

**REPORT OF HOUSING
PORTFOLIO PERFORMANCE AND REVIEW PANEL**

(Meeting held 4 April 2001)

1. PERFORMANCE MANAGEMENT OF PARTNER-REGISTERED SOCIAL LANDLORDS (MINUTE NO. 22)

The Panel has heard presentations from representatives of the Swaythling Housing Society and the Hyde Housing Association on their current activities within the District. A question and answer session followed each of the presentations. Members found the presentations most useful as they illuminated the work of the Housing Associations and their relationship with Council.

On behalf of the Panel, the Chairman thanked the representatives of the Housing Associations and also expressed the hope that Council's current successful partnerships with each would continue to prosper.

2. LOCAL HEALTH ISSUES – THE COUNCIL DIMENSION (MINUTE NO. 23)

Members had received a presentation from Council officers on the Council's current involvement in health issues and likely future developments.

Further explanation was given of the Council's existing health strategy entitled 'A Picture of Health', as well as the concept of a holistic approach to health issues.

The need to strengthen existing partnerships has been stressed and the Panel will consider exploring particular health issues in more detail at a future meeting.

3. ABANDONED CARS AND CONDITIONS AND STANDARDS ON ESTATES (REPORT A) (MINUTE NO. 24)

The Panel has considered a report on a number of issues regarding standards on Council housing estates. This report gave details of abandoned vehicles; rubbish dumping; grounds maintenance; refuse; street cleaning; cleaning of communal areas; general repairs and maintenance; painting and environmental improvements; and the condition of individual properties.

A Tenants' Satisfaction Survey has been carried out and results will be forwarded to a future meeting of the Panel.

The total cost of clearing abandoned cars for New Forest District (including housing estates) will be over £62,000 this year and continues to rise. The Panel considers that further action is needed to reduce the problem, possibly in conjunction with other partners, including the Driver and Vehicle Licensing Agency and the Police.

Grass cutting is also an issue for many tenants. It was recognised that the recent extremely wet weather may have led to the abandonment of some grass cutting work. This was a problem which would also require further investigation.

In respect of properties allocated on ground floors to disabled or elderly tenants, it was recognised that some tenants might be unable to undertake the cleaning duties they were required to under the terms of the existing Tenancy Agreement. Tenancy conditions had been identified for review.

Reference was made to poor quality workmanship on some painting contracts, but that contractors would be expected to ensure that the required standards are met.

Discussion also took place on the provision of car parking areas in certain estates which were recharged to the Housing Revenue Account, although the locations were largely inhabited by owner-occupiers.

The Panel has noted the report and has asked:-

- (a) The Environment Portfolio Performance and Review Panel to consider the Council's approach to abandoned cars across the District;
- (b) That further investigations be undertaken into grass cutting standards;
- (c) That the responsibilities of disabled tenants who were unable to undertake the cleaning duties required under the existing Tenancy Agreement be taken into account in any review of it;
- (d) That contractors be encouraged to ensure that high standards are reached during painting contracts; and
- (e) That the Tenant Liaison Committee consider the programme of car parking works as suggested in the Environmental Improvement Programme for 2001/02.

4. MEALS ON WHEELS (REPORT D) (MINUTE NO. 27)

The Panel has considered a report on the current Meals on Wheels service. It has been noted that the service is currently the subject of a Best Value Review and the Panel will not make any further detailed investigations while the Best Value process continues. However, further information will be supplied to the Panel as the review progresses.

Councillor B Rule
CHAIRMAN