

Please ask for:

Chris Wrein

Direct dial:

(023) 9254 5288

Fax:

(023) 9254 5587

E-mail:

chris.wrein@gosport.gov.uk

13 January 2009

S U M M O N S

MEETING: Housing Board
DATE: 21 January 2009
TIME: 6.00pm
PLACE: Committee Room 1, Town Hall, Gosport
Democratic Services contact: Chris Wrein

BOROUGH SOLICITOR

MEMBERS OF THE BOARD

Councillor Gill (Chairman)
Councillor Bradley (Vice Chairman)

Councillor Allen	Councillor Edwards
Councillor Ms Ballard	Councillor Geddes
Councillor Beavis	Councillor Mrs Mudie
Councillor Mrs Cully	Councillor Philpott

The Mayor (Councillor Kimber) (ex officio)
Chairman of Policy and Organisation Board (Councillor Smith) (ex-officio)

FIRE PRECAUTIONS

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

In the event of the fire alarm (single continuous sound) being activated, 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.

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 BOARD HELD ON 10 SEPTEMBER 2008 [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 Monday 19 January 2009. 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 Monday 19 January 2009).

6 REVIEW OF THE BOROUGH WIDE TENANT COMPACT

To present the Borough Wide Tenant Compact for approval.

PART II
Contact Officer:
Kim Carron
Extension 5351

7 PROPOSED PLANS FOR THE REDEVELOPMENT OF ROGERS HOUSE. LEE-ON-THE-SOLENT

This report outlines the progress made in developing plans for the future of Rogers House, Lee on the Solent. The proposed plans and proposed tenures of the scheme are presented with a draft timetable for the delivery of the scheme and known financial information at this stage. These proposals are subject to planning approval and to securing funding for the scheme from the Homes and Communities Agency which is the successor to the Housing Corporation.

PART II
Contact Officers:

Kim Carron
Extension 5351

Oona Hickson
Extension 5292

8 HOUSING REVENUE ACCOUNT BUSINESS PLAN UPDATE

To present to Members the current and future predicted position of the Housing Revenue Account Business Plan

PART II
Contact Officer:
Kim Carron
Extension 5351

9 ASSET MANAGEMENT STRATEGY

To seek Housing Board approval for the Asset Management Strategy, which provides an overview of the current condition of the housing stock and sets out priorities for investment for the next five years.

PART II
Contact Officers:

Charles Harman
Extension 5287

Judy Knapp
Extension 5574

10 CHANGES TO SUPPORTING PEOPLE FUNDING AND THE IMPACT ON SHELTERED SERVICE PROVISION

To inform Members of the impact of the Supporting People Strategic Review carried out by the Hampshire County Council Supporting People Team and proposed changes to the Supporting People contract.

PART II
Contact Officers:

Kim Carron
Extension 5351

Charles Harman
Extension 5287

Sue Kendall
Extension 5254

To consider the changes proposed by Housing Services to respond to the issues raised by that review and the amended funding regime.

11 UNDER OCCUPATION INITIATIVE

To provide an overview of an under occupation initiative carried out between September 2007 and March 2008 and approve the recommendations that emerged as a result of that initiative.

PART II
Contact Officer:
Charles Harman
Extension 5287

12 VOID PROPERTIES NEW LETTABLE STANDARD

The purpose of this report is to seek Housing Board approval for the changes to the void properties lettable standards for general needs properties and for sheltered housing.

PART II
Contact Officers:

Kim Carron
Extension 5351

Charles Harman
Extension 5287

This report also seeks approval for the changes to the decorating allowance scheme for new tenancies.

Judy Knapp
Extension 5574

13 ANY OTHER ITEMS

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

**A MEETING OF THE HOUSING BOARD
WAS HELD ON 10 SEPTEMBER 2008**

The Mayor (Councillor Kimber) (ex-officio), Chairman of Policy and Organisation Board (Councillor Smith)(ex-officio), Councillors Allen (P), Ms Ballard (P), Beavis (P), Bradley (P), Mrs Cully (P), Edwards (P), Geddes (P), Gill (Chairman) (P), Mrs Mudie and Philpott (P).

Also in attendance: Deputy Tenant Representative – Mrs Jan Carter

12 APOLOGIES

An apology for inability to attend the meeting was submitted on behalf of The Mayor (Councillor Kimber).

13 DECLARATIONS OF INTEREST

There were no declarations of interest.

14 MINUTES

RESOLVED: That the Minutes of the meeting held on 18 June 2008 be approved and signed by the Chairman as a true record.

15 DEPUTATIONS

There were no deputations.

16 PUBLIC QUESTIONS

There were no public questions.

PART II

17 HOUSING FINANCE/SUBSIDY PRESENTATION

Councillors Mrs Forder, Hicks and Mrs Salter attended for the presentation only.

The Head of Housing Finance gave a presentation on Housing Finance and answered Members' questions.

18 PROPOSED PLANS FOR ROGERS HOUSE, LEE-ON-THE-SOLENT

The Board considered the report of the Housing Services Manager (a copy of which is attached in the Minute Book as Appendix 'A') which outlined the progress made in relation to the redevelopment of Rogers House, on the progress of re-housing tenants within these properties and to outline a likely timetable for this redevelopment.

It was confirmed that all the residents had vacated Rogers House with the exception of the resident Warden. It was also confirmed that consultation had taken place with residents

and Ward Councillors on the proposed redevelopment scheme.

Members confirmed that the feedback they had received from residents who had been moved to Cockerell House was that they were delighted with their new accommodation. Officers advised that there were lifts and level access showers in this building and a Warden on call.

In answer to Members' questions concerning the proposed scheme to replace Rogers House, officers advised that the footprint of the new building would be larger than the present one but it would be positioned to make better use of the site, including giving the rooms a sunny aspect and improved landscaping. It was recognised that many residents enjoyed the benefits of gardening and consultation had taken place with the gardening charity 'Thrive' to assist with the design of both communal gardens areas and areas where residents could create their own garden plots.

In answer to a Member's question as to whether a warden would be resident in the new building, it was confirmed that, due to financial restrictions, there would be a mobile warden responsible for the new scheme. Following discussion, it was recognised that elderly residents could need help in understanding the process for summoning help should they get into difficulties and officers gave an assurance that every effort would be made to ensure residents were given sufficient assistance in understanding the call out procedure.

In answer to a question from the Tenant Representative, Members were in agreement that a representative from the Tenant Forum should be involved in the process to choose a partner for the new development and that they should have an input into the design process.

RESOLVED: That the Housing Board:

- (a) Authorise the Housing Services Manager, together with a representative of the Housing Forum, to work up proposals for new affordable housing for the site of Rogers House with Partner Registered Social Landlord's; with a view to bringing detailed proposals to Housing Board for approval once plans are sufficiently advanced; and
- (b) Authorise the continuation of the re-housing and redevelopment proposals, noting the proposed timetable and the expectation that a further report will be presented to Housing Board on this matter in January 2009.

19 GARAGE REVIEW

The Board considered the report of the Housing Services Manager (a copy of which is attached in the Minute Book as Appendix 'B') which provided a further overview to Housing Board on the condition of Housing Services' owned garages and proposed a Working Group be set up to discuss the formulation of a strategy and make recommendations to Housing Board.

Members considered a review of Housing Services' owned garages to be a necessary and important area of work as they were in a poor state of repair and would require considerable investment to reinstate. It was therefore important to ascertain which garages required retaining for residents and which blocks could be demolished so that the land could be put to other uses. Members also expressed concern that some run down

garage areas were giving rise to anti social behaviour with youths gathering and causing disturbance.

The Borough Solicitor explained to Members the Corporate Risk Assessment Matrix on which the information contained in Paragraph 3 of the report was based.

Some Members expressed the view that the formation of a Working Group would create an unnecessary layer of consultation which could delay the process of the review. They considered that consultation between officers, residents and Ward Councillors was the most appropriate way forward. Officers could then bring a further report to the Housing Board with recommendations for a garage strategy and action plan based on the results of the consultation.

The Chairman put the recommendations contained in the report to Members and, following a vote, recommendations 2), 3) and 4) of the report were not agreed.

RESOLVED: That Housing Board note the contents of the report.

20 PROPOSED DEVELOPMENT – LEE ROAD, GOSPORT

The Board considered the report of the Housing Services Manager (a copy of which is attached in the Minute Book as Appendix 'C') which was seeking a decision to recommend to the Policy and Organisation Board that Gosport Borough Council lease an area of land at Lee Road to Portsmouth Housing Association who would carry out the redevelopment of that area of land to provide social rented housing.

Members were in favour of building a home that would cater for the needs of a family with a disabled member. Officers confirmed that the design would contain generic features appropriate for a disabled child or adult. However, a problem could be created if the design was too specific to one family in that, should that family no longer require the property, it could be difficult to let.

RECOMMENDED: That this report be forwarded to the Policy and Organisation Board with the recommendation that a long lease of the land be granted to Portsmouth Housing Association at nil cost in lieu of grant and nomination rights.

21 AMENDMENTS TO THE HOUSING FORUM CONSTITUTION

The Board considered the report of the Housing Services Manager (a copy of which is attached in the Minute Book as Appendix 'D') which sought approval for the changes to the Housing Forum constitution and permission for the formal recognition of the Members and Co-opted Members as part of the Council's Tenant and Leaseholder Consultation Framework.

Members were advised that the draft Housing Forum Constitution, contained in the report at Appendix A, showed amendments in red for ease of reference. Officers confirmed that the Constitution had been amended in line with best practice consultations with other Councils.

Members commended officers for their work in creating a constitution that enabled the Forum to have a membership that fairly represented all Council Residents' groups.

The Tenant Representative requested that two members of the Housing Forum be allowed to attend future meetings of the Housing Board. Officers confirmed that, following approval of the new Constitution, this could be given consideration at the next review.

RESOLVED: That approval be given to the amendments to the Housing Forum Constitution.

The meeting commenced at 6pm and concluded at 7.23pm.

CHAIRMAN

AGENDA ITEM NO. 6

Board/Committee:	Housing Board
Date of Meeting:	21 st January 2009
Title:	Review of the Borough Wide Tenant Compact
Author:	Housing Services Manager
Status:	For Approval

Purpose

To present the Borough Wide Tenant Compact for approval.

Recommendation

That the Housing Board approves the Borough Wide Tenant Compact.

1.0 Background

- 1.1 Compacts are agreements between Council landlords and tenants setting out how tenants will be involved in decisions affecting their homes and communities. Their aim is to help Councils and tenants to develop a shared vision for their area, planning what they want to see changed or improved and agreeing how it will be done.
- 1.2 Compacts are part of the Government's agenda to improve local services, build civil renewal and strengthen and sustain local communities. They help tenants to decide how they wish to be involved in influencing and shaping the decisions taken by their Council on housing issues in a way that meets their needs and priorities.
- 1.3 Compacts are made between Council landlords and Council tenants and focus on housing services and improvements to tenants' homes. Tenants include secure tenants and Council leaseholders and also cover tenants with introductory tenancies, tenants living in sheltered or supported housing, or tenants living in temporary housing.

2.0 Report

- 2.1 Compacts were introduced as part of Best Value in housing. Detailed guidance on how Best Value applies to housing services was published in the *Best Value in Housing (BVH) Framework*, ODPM January 2000, subsequently updated and replaced by the *Best Value in Housing and Homelessness Framework (BVHH)* (ODPM, October 2003).
- 2.2 Housing Services has had a Borough Wide Tenant Compact in place since January 2000 and it has been reviewed in 2002, 2003/04 and 2006.
- 2.3 In 2006, the Borough Wide Compact was reviewed in conjunction with the Status Survey of 2006. The survey showed that 47% of tenants were aware of

the Tenant Participation Compact and of those who knew what the Compact was, 78% were happy with it.

- 2.4 Since January 2008, a further consultation has taken place with tenants and leaseholders and a working group made up of tenants and housing staff has been reviewing and updating the Compact. The final version of the Borough Wide Tenant Compact (Appendix A) now needs Member approval before being distributed to all the Council tenants and leaseholders in the Borough.

3.0 Risk Assessment

No identified risks are contained in this report.

4.0 Conclusion

- 4.1 The 2008 review of the Borough Wide Tenant Compact is an opportunity to make sure that the Compact fully meets the needs of current and future tenants.

Financial Services comments:	The costs of printing and delivery can be accommodated within current budgets
Legal Services comments:	None
Service Improvement Plan implications:	The review of the Borough Wide Tenant Compact is a Housing Service Management Plan Target (SMP 17)
Corporate Plan:	Pursuit of Excellence
Risk Assessment:	None
Background papers:	None
Appendices/Enclosures:	Appendix A
Appendix 'A'	Borough Wide Tenant Compact/SD
Report author/ Lead Officer:	Housing Services Manager

Our Voice Counts



Gosport Borough Council
is committed to equal
opportunities for all.

**If you need this document in
large print, on tape, in Braille
or in other languages,
please ask.**

Published: January 2009

Gosport Borough Council
Town Hall, High Street
Gosport
Hampshire
PO12 1EB

Tel: (023) 9258 4242

Web: www.gosport.gov.uk

The Tenant Participation Compact 2009 - 2012

An agreement between Gosport Borough Council Tenants,
Elected Members and Gosport Borough Council Officers



INVESTOR IN PEOPLE



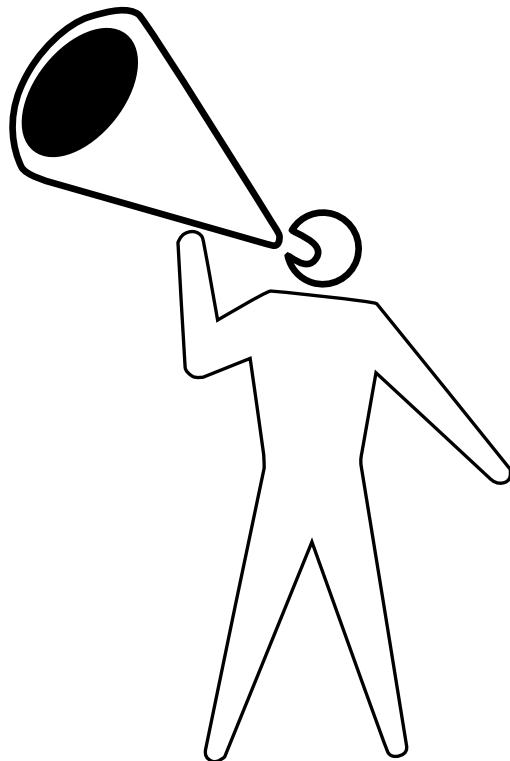
Our Commitment

'Customer involvement is about having access to information encouraging participation and enabling us, the tenants, to have a real say within the Housing Service'

Tenant Participation Compact 2009-2012

Tenant Participation is about giving choices and encouraging tenants to have a say in how their homes are managed.

Welcome to our third Tenant Participation Compact. This Compact is a joint agreement between tenant representatives, Elected Members and Council Officers. It sets out how tenants can be involved in local decisions on housing matters that affect them and describes the Council's commitment to tenant participation.



Compact Targets

Target 2009/2012

By When

Tenant representation on the selection board and appointment of the repairs and maintenance service contractor. Start date for new contract 1 April 2011

December 2010

Publish consultation documents and results on the Gosport Borough Council website www.gosport.gov.uk/housing

April 2010

Create a 'what is going on' calendar on the website

April 2010

Create a feedback page or message board on the website

April 2010

Promote energy saving and use of sustainable resources

Annually

Review Tenant Participation Compact 2012 – 2016 and set new targets

1 October 2011



Compact Targets

Target 2009/2012

	By When
A Housing Services Annual Report to tenants	Yearly
Tenant led inspections of Housing Services sections	Twice yearly
Report back to tenants through Housing Forum, At Your Service publication and the website on the actions taken as a result of inspections	Not less than twice a year
Promote tenant training through the “At Your Service” and “Loud and Clear” publications	Not less than twice a year
Review new ways of consulting tenants through At Your Service newsletter and the Status Survey	Yearly through Housing Forum
Actively listen to tenants views prior to making management decisions	Yearly through Housing Forum
Make neighbourhoods safer through specific projects with young people	Not less than twice a year

Housing Consultation

The structure below shows the various ways tenants can become more involved in the development of the Housing Service along with Elected Members and Housing Services staff.



How Can You Get Involved?

There are a number of ways:

- as an individual
- as a member of a residents association
- as an elected road/block/area/house representative

by:

- Setting up your own residents group or becoming a road representative affiliated to the Housing Board
- Attending public meetings, road shows or surgeries organised by the Housing Service
- Completing questionnaires or surveys sent to you by Housing Services
- Becoming a member of the Tenant and Leaseholder Consultation Framework (TLC)
- Logging on to the Council's website – www.gosport.gov.uk/residentinvolvement

What Information can you expect from Housing Services?

- Welcome packs for new tenants
- A newsletter "At Your Service" to keep you up to date with the latest news on Housing Services
- A complaints procedure which is easy to understand
- Information on how we, as tenants, can influence Housing Services
- Clear information on the Council's equal opportunities and race equality policies
- Clear information in the format that you would like to receive it e.g. in large print on tape or translated into braille or your own language
- An annual report on how the Housing Service is performing

Compact Targets

Target 2009/2012

By When

Review, rewrite and issue the revised Tenant and Repairs Handbook

1 April 2009

Set up a Tenant Compact monitoring group

1 April 2009

Tenant representation on partnering contract progress meetings

1 April 2009

Tenant representation on the decision making process for any extensions granted to contractors partnering agreements

Through Housing Forum as Required

Have tenant representation on the selection and appointment of all new partnering contracts for work to be carried out to Council Housing properties

Through Housing Forum as Required

Monitoring the compact

Monitoring by all tenants

The Council will send a copy of the compact to all Tenants as well as putting a copy in all starter packs for new tenants.

The Compact Monitoring Group

It's very important that the targets and standards we have set are regularly monitored and reviewed. This will be carried out by the Compact Monitoring Group, made up of Council officers and tenant representatives. The work of the group will include:

- monitoring the progress of the compact
- developing future targets for the compact
- reviewing and ensuring the compact remains relevant and up to date
- promoting the compact

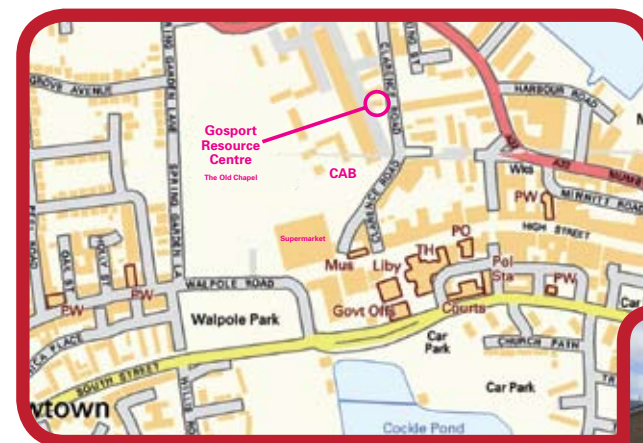
The group will meet twice a year and any issues discussed will be put into At Your Service and published on the website.

What Support is available?

Housing Services has a dedicated Resident Involvement Team (RIT) that is committed to working with tenants.

This includes:

- ensuring tenants are consulted and have a voice in every aspect of decision making within Housing Services
- making neighbourhoods safer through projects with young people
- producing newsletters and leaflets which keep tenants informed
- offering free training to enable tenants to get involved
- developing and promoting activities and opportunities for children and young people in communities throughout Gosport
- FREE use of Gosport Resource Centre which has full office facilities including access to computers and free use of the Internet



Mon, Tue, Fri
10 am - 4pm

Wed, Thu
10am - 1pm



Gosport Resource Centre

The Old Chapel, St Georges Walk, Gosport

www.gosportgrc.co.uk

Phone/fax: 023 9252 5821

ggrc

Standards for Meeting and Residents Groups

It is important that all meetings involving tenants are effective. There should be an opportunity for all to have a say and contribute to decision-making.

To formally involve residents groups and road/block/house/area representatives in the decision making, we will need to show that meetings are:

- Democratic
- Accountable
- Represented in the TLC Framework
- Recognised by the Housing Board

Some of the checks that need to be met include:

- Equal opportunities and race equality policies
- A written constitution which follows the Council's model constitution
- Regular meetings with a minimum turnout of members before any decisions can be made by the group
- Elected representatives
- Annual audited accounts (where an association has funds/accounts)
- Information sharing between members

Decisions which affect our Homes and Communities

Through meetings with residents groups, road shows, public meetings and surveys, the TLC Framework has in recent years, sought to represent our views prior to taking important decisions.

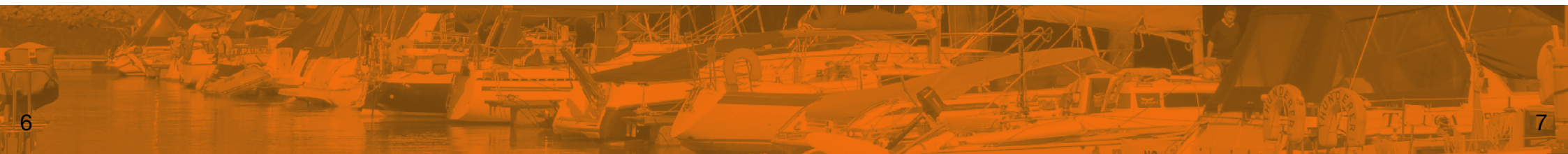
Comments, Compliments and Complaints

Comments, compliments and complaints forms may be found:

- In the Town Hall reception area
- By contacting the Resident Involvement Team 0800 328 6958
- By email: RIT@gosport.gov.uk
- Online at www.gosport.gov.uk/customer-comments
- On www.gosport.gov.uk/customer-complaints

The complaints procedure can be started by any individual or residents group.

Gosport Housing Services are accountable to Elected Members in the Council and to Central Government.



AGENDA ITEM NO. 7

Board/Committee:	Housing Board
Date of Meeting:	21st January 2009
Title:	Proposed Plans for the Redevelopment of Rogers House, Lee on the Solent
Author:	Housing Services Manager
Status:	For Recommendation to Policy and Organisation Board

Purpose

This report outlines the progress made in developing plans for the future of Rogers House, Lee on the Solent. The proposed plans and proposed tenures of the scheme are presented with a draft timetable for the delivery of the scheme and known financial information at this stage. These proposals are subject to planning approval and to securing funding for the scheme from the Homes and Communities Agency which is the successor to the Housing Corporation.

Recommendation

That the Housing Board recommends to the Policy and Organisation Board:

- A) That the land and associated buildings at Rogers House be transferred to Guinness Hermitage Housing Association, for a £1 and on such other terms to be agreed and subject to planning approval
- B) Authority is delegated to the Housing Services Manager in conjunction with the Borough Solicitor to finalise the terms of the transfer
- C) That the Housing Services Manager in liaison with Ward Councillors and Housing Spokesperson, continues working on the detailed proposals including financial, management, development, and tenure discussions for the redevelopment of the Rogers House site.

1.0 Background

- 1.1 At the Housing Board meeting of the 10th September 2008, a report on the proposed plans for Rogers House was presented outlining progress with the scheme so far and seeking authorisation for the Housing Services Manager to work up more detailed proposals for the site at Rogers House with a partner RSL and to bring these proposals to Housing Board for approval once they became sufficiently advanced.
- 1.2 Additionally, it was agreed to continue the re-housing and redevelopment proposals and to bring back to the January Housing Board a progress report on these areas.
- 1.3 The report presented in September 2008 referenced an earlier decision taken in June 2007 to bring forward redevelopment proposals for three sheltered schemes at The Leisure, Rogers House and Agnew House in partnership with our Housing Association Partners.

2.0 Report

- 2.1 Since the authority to work up a scheme for the site at Rogers House was given at the September Board meeting, a detailed development brief has been prepared and a scheme for the site has been developed in conjunction with Guinness Hermitage (one of our RSL partners) and Miller Hughes Architects who are specialists in designing affordable housing schemes. Both have successful experience of working with Gosport Borough Council on a range of previous affordable housing solutions.
- 2.2 Details of the proposed scheme are displayed for Members at this meeting.
- 2.3 The scheme consists of 40 one and two bed roomed self contained flats, with equal numbers of each type. All have features designed to make occupation by older persons easier. All have level access showers and access to a lift and units are accessible by wheelchair or electric buggy. Although the majority are not designed to full wheelchair standards some have this benefit.
- 2.4 The scheme has a communal garden and a resident's lounge and is designed to provide a sheltered housing scheme maximising the independence of residents (rather than the 24 hour staff cover that will be provided at an extra care scheme like The Leisure).
- 2.5 The present scheme consists of 24 bedsits and flats. The proposals before this Board increase the overall number of units by an additional 16 as mentioned at 2.3 above.
- 2.6 Initial discussions have taken place with Planning, Highways and Street Scene but the scheme has not yet been submitted for planning approval which will need to be obtained in order to move forward with the site.
- 2.7 On 27th November 2008, a local consultation event took place. The purpose of the consultation was to assess local stakeholder's views on the proposed scheme. A number of individuals attended to view the plans and the general view of the proposed scheme was positive.
- 2.8 In the present economic climate developing new schemes like this one have inherently greater risk and are subject to great scrutiny from all sides regarding viability and financing. The issue of tenure in such schemes is also very important.
- 2.9 At present with this scheme options for tenure are being explored, favouring, at the moment a split of 30 socially rented units (providing an additional 6 units for rent than the current scheme at Rogers House) and 10 units as a leasehold scheme for the Elderly (LSE).
- 2.10 A LSE scheme would secure the property in perpetuity for the benefit of local older people as it cannot be purchased outright.
- 2.11 In summary the lease would require:

- Up to 75% of the equity to be sold to a person aged 55 years or older
- No rent is payable where the 75% equity share has been purchased
- Not to provide for the leaseholder to acquire the landlords interest under and option to purchase (the landlord would retain 25% of the property in perpetuity)
- Make provision for a warden service or access to a warden service
- Restrict assignment
- Contain a covenant prohibiting the under-letting of the whole or part of the dwelling
- Contain a landlord covenant to provide the leaseholder with a list of duties that are included in the management fee and to price those which are charged separately.

2.12 With 76% of older persons locally owning their own homes there are not many options for older people who need to move to smaller or adapted properties apart from developments like the McCarthy and Stone properties at Lee on the Solent (which are on the market from £211,950 and therefore out of the reach of most Gosport residents).

2.13 Older persons, whether they are renting or buying, want a property that is purpose built, well designed, with low maintenance, good energy efficiency and security and which is close to all amenities and public transport.

2.14 Subject to consideration by Housing Board the tenure proposals would be further developed.

2.15 **Summary of tenure proposals**

- 19 x 1 bed apartment for rent
- 1 x 1 bed apartment for leasehold sale
- 11 x 2 bed apartment for rent
- 9 x 1 bed apartment for leasehold sale.

2.16 The proposed rents for the properties are expected to be:

- 1 bed apartment weekly rent £76.77*
- 2 bed apartment weekly rent £87.34*

*Excludes service charges heating and water charges.

2.17 Open market values (OMV) for the LSE Flats (at today's prices) would be:

- 1 bed apartment OMV £132,000 (75% equity = £99,000)
- 2 bed apartment OMV £ 157,000 (75% equity = £117,750).

2.18 All existing residents of Rogers House have now been rehoused, though the Sheltered Scheme Manager is still resident she is actively pursuing alternative accommodation options.

2.19 **Timescale for the development**

It is anticipated that subject to planning and necessary funding approvals the site would be transferred in late summer 2009, so that work could begin on the

site and would be completed by Spring 2011.

3.0 Risk Assessment

3.1 The risk associated with this report include:

- Obtaining funding for the scheme from the Homes and Communities Agency (medium to low risk)
- Local objections and failure to gain planning approval for the scheme (low risk)
- The financial planning for the scheme in relation to tenure mix (low/medium risk).

3.2 The previous success of Guinness Hermitage Housing Association and their track record of delivery of schemes mean that the risk of obtaining funding from the Homes and Communities Agency is a low risk. Funding is subject to successful bidding, but it is anticipated that funding will come forward for this scheme.

3.3 Local consultation that has taken place with stakeholders and the joint working with the Planning Unit in order to develop a scheme (in terms of design) that will meet local needs and planning requirements reduces the risk of local objections and failure to gain planning approval to a low risk.

3.4 The final tenure mix will determine how the finances in relation to the development of the scheme will 'stack up'. If Housing Board is supportive of the option put forward the risk is low.

4.0 Conclusion

4.1 This report describes the progress so far in developing proposals for the redevelopment of Rogers House, Lee on the Solent and details the progress so far in devising a scheme for the site. It explains the consultations that have taken place so far and the proposed units and tenure split at the site. The report updates Members on progress with rehousing the existing occupants and the likely timetable for redevelopment.

Financial Services comments:	None for the purposes of this report.
Legal Services comments:	The Council has the power to dispose of the land for £1 to an RSL. However such a disposal requires Secretary of State consent. This disposal may fall within the General Housing Consents 2005 provided that the lease scheme for the elderly satisfies the definition in the general consent. If it does not or any other condition is not met then the Council will need to apply for a specific consent.
Service Improvement Plan implications:	Delivering the outcomes of the Best Value Review of sheltered housing is a key Service Improvement Plan target.
Corporate Plan:	N/a
Risk Assessment:	As described in the report medium-low
Background papers:	Plans available at the Housing Board meeting for

	background information to this report.
Appendices/Enclosures:	N/a
Report author/ Lead Officer:	Housing Services Manager/OH

AGENDA ITEM NO. 8

Board/Committee:	Housing Board
Date of Meeting:	21 st January 2009
Title:	Housing Revenue Account Business Plan Update
Author:	Housing Services Manager
Status:	For Decision

Purpose

To present to Members the current and future predicted position of the Housing Revenue Account Business Plan

Recommendation

That the Housing Board:

- 1) Notes the current Housing Revenue Account Business Plan and the assumptions on which it is based
- 2) Recommend that Officers explore future investment options for the stock and report back to a future Housing Board.

1.0 Background

Developing the Business Plan Model

- 1.1 The introduction of resource accounting in 2001 coincided with the requirement to produce a Business Plan for the Housing Revenue Account (HRA). This was unlike any previous plans as it required the input of both revenue and capital investment to be viewed as one. A 30 year forecast was produced using, the then, Office of the Deputy Prime Minister HRA Business Plan model.
- 1.2 This Business Plan model is now of little use as a planning tool, as it does not reflect the changes to the HRA subsidy system that have been introduced since 2003/2004 and is therefore no longer 100% accurate. This combined with the fact that there is no longer a statutory requirement to submit the plans to Central Government have led to the production of a more condensed commentary being prepared to accompany the financial data.

Changes Since The Last Plan In 2003

- 1.3 Listed below are the some of the major changes that have occurred within the Housing Finance Regime since 2003:
 - Changes to the rent restructuring policy and amendments to formula rent
 - Unpooling of tenanted service charges
 - Changes to the subsidy system on an annual basis

- Removal of rent rebates from the HRA
- Changes to capital charging system
- Impact of Supporting People on the HRA.

- 1.4 Taking all of the above into account, a decision was made to produce a Business Plan that was both easy to understand and one which would also have the ability to undertake sensitivity analysis for the short to medium term. The streamlining of this process will better assist in the decision making process.

Maximising Revenue Resources

- 1.5 The Council's position in terms of resources available to meet the Decent Homes Standard was extensively explored for the production of the 2003/2004 Business Plan. Given the view expressed by most tenants that they preferred to remain with the Council, all avenues were explored, including whether further efficiency savings could be made.
- 1.6 Since then, where it has been possible to take the initiative in terms of additional funds, then this has been followed. Naturally, a key element of that has been finding Housing Association partners able to provide the necessary capital resources to fund the works on the Tower Blocks post transfer and to redevelop sites vacated by the demolition of Orlit homes. This was followed by the Best Value Review of the Council's sheltered housing stock which is being actively pursued and involves the transfer of low demand sheltered schemes for the provision of extra-care housing and new sheltered stock for older people.
- 1.7 In addition, the Council has identified its service charges separately for tenants since 2004. This has provided tenants with greater transparency in relation to the payments that they make and has allowed greater consultation with them on how services are delivered and at what cost. As part of the current business planning process there has been a full review of all management costs including tenant recharges.

2.0 Report

Management Of Capital And Overall HRA Resources

- 2.1 In the 4 full financial years since the production of the last HRA Business Plan (2003/04), the Council has spent £17,250,000 on capital improvements to the housing stock. This capital expenditure has been financed by Government grants (Major Repairs Allowance (MRA)) of £8,667M, borrowing £5,098M, useable capital receipts of £2,836M and revenue contributions of £0.65M. This level of investment has ensured that good progress has been made towards achieving the Decent Homes Standard by 2010.
- 2.2 This, coupled with the Council's current partnering approach, has enabled improvements to be completed earlier in the year, higher quality of workmanship, improved tenant satisfaction and greater certainty in financial planning. These achievements are mirrored in the stewardship

of the HRA during this 4 year period where 99.47% of rental income was collected and overall expenditure was 98.10% of the overall 4 year budget.

- 2.3 The report to the Housing Board on 23rd January 2008, titled Council Dwelling Rents 2008/2009, provided the detail on the progress made with regard to the need to restore balances following an overspend and subsequent reduction in working balances in 2006/2007. The HRA working balance had reduced to £168,000 at 31st March 2007. This was significantly below the minimum acceptable balance of £650,000 that had been identified in the Councils Medium Term Financial Strategy. This minimum balance equates to a figure of approximately £200 per property.
- 2.4 At the 31st March 2008, the balance had been restored to a more acceptable £677,000 after a surplus of £490,000 was achieved on HRA services during the year. A detailed breakdown of the overall Housing Revenue Account performance over the last 5 years is contained in Appendix A.

New 10 Year Model

- 2.5 The current model is based within a spreadsheet developed in-house and incorporates all of the above changes which have had an impact on the HRA since 2003. The model is also much simpler in its format and is therefore easier to use and understand. The model includes all of the following income and expenditure areas and has assumptions on future income and expenditure up until 2017/2018: (Appendix B)

- Rental income
- Service charge income
- Garage and other HRA income
- Void levels and rental income forgone
- Mortgage interest
- Management and maintenance expenditure
- Housing Subsidy
- Debt management costs
- Additional expenditure
- Depreciation
- Working balances.

Rental Income

- 2.6 The Council is currently operating its rent setting policy within the national rent restructuring framework which was introduced in 2002/2003. The original aim of this framework was to put all Council house rents on the same clear and transparent basis. It was expected that there would be comparability with Registered Social Landlord rents in the same area and it would take 10 years to achieve this.
- 2.7 The rent charged would also reflect size of the property, value of the property, average earnings and a percentage uplift to reflect inflation and Government policy. In effect this meant that the Council could not

be wholly independent in being able to decide what rent was appropriate for its own area and would be dependent upon Government policy and inflation rates when deciding what rental increase should be applied.

- 2.8 The Government bases its subsidy calculations on a notional HRA. This notional HRA makes assumptions about the rent levels this Council should be charging. There is currently a variation between the notional HRA rent level assumptions (known as the guideline rent) and actual rents charged to Gosport Council tenants. The difference currently stands at an average of £3.86 rent per week less being charged to Gosport Council tenants than is calculated within the notional HRA. The Government currently calculates that this Council charges £66.70 on average per week over 52 weeks (2009/10). The budgeted charge is £62.84 per week on average. This is partially offset by an average service charge of £1.60 per week.
- 2.9 The Grant Subsidy system requires a contribution from the HRA calculated on the assumption that this Council charges £66.70 on average per week over 52 weeks. The annual loss to the HRA through not charging tenants at guideline rent is calculated at £380,000.
- 2.10 The rental income figures included within this plan reflect the figures included within the latest Subsidy Determination received in December 2008. This Business Plan is based on an assumption that a rent increase of 6.8% in 2009/2010 will be required. A report detailing the rent proposals will be submitted to a Special Housing Board on 4th February 2009.
- 2.11 The proposed rent increase is within the permissible range recommended by Central Government.
- 2.12 It is essential that the gap between guideline rents and actual rents reduces, and the Business Plan has assumed from 20011/2012 to 2014/2015 rents will increase at a percentage point above the increase in guideline rent.

Rent Levels

- 2.13 Rent levels set by the Council have increased broadly in line with the rent restructuring guidance since its introduction in 2002/2003, but started at a low base due a number of rent freezes in previous years.
- 2.14 Rent increases in subsequent years have increased in line with inflation but have not taken advantage of the additional permitted £2.00 that this Council has been able to charge on top of the inflation plus ½ %.
- 2.15 Most recent comparisons show that in 2007/2008 average net rent charged by this Council (on a 52 week basis) was £57.06. This compares to an average Local Authority net rent for the South East at £72.81. The average net rent for England stands at £58.24 (source: CIPFA Housing rent statistics).
- 2.16 Within this Business Plan, rent levels have been increased at 1% above

anticipated guideline rents from 2011/2012. This is to enable the Council to maximise its income and ensure actual and guideline rents are equal by 2016/2017.

Housing Management Costs

- 2.17** Although stock numbers had been decreasing annually there was no reduction in management costs between 2003/2004 and 2007/2008. Costs have actually increased year upon year at a rate that is slightly above inflation (although the impact of this was partially offset by the additional Supporting People money that the Council received between 2004 and 2007).
- 2.18** The approved budget for 2008/2009 forecast a decrease in management costs which was required as part of the plan to restore balances and due to the fact that there was an unfavourable subsidy settlement for that year. (as mentioned in 2.21 below)
- 2.19** The current Business Plan assumes that management costs will increase by approximately 3.0% per annum per year from 2009/2010, up to and including 2012/2013, this is largely to meet the expected inflation increases.
- 2.20** Management costs then increase again at a rate that is slightly higher than inflation. The requirement to meet the Gershon efficiency savings of 2.5% per annum and produce annual efficiency statements mean that management costs will continue to come under close scrutiny.

Subsidy

- 2.21** The Housing Subsidy settlement for the Council was particularly disappointing in 2008/2009 with an increase of £1,080,000 payable to the Government. This meant that the total amount payable to the Government during the financial year 2008/2009 was £3,172,000.
- 2.22** This was primarily due to guideline rents increasing by 5.37% and management and maintenance allowances increasing by only 0.66%. Even allowing for a rent increase of 5.37% still meant that savings of £500,000 had to be found.
- 2.23** This increase in Subsidy paid to Central Government was similar to the previous year's increases with one subtle difference. In 2008/2009 the Rental Constraint Allowance was removed. The Rental Constraint Allowance was a compensatory payment paid to Councils for keeping rent levels that they charged for individual property categories within set rent limits.
- 2.24** The determination for 2009/2010 has indicated that this Council will be required to pay £3,534,000, an increase of £362,000 on 2008/2009.

Reform of Housing Subsidy System

- 2.25** The Government has undertaken a fundamental review of the Housing Subsidy system and results are expected during 2009. The Business

Plan will be reviewed again following the results of that review and a further report will be brought to the Housing Board.

Repairs

Responsive Repairs

- 2.26** The HRA budget assumes a continuation of responsive and cyclical repairs (including voids) of around £2.5m per year, increasing annually at 3% per annum. This means that the actual level of repairs is remaining at a similar level, when external inflation figures are taken into account. It is essential that the Council and Connaught PLC continue to work together to deliver a value for money response repairs programme.
- 2.27** The response repairs service can continue to be funded at its present rate but as it is a demand led service it continues to pose considerable financial risk to this Council.
- 2.28** If capital investment is not able to be maintained over the next few years, at the levels identified in the stock condition survey, then there is every possibility that there will be a requirement for increased expenditure within the response repairs programme as certain elements start to fail or are not replaced.

Capital Improvements

- 2.29** The in-house stock condition survey completed in 2007, shows that the Council is on target to meet the Decent Homes Standard slightly ahead of schedule in 2010. This has been achieved through a variety of means and the capital programme is examined in detail in Appendix C and D.
- 2.30** The level of investment in capital works is budgeted to decrease fairly significantly from 2009/2010 as Decent Homes works are completed and funding resources reduce. It seems likely that the only funding available to meet future capital expenditure requirements will be the MRA. This is a Government grant paid through the Housing Subsidy System.
- 2.31** Analysis of the Council's stock completed by Housing Services surveyors during the stock condition survey shows that the level of capital investment likely to be required for the next 10 -15 years equates to £3.6m per annum (at 2007 prices).
- 2.32** The funding available each year through the MRA is only going to be in the region of £2.1M - £2.7M leaving an investment gap of £1M to £1.5M per annum. This equates to a £14/15M gap over ten years and £21/22.5M funding gap over fifteen years.
- 2.33** This means that there is a substantial risk of the Council not being able to meet the investment needs of the stock over this period without either a more beneficial Housing Subsidy System being introduced or an alternative investment source being found. The investment needs of the stock are outlined in the Asset Management Strategy Board report (next on this Board's agenda).

- 2.34** In light of this it, is recommended that Housing Board directs Officers to explore future investment options for the stock and report back to a future meeting of the Housing Board.

3.0 Risk Assessment

- 3.1** The level of working balance assumed from 2009/2010 has taken the following additional assumptions into account:
- a. The 2009/2010 rent increase will be approved at 6.8% (should this level of rent increase be approved, there will still be a reduction in the overall balance of the HRA).
 - b. No provision has been made for the unexpected i.e. uninsured storm damage cost within the Business Plan and this means that there is an increased risk of not being able to deliver within budget.
- 3.2** The risk of not having sufficient annual capital sums to deliver a planned improvement programme means that there is a risk, within a few years that revenue repairs expenditure on stock will increase.
- 3.3** The option of using Prudential Borrowing to partly meet any capital shortfall will be dependant on a robust Business Plan being approved. If this does become an option, there will be increased interest charges falling on the HRA and it would be necessary to be able to demonstrate that the capital element of the borrowing could be repaid within a reasonable timescale.
- 3.4** With the review of the Housing Subsidy System currently underway, it is not known whether future Subsidy Determinations will have an increasingly negative/positive impact on the Business Plan and the ability to maintain the HRA with reasonable balances.
- 3.5** The repairs partnering contract is due to be renegotiated in 2011. Prices have been held for the last few years. It is not known whether the contract costs will increase or decrease.
- 3.8** There is a current lack of clarity about the outcome of the review of the Housing Subsidy System and further investigations are needed to explore other financing options for capital repairs. This means that the current position is that there is a risk that the Council will be unable to maintain the required capital investment to both keep its stock in a good state of repair and meet the requirements of the Decent Homes Standard.
- 3.9** This Business Plan can be categorised as medium to high risk depending on a number of factors which are outside of the control of this Council. See Appendix E.

4.0 Conclusions

- 4.1** The long term viability of the HRA Business Plan is at risk due to both the revenue implications of the plan and the shortfall in the capital investment needs of the stock. While the plan (Appendix D) shows that balances can be maintained, there is no provision within financial planning for any

unforeseen events. This places the plan at medium to high risk.

- 4.2 While the HRA can be maintained and current standards of service, including the repairs service, which is highly valued by tenants, could be delivered in the short term (3 - 4 years) with adequate rent increases, there is a possibility that the repairs service levels currently delivered to tenants will need to be reviewed at some point in the future.

APPENDIX A

	2003/04	2004/05	2005/06	2006/07	2007/08
	£'000	£'000	£'000	£'000	£'000
Income					
dwellings income	9588	8567	8792	9198	9790
non dwelling rents	239	214	211	214	226
service charges	538	479	511	378	380
subsidy receivable	2620	0	0	0	0
Miscellaneous Income	50	62	52	94	31
Total Income	13035	9322	9566	9884	10427
Expenditure					
Management costs	2138	1971	2301	2801	2948
Maintenance costs	2846	2773	2735	3057	2570
Subsidy payable	0	1960	2018	2231	2105
Rent Rebates	4907	0	0	0	0
Depreciation	2412	2177	2181	2154	2165
Item 8	-57	-117	-84	0	72
Other charges	122	399	270	66	63
RCCO's	419	198	51	400	0
Total Expenditure	12787	9361	9472	10709	9923
Surplus/(Deficit)	248	-39	94	-825	504
Working Balance B/F	690	938	899	993	168
Working Balance C/F	938	899	993	168	672

APPENDIX B

			2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
			Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
			£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
INCOME	Rents	Dwellings	9,797	10,422	11,064	11,676	12,346	13,078	13,841	14,648	15,503	16,221
		Service Charges	260	340	300	300	310	310	320	320	331	331
		Heating Charges	43	73	65	65	65	65	65	70	75	75
		Voids & Irrecoverables	-145	-144	-144	-144	-151	-151	-155	-160	-165	-170
		Garages	225	245	246	250	255	260	265	270	275	275
		Shops land Other prop	11	11	10	10	10	10	10	10	10	10
		Voids & Irrecoverables	-16	-16	-20	-22	-20	-25	-27	-29	-30	-30
	Interest	mortgagors	30	20	20	20	20	20	20	20	20	20
	Miscellaneous		388	395	400	400	400	400	400	400	400	400
	Total		10,593	11,346	11,941	12,555	13,235	13,967	14,739	15,549	16,419	17,132
EXPENDITURE	Management	General	1,778	1,754	1,892	1,948	2,007	2,067	2,129	2,193	2,259	2,326
		Special	1,044	1,051	1,109	1,142	1,176	1,211	1,248	1,285	1,324	1,363
	Repairs		2,475	2,456	2,544	2,620	2,699	2,780	2,863	2,949	3,038	3,129
	Subsidy		3,166	3,542	3,849	4,220	4,613	5,029	5,467	5,928	6,414	6,926
	Depreciation		2,160	2,234	2,269	2,325	2,386	2,446	2,509	2,572	2,637	2,706
	Debt Management		152	189	189	190	195	200	205	216	228	240
	Capital Repayment		0	0	0	0	0	0	100	200	500	400
	Miscellaneous		77	77	85	85	90	90	95	95	100	100
	Total		10,852	11,303	11,937	12,530	13,166	13,823	14,616	15,438	16,500	17,190
	Surplus/Deficit		-259	43	4	25	69	144	123	111	-81	-58
	Working Bal B/F		671	412	455	459	484	553	697	820	931	850
	Working Bal C/F		412	455	459	484	553	697	820	931	850	792

APPENDIX C

Location	Item	Budget £'s	Time Frame	Total 10 years	Total 15 years
Whole Stock	Cyclical - Gas Servicing Day to Day Repairs Door Entry Servicing Lift Servicing etc Voids	2,500,000	per annum		
Required Capital Spend 10/15 years				per annum	
Structure	Brickwork / Lintels	3,200,000	10 years	320,000	
	Re- Roofing / Chimneys	4,000,000	15 years	266,667	
	Balcony / Concrete Repairs	2,500,000	10 years	250,000	
	Flat Roofing	1,500,000	10 years	150,000	
Internals	Bathrooms	4,750,000	10 years	475,000	
	Kitchens	3,450,000	10 years	345,000	
	Joinery	3,000,000	15 years	200,000	
	Sound Insulation	800,000	15 years	53,333	
Mechanical / Electrical	Re-boiling	2,000,000	10 years	200,000	
	Re- wiring	4,000,000	10 years	400,000	
	Lift replacement	1,100,000	10 years	110,000	
Infrastructure	Drainage	2,000,000	15 years	133,333	
	Paved Areas	1,500,000	15 years	100,000	
	Boundary Walls	500,000	15 years	33,333	
	Fencing	500,000	10 years	50,000	
Communal Areas	Housing Health Safety Rating System	4,000,000	10 years	400,000	
	Re-wiring / Lighting	600,000	10 years	60,000	
Garages		700,000	15 years	46,667	
	Sub Total (Excluding Annual costs).	40,100,000		3,593,333	

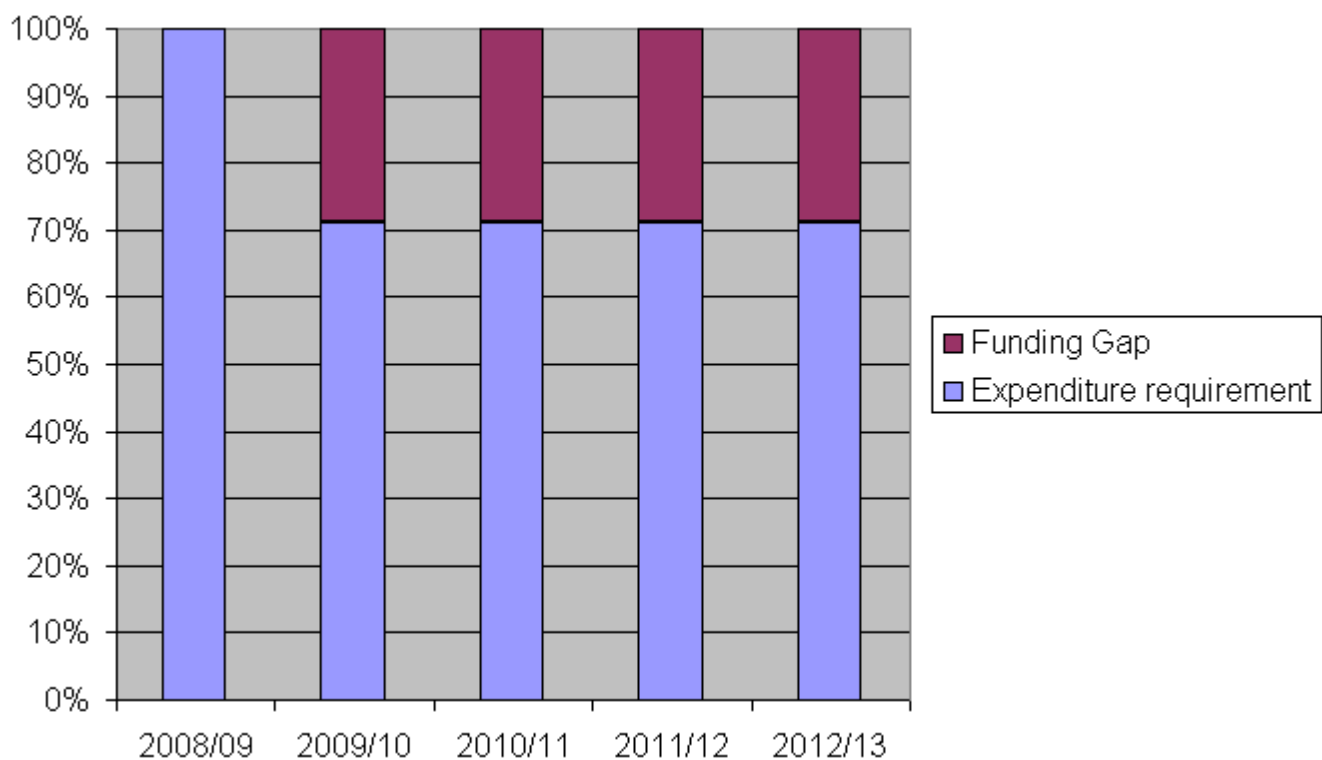
NB all costs at 2007 prices

APPENDIX D

Capital analysis

All based on 2007 data

	2008/09 £000	2009/10 £000	2010/11 £000	2011/12 £000	2012/13 £000	
Expenditure requirement						
Capital improvements	3,926	3,594	3,594	3,594	3,594	
LA Tenants disabled grants	50	50	50	50	50	
Total	3,976	3,644	3,644	3,644	3,644	18,552
Funding identified						
MRA	2,166	2,166	2,166	2,166	2,166	
Capital receipts	0	0	0	0	0	
Prudential Borrowing	1,810	0	0	0	0	
	3,976	2,166	2,166	2,166	2,166	12,640
Funding Gap	0	1,478	1,478	1,478	1,478	5,912



APPENDIX E

BUDGET RISK ASSESSMENT (HRA)

Budget Area	Risk	Budget £'000	Likelihood	Revenue Impact	Comment
Dwelling Rents	Proposed rent increase not approved.	10,000	H	H	Business Plan has made assumptions on future rent increases.
Political Balance	Problems delivering difficult decisions (planning decisions, service level changes).	N/A	H	H	
Capital Programme	Failure to raise necessary financing	2,100	H	M/H	Current economic climate may not facilitate the raising of the required level of new capital receipts and shortfall anticipated in capital financing.
Management costs	Inadequate provision.	2,800	H	M	Unexpected inflationary pressure
Housing Subsidy	Increase in provision/changes to calculation.	3,500	H	H	Fluctuations in formula and amendments to system have given rise to large increases in previous years
Maintenance/Repairs	Overspend due to unpredicted demand changes.	2,500	M	H	Costs have been held for several years despite large increases in Build Cost Inflation.
Insurance	Unexpected damage to stock.		M	M	Storm damage continues to be a concern
Efficiency Savings	Target not met	65	L	M	
Inflation	Exceeds allowance.	100	M	M	

NOTES

- 1 Assessment is of 2009/10 budget taking account of past trends and budget monitoring.
- 2 Likelihood: High = most years, Medium = Occasional, Low = rare.
3. Impact: High = over £100,000; Medium = £50 – 100,000; Low = less than £50,000

AGENDA ITEM NO. 9

Board/Committee:	Housing Board
Date of Meeting:	21 January 2009
Title:	Asset Management Strategy
Author:	Housing Services Manager
Status:	For Decision

Purpose

The purpose of this report is to seek Housing Board approval for the Asset Management Strategy, which provides an overview of the current condition of the housing stock and sets out priorities for investment for the next five years.

Recommendation

It is recommended that:

The Housing Board approves the Asset Management Strategy and its main themes and ambitions.

The Housing Board notes that the required funding to meet the aspirations of this strategy cannot be met within current and predicted capital resources (as described in the Housing Revenue Account Business Plan report elsewhere on this Boards agenda).

The Housing Board requires the Housing Services Manager to bring a further report to March Housing Board on the required capital investment that can be achieved and outlining where the aspirations of this strategy cannot be met.

1.0 Background

- 1.1 Gosport Borough Council currently owns 3249 properties, along with 282 leasehold properties and is responsible for the repair and maintenance of this varied and ageing stock base.
- 1.2 In 2000, the Government issued a definition of 'decency' (known as the Decent Homes Standard) for social housing, setting a target for Local Authority and Housing Association landlords to ensure all properties reach the Decent Homes Standard by 31 March 2011. The Council has carried out effective programmes of investment to work towards that target.
- 1.3 The Council now needs to consider the current stock condition and determine its investment priorities for the short to medium term, as well as its main asset management ambitions. These have been set out in the attached Asset Management Strategy at Appendix One.

2.0 Report

- 2.1 The main themes and ambitions for the asset management of the Council's

stock are listed below, they are to:

- Maintain a sustainable housing stock, to meet the needs of the local community
- Meet the target of the Decent Homes Standard and develop a Decent Homes Plus standard by 2011
- Meet all legal and regulatory landlord obligations
- Continue to involve tenants and leaseholders in asset management decisions in order to best meet our customers' housing needs and aspirations
- Maintain high customer satisfaction with the repairs and maintenance service in particular increase customer satisfaction with newly let properties satisfaction
- Develop a value-for-money sheltered housing service which meets current and future needs of the local community
- Ensure partnering arrangements provide a value-for-money, high quality repairs and maintenance service. Meeting challenging targets in reducing the percentage of budgets spent on responsive repairs, by developing effective investment programmes
- Continue to benchmark repairs and maintenance costs against best practice examples
- Undertake proactive asset management of non-housing assets
- Assess the potential obsolescence of assets which no longer meet local housing needs
- Increase the energy efficiency of the housing stock, and contribute to targets to reduce carbon emissions
- Continue to adapt properties to meet the individual needs of disabled and less mobile residents
- Remove all asbestos from housing communal areas by 2015 and from all of the housing stock by 2020.

2.2 The Asset Management Strategy at Appendix One describes how investment and management of the Council's asset (its social housing stock) should be maintained and improved over the next 5 years.

3.0 Risk Assessment

3.1 The highest risk associated with delivering this Asset Management Strategy is the lack of current and future available investment in the stock. All the risks are described in the Asset Management Strategy attached at Appendix 1.

3.2 The overall risk is considered to be medium to high in relation to achieving the aims of this Strategy in view of the financial limitations that the Council faces.

4.0 Conclusion

4.1 The Council's housing stock continues to need further investment if it is to be maintained at its current standard. The ageing profile of the stock coupled with the need to reach a Decent Homes Standard means that it is necessary to plan for the long term future of this asset.

- 4.2 The Asset Management Strategy at Appendix One describes how the stock will be managed and the investment plans that have been developed to ensure its long term viability.

Financial Services comments:	None
Legal Services comments:	None
Service Improvement Plan implications:	Produce Asset Management Strategy & Action Plan is a Service Improvement Plan objective for 2008-09 (HSG/HSM/009). Reaching and maintaining the stock at Decent Homes Standard is a key Service Improvement Plan objective for December 2010 (HSG/CH/004)
Corporate Plan:	Better access to Decent housing is a strategic priority under 'Prosperity' (PR2/01/001)
Section 17 Implications	There are no implications for this report
Risk Assessment:	The risk is considered medium to high (see 3.2 above)
Background papers:	Gosport Corporate Procurement Plan 2002 Housing Services Business Plan Housing Services Energy Efficiency Strategy Housing Services Fuel Poverty Strategy Housing Services Repairs and Maintenance Service Standards
Appendices/Enclosures:	Asset Management Strategy
Report author/ Lead Officer:	Judy Knapp/Charles Harman

Gosport Borough Council Housing Services Asset Management Strategy & Action Plan 2008

Contents

Introduction.....	3
Purpose of asset management.....	3
Asset management strategy.....	3
Asset profile.....	4
i. Overview.....	4
ii. Housing demand.....	5
iii. Sheltered housing.....	6
iv. Elderly designated.....	7
v. Disabled adapted.....	7
vi. Lifetime Homes.....	8
vii. Garages and other non-housing assets.....	8
viii. Stock condition & decent homes.....	9
Health and Safety requirements	
i. Housing Health & Safety Rating System.....	12
ii. Asbestos.....	13
iii. Scaffolding.....	13
iv. Gas servicing.....	13
v. Health & safety checks in sheltered schemes.....	14
Energy efficiency & fuel poverty.....	14
Partnering.....	16
Procurement and value for money	16
Performance Indicators.....	16
Customer Involvement.....	17
Investment.....	18
i. Responsive repairs	18
ii. Voids.....	19
iii. Planned maintenance.....	21
iv. Disposal of assets.....	22
5 year asset investment plan	22
Asset management action plan	25
Risk management.....	26
Future of the Asset Management Strategy.....	27
Appendices	
1. Bids on properties April to June 2008	
2. Sheltered housing planned maintenance programme 2008-2012	
3. Decent Homes criteria	
4. Energy efficiency SAP ratings	

DOCUMENT CONTROL and MONITORING		Officer Name	Version Number
Date	Description of Review Changes		
14.07.08	1 st Draft:	JK	1.0
13.01.09	2 nd Draft	JK	2.0

Introduction

Asset management involves the long-term planning, provision and sustainability of the Housing Services' assets, linking wider strategic aims to operational and technical delivery. The housing stock represents the Council's highest value asset, and its repair and maintenance its largest liability. The property owned is worth many millions of pounds, either as capital assets or in revenue generation; therefore planning for its sustainable future is important.

Purpose of asset management

In order to achieve the best practice in the stewardship of its stock, the Housing Service requires an Asset Management Strategy to set out the Council's vision for the future of its housing. It will describe the stock's current state of repair, and set out the Housing Service's policies and procedures for repairs and maintenance. An asset management action plan will set out the investments which will be required in the short, medium and longer term. This will assist with on-going annual budget setting.

In recent years planned maintenance of the housing stock has been determined by the requirements of the Decent Homes target (to bring all council housing to a government-established decency standard by 2010). As the Housing Service nears completion of that standard, there is a need to reassess priorities for maintaining the stock. This Asset Management Strategy will help determine the new priorities.

ASSET MANAGEMENT STRATEGY

This strategy has been drawn up to complement and inform the Housing Service Business Plan, and will set out the longer term financial implications of maintaining the stock, with regard to good practice in value-for-money, procurement, and partnering. In turn this will assist with on-going annual budget setting.

The Housing Service asset management strategy compliments Gosport Borough Council's corporate Asset Management Plan of 2002, which sets out corporate priorities and objectives for Council-owned assets.

The Housing Service has a number of strategic objectives, which underpin this document. They include:

- To provide good-quality affordable homes to people in housing need and those requiring care and support;
- To achieve the government's Decent Homes standard target of 2010;
- To comply with relevant legislative and regulatory requirements such as health & safety, asbestos management, energy efficiency and sustainability;
- To maintain the housing stock in good condition, and invest in it to meet future housing demand;
- To work with partners to provide best value, quality solutions and continuous improvement across all repair services;
- To provide customer-focused, high-quality services to residents, and use customer feedback to improve services;

- To work with and involve residents to provide excellence and choice in service delivery, within the context of value for money;
- To consult on and publish clear and measurable standards for all service areas, and seek to meet those targets;
- To promote equality and diversity in all aspects of service provision.

ASSET PROFILE

i) Overview

Number of units

Gosport Borough Council currently owns 3199* council housing properties, and manages 282 leasehold properties in Gosport.

Property types

Table 1

Property type	1 bed	2 bed	3 bed	4 bed	5 bed	Total number	% of stock
House	10	305	921	83	1	1320	41.26%
Flat	949	59	17			1025	32.04%
Maisonette	24	102	57	2		185	5.78%
Bedsit	10					10	0.31%
Bungalow	314	63	11			388	12.13%
Sheltered flat	167	5				172	5.38%
Sheltered bedsit	13					13	0.41%
Sheltered bungalow	52					52	1.63%
Temp accom maisonette		7	1			8	0.25%
Temp accom flat	3					3	0.09%
Temp accom bedsit	18	5				23	0.72%
Totals	1560	546	1007	85	1	*3199	100%

*These figures exclude The Leisure and Rogers House, but include the temporary accommodation at Barclay House and Burney House.

Property age & design

The housing stock varies in age from properties constructed in the early 20th century to those built in the 1980s, and is of varying construction types and designs. Gosport has a high percentage of housing of non-traditional construction, compared to other local authorities. Historically, Gosport has embraced new designs and construction types, which means we have a varied housing stock, which presents different challenges. Gosport also has an ageing stock base, with no new-build council housing for over 20 years. An important aspect of asset management is determining how to invest in this ageing stock to meet future housing need.

The following table gives the age and construction type of the housing stock as at 1.4.08:

Traditional construction houses	No.
Pre-1945 houses	221
1945 – 1964 houses	506
1965 – 1974 houses	44
Post-1974 houses	260
Non-traditional construction houses	
All houses	289
Traditional and non-traditional flats & bungalows	
Pre-1945 low rise flats (1-2 storey)	43
Post 1945 low rise flats (1-2 storey)	877
Medium rise flats (3-5 storey)	569
High rise flats (6+ storey)	0
Bungalows	440
Total	3249

Table 2

Lettings profile

The turn-over of housing stock is approximately 200+ properties per annum, with a recent reduction in the number of lets each year.

In the last 3 years the number of lets has been:

Financial year	Number of new lets (excludes mutual exchanges)
2005/06	262
2006/07	273
2007/08	201
First 6 months of 2008/09	88
Projected number for 2008/09	195

Table 3

ii) **Housing demand**

Gosport's Joint Housing Register reflects the trend in social housing, particularly in the south of Britain, where demand generally outstrips supply. The numbers on the Joint Housing Register (JHR) waiting for each property size, as at November 2008, were as follows:

Property size	Numbers on JHR (at Nov 08)
1 bed	1847
2 bed	745
3 bed	772
4 bed	100
5 bed	0
Approved for sheltered	137

Table 4

Analysis of customers' bids on Choice Based Lettings gives an indication of customer demand for different property types and sizes. The table in Appendix 1 lists the properties advertised in the first quarter of 2008/09 (April to June), and the number of bids received for each property. It highlights the high demand for houses

(average of 91 bids) and for flats (average of 56 bids), but lower demand for sheltered properties (average of 11 bids), of which the sheltered bedsit at Behrendt House received just 2 bids, and for family-sized maisonettes on upper floors without a lift (average 15 bids).

Issues of hard-to-let properties are being addressed in a variety of ways. The sheltered planned maintenance programme includes funding to convert adjoining bedsits into 2-bed sheltered units, for which there is increasing demand from couples needing separate bedrooms, or residents with a family carer.

Some bedsits within the general needs stock have been converted into 1 bedroom flats by creating a single bed space separated from the living room, such as at Nyria Way and Marine Cottages. These conversions are carried out on an individual basis when the properties become void, and have had a positive impact on lettings.

Census data indicates that the projected population changes in Gosport reflect the general trends both in Hampshire and nationally. The population is increasing in size, as a result of more births than deaths, and also immigration. In Gosport's case, immigration is mainly from elsewhere within the UK. The population is also ageing, as a result of longer life expectancy and lower birth rate. Consequently the over 30's are increasing in number and as a percentage of the population, whilst the under 29s are decreasing in number and as a percentage.

Population Structure

Age Group	Gosport: Population (2001)	Change in Gosport's population since 1991	Gosport: Proportion of population (2001)	England: Proportion of population (2001)
0 - 15	15,714	- 1.9%	20.6%	20.2%
16 – 29	14,014	- 19.3%	18.3%	17.6%
30 – 44	17,480	+ 8.0 %	22.9%	22.7%
45 – 59	13,420	+ 21.9%	17.6%	18.9%
60 – 74	9,940	+ 4.8%	13.0%	13.2%
75+	5,847	+ 17.0%	7.7%	7.5%
Total*	76,415	+1.8%	100%	100%

Source: (ONS Census 2001) * Percentages may not add up to 100 due to rounding

Table 5

For the Housing Service this means giving consideration to the needs of an ageing customer base, in terms of sheltered housing provision, disabled adaptations to assist customers in their homes, and other adaptations to comply with the requirements of Lifetime Homes.

iii) Sheltered housing

Sheltered housing has seen developments in best practice in recent years. In particular, there are some excellent examples of local authorities, housing associations, Social Services departments, Primary Care Trusts and private care agencies working in partnership to develop village living, which combines sheltered housing, intensive nursing care and independent living, alongside leisure, entertainment, health and exercise facilities.

In Gosport the Housing Service aims to develop sheltered housing provision to respond to local needs, customer perceptions and projected population changes, as well as national best practice.

A four year action plan has been developed for investment works for sheltered schemes. The action plan has been produced with reference to the sheltered Best Value review of 2006/07, and the stock condition survey of 2005 – 2007, as well as best practice defined by the Supporting People funding framework, as well as other housing providers.

Housing Board has already made decisions to close The Leisure, Rogers House and Agnew House. Although Behrendt House contains bedsit accommodation, which is becoming harder to let, each property has its own shower room. The design of the block does not make it suitable for conversion of small units into a reduced number of larger units. However, the block is in a quiet location and popular with residents. It will remain within Gosport's sheltered housing provision for the medium term, to be further reviewed after 5 years. In the interim, Housing Board has requested that officers consider alternative uses for the scheme.

The remaining sheltered blocks will be retained within the Council's ownership: Alec Rose House, with Slocum House; Gloucester House; Fortune House; Woodlands House, plus the bungalows at Queens Close and at Cunningham Drive. Cunningham Drive has dispersed alarms for residents, and dispersed alarms are being installed in Queens Close in 2008/09.

Housing Board has already approved a 4 year action plan to invest in the retained sheltered housing schemes from 2008/09 to 2011/12.

Appendix 2 shows details of the sheltered housing investment programme from 2008 to 2012.

iv) Elderly-designated

Approximately 20% of the housing stock is designated specifically for the elderly (over 60 years of age). These properties are generally bungalows and ground floor flats, and are distributed in most areas of the Borough. This is a disproportionate percentage of the total stock, dedicated to active older residents. Some elderly designated properties are located some distance from community facilities, reducing their suitability to older residents. It is proposed that the Elderly Designated classification be reviewed in 2009/10. Issues are acknowledged around Right To Buy and planning approval requirements for a designation of elderly designated properties.

v) Disabled-adapted properties

The 2006/07 Status Survey tells us that 54% of tenants have a self-diagnosed disability. Many residents need some assistance or alteration in their home to enable them to live comfortably and with independence.

The housing stock includes 46 properties which have been constructed to the standards of a Disabled Persons Unit (DPU). These DPUs include facilities such as widened doorways and sufficient wheelchair turning space between rooms, handrails, level access showers and lowered kitchen units.

In addition, adaptations are installed into general needs properties, in accordance with the Housing Service's Disabled Aids policy, in order to meet the needs of the current tenant or member of the household. These installations are at the recommendation of the Occupational Therapy team at Social Services or at local hospitals. Adaptations most commonly installed are level access showers, stair-lifts, handrails, and ramps to front or rear doors, and they enable residents to remain living comfortably in their home. Wherever possible the adaptations remain in the property when the current tenant leaves, and are featured on Choice Based Lettings adverts to meet the needs of potential new tenants. When adaptations must be removed at the end of a tenancy, they are recycled for re-installation in another property.

vi) Lifetime Homes

The government's Lifetime Home standards set out accessibility facilities for households with a disabled person, which could potentially meet their changing long term needs. The standards include level access thresholds, widened doorways, an entrance floor WC and living room, and space to allow a stair-lift or through-floor lift, as well as minimal distances from the property to wide car-parking spaces.

Although the Gosport Housing stock does not contain any properties built specifically to Lifetime Home standards, our Disabled Persons Units and other disabled adapted properties meet many of the standards. In addition, the Housing Service works with partner housing associations to incorporate Lifetime Home features in new-build developments in the Borough.

vii) Garages and other non-housing assets

The Housing Service also owns areas of communal land and un-adopted roads and paths on its estates. These include some play areas, car parking areas and drying areas, as well as sheds and garages.

o Garages

The Housing Service owns 834 garages, available for letting to local residents. They are a useful resource for the community, and can alleviate residential parking and improve vehicle security. In 2007/08 the Housing Service collected a total garage rental income of £216,000, representing 2.2% of total rental income for that year. However, the ageing garage stock means that a significant proportion is in poor repair, and requires investment to keep the garages in good condition, or demolition if they are beyond economic repair. A detailed survey of the garage stock was carried out in 2007/08, in order to assess the garages' sustainability, utility and contribution to the local environment.

An estimated investment of £400,000 is required for repairs to 558 garages, and £70,000 for demolition of a further 229 garages. There are options to rebuild garages to replace those demolished; or to leave the areas for off-street parking; or to use the land for housing development. Garage demolition will result in some loss of rental income, while garage replacement will still result in a transitional loss.

Further detailed proposals for each garage site will be presented to Housing Board in March 2009, making recommendations for each garage area based on local demand for garages, alternative parking provision in the area, and suitability of the site for development.

- Other non-housing assets

The Housing Service also owns assets such as unadopted roads and paths, soft-landscaped housing land, play areas, drying areas, sheds, and housing car parks. The Housing Estate Wardens inspect these areas regularly, and ensure they are kept clear of dumped rubbish and free from weeds, and report essential repairs. Play areas are inspected and maintained by Leisure Services on behalf of the Housing Service.

The Housing Service owns numerous small areas of land, un-adopted paths and roads in areas where there are no longer council tenanted properties, and therefore are at odds with main Housing Revenue Account activity. Housing staff are currently working with corporate officers on land management options for these areas.

The Housing Service continues to assess opportunities to use larger areas of under-utilised housing land. Several sites have already been redeveloped by partner housing associations.

viii) Stock condition

The Decent Homes Standard

In 2000 the Government established the Decent Homes Standard, setting a target for social housing providers to ensure their stock reaches this standard by 31 March 2011. The standard has four main criteria (A - D) as detailed in Appendix 3. A decent home is defined as one that meets all four criteria:

In order to assess compliance with the Decent Homes Standard, a detailed stock condition survey was carried out between April 2005 and Sept 2007, in which the interior and exterior of the housing stock was surveyed, detailing its age and condition. 89% of the housing stock was surveyed, and there is a proactive programme to survey the remaining 11% of properties during 2008/09. The survey was carried out by a Surveyor employed by Connaught Partnerships, based within the Housing Service at the Town Hall.

The findings of the stock condition survey are held on a database, and are updated by Housing Services staff when planned maintenance or renewal work is carried out in individual properties.

Summary of condition:

The following tables provide data on the quantity of the housing stock with certain key building components, and which met Decent Homes standards. The tables give this information as at the completion of the stock condition survey in September 2007, and as at November 2008.

Improvement	As a %age of stock at Sept 2007 (no.s of properties)	As a %age of stock at Nov 2008 (no.s of properties)	
Full central heating	88.1% (2871)	88.3% (2846)	
Double glazing	92.2% (3007)	92.3% (2975)	
Wall insulation or external cladding	66.7% (2175)	68.2% (2200)	
Roof insulation	78.5% (2558)	78.3% (2525)	
DH kitchen	81.0% (2611)	88.1% (2640)	
Fully DH compliant	83.3% (2496)	84.5% (2529)	

Table 6

Progress towards the Decent Homes target

Kitchens: in order to meet the Decent Homes standard, the Housing Service focussed on kitchens rather than bathrooms. A planned programme of kitchen replacements has been carried out since 2005/06, and was completed in July 2008. Kitchens over 20 years old have been replaced, and the decent homes space and layout standards have been applied. A final few Decent Homes kitchens will be fitted in 2009/10.

Cladding: a programme of over-cladding properties with solid wall, or non-traditional construction type was started in 2007/08. Blocks of flats such as the South Street flats, Turner Avenue and Tudor Close have benefited from the cladding to improve the sustainability of these blocks as well as reducing fuel bills for residents as a result of improved thermal efficiency. The target completion date for the over-cladding programme is March 2010. However, flats in Hamble Road and Wilmott Lane will not be over-clad during 2009/10, pending decisions on the future of the Wilmott Lane depot.

External painting programme: a 5-year programme of external decoration, including any associated repairs to the external structure, front doors and frames etc started in 2007/08. The programme will maintain the condition of the exterior of the housing stock, ensuring it remains wind and weather-tight. Approximately 150 properties were externally decorated in 2007/08, and a further 300 are planned for 2008/09. The total programme of external painting will be completed in 2011/12.

Reactive Decent Homes work: some reactive Decent Homes work is carried out each year in void properties which fall below the Standard. This may include replacing kitchens which may be less than 20 years old but are in a poor state of repair or may not meet the DH layout standards, and replacement bathrooms.

Potential issues of non-compliance with Decent Homes

Gas boilers: some of our properties have ageing boilers, which although still operational, are less efficient than new units. Our gas partner, First Saxon-Clenmay, has identified properties with boilers which require frequent repairs, and which are less fuel-efficient. A programme of boiler replacement is being carried out in 2008/09 using £100,000 of under-utilised funds previously set aside for capital voids. A total of 35 boilers will be renewed with this funding before 31 March 2009. A further programme of gas boiler replacement will be required in the short term to ensure hot water and heating systems meet the Decent Homes standard by 2010/11. Further renewal programmes of gas boilers will be required in the medium term to replace systems over 15 years old.

Housing Health and Safety Rating System (HHSRS): this rating system, which replaced the housing Fitness Standard, was introduced after the Gosport stock condition survey was already underway, and therefore the ratings have not been included in the survey data. The most common health and safety risk in our stock is the presence of damp and mould growth. The Housing Service proactively manages cases of damp, dealing with any disrepair issues in cases of penetrative damp, and ensuring adequate insulation and ventilation in cases of condensation, alongside advice for the customer about lifestyle changes to inhibit mould growth. The proposed Energy Efficiency Initiative, detailed within this report, will take a holistic approach to this matter by addressing the multiple issues of heating, insulation, ventilation and customer awareness.

Thermal efficiency: the thermal comfort and energy efficiency of some of the housing stock is impeded by its lack of roof or wall insulation. The Energy Efficiency Initiative will address these issues, and is detailed later in this report. The initiative will be prioritised towards properties with the lowest energy efficiency rating, on a 'worst first' basis.

Decent Homes Plus

The government has not yet issued a definitive Decent Homes Plus standard, but has indicated that beyond 2010 housing providers should aim to achieve improved standards of thermal insulation, accessibility standards, internal noise insulation, and standards for the external environment. By introducing an Energy Efficiency Initiative, and addressing issues highlighted by the survey of external areas using the HHSRS rating system, Gosport Housing Service is moving some way towards developing its own Decent Homes Plus standard. Further standards set by central government will be addressed as required.

Structural repairs

A number of blocks of flats with flat roofs have had replacement roofing systems. For example Mabey Close and Long Drive have had a replacement flat roof system, and the South Street blocks have had a flat to pitch roof conversion. At St Vincent Road three blocks have had flat to pitch roof conversions following storm damage, and pitch roof conversions were carried out at a further three blocks to proactively manage the potential for weather damage.

The blocks at St Johns Square and Forton Road will require replacement roofs in the short to medium term. Options of alternative flat roof systems, or conversion to pitch roofs require further investigation.

The stock condition survey has highlighted the need for structural repairs to external staircases in some areas. In particular, at Braemar Road and Wilmott Lane spalling concrete and brickwork are exposing the steelwork. A pilot investigation has been carried out at Braemar Road to examine the extent of the erosion, and trialling a supporting framework, concrete repairs to the staircase, and an upvc frame in the stairwell to provide support. The trial has been successful and will need to be rolled out to other blocks, at a cost of £16,000 per 4 property block. Additionally spalling brickwork at these blocks will need to be re-pointed or rendered. Although these staircases do not require immediate attention, remedial works should commence from 2010/11, and will require a 3 year rolling programme.

In addition, the balconies in some areas require concrete repairs, reinstatement of the asphalt on the walkway above, and adjustments to the railings to comply with the Disability Discrimination Act and new building regulations. A total of 40 balconies require this work across the borough, at a cost of £30,000 per balcony. This is not an immediate short-term priority, but should commence in 2010/11 on a rolling programme over 5 years.

HEALTH AND SAFETY REQUIREMENTS

There are a number of legislative and regulatory obligations for social landlords to ensure the health and safety of residents, members of staff and operatives. In order to ensure compliance with such requirements, the Housing Service employs contractors to carry out specialised health and safety checks, and has internal procedures to guide housing staff in these matters.

i) Housing Health and Safety Rating System (HHSRS)

The HHSRS has replaced the Fitness Standard element of the Decent Homes Standard. It is a prescriptive rating system against which trained staff must grade potential risks from A to J according to severity and risk to health and safety. The HHSRS applies to both the interior of individual properties, and to external areas and the structure of the housing stock, as detailed previously in relation to Decent Homes Plus.

A detailed health and safety stock audit is currently being undertaken of all housing communal areas, grading the condition according to this rating system. The audit will be completed in 2008/09, and will ensure essential repairs are carried out in the immediate short term, funded by the Housing Revenue Account. The audit will also help to inform planned maintenance programmes for housing communal areas in the short to medium term. The survey is also assisting housing staff to provide health and safety advice for residents.

ii) Asbestos

The housing service complies with current legislative and regulatory requirements for the management and safe removal of asbestos. A register of the location of asbestos is held on the property database, and ensures operatives and residents are not at risk.

The Housing Service is working towards anticipated new asbestos regulations, requiring landlords to manage asbestos in communal areas of their stock.

A survey of all communal areas is currently underway, carried out by a specialist contractor, Silverdell, to provide written and diagrammatic information of the location of asbestos in housing communal areas. Silverdell will provide recommendations for its appropriate containment or removal. This survey will be completed by April 2009, and it is proposed to commence a programme of removal or safe containment as highlighted by the survey data. Although there is no legal requirement to remove asbestos from residential property by a given date, the Housing Service is working towards the gradual removal of all asbestos from its stock. An asbestos check is carried out in void properties, and where present, is removed prior to re-letting.

iii) Scaffolding

Scaffolding erected at Gosport Housing Service properties complies with the National Association of Scaffold Contractors' code of practice, and all partners and contractors employed by the Housing Service are responsible for compliance with all relevant health and safety legislation and regulations. Connaught Partnerships carry out stringent safety checks, as well as regular staff training, to ensure scaffolding is erected safely and without risk to members of the public or operatives.

iv) Gas servicing

The Housing Service complies with gas servicing regulations by employing its partner, First Saxon-Clenmay, to carry out annual checks of all gas appliances in the housing stock. In recent years First Saxon-Clenmay has completed over 98% of gas services, and there have been just a small number of non-access cases where gas checks could not be carried out. Housing staff work in partnership with First Saxon-Clenmay to proactively manage instances of non-access, using a combination of home visits, phone calls and correspondence to arrange access. In a handful of cases, legal action must be taken. In 2007 five court orders were obtained to enforce access to carry out a gas check.

Year	% completion	Numbers of non-access cases
2005	98.8%	36
2006	98.6%	39
2007	102.1%	13

Table 8

v) Health and safety checks in sheltered schemes

First Saxon-Clenmay carry out annual checks of all communal heating, electrical systems and alarms in the sheltered housing blocks.

The Housing Service also holds a five year contract with the specialist contractor, Thyssen Krupp, to carry out monthly inspections and maintenance of the lifts in sheltered blocks. Additionally the Council's insurer, Zurich Insurance, carries out quarterly inspections of the heating systems and the lifts at the sheltered blocks as a requirement of its insurance policy.

JPS Electrical carry out an annual inspection of the fire alarm systems in the sheltered schemes.

Sheltered Scheme Managers carry out water safety checks to impede the Legionella bacterium. These involve measuring water temperature, and de-scaling and disinfecting shower heads in communal areas, and running taps in little-used areas of the schemes. District hot water systems in the sheltered schemes, and in the temporary accommodation hostels at Barclay House and Stoke Gardens, have upper and lower temperature controls to ensure water is heated to a sufficient temperature to prevent Legionella, and to avoid scalding.

ENERGY EFFICIENCY

The Housing Service's energy efficiency strategy identifies the ways in which energy efficient housing supports the Council's corporate priorities to develop a healthy, safe and prosperous community. Energy efficient housing reduces the carbon emissions harmful to the environment, and helps to combat fuel poverty. With effect from 2008/09 local authority housing departments must report to central government on the numbers of residents in receipt of income-based benefits, living in properties with a low energy efficiency rating, because of the effects of inefficient housing on fuel poverty. The Housing Service aims to reduce the effects of fuel poverty for its residents by improving the energy efficiency of its housing stock.

The energy efficiency strategy was last updated in 2003, at which time planned actions included window and door replacements, installation of combined heat and power (CHP) units in two sheltered blocks, and a central heating programme in partnership with 1st Saxon-Clenmay.

Since 2003 there have been further energy efficiency achievements: a programme of external wall cladding to blocks of flats of non-traditional construction; measurement of energy efficiency for each property, by applying the Standard Assessment Procedure (SAP) ratings, and from 1 October 2008 an Energy Performance Certificate (EPC) for each new letting; as well as updated energy efficiency advice in the Tenants' Handbook.

The SAP rating of the stock has improved in recent years as a result of the window and door replacements and wall insulation programmes.

Appendix 4 gives comparative SAP ratings for the housing stock as at October 2007, April 2008 and October 2008, as calculated by our energy efficiency consultant, Sapphire Energy.

Energy Efficiency Initiative

Despite the overall improvement to SAP ratings for Gosport housing stock, some properties continue to have poor energy efficiency, and could fail Criterion D of the Decent Homes Standard because they have little or no insulation, and / or have ageing heating systems.

Government grant funding is available to local authority housing departments via the Carbon Emissions Reduction Target (CERT) initiative, which makes it a legal requirement for fuel companies to work to reduce carbon emissions in homes. Schemes to improve the energy efficiency of social housing can be majority-funded, or in some cases fully funded, by CERT grants, thus enabling energy efficiency improvements at low cost to the Council.

It is proposed to implement an Energy Efficiency Initiative from 2009/10, making use of CERT grant funding. The initiative will offer an energy efficiency audit on a 'worst first' basis, for the properties with the lowest SAP rating. A package of improvements will be individually tailored to each property, which may include some or all of the following:

- Gas boiler replacements
- Roof insulation
- Wall insulation
- A survey of window opening and ventilation, with any associated remedial work, to prevent condensation
- Practical advice and education to tenants on ways to heat and ventilate their homes to prevent condensation
- Home energy advice by the Energy Efficiency Advisor, provision of free low-energy light bulbs, and sign-posting to grant funding available to tenants in receipt of qualifying state benefits.

Such an initiative will have a high impact on carbon emissions, and will assist and influence residents to reduce their own emissions. Both factors will contribute to Hampshire's CO2 reduction target.

Officers will investigate grant funding availability for this initiative, and the capital investment required, and will report to Housing Board in March 2009.

Other energy efficiency initiatives

Grant funding is available for the installation of low-energy LED lighting for internal communal housing areas at low cost to the Housing Service. Officers are investigating this option for the corridors of sheltered schemes in 2009/10.

PARTNERING

The Housing Service has developed innovative partnering arrangements, following the recommendations of the Egan report, to deliver improved services and reduce overall costs. Planned maintenance, responsive repairs & voids are managed via a partnering arrangement with Connaught Partnerships. Gas repairs and servicing are provided via a partnering arrangement with First Saxon-Clenmay, and planned external communal decorating is carried out via a partnering arrangement with Richardson's Decorating.

Gosport Housing Service has been at the forefront of partnering, and has developed successful arrangements for managing the service; joint staff training; a Partnering Charter for agreed working relationships; as well as open-book accounting; agreed profit margins; and joint working on new initiatives.

Following an independent audit of the housing partnering arrangements in 2007, which made recommendations for increased transparency in financial arrangements and benchmarking of costs against other contractors, the Housing Service has reviewed its partnering processes, and is developing benchmarking data, along with procedural guidance on the procurement of repairs partners.

The current Housing Service partnering arrangements will continue until March 2011.

PROCUREMENT AND VALUE FOR MONEY

Gosport's corporate procurement strategy ensures procurement complies with the principles of best value, diversity and sustainability. It also fulfils the recommendations of the National Procurement Strategy for Local Government. It emphasises the importance of procurement as part of longer term strategic planning rather than short term operational purchasing, and recommends consideration of partnering and joint procurement to achieve efficiencies and best value.

Procurement in the Housing Service complies with the corporate strategy, and uses partnering arrangements to achieve savings in procurement and with the supply chain. For example the decent homes kitchen scheme demonstrated good procurement practice: in liaison with Connaught and with resident representatives, innovative procurement was used to decide upon the best value kitchen supplier, amalgamating the best design elements of competing suppliers.

Furthermore, efficiency savings are achieved by sharing labour and materials costs between GBC and other Connaught housing clients, and by increasing the output of the repairs and maintenance service for the same fixed budget.

PERFORMANCE INDICATORS

The Housing Service collects performance information to measure the effectiveness of its repairs and maintenance service. Performance Indicators (PIs) required by central government as part of the national indicators' set include the percentage of

homes which are non-decent, and the percentage of residents on income- based benefits living in homes with a low energy efficiency rating.

The Housing Service also measures PIs for the total number of repairs carried out and the percentage of repairs which are emergencies, urgent or non-urgent, which reflects the best practice advice to manage planned improvements to the housing stock in order to reduce the need for large numbers of reactive individual repairs. Average void time and rental loss as a result of voids, are also measured, and have shown dramatic improvements in recent years. The energy efficiency (SAP) rating of the housing stock is also measured.

The number of repairs completed on time is measured, and these continue to be very high. This is reflected in the customer satisfaction performance indicators, and the results in 2007/08 continue to reflect increasing resident satisfaction with the repairs and maintenance service since the start of the partnering arrangements.

The repairs and maintenance PIs are reported annually to Housing Board, along with other housing performance information.

CUSTOMER INVOLVEMENT

The Housing Service continues to work hard to ensure that all residents have an opportunity to be involved in the way their homes are managed, and to the standard to which they are maintained. This may mean an individual choice about their own home, for example choosing colour and design of kitchen units. It also includes the opportunity to represent their local estate or area in working groups, inspections of the service, or on the Housing Forum. In this way residents can play a central role in future policy setting and the performance management framework.

The Housing Service provides information for residents on a wide variety of issues:

- Information on service levels and agreements
- Data on current performance standards
- Written statements of policy and procedure
- Regular, informative newsletters
- Relevant information on reports, minutes and agendas of the Board
- Details of repair and improvement plans

Recent examples of direct customer involvement include:

- Participation in partner and contractor selection
- Peer reviews of the repairs and maintenance service alongside service-users of partner housing providers
- Tenant working groups set up to work alongside project teams
- Tenants carrying out satisfaction surveys of recently completed work in tenants homes
- Tenant and leaseholder representatives involved in working groups to update the Tenants' Handbook, and to review the Lettable Standard

The contribution of our customers in the service we provide for them is crucial, and helps us to ensure we are tailoring the Housing Service to the needs of the local community.

INVESTMENT

Investment in the housing stock may be undertaken either by planned programmes of specific types of work, or in reaction to immediate repair requirements or a property becoming void. Planned improvements are generally funded from capital finance, whereas reactive and void work is revenue funded, from the Housing Revenue Account. Although budgets for 'reactive' or 'response' repairs can be set in advance, the precise scope and nature of the works required cannot be accurately predicted.

Best practice advice recommends that a 60/40 or 70/30 ratio of planned maintenance to responsive repairs gives the most value for money use of resources, because of savings made through economy of scale, and consistency of products and standards. Planned programmes of work also have robust pre- and post-inspection and monitoring processes to ensure quality and value for money. The Housing Service aims to work towards a proactive investment programme for the housing stock in order to achieve the best practice advice. A local Performance Indicator (HSG 08) has set a target for the proportion of planned maintenance expenditure compared to that for responsive repairs. The targets for the next three years are:

Year	Target % of planned maintenance to responsive repairs
2005/06	63.00% achieved
2006/07	67.96% achieved
2007/08	75.96% achieved
2008/09	75%
2009/10	77%
2010/11	80%

Table 9

Responsive repairs

Responsive repairs are issues that arise on a day to day basis, typically being small scale and low cost. They include work such as remedying a plumbing leak, or re-fixing a loose roof tile. Responsive repairs for the Gosport Housing Service are currently undertaken by Connaught Partnerships, who also manage the repairs call centre.

The Housing Service has established service standards for repairs and maintenance: operatives will work to a code of conduct; a free repairs reporting service for tenants; and a choice of appointment dates and time, for all repairs and pre-inspections.

Connaught aim to complete as many repairs as possible on a 'right first time' basis. Many of the operatives are multi-trade, which means they can complete all elements of the repair instead of leaving it half complete awaiting another tradesperson.

The number of appointments kept, and customer satisfaction with operatives and quality of work are all recorded as performance indicators. In 2007/08 the majority of customers who responded to satisfaction cards or a telephone survey gave an excellent rating for factors such as ease of reporting a repair, politeness of staff, quality of work, and cleanliness after work was completed. 100% of respondents reported that the repairs appointment time had been kept.

The Housing Service aims to follow best practice advice to reduce the percentage of repairs carried out on emergency codes, in order to reduce costs. There is a local performance indicator (HSG 09), which sets a target for the percentage of total responsive repairs expenditure which is spent on emergency & urgent repairs, compared to that spent on non-urgent repairs.

Year	Target % of repairs budget spent on emergency & urgent repairs
2007/08	19.66% achieved
2008/09	25%
2009/10	22%
2010/11	20%

Table 10

10% of all response repairs are post-inspected to check quality of work, successful remedying of the defect, and customer satisfaction.

The partnering arrangement with Connaught has established an agreed budget of £1,070,000 per annum for responsive repairs and £430,000 for void repairs.

Voids

In most cases void works involve carrying out remedial works to make the property ready to re-let, rather than major works or component renewals. This is partly to avoid lengthy void times and loss of rental income, but also to avoid the extra costs associated with individual, ad hoc improvements. However, on occasions the void period may be used as an opportunity to carry out any internal or disruptive works that have been declined by a previous resident, especially works which affect the Decent Homes Standard.

Approximately 200 Gosport council properties become void each year. The Housing Service's performance on void times has improved in recent years, with the introduction of new void processes, and joint working with the Allocations team on Choice Based Lettings, and with Connaught and First Saxon partners. Average re-let times have improved year on year:

Year	Average number of void days (BV212)
2004/05	46.6 days
2005/06	46.9 days
2006/07	32.4 days
2007/08	26.0 days
First 6 months of 2008/09	27.0 days

Table 11

Although the government no longer requires local authority housing departments to report on BV212 void times, Gosport Housing Service will continue to record this performance and aim for continuous improvement.

The lettable standard of void properties has been reviewed in 2008/09, following a customer survey and involving residents and partners in determining the best quality, value for money standard which will improve customer satisfaction. Changes such as increased number of electric sockets, clearance of overgrown gardens, and retention of previous tenants fittings have all increased customers' satisfaction with their new tenancy. In sheltered properties changes include fitting lever taps to sinks and basins, and allowing Scheme Managers to decide if carpets or net curtains can be retained from the previous tenancy.

The decorating allowance for new tenants has also been changed, moving away from a system of cheque payments, and instead providing tenants with the materials needed to decorate their new home. Sheltered properties and Disabled Persons Units are still decorated by our contractors during the void period.

Void costs

Expenditure on standard voids (those that do not require major works) rose sharply between 2003-04 and 2004-05. This was when the policy of undertaking Decent Homes work in voids, rather than when re-let, fully came into effect. This expenditure has stabilised, indeed decreased in subsequent years.

Year	Average cost of standard voids	Average cost of capital voids (over £5K)	Average cost all voids	No. of voids (£5k+)	No. of voids in region of £20k+	Total No of Voids let in period
03-04	£1,742	£6,500	£1,988	15	0	290
04-05	£2,675	£8,800	£3,421	34	2	279
05-06	£2,434	£9,500	£3,597	42	4	255
06-07	£2,160	£9,250	£3,228	41	4	272
07-08	£1,900	£9,262	£2,347	15	7	201

Table 12

The changes to the lettable standard will not have an adverse effect on void costs. Although there may be some increases in material costs, because of increased electric sockets, and lever taps in sheltered properties, there will be reduced labour

costs because previous tenants' fittings are not being removed, with the associated costs of making good following removal.

The new decorating materials scheme will bring savings of approximately £19,000 per annum.

In 2007/08 £36,000 was spent on decorations allowances for new tenants: an average of £179 per new tenancy. The new scheme involves projected costs of £17,000: an average of £88.10 per new tenancy

Capital voids

In recent years there have been an increasing number of properties that require substantial investment. These are commonly called "capital" voids as they are funded from capital sources. They can be divided into two categories: those costing more than £5,000 to repair and those costing £20,000 and above. As can be seen in the table above, both types of capital void have been increasing.

In 2003-04 there were 15 capital voids costing over £5,000 and nil voids costing £20,000+. The following year 34 voids cost over £5,000, with 2 of those costing in the region of £20,000. By 2006/07 there were 41 properties that were over £5,000 with 4 properties around £20,000. This figure declined to 15 voids costing over £5,000, but an increase to 7 voids costing £20K+.

To meet this increase in high-cost capital voids, an additional £400,000 was set aside in 2008/09. However, there have been less than expected voids requiring major investment, and consequently £100,000 of the capital void budget has been transferred to pay for replacement gas boilers in the final quarter of 2008/09.

The increase in capital voids over £5,000 in previous years was in part attributable to the target to meet decent homes standards, along with the policy to remove previous tenants' alterations and improvements. As the decent homes programme nears completion, the number of void properties requiring major improvements to reach the standard will reduce, and the change to the lettable standard will have an impact on costs associated with removing alterations and making good.

Planned maintenance

Investment in the housing stock using capital funding is generally aimed to renew or replace building components or to improve the property, rather than carry out remedial repairs in response to defects. Programmes of investment involve multiple numbers of properties, and are commonly based around geographical location, design type or building material. Planned maintenance has advantages of economies of scale; effective planning and project management; and opportunities to involve residents in procurement choices.

Gosport Housing Service has consistently carried out effective planned maintenance investment programmes in its housing stock, which are managed on time, and within budget, and which bring high levels of customer satisfaction. The flexibility of the partnering arrangement means that where planned programmes are completed ahead of schedule, staff resources and budgets can be reallocated to other areas of the partnership.

In recent years planned investments have centred largely around improvements to meet the Decent Homes standards, such as heating, double glazing and external wall over-cladding.

Disposal of assets

Despite an ageing housing stock, the majority of dwellings owned by the Housing Service are fit for purpose, and will meet the Decent Homes standard by the target date of 2010. However, effective asset management requires a rigorous procedure for determining when a property is obsolete and its retention is no longer value for money.

There are several reasons why a property may be obsolete:

- a property may require a considerable amount of work to reach the Decent Homes Standard
- a property may become uneconomic to repair
- a property may have inherent design faults
- a property design or size may no longer meet the needs of the local community, and be un-lettable

In order to assess whether a property is obsolete, there is a need to consider whether the Housing Service would obtain value for money by investing in the property. Consideration should also be given to the potential value of disposing of the property and making alternative use of the site.

A value for money calculation will be applied before making a recommendation for disposal. This calculation will consider the cost of work required, and whether the work will add to the capital value, alongside the anticipated rental income, and the length of time until the investment can be re-couped. Consideration will also be given to the finance available in the current financial year, and whether postponing capital improvements until funding is available, set against loss of rental income, would alter the value for money calculation.

5-YEAR ASSET INVESTMENT PLAN

This 5-year asset management plan lists the capital investment required for the housing stock, based on the information provided in this report. The planned maintenance programmes are prioritised according to compliance with Decent Homes, and other legal and regulatory obligations, followed by other priorities for the maintenance and sustainability of the housing stock. It includes capital investment already approved by Housing Board, such as investment in sheltered housing and the external painting programme, both of which end in 2011/12.

The plan also includes new priorities highlighted by the stock condition survey, such as central heating installations, and by changes in government priorities, such as energy efficiency initiatives. Where grant funding is available, this information is given.

Priority 1: Decent Homes

External wall cladding to the remaining non-traditional construction blocks will be completed in 2009/10 at Northway, Southway, Skipper Way, 1 block in Elmore Avenue, 5 & 7 Tichborne Way, Gilbert Close. This will leave only Hamble Road & Wilmott Lane requiring cladding, as well as flat to pitch roof conversion, but this work will not be carried out until 2010/11 pending a decision about the future of the Wilmott Lane depot.

Decent Homes kitchens. Although the programme of kitchen renewals is effectively complete, there are a few kitchens which still require renewal. These kitchens will be completed in 2009/10 in order to meet the Decent Homes target.

Roof and wall insulation, along with other energy efficiency measures, will be required in 2009/10 in order to meet Criterion D of Decent Homes, and to meet national performance indicators for residents on low incomes living in properties with poor energy performance. The availability of grant funding means that this is a relatively low-cost planned programme for a high-impact for residents and on carbon emissions.

Gas boiler renewal & central heating installation An on-going programme will be required for at least a further 4 years to continue to renew boilers that are either uneconomical, or over 15-20 years old. This installation programme will be managed on a 'worst first basis, and in parallel with the energy efficiency initiative to target properties with the lowest SAP rating.

Replacement roofs are required at St Johns Square and Forton Road, following investigation into the roofing system options.

Priority 2: legislative and regulatory obligations

Asbestos identification in communal housing areas is a requirement for social landlords, and its safe removal by a licensed contractor is a regulatory obligation. The Housing Service aims to continue with mapping of the location of asbestos in 2009/10, which is currently being provided at nil cost, and the gradual removal of asbestos from void properties on an on-going basis as appropriate. The Housing Service aims to remove all asbestos from the housing stock by 2015, and work towards removing all licensed asbestos from its stock by 2020.

Electrical testing and re-wiring upgrades is currently underway in a 7-year programme, due for completion in 2012. A further programme will be required to continue this work beyond 2012.

Priority 3: previously approved planned maintenance programmes

Sheltered housing improvements. A 5-year programme of improvements to the retained sheltered housing schemes started in 2007/08, and is due for completion in 2011/12. It includes conversion of bedsits to 2 bedroom flats, level access shower

installation, upgrades to fire alarm and emergency systems, and renewal of main entrance doors to comply with the Disability Discrimination Act.

External and communal painting. The current programme of external decorating and associated maintenance will continue until 2011/12. It will need to remain a cyclical programme of work beyond that date.

Door entry systems. Replacement door entry systems are being installed in Landon Road, Tudor Close, St Johns Square and Forton Road, during the end of 2008/09 and into 2009/10.

Priority 4: other essential capital investments

Capital voids. Although the number of voids requiring capital investment has reduced in 2008/09, there will a number of voids requiring more substantial investment than remedial repairs, and capital expenditure needs to be set aside for this work on an annual basis.

Disabled aids and adaptations are required in the properties where a member of the household has a disability or mobility issue. Capital expenditure needs to be set aside for these adaptations on an annual basis. The Housing Service received grant funding of £50,000 per annum to contribute to these works.

Garages. A survey of the garage stock has identified those requiring repairs and those where demolition is the appropriate solution, and further information will be provided to Housing Board to determine the options available for each garage site. A rolling programme of investment and demolition should start in 2009/10.

Structural repairs - external staircases. A rolling programme of remedial works to spalling concrete and stairwells is required, and should start in 2010/11.

Structural repairs – balconies. A rolling programme of remedial works to concrete balconies, walkways and railings is required, and should start in 2010/11.

Priority 5: Additional capital expenditure

Tenant-led improvement schemes fund fencing and DIY kitchens at tenants' requests. The schemes are very popular, and the high demand means that applications are managed in chronological order, and are not available to tenants with housing debts, or to residents with Introductory tenancies.

Professional fees. A small capital budget is required to finance specialist advice from consultants, in fields outside the technical expertise of the in-house surveying team. This includes planning, energy efficiency, asbestos and lift engineering specialists.

Asset management Action Plan

- Delivery of the sheltered housing investment programme (2008 to 2012)
- Review elderly designated categories, by April 2010
- Formulation of a 5 year garage investment strategy, by April 2009
- Delivery of the 5 year garage investment strategy
- Support the establishment of a corporate land management group, by April 2009
- Undertake a review of ownership of non-housing assets within the Housing Revenue Account 2009-2014
- Establish a 5 year programme of rationalising ownership of non-housing assets
- Complete the Decent Homes capital works programme, by March 2011
- Develop a Decent Homes Plus Standard following government guidance, by April 2010
- Develop a 5 year planned maintenance programme incorporating Decent Homes Plus, by March 2011
- Develop a 5 year structural repairs programme, by April 2009, in particular addressing the need for roof renewal programme 2009-2015; structural repairs to external staircases 2010-2013; concrete balcony repairs programme 2009-2015
- Complete HHSRS audit, by April 2009
- Annually incorporate HHSRS obligations into planned maintenance programmes for communal areas
- Remove all licensed asbestos from housing communal areas, by 2015
- Work towards removing all licensed asbestos from the housing stock by 2020
- Reduce CO2 emissions to an average of 2.5 tonnes per property, by 2014
- Increase SAP rating to 90, by 2014
- Implement an Energy Efficiency Initiative from 2009/10, making full use of grant funding opportunities
- Meet the annual targets for the percentage of planned maintenance to responsive repairs
- Meet the annual targets for the percentage of repairs budget spent on emergency and urgent repairs

RISK MANAGEMENT

The following table sets out potential risks to the repairs and maintenance service, and mitigating actions which can be taken to offset these risks.

Potential risk	High, medium or low risk	Mitigating actions
Lack of available capital resource to support required investment as indicated in this Asset Management Strategy	High	<p>Rescheduling planned programme of improvements</p> <p>Success in obtaining external funding to support programmed investment requirements</p> <p>Maximising all income opportunities</p>
Failure to meet Decent Homes standard target of 2010	Low	<p>Continue with planned programme of external wall cladding in 2009/10</p> <p>Install decent homes kitchens into any properties identified where kitchens are close to the 20 year age bracket or have substantial disrepair</p> <p>Plan on-going programmes of central heating installation from 2009/10</p> <p>Undertake energy efficiency initiative, making full use of grant funding, in order to meet thermal comfort and HHSRS criteria</p>
Failure to remain within the budgets made available for capital and revenue investment	Low	<p>Continue with monthly budget monitoring with repairs partners & contractors</p> <p>Carry out regular monitoring of planned programmes, and make appropriate adjustments of under- and over-spending</p> <p>Take advantage of all grant funding opportunities available to housing providers, particularly to fund energy efficiency improvements</p>
Unreliable / inaccurate stock condition data	Low	<p>Investigate software options for the stock condition database to make it easier to update investment information</p> <p>Consider options to update the stock condition data with HHSRS property information</p> <p>Establish a rolling programme to re-survey a percentage of the stock following best practice advice</p>
Publication of new Decent Homes Plus standards, which are unaffordable	Medium	<p>Remain aware of government policy changes</p> <p>Staff training and awareness</p> <p>Review the impact of changes on budgets, and re-prioritise accordingly</p>
Damage to housing stock caused by unpredicted events, freak weather conditions etc	Medium	

THE FUTURE OF THE ASSET MANAGEMENT STRATEGY

The Asset Management Strategy is a dynamic document that will develop over time and not remain static. Implementation of programmes of work, changing needs, and the realisation of business objectives will require the Asset Management Strategy to be updated, and remain relevant.

The strategy will adapt to a number of influences, including:

- Legislative and regulatory changes
- New government priorities
- Corporate objectives
- Changes in funding and subsidy regimes
- Local housing demand and population changes
- Customer choice or aspirations
- The ageing housing stock

The Asset Management Strategy will be formally updated on a regular basis, alongside each revision of the Business Plan.

Appendix 1 - Bids on properties advertised on Choice Based Lettings April to June 2008

Address	Property type	No. of bedrooms	No. of bids
14 Almondside	Flat	2	34
11 Aspen Grove	House	3	82
70 Avenue Road	House	2	91
1 Behrendt Close	Sheltered bung	1	10
3 Behrendt House	Shelt bedsit	1	2
41 Blackthorn Drive	Bungalow	1	86
2 Boldens Road	House	3	112
13 Brading Avenue	House	2	101
102 Braemar Road	Flat	1	76
3 Bridge House	Flat	1	62
16 Burnhams Walk	Maisonette	4	5
8 Chester Court	Flat	1	91
11 Chilworth Grove	Flat	1	51
1 Claudia Court	Flat	1	67
51 Elmore Avenue	House	3	96
4 Fortune House	Sheltered flat	1	3
30 Fortune House	Sheltered flat	1	10
31 Fortune House	Sheltered flat	1	33
24 Glebe Drive	Bungalow	1	67
5 Gloucester House	Sheltered flat	1	11
32 Gorselands Way	Flat	1	58
48 Gorselands Way	Flat	1	57
64 Gorselands Way	Flat	1	60
84 Green Crescent	House	3	132
116 Gregson Ave	Bungalow	1	78
78 Hamble Road	Flat	1	61
7 Hoylake Close	Flat	1	57
3 Ivy House	Flat	1	42
17 Kealy Road	House	3	100
11 Old Road	House	3	31
62 Old Road	House	3	41
10 St Andrews Rd	House	3	130
17 St Johns Square	Maisonette	3	20
26 St Johns Square	Maisonette	3	22
80 St Vincent Road	Flat	1	48
96 Skipper Way	House	3	91
20 Sunningdale Cl	House	3	90
3 Tamworth Court	Flat	1	53
14 Tamworth Court	Flat	1	45
51 The Links	House	3	89
37 Turner Avenue	Flat	1	65
145 Turner Avenue	Flat	1	46
159 Turner Avenue	Flat	1	49
1 York House	Bedsit	1	40

Total properties 44		2595
----------------------------	--	-------------

Appendix 2 – sheltered housing planned maintenance programme 2008-2012

SCHEME 08/09	BUDGET £,000
ALEC ROSE HOUSE	
Upgrade to Emergency Call System	23
Link Smoke detectors to Fire Panel	n/k
Upgrade to automatic opening front doors to scheme	12
Alarm sounders on fire exit doors	1.5
Lift Safety Work	5
Communal Kitchen upgrade	4
Water Meter costs	n/k
Total cost for Alec Rose House	45.5
SLOCUM HOUSE	
Gas Central heating	14
Remove call systems and replace with dispersed units	2.5
Total cost for Slocum House	16.5
FORTUNE HOUSE	
Lift renewal	70
Showers in 7 flats	35
Alarm sounders on fire exit doors	6.5
Total cost for Fortune House	111.5
GLOUCESTER HOUSE	
Upgrade all corridor lighting	18
Lift Safety Work	10
Alarm sounders on fire exit doors	5
Showers in 7 flats	35
Communal kitchen upgrade	4
Total cost for Gloucester House	72
WOODLANDS HOUSE	
Upgrade to Emergency Call System	35
Upgrade to automatic opening front doors to scheme	10
Letterbox to front doors (includes cost for Alec Rose House)	4

Access to Scheme - DDA compliance	5
Communal kitchen upgrade	4
Showers in 4 flats	20
Lift renewal	90
Conversion of F10 & 11	
Total cost for Woodlands House	168
Budget allocated for 2008/09	276
Budget spend for 2008/09	262

SCHEME 09/10	BUDGET £,000
ALEC ROSE HOUSE	
Alarm sounders on fire exit doors	1.5
Movement activated corridor lighting	5
Meet DDA requirements for communal areas	4
Laundry room - upgrade to include new equipment	8
Change use of ground floor bathroom to buggy storage area	3
Total cost for Alec Rose House	21.5
SLOCUM HOUSE	
Gas Central heating	14
Total cost for Slocum House	14
FORTUNE HOUSE	
Alarm sounders on fire exit doors	6.5
Showers in 7 flats	35
Movement activated corridor lighting	15
Meet DDA requirements for communal areas, including toilet facilities	16
Total cost for Fortune House	72.5
GLOUCESTER HOUSE	
Upgrade all corridor lighting	18
Alarm sounders on fire exit doors	5
Showers in 7 flats	35
Meet DDA requirements for communal areas, including toilet facilities	10
Total cost for Gloucester	68

House	
WOODLANDS HOUSE	
Access to Scheme - DDA compliance	5
Showers in 5 flats	25
Upgrade all corridor lighting	30
Meet DDA requirements for communal areas, including toilet facilities	15
Conversion of F10 & 11	22.5
Total cost for Woodlands House	97.5
Budget allocated for 2009/10	276
Budget spend for 2009/10	273.5

SCHEME 10/11	BUDGET £,000
ALEC ROSE HOUSE	
Upgrade 1st floor bathroom to assisted bathing facility	5
Total cost for Alec Rose House	5
SLOCUM HOUSE	
Gas Central heating	14
Total cost for Slocum House	14
FORTUNE HOUSE	
Showers in 7 flats	35
Redesign communal kitchen	15
Total cost for Fortune House	50
GLOUCESTER HOUSE	
Showers in 7 flats	35
Upvc to all external doors/windows	120
Upgrade laundry room facilities	7
Total cost for Gloucester House	162
WOODLANDS HOUSE	
Showers in 5 flats	25
Conversion of F17 & 18	22.5
Total cost for Woodlands House	47.5
Budget allocated for 2010/2011	276
Budget allocated for 2010/11	271.5

SCHEME 11/12	BUDGET £,000
ALEC ROSE HOUSE	
Alterations to existing buggy store to increase capacity	15
Internal decoration of all communal areas, including staff offices	8

Replace carpet in front lobby, inner lobby by lift and area to laundry room & provide communal seating	12
Total cost for Alec Rose House	35
SLOCUM HOUSE	
	0
Total cost for Slocum House	0
FORTUNE HOUSE	
Provide external buggy store - to be discussed with tenants	20
Total cost for Fortune House	20
GLOUCESTER HOUSE	
Build new buggy storage facility in courtyard and upgrade existing room	18
Total cost for Gloucester House	18
WOODLANDS HOUSE	
All schemes - Showers, white goods, furniture, Gloucester Hse front entrance	95
Build external buggy store in laundry area	12
New carpet/flooring all communal areas	40
Guestroom shower room	15
Internal decoration of all communal areas, including staff office	20
Total cost for Woodlands House	182
Budget allocated for 2011/12	276
Budget allocated for 2011/12	255

Appendix 3 – Decent Homes Standard criteria

- Criterion A: Fitness for habitation standard, which was replaced in April 2006 by the Health Housing and Safety Systems Rating. This defines any health and safety hazards within the property. These can range from damp and mould growth, to inflammable substances stored within the home.
- Criterion B: In a reasonable state of repair. Failure in this criterion is where one or more key building components are old and need replacing; or two or more other building elements are old and need replacing. These include heating or hot water systems.
- Criterion C: Reasonable modern facilities and services. For properties to fail this criterion, 3 or more of the following elements must fail together:
 - A reasonably modern kitchen (20 years old or less)
 - A kitchen with adequate space and layout
 - A reasonable modern bathroom (30 years old or less)
 - An appropriately located bathroom and WC
 - Adequate noise insulation (where external neighbourhood noise is a problem)
 - Adequate size and layout of common areas for blocks of flats
- Criterion D: A reasonable degree of thermal comfort. Dwellings failing on this point are those without effective insulation and heating.
- Criterion A: Fitness for habitation standard, which was replaced in April 2006 by the Health Housing and Safety Systems Rating. This defines any health and safety hazards within the property. These can range from damp and mould growth, to inflammable substances stored within the home.
- Criterion B: In a reasonable state of repair. Failure in this criterion is where one or more key building components are old and need replacing; or two or more other building elements are old and need replacing. These include heating or hot water systems.
- Criterion C: Reasonable modern facilities and services. For properties to fail this criterion, 3 or more of the following elements must fail together:
 - A reasonably modern kitchen (20 years old or less)
 - A kitchen with adequate space and layout
 - A reasonable modern bathroom (30 years old or less)
 - An appropriately located bathroom and WC
 - Adequate noise insulation (where external neighbourhood noise is a problem)
 - Adequate size and layout of common areas for blocks of flats
- Criterion D: A reasonable degree of thermal comfort. Dwellings failing on this point are those without effective insulation and heating.

Appendix 4 – SAP ratings

Indicator	Oct 2007	Apr 2008	Oct 2008
Average SAP	80.8	81.2	81.2
Average CO2 (T/yr)	3.11	3.09	3.09
Average running costs (£/yr)	438.59	437.31	437.04
Average energy use (GJ/yr)	43.60	43.40	43.34

Energy data calculation using SAP 2005 methodology – Sapphire Energy

AGENDA ITEM NO. 10

Board/Committee:	Housing Board
Date of Meeting:	21 st January 2009
Title:	Changes to Supporting People Funding and the Impact on Sheltered Service Provision
Author:	Housing Services Manager
Status:	For Decision

Purpose

To inform Members of the impact of the Supporting People Strategic Review carried out by the Hampshire County Council Supporting People Team and proposed changes to the Supporting People contract.

To consider the changes proposed by Housing Services to respond to the issues raised by that review and the amended funding regime.

Recommendation

That the Housing Board:

- 1) Note the changes outlined in the Supporting People Funding Review
- 2) Approve the recommendations outlined in 5.1.2, 5.2, 5.4, 5.5 below
- 3) Note the new structure outlined in 6.4 and proposals in 9.5 & 9.6 in respect of Telecare
- 4) Note the amendments to the charging structure outlined in 8.0

1.0 Summary

- 1.1 A Supporting People Strategic Review undertaken by Hampshire County Council has determined that changes to provision of services to older residents need to be made. As a consequence the Supporting People grant is changing from April 2009, to facilitate those changes in the service.
- 1.2 Those changes revolve around offering more choice as to the level of support offered within Sheltered Schemes by Sheltered Scheme Managers and developing services for older persons that are not currently within sheltered housing.
- 1.3 The changes required by the Supporting People (SP) Strategic Review dovetail with the Housing Services own aspirations for developing the service as contained within the Best Value Sheltered Review approved by Housing Board in June 2007.
- 1.4 Adoption of the proposals outlined in this report also maximises the SP grant that will be available to Gosport Borough Council under the new financial arrangement (that will apply from April 2009).

2 Background

- 2.1 Gosport Council has 234 sheltered housing units (excluding The Leisure and Queens Close bungalows). These units provide supported accommodation for older people. The service has changed over the years and no longer has resident Sheltered Scheme Managers (SSM's) living in each scheme.
- 2.2 The sheltered housing units have the benefit of either a hard wired alarm system or in the case of the Leisure bungalows and Queens Close bungalows, community alarms. Community alarms are units placed in the property which when activated notify a call centre where either the emergency services or a SSM can be notified to visit the property.
- 2.3 The SSM's carry out visits to each property and can be called out when any occupant raises an emergency call.
- 2.4 The SSM's provide limited direct *support* to those living in sheltered housing. Each occupant has a support plan and that plan identifies the level of support that they need. The SSM's would notify and arrange for other care support service providers to provide a package of support for older persons. It is the responsibility of the SSM to ensure that support needs are met and monitored, enabling independent living for residents. It is this support, provided by the SSM that is paid for by a Hampshire County Council (HCC) SP grant.

3 Supporting People Grant

- 3.1 This grant is paid to Gosport Borough Council by HCC under contract. This Council receives a block grant from HCC and the terms of that grant are that this Council is required to utilise at any one time 90% of the total sheltered housing units and to have 95% availability of staff to support those units of accommodation.
- 3.2 SP Grant pays for a substantial proportion of the sheltered housing support elements (see 6.1 and 6.4 below). Those occupants of sheltered housing who do not receive any benefits (Housing Benefit, Council Tax benefit and Pension Credit) pay for this service themselves (self-payers). In addition the service is funded by the Housing Revenue Account through 'rent pooling'.
- 3.3 Without Supporting People Grant it is not feasible to maintain a sheltered housing service in Gosport.
- 3.4 This Council has not met its contractual obligation in relation to Supporting People Grant. The reasons for this are:
 - Redevelopment plans for the Leisure, Rogers House and Agnew House approved by Housing Board on 13th June 2007. This followed the Best Value Review of sheltered housing services, reducing the total number of units identified in the contract
 - Deleting SSM (2x) posts following a retirement (mobile) and closure of The Leisure
 - Long term staff sickness

- Inability to fill void properties at Agnew House.

- 3.5 Because the grant is a block grant it is calculated on the number of sheltered housing units that can be occupied and the support hours provided by SSM's to support those units. A reduction in occupancy rates and staff levels impacts on this Council's contractual obligations with HCC.
- 3.6 HCC have been fully informed of the changes due to the implementation of the Best Value Review. They have been supportive of the programmed re-structuring of the service within Gosport.
- 3.7 Details on the current contract (which is broken down into two elements) is provided at Appendix A.

4 Strategic Review

- 4.1 HCC have been undertaking a strategic review of its Supporting People contracts across the county and this Council has been issued with a 'Strategic Review Decision Report'. This report provides a detailed analysis of services available at each sheltered scheme, covering the long term viability of that service in relation to:
 - The design
 - Layout and location of the building
 - Level of support provided
 - Service user and stakeholder views of the service
 - The level of local demand for the service.
- 4.2 The tendering and commissioning for services for a new contract based on the Strategic Review began in September 2008 with proposed contract start dates of 1st April 2009.
- 4.3 The HCC strategic review has highlighted the need to provide a range of accommodation and associated support to meet the differing needs of an increased number of older persons across the county. These fall into the following generic models:
 - General needs housing for older people with little or no current support requirement, increasingly single males
 - Sheltered accommodation with a minimum standard of 'core' support hours and where achievable, non hard wired alarms with a response service. This needs to be accessible and include one and two bedroom units
 - Sheltered accommodation as above but with a 'menu' of available support services which may include low level care and domestic services
 - Extra care accommodation
 - Greater use of assistive technology and telecare support (explained at 9.0 later in this report) for all of the above
 - Community based/floating support, with a menu of support available for

older people across all tenures

- Move from fixed to community alarm systems, with 24/7 defined responses.

4.4 In order to negotiate a new contract (expected to last for 3 years, April 2009 to March 2012) and to meet the requirements identified in HCC's strategic review it is necessary for Housing Services to offer a more flexible service.

5.0 IMPLICATIONS OF CHANGES IN SUPPORTING PEOPLE GRANT & STRATEGIC REVIEW

5.1 In response to the HCC Strategic Review outcomes it is proposed:

5.1.1 Council's Sheltered Housing Service (for those living in Sheltered Schemes)

5.1.2 To offer greater choice to each sheltered scheme resident on the level of service they receive. All residents currently receive, and pay for, a Full Service (see below) regardless of their needs or wishes. It is proposed to offer two levels of service. Those two levels are;

Full Service

- Emergency response (Careline)
- A percentage of the SSM's time for management issues
- Calls and visits by the SSM as identified in the support plan (maximum of 5 per week – Mon to Fri)
- Annual review of support plan or review following an incident/accident.

Personalised Service

- Emergency response (Careline)
- A percentage of the SSM's time for management issues
- Once a week contact
- Annual review of support plan or review following an incident/accident.

A third level of service an Outreach Service is also proposed. This service would only be available to Council tenants in non sheltered stock and the wider community in Gosport. This is described in more detail at 5.2 later in this report.

5.1.3 It is important to point out that the level of service a tenant receives is arrived at by their choice. No tenant will be asked to opt for an alternative level of service. If occupants of sheltered housing opt for a Personalised Service (a lower level) then the Supporting People grant in respect of that household is also reduced. However, because the grant is a block grant this would release a proportion of that grant to provide services in the wider community, as identified in HCC's strategic review.

5.1.4 It is estimated that approximately 40% of tenants will opt for a lower Personalised Service.

5.2 Council's Sheltered Housing Service (for non scheme based 'sheltered' residents)

- 5.2.1 This applies to all “dispersed” properties; those not linked to a specific scheme ie The Leisure bungalows (20), and Queens Close (8) bungalows. The location of these bungalows and distance from a Sheltered Scheme (where Scheme Managers are based) precludes a Full Service in the future. These residents can be offered a Personalised (or Outreach Service should they opt for that – see 5.1.2 & 5.5.1) service. Many of these residents have already opted to receive a lower level of support.
- 5.2.2 Current tenants however in these properties would be able to access a Full Service if their current support needs indicated that such a level of service was required. This option would not however be available for any new tenancies.

5.3 The Leisure and Long Term Void Properties at Agnew House

- 5.3.1 HCC have agreed to maintain the block grant calculation as *if* the 24 units within The Leisure and the long term voids at Agnew House were available for use. This spare capacity is available for use by Gosport Borough Council to diversify to provide a community alarm service (via Careline) to meet needs of older people living in Council general needs properties and the wider community in Gosport.

5.4 Support Services in the Community

- 5.4.1 The proposal is to offer older people in the Councils general needs stock, who need to call for help in an emergency, the opportunity to benefit from a community alarm. Any spare capacity within the grant would be used to fund this service.
- 5.4.2 It is important to point out that while this service can be offered to those who are not in receipt of any benefits, they would pay for this service themselves. Only those in receipt of those benefits could access this service via HCC Supporting People grant.

5.5 Future Support Options for the Wider Community

- 5.5.1 As described at 5.1.2 above it is proposed that there will be three levels of services. It is proposed that the Personalised Service and an additional ‘Outreach Service is offered to older (60+) people in Gosport as follows;

Personalised Service

- Emergency response (Careline)
- Once a week contact (time allocated flexible)
- Annual review of support plan or review following an incident/accident.

Outreach Service

- Emergency response (Careline)
- Six month maintenance check
- Annual welfare visit.

6.0 STAFFING IMPLICATIONS

- 6.1 The sheltered housing service is currently supported by the following staffing structure:
- 1 x Older Persons Co-Ordinator (80% SP grant funded)
 - 1 x Senior Scheme Manager (100% SP grant funded)

- 6 x SSM's (70% SP grant funded)
 - 1 x part time SSM (currently working full time and 70% SP grant funded).
- 6.2 The original contract with HCC was negotiated (in 2005) based on 9 (FTE) SSM's (plus Older Persons Co-Ordinator and Senior Scheme Manager) delivering 303 hours per week in total. Staff reductions since 2003, as a consequence of the Best Value Review and restructuring of the service has resulted in the staffing levels detailed above in 6.1. These staffing levels provide a maximum 239.5 hours of support, well below the 303 hours required to maximise SP grant funding.
- 6.3 HCC have stated that from April 2009 they will reduce staff support hours to 293 per week. Minor changes to staffing (as detailed below) will both allow development of the Support Services in the Community and maximise the available grant funding through SP funding.
- 6.4 There will be a need to adapt the role of two SSM's to deliver the proposed services into the wider community, but in doing so they will be funded 100% via grant because of the nature of their work. The proposed staffing structure is listed below:
- 1 x Older Persons Co-Ordinator (80% grant funded)
 - 1 x Senior Scheme Manager (100% grant funded)
 - 5 x SSM's (85% grant funded)
 - 2 x Community Support Officers (100% grant funded).

This structure provides for 293 hours of support for residents per week in line with the new contract requirements (see Appendix A).

7.0 FINANCIAL IMPLICATIONS

- 7.1 There will be an initial reduction in rental income (the SP element of the gross rent) from the Council's sheltered housing as an anticipated proportion of (self-paying) residents opt for the lower (cheaper) Personalised Service. It is estimated that approx 40% will opt for the lower, Personalised Service. A reduction in income in the region of £28,000 per annum, which will not be made up by grant (7.3 below) as self payers, by definition, are not SP grant funded.
- 7.2 There will also be a reduction in the maximum SP grant funding available because the new contract will be based upon new (lower) staffing levels and property numbers, the existing contract being based on staffing levels/property numbers as at 2003 . That will result in a potential loss of SP grant in the region of £14,000 per annum.
- 7.3 It is possible to make up grant through the community alarm service offered to older people in the Council's general needs stock. Any remaining grant after offering this service to Council tenants 'unclaimed' can be drawn down by extending the community alarm service for older Gosport residents in the private sector.
- 7.4 In offering a combined Sheltered and Community Alarm service the Council cannot exceed the HCC contract price which will be in the region of £153,295. Details of the proposed contract are contained at Appendix A.
- 7.5 The changes to the staffing structure and job descriptions represent no additional

staffing costs to the Council as the marginally increased costs are fully met from SP funding.

- 7.6 Close monitoring of changes both to the service provided to sheltered scheme occupants, Council tenants and the wider community will need to be undertaken on a monthly basis to ensure that the number of older people benefiting from this service via HCC grant is limited to a level supported by the grant.

8.0 CHARGING STRUCTURE

- 8.1 There will be a need for a slight revision to the charging structure for SP funded sheltered services. The total charge for a Full Service is to be increased from £17.33 (in 2008-09) to £17.76 (starting April 2009. A 2.5% inflationary increase).
- 8.2 The decision by SP HCC that alarm maintenance costs (£0.65/week) is not eligible for SP funding necessitates a further small amendment. This charge has therefore been removed from the total SP charge and will be re-located in general service charges. This is represented diagrammatically in Appendix B.

9.0 TELECARE

- 9.1 Telecare is the continuous, automatic and remote electronic monitoring of real time emergencies and lifestyle changes over time in order to manage the risks associated with independent living.
- 9.2 Telecare devices range from those where the user presses a button that raises an alert at a control centre, to systems that monitor the person's well-being and/or environment and which trigger (without, if necessary, conscious involvement) a warning that the person's well-being has deteriorated, or that an untoward event has occurred
- 9.3 Some systems give the person immediate feedback so that memory problems in particular can be accommodated and the person's dignity and independence maintained. Examples of telecare devices are:

- Movement/non-movement sensors
- Falls sensors
- Fire/smoke alarms
- Automatic lighting sensors
- Food/water alarms
- Fridge activity sensors
- Window/door sensors
- Carbon monoxide sensors
- Bed/chair occupancy sensors
- Temperature range sensors
- Gas shut off devices
- Medication reminder systems
- Wrist-worn wellbeing monitors
- Safety confirmation devices.

- 9.4 This Council provides Telecare equipment to all tenures. This is funded by Telecare grant which was originally available up until April 2009. It is expected that further

(HCC) funding will be made available for a further three years. This service is provided jointly with Fareham Borough Council. SSM's in both Councils provide the following services (note: it is a Telecare grant that funds these activities not SP funding):

- Assessment of needs
- Installation of equipment
- Responder service.

This service is administered by Gosport Borough Council staff on behalf of both Councils.

9.5 The Telecare Service is currently developing independently of the Outreach service proposed in this report. This is primarily due to the different funding streams. There are however very clear links between Telecare and the proposed Outreach services under SP. The latter providing low level support in the home while Telecare equipment can be installed as the needs of the individual increase, thus providing a seamless escalation of support.

9.6 There are clear benefits to manage these two (independently funded) services under one operational structure. Housing Services will be looking to do this in the forthcoming months.

10.0 RISK ASSESSMENT

10.1 The risks identified include:

- If the service cannot diversify in order to meet the findings of HCC's strategic review then HCC grant will be 'clawed back' at the quarterly reviews and GBC will fail to maximise the available grant from the Supporting People regime.
- The inability to meet the contractual hours and units identified the contract. This risk is minimised by the award of a 3 year contract, close monitoring of the service and regular review and reporting to Housing Management Team and HCC.
- The risk of lack of take up of community alarms either within Council general needs stock or the private sector. This risk is considered minimal. The ageing profile of Gosport indicates there is a need for this service.
- The CLG have recently announced that in 2009/10 the Supporting People programme grant will be paid under Section 31 of the LGA (2003) as an un-ringfenced named grant and that from 2010/11 will be paid as part of the Area Based Grant. The impact of this change is as yet unknown but there is a low risk that this may affect the direction of the support services, grant allocations and contract tendering processes.

The overall risk to the service is Low/Medium

Financial Services comments:	As detailed in 7.0
Legal Services comments:	None for the purposes of this report
Service Improvement Plan implications:	Delivery of the Sheltered Service Best Value Action Plan is a Service Management Plan action for 2008-09 (SMP081b)
Corporate Plan:	None
Risk Assessment:	As detailed in 10.0 above
Background papers:	Best Value Review of Sheltered Housing; Housing Board Report June 2007
Appendices/Enclosures:	Appendix A: Current Supporting People contract – breakdown of information Appendix B: current Supporting People charging Appendix C: Proposed Supporting People charging
Report author/Lead Officer:	Housing Services Manager/CH/SK

APPENDIX A

CURRENT SUPPORTING PEOPLE CONTRACT – BREAKDOWN OF INFORMATION

SUPPORTING PEOPLE CONTRACT 2008-09

2008-09	GOSPORT SOUTH	GOSPORT NORTH
Contract price = £168,092	£80,431.93 (07/08)	£87,661.70 (07/08)
Contracted Units	89	97
Weekly Hours	142.28	148.39
Unit Cost	£17.33	£17.33
Hourly Cost	£15.72	£16.82

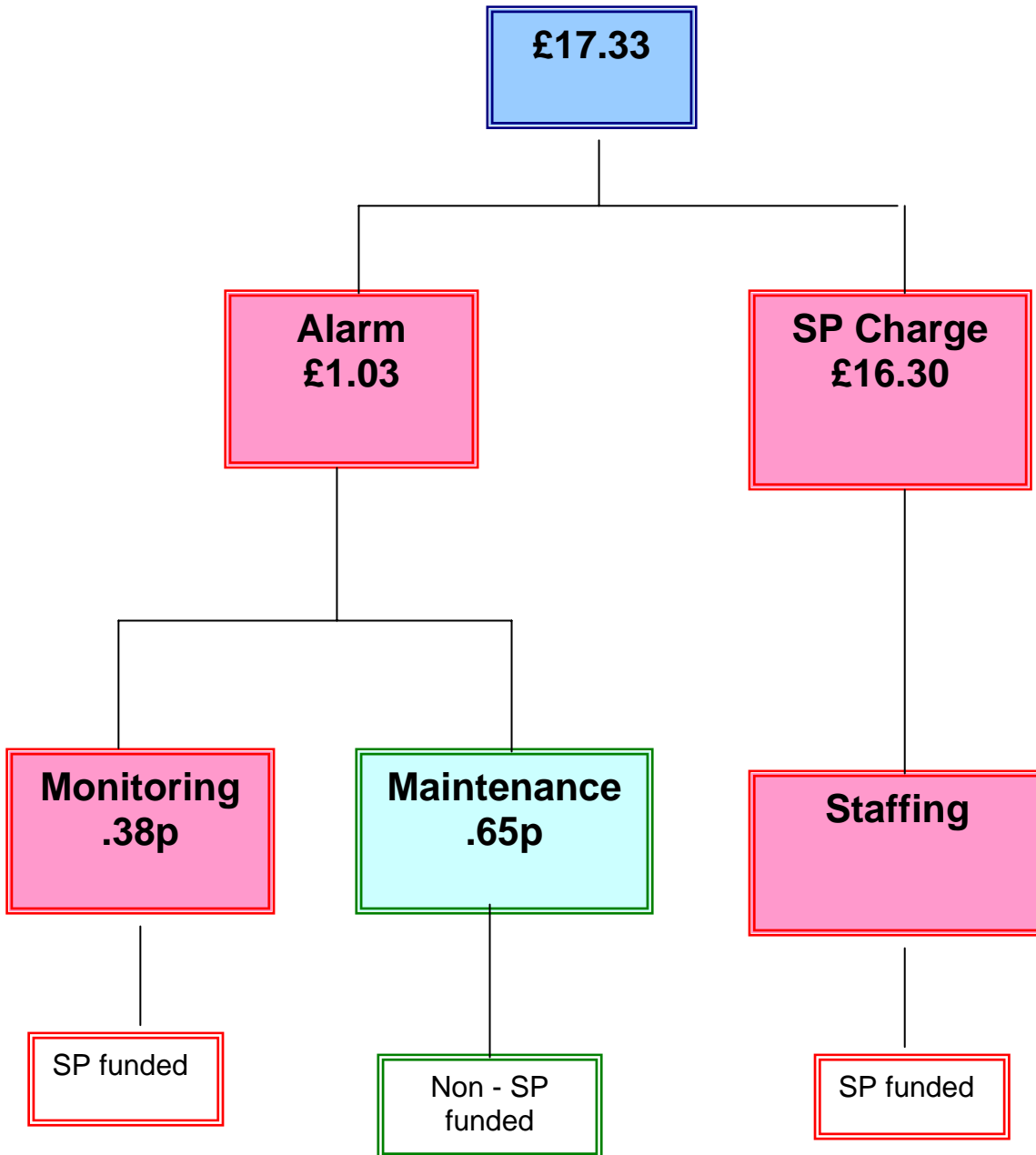
PROPOSED SUPPORTING PEOPLE CONTRACT 2009-10 [only one contract]

2009-10	GOSPORT
Contract price (in the region of)	£153,295
Contracted Units	258 (incl. 24 pops @ The Leisure)
Weekly Hours	293
Unit Cost	£17.76 (£16.68 + .38 alarm charge)
Hourly Cost	<i>GBC has not been provided with this information yet</i>

Although there are only 20 units at the Leisure bungalows, SP are retaining the full amount of units to allow us to utilise these units, plus long-term voids at Agnew to provide a service via Lifeline units in the community.

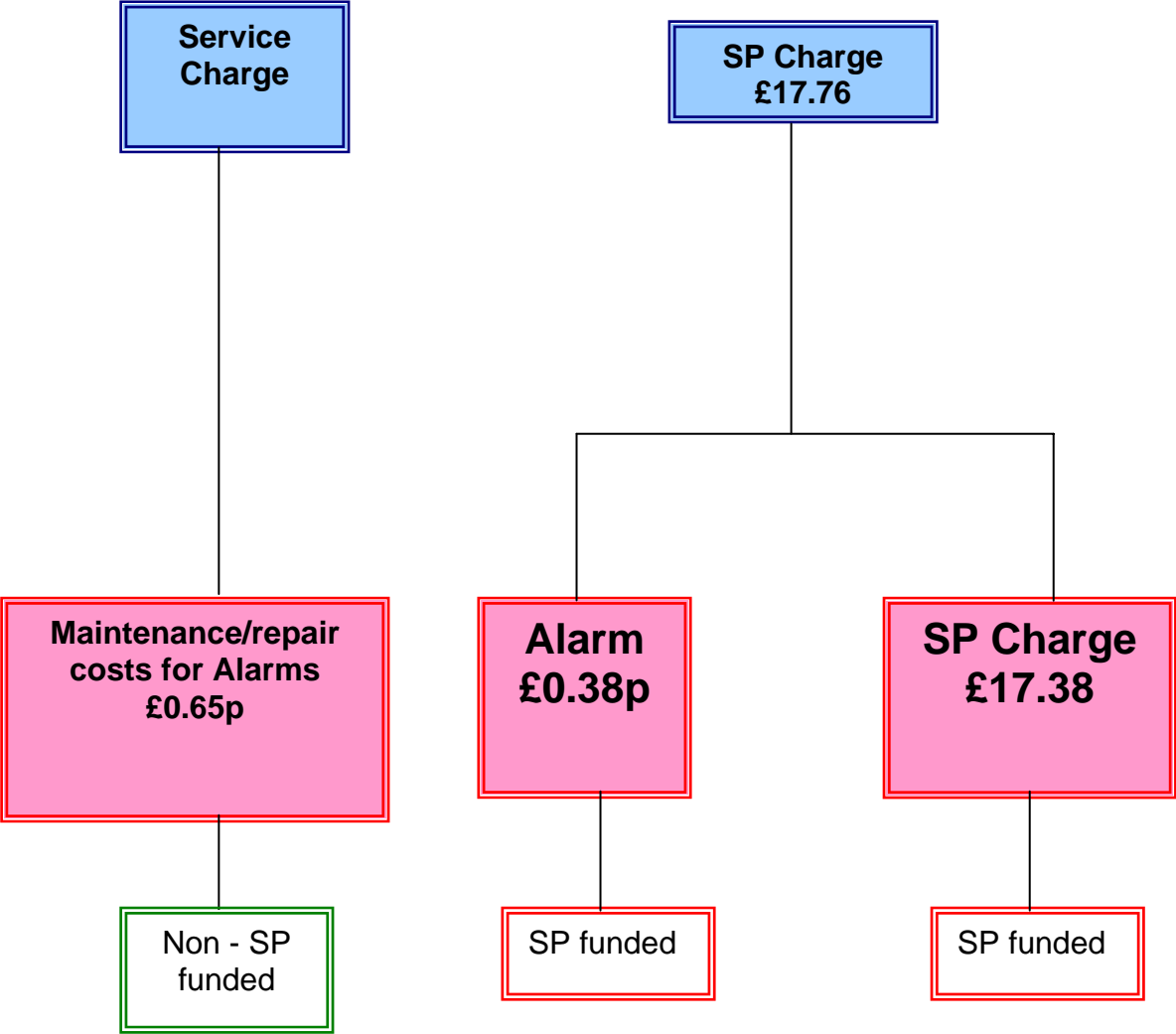
APPENDIX B

CURRENT SUPPORTING PEOPLE CHARGING COSTS 2008/09



APPENDIX C:

**PROPOSED SUPPORTING PEOPLE FUNDING COSTS
2009/10**



AGENDA ITEM NO. 11

Board/Committee:	Housing Board
Date of Meeting:	21 st January 2009
Title:	Under Occupation Initiative
Author:	Housing Services Manager
Status:	For Decision

Purpose

To provide an overview of an under occupation initiative carried out between September 2007 and March 2008 and approve the recommendations that emerged as a result of that initiative.

Recommendations

That the Housing Board approves:

- 1) Amendments to the Allocations Policy that all transfer applicants occupying three or four bedroom properties are permitted, at customer request only, to be eligible for a move to properties one bedroom in excess of need; provided the move releases a property with more bedrooms than the property allocated
- 2) That these transfer applicants benefit from a reduced (50%) financial package under the Tenants Incentive Scheme
- 3) The Tenants Incentive Scheme financial package (£1000) is still offered to those releasing 2 or three bedroom properties and moving to one bedroom accommodation.
- 4) The Tenants Incentive Scheme financial package is increased from £1000 to £1250 for those tenants moving out of 4 bedroom properties.

1.0 Background

- 1.1 Members have previously expressed a desire for support to be offered to tenants to move to smaller accommodation when their property becomes too large for their needs. This is generally seen as good practice; maximising the use of housing stock while at the same time providing smaller, more manageable accommodation to tenants. Whilst the latter objective will remain a constant, Members will be aware of the increasing pressure on social housing. Projections for the current year suggest the lowest ever recorded lettings activity in 2008/09.
- 1.2 Historically, this Council did not permit under occupation at point of letting in accordance with the need to maximise the use of housing stock. However, in early 2008, the Housing Board Chairman approved the implementation of under occupation at point of allocation where such an allocation would result in a four bedroom property becoming available for re-let. The reasons for this were:
 - Four bedroom properties are a more scarce resource than three and two bedroom properties and,

- By moving a household that was under occupying a four bedroom property to a smaller family sized home the Council was still benefiting from a lower level of under occupation (such a move was limited to one bedroom under occupation).

1.3 This report considers the issues that have arisen from that decision and the results of the under occupation initiative. It goes on to consider whether the same principle should be adopted in respect of tenants under occupying three bedroom accommodation who would only consider moving to a two bedroom property, despite only having one bedroom need. The present Tenant Incentive Scheme already addresses tenant's aspirations to downsize to a one bedroom property (See Appendix A).

2.0 Report

2.1 Housing Need

2.1.1 An overview of supply (number of lettings) and demand (Housing Register numbers) by assessed bed size need is set out in the table below. It is desirable to have all results, regardless of bed size, to be as close together as possible. As can be seen from the table below, while the differences in results are not substantial, there are discrepancies. Taking the last two years results as a whole it can be said that more three and four bedroom lets need to be generated and that there is currently scope to utilise two bedroom properties to enable this to happen.

2.1.2 % of lets to number on Housing Register by bed size

Year	1 bed	2 bed	3 bed	4 bed
2007/08	9.65%	14.65%	7.50%	5.88%
2008/09*	9.78%	13.82%	5.52%	8.00%

*Projected to year end from 1/4/08 – 30/9/08 results

2.1.3 The increase in results for four bedroom properties from 2007/08 to 2008/09 (5.88% to a projected 8%) reflects the fact that the change to the Allocations Policy in 2008 has yielded some moves as desired.

2.2 Under Occupation Initiative

2.2.1 The Housing Services Unit developed a trial under occupation initiative. It looked at encouraging transfers by Gosport Borough Council tenants who were on the Housing Register (HR) and under occupying their current home. The initiative took place between September 2007 and March 2008.

2.2.2 The initiative had three main objectives:

- To encourage transfers by Gosport Council tenants under occupying their current home
- To increase the availability of 2+ bed size properties during 2007/08
- To understand the barriers preventing tenants moving from larger to smaller accommodation.

2.2.3 The aim was to support these tenants through the whole moving process by:

- Finding out the needs of tenants currently under occupying Gosport Borough Council properties
- Encouraging and assist these customers to bid for 1 bed properties, giving information and advice about the Choice Based Lettings bidding process
- Where required, bid for suitable properties on the customers' behalf
- Where required, attempt to meet special needs, for example disabled adaptations.

2.2.4 Advice and assistance was offered to these tenants with the aim of facilitating their rehousing and increasing the potential availability of family sized properties.

2.2.5 Officers made contact with 33 tenants on the HR who were occupying a 2 bed, 3 bed or 4 bed property and who were registered for a transfer to a 1 bed property. A provisional target of facilitating 12 moves was set for this tenant group

2.2.6 The majority of tenants who were contacted replied to the initial letters and received telephone or face-to-face advice about Choice Based Lettings and rehousing. Six tenants would not make contact to discuss their circumstances. Six tenants were not able to transfer because of the arrears on their rent account and 5 tenants asked to be removed from the HR or stated that their personal circumstances meant that they did not want to move at the current time.

No of tenants	Reason	totals
6	No contact	18%
5	Blocked due to rent arrears policy	15%
5	Personal circumstance or did not want to move	15%

2.2.7 Of the remaining 16 tenants, 7 vacancies were created over the project period (43%); Two carried out a transfer, 3 carried out a mutual exchange, 1 found their own private accommodation and 1 died. A further 8 were given detailed assistance and although moves had not occurred during the project period 2 of those tenants have subsequently moved.

2.2.8 Therefore, of the original 33 identified:

No of tenants	Reason	Sub totals	totals
17	No contact, refused or blocked		57%
7	Vacancies created within project period	21%	
2	Vacancies created after the project	6%	
	Total moved		27%
6	Tenants still seeking alternative property		18%

2.2.9 Seven of the original 33 properties identified were made available to other tenants, with a further 2 moving subsequently (making 27% in total), as well as the potential of a further 6 properties, where tenants are actively seeking a move.

3.0 Project Summary

- 3.1 A significant proportion of tenants excluded themselves from either receiving assistance or from bidding (33%) due to personal circumstances or simply did not want to engage with the project.
- 3.2 The current rent arrears policy excluded a proportion from making successful bids (15%).
- 3.3 The financial incentive within the Transfer Incentive Scheme (£1,000) was a secondary consideration for most tenants. Of much more importance was the location of the new property and the number of bedrooms for which they were eligible to bid. For example both tenants who occupied 4 bed properties expressed a wish to move to a smaller property yet retain a spare bedroom for family members visiting from overseas or other parts of Britain. In both cases the property had been the family home for several decades and they stated that although they did not want to prevent a young family from the opportunity of having the property, they would stay in their current home rather than move to a 1 bed property.
- 3.4 Providing support (as outlined in 2.2.3 above) had significant impact in officer time. It averaged approximately 5 hours per case (after the initial contact) for the 16 cases, equating to 80 hours officers time in total.
- 3.5 There were only 33 cases registered for rehousing to smaller, 1 bed accommodation, on the HR. It is believed this considerably underestimates the actual number of tenants under occupying the housing stock. A publicity drive, promoting the Transfer Incentive Scheme planned for 2009, should prompt further requests to move.
- 3.6 That amendments to the existing Transfer Incentive Scheme (as described below) are likely to facilitate further transfers by increasing the flexibility of the scheme and removing some barriers for tenants. It should be noted however that the impact will be limited as the principle drivers for tenants wishing to move are not under the control of Housing Services (for example the availability of property in the desired location). The proposed amendments are:
 - The Transfer Incentive Scheme lump sum payment is increased to £1250 (from £1000) for those giving up a 4 bedroom property.
 - The Allocations Policy is amended so that transfer applicants occupying three or four bedroom properties are permitted to be eligible for a move to properties one bedroom over assessed need. For example an elderly couple in a four bedroom property would be entitled to move to a two bedroom property.
 - That those taking up the option of a transfer to a property with one bedroom in excess of their assessed need would only be entitled to half the allocated payment (£500 – for 3 or 2 bedroom properties and £625 – for tenants in 4 bedroom properties)
 - At the request of a tenant participating in this scheme who can

demonstrate that hardship exists then partial payment can be released (up to 50%) prior to moving so that tenant can have funds to book removals and lay carpets etc. in the new property.

4.0 Risk Assessment

4.1 There are no risk assessment implications with the proposals in this report.

5.0 Conclusions

5.1 The changes to the Tenants Incentive Scheme will generate a small number of releases of larger accommodation. The Council's stock base is very low in relation to 4 bedroom properties and there is also a need to release 3 bedroom properties. The proposals in this report will enable the release of a small proportion of these properties.

Financial Services comments:	None for the purposes of this report.
Legal Services comments:	None for the purposes of this report.
Service Improvement Plan implications:	The Under Occupation project was a Service Management Plan initiative for 2007-08 (ref SMP100)
Corporate Plan:	Better access to Decent housing is a strategic priority under 'Prosperity' (PR2/01)
Risk Assessment:	There are no risks arising directly from the recommendations set out in this report.
Background papers:	Housing Options Performance Report January 2009 Housing Board
Appendices/Enclosures:	Appendix A "Transfer Incentive Scheme" Policy
Report author/ Lead Officer:	Head of Operational Services/CH

TRANSFER INCENTIVE SCHEME

1.0 Introduction

- 1.1 The Transfer Incentive Scheme pays a financial incentive to encourage tenants to move from family accommodation to smaller properties for which there is less of a demand. To facilitate this, an incentive payment applies where a tenant is moving to a property with one bedroom, including sheltered accommodation or properties that are designated for the elderly.

2.0 Qualification

- 2.1 Gosport Housing Services secure tenants of 2, 3 or 4 bedroom properties qualify if they are moving to a one bedroom property within Gosport's Choice Based Letting Scheme and Housing Services will receive vacant possession on their departure,
- 2.2 Under the Choice Based Lettings Scheme, tenants will be given high priority for moving to small properties. Tenants moving from a 2 or more bedroom property to an 1 bedroom property will be in Band A (the highest band) (4 to 1, or 3 to 1, or 2 to 1)
- 2.3 All properties available for rent within the Gosport area under the Choice Based Lettings Scheme will be advertised every 2 weeks. If an applicant for the Transfer Incentive Scheme sees a property for which they would like to be considered, they need to 'bid' for the property. The property will then be offered to the customer who has bid for it, with the highest priority.

3.0 The Financial Package

- 3.1 The existing transfer incentive package is:
- £1000 cash payment, **or**
 - Internal redecoration of the property, **or**
 - Payment of removals, all disconnection and reconnections etc.

The tenant can decide which package they can opt for.

Note: A tenant moving to a housing association tenancy would **not** be eligible for the internal redecoration option.

4.0 Exceptions to the Scheme

- 4.1 There are cases where the Housing Services Manager will need to exclude tenants from applying for the Scheme. These are as follows:

- 4.2 Tenants already receiving compensation for their move eg decanting.
- 4.3 Tenants who have already received an Incentive Package to move to their existing accommodation within the last 2 years.
- 4.4 Cases where the tenant is a successor under occupying the property for which Schedule 15, Housing Act 1985 applies.
- 4.5 The tenant or occupant has recorded incidents of nuisance/anti-social behaviour against them on their file over the last 2 years (ie by enforcement officer, housing officer, environmental health, or police involvement, etc) and their file had not been clear for a minimum of one year.

March 2006

AGENDA ITEM NO. 12

Board/Committee:	Housing Board
Date of Meeting:	21 January 2009
Title:	Void Properties New Lettable Standard
Author:	Housing Services Manager
Status:	For Decision

Purpose

The purpose of this report is to seek Housing Board approval for the changes to the void properties lettable standards for general needs properties and for sheltered housing.

This report also seeks approval for the changes to the decorating allowance scheme for new tenancies.

Recommendation

That the Board approves the changes to the lettable standard and a new decorating allowance scheme as detailed in 3.2 to 3.5 inclusive and Appendix B and C.

1.0 Background

- 1.1 The lettable standard establishes the minimum facilities and standard of repair at which the Housing Services Unit re-lets a property after it has become vacant. It is a checklist and guide to officers when preparing a property for re-letting and sets the standard an incoming tenant can expect.
- 1.2 The current void standard was last updated in 2000 (Appendix A).
- 1.3 A survey of new tenants in 2007 and feedback from the biennial "Status" survey of residents' views (also carried out in 2007) raised concerns with levels of customer satisfaction.
- 1.4 The survey of new tenants found the main areas of dissatisfaction were:
 - Poor cleanliness
 - Insufficient electric sockets
 - Gardens overgrown or containing rubbish
 - No washing machine valves
 - Fixtures, fittings and floor coverings from previous tenant were removed when they would have been useful to the incoming tenant.
- 1.5 The Status survey showed that tenants were very happy with Gosport Borough Council as a landlord (a satisfaction rating of 87% made Gosport Borough Council one of the most popular Local Authority landlords in the country). There were two groups, however, where satisfaction was lower:
 - Tenants that had moved in to the property within two years

- Tenant that were younger, with children.
- 1.6 The Audit Commission's Key Lines Of Enquiry (KLOE) define an excellent void property service as:
- *One that has a challenging re-let standard, to which service users have contributed, and which is available to tenants and prospective tenants before they view the property.*
 - *Where the landlord carries out repairs and safety checks to empty properties quickly and efficiently, to its own re-let standard. As a result, there is a high level of service user satisfaction with the standard at which homes are re-let.*
- 1.7 An Officer project group has been working to address shortfalls with customer satisfaction with void property lettable standards, aiming to attain the 'excellent' KLOE criteria.

2.0 Consultation

- 2.1 Members of the Housing Forum have joined the Officer project group to analyse customer feedback about void quality and to develop these new lettable standards.
- 2.2 Staff involved in all aspects of tenancy management, letting and void properties have been consulted on the lettable standard and the feedback they receive from customers. Some common negative themes emerged:
- Removing previous tenants' alterations, which causes damage to walls (eg. dado rails, towel rails, toilet roll holders)
 - Removing previous tenants' fittings, which could assist those on low incomes (eg. curtain battens, carpets, net curtains)
 - Missed opportunities to supply fittings, which could assist the less able (eg. lever-type taps in sheltered)
 - Poor cleanliness.
- 2.3 Housing Board Members were consulted during November 2008 to seek their views on the draft lettable standards, giving them the opportunity to comment.
- 2.4 The project group has considered best practice examples of lettable standards from other housing organisations. For example:
- **Cleanliness:** some organisations employ a cleaner to give attention to detail after all works finished
 - **Gardens:** cutting back overgrown trees, mowing grass, repairing fences, but in many instances doing this after occupation
 - **Previous tenants' fittings/alterations:** checking their safety, but then 'gifting' them to incoming tenants, as long as they sign to accept responsibility
 - **Carpets/net curtains:** again, 'gifting' them to new tenants. Some organisations clean carpets, others gift them as seen.
 - **Showers as standard in sheltered housing:** many organisations remove baths from sheltered properties and install a level access shower

- **Decorating options:** these ranged from decorating all voids, to voucher systems to provide tenants with paint and tools, rather than cash.
- 2.5 In addition, best practice advice from Housemark and the Chartered Institute of Housing has been considered.

3.0 Report

- 3.1 The proposed new standard for general needs properties includes items such as a minimum number of sockets for living rooms and bedrooms; new WC seat and lid; and retaining carpets, fixtures and fittings at the discretion of the Housing Officer at pre-void stage and the Voids Surveyor at inspection stage. (Appendix B: new items highlighted).
- 3.2 The proposed new standard for sheltered properties includes changing all taps to lever type; continuing with a policy of decorating where required, with colour choices made by Sheltered Scheme Managers; nets and carpets to be retained where left by outgoing tenant, at the discretion of the Scheme Manager. As there is a current 3 year planned programme to install level access showers in sheltered properties, this will not ordinarily be carried out during the void period. It is proposed that the sheltered lettable standard continues to be applied to bungalows linked to sheltered schemes, but additionally to disabled adapted properties within the rest of the stock. (Appendix C: new items highlighted).
- 3.3 Currently Connaught operatives sweep through voids after works are complete, but a 'builders clean' has not been meeting tenant expectations and other surfaces in the void properties are not cleaned before viewings. Sheltered Scheme Managers have been making their own informal arrangements for cleaning void properties within their blocks, using the Council employed cleaner allocated to their block to clean the void flats. It is proposed that this system is formalised in sheltered voids and extended to all void properties. Council employed cleaners would clean floor surfaces, kitchen units, skirting boards and window sills after works are finished.
- 3.4 The proposed new standards highlight the items which will be carried out after occupation. These include all fencing and gardening items and any changes to the heating system.
- 3.5 The majority of new tenants surveyed in 2007 by the Resident Involvement Team indicated that they would prefer to receive a choice of decorating materials rather than a cash decorating allowance and best practice indicates that this is a more cost-effective approach for landlords. A decorating materials scheme has been developed with Connaught and Wolsley (the supply chain company who manage the store at the Wilmott Lane depot). At the property viewing, Housing Officers determine which rooms require decorating according to the current procedure. However, rather than receiving a cash voucher, tenants will be provided with a decorating pack including brushes, roller, gloss paint and white emulsion and make colour choices of emulsion for the rooms which need decoration (see Appendix D). The materials will be delivered to their new address within the first week of their tenancy. This will replace the cash grant system currently in place. Sheltered properties and disabled units will continue to be decorated prior to letting.

- 3.6 In order to assess the impact of the proposed lettable standards and the decorating materials scheme, a pilot study was carried out during November and December 2008. All properties which became void during that period had the new standard applied. Housing Officers and Sheltered Scheme Managers gathered the views of new tenants when these properties were let.

4.0 Financial implications

- 4.1 Within the pilot period of the new lettable standard void costs increased by less than 1% (see Appendix E). There will be a small increase in the cost of materials as a result of lever taps, extra sockets and fencing, although this will be off-set by reduced labour costs as a result of not removing previous tenant fixtures and fittings. It is not believed that these new standards will impact on void budgets.
- 4.2 The decorating materials scheme will generate savings of £19,000 per annum. In 2007/08 £36,000 was spent on decorating allowances to new tenants: an average of £179 per new tenancy. The proposed new scheme involves projected costs of £17,000: an average of £88.10 per new tenancy.
- 4.3 There will be some increased staffing costs for cleaning, although this will not exceed £2,000 per annum.

5.0 Risk Assessment

- 5.1 It is considered that there are no risks associated with the proposals contained in this report.

6.0 Conclusion

- 6.1 The proposals contained in this report will provide an improved letting standard for void properties and it is believed will increase customer satisfaction generally. They will also ensure that the Council's sheltered housing stock is let to a higher and more consistent condition for the older people in the Borough.

Financial Services comments:	As detailed in 4.0.
Legal Services comments:	The Council must ensure that properties are safe to be let.
Service Improvement Plan implications:	none
Corporate Plan:	Better access to Decent housing is a strategic priority under 'Prosperity' (PR2/01)
Risk Assessment:	N/a
Background papers:	Status Survey Executive Summary (MRUK) 2006-07
Appendices/Enclosures:	
Appendix A	Current void standard
Appendix B	Draft new lettable standard for general needs housing
Appendix C	Draft new lettable standard for sheltered housing
Appendix D	Decorating Materials Scheme
Appendix E	Analysis of costs over trial period
Report author/ Lead Officer:	Housing Services Manager/CH/JK

Appendix A: Current void standard

VOID STANDARD (2000)

Roofs	<ul style="list-style-type: none">- Free from leaks and sound. Loft insulation minimum 200 mm. All pipes and tanks in roof space to be lagged. External pipes and gutters free from leaks.
Windows	<ul style="list-style-type: none">- Sound, open and close, with effective catches. Weatherproof. Upper floor windows to high and low rise flats to have restrictors fitted.
External Doors	<ul style="list-style-type: none">- Sound, close securely and rainproof. Front door to have 5-lever lock and two bolts (or deadlock night latch). Rear door to have 5-lever lock and two bolts.
Internal Doors and Joinery	<ul style="list-style-type: none">- Doors sound and operate effectively. Joinery securely fitted and safe.
Floors	<ul style="list-style-type: none">- To be sound including skirting. Loose floor coverings to be removed - including all carpets. Broken floor tiles to be replaced. Floor boards to be securely fitted.
Walls - internal - and ceilings	<ul style="list-style-type: none">- Walls to be sound and free from damp. Ceilings to be sound. Remove all polystyrene tiles and/or coving.
Asbestos	<ul style="list-style-type: none">- As per Specialists recommendations.
Heating / Hot water	<ul style="list-style-type: none">- Appliances to be visually inspected. Check ventilation.
Electrics	<ul style="list-style-type: none">- Electric check MUST be carried out. All habitable rooms to have power sockets.
Kitchen*	<ul style="list-style-type: none">- Provide gas <u>and</u> electric cooker point. Provision of a modern serviceable sink. Provision of 3 double units, which can be any combination of floor and/or wall units. Provision of 3m of worktop (including over double base unit). Sink to be clean and without damage. All units to have 2 tile high splash back. Kitchen units to be in full working order (other than normal wear and tear).
Bathroom	<ul style="list-style-type: none">- All sanitary ware to be clean and undamaged (other than normal wear and tear). Provision of 2 tile high splash back to basin and bath.
Decoration	<ul style="list-style-type: none">- No decorations to be carried out. If dirty or stained - wash down. Use of Decorations Allowance in all cases.
External	<ul style="list-style-type: none">- Paths and hardstandings to be sound and safe. Rubbish to be removed from gardens. Provision of washing line posts (not line or rotary).
General	<ul style="list-style-type: none">- All previous tenants additions to be removed. Property to be cleaned. NO improvement works to be carried out.

Appendix B: Draft lettable standard for general needs properties.

Lettable standard for general needs properties, 2008	
Roofs <i>(to be completed after occupation)</i>	<ul style="list-style-type: none">- In sound condition and weatherproof. Where possible, installation of 200mm loft insulation. All pipes & tanks in roof space to be lagged. External pipes & gutters free from leaks.
Windows	<ul style="list-style-type: none">- In sound condition and weatherproof. Able to open and close, with effective catches. Opening restrictors on all windows. Locks on all ground floor windows.
External Doors	<ul style="list-style-type: none">- In sound condition and rainproof. Able to close securely. 5 lever lock and 2 bolts to both front & rear doors. Supply draught excluder to front & rear doors Supply letter box to front door
Internal Doors and Joinery	<ul style="list-style-type: none">- In sound condition and operate effectively. Joinery securely fitted and safe.
Floors	<ul style="list-style-type: none">- In sound condition, including skirting. Broken floor tiles to be replaced. Floor boards to be securely fitted. <i>New! Floor coverings may be left for new tenant at the discretion of the HO/ Surveyor</i>
Walls - internal - and ceilings	<ul style="list-style-type: none">- In sound condition and free from damp. Remove all polystyrene tiles and/or coving.
Asbestos	<ul style="list-style-type: none">- As per Specialists' recommendations.
Electrics	<ul style="list-style-type: none">- Electric check to be carried out. Supply hard-wired smoke detector Electric cooker point, with isolator switch. All habitable rooms to have power sockets: <i>New! minimum 3 double sockets in living rooms, 2 double sockets in bedrooms.</i> <i>Previous tenant's shower to be retained if landlord permission was granted, and on receipt of Minor Works Test Certificate from outgoing tenant. To be checked as part of electrical check.</i>
Gas	<ul style="list-style-type: none">- Gas check. Appliances to be visually inspected, and ventilation checked. <i>New! Where possible, supply gas cooker point in kitchen (capped off while property is void)</i>
Kitchen	<ul style="list-style-type: none">- Provision of a modern, serviceable sink. Where sink is not renewed, it should be clean and without damage. Provision of 3 double units, in any combination of floor and/or wall units. Provision of 3m of worktop (including over double base unit). All units to have 2 tile high splash back. Kitchen units to be in full working order (other than normal wear and tear). <i>New! Supply washing machine valves</i>
Bathroom	<ul style="list-style-type: none">- All sanitary ware to be clean and undamaged (other than normal wear and tear). Provision of 2 tile high splash back to basin. <i>New! New WC seat and lid, where damaged or stained.</i> <i>New! Plugs & chains replaced where worn or missing</i>

- Garden** *(To be completed after occupation)* - *All New! Repair fencing as required, according to landlord responsibilities. Trim overgrown trees, and hedges. Cut grass Retain sheds, greenhouses, landscaping, paths, decking unless there is a health and safety risk*
- Decorating** - *New! Materials will be provided to assist with the cost of decorating.*
- General** - *All New! All previous tenants' additions to be retained unless unsafe installation. Retain net curtains at window, where left by previous tenant. Property to be cleaned by GBC cleaner.*

Appendix C: Draft lettable standard for sheltered properties

Lettable standard for sheltered properties, 2008	
Roofs <i>(to be completed after occupation)</i>	<ul style="list-style-type: none">- In sound condition and weatherproof.- Where possible, a minimum of 200mm loft insulation.- All pipes & tanks in roof space to be lagged.- External pipes & gutters free from leaks.
Windows	<ul style="list-style-type: none">- In sound condition and weatherproof.- Able to open and close, with effective catches.- Opening restrictors on all windows.- Locks on all ground floor windows.
External Doors	<ul style="list-style-type: none">- In sound condition and rainproof.- Able to close securely.- Locks suited to master key, with no bolts or chains.- Supply draught excluder to front & rear doors- Supply letter box to front door
Internal Doors and Joinery	<ul style="list-style-type: none">- In sound condition and operate effectively.- Joinery securely fitted and safe.
Floors	<ul style="list-style-type: none">- In sound condition, including skirting.- Broken floor tiles to be replaced.- Floor boards to be securely fitted.- <i>New! Floor coverings may be left for new tenant at the discretion of the SSM.</i>
Walls - internal - and ceilings	<ul style="list-style-type: none">- In sound condition and free from damp.- Remove all polystyrene tiles and/or coving.
Asbestos	<ul style="list-style-type: none">- As per Specialists' recommendations.
Gas (where applicable)	<ul style="list-style-type: none">- Gas check- Appliances to be visually inspected.- Check ventilation.
Electrics	<ul style="list-style-type: none">- Electric check to be carried out.- Supply hard-wired smoke detector- Electric cooker point, with isolator switch.- All habitable rooms to have power sockets: <i>New! minimum 3 double sockets in living rooms, 2 double sockets in bedrooms.</i>
Kitchen	<ul style="list-style-type: none">- Provision of a modern serviceable sink.- Provision of 3 double units, in any combination of floor and/or wall units.- Provision of 3m of worktop (including over double base unit).- Sink to be clean and without damage.- All units to have 2 tile high splash back.- Kitchen units to be in full working order (other than normal wear and tear).- <i>New! Change all taps to lever type.</i>- <i>New! Supply washing machine valves in sheltered bungalows.</i>
Bathroom	<ul style="list-style-type: none">- All sanitary ware to be cleaned.- <i>New! De-scale & disinfect existing shower heads.</i>- Provide 2 tile high splash-back to basin.- <i>New! New WC seat and lid, where damaged or stained.</i>- <i>New! Change all taps to lever type.</i>

New! Plugs & chains replaced where worn or missing

- Decoration** - Full decorations where required, *New! colour scheme to be chosen by SSM.*
- Garden (bungalows)** - *All New! Repair fencing as required, according to landlord responsibilities*
Trim overgrown trees, and hedges, Mow grass
To be completed after occupation Retain sheds, greenhouses, landscaping, paths, decking unless there is a health and safety risk
- General** - *All New! Previous tenants' additions to be retained at SSM's discretion.*
Retain net curtains at window, where left by previous tenant.
Property to be cleaned by Sheltered cleaner as per SSM's instructions.

Appendix D: Decorating Materials Scheme

Each new tenant entitled to decorating costs will receive:

1 x Decorating pack, which contains:

- Paint roller and tray
- Set of 3 brushes
- Powder filler
- Sandpaper
- Dust sheets
- White spirit
- 1 litre white combination undercoat / gloss
- 5 litres white emulsion

Cost to GBC = **£45.70**

1 x 5 litre emulsion in choice of colours for each room which needs decorating (small bathrooms / kitchens count as half a room)

Cost to GBC = **£10.60** per 5 litres

Examples

A 1 bedroom flat which needs full decoration throughout will be allocated:

	Cost to GBC
1 x decorating pack	£45.70
1 x 5 litres for living room	£10.60
1 x 5 litres for bedroom	£10.60
1 x 5 litres for hall	£10.60
1 x 5 litres for kitchen & bathroom	£10.60
	£88.10 total

A 2 bed flat which needs decoration in 1x bedroom, kitchen and bathroom will be allocated:

	Cost to GBC
1 x decorating pack	£45.70
1 x 5 litres for bedroom	£10.60
1 x 5 litres for kitchen & bathroom	£10.60
	£66.90 total

A 3 bed house, which needs decoration in living room; 2 x bedrooms; hall, stairs & landing; kitchen will be allocated:

	Cost to GBC
1 x decorating pack	£45.70
1 x 5 litres for living room	£10.60
1 x 5 litres for bedroom	£10.60
1 x 5 litres for bedroom	£10.60
1 x 5 litres for hall, stairs & landing	£10.60
1 x 5 litres for kitchen	£10.60
	£98.70 total

Appendix E

Financial implications – analysis of costs over trial period (to be provided before circulation to Board)