

**Bolsover District Council**

**Executive**

**15<sup>th</sup> June 2015**

**Housing Department – Quarterly Report**

**Report of the Portfolio Holder for Housing and IT**

This report is public

**Purpose of the Report**

- The keep members informed about activities within the housing department.

**1 Report Details**

- 1.1 Performance on rent arrears remains challenging – with year end rent arrears around 2% of the total rent roll, which is comparable to previous recent years. However, the pattern of arrears is changing, officers remain successful in tackling cases with large rent arrears, but there has been an increase in tenants with low level arrears. Officer feel that there are multiple reasons for this including, bedroom tax, an increase in people with zero hours contracts or irregular work (with gaps in HB), delays in processing benefits, other welfare reform measures including sanctions.
- 1.2 Other performance has been good, with repairs being carried out within timescales and to a high quality. Performance on emergency and appointed repairs remains good with 98.7% of jobs completed on time, and high rates of customer satisfaction. 100% of gas servicing was carried out on time.
- 1.3 Mariola Babinska has been appointed into the new Community Cohesion Officer post and will be working with newly emerging communities across the district, especially within Shirebrook. She is playing an active role in developing activities for the Community Fun Day event to take place at the Shirebrook Academy on 4<sup>th</sup> July. Mariola has also met with all relevant partner agencies regarding the Community Cohesion role. Also leaflets in Polish were printed for the Cycle Festival on 31<sup>st</sup> May, which Mariola also attended.
- 1.4 Jo Wilson has been appointed into the vacant CAN Ranger post and will mainly be covering South Normanton and will be partnered with Chris Lindley. The start date is 1<sup>st</sup> July.
- 1.5 The Council have been successful in using the new powers under the Police and Anti-Social behaviour Act to gain a property closure order in Creswell This was a council tenant who the property to be used in in a way that caused nuisance to

neighbours. This has been publicised via the Council's publicity officer on the internet.

- 1.6 Officers continue to work with colleagues in South Derbyshire and Chesterfield to develop an alarm monitoring service to deal with all calls across Derbyshire. Recent developments include tendering for the monitoring equipment to replace the kit currently in Central Control, working on the legal structure, and developing joint procedure with other authorities.. The project remains on target to go live from April 2016.
- 1.7 DCC have extended the current contracts for floating support and static wardens for an additional 12 months. DCC had originally proposed withdrawing funding for static wardens which would have left some people without support. However, officers have lobbied for the extension of floating support to also include people in sheltered accommodation. DCC have not yet completed their consultation.
- 1.8 Officer have held a series of meeting with CJ Woodheads who have been appointed as new build partners and will be developing a number of schemes for new build council housing. The company are keen to give a presentation to a future meeting of members.
- 1.9 The Authority has taken possession of all properties at new Houghton these were built by Keir as part of the Tarran redevelopment project. In total, across sites, the council have provided 50 new council bungalows (all 2 beds) and 15 family houses (5 three bed and 10 two beds)
- 1.10 Work on New Bolsover is progressing. The architects (Halsall Lloyd Partnership) have brought forward some design options and there will be an open day for residents on 2<sup>nd</sup> June, and outcomes will be presented to the Heritage Lottery Fund in 16<sup>th</sup> June 2015.
- 1.11 The mutual exchange site (Swap and Move) has gone live and has been used by over 70 residents. This is an externally hosted site which allows tenants to 'advertise' their own council property and look for an exchange either locally or nationally.
- 1.12 The Tenant Participation Officer is currently working on an "Annual Report" for tenants. This will be sent to all council tenants to keep them informed of performance and projects.

## **2 Conclusions and Reasons for Recommendation**

- 2.1 That the report is noted.

## **3 Consultation and Equality Impact**

- 3.1 None

## **4 Alternative Options and Reasons for Rejection**

- 4.1 .Not applicable

## 5 Implications

### 5.1 Finance and Risk Implications

None

### 5.2 Legal Implications including Data Protection

None

### 5.3 Human Resources Implications

None

## 6 Recommendations

6.1 That this report is noted.

## 7 Decision Information

<b>Is the decision a Key Decision?</b> (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	Yes/No
<b>District Wards Affected</b>	
<b>Links to Corporate Plan priorities or Policy Framework</b>	

## 8 Document Information

Appendix No	Title
<b>Background Papers</b> (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
<b>Report Author</b>	<b>Contact Number</b>