

Committee:	Executive	Agenda Item No.:	11
Date:	14 May 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	Cllr Keith Bowman, Cabinet Member for Housing Management		

RELEVANT CORPORATE AIMS

Not directly, this is an update report. However some activities will contribute to a range of corporate aims.

TARGETS

Does the subject matter contribute to any targets specified in any approved plans – not directly.

VALUE FOR MONEY

Not applicable

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 impacts of welfare reform. The department have been looking at options to address this, including looking at systems used by high performing organisations. There will be a more detailed report to members at a future meeting. .
2. Repairs – the repairs service continues to exceed targets for work in time, customer satisfaction and 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 assessment shortly.
- b. Supporting People – As previously reported, the department has been successful in being awarded contracts for the static wardens and mobile wardens and a falls recovery scheme. The countywide monitoring service is currently on hold for a period of at least 12 months, the department has been successful with its bid to run this service in the interim. This will bring in additional income.
- c. Capital Work – as previously agreed by Council the department will be carrying out a full stock condition survey. We have appointed ConsultCIH to carry out the preparatory work and a project initialization meeting has been arranged.
- d. STAR survey. The STAR survey is the replacement for the statutory STATUS survey. The first draft was received mid-April and suggests that satisfaction rates have remained high. A more detailed report will be presented to members once the report is finalised.

ISSUES/OPTIONS FOR CONSIDERATION

The issues raised in the report.

IMPLICATIONS

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

RECOMMENDATION(S)

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 within the Housing Service.

ATTACHMENTS: N
FILE REFERENCE:
SOURCE DOCUMENT: