

Committee:	Executive	Agenda Item No.:	9.
Date:	4 <sup>th</sup> March 2013	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Housing Services – Quarterly Update		
Report by:	Head of Housing		
Other Officers Involved	Housing Needs Manager Housing Enforcement Manager Responsive and Planned Repairs Manager Voids and Welfare Manager		
Director	Director of Neighbourhoods		
Relevant Portfolio Holder	Councillor K. Bowman, Portfolio Holder for Housing Management		

#### **RELEVANT CORPORATE AIMS**

The activities outlined in this report contribute to achieving a number of Corporate Aims.

#### **TARGETS**

The activities outlined in this report contribute towards an effective housing service.

#### **VALUE FOR MONEY**

This report is part of the process of ensuring the effective management of the housing service and as such helps ensure that Value for Money is secured.

#### **THE REPORT**

This report should be read in conjunction with the enclosed statistical appendix.

1. Rent Arrears – rent recovery remains challenging in the current climate. There is concern that this will become more difficult following the introduction of the bedroom tax and other elements of the Government's welfare reform agenda. The department have been looking at options to address this, including looking at systems used by high performing organisations.
2. Former Tenants Arrears – As previously reported officers have been unhappy with the quality of service we were receiving from the tracing agents since they had a change of personnel. Officers have negotiated

a free trial with an alternative agency and this is due to commence before the end of the financial year.

3. Repairs – the repairs service continues to exceed targets for work in time, customer satisfaction and getting work right first time.

#### Other issues

- a. Contract Work – the Responsive Repairs Manager has been working with the shared procurement team to develop a minor works contract for small works, this is currently being tendered. In addition a separate contract for out of hours work has been developed and is due for issue shortly.
- b. Supporting People – As previously reported, the department has been successful in being awarded contracts for the static wardens and mobile wardens. The countywide monitoring service is currently on hold for a period of at least 12 months. The department is hopeful that the bid to run this service in the interim will be successful.
- c. Capital Work – as previously agreed by Council the department will be carrying out a full stock condition survey. The tender for the preparatory work has been issued with responses due by 19<sup>th</sup> February.
- d. STAR survey. The STAR survey is the replacement for the statutory STATUS survey. The contract for this was awarded to BMG who operated the previous STATUS survey. This is a 100% survey and the initial questionnaires have been sent to all tenants.
- e. Central Control – are still located at Sherwood Lodge. The department have been working with property services and ICT to plan the move to the depot. Property services have issued a tender for the structural alterations. Hopefully the work will be completed before the end of the financial year, but this is dependent on the timescales given by British Telecoms for their connections.
- f. Move – The department has successfully relocated to the Depot

#### **ISSUES/OPTIONS FOR CONSIDERATION**

The updates on the Housing Service provided in the report.

#### **IMPLICATIONS**

Financial: Not directly  
Legal: Not directly  
Human Resources: Not directly

**RECOMMENDATION**

**That members note the content of this report.**

**REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE  
CONSTITUTION**

To update members on the performance of the Housing Service at the end of the third quarter 2012/13.

ATTACHMENTS:	<b>Y – Statistical Information</b>
FILE REFERENCE:	None
SOURCE DOCUMENT:	Housing Department files