

NOTTINGHAM CITY HOMES

HOUSING MANAGEMENT SERVICES COMMITTEE

MINUTES of the **Meeting** held on **17 FEBRUARY 2010** in the Board Room, 14 Hounds Gate from 2.35 pm to 4:20 pm

Present

Committee Members:

Merlita Bryan
Margaret Pugsley
Valerie Schneider
Janet Storar (Chair)

Also in Attendance

Richard Holland	Interim Head of Rents & Voids
Mark Lawson	Performance Improvement Manager
Jan Locker	Senior Governance Officer (Minute Taker)
Gill Moy	Director of Housing Operations
Darren Phillips	Head of Finance (arrived 2:55 pm and left 3:20 pm)

09/16 WELCOME, INTRODUCTIONS & ANNOUNCEMENTS

The Chair welcomed Merlita Bryan and the relevant introductions were made. The Chair requested that the presence of the Head of Finance to present the Financial Report and it was agreed that the agenda item would be taken out of turn to accommodate this.

09/17 APOLOGIES FOR ABSENCE

An apology was received from Tim Bell.

09/18 DECLARATIONS OF INTEREST BY BOARD MEMBERS AND OFFICERS

None declared.

09/19 CONFIRMATION OF THE MINUTES OF THE HOUSING MANAGEMENT SERVICES COMMITTEE HELD 17 NOVEMBER 2009

The Housing Management Services Committee (HMSC) adopted the minutes as a true and accurate record of the meeting.

09/20 MATTERS ARISING

09/20.1 **Minute 09/09** The DHO informed the HMSC that the approval of the Allocations Strategy by Nottingham City Council (NCC) had been delayed until 25 March 2010 when the strategy would be considered by the NCC Executive and any further delays would be reported to the HMSC.

09/21 AMENDED TERMS OF REFERENCE & DELEGATED POWERS

The DHO advised the HMSC that following transfer of the Tenant & Leaseholder Involvement Team from the Housing Directorate to the Strategy & Partnership Directorate, the Terms of Reference and Delegated Powers had been amended. The HMSC was asked to approve the amendments and make a recommendation of the formal adoption to the Board.

RESOLUTIONS:

The Housing Management Services Committee:

- 1. approved the amendments to the Terms of Reference and Delegated Powers; and**
- 2. recommended ratification by the Board .**

09/21 UPDATE ON VOIDS AND FORWARD PLAN

The Interim Head of Rents and Voids (IHRV) presented a report which updated the HMSC on the progress made on the void properties process.

It was reported that improvements had been made in performance and that the end of year target had been achieved. The current level of lettable voids stood at two hundred and ninety-nine properties.

The IHRV informed the HMSC of the actions that had been taken to improve the performance and that new initiatives had been or were in the process of being implemented that would assist the team in achieving the targets.

The HMSC gave consideration to the reasons why prospective tenants may refuse a property and was concerned whether the refusal was linked to the poor state of the property and or garden and surrounding area. The IHRV advised that the internal condition of the property was not an issue for the Company. The DHO stated that refusal were often linked to inadequate facilities such as the size of rooms, and an estate agent approach to include the size of rooms in the advert was under consideration.

The DHO invited the HMSC Members to attend the Tenancy & Estates Allocations Meeting where the allocations and refusals are scrutinised on a monthly basis.

The HMSC suggested that a pilot to clear gardens prior to letting be undertaken on a small number of voids in an area where a number of void properties were in close proximity. The Brindley Road and Cockington Road were identified as a possible area for consideration.

The DHO advised the HMSC that the Company was to undertake a piece of work on the sustainability of property with high turnover rates, in particularly the high-rise blocks. A report was to be submitted to NCC in the near future.

The HMSC requested a letter of recognition be sent to the teams responsible for the outstanding improvement in performance.

The DHO gave a brief update in terms of the non lettable voids and advised that the Company was working closely with NCC.

RESOLUTIONS:

The Housing Management Services Committee:

- 1. agreed to a pilot to clear gardens prior to letting be undertaken on a small number of voids in an area where a number of void properties were in close proximity; and**
- 2. noted the report.**

09/22 FINANCIAL REPORT

The Head of Finance presented a report which highlighted the Housing Directorates financial position at the end of December 2009.

The HMSC was informed that the Housing Directorate had achieved efficiency savings in the previous quarters and the position had remained the same. The HF advised the HMSC of the projected surplus of four hundred and seventy three thousand pounds (£473) at 31 March 2010.

The Housing Management Services Committee noted the report.

09/23 REPORT BACK FROM THE HOUSING MANAGEMENT SERVICES COMMITTEE WORKING GROUP

09/23.1 Review of Supported Housing Services

The DHO circulated a list of actions and timescales in relation to the review and gave a brief update. The DHO reported that the informal consultation with staff and the unions had commenced and meetings had been arranged with Supporting People and NCC Supported Housing Team to determine the scope of the service and extent and level of service respectively.

Reports would be submitted to the Housing Forum in March for outline agreement for the hub and spoke model, Housing Management Service Committee in April to agree the recommendations to the Board, and the Board in May to agree the proposal.

The formal consultation with staff would commence in June.

09/23.2 Tenancy & Estate Management Modernisation

The DHO gave a brief update on the progress made to date. The HMSC was informed that the formal consultation with the tenants had been delayed due to problems with the letters being issued and the deadline had been extended to 4 March 2010.

The HMSC was advised that the feedback received from the consultation was evenly balanced however there was a strong resistance against the cessation of the Revenue Collection Service.

The DHO advised that the HMSC needed to make a recommendation to the Board. Following a discussion and having given consideration to the fact that no other organisation provided a revenue collection service the HMSC agreed to make a recommendation to the Board to cease the cash and revenue collection services.

RESOLUTION:

The Housing Services Committee agreed to make a recommendation to the Board to cease the cash collection in the designated offices and the revenue collection service.

09/24 INTERIM GARAGE MANAGEMENT PROPOSAL

The DHO explained the difficulties faced by the Company in garage management. An assessment of all the garage sites had been undertaken and the Company had a better understanding of the stock. A review of the garage waiting list was to be undertaken.

An update report would be submitted to the Housing Forum in April 2010 for consideration. The Chair requested that the HMSC receive an update also.

The DHO welcomed suggestions from the HMSC.

The Housing Management Services Committee noted the report.

09/25 HOUSING SERVICES DIRECTORATE – RISK REGISTER

The PIM presented the Risk Register and highlighted the high level risks for the Company.

The DHO identified a risk which had not been included on the register relating to the catering carried out at the sheltered schemes and confirmed the item would be included in future.

The Housing Management Services Committee noted the report.

09/26 AUDIT REPORTS AND AUDIT REGISTER OF OUTSTANDING ACTIONS

Consideration was given to the report and the audit actions.

The Housing Management Services Committee noted the report.

09/26 HOUSING SERVICES PERFORMANCE REPORT QUARTER 3 2009

The PIM presented a report which updated the HMSC of the progress made against Key Performance Indicators (KPIs) up to quarter 3 2009.

The HMSC was advised that overall there had been an improvement in performance against the KPIs and a deterioration in rent loss against voids and tenants evicted as a result of rent arrears. The PIM explained the reasons for the deterioration.

The Housing Management Services Committee noted the report.

09/27 DIRECTORATE BUSINESS & SERVICE IMPROVEMENT PLANS

The DHO presented a report that outlined the framework on which the business plans are developed. It was noted that the HMSC are to receive a full set of documents in advance of the next meeting and the HMSC expressed a wish to be involved at the early stages of the development of the business plans.

The DHO confirmed that a progress report would be submitted to the next meeting.

RESOLUTIONS:

The Housing Management Services Committee:

- 1. noted the completion dates for the Directorate's Business and Service Improvement Plans;**
- 2. agreed to delegate approval of the key documents to the Director of Housing Operations; and**
- 3. agreed to monitor and receive progress reports as part of the Housing Management Services Committee forward programme.**

09/28 FORWARD PLAN

The Committee noted the forward plan and agreed to include an update on the Supported Housing Review at the next meeting.

09/29 ANY OTHER BUSINESS

None.

09/30 DATE OF THE NEXT MEETING

The HMSC noted the amendments to the Board and Committee meeting planner for 2010 and agreed to meet at 2:00 pm on the following dates:

2010

13 April 2010
8 June 2010
17 August 2010
12 October 2010
7 December 2010

2011

15 February 2011
12 April 2011
14 June 2011
16 August 2011
18 October 2011
6 December 2011

The date of the next meeting is scheduled to be held on 13 April 2010 in the Board Room, 14 Hounds Gate, Nottingham, NG1 7BA at 2:00 pm.

The meeting closed at 4:20 pm.

Signed Date