

**NOTTINGHAM CITY HOMES**

**PERFORMANCE & REGULATORY COMMITTEE**

**MINUTES** of the Meeting held on **12 AUGUST 2008** at Hounds Gate from 5.05 to 7.05pm

**Attendance**

**Committee Members**

Margaret Pugsley  
Paul Rowe (arrived at 5.55pm)  
Janet Storar (Chair)  
Graham Ward  
Malcolm Wood

**Also In Attendance**

Julie Crook - Director of Finance  
Lorraine Hayes - Governance Officer  
Mark Lawson - Rents Manager  
Sue Lomax - Allocations Manager  
Gill Moy - Director of Housing  
Kim De Vergori - Assistant Director of Housing

**08/01 WELCOME, INTRODUCTIONS FROM THE CHAIR & ANNOUNCEMENTS**

The Chair opened the meeting by thanking previous Committee Members Tim Bell and Peter Linford and welcomed Margaret Pugsley and Graham Ward to the Committee.

**08/02 APOLOGIES**

Apologies were received from Ade Aderogba and Janet Glass.

**08/03 DECLARATIONS OF INTERESTS BY BOARD MEMBERS AND OFFICERS**

No declarations were made.

**08/04 MINUTES OF THE PERFORMANCE & REGULATORY COMMITTEE HELD ON 13 MAY 2008**

The Minutes were agreed and adopted as a true and accurate record of the Meeting subject to the inclusion of apologies from Julie Crook.

**08/05 MATTERS ARISING**

The Director of Finance (DOF) informed the Committee that the Committee had requested an update on fire damage properties. The Committee were informed that data had been obtained and for the period 2006/07 there had been one hundred and forty five (145) properties subjected to fire damage which had cost Eight hundred and thirty seven thousand pounds (£837.k). The Committee were informed that each and every case was forwarded to the loss adjuster, the Rents Manager will explore the outcomes with the

Loss Adjuster and report back to a future meeting of the Committee. The Director of Housing will liaise with the Director of Property Services to ensure that systems are in place to record repairs to fire damage properties.

The Assistant Director of Housing informed the Committee that wheelie bins at vacant properties will either be locked away in an outbuilding or within the property. Procedures are in place to make referrals for Home Risk Assessments.

## **08/06 SLA REVIEW PROGRESS UPDATE**

The Director of Finance (DOF) introduced the update report and advised the current situation with regard to the SLA reviews with NCC.

The Committee was informed that the Company had formally withdrawn from four SLAs.

Discussions had taken place regarding the TUPE transfer of the SX3 team, the 1 September 2008 was date agreed for the transfer.

The Committee was of the opinion that the Audit Commission was likely to focus on the SLA arrangements and the Company needed to demonstrate Value for Money.

There had been limited progress on a number of SLA reviews; Nottingham City Council (NCC) had been unable to provide the agreed support to NCH to complete the reviews. The Committee were extremely disappointed that despite numerous discussions with NCC there continued to be issues with NCC on the provision of the information requested.

## **RESOLUTIONS:**

### **The Committee:**

- 1. Noted the withdrawal from the four Service Level Agreements Design & Property Services, Human resources, SX3 Support Services, Fleet Management and Fleet Management administration.**
- 2. Agreed to note the remainder of the report.**

## **08/08 QUARTERLEY FINANCIAL REPORT**

The Director of Finance (DOF) presented the position for the first quarter 2008/09

It was reported that there was a projected revenue deficit within the first quarter of Three thousand two hundred and seventy eight pounds (£3.278k).

Within the Capital Programme it was on target to spend in line with the budgeted expenditure.

The Committee were informed of a potential risk to budgeted income due to a predicted forecast to under achieve on capital receipts. NCH was actively exploring the feasibility of realising capital from corporate properties.

The Director of Housing informed the Committee that discussions were continuing with NCC over a number of properties that had impacted on revenue collection for the Company and that the decision making process on the future of the properties could be refined.

**The Committee noted the report.**

#### **08/09 RENT COLLECTION PERFORMANCE**

The Rents Manager presented the rent collection performance for the first quarter of 2008/09. The projections and targets for 2008/09 were circulated at the meeting.

The Committee was informed that performance had fallen below target during the first quarter of 2008/09 which had resulted in a shortfall of around One hundred Sixty three thousand pounds (£163k). However when compared against data from 2007 this had culminated in a 0.98% rise that was worth a significant Two hundred and thirteen thousand six hundred and fifty nine pounds (£213,659).

The Committee were informed of plans to increase the number of financial inclusion officer posts to further support and sustain tenancies.

The Rents Manager informed the Committee that he was working closely with NCC and that a pilot project was planned for receipting of new Housing Benefit Claims.

The Committee supported the plans to improve performance and found the report to be very informative.

**The Committee noted the report.**

#### **08/10 FORMER TENANT ARREARS AND WRITE OFFS**

The Rents Manager presented the former tenant arrears and the value of former tenant debt that had been written off as irrecoverable in the financial year to 5 April 2008. The Committee were concerned with the level of write offs, The Rent Manager informed the Committee that previous former tenant arrears written off as irrecoverable were reinstated if the debtor was traced or applied to go on the waiting list.

The Company had reviewed former tenant arrears collection and had strengthened the collection process and had implemented new procedures to maximise rental and associated income.

**The Committee noted the report.**

#### **08/11 TENANT PARTICIPATION PROGRESS**

The Director of Housing informed the Committee about the progress of tenant and leaseholder participation. The Committee were informed that Tim Morton Associates had been appointed to carry out a review of the Tenant and Leaseholder Compact.

It was recognised that the Chairs and Vice Chairs of the Area Panels and Forums were holding regular joint meetings to discuss tenant involvement.

Doreen Gretton had recently won the regional heat of the Tenant of the Year, Doreen came a very close runner up in the national Connecting People Awards which celebrated tenant participation. The Committee wanted to recognise the achievement and a letter of congratulations would be forwarded at the earliest opportunity.

**The Committee noted the report.**

## **08/12 REGISTER OF DISPENSATIONS**

The Director of Finance (DOF) presented a report which advised the Committee of the dispensations from Financial Regulations agreed since the last meeting.

**The Committee noted the report and register of dispensations.**

## **08/13 VALUE FOR MONEY & EFFICIENCY GROUP – TERMS OF REFERENCE**

The Director of Finance (DOF) presented a report which advised the Committee on the new Terms of Reference for the Company's reinvigorated Value for Money & Efficiency (VFME) Group.

**The Committee noted the report. It was further agreed that reports would be presented quarterly to the Committee and Board.**

## **08/14 HOMELINK, ALLOCATIONS QUARTERLEY MONITORING & SCRUTINY REPORT**

The Allocations Manager presented a report to the Committee on the Allocations Service for the first quarter of 2008/09 and advised on the outcomes as a result of the scrutiny of the service.

It had been identified that within the bidding process, a number of applicants over the age of sixty were not placing bids, a new casework approach had been implemented to ensure that individual support was offered to applicants using the Homelink Service.

The Committee were informed that monthly meetings have taken place since April 2008 to scrutinise all cases referred to the Allocations and Tenancy Management Panel. A decision had taken place to amalgamate the two panels, new terms of reference and procedures had been established.

The Committee were informed of the outcomes of the monthly meetings and supported the Director of Housing in ensuring that robust procedures were in place to deal with any management anomalies.

### **The Committee:**

- 1. Noted the report.**
- 2. Recognised the management anomalies identified and were confident that training and guidance had been implemented to ensure that the systems were robust.**

## **08/15 1<sup>ST</sup> QUARTER PERFORMANCE REPORT 1 APRIL 2008- 30 JUNE**

The Head of Performance & Best Value (HPBV) had forwarded apologies to the Committee that she was unable to attend the meeting.

The Director of Finance (DOF) in the absence of (HPBV) circulated an amended report to the Committee and presented the 1<sup>st</sup> Quarter performance report which measured the Company's performance against national and local primary performance indicators.

Vacant Property Management

The Director of Housing advised that despite some good success the Company would be concentrating on making further improvements. The successes included:

- Reduced the number of lettable properties that are empty from 431 to 415 during the first quarter.
- Reduced the number of voids empty for more than six months between May and June from 83 to 55;
- Average void time 41.6 days this is well within our target of 45 days.

The Committee requested comparative data on number of voids for the same period last year. The Director of Housing will communicate the information directly to the Chair of the Board.

Repairs

It was noted that cumulative repairs performance had demonstrated an improving trend.

Estate Management

The Tenants Services Inspection Team had rated 35 estates as 2 star standard.

**The Committee noted the report and it was requested that comparative data be included within the main body of the report.**

**08/16 DATE OF NEXT MEETING**

**11 November 2008.**

**08/17 ANY OTHER BUSINESS**

The Chair informed the Committee of an email received from Ade Aderogba that had supported the Company on our Equality and Diversity philosophy. He had raised concerns regarding the decision taken by the Company not to engage with PATRA in 2008/09. The Committee responded that the Company had taken the decision to support traineeships in 2008/09.

**Meeting ended at 7.05pm**

**SIGNED ..... DATED .....**