19/20 which includes:

Work area	Budget		
Kitchen and Bathrooms	£4m	Loft insulation	£100k
Boilers	£3.425m	Health and safety	£300k
Rewires/electrical upgrades	£1.76m	Fire safety	£1m
Roofs	£750k	Way lighting	£150k
Disabled adaptations	£1.2m	Door Entry upgrades	£150k
Windows and doors	£150k	District Heating	£725k
Soffits and fascias	£350k	Concrete paths	£100k



# Projects in the HRA capital programme

- Sprinkler installation
- Lift installations
- 61 • Sheltered Accommodation project
- Acquisitions
- Goscote House demolition.





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## Manifesto Delivery – Housing

Housing Scrutiny Commission: 4<sup>th</sup>. November 2019

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Assistant Mayor for Housing: Cllr Cutkelvin

Lead director: Chris Burgin

## Useful information

- Ward(s) affected: All
- Report author: Chris Burgin
- Author contact details: Chris.Burgin@leicester.gov.uk
- Report version number: V.1

### 1. Summary

This report provides a progress update to the Housing Scrutiny Commission setting out progress on delivery of the Labour manifesto commitments made in 2019.

Good progress is being by Housing towards the commitments, with seven of the key metrics being completed this period and a further sixteen set in progress. These items have been highlighted in red in the Appendix 1 table.

### 2 Supporting information:

Labour's Manifesto commitments 'For the Many not the few' has eight specific sections covered within the document and the Housing Division will continue to contribute towards many of the broader themes and elements within them.

The document contains 12 main Manifesto commitments that the Housing Division has primary responsibility for delivering. Most of these commitments sit under the Manifesto section 'Homes for All'.

#### **Provide 1,500 more council, social and extra care / tackle housing shortages**

Highlights around progress towards deliver of the manifesto commitments include that the builder procured to build Leicester City Council's next phase of Council housing is on site and now in the build phase.

Work continues and is ongoing towards acquiring properties from the open market, improving their condition and then returning them as Council Housing. Since the manifesto commenced the total has now exceeded 100 new Council homes.

Work is ongoing to deliver a more detailed proposed pipeline of potential sites for further LCC new build phases. Meetings are also planned to drive forward options for delivery of further new affordable homes with Registered providers (Housing Associations) in Leicester.

#### **Reduce the number of families and individuals placed in temporary accommodation / Ensure that no one has to sleep rough**

Good progress has been made with delivery and work completed in this area with the 'MyHome app' one of the first Homelessness advice apps in the Country to be launched in August 2019 by Leicester City Council.

A number of successful bids have been completed to supplement and add to the strength of our services including further funding for a Coordinator, personalised budgets, a new navigator pathway has been launched with Help the Homeless and One Roof and a new landlord incentive scheme aimed at delivering increased access for LCC to private sector housing has also been launched.

### **Make Leicester a place of refuge for those fleeing conflict across the World**

The STAR AMAL team have been working to deliver the commitment to resettle 45 families by 2021. To date 42 families have found homes in Leicester with the final 3 due to arrive shortly ahead of schedule.

### **Establish a home extension fund for council tenants**

A review of existing statutory and severely overcrowded Housing applicants that are LCC tenants is ongoing, this includes a desktop exercise to review the suitability of their property for an extension.

### **Undertake an ongoing £80m council home improvement programme**

Work is ongoing to continue to invest in council homes and this year Housing are on target to invest over £26m alone this year in council housing improvement.


### **Continue our environmental investment programme on council land and estates**

A £750k budget has been approved through the HRA budget for the Environment budget to invest and improve the neighbourhood environment and work to complete works is progressing well.

There is also targeted and joined up work to enhance the area in the St Peters & St Matthews neighbourhoods taking place.

## **Summary of appendices:**

Appendix 1 – Table of Manifesto Commitments

Commitment	Key Actions Required	Delivery Timeframe	Key Metrics
Provide 1,500 more council, social and extra care homes	Delivery of new residential acquisitions, new house building and Extra care schemes	2019/2020  Nov 19	Delivery as per agreed 10 year ASC plan agreed with CM on 25.7.2019, which sets out the housing need for vulnerable people, including proposed numbers per year and potential sites (155 build on 2 sites commence in 2019/20) .  <b>IN PROGRESS</b> - A clear four year delivery plan covering acquisitions & LCC new property build is agreed with LM by November 2019 and delivered as per the agreed projection - reported annually.
 Use our housing company to tackle housing shortages	1. Provide Social Housing through LCC HRA to achieve affordability and accessibility (especially for those with barriers to Housing for such reasons as on Benefits 2. Deliver new Affordable Housing for the same reason as above 3. Target hard to use/small/less profitable spaces that the open market would not develop 4. Provide housing types not delivered by the market including bungalows / adapted properties	Completion Aug 2020  Planning Oct 2019 & on site Summer 20 November 2019  Ongoing  2019 - 2023  Ongoing	<b>IN PROGRESS</b> - Delivery of Housing Leicester Phase 1 of new Social Housing delivering 29 units across 6 small sites including bungalows which are wheelchair accessible – <b>The builder is now on site and in the build phase.</b>  <b>IN PROGRESS</b> - Planning ongoing for Phase 2 A for a further 100 units again using a mix of small, low margin sites.  <b>IN PROGRESS</b> - A pipeline of sites to be identified and agreed for the 4 year term by November 2019.  <b>IN PROGRESS</b> - The Council has now acquired in excess of 100 open market homes to improve their condition and deliver new affordable Council housing. Delivery of agreed pipeline  KPI reporting on percentage of adapted properties, bungalows and use of small/hard to use to be reported.

Commitment	Key Actions Required	Delivery Timeframe	Key Metrics
Reduce the number of families and individuals placed in temporary accommodation.	1. Delivery of new Social and Affordable Housing 2. Maximise the existing Homelessness service provision to achieve the best prevention rates 3. Deliver an increased offer of stepped accommodation 4. Continue to bid for additional funding that can be utilised to strengthen the Homeless service 5. Work with Registered Providers to deliver access to permanent accommodation	As above	
		August 2019	Social Housing delivery as per 1500 units commitment plan  <b>COMPLETED</b> - Hard roll out of the 'MyHome app' in August 2019 to increase the service offer to 24/7 for Housing advice and also channel shift low level enquiries enabling Homelessness prevention officers to focus on more complex cases
		August 2019	<b>COMPLETED</b> - LCC has just successfully bid for MHCLG funding for additional Homelessness services enabling the funding for a homelessness Coordinator and personalised budgets to be delivered in 2019/20.
		Full spend 2019/20	<b>COMPLETED</b> - LCC has also just successfully bid for funding from the Rapid Rehousing pathway to facilitate funding for a Landlords incentive scheme, additional top up funding for personalised budgets
		Sept 19	<b>COMPLETED</b> - Navigator pathways set up with multiple front line voluntary groups - September 19.
		20/21	Additional units of stepped accommodation are delivered (60 Housing First units and 50 Semi independent units by 20/21

Commitment	Key Actions Required	Delivery Timeframe	Key Metrics
Ensure that no-one has to sleep rough on our streets	<p>1. Delivery of the Homelessness strategy actions</p> <p>2. Development and embedding of the Homelessness Charter (including delivery of diverted giving scheme, enhanced communications for the public, service users and stakeholders and alternative forms of housing provision not currently available to meet the needs of those with NRPF</p> <p>3. Continue to bid for additional pots of funding to invest in to Homelessness services across Leicester</p>	<p>as per action plan COMPLETED</p> <p>Summer 20</p> <p>Autumn 19</p> <p>Ongoing</p> <p>Winter 19</p> <p>2019/20</p>	<p>Ongoing delivery of the homeless strategy actions including <b>COMPLETED</b> - procurement of Temporary accommodation for those leaving prison completed securing 30 units increased from 20.</p> <p><b>IN PROGRESS</b> - Temporary accommodation for singles (including Dawn Centre) is ongoing. Re-procurement of the agreed profile by Summer 20.</p> <p><b>IN PROGRESS</b> - Work is also ongoing with an organisation to facilitate work placement and work opportunities for those whom are Homeless. Aim to have this set up Autumn 19.</p> <p><b>ONGOING</b> - The Homelessness Charter has been launched and a Management group is now set up to oversee the Action Groups covering (Health, Accommodation, Training &amp; Employment, Funding, Destitution). Each Action group now has a small number of actions to take forward and deliver.</p> <p><b>IN PROGRESS</b> - Delivery of a diverted giving scheme - before Winter 2019</p> <p><b>COMPLETED</b> - LCC has successfully bid for MHCLG funding for 19/20 totalling £340k to deliver a coordinator and personal allowances</p> <p><b>COMPLETED</b> - LCC has also just been successful in a bid to the Rapid Rehousing pathway for £211k to facilitate a Landlord incentive scheme, personal allowances and additional navigator staffing to be set up in 19/20</p>



Commitment	Key Actions Required	Delivery Timeframe	Key Metrics
<p>Establish a residential facility for people experiencing multiple and complex needs, many of whom are rough sleeping</p>	<p>Business case setting out viability and pathway to delivery of the purchase of unit(s) for this purpose alongside the delivery of wrap around health and support services specific to these units</p>	<p>as per project timelines</p>	<p>Approval of Business case, Purchase of units Design of service and delivery/launch of service</p>
<p>Support further work to meet complex needs experienced by women and BAME communities who may not be sleeping on our streets but are homeless.</p>	<p>A high level focussed piece of work is undertaken to establish existing provision in Leicester and to identify any weaknesses or gaps that can then be developed for ongoing consideration</p>	<p>2020/21</p>	<p>Service review is completed September 20 and recommendations considered by Assistant Mayor</p>

Commitment	Key Actions Required	Delivery Timeframe	Key Metrics
Make Leicester a place of refuge for those fleeing conflict across the world, with a comprehensive offer of housing, support and learning	<ol style="list-style-type: none"> <li>1. Ongoing delivery of the Vulnerable Person Resettlement scheme as per the original commitment.</li> <li>2. Develop relations with Nationals and local providers of services for this group.</li> </ol>	Spring 20	<b>IN PROGRESS</b> - Resettlement of 45 families through the existing resettlement scheme by 2021 and delivery against KPIs set within that for families accessing support eg registering with a GP and dentist, developing English language skills and taking up employment. Resettlement of further families against any future agreed target. – <b>42 families have now arrived through this work and a final three are due to arrive shortly to complete the original commitment</b>
Maintain our existing adaptation services for all homeowners and undertake a programme of council housing adaptations to allow people with disabilities to remain or move into our properties	<ol style="list-style-type: none"> <li>1. Continue to deliver a timely service to those requiring adaptations and achieve full use of the funding.</li> <li>2. Ongoing development and challenge to ensure effective delivery for service users in a timely way</li> <li>3. Review and individual plan for all those on the Housing register requiring adaptations</li> </ol>	<p>Ongoing</p> <p>Ongoing</p> <p>Spring 20</p>	<p><b>ONGOING</b> - Achieve full spend of available budgets in GF/HRA</p> <p><b>ONGOING</b> - Engaging staff in a review of business processes to maximise joint work and the effective use of DFG resources</p> <p>Completion of review of cases by Winter 2019 and individual plans in place by Spring 20</p>

Commitment	Key Actions Required	Delivery Timeframe	Key Metrics
<p>Establish a home extension fund for council tenants to reduce overcrowding in council properties</p> <p>71</p>	<p>A fund is set up in the HRA to process and deliver house extensions for those housing register applicants that are Council tenants and are severely/statutorily overcrowded where it is possible to extend their existing property to meet their need.</p>	<p>Autumn 2019 then ongoing delivery</p>	<p><b>IN PROGRESS</b> - A fund of £500k for 2019/20 has been approved for a home extension fund in the HRA Budget report in February 2019 and a defined process of use is being determined and metric will be measure of spend and number of tenants assisted. <b>A review of existing statutory and severely overcrowded Housing applicants that are LCC tenants is ongoing – this includes a desktop exercise to review the suitability of their property for an extension.</b></p>
<p>Undertake an ongoing £80m council home improvement programme</p>	<p>Capital investment to maintain and improve the standard of Council housing continues in line with approved HRA Budget</p>	<p>as per spend per year</p>	<p><b>IN PROGRESS</b> - A council housing improvement programme in 19/20 £26m, 20/21 £18m, 21/22 £18m and 22/23 £18m totalling £80m is delivered.</p>

Commitment	Key Actions Required	Delivery Timeframe	Key Metrics
Continue our environmental investment programme on council land and estates	1. Joint annual programme of parking layby and hardstanding areas has been developed. Programme is part HRA funded and part Highways LEW funded. 2. To continue to provide an Environmental budget for investment and improve Council Housing estates.	2019/20	<b>IN PROGRESS</b> - Completion of annual programme for 2019/20 of parking/laybys.
		March 2020 and annually in 20/21, 21/22 and 22/23	<b>IN PROGRESS</b> - A £750k budget has been approved through the HRA budget for the Environment budget and this is proposed to continue for the following 3 years. Full delivery of approved schemes and spend of budget.
	3. Continue to fund a Neighbourhood Improvement service that's primary focus is estate based improvement work	Ongoing	<b>IN PROGRESS</b> - The NIO service has been extended to provide a 12 month work placement opportunity with the continued focus upon estate based improvement projects and work
	4. Estate Warden service provided on Council Housing estates is maintained	Ongoing	<b>IN PROGRESS</b> – Targetted joined up work to enhance the area in the St Peters & St Matthews neighbourhoods
	5. Continue to fund capital investment to enhance LCC Council owned stock to enhance its look	2019/20	<b>ONGOING</b> - The HRA continue to fund an Estate Warden Service that proactively targets estate based areas to maintain and enhance their appearance
	6. Strategic selection of new build sites on estates to address environmental issues	Summer 19 then ongoing  Ongoing	<b>IN PROGRESS</b> - Capital investment of £100k in neighbourhood pathways in 19/20 <b>IN PROGRESS</b> - A project is ongoing to deliver LCC owned Sheltered Housing scheme improvements across the City with proposals being defined by Summer 19 and agreed schemes first phase of Sheltered units agreed and progressed

Commitment	Key Actions Required	Delivery Timeframe	Key Metrics
Provide free wifi on council estates	Delivery of new wifi networks on Council Housing estates to increase choice, drive down cost and in communal settings facilitate free roaming wifi		<b>IN PROGRESS</b> - Delivery of key actions. Discussions ongoing with potential providers. Timeline and actions to be determined after these discussions



# Who Gets Social Housing?

Justin Haywood

# Headline Data- Housing Register

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- 01/10/19 – 6131 applicants on the Housing Register
- Overcrowding remains the biggest reason for joining the Register (3598/59%)
- Homeless/facing homelessness (1283/21%) is second biggest reason for joining the Register
- Highest demand for 2-bedroom accommodation (2110/34%) of total demand

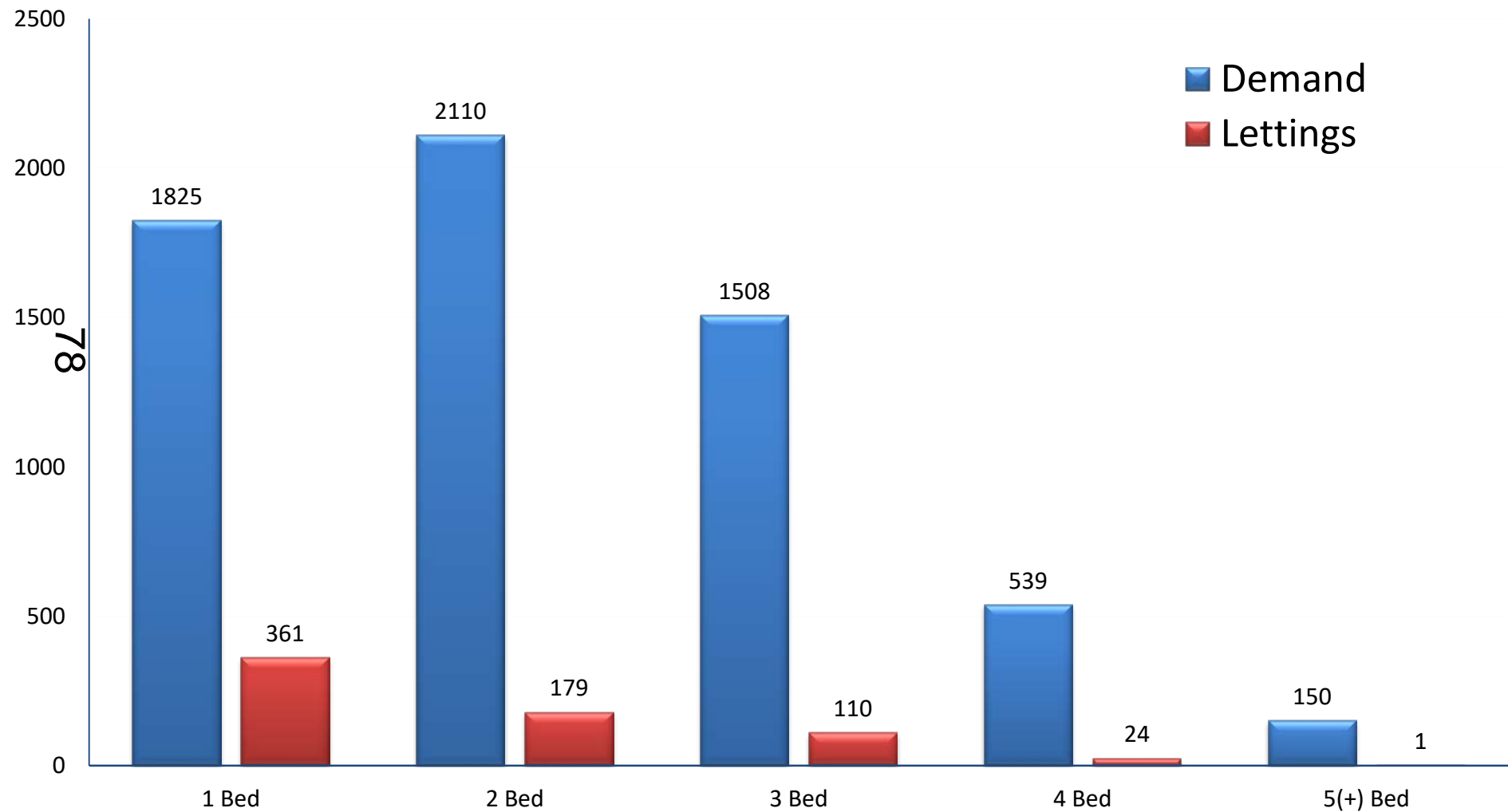


# Headline Data - Lettings

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- 675 lets in last 6 months
- 11% increase on same period last year.
- Bands 1 and 2 account for 98% (663) of all lettings
- Band 3 account for 2% (12) of all lettings, all 1 bedroom accommodation.

# Demand v Supply



# Band 1

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- **Band 1 (top priority) – 891 applicants (14%)**
- 79 • High Medical Priority - 295 applicants (33%)
- Statutory Overcrowding - 193 applicants (22%)

# Band 2

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- **Band 2 - 2322 applicants (38%)**
- Statutory Homelessness – 970 applicants (42%)
- Overcrowded families in 1 bed accommodation - 442 families (19%)
- Medical – 399 applicants (17%)

# Band 3

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- **Band 3 – 2918 applicants (48%)**
- Biggest reason in this Band is overcrowding
  - ∞ (not severe) – 2756 applicants (94%)
    - Tenants, 1296
    - Non tenants, 1460

# Housing Register Information


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

2019 - 2020


### Housing Register Build Data

Total Applicants	
Period last year	As at 1st October
6,178	6,131
% Increase / Decrease	
-1%	

Band Breakdown		
Band 1	Band 2	Band 3
891	2,322	2,918



Need (size of home) breakdown				
1 bed	2 bed	3 bed	4 bed	5 bed +
1,825	2,110	1,508	539	150



### Top 10 reasons for appearing on Register

Priority Reason	Number of Applicants	As a % of all Applicants
Overcrowding	3598	59%
Homeless or threatened with	1099	18%
Medical	694	11%
Under-occupation	216	4%
Temporary Accommodation	184	3%
Sheltered Accommodation Need	119	2%
Care Package	44	1%
Young Person Leaving Care	34	1%
Harassment	32	1%
Management Case	32	1%

# Lettings Information & Waiting Times

## Lettings Data

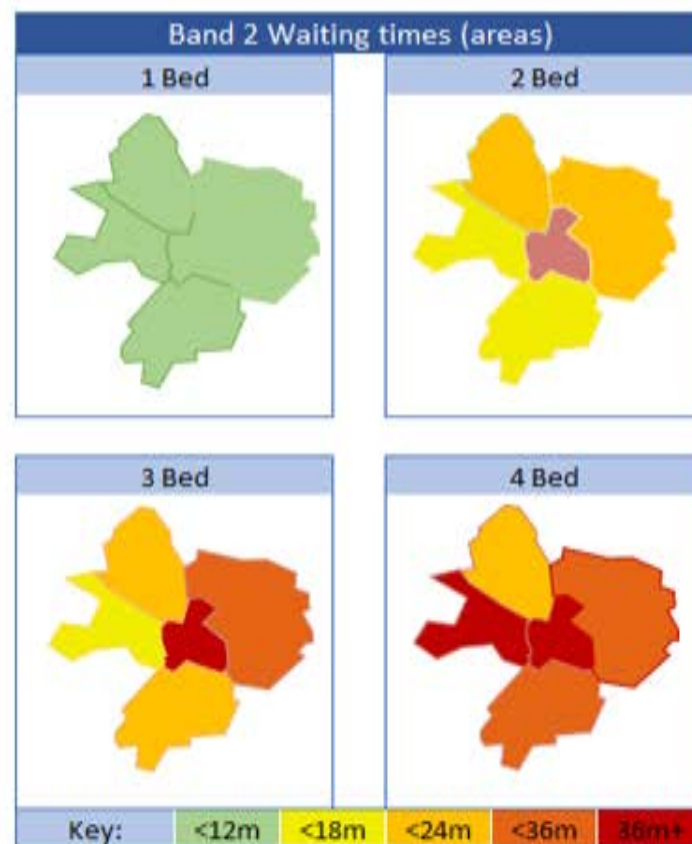
Total Lettings	
Period last year	Apr - Sep 2019
610	675
% Increase / Decrease	
 11%	

Band Breakdown		
Band 1	Band 2	Band 3
279	384	12



Lettings breakdown by size of home				
1 bed	2 bed	3 bed	4 bed	5 bed +
361	179	110	24	1

Waiting times (months)					
	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed
BAND 1	4	4	3	3	-
BAND 2	8	18	22	23	-
BAND 3	9	-	-	-	-



Which priorities are getting the housing?				
		<ul style="list-style-type: none"><li>1 Homeless</li><li>2 Temp Accom</li><li>3 Medical</li></ul>		
		<ul style="list-style-type: none"><li>1 Homeless</li><li>2 Overcrowding</li><li>3 Medical</li></ul>		
		<ul style="list-style-type: none"><li>1 Homeless</li><li>2 Overcrowding</li><li>3 Management</li></ul>		
		<ul style="list-style-type: none"><li>1 Homeless</li><li>2 Medical</li><li>3 Overcrowding</li></ul>		

# Customer Information

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- Information regarding current demand, lettings and average waiting times is now included in housing registration letters when people first apply for housing.
- Customer Information has also been added to Leicester HomeChoice.



# Customer Information

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

Updated every 6 months  
Last Update: 1st October 2019

Total applicants on register on 1st October 2019

6,131

Total Lettings from 1st April 2019 to 30th September 2019

675

### Average waiting times for property sizes:



4 months waiting in Band 1  
8 months waiting in Band 2  
9 months Waiting in Band 3



4 months waiting in Band 1  
18 months waiting in Band 2  
No lets to Band 3 this period



3 months waiting in Band 1  
22 months waiting in Band 2  
No lets to Band 3 this period



3 months waiting in Band 1  
23 months waiting in Band 2  
No lets to Band 3 this period

### Waiting times for Band 2 applicants for different sized homes in the City

#### 1 bed homes



#### 2 bed homes



#### 3 bed homes



#### 4+ bed homes



Key:

0 - 6  
months

6 - 12  
months

12 - 18  
months

18 - 24  
months

24 - 36  
months

More than  
36 months

# Tenant Overcrowding and Under-occupation

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- Project ended. Phase 1 successful (those who expressed an interest in moving), but Phase 2 not successful (expanding to those not on the register)
- Conclusions: Tenants are reluctant to move and would require incentivising.
- Next Step: Re-introduce the Tenants Incentive Scheme as a further initiative to encourage more movement.

# Tenant Overcrowding and Under-occupation

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- Extensions budget, wherein homes that can be extended will be considered, to avoid the need for a move.
- Recommended that the Council re-visits flexible tenancies to evaluate whether the benefits of this would warrant full or partial implementation.

# Thank You

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## Any Questions?



## **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 remained relatively the same over the past 12 months.
- The number of households in Band 1 has risen by 23% (165). This is due to the recent policy change whereby statutorily overcrowded households and some statutory homeless households are given an enhanced banding priority.
- People who are homeless or threatened with homelessness accounts for 21% (1283) of all households on the Housing Register. This has risen by 44% in the last 12 months and is mainly due to the implementation of the Homeless Reduction Act.
- The highest demand is for 2-bedroom accommodation which accounts for 34% (2110) of total demand.

#### **1.1. Overcrowding and under-occupation**

- Overcrowding remains the biggest reason for joining the Housing Register and currently accounts for 59% (3598) of the register.
- The number of statutorily overcrowded households has increased from 60 to 193 (222% increase) in the last 12 months. This is mainly due to better management information regarding Council tenants who have been identified as living in accommodation where they exceed the occupancy levels.
- The number of social tenants under-occupying their homes has dropped by 176 (45%) compared to 12 months ago.
- The project-based-approach to tenant overcrowding and under-occupation has now come to an end. Phase 2 was not a great success and it is clear that tenants are reluctant to move. As such, the next step is to re-introduce the Tenants Incentive Scheme as a further initiative to encourage more movement.
- Another initiative being explored to tackle tenant overcrowding is the Extensions budget, wherein homes that can be extended will be considered, to avoid the need for a move.
- Finally, it is recommended that the Council re-visits flexible tenancies to evaluate whether the benefits of this would warrant full or partial implementation of the concepts.

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

- There were 675 lets over the past 6 months.
- The number of lettings in the last 6 months has increased by 65 (11%) from the corresponding period last year. This is largely thought to be due to increased movement as a result of the vacancies created by Maxfield House.
- Bands 1 and 2 accounts for 98% (663) of all lettings in the last 6 months.
- 284 (42%) of all lettings were for households who became homeless or were at threat of homelessness (Insecure Accommodation, Statutory Homeless and

Temporary Accommodation priorities). This has a slight increase of 3% from the corresponding period in the previous year.

- There was a total of 325 lettings of 1 bedroom accommodation. This accounts for 53% of all lettings.
- The current average waiting times for Band 2 households seeking 2 and 3 bedroom accommodation has remained relatively similar (18 and 22 months) compared to 12 months ago.
- The current average waiting times for 4 bedroom houses has decreased from 57 months to 23 months compared to 12 months ago. However, this can also increase significantly due to the limited availability of large homes and location.
- Beaumont leys area had the most vacancies (73) in the last 6 months followed by St Peters (68) and New Parks (48).

### **3. Housing Association & HomeCome Lettings (Appendix 6)**

- Lettings to Housing Associations and HomeCome accounted for 190 (28%) of all lettings in the last 6 months (01/04/2019 – 30/09/2019). This was similar with the corresponding period last year 181 (23%).
- Midland Heart was the largest provider with 57 (30%) of the lets with PA Housing the next highest provider with 56 lettings (29%).
- HomeCome lets accounted for 12 (6%) of the lettings.
- There were 67 lettings to private landlords via the Housing Options Private Rented Sector Team.

### **4. Direct Lets (Appendix 7)**

- The number of direct lettings accounts for 22% (147) of all lettings for the 6 month period (01/04/2019 – 30/09/2019).
- Direct lettings to people who are homeless or threatened with homelessness account for 59 (40%) of all direct lettings for the 6 month period (01/04/2019 – 30/09/2019).

### **5. Customer and Management Dashboard (Appendix 8 & 9)**

- Summary information for use by customers and management

**Breakdown in the number of households on the Housing Register by band as at 01/10/2019**

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	6 Bed	7 Bed	8 Bed	Total
<b>BAND 1</b>	<b>321</b>	<b>231</b>	<b>214</b>	<b>95</b>	<b>27</b>	<b>2</b>	<b>1</b>	<b>-</b>	<b>891</b>
Compulsory Homeloss	3	2	-	-	-	-	-	-	5
Harassment	12	10	8	2	-	-	-	-	32
Management Case	18	7	5	2	-	-	-	-	32
Medical	78	92	85	28	10	1	1	-	295
Priority Under-occupation	169	3	3	-	-	-	-	-	175
Referred Case	-	2	1	-	-	-	-	-	3
Statutory Overcrowding	-	61	67	51	14	-	-	-	193
Statutory Homeless	12	49	45	11	2	1	-	-	120
Wheelchair Adapted Housing No Longer Required	-	-	-	1	1	-	-	-	2
Young Person Leaving Care	29	5	-	-	-	-	-	-	34
<b>BAND 2</b>	<b>726</b>	<b>888</b>	<b>410</b>	<b>192</b>	<b>81</b>	<b>20</b>	<b>4</b>	<b>1</b>	<b>2322</b>
Care package ASC	42	2	-	-	-	-	-	-	44
Insecure Accommodation	-	4	5	-	-	-	-	-	9
Leaving Armed Forces	-	2	-	-	-	-	-	-	2
Leaving Residential Care	21	3	-	-	-	-	-	-	24
Medical	122	99	113	56	8	1	-	-	399
Overcrowded Families in 1 Bed	-	361	74	5	2	-	-	-	442
Severe Overcrowding	-	5	23	98	57	19	4	1	207
Statutory Homeless	385	365	175	32	13	-	-	-	970
Temporary Accommodation	156	22	6	-	-	-	-	-	184
Under-occupation	-	25	14	1	1	-	-	-	41
<b>BAND 3</b>	<b>778</b>	<b>991</b>	<b>883</b>	<b>252</b>	<b>14</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2918</b>
Sheltered Housing Only	119	-	-	-	-	-	-	-	119
Medical Care + Support	21	7	4	-	-	-	-	-	32
Overcrowding - Non Tenants	628	682	124	23	3	-	-	-	1460
Overcrowding - Tenants	7	297	752	229	11	-	-	-	1296
Right to Move	-	1	-	-	-	-	-	-	1
Workplace Move	3	4	3	-	-	-	-	-	10
<b>Grand Total</b>	<b>1825</b>	<b>2110</b>	<b>1508</b>	<b>539</b>	<b>122</b>	<b>22</b>	<b>5</b>	<b>1</b>	<b>6131</b>

**Breakdown in the number of households on the Housing Register by band as at 01/10/2018**

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	6 Bed	7 Bed	8 Bed	Total
<b>BAND 1</b>	<b>475</b>	<b>113</b>	<b>94</b>	<b>35</b>	<b>8</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>726</b>
Harassment	11	10	8	3	-	-	-	-	32
Management Case	11	7	4	1	-	-	-	-	-
Medical	99	90	78	31	7	-	1	-	306
Priority Under-occupation	327	6	4	-	-	-	-	-	337
Wheelchair Adapted Housing No Longer Required	-	-	-	-	1	-	-	-	1
Young Person Leaving Care	27	-	-	-	-	-	-	-	27
<b>BAND 2</b>	<b>520</b>	<b>847</b>	<b>439</b>	<b>261</b>	<b>99</b>	<b>25</b>	<b>3</b>	<b>1</b>	<b>2195</b>
Care package ASC	37	-	-	-	-	-	-	-	37
Insecure Accommodation	12	102	86	23	8	1	-	-	232
Leaving Armed Forces	1	2	-	-	-	-	-	-	3
Leaving Residential Care	22	2	-	-	-	-	-	-	24
Medical	104	104	95	54	8	1	-	-	366
Overcrowded Families in 1 Bed	-	359	88	6	1	-	-	-	454
Severe Overcrowding	-	5	21	144	78	23	3	1	275
Stat Overcrowding	2	6	41	11	-	-	-	-	60
Statutory Homeless	134	164	80	20	4	-	-	-	402
Temporary Accommodation	207	31	14	2	-	-	-	-	254
Under-occupation	-	71	14	1	-	-	-	-	86
Unsanitary / Unsatisfactory Accommodation	1	1	-	-	-	-	-	-	2
<b>BAND 3</b>	<b>866</b>	<b>1069</b>	<b>1014</b>	<b>285</b>	<b>19</b>	<b>3</b>	<b>1</b>	<b>-</b>	<b>3257</b>
Sheltered Housing Only	151	-	-	-	-	-	-	-	151
Adult Leaving Care	-	-	1	-	-	-	-	-	1
Medical Care + Support	17	4	3	-	-	-	-	-	24
Overcrowding - Non Tenants	684	706	111	27	2	-	-	-	1530
Overcrowding - Tenants	8	354	897	258	17	3	1	-	1538
Right to Move	1	-	-	-	-	-	-	-	1
Workplace Move	5	5	2	-	-	-	-	-	12
<b>Grand Total</b>	<b>1861</b>	<b>2029</b>	<b>1547</b>	<b>581</b>	<b>126</b>	<b>28</b>	<b>5</b>	<b>1</b>	<b>6178</b>



**Total Lettings for the 6 month period 01/04/2019 – 30/09/2019**

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	Total
<b>BAND 1</b>	<b>156</b>	<b>62</b>	<b>52</b>	<b>9</b>	<b>-</b>	<b>279</b>
Compulsory Homeloss	46	6	-	3	-	55
Harassment	12	13	11	1	-	37
High Medical	28	13	8	2	-	51
Management Case	18	9	19	-	-	46
Referred Case	-	3	1	2	-	6
Priority Under-occupation	27	1	1	-	-	29
Statutory Overcrowding	-	8	9	-	-	17
Statutory Homeless	4	7	3	1	-	15
Young Person Leaving Care	21	2	-	-	-	23
<b>BAND 2</b>	<b>201</b>	<b>115</b>	<b>57</b>	<b>15</b>	<b>1</b>	<b>384</b>
Care Package	3	-	-	-	-	3
Insecure Accommodation	1	10	11	2	-	24
Leaving Residential Care	4	-	-	-	-	4
Medium Medical	20	10	6	5	-	41
Overcrowded Families in 1 Bed	-	43	8	-	-	51
Severe Overcrowding	-	1	9	3	-	13
Statutory Homeless	120	48	23	5	1	197
Temporary Accommodation	47	1	-	-	-	48
Under-occupation	-	2	-	-	-	2
Unsanitary / Unsatisfactory Accommodation	1	-	-	-	-	1
<b>BAND 3</b>	<b>9</b>	<b>2</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>12</b>
Sheltered Housing Only	3	-	-	-	-	3
Medical Care & Support	1	-	-	-	-	1
Overcrowding - Non Tenants	5	1	-	-	-	6
Overcrowding - Tenants	-	1	1	-	-	2
<b>Grand Total</b>	<b>361</b>	<b>179</b>	<b>110</b>	<b>24</b>	<b>1</b>	<b>675</b>

**Average Waiting Times (Months) for those Rehoused in the 6 month period 01/04/2019 – 30/09/2019 (General Needs Accommodation)**

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	6(+) Bed
BAND 1	4	4	3	3	-	-
BAND 2	8	18	22	23	-	-
BAND 3	9	-	-	-	-	-

**Total Lettings for the 6 month period 01/04/2018 – 30/09/2018**

	1 Bed	2 Beds	3 Beds	4 Beds	5 Beds	6 Beds	Total
<b>BAND 1</b>	<b>80</b>	<b>28</b>	<b>21</b>	<b>3</b>	<b>2</b>	<b>-</b>	<b>134</b>
Compulsory Homeloss	3	1	-	-	-	-	4
Harassment	6	11	6	2	-	-	25
High Medical	14	8	7	-	2	-	31
Management Case	19	5	6	1	-	-	31
Referred Case	1	2	-	-	-	-	3
Priority Under-occupation	22	-	2	-	-	-	24
Young Person Leaving Care	15	1	-	-	-	-	16
<b>BAND 2</b>	<b>187</b>	<b>133</b>	<b>84</b>	<b>9</b>	<b>-</b>	<b>1</b>	<b>414</b>
Care Package	8	-	-	-	-	-	8
Insecure Accommodation	28	41	27	-	-	-	96
Leaving Residential Care	9	-	-	-	-	-	9
Medium Medical	28	11	15	-	-	-	54
Overcrowded Families in 1 Bed	-	53	15	-	-	-	68
Severe Overcrowding	-	2	12	6	-	1	21
Statutory Homeless	41	10	8	3	-	-	62
Temporary Accommodation	72	6	4	-	-	-	82
Under-occupation	-	5	-	-	-	-	5
Unsanitary / Unsatisfactory Accommodation	1	-	-	-	-	-	1
<b>BAND 3</b>	<b>58</b>	<b>1</b>	<b>3</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>62</b>
Sheltered Housing Only	14	-	-	-	-	-	14
Medical Care & Support	1	-	-	-	-	-	1
Overcrowding - Non Tenants	43	-	2	-	-	-	45
Overcrowding - Tenants	-	1	1	-	-	-	2
<b>Grand Total</b>	<b>325</b>	<b>162</b>	<b>108</b>	<b>12</b>	<b>2</b>	<b>1</b>	<b>610</b>

**Average Waiting Times (Months) for those Rehoused in the 6 month period 01/04/2018 – 30/09/2018 (General Needs Accommodation)**

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	6(+) Bed
BAND 1	3	4	4	6	14	-
BAND 2	5	17	21	57	-	-
BAND 3	7	-	-	-	-	-

**Total Number of Lettings by Area for the 6 month period 01/04/2019 – 30/09/2019**

<b>Area</b>	<b>1 Bed</b>	<b>2 Bed</b>	<b>3 Bed</b>	<b>4 Bed</b>	<b>5(+) Bed</b>	<b>Total</b>
Abbey Rise	10	12	2	1	-	25
Ashton Green	3	2	2	-	-	7
Aylestone	2	1	-	-	-	3
Beaumont Leys	37	13	14	1	1	66
Belgrave/St Marks / Rushey Mead	21	10	2	1	-	34
Braunstone Frith / Kirby Frith	20	4	3	-	-	27
Braunstone North	9	7	11	4	-	31
Braunstone South	15	6	4	-	-	25
Charnwood	6	4	2	-	-	12
City Centre	20	8	1	-	-	29
Coleman Road / Tailby / Beatty Ave	6	9	8	5	-	28
Evington and Goodwood	4	1	-	-	-	5
Eyres Monsell	25	14	7	1	-	47
Hamilton	1	6	6	7	-	20
Highfields	11	6	-	-	-	17
Knighton/Clarendon Park	3	1	-	-	-	4
Mowmacre / Stocking Farm	15	6	4	-	-	25
Netherhall	4	3	-	-	-	7
New Parks	18	12	17	1	-	48
Rowlatts Hill	8	5	-	-	-	13
Saffron / Montrose	12	19	14	2	-	47
St Andrews / Bede Island	7	3	1	-	-	11
St Matthews	2	13	2	-	-	17
St Peters	63	2	3	-	-	68
Thurnby Lodge	18	4	-	-	-	22
West End	7	4	3	1	-	15
West Humberstone / Victoria / Humberstone Village	14	4	4	-	-	22
<b>Total</b>	<b>361</b>	<b>179</b>	<b>110</b>	<b>24</b>	<b>1</b>	<b>675</b>

### Housing Association & HomeCome & Leased Property Lettings for the 6 month period 01/04/2019 – 30/09/2019

	1 Bed	2 Bed	3 Bed	4 Bed	5(+) Bed	Total	
Affinity Sutton Homes	1	-	-	-	-	1	1%
Clarion Housing	-	-	-	-	-	-	-
EMH Homes	2	7	7	2	-	18	9%
Hanover Housing	2	1	-	-	-	3	2%
HomeCome	2	2	5	2	1	12	6%
Leicester Coops	-	4	-	-	-	4	2%
Metropolitan	-	-	-	-	-	-	-
Midland Heart Housing	14	25	12	6	-	57	30%
Nottingham Community	-	1	1	-	-	2	1%
PA Housing	32	18	6	-	-	56	29%
Riverside Midlands	4	14	1	2	-	21	11%
Sage Housing	-	-	6	5	-	11	6%
Stonewater	-	-	-	-	-	-	-
Tuntum Housing	-	-	-	-	-	-	-
Waterloo Housing Group	2	3	-	-	-	5	3%
(Leicester City Council)	(302)	(104)	(72)	(7)	-	(485)	
(LeicesterLet/Rent Deposit)	(14)	(39)	(11)	(3)	-	(67)	
<b>Grand Total</b>	<b>59</b>	<b>75</b>	<b>38</b>	<b>17</b>	<b>1</b>	<b>190</b>	

### Housing Association, HomeCome & Leased Property Lettings for the 6 month period 01/04/2018 – 30/09/2018

	1 Bed	2 Bed	3 Bed	4 Bed	5(+) Bed	Total	
Affinity Sutton Homes	-	5	-	-	-	5	3%
Asra Housing	38	26	6	1	-	71	39%
Clarion Housing	-	-	7	-	-	7	4%
EMH Homes	5	8	4	-	-	17	9%
Hanover Housing	1	-	-	-	-	1	<1%
HomeCome	2	2	3	3	1	11	6%
Leicester Coops	-	2	1	-	-	3	2%
Metropolitan	-	1	-	-	-	1	<1%
Midland Heart Housing	11	20	9	2	-	42	23%
Nottingham Community	-	-	-	-	-	-	-
Riverside Midlands	-	2	-	-	-	2	1%
Stonewater	1	1	-	-	-	2	1%
Tuntum Housing	-	1	-	-	-	1	<1%
Waterloo Housing Group	10	5	2	1	-	18	10%
(Leicester City Council)	(257)	(89)	(76)	(5)	(2)	(429)	
(Leicester Lease)	-	(1)	(1)	-	-	(2)	
(LeicesterLet/Rent Deposit)	(10)	(27)	(6)	(3)	-	(46)	
<b>Grand Total</b>	<b>68</b>	<b>73</b>	<b>32</b>	<b>7</b>	<b>1</b>	<b>181</b>	

**Direct Lettings for the 6 month period 01/04/2019 – 30/09/2019**

	1 Bed	2 Bed	3 Bed	4 Bed	5(+) Bed	Total	
Compulsory Homelessness	27	2	-	-	-	29	20%
Decant	1	-	1	-	-	2	1%
Exceptional Circumstances	21	12	18	1	-	55	37%
Homeless	4	9	5	-	-	18	12%
Housing First	25	11	3	1	1	41	28%
MAPPAs	1	-	-	-	-	1	1%
Witness Protection Scheme	-	-	1	-	-	1	1%
<b>Total - Direct Lettings</b>	<b>79</b>	<b>34</b>	<b>28</b>	<b>5</b>	<b>1</b>	<b>147</b>	<b>(22%)</b>
<b>Total - (Non-Direct Lettings)</b>	<b>282</b>	<b>145</b>	<b>82</b>	<b>19</b>	<b>-</b>	<b>528</b>	<b>(78%)</b>
<b>Grand Total</b>	<b>361</b>	<b>179</b>	<b>110</b>	<b>24</b>	<b>1</b>	<b>675</b>	

**Direct Lettings for the 12 month period 01/04/2018 – 30/09/2018**

	1 Bed	2 Bed	3 Bed	4 Bed	5(+) Bed	Total	
Death of Tenant	2	-	-	-	-	2	2%
Exceptional Circumstances	9	6	6	1	-	22	26%
Homeless	-	2	6	2	-	10	12%
Housing First	25	12	9	1	1	48	57%
Section 21	-	-	1	-	-	1	1%
Witness Protection Scheme	1	-	-	-	-	1	1%
<b>Total - Direct Lettings</b>	<b>37</b>	<b>20</b>	<b>22</b>	<b>4</b>	<b>1</b>	<b>84</b>	<b>(14%)</b>
<b>Total - (Non-Direct Lettings)</b>	<b>288</b>	<b>142</b>	<b>86</b>	<b>8</b>	<b>2</b>	<b>526</b>	<b>(86%)</b>
<b>Grand Total</b>	<b>325</b>	<b>162</b>	<b>108</b>	<b>12</b>	<b>3</b>	<b>610</b>	

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

Updated every 6 months  
Last Update: 1st October 2019

Total applicants on  
register on 1st October  
2019

6,131

Total Lettings from 1st  
April 2019 to 30th  
September 2019

675

## Average waiting times for property sizes:



1 bed

4 months waiting in Band 1  
8 months waiting in Band 2  
9 months Waiting in Band 3



2 bed

4 months waiting in Band 1  
18 months waiting in Band 2  
No lets to Band 3 this period



3 bed

3 months waiting in Band 1  
22 months waiting in Band 2  
No lets to Band 3 this period



4+ bed

3 months waiting in Band 1  
23 months waiting in Band 2  
No lets to Band 3 this period

## Waiting times for Band 2 applicants for different sized homes in the City

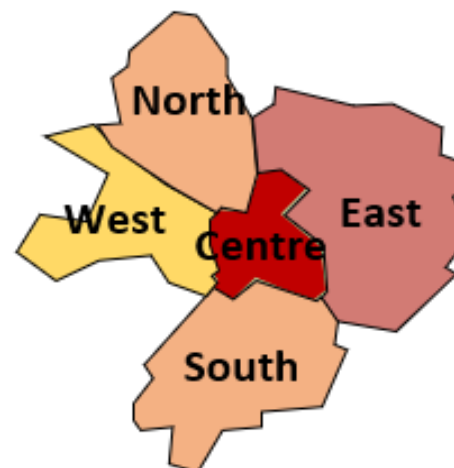
1 bed homes



2 bed homes



3 bed homes



4+ bed homes



Key:

0 - 6  
months

6 - 12  
months

12 - 18  
months

18 - 24  
months

24 - 36  
months

More than  
36 months

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

2019 - 2020

## Housing Register Build Data

Total Applicants	
Period last year	As at 1st October
6,178	6,131
% Increase / Decrease	
-1%	

Band Breakdown		
Band 1	Band 2	Band 3
891	2,322	2,918



Need (size of home) breakdown				
1 bed	2 bed	3 bed	4 bed	5 bed +
1,825	2,110	1,508	539	150



Top 10 reasons for appearing on Register		
Priority Reason	Number of Applicants	As a % of all Applicants
Overcrowding	3598	59%
Homeless or threatened with	1099	18%
Medical	694	11%
Under-occupation	216	4%
Temporary Accommodation	184	3%
Sheltered Accommodation Need	119	2%
Care Package	44	1%
Young Person Leaving Care	34	1%
Harassment	32	1%
Management Case	32	1%

## Lettings Data

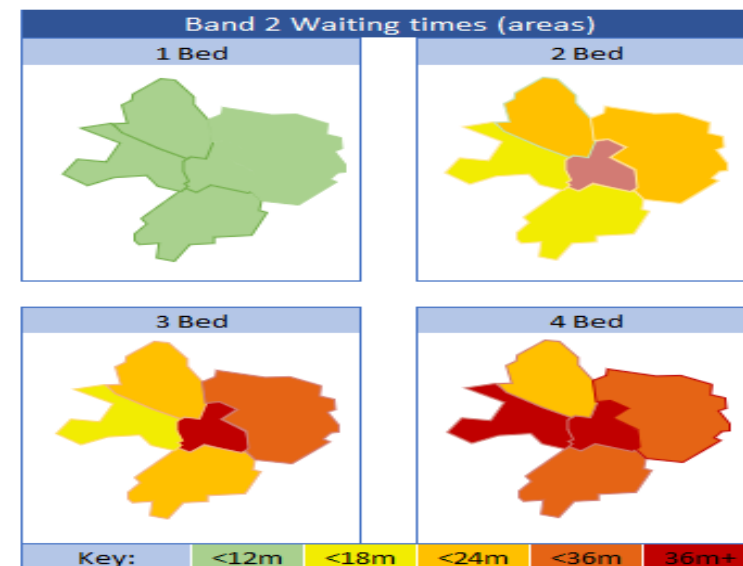
Total Lettings	
Period last year	Apr - Sep 2019
610	675
% Increase / Decrease	
11%	

Band Breakdown		
Band 1	Band 2	Band 3
279	384	12



Lettings breakdown by size of home				
1 bed	2 bed	3 bed	4 bed	5 bed +
361	179	110	24	1

Waiting times (months)					
	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed
BAND 1	4	4	3	3	-
BAND 2	8	18	22	23	-
BAND 3	9	-	-	-	-



Which priorities are getting the housing?			
1	1	Homeless	2
	2	Temp Accom	
3	3	Medical	4+
	1	Homeless	
3	2	Overcrowding	
	3	Management	
3	1	Homeless	4+
	2	Overcrowding	
3	3	Management	
	1	Homeless	
3	2	Overcrowding	
	3	Management	





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

8<sup>th</sup> October 2019, G0.3, Ground Floor, City Hall

### 1) Welcome and apologies

**Forum members present:** Wendy Biddles (WB), Joe Carroll (JW), Gwen Clifford (GC), May Jones (MJ), Peter Hookway (PH), Ann Green (AG)

**Apologies:** Jean Williams

**Guest Speakers:** Justin Haywood (Service Manager Partnerships and Housing), Ed Quick (Customer Support Manager), Alison Musgrove (Service Manager for Revenues and Customer Support), Suki Supria (Head of Service)

**Facilitator(s):** Gurjit Kaur Minhas (LCC) (GM), Russell Taylor (LCC) (RT).

### 2) Action Log feedback

GM provided the following updates:

- a) MJ had requested Ian Craig to telephone her in relation to an unnotified repairs appointment. This has taken place and the issues addressed with the Works Planner.
- b) Forum member meetings with Cllr Cutkelvin are in the process of being booked. Members will be advised of the dates when these are confirmed.
- c) GM stated that a previous action to look at how good practice in the housing sector could be shared with Forum members is being investigated.
- d) The Forum members request to visit new build properties prior to letting has been discussed with Simon Nicholls (Head of Service), who is overseeing this work. This request will be considered as the building work nears completion in July 2020.
- e) JC had requested that gas repair appointments were given an AM or PM timeframe. Rob Webster, the Gas and Servicing Manager has confirmed this improvement is being taken forward through the new mobile working technology.

### 3. Presentation: Housing Need (The Housing Register and Homelessness)

Justin Haywood (Service Manager – Partnerships and Housing)

#### Key points:

- During 2018 / 19 4,800 people came to the Housing Options service looking for help with their housing situation. Of these 2,650 made applications of homelessness
- Various reasons why people become homeless, which include money problems, domestic violence, leaving the army, evictions and mortgage repossessions.
- The two main reasons for people coming to Housing Options for help are people being evicted from private rented accommodation or being asked to leave their home by friend or family.
- The Council fund 299 temporary accommodation bed spaces for homeless people in the city.
- Our Homelessness Strategy aims to prevent homelessness and the cycle of homelessness.
- On the 1<sup>st</sup> October 2019 there were 6,178 applicants on the Housing Register, overcrowding is the biggest reason people join the Register

102

**Action:** RT to contact AG to discuss the report she had read about rates of homelessness in different areas of the country, for JH to consider

**Action:** AG asked for information on how many homeless people died.

**Action:** JC to provide details of particular ex-armed forces cases that are experiencing homelessness, so support can be offered.

**Action:** A copy of the presentation to be circulated to Forum members with the action log.

**Action:** Forum members showed an interest in the next rough sleeper count. Members to be advised of the date and arrangements for the next count.

#### 4) The role of Tenancy Management and service contact

Suki Supria (Head of Service), Alison Musgrove (Service Manager for Revenues and Customer Support) and Ed Quick (Customer Support Manager)

A discussion took place about the role tenancy management, in particular the role of Housing Officers, and the way service contact enquiries are dealt with by Customer Services.

**Action:** AG requested a document that outlined the roles and responsibilities of Housing Officers.

**Action:** WB and JC requested that Forum members visited the Customer Services Centre to see how it operated.

**Action:** Forum members requested a copy of the on-line Repairs Handbook.

**Action:** WB and PH to be involved in testing new on-line Housing services prior to these being implemented.

## 5 ) Any other business

### ACTIONS:

- a) A letter to be sent to Forum members in relation to attendance at the meetings.
- b) GM to arrange for WB and JC to visit the Brite Centre and Eyres Monsell community centre to promote the Forum.
- c) AG requested a copy of Peter Kandola's presentation from the previous meeting in relation to house building.
- d) AG requested that while communal painting was taking place within the Aikman Avenue flats, could the spikes that deter pigeons be re-fixed to the top of the buildings.
- e) AG requested that 30 mile per hour speed signs were installed on Aikman Avenue to deter speeding.
- f) AG requested feedback on action to address a local rat issue in New Parks.
- g) As a result of a blocked drain in the Evington area GC requested a letter was sent out to all tenants reminding them not to put inappropriate items down sinks and toilets.
- h) Investigations to take place into an issue raised by PH that people in his area are not receiving appointments for gas services and operatives are visiting properties unannounced.
- i) JC requested the current kitchen and bathroom refurbishment schedule is circulated to Forum members.
- j) Issues in Ethel Road, raised by GC, in terms of dumped rubbish and blocked guttering to be investigated.

## 7) Date of next meeting

Thursday 5<sup>th</sup> December 2019 at Ian Marlow Centre, Conference Room 1  
The meeting will run from 11.00am – 4.00 pm (lunch provided at 11.)



HOUSING SCRUTINY COMMISSION WORK PROGRAMME 2019/20			
MEETING DATE	MEETING ITEMS	LEAD OFFICER	ACTION AGREED
<b>Meeting Date</b> 5 August 2019  <b>Agenda Date:</b> 24 <sup>th</sup> June 2019  <b>Deadline for papers</b> 24 <sup>th</sup> July 2019  <b>Papers despatch:</b> 26 <sup>th</sup> July 2019	Housing Manifesto commitments	Chris Burgin	
	Rent arrears report – Year-end report	Charlotte McGraw	
	Empty Homes update report	Simon Nicholls	
	Homelessness Strategy progress report	Caroline Carpendale	
	Tenants’ forum notes/report		
	Work programme		
<b>Meeting Date</b> 7 October 2019  <b>Agenda Date:</b> 27 August 2019	Progress update on delivery of new Housing (Housing Company/Acquisitions)	Simon Nicholls	
	Voids & Lettings Report – Year-end report	Simon Nicholls	
	Repairs performance and update Report	Ian Craig	
	Channel Shift/ IT update	Charlotte McGraw	
	Tenants’ forum report		
	Work programme		

<b>Meeting Date</b> 4 November 2019  <b>Agenda Date:</b> 14 October 2019  <b>Deadline for papers</b> 23 October 2019  <b>Papers despatch:</b> 25 October 2019	Progress report for Goscote House & Sprinklers update  Safety Compliance  Preparing for winter  Housing Capital Programme update  Planning for delivery of Manifesto  Tenants' forum notes  Work programme	Simon Nicholls/Suki Supria  Simon Nicholls  Martin Clewlow  Simon Nicholls  Chris Burgin	
<b>Meeting Date</b> 6 <sup>th</sup> January 2020  <b>Agenda meeting</b> 16 <sup>th</sup> December 2019  <b>Deadline for Papers</b> 19 December 2019  <b>Papers despatch:</b> 23 <sup>rd</sup> December 2019	HRA Budget	Chris Burgin	
<b>Meeting Date</b> 17 February 2020  <b>Agenda Date:</b> 27 January 2020  <b>Deadline for papers</b> 5 February 2020  <b>Papers despatch:</b> 7 February 2020	Repairs performance and update Report  Homelessness update & Overcrowding project update  Voids & Lettings Report Qtr 2  Empty homes update  Tenants' forum notes  Work programme	Ian Craig  Caroline Carpendale  Simon Nicholls  Simon Nicholls	

<div>Meeting Date 20 April 2020</div> <div>Agenda Date: 30 March 2020</div> <div>Deadline for papers 6 April 2020</div> <div>Papers despatch: 8 April 2020</div>	<div>Rent arrears report</div> <div>Goscote House redevelopment</div> <div>Sheltered Housing project update</div> <div>District Service Priorities &amp; performance including ASB service performance</div> <div>DFG/Adaptations report</div> <div>Tenants' forum notes</div> <div>Work programme</div>	<div>Charlotte McGraw</div> <div>Simon Nicholls</div> <div>Simon Nicholls</div> <div>Suki Supria</div> <div>Ian Craig</div>	
	<div>To be allocated</div> <div>Update on discretionary funding</div>	<div>Alison Greenhill</div>	

