

Housing Management Panel: Central Area

Date: 3 March 2021

Time: 2.00pm

Venue Virtual – Zoom

Members: Councillor Hugh-Jones (Chair), Ward Councillors for the Area, Delegates of Tenants Association in the area.

Contact: Thomas Bald
Democratic Services Officer
thomas.bald@brighton-hove.gov.uk

01273 291354

Agendas and minutes are published on the council's website www.brighton-hove.gov.uk. Agendas are available to view five working days prior to the meeting date.

Electronic agendas can also be accessed through our meetings app available through ModernGov: [iOS/Windows/Android](#)

This agenda and all accompanying reports are printed on recycled paper

AGENDA

PART ONE

Page

- 1 WELCOME, APOLOGIES, INTRODUCTIONS, AND MINUTES OF THE PREVIOUS MEETING** **5 - 12**
Minutes of the meeting held on 6th January (copy attached).
Central Area Panel Agenda 3rd March 2021 (copy attached).
- 2 CHAIR'S COMMUNICATIONS**
- 3 UPDATE FROM CENTRAL HOUSING TEAM**
- 4 RESPONSES TO RESIDENT'S QUESTIONS** **13 - 22**
Responses to Resident's Questions (copy attached)
Knightguard Contract Renewal
Anti-Social Behaviour

BREAK
- 5 RESPONSES TO RESIDENT'S QUESTIONS (CONT.)**
Maintenance Schedule
Fencing
- 6 ITEMS FOR HOUSING COMMITTEE** **23 - 46**
Report Attached.
- 7 POSITIVE COMMUNITY NEWS**
- 8 AOB**

FURTHER INFORMATION

For further details and general enquiries about this meeting contact , (01273 291214, email greg.weaver@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

FIRE / EMERGENCY EVACUATION PROCEDURE

If the fire alarm sounds continuously, or if you are instructed to do so, you must leave the building by the nearest available exit. You will be directed to the nearest exit by council staff.

It is vital that you follow their instructions:

- You should proceed calmly; do not run and do not use the lifts;
- Do not stop to collect personal belongings;
- Once you are outside, please do not wait immediately next to the building, but move some distance away and await further instructions; and
- Do not re-enter the building until told that it is safe to do so.

Date of Publication - Tuesday, 23 February 2021

BRIGHTON & HOVE CITY COUNCIL
HOUSING MANAGEMENT PANEL: CENTRAL AREA

2.00pm 6 JANUARY 2021

VIRTUAL

MINUTES

Present

Councillors: Siriol Hugh-Jones (Chair)

Officers: Martin Reid, Simon Hughes, Ododo Dafe, Geof Cage, Hannah Barker, Tom Matthews, Thomas Bald.

Housing Area Panel Representatives: Barry Hughes, Jane Thorp, David Spafford, Eileen Stewart, Dave Croydon, Emma Salcombe, Carl Boardman, Theresa Mackey, Charlotte Rogers, Barry Brewster.

1 WELCOME, APOLOGIES, AND MINUTES OF THE PREVIOUS MEETING

1.1 There were no apologies.

1.2 There was concern that the Minutes were too vague. In particular, item 13.6 was noted to not fully reflect the views of the residents. In future, minutes will provide more information on what was agreed.

1.3 David Spafford, Theresa Mackey, and Eileen Stewart needed to be added to the attendee list and the voting record for the previous meeting.

RESOLVED – That the Minutes be agreed subject to the information in subject 1.2 above.

2 CHAIR'S COMMUNICATIONS

2.1 The Chair made the following communications:

“Firstly, I just wanted to wish everyone a happy new year, and secondly I just wanted to give you a bit of reassurance about repairs during the lockdown, now that we’re in our 3rd lockdown. We do operate a COVID-19 safe service so the current guidance hasn’t changed at this time, and we adopt a safety led approach to ensure that repairs are carried out with the correct Personal Protective Equipment, and individual staff and service risk assessments are in place and social distancing protocol is followed for the safety of residents, staff, and contractors. It should be noted that the guidance and legal requirements relevant services during the pandemic have necessarily changed several times during the last year and they could change again. Repairs are being prioritised in the following order: those that pose a health and safety risk, those that are having a significant impact on the resident and/or

causing damage to properties such as leaks and roofing, and then all other repairs. Operatives won't be attending any non-essential repairs in properties where the occupant is displaying symptoms of COVID-19 or have a current confirmed case of COVID-19."

3 ADULT LEARNING OFFER

3.1 Simon Hughes presented this item and gave the following points:

- The funding for this project started in September 2020 and was a continuation of some of the work previously conducted regarding adult learning.
- The Housing Revenue Account grants expanded with the focus now on Council tenants for the step-in project.
- The step-in project is centered around community engagement and cohesion.
- A pack was included in the Agenda on pages 41-46 for the meeting which included the details.

3.2 Barry Hughes was informed that the Whitehawk Inn is a Brighton Housing Trust project, and the Step In Project costs about £35,000.

3.3 David Spafford was informed that £20,000 was received from the Housing Revenue Account for the Whitehawk Inn project, and that the overall cost of the project was between £32-35,000. Simon Hughes added that the project would be a gateway to work and learning for the community.

3.4 Theresa Mackey was informed that everyone across the city can use the Whitehawk Inn, and that lots of people from Kemptown often use it, but 76% of people that use it are from Whitehawk, with 60% of them being Council tenants. The Money Works network advertises their services across the city as well as the Roots BBO project. The Whitehawk Inn is advertised on the website, but the majority of responses are from people in Whitehawk.

3.5 Martin Reid added that part of the purpose of Housing Area Panels was to show residents what the Housing Revenue Account is funding in their areas. He added that he could provide a breakdown of costs that the HRA is planning to implement.

3.6 Councillor Hugh-Jones was informed that the 24% of other people who were not local would maybe be living in sheltered or temporary accommodation.

3.7 Emma Salcombe was informed that sessions could be organised in the community room of Essex Place for people who struggle to get out to Whitehawk.

RESOLVED – The Presentation was noted.

4 ITEMS FOR HOUSING COMMITTEE

4.1 Ododo Dafe gave a verbal update referring to pages 11 – 40 of the Agenda, and made the following points:

- The report had been altered in response to the comments and suggestions made by residents.
- The report showed what has gone well in the department but also how COVID-19 has affected the service.

4.3 Emma Salcombe asked what the process would be of making a property secure within the 24-hour guideline. This was asked as a real-life example as previously her property was left unsecured for 24 hours. Ododo Dafe responded that it would depend on the availability of workers, the time of day, and the location of the premises, but it would be important to have the issue resolved if it was an emergency. Also that it was difficult to discuss specific cases in a public meeting, but in a case such as this, the response is dependent upon circumstances such as if it was a crime scene, and if a security guard may have been deployed to wait for someone to fix the door. Ododo Dafe offered to investigate the issue further.

4.4 Barry Hughes praised Ododo Dafe and Housing on their dealing with the current situation.

4.5 Jane Thorp pointed out that at the last panel, the information about leasehold disputes was inaccurate, and that there should be some targets for this issue. Jane Thorp also asked for an estimate of when post inspection processes will be in place. Martin Reid responded that that issue will be discussed at the Leaseholder Action Group later that evening and would be happy to review KPIs.

4.6 Eileen Stewart raised that there had been 6 lift breakdowns over Christmas 2020 and another that day, and that people gathered downstairs which didn't allow for social distancing. Ododo Dafe responded that investigations will be led into the causes of the lift breakdowns, and that from the information in the report there had been 151 breakdowns in the current quarter, with 143 of those being fixed within 24 hours. Martin Reid added that he would investigate this and get some feedback from the repairs team.

4.7 David Spafford was informed of the following points:

- The Arrears Policy was being worked on with support from colleagues outside of housing, and there was quite a big review happening for what could be done to improve income collection around temporary accommodation. Ododo Dafe would report back with clear actions at a future area panel.
- The targets for collection of rents for privately leased temporary homes differed by 4.5% due to a number of reasons, but could be explained by how some temporary residents stay accommodated for a longer term, and if some residents haven't been able to settle before moving on to other accommodation, this can lead to a lower collection rate. Ododo Dafe will get back on some more specific reasons.
- The 59 empty temporary homes since September can be explained as temporary accommodation takes priority in terms of repairs, with 50 temporary homes being fixed on average per month.
- General housing safety certificates have the same standards as temporary accommodation and would be unlawful to not have a valid gas safety certificate.

4.8 Jane Thorp was informed that there would be an updated report circulated the following Monday confirming the figures of outstanding reports, and that agency staff would fill the remaining positions in the team despite the difficulties in recruitment in the early Autumn of 2020.

4.9 Carl Boardman was informed that the diagrams on page 5 correspond and refer to the same information and then asked if they could be designed to be easier to see in the next report.

RESOLVED: The Presentation was noted.

5 RESPONSES TO RESIDENT'S QUESTIONS

5.1 *Maintenance of External Security*

- Theresa Mackey raised that their front door didn't shut and has been repeatedly patched up, and that the building was not secure. Glyn Huelin's response wasn't recognised as standard practise.
- Jane Thorp agreed with the above, and added that their front door was being classed as an emergency, but months have passed without it being fixed. Geof Cage responded that a program for refurbishment was being organised, and Rob Woodbridge would investigate these instances.
- Eileen Stewart raised that their doors being patched up with metal wasn't secure and would need to be changed.
- Emma Salcombe raised that their doors and fobs are not accessible for disabled people and asked that these be changed. Theresa Mackey added that if these issues were not resolved, the Council would be in contravention of the Equalities Act and should be urgently addressed.

RESOLVED: The response was unsatisfactory, but the issues would be investigated by Geof Cage and Rob Woodbridge.

5.2 *Communications around COVID-19*

RESOLVED: The response was satisfactory.

5.3 *Major Problems with Windows and Roofs Contract*

- Jane Thorp was unhappy with the response from Glyn Huelin and noted that he had sent a more detailed response to the Leaseholder Action Group but not to the Area Panel. Hannah Barker added that Glyn Huelin was still working on a fuller response, and this would be circulated. Martin Reid added that once the Leaseholder Action Group was happy it could be shared with the Area Panel. Siriol Hugh-Jones added that after the response was discussed at the Leaseholder Action Group and any amendments made, it could then be circulated to Area Panel Members.
- Barry Hughes raised that the windows at Sylvan Hall Estate were dangerous and needed action and asked what the medium-term policy would be. Siriol Hugh-Jones added that she didn't intend to delay the response but would ensure the discussions at the Leaseholder Action Group would provide more substantive responses for residents. Martin Reid responded that work is being looked at for Sylvan Hall under a new contract, and that he can give both written and verbal updates on these to future panels. Geof Cage added that they were currently in the process of putting a program together.
- Barry Brewster asked that because Clarendon House had a new door arm fitted, how this was costed with the repair of the product that was still available and more reliable. Geof Cage added that he will investigate into this issue and report back.

RESOLVED: The response was unsatisfactory, but the response from Glyn Huelin would be discussed at the Leaseholder Action Group and circulated to Area Panel members, and other issues about windows and doors to be investigated by Geof Cage and reported back.

5.4 Door Repairs at Essex Place

- Emma Salcombe raised that the pricings proposed were unreasonable, vandalism wasn't the issue, and it was that the door wasn't wide enough. Geof Cage agreed to come back with more information about this issue.

RESOLVED: The response was unsatisfactory but would be investigated by Geof Cage.

6 DOOR INSTALLATION AND MAINTENANCE

6.1 Geof Cage gave a presentation and made the following points:

- COVID-19 had halted progress on this over the past year.
- A program of works is being put together for look at entrance doors throughout the city.
- The multi-steel doors need to be repaired in warmer weather.
- From April next year a program is being created to install new aluminium doors.
- Robert Woodbridge will be leading on this program.
- Resident engagement will be used before making any decisions on this program.

6.2 Barry Brewster raised that the aluminium doors get easily scarred and added that the multi-steel door would be better for longevity and sustainability. Geof Cage responded that the aluminium doors are more appropriate, given the rusting that occurs with steel doors. Geof Cage added he would pursue this to make sure the right decision is made.

6.3 Barry Hughes added that the multi-steel doors didn't work well for low rise flats.

6.4 Jane Thorp was informed that there would be a program of cyclical maintenance on an annual basis.

7 POSITIVE COMMUNITY NEWS

7.1 Barry Hughes raised that Sylvan Hall got involved in the Plant Your Postcode in the Spring of 2020 but plans to pick this up again when possible when the current restrictions are lifted.

8 ANY OTHER BUSINESS

8.1 Emma Salcome asked what the Council were doing to address potholes on roads and uneven pavements. Martin Reid responded that himself and Geof Cage would investigate this.

8.2 David Spafford was informed that there would be an update at the Leaseholder Action Group on the Stock Condition Report. He was also informed that the information on gas boilers would be released on Monday and discussed in future area panels. Siriol Hugh-Jones confirmed that carbon neutrality would be discussed in future meetings.

8.3 Barry Brewster was informed that ground source heat pumps are being looked at by the Council.

RESOLVED – Martin Reid and Geof Cage would investigate the issue of pavements and roads.

The meeting concluded at 15:58.

Signed

Chair

Dated this

day of

CENTRAL Area Panel Agenda Wednesday 3rd March, 2-4pm

1 2.00-2.15	Welcome Apologies & Introductions and previous minutes 15 minutes	Verbal
2 2.15-2.20	Chairs Communications 5 minutes	Verbal – Chair
3 2.20-2.35	Items for Housing Committee Update and Housing Performance Report - Quarter 3, 2020/21 15 Minutes	Verbal + Report attached
Responses to Residents Questions		
4 2.35-3.15	Knightguard Contract Renewal 20 minutes Anti-Social Behaviour 20 Minutes	Responses to Residents questions
BREAK 5 minutes		
5 3.20-3.40	Responses to Residents Questions (cont.) - Maintenance schedule - Fencing 20 Minutes	Responses to residents questions
6 3.40-3.45	Update from Central Housing Team 5 Minutes	Verbal Update
7 3.50-3.55	Positive Community News 5 Minutes	Verbal Tenant Representatives
8 3.55-4.00	AOB 10 minutes	Verbal
- End -		

Central Area Panel March 2021

Resident's Questions

3 Star Central

1. Renewal of Knightguard contract

Issue: Central residents are opposed to the recent renewal of the contract for door-entry systems with Knightguard.

Background: Residents have consistently raised problems about work done by Knightguard. Why have these concerns been ignored, and why does the Council consider this contract to be sound?

Action: Request for Miles Davidson (mechanical and electrical) to attend the next Area Panel to explain why the Knightguard contract has been renewed. This should be an agenda item for discussion at the next Area Panel (not just a written response).

Response

Glyn Huelin - Head of Housing – Repairs & Improvement

The scoping of a new procurement for Door Entry Systems and CCTV (the services currently delivered by Knightguard) will begin over the coming months, and residents will be consulted through this process in addition to statutory leaseholder consultation. In addition, approval from Housing Committee will also need to be sought on any contract(s) with an estimated value over £500,000. After authority to procure has been given the procurement activity including any required consultation with residents can take up to 9-12 months.

Providing a good servicing, maintenance and installation service for our door entry systems is critical for residents with systems in their blocks. Undertaking a procurement process is a significant undertaking and must be planned and undertaken in line with governance and legal requirements. As detailed above this process will be starting in the coming months.

The existing contract with Knightguard for the maintenance, servicing and installation of Door Entry Systems and CCTV has been extended in line with the original contract terms and council standing orders for a further two years up to January 2023. We carefully consider how contracts are performing alongside considering extension arrangements.

Residents have raised questions about how this particular contract operates and the council has been clear in communicating that the decisions around what replacement work is

controlled by direct council staff and the contract is operating correctly. Performance is regularly reviewed, and this contract is performing well.

A significant number of our specialist contracts have required re-procurement over the last few years including a number of contracts without extension options and new contracts being procured and mobilised for Planned Works Programme and Major Projects. At the same time the Repairs & Maintenance service has been brought in-house.

3 Star West

2. Review of policy on Anti-social behaviour:

Issue: Request for further engagement with residents and a review of the council's anti-social behaviour policy.

Background: This item was raised at the November West Area Panel. The written response from Justine Harris (Head of Tenancy) gave lots of information on how the council deals with anti-social behaviour. At the meeting there was also a further verbal report and a helpful offer from Robert Keelan (Housing Manager) for individuals to phone him if they are experiencing problems.

While this was useful, it didn't address the request for a review of the present policy on anti-social behaviour, with full consultation and involvement of residents.

Anti-social behaviour is a big and complicated issue and one that can't be covered adequately at an Area Panel or through a written response.

West Residents are open to suggestions about the best way to move this forward but are asking for a process that involves residents in developing and improving the council's anti-social behaviour policy. One option is a Task & Finish group.

Action: Request for further engagement with residents and a review of the council's anti-social behaviour policy.

Response

Justine Harris – Head Tenancy Services

Thank you for your questions and for raising specific areas of the ASB Policy you would like to see reviewed.

We have listened and will undertake the review as requested. We will start the process to plan for this to happen and hope to start the review in June, this year.

The format of this review will need to be decided but we will consider the option of setting up a task and finish group as residents have suggested. We will include residents in our plans for this review.

3. Maintenance Schedule

Issue: request for review and discussion of the maintenance schedule to ensure that it is fit for purpose.

Background: This issue has been coming up during the discussion about what items can be funded under the Estate Development Budget (EDB). At the last meeting it was acknowledged that EDB funding does get used in a pragmatic way to deal with long delays in the maintenance schedule. The example was given of a community room that badly needs re-decorating but is not due to be done for years, so residents bump this work up the queue by using EDB money.

While this might be the quickest way for residents to get work done, the concern is that it covers up an underlying problem with the maintenance schedule. Why is there a schedule which doesn't reflect the reality of what is needed? If a community room, for example, needs repainting every 5 years why is it scheduled for every 10? If the schedule isn't designed to get maintenance work done when it is needed, then there is a problem with the schedule and this needs to be addressed.

Action: West residents are open to suggestions about the best way to make sure the council has a maintenance schedule that is fit for purpose.

Ideas from the West meeting were that:

- A copy of the current maintenance schedule is made available to Resident Association representatives.
- An officer attends the Resident Only meeting to provide information on the schedule and listen to residents' concerns.
- Further, more detailed work is done in a separate Task & Finish group.

Response

Glyn Huelin - Head of Housing – Repairs & Improvement

Thank you for your question.

In terms of how our planned capital investment programmes are produced, we use a mix of information to produce programmes, gathering details from stock condition survey information on our housing asset database, reported repair information, enquiries and general knowledge of the housing stock from carrying out surveys.

Using this information, we draft provisional programmes for delivery, with the acceptance that these can change if urgent works are identified throughout the year.

Maintenance schedules are useful for managing facilities or smaller projects, for example maintaining a single building, as you can record all the attributes to that building and

determine how long each element has before it requires replacement or repairs. Unfortunately working with housing stock volumes to the extent that the council has, this isn't as straight forward. Collecting the information is a key challenge, but also monitoring that information regularly and allowing for variants which affect the predicted timelines like weathering of buildings, vandalism and general wear and tear of everyday use is difficult.

The other factors to consider are:

- The planned works budget for each type of works programme
- Prioritising works in terms of need and balancing this across the city's housing stock
- Focusing on delivering works to stock across the city
- Timing of works – external works during drier times of the year where possible etc.
- Gathering prices from contractors
- Resident engagement and consultation

At the current time we do not work on a basis of redecorating blocks/community rooms every 'x' amount of years, as this isn't always deliverable, so internal decoration is in line with the priorities above and is based on need. The timelines for these works can also be affected by vandalism, repair issues within blocks like water leaks etc, which can change the anticipated timescale that work is required. The council has over 600 blocks with common ways throughout its housing stock, ranging from converted houses/maisonettes, low, medium and high-rise blocks of flats.

Going forward Property & Investment will work with the Community Engagement Team to get a comprehensive list of all the community rooms through the housing stock (as some of these aren't always within blocks), and contact details. When we have this, we will start surveying them to assess their current condition, and when they will require decoration.

3 Star East

4. Anti-Social behaviour

Issue: It is recognised that anti-social behaviour can be very difficult to resolve and can be a long process involving a lot of input from those impacted by it. However, improvements could be made in the way reports are responded to, action taken by officers and outcome reporting to Area Panels.

Background:

The following issues were discussed:

Reporting:

Statistics provided to Area Panel do not give a clear picture of the number of ongoing cases or success in resolving them. It would be more useful to receive information about the number

of active cases, how many have been successfully resolved in the last quarter, and the average length of time it takes to resolve cases.

Addressing the range of different tenants living on estates

Residents in Craven Vale repeatedly reported anti-social behavior by a resident on the estate for nearly a year, before they eventually found out that the perpetrator was in Temporary Accommodation. This meant it was the responsibility of the Temporary Housing Team to deal with the issue, rather than the anti-social behavior officers. This caused unnecessary delays.

Moving the victims of anti-social behaviour

Living with anti-social behaviour can be very traumatic and sometimes a victim will feel the need to move away to make a fresh start. This can take a very long time, which can have a detrimental impact on those concerned.

Review of anti-social behaviour policy

The meeting discussed the item put forward to Area Panel by the West Residents Meeting and was in agreement that a review of the council's anti-social behaviour policy and procedures is necessary. An example was given of how anti-social behaviour is often not dealt with effectively. In Woodingdean, a tenant reported having human excrement smeared on their front door. This was not an isolated incident but was part of an ongoing case of anti-social behaviour they had been reporting for over a year. They were asked to clean off the excrement themselves, rather than having action taken against the perpetrator.

Residents would like to request the following:

- Housing Performance indicators reported to Area Panel to include details on: the number of active cases; how many have been successfully resolved in the last quarter; and the average length of time it takes to resolve cases.
- The setting up of a single point of contact (SPOC) for all reports of anti-social behaviour on council estates that will deal with tenants with secure council tenancies, Temporary Accommodation tenants, Housing Association tenants, private tenants and any other residents.
- When victims of anti-social behaviour are being moved they should be given high enough priority to be able to move quickly.
- A full review of the council's anti-social behaviour policy as requested by West Area Residents' Meeting

Response

Justine Harris – Head Tenancy Services

The next performance report, which will go to Area Panels in March 2021, has been amended to include three new indicators relating to the anti-social behaviour (ASB) caseload, in addition to the number of new cases which was already included in the report. The data has been reproduced in the table below:

ASB caseload indicators in performance report to March Area Panels	Q2 2020/21	Q3 2020/21
New ASB cases reported	209	155
Closed ASB cases	182	176
Average days taken to close ASB cases	111	112
Active ASB cases (quarter end)	311	290

As per the response to the request for a review of policy on ASB from West Area Panel, we will be undertaking a review. The format of this review will need to be decided but we will consider the option of setting up a task and finish group as residents have suggested. We will include residents in our plans for this review. We will start the process to plan for this to happen and hope to start the review in June this year.

This will include reviewing the setting up of a single point of contact (SPOC) for all reports of anti-social behaviour on council estates regardless of tenure and the priority given to victims of ASB when they need to move.

5. Delays in letting empty properties

Issue: A property in Woodingdean has been empty for a year and the council has been unable to collect rent, there have been works carried out which residents feel are unnecessary and avoidable. Some have been delayed because kitchens have not yet been included as part of the repairs contract.

Information is requested on:

- What is the process in ensuring that any re-letting works carried out are necessary and of a good standard?
- When will kitchens be included in the repairs contract and what system is in place until then?
- How much has the renovation cost including lost rent?
- What is the process in letting empty properties during Covid?

Response
Eddie Wilson | General Manager | Housing Services

We are very sorry for the length of time it is taking to complete the empty homes works to this property which has not been. The main reasons for the delay was due to a backlog of empty homes work built up during Covid restrictions and not having contractors procured for the larger works. We now have contractors in place and are progressing with the empty homes requiring larger works.

Please be assured all works to this property are as per the empty homes mechanical specification / health and safety requirement, and therefore deemed necessary. Sometimes a property can appear in very good condition, but only when works are started health and safety issues are identified. The kitchen was replaced as it contained integral appliances that we are required to remove, which left little of the kitchen. When we started to remove the kitchen appliances, we identified that the electrical wiring did not meet current safety standards and a rewire was required. Please be advised that the new kitchen and rewire are now completed.

The bathroom has not been ripped out, we have replaced the w.c as it was leaking and the floor tiles as were are required to fit non-slip vinyl in bathrooms, a H&S requirement. We removed the laminate flooring in the hallway in order to remove the floor tiles underneath that contained asbestos. We removed the laminate flooring the living room as once the fireplace was removed (empty homes specification) the flooring was uneven and a trip hazard.

Unfortunately, serious structural defects with the loft have been identified, which will require extensive steel re-enforcement works. These works will take some time as bespoke steel joists need to be manufactured and an opening in the roof will need to be made in order to transport the joists into the loft.

Please be assured we are working to arrange these works as quickly as possible.

Process for Letting Empty Properties.

- Rehousing staff follow risk assessments to mitigate the risk from COVID-19 for themselves and residents.
- The team use masks, gloves and sanitiser and have extra masks and sanitiser available at the viewing and sign up for the prospective customer if required
- On the day of the appointment for the viewing the prospective tenant is contacted to check they aren't showing any signs of Covid-19 symptoms. If they do the appointment is cancelled and rebooked later.
- Property viewings are to only be conducted with one household at a time, with a maximum of two people from one household in attendance.
- On arrival at the property the Rehousing officer goes into the property alone in order to carry out a visual health & safety check and open windows for ventilation. The Rehousing Officer and prospective customer will approach the property separately, e.g customer might use the lift and Officer use the stairs

- The prospective tenant(s) will enter the property to do the viewing alone and the Re-housing Officer will remain outside the property door. They are instructed not to touch any surfaces in the property or open any cupboards or drawers
- Sign up to the tenancy is carried out at the Housing Centre in a Covid safe interview room which has screens that divide each side of the desk.
- Where possible paperwork is filled in prior to the new tenant coming into the office to minimise time spent with them.
- Keys are handed over in a sealed envelope and pens are not shared.

3 Star North

6. Fencing to individual homes and blocks

Issue: Many fences have blown down in the recent bad weather and some tenants cannot afford to replace them.

Background:

Heather reported that due to extreme weather many fences have blown down in the Coldean area. Some of the tenants are on very low incomes or benefits and cannot afford to replace the fences themselves. This affects the tenants, but also makes the estate look very untidy. Heather has some examples that she is happy to provide if requested. It is recognised that this is a problem throughout the city, and not just in Coldean, so this is being submitted as a 3 star item.

Action: Residents would like the Council to reconsider the guidelines for the Estate Development Budget, to enable bids to be submitted for the renewal of fences for individual tenants and small blocks of flats.

Response

Justine Harris – Head Tenancy Services

The Area Housing Teams have a small allocated budget for fencing each year. Although, maintenance of boundary fencing is the responsibility of Tenants it is understood that this is difficult for many due to associated high costs.

Where tenants struggle to fund repairs of boundary fencing they can ask the council to help out by contacting Housing Customer Services. They will be asked to clarify the following –

- Does the fence back on to a public foot-path
- Does the fence provide a safe space for children within the household to play?
- Other extenuating reasons why the fence needs attention.

This is left quite open to allow us to consider a wide area of discretion and has been used for such things as enhancing security, difficulties in maintaining effective boundaries, neighbourhood conflict and financial considerations/affordability.

The Area Team budgets are small and will have to focus on repairing and replacing fences that have a high impact. Some requests may need to wait for the next financial year and some will need further funding if the costs of replacement are very high.

Bids for fencing to individual properties to the Estates Development Budget (EDB) were stopped in 2020/21 following a review by a 'start and finish' group made up of residents and the then Resident Involvement Team and a report to Area Panels. There were two main reasons for making this change:

- Schemes funded this way brought limited environmental improvement as the work was not usually carried out to consecutive properties.
- Unlike other work funded through the EDB, fencing is a tenants' responsibility, unless there are exceptional circumstances where the budget above can assist.

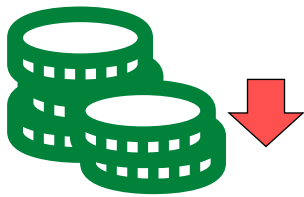
Both points led to the conclusion that these types of bids were not consistent with the council's need to make sure its resources are used well and in a fair way.

This decision did not alter fencing bids from blocks of flats and these types of bids can still be made to the EDB.

Following this decision research was carried out on how other social landlords provide fencing. This found a wide range of practices ranging from not providing fencing, to doing so on a discretionary basis, like our current practice, and providing post and wire fencing at the point of letting. There are plans to review the council's Lettable Standard which will include an Environmental Standard. We will therefore include consideration of how to provide fencing to individual properties inconsistent and fair way as part of this work.

Council housing performance

Quarter 3 2020/21 (Oct to Dec 2020)



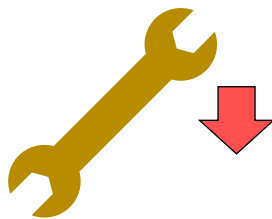
96.41%
Rent collected



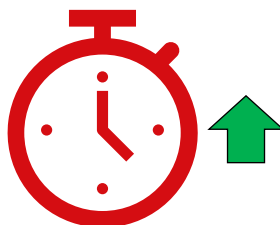
6 weeks
Waiting time
for adaptations



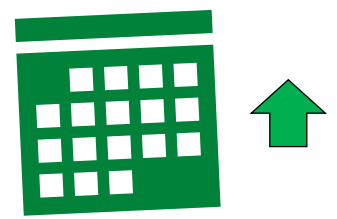
87 days
Empty home
re-let time



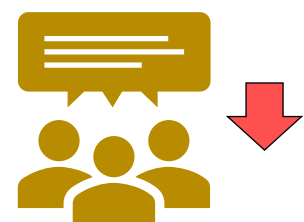
98.2%
Emergency
repairs within
24 hours



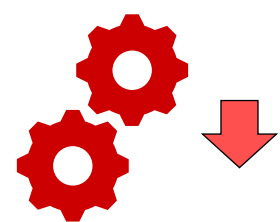
32 days
To complete
routine repairs



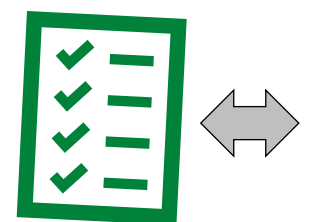
97.3%
Repairs
appointments
kept



95%
Tenants
satisfied with
repairs



88%
Lifts restored to
service within
24 hours

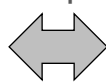


100%
Gas safety
compliance

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove
City Council

Quarter 3 2020/21 performance report – key trends

Top 5 scores (compared to target)

1. Major adaptations – average time to approve applications (6 weeks vs 10 week target)
2. Rent collected from council tenants (96.41% vs 95% target)
3. Energy efficiency rating of homes (67.8 out of 100, vs target rating of 67.4)
4. Repairs appointments kept (97.30% vs 97% target)
5. Council homes with a valid Landlord's Gas Safety Record (100% vs 100% target)

Bottom 5 scores (compared to target)

1. Average re-let time excluding time spent in major works (87 days vs 21 day target)
2. Average time to complete routine repairs (32 days vs 15 day target)
3. Lifts – average time taken to respond (2.6 hours vs 2 hour target)
4. Routine repairs completed within 28 calendar days (77.0% vs 92% target)
5. Lifts restored to service within 24 hours (88% vs 95% target)

5 biggest improvements (since previous quarter)

1. Lifts – average time taken to respond (3.3 to 2.6 hours)
2. Major adaptations – average time to approve applications (7 to 6 weeks)
3. Lifts – average time taken to restore service when not within 24 hours (8 to 7 days)
4. Average re-let time excluding time spent in major works (96 to 87 days)
5. Routine repairs completed within 28 calendar days (71.4% to 77.0%)

5 biggest drops (since previous quarter)

1. Lifts restored to service within 24 hours (95% to 88%)
2. Repairs completed at first visit (93.7% to 90.1%)
3. Tenants satisfied with repairs (97% to 95%)
4. Emergency repairs completed within 24 hours (99.10% to 98.20%)
5. Rent collected from council tenants (96.68% to 96.41%)

DRAFT Committee workplan progress update and Housing performance report

Quarter 3 2020/21

This report provides updates on the Housing Committee priorities and work plan for 2019-23, as well as a range of performance indicators. Delivery of a complex Housing service during the Covid-19 crisis has been, and continues to be, a challenge, but staff have worked very hard in difficult circumstances to continue to deliver vital services for council tenants, leaseholders and other residents across the city.

While there continue to be areas of very good performance, with 50% (17) of Housing Committee Work Plan objectives on track for delivery and 7 performance indicators on or above target, the ongoing impact of the Covid-19 pandemic and the additional work burdens and priorities this has placed on Housing has inevitably resulted in a drop in performance against some indicators. These include functions such as lettings and routine (non-emergency) repairs which need be delivered differently and are taking longer. The service is keeping its plans to rectify areas where performance has been adversely impacted by the Covid-19 pandemic under regular review.

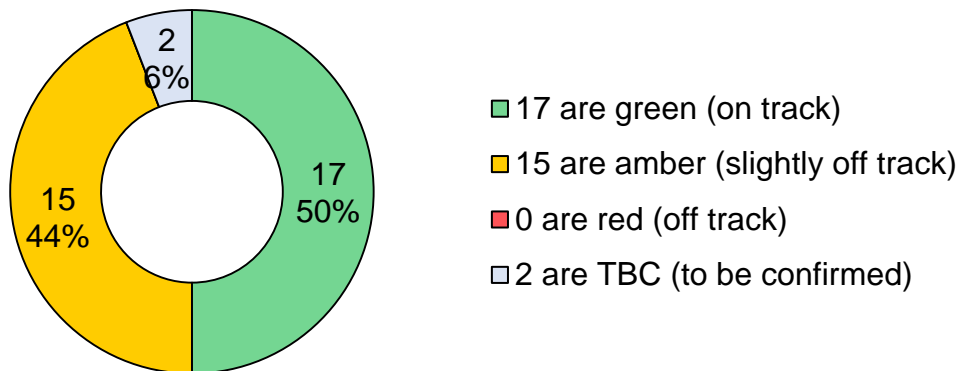
Performance areas	Page
Housing Committee priorities and work plan	
Additional council homes	6, 7, 10, 19
Other additional affordable homes	6
Council home buy backs	6, 10, 20
Right to Buy sales	7, 19
Sites identified for Community Land Trust development	7
Houses in Multiple Occupation (HMO) licensing	8, 17
Private sector housing 'requests for assistance' received	8

Performance areas	Page
Rough sleepers and Covid-19 placements	9, 18
Housing First placements	10
Energy efficiency rating of council homes	11, 23
Private sector empty homes returned to use	14, 16
Performance indicators	
Customer feedback	
Compliments and complaints – all Housing Services	16
Housing major adaptations	
Private sector housing adaptations	17
Council housing adaptations	17
Housing Options and allocations	
Homelessness preventions	17
Homelessness acceptances	17
Social housing waiting list	17
Temporary accommodation	
Households placed	18
Rent collected	18
Council housing supply	
Additional homes by rent level	19
Council housing management	
Rent collected	21
Universal Credit	21
Tenants evicted	21
Anti-social behaviour	21
Tenancies sustained	21
Empty homes and re-let times	22
Council housing repairs and maintenance	
Repairs completion times	22
Repairs appointments kept	22
Tenants satisfied with repairs	22
Repairs completed at first visit	22
Decent Homes Standard	23
Gas safety compliance	23
Lift breakdowns	23
Leaseholder disputes	
Leaseholder disputes	24







This housing performance report covers Quarter 3 (Q3) of 2020/21. It uses red, amber and green ratings to provide an indication of performance.

Part one provides an update of performance against the Housing Committee work plan objectives 2019-23:

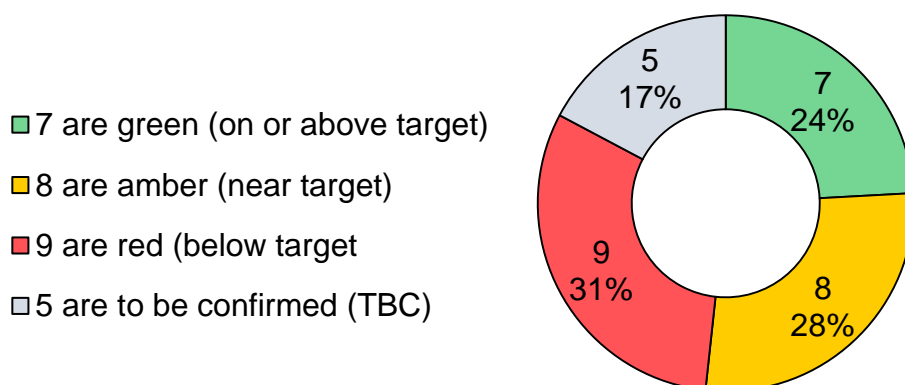
Work plan objectives



Part two presents results for a range of performance indicators across Housing and similarly uses red, amber and green ratings, as well as trend arrows:

-  **Green – on or above target**
(7 indicators)
-  **Improved since last time**
(11 indicators)
-  **Amber – near target**
(8 indicators)
-  **Same as last time**
(2 indicators)
-  **Red – below target**
(9 indicators)
-  **Poorer than last time**
(11 indicators)

Performance indicators



Part one: Housing Committee priorities and work plan 2019-23

1. Provide additional affordable homes

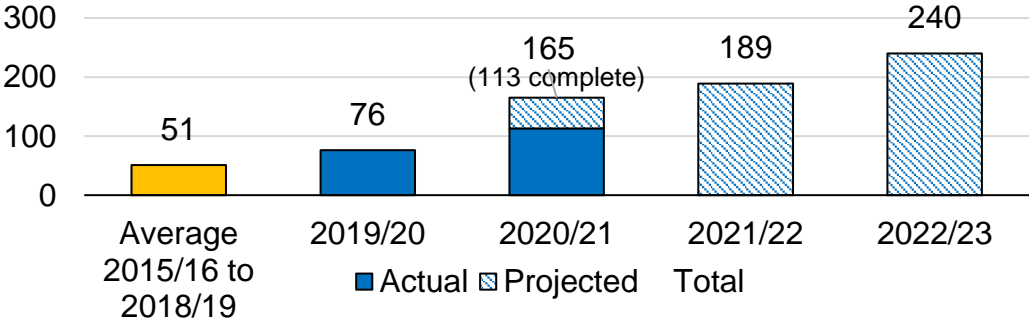
Regular updates on progress are provided to Housing Supply Member Board

1.1 Slightly off track: Achieve 800 additional council homes (including develop the existing Hidden Homes strategy)

Total of 670 homes projected for 2019 to 2023:

- 2020/21: 165 homes – buy backs (47), Next Steps Accommodation Programme (30), Hidden Homes (8), Buckley Close (12), Gladstone Court (38) and Hawkrigde Court (30)
- 2021/22: 189 homes – buy backs (90), Hidden Homes (10), Frederick Street (4), Rotherfield Crescent (3), Victoria Road (42) and potential further schemes (30)
- 2022/23: 240 homes – buy backs (50), Hidden Homes (10), and potential further schemes (180) and Oxford Street (10)
- Completion dates for 408 homes have changed from 2022/23 to early 2023/24

Additional council homes per year

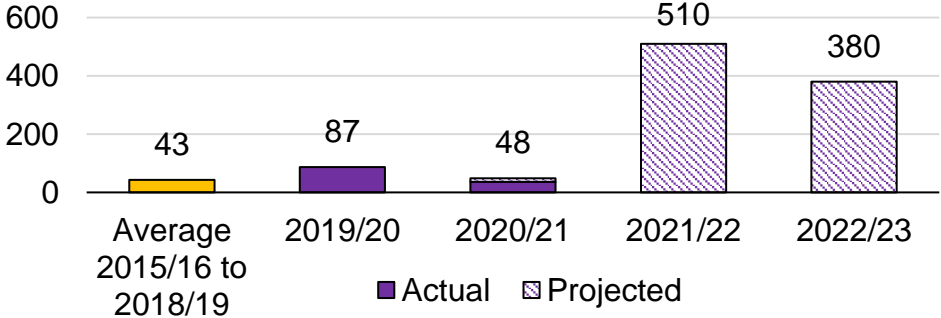


1.2 On track: Achieve 700 other additional homes (registered provider, affordable rented, shared ownership)

Total of 1,025 homes projected for 2019 to 2023 (311 rent and 714 shared ownership):

- 2020/21: 48 homes – Freehold Terrace (8), Plumpton Road (2), Nevill Road (4) and Preston Road (34 from two providers)
- 2021/22: 510 homes – Preston Barracks (245), Anston House (30), Edward Street (33), Eastergate Road (30) Falmer Avenue (13), Hangleton Way (33), Longley (22) and School Road (104)
- 2022/23: 380 homes – Dunster Close (5), Graham Avenue (125), Lyon Close (154), Hinton Close (4), and King’s House (92)

Other additional homes per year



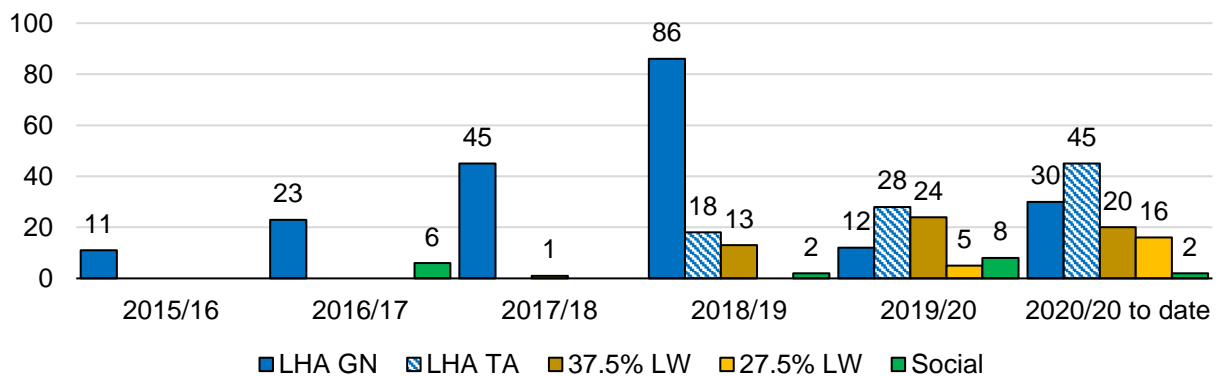
1. Provide additional affordable homes

Regular updates on progress are provided to Housing Supply Member Board

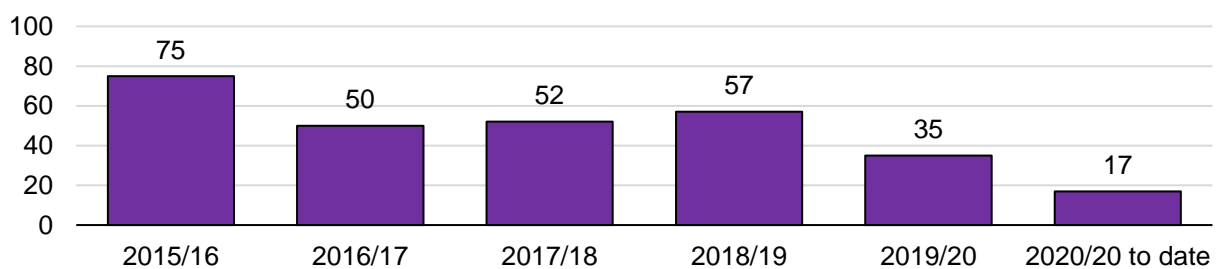
1.3 On track: Review the rent policy to maximise the number of council homes replaced at social or living wage rents (especially those at 27.5% Living Wage)

56% (or 38 of the 68) new general needs council homes delivered so far during 2020/21 are at social (2), 27.5% Living Wage (16) or 37.5% Living Wage rents (20). The temporary accommodation (TA) council homes are at Local Housing Allowance rates.

Additional council homes by rent level



Council homes sold through the Right to Buy (RTB)



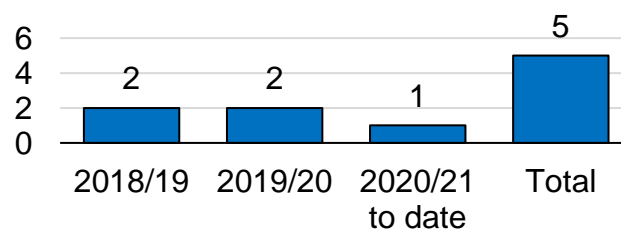
1.4 On track: Develop a policy for the council to take the role of developer on major sites

- Homes for Brighton & Hove Joint Venture is becoming a delivery company

1.5 On track: Bring a report to committee identifying suitable sites to work in partnership with Community Land Trust (CLT) for development

- Aim is to identify 10 sites for Community Land Trust development by March 2023.

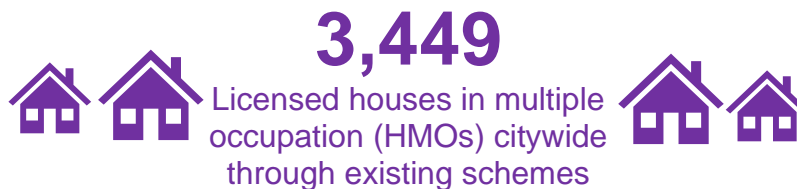
Sites identified



2. Improving private rented housing

2.1 On track: Review and resubmit selective licensing scheme proposal to improve the management and standards of private rented sector homes in the city

- Stock condition survey completed in September 2020
- Report planned for future Housing Committee



2.2 Slightly off track: Research and review an ethical loan scheme

- Committee report due for November 2020 – deferred due to Covid-19 priorities

2.3 Slightly off track: Develop or commission an information or advice hub for private renters and consider options for a private tenants' forum

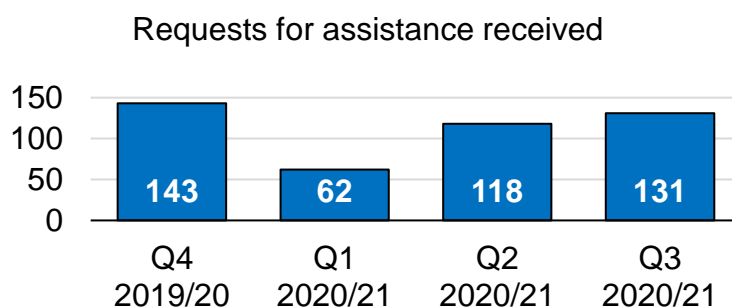
- Committee briefing due for November 2020 – deferred due to Covid-19 priorities

2.4 Slightly off track: Research and develop a social lettings agency

- Research work deferred due to Covid-19 priorities

2.5 Slightly off track: Develop the enforcement approach to private sector housing to reflect the full range of potential options available to improve management and standards

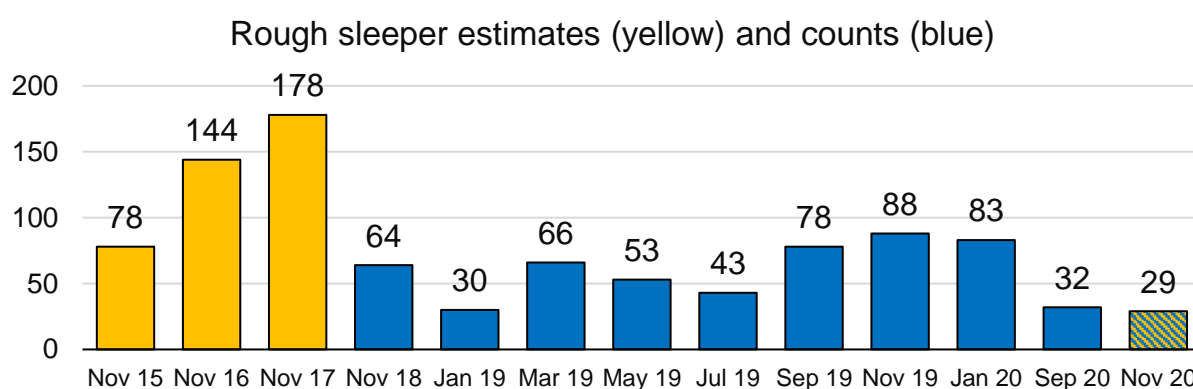
- Request for assistance top categories during Q3: disrepair (46%), dampness (16%) and neighbour nuisance (8%)



3. Alleviating homeless and rough sleeping

3.1 On track: Develop a rough sleeping strategy (to include partnerships with community homeless and faith projects and delivery of homeless enterprise projects)

- Covid-19 response: 225 rough sleeper and Covid-19 short term placements at end December, down from 369 at end September
- Update on Next Steps Accommodation Programme (NSAP) went to Housing Committee in January, following detailed report approved at Housing (November) and Policy & Resources (January) committees
- NSAP funded through bid approved by Ministry of Housing, Communities & Local Government (MHCLG) for the costs of providing housing and support to all those accommodated due to Covid-19 (largest single award outside of Greater London)



The November 2020 figure has used a blended methodology of an estimate with a spotlight count. Please note that estimates have only been carried out at times when counts have not been. While it would have been desirable to do both simultaneously and compared them, staff capacity has not allowed this over the last few years.

3.2 On track: Review/consult/adopt the Homeless Bill of Rights

- Values of the Homeless & Rough Sleeper Strategy approved by Housing Committee in June 2020 align to the Homeless Bill of Rights. Strategy states that *'The Homeless Bill of Rights should be viewed as a standard against which the Council and its partners judge our policies and practices'*
- Progress of the aspirations contained in the Homeless Bill of Rights will be monitored by the Homeless Reduction Board

3.3 TBC: Provide a 365 day night shelter

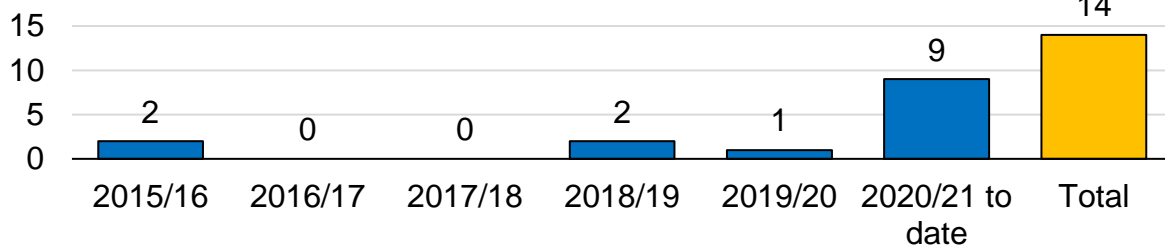
- Night shelter closed in early April 2020 on the advice of MHCLG and Public Health England due to accommodation having shared facilities. The ongoing advice from MHCLG is that congregate sleep space services should not be (re)commissioned

3. Alleviating homeless and rough sleeping

3.4 On track: Expand Housing First

- A report on 'Commissioning of a Housing First Service for Single Homeless People' was approved at September 2020 Housing Committee
- A further report on next steps was approved at the November 2020 Committee
- Of the current Housing First Cohort of 20 people: 14 are in council homes: 3 are actively bidding via Homemove, 2 reside in temporary accommodation and 1 is transitioning from short term Covid-19 placement to a new support provider
- In addition, 10 people are either nominated or in process of nomination through council interest queue to Homemove and 30 will be offered council home buy backs when available.

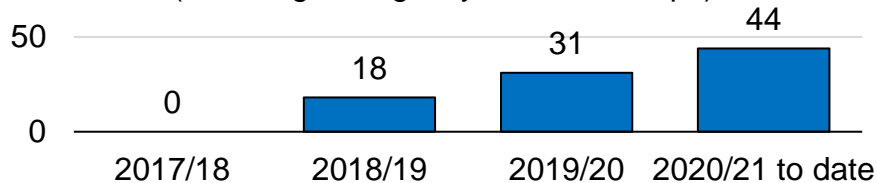
Housing First placements in council homes by tenancy start date



3.5 On track: Develop a strategy for the provision of council run temporary accommodation including Seaside Homes

- Gladstone Court, Hartington Road (38 homes) – purchased August 2020 and works due for completion in February 2021
- Oxford Street refurbishment (10) – expected completion May 2021
- Buy backs – 27 of 90 are for temporary or Next Steps accommodation (9 during 2018/19, 12 during 2019/20 and 6 during 2020/21 to date)

Council owned temporary accommodation delivered (including emergency and Next Steps)



3.6 On track: Develop a homeless strategy, ensuring homeless people are involved in the design and development of services which directly affect them.

- Homeless & Rough Sleeper Strategy agreed at committee – June 2020
- Homeless Reduction Board began meeting in September 2020 and an action plan is being developed with lead members
- Terms of Reference for the Homeless Operational Board has been developed and the board is due to launch in spring 2021

4. Achieving carbon reductions and sustainability in housing including address fuel poverty

4.1 On track: Develop an action plan to set out how we will work collaboratively to ensure housing contributes to making the city carbon neutral by 2030

- A report on 'Housing action towards carbon neutral 2030' was approved at Housing Committee in January 2021, including a draft Housing Revenue Account (HRA) Carbon Neutral Strategic Action Plan for 2021 to 2025
- The HRA Budget report approved at the same committee proposed to set up a reserve for £4.010m which will be used to fund the cost of delivering sustainability initiatives in the HRA including retrofit work required on existing housing stock

4.2 On track: Develop a new PV and energy efficiency strategy for council homes to include standards for new homes

- Begin the domestic solar PV programme on local housing stock in 2021 (1,000 households to be delivered over 3 years)
- Standards for new council homes are guided by the revised new build specification – minimum Energy Performance Certificate rating of A

45,000

Estimated annual tonnes
of carbon emissions from
council homes



67.7

Energy efficiency
rating of council
homes



4.3 On track: Review the energy efficiency and provision on all new developments

- A report providing an 'Update on Sustainability Measures for New Homes and Housing Supply Sustainability Policy' went to Housing Committee in January 2021. The committee endorsed a draft New Build Housing Sustainability Policy as a means by which the construction of new council homes supports the commitment to achieving a carbon neutral city by 2030
- MHCLG has concluded a consultation on the Future Homes standard and as a second stage is consulting on the Future Buildings Standard until April 2021

4.4 On track: Investigate and report the possibility of bulk buying PV panels and other energy saving resources

- Solar Together Sussex collective buying scheme for private sector households auction launched October 2020 supported through council branding and promotion, including targeted mail out
- 1,183 households registered in Brighton & Hove with 221 accepting their offers. Installation of systems on these homes will take place up to May 2021

5. Improving council housing and community involvement

5.1 TBC: Work with tenants to develop a 'decent environment' standard

- Work will commence with tenants during 2021/22 to jointly develop this new standard

5.2 On track: Develop a fire safety programme in conjunction with tenants and residents

- Sprinklers are now fitted as standard in all council new build homes
- Sprinkler systems at St James's House and Essex Place – out to tender soon
- Council is working to consider the likely impacts of the proposed Building Safety legislation including proposed resident engagement strategy for building safety
- Fire Risk Assessments are carried out regularly to council housing buildings and are ongoing

5.3 Slightly off track: Review and develop a new tenant and community involvement policy/strategy for housing, ensuring we learn from the lived experience of our clients, meet the 'Involvement and Empowerment' standard and that co-production is at the heart of our tenant and resident involvement work

- Committee report due for November 2020 – deferred due to Covid-19 priorities

5.4 Slightly off track: Extend participatory budgeting

- Committee report due for June 2020 – deferred due to Covid-19 priorities

5.5 Slightly off track: Develop the work undertaken with leaseholders to develop a new leasehold involvement policy, setting out how leaseholders can be supported to be more proactively involved in capital works and other leasehold matters

- Consultation with leaseholders on new planned maintenance and improvement programme contracts has concluded and work is underway to mobilise these new contracts. Leaseholders will be consulted where the council has plans to undertake works under these contracts on a block by block basis
- Second stage consultation with leaseholders on the proposed frameworks for major works will commence early in 2021
- The council is continuing to update tenants and leaseholders that sit on the 'task and finish' group that is working on the programme. Plans are now underway to hold online sessions for these residents
- The council will be undertaking a survey of all leaseholders early in 2021 and will share the results of this with the Leaseholder Action Group

6. Enabling more affordable home ownership

6.1 On track: Work with Community Land Trust (CLT) to develop self-build opportunities

- Broader work with CLT includes self-build units
- November 2020 Housing Committee recommended the disposal by lease of two sites at Hinton Close, Hollingdean and Natal Road, Moulsecoomb

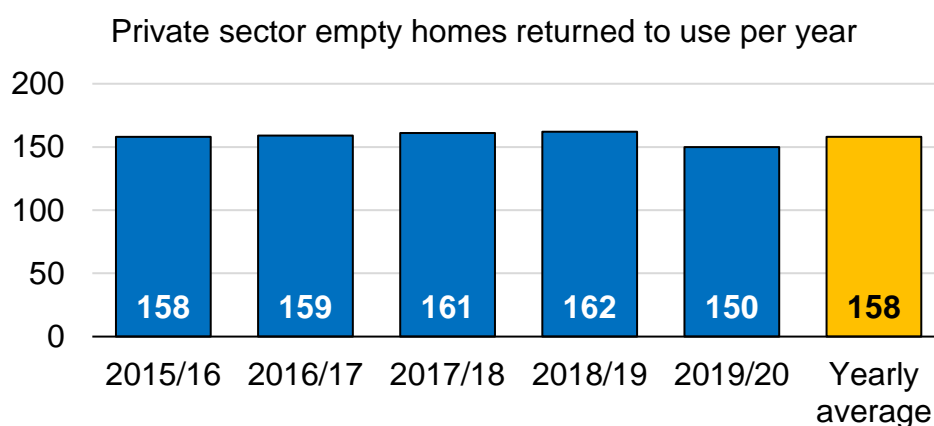
6.2 Slightly off track: Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

- The Living Wage Joint Venture, Homes for Brighton & Hove, has planning permission for its first two sites totalling 346 homes.
- Homes for Brighton & Hove is becoming a delivery company, with 178 rented council homes and 168 shared ownership homes owned/managed by Hyde

7. Make fuller use of shared housing capacity

7.1 Slightly off track: Review our empty homes policy to ensure 650 empty homes are brought back into use

- Progress restricted by Covid-19 restrictions – 17 homes brought back into use during Q3 (or 82 during 2020/21 to date against a cumulative target of 120)



7.2 Slightly off track: Develop a policy to incentivise households to relinquish council tenancies as an alternative to right to buy

- Committee report due for September 2020 – deferred due to Covid-19 priorities

7.3 Slightly off track: Investigate the possibility of supporting a ‘lodger’ scheme and report to Committee

- Committee report due March 2021 – deferred due to Covid-19 priorities

7.4 On track: Undertake an impact assessment of short-term holiday lets and Air BnB in the city and consider options that may inform an approach to alleviate the most detrimental issues arising

- Report on Regulation of Short-Term Holiday Lets was agreed at Tourism, Equalities, Communities & Culture and Housing committees in March 2020. It included using existing powers to deal with complaints, ensuring coordinated approach to enforcement between services and lobbying central government for enhanced enforcement powers and a national registration scheme
- Officers have met to develop an easier reporting mechanism for the public so that relevant council teams can take appropriate enforcement action regarding holiday lets where possible

8. Alleviating poverty

8.1 Slightly off track: Ensure the in house repairs services includes measures to: provide opportunities for young people to develop skills for example through apprenticeships; maximise community benefits, including through use of local firms and labour for supply chain as well as planned and major works; and, develop pathways to employment that are inclusive in offering opportunities to all the communities we serve

- A report on 'Update on Repairs & Maintenance to Council Housing Stock' was considered by September 2020 Housing Committee. Following the insourcing there are many ongoing and new projects which are being delivered by the programme team
- Due to the Covid-19 outbreak, the planned and major works procurement was paused as were other areas of the programme, including taking on apprentices
- Some existing apprentices were moved to empty property works so they could physically distance while working, but it has not yet been possible to recruit additional apprentices

8.2 Slightly off track: Review arrears policy to ensure all action is taken at the earliest stage, support given and eviction is used as a last resort




- Report had been due to committee Year 2 Q2 (September 2020) but deferred given Covid-19 capacity & related issues
- Council tenants' rent arrears have increased during Q3, from £1.7m at end September to £1.9m at end December






8.3 Slightly off track: Develop an arrears policy for temporary accommodation, which gives tenants the same level of support and assistance as those in permanent accommodation






- Report had been due to committee Year 2 Q2 (September 2020) but deferred given Covid-19 capacity & related issues




Part two: Performance indicators











The council is responsible for managing 11,673 council owned homes and 2,384 leaseholder homes, as well as providing temporary accommodation for 1,852 homeless households plus 225 rough sleeper and other households placed in hotels under Covid-19 urgency powers.




	Customer feedback – all Housing services	Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
9.1	 Compliments received from customers	88	96	TBC	TBC	TBC
9.2	 Stage one complaints responded to within 10 working days	80%	57% (44 of 77)	TBC	TBC	TBC
9.3	Stage one complaints upheld	Info	43% (33 of 77)	TBC	n/a	n/a
9.4	Stage two complaints upheld	18%	9% (1 of 11)	TBC	TBC	TBC

 Private sector housing		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
10.1	New licences issued for Houses in Multiple Occupation (HMOs)	Info	59	72	n/a	n/a
10.2	HMOs where all special conditions have been met (for licences issued over 12 months ago)	50%	48.4% (996 of 2,056)	41.26% (798 of 1,934)		
10.3	Private sector empty homes returned to use	40	39	17		
<p>The Q2 figure above has increased since last reported (from 27 to 39) because Council Tax records have identified additional properties brought back in use during this period, and there is a reporting lag between the date they were back in use and the date this could be confirmed.</p>						

 Housing adaptations		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
11.1	Private housing – average weeks taken to approve Disabled Facilities Grant applications	10	14.9	20.9		
11.2	Council housing – average weeks taken to approve applications and commence works	10	7.2	6.0		

 Housing Needs – Housing Options and allocations		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
12.1	Households prevented from becoming homeless	202	158	174		
12.2	New households accepted as homeless	Info	54	42	n/a	n/a
12.3	Number of households on the social housing waiting list	Info	7,771	7,123	n/a	n/a
<p>Of the waiting list households above: 47% are single adults, 46% families with children, 6% couples without children and 1% households with multiple adults.</p>						

 Housing Needs – temporary accommodation	Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
13.1 Homeless households in temporary accommodation (housed under statutory duties)	For info	1,824	1,852	n/a	n/a
13.2 Rough Sleeper and Covid-19 short term placements	For info	369	225	n/a	n/a
13.3 Rent collected for emergency accommodation	89.21%	75.15% (£2.16m of £2.87m)	75.67% (£3.29m of £4.34m)		
13.4 Rent collected for leased temporary accommodation properties	96.10%	95.66% (£3.60m of £3.77m)	95.02% (£5.58m of £5.87m)		
13.5  Rent collected for Seaside Homes	91%	92.86% (£2.37m of £2.55m)	91.73% (£3.30m of £3.59m)		
13.6 Empty temporary accommodation homes (all types)	For info	163	188	n/a	n/a
The indicator above previously counted only leased and Seaside homes, but now includes all types including emergency accommodation. At the end of Q3, the majority of empty homes are in block booked emergency accommodation (108) followed by leased (54) and Seaside Homes (13).					
13.7 New: Seaside Homes with a valid Landlord's Gas Safety Record	100%	100% (429 of 429)	98.60% (423 of 429)		
The next report will also include a gas safety indicator for leased temporary accommodation.					

 Council housing – supply		Q2 2020/21	Q3 2020/21
14.1	 Additional council homes	77	16
14.2	... at Local Housing Allowance rents	87% (67 of 77)	31% (5 of 16)
14.3	... at 37.5% Living Wage rents	1% (1 of 77)	19% (3 of 16)
14.4	... at 27.5% Living Wage rents	6% (5 of 77)	50% (8 of 16)
14.5	...at social rents	3% (2 of 77)	0% (0 of 16)
14.6	Council homes sold through the Right to Buy	6	3
Of the 17 homes sold during 2020/21 to date, 10 were flats (3 one bed, 5 two bed, 2 three bed) and 7 were houses (5 two bed, 1 three bed, 1 four bed).			
14.7	Net change in the number of council homes – all rent levels	+71	+13
14.8	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	0	+5
14.9	 Total council owned homes	11,660	11,673
Total stock includes 10,688 general needs, 877 seniors housing, 92 council owned temporary/emergency accommodation (including units not yet handed over, such as Gladstone Court), 5 Next Steps accommodation and 11 long term leases to housing associations. In addition to the 11,673 council owned dwellings there are 2,384 leaseholder and 499 Seaside Homes dwellings.			

14.10 Council housing – buy backs (Home Purchase and Next Steps Accommodation programmes)

Buy backs by application date	2017/18	2018/19	2019/20	2020/21 to date	Total
Total applications	5	53	88	102	248
Of which, became purchases	2	32	48	8	90
Council declined	1	13	11	11	36
Owner declined offer	1	5	11	2	19
Owner withdrew	1	3	11	9	24
Outcome pending	0	0	7	72	79

Completed buy backs by rent level	2017/18	2018/19	2019/20	2020/21 to date	Total
Completed purchases	1	13	43	33	90
... general needs social rent	0	0	1	2	3
... general needs 27.5% Living Wage	0	0	5	16	21
... general needs 37.5% Living Wage	1	5	24	8	38
... temporary housing at LHA rates	0	8	13	7	28










NB Performance for 2020/21 to date is 33 against an indicative target of 48 (64 for the whole year).






Summary of all buy backs since start of programmes, September 2017

















Total purchases	Social rent	27.5% LWR	37.5% LWR	LHA rate	No. rent reserve applied	Total rent reserve applied	Net modelled subsidy over all properties to date (£)
90*	3	22	38	27	7 **	£0.249m	£163,000

*Of which 78 are flats (4 studio, 29 one bed, 39 two bed, 6 three bed) and 12 are houses (3 two bed, 9 three bed).

















**Following Housing Committee decision to use rent reserve to keep rents as low as possible. Next update will be at the end of 2020/21.

 Council housing – management	Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
15.1  Rent collected from council tenants (end of year projection)	95%	96.68% (£51.1m of £52.8m)	96.41% (£51.4m of £53.3m)		
At end December, 27% of council tenants (3,010 of 11,309) were in arrears, which breaks down as 767 less than £100; 1,122 between £100 and £499.99; 1,121 more than £500					
15.2  Tenants known to claim Universal Credit (UC)	For info	24% (2,674 of 11,328)	24% (2,776 of 11,309)	n/a	n/a
15.3 UC tenants in arrears who have an alternative payment arrangement	For info	47% (699 of 1,492)	46% (719 of 1,559)	n/a	n/a
15.4 Arrears of UC tenants as a proportion of total arrears	For info	71% (£1.2m of £1.7m)	68% (£1.3m of £1.9m)	n/a	n/a
15.5 Tenants evicted due to rent arrears	For info	0	0	n/a	n/a
15.6 Tenants evicted due to anti-social behaviour (ASB)	For info	0	0	n/a	n/a
15.7  New ASB cases reported	For info	209	155	n/a	n/a
15.8 Closed ASB cases	For info	182	176	n/a	n/a
15.9 Average days taken to close ASB cases	For info	111	112	n/a	n/a
15.10 Active ASB cases (quarter end)	For info	311	290	n/a	n/a
15.11  Surveyed ASB victims satisfied with way their closed case was handled	85%	TBC	TBC	TBC	TBC
The above indicator is TBC while the methodology for collecting ASB satisfaction data is revised, in order to achieve a higher sample rate for closed cases. This work is progressing well, so the first results are expected to be available in the Q4 report.					
15.12 Tenancies sustained following difficulties	98%	95% (18 of 19)	95% (18 of 19)		

 Council housing – management		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
15.13	 Average re-let time (calendar days) excluding time spent in major works	21	96 (50 lets)	87 (46 lets)		
15.14	Average 'key to key' empty period (calendar days) including time spent in major works	For info	111 (50 lets)	120 (46 lets)	n/a	n/a
15.15	 Empty council homes (includes new homes)	For info	230	305	n/a	n/a

 Council housing – repairs and maintenance		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
16.1	Emergency repairs completed within 24 hours	99%	99.1% (2,748 of 2,772)	98.2% (2,715 of 2,764)		
16.2	Routine repairs completed within 28 calendar days	92%	71.4% (1,882 of 2,636)	77.0% (2,192 of 2,847)		
16.3	 Average time to complete routine repairs (calendar days)	15 days	33	32		
16.4	 Appointments kept as proportion of appointments made	97%	97.1% (7,149 of 7,359)	97.3% (9,395 of 9,657)		
16.5	 Tenants satisfied with repairs (standard of work)	96%	97% (984 of 1,011)	95% 1,071 1,130		
16.6	Repairs completed at first visit	92%	93.7% (5,087 of 5,431)	90.1% (5,060 of 5,613)		
16.7	New: Repairs Helpdesk – calls answered	For info	96% (2,939 of 3,061)	95% (19,778 of 20,839)	n/a	n/a
16.8	New: Repairs Helpdesk – average call answering time (seconds)	For info	13	37	n/a	n/a

NB the Repairs Helpdesk returned to a full call answering service in September following the use of a voicemail system during the earlier part of the Covid-19 pandemic.

 Council housing – repairs and maintenance		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
16.9	 Dwellings meeting Decent Homes Standard	100%	93.59% (10,912 of 11,660)	93.68% (10,935 of 11,673)		
16.10	Energy efficiency rating of homes (out of 100)	67.4	67.7	67.8		
16.11	 Council homes with a valid Landlord's Gas Safety Record	100%	100% (9,996 of 9,996)	100% (10,004 of 10,004)		
16.12	 Lifts – average time taken (hours) to respond	2	3.3	2.6		
16.13	Lifts restored to service within 24 hours	95%	95% (143 of 151)	88% (139 of 158)		
16.14	Lifts – average time taken (days) to restore service when not within 24 hours	7	8	7		

Please note that new performance indicators relating to planned and major works are currently being developed and will be included in future versions of these performance reports once new arrangements are in place. Updates are as follows:

- **Planned works and improvement programmes**

A consultation period with leaseholders has been carried out regarding our proposals to enter into long term agreements with contractors to deliver planned maintenance and improvement programmes. Contracts are now being mobilised and all contracts are due to be in place and operational from April 2021.

- **Major Capital Works framework (MCW) update**

Evaluation and moderation of bids for places on the framework have been completed and a consultation period with leaseholders will commence shortly. We anticipate the framework will be in place in April 2021.



Leaseholder disputes

Q2 2020/21

Q3 2020/21

		Q2 2020/21	Q3 2020/21
17.1	Stage one disputes opened	3	28
17.2	Stage one disputes closed	2	14
17.3	Active stage one disputes (end quarter)	4	18
17.4	Stage two disputes opened	0	4
17.5	Stage two disputes closed	1	3
17.6	Active stage two disputes (end quarter)	1	2
17.7	Stage three disputes opened	0	0
17.8	Stage three disputes closed	0	0
17.9	Active stage three disputes (end quarter)	1	1

These figures in this table count individual disputes, which can involve one or several leaseholders because they range in scale in complexity (for example, the largest single active group dispute at stage one involves 36 leaseholders). The Covid-19 pandemic has made it harder to arrange the inspections required to resolve many disputes and the Leasehold team are working to resolve this