



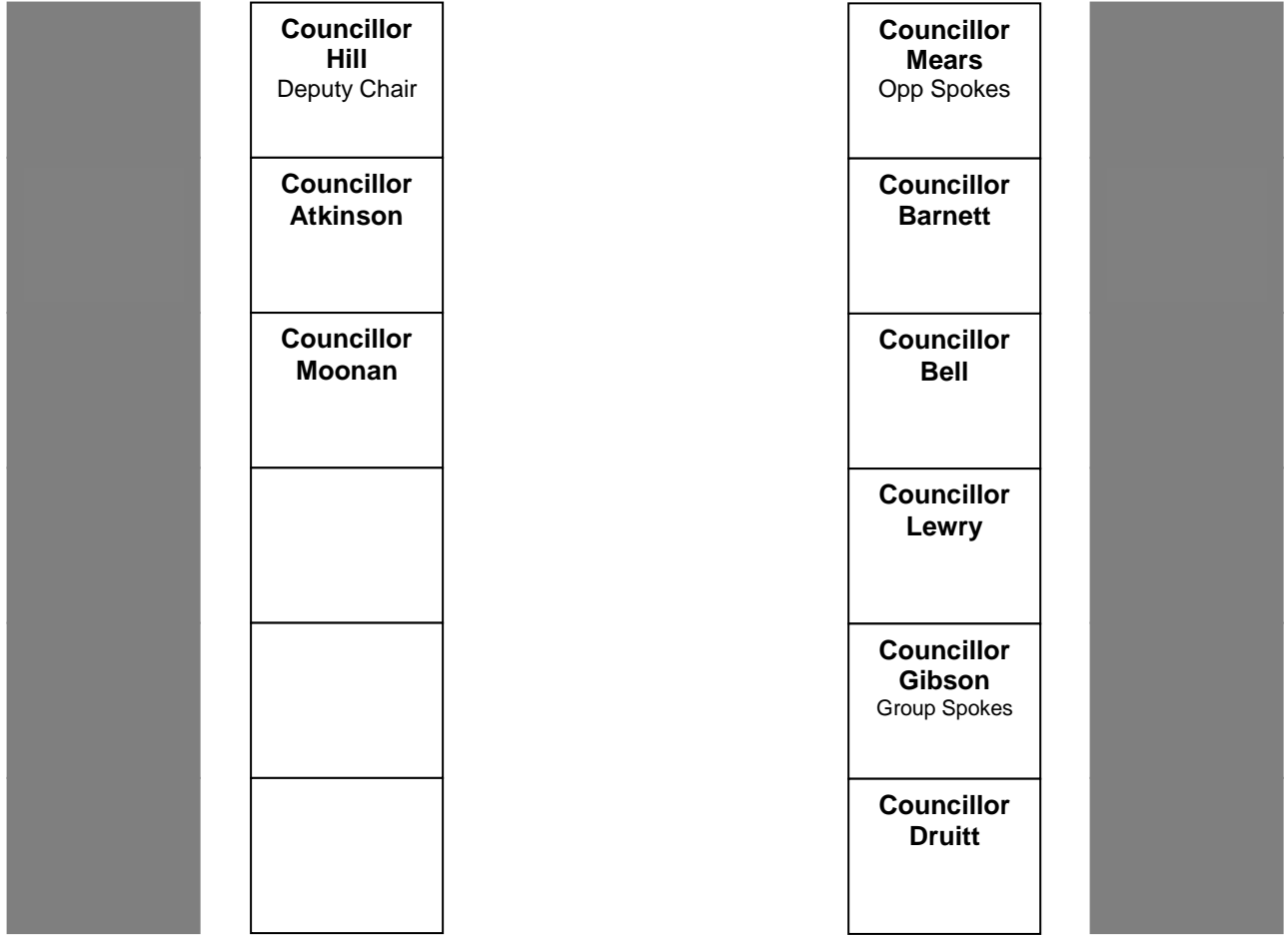
**Brighton & Hove
City Council**

Housing & New Homes Committee

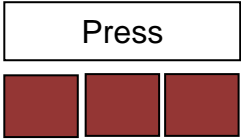
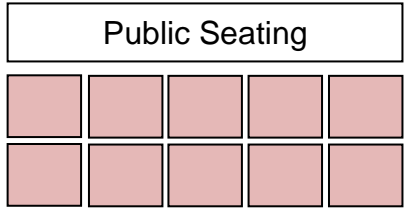
Title:	Housing & New Homes Committee
Date:	15 March 2017
Time:	4.00pm
Venue	Council Chamber, Hove Town Hall, Norton Road, Hove, BN3 3BQ
Councillors:	Meadows (Chair), Hill (Deputy Chair), Mears (Opposition Spokesperson), Gibson (Group Spokesperson), Atkinson, Barnett, Bell, Lewry, Drutt and Moonan
Contact:	Caroline De Marco Democratic Services Officer 01273 291063 caroline.demarco@brighton-hove.gov.uk
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Housing & New Homes Committee

Head of Housing	Executive Director Neighbourhoods, Communities and Housing	Councillor Meadows Chair	Lawyer	Democratic Services Officer
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Public Speaker/
Officer Speaking



AGENDA

PART ONE

Page

65 PROCEDURAL BUSINESS

(a) Declaration of Substitutes: Where Councillors are unable to attend a meeting, a substitute Member from the same Political Group may attend, speak and vote in their place for that meeting.

(b) Declarations of Interest:

- (a) Disclosable pecuniary interests;
- (b) Any other interests required to be registered under the local code;
- (c) Any other general interest as a result of which a decision on the matter might reasonably be regarded as affecting you or a partner more than a majority of other people or businesses in the ward/s affected by the decision.

In each case, you need to declare

- (i) the item on the agenda the interest relates to;
- (ii) the nature of the interest; and
- (iii) whether it is a disclosable pecuniary interest or some other interest.

If unsure, Members should seek advice from the committee lawyer or administrator preferably before the meeting.

(c) Exclusion of Press and Public - To consider whether, in view of the nature of the business to be transacted, or the nature of the proceedings, the press and public should be excluded from the meeting when any of the following items are under consideration.

***NOTE:** Any item appearing in Part Two of the Agenda states in its heading the category under which the information disclosed in the report is exempt from disclosure and therefore not available to the public.*

A list and description of the exempt categories is available for public inspection at Brighton and Hove Town Halls.

66 MINUTES OF THE PREVIOUS MEETING

1 - 28

To consider the minutes of the meeting held on 18 January 2017 (copy attached).

67 CHAIRS COMMUNICATIONS

68 CALL OVER

HOUSING & NEW HOMES COMMITTEE

- (a) Items 71 to 76 will be read out at the meeting and Members invited to reserve the items for consideration.
- (b) Those items not reserved will be taken as having been received and the reports' recommendations agreed.

69 PUBLIC INVOLVEMENT

To consider the following matters raised by members of the public:

- (a) **Petitions:** to receive any petitions presented to the full council or at the meeting itself;
- (b) **Written Questions:** to receive any questions submitted by the due date of 12 noon on the 8 March 2017;
- (c) **Deputations:** to receive any deputations submitted by the due date of 12 noon on the 8 March 2017.

70 ISSUES RAISED BY MEMBERS

To consider the following matters raised by councillors:

- (a) **Petitions:** to receive any petitions submitted to the full Council or at the meeting itself;
- (b) **Written Questions:** to consider any written questions;
- (c) **Letters:** to consider any letters;
- (d) **Notices of Motion:** to consider any Notices of Motion referred from Council or submitted directly to the Committee.

71 NEW HOMES FOR NEIGHBOURHOODS-SCHEME APPROVAL - 29 - 48 LYNCHET CLOSE

Report of Executive Director Economy, Environment & Culture (copy attached).

Contact Officer: Carol Jenkins Tel: 01273 293832
Ward Affected: Hollingdean & Stanmer

72 REVIEW OF HOUSING REVENUE ACCOUNT GARAGES PORTFOLIO 49 - 60

Report of Executive Director, Neighbourhoods, Communities and Housing (copy attached).

Contact Officer: Simon Pickles Tel: 01273 292083
Ward Affected: Hangleton & Knoll;
Hollingdean & Stanmer

HOUSING & NEW HOMES COMMITTEE

73 EMERGENCY ACCOMMODATION INSPECTION AND SATISFACTION REPORTS 61 - 68

Report of Executive Director Neighbourhoods, Communities and Housing (copy attached).

Contact Officer: Sylvia Peckham

Tel: 01273 293318

Ward Affected: All Wards

74 POTENTIAL PURCHASE OPPORTUNITY OF PROPERTIES WITH RESTRICTIVE COVENANT 69 - 74

Report of Executive Director, Neighbourhoods, Communities and Housing (copy attached).

Contact Officer: Emma Kumar

Tel: 01273 293297

Ward Affected: Queen's Park

75 EMPTY PROPERTIES - PILOT ENFORCEMENT SCHEME 75 - 84

Report of Executive Director Neighbourhoods, Communities and Housing (copy attached).

Contact Officer: Emma Kumar, Patrick Gordon

Tel: 01273 293297, Tel: 01273 293035

Ward Affected: All Wards

76 HOUSING MANAGEMENT PERFORMANCE REPORT QUARTER 3 2016/17 85 - 106

Report of Executive Director Neighbourhoods, Communities and Housing (copy attached).

Contact Officer: Ododo Dafe

Tel: 01273 293201

Ward Affected: All Wards

77 ITEMS REFERRED FOR FULL COUNCIL

To consider items to be submitted to the 6 April 2017 Council meeting for information.

In accordance with Procedure Rule 24.3a, the Committee may determine that any item is to be included in its report to Council. In addition, any Group may specify one further item to be included by notifying the Chief Executive no later than 10am on the eighth working day before the Council meeting at which the report is to be made, or if the Committee meeting take place after this deadline, immediately at the conclusion of the Committee meeting

HOUSING & NEW HOMES COMMITTEE

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For further details and general enquiries about this meeting contact Caroline De Marco, (01273 291063, email caroline.demarco@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

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Date of Publication - Tuesday, 7 March 2017

BRIGHTON & HOVE CITY COUNCIL

HOUSING & NEW HOMES COMMITTEE

4.00pm 18 JANUARY 2017

COUNCIL CHAMBER, HOVE TOWN HALL, NORTON ROAD, HOVE, BN3 3BQ

MINUTES

Present: Councillor Meadows (Chair) Councillor Hill (Deputy Chair), Mears (Opposition Spokesperson), Gibson (Group Spokesperson), Atkinson, Barnett, Bell, Lewry, Drutt and Moonan

PART ONE

Introduction to Larissa Reed

The Chair welcomed Larissa Reed, the new Executive Director, Neighbourhoods, Communities and Housing to the Committee. Ms Reed informed members that she had been working in housing services for some 20 years, which included managing council housing. She had been Head of Temporary Accommodation and set up the Camden Pathway Project. Ms Reed had a great deal of experience in managing all sorts of accommodation. The most important thing to her was that tenants received excellent services and that the council worked very hard to achieve that aim. Ms Reed was excited about all the projects happening in Brighton & Hove and considered it was a great privilege to be part of Housing Services. Meanwhile, she was always available to answer members' questions.

48 PROCEDURAL BUSINESS

48a) Declarations of Substitutes

48.1 There were none.

48b) Declarations of Interests

48.2 There were none.

48c) Exclusion of the Press and Public

48.3 In accordance with section 100A(4) of the Local Government Act 1972, it was considered whether the press and public should be excluded from the meeting during the consideration of any items contained in the agenda, having regard to the nature of the business to be transacted and the nature of the proceedings and the likelihood as to whether, if members of the press and public were present, there would be disclosure to them of confidential or exempt information as defined in section 100I (1) of the said Act.

48.4 **RESOLVED** - That the press and public be excluded from the meeting during consideration of the item contained in part two of the agenda.

49 MINUTES OF THE PREVIOUS MEETING

49.1 Councillor Moonan referred to paragraph 38.9 in relation to her comments on ETHRAG. The paragraph did not reflect what she had intended to say. She had said that whilst ETHRAG were long term tenants the council would acknowledge them in every way it could.

49.2 Councillor Druitt referred to paragraph 38.15 (4) in relation to the request to present a report to a future Housing & New Homes Committee, and asked when the report would be submitted to the Committee. The Chair replied that the report would be submitted as soon as it was ready.

49.3 **RESOLVED** - That the minutes of the Housing and New Homes Committee held on 16 November 2016 be agreed and signed as a correct record subject to the amendment outlined in paragraph 49.1 above.

50 CHAIRS COMMUNICATIONS

New Homes at Robert Lodge North and Pierre Close, Portslade

50.1 The Chair stated that she had enjoyed officially opening the 9 newly completed council flats at Robert Lodge North on 12 December. The flats were built to a very high quality and finish with fabulous views from their balconies, and the tenants she had met were thrilled with their new home.

50.2 The Chair was pleased to see the many improvements that the new development had brought for existing Robert Lodge residents, and hear such positive feedback from the resident association on their involvement.

50.3 The Chair was looking forward to meeting tenants of the four new council houses at Pierre Close, Portslade that were also completed in December, under the New Homes for Neighbourhoods programme.

HRA Borrowing Cap

50.4 The Chair stated that the Council were disappointed in the response regarding lifting the HRA borrowing cap and its potential impact on delivering affordable homes for rent under the Council's successful New Homes for Neighbourhoods programme.

50.5 This was likely to have an adverse impact on the Council's ability to respond to the needs of a growing more diverse population and the Council's capacity to maintain mixed and balanced communities and retention of lower income working households and employment in the city.

50.6 However the Council would continue to press the case for lifting the cap through devolution negotiations with government and the Council would continue to focus on the

work it was doing to address the key priority of increasing the numbers of and make best use of affordable homes. This work included:

- The 'New Homes for Neighbourhoods' estate regeneration programme to deliver new affordable homes in the city. More than 20 projects that would deliver nearly 300 homes, were in progress; 34 homes had already been completed and more than 130 were currently being built;
- Improving supply through best use of existing HRA assets including conversions / hidden homes programme. 8 projects delivering 27 new homes;
- A Living Wage joint venture with Hyde Housing to deliver 1,000 new lower cost homes for rental and sale;
- Bringing long-term empty private sector homes back into use through the Empty Property Strategy – over 150 long term empty private sector homes were being returned to use every year, some of which were leased as temporary accommodation;
- Enabling delivery of new affordable homes in partnership with Registered Provider partners and the Homes & Communities Agency.

Successful Bids for Government Funds – New Ways of Working to Prevent Homelessness and Rough Sleeping

- 50.7 The Chair was pleased to advise that Brighton & Hove City Council been successful in bids for government funds to introduce new ways of working to prevent homelessness and rough sleeping.
- 50.8 Brighton & Hove was a city with an acute housing crisis, and homelessness was an increasing pressure and the Council had been rewarded by its innovative approach to homelessness prevention and work to reduce rough sleeping with a funding boost of over £2.5 million to the city.
- 50.9 It was a reflection of the good reputation the Council had for innovative approaches in this area that it was able to draw the money to the city.
- 50.10 The vision was to work with partners across housing, social care, health, probation, and education as well as the voluntary sector to make sure all residents of the city had access to a 'Housing Action Plan', to timely advice and information, and the earliest possible interventions to prevent small issues becoming bigger problems and housing crises.
- 50.11 Through increasing intervention work, the aim was to reduce statutory and non-statutory homelessness and use of temporary accommodation. Setting up a plan for each household would avoid duplication and help services in the city become more efficient, and residents would have their expectations and goals clearly identified early on.
- 50.12 A main thrust of this work was to identify the early triggers that can result in people becoming homeless and to work with them to build resilience and enable them to plan for any changes that would otherwise tip them into homelessness.
- 50.13 The funding included:
- £1.3 million for homelessness prevention trailblazer work
 - £350,000 for new a post to support rough sleepers with substance misuse and mental health needs, and a worker to help people new to the streets or experiencing hidden forms of homelessness to get the emergency accommodation and support they need

- £1 million to work in partnership with neighbouring councils on a project to help long-term entrenched and revolving door rough sleepers to move them into sustainable accommodation and co-ordinate their engagement in substance misuse, mental health services and work and learning

50.14 The Chair reported that this winter, the council was working with local homelessness charities on a '[Make change count](#)' campaign to raise awareness of how to help people living rough on the streets. To donate to the local homeless charities behind the campaign, please go to www.localgiving.com/appeal/makechangecount.

Progress with Brook Mead

50.15 The Chair reported that in addition to the trail blazing work to prevent homelessness through earlier intervention; she was also pleased to update the Committee on the significant progress on site with Brook Mead; the Council's flagship scheme to provide much needed extra care accommodation in the city. As one of the few councils to deliver an extra care scheme despite reductions in funding, the scheme should be ready for occupation in the summer/autumn 2017 and there would be opportunities for staff and potential residents to view the show flat at a launch and open days in February.

Your Rent Matters Campaign

50.16 Finally, the Chair updated the Committee on the Your Rent Matters campaign to raise awareness on the impacts of welfare reform; which the Committee were advised of at the last Housing & New Homes committee. She was pleased to confirm that all 7,517 working age tenants were contacted; with 677 households spoken to directly resulting in 300 assessments and 214 referrals for support carried out.

51 CALL OVER

51.1 It was agreed that all items be reserved for discussion.

52 PUBLIC INVOLVEMENT

Petitions

52.1 There were none.

Questions

52.2 Sheona Nicoll asked the following question:

“Can you please help us understand how the allocations procedure works when placing vulnerable people in unsupported temporary accommodation in Brighton and Hove, and what, if any, safeguarding policies are in place?”

52.3 The Chair replied as follows:

“When a household becomes homeless and we have a housing duty towards them, then initially it depends upon what accommodation is available at that time. We do not

hold properties vacant in anticipation. When a household is referred for accommodation, a risk assessment is also undertaken and where appropriate, referrals are made to Adult Social Care or other support providers. Households are also provided with information about support that they can self refer to. Households who present too great a risk to be managed in general needs accommodation are referred to Adult Social Care.

As soon as accommodation that we contract is available, there are several considerations that we take into account when allocating as follows:

Regard is had to the “Temporary Accommodation Allocation Policy” which relates to households who have been placed outside of the city who may have a priority to be moved back to the city.

Pregnant women and households with dependent children have to be provided with accommodation that does not have shared facilities within 6 weeks, under statute.

Regard is also had to households we may have to transfer urgently from one unit to another for example if they are being evicted due to behaviour that is due to mental health needs.

The suitability of the unit of accommodation that is available (for example, is it the right size and does it meet mobility needs).

For those households to whom we have a statutory housing duty, we have to comply with the legislation regarding ‘suitability’ and households can request a formal review of this if they are not satisfied. They will then be moved to alternative accommodation if this is upheld and these moves also need to be factored in when allocating accommodation.

Consideration is also given to the length of time households are waiting.

The same considerations are given when longer term temporary accommodation becomes available.

In terms of safeguarding – the Local Authority has safeguarding policies which cover all departments. If there are any concerns about the safety of an adult then referrals are made to Adult Social Care. Our contracted providers are aware of how to make safeguarding alerts if they have any concerns”.

54.4 The Chair asked Ms Nicol if she had a supplementary question.

52.5 Ms Nicoll mentioned that she had just moved into temporary long term accommodation having been through three different emergency properties. Providers had told her that they did not know who was coming into their properties. Ms Nicol had been in two places where there were people with drug and alcohol problems who were housed in the same place as people with babies and young children. Ms Nicol asked if the council could confirm that it is down to the provider to deal with that problem and was there a way of preventing that situation arising in the first place?

52.6 The Head of Housing explained that the council had limited supply of temporary accommodation and had to allocate it based on the people who presented as homeless. It was not always possible to provide separate accommodation for different groups but the council did complete risk assessments and tried to make sure everyone was safe in temporary accommodation.

52.7 **RESOLVED-** That the Public question be noted.

52.8 Daniel Harris asked the following question:

“Can the council explain why they do not request and record structural survey reports for Emergency Accommodation buildings which house the vulnerable?”

52.9 The Chair replied as follows:

“The council does not have a full repairing lease and it is only in such circumstances i.e. where the council would have repair liabilities that structural survey would be obtained. Structural repairs remain the responsibility of the building owner/ head lessee and so a structural survey is not required. The contracts contain detailed specifications of what standards of accommodation need to be achieved and contain clauses to cover insured risks. In the event of a significant event such as a fire that rendered the property uninhabitable, the council has break clauses.”

52.10 The Chair asked Mr Harris if he had a supplementary question.

52.11 Mr Harris mentioned that in relation to the fire break clause, there had been a fire in Percival Terrace last year so he did not know why that contract had not been broken. Mr Harris referred to listed buildings that were used for temporary accommodation. He asked whether under the heritage and planning legislation it was the council's responsibility to ensure that these buildings were maintained as they should be.

52.12 The Chair replied that Mr Harris would receive a full written response to his supplementary question and it was confirmed that the response would be circulated to all members of the Committee.

52.13 **RESOLVED-** That the Public question be noted.

Deputation

52.14 The Committee considered the following deputation which was presented by Sheona Nicoll:

“Journey Home publication

The Journey Home

In December last year, ETHRAG were invited to a parliament event for the launch of the Journey Home Publication by IPPR North and Just Life, Introduced by John Healy MP - Shadow Housing Minister. The report consisting of 45 in-depth interviews had uncovered the bleak reality of life in Unsupported Temporary Accommodation (UTA). Sadly by the end of the 3 year research project 5 of the 45 interviewees are now

deceased. This report will help to save lives and improve life for those living in Unsupported Temporary Accommodation.

The topics covered will be:

Stages in the journey through UTA

1. Finding a bed
2. Moving in & First Few Weeks
3. Longer stays
4. Eviction or moving out

SUMMARY OF RECOMMENDATIONS

- Create temporary accommodation boards. (Already in place in Manchester and Newcastle)
- Establish 'greenlists' and 'exclusion' lists.
- Develop a minimum, consistent set of standards.
- Provide appropriate in-tenancy support."

52.15 Ms Nicoll stated that ETHRAG was working with various agencies in the city to improve accommodation. Ms Nicoll had been made homeless last January and did not want anyone else to go through that experience unsupported. ETHRAG were asking the council to support the recommendations outlined above.

52.16 The Chair responded as follows:

"I would like to welcome ETHRAG to the Committee. I am glad to hear that you have been working successfully with The Trust for Developing Communities to become fully established and representative and it is good to have you with us today.

Thank you for your deputation, and for sharing your story with us. I have read the Just Life report, *The Journey Home* which contains some good ideas on improving the outcomes for people who are living in unsupported accommodation across the country. There is a lot of detail in the report that will need careful discussion. It also required a partnership approach that we are not able to agree to today as most of the partners are not present.

I would therefore like to propose that the Council call together a meeting of all the partners listed in the report who would make up a Temporary Accommodation Board. There are the LA, current tenants, health services, mental health services, substance misuse services, fire and police, environmental health, local housing providers such as housing associations and third sector organisations.

At this meeting we can look at the report in detail, assess what is already in place within the city, and I am confident that much of the good practice does already exist in Brighton and Hove and then decide if together we want to jointly contribute to a Temporary Accommodation Board and other proposals within the report.

I hope you and the Committee can agree that this is a practical way to take forward your deputation's recommendations."

- 52.17 Councillor Mears agreed that it was a good idea to have city wide discussion on this matter, and requested a report back to the Committee following that discussion. The Chair agreed that it would be appropriate to have a report back following the meeting with partners.
- 52.18 Councillor Moonan stated that she had read the report which had outlined many good examples and good practice. She agreed that a partnership process was required. Wrap around support had potential and there was a need to work with the voluntary sector to achieve that aim. She looked forward to more detail.
- 53.19 Councillor Gibson welcomed the response. He paid tribute to the brave members of ETHRAG who were living in great insecurity. Councillor Gibson stressed the need for the report requested at the last meeting to be submitted to the next Committee. The idea of a Board was a positive idea. He supported Councillor Mears request to bring back a report once the meeting with partners had taken place.
- 53.20 The Chair informed members of ETHRAG present at the meeting that officers would arrange a meeting between ETHRAG and partnerships in the City and report back on the findings.

52.21 RESOLVED

- (1) That officers arrange a meeting between ETHRAG and partnerships in the city and report back to the Committee on the findings.

53 ISSUES RAISED BY MEMBERS

- 53.1 There were no Petitions, Written Questions, Letters or Notices of Motion from Councillors.

54 HOUSING FIRE SAFETY POLICY

- 54.1 The Committee considered a report of the Executive Director, Neighbourhoods, Communities & Housing which explained that the council was required to comply with relevant legislation and subsequent guidance to minimise the fire risk to occupants in council owned housing stock. The Fire Safety Policy set out Housing's commitment to provide a safe environment in which council residents are assured that the risk of injury or damage to their homes caused by fire is minimised. The report also set out additional work being undertaken to improve fire safety in the housing stock as set out in paragraphs 3.6 to 3.11. The report was presented by the Head of Tenancy Services accompanied by the Health & Safety Business Partner and the Borough Commander, Nigel Cusack (East Sussex Fire & Rescue Service).
- 54.2 Councillor Atkinson referred to the reference to 'daisy chain extensions' in the seventh bullet point of paragraph 4.3 on page 38 of the agenda. He asked if there had been any thought about having extensions with USB slots. The Head of Tenancy Services replied that as the council were rewiring properties they were putting in additional plugs and could look into the request. The Health & Safety Business Partner stated that the main obstacle could be the cost as this type of plug could be quite expensive.

- 54.3 Councillor Mears welcomed the report. She referred to paragraph 3.11 on page 37 of the agenda which referred to the Resettlement Initiative. She asked for reassurance that provisions put in place in the past were still in place. The Head of Tenancy Services confirmed that provisions were in place. The Housing team considered support needs and there were a number of follow up visits. Tenants were sometimes linked to a Tenancy Sustainment Officer and received a fire safety visit. A new post had been developed to provide a risk assessment for vulnerable tenants.
- 54.4 Councillor Druitt referred to paragraphs 3.7 & 3.8 on pages 36 and 37 which referred to mobility scooters. He noted that there was not much mention of buggies and pushchairs. He stressed that many wheelchairs were bigger and less collapsible and the recommendations set out in paragraph 3.8 might be discriminating against people with wheelchairs. Meanwhile, some tenants might not be able to afford external storage.
- 54.5 The Head of Tenancy Services replied that it was absolutely critical that clear common ways were maintained to provide safe access in the event of a fire. The council did need to balance individuals' needs with safety issues when considering the provisions of the Equalities Act. A solution was needed for the storage of wheelchairs which met the equalities duty. Officers acknowledged that mobility scooters enhanced people's lives and were working to help people find solutions. However, people did need to think before buying a buggy/scooter as some were very large.
- 54.6 Borough Commander Cusack (East Sussex Fire & Rescue) stressed that some people were charging scooters in common ways and this had led to fires.
- 54.7 Councillor Bell thanked officers for the report. He stated that the use of the electrical supply in common ways and the charging of buggies must be investigated. With regard to the sprinkler system, he noted that there would be no budget for this work from 2017 onwards. He asked about support for vulnerable people in relation to fire safety. The Head of Tenancy Services replied that officers had been carrying out an audit of any sockets that were not lockable, so people could not extract electricity. Meanwhile, the council was carrying out work with the fire service to encourage fire safety visits. Carelink also encouraged fire safety visits. With regard to the budget, it had been agreed to provide sprinklers at St James House and a business case had been made for Essex Place. Money was available for those schemes. If the schemes proved successful, the matter could be reviewed and the budget revised accordingly. Meanwhile, portable charging was available for mobility scooters.
- 54.8 Councillor Hill referred to the dangers of having a build up of layers of paint. She asked if this was an issue. The Health & Safety Business Partner explained that a large build up of paint could be a flammable risk. However, the council did not tend to have a large build up of paint in its properties. It was not considered a big enough risk to justify money being spent.
- 54.9 Councillor Barnett stressed that if people gave up their mobility scooters they would lose independence and a social life. She believed that the council should provide an outside shelter for scooters. Councillor Barnett mentioned that all sheltered blocks had a large communal lounge. She suggested that a partition could be put in place in these rooms to provide storage for scooters. Councillor Barnett also suggested using one of the studio flats as a store. The Head of Tenancy Services stressed that there was not an issue with mobility scooters in Seniors Housing. That was because there was a scheme

to manage them. Officers did not want to take away people's independence. It was necessary to look at each individual on a case by case basis. Some people moved into properties and their health deteriorated, which was more problematic. The council had built stores but found that when people moved they were left empty. There was a need to find low cost options and to look at each case individually.

54.10 The Head of Housing mentioned that new build schemes had separate storage areas that residents could rent.

54.11 **RESOLVED:-**

- (1) That the Fire Safety Policy attached at appendix 1, be approved.
- (2) That the additional fire safety work that is taking place be noted.

55 HOUSING REVENUE ACCOUNT BUDGET AND INVESTMENT PROGRAMME 2017/18 AND MEDIUM TERM FINANCIAL STRATEGY.

55.1 The Committee considered a report of the Executive Director of Finance & Resources and the Executive Director, Neighbourhoods, Communities & Housing which presented the proposed Housing Revenue Account (HRA) revenue and capital budget for 2017/18 as required by the Local Government and Housing Act 1989. Members were required to consider the revenue budget proposals including savings and service pressures as well as changes to rents, fees and charges and also the capital programme. The report also set out the Medium Term Financial Strategy and 30 year financial forecast. The report was presented by the Assistant Director – Finance, accompanied by the Principal Accountant, the Housing Asset Strategy Manager and the Head of Housing Strategy, Property & Investment.

55.2 Councillor Atkinson thanked officers for the report. He raised issues on the following:

- Page 48 – paragraph 3.1 – priority 1, in relation to Right to Buy receipts. How much did the council receive back?
- Page 53 – paragraph 3.20 second bullet point mentioned the reduction of the benefit cap and roll out to universal credit. Was there an early warning system to find out which people were getting into difficulties?
- Page 49 – Renovation of Seniors Housing schemes to convert studios into one bed flats – Residents at a block in Portslade were very happy with the conversion of their block.
- Page 66 – Appendix 3 - in relation to lightening protection. One block had been hit twice. Was this block on the list for protection?
- Page 72 - Appendix 4 – An explanation of alternative delivery models was requested.

55.3 The Principal Accountant referred to the question about Right to Buy. She explained that when the council received the capital receipt it was allowed to use 30% of the total. The capital receipt could be allocated for use towards new build projects and the project could be funded up to 30%. The Executive Director Neighbourhoods, Communities and Housing stated that with every receipt received, only 30% could be used on each home. This was causing problems for some councils. The council sometimes worked with a

partner and gave them the 30% funding. There were strict rules on how Right to Buy receipts were used.

55.4 The Assistant Director – Finance referred to the question about Universal Credit. This would be phased into the city during 2017. There was a need to learn from the experience around the country on the potential impact on arrears.

55.5 Head of Housing Strategy, Property & Investment referred to the reference to studio conversion. This was part of the council's 'in homes' programme. The council made sure it made best use of its assets to improve supply and it was a popular way of making some of the council's formally hard to let properties more popular. That programme was being kept under review because it was necessary to ensure that the council continued to meet the needs of residents. On universal credit the council were working hard to identify households at risk of loss of benefit and who may need assistance. With regard to alternative delivery mechanisms the council had been working with Hyde on the joint venture and the wholly owned housing company.

55.6 The Housing Asset Strategy Manager reported that he was aware that some blocks were not protected adequately in terms of lightning protection. Generally speaking the council install or reinstall lightning protection when major works are carried out. He would find out what was happening with Downland Court and reply to Councillor Atkinson.

55.7 Councillor Mears raised issues on the following:

- In the past Right to Buy receipts were used for budgetary purposes in the general budget. Had this process stopped or was it continuing?
- Page 50 – Capital Programme – Concerns had been raised at council around leaseholders and housing management contracts. Councillor Mears was concerned about the way this paragraph was worded. The council needed to ensure that when nearly £40m of tenant's money was being spent that best value was being achieved.
- Page 51 – paragraph 3.14, modernisation of passenger lists - concern was raised about the wording of this paragraph.
- Page 53 – Paragraph 5.2 - Councillor Mears had not received the letter sent to the Area Panel's.
- Page 54 - Budget consultation - Councillor Mears reported that there had been a budget consultation process at East Area Housing Management Panel in less than 10 minutes.
- Page 59 – Appendix 1 – Councillor Mears had asked questions on agency staff and had received some information. 17 posts needed to be recruited.
- Page 60 – Appendix 1 – Saving of £450,000 for gas contract. Councillor Mears assumed this was a one off saving. How was the contract set? Did it impact on the savings put forward?
- Page 60 – Appendix 1 – Service Pressures/ service re-design – Confirmation was requested that these were not items moved over from the general fund.
- Councillor Mears asked for the number of apprenticeships which were originally 200.

- Page 61 – Clarification was requested regarding the increase in employees costs in property and investment.

55.8 The Assistant Director – Finance explained that an element of the Right to Buy receipts still went to the General Fund. This was between £4m and £5m and was built into the 10 year General Fund Capital Programme. The Capital programme schemes were set out in order of priority and was a choice for members.

55.9 The Head of Housing Strategy, Property & Investment reported that officers checked prices and value for money in relation to major works. The programme was kept under review and considered on a scheme by scheme basis. Officers would ensure value for money in relation to lift modernisation. The gas servicing contract had resulted in city wide ongoing savings. Service redesign around the adaptation service reflected work the team was already carrying out. This was proactive preventative work.

55.10 The Executive Director, Neighbourhoods, Communities and Housing was sorry that Councillor Mears had not received information sent to the Area Panels. This would be reviewed and officers would try and send out the information electronically. With regard to the question about agency staff, the council was reviewing the use of agency staff but there were cases where the service to the customer would be detrimental if there were not experienced skilled staff. If there was a necessity, agency staff would have to be used in the short term. However, it was accepted that agency staff was not a direction that the council wanted to continue in the longer term.

55.11 The Executive Director, Economy, Environment & Culture referred to the HRA share of the apprenticeship levy. From April 2017 the Government were introducing a levy in businesses or employers that have a certain number of employees. Therefore this is the HRA's contribution towards that levy and that levy then funds the training element of apprenticeships. He could arrange for information about numbers of apprenticeships to date to be sent to Councillor Mears.

55.12 Councillor Mears raised further issues on the following:

- Page 61 – Appendix 1 - Redundancy reserves – How much had already been paid out of this reserve?
- Page 62 – Appendix 1 - Head of Housing HRA. An explanation of this figure was requested.
- Page 63 – ICT - £646,000 – Appendix 1 - What was the overall cost the HRA was going to contribute to this and when would the work be completed?
- Page 63 – Director - £16,000 – what did this relate to?
- Page 67 – Appendix 2 - conversion and extensions – It was important that the budget should be extended to enable families to remain in a properties.
- Page 68 – Appendix 3 – Housing ICT budget - £80,000. Clarification was sought on the figure.
- Page 70 – Appendix 4 – Other costs should be itemised.

55.13 The Assistant Director – Finance stated that he would have to check the figure for the costs incurred under the restructuring & redundancy this year and provide this information to Councillor Mears after the meeting. He believed that the reference to Head of Housing HRA (Page 62 – Appendix 1) related to a sustainability post, an

Energy Project Manager. With regard to Page 63 – Director - £16,000 – that is an apportionment on what was effectively a cost centre which captures some of the costs related to the Director's budget. There would be an appropriate apportionment from this budget to the HRA.

- 55.14 The Principal Accountant referred to the question relating to Page 63 – ICT - £646,000 – Appendix 1- This represented the charge to the HRA for all the support services received from ICT. The £80,000 in the capital programme was for capital ICT costs such as new hardware.
- 55.15 The Assistant Director – Finance stated that support services charges had been reviewed over the last couple of years and the ICT charges had been reviewed and were based on reasonable basis of apportionment and reflected investment in ICT infrastructure and increased data security.
- 55.16 The Executive Director, Neighbourhoods, Communities & Housing explained that with regard to ICT there were two elements being considered. One element was the renewal of the housing management system, which had not yet commenced. The housing management system currently in use was old and coming to the end of its life. There had also been another project which was part of corporate modernisation and that was ongoing.
- 55.17 The Head of Housing Strategy, Property & Investment referred to the question relating to Page 67 – Appendix 2 - conversion and extensions. He explained that the service supported as much as it could the conversion and extension of existing homes. That programme was kept under review. The programme was focusing on empty homes that become vacant. The Housing Asset Strategy Manager explained that the service did take some homes from major adaptations where there were families in situ and officers worked with the adaptations team to ensure the adaptations were integrated with the new build element of the property.
- 55.18 The Assistant Director – Finance referred to the question about other costs. This would include other supplies and services. The Principal Accountant would supply a breakdown to members.
- 55.19 Councillor Moonan referred to page 48 –Paragraph 3 – Priority 2, which referred to promoting the highest possible building, space and environmental standards. She understood that the council were exploring new modular builds. Would they comply to the same standard? The Head of Housing Strategy, Property & Investment explained that the intention would be to build to the same standard. The council were looking at modular build pilots. Sometimes they would be used on sites that the council struggled to develop to its usual space standards. Compromise may be seen in difficult sites such as Eastergate Road. The government was providing funding for modular build at scale. The council would discuss these issues with partners and bring back a report to committee. The Housing Asset Strategy Manager reported that insulation was built into modular build properties.
- 55.20 Councillor Bell raised issues on the following:

- Page 48 – Paragraph 3 – Priority 1 – When the council adapt HRA properties why were they not identified as adapted properties? Adaptations were often taken out when new tenants moved in.
- Page 49 – Paragraph 3.4. Councillor Bell noted this referred to budget savings of £0.932 million to mitigate the impact of service pressures.
- Page 59 – Appendix 1 showed an increase in staff costs of £104,000. It also showed savings against major works of £300,000. Why were the council spending less money on major works.
- Councillor Bell noted increased costs on Page 60 – Appendix 1 – Service pressures – Strengthening BHCC client side for re-procurement of the repairs and improvement contract - £150,000. 147,000 for Senior housing scheme manager increased costs. Further resource required – review of tenancy agreements - £35,000.
- Page 61 – Appendix 1 – increase in employee costs of £147,000. Councillor Bell was concerned that the council was mounting up increased costs in staffing. Savings from the HRA would mean fewer services for tenants because costs were being increased for staff.
- Page 63 – Appendix 1 – Support Service Charge of £646,000 for ICT. Councillor Bell noted that with a further £80,000 this was over £700,000 from the HCA for ICT. He wanted assurances that that was not supporting anything that should be coming out of the general fund. A breakdown of those costs was requested.
- Page 70 – Appendix 4 – borrowing costs of £6m. More details were required. Councillor Bell wanted to know why and for what purpose the council were borrowing, who the council would borrow from and what the interest rates would be.

55.21 The Executive Director, Neighbourhoods, Communities & Housing explained that with regard to adaptations, all properties that were adapted were advertised and priority was given to people who required those adaptations. However, sometimes an adaptation was so specialist to a particular need that it was difficult to find someone with housing need and the adaptations were removed. In other cases, ill advised adaptations may have taken place in the past and in those cases steps were taken to remove those adaptations where they were not appropriate. Although the amount of support service charge might seem high the systems supported a very large housing service. There were asset management systems, rent account systems and general systems. The Executive Director confirmed that the HRA element only paid for the HRA.

55.22 The Principal Accountant referred to the question relating to page 59 – Appendix 1 which showed an increase in staff costs of £104,000. This looked at the forecast this financial year at month 7. At that point of time there was a £104,000 projected overspend on staff costs as a result of the service redesign being slightly delayed. Officers were now working on the forecast for month 9 and it looked as if employees costs would not be overspent. The £300,000 for major works was extra income the council had received, because the timings of capital projects had led to more major works being billed than expected.

55.23 The Assistant Director – Finance referred to the question about Page 70 – Appendix 4 – borrowing costs of £6m. He explained that this was the cost of servicing the debt not the amount borrowed which was around £140m. The council borrowed in order to fund the Housing Capital Programme.

55.24 Councillor Gibson raised issues on the following:

- The current borrowing rates were 2.1% and it was a favourable time to borrow.
- It was a good budget and achieved a great deal. Nevertheless it reduced reserves that were available (page 61 – Appendix 1 - Projected Reserves at 31 March 2017). What did officers anticipate to be the known risk from the high value levy?
- The budget was made easier by having extra income for the New Homes for Neighbourhood Programme. £877,000 additional rental income would be coming in next year. He hoped the programme would be stretched as far as possible.
- Feedback from tenants – Consultation had improved this year but could have been better. Voting was sometimes confused.
- Tenants felt that a priority should be fixing things that could cost more if delayed such as problems with guttering and roof repairs.
- Estate development budget – The report stated on page 67 that the Estate Development proposed budget is £243,000 but he was led to understand that the budget expenditure is £540,000. It was important that that was corrected.
- Service costs are supposed to be charged at the actual cost and the perception from the tenants' meetings was that hardly anything ever happens to TV aerials. A query was raised as to whether the 76p service charge for TV aerials reflected 76p worth of expenditure on TV aerial maintenance in the last year.
- Concern was expressed from tenants who felt that they might be paying for services that are for the general community i.e. lighting on housing estates on housing land. This was paid out of the HRA but was external to the blocks.
- ICT Service Charge – The charge had increased from approximately £559,000 last year to £646,000. This was a big increase. Which elements had increased and why had they increased?
- Why was there was a 9% increase in Human Resources Support Service charge?
- Estate development budget – At a tenants' meeting it was asked if there was any scope for greater efficiency through more competitive tendering?

55.25 The Assistant Director – Finance explained that the average pool borrowing rate was around 4.5% to 4.6%. Current rates were very good but this was not always the case in years gone by, which explains the higher average rate over time. In terms of reserves the council and the HRA ring fenced accounts should only hold the reserves for specific purposes and on the basis that it needs to hold them and has commitments against them. There was a minimum working balance requirement of £3m. At the moment there was not much detail available on the high value homes levy and at this stage it was not possible to include any reasonable assessment within the budget. This would have to be considered within the 2018/19 budget process. In terms of the Estate Development Budget, page 61 showed that reserves were reducing and therefore it could be seen that these were being used to support the EDB core budget. It was the core budget that was only £243,000, but the expenditure in 2017/18 would be around £540,000, by topping up that budget by use of the reserve.

55.26 Councillor Gibson replied that councillors needed to be presented with what was intended to be expended. The Assistant Director – Finance agreed that there could be added clarity around that issue. He also stated that detail around support service

charges would have to be sent to Councillor Gibson. There were added costs around ICT for example.

- 55.27 The Head of Housing Strategy, Property & Investment stated that the council were proposing to spend £1.2m on roofing because it protected the asset. Guttering was a day to day repair. Mears had talked to the Home Group residents about guttering. If there were guttering issues councillors should let him know.
- 55.28 The Executive Director Neighbourhoods, Communities and Housing referred to the high value void levy. Up to the referendum it was unclear on how it could work as it needed to be an ongoing form of income for government in a similar way to subsidy. A Working Group tried to work with DCLG to come up with a more sustainable solution but the DCLG stopped the working group meetings and said it needed a complete re-think. Therefore the Executive Director could not estimate how much needed to be set aside for the high value levy.
- 55.29 The Principal Accountant stated that TV aerial charge of 76p was made up of 2 separate elements. One was the installation costs that were being spread over 7 years. Another element was for servicing and maintenance which was around 25p. After the 7 years that installation part of the charge will be reviewed. Aerials are serviced once a year.
- 55.30 Councillor Druitt raised issues on the following:
- He congratulated officers on savings £450,000 on the gas bill. Were there other things the council could save money on?
 - More detail was requested on Page 60 - Appendix 1 – £120,000 saving on responsive repairs and other procurement opportunities.
 - Page 63 – Appendix 1 – Support service charges. £25,000 for energy efficiency did not seem very much money. Was there data on energy efficiency support?
 - Page 67 – Appendix 3 – Home energy efficiency & renewables had seen a massive drop in budget. Were there figures for some of the benefits that the council had seen as a result of previous energy efficiency and renewable energy schemes and how did the council measure in financial terms how effective those schemes were, and what the council might gain in the future from further investment in those areas.
- 55.31 The Head of Housing Strategy, Property & Investment stated that it had been decided to have joint housing approach to energy efficiency. The £25,000 service charge for energy efficiency covered part of a management post that dealt with that issue across the general fund and the HRA. There was a sustainability team and an affordable warmth team that worked across both tenures. The council invested significantly in energy efficiency and paragraph 3.15 in the report outlined some of this work. With regard to the question on responsive repairs, the council did make a saving last year. This was partly due to proactively investing in the stock which reduced responsive repairs. Secondly, there had been a reduction in stock through Right to Buy.
- 55.32 Councillor Druitt asked for answers to financial questions to be collated and sent to all members of the committee. This was agreed by the Chair.

55.33 Members voted on the following amendment moved by Councillor Gibson and seconded by Councillor Druitt.

“That where the recommendations are listed in the policy, under point 2, that the following be added:

2.2 That the Housing & New Homes Committee:

- (a) Notes that the proposed payments to Government to fund the Housing Association Right to Buy scheme could severely constrain the HRA;
- (b) Requests that Policy, Resources and Growth Committee review the capital programme, once the extent of the levy is known;
- (c) Produces a report setting out options for mitigating the high value levy without resort to the sale, and therefore loss, of social housing. This report should explore housing management efficiencies, reductions in the capital expenditure and review the apportionment of expenditure between the HRA and the General Fund to ensure adherence to the Local Government and Housing Act 1989 (schedule 4, para 3-1, p194);
- (d) Set up a task and finish working group and use the existing consultation process with tenants representatives, (including Area Panels), members of all parties and officers, in order to review transfers between HRA and General Fund, in line with 1989 Local Government Housing Act requirements as in c)”

55.34 Amendment 2.2 (a) was agreed by 6 votes. There were 4 abstentions. Amendment 2.2 (b) was agreed by 6 votes. There were 4 abstentions. Amendment 2.2 (c) was unanimously agreed. Amendment 2.2 (d) was unanimously agreed.

55.35 Members voted on the recommendations set out in paragraph 2.1 of the report. 2.1 (a) was agreed by 6 votes. There were 4 abstentions. 2.1 (b) was agreed unanimously. 2.1 (c) was agreed unanimously and 2.1 (d) was agreed by 4 votes. 2.1 (e) was agreed unanimously.

55.36 **RESOLVED:-**

- (1) That Housing & New Homes Committee recommend that Policy, Resources & Growth Committee:
 - (a) approves and recommends to Council the updated HRA revenue budget for 2017/18 as shown in Appendix 1;
 - (b) approves a rent reduction of 1% in line with government legislation as detailed in paragraph 3.7;
 - (c) approves service charges and fees as detailed in Appendix 2.
 - (d) approves the capital programme expenditure and financing budget of £39.854 million for 2017/18 and notes the 4 year programme as set out in Appendix 3;

- (e) notes the Medium Term Financial Strategy and 30 year financial projections shown in Appendix 4.
- (2) That the Housing & New Homes Committee:
- (a) Notes that the proposed payments to Government to fund the Housing Association Right to Buy scheme could severely constrain the HRA;
 - (b) Requests that Policy, Resources and Growth Committee review the capital programme, once the extent of the levy is known;
 - (c) Produces a report setting out options for mitigating the high value levy without resort to the sale, and therefore loss, of social housing. This report should explore housing management efficiencies, reductions in the capital expenditure and review the apportionment of expenditure between the HRA and the General Fund to ensure adherence to the Local Government and Housing Act 1989 (schedule 4, para 3-1, p194);
 - (d) Set up a task and finish working group and use the existing consultation process with tenants representatives, (including Area Panels), members of all parties and officers, in order to review transfers between HRA and General Fund, in line with 1989 Local Government Housing Act requirements as in c);

56 HRA STOCK REVIEW: DELIVERING TEMPORARY ACCOMMODATION - STONEHURST COURT

- 56.1 The Committee considered a report of the Executive Director, Neighbourhoods, Communities & Housing which updated members on the progress made with the closure of the seniors housing scheme, called Stonehurst Court, over the last 12 months and made a recommendation for the site's long term future use. When members considered the de-commissioning report in September and November 2016, support was expressed for the site's future use as Temporary Accommodation for people to whom the council had a duty to accommodate. The report was presented by the Housing Stock Review Manager, who set out the development options to meet housing needs at the scheme in the future. Option 3 was recommended.
- 56.2 Councillor Lewry referred to the four options set out in paragraphs 4.2 of the report on pages 80 and 81. Some of the costings seemed quite high. He referred to the photograph on page 85 of the agenda and asked if there could be a loft conversion to form an extra room. The Housing Stock Review Manager explained that the recommended option was £0.104m total cost per unit. He did not have a detailed breakdown at committee. Loft conversions had not been considered because of the urgency to meet the need for two bedroom family homes for TA households. The properties were built in the late 1940s as two bedroom family houses. In 1966 they were divided into studios.
- 56.3 Councillor Mears commented that the scheme would relieve pressure on the general fund, but noted that it was not stated in the report that the HRA would retain its asset. It was important to have it written down that this was an HRA asset. The Executive Director Economy, Environment and Culture explained that a transfer of HRA assets to

the general fund would have to be agreed by Housing & New Homes Committee and Policy, Resources and Growth Committee. It was not proposed to transfer this HRA asset to the general fund.

- 56.4 Councillor Moonan was delighted to see the scheme come forward. She referred to the six properties at the front of the scheme. She noted that tenants had moved into three of these properties. The Housing Stock Review Manager explained that the other three properties would be let through the general housing register.
- 56.5 Councillor Gibson asked if the three properties would be made decent. The Housing Stock Review Manager explained that there was an urgent inspection taking place to ensure all the studios met decent homes standard..
- 56.6 Councillor Gibson considered the scheme to be a good project and was pleased to see that the council was producing its own temporary accommodation. He wholeheartedly supported the scheme. He suggested that it might be worthwhile checking to see if it was possible to put in an extra room as a loft conversion.
- 56.7 Councillor Bell asked if the unit cost had been identified by an external professional, and whether the works would be going out to tender. With regard to the £110,000 saving to the general fund, he asked who would be maintaining the cost of this facility. He wanted to be assured that there would not be a situation whereby HRA money was being used to maintain this building, and that housing services were not receiving anything back from the general fund. If so, housing services should be charging the general fund for the use of housing properties. The Housing Stock Review Manager confirmed that an external consultant had looked at the unit costs. The work would be carried out through the council's strategic partnership for new build. Currently the principal contractor was Westridge. There would be further analysis and value engineering of the costs before work commenced. The Housing Stock Review Manager stated that the HRA would receive a weekly rent from the general fund for these properties. Officers would then use that money to manage and maintain the properties.
- 56.8 The Chair asked that officers provide information to the committee on how the general fund repays the HRA and also explore the loft conversion suggestions.
- 56.9 **RESOLVED:-**
- (1) That it be agreed that the core part of the scheme be converted from 20 studio flats into 10 x 2 bedroom family houses, for initial use as good quality Temporary Accommodation for households to whom we have a duty to accommodate, with the potential in the future to use the homes as general needs stock to meet the needs of families waiting on the housing register.
 - (2) That it be agreed that the 6 flats which are part of the street frontage on Down Terrace be reclassified as general needs housing, while ensuring the existing tenants (3) continue to receive support from Carelink and mobile sheltered support as necessary.

- (3) That it be noted that a budget of £1.044 million is included in the Housing Revenue Account Budget and Investment Programme 2017/18 and Medium Term Financial Strategy report, also being reported to this Committee.

57 HRA STOCK REVIEW: DELIVERING TEMPORARY ACCOMMODATION - OXFORD STREET

- 57.1 The Committee considered a report of the Executive Director, Neighbourhoods, Communities & Housing which explained that at its meeting on 11 November 2015, the Housing & New Homes Committee considered a range of high level future options for this Housing Revenue Account (HRA) owned former Oxford Street housing office. Members agreed that a further, fully costed report be brought back to the committee for consideration, focussing on options which would make best use of the asset, meet housing needs in the city and/or generate a financial return for the Council, whether revenue or capital. Five options were now outlined in the report. The recommended option was Option 5 (Conversion by the council into Temporary Accommodation, which also provided significant savings for the General Fund) because it provided a high financial return for the council and best met the council's strategic objectives. The report was presented by the Housing Stock Review Manager who explained that Option 5 could achieve a general fund saving of up to £0.132m a year.
- 57.2 Councillor Mears stated she was pleased to see the report. The Oxford Street property was closed in 2014 and she considered it disgraceful that it had not been maintained and had been allowed to fall into disrepair. Lessons needed to be learnt from this matter and an HRA asset should never again be allowed to fall into disrepair. Councillor Mears questioned the costings which appeared expensive and wanted it noted that this was an HRA asset and should be retained by the HRA.
- 57.3 Councillor Moonan stated that this was an empty property that would provide people with homes. She agreed that the council did not want to see buildings fall into disrepair. Councillor Moonan had been drawn to the option that would help rough sleepers but noted that this was not an ideal location for that use. Councillor Moonan asked if there were other locations that were more appropriate. The Housing Stock Review Manager explained that the Chair had asked officers to look at alternative sites. A feasibility report had been produced by an architect which would be submitted to the Members' Regeneration Board for consideration.
- 57.4 Councillor Moonan asked if the council would be using the government grant of around £0.560m and asked for confirmation that that grant would not be lost. The Housing Stock Review Manager replied that the council was working with the HCA on the timing issue. The HCA were committed to the Homelessness Change Fund and Brighton and Hove's needs in this area. Discussions were ongoing.
- 57.5 Councillor Gibson found the comments to Councillor Moonan reassuring, however one of his main concerns was that the council had a grant from the government and there was a risk that the council might lose it. He was also very concerned about the potential reputational damage if the council ended up having to forego the grant. He stressed that

Option 5 was very appealing to him as it would address the needs of 12 people. There was a shortage of accommodation for homeless people and there was an average wait of 10 months. 103 people were on the waiting list for beds. Related to that issue he was concerned that the report on Housing First was missed from this agenda. The council needed to prioritise making progress on making this provision as more and more people were sleeping rough.

57.6 Councillor Gibson thought the proposed scheme was good. He noted that there would be intensive housing support. He asked what this would entail for that client group. The Head of Housing Strategy Property & Investment explained that the committee had approved the rough sleepers' strategy. It was a priority to move people on from hostels. The Homeless Change Fund had never been linked to Oxford Street. The preferred option for Oxford Street was based on the council's budget strategy. Temporary accommodation did require more high level support than general needs accommodation. The preferred option would be deemed a general needs facility not a high complex needs 24 hour care. These were not overly vulnerable clients. The Housing Stock Review Manager stated that tenants would receive regular housing management visits and there would be a dedicated Anti-Social Behaviour Officer.

57.7 **RESOLVED:-**

- (1) That the range of future options for this HRA owned former operational property at 20-22 Oxford Street set out in sections 3 and 4 of the report be noted.
- (2) That it is agreed to approve the preferred option 5, that the Council refurbishes and converts this property into 12 accessible studios and flats for use as Temporary Accommodation for people to whom the council have a duty to accommodate.
- (3) That it is noted that a capital budget of £1.186 million for option 5 is included in the Housing Revenue Account Budget and Investment Programme 2017/18 and Medium Term Financial Strategy report, also being reported to this committee.

58 NEW HOMES FOR NEIGHBOURHOODS - HOUSING CO-OP PILOT

58.1 The Committee considered a report of the Executive Director, Economy, Environment and Culture which reminded members that in 2014 the Housing Committee agreed to a pilot to develop a small site by a housing co-operative represented by Co-operative Housing in Brighton & Hove (CHIBAH). On 23 September 2016 the Housing & New Homes Committee noted progress with the co-operative pilot and that members of a self build co-operative nominated by CHIBAH were preparing a feasibility study for development of two family houses on the Plumpton Road former garage site. The Estate Regeneration Member Board had also had regular updates on progress with this proposal. The report now sought approval to lease the Plumpton Road former garage site to Bunker Housing Co-operative in order to self-build two family homes for rent, which would be let within affordable rent levels to applicants from the Homemove register and to which the council would be able to nominate future tenants. The report was presented by the Estate Regeneration Project Manager, who stressed that the

proposal would deliver two rented homes at no cost to the HRA and was in line with the Housing Strategy commitment to support community housing developments in the city.

- 58.2 Councillor Moonan thought that the proposal was a very innovative plan. She asked if there were guarantees if the Bunker Housing Co-operative did not develop the site for any reason. She asked if there was a break clause. The Estate Regeneration Project Manager explained that the lease was subject to the co-op obtaining planning consent for the homes; the co-op having the funding available, and the co-op entering into a nomination agreement with the council. The lease would not be granted until everything was in place and the lease itself would also include a long stop date.
- 58.3 Councillor Druitt thanked officers for the report and paid tribute to Bill Randall for carrying out the initial work. One of the main advantages of the scheme was that the site had nil value but the proposal was a very creative solution from a housing co-operative who could make best use of the land. He asked if there were other sites in the city that could be similarly used.
- 58.4 The Estate Regeneration Project Manager stated that it would be up to Housing Services to decide if there were any similar sites. She agreed that there was an opportunity to learn from this site. The scheme did not set a precedent as each site should be considered on its merits. The council needed to achieve best consideration for each site.
- 58.5 Councillor Mears thanked and congratulated the Estate Regeneration Project Manager and her team for their work on this awkward and difficult site. It was important to recognise the detailed work that had been carried out. The Conservative Group would support the scheme as it would be providing homes.
- 58.6 Councillor Gibson referred to paragraph 3.12 on page 112 in relation to the rent levels being discounted. He stressed that rents should reflect the nature of the scheme. The nature of this scheme was that people were putting labour into the proposal. Councillor Gibson thought the scheme was a good and interesting model. It was right to have carried out a pilot but wrong to think it could only be carried out on difficult sites. Advantages to the proposal were that the scheme would provide housing needs. It was self build and would enable a lower rent level and there would be no loss of properties from Right To Buy.
- 58.7 The Executive Director, Economy, Environment & Culture stated that officers tried to present the proposed rent as a percentage of market rent and local housing allowances to give members of the committee a clear benchmark from which to judge the proposals. For any piece of land the council would always look at what the best delivery mechanism and housing model was for that piece of land.
- 58.8 **RESOLVED:-**
- That Housing & New Homes Committee recommend to Policy, Resources and Growth Committee that:
- (1) The land at Plumpton Road, Brighton BN2 9YL be made available for leasing.

- (2) There be delegated authority to the Executive Directors for Economy, Environment & Culture, Finance and Resources and Neighbourhoods, Communities & Housing (in consultation with each other) to enter into the necessary contracts with Bunker Housing Co-operative Limited to lease the former council housing garage site at Plumpton Road, Brighton BN2 9YL, to secure the building of two new homes for rental by the co-op. The granting of the lease is subject to Bunker obtaining planning consent, funding and entering into a nominations agreement with the council.

59 HOUSING ADAPTATIONS FRAMEWORK RE-LET

- 59.1 The Committee considered a report of the Executive Director, Neighbourhoods, Communities & Housing which sought approval to procure a new framework agreement for the provision of housing adaptations for disabled people in council properties and private sector dwellings. The report was presented by the Operations Manager and the Housing Adaptations Technical Team Leader – Adaptations.
- 59.2 Councillor Moonan mentioned that with the six providers coming together they could provide an internal market to drive prices down and get the most efficient service, or they could become a cartel and do some price fixing and push the prices up. What guarantees were there to ensure the former not the latter? The Housing Adaptations Technical Team Leader explained that the prices were set in advance in the schedule of rates. He agreed that it was good to maintain the internal market and ensure that quality and timescales were maintained.
- 59.3 Councillor Mears observed that the framework agreement would create savings within the General Fund. There was need to be mindful that there was a lot of slippage from the HRA to the General Fund. It was important to recognise this matter did come under housing and the HRA and it was important that through housing there were very clear directions on how the framework agreement was progressed. Councillor Mears agreed that there was a need to ensure best value. Councillor Mears referred to paragraph 2.2 on page 124 and stated that she would want to see a report back to the committee.
- 59.4 Councillor Bell considered the report to be really important. He asked what could be done to minimise the time it took to carry out adaptations. Housing Adaptations Technical Team Leader explained that there was an initial assessment in Adult Social Care. Clients were then referred for further assessment with his team. Officers were looking at the time from the Occupational therapists recommendation until the grant was approved or the works were ordered. That time had been brought right down through the use of the framework. It was currently running at 8 or 9 weeks
- 59.5 The Chair suggested a report back in six months to review the work.
- 59.6 **RESOLVED:-**
- (1) That the procurement of a framework agreement for the provision of housing adaptations for a term of three (3) years, with the option to extend that framework agreement for a period of up to one (1) year subject to satisfactory performance, be approved.

- (2) That the Executive Director for Neighbourhoods, Communities and Housing be authorised:
- (i) to carry out the procurement of the framework agreement referred to in 2.1 above including the award and letting of that framework agreement;
 - (ii) to approve the extension to the framework agreement referred to in 2.1 above, if required, dependent on satisfactory performance.
 - (iii) to award any call-off contracts under the framework agreement referred to in 2.1 above should he/she consider it appropriate at the relevant time.

60 STAR TENANT SATISFACTION SURVEY 2016

- 60.1 The Committee considered a report of the Executive Director, Neighbourhoods, Communities & Housing which provided feedback from a satisfaction survey of a sample of council tenants carried out in June 2016. The survey results provided an up to date and statistically significant indication of customer satisfaction on a range of council housing services. The report was presented by the Business & Performance Manager and the Head of Tenancy Services, accompanied by Lucas Critchley of Mears Ltd.
- 60.2 The Head of Tenancy Services stated that paragraph 3.3 on page 132 of the agenda set out a number of core indicators and showed the benchmark position.
- 60.3 Councillor Druitt referred to page 132. He noted that the two areas where satisfaction had gone down were fundamental. These were 'The overall quality of your home' and 'Your Neighbourhood as a place to live'. He asked if officers could explain the downward trend. The Head of Tenancy Services stressed the need to focus on the key indicators that were going in the wrong direction. The result of 'Your neighbourhood as a place to live' was disappointing. The council was carrying out work with tenants around grounds maintenance and were commencing a review of grounds maintenance and the satisfaction of the service. Officers were also carrying out work with City Clean. A report on this matter would be brought back to Committee and feedback would be obtained from tenants.
- 60.4 The Business & Performance Manager stated that there was a 1% drop in satisfaction for 'the overall quality of your home'. There was more detail provided in paragraph 3.6.1 of the report. This stated that satisfaction varied by property type, and was significantly higher for those in properties built between 1975 and 1990 (87%). In contrast, those living in properties built before 1945 were significantly less satisfied than average (73%). Room layouts were smaller in older properties. Housing Services were improving this situation by carrying out the extensions and conversions programme. This was a four year investment programme.
- 60.5 Councillor Gibson stressed the importance of learning from surveys. He asked officers if they could send him an equivalent Star Survey report for 2014 as he would like to see the breakdown.
- 60.6 Councillor Gibson proposed the following amendment which was seconded by Councillor Druitt:

'That where the recommendations are listed in the policy, under point 2, that the following be added:

2.2 That following the ARP report on the STAR survey, that a further report be issued to the Committee, identifying proposed actions to improve services in response to tenants' feedback, as outlined in the survey.'

60.7 Councillor Gibson explained that the report back would look at the action plan on areas the council were seeking to improve.

60.8 Councillor Barnett referred to the indicator 'Your neighbourhood as a place to live'. She stated that the majority of complaints of which she was aware were regarding neglected gardens. The Head of Tenancy Services agreed that this was an issue. Sometimes people were unable to care for their gardens. Enforcement action could be taken if necessary.

60.9 Members voted on the Green amendment as outlined in paragraph 60.6 above. The amendment was agreed unanimously. Members then voted on recommendation 2.1 which was also agreed unanimously.

60.10 **RESOLVED:-**

- (1) That the contents of the report and the comments of the Committee outlined above, be noted.
- (2) That following the ARP report on the STAR survey, that a further report be issued to the Committee, identifying proposed actions to improve services in response to tenants' feedback, as outlined in the survey.

61 HOUSING MANAGEMENT PERFORMANCE REPORT QUARTER 2 2016/17

61.1 The Committee considered a performance report of the Executive Director, Neighbourhoods, Communities & Housing which covered Quarter 2 of the financial year 2016/17. The report was presented by the Head of Tenancy Services, accompanied by the Business & Performance Manager and Lucas Critchley from Mears Ltd.

61.2 The Head of Tenancy Services informed members that 34 of the 47 indicators were on target. Six were near to target and 7 were below target. The results for Housing Customer Service were concerning. The target had been 91% and the indicator had dropped to 53%. This issue had been followed up and officers were expecting an improvement, however there was a need to monitor the situation closely.

61.3 Councillor Bell expressed concern with the number of items below target were about repair work and were connected with the Mears contract. He asked if leaseholders were included within the report.

61.4 Lucas Critchley, Mears Ltd spoke to the committee regarding the number of red and amber results. He reported that the repairs helpdesk had been a success story over the last two or three years. Unfortunately in quarter 2 there had been a turnover of staff and

an experienced staff member had left. Performance did get back on track very quickly and November & December performance was ahead of target.

- 61.5 Councillor Bell reported that he started to receive complaints about six months ago. This had increased and there was a lot of dissatisfaction. He asked if there was a planned strategy that the committee could see.
- 61.6 The Chair stated that she understood that there was a planned programme given to tenants that could be passed to members. The Head of Housing Strategy Property & Investment stated that this information could be shared with members. A workshop on this subject could also be arranged for members. It had already been agreed to bring a report back to members on the contract as a whole and the overcharge issue.
- 61.7 The Business & Performance Manager informed members that leaseholders would use some of the services that were included in the statistics (Customer Services and Estate Services for example). The statistics were not reported separately.
- 61.8 Councillor Druitt raised a concern that in the Housing Revenue Account item earlier members were informed of a saving of £120,000 from responsive repairs. However, in this report the repairs items scored the worst. Councillor Druitt stated that he was concerned that whilst the council had committed to saving money from the repair bill, there was a mountain to climb to improve the repair programme. He referred to the small drop in rent collected as proportion of rent due to 98.5%. He asked why this was the case. The Business & Performance Manager explained that savings achieved were purely by virtue of fewer repairs being required by having fewer properties in the portfolio as a result of Right to Buy, and investment in capital works. Meanwhile, the length of time a repair took was something that officers would want to work with Mears to address. The savings were not at the cost of performance.
- 61.9 Councillor Druitt asked if there was something written into the service level agreement with Mears Ltd. The Business & Performance Manager explained that the process involved the development of a Service Improvement Plan. Where targets were missed Mears Ltd were required to improve them in a timely manner. Lucas Critchley explained that the contract was wide ranging and other areas of the contract had positive results. Responsive repairs was hugely important but was one part of a very large contract. He agreed that the focus did need to be on the Key Performance Indicator on average days to complete and there was a great deal of effort going into improving performance.
- 61.10 The Head of Tenancy Services explained that the reduction in income collection rate was a small drop. She stressed the impact of welfare reforms and that families were affected by the benefit cap. Welfare reforms were a large concern. Officers wanted to give tenants the best advice and support.
- 61.11 Councillor Gibson remarked on discrepancies between the Performance report & the Star Survey. In particular, overall repair satisfaction was 77% in the Star Survey and 95% in the Performance Report. There was a need to look at this massive discrepancy. The Business & Performance Manager explained that it was not unusual to see differences in the Star Survey and the Performance reports. The responsive repair indicator was a very immediate result. The last completed repair gave a broader idea of

the service. In 2017/18 officers were looking at making more improvements to the ways residents could report online to give a more balanced response.

61.12 Councillor Mears stated that she was not connected in any way with the Mears contract. She raised issues around the contract and stated that she had received more complaints regarding repairs from leaseholders. Councillor Mears stressed that it was the responsibility of the council to monitor repairs and there was a responsibility to ensure value for money for tenants and leaseholders. Councillor Mears referred to page 143 with regard to rent loss due to empty dwellings. She stressed that these were homes people could live in and this matter should be addressed urgently. The Executive Director, Neighbourhoods, Communities and Housing considered that the result on the quarter was still a good result compared to other areas. The Head of Tenancy Services stated the performance on void turnaround was good, but she agreed that there was a need to minimise the amount of time a property was empty

61.13 Councillor Hill referred to page 29 of the Star Survey and stressed that results showed that it was much more important that work was done well rather than quickly. She noted that there were no age comparisons in the Star Survey and asked if ARP research could be asked to provide this information. Councillor Hill referred to issues with the out of hours service. The Business & Performance Manager replied that the out of hours service for repairs was run by Mears Ltd from one of two national call centres. Call centre staff would have less local knowledge but did have a close relationship with the Brighton & Hove call centre.

61.14 Councillor Atkinson stated that it had been useful a couple of years ago to sit down with representatives of Mears Ltd to discuss matters of concern. He concurred with Councillor Bell's comments.

61.15 Councillor Druitt referred to page 145 – 1.15, Tenant in arrears by amount. He noted that there were no figures for quarter 2. The Head of Tenancy Services informed Councillor Druitt that she would provide this information to all members of the Committee.

61.16 **RESOLVED:-**

(1) That the report and the comments of the Committee as outlined above be noted.

62 ITEMS REFERRED FOR FULL COUNCIL

62.1 There were none.

63 PART TWO MINUTES

63.1 **RESOLVED** - That the Part Two minutes of the Housing and New Homes Committee held on 16 November 2016 be agreed and signed as a correct record.

64 PART TWO PROCEEDINGS

64.1 **RESOLVED:**

That the Part Two minutes attached at Item 63 remain exempt to the press and public.

The meeting concluded at 9.01pm

Signed

Chair

Dated this

day of

**HOUSING AND NEW HOMES
COMMITTEE/ POLICY, RESOURCES
AND GROWTH COMMITTEE**

Agenda Item 71

Brighton & Hove City Council

Subject:	New Homes for Neighbourhoods – Scheme Approval - Lynchet Close	
Date of Meeting:	15 March 2017 – Housing & New Homes Committee 4 May 2017 – Policy, Resources & Growth Committee	
Report of:	Executive Director Economy, Environment and Culture	
Contact Officer:	Name: Carol Jenkins	Tel: 29-3832
	Email: carol.jenkins@brighton-hove.gov.uk	
Ward(s) affected:	Hollingdean & Stanmer	

FOR GENERAL RELEASE

1. PURPOSE OF REPORT AND POLICY CONTEXT

- 1.1 In September 2012, Housing Committee agreed the procurement of initial feasibility and design of identified case studies for housing opportunities on appropriate Housing Revenue Account (HRA) land, including stakeholder engagement and consultation. Since then, the Estate Regeneration Team was created and has commissioned business cases for a number of potential infill sites to establish the financial viability and design feasibility of developing new council homes in these locations. With Committee approval, the new homes have then been developed under the council's New Homes for Neighbourhoods programme.
- 1.2 This report includes the findings of the business case for eight new council homes for rent at a primarily HRA owned, grassed site at Lynchet Close, Hollingdean and seeks scheme and budget approval to develop them. It also requests approval to appropriate a small strip of land from the council's Environmental Services department to the HRA in order to let the development proceed.

2. RECOMMENDATIONS:

- 2.1 That Housing and New Homes Committee approves:
- i. The scheme design for the eight new homes at Lynchet Close, Brighton BN1 7FP under the New Homes for Neighbourhoods Programme;

- ii. One of the three options 1, 2 or 3 for scheme rent levels as set out in the tables under paragraph 3.12 of the report.
- 2.2 That Housing and New Homes Committee recommends to Policy, Resources and Growth Committee to:
- i. Approve that the Environmental Services land marked with hatching in Appendix 1 be appropriated to the Housing Revenue Account for a nil capital receipt for planning purposes to enable the whole vacant Lynchet Close site to be developed for new council housing, subject to the council publicising its intention to appropriate this land and considering any objections as required under s122 Local Government Act 1972.
 - ii. Approve a budget of £2.490m for the Lynchet Close scheme in the HRA Capital Programme which will be financed through a mixture of HRA borrowing and retained Right to Buy capital receipts.

3. CONTEXT/ BACKGROUND INFORMATION

- 3.1 Building new homes on council land is a council priority and essential if City Plan housing targets are to be met and the city's 'housing crisis' tackled. Increasing the supply of housing is a primary objective in the council's Housing Strategy 2015. The Strategy specifically identifies the lack of new affordable rented housing as a key issue for the city, and the need for family homes. The council's New Homes for Neighbourhoods programme addresses this undersupply by developing new homes on suitable council owned sites across the city in order to meet City Plan targets and housing need. To date, 34 homes for affordable rent have been completed under the New Homes for Neighbourhoods programme, 131 are on site, another 12 have planning permission and over 100 more are in the pipeline.

The site

- 3.2 The site is a gently sloping, grassed open space on the south side of Lynchet Close directly opposite Hollingdean Park and children's playground and access to allotments, a sports ground, open countryside and South Downs National Park. A three storey block of council flats, 10 – 20 Brentwood Road, Brighton BN1 7EQ, lies to the west of the site and the Cedar Centre school to the east. The scheme would not encroach on the communal rear grounds of 10 – 20 Brentwood Road or the public footpath that runs the length of the eastern boundary of the site between it and the Cedar Centre. The frontage of the site is owned by the council's Environmental Services department, but the bulk of the land (83%) is HRA owned. A plan at Appendix 1 identifies the whole site to be developed and the Environmental Services strip (hatched) which it is recommended be appropriated to the HRA in order to enable the HRA to develop the whole vacant site for new council homes.

Proposed new homes and construction

- 3.3 Design proposals (subject to planning consent) are for a terrace of six four bedroom, seven person town houses on two and a half storeys and two two

bedroom four person flats, each with its own private garden. A design study is at Appendix 2. The council's Housing department prioritised large family homes for this site as there is a particular need for large, affordable rented homes in the city and in Hollingdean, and the site is well located for children being very close to schools, Hollingdean Children's Centre and the park and playground.

- 3.4 All homes follow the Nationally Described Space Standard as specified in the council's Affordable Housing Brief. All would also achieve the Building Regulations standard for 'accessible and adaptable' housing (Part M4(2)) which replaced Lifetime Homes Standard, apart from the upper flat being reached by an internal staircase as it is uneconomic to provide a lift for only one flat. In order to achieve cost effective development, the homes would be constructed with a timber frame and allow for tenants to lay their own carpets or other flooring in rooms apart from kitchens and bathrooms.
- 3.5 Being designed for large families, the houses would have a shower in the downstairs cloakroom as well as a bath with overhead shower in the first floor bathroom. The ground floor flat would have a level access shower instead of a bath in order to be suitable for letting to applicants unable to manage steps/stairs/steep gradients and who may require a wheelchair for outdoor mobility. Six off street parking spaces are provided in front of the houses. There is also unrestricted street parking in Lynchet Close in front of the flats.

Planning advice

- 3.6 Planning pre-application advice was provided on the initial design in January 2017. Planning's opinion was that a development of this scale and general form could be accommodated on this site without significant harm to the visual and neighbouring amenity, subject to appropriate revisions to the design and siting in addition to a justification for the loss of open space.
- 3.7 Design and siting revisions in line with planning pre-application advice were carried out prior to a local resident and stakeholder consultation event and are incorporated in the design study at Appendix 2. The site is underused open space immediately opposite Hollingdean Park and playground and access to a sports ground, allotments and open countryside in South Downs National Park. There are many grassed open space areas around other council homes on the estate. If the scheme is approved for planning consent, there is likely to be a S.106 planning agreement to improve open space on site or nearby recreational facilities in order to mitigate for the loss of open space and the development will include planting to enhance the public domain. Provision for this has been added to the scheme development costs and options will be explored.

Appropriation of part of the proposed site to the HRA

- 3.8 Although the main parcel of the proposed development site is owned by the HRA, a triangular strip along the pavement at the front of the site is historically owned by the council's Environmental Services department in the council's General Fund. This comprises 258 square metres (17%) out of the total site area of 1,518 square metres (as shown in Appendix 1). Appropriation of this strip to the HRA is required to enable the HRA to develop the site.

- 3.9 The council's Property Estates Team have undertaken a valuation of the strip of land and confirmed it can be appropriated to the Housing Revenue Account for this purpose at nil value. As this strip is open space and above 250 square yards in area, the council must follow a further consultation procedure under s122 Local Government Act 1972 before the appropriating the land. The council must give notice of its intention to appropriate the land in an advertisement in a local paper for two consecutive weeks and consider any objections to the proposed appropriation which may be made to it. This will be undertaken if Housing & New Homes Committee agree the recommendations above.

Funding proposals

- 3.10 Financial modelling on the proposed design has been undertaken. Estimated total development cost for the scheme is £2.490m. Right to Buy receipts will be used to fund up to 30% of the development cost. The balance could be funded by borrowing supported by the net rents from the new homes. Exceptionally, being a relatively straight forward site to develop, this scheme should not require HRA subsidy. Projected surpluses would offset HRA subsidy requirements for the other council housing schemes in the New Homes for Neighbourhoods programme.
- 3.11 These would be the first four bedroom homes developed under the New Homes for Neighbourhoods programme. The homes could all be let at the lower of 80% market rent or Local Housing Allowance (LHA) rate in accordance with the council's Tenancy Strategy, as with other homes in the programme. However, these larger properties may encounter some issues with affordability due to the cap on welfare support having been reduced to £20,000 per annum/£384.62 per week. The council will devise a local lettings plan for this scheme and will have to include an affordability assessment to ensure that prospective tenants will be able to meet the rental liability.
- 3.12 As the LHA rate for four bedroom homes is close to the new welfare benefits cap and HRA subsidy should not be required for this scheme, other rent options for the four bedroom houses have been modelled for Housing and New Homes Committee's decision. These are set out in the table below, along with their funding implications. The LHA rate has been modelled for the two bedroom flats for all options in order to be consistent with the rent for other two bedroom flats already in the programme and as it remains nearly £200 per week below the welfare benefits cap. For the four bedroom houses, the Living Wage rate at £233.84 per week (Option 3) would be just £3.36 p.w. more than the LHA rate for 3 bedroom houses and flats already in the New Homes for Neighbourhoods programme (currently £230.28).

Rent options	Option 1	Option 2	Option 3
	LHA Rate for 4 Bed Houses and 2 Bed Flats	65% Market Rate for 4 Bed Houses and LHA Rate for 2 Bed Flats	Living Wage Rate for 4 Bed Houses and LHA rate for 2 Bed Flats
Weekly Rent:	£	£	£
4 Bed House	339.34	286.33	233.84
2 Bed Flat	192.48	192.48	192.48

Rent options	Option 1	Option 2	Option 3
	£'000	£'000	£'000
Total Scheme Costs	2,490	2,490	2,490
Funded By:			
RTB receipts	(747)	(747)	(747)
Borrowing supported by net rents	(3,159)	(2,678)	(2,202)
Total Funding	(3,906)	(3,425)	(2,949)
(Surplus) / Subsidy	(1,416)	(935)	(459)
(Surplus) / Subsidy per unit	(177)	(117)	(57)

Sustainable Futures strategic construction partnership

- 3.13 If Housing & New Homes Committee agrees to progress this proposed scheme, final design, construction and development will be undertaken by the council's in-house architecture and design team and the corporate Sustainable Futures strategic construction partnership. The partnership was procured under an OJEU procurement process authorised by Policy & Resources Committee on 21 March 2013, following two previously successful construction partnerships. The partnership started in early 2014 for a contract term of four years and to a value of £60 million. It is currently delivering the majority of the New Homes for Neighbourhoods homes as well as construction projects for various council client departments and is managed by the council's Property & Design department.
- 3.14 The quality of homes delivered by the partnership has been very high and development of the homes after Committee approval has proved much quicker than other delivery routes as the architects are in-house and the constructor, partner surveyors and sub-contractors are already procured. Building on their expertise and experience from the housing schemes already being developed by the partnership, in-house architects and partners have worked up the design for Lynchet Close from inception to an advanced stage, including modelling different construction options and costings on which the cross party Estate Regeneration Member Board were consulted. The early involvement of constructors and electrical, structural and mechanical and engineering partners ensures that final design and construction risks are minimised and that new homes will meet Housing's requirements. Throughout the design process prices for each element are obtained and reviewed by the team and if necessary the design is amended to ensure that the budget is met.
- 3.15 The design team, including the Estate Regeneration Project Manager, meet every four weeks and will work together within the assigned budget to set the Agreed Maximum Price, after which the Quantity Surveyor will produce a review document for audit purposes which demonstrates that the project has achieved best value. This document benchmarks the square metre (m²) rates against

previous partnered and non-partnered schemes and also against national construction rates for housing. An independent partnering advisor is employed and a Core Group meets monthly to oversee the arrangements and takes a strategic view of each scheme, ensuring that key deadlines are met.

Next Steps

- 3.16 If Housing & New Homes Committee approves the scheme, further consultation will be carried out as required by s122 Local Government Act 1972. Subject to consideration of any objections to the proposed appropriation of part of the site to the HRA, Policy, Resources & Growth Committee would be requested to approve the appropriation and scheme budget. The council's in-house architecture team and strategic partnership will finalise the design, submit a planning application and work up a final costed design and a detailed timetable for construction and development. Regular updates on progress in the interim will be provided to the cross-party Estate Regeneration Project Board.

4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

- 4.1 The council's Housing department considered the cost and benefits of developing flats or houses on this site and prioritised large family houses, of which there is a great shortage in the city and within Hollingdean. This location is well suited for families, being very near the Children's Centre and schools as well as Hollingdean park and playground. It is proposed that all homes be let within affordable rent levels to applicants from the Homemove register to help meet the city's great needs, with over 24,000 households on the register at January 2017.
- 4.2 Rent options for the four bedroom houses have been modelled for Housing & New Homes Committee's decision in the tables below paragraph 3.12 above.

5. COMMUNITY ENGAGEMENT & CONSULTATION

- 5.1 The Estate Regeneration Team prioritise engagement and consultation with local ward councillors, council tenant and resident associations and local residents in the neighbourhood of each site handed over to the team for development under the New Homes for Neighbourhoods programme. Local ward councillors have been consulted on the proposal and updated on progress. Two have expressed their support for the proposal. The Estate Regeneration Member Board has also had regular updates on progress with this proposal.
- 5.2 The Estate Regeneration Project Manager met with the recently re-formed Hollingdean Residents Association, the Community Development Worker and a local ward councillor on 30 November to share early plans for the proposed development. Members supported these and will be kept updated.
- 5.3 Residents and stakeholders neighbouring or in view of the site were invited by letter to a drop-in consultation event held at the Hollingdean Children's Centre on 20 February 2017 between 3pm and 6pm. The centre is across the road from the site and immediately adjacent to Hollingdean Park and playground. Posters in and around the centre and in a message board in front of 10-20 Brentwood Road

also publicised the consultation event with an image of the proposed new homes. Users of the centre during the event were also invited to look at the plans and give their views, orally or in a feedback form. Information sheets and feedback forms were also available at the centre after the consultation event.

- 5.4 Only one couple of the residents spoken to during the drop in event or completing a feedback form opposed the proposals, concerned they would lose their sea view and parking would increase. The others welcomed new council homes. Seven completed feedback forms were received, all of which support the development of new council homes on the site. Comments include: “Look[s] like a great use of underused space. Need for larger houses for families in Hollingdean is high” and “The grass area is not currently played on by children as the park is across the road”. The only concerns or issues raised were that the homes should be let to the right tenants and that the development would have an impact on the on-street parking for local people/workers. Six off-street parking spaces have been provided in the scheme to minimise impact on the local, unrestricted parking.
- 5.5 Further community consultation on appropriation of the strip of open space Environmental Services land to the HRA as required by 122 Local Government Act 1972 will be carried out before appropriating the land. The council will give notice of its intention to appropriate the land in an advertisement in a local paper for two consecutive weeks and consider any objections to the proposed appropriation which may be made.

6. CONCLUSION

- 6.1 This proposal will deliver six large family homes and two flats for the council to let within affordable rent levels to applicants from the Homemove register. This fits with the council’s Housing Strategy 2015 objectives to increase housing supply and prioritise support for new housing development that delivers a housing mix the city needs, with a particular emphasis on family and affordable rent housing. This scheme will also help achieve the council’s aim to deliver at least 500 new homes on council land under the New Homes for Neighbourhoods programme.

7. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 7.1 The financial viability modelling sets out to show whether a given scheme can pay for itself by using the new rental stream only (net of service charges and management and maintenance costs) over 40 years to pay for the principal and interest on the borrowing required to fund the development. It also assumes that 30% of the development costs are met from retained Right to Buy (RTB) Receipts. If the rental stream and RTB receipts are insufficient to meet the costs, then a subsidy is required by the HRA.
- 7.2 As per the recommendation in paragraph 2.1 of the main report the proposal that is being considered for the site is the development of 8 new homes at Lynchet Close, Brighton. The estimated total scheme cost for this development is £2.490m, for which budget approval is being sought as per paragraph 2.2 of the

main report, this will be added to the main HRA Capital Programme for 2017/18. Under the RTB agreement the council is permitted to fund 30% of the development costs from our retained RTB receipts, this totals £0.738m. The remaining £1.722m would be funded through borrowing supported by the new rental income.

- 7.3 In light of the potential issues with affordability of the four bed houses due to the cap on welfare support being lowered to £20,000, three options for the rent levels have been modelled.
- 7.4 The first option is to continue charging a rent based on the lower of 80% of market rents or the LHA rate for the four bed houses and the two bed flats. The impact of this is that it will support borrowing of up to £3.159m, leading to a surplus of £0.177m per property over 40 years.
- 7.5 The second option is to charge a rent for the four bed houses that is 65% of the average market value of rent in that area for similar sized properties. The two bed flats would remain at the lower of 80% market rate or the LHA rate. The impact of this is that the net rent will support borrowing of up to £2.678m, leading to a surplus of £0.117m per property over 40 years.
- 7.6 The third option is to charge a rent for the four bed houses that is based on a Living Wage. Living Wage in this context is defined as a home provided at a cost which is at 40% of gross pay to a household earning the new national Living Wage in 2018. The two bed flats would remain at the lower of 80% market rate or the LHA rate. The impact of this is that the net rent will support borrowing of up to £2.202m. The rental figure of £233.84 for the four bed houses is close to the amount charged for 3 bed houses modelled for the New Homes for Neighbourhood programme, which stands at £230.28. The differential between the two rent amounts is not considered to be great enough when comparing the sizes of the properties and the facilities that are being provided at Lynchet Close.
- 7.7 Each individual option returns a surplus as per the financial table in the main report; these projected surpluses would offset the subsidy requirements for some of the other council housing schemes in the New Homes for Neighbourhoods programme. An independent valuation will be undertaken nearer the completion of the units to assess their market rental value, the cost of which will be met by the agreed scheme budget.
- 7.8 The current financial modelling has used the rates and assumptions outlined in the current strategic partnership agreement, these would be subject to change if the scheme was not taken forward under this current agreement.
- 7.9 There is a small strip of land to the front of the site (approximately 17% of the whole site) which is owned by the General Fund and would require appropriation to the HRA in order for the site to be developed. The council's Property Estates Team have carried out a valuation on the site and determined that the site has a nil value for this purpose and so has no impact on the total scheme costs. Further work is required before the land can be appropriated as set out in paragraph 3.9 of the main report.

Finance Officer Consulted: Craig Garoghan, Accountant Date: 28 February 2017

Legal Implications:

- 7.10 Where land is no longer required for the purposes for which it is held, a local authority may appropriate it for any purpose for which the authority is authorised to acquire land. The council has powers under the Housing Act 1985 to acquire land.
- 7.11 Where the land consists of or forms part of an open space, the proposed appropriation must be advertised for two consecutive weeks in a newspaper circulating in the area in which it is situated.

Lawyer Consulted: Liz Woodley, Senior Solicitor

Date: 6 March 2017

Equalities Implications:

- 7.12 An Equalities Impact Assessment has been carried out for the New Homes for Neighbourhood programme and actions are built into the Estate Regeneration project management procedures.
- 7.13 All the houses would be built to meet Building Regulations Part (M) Category 2 'accessible and adaptable' standard, the successor to Lifetime Homes Standard, with easy access from the car parking spaces. The upper flat would be accessed via an internal staircase as it is not financially viable to provide lift access to one flat, but would otherwise meet the Part (M) Category 2 'accessible and adaptable' standard. The internal staircase is wide enough to accommodate a chair lift if one were required by a future tenant. The ground floor flat would fully meet the 'accessible and adaptable' standard and have a level access shower installed so that it may be let through Homemove with a Mobility 2 rating, as suitable for applicants unable to manage steps/stairs/steep gradients and requiring a wheelchair for outdoor mobility.

Sustainability Implications:

- 7.14 In order to obtain planning consent the new homes will be required to meet sustainability standards for energy and water efficiency equivalent to Code for Sustainable Homes Level 4. The timber frame construction proposed for these homes has a much lower embodied carbon footprint than traditional block and build construction and the timber will be sustainably sourced in line with council policy.

Crime & Disorder Implications:

- 7.15 The new homes will be built following Secured by Design guidance.

Risk and Opportunity Management Implications:

- 7.16 There are a number of risks associated with developing new homes on small, challenging sites, including of relatively higher construction and development costs per home. A choice of three construction options and costings was developed at an early stage of design to ensure value for money for HRA investment in these homes. Development through the successful strategic

construction partnership includes validation of best value and cost control measures as set out in paragraphs 3.14 and 3.15 above.

- 7.17 This proposal takes the opportunity of building much needed new affordable rented homes on a vacant piece of primarily council housing land which is currently underused open space.

Public Health Implications:

- 7.18 Energy efficient homes which are easier and cheaper to heat will help support the health of households. Large family homes can be let to households which are currently overcrowded. The ground floor flat would be suitable for applicants with very limited mobility. There is accessible, alternative open and recreational space of various types in the immediate area for the public to use.

Corporate / Citywide Implications

- 7.19 The New Homes for Neighbourhoods programme of building new homes on council land supports the council's priorities for the economy, jobs and homes. The development of new housing has a strong economic multiplier impact on the local economy, estimated at over £3 of economic output for every £1 of public investment, creating jobs and supply chain opportunities.
- 7.20 Every new home built on small sites helps meet the city's pressing housing needs and deliver the first priority in the council's [Housing Strategy 2015](#) of improving housing supply. New homes also bring benefits to the council in the form of New Homes Bonus payments and new council tax income.
- 7.21 Appropriation of the small Environmental Services strip of land to the HRA at nil consideration will enable new, affordable rented, council housing to be built, in line with council priorities. Environmental Services would lose any liability for maintaining that land.

SUPPORTING DOCUMENTATION

Appendices:

1. Plan of site at Lynchet Close, Brighton including land to be appropriated to the HRA
2. Design study for eight new council homes on the site

Documents in Members' Rooms

None

Background Documents

None



Land to be appropriated from Environment to Housing 258 sq m



Development Site 1,518 sq m

Playground

35

LYNCHET CLOSE

10 to 20

8

6

2

4

16

89

BRENTWOOD ROAD

100.7m

102.8m

113

115

117

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Land at Lynchet Close

Scale 1:500



New Council Homes in Lynchet Close, Hollingdean

Housing and New Homes Committee.

HOU 016
Lynchet Close
Brighton
22nd February 2017



Introduction

Opening Statement and Site Photos

The proposed site is a green open space enclosed between Lynchet Close, Brentwood Road, Stephens Road and the Cedar Centre, located at the north end of Hollingdean. The site is council owned and lies opposite Hollingdean Park and playground.

The current proposal for the site consists of 6 terraced houses to the south and 2 flats to the north, with parking provisions for 6 parking spaces. All of the new homes have been designed to Building Regulations Part M Category 2 (accessible and adaptable standard). 1 of the flats will be accessed via a private stair, with provisions made to fit a stairlift if required by the occupier. All of the homes will feature private garden space, as well space for refuse and bicycle storage.

Views of the site can be made predominately from Lynchet Close to the north of the site as well as from view 6, close to the junction between Brentwood Road and Lynchet Close. With the site set on a slope southwards, views from these points will be mainly of the first and second storeys of the buildings, with the ground floor level more obscured from view.



Photo Locations.



View 6.



View 9.



View 1.



View 3.



View 11.

The Site

Site Plan - Flats and Houses Option

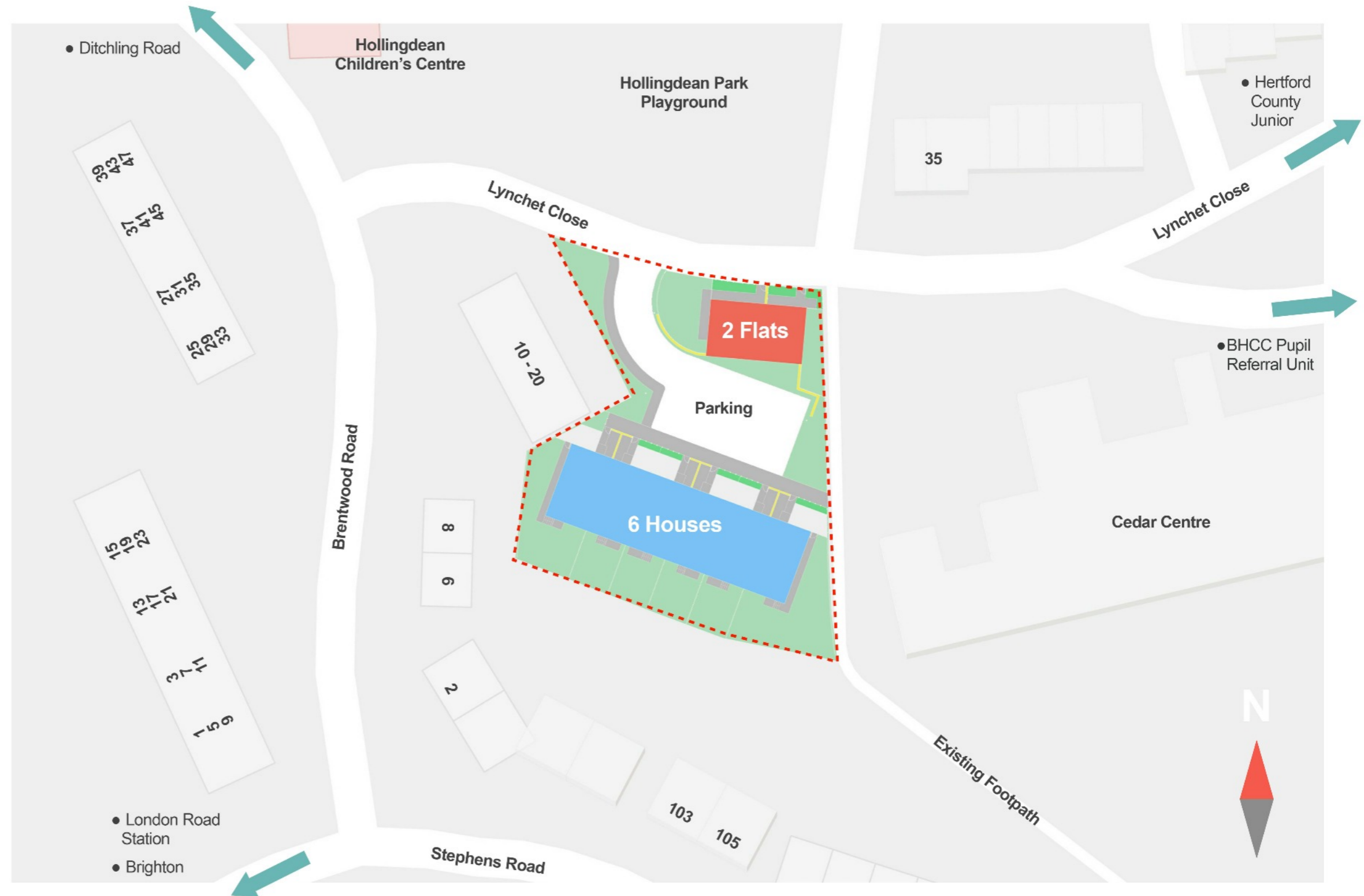
The new proposed site plan provides 6x terraced dwellings to the south of the site and a further 2x flats to the north.

The flats will be accessible from the street level, whilst the houses will be accessed from the new carriageway and pathway. Parking will be provided for the houses within the scheme and the occupiers of the flats will have use of the unrestricted on street parking on Lynchet Close.

The first floor flat will be accessed from a private stair, eliminating the requirement for communal space.

The block of flats will act as a retaining wall separating the street access and new carriageway levels, with a change in ground level of approximately 2m.

Garden space for the 2 flats could be divided as shown, minimising the overlooking between the two units.

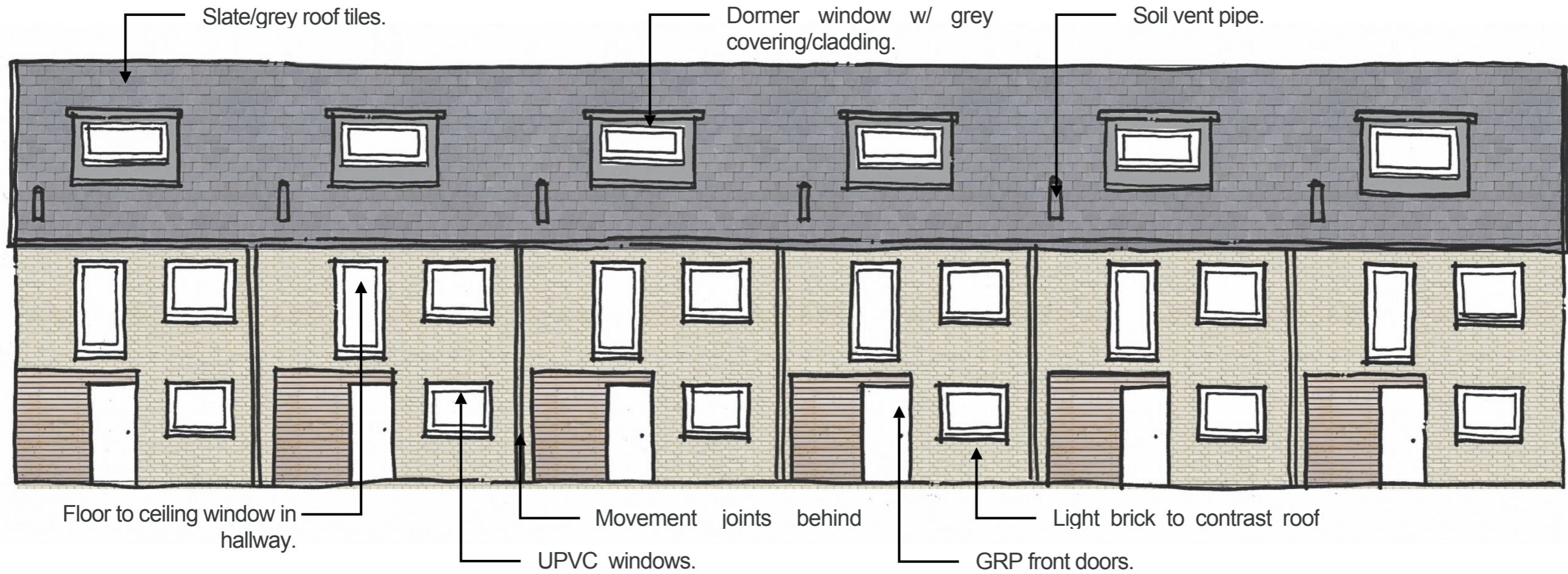


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Artist's Impressions

Initial Elevations

The sketch below shows the outline concept for the scheme. Tall, dual pitched roofs will provide us with adequate space for a habitable third storey within the loft space, whilst the narrow design allows us to maximise the use of the space. Use a of slate style roof tiles and a light coloured brick gives good contrast and a contemporary style. Large windows to the hallway on the first floor will flood the long, narrow space with needed light and break up the uniformity of the window layout.



3D Terraced Houses Front Elevation.

Scale and Massing

3D Views

As highlighted in the site photographs, views of the scheme from street level are limited, with the slope of the landscape, the surrounding semi detached houses and the cedar centre, obscuring the the site from view. The flats to the front of the scheme will take a more prominent position on Lynchet Close, with the terraced houses set back in distance and down the slope of the site.

The scale of the buildings work contextually, with a mixture of 2-3 storey buildings of similar heights surrounding the development.



Street North View.



Aerial North View.



Street East View.



Aerial North View.



Aerial South View.



Street North View.



Aerial West View.

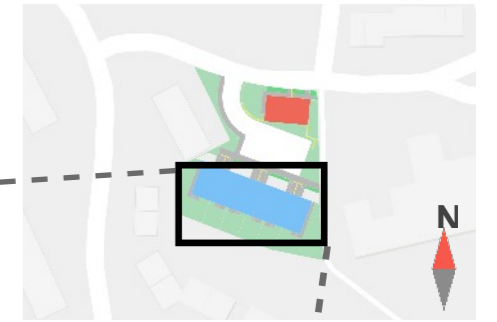


Street West View.

Floor Plans

Terraced House Floor Plans

Each of the terraced houses will comply with Building Regulations Part M Category 2 (accessible and adaptable standard). They will be identical in design, with the layout flipped between neighbouring properties. Each will be 3 storeys high and contain 4 bedrooms, 2 bathrooms, 1 open plan living room/kitchen/dining room and built in storage. They will also include south facing rear gardens and hard surface front gardens with adequate space for refuse or bicycle storage.

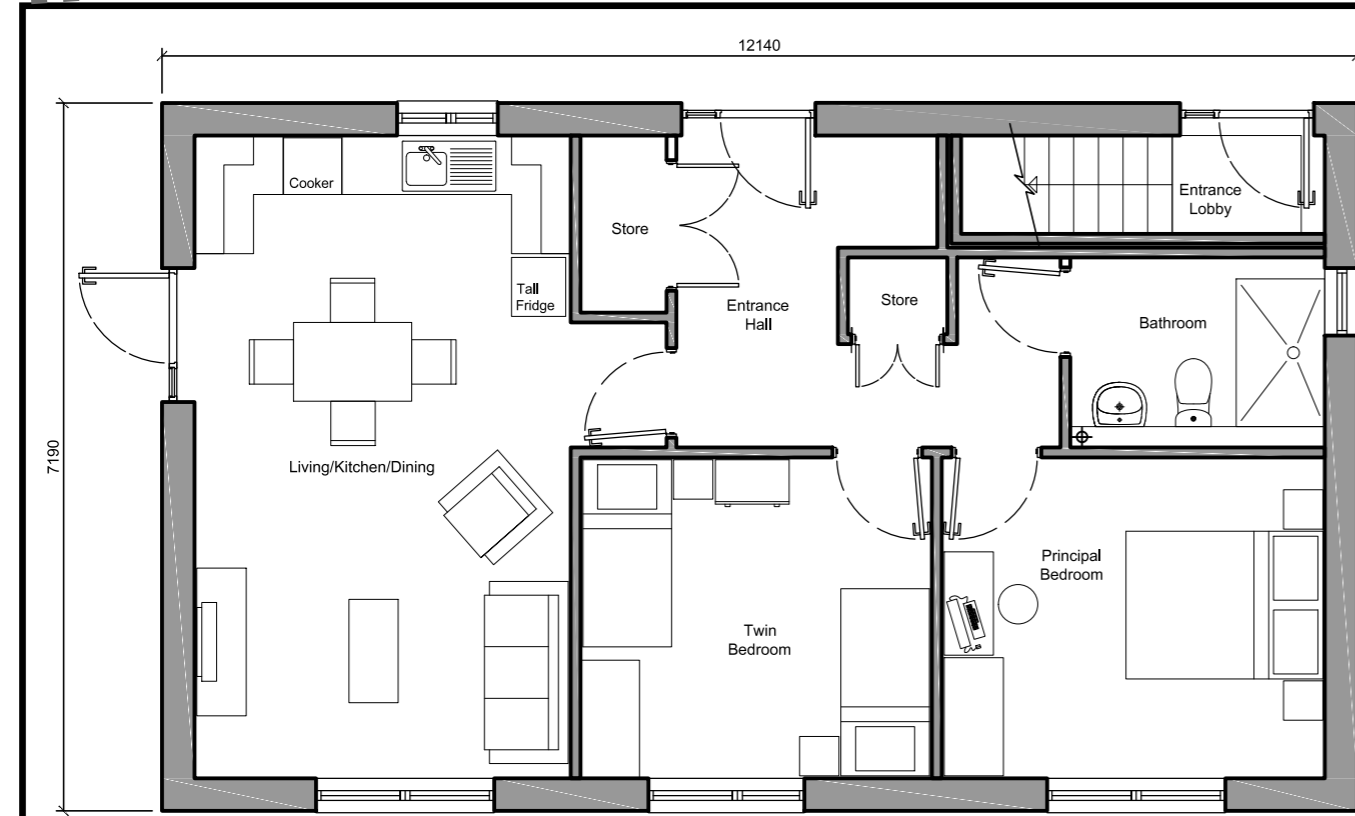
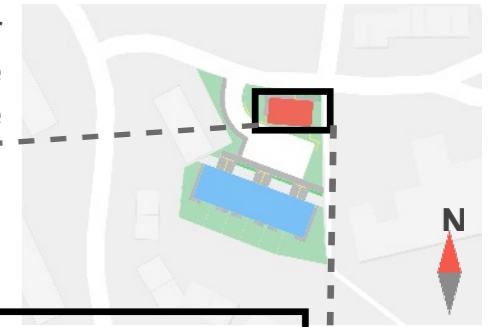


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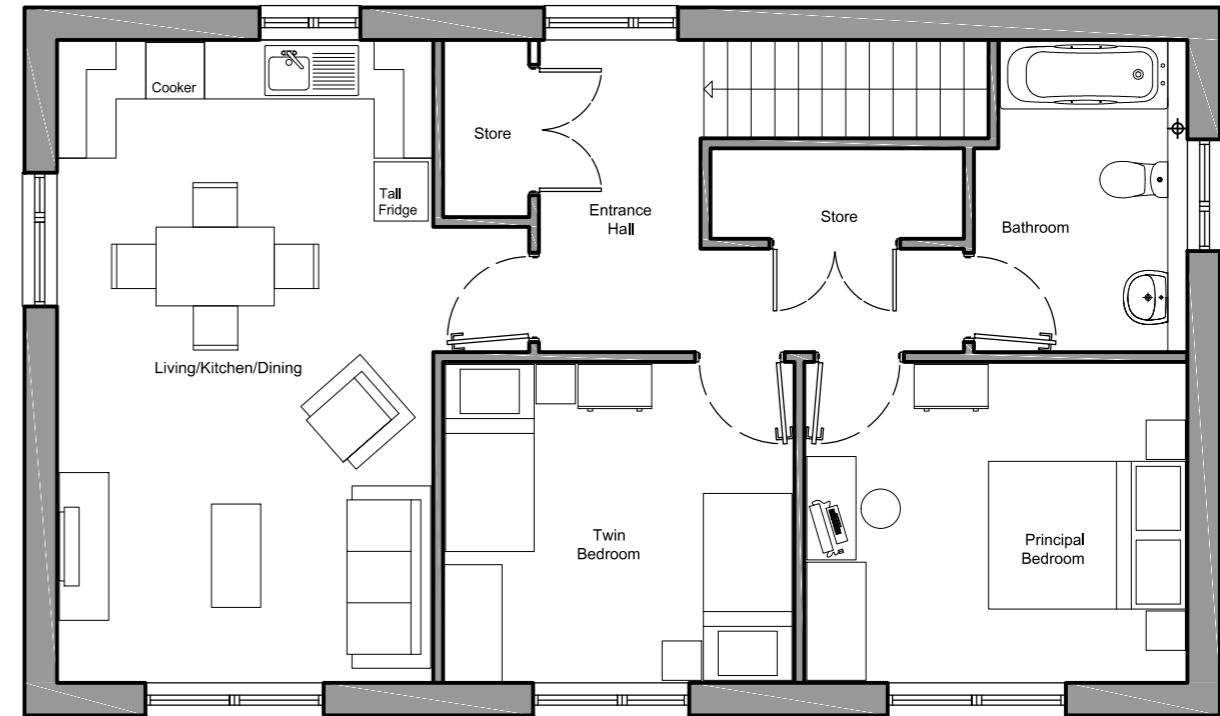
Floor Plans

Proposed Flat Floor Plans

Both flats have been designed to Building Regulations Part M Category 2 (accessible and adaptable standard). The first floor flat will be accessed via a private stair, with provisions made to fit a stairlift if required by the occupier. To the north of the site will be 2 flats with street fronting entrances and with individual gardens either side of the building. Each of the homes will have 2 bedrooms, 1 bathroom, 1 open plan living room/kitchen/dining room and built in storage.



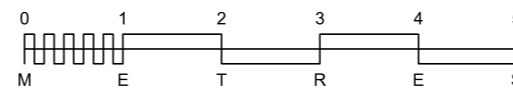
Ground Floor Flat



First Floor Flat

Ground Floor Flat - 75m²
First Floor Flat - 75m²

Total - 150m²



Subject:	Review of Housing Revenue Account garages portfolio		
Date of Meeting:	15 March 2017		
Report of:	Executive Director of Neighbourhoods, Communities & Housing		
Contact Officer:	Name:	Simon Pickles	Tel: 29-2083
	Email:	simon.pickles@brighton-hove.gov.uk	
Ward(s) affected:	Hollingdean and Stanmer; Hangleton		

FOR GENERAL RELEASE

1. PURPOSE OF REPORT AND POLICY CONTEXT

- 1.1 This report proposes the demolition of thirteen low demand and unviable garages, which are uneconomical to bring up to modern standards. The demolition of Housing Revenue Account (HRA) owned buildings requires Housing & New Homes Committee approval.
- 1.2 It is proposed to convert the land the garages occupy into off street HRA parking spaces, to ease demand for parking in the locality and generate income, while at the same time reducing ongoing expenditure on these unviable assets.

2. RECOMMENDATIONS:

That the Housing and New Homes Committee:

- 2.1 Agrees to the demolition of twelve garages in Dunster Close, Hollingdean, and one garage in Knoll Close, Hangleton, on grounds of their low demand, structural safety and negative financial impact on the HRA.
- 2.2 Agrees to replace the garages with off road parking spaces, where possible for rent, generating income for the HRA.
- 2.3 Notes that an overall strategy for HRA carparks and garages will come to a future committee, including development options.

3. CONTEXT/ BACKGROUND INFORMATION

- 3.1 Further to a comprehensive review of all sites in 2016, an HRA garages and carparks strategy will be brought to committee later in the year, seeking consent to consult licensees and residents on the draft strategy. Consultation on the strategy will be via Area Panels and the Business & Value for Money Service Improvement Group before proposals are presented to the Housing and New Homes Committee.
- 3.2 The HRA Asset Management Strategy ensures that we align our assets with the current and future needs of residents. As such, it aligns directly with the city's Housing Strategy 2015, which was also developed in collaboration with residents and stakeholders, and sets out the detailed housing challenges affecting the city.
- 3.3 The forthcoming strategy will continue to positively support the delivery of the wider Housing Asset Strategy, and support the efficient and effective management of these assets. The strategy will span a four-year period, and set out the scope and aims of the annually reviewed Garages and Carparks Plan, which will set out asset information, investment programmes, action plans, targets and monitoring arrangements in more detail.
- 3.4 In the meantime, this report seeks permission to demolish identified low demand and unviable garages. This will save the HRA the ongoing expenditure relating to the misuse of the sites, including fly-tipping. The Dunster Close site (12 garages) has been securely fenced off. The single garage in Knoll Close has been secured. There will be ongoing expenditure in keeping the sites secure.
- 3.5 There has been low demand for garages at these two sites and existing licencees have accepted transfers to other sites. At Dunster Close (prior to emptying) the rent loss owing to voids over the last 5 years was 55% (£25,000 loss approximately).
- 3.6 See Appendices 1 and 2 for site maps of Dunster Close and Knoll Close. See Appendices 3 and 4 for photographs of both sites.

4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

Table 1: Options table:

	Options	Consideration
4.1	Short to medium term: Demolish the thirteen garages and use the land for off-street parking, for rent where possible.	It is estimated the cost of demolition, lining the spaces, putting up new fencing, and party wall surveyor fees will cost approx. £45,000 (see below for more detail).
	a. Dunster Close (12):	Demolition, asbestos survey and works, replacement fencing and retaining wall, access road improvement, resurfacing and lining of spaces: £39,500.

	b. Knoll Close (1):	Asbestos removal, demolition, fencing, resurfacing and lining of space: £4,100.
	Both sites:	Party Wall Surveyor fees: £1000.
		It is estimated the rent from the spaces, over 5 years, could approach £5,000.
4.2	Medium to long term: Review the Dunster Close site's role in meeting future housing needs.	Despite the small size of this site and the tight and steep access, future options include: <ul style="list-style-type: none"> • BHCC modular housing • Disposal of site (by sale or long lease) for self-build or co-operative housing • Disposal of site for storage. All such proposals would be subject to a feasibility study, a consultation exercise, Planning consent and Housing and New Homes Committee approval.
4.3	'Do nothing' option	This is not tenable given the negative financial impact of the garages upon the HRA.

5. COMMUNITY ENGAGEMENT & CONSULTATION

5.1 Communication with licensees has taken place prior to making the sites secure.

5.2 Ward members have been notified of the proposed demolition.

5.3 The Area Panels have been briefed in writing. The views received include the following comments:

North Panel: *'I think it is an excellent idea to demolish these garages. It is a real shame that this land cannot be used for any sort of housing.'*

'I am all for improvement in the overall look of an area and these garages look as if they are making the area look scruffy and a waste of useful space. Any scheme that brings money back in has my approval'.

Central Panel: *'The Knoll Close Garage is an eyesore, attracts fly-tipping and rats and should be demolished and the site made more attractive for residents, particularly those in the adjacent block of studio flats'.*

'The Dunster Close site, if it truly cannot be developed for social housing should be sold as is for a premium and the funds lodged with the HRA'.

6. CONCLUSION

- 6.1 From asset and business management perspectives, demolition is the only short term course of action open to the council.

7. FINANCIAL & OTHER IMPLICATIONS:

7.1 Financial Implications:

The garages are vacant and are not generating any income for the HRA. Therefore it is not good value for money to continue to maintain these garages.

The cost to demolish, estimated at £0.045m, can be met from the minor capital works budget within the capital programme 2017/18. The report proposes to make car parking spaces in this area instead which will reduce the cost of maintenance required significantly. The car parking spaces could generate a small amount of income estimated at £1,000 per year.

Finance Officer Consulted:

Monica Brooks

Date: 17/2/17

7.2 Legal Implications:

Under the council's constitution, the Housing & New Homes Committee is empowered to discharge the council's functions as a housing landlord, including the management and demolition of properties within the HRA. The committee is therefore entitled to approve the demolition of garages.

The council will comply with Party Wall legislation where required. Planning Permission is not required for the demolition of the garages.

Lawyer Consulted:

Liz Woodley

Date: 15.02.2017

7.3 Equalities Implications:

There are none.

7.4 Sustainability Implications:

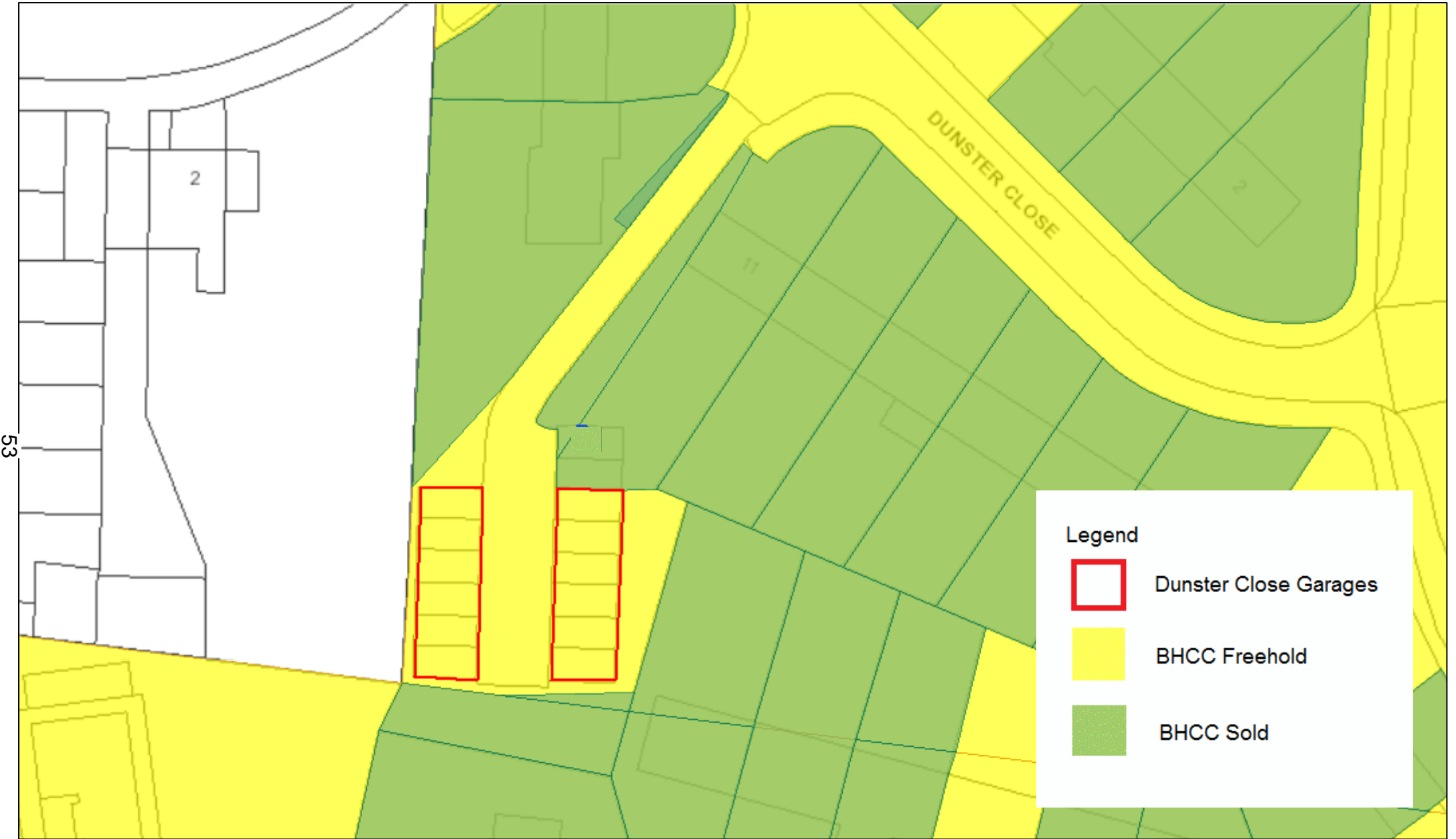
The demolished garages' components will be recycled where possible.

SUPPORTING DOCUMENTATION

Appendices 1 and 2: Site maps.

Appendices 3 and 4: External photographs.

Dunster Close garages



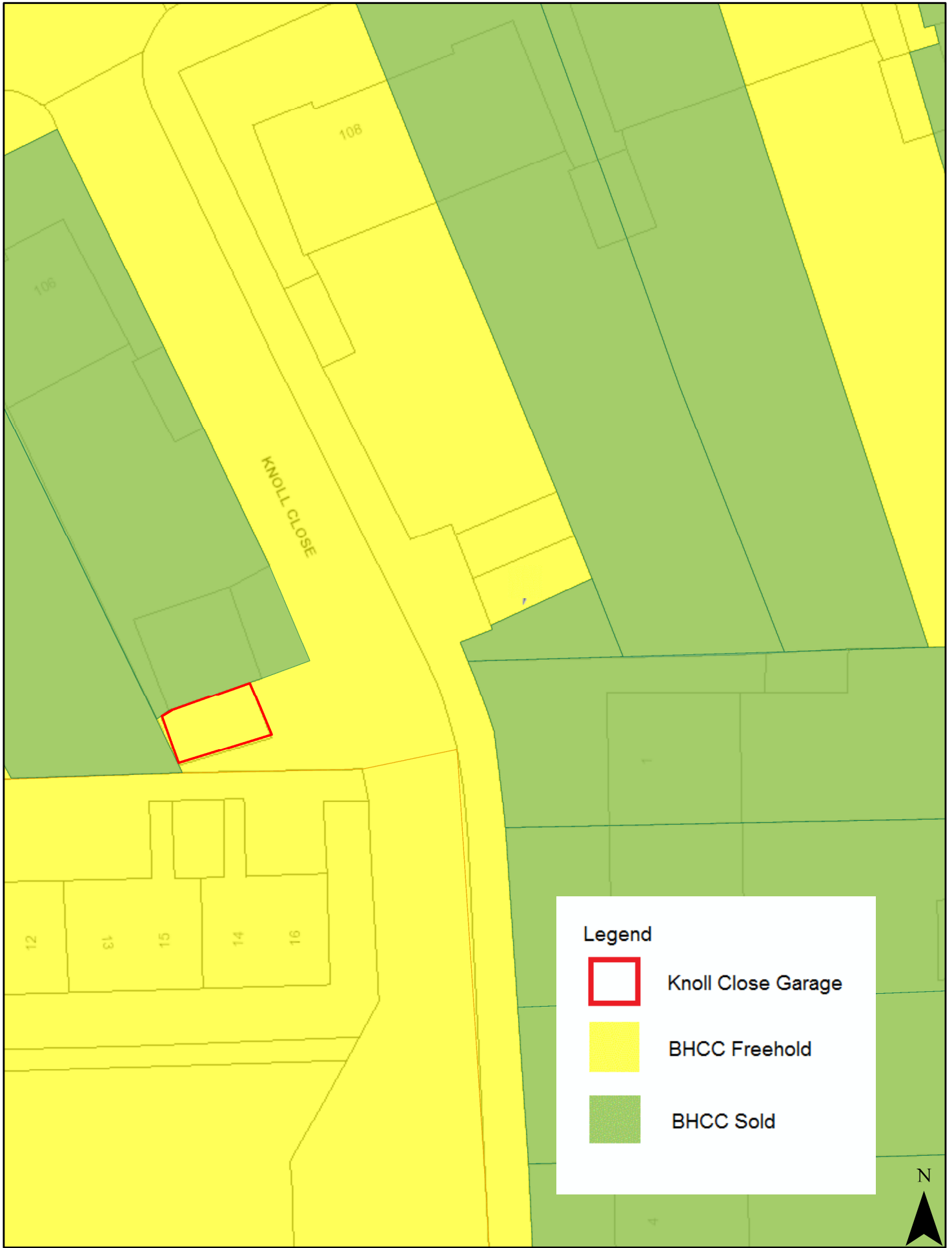
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0 5 10 20 Meters

Scale 1:393



Knoll Close Garage



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0 3.5 7 14 Meters

Scale 1:250







Subject:	Emergency accommodation inspection and satisfaction reports		
Date of Meeting:	15th March 2017		
Report of:	Executive Director, Neighbourhood, Communities & Housing		
Contact Officer:	Name:	Sylvia Peckham	Tel: 293318
	Email:	Sylvia.peckham@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE

1. PURPOSE OF REPORT AND POLICY CONTEXT

- 1.1 In September 2016 Housing & New Homes Committee agreed that the outcome of inspections of emergency accommodation and customer satisfaction surveys be reported to committee twice a year.
- 1.2 The outcome of these is set out in the report below.

2. RECOMMENDATIONS:

- 2.1 That Housing and New Homes Committee note the performance outcomes and trends.

3. CONTEXT/ BACKGROUND INFORMATION

- 3.1 Following concerns being raised about the standard of emergency accommodation that is managed on behalf of the Council by providers, Housing & New Homes Committee requested that inspection outcomes and satisfaction surveys of this type of accommodation are reported to Committee twice a year. This is the first such report.
- 3.2 Emergency accommodation was procured under a competitive process with details specifications for the accommodation and management standards. This was through a Framework procurement agreement or a Dynamic Purchasing System depending upon whether the accommodation is self contained or has shared facilities.

- 3.3 Each block of emergency accommodation is inspected at approximately 6 weekly intervals with as many individual units being inspected as possible plus the common ways. Reasons for not being able to inspect every unit on each inspection is due to a number of factors e.g. some individuals may present threatening behaviour presenting a risk to officers at that time; the room may have been recently inspected and there were no reported issues raised.
- 3.4 The findings of these inspections are recorded, each issued with a priority as per the contract and the proprietors sent a copy of same, with a target date for remedy. A summary is contained in Appendix 1.
- 3.5 At the beginning of our inspection regime, providers were still familiarising themselves with the requirements of the new contracts. Following regular inspections and contract management, standards are improving. Providers have demonstrated they are willing to work with us and are improving standards to reach those set out in the specifications. The challenge is to maintain standards which are difficult given the high turnover of households who often have complex needs and chaotic behaviours.
- 3.6 As a result of feedback from officers from observations noted at inspections Providers are currently undertaking the following works/improvements follows:
- Communal areas (kitchens, bathrooms and hallways) being somewhat outdated and in need of replacing / re-decorating.
 - New carpets are soon to be fitted in communal areas at Grand Parade; the basement, which was particularly dilapidated, has been re-plastered and re-decorated.
 - All residents are being provided with new dining tables and chairs in their rooms where they want them and where room size permits. In addition to appropriate storage for clothes and belongings.
 - At Percival Terrace:-
 - Proprietors are replacing and updating radiators throughout the building with thermostat controls being fitted to each radiator. This is being rolled out to every room, and in those rooms where the work is yet to be completed separate electric heaters are supplied.
 - Deeper shower lips are being fitted in all rooms to prevent leaks into rooms below; this has already taken place in the majority of rooms with the work being rolled out to all rooms.
 - A new system for storing and delivering hot water has been ordered, which will remedy the issue of inconsistent hot water supply.
 - New halogen cookers are now supplied to residents, replacing microwaves / baby belling – halogen cookers are a more versatile and healthy way of cooking food.
 - There are plans to re-roof the building and renovate the exterior of the property including draught proofing all windows.
- 3.7 Feedback forms have been given to occupants since mid-November 2016. The majority of forms have been collected by council staff when inspecting rooms and a smaller number collected by the accommodation providers. To date the number of occupants returning the forms has been low, and we have been reliant on staff from either the Council or proprietors completing the forms with occupants.

Approximately 14% of all households in emergency accommodation have completed forms and this low figure is likely due to a combination of factors :

- that households may have other pressing priorities and are often in crisis when in emergency accommodation and so completing a feedback form is a low priority. .
- Some individuals are very vulnerable suffering with a range of physical and mental health problems and/or substance misuse issues and this is may impact on their ability to respond. See Appendix 2.

3.8 However feedback received so far is largely positive. The majority of occupants who have responded so far state that their rooms and the accommodation generally are good; they report that staff, particularly at Percival Terrace are very helpful, caring and responsive.

3.9 At Percival Terrace a monthly newsletter is produced for the residents (to which Housing Needs contribute any developments in our service), educational classes are arranged (for example First Aid for new mothers) and a residents Christmas party and breakfast was held.

4 ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

Not applicable.

5 COMMUNITY ENGAGEMENT & CONSULTATION

Feedback from occupants as per Appendix 2.

6 CONCLUSION

6.1 Inspections of emergency accommodation, the subsequent reporting to proprietors of issues and monthly contract monitoring meetings are resulting in improvements to standards in emergency accommodation. This is reflected in the customer satisfaction surveys.

7. FINANCIAL & OTHER IMPLICATIONS:

7.1 The cost associated with inspecting temporary accommodation and operating tenant satisfaction surveys is being met from current housing general fund temporary accommodation budgets

Finance Officer Consulted: Monica Brooks

Date: 03/03/17

Legal Implications:

- 7.2 There are no significant legal implications to draw to Members' attention arising from this report for noting.

Lawyer Consulted: Liz Woodley

Date: 15/03/17

Equalities Implications:

- 7.3 None

Sustainability Implications:

- 7.4 None

Any Other Significant Implications:

- 7.5 None

SUPPORTING DOCUMENTATION

Appendices

- Appendix 1: Inspection reports
Appendix 2: Customer feedback.

APPENDIX 1

Emergency accommodation – results from recent inspections			
Name of property	Dwellings occupied by TA tenants	Inspections that raised issues about the room or the provider	Examples of issues raised
Pavilion Parade (visited 25/01/17)	6 flats (excludes one empty)	33% (2 of 6)	Damp in living room; damaged door frame.
Westbourne Villas (visited 15/12/16)	13 rooms	64 (7 of 11)	Hot water in kitchen not working; fit electric towel heater in bathroom; items cluttering living areas; external damp works; condensation due to overcrowding; damp in kitchen.
Brunswick Place (visited 01/12/16)	18 rooms	33% (6 of 18)	Replacement of old heaters to modern units; lack of storage in rooms
Portland Road (visited 15/12/16)	2 flats	0% (0 of 2)	
North Road (visited 22/12/16)	8 flats	87% (7 of 8)	Repairs to windows; damp repairs; rendering/plastering repairs.
Wellington Road (visited 27/10/2016)	4 flats – wheelchair accessible	0%	.
Norfolk Terrace (visited 17/08/2016)	9 flats	33% (5 of 9)	Repair to radiator and kitchen canopy fixtures; water leaking from ceiling; intercom not working.
Kendal Court (visited 11/01/2017)	40 flats	15% (6 of 40)	Gap in window; leaks behind toilet and sink; no running water in kitchen.
Richmond Place (visited 01/09/2016)	12 flats	42% (5 of 12)	Fill in holes in walls; repair to radiator fixture; repair broken door frame; boiler making noise.
Windsor Court (visited 12/10/2016)	52 flats (excludes one empty)	33% (17 of 52)	Cracked glass in door windows; holes in bathroom wall; contractor to change mattress and cooker; water leaking from toilets; messy rooms; lounge heater not working; repair damaged plug socket; intercom receiver not working.

Emergency accommodation – results from recent inspections

Name of property	Dwellings occupied by TA tenants	Inspections that raised issues about the room or the provider	Examples of issues raised
Percival terrace (visited 16/12/2016)	60 flats	58% (11 of 19) (excl. 41 previously inspected)	Radiator needs replacing; damp due to historical leak; minor leak from radiator; water leaking through window; shower too hot/cold; damp in common way.
Richmond Place (visited 05/12/2016)	18 flats	89% (16 of 18)	Repair kitchen extractor fan; replace shower units; repair window frames; change lights in bathrooms; repair intercom receiver; replace external light; repair gap in downpipe.
Grand Parade (visited 25/01/2017)	35 rooms	43% (10 of 23) (excl. 12 previously inspected)	Repairs to windows; replace light bulbs, repair to sink.
Westbourne Gardens (visited 02/11/2016)	2 flats	50% (1 of 2)	Water spots/damp marks in bedroom and ceiling leaks water when it rains.

APPENDIX 2

Results from TA feedback tables

Feedback from occupants has been collected from a number of properties asking such questions as:

- What improvements need to be done and how should we go about doing them?
- What have been some of the good things about staying where you are?
- In general, do you think things have improved over the time that you have been here?

The responses to these questions led to a range of anecdotal comments that are unfortunately difficult to quantify and to extract sound qualitative information. However, the results have been extrapolated into the table below through considering comments as either largely positive or negative.

Property	Survey responses	Breakdown of positive/ negative comments	Examples of comments	How complaints have been addressed
Percival Terrace	22	76% positive (32 positive, 10 negative)	<ul style="list-style-type: none"> • Friendly and helpful staff • Damp and water leaks 	Damp in rooms has largely been rectified through a rolling programme of remedial works. Water leaks were largely as a result of the shower trays in rooms being too shallow. This has now been rectified in all rooms
The Heathers	15	43% positive (18 positive, 24 negative)	<ul style="list-style-type: none"> • Good and responsive staff • Noisy, smelly, water leaks 	Discussions with the accommodation provider to address these problems ongoing
Kendal Court	18	61% positive (19 positive, 12 negative)	<ul style="list-style-type: none"> • Good staff, new, clean s/c rooms • Expensive electricity 	The provider has stated that the electricity rates are set at standard rate.
Brunswick Place	10	68% positive (15 positive, 7 negative)	<ul style="list-style-type: none"> • Helpful staff, clean facilities • Lack of bedding provided and lack of clothes storage 	All rooms have now been provided with clothes hanging rails. Bedding is available on request.
Grand Parade	15	71% positive (22 positive, 9 negative)	<ul style="list-style-type: none"> • Helpful and responsive staff • Shared bathrooms toilets on different floors – not always clean and small. 	Cleaning of commonways and shared facilities has been increased to 3 times weekly.

Feedback regarding Windsor Court/Lodge was collected slightly differently as the provider themselves used a different method of collecting the information.

Property	How helpful have the staff been with any repairs/ issues reported?	In comparison to other emergency/ temporary accommodation you have been placed in, how happy are you with your current accommodation?
Windsor Court	39% extremely helpful (9) 35% very helpful (8) 13% moderately helpful (3) 9% slightly helpful (2) 4% not very helpful (1)	4% very happy (1) 35% happy (8) 30% in between (7) 9% unhappy (2) 9% very unhappy (2) 13% didn't answer (3)

Because of the difficulty we have experienced in collecting consistent feedback we are re-thinking how this could be improved upon .

Subject:	Potential purchase opportunity of properties with restrictive covenant.		
Date of Meeting:	15 March 2017		
Report of:	Executive Director Neighbourhoods, Communities & Housing		
Contact Officer:	Name:	Emma Kumar	Tel: 01273 293297
	Email:	emma.kumar@brighton-hove.gov.uk	
Ward(s) affected:	Queens Park		

FOR GENERAL RELEASE**PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 Improving housing supply in the city, particularly the supply of affordable homes for rent is a key element of our city-wide Housing Strategy 2015 and identified as a priority in the Fairness Commission report of June 2016. Existing work to meet this includes the council's New Homes for Neighbourhoods programme which is bringing forward developments on council-owned land, and the Affordable Housing Development Partnership working with Registered Provider (RP) partners to provide affordable housing in the city.
- 1.2 Approval to take forward alternative models to improve delivery of affordable homes including the Living Wage Joint Venture with Hyde and the wholly owned Special Purpose Vehicle to allow for Housing Market Intervention / direct delivery and other housing delivery options were agreed at Housing & New Homes Committee in November 2016.
- 1.3 In terms of need for affordable rented accommodation: We currently have 1,655 households in Temporary Accommodation (TA), where the council has a duty to accommodate. This includes 1,098 households with children and/or pregnant women. There are currently more than 25,404 people on the housing register - 64% of whom are in demonstrable need - Bands A to C. [Source: Housing Statistical Bulletin October to December 2016].
- 1.4 Our Housing Asset Management Strategy acts as a link between our Housing Strategy and investment programmes including a priority of supporting new housing supply. The 2017/18 Neighbourhoods, Communities and Housing (NCH) Budget Strategy includes savings to be achieved through the potential development of TA through commissioning a council housing stock review to deliver conversions of existing under-used or unused buildings or spaces into TA.
- 1.5 A covenant was included in the in the transfer of two properties in the Carlton Hill, Queens Park area of the city when they were sold by the council to Orbit Housing Association (HA) in 1999. This covenant requires the properties to remain as affordable housing and requires the council's approval to remove the covenant to allow sale on the open market. Orbit Housing Association are now seeking to dispose of the properties in question.

- 1.6 The covenant has created an opportunity for the council to influence the use of this property and retain the housing as affordable housing. Three options have been explored, namely:

Option 1: Refuse to release the covenant and aim to buy back and refurbish the properties direct;

Option 2: Refuse to release the covenant and seek another RP partner to purchase the properties to retain it as social housing;

Option 3: Agree to release the covenant with suitable compensation made to the council for so doing.

2. RECOMMENDATIONS

That Housing and New Homes Committee

- 2.1 Notes the range of future options considered for these properties.
- 2.2 Agrees to proceed with preferred Option 1 that the council negotiates with the current owners with the aim of exploring the possibility of purchasing and refurbishing the properties for council use, subject to a viable scheme.
- 2.3 If a viable scheme is identified then a further report regarding the potential cost of this would be brought to Housing and New Homes committee for consideration, and then to Policy Resources and Growth Committee for a final decision.

3. CONTEXT / BACKGROUND INFORMATION

- 3.1 The dwellings consist of two large terrace properties which were sold by the council to Orbit HA in 1999. The properties have been used as supported housing for a number of years but the HA has now decanted the properties with a view to selling them on the open market, as part of an asset management review.
- 3.2 The council had included a restrictive covenant in the original sales document which requires the properties to remain as affordable housing. Council approval is required to release this covenant and the HA have asked for it to be released allowing them to sell the properties on the open market. The covenant has significant effect on the value of the properties.
- 3.3 The properties are in a cul-de-sac of terraced properties situated very centrally off Carlton Hill, in the Queens Park area of the City. The properties themselves are formed of :
- Property 1 – a large former villa currently converted as 12 flats (9 x 1 bed and 3 x studio) and a ground floor office room – it has a large garden area that wraps around both buildings at the rear and runs along behind the other properties in the row. The ‘front’ area of this garden is quite large, contained by a possibly historic flint wall.
 - Property 2 is a smaller building currently forming three self contained flats (1 x 2 bed and 2 x studios) and in a poor condition internally.

4. ANALYSIS & CONSIDERATION OF OPTIONS

- 4.1 There are two key costs: purchase of the property and refurbishment costs.
- 4.2 A valuation by an independent valuer was commissioned jointly by the council and Orbit HA dated 08 July 2016 which outlines the significant difference in value if the affordable housing covenant remains.
- 4.3 This valuation is not fixed and will need updating when negotiations go ahead. Purchase cost is a risk factor for this option and the price agreed will be subject to negotiation by both parties.
- 4.4 Both the properties had been marketed with an offer initially accepted for property 2 (the smaller house) subject to the covenant issue being removed.
- 4.5 If a viable purchase is not achieved the council can explore releasing the covenant to allow the private sale in return for suitable compensation payable to the council.
- 4.6 Council surveyors visited the properties and provided an initial estimate of works costs needed to bring the properties back into use.
- 4.7 The properties could be used to meet a range of housing needs of those to whom the council owes a duty to accommodate including general needs, temporary accommodation, other homelessness or social care subject to scheme viability.

Summary of the options explored:

Option 1 : The council buy back and refurbish the property/ies direct.

Financial modelling will be carried out as part of the negotiation process for the purchase of these properties as outlined in the financial comments below, subject to scheme viability considerations. This is our preferred option with the council negotiating with the current owners with the aim of exploring the possibility of purchasing and refurbishing the properties for council use, subject to a viable scheme. As outlined in Finance comments the funding of the scheme will be modelled to ascertain whether borrowing can be supported by net rental income generated and / or other potential sources of funding if required. We are currently proceeding on the basis of Housing Revenue Account borrowing subject to Finance comments in paragraph 7.4 concerning the HRA borrowing cap.

Option 2 : Seek an alternative partner Registered Provider (RP) to purchase the properties for council nomination / use.

This has not been tested but indications are that RPs would be unlikely to take on the properties given current risks around their borrowing to provide homes for rent, the small scale of the scheme and our recent experience of RPs disposing of miscellaneous properties as part of their asset review / asset management strategies.

Option 3: The council agree to remove covenant and negotiate compensation.

This option would potentially lead to the properties becoming private housing or potentially leased back to council for TA at lease rates although there is no guarantee of this. Given current pressures arising from large scale use of Temporary Accommodation outlined in paragraph 1.3 any lease back of this property for temporary accommodation usage will only meet a very limited element of our overall demand.

Although not the preferred option, this does provide the potential of a capital sum paid to the council as compensation for removal of the covenant. There are industry standards for the level of compensation which would be negotiated. Details of this sum would be included in a further report brought forward following negotiation. These funds could be used to fund accommodation elsewhere in the city.

5. COMMUNITY ENGAGEMENT & CONSULTATION

- 5.1 None carried out related specifically to the proposal at this time. Any resident/ community consultation will be undertaken as required with regard to major works or any planning permissions needed.

6. CONCLUSION

- 6.1 The covenant included in this transfer document offers an opportunity to provide much needed affordable housing in the city. This report asks for this to be explored fully with the end result of purchase of the properties or, at the very least, a significant amount of compensation paid to the council for release of the covenant.

7. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 7.1 Standard financial viability modelling as used for projects within the New Homes for Neighbourhoods programme will be required to assess the preferred option. This will consider the cost of the properties and refurbishment costs including the use of contingencies where required. The funding for the scheme will be modelled to see whether or not borrowing can be supported by the net rental income generated and will look at other potential sources of funding if required. Sensitivity analysis will be undertaken on the project to ensure that it provides good value for money for the council and risks are minimised.
- 7.2 However, under section 11 of the Right to Buy (RTB) agreement, the council is unlikely to be able to use RTB receipts to fund this project as the homes were

previously used as social housing by a Registered Provider and so they are not new social housing units. The council is seeking further clarification on this case. The inability to use RTB receipts does not mean that the project will not be viable.

- 7.3 The costs of managing and negotiating this purchase will be met from current budget resources within Housing HRA and General Fund.
- 7.4 Further borrowing means that the HRA moves closer to its borrowing cap. However, this scheme would not endanger the cap being reached or exceeded.

Finance Officer Consulted: Monica Brooks

Date: 06/03/17

7.5 Legal Implications:

It is not within the Housing and New Homes Committee's powers to make a final decision on the purchase of the properties: the council's constitution provides that the acquisition of land shall be referred to the Policy, Resources and Growth Committee for determination. Should Option 3 (release of covenant and compensation) be the preferred route, this will also require Policy, Resources and Growth's Committee approval under its Property Management powers.

Lawyer Consulted: Name Liz Woodley

Date: 03./03/17

Equalities Implications: The housing provided could provide homes for vulnerable groups.

Sustainability Implications: improvement and full occupancy of these homes would increase housing supply and improve the condition of the city's housing stock and the local neighbourhood thereby improving sustainability. .

Any Other Significant Implications: None identified.

Public Health implications: Poor housing conditions impact negatively on health. Improvements to housing quality and neighbourhoods will have a positive health impact on residents.

Crime & Disorder Implications: improvement and full occupancy of these homes would reduce their vulnerability to anti-social behaviour.

Risk and Opportunity Management Implications: Options provide opportunities to increase affordable housing within the city or bring in financial compensation to the council.

Corporate / Citywide Implications: Retaining the properties as affordable housing is in line with stated aims in the Housing Strategy.

Subject:	Empty Properties: Pilot Enforcement scheme.		
Date of Meeting:	15 March 2017		
Report of:	Executive Director Neighbourhoods Communities & Housing		
Contact Officer:	Name:	Patrick Gordon / Emma Kumar	Tel: 01273 293297
	Email:	Emma.kumar@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE**1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 Returning long term, privately owned empty properties to use is a priority as part of Improving Housing Supply and Housing Quality in the council's Housing Strategy 2015. This was also highlighted as a key priority for residents in the Fairness Commission report of June 2016. Return of empty properties to use each year forms part of the New Homes Bonus (NHB) return, with empty properties currently being responsible for bringing significant NHB earnings to the council since 2010.
- 1.2 The council's Empty Property Strategy has stated aims of increasing housing supply and improving neighbourhoods and is based on a system of 'Identify – Encourage – Enforce'. The aim is for owners to return their property to use themselves at minimal cost to the council. Most properties are returned to use this way, but the longer term, and/or more problematic properties can require additional incentive / disincentive. Our enforcement based approach is most effective for the longer term/ problem empty homes.
- 1.3 This report outlines proposals for a pilot low risk and cost neutral delivery of enforcement, Works in Default/ Enforced Sale model, whereby essential safety / environmental improvement works are undertaken to longer term empty homes and owners charged for these works.
- 1.4 Following sustained contact with owners, and where a property remains empty, each property is 'scored' based on time empty, neighbourhood impact and nuisance caused. Properties are then rated depending on the score with the highest being considered at EPEG (Empty Property Enforcement Group). At present there are 52 properties which score 'HIGH' (out of 200 properties on the scored list). These would not all necessarily be suitable for this action but some of them will be.
- 1.5 Enforcement powers and funding for works have historically been used but the previous funding stream for grants (Private Sector Renewal Funding) has now ended. Additional options for owner incentives can be considered at some future point.

- 1.6 Knowing that the council does take enforcement action would have a positive effect on owners' actions and the ability to follow these cases through to a conclusion is essential.

2. RECOMMENDATIONS:

- 2.1 For Housing & New Homes Committee to support this pilot as part of the Empty Property Strategy, to address those empty property issues in the city not resolved through existing interventions.
- 2.2 For Housing & New Homes Committee to support the implementation of the funding mechanism for the Empty Property Enforcement pilot proposal as outlined in the body of the report and Finance comments.
- 2.3 That a review of the pilot is undertaken after one year and the results are reported to Housing & New Homes Committee.

3. CONTEXT/ BACKGROUND INFORMATION

- 3.1 The Empty Property Team (EPT) works to bring privately owned empty residential property back into use with the key aims of increasing housing supply and improving neighbourhoods. Most long term empty properties (around 90%) in the city are privately owned by either individuals (70%) or companies (20%). The remaining 10% are owned by housing providers, Registered Providers 8% and Brighton & Hove City Council (General Fund) 2% [snapshot at 1 Oct 2016].
- 3.2 The Empty Property Team is well established and successful with 806 properties returned to use in past five years and significant New Homes Bonus allocations relating to the return of empty properties. The Team bring over 150 long term empty homes back into use annually, exceeding targets with 156 long term empty homes returned to use in 2015/16.
- 3.3 Enforcement options are available through various pieces of legislation (Appendix 1) the suitability of each option is dependent on property / owner type and condition. A Notice which forces the owner to spend money can in itself be enough for some owners to act, but escalation to a charge on the property may be essential for others. This can then lead to Works in Default/Enforced sale. Removal of property ownership is the ultimate sanction against an owner and only considered as a last resort.
- 3.4 Works in Default (WID) are those works carried out by a council department (or their contractor) on a property, following non-compliance with a formal Enforcement Notice served on the owner requiring them to carry out those works. Works can include improvements to the appearance of the property, boarding up etc. It would not involve complete refurbishment but rather cover essential safety or neighbourhood improvement related costs to use as leverage for the enforcement action. Costs are estimated to be around £1500 to £2,000 per property.
- 3.5 In effect the council carries out the works in lieu of the owner. Once works are completed and the council has paid for them, then a charge can be taken against the property to allow the council to reclaim its funds.

- 3.6 Enforced Sale is a mechanism that allows the council to insist on sale of the property to repay a legally enforced charge.
- 3.7 As part of preparing this report other teams who currently use such legislation were consulted. This is an established legal process already used elsewhere in the council, including Planning Enforcement, Building Control and Council Tax.
- 3.8 A cost neutral mechanism for this process was set out by the President of the Chartered Institute of Environmental Health, in a presentation entitled 'Works in Default - the Option that Pays for Itself' – details shown in flowchart and summary form as Appendix 2.
- 3.9 The council Finance Team have looked at this model and agreed that it could be utilised within this council for Works in Default/Enforcement purposes, subject to certain considerations, as detailed in the 'Risks and mitigations' section of this report.

Potential Benefits of an enforcement pilot:

Options beyond chasing could increase return of properties increasing housing supply and improving neighbourhoods;
Potential increase in New Homes Bonus income;
Positive publicity as action on empty homes generally seen in a positive light by local residents.

Risks & mitigations of enforcement pilot

There are some issues to be considered regarding the collection of income. There is always a risk that some owners won't pay their invoices, and the courts may not uphold a charge against the property, which would result in the costs incurred not being recovered.

This will be mitigated by ensuring that the debtors invoices are raised in a timely manner, that the collection of payments is monitored regularly and that any debts raised will be enforceable as a charge on the property. We will only undertake works that would be recoverable as deemed by the courts.

Risks will be further mitigated by close management by the Empty Property Team who would remain in contact with the owner and also be immediately active in seeking a charge on the property which can lead to the Enforced Sale. This will effectively be the continuation of a long conversation with the owner which will not stop at this stage.

4. ANALYSIS & CONSIDERATION OF ANY OPTIONS

- 4.1 The alternative option is to continue with current approach wherein enforcement actions depend on the availability of time resource and funding within separate departments and consequently is effectively not used.

5. COMMUNITY ENGAGEMENT & CONSULTATION

- 5.1 None has been carried out related specifically to the proposal at this time however a recent national survey by the charity 'Empty Homes' has revealed '*Strong public support for the Government to place a greater priority on tackling empty homes.*'

6. CONCLUSION

- 6.1 This proposal is envisaged to bring more empty properties back into use by motivating owners to take independent action more quickly.

7. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 7.1 The report proposes undertaking essential safety/environmental improvement works to empty properties and charging the owners for these works. There is a risk of non-payment by the owner, however, this is mitigated by the ability to issue enforcement notices which will be upheld by the courts with a charge against the property. This allows the council to recover the debt from the proceeds once the property is sold. It will be the responsibility of the Empty Property Team (EPT) to ensure that only enforceable works are charged for. This scheme should then be cost neutral to the council. However, were any amounts to be written off, (which should be rare) the cost would need to be met from current budget resources within Housing general fund. The report proposes to pilot the scheme on a small scale during 2017/18 (invoicing up to £6000) with a view to expanding, if successful. The small risk of non-recovery is offset by the deterrent effect on owners and the ability to get empty properties back into use.

Finance Officer Consulted: Monica Brooks

Date: 03/03/2017

Legal Implications:

- 7.2 Input from Legal Services will be available to develop processes for recovery action, in particular for new remedies, such as remedial action under the Anti-social Behaviour, Crime and Policing Act 2014.

Lawyer Consulted: Name

Liz Woodley

Date: 03/03/17

Equalities Implications:

- 7.3 Working to bring back long term empty properties back into use and improving housing supply is aligned to the corporate priority of increasing equality through offering further options to meet identified needs of disadvantaged groups in the city to whom the council owes a housing duty.

Sustainability Implications:

- 7.4 Bringing empty properties back into use helps tackle poor property conditions. Actions to tackle this are expected to improve the quality of the city's housing stock thereby improving its sustainability.

Any Other Significant Implications:

- 7.5 None identified.

Public Health

- 7.6 Brighton & Hove Joint Strategic Needs Assessments highlight the relationship between poor housing and health outcomes. Improvements to housing quality will have a positive health impact on new residents and neighbours.

Crime & Disorder Implications:

- 7.7 Empty properties are recognised as having a high potential to attract ASB and crime such as graffiti and fly tipping which can add have a negative effect on the local neighbourhood and add to a sense of insecurity. Action to tackle this is expected to reduce ASB and nuisance associated with these properties.

Risk and Opportunity Management Implications:

- 7.8 The key risk of not adopting the scheme is a delay in bringing some long term properties back into the use. Returning additional long term empty properties to use will also have a positive impact on neighbourhoods and could increase income into the council through the New Homes Bonus.

Corporate / Citywide Implications:

- 7.9 The return of empty properties was a key message identified from residents during the consultation for the Fairness Commission report 2016 which suggested that the council should 'strengthen its nationally recognised approach to bringing empty homes and properties back into use.' This proposal enables us to increase the ways we are able to achieve this and forms part of the council's Empty Property Strategy.

SUPPORTING DOCUMENTATION

Appendices

Appendix 1 - Legislation that can lead to a charge to an empty property

Appendix 2 – Flowchart/ financial summary for Works in Default rechargeable works code

Documents in Members' Rooms

None

Appendix 1 - Legislation that can lead to a charge to an empty property

(taken from Empty Property Strategy update 2016)

ENFORCEMENT ACTIONS FOR OWNER TO IMPROVE PROPERTY		
S215 of Town & Country Planning Act 1990	Requires the owner to undertake works to improve the appearance of the building/ site. Council recoups costs	Financial cost : council can carry out Works in Default and place charge on the property which could lead to Enforced Sale (see below)
Improvement Notice HHSRS (Housing Health & Safety Rating System) Housing Act 2004	Requires the owner to undertake work to remedy any Cat 1 Or 2 hazards as defined in the HHSRS	The priority of the charge varies across the legislation types – with some it leaps to the top (above even mortgage) but others is stays in queue behind others
Building Act structure issues; S77, 78 & 79	Require specific works to the property (Emergency and non-emergency)	
Prevention of Damage by Pests	Require specific works to the property	Many empty properties do not have mortgage charges and are debt free
Council Tax debt	Is a personal charge requiring court order converting to property debt.	Magistrates court often offers stronger support for action against empty property as it is not somebody's home.
NEW Community Protection Notices From Anti-social Behaviour, Crime and Policing Act 2014	Applies to the owner – person who is having a detrimental effect on the quality of life of those in the local area (i.e. consistent fly-tipping in their own garden). Ongoing.	This is relatively new power –limited opportunities for the council to undertake remedial works in default but it does threaten a criminal record which can be a disincentive to some owners.
ENFORCEMENT ACTIONS WHICH CAN REMOVE OWNERSHIP		
Enforced Sale	Allows the council to require sale of a property to recover a debt / charge held against the property (i.e. where the council has carried out works through another action). Owner can just pay debt then further action would be needed.	Loss of property – owner receives market value of the property as agreed / when sold, less any outstanding charges to the council. Fees / costs retrieved by council.
CPO (Compulsory Purchase Order)	S17 Housing Act 1985 – CPO on basis of both quantitative and qualitative gain.	Loss of property – owner receives market value of the property as agreed / when sold Council cannot retrieve fees spent so usual budget £6-£8k per property.

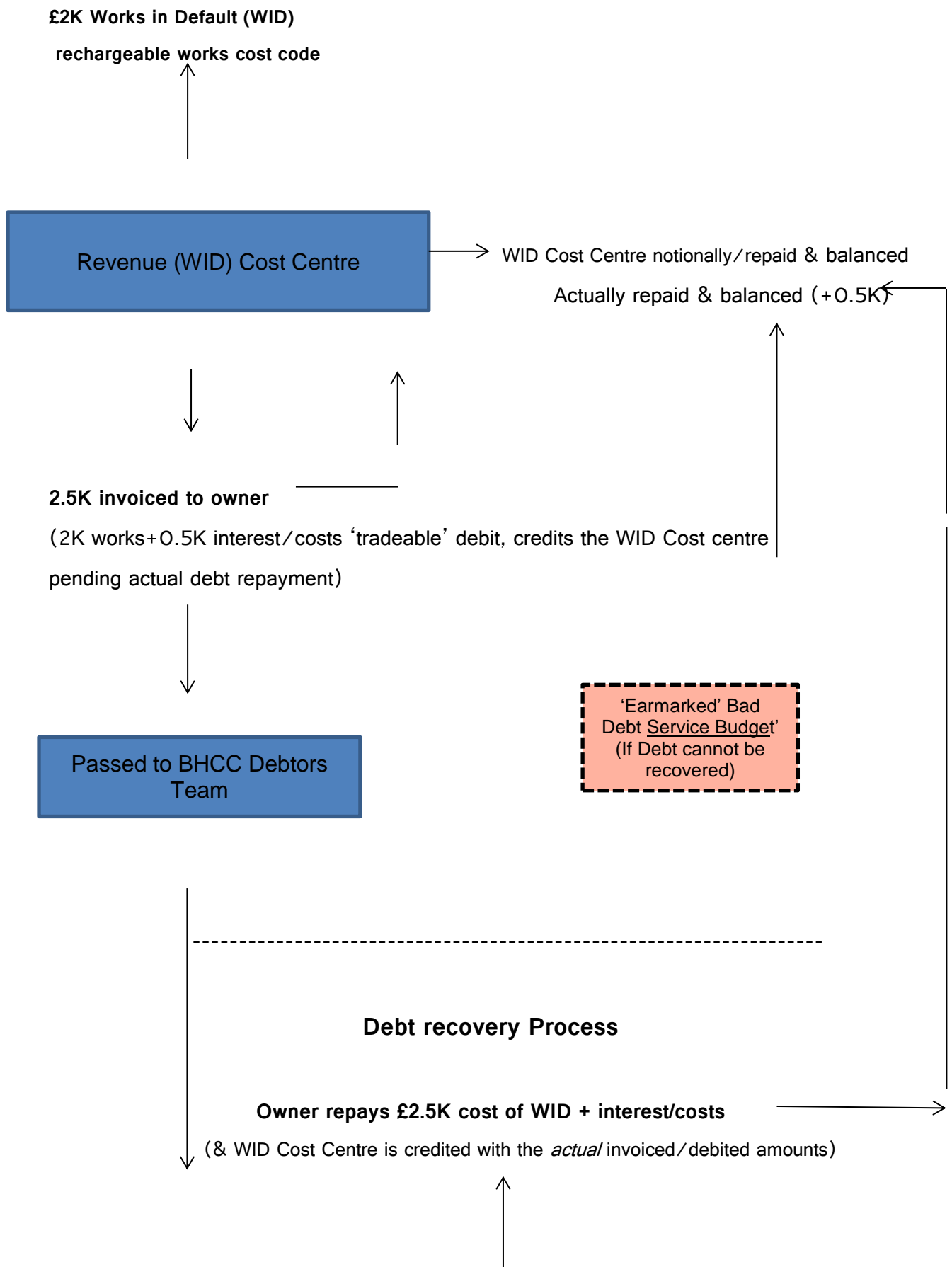
Enforcement action is only taken after sustained contact with owners. A range of actions can be taken in parallel.

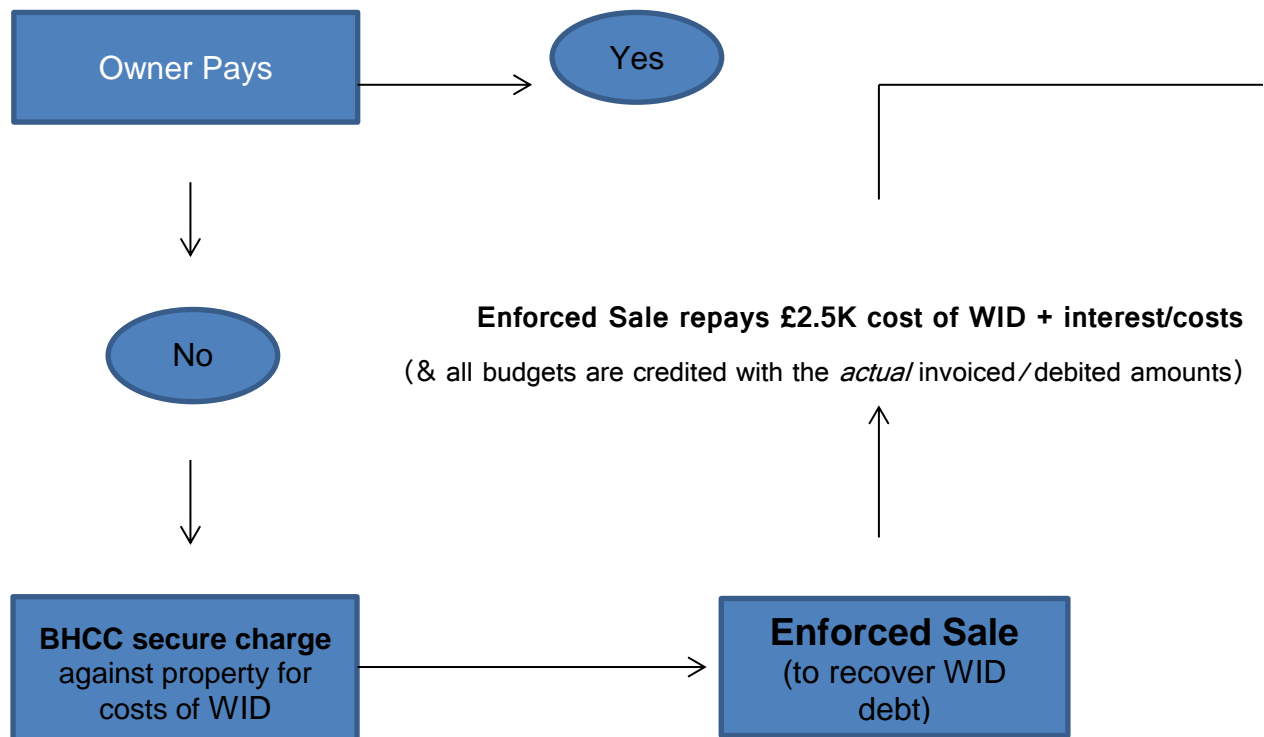
Many of the improvement options involve issuing pre-Notice (i.e. warning letter) which could be undertaken by EP Team with agreement from the relevant departments.

Courts tend to be more sympathetic/ supportive of action against empty properties in recognition that it is not someone's home.

Appendix 2 - Flowchart/ financial summary for WiD rechargeable works code

FINANCIAL MECHANISM FOR WORKS IN DEFAULT





Financial mechanism commentary to flowchart:

- To account for the expenditure and income relating to works in default a revenue cost centre is set up which would then be used to pay for works (expenditure) and for invoices raised to recover costs (income) from the property owner (debtor).
- In theory, the expenditure and income should offset each other and there would be a zero balance to the council.
- An additional charge would be applied to the cost invoiced to the empty property owner, this would relate to officer time and council resource in arranging for the works and the process associated.
- When an invoice is raised, the income is credited to the cost centre immediately and the debt is passed to the corporate Debt collection team who pursue payment.
- If debt is not paid a Charge can be made on the property as a way to recover debt.
- The council can then require the sale of the property to pay the debt = Enforced Sale (owner receives any residual value after payment of legal charges).
- Magistrates' courts generally supportive of this action – less sympathy for owners as it does not affect their primary home.
- This would be for a limited number of properties – a last case option where several attempts at persuasion has failed [offer of funding if applicable / available refused]
- A maximum spend can be set – needs to be high enough to meet legislative needs / justify the action. Would not be major building works but more, making safe, security and tidying up.

- On confirmation of charge Empty Property Team would immediately start work towards Enforced Sale (as this is the end of a process not the start of it).
- Standard procedures require a bad debt provision for cases where the debt cannot be recovered.

Subject:	Housing Management Performance Report Quarter 3 2016/17		
Date of Meeting:	15 March 2017		
Report of:	Executive Director Neighbourhoods Communities & Housing		
Contact Officer:	Name:	Ododo Dafé	Tel: 01273 293201
	Email:	ododo.dafe@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 The Housing Management performance report covers Quarter 3 of the financial year 2016/17. The report is attached as Appendix 1.

2. RECOMMENDATIONS:

- 2.1 That the Housing & New Homes Committee notes and comments upon the report, which was circulated to Area Panel members for their feedback in February 2016.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 The report continues the use of the 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance, and also trend arrows to provide an indication of movement from the previous quarter.

4. COMMUNITY ENGAGEMENT AND CONSULTATION:

- 4.1 A full copy of this report was circulated to Area Panel members in February 2017 inviting them to provide feedback. No amendments were requested to the report.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 5.1 The area of performance with the most significant financial impact is the ability to collect rents from tenants. During the third quarter 2016/17, the collection rate has decreased slightly by 0.05% to 98.8%. There was also a 0.06% reduction for quarter 2. However this is still above the collection rate for the financial year 2015/16 which was 98.77% and also above the target set for this year. The collection rate also compares favourably (top quartile) when benchmarked against other Councils. The amount of rent collected has a direct impact on the resources available to spend on

the management and maintenance of tenants' properties. Therefore, collection rates are closely monitored so that appropriate action can be taken to minimise arrears and target intervention to where it is most needed.

Finance Officer Consulted: Monica Brooks

Date: 17/2/2017

Legal Implications:

- 5.2 There are no significant legal implications to draw to Members' attention arising from this report.

Lawyer Consulted: Liz Woodley

Date: 17/02/2017

Equalities Implications:

- 5.3 There are no direct equalities implications arising from this report.

Sustainability Implications:

- 5.4 The increase in the energy efficiency rating of homes reflects an improvement towards the council's sustainability commitments, among other objectives such as financial inclusion and reducing fuel poverty.

Crime & Disorder Implications:

- 5.5 There are no direct crime and disorder implications arising from this report. Cases of anti-social behaviour involving criminal activity are worked on in partnership with the Police and other appropriate agencies.

Risk and Opportunity Management Implications:

- 5.6 There are no direct risk and opportunity implications arising from this report.

Public Health Implications:

- 5.7 There are no direct public health implications arising from this report.

Corporate or Citywide Implications:

- 5.8 There are no direct corporate or city wide implications arising from this report. However, two performance indicators featuring in this report ('dwellings meeting Decent Homes Standard' and 'energy efficiency rating of homes') are among those used to measure success against the Corporate Plan principle of increasing equality.







SUPPORTING DOCUMENTATION

Appendices:

1. Appendix 1. Housing Management Performance Report Quarter 3 2016/17.

Housing Management Performance Report (Quarter 3 2016/17)

This Housing Management performance report covers Quarter 3 of the financial year 2016/17. It uses the 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance, and also trend arrows to provide an indication of movement from the previous quarter.

Status		Trend	
	Performance is below target (red)		Poorer than previous reporting period
	Performance is close to achieving target, but in need of improvement (amber)		Same as previous reporting period
	Performance is on or above target (green)		Improvement on previous reporting period








Explanations of performance have been provided for indicators which are red or amber. A total of 46 performance indicators are measured against a target, of which 34 are on target (green), eight are near target (amber) and four are below target (red).

The Quarter 4 2016/17 report will include benchmarking data from Housemark.

The icons used throughout the report are sourced from www.flaticon.com and were designed by 'Freepik.'

1. Rent collection and current arrears


Indicators marked with an * are accumulative throughout the year and their targets are set for the year end. Therefore, the status and trend symbols will be applied in the Quarter 4 report, once performance for the year is known.

	Rent collection and current arrears indicators	Target 2016/17	Previous quarter Q2 2016/17	Current quarter Q3 2016/17	Status against target	Trend since last quarter
1.1	Rent collected as proportion of rent due for the year (projected rate)	98.50%	98.85% (£50.52m of £51.11m)	98.80% (£50.51m of £51.13m)		
1.2	Total current tenant arrears	£780k	£586k	£615k		
1.3	Tenants served a Notice of Seeking Possession*	No target	359	499	-	-
1.4	Tenants evicted because of rent arrears*	Under 20	3	6	-	-
1.5	Rent loss due to empty dwellings	1%	1.00% (£509k of £50.96m)	0.95% (£485k of £50.95m)		
1.6	Former tenant arrears collected*	25%	17.80% (£103k of £580k)	24.08% (£141k of £586k)	-	-
1.7	Rechargeable debt collected*	20%	7.15% (£11k of £148k)	13.50% (£19k of £140k)	-	-


**Rent collection and current arrears indicators****Target
2016/17****Previous
quarter
Q2 2016/17****Current
quarter
Q3 2016/17****Status
against
target****Trend
since last
quarter**

1.8	Universal Credit – affected tenants	No target	0.3% (32 of 11,408)	0.50% (57 of 11,382)	-	-
1.9	Removal of the Spare Room Subsidy – affected tenants (under occupiers)	No target	6.2% (709 of 11,408)	5.97% (680 of 11,382)	-	-
1.10	Benefit Cap – affected tenants	No target	0.1% (8 of 11,408)	0.06% (7 of 11,382)	-	-
1.11	Universal Credit – arrears of affected tenants as proportion of total arrears	No target	3% (£17k)	3% (£19k)	-	-
1.12	Under occupiers – arrears of affected tenants as proportion of total arrears	No target	12% (£70k)	11% (£71k)	-	-
1.13	Benefit Cap – arrears of affected tenants as proportion of total arrears	No target	0.1% (£0.7k)	0.3% (£2.4k)	-	-














1.14 Area breakdown of rent collected

 Rent collection area	Previous quarter Q2 2016/17	Current quarter Q3 2016/17	Trend since last quarter
North (includes Seniors Housing)	99.19% (£14.40m of £14.52m)	99.10% (£14.38m of £14.51m)	↓
West	99.07% (£10.33m of £10.43m)	99.07% (£10.34m of £10.44m)	↔
Central	98.83% (£9.09 of £9.19m)	98.83% (£9.10m of £9.21m)	↔
East	98.45% (£16.71m of £16.97m)	98.35% (£16.68m of £16.96m)	↓
All areas	98.85% (£50.52m of £51.11m)	98.80% (£50.51m of £51.13m)	↓

1.15 Tenants in arrears by amount

 Amount of arrears	Previous quarter Q2 2016/17	Current quarter Q3 2016/17	Trend since last quarter
No arrears	75% (8,570)	80% (9,076)	↑
Any arrears	25% (2,838)	20% (2,305)	↑
... £0.01 to £99.99	13% (1,472)	9% (992)	↑
... £100 to £499.99	10% (1,090)	9% (994)	↑
... £500 and above	2% (276)	3% (320)	↓
Total tenants	11,408	11,382	-

2. Customer services and complaints

	Customer services and complaints indicators	Target 2016/17	Previous quarter Q2 2016/17	Current quarter Q3 2016/17	Status against target	Trend since last quarter
2.1	Calls answered by Housing Customer Services Team (HCST)	92%	93% (9,148 of 9,859)	89% (6,562 of 7,378)		
2.2	Customer satisfaction with HCST ('very satisfied' or 'fairly satisfied')	91%	53% (50 of 94)	Next result due Q4	-	-
2.3	Ease of effort to contact HCST ('very easy' or 'fairly easy' to contact)	92%	85% (81 of 95)	Next result due Q4	-	-
2.4	Stage 1 complaints responded to within 10 working days – housing management	80%	75% (24 of 32)	58% (21 of 36)		
2.5	Stage 1 complaints upheld – housing management	33% or under	19% (6 of 32)	25% (9 of 36)		
2.6	Stage 1 complaints escalated to Stage 2 – housing management	10%	9% (3 of 32)	17% (6 of 36)		
2.7	Stage 2 complaints upheld – housing management	15% or under	0% (0 of 3)	0% (0 of 6)		
2.8	Housing Ombudsman Complaints upheld – housing management	20% or under	0% (0 of 1)	0% (none)		

Customer services and complaints commentary

Three indicators are on target, one is near target and two are below target.

The indicators below target are:

Stage 1 complaints responded to within 10 working days – housing management

Performance as of Quarter 3 stands at 58% against a target of 80%, and has decreased from 75% since Quarter 2. A total of 36 Stage 1 complaints were responded to, of which 21 were done within 10 working days and 15 took longer. Most of the overdue complaints related to teams that were reorganised as part of the service redesign in October 2016 and so there may have been issues with responding to the complaints during the handover of work between the old and new teams. The result for the next quarter will indicate whether these issues have been resolved. The average time taken to reply to all Stage 1 complaints was 11 working days during Quarter 3.

Stage 1 complaints escalated to Stage 2 – housing management










A larger than usual proportion (17%) of Stage 1 complaints was escalated to Stage 2 during Quarter 3, therefore performance missed the target to keep this proportion under 10%. A total of six complaints were escalated to Stage 2, meaning the complainant was not satisfied with the response at Stage 1 and that the complaint was investigated by the corporate Customer Feedback Team. Four of six Stage 2 complaints related to reorganised teams and therefore it appears this trend was for similar reasons as outlined in the commentary for the indicator above. None of the Stage 2 complaints were upheld by the corporate Customer Feedback Team.

The indicator near target is:

Calls answered by Housing Customer Services Team (HCST)

The proportion of calls answered by the Housing Customer Services Team was 89% and slipped below the 92% target during Quarter 3. This was because the team had fewer call handlers than usual (3.5 on average when at least four are needed) due to staff vacancies which have since been filled. Also, the team has taken on additional work to deal with more enquiries at first contact (rather than referring them to other teams) as well as administration and research work to support the wider Housing service.

3. Empty home turnaround time and mutual exchanges

	Empty home turnaround time and mutual exchange indicators	Target 2016/17	Previous quarter Q2 2016/17	Current quarter Q3 2016/17	Status against target	Trend since last quarter
3.1	Average re-let time, excluding time spent in major works (calendar days)	18	16 (118 lets)	20 (122 lets)		
3.2	... as above for general needs properties	17	14 (91 lets)	18 (91 lets)		
3.3	... as above for Seniors Housing properties	30	23 (27 lets)	26 (31 lets)		
3.4	Average re-let time, including time spent in major works (calendar days)	No target	42 (118 lets)	43 (122 lets)	-	-
3.5	Decisions on mutual exchange applications made within 42 calendar days (statutory timescale)	100%	100% (51 of 51)	100% (47 of 47)		

Empty home turnaround time and mutual exchanges commentary

Two indicators are on target and two are near target.

The indicators near target are:

Average re-let time, excluding time spent in major works (calendar days)

During Quarter 3, the average re-let time increased to 20 days, missing the target of 18 days or under. A possible explanation for this trend is that fewer properties were let upon the first offer (52%) compared to during the previous quarter (68%). This increases the time taken to let properties because of the need to make further offers. Of the 58 properties not let on the first offer, 42 were general needs and 16 were Seniors Housing.


















Average re-let time for general needs properties, excluding time spent in major works (calendar days)


















During Quarter 3, the 18 day average re-let time for general needs properties slightly missed target of 19 days or under as part of the same trend as outlined in the commentary for the indicator above.








3.6. Long term empty dwellings by ward (empty 6 weeks or more as of 31 December 2016)

Ward name (excludes those with no long term empty properties)	No. dwellings	Average days empty for	Range of days empty for	Comment
Central Hove	1	182	182-182	One flat ready to let.
East Brighton	2	70	49-91	One house and one flat ready to let.
Hangleton and Knoll	3	191	56-441	One house for extension/refurbishment (empty 441 days) and two flats ready to let.
Hanover and Elm Grove	19	322	63-952	One house in major works, one flat in major works, one house ready to let and 16 studio flats within Stonehurst Court (which is to be closed as part of Seniors Housing scheme review).
Hollingdean and Stanmer	2	73	63-84	One flat in major works and one flat ready to let.
Moulsecoomb and Bevendean	5	331	63-462	Three houses for extension/refurbishment (longest empty 462 days), one house ready to let and one Seniors Housing studio flat to be converted into a larger dwelling.
Patcham	4	155	63-266	Four Seniors Housing studio flats to be converted.
North Portslade	2	91	49-133	Two Seniors Housing studio flats to be converted.
South Portslade	4	435	224-616	Three houses for extension/refurbishment (longest empty 616 days) and one Seniors Housing studio flat to be converted.
Queens Park	1	84	84-84	One flat ready to let.
Wish	2	500	399-602	Two houses for extension/refurbishment (longest empty 602 days).
Total	45	277	952	The dwelling which has been empty longest (952 days) is a Seniors studio flat in Hanover and Elm Grove, as per above.

4. Repairs and maintenance

 Repairs and maintenance indicators		Target 2016/17	Previous quarter Q2 2016/17	Current quarter Q3 2016/17	Status against target	Trend since last quarter
4.1	Emergency repairs completed in time	99%	99.7% (3,350 of 3,359)	99.8% (3,274 of 3,282)		
4.2	Routine repairs completed in time	99%	99.7% (4,833 of 4,843)	99.6% (4,381 of 4,399)		
4.3	Average time to complete routine repairs (calendar days)	14 days	20 days	21 days		
4.4	Appointments kept by contractor as proportion of appointments made	97%	96.4% (9,732 of 10,094)	99.9% (10,662 of 11,111)		
4.5	Tenant satisfaction with repairs ('very satisfied' or 'fairly satisfied')	96%	95.2% (374 of 393)	96.0% (1,735 of 1,807)		
4.6	Responsive repairs passing post-inspection	97%	96.6% (1,284 of 1,329)	95.2% (858 of 901)		
4.7	Repairs completed at first visit	92%	89.8% (7,370 of 8,202)	89.6% (6,883 of 7,681)		
4.8	Cancelled repair jobs	Under 5%	6.7% (671 of 10,011)	6.9% (690 of 10,078)		

 Repairs and maintenance indicators		Target 2016/17	Previous quarter Q2 2016/17	Current quarter Q3 2016/17	Status against target	Trend since last quarter
4.9	Dwellings meeting Decent Homes Standard	100%	100% (11,555 of 11,555)	100% (11,549 of 11,549)		
4.10	Energy efficiency rating of homes (SAP 2009)	65.6	65.5	65.8		
4.11	Planned works passing post-inspection	97%	100% (332 of 332)	100% (274 of 274)		
4.12	Stock with a gas supply with up-to-date gas certificates	100%	100% (10,084 of 10,084)	100% (10,045 of 10,045)		
4.13	Empty properties passing post-inspection	98%	100% (127 of 127)	98.3% (112 of 114)		
4.14	Lifts – average time taken (hours) to respond	2 hours	1h 56m	1h 40m		
4.15	Lifts restored to service within 24 hours	95%	97.1% (134 of 138)	94.3% (100 of 106)		
4.16	Lifts – average time to restore service when not within 24 hours	7 days	3 days (13 days, 4 lifts)	4 days (25 days, 6 lifts)		

 Repairs and maintenance indicators		Target 2016/17	Previous quarter Q2 2016/17	Current quarter Q3 2016/17	Status against target	Trend since last quarter
4.17	Repairs Helpdesk – calls answered	90%	93% (20,071 of 21,586)	97% (21,578 of 22,198)		
4.18	Repairs Helpdesk – calls answered within 20 seconds	75%	58% (11,618 of 20,071)	82% (17,727 of 21,578)		
4.19	Repairs Helpdesk – longest wait time	5 mins	13m 40s	7m 6s		

Repairs and maintenance commentary

Thirteen indicators are on target, four are near target and two are below target.

The indicators below target are:

Repairs completed at first visit

Performance on repairs completed at first visit stands at 89.6% and is 2.4% below the 92% target. Mears are increasingly delivering external and complex work via responsive repairs which due to the nature of the work cannot be completed in a single visit.

Average time to complete routine repairs (calendar days)

During Quarter 3 it took an average of 21 calendar days to complete routine repairs, compared to a target of 14 days. This is because an increasing number of responsive repairs are complex and by their nature take longer than 14 days to complete. The partnership has agreed to pilot a new process during February 2017 with the aim of managing these works more effectively. Examples of these types of repairs include independent structural surveys, cooperation of utility suppliers, party wall agreements and those which require leaseholder consultation.

The indicators near target are:

Cancelled repair jobs

The proportion of repair jobs that were cancelled during Quarter 3 is 6.9% against a target of under 5%. A sizeable proportion of the cancellations were due to avoidable reasons like 'incorrect instructions' or 'duplicate jobs.' Of 690 cancelled jobs, 301 (44%) were for either of these reasons. The partnership is committed to reducing the number of these cancellations. The main other

reason for cancelled jobs was that they were cancelled at the request of the tenant (213, or 31%).

Responsive repairs passing post-inspection

During Quarter 3, there were 901 post-inspections carried out by Mears (a sample of 11.7%) of which 43 failed. The reasons for the failures are as follows: 16 were due to needing corrections to the Schedule of Rates (SOR) codes used; 19 were due to poor quality work; 7 were due to extra works being required to complete the job; and one was due to a health & safety concern.














Lifts restored to service within 24 hours

Of 106 lift breakdowns during Quarter 3, 94.3% (100) resulted in the lift being successfully restored to service within 24 hours. This is only 0.7% below the 95% target, and the target would have been reached if just one more breakdown had been restored to service within 24 hours.




Repairs Helpdesk - longest wait time

During Quarter 3, the longest time that a caller waited for their call to be answered was 7 minutes and 6 seconds. This happened in December and was atypical of the average call answering time during that month, which was 15 seconds.

5. Estates Service


	Estates Service indicators	Target 2016/17	Previous quarter Q2 2016/17	Current quarter Q3 2016/17	Status against target	Trend since last quarter
5.1	Cleaning quality inspection pass rate	99%	100% (176 of 176)	100% (116 of 116)		
5.2	Estates Response Team quality inspection pass rate	99%	100% (178 of 178)	100% (77 of 77)		
5.3	Cleaning tasks completed	99%	99.6% (13,493 of 13,543)	99.8% (13,346 of 13,373)		
5.4	Bulk waste removed within 7 working days	93%	99.6% (840 of 843)	98% 712 of 724		
5.5	Light replacements/repairs completed within 3 working days	99%	100% (167 of 167)	99% (324 of 327)		
5.6	Mobile warden jobs completed within 3 working days	96%	97% (971 of 998)	97% (1,431 of 1,479)		
5.7	Incidents of drug paraphernalia collected and reported to the Police	No target	20	59	-	-

6. Anti-social behaviour (ASB)

 Anti-social behaviour (ASB) indicators	Target 2016/17	Previous quarter Q2 2016/17	Current quarter Q3 2016/17	Status against target	Trend since last quarter
6.1 Victim satisfaction with the way their ASB complaint was dealt with*	88%	89% (16 of 18)	90% (19 of 21)		
6.2 Tenants evicted due to ASB	No target	1	1	-	-
6.3 ASB cases closed without the need for legal action	No target	80% (37 of 46)	85% (28 of 33)	-	-


*Year to date indicator measuring telephone survey respondents who were 'very satisfied' or 'fairly satisfied' with the way their ASB complaint was dealt with.

6.4 ASB incidents by type






 Type of ASB incident	Previous quarter Q2 2016/17	Current quarter Q3 2016/17	Change between quarters Q2 to Q3
Noise incidents	9% 13	18% 36	+23
Harassment / threats incidents	53% 77	34% 69	-8
Hate-related incidents	4% 6	5% 11	+5
Vandalism incidents	5% 7	8% 16	+9
Pets / animals incidents	1% 2	7% 15	+13
Drugs incidents	8% 12	8% 17	+5
Alcohol related incidents	1% 2	0% 1	-1
Domestic violence / abuse incidents	3% 4	6% 13	+9
Other violence incidents	8% 11	6% 12	+1
Prostitution / Sex incidents	0% 0	1% 2	+2
Other criminal behaviour incidents	7% 10	6% 12	+2
Total ASB incidents	100% 144	100% 204	+60

NB To improve the quality of ASB incident reporting, the methodology has been revised to only count incidents that relate to or create an ASB case dealt with by Housing – where the complainant or alleged perpetrator is a council resident such as a tenant or leaseholder. This has been done for consistency with recording by Housemark, the Police and the new teams formed upon the service redesign effective October 2016. The revised methodology has been applied to the Quarter 2 results in order to allow for a comparison between quarters.










6.5 ASB incidents by ward

 Ward name	Previous quarter Q2 2016/17	Current quarter Q3 2016/17	Change between quarters Q2 to Q3
Brunswick and Adelaide	0	0	0
Central Hove	0	4	+4
East Brighton	25	33	+8
Goldsmid	3	8	+5
Hangleton and Knoll	16	16	0
Hanover and Elm Grove	5	7	+2
Hollingdean and Stanmer	21	28	+7
Hove Park	0	0	0
Moulsecoomb and Bevendean	15	18	+3
North Portslade	6	12	+6
Patcham	3	9	+6
Preston Park	1	3	2
Queen's Park	28	34	+6
Regency	0	2	+2
Rottingdean Coastal	0	0	0
South Portslade	6	7	+1
St. Peter's and North Laine	6	6	0
Westbourne	2	3	+1
Wish	1	5	+4
Withdean	0	1	+1
Woodingdean	6	8	+2
Total	144	204	+60

7. Tenancy management

	Tenancy management indicators	Target 2016/17	Previous quarter Q2 2016/17	Current quarter Q3 2016/17	Status against target	Trend since last quarter
7.1	Properties taken back due to tenancy fraud (year to date indicator)	30 by year end	3	8	-	-
7.2	Closed Tenancy Sustainment Officer cases where the tenancy was sustained	97%	98% (40 of 41)	97% (36 of 37)		
7.3	Secure general needs tenants who have had a tenancy visit within the last 5 years	90%	88% (9,005 of 10,253)	91% (9,292 of 10,257)		

8. Seniors Housing

	Seniors Housing indicators	Target 2016/17	Previous quarter Q2 2016/17	Current quarter Q3 2016/17	Status against target	Trend since last quarter
8.1	Residents who have had a tenancy visit within the last 12 months	98%	95% (815 of 860)	97% (822 of 851)		
8.2	Residents living in schemes offering regular social activities	95%	97% (831 of 860)	99.8% (849 of 851)		
8.3	Residents living in schemes offering regular exercise activities	65%	80% (689 of 860)	79% (669 of 851)		
8.4	Schemes hosting events in collaboration with external organisations	90%	96% (22 of 23)	96% (22 of 23)		

Seniors Housing commentary

Three indicators are on target and one is near target.

The indicator near target is:

Seniors Housing residents who have had a tenancy visit within the last 12 months

As of 31 December 2016, 97% of Seniors housing residents had a tenancy visit during the past year against a target of 98%.

Performance has steadily increased during 2016/17 and is now 1% away from reaching the target.