

NOTICE OF MEETING

Meeting: HOUSING OVERVIEW AND SCRUTINY PANEL

Date and Time: WEDNESDAY, 16 JANUARY 2019, AT 6.00 PM*

Place: THE BRADBURY ROOM, APPLETREE COURT,
LYNDHURST

Telephone enquiries to: Lyndhurst (023) 8028 5000
023 8028 5588 - Ask for Karen Wardle
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PUBLIC PARTICIPATION:

*Members of the public may speak in accordance with the Council's public participation scheme:

- (a) immediately before the meeting starts, on items within the Panel's terms of reference which are not on the public agenda; and/or
 - (b) on individual items on the public agenda, when the Chairman calls that item.
- Speeches may not exceed three minutes. Anyone wishing to speak should contact the name and number shown above.

Bob Jackson
Chief Executive

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This Agenda is also available on audio tape, in Braille, large print and digital format

AGENDA

Apologies

1. MINUTES

To confirm the minutes of the meeting held on 21 November 2018 as a correct record.

2. DECLARATIONS OF INTEREST

To note any declarations of interest made by members in connection with an agenda item. The nature of the interest must also be specified.

Members are asked to discuss any possible interests with Democratic Services prior to the meeting.

3. PUBLIC PARTICIPATION

To note any issues raised during the public participation period.

4. REVIEW OF SERVICE CHARGES (Pages 1 - 8)

To consider a report on the recent review of service charges.

5. HOUSING REVENUE ACCOUNT BUDGET AND HOUSING PUBLIC SECTOR CAPITAL EXPENDITURE PROGRAMME 2019/20 (Pages 9 - 26)

To consider the Housing Revenue Account budget and the housing public sector capital expenditure programme for 2019/20.

**6. HOUSING MAINTENANCE - SERVICE DESIGN FOR THE FUTURE
(Pages 27 - 48)**

To receive a presentation on the Council's approach to Council Housing Maintenance and proposals for the future.

7. HOUSING STRATEGY UPDATE

To receive an oral update on the progress of the Housing Strategy.

8. UPDATE ON HRA PROPERTY ACQUISITION AND REMODELLING OF PROPERTIES

To receive an update on the Council's property acquisition and remodelling of properties.

9. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

10. PORTFOLIO HOLDER'S UPDATE

An opportunity for the Portfolio Holder to provide an update to the Panel on any issues.

11. WORK PROGRAMME (Pages 49 - 50)

To consider the Panel's future work programme, and make changes where necessary.

To:

Councillors

S P Davies (Chairman)
D M S Poole (Vice-
Chairman)
Mrs L D Cerasoli
Ms K V Crisell
Mrs P J Lovelace

Councillors

N S Penman
Miss A Sevier
M A Steele
Mrs C V Ward
Mrs P A Wyeth

PORTFOLIO – HOUSING SERVICES

HOUSING OVERVIEW & SCRUTINY PANEL – 16 JANUARY 2019

REVIEW OF SERVICE CHARGES

1. INTRODUCTION

- 1.1 The Council has carried out a review of the service charges it charges tenants of extra-care, hostels and age restricted accommodation.
- 1.2 Such accommodation has service charges that tenants and occupants are liable to pay to cover the costs of services received that are over and above the basic housing provision.
- 1.3 The last service charge review took place in 2004, so it is appropriate to carry out a review to ensure charges are applicable.

2. BACKGROUND

- 2.1 General service charges are for services provided for shared facilities and/or communal areas, regardless of actual use. Charges cover:

- utilities for the building (but not domestic use);
- internal/external cleaning and grounds maintenance;
- furniture and equipment; and
- any generic costs linked to the building.

Housing Benefit/Universal Credit can be paid to cover some or all of any general service charges that are due, if tenants are eligible to receive such support.

- 2.2 Domestic service charges are for heating, lighting and water supplied to individual dwellings, but not separately metered.

The Council deals directly with the utility suppliers and costs incurred are recovered through the applied domestic service charges. They are not covered by housing benefit, even if tenants are eligible to receive such support.

- 2.3 640 tenanted properties pay some form of service charge. These include
 - a. all three 'extra care' schemes (116 dwellings),
 - b. age restricted properties (460 dwellings),
 - c. general needs properties (43 dwellings)
 - d. licensed hostels (21 dwellings).
- 2.4 In addition, following the decommissioning of sheltered schemes in 2007, 23 tenants at this time opted to be 'linked-in' to nearby schemes and retained access to and use of communal facilities separate from their main residence.
- 2.5 An annual inflation based uplift has been applied in recent years to cover any increased costs attributed to the delivery of services. The fundamental principle is that service charges recover the costs incurred.
- 2.6 Separate charges are invoiced annually to all leasehold properties (119 dwellings) but are outside the scope of this review.

3. CURRENT REVIEW

- 3.1 A project team consisting of Housing senior management, Rent Accounting, Finance and Housing Estates Management have been involved with the review.
- 3.2 Housing Estates have commenced the remodelling of former sheltered housing schemes, removing communal and shared facilities at some sites to replace these areas with additional accommodation.
- 3.3 It is no longer appropriate to budget for the replacement of items in communal lounges due to remodelling and therefore the general office budget will reduce from £70,000 to £10,000.
- 3.4 General service charges will be applied on a site-by-site basis, other than extra care schemes and licenced hostels where charges will be applied equally across the type of establishment.
- **Extra care schemes:** Barfields, Gore Grange and Winfrid House
 - **Hostels:** Merriemead, Parsonage Barn Lane, Tourlands and Waverley Road.
- 3.5 For domestic utility use by each household, the Council proposes to apply the same weighting as used for rent determination, so that charges are representative of usage. The weightings are 0.8 for bedsits, 0.9 for one-bed properties, 1.0 for two-bed and 1.1 for three-bed.
- 3.6 Tenants of the 23 households identified in 2.4 above will have all service charges removed to reflect the removal of communal facilities in associated external sites. With the planned removal of these facilities, all attributed future costs recoverable within service charges will no longer be applicable.
- 3.7 Currently there is no service charge applied to former warden accommodation at decommissioned sheltered schemes. For the Council to continue to provide a fair and transparent charging structure it is proposed that charges are introduced and applied. At the time of this report this will apply to five households.
- 3.8 The proposed 2019/20 charges are shown in Appendix 1.
- 3.9 For the 576 households in extra care and age restricted accommodation, the proposed changes will mean that 373 households (65%) will see a reduction. Overall the proposals are:

Number	Implication	Proposal
373 (65%)	Reduction in charges	New charges to apply from 1 st April 2019
5 (1%)	A charge for the first time	New charges to apply from 1 st April 2019
85 (15%)	Less than £2 per week increase	New charges to apply from 1 st April 2019
113 (19%)	Greater than £2 per week increase, to be implemented on a phased basis	Phased approach of up to £2 per week, to apply from 1 st April 2019, up to a maximum of three years.

- 3.10 For the 64 households identified in licenced hostels and general needs accommodation, the proposed changes will mean that 29 households (45%) will see a reduction or no change to their charge. Overall the proposals are:

Number	Implication	Proposal
29 (45%)	No change or reduction in charges	New charges to apply from 1 st April 2019
28 (44%)	Less than £2 per week increase	New charges to apply from 1 st April 2019
7 (11%)	Greater than £2 per week increase, to be implemented on a phased basis	Phased approach of up to £2 per week, to apply from 1 st April 2019, up to a maximum of three years.

4 CONSULTATION

- 4.1 Consultation commenced in Summer 2017 with representatives of the Housing Tenants' Involvement Group. They reviewed the service provision across a number of establishments.
- 4.2 Further consultation with Housing Tenants' Involvement Group is scheduled to take place on 18 January 2019.

5. FINANCIAL IMPLICATIONS

- 5.1 The proposals will result in an estimated reduction of £71,000 in service charge income, but in accordance with the policy of cost recovery, this is due to a reduction in expenditure budgets.

6. EQUALITIES IMPLICATIONS

- 6.1 Pursuant to the Equality Act 2010 ("the Act"), in the exercise of its functions, the Council has to have "due regard" to (i) eliminating discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act; (ii) advancing equality of opportunity between those with a relevant protected characteristic and those without; and (iii) fostering good relations between those with a relevant protected characteristic and those without. The relevant protected characteristics are: age, race, disability, gender reassignment, pregnancy, and maternity, religion or belief, sex and sexual orientation and marriage and civil partnership.
- 6.2 In assessing the potential equality implications, the Council has taken into consideration the implications (both positive and negative) on those with protected characteristics and any mitigating actions to be taken, or where appropriate, the reason why a provision is the most proportionate means of achieving the Council's objectives.
- 6.3 The proposed changes will have a predominately positive impact on all occupants of extra care, hostel and age restricted accommodation, as seen at paragraphs 3.9 and 3.10; with 65% of those in extra care and age restricted accommodation having a reduction in the amounts they pay and 45% of those in general needs and licenced hostels seeing no change or a reduction in the amounts they currently pay. The Council recognises that occupants of its extra care and age restricted accommodation will normally fall within the protected characteristic of age and disability.

- 6.4 Whilst some of the Council's occupants will have an increase in the amounts they pay; the increase has been kept to a minimum; an increase of less than £2 per week for 44% of general need and licenced hostels and 15% for extra care and age restricted accommodation. Where the increase is more than £2 per week the Council has sought to mitigate the adverse impact by introducing a phased approach of up to £2 per week from April 2019. The Council has also ensured that there has been consultation with representatives of its Housing Tenant Involvement Group throughout the review process commencing in Summer 2017 with the next consultation scheduled for 18 January 2019.
- 6.5 The Council recognises there will be an adverse impact on the 5 (1%) of occupants who will now have to pay a service charge for the first time and note that 4 out of the 5 occupants fall within the protected characteristic of age. However, the Council's objective in introducing these charges is to ensure that there is a fair and transparent charging structure. The Council considers that the introduction of these charges for all occupants is the most proportionate means of achieving this objective. The Council also notes that there will be social welfare payments available to support occupants who fall within a protected characteristic group, and where there is not, the Council recognises the need to keep under review the impact of these proposed changes to ensure that equality of opportunity is achieved.

7. PORTFOLIO HOLDER COMMENTS

- 7.1 To follow.

8. CRIME AND DISORDER, ENVIRONMENT AND EQUALITY & DIVERSITY IMPLICATIONS

- 8.1 No direct implications.

9. RECOMMENDATIONS

Housing Overview & Scrutiny Panel

- 9.1 That the Housing Overview & Scrutiny Panel consider the proposed service charges.

Cabinet

- 9.2 That the service charges set out in Appendix 1 be approved and to be introduced in accordance with the timescales set out in section 3.

Further Information:

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Appendix 1

Site	Beds/ Type	Units	Proposed weekly charge			Cash change to existing charge		
	no.	no.	General Service Charges	Domestic Service Charges	Total	General Service Charges	Domestic Service Charges	Total
Extra care								
Barfields [Carlton House]	1	8	17.53	8.13	25.66	3.34	0.39	3.73
Barfields [Carlton House]	2	4	17.53	9.03	26.56	3.34	0.77	4.11
Barfields [Barfields Main Building]	1	37	17.53	18.16	35.69	3.34	0.97	4.31
Barfields [Barfields Main Building]	2	3	17.53	20.17	37.70	3.34	1.90	5.24
Gore Grange	1	37	17.53	15.15	32.68	3.34	-1.83	1.51
Winfrid House	1	26	17.53	11.37	28.90	3.34	-0.99	2.35
Former warden accommodation that will be charged for the first time								
Winfrid House	2	1	17.53	12.62	30.15	17.53	-0.90	16.63
Clover Court	3	1	7.94	0.00	7.94	7.94	0.00	7.94
Corbin Court	2	1	13.13	5.80	18.93	13.13	-2.46	10.67
Ewart Court	3	1	4.98	0.00	4.98	4.98	0.00	4.98
Wilson Court	2	1	15.60	0.00	15.60	15.60	0.00	15.60
Age restricted accommodation that will see an overall increase in charges								
Albion Road	1	19	7.83	12.89	20.72	-2.28	5.05	2.77
Lime Tree House	1	12	8.75	0.00	8.75	3.21	0.00	3.21
Lime Tree House	2	4	8.75	0.00	8.75	3.21	0.00	3.21
Rivers Reach	1	8	12.06	0.00	12.06	1.95	0.00	1.95
Wilson Court	1	13	15.60	0.00	15.60	1.81	0.00	1.81
Age restricted accommodation that will see an overall decrease in charges								
Bannister Court	1	34	8.84	16.75	25.59	-4.22	1.40	-2.82
Bannister Court	2	4	8.84	18.62	27.46	-4.22	2.44	-1.78
Campion House	1	13	9.72	4.31	14.03	-3.34	-11.04	-14.38
Campion House	2	2	9.72	4.80	14.52	-3.34	-11.38	-14.72

Site	Beds/ Type	Units	Proposed weekly charge			Cash change to existing charge		
	no.	no.	General Service Charges	Domestic Service Charges	Total	General Service Charges	Domestic Service Charges	Total
Clarks Close	Bedsit	7	11.41	2.09	13.50	-2.38	-2.26	-4.64
Clarks Close	1	13	11.41	2.35	13.76	-2.38	-2.27	-4.65
Clover Court	1	17	7.94	0.00	7.94	-5.85	0.00	-5.85
Clover Court	2	4	7.94	0.00	7.94	-5.85	0.00	-5.85
Compton House	Bedsit	16	14.11	6.63	20.74	0.32	-0.63	-0.31
Compton House	1	8	14.11	7.46	21.57	0.32	-0.28	0.04
Compton House	2	1	14.11	8.29	22.40	0.32	0.03	0.35
Corbin Court	Bedsit	16	13.13	5.22	18.35	-0.66	-2.52	-3.18
Corbin Court	1	16	13.13	4.64	17.77	-0.66	-2.62	-3.28
Evergreens	Bedsit	8	12.49	10.47	22.96	-1.30	-1.40	-2.70
Evergreens	1	8	12.49	11.77	24.26	-1.30	-0.80	-2.10
Evergreens	2	1	12.49	13.09	25.58	-1.30	-0.28	-1.58
Ewart Court	2	40	4.98	0.00	4.98	-8.81	0.00	-8.81
Howard Oliver House	1	30	11.19	8.47	19.66	-2.60	-3.89	-6.49
Howard Oliver House	2	1	11.19	9.43	20.62	-2.60	-3.73	-6.33
Lawrence House	Bedsit	19	9.44	11.15	20.59	-4.35	-0.72	-5.07
Lawrence House	1	4	9.44	12.55	21.99	-4.35	-0.02	-4.37
Lawrence House	2	1	9.44	13.93	23.37	-4.35	0.56	-3.79
Manor Close	1	10	7.63	9.07	16.70	-2.48	1.23	-1.25
Marryat Court	Bedsit	16	8.62	10.25	18.87	-5.17	-1.62	-6.79
Marryat Court	1	18	8.62	11.52	20.14	-5.17	-1.05	-6.22
Marryat Court	2	1	8.62	12.80	21.42	-5.17	-0.57	-5.74
Robertshaw House	Bedsit	16	12.10	6.27	18.37	-1.69	-0.99	-2.68
Robertshaw House	1	8	12.10	7.05	19.15	-1.69	-0.69	-2.38
Robertshaw House	2	1	12.10	7.84	19.94	-1.69	-0.42	-2.11
Sarum House	Bedsit	16	13.27	6.48	19.75	-0.52	-0.78	-1.30
Sarum House	1	8	13.27	7.28	20.55	-0.52	-0.46	-0.98
Sarum House	2	1	13.27	8.09	21.36	-0.52	-0.17	-0.69
Solent Mead	Bedsit	15	12.90	0.00	12.90	0.23	-4.35	-4.12

Site	Beds/ Type	Units	Proposed weekly charge			Cash change to existing charge		
	no.	no.	General Service Charges	Domestic Service Charges	Total	General Service Charges	Domestic Service Charges	Total
Whitecroft	Bedsit	4	15.40	6.32	21.72	1.61	-0.94	0.67
Whitecroft	1	14	15.40	7.12	22.52	1.61	-0.62	0.99
Willow Tree House	1	6	7.32	0.00	7.32	-2.79	0.00	-2.79
Willow Tree House	2	3	7.32	0.00	7.32	-2.79	0.00	-2.79

Site	Beds/ Type	Units	Proposed weekly charge			Cash change to existing charge		
	no.	no.	General Service Charges	Domestic Service Charges	Total	General Service Charges	Domestic Service Charges	Total
Hostels								
Merriemead	1	4	32.43	18.01	50.44	8.10	-6.29	1.81
Parsonage Barn Lane	1	7	32.43	18.01	50.44	11.71	-1.70	10.01
Tourlands	1	4	32.43	18.01	50.44	2.29	-7.15	-4.86
Waverley Road	1	5	32.43	18.01	50.44	5.16	-10.28	-5.12
Waverley Road	2	1	33.07	19.99	53.06	5.26	-9.99	-4.73

General Needs accommodation

Dinham Court	Bedsit	16	6.46	0.00	6.46	0.10	0.00	0.10
Dinham Court	2	8	6.46	0.00	6.46	0.10	0.00	0.10
Hanover House	1	3	12.09	0.00	12.09	-3.57	0.00	-3.57
Hanover House	2	10	12.09	0.00	12.09	-3.57	0.00	-3.57
Hanover House	3	2	12.09	0.00	12.09	-3.57	0.00	-3.57
Ringwood Road	1	4	3.01	0.00	0.00	0.00	0.00	0.00

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HOUSING OVERVIEW & SCRUTINY PANEL – 16 JANUARY 2019

PORTFOLIO - HOUSING SERVICES

HOUSING REVENUE ACCOUNT BUDGET AND HOUSING PUBLIC SECTOR CAPITAL EXPENDITURE PROGRAMME 2019/20

1 INTRODUCTION

- 1.1 This report sets out the proposed Housing Revenue Account (HRA) budget, the proposed rent levels and other charges, the maintenance programme and a proposed Housing Public Sector Capital Programme for 2019/20.
- 1.2 The proposed budgets for 2019/20 will be considered by tenants at the Tenant Involvement Group Day on 18 January 2019. Their comments will be set out in paragraph 10 of the report to the Cabinet.
- 1.3 The proposed HRA budget is attached as **Appendix 1**. Cabinet is required to recommend budgets for consideration at Council on 25 February 2019.

2 KEY ISSUES

- 2.1 Members are asked to consider a number of financial issues for 2019/20.
- 2.2 **Housing Rents**
 - 2.2.1 The report identifies a proposed social rent reduction of 1%, in line with the Government's current requirement. It is the final year of the required reductions and current indications are that annual increases of CPI +1% may be applied for a 5 year period from 2020/21.
 - 2.2.2 Following the rent reduction, average weekly rents will be £97.93 for 2019/20. The actual reduction will vary by property, but will amount to an average reduction of £0.98 per week.
- 2.3 **Service Charges – Hostels & Older Persons Accommodation**
 - 2.3.1 The primary aim when reviewing and setting service charges is to ensure that relevant costs are fully recovered from those who benefit from them. As previously advised to tenants, a detailed review of expenditure budgets and charges at all sites has been carried out for 2019/20 and is the subject of a separate report on this agenda.
 - 2.3.2 As with rents, the service charge payable by individual users varies according to their property and other factors, such as whether utilities costs are included and the level of communal facilities available.

2.4 Garage Rents

2.4.1 Garage rents have remained unchanged since April 2014 and it is therefore proposed that rents are increased by 40p per week (4%) to £10.40 per week, plus VAT where applicable.

2.5 Planned Maintenance & Improvement Works

2.5.1 The report proposes total budgetary provision of £8.095 million for planned maintenance and improvement works to houses and estates. Details of the proposed works for 2019/20 and an indication of proposals for the following four years are set out in Appendix 2.

3 HRA INCOME 2019/20

3.1 Estimated total income for 2019/20 is £210,000 higher than the original budget for 2018/19. The income variations from the 2018/19 approved budget are set out below:

	£000	Paragraph
Dwelling Rents	(209)	3.2
Non Dwelling Rents	(59)	3.3
Service Charges	58	3.4
Other Income	0	3.5
Total	(210)	

3.2 **Dwelling Rents (£209,000)** – The proposed budget for 2019/20 includes the benefit of £490,000 arising from the year including 53 rent debit weeks but this is partially offset by the £257,000 effect of the 1.0% rent reduction proposed in paragraph 2.2 and a £24,000 net rent reduction from increased voids and movements in stock numbers.

3.3 **Non Dwelling Rents (£59,000)** – This income is derived from garages and rents of other housing land. The increase reflects the impact of £15,000 additional income from the 53 week rent debit year, £29,000 from the proposed garage rent increase and £15,000 additional income principally from reduced garage voids arising during 18/19.

3.4 **Service Charges £58,000** – Anticipated income will reduce by £71,000 following the service charge review considered elsewhere on this agenda but the impact is offset in 2019/20 by £13,000 arising from the 53 week rent debit impact. The income loss is matched by reduced expenditure budgets within Supervision and Management Special Services (para 4.4).

3.5 **Other Income £0** – Reduced interest earnings of £18,000 following the utilisation of capital receipts and the Acquisitions and Development Reserve to part fund the capital programme during 2018/19 and 2019/20 are offset by an increase of £11,000 in the shared amenities contribution and additional income

of £7,000, principally from non-residential licence fees within older persons accommodation.

4 HRA EXPENDITURE 2019/20

- 4.1 Budgeted expenditure for 2019/20 is £210,000 higher than the approved budget for 2018/19. The major variations are set out below:

	£000	Paragraph
Cyclical Maintenance	(92)	4.2
General Management	611	4.3
Special Services/Homeless Assistance	(47)	4.4
Capital Financing Costs	(72)	4.5
Other	1	
Operating Expenditure	401	
Contribution to Capital - Supporting Housing Strategy	(191)	4.6
Total	210	

- 4.2 **Cyclical Maintenance (£92,000)** – Efficiency savings in the cyclical maintenance programme have enabled the budget to be reduced by £92,000 and funding transferred to the supervision and management budget to finance two stock condition surveyors.
- 4.3 **General Management £611,000** - Supervision and Management budgets will increase by £611,000 due to pay and prices increases of £206,000, £327,000 for additional estate management, maintenance, stock condition, fire safety and housing development staffing and additional corporate cost allocations of £87,000, offset by savings of £9,000 in various other staffing, premises and supplies and services budgets.
- 4.4 **Special Services/Homeless Assistance (£47,000)** – A reduction in budgets of £84,000, including staff allocations, following the service charge review, are offset by increases in costs of £33,000 due to pay and prices increases and £4,000 in net other costs. The reduction in service charge related budgets is matched by reductions in service charge income (para 3.4).
- 4.5 **Capital Financing Costs (£72,000)** – Interest costs have reduced by £72,000 due to the repayment of the second £4.1 million instalment of the settlement loan in March 2019.
- 4.6 **Contribution to Capital - Supporting Housing Strategy (£191,000)** – Any operating surplus is invested into the Housing Capital Programme. For 2019/20 this contribution is estimated at £9.225 million, a reduction of £191,000 from 2018/19. The reduction contrasts all of the other budget movements detailed earlier in this report.

5 HRA RESERVE BALANCE

- 5.1 The HRA Reserve balance as at 1 April 2018 was £1 million; this is considered to be a prudent level.
- 5.2 The original 2018/19 HRA budget showed a break-even position for the year. During 2018/19 the following net budget savings totalling £1.097 million have occurred or are forecast. In accordance with current policy these will be transferred to the Acquisitions and Development Reserve.

	£000
Cyclical Maintenance (Cabinet August 2018)	(250)
Supervision and Management (Cabinet January 2019)	(32)
Contribution to Capital re Major Repairs (Cabinet January 2019)	(815)
Total	<u>(1,097)</u>

- 5.3 The proposed HRA budget for 2019/20 currently shows a break even position, resulting in no change to the reserve balance. The estimated Housing Revenue Account balance at 31 March 2019 and 31 March 2020 will therefore be £1 million.

6 CAPITAL PROGRAMME

- 6.1 The proposed Housing Public Sector capital expenditure programme for 2019/20 totals £19.415 million. The detailed programme and anticipated funding is set out below:

	Original 2018/19 £000	Latest 2018/19 £000	Original 2019/20 £000
Proposed Expenditure			
Planned Maintenance & Improvements	5,700	4,885	6,415
Environmental Enhancements	300	300	300
Older Persons' Schemes Alterations	250	250	300
Disabled Facilities Adaptations	750	690	700
Extensions to Property	200	200	150
New Build - Compton & Sarum	1,865	2,086	0
New Build - Stocklands	2,827	1,971	890
New Build - Other	80	30	320
Open Market Acquisitions	3,700	3,700	3,800
Other Land/Property Acquisitions and Works	2,880	5,139	6,540
TOTAL	<u>18,552</u>	<u>19,251</u>	<u>19,415</u>

Funded by			
Revenue	9,416	9,416	9,225
Capital Receipts	3,000	4,110	3,000
Acquisitions and Dev. Reserve	5,786	5,125	6,510
Government Grant	350	600	680
TOTAL	18,552	19,251	19,415

6.2 The proposed capital programme for 2019/20 budgets £11.850 million to be invested in additional homes. This is expected to markedly increase over the period post 2019/20 through to 2025/26, in line with the Council's new Housing Strategy, as covered in more detail in paragraph 6.3.

6.3 The Council's new Housing Strategy targets the delivery of 600 affordable homes covering the period 2018 - 2026. The delivery of the Housing Strategy to 2026 will seek to ensure ring-fenced Housing Revenue Account (HRA) resources are maximised to their full potential. The recent removal of the borrowing cap gives Local Authorities enhanced flexibilities in terms of playing a key part in the delivery of new affordable homes across the Country. Whilst modelling suggests that limited borrowing may be required to achieve the objectives set out within the strategy, it will be necessary to monitor progress over time. The Council should be prepared to consider any opportunities that arise, and the potential should be there to fund the delivery of new homes through borrowing as long as a sound financial viability appraisal confirms it is suitable to do so. The Council has a sound financial platform to build upon and the delivery of the Housing Strategy to 2026 will seek to further enhance the financial performance of the existing HRA. By venturing into new tenures, the financial performance of the HRA will improve, as additional rental income is made available for the essential maintenance and management of the Council's overall Portfolio and to fund more new affordable homes.

7 ENVIRONMENTAL IMPLICATIONS

7.1 All products used in the repair, maintenance and improvement of Council homes are selected to ensure the minimum impact upon the environment and at the same time balance the need to improve the energy efficiency of tenants' homes in order to meet the requirement for thermal efficiency under the Decent Homes Standard.

8 CRIME AND DISORDER IMPLICATIONS

8.1 Many aspects of work identified in this report will improve the security of tenants' homes.

9 EQUALITY AND DIVERSITY IMPLICATIONS

9.1 All equality and diversity implications will be considered at every stage of the process of commissioning and carrying out planned maintenance, improvement and cyclical maintenance works. In addition any contractor used for works will

have been assessed, as part of the process in becoming an approved NFDC contractor, in respect of their adherence to equality and diversity principles.

10 TENANTS VIEWS

- 10.1 To be added to the report to the Cabinet after the Tenants Involvement Group meeting on 18 January 2019.

11 PORTFOLIO HOLDER COMMENTS

- 11.1 To be added following the meeting of this Panel and the Tenants' Involvement Group.

12 RECOMMENDATIONS

For Housing Overview and Scrutiny Panel

- 12.1 That the Panel consider the HRA budget and housing public sector capital expenditure programme for 2019/20.

For Cabinet

- 12.2 That the Cabinet be asked to approve the proposed planned maintenance and improvement works programme for 2019/20 – 2023/24, as set out in Appendix 2.
- 12.3 That the Cabinet be asked to recommend to the Council that;
- i) the HRA budget as set out in Appendix 1 of this report be agreed;
 - ii) from 01 April 2019, a reduction in rents of 1% from the 2018/19 rent level, in accordance with Government requirements, be agreed;
 - iii) from 01 April 2019, hostel service charges in accordance with the service charge review be agreed;
 - iv) from 01 April 2019, older persons' accommodation service charges in accordance with the service charge review be agreed;
 - v) from 01 April 2019, an increase of 40p per week (plus VAT where applicable) in garage rents be agreed; and
 - vi) a 2019/20 Housing Capital Programme of £19.415m, as set out in paragraph 6.1 above, be agreed.

For Further Information Please Contact:

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Background Papers:

Published documents as referred to within this report.

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HOUSING REVENUE ACCOUNT BUDGET

	2018/19 £'000	2019/20 £'000	Variation £'000	Para
INCOME				
Dwelling Rents	-25,754	-25,963	-209	3.2
Non Dwelling Rents	-749	-808	-59	3.3
Charges for Services & Facilities	-742	-684	58	3.4
Contributions towards Expenditure	-57	-64	-7	3.5
Interest Receivable	-127	-109	18	3.5
Sales Administration Recharge	-32	-32	0	3.5
Shared Amenities Contribution	-205	-216	-11	3.5
TOTAL INCOME	-27,666	-27,876	-210	
EXPENDITURE				
Repairs & Maintenance				
Cyclical Maintenance	1,472	1,380	-92	4.2
Reactive Maintenance	2,672	2,672	0	
Supervision & Management				
General Management	4,099	4,710	611	4.3
Special Services	1,230	1,183	-47	4.4
Homeless Assistance	61	61	0	4.4
Rents, Rates, Taxes and Other Charges	38	39	1	
Provision for Bad Debt	150	150	0	
Capital Financing Costs	8,528	8,456	-72	4.5
TOTAL EXPENDITURE	18,250	18,651	401	
HRA OPERATING SURPLUS(-)	-9,416	-9,225	191	
Contribution to Capital - supporting Housing Strategy	9,416	9,225	-191	4.6
Transfer to Acquisitions/Development reserve	0	0	0	

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5 YEAR HOUSING PLANNED MAINTENANCE AND IMPROVEMENT PROGRAMME 2019 TO 2024

1. INTRODUCTION

- 1.1 This programme has been compiled taking into account the 10 year Housing Planned Maintenance and Improvements programme.
- 1.2 All works identified in this report are based upon stock condition surveys, and feedback from Housing Maintenance Officers. This is followed by an inspection regime prior to work being specified to ensure only expenditure required is actually committed.
- 1.3 The programme for 2019 to 2024 has been devised to continue to meet the requirements of the “Decent Homes Standard”.

2. PROGRESS REPORTING OF THE PROGRAMME

- 2.1 The progress of each scheme during the financial year will be reported in the Councils Monthly Information Bulletin, together with tender results and budget information. Overall budgetary and programme control is exercised by regular review meetings and detailed monthly information being provided to Senior Managers and the Housing Accountant.
- 2.2 As in previous years, expenditure on the Planned Maintenance Programme will be controlled through the year in response to tenders received by adjusting workloads, specifications and work programmes. Priority works will be identified and carried out to ensure that the maximum expenditure is achieved within the overall budget.

3. BUDGET PROVISIONS

- 3.1 The budgets for 2019/20 are £6,415,000 for planned maintenance projects, £300,000 for environmental improvements, and £1,380,000 for cyclical maintenance. These budgets will substantially contribute to achieving the Decent Homes Standard.
- 3.2 The £6,415,000 Planned maintenance budget comprises of the original budget provision of £5,600,000 and an additional £815,000 re-phasing from 2018/19.
- 3.3 Schedule 1 is a summary of the various headings of expenditure comprising the total budget provision, and includes estimates for future years.

4. PROPOSALS

- 4.1 Within the Planned Maintenance programme, the work proposed is broadly in line with that of previous years. The prime purpose of this expenditure is to maintain the fabric of Council homes, to ensure services such as electrical and heating systems are in a safe condition and importantly to ensure that all our homes continue to meet the Decent

Homes Standard. Current predictions indicate that the Council will continue to achieve this target.

4.2 The Decent Homes Standard requires properties to meet several criteria ranging from general fitness to having modern facilities. Guidance issued advises that for a home to be decent it must meet the following four criteria:-

- It contains no serious hazards under this Housing Health and Safety Rating System;
- It is in a reasonable state of repair;
- It has reasonably modern facilities and services;
- It provides a reasonable degree of thermal comfort.

4.3 A property will fail the requirement for reasonably modern facilities and services if it lacks three or more of the following aspects:-

- A reasonably modern kitchen (20 years old or less);
- A kitchen with adequate space and layout;
- A reasonably modern bathroom (30 years old or less);
- An appropriately located bathroom and WC;
- Adequate insulation against external noise (where external noise is a problem);
- Adequate size and layout of common areas for blocks of flats.

4.4 An explanation of some of the items included within Schedule 1 is given below:

- An allowance of £1,000,000 has been made for replacing kitchens in 2019/20. This will allow for the renewal of all the kitchens over 30 years old (excluding where the tenant has previously refused the works). This kitchen refurbishment contract will be tendered to commence in 2019;
- An allowance of £1,400,000 has been made for renewing bathrooms in 2019/20 and this will allow for the replacement of all the bathrooms over 40 years old (excluding where the tenant has previously refused the works);
- An allowance of £550,000 has been made for upgrading heating installations in 2019/20 with modern energy efficient boilers and controls, and this will allow for the renewal of all the boilers over 15 years old (excluding where the tenant has previously refused the works). Also an allowance of £95,000 has been made to upgrade oil and electric heating systems;
- An allowance of £10,000 for insulation works in 2019/20 will allow for the upgrading of loft insulation in some of the 5% of properties which are below the

current Building Regulations (this is above the requirements for Decent Homes in terms of thermal comfort);

- An allowance of £635,000 has been made for re-roofing in 2019/20;
- An allowance of £830,000 has been made for renewing windows in 2019/20;
- An allowance of £500,000 has been made for renewing Front entrance doors these works will include upgrading fire doors in line with recommendations from Fire Risk Assessments;
- Works to other communal areas of flats and minor works/alterations to older person accommodation include renewing fire doors, upgrading lighting, heating improvements;
- Included within miscellaneous works are items identified from fire risk assessments, legionella risk assessments and larger works identified from Reactive Maintenance repairs;
- Included in future years is an allowance for unidentified/Decent Homes catch up works, which allows for unforeseen works (e.g. major structural issues) and decent homes works where a previous tenant has refused works.

- 4.5 The allowance of £300,000 for environmental improvements is for the normal provision of hardstandings within the curtilage of properties and estate improvements. The money for hardstandings will be targeted at tenants who have asked for this improvement and have been on a waiting list. Those who have been on the waiting list longest will be tackled first (currently the wait is approximately 2½ - 3 years). It is anticipated that these works will continue at the same rate for future years.

5. HOUSING MAINTENANCE IN-HOUSE DIRECT LABOUR

- 5.1 The Council's Housing Maintenance in-house direct labour is allocated areas of planned and cyclical maintenance (as outlined further in paragraph 5.3) as well as reactive maintenance, based on the suitability and capacity to deliver. The in-house direct labour budgets are set in line with the tasks allocated, and for 2019/20 are summarised in table 1:

Table 1	£
Employee Costs	3,783,120
Transport Related Costs	599,980
Supplies and Services	96,680
Capital Financing	3,630
TOTAL DIRECT COSTS	4,183,410
Recovery of Direct Costs through recharges	4,183,410
Contribution @ 7.65%	320,040
Income	4,503,450
NET CONTRIBUTION	320,040
Fixed Overheads (Support Services)	282,900
Residual Profit	37,140

5.2 The Council's Housing Maintenance in-house direct labour delivery is monitored on ability to meet fixed prices for kitchen, bathroom and new boiler installations. The charges for other cyclical and reactive works are compared to the National Schedule of Rates to inform measures on productivity and efficiency.

5.3 Cyclical maintenance

- This programme of works covers the servicing contracts and any other shorter term reoccurring works. A majority of these works cover our Health and Safety responsibilities;
- Housing Maintenance completes approximately 90% of this programme using in-house direct labour. This includes the gas, oil and solid fuel inspections and breakdown attendance and the internal and external decorating programme;
- External Contractors provide the fire alarm, lift and automatic doors servicing as well legionella checks and window cleaning. These are managed through Council Corporate Contracts.

5.4 Any deficit or surplus generated on the in-house direct labour budget accounts is apportioned out through recharges at the end of the financial year, on a prorata basis.

6. **TENANT INVOLVEMENT**

6.1 With planned maintenance and improvement works it is intended to continue with the current practice of involving tenants and residents in aspects of the work that affects their homes. Consultation will ensure that any inconvenience and disruption is kept to a minimum.

- 6.2 Where choice can be given without compromising the effectiveness or the necessity of the work, this will be given. Choice could mean the tenant electing not to have the work done, or in selecting finishes and colour schemes if and when improvements are carried out. Generally no choice will be given where works, such as re-roofing, involve essential maintenance work.

2019/20 MAINTENANCE BUDGETS

PLANNED MAINTENANCE AND IMPROVEMENTS BUDGET					
	2019/20	2020/21	2021/22	2022/23	2023/24
Kitchen Modernisations	1,000,000	750,000	750,000	750,000	1,000,000
Bathroom Modernisations	1,400,000	1,200,000	1,200,000	1,200,000	700,000
Heating – boiler replacements gas	550,000	600,000	600,000	600,000	800,000
Heating – boiler replacements oil	20,000	0	0	0	20,000
Heating – electric	75,000	0	75,000	75,000	100,000
Electrical Works	185,000	200,000	200,000	200,000	220,000
Insulation Works	10,000	20,000	10,000	10,000	10,000
Roofing	635,000	500,000	500,000	500,000	500,000
Structural Repairs	50,000	75,000	75,000	75,000	75,000
External doors and windows	1,330,000	400,000	400,000	400,000	400,000
Asbestos Removal and Low Maintenance Eaves	180,000	300,000	300,000	300,000	300,000
Bin Stores	50,000	50,000	50,000	50,000	50,000
Minor works to communal blocks & older persons accommodation	35,000	60,000	85,000	85,000	60,000
Improvements to communal areas	175,000	200,000	200,000	200,000	200,000
Balcony improvements to handrails	75,000	0	0	0	0
Lighting upgrades	100,000	100,000	100,000	100,000	100,000
Miscellaneous works, including fire audit work, etc.	545,000	345,000	255,000	255,000	365,000
Unidentified/decent homes catch up works	0	1,000,000	1,000,000	1,000,000	1,000,000
TOTAL PLANNED MAINTENANCE & IMPROVEMENT BUDGET	£6,415,000	£5,800,000	£5,800,000	£5,800,000	£5,900,000

CYCLICAL MAINTENANCE					
	2019/20	2020/21	2021/22	2022/23	2023/24
Appliance servicing (including gas, solid fuel, oil, smoke detectors & CO Servicing)	758,000	900,000	900,000	900,000	900,000
Fire alarm servicing/upgrading	55,000	60,000	60,000	60,000	60,000
Lift servicing/upgrading	54,000	60,000	60,000	60,000	60,000
Portable appliance testing	4,000	4,200	4,200	4,200	4,200
Legionella checks	10,000	11,000	11,000	11,000	11,000
External redecoration, include internal communal areas of flats	360,000	380,000	380,000	380,000	380,000
Gutter cleaning	50,000	50,000	50,000	50,000	50,000

Internal decorations to sheltered schemes	40,000	42,000	42,000	42,000	42,000
Elderly persons internal redecoration	25,000	26,000	26,000	26,000	26,000
Servicing automatic doors	3,000	3,200	3,200	3,200	3,200
Window Cleaning	16,000	17,000	17,000	17,000	17,000
Servicing air source heat pumps	500	700	700	700	700
Miscellaneous	4,500	4,900	4,900	4,900	4,900
TOTAL CYCLICAL MAINTENANCE	£1,380,000	£1,559,000	£1,559,000	£1,559,000	£1,559,000

ENVIRONMENTAL IMPROVEMENTS					
	2019/20	2020/21	2021/22	2022/23	2023/24
Provision of Hardstandings, estate works and paving	300,000	300,000	300,000	300,000	300,000
TOTAL ENVIRONMENTAL IMPROVEMENTS	£300,000	£300,000	£300,000	£300,000	£300,000

TOTAL EXPENDITURE					
	2019/20	2020/21	2021/22	2022/23	2023/24
TOTAL EXPENDITURE	£8,095,000	£7,659,000	£7,659,000	£7,659,000	£7,759,000

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Housing Maintenance

‘Service design for the future’

Ritchie Thomson
Service Manager Housing Maintenance

16th January 2019

Legislative and Regulatory Context...

- The Housing Act 2004, incorporating the Housing Health and Safety Rating System;
- The Landlord and Tenant Act 1985;
- The Leasehold Reform, Housing and Urban Development Act 1993;
- The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994;
- The Secure Tenants of Local Authorities (Compensation for Improvements) Regulations 2004;
- The Decent Home Standard.

The Housing Act 2004, incorporating the Housing Health and Safety Rating System (HHSRS)...

The 29 Hazards					
1	Damp & mould	11	Crowding and space	21	Falls associated with stairs & steps
2	Excess cold	12	Entry by intruders	22	Falls between levels
3	Excess heat	13	Lighting	23	Electrical hazards
4	Asbestos	14	Noise	24	Fire
5	Biocides	15	Domestic hygiene, pests & refuse	25	Hot surfaces & materials
6	Carbon monoxide & fuel combustion products	16	Food safety	26	Collision & entrapment
7	Lead	17	Personal hygiene, sanitation & drainage	27	Explosions
8	Radiation	18	Water supply for domestic purposes	28	Position & Operability of Amenities
9	Uncombusted fuel gas	19	Falls associated with Baths, etc.	29	Structural collapse & falling elements
10	Volatile organic compounds	20	Falls on the level		

The Landlord and Tenant Act 1985...

- The landlord is responsible and required to keep the property in good state of repair throughout the tenancy:
 - a. *To keep in repair the structure and exterior of the dwelling, including drains, gutters and external pipes;*
 - b. *To keep in repair and proper working order the installations in the dwelling for the supply of water, gas, electricity and for sanitation (including basins, sinks, baths and sanitary conveniences);*
 - c. *To keep in repair and proper working order the installation in the dwelling for space heating and heating hot water.*
- Gas piping and flues serving the property and any gas appliances provided are checked for safety every year;
- Electrical installations and wiring are safe at beginning of tenancy and are maintained in safe condition throughout tenancy;
- Provide a working smoke detector on each storey of a property and a carbon monoxide detector in each room containing a solid fuel burning combustion appliance;
- Provide an Energy Performance Certificate (EPC) for a property before advertising it for rent.

The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994...

- Local authorities must have a right to repair scheme in place for secure, flexible and introductory tenants to use;
- Only certain types of repairs are covered under the right to repair scheme and these are called 'qualifying' repairs;
- Repairs don't qualify for the scheme if it exceeds an estimated cost of £250;
- If a 'qualifying' repair is not completed within the appropriate time limit tenants can claim £10 in compensation. For every extra day, another £2 per day up to a maximum of £50;

- Example:

Repair Type	Response time (working days)
Total loss of electric power	1
Partial loss of water supply	3
Leaking roof	7

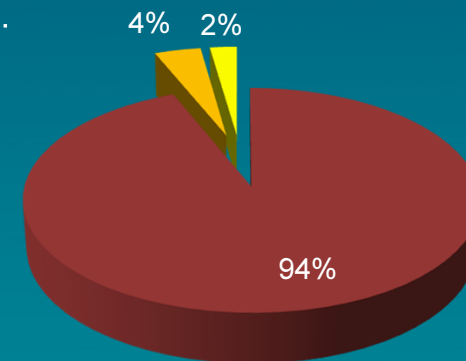
The Secure Tenants of Local Authorities (Compensation for Improvements) Regulations 1994...

- The Leasehold Reform, Housing and Urban Development Act 1993 gives SECURE tenants the right to compensation for certain tenant financed improvements;
- The right to compensation for improvements is subject to qualifying criteria contained in The Secure Tenants of Local Authorities (Compensation for Improvements) Regulations 1994;

Decent Homes Standard 2010 and beyond...

- The Decent Home Standard (DHS) was originally introduced by the government in 2001 as a minimum standard for housing owned by social landlords;
- A decent home is defined as one which meets the following criteria:
 - a. meets the current statutory minimum standard for housing;
 - b. be in reasonable state of repair;
 - c. has reasonably modern facilities (kitchens, bathrooms, boilers and insulation);
 - d. provides a degree of thermal comfort (effective heating and insulation)
- Decent Home Standard compliance as at 1st April 2018.

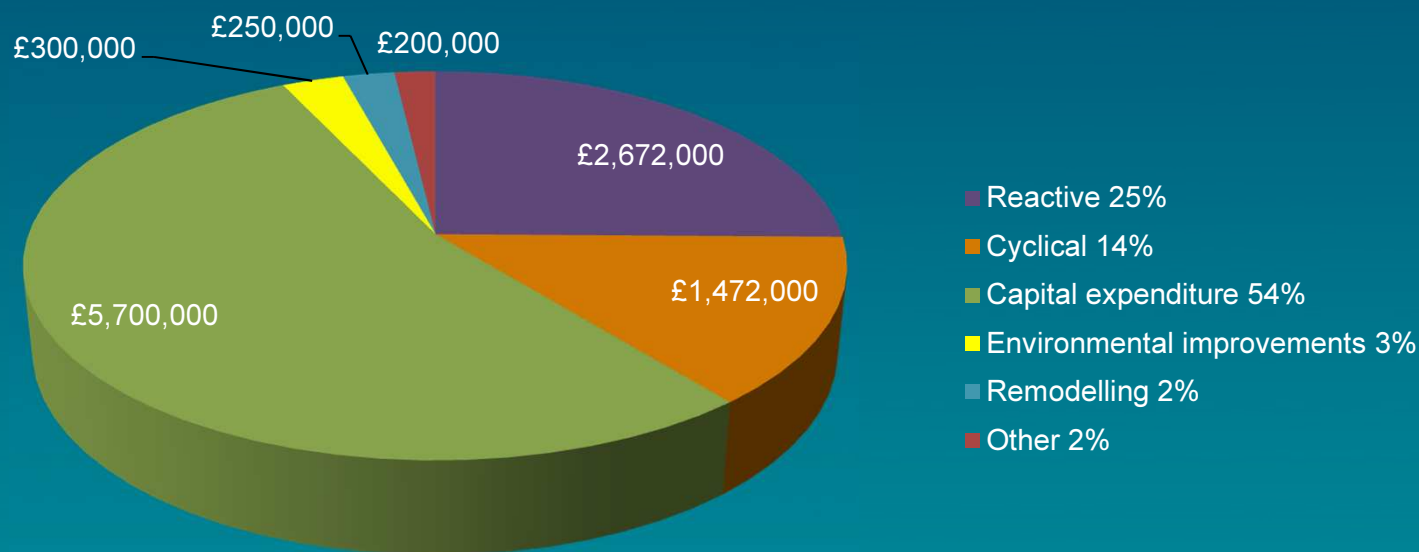
- Standard achieved
- Standard not achieved
- Standard not achieved (tenant refusal)



Key Facts and Figures...

- Currently have 5056 Council dwellings;
- 300 or so voids every year for allocation;
- Service budget (inclusive) 2018/19 £6,374,820;
- 99.26 FTE's;
- HRA Maintenance budget 2018/19 £10,594,000;

Housing Maintenance Budget 2018/19



Customer Demand...

- Housing Maintenance Customer Services Contacts 2017/18:

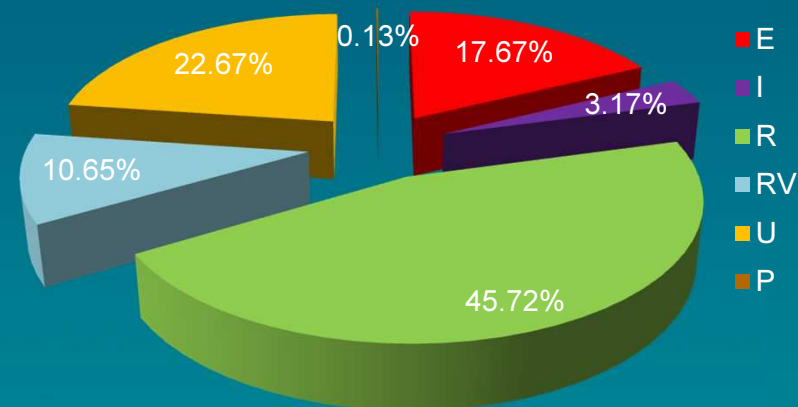
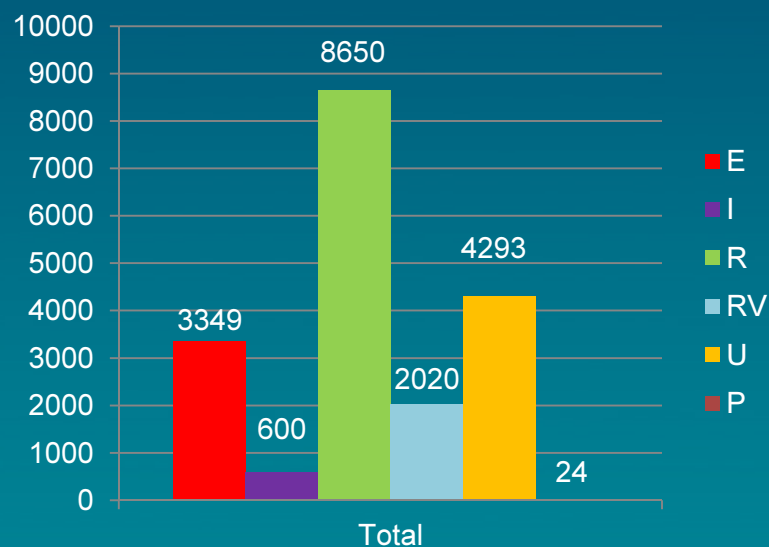
Maintenance and Repairs 2017/18						
Inbound Calls	Answered	%	Abandoned	%	Redirected	%
18,825	17,481	93	1,063	6	281	10



- Current maintenance repair categories:

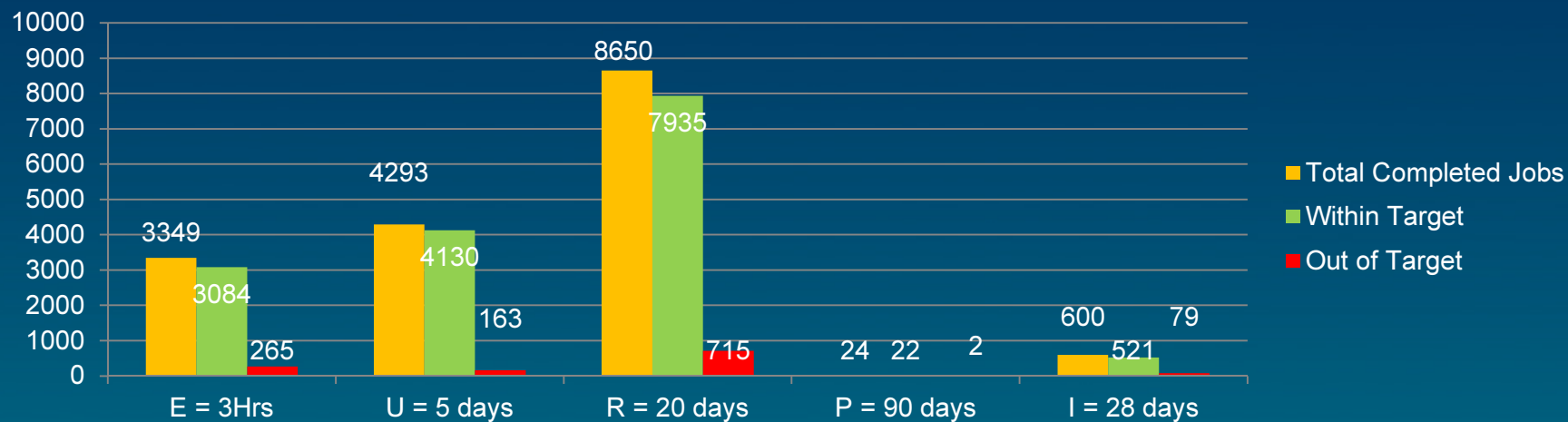
Response Category	Description
E	Emergency – within 3 hours
U	Urgent – within 5 working days
R	Routine – within 20 working days
RV	VOID
P	Planned – within 90 working days
I	Inspection – within 28 working days

- Approximate 18,936 repair requests completed in 2017/18:

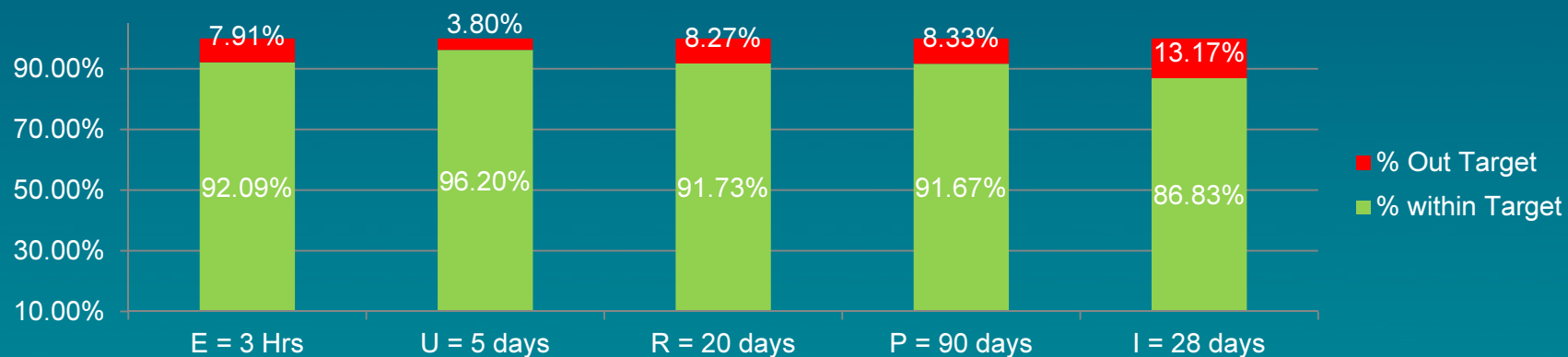


Performance...

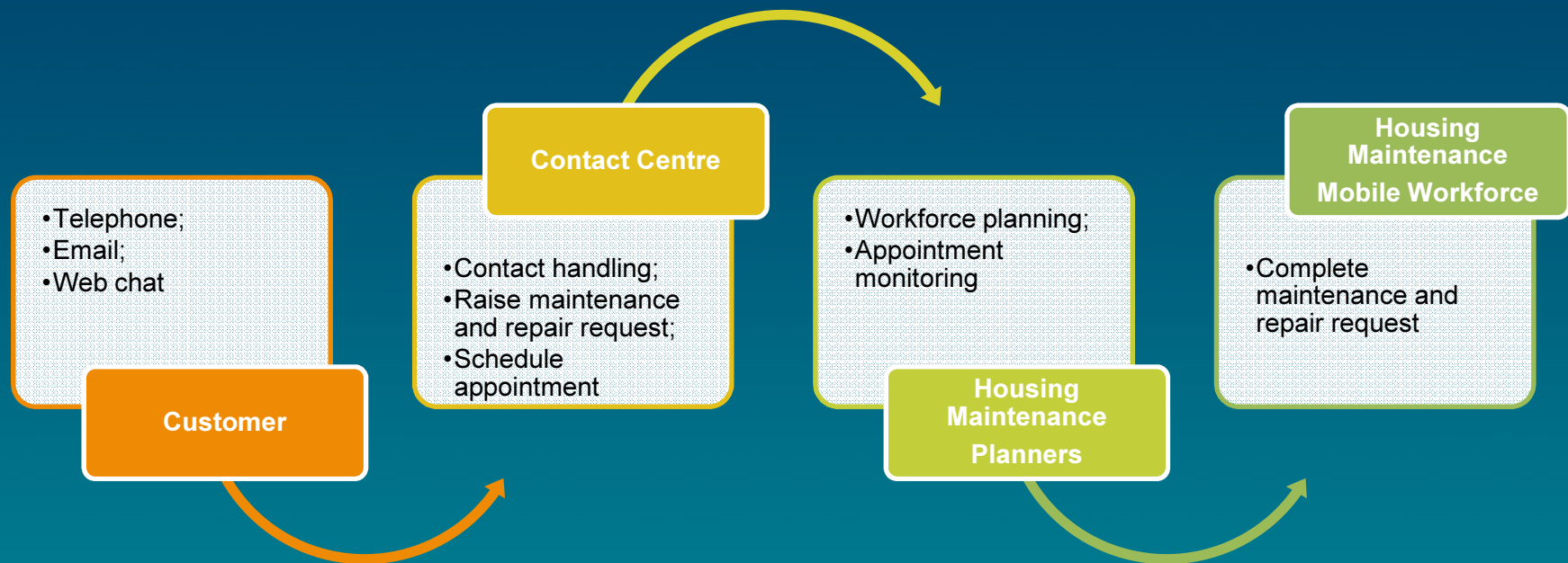
Repairs Completed No's (In/Out of Priority Target)



Repairs Completed % (In/Out of Priority Target)



Customer Journey...



Drivers for change...

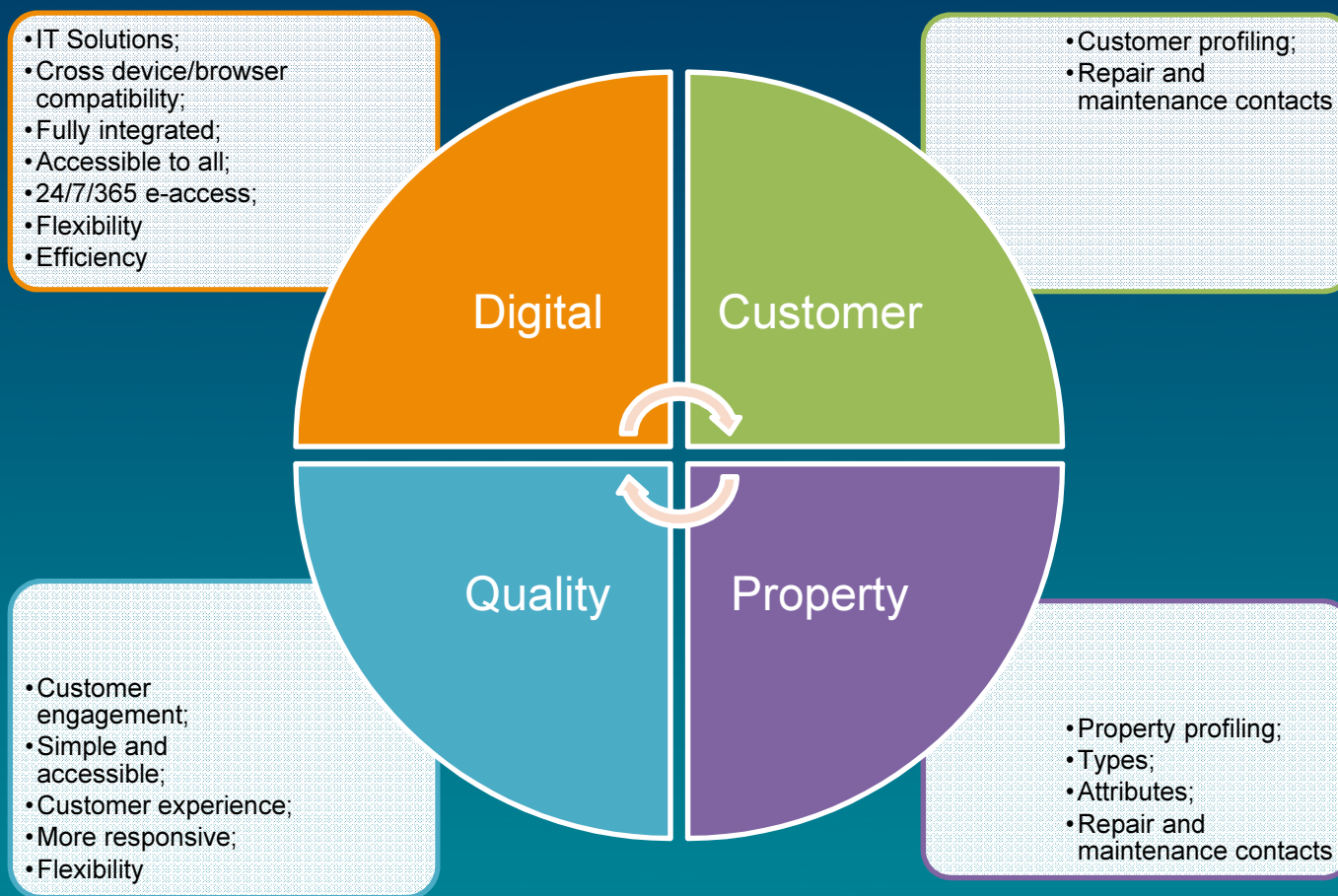
- Delivery and compliance of statutory functions and effective asset management future proofing our housing stock;
- Fire safety review;
- Opportunities to increase efficiency through technology solutions and empower tenants to have greater control and influence on the maintenance and repairs undertaken to their property;
- Robust policies and arrangements.

Direction of Travel...

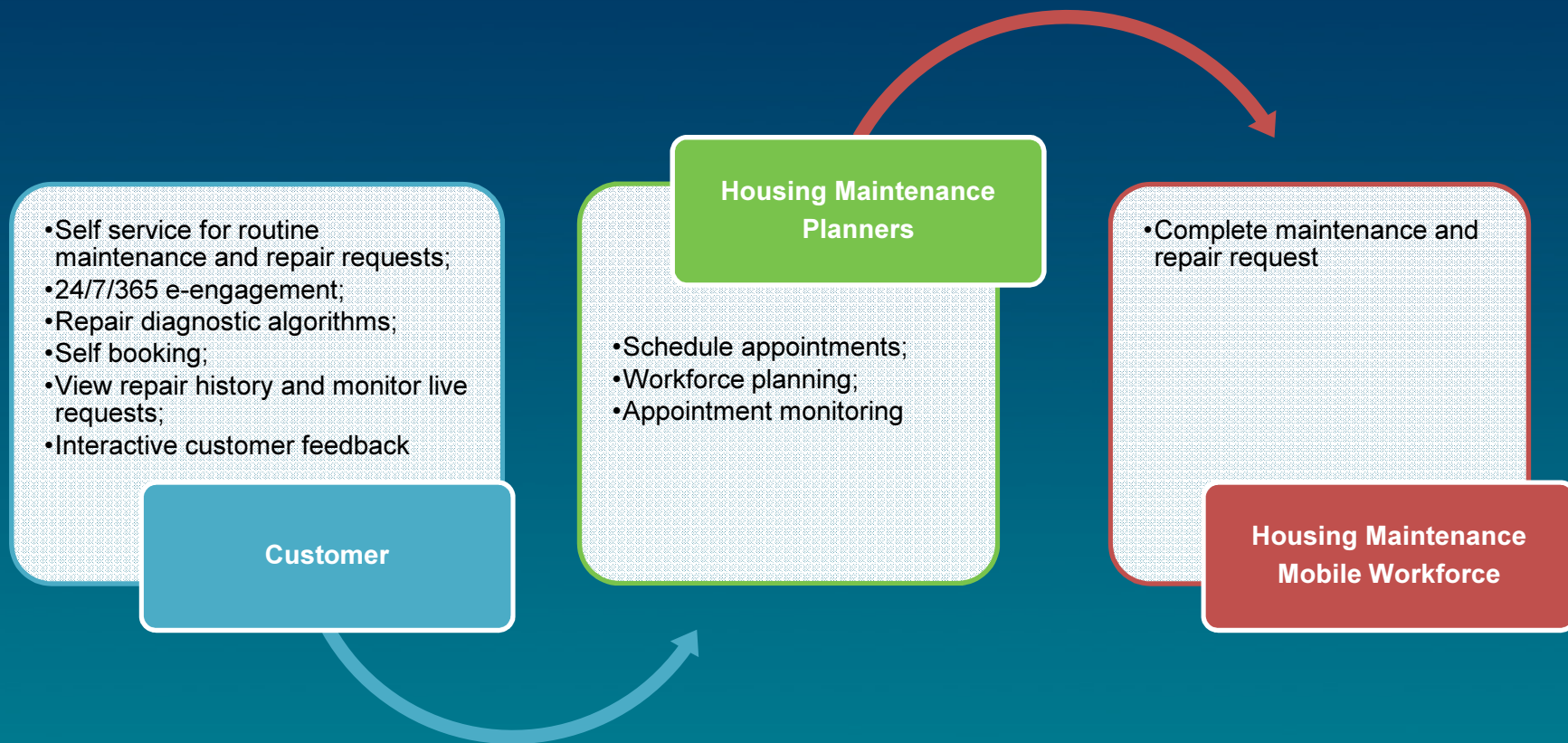
- Working together to achieve more;
- Greater emphasis on being proactive rather than reactive;
- Regular block and estate inspections;
- Clear and robust policies;



- Customer focused and regular engagement;
- Customer demand shift - customer needs and managing expectations;
- Improved access for reporting of maintenance and repair requests (self service);



- Improving end to end customer journey and consider how we can best meet residual demand;



Proposed changes...

- Repair response categories:

Category	Target	Response	Repair
E1	3 hrs	Emergency Respond to make safe/temporary repair	Work necessary to prevent danger to life or extensive damage to property, or if the problem will have an adverse effect on a medical need
E2	24 Hrs	Priority Prevent suffering undue inconvenience or further damage to property	Loss of hot water (31 st Oct – 1 st May) Loss of heating (31 st Oct – 1 st May) Defective light fitting to kitchen, bathroom or stairway; Replacement WC pan, where only 1 WC; Restore flush to WC; Roof leaks; Defective external door locks
U	5 working days	Urgent Minor repair which are non urgent and not an emergency	Sanitary ware; Rain penetration; Minor electrical repairs; Containable leaks; Loss of hot water (1 st May – 31 st Oct) Loss of heating (1 st May – 31 st Oct)
R	20 working days	Routine Includes all other minor repairs	All other general repairs
P	90 working days	Planned Major items of replacement or weather dependent work planning	External repair and painting; Re roofing; Chimney, wall or other masonry repairs
I	28 working days	Inspection Repairs requiring inspection to ascertain nature and to control budgets	Damp and mould; Fencing and gates; More complex repairs

- Introduction of periodic stock condition surveys within all dwellings carried out every five years, incorporating (HHRs) 29 hazards inspection;
- Voids will be managed to ensure that the arrangements meet the objectives of policy, rent loss is minimised and properties are available to new tenants at an acceptable standard meeting the Council's legal obligations and the terms of new tenancy's:
 - a. "All components of the dwelling house shall be serviceable, in good working order and free from serious defect."
 - b. Intact and functional tenant alterations or components left for reuse;
 - c. 'Ready to let' Target

CATEGORY		
A	B	C
Good Condition	Average Condition	Poor Condition
Statutory Inspections Serviceable and Functional Minor repairs (1-2 days) Clean & Secure	Statutory Inspections Serviceable and Functional Repair schedule (4-8 days) Clean & Secure	Statutory Inspections None Serviceable or Functional Significant repair schedule Clean & Secure
5 working days	10 working days	Defined by Volume of Works (as soon as reasonably practicable)

- Upfront charging where it is reasonable to do so for repairs which are the responsibility of tenants, using NHF3 schedules to inform cost, and that any debt recovery is considered alongside other strategies, i.e. rent arrears;
- Fair and reasonable approach to the liability of future maintenance (tenant improvements or adaptations) transferring to new tenants under Mutual Exchange;
- Fair and reasonable approach to non standard fencing and gates erected on boundaries which are the responsibility of the Council;
- Enhanced VOID welcome packs to include key safety and emergency information and operating instructions for heating, water, ventilation, etc.

Timeline for implementation...

The following items will be brought to Housing Overview and Scrutiny Panel:

- Fire Safety Policy on 20th March 2019 for implementation on 1st April 2019;
- Drafting overarching Housing Asset Maintenance Strategy and Maintenance Policy, likely to be June 2019;
- Range of bespoke policies including; Gas Safety, Electrical Safety, Lifts and Lifting Equipment and Legionella to follow.

Questions?

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HOUSING OVERVIEW & SCRUTINY PANEL WORK PROGRAMME 2018/2019

ITEM	OBJECTIVE	METHOD	LEAD OFFICER
20 March 2019			
Feedback on the consultation on the Housing Allocation Policy and Homelessness Strategy	To consider the consultation responses and any amendments to the housing strategies, prior to submission to Cabinet and Council for approval	Report to Panel	Grainne O'Rourke / Richard Knott
Housing Strategy update	To receive an update on the progress of the Housing Strategy	Oral update to Panel	Tim Davis
Fire Safety Policy for Housing (Landlord Services)	To consider the fire safety policy for Housing Landlord Services	Report to Panel	Ritchie Thompson
Update on progress on a new Private Sector Housing Strategy	To receive an update on the emerging Private Sector Housing Strategy	Oral update / presentation	Grainne O'Rourke / Kirsty M Farmer

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