

# HOUSING STANDARDS BOARD (HSB)

## Minutes

2 July 2019

7.00pm – 8.35pm

### PRESENT:

#### Committee Members

Cllr Mark Wilkinson (MW) – Chair  
Cllr Bob Davis (BD) – Vice Chair  
Cllr Simon Carter (SC)

#### Leaseholder Standards Panel:

Frank Feldman (FF)

#### Officers:

Andrew Murray (AM)  
Cara Stevens (CS)  
Wendy Makepeace (WM)  
James Fulcher (JF)  
Zulfi Kiani-Mackintosh (ZKM)  
Jenny Pearce (JP)

#### Tenant & Leaseholder Representatives:

##### Property Standards Panel:

Hugh Hoad (HH)  
Selena Ellis (SE)

##### Tenancy Standards Panel:

Jane Steer (JS)

		Action
1.	<b><u>Apologies</u></b>  None	Noted
2.	<b><u>Declaration of Interest</u></b>  Cllr Simon Carter and Cllr Bob Davis declared a pecuniary interest in matters related specifically to HTS (Property and Environment) Ltd by virtue of their remuneration as a Councillor Directors. Having taken advice from the Monitoring Officer, will remain in the meeting but would need to be absent should financial matters relating to HTS (Property and Environment) Ltd be specifically debated.	Noted
3.	<b><u>Minutes of last meeting (08.01.19) and Matters arising</u></b>  The minutes were agreed.  <i>Matters Arising:</i> Members workshop on the Homelessness Reduction Act has been arranged for 25 July 2019.  “Write offs” for Housing below £20,000, are dealt with internally, going through a strict process. It was agreed that on a quarterly basis this will be provided to the Housing Standards Board. Appendix 1 attached provides information on the circumstances where debt should be considered for write offs and Appendix 2, a list of amounts, the dates the debt accrued and the reason for the debt.	Noted  Noted  Noted

4.	<p><b>Cabinet Work plan 2018/19</b></p> <p>The work plan was noted with the following amendments. Any additions or amendments to be provided to Jenny Pearce.</p> <p>The Homelessness and Rough Sleeper Strategy will be going to Cabinet in October 2019.</p>	<p>All</p> <p>Noted</p>
5.	<p><b>Briefing Notes</b></p> <p>Briefing note: HRA Revenue Account Quarter 3 Finance Report 2018/19</p> <p>The report was noted and the following was asked and answered:</p> <p>The income to the HRA for the administration of the garages in the General Fund of (-)£142,000 is made up of two elements – the income received from private rental and the recharge of the administration fee from Finance.</p> <p>Briefing Note: Capital Programmes Quarter 3 Finance Report 2018/19.</p> <p>The report was noted and the following was asked and answered:</p> <p>The value of the Right to Buy receipts retained was £3.491m.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p>
6.	<p><b>Joint Performance and Finance Report</b></p> <p>The Quarter 3 2018/19 Joint Performance and Finance Report was noted. Will forward the Quarter 4 2018/19 Joint Performance and Finance Report when available.</p>	<p>Noted</p> <p>JP</p>
7.	<p><b>Housing Performance Reports</b></p> <p>The Performance Reports for Housing Management &amp; HomeOwnership was noted and it was requested that congratulations be recorded for the excellent collection rates.</p> <p>The target for 2019/20 for the rent collection as a proportion of rent owed is to remain at 98%.</p> <p>The outturn at 31 March 2019 for annual service charge collection for Home Ownership was 99.53%.</p> <p>The Modern Homes Works Programme report is replaced by the Capital Project Update.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>

	<p>The Council is still waiting for information from the Government in relation to fire doors. However communal front doors are safe to install and will ensure that flat blocks are kept compliant.</p> <p>SE Duct stands for 'South Eastern' Duct. The ducts were originally designed by South Eastern Gas Board have retained the name.</p> <p>Bin chambers are being checked by Housing Officers, to ensure that they are being used correctly. Protocols are now in place to assist those residents who need special access.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p>
<b>8.</b>	<p><b>Current Consultations</b></p> <p>There is a consultation on a proposal to replace the existing 2015 Rent Standard with a new Rent Standard with effect from 1 April 2020. The consultation ends on 30 July 2019 and a response can be made through survey monkey, email or post.</p>	<p>Noted</p>
<b>9.</b>	<p><b>Formal questions and answers</b></p> <p>Mr Hugh Hoad raised two questions which were responded to by the Chair:</p> <ol style="list-style-type: none"> <li>1. How are the new bin storage storage areas for flat blocks being paid and what happens to tenants who do not use them?</li> <li>2. When is the review of the housing panels recommended by the Company who gave us the structure of the housing panels?</li> </ol> <p>The new bin storage areas are part of the Council's Capital Investment programme, and have been identified through the fire risk assessments carried out. Should residents fly-tip then this will be investigated in line with the Council's policies and procedures.</p> <p>It was originally recommended that the Tenant and Leaseholder Engagement Strategy be reviewed approximately every three years. In addition, the frequency and format of the panels was raised at the property and Tenancy Panels in June 2018, alongside attendance of Leaseholders. It was advised at that time that the frequency and criteria would remain unchanged.</p>	<p>Noted</p> <p>Noted</p>
<b>11.</b>	<p><b>Any other Business</b></p> <p><u>Paperless Billing:</u> This is still in the early stages but the initial aim is to begin paperless</p>	<p>Noted</p>

	<p>billing in September with a working portal and to enable residents to view their accounts online. Next steps are to configure the content within the portal, decide on the method of reporting repairs, and to ensure that the portal is embedded within the Council's website.</p> <p><u>Tenant Profiling:</u></p> <p>The Council's Data Protection Officer (DPO) has advised that profiling can only be carried out anonymously without any direct form of marketing.</p> <p>A task and finish group to be set up to report regularly to this Board.</p> <p>A proposal to be brought to the next Housing Standards Board on what to profile and the reasons for carrying out profiling.</p> <p><u>Quality of Letters from HTS:</u> An investigation has been undertaken on the recent letters that had been sent by HTS. There was a break from protocol which meant that these letters were sent out without reference to the Editorial Panel.</p> <p><u>Other:</u></p> <p>It was also requested that all reports have a list of abbreviations and what they mean at the end of the report if used.</p>	<p></p> <p>Noted</p> <p>JF/CS</p> <p>JF/CS</p> <p>Noted</p> <p>JP</p>
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The Date of the Next meeting: 27 August 2019

**Background Papers**

Minutes of the Environmental SIT meeting (6 March 2019) were attached the papers but were for information only.