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Friday 4<sup>th</sup> March 2011

## **S U M M O N S**

**MEETING:** Housing Board  
**DATE:** Monday 14<sup>th</sup> March 2011  
**TIME:** 6.00pm  
**PLACE:** Committee Room 1, Town Hall, Gosport  
**Democratic Services contact:** Carly Grainger

LINDA EDWARDS  
BOROUGH SOLICITOR

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### **MEMBERS OF THE BOARD**

Councillor Philpott (Chairman)  
Councillor Lane (Vice Chairman)

Councillor Carter, C K	Councillor Geddes
Councillor Mrs Cully	Councillor Forder
Councillor Dickson	Councillor Hylands
Councillor Edwards	Councillor Jessop

The Mayor (Councillor Allen) (ex officio)  
Chairman of Policy and Organisation Board (Councillor Hook) (ex-officio)

### **FIRE PRECAUTIONS**

(To be read from the Chair if members of the public are present)

**In the event of the fire alarm (continuous ringing) or controlled evacuation alarm (intermittent ringing) sounding, please leave the room immediately.  
Proceed downstairs by way of the main stairs or as directed by GBC staff, follow any of the emergency exit signs. People with disability or mobility issues please identify yourself to GBC staff who will assist in your evacuation of the building.**

**IMPORTANT NOTICE:**

- If you are in a wheelchair or have difficulty in walking and require access to the Committee Room on the First Floor of the Town Hall for this meeting, assistance can be provided by Town Hall staff on request

If you require any of the services detailed above please ring the Direct Line for the Democratic Services Officer listed on the Summons (first page).

**NOTE:**

- i. Members are requested to note that if any member wishes to speak at the Board meeting then the Borough Solicitor is required to receive not less than 24 hours prior notice in writing or electronically and such notice shall indicate the agenda item or items on which the member wishes to speak.
- ii. Please note that mobile phones should be switched off for the duration of the meeting.

Housing Board  
14<sup>th</sup> March 2011  
AGENDA

RECOMMENDED  
MINUTE FORMAT

**PART A ITEMS**

1. APOLOGIES FOR NON-ATTENDANCE

2. DECLARATIONS OF INTEREST

*All Members present are required to declare, at this point in the meeting or as soon as possible thereafter, any personal or personal and prejudicial interest in any item(s) being considered at this meeting.*

3. MINUTES OF THE MEETING OF THE HOUSING BOARD HELD ON 31<sup>ST</sup> JANUARY 2011 (*copy herewith*)

4. DEPUTATIONS – STANDING ORDER 3.5

*(NOTE: The Board is required to receive a deputation(s) on a matter which is before the meeting of the Board provided that notice of the intended deputation and its object shall have been received by the Borough Solicitor by 12 noon on Thursday 10<sup>th</sup> March 2011. The total time for deputations in favour and against a proposal shall not exceed 10 minutes).*

5. PUBLIC QUESTIONS – STANDING ORDER 3.6

*(NOTE: The Board is required to allow a total of 15 minutes for questions from Members of the public on matters within the terms of reference of the Board provided that notice of such Question(s) shall have been submitted to the Borough Solicitor by 12 noon on Thursday 10<sup>th</sup> March 2011).*

6. TENANT AND LEASEHOLDER INVOLVEMENT AND LOCAL OFFERS

*The purpose of this report is to seek Housing Board approval for the changes on how we will involve tenants and leaseholders in the future. The report also explains the process that we have undergone with Local Offers and seeks approval for the Local Offers on repairs and resident involvement.*

PART II  
Contact Officer:  
Kim Carron  
X5372

7. HOUSING REPAIRS PROGRAMME 2011-12 AND ASSET MANAGEMENT STRATEGY

*The report sets out the proposed 2011 -12 Housing Repairs Programme and seeks the Board's approval for that programme and associated Asset Management Strategy.*

PART I  
Contact Officer:  
Charles Harman  
X5287

8. HOUSING RENEWAL POLICY 2011-2012

PART II  
Contact Officer:

Housing Board  
14<sup>th</sup> March 2011

*A formally adopted Housing Renewal Policy is required in order to deliver home repairs and adaptations in the Borough.*

Trevor  
Charlesworth  
X5510

9. ANY OTHER ITEMS

*- which, in the opinion of the Chairman should be considered as a matter of urgency by reason of special circumstances.*

## AGENDA ITEM NO. 6

<b>Board/Committee:</b>	Housing Board
<b>Date of Meeting:</b>	14 March 2011
<b>Title:</b>	Tenant and Leaseholder Involvement and Local Offers
<b>Author:</b>	Housing Services Manager/KC
<b>Status:</b>	FOR DECISION

### **Purpose**

The purpose of this report is to seek Housing Board approval for the changes on how we will involve tenants and leaseholders in the future. The report also explains the process that we have undergone with Local Offers and seeks approval for the Local Offers on repairs and resident involvement.

### **Recommendations**

- (a) That the Board approves the proposed tenants and leaseholder involvement framework
- (b) That the Board approves the Local Offers on resident involvement and repairs and maintenance and delegates responsibility for the development of Local Offers to the Housing Services Manager in consultation with the Chair of Housing.

### **1.0 Background**

1.1 The Tenant Services Authority (TSA) which is being taken over by the Homes and Communities Agency (HCA) is a Government body that co-regulates the social housing sector with an agenda of meaningful resident participation. The TSA will cease to exist from April 2012 following its hand over of its functions to the HCA.

1.2 The TSA has set up Local Offers in the form of a written contract which, after consulting with local residents, sets out how a particular service that residents have said is important to them will be monitored, delivered and reported to them.

1.3 The TSA sets out what it calls National standards in the following areas:

<i>National Standard</i>	<i>Requirements</i>
Tenant Involvement and empowerment	Customer service, choice and complaints Involvement and empowerment Understanding and responding to diverse needs of tenants

Home	Quality of accommodation Repairs and maintenance
Tenancy	Allocations Rents Tenure
Neighbourhood and community	Neighbourhood management Local area co-operation Anti-social behaviour (ASB)
Value for money	Value for money
Governance and financial viability	Governance Financial viability*

\*Not applicable to Councils

- 1.4 The TSA also set up 39 pilots called Trailblazers which were completed by April 2010 and the main conclusions to arise out of this were that:
- Local Offers should deliver level execution;
  - There should be real tenant engagement;
  - There should be a clear route from grass roots to the top.
- 1.5 Tenant and Leaseholder involvement and repairs and maintenance are the two areas that initially can be considered for Local Offers.
- 1.6 The Council has recently undergone a procurement process for the letting of its major repairs contract and has already undertaken 'Hearts and Minds' workshop which were externally facilitated. This has provided an excellent starting point in developing the repairs and maintenance Local Offer.

## **2.0 Process**

- 2.1 In December a letter was sent to all 433 members of the tenant and leaseholder involvement database which includes Housing Forum members. Out of the 433 members, 14 (3.2%) formed a working group and attended the workshop on January 17<sup>th</sup> 2011 to give their views on resident involvement and repairs and maintenance.
- 2.2 The views were collated and helped to inform the resident involvement and repairs and maintenance Local Offers. The draft Local Offers were sent out to members of the working group for their comments. Once the comments were incorporated, the Local Offers were then sent out for full consultation to 3094 tenants and 285 leaseholders on 31<sup>st</sup> January 2011.
- 2.3 A questionnaire was also sent out with the draft Local Offer, asking residents whether they agreed or disagreed with each Offer and they

also had the opportunity to provide any comments. The deadline for feedback was 11<sup>th</sup> February 2011.

- 2.4 At Your Service will be published and sent out to tenants at the end of March. This forthcoming edition will include an article about Local Offers and a summary of the outcomes of the full tenant and leaseholder consultation.

### **3.0 Proposals for Resident Involvement and Repairs and Maintenance**

- 3.1 The Housing Forum meets quarterly. It is a constituted group and has an Annual General Meeting each year which covers the annual feedback from the Chair, elections and feedback on performance.
- 3.2 There are 10 members of the Forum and these are representatives from Residents Associations and Road Representatives. In the past, efforts have been made to encourage attendance at the Forum by minority ethnic representatives. These efforts have resulted in short term attendance by one representative, but this has ceased.
- 3.3 Further efforts in 2009 to try and set up a Sheltered Housing Panel proved unsuccessful.
- 3.4 Since then Housing Forum attendance has dwindled to such an extent that several meetings were unable to deal with business because a Quorum could not be met.
- 3.5 Officers have undertaken personal visits to Forum members and sent letters advising the Forum that unless attendance increases that the Forum will cease to function. This has also failed to increase attendance.
- 3.6 The proposal is that the Housing Forum is dissolved and that in its place a Customer Opinion Panel (COP) is set up. The flowchart in Appendix A shows the new proposed structure,
- 3.7 The panel will meet three times per year and membership will consist of every tenant and leaseholder. Officers will service the panel.
- 3.8 At Your Service would be moved to 4 times per year. Each issue would go out between 4 and 8 weeks ahead of the next planned COP and would describe areas of interest for discussion. These may be new policies or strategies; it could include rent setting, service changes and would include specific areas linked to Local Offers.
- 3.9 The COP views would be included in Housing Board reports so that

opinions and concerns about any areas of the discussions (recorded by Officers) can be included in the Board report under a specific section called 'Resident Views'.

- 3.10 While there would no longer be a Forum and no longer would a representative of the Forum be present at Board, there would be a specific requirement for Officers presenting reports to the Board report to include resident views which will aid the decision making process of the Board.
- 3.11 Annual 'Celebration Meetings' will replace Annual General Meetings. Volunteers will be invited to put themselves forward as a 'pool' to work with the Council on various areas of service delivery over the forthcoming year. These volunteers will be supplemented from the involvement database of residents during the year, as well as anyone coming forward during the year because of an interest/or dissatisfaction with an area of the housing service. A scrutiny workshop will take place at each Celebration meeting.
- 3.12 The Council will continue to invite participation via its database across all its consultation correspondence and via At Your Service. At Your Service will focus more on opportunities to be involved in what concerns/interests residents, rather than forming formal consultation structure initiatives.

#### **4.0 Profiling**

- 4.1 The Council always tries to ensure that its services are sensitive to the needs of its tenants and leaseholders and that it communicates with them in the most effective way. However, it does not always have the most comprehensive information about its residents. This needs to be improved.
- 4.2 Housing Services will be sending a questionnaire out to all tenants and leaseholders to ask them for information that will help the Council to consult and communicate better. This will relate to specific needs such as disability. Examples that show how the service can be improved if this extra knowledge is available includes:
- How best to contact residents regarding the services provided
  - Enabling visually impaired residents to receive information in a format other than in writing
  - Important information translated for a resident for whom English is not their first language.

4.3 Currently investigations are taking place to find out how this extra information can be integrated into the current IT systems used in Housing Services.

**5.0 Consultation on Local Offers**

5.1 A database was set up to collate the responses 520 were returned, giving a 15.39% response rate.

5.2 Overall 97% agreed to the resident involvement Local Offer and 97% agreed to the repairs and maintenance Local Offer.

5.3 A breakdown of the data analysis is given in Appendix C as well as the individual comments that were made.

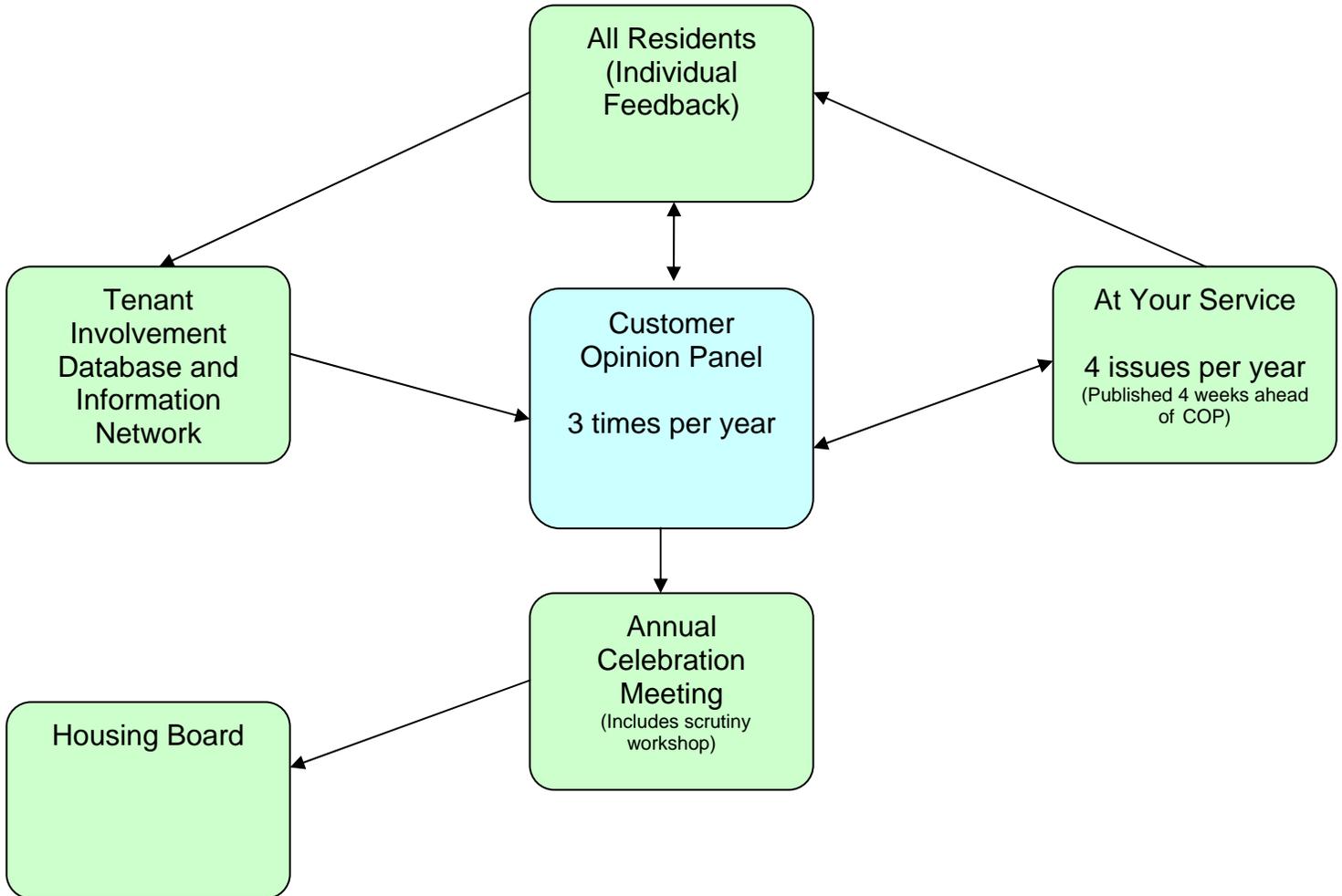
**6.0 Conclusion**

6.1 The proposed new structure will satisfy the need for residents to scrutinise delivery against the Local Offers. The scrutiny workshop which will take place at the Annual Celebration event will enable feedback to the Board from tenants and leaseholders. Further joint working with residents is needed to develop these arrangement and the work which will take place at the scrutiny workshops.

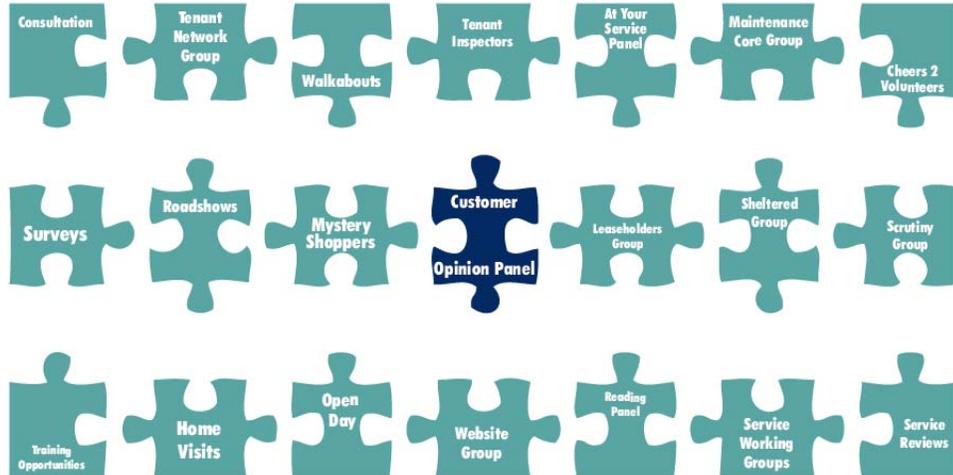
<b>Financial Services comments:</b>	None
<b>Legal Services comments:</b>	None
<b>Service Improvement Plan implications:</b>	Not applicable
<b>Corporate Plan:</b>	Not applicable
<b>Risk Assessment:</b>	Low risk as current framework is not able to deliver resident involvement
<b>Background papers:</b>	None
<b>Appendices/Enclosures:</b>	
Appendix 'A'	Flowchart of Proposed Structure
Appendix 'B'	Opportunities to get involved Jigsaw
Appendix 'C'	Analysis of returned questionnaires
Appendix 'D'	Local Offers for Resident Involvement and Repairs and Maintenance
<b>Report author/ Lead Officer:</b>	Kim Carron

# Future Structure of Tenant Involvement

## Appendix A



# Opportunities for getting involved



## Make A Difference



## Appendix C

### Number of questionnaires returned.

A total of 520 questionnaires were returned, 199 from tenants, 12 from leaseholders and 309 were anonymous.

### Age profile of residents returning questionnaires.

<b>Tenant</b>		
20-29	3	2%
30-39	15	8%
40-49	15	8%
50-59	31	15%
60-69	48	24%
70-79	45	22%
80-89	31	15%
90-99	3	2%
No age available	8	4%
		100%
<b>Leaseholders</b>		
60-69	1	8%
No age	11	92%
		100%
<b>Anonymous</b>	309	

### Residents wishing to be involved with Resident Involvement

Out of those expressing an interest in becoming involved, 96% were tenants and 4% were leaseholders. 57% of those wishing to be involved are people who have not previously been involved. The age profile is as follows:

<b>Tenants</b>		
<b>20-29</b>	2	5%
<b>30-39</b>	10	23%
<b>40-49</b>	4	9%
<b>50-59</b>	5	12%
<b>60-69</b>	11	26%
<b>70-79</b>	10	23%
<b>80-89</b>	1	2%
<b>90-99</b>	0	0%
<b>Leaseholders</b>	2	No age recorded.

## Local Offers – Resident Involvement

Overall 97% of tenants and leaseholders and those replying anonymously accepted the Local Offer. The breakdown of the results are as follows.

<b>Tenants</b>		
Accept the Local Offer	<b>200</b>	<b>38%</b>
Don't Accept the Local Offer	<b>2</b>	<b>0.5%</b>
<b>Leaseholders</b>		
Accept the Local Offer	<b>11</b>	<b>2%</b>
Don't Accept the Local Offer	<b>1</b>	<b>0.5%</b>
<b>Anonymous</b>		
Accept the Local Offer	<b>294</b>	<b>57%</b>
Don't Accept the Local Offer	<b>12</b>	<b>2%</b>

## Local Offers – Repairs and Maintenance

<b>Tenants</b>		
Accept the Local Offer	<b>200</b>	<b>38%</b>
Don't Accept the Local Offer	<b>3</b>	<b>0.5%</b>
<b>Leaseholders</b>		
Accept the Local Offer	<b>11</b>	<b>2%</b>
Don't Accept the Local Offer	<b>1</b>	<b>0.5%</b>
<b>Anonymous</b>		
Accept the Local Offer	<b>294</b>	<b>57%</b>
Don't Accept the Local Offer	<b>11</b>	<b>2%</b>

## **Appendix D**

### **Resident Involvement Local Offer 2011-2012**

We are committed to putting our customers at the forefront of all we do. We want to provide the kind of service that you really need, but we can only achieve this with your ideas and help.

We wish to see our residents involved at all levels and although we have a specialist Resident Involvement Team, all teams within the Housing Service have important roles in the partnership with our residents.

We have worked with our Resident's Local Offers Working Group to agree on what we will deliver:

#### **PROMOTION AND MARKETING**

We will:

- Introduce a new way of consulting you so that all tenants and leaseholders have an equal voice.
- Visit new tenants to promote ways of getting involved.
- Publish events in 'At Your Service'.
- Introduce a working group to develop the Council's website.
- Develop a programme of resident consultation as part of the new resident involvement framework.
- Promote an Open Office Day at the Council.
- Promote events in the community which increase resident involvement.
- Have an annual celebration event.

#### **SUPPORT AND TRAINING**

We will:

- Plan awareness sessions to be developed in the next 12 months.
- Develop a tenant to tenant information network.

#### **COMMUNICATION**

We will:

- Publish success stories in 'At Your Service'.
- We will increase the number of issues of 'At Your Service' to four issues per year.
- Publish a programme of Estate Walkabouts in 'At Your Service'.

#### **DECISION MAKING**

We will:

- Introduce a Customer Opinion Panel.
- Introduce a Scrutiny Workshop.

#### **IMPROVING SERVICES**

We will:

- Organise a leaseholders meeting when the service charge statement has been sent.
- Promote resident involvement for sheltered housing.
- Feedback to residents the results of consultation and surveys via the website and 'At Your Service'.
- Introduce Mystery Shopping to check our customer care.

If you wish to become more involved and help with any of the above, then please give our Resident Involvement Team a call on our Freephone number 0800 328 6958.

### **Repairs and Maintenance Local Offer 2011-2012**

We are committed to making sure our tenants and leaseholders homes are in good repair and have recently undergone a procurement process and have selected our new repairs and maintenance contractor as well as our gas and electric servicing contractor.

We have worked with our Resident's Local Offers Working Group to agree on what we will deliver:

#### **EMPTY PROPERTIES**

We will aim:

- To improve our void standard in consultation with the Working Group which will include residents.
- To introduce Resident Inspectors as part of the empty property process.
- To agree a minimum standard of cleaning and decorating and remedial works in empty properties and gardens.

#### **REPORTING A REPAIR**

We will:

- Aim to improve our repairs service by expanding the different ways you can report a repair.
- Aim to give more choice of appointments.
- Work towards having on 0800 number - 24 hours per day.

#### **CONTRACT MONITORING**

We will:

- Introduce a new group so that residents, staff and contractors will meet regularly to review the performance of the contract.
- Improve the sharing of information of the Council, residents and Contractor and build up a comprehensive register of major works completed in our properties.

## **FEEDBACK**

We will:

- Agree a minimum percentage of jobs to be inspected.
- Publish the results of surveys and performance of our contractors.

## **SATISFACTION**

We will:

- Develop a new system of developing the monitoring of resident satisfaction with Resident Inspectors.

## **STANDARDS**

We will:

- Consult residents on the design, branding and publicising the new contractor.

If you wish to become more involved and help with any of the above, then please give our Resident Involvement Team a call on our Freephone number 0800 328 6958.

## AGENDA ITEM NO. 07

<b>Board/Committee:</b>	Housing Board
<b>Date of Meeting:</b>	Monday 14 <sup>th</sup> March 2011
<b>Title:</b>	Housing Repairs Programme 2011-12 and Asset Management Strategy
<b>Author:</b>	Housing Services Manager/CH
<b>Status:</b>	For Decision

### **Purpose**

The report sets out the proposed 2011 -12 Housing Repairs Programme and seeks the Board's approval for that programme and associated Asset Management Strategy.

### **Recommendation**

- a. That Board approve the proposed 2011-12 Housing Repairs Programme and note the impact on the Asset Management Strategy.
- b. That the Housing Services Manager follow the principles as detailed below:
  - i. That the Housing Services Manager be required to seek Board approval to vary the Housing Repairs Programme where work within an identified element of the approved Housing Repairs Programme cannot take place
  - ii. That where urgent works are identified (after approval of the Housing Repairs Programme) for which there is no identified provision, the Housing Services Manager in consultation with the Chairman be permitted to vary the programme for works up to £100,000
  - iii. That the Housing Services Manager be required to seek Board approval where work within an identified element of the approved Housing Repairs Programme is going to under or over-spend by more than £100,000
  - iv. That Members be informed of significant variations to the Programme as outlined in (i) to (iii) above, which are relevant to their Ward.

### **1.0 Background**

- 1.1 This is an annual report to Housing Board on the proposed budget allocations for 2011-12 to deliver day-to-day and planned repairs and maintenance works.
- 1.2 As has previously been notified to the Board (*Council Dwelling Rents 2011/2012* Jan 2011) the council housing revenue maintenance budget for 2011-2012, when staffing and other on-costs are deducted, is £2,326,470 and represents a £216,610 increase on the 2010-2011 revised estimate.

- 1.3 In addition the capital expenditure for 2011-12 is £2,643,000, an increase of £679,000 on the revised 2010-11 budget. It is to be financed primarily from MRA of £2,324,000 and the remainder will be met from borrowing with a small contribution from the HRA. This latter borrowing is primarily to bring forward work on the garage programme (in a spend to save initiative) and continue with stock investment, the latter of which has been previously identified as being underfunded in the Asset Management Strategy Report presented to Board in January 2009 and March 2010.
- 1.4 The total sum available for allocation, revenue and capital investment for 2011-12 is £4,969,470, an increase of £895,610 on the 2010-2011 revised estimate.
- 1.5 The Council has been involved in a major procurement exercise to select contractor(s) to deliver the bulk of its services. On 21 December 2010, the Policy & Organisation Board considered the recommendations of the Major Contracts Sub Board and awarded contract(s) to provide Housing services to the Council for the following;
- Lot 1 - Asset Management Services to Kier Building Maintenance
  - Lot 4 - Gas & Electrical Service Contracts to Kier Building Maintenance.
- 1.6 These are Partnering contracts let for a maximum of fifteen years (10+5) with 6 month determination possible for non-performance. They will be based around an 'Open book' model (providing access to Contractor's costs with a breakdown of labour, material, overhead and profit whilst maintaining a fixed cost base). These contracts are due to commence with effect from 1<sup>st</sup> April 2011 and will both be based at the Wilmot Lane Depot.

## **2.0 Report**

- 2.1 The key priority for the investment programme to date has been the meeting of the Decent Homes Standard by the end of 2010-11. With the Decent Homes Programme all but complete (see 3.2 below) there only remains the properties that will be picked up in sweep-up programmes (normally where a tenant has previously refused work), through the voids process or where particular elements for example a kitchen or central heating system become "non decent" as a consequence of age.
- 2.2 Continued investment in maintaining the Decent Homes Standard will therefore remain, but the investment required will be reduced as the bulk of work has been completed. The Decent Homes Standard has been the primary driver for stock investment since its introduction in 2003-04, and will continue to be the benchmark but 2.3 below identifies a number of other themes to shape investment in the future.
- 2.3 The Housing Board's commitment outlined in "*Delivering Decent Homes 2010 And Beyond*" (Housing Board November 2006) detailed what has effectively become Decent Homes Plus. It identified investment required over and above the limiting goals of the Decent Home Standard. Those were broadly identified at the time as;
- Modernisation of facilities within properties; including a 10-year bathroom and electrical upgrade programmes
  - Programmes to address structural deficiencies identified from the

- stock condition survey; including replace worn/tired roofs and where feasible replace flat roofs with pitched roofs
- Upgrading (retained) sheltered housing scheme provision & improved accessibility standards for elderly & disabled.

These already identified broad themes can be supplemented by;

- Improvements to the communal environment; including a rolling communal redecoration programme and the garage investment plan
- Energy Efficiency & thermal comfort criteria

2.4 The bulk of the capital investment in stock for 2011-12 (see Appendix 1) follows these investment themes. It is the intention that a local Decent Homes Plus be developed during 2011-12 and incorporated in to the Asset Management Strategy for 2012-13 onwards.

### **Variations From 2010-11 Budget Allocation For 2011-12**

#### **2.5 *High Cost (Capital) Voids***

2.5.1 The allocation for 2011-12 has been increased to £400,000, an increase of £200,000 on 2010-11. This is felt necessary to cover both an increase in the number of void properties anticipated in 2011-12 (due to a number of larger social housing developments coming on-line during the year) and a desire to undertake wide capital works in properties prior to re-let and to increase the “minimum lettable standard”, as highlighted as an issue following consultation with tenants on Local Offers (other report on this Board’s agenda refers).

#### **2.6 *Day-to-Day Repairs Service***

2.6.1 The allocation of funding, at £1,125,000, is an increase of £45,000 on the previous year, a rise of 4% on 2010-11 as cover for building inflation over the period.

2.6.2 Asbestos renewal provision has increased from £50,000 to £100,000 to meet the longer commitments to remove all licensed asbestos from properties and communal areas (see 3.2.4 below).

#### **2.7 *Decent Homes & Associated DH Plus works***

2.7.1 An increase in the capital allocation for 2011-12 enables additional work to be undertaken. There has been a £100,000 increase in the allocation for new central heating installations and £100,000 has been set aside for a bathroom renewal programme.

2.7.2 The budget allocation for infrastructure work (revenue) to drainage, spalling concrete and similar has been increased from £45,000 to £80,000 in 2011-12. The more substantial capital work of a similar nature under the budget heading “Structural repair work” has been increase from £80,000 to £100,000. In addition roof renewal investment has been increased from £80,000 to £200,000; all in keeping with the commitment outlined in 2.3 (bullet point 2).

### **3.0 Implications for Asset Management**

- 3.1 The Asset Management Strategy details the priorities and investment required to maintain the stock to an acceptable standard and to comply with statutory and contractual obligations. It was a realistic assessment of the investment required in the housing stock based on the latest stock condition information. The Strategy also sets out priorities for that investment and the potential impact of failures to invest.
- 3.2 The first priority was to achieve the Decent Homes Standard for all of the Councils housing stock. This was achieved apart from the increasing of external thermal cladding to 42 properties. It was not possible to complete these properties, due for completion in 2010/11, because of the demise, initially of our main Repair and Maintenance contractor, Connaught Plc, in September and subsequently of the specialist sub-contractor undertaking this work. This work will now be completed between April and June 2011.
- 3.3 The Housing Health and Safety Rating System (HHSRS) audit has been completed within target and although the highest priority repairs resulting from the audit will be carried out using Health and Safety budgets, further HHSRS obligations are not budgeted for in planned maintenance programmes for communal areas.
- 3.4 Priority Two as set out in the Asset Management Strategy is to carry out legislative and regulatory obligations. This will include the continuation of an electrical re-wiring programme that commencing in 2010-11, a programme that is based on electrical surveys carried out between 2008-10. The Asset Management Strategy estimates a required investment of £250,000 for 2011-12 and it has been possible to make such this allocation this year.
- 3.5 Although there is currently no legal requirement to remove asbestos from residential property the Asset Management Strategy has pledged that all licensed asbestos will be removed from housing communal areas by 2015, and all licensed asbestos removed from the housing stock by 2020. An increased allocation to £100,000 for 2011/12 will fund any asbestos removal from void properties, and ad hoc removal in let properties, and is sufficient, if maintained in future years to fund programmes of asbestos removal to meet the longer term objectives.
- 3.6 Previously approved planned upgrade programmes will continue in 2011-12 to sheltered schemes. The budget allocation for 2011-12, is the same as in 2010-11, but is a reduction on that originally planned, and programmed works that were to finish in 2011-12 will now be extended to 2013-14 and possibly beyond.
- 3.7 The garage demolitions planned for 2009-11 have taken place, and preparations are already in place for Year 3 of the action plan. Prudential borrowing has allowed the programme to be advanced in 2011-12 and the original 7 year programme is likely to be completed within 4 years.
- 3.8 There is funding of £100,000 available in 2011-12 for investment in flat roof improvements. A programme of works has been established, prioritised on a worst first basis.

- 3.9 The Energy Efficiency Initiative commenced in 2009-10 with a pilot programme of roof insulation in bungalows in Harris Road, which attracted grant funding from the Government's Carbon Emissions Reduction Target (CERT). The initiative will continue in 2011-12 and CERT funding remains available to help finance programmes of insulation and changes of heating type. In September 2010 GBC developed a further energy efficiency initiative. The insulation scheme is operated by British Gas. It is estimated that by the end of 2010-11 there were 400 properties that received loft insulation under the scheme. British Gas will continue in 2011-12 to insulate up to 1000 properties with the continuation of CERT funding. Each resident has received energy saving tips, a real time energy monitor, energy saving devices and shower-smart attachment.
- 3.10 The investment gap in 2009-10 (that is the difference between what the Asset Management Strategy states should be invested in the stock and what is actually invested) was £1.06m and £1.33m in 2010-11. The investment gap of for 2011-12 is only £120,000 (see table below). This effectively means that the assessed shortfall between the investment required in the stock and the investment that will have taken place between 2009 and 2012 will have risen only slightly, to £2.51m.

	<b>Recommended under the Asset Management Strategy (AMS) for 2011-12</b>	<b>Funding allocated in 2011-12</b>	<b>Work type arising from</b>
Undertaking of Decent Homes & DH+ work incl. bathroom installation	£1,000,000	£500,000	Decent Homes & Modernisation of facilities
Replace worn/tired roofs and structural repairs	£120,000	£200,000	AMS priority
Electrical re-wiring work	£250,000	£250,000	Modernisation of facilities
Central Heating installations	£200,000	£300,000	Decent Homes
Garage action plan	£80,000	£206,000	Updated Garage Action Plan
Energy Efficiency Initiatives	£20,000	£40,000	Energy Efficiency Strategy
External and Communal Painting	£270,000	£250,000	AMS Programme
Capitalising Voids	£300,000	£400,000	AMS against budget
Sheltered improvements	£276,000	£200,000	BV Review
Asbestos removal	£50,000	£100,000	Communal/HHSRS Survey
	<b>£2,566,000</b>	<b>£2,446,000</b>	

#### **4.0 Section 17 Crime & Disorder Act 1998**

- 4.1 Included in the day-to-day repairs programme are specific works for security and

target hardening. This expenditure will contribute towards the Councils' responsibility under Section 17 of the Crime and Disorder Act 1998 to do all that can reasonably be done to prevent crime and disorder in the area.

## **5.0 Risk Assessment**

5.1 There is a long term increasing risk associated with reduced investment in the stock. This includes, but is not limited to:

- Ever increasing decline in stock condition leading to risk of increased response repairs through delayed programmed repairs
- Risk to budgets if the unexpected i.e. storm damage should occur
- No contingency for any additional requirements brought in by Government for requirements to work on the stock.

5.2 The overall risk is assessed as medium because of the reduced investment in the stock and reduced budgets that provide little by way of contingencies.

## **6.0 Summary**

6.1 The financial determination for 2011-12 is sufficient to meet the funding need set out in Asset Management Strategy for 2011-12. The investment gap over the past three years remains virtually unaltered at £2.51m.

6.2 The report proposes additional priorities for investment now that the Decent Homes standard has been met (all bar the small programme of external cladding). These priorities are based upon the concept of Decent Homes Plus and have previously been subject to discussions at Housing Board.

<b>Financial Services comments:</b>	Housing repairs expenditure covered by this report is included in the Council's budget for 2011-12.
<b>Legal Services comments:</b>	The Council must ensure that it complies with both its statutory duties relating to the condition of properties and facilities, such as gas installations and their obligations under the Tenancy Agreement.
<b>Service Improvement Plan implications:</b>	The meeting of the Decent Homes Standard by the end of 2010-11 was a Service Improvement Plan objective.
<b>Corporate Plan:</b>	The maintaining of the Council housing stock is a strategic priority for 'Prosperity' (PR2/01).
<b>Risk Assessment:</b>	The potential risk over individual budget over/under spends is medium, due to unforeseen circumstances: weather conditions, higher estimates, higher demand for services etc Rigorous controls in place reduce the risk and impact of those over/underspends. The overall risk rating for budget over/under spends is therefore assessed as medium
<b>Background papers:</b>	<ul style="list-style-type: none"> <li>• Housing Board Report (Nov 2006) <i>"Delivering Decent Homes 2010 And Beyond"</i></li> <li>• Housing Board Report (Jan 2009) <i>"Asset Management Strategy"</i></li> <li>• Housing Board Report (Jan 2011) <i>"Council Dwelling Rents 2011/2012"</i></li> </ul>
<b>Appendices/Enclosures:</b>	Appendix A: Budget allocations 2011-12 Appendix B: Programmes of work
<b>Report author/ Lead Officer:</b>	Charles Harman, Head of Operational Services

**APPENDIX A**

<b>BUDGET HEADING</b>		<b>2011-12</b>
Day-to-day repairs	1,000,000	1,127,470
Including;		
Infrastructure	80,000	
Minor Fencing Works	20,000	
O.A.P. Decorations	10,000	
Security and Communal Safety	5,000	
HO Communal area budget	2,470	
Door entry repairs	10,000	
Repairs to void properties (also see capital void investment below under Decent Homes work)	400,000	430,000
incl. Decoration Allowances	30,000	
Decent Homes & Associated DH Plus works;		1,450,000
External Painting/associated repairs/Communal decoration	250,000	
Central Heating (installs)	300,000	
External Wall Insulation	200,000	
Kitchen Installs	100,000	
Capital Voids	400,000	
Bathroom Renewal	100,000	
UPVC Windows	100,000	
Barclay and Burney House health and safety		3,000
Barclay/ Burney House Day to Day and Voids		35,000
Barclay Upgrading Works		15,000
Environmental Improvements Panel		20,000
Gas servicing		350,000
Lift service and repairs		10,000
Door entry systems (installs)		25,000
Health and safety management (HHSRS)		70,000
Capital work 30,000		
Day to day work 40,000		
Estate Warden team		3,000
Disabled Aids 130,000 WJ18/20101/50,000 TA01/21001		180,000
Electrical rewiring and testing		250,000
Asbestos removal		100,000
Energy efficiency		40,000
Tenant-led improvements (kitchen and fencing scheme)		30,000
Transfer Incentive Scheme		10,000
Professional fees		5,000
Sheltered scheme improvements		200,000
Sheltered schemes general health and safety		10,000
Structural repairs		100,000
Roof Renewals (incl. flat to pitch conversions & asphaltting)		200,000
Bulk waste Management		50,000
Garages[12,763/193,237]		206,000
Contract Contingencies		50,000
<b>TOTAL</b>		<b>4,969,470</b>

## **APPENDIX B**

### **Over-cladding - External Wall Insulation (to include associated works) (£200,000)**

Complete “Decent Homes” thermal comfort programme. To include Elmore Road, Elmore Close and Bridge House. 29 properties

Montgomery Road, Bridgemary Road and low level flats at Gorselands Way are outside Decent Homes but are thermally inefficient and will be progressed subject to resource allocation and budget.

### **Kitchens (£100,000)**

Reactive provision to meet Decent Homes Standard. Specific properties are yet to be identified through void process or previous refusals or that are becoming “non decent.”

### **Bathrooms (£100,000)**

Reflect upon success of 40 completed bathrooms in 2010-11 and implement continuation of bathroom programme prioritised to those properties that are over 30 years and are considered poor, fair or good.

50+ years and in poor condition

5	Astra Walk
106	Avery Lane
112	Avery Lane
114	Avery Lane
14	Brading Avenue
16	Conifer Grove
83a	Dukes Road
1	Durley Road
13	Durley Road
21	Durley Road
23	Durley Road
27	Durley Road
24	Elmore Road
11	Graham Road
78	Leesland Road
7	Nelson House
68	Old Road
5	Osborn Crescent
1	San Diego Road
5	San Diego Road
15	San Diego Road
31	San Diego Road
11	The Crossways
15	The Crossways
19	The Crossways
23	The Crossways
42	The Crossways
44	The Crossways

22	Totland Road
18	Vian Close
14	Wavell Road
37	Willis Road
164	Wych Lane
1	York House
2	York House
7	York House

### **Windows (£100,000)**

Continue with replacement of timber windows with UPVC (Year2). Overall programme Includes:

Mariners Way (partially completed in 2010-11)  
4 properties at Anns Hill Road

### **Central Heating programme (£300,000)**

The reactive replacement programme (where boilers breakdown and are uneconomic to repair before replacement due) will impact on the programme listed below. This means that not all boilers listed below will be able to be replaced in 2011-12. The following boiler replacement programme will therefore be prioritised according to fault history & boiler condition.

9		Beryton Close
12		Beryton Close
16		Beryton Close
3	A	Beryton Close
11	A	Beryton Close
12	A	Beryton Close
15	A	Beryton Close
86		Beryton Road
28		Blackthorn Drive
31		Blackthorn Drive
33		Blackthorn Drive
46		Blackthorn Drive
58		Blackthorn Drive
59		Blackthorn Drive
36		Brading Avenue
45		Braemar Road
80		Braemar Road
76		Carisbrooke Road
4		Chale Close
21		Chale Close
22		Chatfield Road
59		Conifer Grove
3	A	Coulmere Road
77		Dukes Road

79	A	Dukes Road
5		Durley Road
8		Durley Road
23		Durley Road
30		Durley Road
8		Elmore Avenue
263	B	Forton Road
35		Green Crescent
43		Greenway Road
16		Horton Road
2		Mariners Way
8		Mariners Way
11		Mariners Way
12		Mariners Way
13		Mariners Way
14		Mariners Way
17		Mariners Way
20		Mariners Way
21		Mariners Way
23		Mariners Way
25		Mariners Way
28		Mariners Way
35		Mariners Way
37		Mariners Way
39		Mariners Way
41		Mariners Way
42		Mariners Way
43		Mariners Way
44		Mariners Way
48		Mariners Way
51		Mariners Way
52		Mariners Way
57		Mariners Way
58		Mariners Way
18		Old Road
22		Old Road
36		Old Road
38		Old Road
46		Old Road
48		Old Road
20		Osborn Crescent
17		Portal Road
22		Portal Road
22		Prideaux Brune Avenue
10		Queens Close
1		San Diego Road
5		San Diego Road
30		The Crossways
21		The Hoe
15		The Thickett
17		Totland Road
20		Totland Road

29		Totland Road
8		Wilmott Close
12		Wilmott Close
29		Wilmott Close
36		Wilmott Close
73		Wilmott Close
79		Wilmott Close
208		Wych Lane
216		Wych Lane

## AGENDA ITEM NO. 8

<b>Board/Committee:</b>	Housing Board
<b>Date of Meeting:</b>	14 <sup>th</sup> March 2011
<b>Title:</b>	Housing Renewal Policy 2011-2012
<b>Author:</b>	Environmental Services Manager
<b>Status:</b>	For Decision

### **Purpose**

A formally adopted Housing Renewal Policy is required in order to deliver home repairs and adaptations in the Borough.

### **Recommendations**

- a) That the Board approves the Housing Renewal Policy for 2011- 2012
- b) That authority be delegated to the Environmental Services Manager, subject to the Council's financial regulations, in consultation with the Chairman, to approve virements between capital programme budget headings in order to deal with demand.

### **1 Background**

- 1.1 The Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 requires that all Local Housing Authorities must provide Mandatory Disabled Facilities and have arrangements in place, including a formal Housing Renewal Policy, for all other forms of housing assistance for the improvement of housing conditions in their area.
- 1.2 The Order also requires that the Authority keep under review their Housing Renewal Policy and amend it if necessary. The Housing Renewal Policy was last approved by Members at the Housing Board Meeting on 3 March 2010, and subsequently endorsed by the Policy and Organisation Board Meeting on 17 March 2010.
- 1.3 The Government has made it clear that it acknowledges the importance of private sector housing and its effect on the health of the nation, and who should bear responsibility for repairs in that sector :

“Poor quality housing can have an impact on the health of the occupants and on the quality of life in an area. The Government's view is that it is primarily the responsibility of homeowners to maintain their own property.”  
[Introduction, paragraph 2; Housing Renewal Guidance (Consultative Document), June 2002]

- 1.4 The Government has also stressed that local authorities have a key role in steering homeowners on the road to self-reliance and away from a grant dependency culture. However, the Government has also stressed that it

would consider that an authority was failing in its duty as a housing enabler, and in its responsibility to consider the condition of the local private sector stock, if it did not make some provision for assistance :

“A blanket ‘no assistance policy’, whether for grants, loans or both, would therefore be unacceptable.” [paragraph 4.3, *Housing Renewal Guidance (Consultative Document)*, June 2002]

- 1.5 A draft Housing Renewal Policy 2011-12 is attached (see Appendix A) and upon approval of this Board will be referred to the Policy and Organisation Board Meeting on 23 March 2011. A hard copy of the draft Policy is available in the Members Room and further copies are available on request.
- 1.6 The draft Policy proposes a range of grant-based assistance in the forthcoming financial year assistance. Also that affordable loans may be obtained (for specific low income groups) through the independent, not-for-profit South Coast Money Line. The Policy will target residents who are older and/or disabled and specified low income groups. Discretionary assistance will be provided towards assisting in the conversion of empty shops, offices and commercial properties and/or under-occupied properties into units for rent in the private sector. This will be backed up by appropriate advice and, where necessary, enforcement action.

## **2 Key Themes and Considerations within the Housing Renewal Policy 2011 -12**

- 2.1 **The Range and Type of Assistance to be Made Available** – the Housing Capital Programme, approved on 2 February 2011, will fully fund the grant proposals set out in the draft Policy.
- 2.2 **Applicant Eligibility** – the proposal will limit eligibility to owner-occupiers, landlords and tenants.
- 2.3 **Grant limits** – proposed limits are set out in Section 6 of the draft Policy.
- 2.4 **Time limits** – grant approvals generally remain valid for a period of not more than twelve months and may be significantly shorter for small items of work.
- 2.5 **Repayment conditions** – the draft Policy sets out a number of conditions that would require repayment of any grant, summarised below.

<b>Issue</b>	<b>Proposal</b>	<b>Reference in Draft Policy</b>
Disposal of owner-occupied property benefiting from Mandatory Disabled Facilities within 5 years of	Full repayment, up to a maximum of £10,000, any part of	6.5, Appendix A2.51

grant payment	the grant that exceeds £5,000.	
Disposal of property benefiting from discretionary Home Repairs Assistance or Conversion Grants within 5 years of grant payment	Full repayment	6.11, 6.15, Appendix A2.47 & A2.48
Breach of Nominations Agreement and/or Letting conditions in rented property benefiting from a discretionary Conversion Grant	Full repayment plus compound interest	6.15
Failure to provide information on grant condition compliance within 21 days	Full repayment plus compound interest	Appendix A2.53

2.6 **Non-Repayment Conditions** – the draft Policy also sets out a number of conditions in which repayment is not required, namely :

- mandatory Disabled Facilities Grants below £5,000,
- mandatory Disabled Facilities Grants above £5,000 to a tenant, and
- any other case subject to the discretion of the Environmental Services Manager.

2.7 **Dealing With Disputes** – The law does not make any provision for appeals against individual decisions on the level of assistance offered. However, under Section 14 of the draft Policy, any customer who is dissatisfied with the service provided will initially be asked to contact the officer who has been dealing with their case to give them the opportunity to alter the service or to explain the decision/outcome. If, after contact with the officer dealing with the case, a customer is still dissatisfied and wishes to explore the matter further they are invited to contact the Environmental Services Manager who will provide a full written response within ten working days of becoming aware of the matter. If the customer is still dissatisfied, the Borough Council has a three-stage complaints procedure.

2.8 **Key service standards** – The service standards approved for the home improvement grant service are set out in Appendix 3 of the draft Policy.

2.9 **Enforcement policy** – When enforcement is required it will be undertaken in accordance with Gosport Borough Council’s Generic Enforcement Policy.

### **3 Crime and Disorder Act 1998**

3.1 Under the provisions of the Crime and Disorder Act 1998, Section 17, it is the duty of all local authorities to consider the crime and disorder implications of their actions in the exercise of their various functions. With regards to this Report, there are two items that could reasonably be deemed as aiding in the prevention of crime and disorder in the Borough, namely :

- *Discretionary Conversion Grants* : These small grants often provide the impetus to private landlords to convert empty commercial properties (shops, offices, etc.) into self-contained units of accommodation for renting in the private sector. Frequently an empty shop or public house can attract unwarranted damage by vandals. The conversion of these properties into self-contained units removes this criminal temptation, as well as providing much needed accommodation (see paragraph 6.12 in the draft Policy).

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#### **4 Progress Update on the Southern Home Loans Partnership Scheme**

- 4.1 In March 2004 the Housing Board approved the Council's participation in a Consortium of local authorities with a local 'not for profit' financial institution, South Coast Money Line, to set up a pilot regional resource to provide low cost home repair/maintenance loans to applicants seeking to repair or improve their homes up to the Decent Homes Standard. These loans are made to homeowners whose financial circumstances would not allow them access to affordable finance from the mainstream 'High Street' financial institutions. The Scheme, named 'Southern Home Loans Partnership' made its first loans in 2006. In the Housing Renewal Policy 2004-05 members agreed to fund the initial set up costs and loan funding each year.
- 4.2 In 2008 Gosport was part of a successful bid (together with other founder members of the 'Southern Home Loans Partnership', Portsmouth, Eastleigh and Chichester) to the Regional Housing Board for funds to assist in private sector housing projects for the forthcoming three years. The Regional Housing Board was especially complimentary of the work the local authorities had undertaken in creating the 'Southern Home Loans Partnership' Scheme. The Regional Housing Board viewed the partnership as a model system which should be emulated by other local authorities, and supplied funds to assist in its success. For instance, in the current financial year residents of Gosport have made loans from the 'Southern Home Loans Partnership' totalling almost £140,000. All these funds came from the successful bid to the Regional Housing Board. As these loans are gradually repaid, the money is recycled as loans for the benefit of Gosport residents ad infinitum.
- 4.3 Two further Consortia have been created in the southern area, using the 'Southern Home Loans Partnership' as its model, BEST and SHIP. BEST (Brighton and East Sussex) comprises of all the local authorities in East Sussex, as well as Brighton; and SHIP (Surrey and Hampshire Improvement Partnership) comprises of Hart and Rushmore in North Hampshire together with several authorities from Southern Surrey, including Guildford and Woking.
- 4.4 In the three southern consortium areas (fifteen local authorities in total), comprising BEST, SHIP and the 'Southern Home Loans Partnership' Schemes, over £1m has been made in loans. To date not one bad debt has

been recorded. Furthermore, there has not been a single case of a weekly/monthly repayment being made even one day late.

- 4.5 Other southern local authorities are now showing keen interest in starting their own Consortiums; - in Kent, Northern Surrey and West Sussex.
- 4.6 Sadly, due to the current difficult financial situation, it is extremely unlikely that any new Consortiums will benefit financially from Government aid, as Gosport and the other members of the 'Southern Home Loans Partnership' did.
- 4.7 The current Business Plan drafted by the Chief Executive of South Coast Money Line has projected that by 2016 the 'Southern Home Loans Partnership' Scheme should be effectively self-financing. Gosport has enough residual funds in the system to enable loans to be made to local residents certainly for the forthcoming financial year. However, Gosport still has to contribute to an annual 'Membership Fee' for the forthcoming year, which will be £11,250. It is proposed to carry forward £11,250 of unused discretionary Home Repair Assistance Grants from the current financial year to fund the Membership Fee in the forthcoming financial year.

## **5 Spending Proposals 2011-12**

- 5.1 The elements of this Policy are as follows :

<b><u>Capital Expenditure</u></b>	<b><u>2011/12</u></b>
Mandatory Disabled Facilities Grants	£340,000
<i>Less anticipated Government contribution</i>	<i>-£240,000</i>
Home Repair Assistance Grants (emergency priority disabled aids/adaptations)	£15,000
Conversion Grants (conversion of empty or under-occupied property into self-contained units)	£45,000
Annual Membership Fee to the 'Southern Home Loans Partnership' Scheme,	£11,250
Funded from under spent discretionary grants from 2010 – 11.	(£11,250)
<b>Net Total Capital Expenditure</b>	<b>£160,000</b>
 <b><u>Revenue Expenditure</u></b>	
Homecheck Scheme (via C&E Board)	£18,000
<b>Total Revenue Expenditure</b>	<b>£18,000</b>

- 5.2 Where demand in one area exceeds that in another and funding is under the Council's direct control it is prudent to redirect funds providing that total expenditure remains unchanged. It is therefore proposed that in such circumstances, the Environmental Services Manager in consultation with the Chairman of the Housing Board is able to decide how to redirect funds as appropriate, in accordance with the Council's financial regulations.

- 5.3 Disabled Facilities Grants (DFGs) are mandatory and all local housing authorities must provide this type of grant aid upon receipt of a full and proper application from a person who is registered (or registerable) disabled. The Government provides all local authorities with a Specified Capital Grant towards DFG expenditure. In the current financial year this amount is £270,000. The budget for 2010/12 includes an estimated grant figure of £240,000 although the Council has yet to receive formal confirmation. The Borough Council is expected to meet all commitments on Disabled Facilities Grants above that figure and will therefore supplement the amount by £100,000 taking the total proposed spend to £340,000.
- 5.4 The approval of a Mandatory DFG is time consuming and cannot accommodate emergency situations. Therefore it is proposed to allocate a small sum of £15,000 for “fast track” Discretionary Home Repair Assistance Grants (HRGs) for use in priority situations for emergency disabled aids and adaptations, e.g. to quickly provide a stair lift so that a patient may leave hospital and so prevent bed-blocking. In the financial year 2009 -10 this resource was never used; in the current financial year it has been used twice for two small grants totally £3,374.

## **6 Conclusions**

- 6.1 The 2011-12 Housing Renewal Policy will enable the Council to undertake its key functions and roles. Approving the discretionary elements of the Policy will also help the Council to meet Government and Regional objectives.

<b>Financial Services comments:</b>	As contained in the Report
<b>Legal Services comments:</b>	As contained in the Report
<b>Service Improvement Plan implications:</b>	The implementation and monitoring of the Housing Renewal Policy will be part of the Environmental Services Service Improvement Plan for 2011 -12
<b>Corporate Plan:</b>	The proposals set out in the draft Policy have positive impacts in terms of: <ul style="list-style-type: none"> <li>• promoting health and well-being, and</li> <li>• reducing crime</li> </ul>
<b>Risk Assessment:</b>	Southern Home Loans Partnership – Medium likelihood/Medium Severity. Risk Status: Medium
<b>Background papers:</b>	The Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 (S.I. 1860). Housing Renewal Guidance (Consultative Document) June 2002 (ODPM) Gosport Private Sector House Condition Survey 2010 Housing Renewal Policy 2010-11
<b>Appendices/Enclosures:</b>	
Appendix 'A'	Comparison of Key Differences Between 2011/12 Private Sector Housing Renewal Policy and the 2010/11 Version
<b>Report author/ Lead Officer:</b>	Trevor Charlesworth, Principal EHO, and David Jago, Environmental Services Manager

## APPENDIX A

### Comparison of Key Differences Between 2011/12 Private Sector Housing Renewal Policy and the 2010/11 Version

- 4.2 Cessation of funding of Handyperson Scheme and promotion of Gosport Voluntary Action (GVA) Decorating And Repair Taskforce (DART) Scheme. (Also in 8.0)
- 4.2 Change of the local Home Improvement Agency (formerly 'In Touch') provider to Portsmouth City Council) for works of repair or improvement. (Also in 5.3)
- 4.2 Change in the type of Government grant aid from Warmfront to Warm Home Discount.
- 6.7 With regards to Discretionary Disabled Facilities Grants: - The Environmental Services Manager, in consultation with the Chairman of the Housing Board, may make a decision on what level, if any, of funding will be awarded to the client. The Environmental Services Manager's decision will be final.
- 7.0 Removal of Warmfront Top – up Grant
- A1.12 Key facts from Private Sector Stock Condition Survey 2010

David Jago  
Environmental Services Manager  
19/1/11